

## How'd We Do? April 2019

### OLD TOWN LIBRARY

1. Staff, is great resources, are at hand. Love the books. Thanks so much! God Bless ☺
2. Should people in the study rooms be on their phone? It's noisy – I had 2 on both sides. ? *No contact information provided.*
3. I like this place. Good library.
4. Sara – is always great. Right answers every time. 10+ Nicole – had to think “way” outside of the box to help me. Both deserve a raise! ☺
5. The service was good and so polite.
6. Love how clean the library is. Love the sitting areas where I can work. This is a great place to focus and feel safe!! You have a great selection of so many books that help with my learning disabilities. I feel I can find what I need here and relax!!
7. In general, the library is kept clean. However, I think that the chairs/seats/couches should be cleaned as they are stained and seem to be perpetually dirty. Everything else is wonderful! Especially everyone that works here.
8. Bonnie was excellent, she helped me on the computer with grammar, sat with me for the entire time as I had an appointment to send documents to the French Embassy which were met with Bonnie's help. She was very knowledgeable in her computer abilities. Thank you, Bonnie!
9. Workers asked if they could help and were very pleasant. Vicky went out of her way to make sure we had what we needed and with a positive manner. Thank you! ☺
10. This library fails on so many counts. A) it's too dark to read on the 2<sup>nd</sup> floor. You have tinted the glass to the point that sunlight can't get inside! B) You have moved all the tables away from the windows. Again, we are in the library to READ. C) The library doesn't need lounge chairs, we need tables. I hate driving to other cities to use the library. However, I do! I know I'm not alone. I'm a home owner. I pay big taxes. I VOTE TOO! I'm not some homeless flake! Now response needed. JUST FIX THIS LIBRARY!
11. Posters (the public ones) could be arranged with the smaller ones at eye level so they can be read. The big ones can be easily seen.
12. Consider installing card scanner at t catalog kiosk to speed input of library card info.

### HARMONY LIBRARY

13. Elena is a gem!
14. Thank you so much for having Keith as the computer monitor today. I do not know how to manage my thumb drive but needed to retrieve some visuals I had previously scanned and Keith stayed with me as we went through my raw data. He copied the visuals so that I can retrieve them for my presentation. Thanks Keith. Also, which computer class that the library offers can teach me how to manage my thumb drive? *RESPONSE: Manager Draves forwarded this to appropriate staff for a response.*
15. Thank you, thank you, thank you! I've been using the library again after a few years to prepare for grad school (you had the mater subject core prep book – great!!!) But I also picked up an audiobook on impulse walking out a few days ago, “A Man Called Ove”. Wasn't expecting much, just light, districting entertainment. It was wonderful! So well-written! I love, love, love the unexpected thrill of discovering a great book.

16. Thanks, Sarah, for doing an excellent job teaching the Google Drive class. It was well paced, lar, and easy to understand. Thanks!
17. The “Learn to Use Google Drive” by Hermione was very informative. I am a senior and was worried I would not be able to follow the class. Sara would stop and help me immediately so I could “keep up”. Very good presentation and GREAT “tidbits” and Internet site suggestions. She’s a keeper! ☺

### COUNCIL TREE LIBRARY

18. I loved Staff Nix so much. Honestly. I haven’t laughed that hard in a long time. It also prompted me to pick up a book I might not have otherwise, thinking I wanted to read it and form my own opinion. I even tweeted about it. I thought it was so clever. I hope you’ll bring it back.
19. I think maybe have a timer above the iPads or a clock with 15 increments marked so kids/parents can help with limiting time on iPads. My daughter is great at using tools like that and then don’t have to set a loud phone timer. We love you guys. Keep up the great work.
20. Decided to use B & W copier here for (ended up) 128 B & W hand-fed (odd size) copies – 10 cents each us 13 cents @ Fed-Ex – cool. Well the copier times out way, way too fast. Librarian used override key. Thanks. Now with DVDs IOU \$13.60 but found 6 charges of \$1 each on credit card – 2 different vendor names? This is dysfunctional. *RESPONSE: No contact information provided, but Manager Meyer forwarded this to IT (copier) and Circ Super (charges) so they are aware.*
21. The library staff was so helpful with my library card issue and so nice and kind. Coming back for sure.
22. Email from customer: Hi Drew – I’m so totally impressed that you went to so much effort for me. Thank you so much!! I think the Origins of a Story looks right and I’ve placed a hold on it so I can finally show it to my son. He thanks you, too. I find that it is not that common for people to really go above and beyond, so thank you for exceeding expectations. Much appreciated!
23. Rocky Mountain High School Family and Consumer Science teacher Denise Lawrence invited Amy Holzworth to present to her child development classes in April. Amy focused on planning and implementing story times for young children as a public librarian, and how the work draws on knowledge and understanding of children’s cognitive, motor, and social development. *Amy, I LOVED the presentation and think you were amazing. The kids in both classes gave you a thumbs up collectively and they all said they had some take-away ideas & reading strategies they could use. Thanks again for giving up your entire morning. Great lesson for the kids and you were wonderful. ~ Denise Lawrence*

### MISCELLANEOUS

24. Regarding the Repair Café – held for the first time in April 2018. Please, please, please bring it back! This is very important to me! I would love to see the SECOND Repair Café soon in 2019! From one of your long-time devoted library lovers and appreciator of your fabulous staff!
25. Crystal – She’s the BEST! 10+ and deserves a raise! Why? Very thoughtful, incentive and worked with me over a lost item. ☺
26. Note from a staff member at OTL: I just had a patron thank us all for putting on the Glow-in-the-Dark Egg Hunt for tweens this past Saturday. She said her kids had fun even her son! I told her I’d pass this on.
27. Would it be possible to have the weekly newspaper “Barron’s” available for reading at the Council Tree location? *RESPONSE: Manager Currie Meyer responded to the customer and explained why there isn’t a copy at CTL (due to limited space) and let her know that there are current and back issues at both Harmony and Old Town libraries.*
28. Consider having museum passes available online – look at Denver Public, Douglas County, Longmont libraries for their adventure passes. *No contact information provided. Suggestion shared with Collections Manager.*

29. Will the library consider getting a GuideStar Pro subscription? This is a platform that allows user to find, research, and do financial analysis on millions of nonprofits and foundations. This service used to be offered free. Recently, GuideStar has merged with The Foundation Center to create Candid, which offered products to help with grant seeking. Foundation Director Online is also a Candid product, but I don't know if the library's subscription to FDO also includes access to GuideStar Pro. Thanks for considering this request. *Suggestion forwarded to Collections Manager for a response.*
30. I am a teacher outside of PSD but live in Fort Collins. I know PRPLD extends teacher accounts to teachers within PSD but not to other teachers in other districts. It would be helpful as a Fort Collins resident, to be able to have a teacher account to provide materials for my students. *RESPONSE: Manager Meyer responded to the customer to let her know that her request was considered and the parameters of the teacher card have been changed to include teachers who reside within the library district's boundaries but teach in institutions outside of the boundaries.*
31. It is difficult for me to make it to storytimes before noon. I'm wondering if you might consider making any in the afternoons. *RESPONSE: Librarian Jennifer Zachman responded to the customer.*
32. Re: Bonnie Post – the computer comfort class was very informative and a great help to my computer skills. Bonnie is an intuitive and skilled teacher. Karla, too, is a great teacher.
33. Regarding Bonnie Post – I have now taken several classes with Bonnie and she is a wonderful instructor who is infinitely patient and very knowledgeable. I have not only learned from her; I have enjoyed doing so! I have taken Computer Comfort, PowerPoint Basics, Intro to the Internet, Word Basics, and Word Beyond Basics. I will take as many more classes from Bonnie as I am able.
34. I am so pleased with Poudre Library's online features like "hold" and "renew". I travel frequently for my work and I always like to have at least one if not two books with me to read. It's wonderful to be able to continue with my reading without worrying I'll not have enough time to finish or incur late fines.

Thank  
You!!!



I really liked auto-Jake  
I enjoyed the  
tour! - Sueda

I really liked the  
teen section. It looked  
very nice! - Grace

Thank you Corrie + Angela!  
We appreciate the time you took  
out of your day to show us your  
library! Carol  
Thank you for letting us  
in on the behind the  
scenes! - Gwen

Thank you Corrie  
and Angela. We really  
appreciate you showing  
us around.

Nola I really liked  
auto-Eli Thanks  
for helping us w/  
the books - Josy

Thanks for showing  
us the library 😊  
Thanks for - Iyta  
showing us around,  
Now I know where I'm going

April 11,  
2019