

APL Customer Comments for August 2014

John H Faulk

August, 2014:

A shout-out to the dudes who pick the new books!!!

Thank you for enthusiasm about the Austin Public Library!

I just got through taking the Intro to Excel Class and it was great. I would love to see if an intermediate class could be offered.

Thanks for participating in APL's Excel Class! APL currently facilitates additional Excel training through the [Atomic Training](#) website. Atomic Training provides full course training on Microsoft Excel and a variety of other computer programs. You need an internet connection and a [library card](#) to use this service.

In addition, APL provides [materials](#) in a variety of formats available for checkout that will assist you in learning more about Microsoft Excel.

Why is watching porn in the library acceptable?

Thank you for your concern about internet access and use at the Austin Public Library. Internet access at APL is a dynamic process and your feedback helps us to continue to fine-tune our internet policies and procedures. APL seeks to balance compliance with both Federal and Texas law that prohibit the distribution and exhibition of materials that are harmful to minors without restricting the ability of adult users to access online resources not prohibited by law.

Please feel empowered to alert APL staff any time you feel that someone is behaving inappropriately in the library. APL staff members are trained to discreetly address violations of acceptable library use policies without drawing attention to the individual raising the concern.

Please teach the "security" staff some manners.

Thank you for your feedback about APL staff members. It is the goal of APL staff to create a welcoming environment for all library users to feel comfortable utilizing library facilities and materials. Please alert staff members any time you feel APL staff are not creating an optimum environment. This allows APL staff to immediately address the problem.

I keep noticing the security guards being very overzealous. If you want to enforce rules, shut down the porno stations.

Thank you for your feedback. It is the goal of APL staff to create a welcoming environment for all library users to feel comfortable utilizing library facilities and materials. Please alert staff members any time you feel APL staff are not creating an optimum environment.

TexasLawHelp.org "rebuked" by your Internet online database system.

Thank you for alerting us when you are not able to access online resources via the APL internet stations. [TexasLawHelp.org](#) is now accessible through APL

internet stations. It is the goal of APL to provide internet access to the public to online resources that are not prohibited by law.

John H. Faulk to be shelter when relocates to new building.

Thank you for your suggestion about how to use the John H. Faulk building once the new central library is completed. The Faulk building will be utilized as a space for the Austin History Center. We are excited about this development as it will provide more space for AHC materials and programs.

Staff was rude when I was using the elevator to leave. Staff needs to be polite at all times to us while on the clock. Don't get on elevator to go up if we are going down. I had pressed down elevator. A staff member got on and pressed up and practically lectured me that I could not get off at staff only area. I know this. I was trying to go down to first floor from 3 and not up to the 4th!

Thank you for your feedback. I apologize that a staff member did not express their concern about the public being in the staff area in an appropriate manner. It is the goal of APL staff to create a welcoming environment for all library users to feel comfortable utilizing library facilities and materials. Please alert staff members any time you feel APL staff are not creating an optimum environment.

Austin History Center

August, 2014: Can't wait for my next visit! Had no idea old photographs were sold all the time.

Carver

August 8, 2014: Great service in the job center and at the front! Lance was a great help. I will return.

Hampton @ Oak Hill

August 8, 2014: You did great.

August 12, 2014: Could you buy the Elsie Dinsmore Collection for my daughter to enjoy? The Hiding Place on CD as well?

Thank you for your comment card. I have shared your request with the librarian responsible for purchasing children's materials.

August 14, 2014: Staff was great! Kids had a blast!
Refers to afterhours scavenger hunt at AOK on 8/14. Shared comment with Monica Jones.

August 19, 2014: This hold label is not eco-friendly at all.
Thank you for your comment. We are just beginning to experiment with these labels and hope to find a more eco-friendly version of them.

August 19, 2014: Love to see a mine-craft meet-up group like the ones I see @other libraries. – Downtown had one last summer where they all sign onto the same server – if you need more info, pls contact me.
Forwarded comment and contact info to Youth Librarian, Monica Jones.

Howson

August, 2014: Very nice staff, helpful, good humor. This branch is convenient altho' I live in S. Austin. Especially like higher quality books i.e. brain research, good mysteries, science-backed and latest research. Parking is easier, too, altho' need more slots.
Glad to hear that you are enjoying the collection. Our staff is here to serve you. Alas, I suspect that parking cannot be expanded here anytime in the near future.

[Note from a customer moving from Austin] To all my librarian friends, you are among the nicest people I've ever known.
Thanks for being our customer all these years.

Little Walnut

August, 2014: I was so pleased with how attentive the staff was. They were very nice and kind. I made a passing grade on my Citizenship test thanks to the library's help and letting me borrow the tapes to learn English and history.
Thank you for taking the time to fill out a comment card. Positive feedback is always nice and appreciated by the library staff. Congratulations on passing your Citizenship Test.

Manchaca

August 4, 2014: Have wonderful programs like you do more for kids; very enjoyable; thank you
Thank you for coming to Storytime. We hope you'll join us each week! Please check the online events calendar for even more wonderful programming at APL.

August 5, 2014: We enjoyed the hands on learning Park Ranger
Thank you for your kind comments! We were thrilled to host this program at the Manchaca branch. Look for more special programs on our online event calendar.

August 25, 2014: I think it's a bit much to have the receipt for fines print out so long. Is there any way to either email the receipt or allow the patron to opt out having the receipt printed? It seems like such a waste of paper.
Our software system is set up to automatically print receipts for items checked out as well as fines paid and it is front desk staff's responsibility to give each customer this receipt. At this time, there is no option for emailing receipts. There is an upgrade that we hope to be able to implement soon that will have the email option, and many Austin Public Library branches are moving to self-check machines that also have the email receipt option.

August 28, 2014: No help at all; ask for help and did not get it

I contacted the customer to find out what had occurred. She said she came in to ask for help with a document she needed to fill out and email on a Thursday evening. The clerk told her that he could help her if the checkout line wasn't too long. She said she got logged on to computer 3, but then it kept throwing her out. She says she went to the desk to ask for help but no one came to help her. She said there were four people working and no one came to help her. She said she left Manchaca and went to Dove Springs where she got the help she needed and that's where she'll go from now on.

I apologized for her experience at Manchaca. I told her usually it's fairly quiet in the evenings, but that sometimes there is a pretty constant line of customers waiting to check out and staffing is always lower in the evenings. I invited her to come back to Manchaca where I hoped she would have a better experience. She said she would probably just keep going to Dove Springs. When I asked the Thursday staff, they remembered that they were very busy all evening with customers and did not specifically remember this customer saying she had technical problems, which they would have addressed immediately.

Old Quarry

August, 2014:

Have more Diary of a Wimpy Kid books

Thank you for your suggestion. We currently own 9 books, plus Dvds at the Old Quarry branch, and you are welcome to request more as holds from other branches, too. I will forward your request to the folks who order for us, also.

August 15, 2014:

Keep library rules/policies (and security reprimands to library patrons) consistent...Please enforce library rules/policies equally. (for example, yelling at people who "doze off" yet allowing scary "hooded/covered" people to not have to follow the rules Thank you! – Love the Old Quarry Library!

I am sorry that you feel we are inconsistent with enforcing the rules at the library. We do strive to maintain a consistency where our policies are concerned! We will work on this.

August, 2014:

I have an album to request (for purchase) Please! It's an oldie but a goodie Caetano Veloso – Transa (album on CD)

Thank you for your suggestion! I will forward this to the persons responsible for ordering the CDs.

August 28, 2014:

In answer to the following question: How might we serve you better?

No ideas. Service is excellent! I love the fact that I can put books and movies on hold and within a few days, I get email notification.

We are so happy that you take advantage of and enjoy the "HOLDS" option, and thank you for your praises of the library. We do our best to provide excellent service, and are glad to hear you like the results!

Pleasant Hill

August 23, 2014:

(Was your experience enjoyable?) No. Because of a stupid, lock-step to a policy of no cat napping/sleeping. You may have served me (or anyone else) better by

making a more reasonable discernment between someone taking a brief cat nap (minutes) between legitimate library activities vs. someone using the library as a motel. What a dumb use of authority – as well as the Lib. Assistants buzzing around me (oh soooo worried) for the rest of my stay. Annoying & stupidly policing!

Thank you for your comments. APL has a policy that states that no one may sleep in the library. If you need to stop looking at your computer screen for a while, I suggest getting up and walking around, getting a drink of water, moving to a different chair, or sitting outside under the trees in our council circle for a few minutes. All of these options will help ease your eyestrain and will not be construed as an infraction of library policies. Thank you again for your comments.

August 27, 2014: The ladies' room needs a hanger/bag hanger in both rooms (stalls?) for purses or bags, jackets.

Thanks very much for your suggestion. I have sent in a request to Facilities Services to add these items to the stall. Thanks again for the good idea!

Ruiz

August 5, 2014: Lego Lab was awesome. Had a great time. More Lego days!
Thank you for attending Lego Lab! I will forward your suggestion to our Youth Librarian so that she is aware of your desire to attend more Lego Lab sessions at Ruiz. Perhaps you might be interested in attending another Lego Lab session being held at a nearby library branch. Nonetheless, please do not hesitate to contact me if I may be of further service.

August 10, 2014: Michelle was very rude to my 4 year old daughter. The staff (Michelle) needs to be more polite to customers especially children. This is the second incident.
Please accept my very sincere apology with regard to the treatment of your daughter by our staff member. I have spoken with Michelle and have instructed her to always alert the parent, family member, or guardian when a child is behaving inappropriately within the library so that they may correct the behavior. Please feel free to contact me if I may be of further service.

August 16, 2014: I was looking for Spanish phonics and elementary literacy materials. Haven't found any. Thanks for the consideration.
The library does have a few audio books that can help you learn to speak Spanish by listening to the pronunciation of words and sentences. The library also has a few print titles that would help to facilitate your mastery of the material presented in the audio books as well as a wealth of titles exclusively in Spanish to further supplement your exposure to the language. If you have internet access at home, the Austin Public Library offers customers use of the Mango Languages selection of language learning courses.

With regard to elementary literacy materials, you are correct. I will work with the librarian in charge of purchasing titles for this subject area so that the Ruiz branch can offer a more robust collection of resources to its customers. Until

actual items begin to show up on our shelves, please be certain to utilize the Austin Public Library's system of placing holds. This will allow you to have any item that appears in the library catalog delivered to the branch location closest to where you live typically within three business days.

Southeast

August 27, 2014: More Spanish-speaking (Mexican) culture programs/holidays (16 de Septiembre, dia de los muertos, los reyes magos).
This was our first Dual language program and we enjoyed it. We look forward to coming this fall. Heidi did a great job!

Great dual story time, love how guitar/music was involved, really like craft afterwards. Good teacher!

Spicewood Springs

August 2, 2014: Stop wasting so much paper on the long useless receipts.
Although the library is trying to be as "green" as possible, we recognize that some of our customers have limited or no Internet access and cannot use the "My Account" function on our online catalog to keep up with their due dates. For these customers, their only source of information is the printed receipt, so we are unable to discontinue the service at this point. We hope to eventually be able to offer an option for either a printed receipt OR an email receipt at the checkout desk. We do offer the option for an email receipt at the express self-check machines, if you wish to avoid a printed receipt.

August, 2014: Thank you for all you do for our wonderful library! Thank you for the book recommendations. We home school and could not do that successfully without the resources you provide. So thank you for being you and for all you do and doing what you do.
You are welcome! I have shared this with the Spicewood Springs staff, and we were all so pleased to hear your kind words.

Terrazas

August, 2014: A staff person (Luz Catano) did a professional and polite job of resolving an argument between 2 patrons over who gets to use the computer.
Thanks for letting us know about Luz Catano and the professional job that she does here at the Terrazas Branch. We will be sure to let her know that her ability to resolve customer conflicts is praiseworthy and that library customers appreciate her.

You need a fax machine! Enjoyed my visit!
Thank you for informing us about your need for a fax machine at the library. Your suggestion will be forwarded to the Library Administration where it will be considered. Also, we're glad you enjoyed your visit to the library.

Twin Oaks

August, 2014:

Sherri was extremely helpful when I got my library card. She took the time to show me Overdrive. Thank you so much.

Thank you for taking the time to share your positive experience. Sherri strives to provide excellent customer service.

I love the audio CD books. Please continue to get that. I notice some books were only available on downloadable audio books. COA Library is GREAT!

We're happy to hear that you are pleased with the Austin Public Library. I will pass your comments on to the librarian who orders audio books.

Ken Follett - Edge of Eternity. Please get!!

Unfortunately, our fiscal year ends this month so no more books will be ordered until October 1 but the librarian who purchases fiction for the Austin Public Library system has this title is on her list to order as soon as possible. Thank you for your suggestion.

Please get Bruce Riedel's new book, "What We Won." Thank you.

Thank you for your suggestion. The title you requested has been placed on a list to order in the new fiscal year.

Willie Mae Kirk

August, 2014:

Tanisha assisted me in making my resume, I had no experience in using a flash drive and she taught me how to use it. Thank you.

Thank you for your wonderful comments. We're glad that Tanisha was able to help you. Please don't hesitate to use our technology assistance program again in the future.

Windsor

August 1, 2014:

Open at 9:00AM instead of 10:00!! Your employees have always been friendly, super-nice, helpful and fun to be around – I think that I would love to live in the library!

Thank you for your comments. It's unlikely that we will change our opening hours soon, but I will forward your comment on to our Administrative Offices.

August 23, 2014:

Just keep being friendly, informative and welcoming.

Thank you for your nice comments.