

Austin Public Library Customer Comments for April 2014

JHF Central

April, 2014:

Hire more people like Blair. Reference desk 2nd floor, very, very helpful
Thank you for your wonderful comment, and I couldn't agree more.

You should have at least 2 15 minute parking spots!! Also, At least 2-3 15 min.
ONLY parking! Thanks. Please consider.

Thank you for your suggestion/s. At Faulk Central Library it is not feasible to offer a 15 minute parking space. With the new Wooldridge Bus Stops taking 4 spaces on Guadalupe, and the Great Streets project tying up all parking on 8th street around the library, our parking is severely limited. I do wish we had a way to provide a space for people to temporarily park to turn in books or pick up holds. However, there would be no way to limit the parking time to 15 minutes unless we had a security guard posted in the lot during all open hours. Ticketing is not done by the Library Department, and someone could theoretically park in a 15 minute spot for hours until parking control made rounds. This is something the Library Department can take under advisement for the New Central Library. Thank you again for your suggestion.

You may want to clean all keyboards and mouses. Especially number 7 and chair.
I come to the library a lot. Please keep clean.

Thank you for the heads up about the #7 chair. Custodial has removed the chair for cleaning. The library provides handiwipes so that every customer may wipe down the keyboard and mouse before they use it as a safety precaution.

Why is the sign at the Convict Hill Rd. entrance to the Hampton Branch at Oak Hill not illuminated at night?

After troubleshooting this reported problem, Library Facilities Services' Electrician II discovered that the below ground wiring for the light fixtures illuminating the monument sign at the Will Hampton Branch Library at Oak Hill had deteriorated over time and shorted out. New wiring has been pulled and the light fixtures are now working fine. We thank the citizen for bringing this matter to our attention so that it could be repaired.

I couldn't do my job without AustinPublicLib and its online databases. Can't remember worklife before the Internet.

Thank you very much for the feedback. We enjoy serving the citizens of Austin. Our databases are phenomenal, and I'm glad we are able to help you with your job.

Add the Adobe Creative Cloud to the cpu's.

Thanks for the suggestion. I checked with our IT department, and it's not in their plans at this time. I was told that Adobe products are not licensed on a device; it

*has to be tied to a specific user. I also chatted with Adobe, and they told me it is not an online software. It is locally installed on **your computer** and each user needs his own Cloud license to use the software. Please send me more detail on your request, and I will send it to IT.*

Carver

April, 2014:

Lance Gentles helped me today. Great help. Wonderful guy. Makes the Library a nice place.

Your business computer office job search is great. Lance was a great help

Cepeda

April 5, 2014:

Girl Scout Tour

Everything was excellent

GOOD ADVERTISING. GREAT JOB!

More Saturday Classes. Jean helped the girls earn their patch. Front Staff was a great help!!!

Thank you for the kudos, I will send a copy to Paola and Jean.

The library is beautiful. The staff is very welcoming and friendly. It's my first time here.

Hampton @ Oak Hill

April, 2014:

Put computer catalogues in view of children's reading tables so moms can keep eye on little ones.

Thank you for your suggestion about moving computers within the AOK children's area. However, after considering the availability of electrical and data connections, as well as the need to provide adequate open space in that area, we determined that we could not place computers in that area.

I love librarys [sic] & storytimes. I would love it if the session breaks rotated the times/locations rather than all libraries having no storytime all at the same time. I realize there are exceptions to this but we parents need storytime! And are willing to drive to different locations for storytime.

Forwarded comment to David Spradling, ACYS.

They're always, always Nice! Matt, Melissa, Susan, Meski, Gayathri – all were very professional when I entered the branch. God bless you all.

Thank you for the compliment.

Howson

April, 2014:

I was walking by one of the bookshelves when I noticed a rather inappropriate book. The thing is, it was displayed so everyone could see it. I would prefer if you placed it somewhere less obvious.

Thank you for sharing your concern. Since the public library does not practice censorship, it is always possible that any one of our books might end up displayed somewhere, either by staff or casually by another customer. We, of course, do not display adult books in the youth-area. I do not know whether it was the cover, title or subject matter which you found inappropriate, but you can always talk to me, the manager. I can give you a 'reconsideration' form; this is for the public to tell us about a title they find inappropriate for the library.

Please get the third book of Gustav Gloom and the four terrors. Thanks. Please get Gustavo Gloom fourth book its called Gustavo Gloom and the cryptic carousel. Please get it. Thanks. More childrens history books, I have finished all of them. Can you start a minecraft club. Please get yu-gi-oh zexal book five volume eight. And like the Hillsdale library they rent out yu-gi-oh cards and video games. You might-wanna-try.

I will pass these requests on to our Youth Librarian, Emma.

Little Walnut

April, 2014:

Clean the carpet! Make the libraries equally nice.

Note: Customer submitted this comment card after speaking with Amanda Williams, Branch Manager, about the issue. Amanda explained that the branch had actually submitted a work request to Custodial before the customer complained. The Regional Branch Operations Manager is coordinating with Custodial to have the cleaning done on a closed day.

The internet said they had the audiobook I was looking for and it couldn't be found. Joseph was very helpful in looking and helped call another branch to hold and make sure it was there.

Thanks for the kinds words about our staff member Joseph – we will make sure to let him know!

Milwood

April, 2014:

The computer desk set up is excellent. Arrangement on large round table provides space for materials and privacy.

I am very happy to hear that the computer desk set up is working so well for you. It is always great to hear when we did something to make someone happy.

Please add more Vietnamese Children books. Milwood is in a Vietnamese community and even Summit Elementary School teaches Vietnamese.

Thank you for your comment card. I will pass on your request to the youth librarian and the youth collection selectors who purchase books for the Milwood Branch.

Allow patrons to return book at the drive-thru book drop during the day!!! There appears to be ample room for a bin in the (roughly 6x8) closet into which the drive-thru books drop and this courtesy would save patrons the inconvenience of 1) finding a parking place and 2) getting out of their car and walking (in the rain, heat or cold) to the equivalent book-drop at the front of the building.

Thank you for your comment. You make some very good points about the benefits of keeping the drive-thru book drop open while we are open. However, we stopped keeping the back book drop open because of the noise it creates in the quiet area inside the Library. When we did keep the back drop open we received numerous complaints about noise inside the library, therefore we only keep it open during closed hours. Another option might be to turn items in, in the drive-thru at the nearby Spicewood Springs Branch.

North Village

April, 2014:

Someone on the Crestview listserv had mentioned the beautiful flowering vines on the fence behind the building. I decided to come see them and they are lovely! And they do a good job of shielding the library from the business next door in a way that adds beauty. Thank you for giving people and bees these pretty flowers!!

Pleasant Hill

April 14, 2014:

The computer service is terribly slow. I spent 2/3 of my time waiting while the blue circle spun or otherwise waiting for a page to fill. Come on, you can upgrade this.

Thank you for your comment. Austin Public Library has a limited amount of bandwidth which is shared by every public computer in the library system. This effectively slows response time depending on how many people are trying to use the same bandwidth simultaneously. In addition, any web page you try to contact is on its own server. Response time from the web page depends on how much demand there is for their web site at any given time. APL's Information Technology folks are working to improve response time from our end, but there is no schedule for when the situation will improve.

Ruiz

April, 2014:

Sí, es divertido para mis hijos. **Translation:** Yes, it is fun for my children.

Actividades como de ciencia, arte, pintura. **Translation:** Activities for science, art, painting.

Lo de las películas y Legos me parecen muy bien. **Translation:** The movies and Legos programs I think are very good.

My niece enjoyed taking a break from her homework. Thank you so much. I could tell she had fun.

Raquel es una excelente bibliotecaria y muy amable y servicial. Translation: Raquel is an excellent librarian, very friendly and service oriented.

Adult Craft Night

Keep up the great work! Adult craft night was lots of fun. It's my favorite library event. Wish there were more at the other locations too (Manchaca).

More crafting events for adults during the month because I enjoyed my experience this evening. Such a great time making my embroidered piece! Jennifer and Monica you were both great hosts.

More notifications at doors of library or posted in the neighborhood about adult craft nights and other events. Craft nights are awesome here! Should be bi-monthly if possible.

Terrazas

April 2014:

I had to stop working on my resume due to 2 hour limit. I am unemployed and desperately trying to find a job. I have used my two hours and no one is here and I am unable to continue working. This is most frustrating!!! I also was told that if I would have asked before my hour was up my session could be extended. I didn't even know there was a two hour daily limit. This library is in walking distance from my house. I am trying to conserve gas – I can't afford to run around to a "job center" library. If needed - I would give up computer – but there are computers sitting idle!!! Please. Staff here is great!!! And helpful – thank you – great customer service lessens the administration of ridiculous rules!! Thank you!!

Ms. Bell - Thank you for your suggestion about our public use computers. As you probably heard from our staff, only the Job Center at Carver is set up to allow customers longer than two hours on public computers. That being said, I definitely understand your concerns about time limits and computer use, and I will pass these on to APL Administration and our IT group so that they are aware. Thanks again for your suggestion, and thanks for the kinds words about ATB staff.

No Urdu language books at any library. More books in Urdu. None at Terrazas, little Walnut, or Central. No Urdu books anywhere in Austin. Why?

Thank you for your suggestion about increasing the amount of Urdu books at the APL. We do have some books and DVDs in Urdu, although the collection is small and located in several different locations. Please ask a Library staff member to assist you in locating and requesting these materials.

Windsor

April 11, 2014:

Thank you Mr. Gabriel! We had so much fun at storytime! We were happily surprised to find a new librarian here who understands kids' need to move, laugh and interact with the storyteller.

Youth Services Librarian Gabriel Ransenberg does a great job with storytime – it's fun for us to hear the peals of laughter coming from the storytime room when Mr. Gabriel is conducting storytime. Thanks for the feedback and thanks for using our library.

April 22, 2014:

I love the way this branch is organized. It's so easy to find new books and your inventory seems larger and more diverse than other branch libraries.

Thanks for your comments. Keeping our branch neat and well organized is one of our highest priorities at Windsor Park Branch. And, we are well aware of our diverse clientele and we make concerted efforts to have a collection worthy of our customers.