

## APL Customer Comments for August 2015

### Faulk Central

August, 2015:

I think it would be a good idea to have instructions at the computer station on how a user can logout after he/she is finished. This would allow other patrons to not waste time waiting and to avoid possible conflicts.

*Thank you for your suggestion. I consulted with reference librarian and technology wizard, Meg Holle, who works with computer users on a daily basis to see if this is needed. She says that instructions aren't necessary. There are two ways to logoff—by clicking the yellow/orange icon on desktop labeled Log Off, or by clicking the Start button in the bottom left corner of the screen and then clicking Log Off (which is the standard way of logging off or shutting down a Windows computer).*

*While we occasionally get this question from customers, I don't think there is a good way to post information about it so that it doesn't simply become more text that people tend to not notice anyway. There's a lot of info we'd like people to have (how to print, how to lock your computer, the fact that all personal files are erased at the end of your session, that after 5 minutes of inactivity the computer will shut down, etc). But people ignore it, even when they need it. It just becomes more clutter. We do have the basic instructions sheet which is posted near the reservation stations, and we'd provide a copy upon request.*

Stress from other patrons; cubbies for private PC time. Other patrons are threatening.

*I'm sorry you felt threatened during your visit. If you feel threatened, please let the staff know, and they will help you. In addition to staff at the reference desk on the 2<sup>nd</sup> floor, we have Security staff walking the floors, stationed at the entrance and monitoring cameras throughout the library.*

*The Faulk Central Library does not have plans to add cubbies or study carrels to the current building. The New Central Library will open in November 2016 and computer stations will be scattered throughout the building. In addition to desk top computers, there will be laptops you can check out for use in the building and reading porches, a large reading room, and areas throughout the library for you to sit and use a computer. Currently, the Twin Oaks Library at 1800 South Fifth St., 78704, (less than 3 miles from Faulk) has cubbies for private PC time in a quiet, computer room.*

### Carver

August, 2015:

I just saw the Horror of Party Beach at Bad Film Festival. Was great fun, many Thanks to Bill at the Carver Branch for hosting the event.

*Thank you.*

It was an informative session on the internet about scams. The handouts were good resources.



I visit the library  
*Thank you.*

Lance is a very good respectful young man. He is fast [does a good] job in helping me. He knows his computer thank you. He helps me with all my applications.  
*Thank you.*

Excellent help and great location. I'm impressed that Austin has so many libraries. That is wonderful.  
*Thank you*

Lance has been a very big help to us. We sure could not have done this without him. Good worker he is.

This was one the best experiences I have had. The attendant was very helpful.

Clean and quiet. Computer Tech was very helpful and friendly! Very good place to work.

### **Hampton @ Oak Hill**

August, 2015:

#### Exploring self Through Writing

I loved it!!! Learned a lot and had fun (heart drawn on paper)

It was terrific – really instructive and helpful and also fun

We loved Marion – Thanks so much for bringing her here to a very accessible venue

GAh! A writing workshop with my writing idol. Thank you! It was fantastic – I learned a lot, got to muster some courage and am inspired to write more (happy face drawn on paper)

This was a lot of fun. It was like taking a mini course and she was interesting, insightful and helpful.

Great! Thanks for sharing your talents with our community.

Great workshop with Marion Winik! So Worth it!

Loved this writing workshop with Marion Winik. More like this PLEASE! I will come!

Thank you, Marion Winik for an excellent workshop.



Keep up putting on lectures, workshops and other events for writers. I appreciate that this library location also has many resourceful books for writers to use in their research and work.

Marion Winik's presentation was funny, enjoyable and informative. Please do more events like this. It was a wonderful treat and she was a delight to listen to. The interactions with other attendees were also interesting. Thanks for organizing this!

It was a good program with a great turnout. Only thing there wasn't enough table space and seats. But a good turnout is exactly what you want in a program, yes? So Kudos!

Thanks for coordinating Marion Winik's presentation. I learned a lot. Excellent library staff.

Great presentation by Marion Winik – very informative and educational and entertaining!

What a treat to enjoy a writing workshop with Marion Winik! Thank you!

Well worth showing up for! Thank you.

This was a fun workshop with a class act writer. Get tips for writing as well. Thank you!

Awesome session – so happy I was able to come! I learned a lot and enjoyed the process.

August 5, 2015: Good work. I think you[r] display of banned books is great. I hope seein[g] them will encourage readers, especially young one[s] to pick one up to read. I taught gifted ed (elem-middle scl) in Miami, FL before I moved here and I used several of these books in classes. One espec[i]ally on your table was 'Harry Potter' which caused some problems with parents.  
*We appreciate your patronage of Oak Hill Branch Library and enjoy hearing your comments regarding our Banned Book Display. We look forward to seeing you soon, and stay tuned for more displays in the coming months.*

August 6, 2015: Please expand your True Crime section. I read almost nothing else and usually get 2 or 3 books at a time.  
*Your request has been forwarded to the selectors in the Library's Collection Development department.*

- August 10, 2015: In 'Memory of Fire' you have [ ] of a 3 vol. set. You have 2 copies of vol. 1 and one copy of vol. 3. But no vol. 2 at all. Please purchase 'Memory of Fire' Ed. G. 980 GA vol. 2 Faces and Masks.  
*Your request has been forwarded to the selectors in the Library's Collection Development department.*
- August 26, 2015: I love the way holds work. Its great!  
*We're glad you like the way holds work at Oak Hill Branch Library and throughout the Austin Public Library system; we think it's a great system, too!*
- August 31, 2015: During Renovation I would like to see at least a book dropoff site in the neighborhood. Folks are great! Wish we had basic computer classes at Hampton Library.  
*Thank you for your suggestion regarding our pending upcoming renovation at Oak Hill Branch Library. We will take your comments under advisement.*
- Howson**
- August, 2015: Y'all are doing a fine and dandy job. Very polite and helpful. ♥ ☺ --God bless  
*Thank you! Howson customers are the best!!*
- Little Walnut**
- August 22, 2015: Jessica is phenomenal and there is not enough space on the sheet to express what a blessing and amazing light she is to the APL. Short end is that she gives 120% and she is not afraid to stand firm in her authority to follow procedures in place for the benefit of all those who utilize APL.  
*Thank you for taking the time to fill out a comment card. We value customer input and respond as soon as we can. I will pass along your praises of Jessica's excellent customer service. It is always nice when my staff receives complements.*
- I wanted to writhe and say thank you for hiring two very friendly and helpful ladies (Diana and Jessica), but it has come to my attention that the staffing of this branch is not sufficient for the traffic in books and customers the library receives. Please have APL upper management authorize the hiring of additional assistance to help Jessica and Diana shoulder the work load on Weekends!!  
*Thank you for taking the time to fill out a comment card. Yes, Diana and Jessica were hard working that day. One of their co-workers went home ill. Normally we have at least 3 staff on Saturdays and Sundays. You are correct in noticing how busy we are at the Little Walnut Branch. We do the best we can with our limited staff and resources.*
- August 24, 2015: Rule Change: Need more time for CPU use as long as no other patrons are waiting....  
*Thank you for taking the time to fill out a comment card. We value our customer's opinions. The Little Walnut Creek has the most use of computers of*

*all the branches considering we only have 11 Internet, 2 work study, 1 unfiltered, and 2 fifteen minute express stations. Rarely do we have an available computer. It would not be fair to the customers if we were to extend time when the computer was reserved for someone else. You can always log back on to an available computer if you need more time and you have not used up your two hours for the day. If you are working on a project that can be saved, the library has a flash drive you can borrow. Also you might consider reserving the 2 hour work study next time.*

August 25, 2015: Desperately need color print options for: Homework, Presentations Designing etc. Worth paying extra for.  
*I checked with our IT department on Thursday and was told that none of the Austin Public Libraries have public color printers. The cost of upkeep was not something that the library could continue to fund.*

August 29, 2015: I had about 16 items to return to this location (ALW) yesterday, but was not able to. There were 3 males hanging out at the front steps of the library (one of whom did not have a shirt on), and I did not feel safe to go in with them there so I left. I don't feel this is the place for these men to hang out.  
*I am sorry for your recent experience at the Little Walnut Creek Branch. We have spoken with the Austin Police Department and library security on numerous occasions about people hanging around the branch when we are closed. We also have security cameras that can track inappropriate behavior. I will mention this again to library security. APD has told us they do patrol the library parking lot when we are closed.*

It was an absolute Pleasure to be able to give the Great feed back. I myself have always payed attention to customer service and have be Blessed to be in the industry for about 15 years now. I know that you probably hear more negative comments than positive, so I always try to make time and express when i have a positive experience anywhere i go. I especially felt I had to let you know what an Blissful Light Jessica is at that location. Because she is humble as mouse but bold like a lion when she has to express her authority.

Thank you so much for what you do because your team is a reflection of you! Have a Blessed day and keep shining for Us APL siblings. :-)  
*Thank you for taking the time to fill out a comment card. We value customer input and respond as soon as we can. I will pass along your praises of Jessica's excellent customer service. It is always nice when my staff receives complements.*

### **Manchaca Road**

August 5, 2015: This branch is great—my kids love story time and all other events with Ms. Patti. *Thank you so much for taking the time to share your comments about our youth events, particularly storytime. Ms. Patti does a wonderful and amazing job every week, we're so fortunate to have her at Manchaca Library!*

August 10, 2015: If you are allowed to sign in early to computers it seems there is an issue with a little rectangle box that won't go disappear if you sign in early. Please fix this asap thank you.  
*This is a known issue and the Library is in the process of scheduling an upgrade to the computer sign-in system. The upgrade will take place this upcoming November.*

August 21, 2015: Tech Toy Time:  
Very patient presenter—walked us through & helped troubleshoot  
(Liked) all of it; (liked best) getting into the program  
Very good

### North Village

August 27, 2015: Please put the non-fiction books on a high revolving carrel! I am handicapped & can't bend down. It was so convenient before, because it was more eye-level. I noticed the Fiction is still on a nice high carrel. Also, the large type is on the same low shelf. People who need Large type are often older like me! We need more titles at eye-level. Thank you.  
*Thank you for your suggestion. We've heard from other users with similar concerns, and have put the new Fiction and Large-type back on a revolving carrel. I hope this will improve your browsing experience, and please let us know if you find any other problem areas.*

### Pleasant Hill

August 25, 2015: When using Firefox, with every session there is an add on which attempts to install. With every Microsoft Windows log in, my session clock time is not displayed, instead the icon which should feature the clock time is blank. Every time I log into my username I cannot check my own time duration.  
*Thank you for letting us know about some of the issues you have encountered while using our public computers. I asked our information technology (IT) folks about these issues and here is what they told me: Issue #1: You said "When using Firefox, with every session there is an add on which attempts to install." Our IT folks said: "(We) will need to look into this situation because while discussing it amongst our group we can't think of any add on which should be prompting for attention." Issue #2: You said: " With every Microsoft Windows log in, my session clock time is not displayed, instead the icon which should feature the clock time is blank. Every time I log into my username I cannot check my own time duration." Our IT folks said: "We are trying to plan an upgrade to Pharos to the latest version (which we hope will address the missing clock situation. This is a known issue."*

*Basically, they knew about one of the issues and will look into the other to find out why this happens. Thank you again for letting us know about these difficulties and we will try to get them resolved as soon as possible.*

### Old Quarry

August, 2015:

I grew up in a small KS town in the 1930s. When I was about 8 they put in a one room public library in the city hall. I thought that was the most wonderful thing a city could do! I still think that and even with all the sources for information there are now, I still think a city is lacking if it doesn't have a public library. So am so delighted for this one in Austin!

*Thank you so much for your very sweet letter dated August 2015. Your kind words really made our day at the Old Quarry Library.*

Lovely Staff, but carpet smells strongly of urine near DVD isle.

*Thank you for your kind compliments about the Old Quarry staff. Also thank you letting us know about the smell. We will ask someone from custodial department to clean the carpet and hopefully that will eliminate any unpleasant odors.*

### Ruiz

August, 2015:

Library staff at this Branch are consistently friendly and helpful. I haven't always had the same level of exceptional service at other branches. Kudos to the great staff at Ruiz.

*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated! I will be certain to pass along your kind words to the Ruiz staff.*

August 11, 2015:

Tiene un personal muy amable. Puede encontrar lo que uno necesita de libros e información sobre todo. Tienen las tutorías para niños que son muy buenas. Translation: The staff is very friendly. One can find the books they need and the information they want about anything. The tutoring sessions for kids are very good.

*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated! I will be certain to pass along your kind words to the Ruiz staff.*

Larger variety of interactive DVDs for 4 year old girls.

*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated! I will be certain to pass your suggestion along to the Youth Librarian. APL customers also have the option of suggesting a title for purchase electronically. Please feel free to let me know if I may be of further assistance.*

August 17, 2015:

All good. Love the computer lab.

*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated!*

Regards,  
Carlos Pin



August 20, 2015: Wonderful service. Helped me out even when the computers were down. Above and beyond service. Keep it up. You made my day Molly and Andrew!  
*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated! I will be certain to pass along your kind words to the Ruiz staff.*

August 26, 2015: You guys was great. Everybody here should get a raise.  
  
You are excellent. No, this library is the best!  
*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated! I will be certain to pass along your kind words to the Ruiz staff.*

August 30, 2015: Not let other customers cut in line. I had to wait to get my printouts until two other customers who were after me were served.  
*I am truly sorry that this happened and I sincerely apologize for the frustration this may have caused you to feel. Not all customers are as respectful and observant as you are when it comes to the system we have in place to ensure that everyone is served in a fair and orderly manner. Some customers simply rush the circulation desk. During busy times, staff is not always aware that this has happened and in an effort to serve everyone as quickly as possible, mistakes are made. I will remind staff to be vigilant in regard to maintaining order and fairness. Thank you for bringing this to my attention. Please feel free to let me know if you have any other concerns or I may be of further assistance.*

The slow Wi-Fi speed can be frustrating. Increase the Wi-Fi speed (I was told this is already budgeted).  
*Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated! I will be certain to pass along your concerns to our IT department. Please feel free to let me know if I may be of further assistance.*

**St. John**

August 12, 2015: Day the AC went out  
AC is hot. Cannot take it.

Please fix the library's air conditioning! Having faulty AC in a city facility in August is a health hazard for both the patrons and the City's employees. Library employees deserve to work in safe, comfortable conditions, and library patrons deserve the same. This needs to be addressed before someone suffers from heat exhaustion and holds the city liable.  
*This facility is maintained by the local school district, and they were notified in a timely fashion of the malfunction. When it appeared that the large volume inside the library could not be cooled down quickly, we received permission from*



*the assistant city manager to close early at 2:30 p.m. The library reopened on the 13<sup>th</sup> with air conditioning restored.*

### **Southeast**

- August 4, 2015: Queremos una computadora para niños **(trans. We want a computer for children)**  
*Comment card was shared with Youth Librarian, James Loomis. A temporary solution he found to replace the Little Tykes computer was to buy a wooden activity cube. This item has become very popular in our children area. However, we hope we will get a new device to replace the Little Tykes.*
- August 4, 2015: Continue services during 6 month closure./Great Magic Show.  
*Comment card was also shared with Youth Librarian. No contact information was left to inform this library user about the great work that the Southeast Contact team have done in order to support the continuation of library services in the Dove Spring neighborhood during our closure.*
- August 17, 2015: Looking for suggestions for my 9 year old to begging learning Spanish books. Thank you.  
*Thank you for your email, here is a list of resources in different formats to learn/practice Spanish. Suggestions included Little Pim and other DVD resources, books, and Tumblebooks.*
- August 19, 2015: Me encanta todos los servicios que ofrecen, es mi lugar favorito para traer a mis hijos. Ellos han incrementado su interés por la lectura. La story time les encanta y siempre están preguntándome cuando vamos a venir. Gracias.  
***(Tr.: I love the services this Library offers, it is my favorite place to bring my kids. Their interest for reading has increased. They love storytime and are always asking me when we will be coming back to the library. Thanks.)***  
*Thank you for the wonderful comments. Please let us know about what other programs and events you would like to see happening at this library branch.*
- August 24, 2015: The staff here is fantastic & very helpful ☺.I love coming here because I know I will be treated courteously and with a smile. ☺ Thanks for all you do SEB team ☺ You are awesome.
- August 27, 2015: You all need to implement a better teen program for teen and their parents! I love coming to the library, but I would like to have more stuff that I can do w/my teen son.  
*Thank you for your comments. Please let us know about what other programs and events you would like to see happening at this library branch. I will share your comment with the Youth Services Division.*



### **Twin Oaks**

August 12, 2015: Great selection of books and books on tap. Keep it up, non-fiction, self-help books and CD are great  
*No contact information provided other than name, therefore, unable to respond.*

August 24, 2015: Since the library doesn't open until 10AM, could you allow parents of Becker Elem. To park there for school drop off? –Without risk of being towed. I know it is allowed to park in the streets in Bouldin, but it would be safer getting in and out of cars in the parking lot. Maybe some kind of pass placed on dash to ID parents? It seems a waste to have the parking lot so empty during those drop off hours.  
*Customer comments forwarded to ACFS Division. APL response pending on ACFS Division.*

### **University Hills**

August, 2015: What wonderful staff you have at University Hills. All are so friendly and helpful. The library is always well organized and a pleasure to visit. I come in every week.  
*Thanks for the wonderful Comment Card! The staff at the University Hills Branch Library is great! I am happy to read that you enjoy coming over to visit us.*

### **Willie Mae Kirk**

August, 2015: AWK is great! Kudos to the staff for all the help! Thank you for being a nice and helpful part of my day.  
*Thanks for the positive comments.*

Don't want another man in the bathroom with me. She said it was OK for two men to go to bathroom, but I didn't like it.  
*Our restrooms have multiple stalls and we expect to let multiple customers use them. Before we started locking the doors, several people could use the restrooms at a time. Now we lock them and will still let several people at a time use them if needed. [We lock the door to discourage vandalism, not to give a single individual privacy]*

### **Windsor Park**

August 12, 2015: The Ugly Beats show was great! Lotsa fun! You should have more outside music!  
*Thanks for your comments. It was fun to have The Ugly Beats perform for our customers – in fact, two of the musicians are Windsor Park Branch customers! The show was so successful that we are considering future outdoor music events for our Branch.*

August 13, 2015: I called Council Member Ora Houston's office to ask about removing the bushes in the median on Westminster Drive. Someone from Public Works department returned my call and said that they would prune back the bushes, but I think that they should be removed.



*Thanks for being a good citizen. We are very concerned about the safety and well-being of our customers and it is helpful to have more than one set of eyes looking for possible troubles.*