

APL Customer Comments for December 2012

ACLS

December 2012:

#12 rebooted on log-on, then would not allow me to log back on telling me that I already have a session going on #12 (same computer), then it allowed someone else to reserve the computer. *Reference staff (ACLS) and Library Information Systems (ALIS) investigated the problem and constantly troubleshoot the public computers issues.*

PC #35 In 1st 15 minutes it had slow execution opening browser windows/applications/no playing, ACR ?sp ejected, it still stalled/froze.

Thank you for letting us know about the problems you had with the public computers. We've had an old Pharos problem come back recently. ALIS thinks the problem is fixed.

Lee was very Professional to a young lady who was aggressive towards him.

Thank you for your comments regarding Lee. I'm glad to hear that he was very professional and polite toward someone who was treating him badly. APL staff is trained to deal with difficult customers, have Customer Service Training, and some have had Mental Health First Aid and the Crisis Prevention Institute's Crisis Response Techniques. Again, thanks for letting us know.

I would like to be able to watch the TV series, "Fringe," but the library is only getting it on Blue Ray, and I don't have Blue Ray, and I don't think many people do yet. Will you please order it on DVD since you have the first season on DVD, and now I can't finish it because of the aforementioned situation.

Thank you for taking the time to fill out a comment card. I'm sorry we don't have the format you need. I have sent your request to the Library's Collection and Cataloging division, and you can also send in a recommendation for purchase on the Library's website: <http://austinlibrary.gov>.

At the top of the webpage, click on Catalog and a list drops down. At the bottom of the list is Suggest a Title. You can fill out the form, and send it to our Collections and Cataloging Division for consideration.

Elmore Leonard should be in the mystery section, I believe. Thank you.

Thank you for your comment. Many of Elmore Leonard's books are classified in mystery. We also have some of his books classified as fiction, several as westerns and at least one in the non-fiction section as well as many downloadable and many on CD. Please send me the title and I will ask the Collection and Cataloging Division to review it.

You have a book about assisted suicides in your library. Why, with young people coming into your library is almost like allowing porn to be shown in your library. My question is why?

Thank you for your question. The Austin Public Library staff selects materials for all collections in accordance with the criteria stated in the Materials Selection Policy. APL also has a Request for Reconsideration form that you can pick up the next time you are in the Library to make a formal request for the Austin Public Library to review a specific title.

Little Walnut

December 2012:

Clerk was rude wouldn't let me check out a book for a \$1.50 fine. I told her I had updated address this week.

If a card is expired all fines must be paid before it can be renewed. This is the library policy even though it might be a small fine. A onetime courtesy checkout can be done but perhaps that had already been used.

December 11, 2012:

I think the best job would be to hire a new worker for cleaning your restrooms. Every time I come to check out a book in use the RR (restroom?) I need to vomit.

It is a challenge keeping the restrooms clean. The custodians do a fine job when they come in but it can be rather quickly that a mess is created.

December 16, 2012:

This library always smells bad. Make a separate computer for reserving a computer than for printing.

Again the custodians do the best they can. As for the Pharos reservation computer, it would indeed help to have separate computers for this task but this is the way it was designed around the system.

Manchaca

December 17, 2012:

The kiosk is only acessable [sic] to 1 (one) person at a time. When the music CDs were on the shelves [sic] multiple people could access it. Move them back and put them where handicapped people, such as myself (broken back) can scan the shelves.

Patti Fowler spoke with the customer and explained that APL had the opportunity to obtain media spinners, common in many libraries around the country. These cabinets house a lot of materials, accommodating more CDs, and freeing up the previously-used space for more DVDs and recorded books. The customer said he could not bend down to the bottom shelf of the spinners because his back is broken. Staff offered assistance to help him see what CDs were available on the bottom shelf of the spinner and the bottom shelf of

the previously-used shelves was rather low also, He said he didn't want that and he never had to use the bottom shelf.

Ruiz

December 2012:

Please make it easier to walk through the computer row by separating further the two rows of computers.

December 10, 2012:

Adult Craft Night

Loved it! Painting was awesome! Keep doing what you're doing! So fun, enjoyed myself. Keep adult craft night going!

Let's keep having fun

Wonderful craft night! Had tons of great supplies and very helpful with techniques.

Adult Craft Night was so much fun! Patti and Monica are so awesome! Sarah Rocks too! Thank you!

More craft nights! Bring it north of the river too!

Craft night!! This is a great program! Thank you for having this. Keep up the great work and activities. Lots of fun!

Terrazas

December 5, 2012:

Keep Michael. Michael was extremely helpful. Very professional. Thank you for submitting a Comment Card at the Terrazas Branch on December 5th. I am happy to know that Michael was able to help you. Let us know if we can provide you with any further assistance.

December 26, 2012:

re: teen center being closed when there was no Youth Services staff
I wish the teen center will open when the library opens.

I wish (sic) the teen center will open when the librain (sic) is not here.

Please open the teen center when libaryn (sic) is not here.

I will share your suggestion that the Teen Center be open when the librarian is not here with Stephanie Appell, our Teen Librarian. Meanwhile, you can sign up to use public computers 5, 6, and 7 at any time.

Twin Oaks

December 2012:

I came to pick up hold items for my husband, my son, and myself. But because I don't have the same last name as them and don't have their cards, I understand the policy does not permit this any

longer. Please allow persons under the same address to check out books for each other.

No contact information left.

Windsor

December 7, 2012:

I love the free magazines. I got stuff that I would never buy. Yay for all the Windsor Park library personnel.

Our magazine redistribution give-away area is very popular and I have noticed that there is almost always a lot of turn-over there. And, thanks for the kudos – I agree that the staff here at Windsor Park is worthy of a cheer!