

How'd We Do? August 2018

OLD TOWN LIBRARY

1. Library Café bistro (coffee, tea, bagels, sandwiches, etc.) to be added. *No response needed box checked.*
2. I am highly uncomfortable lately dropping my pre-teen children off at the library due to the continual presence of vagrants by the door. This is a new problem but one that I've heard from other parents too. *No contact information provided.*
3. Amazing library and exceptional staff.
4. Just moved to Colorado. Signed up with no problems. Friendly staff. Just need to have a tour and it would be great. overall liked my experience here. *No contact information provided.*
5. I love coming to the library and checking out Manga and other books. The library is always clean and can relax and have some peace and quiet.
6. Not good to block public access to the library – especially handicap parking and the 5-minute drop off slots. Not good policy for our community. (This was during preparation of New West Fest by DBA). *No contact information provided.*
7. Thank you for working so compassionately with people in need (sometimes homeless or whatever). I love this library and all the people who work here. *No contact information provided.*
8. I would like to make a suggestion concerning ballot petitions. The people are always very polite; but if we have already signed or are not interested, the encounter could be avoided if the petitioner had a sign saying the nature of the petition and please sign if interested. That would save unnecessary encounters for both parties. *No contact information provided.*
9. Devon did a great job enhancing my ability to download books. Ty – also helped me on my computer. 10+ deserve raises. *No contact information provided. Comment was shared with these employees and their supervisor.*
10. Amazing, thank you for your excellent facilities and amazing staff. I am forever grateful for your hard work. 😊
11. Could you pass along to your manager that that guy (Ty) is amazing?
12. Ty has helped me out so much. I would like to thank him for helping me in my D.J. career. Thanks to PRPL and all the staff. Please watch Loren Shore – Sunrise on YouTube. Thanks for comment. God bless. Thank you.
13. GREAT!!!!
14. I have a few library cards from Neb and Boulder which the artistry of the cards were done by kids! Adults love em too. Think about it.
15. Greg in tech support was exceptional – kind, calm, a pro. Thank you for staffing great people in this necessary and often frustrating area of our lives.
16. Amazing!! Thank you for your excellent facilities and amazing staff. I am forever grateful for your hard work. 😊

COUNCIL TREE LIBRARY

17. Just a thought. My kids spilled lemonade in your library. So sorry. Maybe you could have a “please leave your drink here” table? *No contact information provided. Manager Currie Meyer noted that the carpet is spot cleaning monthly and the library is total surface cleaned quarterly.*
18. Helmi was awesome! 😊 He was very knowledgeable and friendly. *Comment was shared with the employee and his supervisor.*
19. Benjamin was a terrific help! *Comment was shared with the employee and his supervisor.*

20. KUDOS! I visit here often and have trouble with doing things on the computer. Drew helps me every time. Always very helpful and kind. Thank you so much.
21. Amy, thank you so much for the wonderful stories and jokes. You do such a wonderful job, and I really appreciate it so much! I would love it if you came back next year! Signed, Bridget Brownell, Recreation Supervisor at The Farm.

HARMONY LIBRARY

22. Thank you, Poudre River Public Library! Checking out your books has been so lovely since I retired. And I have surgery tomorrow, which will have me sitting for 4 weeks after. I will survive on your mystery books. Thank you for being here!
23. Shelving of NEW non-fiction is very unhelpful. No visual display and hundreds of books to look through with only spine to see. I'm going back to Loveland to use their NEW non-fiction.
24. The staff was fantastic – helped me find exactly what I needed and were all very knowledgeable.
25. I came to the Harmony Library to attend a class on editing photos on the computer/table/phone. The notice for this class was in the library newsletter and it said signup was unnecessary. However, there was a follow-up notice sent that the class was cancelled. It would have been nice if a notice had been sent to the newsletter email list notifying us of the cancellation. I planned my day around this class. *RESPONSE: Digital Literacy Librarian Kristen Draper apologized to customer and explained the library is exploring a new calendaring system that may allow but not require people to sign up for classes and then receive notifications. In the meantime, customers can check the website or call the Answer Center to confirm before attending a class*
26. I was frustrated that when I arrived for the photo editing on mobile devices workshop, I was told it was cancelled yesterday. I planned my day around this workshop! Please reschedule it and devise a system to email all patrons about cancellations as the library does with books due. Or ask that people sign up in advance so those who plan to attend can be emailed. Thanks! *RESPONSE: Digital Literacy Librarian Kristen Draper apologized to customer and explained the library is exploring a new calendaring system that may allow but not require people to sign up for classes and then receive notifications. In the meantime, customers can check the website or call the Answer Center to confirm before attending a class.*

COLLECTIONS RELATED

27. Make a new section in the music CDs for “electronica”. While a lot of modern pop has electronica, not all electronica is pop. Please update it to the times, it's been like this for about 10 years now, if not more. *RESPONSE: Collections Manager Tova Aragon responded to the customer by thanking her for her suggestion and explained that due to decreased demand for music CDs, we are no longer adding to the collection or making changes to it. Suggested she ask staff for help finding something specific.*
28. I read the *New York Times* regularly. A lot of times it's checked out. It would be wonderful if you had a least two copies. It is, after all, a mainstream news source. One of the most popular papers in print. Please consider a second copy. Thank you! *RESPONSE: Collections Manager Tova Aragon spoke with the customer and explained that staff will review the request as part of our periodical renewal process, but cannot commit to purchasing a second copy at this time.*

OTL

Langren, Cynthia

From: McCluskey, Eileen
Sent: Monday, August 06, 2018 3:22 PM
To:
Cc: Slivken, David; Draves, Ken
Subject: RE: HOW CAN WE HELP?

Read from
bottom up.

Dear Mr.

Thank you for taking the time to share your feedback about your experience at the Old Town Library on Sunday. I appreciate your kind words regarding our team that works so hard to provide excellent customer service.

I'm truly sorry that we were unable to provide you with a positive experience in regard to our restrooms. The issues you describe are behaviors that we do struggle to manage at this library, a struggle we share with other businesses in the Old Town area. I've notified our security guards as well as our library team to increase checks of the restrooms. Bathing in our restrooms violates our behavior rules so when we observe it or when a customer tells us about it, we address it immediately. I'm also looking into the restroom's cleaning schedule to make sure it's meeting the demands on the space.

I appreciate that your feedback comes with a potential solution, which would be to require patrons to acquire a key to access the restrooms. I'm afraid that solution creates a number of new issues that we would have to deal with, including the opportunity for additional dangerous and inappropriate behaviors that could occur in a locked room. If a person decides to stay in that locked room for a significant amount of time, those restrooms are no longer available to others who need to use them.

The library's identity as a public building, open and freely accessible to everyone is its greatest strength and a value that also brings us challenges, such as those you mention in your email. We will continue to work with the City of Fort Collins to address the behaviors happening in Library Park that impact our building and also look internally to find solutions to create a safe and welcoming environment for all. Thank you for caring about this space and recognizing it as a sanctuary. We truly strive to preserve that identity and are disappointed when we fail at that mission.

With kind regards,

Eileen McCluskey | Library Manager



Office | 970-221-6678
Old Town Library
201 Peterson St., Fort Collins, CO 80524

To respond by email forward this message to the customers email account.

Name: :
Email: |
Telephone: :
Barcode:

Suggestion: Not so much a question, but rather a comment. Perhaps a question in a moment. Yesterday. Sunday the 4th, I was at the library, as usual. I'm NOT picking on the homeless crowd, because when I brought this matter up with others

(NOT the staff), I was told that I was. The men's rooms were abysmal. Trash everywhere, urine ALL OVER the place, on the toilet seats, the floor, etc... There were guys in there bathing. The upstairs one was so disgusting (and I used to be an EMT, no stranger to bodily fluids, that I went downstairs which was WORSE (again, guys bathing) (it'd be one thing IF they cleaned up after themselves). The children's section is downstairs. As I approached the men's room, a young boy (8 years old, maybe?) was on his way in. As I got closer, he bolted out the door with a look on his face as though he'd seen a ghost. Inside, ...guys bathing.... where in there dropping the F bomb left & right and were clearly high. I've been around drugs enough to know.

This was a huge problem where I came from. (The Boston area.) The staff(s) had it such that 1.) You HAD to have a library card. 2.) You HAD to inquire, at the desk, about getting a KEY. Yes, the doors were locked. They HAD to. Over the weekend, someone I'm acquainted with, attended a barbeque at Buckingham Park. An event that has been going on for about 10 years. Evidently, the event is about to be canceled, due to the litter, the open drug/alcohol use, the language, the needles, etc... It only takes a few to ruin it for the rest, and now they've set their eyes on the library, a sanctuary for most & especially children.

So, the question. Would locking the restrooms be an option? Perhaps just long enough for word to get out. They had to do this at Starbucks, I understand, but with a recent matter that attracted nat'l attention, they reversed their policy of discretion.

Your library is run exceptionally well, and the staff are super. However they can't babysit men who are SUPPOSED to act like adults.

Thank you,

R: How can we help form

SA related

Langren, Cynthia

From: Huber, Mark
Sent: Wednesday, August 29, 2018 10:32 AM
To:
Cc: Langren, Cynthia
Subject: Re: Study Room reservation options

Read from
bottom up.

Hi

Thanks for your suggestions and feedback on the study rooms.

You're in luck! We do currently offer study room booking via the website: <https://www.poudrelibraries.org/meet/study-rooms>

Please follow the "Reserve a Room Online" to agree to the use terms and schedule your next visit.

I'll pass along your suggestions about reserving/using rooms beyond a two hour period when there's space available.

Our reservation software is currently not set to pull customer information but we have been evaluating upgrades and that option is one in the mix.

Thanks again for using the online form to give us feedback,
Mark

Mark Huber | Library IT Manager



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Webster House Administrative Center

301 E. Olive St., Fort Collins, CO 80524

---Original Message-----

From: library-pr@poudrelibraries.org [<mailto:library-pr@poudrelibraries.org>]
Sent: Tuesday, August 28, 2018 9:29 AM
To: Langren, Cynthia <CLangren@poudrelibraries.org>
Cc: Library-PR <Library-PR@poudrelibraries.org>
Subject: HOW'D WE DO

Please forward your responses to the patron(s).

Name:
Email:
Telephone:
City: Fort Collins

State: CO

Re: Have study room sign up be done on general web page through the poudrelibraries.org website, etc.

Suggestion: Signing up for a study room is pretty cool. A couple of suggestions:

1. move the study room sign-up application to web page(s) on the poudrelibraries.org website. Still keep the dedicated workstation for sign-up. Putting sign-up on the PR PLD web site allows folks to sign-up -before- they get to the library. It also frees up librarians from doing sign-ups by phone (or would reduce same). Finally, putting this function on the web site is the 21st century thing to do.
2. Allow someone to sign up for more than two hours per day if (and only if) there is a free block of time. Having a web page would help this access. Scenario: I want to sign up for a study room from 1:00 pm to 4:00 pm. Current policy limits me to two hours per day (on initial signup). I sign up for a study room from 1:00 pm to 3:00 pm. At 2:55 pm, I get online to the study room sign-up page and look for open study rooms from 3:00-4:00. I see one and sign up for the next hour.

Having study rooms is -way- cool. I saw four group meetings (all adults) in the large study rooms when I was at the Old Town library last Sunday. Kudos for providing the community that meeting space.

Re: For study room sign-up, if user has logged in using library account number, provide basic information automatically

Suggestion: Assuming you provide a web page for study room sign-up on the main website, leverage use of the library user id to fill in information when a user is logged in and is signing up for a room. That is, fill in the name of the user, username to display in the schedule, etc.

If this is done, you should add study room specific data in the library user profile, e.g., what name to display on the schedule when you sign up for a room. Other data, such as the full name of the user, should already be found in the profile.

Langren, Cynthia

From: Aragon, Tova
Sent: Wednesday, August 22, 2018 3:48 PM
To:
Subject: FW: Shoot me in the right direction? HWD from

Hello

Thank you for taking the time to send in your questions and comments. I have inserted answers below. Please let me know if I can answer any further questions.

Tova Aragon | Collections Manager



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2401 Research Blvd., Suite 101
Fort Collins, CO 80526

My basic questions:

What is the future of paper books for the library? *I believe that paper books are still a central part of the library. 65% of our checkouts are for print books. According to Pew Research: "Print books remain the most popular format for reading, with 67% of Americans having read a print book in the past year."*

Here is an article about millennials and reading.

<https://www.forbes.com/sites/neilhowe/2017/01/16/millennials-a-generation-of-page-turners/#48371c291978>

E-books are not suitable for some people especially people who don't have the devices needed or people who don't care to have a smartphone. *The library tries to provide as many formats as we can to reach a variety of readers. There are readers that only use ebooks; some need large print and some need or prefer audiobooks. The challenge for the library is to provide access in as many formats as we can within our budget and space constraints.*

Where does the funding come from for the library books? *The funding for materials comes from the library's general fund. The majority of library funding comes from the district's property tax mill levy.*

How is it disbursed and for what? *The budget for materials is disbursed based on space; cost of the books and demand. The materials budget pays for physical items (books, dvds, audiobooks); emedia and research databases.*

Why are there so many empty shelves, especially the Harmony location, and why are there so many books in the lobby for sale. *Since I don't know when and where you were looking, I will answer generally. We have a target number of items that we have in the collection. At different times of the year, different sections may have more or less items. Summer time is especially busy at the library and the shelves may appear less full. If you are looking for something specific, you may have to place holds.*

Books in the lobby – The books in the lobby are for sale by our Friends of the Library group. Those books are donated to them for sale. The proceeds come back to the library to support programs.

How incredibly disappointing it is to see what is happening with libraries. What drives what is kept on the shelves, rotated out? *We keep items that are of interest to the community, checking out and in good shape. We rotate out (weed) items that are not in demand, not relevant, out of date, not being checked out or in bad shape.*

What is the cost per paper book versus e-book, does the cost pertain to what currently is happening. I am an avid reader of paper. *E-books do tend to cost more than the physical books so their cost does have some effect on how many items both physical and digital we can purchase. The library selectors work hard to balance the demand for physical and emedia in order to provide a wide variety of materials for our customers. The available space in the libraries also has an effect too. We can only purchase and house a certain amount of physical items.*

Who do I need to communicate with to do whatever can be done to keep them. *Your comment and questions will be shared with the Library Director and the Library Board of Trustees.*

This fall, the library district is going through a Master Planning Process. Part of the process is hosting community feedback sessions. This would be a way for you to learn about the library and share your ideas about the library. I don't have the schedule yet but you could keep an eye out on our website or sign up for the Adult library newsletters at: <https://www.poudrelibraries.org/subscribe/>