

## How'd We Do? April 2018

### HARMONY LIBRARY

1. It's too bad libraries aren't quiet anymore.
2. I was out of town so didn't get to "high-five" a librarian ☺ during National Library Week – however I want to express my appreciation to all the librarians and staff at all of the Poudre River Libraries. ♥ I think you do a tremendous job and provide great services. We love our library! Please share!

### OLD TOWN LIBRARY

3. Hi. I'd love to see all the genealogy books in one section. I am a genealogy volunteer also. Thanks.
4. Holly – she's great 10+ deserves a raise. Thought outside box to solve problem or the challenge. ☺
5. Karla helped me with my nook and laptop. She is so patient and supportive. I appreciate her warm personality and depth of knowledge. Thanks!
6. Mark is awesome.
7. Tina is the best 10+ deserves a raise.
8. Keep up the great work team Old Town Library is a very resourceful facility. Thank you . p.s. please bring back the headphones. *RESPONSE: Manager McCluskey thanked customer for his comments and explained the reasons the district will no longer provide them.*
9. Please put a longer table at the "Look it up" computer station! *No contact information provided.*
10. Thank you! Heart our families!!! Suggestion for our community – donation jar to give to Homeless Co. only to help "families" w/education and materials fund to get them home. Thank you, love CO ☺
11. So, it's happened again!! A person (a librarian) says, "Oh, I love your bag!" It says, "I cannot live without books ~ Thomas Jefferson." It's not fancy; it's just fiber like the brown book bags here a few years ago. But here's the story – I broke down and bought this bag at Barnes & Noble. Why, oh why?! I would have LOVED to purchase it at the LIBRARY.
12. Mark in computer lab thinks outside the box! He's the best. 10+ deserves a raise.
13. I never find any paperback books anymore on sale shelf. It is too heavy to hold hardback books. Seems like 3 weeks, same books. Need some mystery, love, a variety.
14. Due to privacy concerns and a legal situation I would like to have my holds not put on the public shelf. *RESPONSE: Circulation Supervisor Holly Bucks responded to customer by saying she respects the nature of her request and thinks there may be options that staff may be able to assist in her concerns while still following our procedures. She asked customer to contact her if she'd like to discuss further.*
15. I am being informed by the library that a book I checked out is overdue. Once again, I am contacting you, the library, to let you know that this book was put into the Senior Center drop box days before it was due. I use the library a lot! And I'm a little bit neurotic about having

books getting returned on time. I don't know why I keep getting repeated overdue notices for this book. Can somebody please check into it? Also, isn't there a way of having books get checked in from the drop boxes before sending out an overdue notice? *RESPONSE: Circulation Supervisor Holly Bucks responded to customer via email. She checked into the issue and explained her findings in detail. She provided information about the drop box pick-up schedule and Prospector items (which this was).*

### **COUNCIL TREE LIBRARY**

16. I appreciate the librarian helping me.
17. Thank you to Drew who provided outstanding customer service, great computer skills, and a caring comment or two what a pleasure!
18. We live very near this branch. I would love to have a drive up book return (like the Senior Center has by north). The only reason I'm ever late returning books is because of the distance from my car to the return slots! (Even with a handicap plate.) *RESPONSE: Manager Currie Meyer responded to patron via email apologizing for the inconvenience and explained the property management company has the authority on the issue and they are not receptive to placing a book drop at Council Tree Library.*
19. Library stairs and area needs good deep cleaning.
20. Awesome
21. A letter written to/about CTL employee: Linda, in Colonial American, a pineapple was a sign of welcome. I thank you for making my grandson, Cruz, feel so welcome at Council Tree Library. He wanted one or two books about airplanes, and you "helped" him locate 8!! Many hours of enjoyment followed!! We are very fortunate to have met you, and we are grateful for you going "above and beyond" to help him!!

### **COLLECTIONS RELATED**

22. Since I read a lot and especially series, I would appreciate the ability to search by author and/or by title in the "my history" section of the catalog. Currently, I have to search page by page which is time consuming and inefficient. I would also like the ability to create a list by author in the "my history" section. *RESPONSE: Collections Manager Tova Aragon responded to customer and provided steps she can take to group titles by author and how to export.*
23. (Submitted at CTL, but Collections related) Long term library customer. Somewhat disappointed with the steady decline in the number of science fictional fantasy books available at Council Tree. This has been happening over the last few years. *RESPONSE: No contact information provided, however, comment was forwarded to Adult Collection Librarian Becky S.*

### **OUTREACH**

24. Your services are excellent, I loved your computer classes and I would like if you will provide a level II class. The teacher is an excellent person, she teaches so well, has lots of patience, and I think she has a very big heart. The library has really good services for this community. Thanks so much for teaching us.

25. I want to express my feelings related to these classes, it has been my favorite time of the day, we are so fortunate to have such a great teacher, so professional. Mrs. Rueda treat us so well and inspire us to keep on going.

### **PROGRAMS and CLASSES**

26. Veteran reading. Had an amazing amount of connections made with everyone. I loved it.
27. Please have more veteran writings and readings.
28. Veteran's writing workshop – this was a great program. I'd gladly participate if you were to offer it again. Thank you.
29. Great! Repair shop – hope they will be back.
30. Excel Basics class – wonderful class and great instructor! Thank you!
31. We love the kids activities you have but it would be great to spread them throughout the day. Most storytime aged kids are in preschool in the morning. There are no afternoon activities at all – not at the library and also nowhere else. A coffee vending machine would be great. *Submitted at OTL. No contact information provided.*
32. Re: class on device management at Harmony – Great class with really helpful information. Best part was the one-on-one small groups for the different devices. Clear presentation and useful handouts. Found out the library offers individual help for various devices. I'd recommend this class to anyone who needs help with devices.

### **WEB COMMENTS FOR DIRECTOR**

33. Hi Mr. Slivken, I had the opportunity to visit your library in early April. I must say, I was very impressed by your helpful and professional staff. On two separate occasions, staff approached me and asked if I required assistance, which they proceeded to deliver beyond my expectations. The facility was warm and welcoming, and quite visually appealing. Your community must be exceptionally proud of the services and resources that you and your staff provide. Thank you and best regards, Tim Hetherington, Library Services Director, Newport Beach Public Library
34. See attached.

## Langren, Cynthia

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**From:** Slivken, David  
**Sent:** Friday, April 20, 2018 9:01 AM  
**To:** Library-LLT  
**Cc:** Langren, Cynthia  
**Subject:** FW: Teacher Library Cards  
**Attachments:** Teacher Library Cards.pdf

FYI.....David. Ms. Stapf's original email is at the bottom

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**From:** Slivken, David  
**Sent:** Friday, April 20, 2018 8:58 AM  
**To:** 'melannwood@hotmail.com'  
**Subject:** Teacher Library Cards

Dear Ms. Stapf,

Thank you for contacting me regarding Poudre River Public Library District Teacher Library Cards. The Library began this service in January, 2018. I have attached a document which explains our policy. These library cards are for teachers of young children through high school students who teach within the Poudre River Public Library District service area, which is similar to the Poudre School District boundaries. All licensed day care providers, preschool teachers, parents who homeschool, and public, private, and charter school educators are welcome to apply for a teacher card. As part of the implementation of this policy, the library board has requested to review this policy after one year to assess the impact of this service, and to consider any changes to the policy moving forward.

We are currently collecting data on this lending policy and may make recommendations for the library board to consider when they review the policy in late 2018. Thank you for raising the issue of being a resident of our district, but teaching outside the district. There is merit to your concern. I will bring this issue to our leadership team for consideration and review. For now, we do not anticipate any changes to this policy until the board has an opportunity to review this policy later in the year.

Please know that we do not charge extended use fees (fines) on overdue children and teen materials, regardless of where you live or work. Additionally, these same items may be renewed up to six times if the items are not on hold for another customer. You would only be charged if the item is late and has not been returned six weeks (42 days) after the due date. This charge for unreturned items also apply to teacher cards.

I hope you find this information helpful. If you have further questions or concerns, please let me know. You may contact me at [dslivken@poudrelibraries.org](mailto:dslivken@poudrelibraries.org) or 970-221-6670.

Kind regards,

David

David Slivken  
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**From:** Melissa Woodruff <[melannwood@hotmail.com](mailto:melannwood@hotmail.com)>

**Date:** April 19, 2018 at 7:59:08 PM MDT

**To:** "[clangren@poudrelibraries.org](mailto:clangren@poudrelibraries.org)" <[clangren@poudrelibraries.org](mailto:clangren@poudrelibraries.org)>

**Cc:** "[library-pr@poudrelibraries.org](mailto:library-pr@poudrelibraries.org)" <[library-pr@poudrelibraries.org](mailto:library-pr@poudrelibraries.org)>

**Subject:** Teacher Library Cards

Dear Mr. Slivken,

Nearly ten years ago when I moved to Fort Collins from Loveland, I asked about teacher library cards. Loveland had them and I was told that Fort Collins did not. I was disappointed, but librarians at the circulation desk encouraged me to write a suggestion to the executive board. So, I did. And I received a terse email in return about it not being an idea they were interested in at the time.

So, imagine my delight when I heard from my husband that Poudre Libraries was offering a teacher library card. Then today I found out the cards are only available for teachers that work for the Poudre School District.

I don't understand this policy. I live here and pay taxes here. I'm a passionate library patron personally and professionally. And I just happen to work with students that live 10 miles down the road. I pay my fines if books are late and the few times I've had books stolen from my classroom, I've paid for them out of my own pocket.

I'm a special education teacher who works with high school students that have mild disabilities. Many of my students don't have access to the library or are intimidated by the thought of looking for material in one. I'm essentially a mini-bookmobile for my students. What harm would there be in me having a teacher library card?

Will you please explain this policy to me? And will you please consider changing this policy to include all teacher patrons?

Sincerely,  
Melissa Stapf

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# TEACHER LIBRARY CARDS



**CONNECT  
TO CURIOSITY**

www.poudrelibraries.org  
(970) 221-6740

## Just for Teachers!

The Library District's Teacher Library Card was created to support teachers' unique professional needs.

### The Teacher Library Card features:

- extended check out periods on most Library materials;
- no extended-use fines on Library materials;
- increased hold limit to 40 items.

### Qualifications and Requirements

Teachers of young children through high school students may qualify for a Teacher Library Card. All licensed day care providers, preschool teachers, parents who homeschool, and public, private, and charter school educators are welcome to apply.

Teachers must teach at a location within the Poudre River Public Library District service area, which is the same as the Poudre School District boundary.

To qualify, teachers must show proof of current teaching status using one of the following:

- School ID including photo
  - Paycheck stub from school with accompanying photo ID
  - Proof of employment at a school printed on school letterhead with accompanying photo ID
  - Current Child Care Provider License and photo ID
  - Proof of current homeschooling status, available through PSD's Student Outreach Department. Homeschooling teachers must agree to allow PSD to release verification of homeschooling status to the Library
- Teacher Library Cards are for classroom and professional support only; they are not to be used for personal borrowing.
- Teacher Library Cards expire annually on June 30. Cards must be clear of fees to be renewed.

### Borrowing Periods

Books, Magazines, Music, Audio CDs, TALES Kits..... 6 weeks  
DVDs..... 2 and 6 weeks

Book Club Kits..... 12 weeks

The Teacher Library Card may not be used to borrow items from Lucky Day, Here and Now, or Gadgets & Things collections.

Standard loan periods apply to items requested through Interlibrary Loan and Prospector.

### Fees

Books, Magazines, CDs, DVDs, and Kits.....None

ILL/Prospector ..... \$ .25 per day  
Lost or Damaged Materials ..... \$10.00  
processing plus cost of item

Items not returned 42 days after the due date, or returned damaged beyond repair, are the responsibility of the teacher, not the school. Replacement items are not accepted. Late accounts may be turned over to a collection agency.

### Checkout and Renewal Limits

Item Type	Limits
Books .....	100 per card
DVDs .....	20 per card
Magazines .....	20 per card

Most Library items may be renewed up to three times if the item is not on hold for another customer. Most Prospector items may be renewed once.

Renew materials online via "My Library Account" on the website or call (970) 221-6740 and have your Teacher Library Card number and materials available.

### School-Library Liaisons

The Library District is committed to supporting literacy development for students in Poudre School District. Qualified Library staff is paired with PSD elementary, middle, and high schools to provide personalized services and partnerships. Contact the Library for more information.