

## APL Customer Comments for March 2015

### John Henry Faulk Central

March, 2015:

I request Java Script computer programming class. Everything is moving toward Java Script and it is an easy language to learn. Exponentially beneficial to the public. All ages. For the current generation, computer programming is as important as learning to read and write 150 years ago. It is paramount that we start this now. Thank you.

*Thank you for your valuable suggestion. We recognize and agree that computer literacy is an important skill. We are currently considering web development classes that could begin in the summer. We are also considering adding computer programming courses in the near future.*

Who orders all the pretty books? Thank you for providing us with such a lovely collection!

*Hello and thank you for your kind comments! We are glad to hear that you appreciate the APL collection. I will pass on your encouraging comments to the collection development staff.*

Nuisance and interference with patron over allegations books from shelf. Patron will recommend that staff working the third floor should not worry about the books used by patron, He will shelve the books.

*Thank you for your feedback. Shelving books is an important function for staff members. This allows us to keep books in their assigned location so that they can be readily found. We also ask that customers take their books to a nearby table and not block aisles with stacks of books on the floor.*

Better customer service. First impressions are everything!!! Upon entry, I spoke, "Hello, how are you," was not greeted in return. Fast food attitude. Hello and thank you for letting us know about this instance. It is an APL goal that every customer would be extended a friendly greeting and thanked for using the Austin Public Library.

*I will pass on your comments to the staff supervisor.*

### Carver

March, 2015:

Lovely, lovely librarians and very helpful. I would love to have a self-checkout station.

*We thanked her for the great comments.*

I was very pleased with the job search gentleman. He did not hesitate at all on any question I had. I left with more confidence.

*Thank her for the nice words.*

Had a great time enjoyed it very much. Snacks were great too.

*Thank them for coming out for the movie.*

I think I have been serve wonderful and I am very thankful of all you that made this great opportunity possible. More thanks to Mr. Lance and Mr. Evert.  
*Glad that they were able to help.*

A sign at the entrance directing me to the event. A nice lady found us wandering and escorted us to the event. Staff is outstanding.  
*Will make sure to have proper signs next time.*

Doing great, more Cultural Events.  
*We will keep working on this.*

Comment: Perfect  
*Thank you.*

Author Talk, invite local artists.

### **Cepeda**

March, 2015

Was the experience enjoyable? Yes  
Did you find what you were looking for? Yes  
How might we serve you better? More repetition with vocabulary words throughout the program.  
Any other comment? We really enjoy dual language story time just wish there was one closer to North ATX.  
*Thank you for your comments. I will send this information to the librarian who plans dual language storytime.*

Keep up the good work!!! This library is one of the nicest in the city. Clean, friendly staff and quiet. I love the selection of books! 1st time visit here but I will return.  
*Thank you for your comments.*

### **Hampton @ Oak Hill**

March 10, 2015:

Comments: (movie program: Les Choristes, The Choir) Wonderful film choice.  
How did you find out about this event? A flyer.

Comments: (movie program: Les Choristes, The Choir)  
Great program! Wonderful movie. More French programs.  
How did you find out about this event?  
Austin French Circle Meetup  
Thank you for submitting a comment card last month. I'm glad you enjoyed Les Choristes. I hope you were able to attend some of the other French language programs the Library presented during March.

Comment: (movie program: Les Choristes, The Choir)  
Wonderful choice for the movie. And thanks for the croissants. I found out about this by accident so more publicity might be good.  
How did you find out about this event? I saw a brochure at Howson.  
*Thank you for submitting a comment card last month. I'm glad you enjoyed Les Choristes.*

March 26, 2015:

Comment: (Tech Toy Time)  
Everyone at W.H. is very friendly, knowledgeable and helpful. I love this branch.

Make the library more exciting. Not all of us are adults trying to research things. Also, I really like your ceiling windows.

Bring back the weekly book circle please.

*Response from Youth Librarian: Thank you for your comment concerning programming at Oak Hill. I have already scheduled my programs through the end of the year, so I am unable to add any programs at this time, however, during June and July there will be a weekly special reading program on Wednesdays at 2:00 PM that is designed for school aged kids – and the programs are going to be awesome! I also wanted to let you know that while I don't have a weekly book circle, Ms. Stephanie at Twin Oaks Library (Oak Hill's sister library) has a weekly book circle every Tuesday at 3:30 PM. Please let me know if I can be of further assistance.*

### **History Center**

March 7, 2015

The battery recycling bucket is a hazard should be emptied often and be a metal can w/lid.

*I called and left a voice message for Mr. Flatt, letting him know that I was following up with ARR and would get back to him.*

*I contacted Bobby Baker, recycling contact for ARR, who contacted the customer directly. He disagreed about the type of bucket used to collect batteries. I emailed the customer to let him know that Mr. Baker would be contacting him regarding this matter.*

### **Howson**

March, 2015

Enforce the quiet rule. It is very hard to focus when others are loud.

*If there is a specific customer or situation that you find loud, please let us know so that we can attempt to remedy it. This is a small building with limited seating space--and poor acoustics. But we want all customer visits to be enjoyable. Let us know what we can do to ensure that.*

Is it possible to provide seat covers in the bathroom?

*The Library budget for paper products does not allow us to provide seat covers at all locations, according to a Facilities Service manager.*

**Little Walnut**

March 19, 2015:

Great service.

*Thank you for taking the time to fill out a How are we doing card. It is always good to know that customers are satisfied with the service they receive at the Austin Public Library.*

**Manchaca**

March 4, 2015:

Adult craft night was amazing—great idea (bath bombs). Relaxing atmosphere. Thank you so much! (no contact information provided)—Keep up the good work! Bath bombs are the bomb.

March 18, 2015

The electric hand towel dispenser in the restroom iznt any good A reg grab and pull dispenser Waist of electric Waist of Natural Resorsez and duznt even work good Gota wave hand in front of it.

*I spoke to this customer in person and assured him his comments and concerns would be noted and directed to our facilities department.)*

March 24, 2015

No comments, just a check for Yes for both Was your experience enjoyable? And Did you find what you were looking for? No contact information provided.

- More French events and movies. (see Reply below)

- More social interactions communication in French & more <fam?>

*Thank you so much for taking the time to fill out a customer comment card after our film showing of Micmacs at the Manchaca Branch Library on March 24. It was a well-attended event and we were very happy to be able to bring that to our customers. You mentioned in your comments that you would like for us to do more French communication programs, and I feel certain that the success of this program means we will schedule more in the future. Thank you for coming and thanks again for your feedback.*

**Ruiz**

March 24, 2015:

Keep up the good work. Great work!

*Thank you for taking the time to leave a comment. Your feedback is greatly appreciated!*

Thanks to Della. She is wonderful and nice. Mrs. Della is a wonderful librarian – very helpful. Me and my daughter both left happy and content. Thank you. *Della has been working at the Ruiz branch for the past nine years and is one of our most knowledgeable staff members. We are fortunate to have her working alongside us! Thank you for taking the time to leave a comment. Your feedback is greatly appreciated!*

March 25, 2015

More quietness.

*While we try to maintain an atmosphere of relative quiet, please understand that the contemporary library is becoming more of a collaborative space in which individuals and families can come together and discover, discuss, and*

*pursue areas of interest and participate in programs in ways that may not make absolute quiet possible. However, if there is ever a time in which you feel that the library is exceptionally loud, please feel free to come to the service desk so that staff can take steps to minimize the disruption. Please do not hesitate to contact me if I may be of further service.*

Bring head phones.

*Thank you for taking the time to leave a comment. Your feedback is greatly appreciated! The supply of head phones to customers was part of a pilot project to assess need. We communicated the popularity of the service to our Branch Services department. A decision has yet to be made regarding the continuation of the program. Please feel free to contact me if I may be of further service.*

### **St. John**

March, 2015:

Loud, pervasive, ongoing noise/talking during approx. 2-2:30 "Storytelling Time" Some of us are quiet and trying to find work!! This activity needs to be relocated now

*Dear Sir: I did receive your comment dated March 23, 2015, concerning the noise level inside the St. John branch library during your job search. First of all, let me apologize for the disturbance. We strive to keep the noise level low, but library programming does tend to elevate the sound level inside this enclosure. We are exploring alternative locations for this program. Thank you for your comments and your patronage of the Austin Public Library.*

### **Southeast Community Library**

March, 2015:

I appreciate the great customer service given by Alma and Sharon. They were able to find my requested item. Alma emailed me (the pictures).

*Thank you for your feedback.*

Alma – muy amiable y attenta y me ayudo a sacar mis documnetos que necesitaba. Y estoy muy agradecida. Gracias

*Thank you for your feedback.*

Buen Servicio, buen trato

*Thank you for your feedback.*

Mr. Barbosa who assisted me was wonderful and exceptionally knowledgeable. Wonderful customer service.

*Thank you for the comment on Rafael.*

### **Willie Mae Kirk**

March, 2015:

Staff is great (smiley face), great library

*Thanks for the positive comment. Always let us know whenever we can assist you .*

Great people, wonderful staff  
*Glad we can help you.*

March 14, 2015

The following are comments submitted the day of the AWK MusicFEST  
*We are so glad this event was enjoyable, comments will be shared with the Youth Services division.*

I love the shadow puppet show, great for all ages. I love exposing my children to cultural music and dance.

Keep it exciting and appreciate the energy level and seeing kids to be involved.

Willie Mae Kirk staff were helpful, and we especially enjoyed the childrens' program. My son liked Anansi, the craft, carioca.

Me and my children always enjoy our visit to the library, we love the staff.

I could see the children really enjoyed and responded to the Anansi show. You were really good, Thank you.

My girls are always looking for art to do. They are in the Girl Scouts. Maybe you could do a workshop.

More cultural events, great time.

### **Windsor Park**

March, 2015

Please acquire Magdalena Tulli's Dreams and Stones. I'm really gonna miss Milwood!

*Thank you for your comments. I forwarded this request to our selection team at the Faulk Central Library. And, I think that you'll be pleased with the improvements at the Milwood Branch when it re-opens.*

Esta muy bien en lo que ami me an atendido. Si me gusta el servicio de la biblioteca. (The service that I get is very good. I enjoy the services of the library.)  
*Que bueno! Nos gusta server nuestros clients. (Great! We like serving our customers.)*

### **Yarborough**

March 1, 2015:

The children's librarian was very kind, helpful, and generous with her knowledge.

*Ms. Elizabeth, our Youth Services Librarian, is a font of knowledge, hard-working, well-organized, generous with her time, and very creative. She makes her job look very easy, which it is not. I will pass your compliments along to her.*

March 8, 2015:

Some restrictions are not appropriate. When I asked to use the ladies' restroom upstairs, the worker said it was for staff. The public restroom was being cleaned

for a long time. It seems taxpayers and library visitors would be treated as well as the staff, not worse.

*We regret any inconveniences caused for our customers during the times the restrooms are closed. The restrooms are cleaned daily. Unfortunately we cannot get everything in the building cleaned before opening. And for safety and health reasons, customers may not use the restrooms while they are being cleaned.*

*Due to staffing levels and our need to be on the first floor, staff members might not be available to escort customers to use the staff restroom upstairs.*

*Customers do have some other options, though. Staff can speak to the custodian to find out when she will be finished and we can make an announcement on the public address system letting customers know when the restroom is open. If the restroom of the opposite gender is available, staff will restrict its use so that you may use it. And the other businesses around here may let you use their facilities.*

March 9, 2015:

Trouble with my iPod brought me in to the library. Everyone was helpful and friendly.

*Glad to hear it. We have several staff members who are tech savvy and can help you trouble-shoot problems involving your device and the Library's downloadables.*

I think you are a very nice library with a wide selection. You have very exciting-looking books to me!

*We are so glad that you like our books. The library is a fun place!*

March 10, 2015:

Staff is very compassionate and helpful when accommodating my disability. Thank you.

*Thank you very much for your comment. Yarborough's employees do care about our customers. I am glad your experiences here have been positive.*

I would suggest the director be required to use the bathroom handicap stall and determine how to get the lightweight toilet paper off the roll. I doubt that a handicapped person could get it off the rolls without falling off the toilet. In my opinion, the paper is too poorly made and cheap. Try it for 5 days in a row. Hope this help improve the library.

*Thank you for your suggestions. We appreciate hearing from our customers and many improvements come from comments like yours. Due to the thinness of the toilet paper, the size of the rolls, and the design of the dispensers, it can be difficult to get the paper loose, rolling, and reachable. We purchase custodial supplies, including toilet paper, from Grainger. For the large volume we have to purchase and the size of our budget, a higher quality name brand is not affordable. I have discussed your concerns with manager for custodial services and your suggestion will be read by the Library's top administrators. However, at this time, we will not be switching the kind of toilet paper that we use in our restrooms.*

- March 11, 2015: Please get video games for customers to check out.  
*Austin Public Library's collection management team is currently considering adding video games to our collection. However, most likely they would not be games to physically check-out from the library, but rather games to download as part of our virtual library offerings. If this decision is approved, the games might be available in December, 2015.*
- March 15, 2015: *Thank you to whoever brought the pie to Pi Day. My friend and I enjoyed our pieces very much.*  
You are quite welcome. Money earned from our in-house book sale was used to purchase the pies from Marie Calendar's and Whole Foods. The rhubarb was the most appreciated, I think.  
  
*Please put new paperback books in new book section. Thanks.*  
*Starting this month, we will have mass market paperback books put in the new book section along with the trade paperbacks and hard cover books. Thanks for the suggestion!*
- March 16, 2015: Make the sock monkey game harder.  
*The Sock Monkey search game is for children of all ages, including preschoolers, and not all children find her easily. In fact, we have to give some children hints about where it is hiding. Many months we offer more challenging scavenger hunt games, like the current Dr. Seuss Scavenger Hunt, for children who can read and write. Please check each month to see if the current hunt is fun for you.*  
  
Seeing the weeds in the landscaping, I wonder if Yarborough Branch could partner with the Rosedale Neighborhood Group to keep the landscaping up. It is early spring – weeds love spring. I love this location.
- March 31, 2015: I want an online queue so that I can tag books to drop into my holds queue when there is space, rather than combing through my "for later" shelf every single time.  
*That is a great suggestion. The Austin Public Library's catalog uses a product called Bibliocommons to deliver the public interface. It combines a classic library catalog with many social media functions, so it is a powerful and fun tool. This is a commercial product; it is not owned or maintained by the Library. This means that we cannot make the changes you suggest, but we can bring them to the attention of the vendor for them to consider implementing. Your comment will be passed along to the appropriate people.*