

APL Customer Comments for May 2013

ACLS

May 2013:

Called early evening, Eastern Standard time telephone reference, your library. I asked the male employee the corporate address of Food Lion Grocery. He gave me the wrong address. I told him. He yelled the answer and kept repeating same answer. I hung up the telephone line. Call from North Carolina. *Staff gave the customer the corporate address and could barely hear the person.*

What a fantastic collection of new books!! Kudos to the book choosers!!!
No name, address or telephone number attached. We like to hear this type of compliment and will share the comment with the Cataloging and Collection staff.

Closed 20 minutes after I got here, other branches closed on Fridays. Better computers, more R.A.M. Computer took ten minutes to boot, then browser crashes for another ten. Instead of building a d new \$120 million dollar library; just open the ones we already have on Fridays and evenings.
I have given the comment to the Information Technology Division concerning the computer issues. I'm sorry for the customer's frustration about the computers and hours. When the economy improves, the hours will most likely be reinstated.

Keep up the good work.
Thanks for your comment. We appreciate your taking the time to let us know and enjoy assisting you.

You are doing more than great, everything. Any help I need – staff help me.
Thanks for your kind words. We appreciate your taking the time to let us know and enjoy assisting you.

I was unable to access my online college on the study computers as it was listed "sports" ?? www.freebiblecollege.us
I am not certain what the problem was or what the customer was trying to access. My advice would be to check with the reference staff on the second floor when you have a computer problem. No contact information given.

Cepeda

May 11, 2013:

Buy the movie Parker.
I will forward the information to Diana Miranda who buys DVD's.

May 15, 2013:

Great library staff friendly and helpful. I expected more from Pirate Pete Performance (Children really enjoyed it though) I prefer Literature Live.

Continue Live Theater! Great at capturing young children's attention.

Nice staff great show.

Pirate Pete was great. The kids really enjoyed it.

Howson

May 2013:

Great books!

We are glad you like our books.

Treat children as adults. If they ask for something, give it to them. Don't make them settle for a kid's book. (signed "A Kid")

APL books, both youth and adult, are available to customers of all ages. If you ask for help from our staff and they notice you are a young person, they will probably look for age-appropriate material and guide you to the youth books. If you are not satisfied, tell them you want adult material. Library staff do not act 'in loco parentis' -- only parents can limit the books they want their children to view. Our staff will try to provide anything a customer of any age requests.

North Village

May 10, 2013:

Movies are all arranged alphabetically – makes it nearly impossible to quickly find certain types of movies quickly or efficiently – especially since you have to flip through 5 or 6 movies in each little stack to see titles – in one little stack you have all genres, foreign, Western, Classics, newer comedy, adventure, dramas, academy awards. Can we not make sensible movie filing categories – similar to how video stores would do?

Called the customer and explained that our DVD movies are broadly classified as "FEATURE" as a means to browse movies easily and that the movie cataloging is provided by the company that supplies dvds to the library. I mentioned that there is a way to customize a movie search in the catalog, and that I would be happy to show him how to do that the next time he visits the library. Most North Village patrons enjoy the dvd browsing section and are pleasantly surprised to find titles they weren't familiar with.

I also referred his suggestion to Yolanda McKnight of the acquisitions and cataloging department.

Old Quarry

May 2013:

"You are so sharp!!" This was addressed to Shane Wolfe, who had solved a problem for her.

Hello. I am writing from The Evergreen State College and wanted to thank you some splendid assistance I received from the librarian who answered the phone this morning at your Old Quarry location. She was insightful, helpful, and very courteous with the questions about the Northwest Hills neighborhood and venues for an upcoming event we are planning. Kudos, Kudos

Pleasant Hill

May 16, 2013:

I like this library, (it's) more roomy and quiet and in a nice area. – Katrina Barnett

Thank you very much for your kind words about the Pleasant Hill Branch Library. We appreciate your comments.

Ruiz

May 5, 2013: Todo esta muy bien gracias por acordarse de Nuestro Mexicooo Viva Mexicooo. Gracias. Yo pueda alludar a bailables cuntos y unos adornos y estoy disponible Para Ice fiestras publicas

It was enjoyable

Everything fine.

May 16, 2013: All children should be protected from trash on all computer (put on filters)

May 13, 2013:

Adult Craft Night

This was a really fun, creative way to spend a Monday night!

Have craft night for Adults more often. This was Great!

Had a great time!

Love craft night! So easy and fun.

Loved craft night!

I loved the craft night! It was fun and I have never sewn before. I look forward to next month's class.

I had fun tonight and made new friends.

We had a great time. The staff was really great helping, very friendly and helpful

Southeast

May 2013: Overdrive: make it easier to browse books on mobile devise. i.e. I don't want to see children's books
I spoke with the customer and shared my own experience regarding Overdrive and explained to her that changes were occurring pretty often but that there were still some things to be perfected. I also showed her how to narrow the search using the delimiters.

Spicewood Springs

May 15, 2013: Tom was great. He helped renew my library card quickly and also found a hold book that wasn't on the holds shelf.
I'm happy to hear it. Thanks for letting me know.

May 27, 2013: Ask a company or individual to donate book bags. Then have a contest whereby artists would create a design. The winner gets to have his/her design on the bag and the library could sell them for a minimal amount.

*That's an interesting idea. I'll be sure to share it with our marketing folks.
Thanks!*

Twin Oaks

May 2013:

I don't understand why I have to bring a piece of mail to prove my address every time I renew my card.

By asking customers to 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.

Mirrors placed for parents to view children within the (children's) room. Ex. A parent may have two children, one on the computer or table games and another needing to be in the toddler board books area.

Thank you for your suggestion. I have forwarded it to our Facilities Services division to discuss the possibility of adding mirrors in the children's room.

Sherri and other staff (Patricia and Susie) were very patient, professional, and caring while working with loud children in the library. I appreciate the difficult task of making our library fun and safe for everyone. The staff at Twin Oaks consistently does this.

Thank you very much for your kind words. I will pass them on to the staff members you named.

Please purchase *Your Soul's Gift: the Healing Power of the Life You Planned Before You Were Born* by Robert Schwartz.

Thank you for suggesting we add this title to our collection. I have added it to our list of items to purchase for the Twin Oaks branch.

There are no waste receptacles in the ladies restroom stalls. Due to this, ladies have nothing in which to dispose of tampons, sanitary napkins, etc. I found a bloody sanitary napkin in the wheelchair stall today as well as a conglomerate of toilet paper.

Thank you for this suggestion. I have requested that small receptacles be purchased for each stall in the women's restroom.

Great job and service. Staff helpful.

Thank you for taking the time to let us know of your positive experience at the library. I will pass it on to the staff.

Windsor

May 22 2013:

I would love to be able to check out magazines.

For a while, we were circulating back issues of our magazines, but we no longer do that. We made a system-wide decision to stop that practice a few years ago, because the Library decided that it was important to have the periodicals available for our customers to use in house. However, I will forward your suggestion to our Administrative Offices.