

## APL Customer Comments for February 2013

### ACLS

February 2013:

#### Hat Policy

I find being asked to remove my hat an unwarranted intrusion on my personal liberty.

No hats? Really? Get a grip. My bank used to have the same policy, but they never enforced it, and the last time I checked you're no bank.

*I'm sorry you feel that way. I agree with you that it is unfortunate that we now have customers who have ill intent when coming in to use our services and that we have had to take action as a preventive security measure. We have numerous individuals responsible for serious policy violations that have taken place and caused injury to staff, both library and customer property stolen, vehicles broken into and the list goes on. The cameras and change in policies have allowed Security to identify some of the individuals. Those caught are turned over to the Austin Police Department for prosecution. Please feel free to contact Library security managers, St. John Requejo at [St.John.Requejo@austintexas.gov](mailto:St.John.Requejo@austintexas.gov) or Marti Cascio at [marti.cascio@austintexas.gov](mailto:marti.cascio@austintexas.gov), with any concerns regarding this matter.*

Get a computer system that is service oriented. It makes the library look stupid and foolish when the computer says you cannot renew a book because there is a hold on that copy when the computer also says at the same time there are 13 copies available in the system. Thank you for your question. Your ability to renew will be blocked if ANY of the following situations exist:

- There are overdue items listed on your account that have "Estimated fines" of \$10.01 or more.
- There are unpaid fines of \$10.01 or more listed on your account.
- Another customer has placed a hold on the title.
- You have already renewed the item twice.
- Your Library card has expired (occurs annually).

Your security looks unprofessional & dangerous.

*No contact information. Comment has been given to St. John Requejo and Marti Cascio, Security.*

Collect Films that matter. We have junk, melodrama, TV puke for the mind. Using Security is precarious.

*No contact information or specific title objected to. Comment has been given to Collection Division.*

Just keep doing what you are doing. I've been coming here for the past 28 years and I love this library. Great views, great books

and great people.

*Thank you so much for your wonderful comment and for supporting the Austin Public Library for the past 28 years. I hope you'll keep visiting the library for at least another 28 years and APL will keep doing what it's been doing and more.*

Get more Dilbert and Popeye comics.

*This comment has been sent on to the collection selectors in ACCS.*

We need more books on gay romance and gay romance manga.

Also, if there is section for gay literature, I could not find it. Thus, you need one or more visibility. More books.

*This comment has been sent on to Collection & Cataloging – ACCS.*

### **Cepeda**

February 7, 2013:

No, need computers for job hunters and applicants.

Get computers for job hunters and applicants.

*I called customer and told him about Carver and the Dewitty Center down the street that are specially for job help. I explained he could use the machines for 2 hours but not longer than that.*

### **Little Walnut**

February 7, 2013:

Make e-books more readily available, shorter rental period, more books to rent – I read a novel easily in one night, 3 is not enough.

The people are friendly at this location

*Thank you for your comment about the Library's e-books. We hope to continue to add more titles and to make the process as easy as possible. I'm glad that you enjoy this Library service. I will send your suggestions on to the Library division that maintains this service.*

### **Manchaca**

February 2013:

My 8 year old was very upset there were no computers for his age group. The kids' room computers he said were for babies—and he is right they are too young. The computer in the wait area [Pharos 15-minute express stations, which we have set up for kids under 10 years of age accompanied by an adult] are too high up and close too to many adults for us to feel comfortable.

*We are aware that the express stations we make available to this in-between age group are not very attractive, principally because two out of three are at adult stand-up height. We do have one express Pharos station that is seated, and we have seen kids use this computer successfully. It would be good if we could provide another work station at regular table level for this age group. We could ask ALIS to swap the table on which we have the printer and reservation station over to the express stations, which would make the stand-up location just for printing and reserving a computer, leaving all three Express Stations seated. Jessica also mentioned that this patron complained about the situation to Jessica when Jessica was working at ACE, and Jessica did inform her that if she wanted a personal*

*answer, she would have to provide contact information (which she has not done to date). Jessica, Patti and I will discuss other options for this age group very soon.*

#### **North Village**

February 19, 2013:

Get books all year around

February 22, 2013:

The online hold system is great! So easy to use Would like to receive info about events via email

*Customer's email was added to the email database.*

Problems with computer. Maybe you could install improved software? These computers are awful. In terms of the time allotted, having to log-in/log-out, etc. Has someone hacked into my email acct? Am I being monitored by homeland security, nsa, etc?! ? Why does my email acct. shut down from time to time?! Will I be designated as an "enemy combatant" and targeted for a drone strike for merely going to a 'right wing' website?!

February 26, 2013:

Continuar ofreciendo estos programas en espanol. Muchas gracias. Si pudieran ofrecer los para ninos en matematicas para ninos en primaria.

Es perfecto! (in reference to Spanish storytime)

#### **St. John**

February 21, 2013:

The staff is amazingly helpful! They are awesome! They have always helped with everything I've ever needed. This staff is amazing. They are super great. 5 gold stars!

#### **Terrazas**

February 4, 2013:

Noisy vacuuming all around the Library. Patrons are confronted by a security guard for even a slight audible noise from headphones. (I'm not an offender myself.) I prefer the quiet a library is supposed to offer. Back in December, I left because a choir came in and started singing.

*Submitted anonymously. Spoke to Security Officer Jose Rivera that day. He thought he knew of the incident the comment card referred to. Jose said that he had asked another customer to turn down the music he was listening to because the sound was loud enough to disturb other customers.*

February 7, 2013:

Book of List – San Antonio Bus. Journal (2012-2013)  
*Available on paper at Central Library and is also in one of the databases available from APL.*

#### **Twin Oaks**

February 2013:

I really miss on the new computer interface the time countdown that used to be available on the bottom right corner of the screen

telling you exactly how much time you have left on your hour. Can you bring that back?

*I called the customer and explained that the countdown clock is still there and how she can access it.*

Please cut off the “No sunglass or hat rule” for those over 70 years as well as those under 10.

*Unable to reach customer.*