

What do you think?

We would love to hear about your experience

Date 5/8/15

☐ Bigfork ☒ Columbia Falls ☐ Kalispell

GOOD library

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address



What do you think?

We would love to hear about your experience



Date 5/8/25

☒ Bigfork ☐ Columbia Falls ☐ Kalispell

ITS Really Cool but I have
been waiting for my book forever!
Thats all :)

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

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Date 5/14/25



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

customer suggestion: The books on the
bottom shelf are very difficult for Older
Adults to browse. Please add an extra
shelf on the bottom row to raise the books
up

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

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Date 5/17/25



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

I loved the program along with
Laurie! I would love to
come back for the next one!
Thank you for making it so great!

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

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Date May 17th 2025



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

Water based oil — great intro to new media. Instructor gave good directions to get going and continued to give a few details to work on. Not over whelming Thanks so much.

☐ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

~~XXXXXXXXXX~~

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Date 5/17/25



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

Thank you so much for the printing class! Would love to have another one! Lauren was awesome. The class was relaxing & fun!

☐ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

Unable to download
itunes to get
podcasts on library
computers. Please
fix

What do you think?

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Date _____

☐ Bigfork ☐ Columbia Falls ☐ Kalispell

your guys' library tech people suck. Been trying to download itunes so I can get access to podcast ~~aka~~ information - what libraries are designed for - to spread knowledge - and your guys' computers will no longer allow itunes or other down loads to install. Why don't

☐ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

you guys just install itunes for windows so anyone wanting to download a podcast to their own Flash/Portable hard drive can do so? But you probably won't

because your techs are too busy acting like
they're working. Seriously, do any of
my requests. Nah, too busy doing nothing.

Response from Teri Dugan, Library Director 6/10/25

Sam has worked very hard to accommodate this patron's requests and installed an iTunes application. In my opinion, both Sam and Tony have gone above and beyond to assist this patron. We will continue to help the patron the best we can, with the expectation that the customer adheres to our patron conduct policy. A future meeting to discuss our policy with the patron may be necessary.

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Date 5/14/2025

☐ Bigfork ☐ Columbia Falls ☒ Kalispell

I really enjoy the Hotspots and being able
to check them out, It gives me internet
at my apartment when I can't afford it

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

We would love to hear about your experience

Date 5/24/25



☐ Bigfork ☐ Columbia Falls ☒ Kalispell

Jackie Carli and Natasha Luehr went
above and beyond for me! Thank you to
Inter-Library Loan!

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

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Date June 3rd 25



☒ Bigfork ☒ Columbia Falls ☒ Kalispell

You are very nice thank you so
much for helping me

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

We would love to hear about your experience

Date 6/12/2025



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

The new library is beautiful - a wonderful asset to Bigfork. I've benefited from the library for years and want to add, using your Hot Spot is a blessing to me. Not only does it save an expense (I'm a senior, low income static!) I can use my laptop at home (my sons gifted me with my laptop).

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

Many years back, I would check out the library laptops & so thankful I could do that. Now checking out the HOT SPOT is so good. Thank you Orange Mountain.

What do you think?

We would love to hear about your experience

Date

6/12/25



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

I really appreciate being able to rent a hotspot. It is such a big help in getting important business taken care of. Thank you so much for having this available to be able to take care of very necessary ~~and~~ things I need to.

☐ No response needed

☒ For a response, please print your name and a phone number, email or mailing address

Brian Meek / 406-955-12177 (take care of)

What do you think?

We would love to hear about your experience

Date 6.11.25



☒ Bigfork ☒ Columbia Falls ☒ Kalispell

hotspots are essential for the community, allowing
people to work, learn, etc. at home (critical
for low income, disabled, limited mobility
folks) This is one of the most relevant to 2025
elements of our local library. PLEASE do not

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address



What do you think?

We would love to hear about your experience

Date June 7, 2025



☒ Bigfork ☐ Columbia Falls ☐ Kalispell

HOT SPOTS ARE IMPERATIVE FOR INTERNET
ACCESS IN BIG FORK. MR, AS A SENIOR WE
IT, AS DOES MY GRANDCHILDREN. PLEASE!!
IF YOU NEED FUNDS. I WILL RAISE THEM.

☐ No response needed

☒ For a response, please print your name and a phone number, email or mailing address

MARY DANFORD, 261-5314, mtmegawatt@yahoo.
com.

What do you think?

We would love to hear about your experience



Date _____

☐ Bigfork ☐ Columbia Falls ☐ Kalispell

Love the Besta Quilt !!
Hot in here
Where's Desch J
to get it

☐ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

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Date _____

☐ Bigfork ☐ Columbia Falls ☒ Kalispell

Excellent experience, Just Wonderful
Thank You! :)

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

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Date 6-19-25

☐ Bigfork ☐ Columbia Falls ☒ Kalispell

I'M NOT HAPPY ABOUT wifi DISCONTINUED.
I JUST HEARD A LADY ASKING
ABOUT IT BEING DISCONTINUED.
WE LIKE THAT SERVICE ALSO. ☹️

☒ No response needed

☐ For a response, please print your name and a phone number, email or mailing address

What do you think?

We would love to hear about your experience

Date 6/19/2025



☐ Bigfork ☐ Columbia Falls ☒ Kalispell

T-Mobile Hot Spot - Please Do Not Discontinue
We stay in RV Park + Dgter Takes online
College Classes + Needs This. She works
Days + Does Work @ Night. Please

☐ No response needed

☒ For a response, please print your name and a phone number, email or mailing address

email me why you are Discontinuing Something
That is So Popular? Always waiting for
Flanagan Debbie @ aol.com or Available
call #606-246-6999. Debbie Hot Spot.
RV Park has Terrible Wifi!

Montana State Library Hot Spot Lending Program

From Teri Dugan <tdugan@flatheadcountylibrary.org>

Date Fri 6/20/2025 12:55 PM

To flanagandebbie@aol.com <flanagandebbie@aol.com>

Hi Debbie,

Thank you for reaching out and sharing your concerns about the discontinuation of the Hot Spot Lending Program. We value your feedback. We understand how important this service has been to you and others in our community, and we deeply regret any inconvenience this may cause.

The decision to end the program was not made lightly, and it was driven by recent state and federal funding cuts. We recognize the significant impact this has on those who rely on the service for vital internet access.

Please know that we are actively exploring alternative solutions to continue supporting our community's connectivity needs. We will keep you informed of any updates or new initiatives that may arise.

In the meantime, we encourage you to visit our library to take advantage of the other resources and services we offer.

Sincerely,

Teri Dugan

Teri Dugan
Library Director

FLATHEAD COUNTY Library
247 1st Avenue East
Kalispell, MT 59901
406.758.5821
tdugan@flatheadcountylibrary.org

Bigfork | Columbia Falls | Kalispell