

## APL Customer Comments for February 2014

### Hampton @ Oak Hill

February 22, 2014:

We have been going to Miss Ann's story time for the last couple years and couldn't be happier. She does a wonderful job of introducing early literacy skills, with song, poetry, and wonderful read-alouds. She is a gem! Thank you!  
*Thank you for taking the time to complete one of our comment cards. We always like to get feedback from our customers and it is especially nice when we receive a compliment. Ann Minner has been doing some great work for us for years and we are glad to hear you are happy with her programs! I am personally glad to have her on board!*

### Howson

February, 2014:

Please have more complex books in the kids sections.  
*If you do not find the right kind of book on our shelves, please always feel free to ask for one of the librarians to assist you. We are glad to search the Austin Public Library system to find appropriate material to meet your needs.*

### Little Walnut

February 11, 2014:

Please give Adam a raise. He did a fantastic job.  
*Thank you for commenting on Adam's excellent customer service. Hopefully all the Austin Public Library employees give the same quality service. I will put a note in his folder for the upcoming performance review, but I do not have the authority to give him a raise.*

### Manchaca

February 8, 2014:

Staff very helpful and polite.

February 12, 2014:

Keep doing what your doing Claudia, Brianna, Kristen the gentlemen work the shelves nice! God Bless! They're all very professional here, they all wear a name tag and circulate through the library. Very kind at this branch!  
*Thank you so much for your kind comments on our Customer cards about our staff, especially Claudia, Briana, Cristen, and Suzanne. We have a very special staff here at Manchaca Road Branch and it's very nice to hear it directly from satisfied customers such as yourself. Austin Public Library stresses excellent customer service and we strive to give that every day. Thanks again for taking the time to let us know how you feel!*

February 13, 2014:

Could you please upgrade google to google chrome for my email (Staff comment added that the customer wants the latest version of google chrome on the public computers.)  
*Manchaca Branch recently upgraded our public computers with Windows 7 and all of them have Google Chrome. According to our tech people, Google Chrome now updates automatically. Customer may have been on them last time before the upgrade but if he has any problems getting on the latest version, he will talk to a staff person.*

February 18, 2014:

Please keep being kind to every single citizen that walks thru those door and not discriminate against anyone good job Brianna, Patty, Suzanne were very nice

and professional, Brianna asked me how I was doing that means a lot to me. God Bless you all.

### **Pleasant Hill**

February 20, 2014:

We need more computers. We need laptops, tablets to be made available to students, parents.

*Thanks for your comment. At Pleasant Hill, we have a total of 10 computers for public use. That is normally a sufficient number except on Thursdays, when our neighbor branch, Southeast Austin Community Library is closed. On that day, 10 is woefully inadequate. I checked around and found that Southeast has a total of 8 computers for adults plus several laptops for kids. Manchaca Road branch has 8 adult computers, 8 youth computers plus several laptops for kids. In addition the Ruiz branch library has 13 adult computers, 6 more in the AMD lab plus 10 laptops for adults. For kids, the Ruiz branch has 8 in the youth lab plus several laptops. When the kids' lab is closed, they can access 7 of the 13 computers for adults. If you come in on a day when our computers are all in use, please consider that with a short drive, other branches have computers that are also available for your use.*

### **Ruiz**

February 3, 2014:

The library should buy at least 1 Apple computer. Windows is no longer supporting the Safari browser after Q-3 2014. Apple Safari will not be working on Windows computers. Web coders need to see public computers to know what public is seeing.

*I emailed customer letting him know that I have made ALIS aware of his concerns.*

February 8, 2014:

Please purchase the Gone series on cd not e-downloadable. Also, Rugrats: The Movie – all copies are charged/missing

*I emailed customer informing her that I would pass her requests on to the appropriate selectors. I also made her aware on the online Suggestion Form for future use.*

February 10, 2014:

### **Adult Craft Night**

I love craft night! Monica does a great job. Patti too.

We were here for craft night. Really great to have this opportunity. First time sewing – Monica was very patient and helpful. Would love to come back for another.

Craft night with Monica was awesome. It was fun to learn something new and Monica was super patient and helpful with my needs. We'll be back!

February 13, 2014:

I reserved a community room for 2/13/2014 at 7 p.m. and there was another group in the space. The staff was friendly and accommodating. We found another space but I was expecting a room with a door so to not disturb the library patrons.

*Tom Moran emailed customer explaining the oversight and reassuring her that measures have been taken to prevent this from happening in the future.*

February 18, 2014:

**Youth Craft Activity**

Daughter enjoyed the craft activity this library has.

Enjoyed the Arts and Crafts with my son. Facilitator was very patient and sweet.

I daughter learns and is engaged (Mi hija aprende y se distrae)

I would like more help in tutoring. There are few teachers. My daughter needs more days for tutoring but I haven't been able to arrange this. (Me gustaría más ayuda en tutorías hay pocas maestras. Mi hija necesita más días de tutorías pero no he podido conseguir.)

*I informed Victory Program Specialist, Mindy Enderle, of customer's request. Mindy knows customer's daughter and will speak with her about having her come more days.*

We enjoyed the Arts & Crafts that were provided for the children. The one in charge was very patient w/the kids of all ages.

It was fascinating. (Fue Fascinante) Continue with the programs (Sigan con los programas)

**Terrazas**

February 2014:

Very good experience

Michelle was so friendly and helpful, went above and beyond!  
Thank you!

**Twin Oaks**

February 2014:

Very helpful and knowledgeable staff. I love the new books and books on tape that you get such as Quiet and Decisive. Keep the new research finding books coming.

Keep smiling productive people here. I entered the library and the gentleman (Aaron) was very kind with "Hello." Thank you for having him with a smile and a name tag.

Good job Leah and Chris! Just keep being friendly.

**Windsor**

February 21, 2014:

Storytime was great and very enjoyable.

*I'm pleased that you enjoyed it. Storytimes are a big part of our week at Windsor Park Branch. It's fun to see the kids and to hear the peals of laughter coming from the storytime room. Our Youth Services staff does a great job every week engaging kids and promoting literacy.*