

## **APL Customer Comments for April 2013**

### **ACLS**

April 2013:

The records are gone! I spoke to the front desk and reference desk. Learned it's a decision to be made. There's a large, increasingly young audience for records as a high-fidelity format. Yet one of the difficulties is marketing and the tendency to purchase records compared to other formats. I'd like to help with the decision making or marketing/display conversation.

*Thank you for the "How are we doing?" card concerning the vinyl collection at the Faulk Central Library. I'm glad you enjoyed the vinyl collection, and although it has been withdrawn from the Faulk Central Library collection, some of it is still available. The Austin History Center kept albums pertaining to Austin composers, Austin music, and musicians. They have finished processing the vinyl, and customers may listen to them at the AHC next door to the Central Library. A turntable is there for your convenience.*

*Another portion is going to the Carver Branch Library for their circulating collection. These are jazz and blues records that fit in with their collection of materials. APL is also researching replacement of the Folk and Ethnic and International Folk and Ethnic Recordings in other formats. Other portions will be available at Austin Recycled Reads in the future. The ARR does advertise on the APL website when they have a vinyl sale.*

*Over the last three years, circulation of the vinyl recordings was 400-600 items per year out of a collection of 6,759 items. Most of the collection was purchased in the mid-late 1980's with some in the early 1990's. We added a few donations after that time. The decision to withdraw the vinyl recording collection was not made in haste. Many factors were considered such as circulation, age of the collection, space requirements, budget and availability of replacements in new formats. We do not support old formats that have been replaced by newer ones, VHS by DVD and audiocassette by CD.*

*APL now offers MP3's from a service called Freegal. Library users will have a weekly download limit and will be able to keep track of their downloads in the upper right corner of the site. Every song has a sample clip you can listen to before you download. The downloads on this site are all in the MP3 format. This service will work with any MP3 player, including iPod, and can be loaded into iTunes. It works on both PCs and Macs.*

*Is there any particular album or genre you were looking for that we may be able to get in another format? Call me or email me if you have additional questions or suggestions.*

Men's room is greasy and disgusting.  
*No contact information*

Well Brenda, it's starting to stink, 2nd floor with homeless population. Severe stink.  
*Invalid contact information Sent email to head of custodial to monitor*

Disturbed by Security harassing people several times about their hats. The stupidest rule I have ever heard of. If you are having problems identifying people who wear hats, perhaps identify them by their hat and nine other items, they are wearing. Computer Tech: receiving unsafe eject of media message if flash drive is in computer at end of secession or when the library closes when Drive is inserted next secession. Welcome to the United States of America: "NO HATS"!

*I'm sorry you feel that way. I agree with you that it is unfortunate that we now have customers who have ill intent when coming in to use our services and that we have had to take action as a preventive security measure. We have numerous individuals responsible for serious policy violations that have taken place and caused injury to staff, both library and customer property stolen, vehicles broken into and the list goes on. The cameras and change in policies have allowed Security to identify some of the individuals. Those caught are turned over to the Austin Police Department for prosecution. Please feel free to contact Library Security Managers, St.John Requejo at [St.John.Requejo@austintexas.gov](mailto:St.John.Requejo@austintexas.gov) or Marti Cascio at [marti.cascio@austintexas.gov](mailto:marti.cascio@austintexas.gov), with any concerns regarding this matter.*

*I emailed the customer for more information on the Computer Tech question.*

I think the librarian was very special. A lady yelled and the librarian was cool about it.

Awesome, Carlos was super helpful and helped us get some books we couldn't find out on the shelves.  
*Thanks for the positive feedback.*

**Carver**

April 7, 2013:

When requesting a book through your system when it arrives at library you sent an e-mail or letter. In Reno, NV they send an e-mail and also a telephone call. This practice has worked well because I know ASAP when a book is ready to be picked up- also sometimes people are too busy to check their private e-mails.  
*Thank you for your suggestion on improving the reserves service.*

### Hampton at Oak Hill

April 2013:

Have another downloadables class.

The bar code stickers placement on books should consider what they cover, like story description or author's background. Many times the sticker covers the text when it could have been placed where there is NO text.

We love Ms. Theresa, Ms. Linda, Mr. James, Mr. Zane, and Ms. Ann. I love superhero books.

On May 9th Frank called me and said Karen had found a flash drive with a name on it and asked if it was mine. I said yes and I went to the library and picked it up within ten minutes. It had VERY IMPORTANT documents on it. I am so grateful that Karen and Frank took good care of it and called me. This is outstanding service!

I forgot a purse with almost \$400. And I got it back almost 10 minutes later. I am very thankful. Tree (Holland) found it.

### Howson

April 2013:

Staff is kind and knowledgeable. Love, love Miss Anne! She has a wonderful storytime with good recommendations

We love Miss Ann. She is an incredible children's librarian, very helpful and friendly.

Thank for your positive comments. We are here to help you. I will certainly pass these comments on to Ann Minner's supervisor.

### Little Walnut

April 27, 2013:

When I've been reservation #9 at 2:10pm somehow I'm waiting for it start up in five minutes that really wasted my last five minutes. I think that should fix their system problem. I expect they must be turn back on less than 30 second period.

*I'm sorry about the slowness of the computers between logins. The system doesn't start clocking your time until you login, but I understand that it seems like a long time for it to re-set after the end of the previous session. This is partially due to the fact that all of the computers are linked centrally and must poll the central server through telecommunication lines for the reservation system. We hope that in the future we can provide speedier telecommunications access for the library computers.*

April 29, 2013:

I think there is nothing wrong with this library. I think you should do a bookfair.

*Thank you very much for your suggestion. Perhaps this summer we will try a special book sale. The Little Walnut Library Meeting Room is utilized most days for ESL classes and youth programs, so it is difficult to schedule such an event during the school year. However*

*please try the library's used book store "Recycled Reads" at 5335 Burnet Rd. They are open four afternoons a week, Thursdays thru Sundays.*

**North Village**

April 10, 2013:

We love Wednesday story time! (book circle) Marion is a wonderful children's librarian!

*Thank you very much for your enthusiasm for book circle and for bringing your child to participate. We hope you will tell your friends about book circle. Miss Marion is indeed a fantastic children's librarian and the North Village branch is lucky to host her innovative and engaging programs.*

April 10, 2013:

The staff at the branch on Steck was very helpful and professional when my wife and I registered for cards on April 9<sup>th</sup>. I look forward to being a regular patron of the community's library.

April 12, 2013:

Beautiful library! Keep up the great work! Since funding is eroding, I suggest pooling resources with suburban libraries (Georgetown, Round Rock, etc.) For example databases; Austin subscribe to some, Georgetown some, etc. . .

*Thank you so much for your compliments and your suggestion about pooling resources for databases. Although licensing restrictions make it difficult to share directly with our neighbors, the statewide TexShare program purchases databases for the benefit of all participating libraries. You can learn more about how the program works at <https://www.tsl.state.tx.us/texshare/index.html>*

*If you find the TexShare database program valuable, I urge you to take a look at the Texas Library Association's resource called "Library Issues and Taking Action." <http://www.txla.org/take-action> The first issue addressed is shared E-content (i.e., digital content and digital delivery, including e-books, databases, training) for learning, college readiness, and workforce development.*

**Pleasant Hill**

April 13, 2013:

I enjoy coming to this library branch because even when they're very busy they manage to serve the customers as well as make them feel important.

*Thanks! That's a very nice compliment. I will pass it along to my staff.*

**Ruiz**

April 8, 2013:

**Adult Craft Night**

Craft Night rocks!

Everything is alright.

Craft night is amazing! The people are so creative, talented and welcoming, especially the instructors. Thanks so much for teaching us how to craft great projects!

Had blasting time. All is great, love the activities. Thanks for lessons in fabric and sewing Ipad covers

Another Super Great Adult craft night! The helpiest helpers helping ever!

More craft nights. More craft night with more materials.

Fun class! I appreciate that materials are provided. Instructors are very helpful and super nice. Thanks!

These craft classes are AMAZING! I would normally not know about a local library, but since finding out about the class I have visited several times!

You were great.

When doing a craft that uses fabric, an iron would be helpful! (for those of us who fret over wrinkles) Thank you for offering such clever projects!

Everyone was so helpful. I had a wonderful time. It was great!

April 17, 2013

When searching music recordings it would be great to sort in a category – anthologies

April 25, 2013:

**Dia De los Ninos/Libros**

Dia de los ninos was wonderful! Very welcoming. A little girl came over and read aloud to my baby. Wonderful to see children helping children.

Children librarian is great at her job. Wish there were more tables in kid section.

Everything is fine has it is now. When we come we always found for what we are looking for.

Estos eventos son importantes para seguir motivande a los ninos a leer. Gracias

Porques divertido. Cuando leeo major y pon go atension. Que megus to mucho este programa.

Todo esta exelente estoy muy content con el servicio

Yes I did like it because I love to read. I like to read one that is way.

I enjoy reading. This is my favorite library.

Hablan tambien el espanol. Todo muy bien.

Muy bonito muy amable la srta. Raquel. Asi esta muy bien gracias.  
Gracias

Teniendo mas actividades en espanol y ingles. No muchas gracias  
por tener programas para estar juntos con la familia. Gracias

Pues no tengo nada que deciro solo que mis hijos estan contentos, y  
felices de benir y ami me gusta toda la aimda quenos brindan.  
Muchas Gracias por tantas ideas que nos dan a nosatros los padres,  
para compartier con nuestros hijos mil gracias.

**St. John**

April, 2013:

**April ESL Class Tour**

Thank you for giving us information, about the library. I especially  
like books in Spanish.

Thank you for giving us information, about the library. I especially  
like children's videos.

Thank you for giving us information about the library. I especially  
like videos.

Thank you for giving us information about the library. I especially  
like children's videos.

Thank you for giving us information about the library. I especially  
like that the staff are friendly.

Thank you for giving us information about the library. I especially  
like videos, children's movies, computers, and books in Spanish.

Thank you for giving us information about the library. I especially  
like computers.

Thank you for giving us information about the library. I especially  
like cookbooks.

Thank you for giving us information about the library. I especially  
like computers.

**Spicewood Springs**

April 9, 2013:

The staff is always helpful.

*That's great to hear! I'll be sure to share this with everyone at our next staff meeting.*

April 10, 2013:

The TexShare Program has a lot of loopholes. Renewing should be able to be done anywhere immediately with proof. A system where all libraries are linked to see record would be useful. This would be useful for two reasons. 1)To see record. 2)To help patrons.

Example: My daughter wanted to find a book and needed help and if could look it up as what she had checked out at APL from CPL it would have solved problem. Instead the librarian spent 15 minutes on Google researching for us! Massachusetts uses this system very GREAT!

*Unfortunately Texas' libraries are not yet set up with a system like that. I don't know a lot about the statewide TexShare Program beyond our participation at Austin Public Library, but I can provide you with a contact at the Texas State Library who may be able to give you more information about the statewide program and what plans they have for the future of the program.*

April 16, 2013:

I went to the front desk to get a password for the computer—(One of the employees) was not helpful or friendly. The computers in the very back of the kids rooms were both broken.

*I'm very concerned that you had a negative experience, and I've already spoken with the person you mentioned in your comment. I sincerely hope you have a better experience next time.*

April 24, 2013:

Stephanie was very helpful in helping me find books by Christian authors. She printed out a list for me. Much appreciated. Great books. Thanks.

*I'm delighted to hear it, and I'll be sure to tell Stephanie how much you appreciated the help*

### **Terrazas**

April 14, 2013:

Get better systems & IT support. System shut itself down and would open website/URL

*Attempted to reply by e-mail (copied Joe Faulk, ALIS) also left message on voicemail. I wanted to try to get more information about the problems he had. I have not received a reply.*

Better selection of Adult movies up to date. Would like to request copy of 8 Seconds DVD. Service is excellent and location is great for us. Staff is always willing to make reservations.

*No contact information given.*

We have been coming here for years and LOVE Michael's customer service. More for teens... leaning towards music.

*Thank you for submitting a Library Comment Card at the Terrazas Branch on April 20. I'm glad that you have enjoyed Michael's customer service.*

*Regarding materials for teens, could you tell us a little more about what you meant by "more for teens... leaning towards music."?*

**Twin Oaks**

April 2013:

Always excellent service. Would request a few titles the library doesn't have: Kojhak, seasons 2,3, and 4. Also, Perry Mason, season4, volume 1.

*Thank you for your suggestions. I have forwarded them to our librarian in charge of purchasing DVDs for the library system.*

I am from New York. At the East Meadow Library there was an Off Broadway 1 person play that I think you might like to host – "Tea for Three" about First Ladies Lady Bird Johnson, Pat Nixon, and Betty Ford – excellent.

*Thank you for your suggestion. The library doesn't have money for programs of this sort but I will forward your suggestion to our adult programming committee.*

**Windsor**

April 10 2013:

Receipts could be condensed on to a half 8 1/2x11" page double-sided. I was looking for children's history (European colonization and US history) and I found almost zero titles.

*I will forward your comments on to our IT staff to evaluate the possibility of changing our receipts. And, I will alert our Youth Services Librarian about the gaps in the collection. We strive to be responsive to our customers' informational needs.*

April 13, 2013:

A lady was asked nicely to take her cell phone conversation outside. She was disruptive to our learning so the librarian took care of us. We did not complain – he was very caring for the other patrons of the library.

*We try to make the Windsor Park Branch Library a welcoming place for all and the staff is well trained to deal with all sorts of customer transactions.*

April 28, 2013:

I had to wade in water. Please have the maintenance person to wring the mop better in the women's restroom.

*Thank you – I will forward your comments on to the Library's custodial supervisor.*

April 29, 2013:

It is all reddy grate.

*Thanks!*

**Yarborough**

April 2013:

I love the ability to browse content and order online at home. I also love seeing folks lined up using the computers you make available. Thanks!

*You are welcome. Library services have changed a lot with developing technologies. We are glad to offer so many different tech based services from home and in the library.*



I live closer to Old Quarry and North Village, but Yarborough is still my library. Thanks to APL for good service to me since I moved to Austin in 1980. Kudos!

*Thanks! We try*

Yarborough rawks! We love it!

*We love our customers, too!*

Miss Elizabeth is the best!

*She does get rave reviews. We are lucky to have her.*

You should let people close the door to the private rooms.

*For security reasons, we ask that individuals using the small study room leave the door open. Groups who have reserved the large meeting room may close that door.*

Have a bigger kids' book section.

*Are you looking for something in particular or just want more materials to browse through while you are here? Keep in mind that we can have books sent over from other Austin Public Library locations for you to pick up here*

Please, will you order more Magic Tree House books? Thanks.

*Is there a particular title you want? You can request books to be placed on hold for you to pick up at any APL location. So if Yarborough does not own the book, you could have it sent over from another branch. And if you are looking for a title that the Austin Public Library does not carry at any of our locations, please let us know and we will try to order it.*

I so appreciate that library staff will pull a book and hold it, especially E FIC. This is a service that all branches offer. Thanks!

*You are welcome We are glad to be of service.*

Loudest librarians ever!

*If the staff is being too loud, please let us know. The acoustics in this building easily amplify and carry noises.*

Get rid of the computer in the kids' area.

*IBM donated the Little Tikes/KidSmart computers that are in most of APL's locations. We understand that many parents do not like them, however, many families do. Part of a public library's mission is to provide equal access to information. Having these available provides a welcome service to some families who otherwise do not have but want access to computers and learning games for their children.*

I ♥ this library.

*Thanks!*

I have a courtesy borrower card at UT. Renewing my Austin TexShare card/courtesy borrower automatically online.  
*With each application, including renewals, we need to verify your address and obtain your signature. Therefore, at this time online renewal is not possible.*

I asked a while back that the magazines be better organized. And, voila! I came in today and they were all labeled with the current issues easy to find.  
*We appreciated your feedback regarding our magazines. We had plans to reorganize that collection and finally had the time to make the necessary changes. We think that section is much improved, too.*

You could use labeling. Love the structure and books.  
*Are you requesting different or additional signage somewhere in the library? Please stop at the check-out desk and ask to speak with the Assistant Manager. She would be happy to discuss your request.*

*We are glad you like our building and books. There is an interesting blog article about the building on Mid Tex Mod.*  
<http://midtexasmod.blogspot.com/2011/11/rebirth-of-american-theatre-local.html>

I love this library and helpful, friendly staff. You hire the best!  
*Thanks. We aim to please.*

We understand that the economy is difficult now, and “experts” predict fewer patrons will physically utilize libraries in their “brick and mortar” from sometime in the next decade or two, but we still believe a branch near 2222/620 would be appreciated and well-attended given the influx of families moving into the area – especially taking into consideration all the apartment complexes in the area. Please add it to the library wish list!  
*Thank you for your suggestion. I will pass your comment along to library administration for their consideration.*

I love the ceilings and the variety of books.  
*Thanks. We think Yarborough is a special place.*

Please have more family-friendly films showing – such as “You Can’t Take It with You,” “One Fine Day,” etc.  
*Thank you for your suggestion. I will keep it in mind. The films we show in the evenings typically appeal more to adults. The movies we show on Saturday mornings are usually for kids.*

Regarding the recent theft of library materials – people should not be allowed to check out more than 10 items with a total value not

more than \$200.00 and if they owed any money at all should not be allowed to check out anything. Current policies are way too lenient! *Thank you for your feedback. We have limited the number of items to 50 items per card. Some material types, such as DVDs, are limited, as well.*

Please do everything you can to keep storytime and children's librarians going. They are an extremely important part of my child's life. (2x weekly). As a parent, the storytimes we attend help me learn how to bring books, songs, and learning into our everyday lives. Miss Elizabeth does a fabulous job. I also appreciate having books selected and displayed for my toddlers level. I would not have the time to look on my own.

*Thank you for your comments. The Youth Services Division is an integral part of the Austin Public Library. Its staff members, including Miss Elizabeth, are creative, dedicated and caring.*