

APL Customer Comments for April 2015

John Henry Faulk Central

April, 2015:

I need more help – like “15” minutes or so from someone, anyone – to figure out how to do a quick simple resume by Sunday to start a job a new Italiano restaurant Monday to GET SOMEWHERE TO STAY, A CHEAP USED TRUCK AND OUT OF TEXAS!

Thank you for using the library in your job search. Depending on customer needs we might not be able to provide fifteen minutes of assistance, since the staff are responsible for assisting all library users. So long as other library users are not in need of assistance, we can spend the needed time to assist you with your resume. We provide additional service options. The Faulk Central Library offers its Computer Lab Tuesdays, Wednesdays, and Thursdays 3:00-4:00 pm. The computer lab provides library users with an opportunity to work one on one with a librarian. We can assist with resumes, job searching, cover letter writing, or anything else with which you would like assistance. Book a Librarian is another service that we offer. You may schedule a thirty minute Book a Librarian session to receive assistance. The Austin Public Library also offers a database called Cypress Resume. Cypress Resume is a tool to help you write your resume. It breaks resume building into 3 steps:

- 1. Enter your data.*
- 2. Complete your job title search.*
- 3. Choose your statements.*

Over 100,000 professions are represented in Cypress Resume by over 1,100 core task groups. There are also tools to customize cover letters and reference lists. You can print your resume or post it online. If you create a login, you can save your documents and access them later. A Spanish-language interface is also available. Cypress Resume can be used on any library computer or any computer outside of the library that you would like to use. To access the database outside of the library, click the hyperlink earlier in this email. You will be prompted to enter your Austin Public Library card number. Once you have done so, you will have free remote access to the database. The Austin Public Library also provides one-on-one assistance Monday through Saturday at the Carver Computer and Job Search Center.

Please let us know if we can be of further assistance.

Computer Issues – People Issues

Allow more time; Monitor people more closely...way too loud. You have all those security guards – use them. You should have a set of computers for those doing serious work on the computer separate from those streaming, gaming etc. Staff not exceptionally helpful. There’s got to be a better way to operate this facility and the computers. Sometimes you can’t even complete an online application in the allotted time. Very frustrating.

Thank you for your feedback. The best solution for addressing disruptive behavior in the library is to report disruptive behavior to the staff. If Security is needed they can contact an officer to assist. They are trained to handle these matters in a professional and discreet manner. APL staff are also empowered to ask customers to leave who continue to disrupt the library environment. Faulk Central also provides 7 computer stations dedicated to work/study activities. These computers are set to allow for two hour work sessions. Please report any non-work/study use on these computers to staff and they will ask the user to relocate to a regular internet station.

Please get more John Sandford books in Large Print.
Thank you for your book suggestion. I will pass on your request to the collection development staff who oversees large print books.

Your collection of new books is outstanding!!!
Thank you for your encouraging words! I will pass on your comment to the staff who oversees new books.

Cepeda

April 4, 2015

Thank you for having so many books.
Thank you for your comment.

April 22, 2015

Earlier hours 7, 8, or 9am sounds reasonable to me. Definitely earlier than 1pm on Fridays. I frequent Manchaca, Cepeda, and Faulk.
How did you hear about us? Google
Thank you for your comments. We do not have the resources to open earlier hours with the current budget.

April 25, 2015

We would like more green programs and Recycled Reads Programs at Cepeda. It could be marketed through the next door neighbor list serv.
How did you hear about us? This location is my neighborhood library.
Thank you for your comments.

Hampton @ Oak Hill

April 8, 2015:

Ladies were very kind + helpful. They were also very patient and friendly. Thank you ladies.
Thank you for your comments.

Howson

April, 2015

It's okay to tell moms of toddlers that babies should stay behind the green line during storytime.
Referred to the Howson ACYS Librarian.



Wonderful system. So easy to use. Thank you very much.
Thanks! Glad you liked it! (Customer was referring to public internet computers.)

Hi. I came to the Book Sale you all had last month and I love it a lot also my daughter my grandson too. I would love to have you guys have another one soon.

Yes, it was fun! We hope to resume the custom of an annual book sale in January, the month of a benefactor and namesake, Emilie Howson.

Ever after high club.

APL has many books in this series, both in print and as downloadable ebooks. We'll be happy to help you locate them the next time you're in.

Reload the tampon machine.

Unfortunately the dispenser no longer works, so it is not stocked. Sorry for any inconvenience.

Little Walnut

April, 2015:

Suggest re-catalogue (J 398.2 NA) Napoli, Donna Jo. Treasury of Egyptian Mythology, 2013, National Geographic.

I called the customer on 04/15/2015 and left her a message. I said that there have been other mythology books that have been classified in the 398 Dewey number rather than the 290s. I left my name and telephone number in case she wanted to call me back.

If you order some New Indian movies, it would be a great help. Mary Kom and Linga are both very famous Indian Movies of last year. Thanks

Thank you for the movie title suggestions. We know that Hindi movies are very popular, and I have sent your recommendations on to the librarian who orders our movies. You can also go on line and suggest a title at the main Austin Public Library's website. <http://library.austintexas.gov/suggest-a-title>

April 23, 2015

Storytime was great, but maybe a fun carpet or even a vacuuming before would help.

Thank you for taking the time to fill out a comment card. We value our customer's opinions and suggestions. Keeping the carpet clean at this branch is a challenge. The library has limited resources for special cleaning needs. This is a very busy branch, and many of our customers are bus riders or walkers. With all the rain we have been having, I agree it is time to clean the carpets. I will also mention to the children's librarian the idea of getting a fun carpet or blanket.

April 29, 2015

The library exterior could use a power washing and landscape update. If you call the city and county to mow by Little Walnut Creek and trim the trees you will have less insects and dirt in the library.

Thank you for taking the time to fill out a comment card. We value our customer's opinions and suggestions. Practically the next day, the city grounds crew showed up to mow. We never know when they will come, but it is usually in a timely manner. Because the library is near a creek and a bus stop, it is hard to keep the bugs away. The library does have a pest contract with Kill-a-Bug, and they come each month to take care of our pest needs.

Manchaca

April 18, 2015:

Program Evaluation for Conservation of Family Treasures: Very informative and helpful.

April, 2015

Program Evaluation for Tech Toy Time: Instructor (Cristen Darcus, Manchaca Road staff) worked hard to work with each of our individual needs; got some problems solved

-Not long enough—3 other people were here & 1 got here last so I didn't have nearly enough inst. Cristen is nice and helped me until 4:45 but she had to get to desk.

-Class was small enough that everyone got their concerns covered

Always a pleasant time; just keep the DVDs & books coming; All the staff members are always extra helpful.

This customer is a regular and I thanked him in person.

People often come to the library to do job apps. I just lost two hours of work on an application because your system logged me off two hours thus deleting a time sensitive application.

(Note: customer was using our wireless access.) I spoke to this customer in person, apologizing for his inconvenience and mentioning our Job Center at Carver. One thing he said when we were talking was that it would be good to have a warning if it has to log off. After he left, I contacted Library tech help for more info about the 2-hour logout for wireless—I wasn't aware it did that and most of my staff did not know either, including long-term staff. A Library tech staff member called and explained that the 2-hour logoff is mentioned in the User Policy that customers have to click "I Agree" in order to use the wireless. He explained that they can get right back on and use it all day, it will just log them off every 2 hours and then they can log right back on. The next day, I read thru the Wireless Policy and I didn't see where it mentioned the 2-hour logoff anywhere. I sent an email to Library tech services asking about this and also what the reason is for the 2-hour logoff so that we can address customer concerns more fully in the future.



North Village

April, 2015

We really miss Friday storytimes. I think it's horrible that there is only 1 Friday offering. Also you should make time for Storytime in May.

Thank you for the feedback.

Pleasant Hill

April 16, 2015

Everything was great.

Thanks! If you have any questions or concerns, please let us know.

April 24, 2015

As always the staff goes out of their way to make sure it was enjoyable. (Found) almost everything, thanks to the "holds" process. Once again, your staff informed me about the "ask us" option to suggest new movie titles. That's all I can think of that would "serve me better" – more selection. I am very happy that you're open on Fridays now. That was a big one – THX THX THX! P.S. "ALL" your staff members are very pleasant and always very helpful. I feel I have unusual requests all the time and they are more than willing to help me out. Y'all perform a great service for us. THX!!!

Thanks very much for letting us know how we're doing. We hope to keep doing our best to make your visits enjoyable and productive.

April 30, 2015

My son loves story time with Heidy Urbina, but the programs are very short. There are a lot of weeks in between where there is no program. He loves the crafts at the end of the program, as well as the puppets and Ms. Urbina is wonderful!

Heidy has rapidly developed quite a healthy fan following for her programs. She is pretty wonderful and we're glad to have her here for our dual language story times. Programming does stop periodically throughout the year so that our programming staff can perform a variety of other tasks outside the story time room including make school visits, plan upcoming programs, participate in staff training, and serve on committees. We're sorry that you and your child miss the weeks when there is no programming, but please remember that Ms. Heidy will be back again in only a couple of weeks.

St. John

April 20, 2015:

Very well!!!

Thank you for the kind sentiments. We're glad your visit to the St. John branch was a pleasant one.

Southeast

April, 2015:

Was your experience enjoyable? Yes

Did you find what you were looking for? No

How might we serve you better?

Provide Houston, Dallas, Fort Worth, Westlake Newspapers to all libraries on a timely basis.



I will email him and let him know we do not have the resources to purchase those newspapers for the library. The only library that receives the Houston and Dallas newspapers daily is the Central Library. We do not receive the Fort Worth Newspaper. The Westlake Picyune is at the Austin History Center.

Spicewood Springs

April 16, 2015

Both Allison J and Alex were GREAT!!
Thanks! I will let them both know.

Jessica was OUTSTANDING! Very knowledgeable and very patient with me. She helped me to reload Overdrive and Zinio. Jessica deserves a GOLD STAR! You are fortunate to have such a valuable employee.

Thanks! I'm happy to hear you had such a positive experience today.

Willie Mae Kirk

April 15, 2015:

On-line survey comment: The staff is always very friendly and helpful and they even remember my name.

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

April 28, 2015

We did receive a positive comment reported from the Compassionate Austin Meeting relayed to us by another branch manager: I was just at a Compassionate Austin meeting and talked to an older lady who said that she loved visiting all the Austin Public Libraries. I asked her which one was her favorite and she said the Willie Mae Kirk Branch was because they were the nicest people in the library system. She said that they were consistently kind to her. I told her I would let you know. She also wanted to let you know how thankful she was.

April 29, 2015

Continue to be willing to help and have good attitudes. I feel this is the best library around, mainly because the staff is friendly and willing to help at all times.

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

Windsor Park

April 2, 2015

I was working on a job application and another branch couldn't get the PC to complete it . . . AutoZone couldn't get it to complete, but Tree did!

I'm glad that we had someone who could help you. Tree is smart and she is persistent and I am pleased that she helped.