

APL Customer Comments for June 2013

ACLS

June 2013:

The entire APL system is outstanding and the main library is even better. Please tell everyone involved with the library thank you for me and how very much their efforts are appreciated. The staff's willingness to go above and beyond the call of duty is amazing. For instance, several months ago, I lost a small notebook that had all sorts of really important information in it and had given it up as gone forever when I got a call from a fellow (John?) there at the main library. The person who found my notebook wanted to return it but had been unable to locate me. My library card was in the notebook, so she called the library who called me and told me where I could go pick up my notebook. My heartfelt thanks to the person who found my notebook and to the librarian who took the time and trouble to call me. I know I count on the library for all sorts of things, but I never expected thoughtfulness to that degree. Again, thank you!

"If you do not have adequate funding to operate the library system, then the City Council should shut down the library system. The computers are *inadequate* the computers need to be fixed and upgraded. PERIOD!" I expect to be contacted and an explanation given for the "very poor service."
I sent the comment to the Library Help Desk in the Information Technology Division. I'm sorry for the customer's frustration about the computers. Customer was called to get more information about the problem/s he encountered.

"There is a rectangle that won't go away if I log on early. That same error is on all the computers. HELP!"
This is a bug in the Pharos software. It was a bug in version 5 of the software and is still a bug in version 8 of the software. This does not happen every time someone logs in early. Usually the window has an X in the corner to close it, but sometimes it does not and the only way to close it is to log out. Customer was notified of the response.

As a bus commuter who can't necessarily add an errand with zero notice, I would love it if I were notified a few days in advance when I will not be able to renew a book. I order books online. I am very grateful for this service. I wish that the e-notices would include the pickup date. I also wish that the pickup/countdown would start the next day since notices go out at night." This was an anonymous comment:

Response by Customer Service:

The pickup date does start the next day and the notices do include the last pick up date. Email customers get another notice if the hold isn't picked up in five days.

As far as notifying customers if items are renewable, it would be impossible for us to know those details since customers place holds 24/7 and constantly changing item statuses.

"Something is happening with the flash player or graphics card. Basically Facebook games will load Chefville ect but you cannot play them. On my own computer using your wi/fi they work. Thank you."

Comment sent to the Library Help Desk for investigation.

" I went straight to the desk to get help in locating this book, and they just sent me to the 3rd floor with very little direction. Annoying! My library at Milwood they would have actually shown me where the book was. It took me 15 mins. to locate the book and there was no one available on the 3rd floor to help me at all. Very disappointed in the main library."

First of all, I'm very sorry you had a disappointing experience at Central and thank you for letting me know about the problems you had.

Unlike branch staff, the Central Circulation staff can't leave the desk to go to another floor. However, they can provide you with a map of the floors, circle the area where the book would be shelved, point out the new books area on the 2nd floor, and indicate where book carts and presorting area is on the 3rd floor map.

We sometimes have a staff member at the information desk on the first floor to help orient customers to the right area or look things up. Plus, our 2nd floor reference desk is always staffed, and they could direct you to an item on the 1st – 3rd floors.

We also have staff who spend part of their time on the 3rd floor helping customers, and we generally have staff shelving on the 3rd floor who can help you locate items.

I am glad you found the book you wanted, and I'll pass along the compliment to Milwood. We will also make sure to point out the elevator as well as the stairs in the future.

Well 1st why do we have to pay to park in library parking lot that is absurd! My taxes pay for this library and I voted yes to the new one. I certainly hope there is free parking at the new library.

Thank you for your feedback, and I'm sorry you have to pay to park at the library. The only free metered parking downtown is on Sundays, after 6 p.m. Monday – Wednesday, and the following City holidays: New Year's Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. All metered parking is managed by the City of Austin Parking Enterprise Division.

In 2011 the Austin City Council extended the hours in which parking charges apply for downtown meters and implemented charges for Saturday hours. "That means that downtown parking meters run between 8 a.m. and 6 p.m. from Monday through Wednesday, Thursday & Friday 8 a.m. to 12 Midnight, Saturday 11 a.m. to 12 Midnight. Downtown is the area bordered by Lamar Boulevard to Interstate 35 and 10th Street and Lady Bird Lake.

The www.AustinParking.org website explains that for every \$1 spent, \$0.40 goes toward downtown improvement projects including sidewalk improvements, street reconstruction, and other transportation initiatives. To help ensure safety of citizens in the evening, a portion of remaining funds will pay for parking enforcement officers who will provide enhanced security in coordination with the Austin Police Department.

There is no word yet if the parking at the New Central Library will be free, but parking will also be managed by the City of Austin Parking Enterprise Division

" biblio_site_feature_suggestion - In the holds section of the website, it is sometimes difficult to know where your hold really is during the in transit status of your hold request. I would use the following to show where the hold is:

- 1. Awaiting transit to pickup library - denotes that a librarian has pulled it off the shelf and it has been processed and awaiting pickup*
- 2. In Transit - it is on the truck and coming to the library right now*
- 3. Awaiting shelving - it is at the pickup library and awaiting processing into that libraries system and shelving.*

This way instead of just in transit, we can have a clue about where the hold is and when it is supposed to arrive. It will also allow you to keep a better track of your inventory.

Thank you for your feedback. The current "in transit" status requires staff to scan each item twice: once when it is found on the shelf to trigger the hold and once when it arrives at the pick-up location to mark it available. If we were to add any intermediary status indicators, each item would have to be manually scanned that many more times: on the truck, when it arrives at the pick-up location, and again when it was placed on the shelf as available. Each scan would take quite a bit more staff time and increase delivery time.

We do understand that it the "in transit" status is not quite a descriptive as it could be, but we are happy to research an item's status if you'd like give us a call at 512-974-7400 or through the Ask a Library form. Because there may be a little lag time between when the item is received and when it appears on the hold shelf, we do advise customers to wait for the email notification that an item is ready rather than relying on the "available" status in the MyAPL screen. This way you can be sure it will be on the hold shelf rather than awaiting shelving. Please let us know if you have any questions.

Carver

June 26, 2013:

Please provide brief description of the non-profit group meetings listed on your bulletin board. The titles of the groups do not inform us of what they are about. I need enough of a description to decide whether or not to go to the various meetings.

I received your recent comment card expressing interest in the business conducted at the group meetings in the Carver Library. We put out a weekly schedule to assist those attending the various meetings to find the correct room for their group. While we do not have specific information on all the community and neighborhood organizations that use our branch, we'd be happy to share our contact information with you if you are interested in a particular group. Finally, all meetings are open to the public, and you're welcome to visit with them in person as well. Thank you.

North Village

June 3, 2013: Had to return to car for ID. Update scanners to recognize key tag image on I-phone app or allow typing in number without another form of ID. You don't ask for ID when I have my actual library card, so this
Thank you for your suggestion. I will inform the head of the department that makes enhancements to our circulation system.

June 3, 2013: Please offer classes for patrons on Overdrive.
*Thank you for your suggestion. I will inform the librarian who oversees Overdrive. For now, common Overdrive questions are answered on the library's web site under "Ask a Librarian"-
<http://austin.tx.libanswers.com/browse.php?tid=12948>
In addition, the Overdrive site has a fairly comprehensive help page that includes video tutorials, see
<http://help.overdrive.com/?Sup=http://austinlibrary.lib.overdrive.com/Support.htm>*

Ruiz

June 2013: We went to the singer event for kids – it was great! Thanks!

Lego Lab

I showed up early for the Lego Lab and the librarian graciously brought them out a little early.

Legomaniacs is awesome. I loved Everything.

I loved this!

Teen Free Play

I know a lot of people that like video game

Bring the games more

June 2013: **Adult Craft Night**

Great class

Polls for what projects to do in the future? This was my first time here and it was excellent. I love it!

All was fun

I had a great time!

Very friendly people willing to help. Nothing could be better.

You all are amazing! I love craft day! Please do it more than once a month!

Great community outreach. Great way to spend the evening with a friend.

Spicewood Springs

June 15, 2013: The book I sought was hard to find... but Tom was TENACIOUS – he found it. Great Service! Clayton saw I was struggling to find a book and offered to help. This allowed me to feel more comfortable approaching him on a later date when I needed to find another book. Well done! Patrick was wonderful! He went out of his way to help me find suitable books for my teenager. A+ service! *Wow! Thanks to all of you for sharing these stories with me. Summer is our busy time and it's wonderful to hear that the Spicewood Springs staff has been able to make your visits to the library a positive experience.*

June 12, 2013: A recommended feature for the website: Add a bookmarklet that a user can click on when they are on Amazon to take them directly to the library site directly to the book they were looking for in Amazon. *Thanks for your suggestion! I'm going to send it to one of our Information Systems professionals, who will consider if this is something our library system can do at this time.*

Terrazas

June 17, 2013: Can y'all buy more Walter Dean Myers books. *Passed suggestion onto ACCS and e-mailed customer on 6/19/13.*

June 28, 2013: YOUR BUILDING IS WIRED BADLY. Harming [best guess] us (me) is BAD. *Submitted anonymously, by a woman who seems very anxious about passing through the 3M security gates.*

Twin Oaks

June 2013: I like the no hat-sunglasses rule. I think it dignifies any library with respect and a sort of reverence. *Thank you for your support. We appreciate your taking the time to share your thoughts on library policies.*

Windsor

June 5 2013: Groups of young people in the parking lot using foul language as the paid security guard sat on nearby bench talking on her cell phone. Paid employees should be paying attention to their job – not taking care of personal business. I see this behavior too many times when I visit the library. *The Security Officer in our parking lot is a contract worker employed by a private security firm. The Library made a contract with Allied Barton after a series of vehicle burglaries and break-ins in our parking lot. The officer's responsibility is to prevent break-ins and vandalism in the parking lot, but his responsibility is not to monitor the behavior of people in the parking lot. However, the officer should be alert and aware of activities in the parking lot and the officer should not be attending to personal business while on patrol. I will forward your comments on to our Administrative Offices.*

June 28, 2013:

Stop putting bar code labels over text. There are those of us who like to read the text, but you make it impossible.

The placement of barcodes and labels on Austin Public Library materials is standardized so that our items can be checked out using self-check stations. At present, we do not have self-check machines at Windsor Park Branch, but our items are often requested by customers at branch libraries that do have self-check stations. I understand your frustration about the labels covering some text, and I will forward your comments to our Administrative Offices.