

### APL Customer Comments for October 2015

#### Central

October, 2015:

East of West Volumes 5-8. I would like to request the purchase of the remaining East of West graphic novel series. Volumes 1-4 were excellent reads. Thanks! *Thanks for letting us know you enjoy East of West. I will pass on your request to the Collection Development staff.*

Cat Stevens “Majika Banapple Gas; used mustard gas on police and the American public Majik of Majiks – talked about turning to Islam. Ruins – sniff cocaine and said it was okay to use You really need to watch and remove this. *Hello and thanks for letting us know about your concern. You can read our materials selection policy [here](#). Section I, Principles, explains the library policy on content of library materials.*

The “information” lady this evening was so very helpful. She tracked down a video we had on hold and we’re so happy to get it tonight. Thanks so much!! *Thank you for your kind comment! I will congratulate the information desk staff and pass your comment on to their supervisor.*

Your service is excellent!

*Thanks for letting us know you appreciate our service! We are happy to serve.*

Please prompt your director of security to request APD to enforce the “Don’t Block the Box” law at the intersection of 8<sup>th</sup> and Guadalupe to protect foot traffic entering or leaving your campus. *Thanks for letting us know about your concern. We will route your comment to the appropriate channels. You can also report any non-emergency safety concerns to APD by calling 311 or 512-974-2000. You can also email your concern.*

#### Carver

October, 2015:

I was in the computer lab doing my work and a patron told me to quit looking at him. I never speak to anyone in the lab. I said excuse me, what do you mean. *Security was called and an incident report was generated.*

I would like to see classes happen more than once a month, also longer than 2 hours.

*Thank you for your suggestion.*

Play music during the session.

*Will look into this request.*



My visit to George Washington Carver Library is always convenient and an appropriate setting. I received great help with my PAD (Personal Data Assistant) device. The job center is great.

*Glad that you received great help.*

Every time I am here the staff is knowledgeable and helpful, my favorite branch.

We really enjoyed the "Bad Movie" presentation sponsored by Bill!

*Thank you.*

Great fun watching Trog. Thanks for doing this! Great staff at this branch!

Thank you.

More Bad Movies. Wonderful Band "Trog"

Offering free films to the public is fun and appreciated. I come to the Carver often & love it everyone is so nice.

#### Coding Classes

Very good program (coding).

Great Fun! Let's do more coding classes.

Keep hosting classes like today's class. Nicholas P. is great.

*Thank you.*

Nicholas Poole's Coding class #2. He did a fantastic job of teaching. I came knowing nothing about coding and left feeling like a pro!

*Thank you*

#### **Cepeda**

October 13, 2015: We Loved the afternoon clay series! Please do more!!!!  
*Thanked her and told her we were planning some in the spring for adults. Jean said she would work with the kids.*

October 14, 2015: I don't think this library could do a better job!!!! Thank You!!!  
*Thanked him.*

October 21, 2015: I love this library. I always find little jewels in the shelves.  
I would suggest more movies and local authors at this location. Perhaps its time to expand.  
*I thanked her for her input.*



October 24, 2015: I have no comments. I am a social worker that ran a shelter for Lifeworks for 15 years. I was thinking APL could use a homeless liaison or floating social worker. I might be willing to explore a grant or talk to City Council.  
*I thanked him and told him I did not know if that was feasible but I would pass on the information.*

#### Youth Programs

We loved the Crafternoon clay series (for children). Please do more.

We really enjoyed the class. Kids liked class! Let me know when you have more art series.

Zev really enjoyed making the pieces!

We really enjoyed it – let us know when you do more. (They came to Dia de los Muertos program with family.)

#### Hampton @ Oak Hill

October, 2015: Jeff was amazing. He truly went out of way to help me find what I need.  
*Thank you for the compliment. I passed it onto Jeff.*

October 3, 2015: I am deeply disturbed by a policy allowing tutoring in the library. There are only 3 tables; one was taken by voter registration; one by tutor/student talking continuously aloud; and one for general Reading. Since there is not enough room for general reading in a quiet place, tutoring should not be allowed.  
*We do not have a policy regarding tutoring in the library. We do ask that customers avoid disturbing other customers who are using the Library. If the meeting room is available, one solution would be that the tutoring pair goes to the meeting room or individuals wanting a quieter place to study go to the meeting room. Let library staff know the next time you're disturbed by how others are using the library and we will strive to satisfy your needs.*

October 7, 2015: Not happy that State of Texas grant for non-Austin residents was cancelled, and that non-Austin residents of Travis County are being charged \$120/yr. for a formerly free card. Is the State and is Austin anti-literacy? This is in effect a tax increase. Is Travis County planning something for us un-represented residents?  
*I understand that you are disappointed to have to pay for what you have been receiving free of charge. Since the Loan Star Libraries grant from the State of Texas ended about four years ago, Austin residents have been subsidizing library service for non-residents. In accordance with City Ordinance, we need to charge non-residents a fee for library use. At ten dollars a month, I hope you will decide that the value you receive by having access to a large collection of books, CDs, DVDs, and digital media is well worth it. I do not know of any plans on the part of Travis County to contribute to the cost of providing library services to non-Austin residents. You might want to contact your County Commissioner about*

*that. You might also be able to get library service from one of the library systems outside of Austin. See <https://www.tsl.texas.gov/texshare/libsearch/index.php> to find the library nearest you.*

October 16, 2015: Would like to be able to filter my shelves by “available at {location}” – or – searchbox( ).  
*I have forwarded your request to be able to sort your shelves in your MyAPL account to Library staff who work with this program. I’ll send you an update with their response as soon as possible.*

October 24, 2015: I want to express my thanks to Michele for the technical computer help given me on Oct. 22 in resolving a printing glitch in the system. She has assisted me on prior occasions and has helped me to resolve this problem by showing me step by step what to do in the future. I have always found her and all the Hampton librarians and assistants to be extremely patient, courteous, and professional when providing help and information.  
*Thank you for the compliment. I will pass it onto Michele.*

#### **Howson**

October 7, 2015: Love this library. Love the people who work here.  
*Thanks for your lovely comment. We love our customers, too!*

#### **Little Walnut**

October 15, 2015: Poor and limited access to electrical outlets for use with portable electronics. Provide additional plug at the center tables, and run an extension cord plus a trip-safe covering to center table next to bookshelf #12 to allow use by laptop patrons. Limited staffing severely constrains library service personnel can provide to patrons; please get your librarians additional help! Even hire temp pages would free up libraries to provide customer service.  
*Thank you for submitting a comment card. We value customer’s concerns and suggestions. I did go look at the area where the bookshelf #12 is. The problem is there is no electricity near that area to run an extension cord that would not be a safety issue. Also not all the floor outlets are working outlets. Did you happen to notice that several of our tables have surge protectors with multiple outlets for customers to plug in? If you need a place to plug in and can’t find one, check with staff at the desk to see if they may be able to help you find a plug.*

*I appreciate your observation of a busy staff. We do keep busy at Little Walnut Creek, and we do our best to help all the customers as best we can. Currently we have a staff vacancy and are hoping to fill that position soon. We also have a well-trained group of volunteers who help out with shelving. One thing about shelving in a library is that you are never done. There is always one more book or DVD that needs putting away.*

October 30, 2015: We loved dia de los muertos. Both my two year old and my 7 month old had a blast. Great enthusiasm from the start.  
*I will pass this information on to our Youth Librarian. I agree the program did look like lots of fun. Thanks for saying so.*

Everything went well. The librarian was very cooperative. I was very disappointed when she refused my thank you token of appreciation. (Customer brought a thank you gift which Carla had to deny. Customer was very happy with Carla's help.)

*Thank you for taking the time to fill out a customer comment card. We value our customer's opinions. Carla could not accept your kind gift because it is a violation of the City of Austin Ethics Policy. The City of Austin wants to insure all tax payers that we do not take gifts from our customers. It is possible that a gift might be used to gain special privileges and that is unethical. I will pass along your complement to Carla.*

#### **Manchaca Road**

October 14, 2015: More senior programs—especially tech—like for Ipads etc. Perhaps add music shows by Crockett kids performance experience & listening pleasure. Thanks!  
You're a treasure.  
*Thank you so much for taking the time to share your comments with us!  
You mentioned more technical programs for seniors. You may already know this, but we currently host a monthly program called Tech Toy Time on the third Friday, from 3-4pm. During this program, one of our knowledgeable staff members is on hand to help customers individually with their devices and accessing our electronic resources. We are discussing the possibility of making that a weekly program, so we're hoping to provide that sometime in early 2016. We have also been hosting Laptop Computer Classes during October, on Fridays from 1-3 pm. Both of these programs are for any adults, but we always see a lot of seniors participating.  
I will forward your suggestion for having musical programs by the Crockett HS band to our Programs Department.  
Thank you especially for your kind comments about our staff here at Manchaca Road branch. We have an exceptional bunch of people here, and it's always nice to hear it from our customers.*

October 15, 2015: Program evaluation for Tech Toy Time: very well presented  
*no contact info*

October 29, 2015: I have seen this incident occur several times as computer users fight over who has access rights depending on their circumstances. Your reservation system is not purported to be required to sign on to any particular computer. Yet if a user

sits down to an otherwise available computer, it is STILL possible another user can come in AFTER the first user has sat down, to begin access to what did at first appear to be available. However, the reservation screen can pop up to "cut in line" of the person already seated and starting to sign on. This is a distinct PROBLEM that needs to be addressed ASAP. It appears the FIX is REQUIRING RESERVATION SYSTEM USE each and every time a user sits down to a computer. REQUIRING the initial single access point computer will STOP COLD the "cut in line" problem which the system currently programatically errantly allows. Vocal, un-conversant, childish-behavior users have been known to anger civil users who know how to converse to strangers in a polite manner. I do apologize for raising my voice toward your staff as a result. I simply will not be bulldozed by someone OBVIOUSLY of LESS ACUMEN, trying to impose their will onto a situation created by programming, of which they actually have no understanding.

*Thank you for taking the time to write. I agree it can be very frustrating when you sit down at an hour computer to sign on, only to find that someone else has reserved that machine. It doesn't happen often, but sometimes the time frame is just a few seconds from when the reservation takes hold and when someone chooses to sit at an unoccupied computer. You are correct that the solution is to always make a reservation, even when it looks like there are plenty of open computers. The reservation system randomly assigns available computers. In a case like this, of course, the person attempting to sign on can always go to another unoccupied computer or simply make a reservation to ensure the next available one will be yours.*

October 29, 2015:

Dia de los Muertos event

We always love the library activities—thank you for doing all that you do.

The Dia De Los Muertos is always great! Diverse activities, great books & music.

Loved the event! It should be earlier, but super fun, great crafts. Xoxo

Thank you for having this for the kids. This is amazing!

Tonight's performance was fantastic, my grandchildren 6 ½ & 4 years old were mesmerized. Keep this programs for our youth! Thank you

We loved the story time such a fun way to teach children about death.

### **North Village Branch**

October 10, 2015:

Make a section for Audio Course (Great Courses) – Several libraries I've visited have a section like that and I find it very useful.

*I am glad you are enjoying the Great Courses series by the Teaching Company. It is a great way to experience lectures from some of the top academics in the country.*

*Taking your suggestion, I did reach out to my fellow branch managers and asked them if they had a separate Great Courses section. There really is not a section as such. For practical reasons if the casing is too big for the designated shelving then those sets are grouped together, not because they are part of the Great Courses series. I also learned while they can be very educational and at times entertaining—they are also a quite bit more expensive than typical videos.*

*As a result our branch and the other branches of the Austin Public Library have a few titles in this series but not enough to justify a separate section. It would take up too much precious shelving space.*

October 27, 2015: Please separate the Blu-Ray DVD's from the regular ones. I've checked out 3 in the last few months not realizing. You used to have them in a separate area. Please put them back there.  
*I understand that having two separate formats of videodiscs side by side may cause some confusion at first.*

*The fact of the matter is that the Blu Ray collection outgrew its former isolated spot. Even if we wanted to, the discs would not fit back. In fact, going forward the collection will reflect increasingly Blu Ray discs with the DVDs diminishing through attrition and fewer purchases in that format.*

*We can look into ways of distinguishing the formats in the present location. Eventually, the last of the DVDs may end up back at the isolated area that once had the fledgling Blu Ray collection.*

### **Pleasant Hill**

October 7, 2015: Youth Programs

We love the program!! It is only our second time and we're hooked. Thank you for offering this. My son is 1 ½ and my daughter is 4 ½. Gracias por lo de Español! Lo necesitamos también!

*Thank you for taking the time to give us your feedback regarding our Dual Language Storytime program at Pleasant Hill. Saludos cordiales!*

Storytime hosted here at Pleasant Hill branch is fantastic. My son loves it! We need more storytime weekends perhaps. I live in Del Valle. Need one day at every location. Love the arts and crafts. Love the songs! Not only my son learn the songs...me too!!

*Thank you for taking the time to give us your feedback regarding our Dual Language Storytime program at Pleasant Hill. I'm happy to report that the Terrazas Branch is offering a Saturday Dual language storytime at 11a.m.!*

October 15, 2015: My 3 girls loved the bilingual storytime. They love unicorns. Maybe a Spanish book about unicorns? They have enjoyed crafts after every storytime.

*Thank you for taking the time to give us your feedback regarding our Dual Language Storytime program at Pleasant Hill. Saludos cordiales!*

There is a new book on the market titled “The Magic of Hydrogen Peroxide” by Emily Thacker who written 17 books about common household products. It was in an ad (full page) in the Austin American Statesman.

*Thank you for the recommendation, Mr. Boyd. I have entered your suggestion as a purchase recommendation via our online catalog.*

## **Ruiz**

October 3, 2015:

Awesome! This is the best library in Austin!

*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.*

October 6, 2015:

Amazing. Needs Food.

*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!*

*Below is the Austin Public Library’s current policy in regard to bringing food or drink into the library. Please feel free to contact me if I may be of further assistance.*

*This policy is intended to help maintain a clean and pest-free environment in the Library.*

1. *Customers will be allowed to bring into the library water in clear capped bottles to consume while visiting any APL facility, no other outside beverage is allowed.*

2. *Parents or caregivers who visit the library with their children (6 years and under) will be allowed to bring in “dry food” such as cheerios or goldfish crackers in a plastic container or baggie. They will also be allowed to bring in drinks appropriate for children in a sealed container or Sippy cup.*

October 6, 2015:

I’ve enjoyed every encounter here!

*Thank you for taking the time to leave feedback about all the pleasant experiences you’ve 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.*

October 8, 2015:

The folks are very helpful. I have yet to ask a question that they couldn’t answer.

*Thank you for taking the time to leave feedback about all the pleasant experiences you’ve 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.*

October 12, 2015:

I am requesting books on the Staffordshire bull terrier (Pit Bull) dog. Ruiz is very close to the Austin Animal Center (AAC) a COA facility where 90% of the dogs are pits and are waiting for adoptions. It would be nice to provide an



educational resource on this breed for those wanting to learn more about the breed.

*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 suggestion to our collection development team. All suggestions are met with a great deal of enthusiasm and accommodation.*

- October 13, 2015: Love this branch- staff is friendly and super helpful! I Wish there was a larger drama/play section.  
*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 suggestion to our collection development team. All suggestions are met with a great deal of enthusiasm and accommodation.*
- October 17, 2015: Excellent Service.  
*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.*
- October 25, 2015: Austin Public Libraries are what all communities need. Any and all of us can come here. The staff are kind and smart. Thank you.  
*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.*
- October 29, 2015: By not charging so much for a library card. Rather than pay \$120. I will just go to Amazon and buy a Kindle edition.  
It would be nice to have a place for food coupons where people could go through them and pick out what they need.  
*Thank you for taking time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated!  
Unfortunately, The State of Texas no longer provides funding to public libraries to support the provision of library services to people who live outside of the City or County that funds each library. Therefore, a fee for library service will now be charged if you are not a City of Austin resident and wish to use our services.  
Austin Public Library cards are available to people free of charge who reside within the city limits of Austin. You can find out if your address is within the city limits by going to the City of Austin Jurisdictions Web Map.  
<http://www.austintexas.gov/GIS/JurisdictionsWebMap/>  
If your address shows Austin Full Purpose jurisdiction, then you qualify for a resident library card free of charge.  
If any other jurisdiction is displayed, a non-resident fee has to be paid in order to get an Austin Public Library card or renew a card. If you are a non-resident and*

*have a TexShare card in good standing from another library, you are eligible for a free limited access Austin Public Library card.*

*Also, you are welcome to reserve one of our meeting rooms to establish a group of community members who share your interest in exchanging coupons. Such an endeavor falls outside of the library's commitment to connect members of the public of all ages with books, information, and programs in a safe and friendly environment.*

*Please feel free to contact me if I may be of further assistance.*

### **Southeast**

October 2, 2015:

y vine a la librería a pedir ayuda sobre una [papelería] sobre manejo y la Sra. Melissa me ayudo tan pero tan atentamente que resolvió mi problema de dos meses ya que yo no sé nada de computación. Muchas gracias. María I Calistro

**Translation:** I came to the Library looking for Help about a driving test. Miss Melissa was very kind and helped me to resolve a problem I had for the last two months due to my lack of computer skills. Thank you very much.

*I called the customer and once again, she thanks staff for their help and support. She mentioned she is planning to come back to find out about computer classes provided by our library. I mentioned to her that she can also contact us via phone to get that information.*

October 2, 2015:

Rafael was very helpful, courteous, informed me of all the sections of the library, let me know all rules of the library itself and even found the book I was interested in borrowing. He was helpful in finding the correct name of the book I had been interested in reading for some time. Everyone at this particular branch was very helpful and generous with their times. This branch also seems much easier to navigate than the downtown branch.

*No contact information was left.*

October 6, 2015:

Necesitamos programas para niños de edad escolar para las 5:30pm/6pm. We need programs for school age children in the evening (5:30pm-6:30pm)

*This comment card was sent to Youth Librarian. It is one of my goals to be able to offer more family programs at a later time to give working parents the opportunity to participate in them.*

*I called the customer to thank her for the comment card and ask her about the type of programs she would like to see happening for the school age kids around those times. She mentioned that she would like to see more programs aimed to the parents on how to help your children succeed at school. I went ahead and mentioned different options we have at the library such as Victory Tutoring and Brainfuse. I also ordered her a couple of books in Spanish focused on that subject. Library user was very appreciative and came back later to the library to continue our conversation about this topic.*



October 7, 2015: Rafael was great! He took the time to show me around the library. He also went out of the way to show me how to download the app to my phone. I now have a more resources than I expected to have.  
*An email was sent to this library user thanking her for the note and inviting her to use the library at any time.*

### **Spicewood Springs**

October 12, 2015: Battery disposal box. Great idea, but we had a fire started in our disposal box when some battery terminals touched. Recommend you check with fire department!  
*I inquired about the potential for a fire in the battery recycling containers, and I learned that although alkaline batteries don't pose a fire threat, it is recommended that a piece of tape be placed over the terminals on all other batteries to provide some protection against sparks. We will add some warnings on the recycling collection containers and request that customers help us protect the terminals with tape. Thanks for the recommendation!*

October 28, 2015: After many attempts, using other library resources, I found Jessica and she persevered and solved my problem. She re-installed Zinio for me. Jessica deserves a GOLD STAR.  
*Wonderful! Thank you so much for taking the time to let me know.*

### **Twin Oaks**

October 5, 2015: Esta librería me gusta por que tiene diferentes opciones de materiales que pueden ayudarme. [Translation: I like this library because of the different options of materials that can help me out.]  
*Thanked customer for visiting. (ESL Tour Group)*

Me gusta esta libreria porque tiene muchas opiones y sus instalaciones. [Translation: I like this library because of the many options and installations.]  
*Thanked customer for visting. (ESL Tour Group)*

I like library.  
*Thanked customer for visiting. (ESL Tour Group)*

Very good instructor—Marcos Mtz.  
*Thanked customer for visiting. (ESL Tour Group)*

October 11, 2015: Adam went above and beyond helping me with checkout and Internet search. Thank you!  
*Customer came to manager's office to personally drop off card and share how great an experience she had visiting APL – Twin Oaks Branch. Manager, Marcos Martinez, thanked customer after highlighting our programs and online resources like Hoopla. She was floored by the various online media resources the Library provides.*

- October 17, 2015: The staff was really nice and professional. God Bless Them All. Esp. Adam Stern—he gave me scrap paper.  
*Thanked customer.*
- October 21, 2015: if there were books that we needed and headphones that go over the ears and that we can [return] them when [finished] but can't take with us. Be able to rent more than 5 hold items.  
*Thanked customer for comments and suggestions. Customer was informed about headphones and feasibility of circulating this piece of equipment with regards to maintaining cleanliness of headphones. Customer was offered a free pair of earbud phones from the batch available to public who inquire.*

### **University Hills**

October, 2015:

#### Storytime

One of the best library storytimes we've gone to. A good mix of movement and sitting, song/story/rhyme. A good-sized (20) crowd stayed very engaged. Also, great advice from leader on how to continue using rhymes/songs at home.

Ms. Heidy is doing an amazing job with the storytime, both my children love it. She keeps all the kids entertained and we also love the activities after the stories.

Me gusta porque los niños aprenden a vocabulario. Piensa que pasa durante el cuento.

Les gusta la música, y mueven sus cuerpos. *[I like it because the children learn vocabulary and think what happens during the story. They like the music and they move their bodies.]*

Siempre vengo a la biblioteca a sacar libros y películas pero hoy por primera vez me hicieron saber de muchas otras cosas que no sabia como el calendario del mes. Y quisiera dar gracias a Ms. Heidy Urbina. *[I always come to the Library to take out books and movies, but today for the first time I learned about many other things they have, such as the monthly calendar of Youth events. And I would like to give thanks to Ms. Heidy Urbina.] – Heidy noticed that this customer didn't know about many of our services and she spent sometime explaining what the library offers beyond materials for checkout.*

A mi niña le gusta los libros que la Sra Heydy Lee y la manualidad. *[My Little girl likes the books that Ms. Heidy reads, and the storytime craft.]*

### **Willie Mae Kirk**

October, 2015:

It was fantastic the way I got helped. (I like viet-nam now)  
*I am glad we were able to help you find what you wanted.*

Received help from Daniel and Kimthu in e-mailing a short note and photo – both were excellent and very courteous.

*We are pleased to help you.*

Have a great staff (smiley face) All positive; great people who care!!! The staff very hospitable and informative. I enjoy coming to this location because I know I'll receive quality customer service that's genuine.

*Thanks for your positive comments, we are here to serve you.*

Have more reference books. The employees are very wonderful and helpful, always going the extra mile.

*I am always open to suggestions from customers regarding which subjects you would like to have added to the reference collection. Please consider leaving me a note or phone message.*

You couldn't! "serve me better". Great. I got my first library card here. I couldn't ask for a more helpful or friendly staff. Good Job people, thanks. Well to tell you the truth everything was above excellent. Everybody was helpful and nice, nice staff.

*Thanks for your positive comments.*

### **Windsor Park**

October 17, 2015:

We really enjoyed the Star Wars Read Day, but the carpet in the meeting room is stained and unsightly. How about a Harry Potter event in the future?

*We are glad that you enjoyed the Star Wars Read event – it was a lot of fun for us, too. As for a Harry Potter event, that's a good idea! And, regarding the carpeting, we are aware of that and we are working on it.*

October 28, 2015:

Many seniors are interested in a mobile library visit to our facility. There are many independent living complexes that could also be served. Please consider.