

How'd We Do? February 2021

1. Hi David? Have the libraries re-opened yet? I would like to get a permanent library card at council tree - please let me know if i can just show up to get a card. I signed up for a temporary card online. I would like to check out books for my little ones thanks.

RESPONSE from Executive Director Slivken:

The Council Tree Library is open, and we look forward to issuing you a permanent card. Be sure you bring identification with your current address. Here are the hours of Council Tree, Harmony, and Old Town Libraries:

Hours:

Mon. - Fri. 9:00 am - 6:00 pm

Sat. 9:00 am - 5:00 pm

Sun. Noon - 5:00 pm

Curbside Pickup:

Mon. - Sat. 9:00 am - Noon

High Risk Customers:

Thu. 9:00 - 11:00 am

2. Story: MATT is great 10+ Deserves a raise. If there is more than one Matt he's the person in computers. Why? My printer is not working right and maybe I'm brain dead, too but MATT guided me thru the printing process so i wasn't wasting his time and your paper and ink. Matt is soooo patient and knowledgeable. Matt's the Best! 10+ Deserves a raise!
3. Hello,
I really appreciate the library and miss being able to visit inside the building. I hoped that the county return to "orange" level would mean that the library might once more be accessible. The way things were being previously handled with limitations on occupancy, etc seemed really well designed and effective.

There are surely factors I don't understand, but just wanted to put my two cents worth in... please consider opening the doors again. Thanks very much.

RESPONSE from Council Tree Library Manager Currie Meyer:

Thank you for writing me with your concern and request about access to Library buildings. Library leadership is well aware of the recent statewide return to 'orange' level. We had discussions this week regarding our operational response.

I wish we had a specific date we could share with you as to when our buildings will reopen. We're also looking forward to resuming in-person services again once it's safe to do so. We hope that the move to Level Orange suggests that our community is heading in the right direction. We hope the community risk data will continue to trend downward so we can reopen for some library services soon.

Since the orange level is still considered higher risk, Executive Director David Slivken (dslivken@poudrelibraries.org) is watching the health and safety data shared by Larimer County Health and Environment and looking for those numbers to continue to trend downward before we reopen.

As always, the Library's primary concern is the health and safety of our staff and our customers – this will always factor into decisions we make about phased reopening and adding library services.

I hope you are aware of all the library services currently available to you. Here are a few:

- [Curbside pickup](#) of books, DVDs, audio CDs and more
- Friendly, expert information services through our [Answer Center](#) (221-6740)
- [Virtual programs](#) including book discussions, storytimes and life-long learning opportunities
- A huge variety of [resources available online](#) for free with your library card including downloadable ebooks, films and magazines
- [Free printing](#) delivered curbside
- [Bundle o' Books](#) for children
- [Take and Make](#) project kits for kids and teens
- Helpful videos on our [YouTube](#) channel

I'm glad you felt that "the way things were previously being handled seemed really well-designed and effective." It is our aim to manage community resources responsibly.

Please keep an eye out for announcements from the Library about re-opening on our social media accounts (Facebook, Instagram, Twitter) and our website, www.poudrelibraries.org. We will provide notice to the community as soon as we decide to make any change to our operations. Thanks so much for your patience and for your support of our Libraries.

4. I have a new issue. Curbside pickup has been changed to Monday - Saturday 9:00 to 12:00. High risk is Thursday 9:00 to 11:00. I am high risk. I do not want to go into the library to pick up my holds. I work starting at 6:00 AM to past the 11:00 on Thursdays and past the 12:00 on the other days. There is no curbside pickup on Sundays, the only day left for me to get my holds. How am I to get my holds when there is no curbside pickup available to me????? When I call the curbside pickup number at Council Tree all I get is a recorded message and no way to talk to anyone. If this is not changed, I will no longer be able to get books at all. Thanks.

RESPONSE from Council Tree Library Manager Currie Meyer:

Dear Ms.

Library Executive Director David Slivken asked me to reach out to you with ideas for accommodating your need for curbside pickup:

You may come to Council Tree Library any time during operating hours and ask the person seated at the entryway greeter table to arrange to have your holds delivered to you outside our entrance. Please wear a face covering when you step into the library entryway to speak to the greeter. We are happy to provide this accommodation on a case-by-case basis outside of regular curbside pickup hours.

5. For David Slivken

David,

I hope this note of gratitude finds you navigating life well. My name is Teresa Roche, and I work in Human Resources for the City of Fort Collins.

I read your article in today's Coloradoan and found myself so thankful for such a wonderful resource for our community. Your words made me reflect on the changing role and yet the enduring purpose of a community library.

I appreciated what you wrote, and I also enjoy the times I get to work with Sabrina.

My best always,
Teresa

6. Hi - Love the library and what you are doing for us. KRISTIN (sp?) IS FABOULOUS 10+ deserves a raise. Kristin really had to think outside of the box to solve my problem. K is a real keeper!!!!
7. (Received late January – inadvertently missed in January HWD listing)
Dear David, I think you need to know that there is public opinion against your decision to reopen the libraries and to scale down the curbside pickup program.

The pandemic is worse than it has ever been and is continuing to get worse. This trend is expected to continue. It makes absolutely no sense to relax restrictions of any kind at this time. In particular, it makes no sense to reopen the libraries.

I personally will not enter the library buildings under the current circumstances and therefore rely on curbside pickup. It is problematic that you have drastically cut the curbside pickup program. The hours for pickup have been reduced from 8 hours to 3 hours and from 7 days to 6 days. This amounts to a nearly 2/3 reduction in hours. Furthermore, the wait time has been increased from about 5 minutes to 48 hours ---- a 576 fold increase in wait time.

I ask that you reconsider your decision and eventually revert back to the curbside pickup only policy until the pandemic is under control.

RESPONSE from DAVID SLIVKEN

Dear , Thank you for contacting me regarding our re-opening of Old Town, Harmony, and Council Tree Libraries to the public. I very much appreciate your feedback. Please know the decision to re-open has been made with great care by library leadership. While most all of the public libraries in Larimer County have been open for months, Poudre River Public Library District made a deliberate decision to close our facilities again in November until certain metrics provided by the Larimer County Department of Public Health and Environment (LCDPHE) began trending in a positive manner that would allow our facilities to open to the public for Grab-and-Go browsing and limited public computer use. While many areas of the country are struggling containing the virus, Larimer County residents have done an exceptional job in wearing masks and socially distancing themselves. The result is substantial improvement in the following metrics as of January 26, 2021:

- 14-Day average Test Positive Percentage of 5.7% is substantially less than several months ago
- Days in past 14 with > 10% positive tests (0)
- 14-Day case rate per 100,000 (318--this metric was at 1012 the day after Thanksgiving)
- COVID-19 patients in hospital (47--determined to be acceptable by Larimer County Health Department)
- % of hospital utilization and % of ICU utilization (70-80%, which is normal utilization as determined by Larimer County Health Department)

Our re-opening is not being done as a response to public pressure, but it is being done as a recognition of improved metrics as well as the responsibility we owe to the public to provide services if they can be provided in a safe manner. In limited numbers, the public will, once again, be allowed inside our facilities for Grab-and-Go browsing and limited public computer service. Wearing masks and social distancing is required. Curbside services, along with Bundle o' Books service, will also continue.

We have shown over the last year that we can still serve the community, pivot our services to respond to their needs during a pandemic, and do so safely.

8. Re: Feb-ROAR-ary make and take kit
Suggestion: Hello!! My children and I absolutely loved our make-and-take kits that we picked up in February at the Council Tree location. We've been doing the various kits for months, and they provide a little bit of sanity for us in the crazy world we're in right now. I wanted to share some of my photos/praise with those responsible for the programming, but can't find a good email address to send them to nor does it appear that your Facebook page allows messages (I don't have an Instagram). Thank you all so much for your hard work!

9. Suggestion: Graham Why? He walked me thru the VITA Tax program. I was really lost. I remember Graham from the Iphone and Ipad classes. Such a good teacher. 10+ and deserves raise!

HWD – February Report – Comments from social media/various outlets from the Communications department

From Facebook: Thank you Circulation Staff for working during the pandemic and bringing stories into our isolated lives ♥

The old town books group has been wonderful to keep us connected via selecting great books, giving them to us and getting to see and hear new perspectives from others in the group.

I just wanted to say thank you for this awesome activity packet! We moved to Fort Collins 3 years ago and I am consistently blown away by how awesome the library system is- thank you for all you do.



Really appreciated the consistent efforts of all staff to order books, videos thru prospector. Thoroughly enjoyed all presentations of international night thru library. I consistently use the library research

sources, such as hoopla, Morningstar. Technical support was very much appreciated. I now enjoy zoom, and thank the library teachers. Lastly, lots of mental stimulation to play jeopardy via library connections.

I have loved having curbside pickup when the library has been closed. What an amazing service! I also have enjoyed being part of the Old Town Book Club. Being able to connect by Zoom for a book discussion lends a structure to my reading. I appreciate the extra effort made to make that happen for me!

I have enjoyed the virtual activities the library has offered over this past year; I've taken part in the international evenings program, the book clubs (both rekindling the classics and the regular book club). I loved the take-it-make-it kits which I did with some of my friends' children, the winter book challenge, and I'm very much looking forward to the trivia night this week. Looking forward to coming back as a volunteer in the future, too. THANK YOU!

When I moved to Fort Collins 15 years ago, one of the first things I did was get a library card! It was so important to me to have a place to find books, resources, and community.

I've used the library to help grow the nonprofit I worked for and eventually to help start my own businesses. With help from the wonderful librarians like Meg at Old Town, I'm always able to find the information I need and the next good book to get lost in.

I'm so grateful for our library system and the programs that they offer to Fort Collins. From classes and workshops to book clubs to the Book Fest, the Poudre Library District brings something really unique and valuable to our city. I couldn't imagine the Fort without it!

The Library Book Group has offered me the place to meet other readers who love books & like to share their ideas about books. As a single person who lives on the east side of I 25 I would never have had the opportunity to meet any of these interesting people or know about & read the books they suggest.

I belong to many book clubs but this group has an interesting mix of people and they lead me to read different, interesting books and make me think. I have belonged for a long time and am grateful.

I joined the Old Town Library Book Club last year. I enjoy the meetings, even the Zoom meetings we have this year, and hearing everyone's insights on our books. I have read many books I would not have read otherwise, and heard many interesting views. It's a nice way to feel connected to the community.