

## APL Customer Comments for July 2013

### ACLS

July 2013:

I am worried/scared about a crime. Your TA's are awesome. Worried about – drugs, alcohol, weapons, “animal haters” – biased homework patrol. I want my MacDonald's back. I would like to eat at Wendy's. The food truck lines are frustrating.

Vending machine took my money and I was not able to get refund. That sucks. *The Faulk Central Library no longer offers refunds or replacement snacks out of the vending machines on the 1<sup>st</sup> floor. A sign has been placed on all the machines giving the vend customer a phone number for service. The sign reads:*

I returned a DVD “Digestive Health Naturally” because it would not play on my DVD. I asked the woman on the 2<sup>nd</sup> floor if “they” could solve the problem. One thing I notice is that it is not silver backing but purple...this has happened to be before...the lady remembered me going through the same thing before... purple disk that would not play on my DVD player...this and others that will not play are health related therapy...not just entertainment. Solving the problem would help others...In the past the DVD's would not play on library computer's either...why not make a copy that would work on the DVD player that I and others have. There were no major scratches. Some DVD's have a zone format which I learned about on the internet...The box listed nothing that explained. The librarian on the 1<sup>st</sup> floor was very helpful and said she would check into it with the tech people. The 2<sup>nd</sup> floor person was able to run it on that computer and said the tech people only work on library things. Why not solve this for those who can't run some of the DVD's? I would like to view this DVD and would appreciate very much if you email me with a solution. A computer that can change format on a new copy should do it. Purchase of the same DVD new probably has the same problem for some DVD Players. Thank you for so many good services. I use the library often and many years.

*Staff emailed customer and explained that this type of DVD is not going to work with his machine and there is no workaround for this. He may view it on the library computers. The DVD is an infomercial and has been withdrawn. APL will purchase a DVD on health that is not a sales pitch for a nutritional supplement.*

One of your employees was extremely rude and unhelpful to us (my 2 kids and I). Make your parking lot signs less confusing. You have several spots marked with red signs that say “reserved permit only – tow away.” And just to the right of those spaces is another sign that says “Pay to Park” with an arrow to the left which is pointing at the spots with the red “permit only” signs. One of your employees encountered us in the parking lot. She chastised us very rudely for parking “in (her) spot” and told us we were making her late for work! I then asked for help finding an appropriate (Pay to Park) spot and she rolled her eyes & was (again) rude. This was really unnecessary!!

*I am very sorry that staff was rude to you. Parking is scarce downtown and even more so around the library due to the current street construction.*

*I have one of the “reserved” spaces and often find someone parked in the space. The spaces are reserved for staff who regularly come and go during their shift.*

*For example, they may be youth librarians going out to a branch for storytime, or computer staff headed out to fix or install equipment or staff headed to another City Department or City Hall. They may come and go several times during the day. When another car is parked in my space, I note the make, model, license and color and take that information to Security who tries to locate the customer. If the customer can't be located after numerous announcements over the PA system, the car will be towed.*

*In the near future, the Facility Services Division plans to paint instructions on the pavement of each reserved spot. It's already painted on the curb, but people don't see it because a concrete safety barrier is in front of the curb to keep cars from running over the sidewalk. I'm sorry it is so confusing. We'll keep improving on the situation. Again, I apologize that someone was rude to you. The parking options include parking on Guadalupe Street, West 8th and West 9<sup>th</sup> and other surrounding streets. There is a **Travis County Garage** (512) 480-8580 Guadalupe and West 8th streets. Fee: \$1.50 for 20 minutes \$11 maximum per day (visitors' parking only).*

Buy more copies of "the Red Book"  
No name and no author. I can't tell what book the person is referring to.

Get more recent books newer titles. When people turn in overdue books take off ¼ of the amount due. PS I know this is not up to you.  
*This anonymous comment was turned in at the Faulk Central Library. Almost \$2 million has been spent on new titles in the past 2 years.  
I wish this person had left a name and number because I would like to know what titles he/she would like to see. Perhaps he is referring to eBooks or he hasn't made it to the 2<sup>nd</sup> floor of the library where the new materials are or he is trying to find books that have large numbers of holds on them.*

**Carver**

July 25, 2013:

**Bad Film Festival**

Give Bill a raise.

The Bad Film Series compiled and presented by Mr. Bill Donaldson (Librarian) is absolutely delightful! Awesome!

Very much enjoyed Bad Film Festival

Should have movies every week during the year.

Show more bad movies.

This was a great experience! Please keep them coming.

Doing a great job – good programming of Bad Films. Do it again.

Love the movie series!

More movie presentations.

**Milwood**

July 11, 2013:

Please don't lock the drive-by drop box during library hours, what if the post office made you park and com inside just to drop off a letter? You would find that inconvenient, right? I am disabled and your policy causes me difficulty. *I received your comment card from July 11, 2013. I am sorry to hear that the drive-up book drop hours are not convenient for you. In the past, when that book drop was kept open during library hours, there were numerous complaints about the noise it created inside the library (it actually opens into the quiet reading area of the branch) therefore it was decided to keep it closed during business hours. We do have a second outside book drop in the front of the building, which is open all hours. It cannot be driven up to, but it is very close to the disabled parking spaces at the branch. There is also a drive-up book drop at our sister branch, Spicewood Springs, which is open all hours.*

**Old Quarry**

July 5, 2013:

I visit Old Quarry about 2 times weekly. 98% of the time the staff is behind the front desk checking out patron's books. Their interaction with patrons is very limited and associated with check-out. At times I don't even get a smile from some staff members during check-out. Is this location understaffed? The staff should get out from behind the desk and interact with patrons more. If staffing is at max, then install a self-checkout at Old Quarry! *I am sorry you have had negative experiences at Old Quarry! We will be talking about more providing more friendly service at our next staff meeting. We are, due to budgetary constraints, tightly staffed at Old Quarry, but try to offer the best customer service possible.*

July 10, 2013:

Good Morning, We have sold our house on Pebble Path and are now living in Belfast, ME. The Austin Library has been a very important part of our lives for all 24 years we lived in Austin, starting with a paid membership when we first lived 'out of town' on City Park Road.

We cannot say enough good things about our librarians at the Old Quarry branch. They were unfailingly helpful, thoughtful and fun. They saw our daughter, Mary through 12 years of school reading programs and assignments, ordered whatever peculiar books we wanted to read before we committed to buying them, appreciated our continuous buying of the books for sale, and made sure we had tidy piles of old magazines to rummage through on the Magazine Exchange table in the back.

Thank you for your exemplary service. We are those odd Americans who see paying taxes as a privilege, and never more so than for libraries open to all of us citizens.

*Thank you so much for your kind comments! We sure appreciate it when an entire family loves our library, and will miss you!*

Dear Librarians, Thank you for the Summer Reading Program. I had fun reading books to fill up my list. Thank you for the new book, too. It was fun picking it out by myself. I like the stickers, and reading about (sticker of Curious George affixed here), and the (sticker of a truck affixed here).

A regular customer, came to me to thank me for ordering the new, updated globe of the earth.

*Thank you for noticing the new globe! We appreciate having you for a regular customer.*

**Ruiz**

July 8, 2013:

**Adult Craft Night**

Had a great time at adult craft night. So glad I joined in and that all supplies were offered for free!

More funding, bigger space. Really enjoyed the class great advertising. Fantastic craft night.

Keep up the adult arts and crafts. Upcycle class was great!

We love these types of classes! Thank you Monica Jones. More funding please please please!

More funding

More funding Everything was awesome!

July 24, 2013:

“literature Live” (How the king’s Daughter lost her hair) was fantastic!! Funny, entertaining, great puppets and really did make the story come alive! My little one loved it, too. Thank you!!

July 25, 2013:

Todo esta muy bien me gusta

Doing fine to me. Nice setup events for kids

I like the teen center.

Children always enjoy being here for activities

Muy entretenida la pelicula. Asi esta bien. Gracias

Very Slow Internet

Improve bandwidth for faster internet and decrease cost of colored prints.

Library is nicely decorated and clean. Also staff is awesome.

**Twin Oaks**

July 2013:

Have more than 1 catalog where people can sit. We oldsters often can’t stand for very long.

*Thank you for the suggestion. We will explore possible locations to place another catalog.*

PLEASE replace middle DVD machine. It never works.

*Thank you for your comment. It's very timely as we are currently collecting statistics on how often the self-check DVD unlockers require staff intervention. Your input will be taken into account.*

The lower shelves are about 3 inches off the floor. I'm 85. I can't get on my knees. Lower shelves should be about 2 feet off the floor.

*Thank you for your suggestion – I can certainly relate to it. If only we had more shelving! We continuously weed the collection in an attempt to keep it small enough to fit on the higher shelves but, inevitably, we are forced to use the bottom shelf. Currently the bottom shelf isn't being used in the large type section and in most of the mystery section. Since we're forced to use bottom shelves in most of the collection, please let us know if we can help you reach something and we will be most happy to do so.*

### **Spicewood Springs**

July 2013:

Since the book club title was not posted yet, Tom checked his computer, walked to the back of the office, and then checked the shelf for the title. Tom is a gem! Give him two raises!

Great service by Melissa and she walked out and helped me find all my books.

*Thank you for taking the time to let me know about your experience at the Spicewood Springs library. It is our goal to provide great service, and I look forward to sharing your comments with Tom and Melissa.*

### **Windsor**

July 5 2013:

We could use some more handicapped parking spaces at the Branch. Two is not enough.

*I contacted our Facilities Services Project Manager and asked if we had enough handicapped parking at Windsor Park Branch and he said "The number of disabled parking spaces provided at AWP meets all applicable building codes and should be adequate". I will forward your comment on to him and to our Administrative Offices.*