

APL Customer Comments for October2012

ACLS

October 2012:

I would like to know if you have plans to re-institute providing audio/visual materials from the Illiad/worldcat system and if so when.

Thank you for contacting the Austin Public Library. Unfortunately, our Interlibrary Loan service had to be drastically reduced due to budget cuts. We understand that it is a valuable service for our customers, and we hope that you will still find the limited service useful for certain books.

You may still be able to access materials using the TexShare program. The Austin Public Library and many other Texas libraries participate in the statewide TexShare Program. Participating libraries offer free courtesy borrower privileges to library cardholders of other participating libraries. To apply for a TexShare card through APL you will need to have had your APL card for at least 6 months. Ask for a TexShare application at any APL location, and then wait 7-10 days to get the card in the mail. Then you may take your driver's license and your TexShare Card to a participating TexShare Library and ask to register for a library card as a TexShare member.

You may also Suggest that the library purchase titles. A link to the form is available at the bottom of the catalog. We may already have the title on order or on a list to be ordered. Ask a Librarian if you'd like to see if we plan to purchase the item or for assistance in locating a title outside of the Austin Public Library system.

Limited access to the computer equipment. You all have set up a \"system\" which only allows the public to utilize the computers for a two hour limit. But, you only have computers that limit time from 15 minutes to one hour. Since you allow a maximum of two hours, why don't you have computer stations which allow for the entire two hours? When I'm here to use the computers, I typically am here for the entire two hours. With your current \"limited\" usage, the computers automatically sign you off after one hour. So, if you are in the middle of something and someone has \"reserved a computer,\" you are forced to find another computer, if one is available. Then if there are only 30 minutes workstations available, you have to either sign on that computer twice to utilize the allotted time or have to wait for a computer to become available. I have never been to a public library where you only have limited usage. At times when I have used my \"alloted\" time, your system won't allow me to have more time even when there are several computer available. ANOTHER VERY IMPORTANT ISSUE AND OBVIOUSLY GOES COMPLETELY UNATTENDED IT THE CLEANINESS OF THE COMPUTERS AND THEIR DESKS. I ALWAYS WIPE OFF THE KEYBOARD AND THE DESK AND THEY ARE COMPLETELY FILTHY. Why can't you

set all the computers for two hours, then if someone only utilizes the computers for a moments and signs off, make the computer available for someone.

At Faulk Central, we do have seven 2-hour computers on the 2nd floor for work/study usage. These work/study computers have limited Internet, and no video or social media access such as for Facebook. Our policy is to make sure the computers are available to as many customers as possible and the time limits are necessary to do so. We will remind staff at all locations to clean the computer keyboards and monitors regularly.

Most of the staff are friendly and helpful. I appreciate that. There is one person who works the circ desk who always seems to be in a bad mood and it seems like asking her for help or to check out books is a huge imposition on her, and if she has to get up out of her chair for you, then you've really ruined her day.

Thank you for taking the time to send feedback about the staff at the Faulk Central Library.

I am sorry that one of the circulation staff seems to be in a bad mood and has problems assisting you. I have forwarded this to the circulation supervisor, and he is aware of your concern. We will remind all of the circulation staff to provide excellent customer service.

Please let me know if you have any future comments or concerns. You may reach me at the Counting Opinions site or at 974-7459.

How are you doing? Other than the hat rule, fabulous.

The reason for the policy is improved security. It is a similar policy instituted by banks. We ask customers wearing apparel that hides facial features to remove them while they are in the Library. Please feel free to contact Library security managers St.John Requejo at St.John.Requejo@austintexas.gov or Marti Cascio at marti.cascio@austintexas.gov with any concerns regarding this matter.

Does the Library carry the periodical: Anglican Theological Review? It's published quarterly. I'm specifically looking for a book review in the Fall 2009 issue of the Anglican Theological Review, vol 91/#4 issue 43. The book review is on "Without Buddha I Could not be a Christian" by Paul F Knitter. You are doing a very helpful and good job!

I have emailed you the review "Without Buddha I Could not be a Christian" from one of our Ebscohost databases. After you renew your card, you will have access to the databases remotely. Look over our database page and see what you are missing!

Wow! I am totally impressed, you guys rock! I've always voted for any bonds for the library, and I will definitely continue to do so. And I promise to get down there and renew my card before this next month is out. Thank you so much

Thank you for the positive comments you recently made about the Library. I appreciate your taking the time to share your opinion.

Austin Public Library will be closed in observance of Veteran's Day on Sunday November 11 and Monday, November 12. But Veteran's Day is only 1 day, not 2! Stupid, stupid, stupid! Seriously! Why did you do this? I wasted 2 hours on the bus to get to the library today and your closed for something that's not until tomorrow!

When a holiday falls on Sunday, the official City holiday is observed on Monday. In honor of the men and women who have served our country in the armed forces, we also closed on Sunday, Veteran's Day. This is consistent with the closure of other City offices. Sunday is not a paid holiday. Signs are posted in each library well in advance of an upcoming holiday, and it is posted on the APL Website.

None of the men's restrooms have proper privacy. Fix locks on the stalls please!! Will use women's b-room if necessary.

Thank you for letting us know about the locks. A maintenance request has been submitted to the Facilities Services staff.

Carver

October 8, 2012:

Herby and Bill are great!! Any my youngest is still talking about the Pug at the desk. We checked out a few books today and left one behind after tutoring. The staff looked for it and held it for us. We were very thankful they went above and beyond

Thank you for your comments about the Carver staff.

Cepeda

October 8, 2012:

Travis is the guy's name super customer service. The question is how can I serve you better. I am putting in my application for volunteering for storytime connection in pursuit of a future. I cannot express an attitude of gratitude enough. Thank you all so much for your hard work.

I will share the information with my supervisors.

Thanks to APL I can not only read I can comprehend. BTW excellent Book Sale! I wanna read. Yes I have a deep love for these 2 people Curticia and Candido. They are extremely helpful and an inspiration. Literacy is important. Also Beth and the other gentleman and all the staff have superb customer service. Very Helpful *****excellence. Please tell Brenda the Director I appreciate her service to the Community.

I will forward these to Brenda and Dave.

October 8, 2012: Great Staff. Great Library
I will share this information with the Managers.

October 29, 2012: Add a few more movies to the collection. Living the Tlife and TV Series River Monsters.
I will forward the information to the Movie selector Diana Miranda Murillo.

Howson

October 2012: Keep the voice level down. Children at the computers playing games make too much noise.
Whenever you are bothered by another customer's behavior, please come to the front desk, report it to the person in charge. Staff will intervene and require a noisy person to be quieter, whether it is children or adults. We want the library to be enjoyed by everyone.

Have a talk area.
Customers are allowed to speak in low voices in the libraries as long as they are not disturbing others. Our building is so small that we do not have a space to designate as a 'talk area'. However, we have two benches out front, one in the garden and one by the door – you are always welcome to carry your conversation out there. Or, for phone calls, you are welcome to take them in the back hallway.

This is for the library system as a whole. If we're not able to renew a book because of holds, it would be helpful to know when we take it out or at least sooner than a few days before it is due. Also, it seems that the person who has a book should have the right to finish it before having to hand it in.

I've had holds and don't mind waiting my turn for a particular book. The Howson staff are great
Our system of lending is designed so that citizens can share our resources fairly. One way to think about that is to remember that each person does have at least three weeks to borrow a book; and to remember that during that time, any other person could decide to place a hold. If you should decide to keep a book a few days past its due date to finish it, you will then be paying an overdue fine for that 'extension'. Your comment, as are all comments, will be sent in to Library Administration.
We are glad you are pleased with service from Howson staff, we are here to help you.

Manchaca

October 4, 2012: Story time was great!
Thank you! I will pass this comment along to our Youth Librarian, Jessica Hyink

October 29, 2012:

[experience not enjoyable because] noisy patrons & library clerk named Jennifer. Unable to finish work at computer. Instruct ALL library staff to help set the tone by whispering [sic] when helping customers even and especially children. Children learn by the example set by adults. And children need to learn that there are places and times where it is necessary to speak quietly and that there are places for talking aloud and others where it is not permitted. When I asked if there was a room for an adult who was reading aloud to a child by the computers Jennifer deliberately starting talking in a loud tone of voice to each and every patron even after the child and its parent and/or guardians left. *Patti explained to the customer that the library sometimes is not as quiet as we would like, despite our best efforts. She said that we do not have a special room in which an adult could read to a child, but in the past [Patti] has requested that an adult doing that at the chairs near the adult computers move to the children's area so as to not disturb people working at the computers. Patti also said that Jennifer was a very new employee, and that she [Patti] would speak with her. Patti and Beth spoke with Jennifer the next day about keeping the volume down at the circulation desk, and about being aware of and behaving in an appropriately professional manner at all times. The customer seemed satisfied.*

Milwood

October 2012:

*Looking for more audio books by Christian writers (fiction), audio books by David Baldachi.
Suggest Libraries close on Monday instead of Friday...beginning of weekend for school kids and should have access when school is out on Friday
Love Milwood Library!
Thank you for your comments. I will forward your audio book suggestions on to our centralized material acquisitions department and your suggestion about library hours to library administration.*

North Village

October 16, 2012:

I think it is a good addition to have someone come and suggest literature from their country.
This was a comment from our Café au Lit book club meeting where Raquel Merlo came to tell the attendees about her favorite Brazilian authors. The session was part of our Experience Brazil series.

Downloadables need to be done where I can check them in if I want more. . . otherwise it's like holding books hostage! More selection too, please. I do like that you've added movies and music. Thanks!

I don't like the new catalog. What was wrong with the other one? I DO LOVE the email you send me to let me know items are due to return. Thanks.

Everything was great! Brazil day was a wonderful program! I stopped by for Brazil day and to renew my library card. I think it's wonderful that the library is involved in cultural programs such as these. I thoroughly enjoyed myself and look forward to the next cultural program. Great Job!!

Came here for the Brazilian celebration. It was very cool and enjoyable! Have more of these kind of cultural events in the future. The library looks great! Everything is awesome!
Emailed customer to thank him and urge him to watch the library calendar for upcoming events.

Old Quarry

October, 2012:

Staff: They are very friendly and even when they are busy doing something stop to see if you need assistance before going on with their project. I have NEVER had any problems of any kind with the staff. They are always gracious and helpful. I particularly like the fact that if I want a book from another library it is brought to my library in a very timely fashion.

Thank you! We work hard to ensure that our customers have a positive experience at Old Quarry, and your comments are greatly appreciated by our staff.

I wish the library would fund the interlibrary loans with other states to request music CDs and Movie Dvds

Thank you for letting us know you wish to see more of this service! Your comment will be forwarded to the ILL dept. to help indicate demand.

I prefer the old website to the recent redesigned website

Thank you for your comment! Your feedback will be forwarded to the Library Information Systems Department for their information.

Pleasant Hill

October 10, 2012:

When I order on-line to reserve books, some are available only on notebooks or audio. Why can't I get the actual book?

Thank you for your question. I spoke to the fiction bibliographer at the Central Library and she said that especially with older titles the only version available is as an audio book or ebook. She said that if you can't find a print version in our catalog, to submit a request to order (you can find that on the library's home page) and she will make every effort to obtain a print copy for the system's collection.

Ruiz

October4, 2012:

Lego Lab

Fun playing with Legos! Glad theres a Halloween event!

Had lots of fun building my castle.

I like playing with the lego

Fue divertido para misugar. Doner otro juego jivectroo como este – Legos. Quisiera jugar otra vez es juego.

I like it. I would like to see it again.

Halloween Craft time: Making monsters!

Manvalidades para los ninos. Asi esta muy bien por las actividades para los ninos.

No tienen que cambiar nada por que me gusta mucho todo to de aqui. Gracias por la ayuda y sus a pollos a nosotros.

Entre te niendo a los ninos. Gracias por pensar siempre en los ninos para mejorar.

Tuos muy respetosos. Todo hasta ahorita esta todo bien muchas gracias por nuestros comentarios. Todo bien.

Me gustaria a pudieran darle acesoria de lectura a mihija. Si pudieran darle acesoria 2 ueces por semana.

Son muy amables y Atentos. Me guestaria q le pudieran dar acesoria de lectura a mi hijo. Seria mucho mayor si pudieran darle acesoria a los ninos 2 ueces por semana.

Halloween Program

Really enjoyed the Halloween activities for the children. J

The teen librarian is great. We love her J My kids had lots of fun at Monster festival. Great!

Had lots of fun and enjoyed Halloween event

It was great!! I want monster festival again!

There seem to be a miscommunication between staff members that caused chaos. I thought that there was too much going on in the lobby and tutoring rooms. There was a “monster” party during elections and it seemed very unorganized and inappropriate. Also, the lack of space and surplus of people created a lot of noise. The kids were getting face paint and candy and popcorn, which is great but it distracted voters and the kids in tutoring. Also, very inconvenient that fire dept. had to come because of popcorn smoke.

The kids Halloween party was great! Thank you for the effort. Well planned and full of surprises for the kids. [referring to storytime]

Terrazas

October 10, 2012:

Keep up the friendly, helpful demeanor. Manners go a long way to keep things civilized. Everyone was great. Thank you so much for keeping the bar higher! Michael McCann was very helpful, pleasant, informed, & went the extra mile with me, which I needed. He understood my wish to keep my old Lib. Gold card & # that was on the card. Thank you so much Michael!

Thank you for your comment.

October 19, 2012:

Always a joy! Just a suggestion I gave to Michael. AVG has a free trial PC Analyzer to help the PC's run more efficiently. AVG is free antivirus software that I personally use & works great! I have been using it for years! You guys are great!

I sent info to Joe Faulk in ALIS and sent customer e-mail message: I'm reviewing the Comment Cards received at the Terrazas Branch during October. Thank you for your suggestion that the Library use AVG PC Analyzer. I'll pass that on to the Library's Information Systems Division.

October 26, 2012:

By getting Ann Rule books
Not customer contact information, but forwarded suggestion to Barry Miller in ACCS.

October 30, 2012:

Got in an argument over the reservation computer. The reservation computer is not secure. It takes too long to clear the screen after a client finishes making a reservation.

Thank you for submitting a Library Comment Card on October 30, 2012, regarding your concerns about the time it takes to clear your log-in number from the screen at the Reservation Station for the public computers. I'm sorry to hear that you got into an argument about this. I will forward your comments to the Information Systems Division in our department.

Twin Oaks

October, 2012:

Great service! Friendly librarians! Can you order season 2 of the Ghost Whisperer DVDs? The system only shows season 1 available.
I received your request to purchase season 2 of the Ghost Whisperer and I've passed it along to the librarian who orders DVDs. She said she will add season 2 and subsequent seasons to her list of orders. Thanks for taking the time to make the suggestion. Thanks also for the positive comments.

New search system not as good as old. About 2 weeks ago I searched for a book using author and title; found that audio was available at Twin Oaks. Today, tried same search and found only 2

items in whole system, but not this. Search now requires more information.

The customer called and explained how to do advanced searching in Bibliocommons.

University Hills

October 3, 2012:

The staff at this location are always very friendly, helpful, and informative. The library is one of our favorite places thanks to them.

October 4, 2012

Wonderful people staff here. Couldn't be better.

Windsor

October 2, 2012:

Stop putting data stickers over text!!

The bar code stickers are placed for consistency so that our items can be checked out using the Library's self-check machines.

Although we do not (at present) have a self-check machine at Windsor Park Branch, our materials are often requested and sent to locations with self-check machines. I understand that it can be frustrating to have some text covered by labels.

October 20, 2012:

I have noticed that wireless access is limited to one mb/sec – not just at one Austin Public Library location, but at two, which makes me think that this may be outside of “policy”. The “physical” wireless here at Windsor Park Branch is connected to my computer at 24 mb/sec, yet Internet access is consistently at 1 mb/sec. (Public library computers connect to the Internet at between 8 and 10 mb/sec).

I contacted our IT folks and they gave me this answer: “We do limit bandwidth on the wireless network to 1 megabit down and 0.25 megabit up. This has been standard across the library system for several years”.

October 29, 2012:

There seems to be a problem in using the bathroom with boys using the female restroom. I have complained about this before. Is this part of research?

Young children are allowed to use the opposite gender's restroom if the child is with an accompanying adult. If there is a child under the age of 10 in the restroom without his/her accompanying adult, please immediately inform the staff at the circulation desk. We cannot do anything after the fact.