

**How'd We Do?
January 2016**

OLD TOWN LIBRARY

1. Marian Sawyer was tremendously helpful and kind. I was frustrated looking by myself for Juv Christmas and graphic novels. Marian rescued me and it made my day.
2. By far the friendliest and most helpful librarians I've ever had the pleasure of meeting.
3. I want to try and keep the movie night for the patroned public because it is good to have the movie experience continued on without delay. Thanks very much again. *RESPONSE: Manager Jean Bosch responded to the patron.*
4. I would like to thank Zoe and Gale for the wonderful and proficient service they gave me and my family. Thanks so much.
5. Please reverse policy on allowing food 'brought in' in library. It is gross!!
6. Air freshener is needed around the whole library. People that smoke carry it with them everywhere.
7. CSU Social Work Intern is a marvelous idea! The library is such a non-intimidating environment that it will cause people to talk to the intern when they won't go to an agency. Thank you!
8. Ben was putting away books and he dropped everything to help me find videos for me and my children. It was very much appreciated. Thank you Ben.
9. Would it be too much to ask patrons to refrain from using the public library whilst they are sick and coughing their contagious diseases around the healthy users!
10. It's ironic that Fort Collins can appease to the rich and college student but can't keep up with repairing a library is second fiddle to city fathers most sad!

HARMONY LIBRARY

11. I learned about the "Research Tab" from the librarian. It never would have occurred to me to look there for all the education modules. Would you consider renaming the "Research Tab" to say "Research/Learning"? I love the library and any time I need help the librarians give me significantly more information that I had no idea existed. They are wonderful!!!! They are so knowledgeable and friendly.
12. I cannot use my g-mail account because I need to confirm with a number/telephonically called to me. My phone does not work in this building!!! Arggh!!!
13. Please add more Study Rooms for 2-4 people and even singles. The Old Town Library has plenty and could be a good model to follow. Thanks! ☺
14. Anne, at the "Ask Here" desk is just the best!! She helped me find an obscure article and got it printed out for me. It would have taken me a really long time to do this on my own.
15. Looking forward to History Comes Alive. Unfortunately it's not starting until April 2016. Please schedule every month. It's a fantastic program with full house crowds.

16. I adore the library! Thank you all for your hard work. The computer part – renewing online, email reminders, searches – all that is beyond words. A miracle. Wish you were open later, not earlier. But I’m happy with 9 p.m.

COUNCIL TREE LIBRARY

17. This is a great place to study. Thanks for facilitating our learning.
18. Thank you, thank you, thank you for opening at 9 a.m.!!! That is such a better timeframe!!!
19. Wonderful as always.
20. Hello – just a comment – the noise level is very high. It seems to stem from the staff using their normal voice. Contrast this to Harmony library where staff and patrons “tone” it down. I’ve never been in a library which is so loud. Couldn’t staff be encouraged to speak in their library voice (pun intended)? I don’t see the harm and the benefit would sure be appreciated. *RESPONSE: Currie responded to patron.*

OTHER

21. Hard to find real Science Fiction when it’s buried in all your fantasy stuff. Separation of Science Fiction would be very helpful. Thanks.
22. Please order more nonfiction and audiobooks and less nonfiction audiobooks about self-help/get rich quick schemes.
23. 1. Suggest hiring me to develop a cartousel (to display DVDs (and later books so that the user can just stand there and watch the DVDs, facing the user, go by and pick off the ones they are interested in. Thus, instead of having a tedious time of sorting through by hand as shown. 2. Or at least leave the recently returned DVDs out for 1 day. *RESPONSE: Tova contacted patron and left a message.*
24. Re: class at Old Town Library on Jan 9: Kristen and Karla were excellent teachers. The class was all over the place in skill levels, but Kristen kept with us and was super organized to be able to do that. Karla stepped in to help keep us up. Super helpful and smart ladies!
25. Message received in response to a comment staff member Sylvia Garcia made to a patron about how devices can be so confusing: confusing, challenging and downright scary stuff for the senior citizens...more so than “flying monkeys”. There are items on YouTube but presented by young set of I.T.s and they talk so fast, like an auction dude at the stock show = not helpful at all. Note: thanks for all your HELP ☺
26. Message received at the Answer Center (AC) in response to an email sent by Old Town Library and a phone call from the AC: Thank you for the excellent service in resolving this matter and in the phone message. I really do appreciate you all at the Library and I really couldn’t do my job as Readers’ Theatre director for Bas Bleu Theatre Company without the Prospector system—allowing me to read at least 50 scripts per season!! Merci, merci... p.s. and I will keep my eye on any damage to report as I receive a script!