

APL Customer Comments for June 2014

Carver

- June 12, 2014: Thank you sooo much for the summer programs—so enjoyable, fun + we appreciate the accessibility to all!
- June 15, 2014: Lance in the job center was very helpful in my search for a job. Evert was also very helpful.
- June 19, 2014: We came to attend the Doodle Mania program. Awesome! There were plenty of art materials and it was so pleasant and relaxing! My granddaughter enjoyed it.
- June 22, 2014: Lance in your business section was so helpful. Charlaine was so friendly and welcoming.
- June 24, 2014: I just want to acknowledge the fact that Carver Library has been the best in the entire City of Austin after visiting over 8 other libraries more than once. I will drive for miles just to visit this location.
- There are no handicap signs designated parking in front of the library. I have been at the library two days in a row and I had a problem accessing the facilities.
This has been referred to Shelley Buchman for further investigation and resolution.

Hampton @ Oak Hill

- June 3, 2014: Allocate budget for kid education website: www.starfall.com.
Thank you for your request that the Austin Public Library subscribe to the Starfall resource. We will be evaluating new resources in the fall, and will see if this resource is in keeping with the Austin Public Library's mission.

Howson

- June, 2014: I heart (love) this place!!!
We are glad to hear this. Let us know whenever we can help you.
- (Please order) The school For Good and Evil.
Howson already owns a copy of The School for Good and Evil. If you cannot find a book here, we can help you reserve a copy from another branch -- please ask at the front desk.

Little Walnut

- June 23, 2014: Was wondering if Little Walnut will have self-checkout?
It is the goal of the Austin Public Library to have self-check machines in all the branches. They are very expensive so we will phase them into all the branches over time and when the budget allows. Thanks for your suggestion.

Manchaca

- June 16, 2014: Better mobile experience; more responsive mobile friendly website.
Comment was forwarded to ALIS
- June 17, 2014: Your summer programs are amazing-thank you! Keep up the great work.

Love the summer events for the kids.
Thank you so much for your recent comments concerning our Youth Summer Reading Program. Our Youth Services staff work very hard all year long to bring these great events to our customers and their children. Thank you for coming and thank you so much for taking the time to let us know.
- June 25, 2014: Go Holly / problems with printing she assisted. I was standing in line waiting people at counter were helped before me. Need more staff. Go Jeffrey go!
Thank you so much for your comment card of June 25 regarding Holly and Jeff and the good service you received. As far as the situation where people were helped before you, we apologize for this happening. Once in a while customers will walk away in the middle of a transaction, then come back when others are waiting, which I believe is what happened this time. Hopefully it won't happen again. Thank you again for taking the time to fill out a card and allowing us to reply to you.
- June 30, 2014: I checked out a 700+ page novel. I would be interested in the ebook version, but I don't read any faster on my tablet. The 2 wk check out period makes no sense. Also, ebooks should be renewable, just like reg. books. Time treat them the same. Also, the entire ebook did not download. Ends of chapters were missing.
In response to the customer's comments, the reason we have a 2-week checkout for ebooks is because our collection is still quite small. Longer checkout periods mean less availability of titles for all customers.

To mitigate the shorter checkout, we have increased the number of titles a customer can check out from 3 to 5, and increased the number of holds from 5-7. So if a customer cannot finish an ebook in 2 weeks and has to place a hold on it, they have other books to occupy them while they wait.

Granted, juggling books is not to everyone's liking, but an ebook CAN BE RENEWED if there are no holds on the title. Renewing an ebook requires the customer to be aware of its expiration date, to check their account 3 days before the due date, and click on a Renew link. This page outlines the process, <http://help.overdrive.com/customer/portal/articles/1481523>.

As for incomplete downloads, there could be several causes. The most common is attempting to download a large file--like a 700+ pg. book?--with a weak or intermittent Internet signal. Files are occasionally corrupt, and there could be device issues, too. I suggest the customer contact OverDrive Tech Support directly by completing the form on this page, <http://frontline.overdrive.com/?Lib=Austin%20Public%20Library>.

North Village

June 7, 2014:

Return this location to a traditional layout (NO storefront) & increase your selection. Previous location was much better. I hate this library location – I hate this library. Staff is good. Collection & layout are pitiful/embarrassing for such a great library system. I forget how much I hate this location, until I get here & can't find what I'm looking for. It's just the most convenient site for me (logistically). City Council: Correct your mistake.

I'm sorry you couldn't find your favorite authors. I'd be happy to take your purchase suggestions for new authors/titles. In addition, we'd be happy to assist you in placing a Hold for any titles that are in the system.

June 10, 2014:

La hora de cuentos en español estuvo genial. Heydi mantuvo a mis hijos muy entretenidos con sus canciones y todo. Estaria genial poder contar con cuentos en español en bibliotecas del norte es muy importante para mi mantener el idioma español en mis hijos.

(The Spanish storytime was brilliant. Heydi kept my kids very entertained with her songs and everything. It would be great if we could count on Spanish storytime in the north Austin branches. It's very important for me to maintain Spanish for my children.)

Muchas gracias por tomar el tiempo de darnos su opinion. Vamos a seguir ofreciendo cuentos en español durante todo el año en la biblioteca North Village. (Thank you for taking the time to give us your feedback. We'll continue offering our Spanish Storytime all year at North Village.)

June 17, 2014:

Heidy did a FANTASTIC!!! job w/Spanish Storytime....We hope she stays! Great that she's a native Spanish speaker & plays guitar ;-)

Thank you for taking the time to give us your feedback. Heidy will continue substituting through the month of July, and Spanish Storytime will be offered all year.

Old Quarry

June, 2014:

Two book requests please: "How to Sweet Talk a Shark" by Bill Richardson and "The Curmudgeon's Guide to Getting Ahead" by Charles Murray

Thank you for your request. It will be forwarded to the ACCS team at the Central Library to consider purchasing for the collection.

I usually use the library to pick up materials that I have reserved online, which is very easy to do and a fantastic program. A much better alternative than purchasing books. My daughter also enjoys picking out books for herself when we stop by. Finally, I would like to stay (sic) that every single library staff member that my daughter and I have interacted with was extremely friendly and helpful.

Yes, the holds program that we have is extremely popular! I am glad that you enjoy it. And thank you for your words of praise for the customer service that we provide. It's important to us that our users have a positive experience!

Pleasant Hill

June 19, 2014:

Staff always very helpful. Suggestion for kids: If the libraries of Austin and out-lying areas would set up tours for kids through radio & t.v. stations here in Austin, then the kids could see how their computer laptops are much like a t.v. control room and how the internet is much like a network t.v. feed. Example: With the invention of the special effects boards in t.v. stations and on computer info screens, there is no reason for a professional stuntman for t.v. or the movies. That's why computer designers of programs are so helpful to the t.v. movie makers and the regular motion picture makers. Professional stuntmen & women could be a big help to the computer programmers.
Thanks for your compliment about my staff. I think they're pretty great, too. I will pass your idea along to Youth Services. Thanks for sharing with us.

Recycled Reads

June 2014:

The staff helped me pull appropriate books for my elementary school. They were so helpful and nice. They deserve raises! Amazing all the staff, especially Mindy and Ruth, helped me so much. Their level of customer service is unparalleled.

It is always a great experience. The staff treats customers well. I like seeing the community service volunteers, the kids, etc. on location. I think your "open" hours are perfect. The Austin Public Library is a four star establishment and ditto Recycled Reads.

Ruiz

June 7 2014:

Programs for the kids are not working parent friendly. Weekday – 6 + pm & all branches will be useful.
Thank you for your suggestion that we offer working-parent friendly programs at the Library. Being a working parent myself, I can fully identify with the desire to bring children to the library for library programs when our own parental schedule allows and the need for the Library to have some of these programs during evening and weekend hours.

June 9, 2014:

Adult Craft Night

Keep doing what you're doing. Thanks for having adult craft night & crafternoon events. The variety is wonderful.

Arts/Crafts for adults – great idea.

More Craft Nights!

Candles or terrariums or other awesome craft would be fabulous!

Basically the only problem was the number of people that showed up. There were not enough supplies to go around. Maybe set up some way to RSVP to make sure there will be enough supplies.

No complaints! Very great! More funding for Adult Craft Night!

Really enjoyed the craft making event.

Great Program! Great teacher! More supplies next time. There were not enough supplies for everyone.

We took the soap making craft class – there were not enough supplies so we did not get a mold – but it was still nice.

Everything was great. The best part – it's free.

Keep Adult Craft Nights, great job! (Soap making craft tonight – awesome!)

We ran out of supplies – bummer, but great time anyways.
Keep up the good work.

Came to Adult Craft Night and there were so many people that there were not enough supplies. Maybe implement an RSVP so the instructor will know how many people to prepare for.

Monica was really nice! Adult Craft Night is a great program!

Thank you for taking the time to provide us with your feedback. Please note that due to a staffing shortage, the Adult Craft Night program has been suspended. Nonetheless, the library concurs with your assessment. We agree that the development of a way for interested individuals to register for the class in advance is the most effective way in which we can ensure there are enough supplies for all who attend. Please feel free to contact me if you have any other comments or questions about this or any of the other programs we offer or if I may be of further assistance.

June 30 2014:

Make the computers more reliable, operational, and improve response time. Set aside some Friday, when the Ruiz branch is closed, and have all the computers gone over with a fine-toothed comb, in order for better response time and to enable more serviceability for the public patron who utilize them.
Thank you for taking the time to let us know of your concerns. Our IT department is very diligent about quickly rectifying any problems with the public access machines and monitors each machine remotely to ensure they are functioning properly. Responsiveness of the computers when accessing the internet is more dependent on the availability of bandwidth the Austin Public Library has access to. The City of Austin is aware of the need to increase the bandwidth it can access. However, in order to do accomplish this goal, a much larger and long term project involving the replacement of current external cabling with fiber optic cables will be necessary. We understand your frustration. The Austin Public Library is doing all it can to see to it that customers have a satisfying experience with respect to the use of our public access machines. Thank you for your continued patience and understanding.

Southeast

June 7, 2014:

Helpful and friendly staff. Not enough urban books. I like to read the Urban books. Southeast only has a few. Would like more urban books. Staff does help

me to order urban books. Send to Pleasant Hill. I live around the corner from Pleasant Hill. So I have to go to Southeast.

Pleasant Hill maybe only has 2 urban books I've already read. Friendly. But one person told me I was holding up the line for her to order me books. I don't understand computers. She told me to learn. Need more urban books at Pleasant Hill.

I believe this individual was referring to the Pleasant Hill library in the second set of comments. No contact information provided. I emailed Cindy Beno with ACCS and requested that APL purchase more Urban literature for ASE branch. She replied that she will do so.

June 30, 2014:

No problems w/service provided. Staff was excellent. Especially Melissa. Great asset (sic) to this library.

Melissa Sierra spent intensive one-on-one time helping an elderly customer access her email account and print boarding passes. I called and spoke with her family member and asked him to thank her for her comments and let us know if she had any other questions or concerns. He said that she was out shopping, but that he would pass the message on to her.

Terrazas

June 2014:

Support the staff here. They are great. During the incident with the disruptive man, Augustine Miranda was so calm, kind, professional, and efficient with the trouble maker. Help the homeless customers go get clean in the AM. They take their shoes off at the computers. Great work: Augustine Miranda. All praise to staff on duty: Zane Scheible and Amie Acosta-Gonzalez. Keep magazines at entrance up to date and stocked regularly. Great staff.

Thank you. I will let the staff (Augustine, Zane, and Amie) know that you praised their good work. Please let us know when anyone takes their shoes off or if anyone has a strong odor that is offensive. We can talk to that individual and get the problem resolved. We will also check those magazines at the front entrance to make sure they are current. Thanks for bringing this to our attention. Again, thanks for your kind words and support of the library.

Twin Oaks

June 2014:

Please replace the DVD Fire Engines, Trucks, Airplanes & Fast Trains.
We have submitted a request to purchase this title.

Add the world language software, please (ex. Chinese, etc.). Thanks.
We have submitted your request to our media and languages selector.

Your staff are fantastic. Wish the library was supported more by the city and other financial means. You're doing a great service considering it all.
Thank you for your kind words. We try to provide the best service we can.

Please order season 2 of Mission Impossible. You have all but this season.
We have submitted your request to our media selector for purchase.

Windsor

- June 3, 2014: Bring back the self-pay printer, with the card that you add money to. P.S. Leave well enough alone. The libraries have enough to do without this additional duty (which can easily be done by patrons).
Thank you for your comment – the print card machines were taken away as they started to fail and after our maintenance contract with the manufacturer lapsed. The Library’s Administration and Information Systems division are looking into long-term self-service options, and we will have new and better print card dispensers soon.
- June 16, 2014: I think y’all did very great today. Lovely library, nice and fun and I love the teen center and you will see my face tomorrow!
Thank you for your nice comments – we work hard to make our Branch library welcoming and well-organized. Gabriel works hard to make the teen center a welcoming and fun place and we look forward to seeing you again!
- You can serve me better by letting kids get their own library cards – it teaches them responsibility.
Young people can get their own library cards and it does help to foster a life-long love of reading and personal responsibility.
- June 25, 2014: Put the overdue books notice at the top of the email, not at the bottom. Same for the wonderful “soon due” notes, which I appreciate. Also, the “new books” shelf at Windsor Park Branch Library is GREAT!
Thanks for your suggestions – I will forward them to our IT people and to our customer services staff. And, thanks for your note about the new books shelves – we try to have an interesting and appropriate collection for our customers.
- June 27, 2014: Please get the DVD “Fed Up” by producer Laurie David.
Thanks for the suggestion – we try to be responsive to our customer requests. I will forward your request to APL’s media selector.

Yarborough

- June 7, 2014: Have lower soap dispenser for kids. There are flu warning stickers, but all of the lower soap dispensers are empty.
Thank you for letting us know that is a problem for your children. I checked the restrooms. The women’s has two soap dispensers that are the same height. The one on the side is always empty, but it is probably easier for children to reach. The one on the mirror has soap in it, but it is positioned farther back. The men’s restroom has one dispenser. We will investigate getting a soap dispenser placed in a location that is easier for children to reach. And remember, we do have step stools in the restrooms, as well.
- June 11, 2014: Wider parking spaces!!
Unfortunately, yes, some of our parking spaces are narrow. I will pass your comment along to our Facilities Services Division for their consideration.

- June 26, 2014: Hire more Shane-like people. Shane actually looked up and greeted me and was very kind, accommodating, and pleasant. I usually avoid coming to the library because I find the librarians so rude.
Yes, Shane is great! We hope you visit the library again soon.
- June 28, 2014: We loved Lucas Miller! Thanks for bringing him in! (My daughter is 4 ½.)
Thank you for your feedback. We are glad that your family enjoyed the program. He is playing 3 times in July at other Austin Public Library locations. View our online calendar for those dates and other great programs for children and families.