

APL Customer Comments for October 2013

Austin History Center

October, 2013: In the Austin History Center I found a newspaper called the Downtowner from 1967. There were multiple amazing facts in it.

Carver

October, 2013: Computer Lab
Evert was a great help!!!!

Keep the Computer Center open.

The person working in the Employment Lab was very helpful.

Hire Evert in the Computer Lab. He was extremely helpful...and such a great guy to deal with.

Thank you for your feedback. We're currently interviewing candidates for the Computer & Job Center, and hope to have it reopen for normal hours in November.

Frightfully Fun Film

The Frightfully Fun Film was great, we had a good time. Thank you!

More movies and snacks! The movie was funny/awesome.

Awesome!

Great time!

Thank you for attending the Frightfully Fun Film for Halloween. Please stay tuned, as we will have more B-movie offerings in the future.

Howson

October, 2013: More series. Mother Daughter book club
I am not sure which kind of series you are requesting, but if you have some in mind, please write them down and give it to our front desk staff. They will pass the request on to me (if these are adult titles) or the youth librarian. I will certainly pass along your request for a mother/daughter book club to our youth librarian, Ann Minner.

Manchaca

October, 2013: Having head phones to purchase for \$1.00 so library patrons can listen to various info on their various sites without disrupting others; the money will help increase/generate funds for the library. And not a lrg cost for library patrons. Library can buy them wholesale at a cheap cost.
(Same customer) Also what about having book clubs available for school children where parents/teens can have their groups take out the same book &

can host @ library or at home. Have a book club for sch. Children elem/middle/high sch who have summer reading log? Thought
I apologize for the delay in responding to your customer comment card of Sept 30, 2013. You asked about having head phones to purchase for our public computer stations. I will certainly put that idea forward. You also asked about book clubs. In the past, Austin Public Library has sponsored book clubs. These are coordinated and directed by our Youth Services team. Heath Rezebek is our Teen Services Coordinator and his reply is below:

We actually have various ongoing book club options. These are normally called "book circles" and here are two that currently exist, although recommended for ages 5 to 12. (ANV, AOK, AYB...)

*<http://library.austintexas.gov/event/book-circle-5>
<http://library.austintexas.gov/event/book-circle-13>
<http://library.austintexas.gov/event/book-circle-12>*

In our east side branches, activities such as anime or manga clubs are tried, though we typically do not get a large enough audience responding to advertising to warrant promoting them that way: they are geared towards our drop-in audiences.

Thank you again for your comments—we appreciate your taking the time!

Milwood

October 2013: Very enjoyable experience as always. I was also the winner of a lovely gift bag of books and goodies for having participated in the summer reading program. Thank you!
I am very happy to hear about your positive experience at the Milwood Branch. Thank you for participating in our Adult Summer Reading Program and congratulations on winning the gift bag.

October 12, 2013: Put kid's books and non-fiction books on the sale shelf. Hundreds of thousands of people don't know about Recycled Reads even though (or if) they have library cards. How can you reach them?
*I will let the person who selects items for the book sale shelf know of your request. Our sale shelf is made up of items that have been donated to our branch. Usually the donations we receive tend to be adult fiction, which is why that is what you mostly find on the sale shelf, but we will certainly keep a look out for other kinds of items to put up there too.
I will forward your comment about Recycled Reads to the Library PR department and to the manager of Recycled Reads.*

Pleasant Hill

October 23, 2013: Always nice helpful folks. The library might as the ham amateur radio clubs to make some DVDs that show how to get started in ham radio with inexpensive equipment and how to build inexpensive equipment. Radio for young people could (be) very inexpensive and simple. The radio & t.v. stations are supposed to

donate time for public service announcements they could produce and direct anything that could help the library for gratis and cost nothing for the library. Libraries are busy but could get lots of freebee help from radio & t.v. folks. Library folks could write to movie companies and make suggestions for movies that could be made even with proceeds going to help the libraries. *I spoke to the customer on these suggestions and thanked him for the ideas. He always has lots of suggestions on ways to improve the libraries and our community in general.*

Old Quarry

October 2013: I love this library! It has a great vibe

Ruiz

October 2013: **Lego Program**
Ami en lo particular me gusta todo lo es ya que tienen muchos programas que son Buenos tanto para niños como para los padres gracias por su atención a la comunidad

Talvez podric haber mas actividades para niños. En el area de nina hay mucho ruido de gente 4 los niños no concentran al leer.

October 2013: **Adult Craft Night**

Keep adult craft night childfree, it is so fun! Let the ladies keep up the great work. They know exactly what they're doing

Adult Craft Night was very cool! Patti and Monica give just the right amount of instruction and encouragement to make crafting fun – even for an introvert! ☐

It is an awesome event! These ladies are super!@

I came in for craft night and it was really fun. I will definitely come in again

October 9, 2013: I don't enjoy watching young people on trash web sites. Please create a list of good recommended web sites so that young people can know where to go to learn more ie math, English, science, history etc. The list should be specific web sites for each grade pre-k through high school.
Thank you for filling out a comment card at the Ruiz Library. You suggested that we create a list of recommended websites for students. The Austin Public Library does have something similar to what you requested. It is a list of databases that are good for homework help for students. This list is located here:
<http://library.austintexas.gov/databases/Homework%20Help>.

In addition, the library has several more available resources that may be of use.
1. Ask a Librarian: <http://austin.tx.libanswers.com/>
2. The staff at your local branch: whom can assist you in finding both books and online resources.

3. *Victory Tutoring: <http://www.austinisd.org/victory-tutorial> Which is available in several locations including the Ruiz Library.*

4. *Brainfuse:*

http://www.brainfuse.com/highEd/helpNow.asp?a_id=BDD00FF9&ss=&r= Which is a free online tutoring website that you can access from home if you have an internet connection or alternately on a library computer.

Hope this helps and please let me know if you would like any additional information or if you have any additional questions.

The librarians here do the best they can with the flock of people that come in after 3:00 p.m. Keep the staff you have, they are optimistic, positive, smart, and very helpful for those of us who are computer illiterate

St. John

October, 2013:

Staff (Deysi) was absolutely helpful & simply wonderful to work with. Staff Deysi was helpful above and beyond. Her patience and consistency speaks volumes. The best service ever in a long time. She is a beautiful person inside & out. Thank you!

very helpful; (Deysi)

Spicewood Springs

October 1, 2013:

The self serve readers here are very frustrating. One does not work, one sometimes works. I have mentioned this for months. Northwood has 3 that work. Why?

I'm glad to know that you're using our express check machines. We have had some ongoing issues with these machines, and we requested several service calls over the past few months. Just this week one of the scanners was replaced, and we have already seen quite an improvement. Hopefully this has resolved the problem long-term and you will now be able to use these machines without frustration. Thanks!

Terrazas

October 1, 2013:

Ok, this is crap. Fix Pharos!

- 1.) At 11:04 user 1000894***** logs into unit 6.
- 2.) About 51 minutes later user logs out.
- 3.) Unit 6 reboots and declares that 31 minutes are available.
- 4.) Same user logs back in.
- 5.) Pharos says that 2 minutes left.
- 6.) User hard bounces the box.
- 7.) Pharos: 24 minutes available.
- 8.) User logs in ... Again.
- 9.) Pharos: 6 minutes left.

My entire daily allowance is being consumed with logging in over and over and over again! Get a handle on your monster!

No contact information. Passed info to Help Desk.

October 10, 2013: Security Harrassment. Security should vent frustration on those other than Library patrons. I logged into computer but was not able to adjust volume. Librarian assisted me by setting volume at correct level – 67% -After listening to program for approx. 57 minutes, Security approached me and asked me to lower volume. I complied from 67% to 50%. He then gesticulated that I lower volume more. I complied to 40%. He then said lower, at which point I informed said security that I would like to hear the program. He then informed me that if volume could be head at the librarians desk, it's too loud. I stated that said security guard is not at the librarians desk 40' away, but standing beside me. Security then instructed me to log off and that I, at that point was banned from library for the rest of the day. This is a blatant abuse of authority. I was in compliance with library standards, procedures and rules at all times and should not have had my priviledges (sic) suspended. I requested a grievance form. Security refused. I requested the librarians name, security refused. I think his name is Ray Fuentes. I'm not sure but I know that he is the male security officer that worked at the Terrazas Branch on 10/5-13. Security officers should be respectful responsible and accountable for their actions. Thank you.
I spoke with customer when he submitted the comment card. I also forwarded the text of the card to St. John Requejo, Security Supervisor.

Yarborough

October 1, 2013: Same cold staff. Typical
We regret that you had an unpleasant visit at the Yarborough Branch Library. The next time you are in, feel free to ask to speak with a manager. We would like to hear more about your experiences with our staff.

October 7, 2013: After too many years away, I'm back and loving the "free bookstore!"
*Welcome back! Austin Public Library has a richness of collections, services, and programs. For example, our print collection is still strong, plus we have great digital resources. Check out our Virtual Library page:
<http://library.austintexas.gov/virtual>*

October 17, 2013: Don't turn internet off before closing. Was downloading something and it got dropped at 10 minutes to closing.
We apologize for the inconvenience this caused you. However, it is our policy to shut down the public internet computers and Wi-Fi access 10 minutes before closing so that customers have enough time to exit the building.

October 23, 2013: Always a pleasure! Love the Halloween movie display. Keep up the good work.
Thanks! Our staff has many creative ideas for book, movie, and bulletin board displays. They have fun pulling materials together for the displays and we all hope that our customers enjoy them.

October 31, 2013: Great staff! Love this place. Good job.
Thanks. We love our customers, too!