

## **APL Customer Comments for February 2015**

### **John Henry Faulk Central**

February, 2015: Book I need is not here. Texas Family Law Practice Manual. This book and the corresponding documents should be available through APL. The database and forms should be available too.

*Thanks for letting us know which materials you would like to see in our collection. I will pass on your title suggestion to our selectors in the Collection and Cataloging Division who select materials for the Austin Public Library system. Reference currently has a Legal Aid information guide as well as a database of legal forms that you may find useful.*

Can you open sooner than 11 am? Like maybe 10 am (I am early riser and it hard to wait until 11 am to get into the library). Maybe you can see if you can change the hours at the library to 10 am.

*Thanks for being an enthusiastic library user! Faulk Central currently opens at 10 am Friday and Saturday. Also, all Austin Public Library branch locations open at 10 am Monday-Thursday and Saturday.*

I love this place. I found the maps today, but don't have the time to go through them. Thank you.

*We are happy to hear that you enjoy the library. Thanks for letting us know about your experience and please come back to explore the maps when you have the time.*

### **Carver**

February, 2015: The display of History on Black History is Wonderful. I have never seen such a generational display-"Simply Marvelous", great.

*We thanked her for the great comments on the display.*

### **Hampton @ Oak Hill**

February 15, 2015: We would like to have a writing club for 3/4/5 grade kids during wk days or wk ends or as spring or summer.

*I am the youth librarian at the Will Hampton Branch Library and I received your request for a writing club for 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> grade students. While there is a limit to the number of programs I can personally offer, I love this idea and will be passing it onto my fellow librarians in the hopes this type of program can be produced. I feel that your writing club idea is especially applicable to the summer reading program and will be offering it up as a potential program for our summer 2016 program (we have already scheduled and books our programs for the summer of 2015). In the meantime I wanted to let you know that Badgerdog, a non-profit organization, offers amazing writing classes for kids and often times they bring in authors to teach the kids about writing so that they can learn the craft from a working professional. PBS Kids also has a great local writing contest*

*that is all kinds of fun to participate in. Please feel free to contact me with any additional question, my phone number is 512-974-9897, that's 512-974-9897*

*I would like to see a SPANISH story time. I feel there is a great need for Spanish. I am the youth librarian at the Will Hampton Branch Library. The library manager showed me your comment card with your request for Spanish language story times and I am pleased to inform you that Austin Public Library has nine weekly story times that are either completely in Spanish or are bilingual English/Spanish! I have attached our Spanish Language Story Time flyers for your perusal and I know you and your family will love these Spanish language programs. While the Hampton Branch does not have a Spanish story time of our own, we are proud to offer our French/English story time on the second Wednesday of the month - we are lucky enough to be the only branch in Austin Public Library that is able to offer stories in French! Please feel free to contact me if you have any additional questions and I hope you enjoy one of the many cuentos en espanol that the Austin Public Library has to offer.*

February 19, 2015:

Tech Toy Time

Patient responses. Good explanations and sample actions.

February 26, 2015:

Sarah Herndon was my teacher for the Overdrive class [Tech Toy Time]. Sarah went above & beyond the Overdrive class to help me with my questions. I think she is super. I hope she gets a promotion.

*Thank you for your kind comments about the service you received from Sarah when you attended Tech Toy Time last week. I think she's "super" too. Let me know if you ever have any other comments or concerns about the Hampton Branch at Oak Hill.*

I liked this one. Will probably come back for a refresher. Sarah is great! Took individual time with each of us. [At] This library the staff is very helpful.

Individual help setting up! Very helpful! Great program; thank you so much!

February 24, 2015:

I just put a hold on the bestseller "The Girl On The Train." I am number 335, and there are only 6 copies in the entire system. Why are there not at least 10 copies of bestsellers at each library? Who is responsible for purchasing new books? Perhaps a new person needs to be in charge of book purchases, for the library system.

*Thank you for submitting a comment card about placing a hold on the bestselling book titled The Girl On The Train. I checked with the librarian who orders fiction, and found out that another 35 copies of this book are already on order. Though that falls short of the 10 copies per location that you suggested, The Girl On The Train is also available to Austin Public Library cardholders as an e-book through a service called Overdrive, with enough copies of that title for 104 users at a time. It's a big challenge to satisfy the demand for bestsellers while also providing a broad variety of materials on a limited budget. I hope you don't have to wait too long to read The Girl On The Train. If you want to try the e-book option, we offer assistance with setting up your digital device and e-book*

*accounts during Tech Toy Time, every Thursday from 2 to 3 p.m. at the Hampton Branch.*

February 28, 2015:

Write Club

*Suggested topics, but freedom to write about our own thoughts and topics.*

Little Walnut

February 8, 2015:

Perfect Service. Well-mannered and helpful.

*Thank you for taking the time to fill out a comment card at the Little Walnut Creek Branch Library. Our customer's opinions mean a lot to the staff. We strive to give the best customer service that we can.*

February 10, 2015:

Love the email system of reminding me when my books are due. Love the library.

*I agree the email notification of upcoming due dates is very helpful. Also thanks for loving the library.*

February 27, 2015:

Great Asian film collection. More Dragon Dynasty please!!

*Thanks for sharing your enthusiasm for our Asian movies. I will pass this information on to the person who selects our foreign language DVDs. In case you didn't know this you can also suggest titles on the Library Website.*

Manchaca

February, 2015:

The selections for the book sales are exemplary! I am always impressed with the amount of care that has gone into them, and have purchased many times. Thx! *I want to apologize for taking so long to get with you concerning the comments you left in our suggestion box. Thank you so much for taking the time to give us your feedback.*

*You mentioned how pleased you are with the selections in our on-going book sales. We love it also when we get great donations that we can then share with our customers. We have one staff member who does all the work of going through donations and selecting items he feels would appeal to our Manchaca customers, and he does an excellent job. The rest of the items are sent to our Recycled Reads Bookstore. If you haven't had a chance to explore that yet, I'm sure you would love it. It's located at 5335 Burnet Rd and is open on Sundays, 12-6; Thursdays, 12-8; Fridays, 12-6; and Saturdays, 12-6.*

February 4, 2015:

Adult Craft Night

No improvements needed—it was great! Great evening. (referring to our Adult Craft Night)

*Thank you so much for taking the time to fill out a customer comment card about our February craft program. This is a fledgling program so it means a lot to us to get feedback from customers. We plan to continue this program as long as possible, so please come to as many as you can! We'll continue to hold them on the first Wednesday of each month at the Manchaca Road branch.*

*Thanks again and hope to see you again soon—*

I love the craft stuff.

February 10, 2015: To have a one-way drive with drop box on passenger side of vehicle is illogical, dangerous and un-safe. This should be seen as a liability issue for the City as drivers are lured out of their vehicles on an active drive way.  
*Thank you for the comment. The issue had been discussed with facilities people recently and we are hoping to re-visit this important issue and resolve it soon*

### **North Village**

February 12, 2015: I want to thank Theresa for her incredible help with my English project. Thank you APL for hiring people like her.  
*Thank you for sharing your positive experience with us.*

### **Pleasant Hill**

February 2, 2015: Books & DVDs very outdated. Stock a lot more recent or current DVDs & books. Get some resource materials in here. I have never seen so many 40, 50, 60 year old DVD movies in 1 place. Or they are in Spanish & foreign films. I am tired of being told to get it from another library. Austin can build a fabulous downtown library but won't serve the low income areas of town.  
*Thank you for your comments. We actually do get a lot of new materials every year. Recently our new DVD purchase rate has dropped because of contract difficulties, but our books continue to come in on an almost-daily basis. You may not find the very newest materials on our shelves because customers from around the library system have placed holds on them. This allows people to ensure they get new materials when they become available much quicker than if they waited for it to show up on the library shelves. We are not able to have multiple copies of new releases due to budgetary and space limitations, which is why we urge you to place holds on items and have them sent to our branch for you to check out. We go over the DVD collection on a regular basis to pull out items that are damaged, need new cases or which don't get checked out very often. You're right – we do carry a lot of foreign and classic films, because people request them. The Administration of the Austin Public Library makes sure that funds are spent around the library system on an equitable basis so that no one part of the city gets more or better materials than another part of the city. If you would like to discuss this with me further, please give me a call.*

February 3, 2015: Have something other than 50-year-old outdated materials on the shelf. What is wrong with the City of Austin. They spend Millions on services to other areas, but refuse to serve low income areas that need it most. Don't bother calling and giving me the same old story and excuses.  
*Thanks you for your comments. I'm not sure exactly what services in other areas you are referring to, but please let me assure you that the Austin Public Library spreads funds equitably around the library system and has been doing so for many years. At Pleasant Hill, we have recently completed going through the entire collection looking for outdated and shabby materials. Those that we found*

*were removed from the collection and sent to our library bookstore, Recycled Reads, to be sold. Please let me know what specific topics or books you are looking for and I will be happy to help you obtain a copy to check out.*

February 12, 2015: It's my 1<sup>st</sup> time here for story time. My baby & I really loved it! Miss Heidy does an excellent job & the kids love it ☺ - Ruth Chavez  
*Wonderful! I'm so glad you had a truly enjoyable experience. We are happy that we have Heidy to present our dual language programs. She is a dedicated professional and her enthusiasm comes across in her excellent programs. We hope you continue to come back to Pleasant Hill for her programs in the future.*

February 23, 2015: Another person was taking pictures with his phone of nudity on the computer. Be more alert of what people are using computers for (he is a Hispanic male with glasses). He is here every day!!  
*Thanks for letting us know. When you encounter this situation again, please come to the desk and ask staff to address the issue. If you are afraid he will know who reported him, ask to speak to the person in charge in private. We will take immediate action to end uncomfortable incidents like this one. Viewing nudity on the filtered computers is a violation of our policies and we need to ensure that each person who uses our branch feels comfortable and unthreatened.*

February, 2015: Blind Date with a Book  
 I loved the novel (no pun intended) idea for the Valentine's Reader's Contest. I hope you will repeat it again in 2016.  
 I enjoyed the book because it made me feel all sorts of emotions! Thank you for doing the blind date with a book!

### **Ruiz**

February 13, 2015: Doing a good job.  
*Thank you for taking the time to leave a comment. Your feedback is greatly appreciated!*  
 This is a good library but they should have a program for kids after school (snacks, games).  
*Thank you for taking the time to leave a comment. Your feedback is greatly appreciated! The Ruiz Library has a Connected Youth Lab with computers available for use. The computers may be used for researching information on topics of interest, doing home, or for entertainment purposes. The lab is supervised by library staff or volunteers who are also happy to make available board games. The Youth Librarian at the Ruiz Library also offers after school programs on a regular basis such as Lego Lab, Everything Art, and Crafternoon. The Victory Tutoring Program is also available and open to area youth free of charge. The program is sponsored by the Austin Independent School District and students are welcome to come and ask for assistance in completing homework*

*assignments or strengthening their academic skills Monday through Thursday from 3 p.m. to 8 p.m.*

*The best way to stay informed of the activities planned for youth is by visiting the Austin Public Library's calendar for all youth events and programs or stopping by the circulation desk and picking up a flyer that lists all of the scheduled programs and activities for the current month happening at the Ruiz Library. Please be aware that the library has very limited staffing and funding. Providing snacks for all youth who participate in the many activities and programs available is simply not possible at this time. Feel free to contact me if I may be of further assistance.*

### **St. John**

February, 2015: Great service! Great people! Thanks to the Austin Public Library!  
*Thank you for the kind words and wonderful sentiments.*

### **Southeast Community Library**

February, 2015: Melissa was a very big help to me Gracias. Thank you very much!!  
*Thank you for your feedback.*

#### **Story times**

Great program more variety in songs.  
We came for story time – enjoyed the singing and the crafts! Thank you.  
We love the songs and dance. Maybe sing 2 times so the kiddos can catch on.

### **Twin Oaks**

February 20, 2015: Please acquire flash fiction, very short stories, James Thomas.  
*Comment was sent to ACCS*

February 23, 2015: Just hire great people like Christi.

### **Willie Mae Kirk**

February 14, 2015: Great stuff – thank you! Have a great day.

February 26, 2015: Great stuff  
*We are pleased that your visit to the Kirk Branch was positive.*