

APL Customer Comments for January 2013

ACLS

January 2013:

Over half the bus schedules you are offering the poor bus riding public (many of whom are disabled) are old ones (out of date) ouch!! "E" for effort? No. Not in by book.

No contact information provided. However, the person who handles the bus schedules just put out the only new system maps and schedules we have received so far and then emailed Cap Metro to request additional bus schedules for routes we don't have yet. The out-of-date maps and schedules were removed from the plastic display case, too. Cap Metro can often be quite slow in getting new information to the libraries.

Add to website: Drop off after hours available (when true). Little more leniency on fines for late books. More new release DVDs and CDs.

No contact information was provided. The night drop info is on the website and available in the "Ask a Librarian" section. This information could potentially be added to the services page, the circulation policies page or could be included in a new section titled "Returning Items." The library staff does not have the legal authority to waive fines or be lenient on the fines for late materials.

Carver

January 17, 2013:

To promote tolerance, the History Channel has produced a DVD "Engineering Evil" devoted to how Nazis carved out the Holocaust. Thank you for taking the time to recommend the Engineering Evil DVD for Carver Library. You can now do this directly via our new web catalog. Please visit the following page:

<http://austin.bibliocommons.com/>

You will see a link at the bottom to "Suggest a Purchase", and can also specify for our branch.

Howson

January 2013:

I like the tables. I wish other locations had tables, too. A nice place to work.

We are glad that you find our location comfortable.

The story time by Ms Anne is something we enjoy a lot and would not miss for anything.

Ann Minner is a very fine youth librarian. I will pass your comment along to her and to her supervisor.

Please put all the biographies/autobiographies in one place. It is very handy to locate something when you are not sure what you want otherwise.

This branch used to have biographies gathered in one shelving area. However, we received complaints that customers wanted to find

them on the subject shelves (for example, books about people in a particular historical period, or sports figures in the sports section). Therefore, we changed our arrangement so that all non-fiction sits in direct call number order, with biographies marked by a special spine label. When you walk along the shelves, you can browse the biographies tagged with the special label. As always, our staff is available to assist you in finding any type of book you need.

Little Walnut

January 16 2013:

Be able to make reservation to use computer from home by adding a make reservation online. This would eliminate hanging around.

Also to print

Thank you very much for taking the time to fill out one of our customer comment cards at the Little Walnut Creek Branch Library. I will forward your suggestion to improve the computer sign-up system by allowing reservations from a home computer to our information technology staff. I know that our computer technical group is working on specifications for a next generation sign-up system for the library but I'm not sure if that is one of the options they are considering. We are aware that the current system is cumbersome. I hope that the rest of your experience using the library has been successful.

January 30, 2013:

Clean off keyboards that the patrons use. They are just filthy and nasty.

We spray the keyboards with a cleaning spray twice a week.

However we will check with the Library Information Services to find out if there is a better way to approach this task.

January 31, 2013:

Find someone who care about the computer system. Poor people depend on the library computers as a way of communicating. Show the staff how to deal with computer glitches instead of looking confused and unconcerned.

I'm sorry that you have had problems with the computers and that your perception was that our staff is unconcerned. Although the computer registration and printing system is complex, our staff has been trained on the system and information technology staff is available by telephone if branch staff does not know how to resolve a problem. We will certainly try to do a better job for you in the future.

Manchaca

January 28, 2013:

I would like this branch to sponsor with the Victory Tutorial Program, so I can volunteer closer to my home.

I spoke with our Victory Tutorial Program Supervisor, Corinna Noriega, to learn whether this is an AISD or library issue, and to make sure what issues were involved. I emailed Mr. Ansari, explaining, as I learned, that it is a budget issue—there must be a Program Specialist at each Branch offering the Victory Tutorial

Program. It is entirely grant-funded, and the grant funding has recently been cut. Some Branches even lost existing programs. Also, the program must be offered where the academic need is greatest, which is determined by AISD and by requests from families for tutoring for their children. Any decision to offer the program in a new location would have to be made jointly by AISD and the Library. And currently there is no funding to expand the program.

Milwood

January 23, 2013:

Just wanted to say my children and I frequent this branch and the staff is always pleasant, kind and helpful! Thank you for your great service!!

Thank you so much for your comment card from 01/23/2013. I am very happy to hear that your experiences at Milwood have been so positive. My staff will be thrilled to receive such praise. We strive to provide that kind of great service for all of our customers and it is always nice to hear that we have succeeded.

January 28, 2013:

I reserve 15 books/week. My last name is "smith." It is very hard to tell which books are mine when the tag just says "SMIT."

Thank you for your comment dated 01/28/2013. I am sorry to hear that the change in the way we process our holds has created difficulty for you. We have also included the last four digits of your library card number on the hold slips along with the first four letters of your name, which should help you to more easily determine which of those labeled "SMIT" are actually yours. Please feel free to contact me for further assistance.

North Village

January 2013:

Keep Aubrey!! Aubrey was so sweet and helpful! Great with people! Great job, Aubrey! Thank you!

January 4, 2013:

Computer use – 2 hr. work/study required for long application does not allow video tutorials, and is counterproductive

Please let us know before you begin work if you will be working on a lengthy application that may take longer than the usual time period for a computer reservation to complete. We will do our best to accommodate this special need or refer you to one of our libraries with a computer lab that may better meet your requirements.

January 18, 2013:

I wish there was an option on the self-check to choose not to get a printout with due date, because it uses too much paper and I get notified via email.

At this time, our self-check workstations do not offer this option. We hope to be able to offer this alternative in the future.

January 20, 2013:

We come to toddler storytime with Marion and she is wonderful! So engaging for kids and parents alike.

January 22, 2013: Spanish Storytime was excellent! Thank you for having this. We like all Spanish.

January 23, 2013: We attended the childrens storytime at 3:30 and it was great. Stories read related to project and project was great for all age children.

You kid events with Marion are great. My kid looks forward to them. Your different weekly/monthly themes keep them interesting.

Old Quarry

January 2013: I was asked to remove my hat for security purposes, which is fine, but while a woman next to me remained in full Burkha. The policy is discriminatory, blatantly(sp) either the rule is enforced equitably, regardless of religious tradition, or it should be abandoned!

Thank you for your feedback. I am sorry that you felt mistreated at the library. This rule does not apply to materials worn as part of a medical condition, such as a face mask, or for religious reasons.

Terrazas

January 2013: Buy more Naruto's books

I spoke to comment card writer when he was next in the Library. Also forwarded suggestion to Michelle Beebower in ACCS.

January 14, 2013: I would like to have shooting and violent video prohibited at Library. Seems like mission impossible; however we once had pornography in every corner (and in libraries) and thank to people that thought it was improper, it was prohibited. What kind of mind is it that goes to a library to practice the sport of killing? A: It has to be a sick mind; why do you promote it?

I spoke to comment card writer on a subsequent visit. At first I thought he was talking about DVDs, but he means the violent video games that people play on the public internet stations. I offered him information about our policies, but he was not interested in seeing that information.

January 18, 2013: You guys do a great job; activities for the children. Keep up the good work.

The customer had brought two boys to the Legos program. I thanked the customer and shared the comment with Stephanie Appell, Teen Librarian at Terrazas Branch.

Twin Oaks

January 2013: I am concerned by need to remove and carry my Stetson straw hat while trying to find reading material.

This is a policy the Library has implemented for the safety and security of everyone in the building. We're sorry for the inconvenience it causes you but we feel it's an important policy to enforce. Thank you for taking the time to give us your perspective.

Wii games

Thank you for the comment card you submitted to the Twin Oaks Library regarding Wii games. I've consulted with one of our collection development managers about purchasing games for the library system and learned that there are multiple issues involved.

- *Price – Electronic games are expensive and we would need to purchase them in multiple platforms, requiring multiple copies of the same game.*
- *Durability – Games don't tend to last very long with multiple users, who may or may not pay special attention to their care.*
- *Longevity – Games become obsolete quickly.*
While we're not buying games for the library collection right now, there might be downloadable games offered by publishers in the future. This would be more practical for us to consider, so we will be looking down the road for that format to add games to our collection.

Windsor

January 11, 2013:

Conseguir El Exito no es casualidad de Tommy Newberry.
I will forward your suggestion to our centralized selector in charge of Spanish language materials. Thanks.

January 11, 2013:

Couldn't be better!
Thanks for your support and positivity.

January 22, 2013:

More magazines and a subscription to the New York Times. Mr. Harris and his staff are so helpful. They create a nice, relaxed atmosphere here.
Our magazine subscriptions were cut a few years ago and we have not yet been able to recover from those cuts, but I will forward your comments to the Library's centralized selector in charge of periodicals. Thanks for the shout-out – the Windsor Park staff is very helpful and professional and they do make our Branch feel more relaxed.