Library Answer Center Celebrates 10 Years Assisting the Community

Librarians are wonderful resources, especially for finding information, offering book recommendations, and assisting with important services. But, what about when you have a more basic question about the library like, “Can you help me renew my book?” or “How do I register for that class?”

For help with those questions – and so much more – you contact the Answer Center. This month, we’re happy to highlight 10 years of excellent customer service by the Answer Center!

In November 2011, Poudre River Public Library District created the Answer Center to help customers with questions or issues related to their library experience and to be a resource for you when you’re not physically in one of the library locations. The team manages calls on behalf of all three libraries and the administration, with friendly, knowledgeable library staff. And if they don’t know the answer, they’ll find someone who can help you.

“Library users are often surprised by the friendly voice on the other end of the phone who is actively working to help them or to resolve an issue or complaint,” says Chris Cortez, Answer Center manager. “Our team offers a personal touch and tries to connect with each individual caller. We are genuinely interested and care about our customers.”

Staff in the Answer Center often serve as the “lobby” of the Poudre Library District and may be a person’s first or only encounter with the library. They are an indispensable part of the Library, responsible for everything from processing online library card registrations, booking meeting rooms, and registering the public for library events and classes to finding and placing holds, renewing library items, answering questions about our downloadable materials, and assisting callers in using the library website.

But that’s not all they do! The team works hard to find solutions for each caller (or email sender as the case may be) and is known to go above and beyond to assist customers.

One of the more memorable calls came from a customer who was brand new to Fort Collins and who also was blind. She called the Answer Center to get directions to help her get to Old Town Library. The staff member stayed on the phone with her while she got off the bus a few blocks away and walked to the library, giving her very detailed, step-by-step directions to walk her to the front doors and inside the library to talk with a staff member.

“The Answer Center has always played a key role in the District’s commitment to excellent customer service, but their value to the community was most evident when we had to close our buildings last year due to the pandemic,” says David Slivken, executive director. “The team transitioned quickly to work from home and continued to work 7 days a week to assist patrons. Patrons were at a loss as they couldn’t speak for themselves. Our team connected them to our website or email and made sure they knew how to access browser data and privacy settings and how to identify online scams. Before taking this class, we recommend our “Hands-On Tech: Internet Basics” class. Equipment is provided, you may bring your own device. Drop in for consultation and resources related to housing, food, healthcare, and other critical issues.

Are you interested in making a difference in your community? We’ll plan fun programs, help shape the teen collection, discover volunteer opportunities and more.

**NOVEMBER PROGRAMS**

**EVERY WEEK & PM**

**Outreach Fort Collins**

**Every Thursday**

**One-on-One Genealogy Assistance**

**Every Thursday**

**Conversations in English**

**TUES, 2**

**Advance Directives: What’s Your Plan? / Planificación anticipada de la atención médica: ¿Cuál es tu plan?**

1:00 – 2:00 PM, Old Town

Adults. Registration required.

Join the Larimer Advance Care Planning Program for a bilingual informative session on how to make a plan for making and discussing your wishes for medical care if you can’t speak for yourself.

**WED, 3**

**Composer Talks**

**Teen Council**

5:30 – 6:30 PM, Harmony

Grades 6-12

Are you interested in making a difference in your community? We’ll plan fun programs, help shape the teen collection, discover volunteer opportunities and more.

**THUR, 4**

**Hands-On Tech: Internet Beyond Basics**

1:00 – 2:30 PM, Old Town

Adults. Registration required.

Discover tips and tools for online security. Learn how to access browser data and privacy settings and how to identify online scams. Before taking this class, we recommend our “Hands-On Tech: Internet Basics” class. Equipment is provided, you may bring your own device.

**Free, Virtual Legal Clinic**

2:00 – 3:30 PM

Adults. Registration required, 970-772-0642.

Volunteer attorneys will answer questions, help fill out forms, and explain common legal issues. Limit 6 callers.

**Every Saturday**

**READY TO EXPLORE? READY FOR THE CLASSROOM? READY TO SEE FRIENDS & FAMILY?**

The library has more than a MILLION RESOURCES to inform and entertain as you start your next chapter!

Library staff are an indispensable part of the Poudre Library District and may be a person’s first or only encounter with the “lobby” of the Poudre Library District and an important asset to the community.

And if they don’t know the answer, they’ll find someone who can help you with a variety of questions and concerns.

The Answer Center is not a call center but is a team of trained library staff with a combined 60+ years of experience assisting customers. When you call (or email) the library, you’ll talk with friendly, knowledgeable library staff. And if they don’t know the answer, they’ll find someone who can help you.

“This year, we’re happy to highlight 10 years of service from the District’s Answer Center!”

This November, we’re celebrating the Answer Center’s 10th Anniversary! The team has answered a wealth of questions this year, from 65 calls per day to 9,500 emails each year.

Staff in the Answer Center often serve as the “lobby” of the Poudre Library District and may be a person’s first or only encounter with the library. They are an indispensable part of the Library, responsible for everything from

August 2017: 5,000 calls asking "Does the Library have eclipse glasses?"

Busiest day of the year: Martin Luther King Day: 2018

"Is the Library open?"

**ANSWER CENTER BY THE NUMBERS:**

65 calls per day

30,000 calls each year

9,500 emails each year

10 Years Assisting the Community
Save the Date! Colorado Gives Day is Tuesday, December 7.

Every year on the first Tuesday of December, for 24 hours, Colorado comes together to raise funds for local nonprofits like the Poudre River Library Trust, the philanthropic arm of the Poudre River Public Library District.

The Trust is raising money to support key library projects and to continue building an endowment to support the growth and vitality of the libraries for generations to come. Access the Trust’s Colorado Gives profile online at www.ColoradoGives.org/PoudreRiverLibraryTrust. Every donation is tax deductible.

It’s never been easier to Give Where You Live!

2. Make a donation to the Trust in your friend or family members’ name. It’s a great way to honor them for the holiday season. The Trust will send an email letting them know you have made a donation in their honor.
3. Encourage your friends, family, neighbors and colleagues to set up a recurring donation. Even the smallest amount makes a huge difference!

Your generosity helps expand and enhance your experience at the libraries. The Trust’s 2021 Colorado Gives campaign includes options to choose from to fund exciting new projects in 2022.

Community Outreach Book Van
Do you remember how exciting it was when a bookmobile pulled up at your school or in your neighborhood filled with books for you to check out? Help the Library bring that same excitement and anticipation to families and individuals throughout the Poudre River Public Library District by providing the last bit of funding necessary to make this project successful.

The Community Outreach Book Van will not only make it easier for the team to provide essential library services and programs in the community, but will also allow them to expand their service to reach more communities and groups, including children and families, those living in rural areas, senior living centers, key neighborhoods, and more.

Kiddo Cove at Old Town Library
Old Town Library has an exciting new project planned just for kids! The Kiddo Cove provides a “wonder” world for kids as part of the building’s current interior refresh. The small nook to the north of the main staircase at Old Town Library will have an oversized wall graphic and decorative, interactive lighting that the kids can play with on their way into the children’s space.

By supporting the Kiddo Cove, you will be helping to provide kids with a memorable and interactive way to access the kids’ area, providing them with opportunities for creative play, learning, and a small bit of ownership for their area of the library.

Dungeons & Dragons for Teens
1:00 – 4:00 PM, Zoom
Grades 4–12. Registration required.
Join our Dungeons Master for a fun-filled game of D&D on Zoom using Roll20. If you're new to the game, no worries! We will create a character for you and show you the way. Please register with an email address so we can send you the Zoom link on the morning of the game.

Hands-On Tech: Microsoft Word Beyond Basics
1:00 – 2:30 PM, Old Town
Adults. Registration required.
Create professional-looking resumes and other documents using Microsoft Word in this hands-on class. Before taking this class, we recommend “Hands-On Tech: Microsoft Word Basics.” All equipment is provided, though you may bring your own device.

Teen Writers
4:30 – 5:30 PM, Harmony
Teens: Calling all teen writers! The Poudre Libraries new Teen Writers is a support and critique group for Teens who love to write. Stories, novels, poetry, screenplays - whatever your passion, we’re here to help and encourage. Registration is encouraged but not required.

Antarctic Lecture Series
6:30 – 7:45 PM, Zoom
Adults. Registration required.
Researchers, historians, and adventurers present this series of talks about the exciting world of Antarctic science and extreme expeditions. Presented by the School of Global Environmental Sustainability at CSU. This program will take place on Zoom.

Book Club for Mortals
3:00 – 4:30 PM, Old Town
Adults
This month we will discuss Can’t We Talk About Something More Pleasant? by Roz Chast. This monthly book club focuses on end-of-life themes facilitated by the Health District of Larimer County. To register please email Mindy Rickard, Project Coordinator, at mrickard@healthdistrict.org.

Dungeons & Dragons for Teens
1:00 – 4:00 PM, Zoom
Grades 4–12. Registration required.
Join our Dungeons Master for a fun-filled game of D&D on Zoom using Roll20. If you're new to the game, no worries! We will create a character for you and show you the way. Please register with an email address so we can send you the Zoom link on the morning of the game.

Hands-On Tech: Microsoft Word Beyond Basics
1:00 – 2:30 PM, Old Town
Adults. Registration required.
Create professional-looking resumes and other documents using Microsoft Word in this hands-on class. Before taking this class, we recommend “Hands-On Tech: Microsoft Word Basics.” All equipment is provided, though you may bring your own device.

Teen Writers
4:30 – 5:30 PM, Harmony
Teens: Calling all teen writers! The Poudre Libraries new Teen Writers is a support and critique group for Teens who love to write. Stories, novels, poetry, screenplays - whatever your passion, we’re here to help and encourage. Registration is encouraged but not required.

Antarctic Lecture Series
6:30 – 7:45 PM, Zoom
Adults. Registration required.
Researchers, historians, and adventurers present this series of talks about the exciting world of Antarctic science and extreme expeditions. Presented by the School of Global Environmental Sustainability at CSU. This program will take place on Zoom.

Book Club for Mortals
3:00 – 4:30 PM, Old Town
Adults
This month we will discuss Can’t We Talk About Something More Pleasant? by Roz Chast. This monthly book club focuses on end-of-life themes facilitated by the Health District of Larimer County. To register please email Mindy Rickard, Project Coordinator, at mrickard@healthdistrict.org.

Money Matters: Secrets of the Credit Score Virtual Class
6:00 – 7:00 PM, Zoom
Adults
Do you know what your credit score is made of? Gain a better understanding of your credit, who looks at it, what it impacts, and how much it can save or cost you. See Zoom link at www.poudrelibraries.org/events

Rekindle the Classics
6:30 – 8:30 PM, Wolverine Farm Publick House, 316 Willow St
Adults
November’s topic is Novelist, by William Gibson. Join CSU graduate students and faculty in lively and informative discussions of literature favorites.

Know Your City: Fort Collins’ Housing Strategic Plan
7:00 – 9:00 PM, Zoom
Adults. Registration required.
Fort Collins Social Sustainability staff will share information on strategies designed to address the local housing shortage and the city’s new Housing Strategic Plan. Zoom link will be emailed to registered participants.

Hands-On Tech: Google Docs
1:00 – 2:30 PM, Old Town
Adults. Registration required.
Google Docs is a free, browser-based word processor. We will help you create, edit, and share documents online, and how to access them from any computer with an internet connection. All equipment is provided, you may bring your own device.

Drop-in Job Search Assistance
1:00 – 3:00 PM, Old Town
Adults
See description on November 4.

Holiday Craft-A-Palooza
6:00 – 7:00 PM, Old Town
Adults
Need an inexpensive gift for someone or for yourself this season? Make decorative and useful items, such as Scrabble tile coasters and more! Registration is required.

Composer Talks
Noon – 1:00 PM, Wednesday, November 3, Zoom
Partnering with the Symphony Association, the Friends of the Symphony is pleased to provide enlightening lectures from noon to 1:00 pm on the Wednesday before each Masterworks concert. Learn intimate aspects of the composers’ lives, their times and works. See www.poudrelibraries.org/events for Zoom link. For more details on the Orchestra and its many season events, see: www.FC Symphony.org

Money Matters: Secrets of the Credit Score Virtual Class
6:00 – 7:00 PM, Zoom
Adults
Do you know what your credit score is made of? Gain a better understanding of your credit, who looks at it, what it impacts, and how much it can save or cost you. See Zoom link at www.poudrelibraries.org/events

Rekindle the Classics
6:30 – 8:30 PM, Wolverine Farm Publick House, 316 Willow St
Adults
November’s topic is Novelist, by William Gibson. Join CSU graduate students and faculty in lively and informative discussions of literature favorites.

Know Your City: Fort Collins’ Housing Strategic Plan
7:00 – 9:00 PM, Zoom
Adults. Registration required.
Fort Collins Social Sustainability staff will share information on strategies designed to address the local housing shortage and the city’s new Housing Strategic Plan. Zoom link will be emailed to registered participants.

Hands-On Tech: Google Docs
1:00 – 2:30 PM, Old Town
Adults. Registration required.
Google Docs is a free, browser-based word processor. We will help you create, edit, and share documents online, and how to access them from any computer with an internet connection. All equipment is provided, you may bring your own device.

Drop-in Job Search Assistance
1:00 – 3:00 PM, Old Town
Adults
See description on November 4.

Holiday Craft-A-Palooza
6:00 – 7:00 PM, Old Town
Adults
Need an inexpensive gift for someone or for yourself this season? Make decorative and useful items, such as Scrabble tile coasters and more! Registration is required.

Composer Talks
Noon – 1:00 PM, Wednesday, November 3, Zoom
Partnering with the Symphony Association, the Friends of the Symphony is pleased to provide enlightening lectures from noon to 1:00 pm on the Wednesday before each Masterworks concert. Learn intimate aspects of the composers’ lives, their times and works. See www.poudrelibraries.org/events for Zoom link. For more details on the Orchestra and its many season events, see: www.FCSymphony.org

Kevin Cook: A Different Way to Hug a Tree
1:00 – 2:00 PM, Thursday, November 11, Old Town
Adults
Kevin Cook’s series, “A Naturalist’s To-Do List,” presents a nature-related problem and discusses possible solutions. November’s presentation looks at how big, old trees pose physical and financial problems. Strong winds can drop limbs or whole trees onto houses. People with low or fixed incomes cannot afford to cope with such trees. A special nonprofit fund could prevent a lot of heartache from big, old trees.

Holiday Craft-A-Palooza
6:00 – 7:00 PM, Old Town
Adults
Need an inexpensive gift for someone or for yourself this season? Make decorative and useful items, such as Scrabble tile coasters and more! Registration is required.

Composer Talks
Noon – 1:00 PM, Wednesday, November 3, Zoom
Partnering with the Symphony Association, the Friends of the Symphony is pleased to provide enlightening lectures from noon to 1:00 pm on the Wednesday before each Masterworks concert. Learn intimate aspects of the composers’ lives, their times and works. See www.poudrelibraries.org/events for Zoom link. For more details on the Orchestra and its many season events, see: www.FCSymphony.org

Kevin Cook: A Different Way to Hug a Tree
1:00 – 2:00 PM, Thursday, November 11, Old Town
Adults
Kevin Cook’s series, “A Naturalist’s To-Do List,” presents a nature-related problem and discusses possible solutions. November’s presentation looks at how big, old trees pose physical and financial problems. Strong winds can drop limbs or whole trees onto houses. People with low or fixed incomes cannot afford to cope with such trees. A special nonprofit fund could prevent a lot of heartache from big, old trees.

Holiday Craft-A-Palooza
6:00 – 7:00 PM, Old Town
Adults
Need an inexpensive gift for someone or for yourself this season? Make decorative and useful items, such as Scrabble tile coasters and more! Registration is required.
**KIDS PROGRAM HIGHLIGHTS**

**Nature Notebooks for Youth Explorers**
2:00 – 3:00 PM, Monday, November 8, Harmony Library
Create nature notebooks and explore how curiosity led to many discoveries in our natural world by famous (and not so famous) naturalists. Grades 3-5. Registration is required.

**Atrapaseños - Dreamcatchers**
Sábado 13 de noviembre, Saturday, November 13, 10:00 – 11:30 AM, Zoom
Acompañan en este Makerspace virtual impartido por Alejandro Cázares, donde aprenderás a realizar un atrapaseños. Regístrate para recibir el enlace a Zoom y las instrucciones para recoger el material. Cupo limitado. Para niños de 5-12 años. En español con interpretación simultánea al inglés.

Join us in this virtual Makerspace by Alejandro Cázares, where you will learn how to make a dreamcatcher. In Spanish with simultaneous interpretation to English. Sign up to receive the Zoom link and instructions to pick up materials. Space is limited. For children 5-12 years old.

---

**TEEN & TWEEN PROGRAM HIGHLIGHTS**

**Teen Council**
5:30 – 7:30 PM, Tuesday, November 2, Harmony Library
Calling all teens in grades 6-12! Are you interested in making a difference in your library and community? If so, the Teen Council is the place for you! We’ll meet once a month to plan fun programs, screenplays - whatever your passion, we’re here to help and encourage. Registration is encouraged but not required.

**Dungeons & Dragons for Teens**
1:00 – 4:00 PM, Saturday, November 13, Zoom
Join our Dungeon Master for a fun-filled game of D&D on Zoom using Roll20. If you’re new to the game, no worries! We will create a character for you and show you the way.

Please register with an email address so we can send you the Zoom link on the morning of the party. For those in grades 6-12.

---

**Catapult Construction: Virtual Makerspace**
Monday, November 8
School is out, so let’s have fun engineering a catapult (from home)! Investigate levers, stored energy, velocity, speed, and distance in this pre-recorded mini science lesson. All supplies for the project will be available for pick-up at all three locations beginning Monday, November 1, 2021. First come, first served while supplies last. See online calendar for a link to the video tutorial.

**DIY Stories & Songs**
1:00 – 1:30 AM, Tuesday, November 2, Council Tree Library
Drop in to read, sing, play and connect with other teens!

Drop in to read, sing, play and connect with other teens!

**Holiday Snacks for Teens**
2:00 – 4:00 PM, Saturday, November 20, Council Tree Library
Join Sapna Von Reich to learn how to make fun and festive snacks! She will teach you new recipes, both sweet and savory, using just a few simple ingredients. And who knows? You might just find a new favorite to make for your next holiday party. For teens ages 12 to 18. Registration is required.

---

**ALL AGES PROGRAM HIGHLIGHTS**

**Holiday Snacks for Teens**
2:00 – 4:00 PM, Saturday, November 20, Council Tree Library
Join Sapna Von Reich to learn how to make fun and festive snacks! She will teach you new recipes, both sweet and savory, using just a few simple ingredients. And who knows? You might just find a new favorite to make for your next holiday party. For teens ages 12 to 18. Registration is required.

---

**Teen Writers**
4:30 – 5:30 PM, Tuesday, November 16, Harmony Library
Calling all teen writers! The Poudre Libraries new Teen Writers is a support and critique group for teens who love to write. Stories, novels, poetry, screenplays - whatever your passion, we’re here to help and encourage. Registration is encouraged but not required.

---

**STORYTIMES**

**Holiday Snacks for Teens**
2:00 – 4:00 PM, Saturday, November 20, Council Tree Library
Join Sapna Von Reich to learn how to make fun and festive snacks! She will teach you new recipes, both sweet and savory, using just a few simple ingredients. And who knows? You might just find a new favorite to make for your next holiday party. For teens ages 12 to 18. Registration is required.

---

**Celebración comunitaria del Día de Muertos / Day of the Dead Community Celebration**
3:00 – 5:00 PM, Sábado 6 de noviembre, Saturday, November 6, Gardens on Spring Creek, 2145 Centre Ave.
Durante esta celebración cultural, la comunidad se reúne para conmemorar y honrar a nuestros seres queridos que ya no están aquí. Altars, calaveras de azúcar, degustación de comida típica, manualidades, hora del cuento, música, baile y mucho más! Te invitamos a vestirte como la Catrina o el Catrín para engalanar esta celebración y ser parte del desfile de calaveras. Este evento gratuito es presentado por miembros de la comunidad y las Bibliotecas Poudre en colaboración con los Jardines en Spring Creek.

**Holiday Snacks for Teens**
2:00 – 4:00 PM, Saturday, November 20, Council Tree Library
Join Sapna Von Reich to learn how to make fun and festive snacks! She will teach you new recipes, both sweet and savory, using just a few simple ingredients. And who knows? You might just find a new favorite to make for your next holiday party. For teens ages 12 to 18. Registration is required.

Community members gather to commemorate and honor their deceased love ones during this cultural celebration. Altars, sugar skulls, typical food sampling, crafts, Storytime, music, dance, and more! We invite you to dress up as Catrina or Catrin to be part of the Calaveras runway. This free event is presented by community members and Poudre Libraries in partnership with the Gardens on Spring Creek.

www.nocodiademuertos.org

---

**Board of Trustees:**
Fred Colby – President
Mark Vold – Vice President
Corey Radman – Secretary/Treasurer
Amanda Quijano – Member at Large
Bacdi Shultz – Member at Large
Joe Wise – Member at Large
Hong Xiang – Member at Large

**Administration:**
David E. Silviken – Executive Director
Katie Auman – Newsletter Editor

---

**www.poudrelibraries.org | 970-221-6740**