

APL Customer Comments for March 2013

ACLS

March 2013:

Thank you for all the be-u-t-ful new books! Someone is doing a wonderful job choosing them. Love all the great Fiction and nonfiction!!!

Thank you for your wonderful comment.

Get Samsara in BlueRay Thank You!

Thank you for taking the time to suggest that APL purchase the film, Samsara, in Blu-ray format. The North Village Library owns a standard DVD of Samsara. I have sent your suggestion on the Library's film selector in the Collection and Cataloging Division. The decision to purchase an item is based on the Library's selection criteria, current budget constraints, and the item's availability. If you have other titles to suggest, there is a suggestion form on the front page of the Austin Public Library website, <http://library.austintexas.gov>. It's at the top of the front page under the Catalog tab, and it's the last item listed, Suggest a Title. This form goes directly to the Collection and Cataloging Division. Thank you for your feedback.

More foreign language audio-cd e.g. Pimsleur Language, etc. Thank you for taking the time to make a purchase suggestion. Customer suggestions help us build a quality library collection. Please let me know if you have any future suggestions for the collection.

This reduction in hours is ridiculous for the Central Library of a cosmopolitan City not to open until lunch time is really, really unfortunate.

Thank you for your concern and it is unfortunate that the library does not open earlier. In FY12 the Library Budget was cut an amount of money equivalent to 8 operating hours. The 11-8 p.m.–Monday - Thursday schedule was chosen instead of cutting the Central Library an entire day. The cut went into effect on October 3, 2011. In previous budget years the Austin History Center and all branch library hours were reduced with branches being cut either Thursday or Friday. The FY 12 Budget reduced Central's hours of operation from 66 per week to 58 per week. When the economic situation improves sufficiently, and the library is able to restore staffing, we will restore the hours.

This "no hats" business is demeaning and silly. I imagine it has something to do with public safety, but its reason is not clear, and frankly it's insulting.

Thank you for your comments, and I completely agree with you that it is unfortunate that we now have customers who have ill intent when coming to use our services and that we have had to take

action as a preventive/security measure. Unfortunately, public libraries all across the country have had to implement security policies of this nature. Serious incidents have taken place and caused injury to staff, both library and customer property stolen, vehicles broken into and the list goes on. The individuals responsible for serious policy violations who were caught and evicted were returning in disguise by wearing caps, hats, sunglasses and hoodies and were going unnoticed, only to repeat their violations. As a result the security cameras and change in policies has allowed Security to identify some of the individuals through the use of the cameras and staff identification. Those caught are turned over to the Austin Police Department for prosecution. I am sorry it seems demeaning and silly, but we ask all people entering the library to remove their hats, sunglasses and hoodies in an effort to deter crime and ensure customer safety.

Bring Back vinyl records, or let me know where they go, Please! Thanks was stunned to find the vinyl selection gone. Coming to the library once a week to hunt for old blues and jazz records was one of the defining moments of my move to Austin. I loved being taken back to a world before digital media with true authentic and original sounds. It's so sad to lose such a gem, especially from a place known for preserving the past. My experience at the library was enjoyable because of the friendliness of the staff and the great books and DVD's.

Thank you for taking the time to get in touch with the Austin Public Library. The decision to remove the vinyl recording collection at the Faulk Central Library was not made in haste. Many factors were considered such as circulation, age of the collection, space requirements, budget and availability of replacements in new formats. We do not support old formats that have been replaced by newer ones, VHS by DVD and audiocassette by CD, for instance.

I reviewed the circulation statistics for vinyl and the circulation for the collection is slight: 577 checkouts in 2011 and 590 in 2012. The ones that circulated most were popular, jazz and country and these items can be replaced by newer formats. In addition we have received feedback that customers often don't realize they were reserving vinyl and meant to reserve a CD.

Since the removal of vinyl at the Faulk Central Library, we have had few comments even with SXSW in town last week. We need the space for new CD's now and have expanded CD's into the area where the vinyl collection was housed. We will be offering MP3's from a service called Freegal in the very near future. Library users will have a weekly download limit and will be able to keep track of their downloads in the upper right corner of the site. Every song has a sample clip you can listen to before you download. The downloads on this site are all in the MP3 format with no DRM. This service will

work with any MP3 player, including iPod, and can be loaded into iTunes. It works on both PCs and Macs.

Keeping Austin's creative music history in mind, the music archivist at the Austin History Center went through the collection and chose items that related to Austin and to Austin recording artists or composers. These items will be kept and preserved at the AHC so that future generations will have access to it.

If there are particular titles or artists you would like to see in the CD or MP3 collection, please let me know and I will make sure that the recordings selector in the Cataloging and Collection Division gets the information. We have also partnered with the Austin Music Office and put up a new web page for Local Austin Music

The vinyl records will be sent to Recycled Reads in the near future. It is located at 5335 Burnet Road Austin, TX 78756 (512) 323-5123. Again, thank you for your comment.

*Maybe sell book bags for \$1-\$5. I know I would buy them if I needed one. (or plastic reusable bags.)
Thank you for your suggestion. Austin Public Library is currently providing reusable bags from Austin Resource Recovery. These are given to customers upon request or if weather conditions require a bag to protect library materials. We hope to be able to provide reusable bags on an ongoing basis and also encourage customers to bring their own bags. I will send your suggestion to sell book bags to the Library's Office of Programs and Partnerships that is in charge of marketing.*

Not so Loud. I haven't been in for a while so there hasn't been a contribution in a while, but you are doing good with the Library. Thanks a bunch. 2nd time, - because the Library wasn't used in so long, I mean It wasn't documented in so long. I mean feedback.

Carver

Cepeda

March 7, 2013:

*Just an idea: Maybe APL can have a scavenger hunt that involves all APL. This will help Austinites become more familiar with the other libraries in Austin and it would be lots of fun. And to allow everyone time it might last 1 week or 1 month.
I will share the suggestion with the chairs of the adult programming committee.*

March 16, 2013

Would like the movie "Quest for Fire" re-released 2003 directed by Jean-Jaques Annaud. Please order "The Bible" DVD from 1966 directed by John Huston

I will forward this information to the DVD selector Diana Miranda-Murillo.

March 18, 2013

Being Human Season 1 u need to order the U.S. Version DVD. U have the UK version of Being Human Season 1.
I will forward this information DVD selector Diana Miranda-Murillo.

Howson

March 2013:

Love the expanded selection of books in Spanish. Staff always helpful. Children's section inviting, wide variety.
I am pleased that you find our collections good. We are a small branch but we do try to provide a good selection.

Little Walnut

March 14, 2013:

More, kinder, patient librarians. Help with personal computer/library."?: "adult community programs (aft/eves), meditation at LWC (Little Walnut Creek) aft/eves. Water Program videos online, Spanish as 2nd language classes, "thank you for participating with and providing filtering through CIPA" (Child Internet Protection Act) Thank you for many & all services currently provided. The library is and always will be a much needed and appreciated asset.

This was anonymous, at Little Walnut Creek we have a lot of ESL and basic computer instruction classes for adults but haven't had the meeting room to do other adult programs due to the Victory program taking up the meeting room all four evenings until this school semester. If the Victory program stays at two days per week we will try to offer more programs but it will also be an opportunity for more community group bookings. I wouldn't be surprised if this person has a professional library background because not that many people know what CIPA is.

The librarian was extremely helpful & friendly & most of all informative. Continue here & train & re-train employees to be the same way.

(A second comment card was filled out by the same customer regarding her experience at Central which was sent to Central.) Thank you for taking the time to fill out comment cards in March at the Little Walnut Creek Branch Library and thank you for the compliment to staff which I have conveyed to them (the one in particular who helped you). I'm sorry about your experience with regard to the penalty on not picking up holds. Employees at every location are supposed to remind customers of that penalty whenever they place holds for them. It is also on the "Circulation Policies" bookmark that is given to all new cardholders. However, I will convey that comment card to the manager at our Central Library. I hope that your future use of the Austin Public Library resources and services will be without problems but please don't

hesitate to call us if you ever have a question about policies or services. Thanks again.

Manchaca

March 27, 2013:

Adding authors name to checkout ticket. If more than 1 author put multiple authors.

I wrote a reply (snail mail) to customer who is 86, does not have email, and has hearing issues (thus, not a phone call). I mentioned that she is right, we do not keep a record of what a person has checked out unless a late or damage fine was incurred. I told her that I liked her idea, and that I would pass it along to the people who tweak our software and govern our procedures. Many customers ask us for a list of WHAT they've read, but this is the first time someone has implied that they want to know WHO WROTE what they've JUST read. I think that reflects the customer's situation—which would be why having the title doesn't tell her where to go to look for more of the same (and she does not use the catalog, so it would require enlisting help from staff to find out an author's name). I'll send this along to the folks at ACSD as well as ALIS, just in case it really is easy and possible to do, and easy to fit on the receipt .

North Village

March 27, 2013:

Restrict access to pornography on all library computers –or-post a sign indicating that people on these computers may be looking at porn so parents/public can be more watchful/wary in the future. *Thank you for letting us know that you were able to see what was being viewed on North Village's unfiltered computer. I contacted our technical support office to report the situation, and they came to the branch to lower the position of the recessed monitor on the unfiltered station and to check that all screening filters were properly placed. We will monitor the area where the computer is located more frequently, and if the visibility issue persists, we will look for an alternative placement for the unfiltered station.*

Pleasant Hill

March 7, 2013:

I took out an ILL book @ APL along with several other books. Thinking that I would be able to renew all the books, I chose to wait to read the ILL book. Imagine my surprise when I discovered I could not renew. I was not aware of this policy. I could not find it anywhere on the website nor was I informed @ check out. Please consider highlighting this info on the web site. *Hi, thanks for the idea. When I spoke to you later, you said that the clerk working at the desk had shown you how to find that information, as did I during my phone call. I have passed your suggestion along to the appropriate APL staff members and have*

also suggested that circulation staff make sure ILL customers know that there are no renewals on that type of material. Thanks again for the good idea.

March 26, 2013

Give printed receipts of returned items so patrons can more efficiently monitor their outstanding account.

This request has been made several times since the APL system began giving check-out receipts. Unfortunately, the answer we have always received from our programmers is that our software system can't be reprogrammed to provide that service. There are a couple of other ways you can keep track of what you have returned. The first is to take your returns to the circulation desk and ask the staff to check in your books and media items while you wait. Then they can look at your record and make sure that everything you brought back was properly checked in. Be sure to bring your photo identification or library card with you so they can verify your record.

The second way is to monitor your account online from your laptop or PC. After allowing a few hours to ensure that your items have been processed during the week, you should be able to check your account and see that your items are no longer on your record. On weekends, wait for a few hours after the start of the next business day before you check to give staff time to process all the items received over the weekend. If an item you are sure was returned is still on your account, please contact the branch.

Ruiz

March, 2013:

Good Information. Good communication. Good resources.

Experience was not enjoyable due to Overdue book notices. I assumed that my renewal request was accepted via ipad. I get a notice 2 weeks later that it is still overdue. I have an open [word unreadable] that library is not helping me with. I do not check my account if I assume all is in order. Please change.

Experience was marked not enjoyable: Was ask to remove military cap. Proud to have serviced. Allow military peasons to display there pride by not asking to remove covers.

CRAFT NIGHT COMMENTS March 11, 2013

Loved it! Had a Headache from work came to craft night and it's gone! Thanks! ☐

Keep up the good work ☐

Everything was great! It was fun and educational!

Been wanting to try making these (seed bombs) – so easy – now I know plus got lots of spring garden books for my storytimes at work.

Keep it on! It was fun!

Perhaps have the craft night travel to other locations. Also the teen craft night too. North locations.
Great time at craft night for adults.

Really enjoyed tonight's craft!

Spicewood Springs

March, 2013:

Everyone was extremely helpful. Much appreciated!
Melissa was friendly, helpful and very patient.
Tom was very helpful with genealogy.
Nice environment, kind people, good community! Thank you!
Thank you all for the positive feedback. I'll make sure to share this with the library staff.

March 20, 2013:

Bathroom toilet paper is too thin and roll is too hard to work or get more than 1 inch of paper.
*I'll need to forward your concern to the custodial department.
Thanks for letting me know.*

Terrazas

Twin Oaks

March 2013:

Why do I have to come in person to renew my card? Can this just be done electronically?

By asking customers to return every year to re-verify their identity and address, we are performing due diligence to limit liability and protect against possible identity theft. There are some customers that lose their library cards and don't report it, or even know their cards are lost.

Give the option for Done -- email receipt.

Thank you for your suggestion. By printing the receipt when you pay a fine or check out materials, we are verifying that the information really was provided to you. Unfortunately, our current software doesn't allow us to easily email receipts so, for the present, it's not an option. We will continue to take your suggestion into consideration for future software upgrades.

Will you please order this book: "How Literature Saved My Life" by David Shields.

The book is currently on order.

Windsor

March 8 2013:

We arrived late for the puppet show and we were treated very rudely at the door for arriving late. Quite remarkable for a children's performance. We love our Windsor Park library and we come very

regularly and we have difficulty making storytime due to naps and we were excited that we were able to come today.

I regret that you felt rudely treated at storytime, and apologize for your experience. We want the library to be a welcoming place for customers, and we want storytimes to be a welcoming environment for young people.

One necessary part of making sure the storytime itself is conducive for children and parents is to control the amount of entry and exit during the performance. In most cases, due to staffing, the room must be managed by only one staff member (the librarian doing the performance). It can be difficult to deliver the storytime and to communicate effectively when entry and exit happens. Lately, the door being open for longer periods has caused disruptions, and the librarian was seeking to make sure you could be in and seated so the storytime could continue.

The librarian expressed regret that her communication was terse, and is going to seek ways to communicate the storytime's needs more effectively when the need arises. We value your support and attendance of library programs, and hope that you have more positive experiences in the future. Thanks for your understanding as we try to balance the need for managing performances with the need to make sure all customers are treated with respect and graciousness.

March 18, 2013:

The new home page is NOT user friendly! I hate the new home page – the letters are too small and too dim. I'll start having to bring a magnifying glass!

I'm sorry that you are not happy with our redesigned home page. I will forward your comments to the library's Information Systems division.