

## APL Customer Comments for September 2014

### John H Faulk

September, 2014:

AP US History has been redesigned. You may want to invest in the new prep guide to better serve the community.

*Thank you for the feedback. APL circulates a copy of AP US History 2014 housed at the Faulk Central Library. The copy is currently checked out, but you can place a hold on the item. APL also provides online access to a variety of test preparation guides, including AP exams, to APL card holders.*

I know the security guards are poorly trained, but with so many of them there shouldn't be a cloud of cigarette smoke constantly near the doors.

*Thank you for your concern about the presence of cigarette smoke near the entrance doors. Smoking on city property is not allowed according to City of Austin ordinance No. 050303-05. Faulk Central Library is a large public building and presents a large area for security staff to patrol. Please feel empowered to alert staff anytime you observe a policy violation.*

It would be wonderful to be able to put 10 books on hold. Please!!! Amy Lane's "Little Goddess" series and Connie Suttle.

*I'm glad that you are utilizing the hold service. It is a popular service that APL is happy to provide. Faulk Central Library currently processes approximately 600 holds a day. Library branches also process a large volume of holds. The 5 hold limit allows APL to get holds to customers in a timely manner. Also, thank you for the book suggestions. I will pass your suggestions on to the collection development staff. You can also suggest titles at the Suggest a Title link. Finally, APL currently has titles that fall under the same genre as the books you suggested. I was able to find similar titles in the catalog using the subject terms "Paranormal romance fiction" and "vampires fiction."*

There is a book/graphic novel (The Dreaming Collection) placed in the young adult section, should be moved to Adult Section ASAP. Shows and describes violent gory deaths in section teens and other immature minds frequent.

*The customer was phoned and thanked for the feedback. A copy of APL's Material Selection policy and a Request for Reconsideration form was left for her at the circulation desk. APL provides a reconsideration process for instances when a customer expresses concern about an item in the collection. She will be able to initiate the reconsideration process by filling out the Request for Reconsideration form and turning it in at any library location.*

### Austin History Center

September 11, 2014:

Newspaper (Pro Quest) database will be very helpful for my research

September 20, 2014:

Staff looked up article in Trial American Statesman (Pro Quest) Data Base – found what I wanted & printed it for me.

It is a little difficult navigating through the microfilm. Pro Quest would have been amazing. Austin Statesman – Pro Quest Database would be a tremendous help in historical research.

### **Carver**

September, 2014: Great service in the job center and at the front! Lance was a great help. I will return.

### **Cepeda**

September 15, 2014: Nice Library.  
*Thank you.*

September 20, 2014: This library always has a pleasant atmosphere. The staff are very helpful.  
*I called him to thank him for his comments.*

### **Hampton @ Oak Hill**

September 8, 2014: More adult events.  
*Thank you for submitting a comment card on September 8. I gather you would like us to have more events for adults at this location. We would, too. This month we are beginning two new monthly programs: Tech Toy Time and Write Club. Tech Toy Time occurs on the second Friday of each month from 2 to 3:30 p.m., offering an opportunity to receive assistance downloading e-books and other Library content onto mobile devices. Write Club takes place on the fourth Saturday of each month from 2 to 3 p.m., starting on September 27, offering adults an opportunity to improve their creative writing skills. We also host Conversation Café (<http://library.austintexas.gov/event/conversation-caf%C3%A9-22687>) and Steeped In Books, a book discussion group, that meets on Tuesdays from 2 to 3:30 p.m. I would be happy to hear any ideas you have for other programs.*

September 27, 2014: Write Club Meeting  
A longer time span – perhaps 2 hours

Longer class, more meetings.

More frequent writers group meetings! 2 hours each week!

A longer time would be very helpful.

Write Club for more time than 1 hr. More often too!

Write Club Meetings – It would be great if we could meet every 2 weeks for 2 hrs. Instead of once a month.

This sounds like what I need to prompt my recording of family stories. Thank you.

Matthew is a great facilitator.

Matthew is an excellent leader and facilitator – to the point, interesting and encouraging.

More frequent meetings would also be helpful.

*Thanks for the feedback. For Write Club sessions remaining in 2014, we will increase the session length to 90 minutes. Due to Matthew's other job duties and demand for the Meeting Room, we plan to stick with the same frequency of meetings at the Library. However, that does not prevent interested participants from getting together outside the Library.*

### Howson

September, 2014:

Jeff and Nancy were VERY helpful in getting an article printed that was very challenging to print. Thank you.

*So glad our staff was able to help you. I will convey your thanks to them.*

It's so cool. Chibi drawing class

Fun drawing class! Thank you! Please do more of these.

*I will let Miss Emma know*

Better publicity – I just happened to find it (Saturday drawing class) in the Austin American Statesman Super! Really enjoyed it. Didn't come expecting to participate, just to watch my granddaughter.

*I will certainly pass along your comment to Miss Emma and the Youth Services staff.*

I think you should get The Willoughbys and The Unwanteds.

*The library system does have some of these. Please ask the desk staff and we will help you get them.*

### Little Walnut

September, 2014:

Can I suggest a book, *Seductions Exposed*, by Dr. Gary Greenwald.

*Thank you for taking time to submit a comment card at the Little Walnut Creek Branch Library. I have looked on Amazon.com and found some information about the book, *Seductions Exposed* by Gary Greenwald. You can go to the Austin Public Library's catalog called "bibliocommons" and suggest a title. First go to [www.austintexas.gov/library](http://www.austintexas.gov/library) and then select the catalog. Next scroll all the way to the bottom of the page. You should see "suggest a purchase" and just click on that. Now you should be able to recommend the title you want.*

*Another option is to use our Interlibrary Loan services. This service will borrow books for customers that are not owned by the Austin Public Library. Again you would go to the main Austin Public Library Website, scroll down to the bottom and select Interlibrary Loan.*

*Hope this helps. If you need assistance doing either of the above suggestions, feel free to come any Austin Public Library for assistance.*

### **Manchaca**

September 4, 2014:

#### Adult Craft Night

You guys did great!

*Thanked patron for attending and for the nice compliment. Encouraged patron to attend next craft night & informed him that we will have more supplies.*

I had a delightful time at Craft Night. It was a pleasure to meet my neighbors. I look forward to using my tote next time I visit the library.

*I thanked her for attending and encouraged her to continue to attend the monthly program. She was one of the most creative attendants!*

Make Adult Craft night a monthly event.

*Thanked patron for attending, informed her craft night is every 1st Wednesday of the month. Encouraged her to join us for next craft night and to please pass the word to any interested crafters. Also, mentioned that we will have more supplies for the second program.*

More craft supplies—there weren't enough; keep it up!

More supplies for crafts! So popular! Ya!

Have more craft nights! Stephanie and Claudia were wonderful!

I enjoyed craft night. It was great to make something and meet new ppl. And spend time in my library.

Great experience & helpful staff.

Great first craft night! Keep the ideas coming.

Next time, maybe they can quickly explain how the craft was completed so the written instructions will make more sense. The ladies were helpful and enthusiastic and we all had a great time. Thank you so much for adult craft night! Can't wait until the next one.

*Thank you so much for attending Adult Craft Night this month and filling out a comment card. We are preparing for next month's craft of fabric coasters. We should have lots more supplies and we look forward to seeing you! If you enjoy craft night at the library you can keep up with us on Pinterest here. The Faulk*

*Central branch will also host craft night the last Monday of every month. Their first craft is cross stitching and it will be starting Monday September 29th.*

Came to adult craft night—what a great idea and community resource. It looks like this will be very popular, so more supplies will be very helpful. This was the first craft night I attended and it was so much fun. People were very friendly and helpful. Looking forward to more crafting.

More adult crafting. It was super enjoyable! Totally loved it. Hope to see many, many more. More crafting – for adults.

Attended craft class—staff very helpful & friendly.

Have classes bi-monthly classes; Great staff.

September 6, 2014: Attended classical guitar concert. This was a great initiative by the library. It provided an opportunity for exposure of classical guitar to perhaps new folks. I think the library should look for more opportunities like this.  
*Thank you so much for coming to our classical guitar program and especially for taking the time to fill out a comment card. Everyone really seemed to enjoy Mr. Nigro's music and knowing that you did makes it easier for us to provide more programs like this one.*

The guitar concert was wonderful—except for the rude mother who allowed her children to disrupt the program.  
*I apologized and explained that it is a public program and all were welcome as long as they follow library policy. Other customers commented afterward that they liked the fact that children were there and being exposed to classical guitar music and didn't mind the occasional disruption.*

### **North Village**

September 2, 2014: The policy of not allowing a renewal of materials that others have a hold on is a punishment for those taking your time & enjoying literature. One renewal max would be an effective policy that would ensure every patron gets to enjoy their material without the threat of late fines.  
*Thank you for your feedback, which I'll share with our Circulation Review Committee. We do give preference to the customer who comes in for the material for the first-time check out.*

September 20, 2014: APLs web page said to try NEW catalog site – so I clicked on it: 1st try – froze my computer screen, 2nd try – froze screen, 3rd try – knocked me off my internet connection.  
*I'm sorry to hear about your problems accessing our new catalog. Please call me if this occurs again, and I'll see if our Information Systems Division can assist us.*

### Old Quarry

September, 2014:

Story time for toddlers – we had fun

*So glad you had fun! This is what we aim for – educational and fun.*

Excellent Service by dedicated employees. Always helpful and very gracious to library visitors.

*Thank you for your warm praise! We work hard to provide the best customer service we can, and look forward to seeing you in the Library!*

Have additional computers, rolling tables to use in the small meeting room for 1) classes for adults, 2) more online access. Be English only in publications-is very appreciated by English learners.

*Thank you for your comment! We would like to have additional computers, and rolling tables, but we do have budgetary constraints, also staffing issues that would preclude having computer classes. We work to maintain a library that is good for as many as possible, so we do have English materials that our world language speakers can also access. Also, we have collections of world language materials that they can use.*

### Ruiz

September 10, 2014:

APL code stickers that cover up critic blurbs on the back cover could be put over the publisher's bar code instead.

*Thank you for your suggestion. Many of the books we purchase from our vendors for our collection arrive ready to be placed on the shelf. Any labeling which needs to be applied is typically done by a machine. Judgments as to whether or not specific text or parts of an image will be covered up by the placement of a label are not possible. While I agree that this is not an ideal outcome, the savings realized by this process being automated rather than done by hand allows the library to purchase even more resources for its collection. Please do not hesitate to contact me if I may be of further service.*

September 11, 2014:

Todo está bien.

*¡Gracias*

Allow kids to vote in the Lego contests. Other than that the contest was fun!

*Thank you for your suggestion. I will be certain to pass this along to the Youth Librarian for future consideration. Please do not hesitate to contact me if I may be of further service.*

September 20, 2014:

It was great. Always have great experiences. Very patient!

*Thank you for the feedback. It is greatly appreciated! Please do not hesitate to contact me if I may be of further service.*

September 24, 2014:

The bathroom is in disarray and its like that most times when I come. Stalls w/o toilet paper – not cool! The staff is always warm, friendly, and helpful.

*I am sorry about the condition you are finding the bathroom in. We have a very dedicated janitorial staff that work very hard to ensure that all of the bathroom*

*facilities in our 22 branches are clean and orderly. However, we do not have enough staff to attend to each restroom more than once a day. Stop by the circulation desk and ask library staff to restock any supplies or materials. Janitorial staff can also be called in cases of emergency. Please do not hesitate to contact me if I may be of further service.*

It was too loud! Please find a way to keep visitors from distracting those who are here for a purpose! The people working here are awesome! Visitors get too loud - on the phone, talking to each other across the room, kids running without any supervision! The environment is not what it used to be – a place for study and work!

*While we try to maintain an atmosphere of relative quiet, please understand that the contemporary library is becoming more of a collaborative space in which individuals and families can come together and discover, discuss, and pursue areas of interest and participate in programs in ways that may not make absolute quiet possible. However, if there is ever a time in which you feel that the library is exceptionally loud, please feel free to come to the service desk so that staff can take steps to minimize the disruption. Please do not hesitate to contact me if I may be of further service.*

When you submit a title for purchase, there should be an option to have it held in your name when it arrives. That way someone else doesn't get it when you're the one who submitted it and waited for it.

*Thank you for your suggestion. There are many unpredictable variables concerning the acquisition of new library materials. Staff cannot say with any certainty when a specific item will arrive from a vendor. Cataloging workflows also add to the time it takes for resources to become available for checkout. The daily workload is such that the library does not have the staffing capacity to devote time to checking the availability of each item that has been requested by a customer. Nonetheless, I will forward your suggestion to the Acquisitions Department. Perhaps there is some way this can be automated. Please do not hesitate to contact me if I may be of further service.*

September 25, 2014: This place has a security staff who does not have the qualifications to work in an educational setting. It is not a jail and security staff treats people as inmate. She would not disclose her badge number – said her name was Evelyn Haywood. Security staff patrols inside is a nuisance – need to move them outside. Please remove this person. Only people with proper manners should be allowed to work in the library. If law enforcement is an issue they can be assigned outside – inside is not a place for this kind of rude behavior.

*I am truly sorry that you had such a negative experience with one of our security guards. I will forward your concerns to the supervisor of the security staff. In the future however, if you feel you are being treated unfairly by the security staff, please let me know immediately so that any issues can be quickly resolved and any mistreatment documented. Do not hesitate to contact me if I may be of further service.*

Ridiculously LOUD. Librarians don't do anything about it!

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### **Southeast**

September 16, 2014: It would be better if we would offer a computer class.  
*This is something that we are looking into.*

September 22, 2014: Everyone here is very nice thank you for your service.  
*We thanked her for coming in the library.*

### **Spicewood Springs**

September 5, 2014: Recently heard that library holds chess sessions on Saturdays. How about bridge?  
*Thanks for the suggestion. Our chess club has been extremely successful, due entirely to a group of devoted volunteers who donate their time to the program every Saturday. We haven't had any volunteers express interest in organizing a bridge program, but we would certainly consider offering this program if there is enough interest from volunteers.*

September 17, 2014: Object to the low 5 hold limit. Maybe 5 per week but 5 total is too low for an active reader, especially when materials back log.  
*The library's hold system has been wildly popular! So popular, in fact, that in 2010 the hold limit was reduced from 10 to 5 so that we could better manage the process. Although we aren't currently able to handle the extra workload that would come with increasing the hold limit, we know that expanding this service is definitely on our customers' wish list. Thank you for being such an active library user!*

### **St. John**

September 27, 2014: Very helpful and knowledgeable.

### **Windsor**

September 2, 2014: This is a terrific library. The employees are courteous and helpful.  
*Thank you for your comments. I think that we have a terrific library as well and I think that our customers are great!*

September 4, 2014: Lots of books to choose from!



*Yes, we have lots of books. And we have DVDs, audio books, music on CD, youth books and media and the wide array of electronic books and audio.*

- September 5, 2014: Mr. Gabriel is great! 😊  
*Youth Services Librarian Gabriel Ransenberg is great and we are lucky to have him at our Branch. He is energetic, smart and fun!*
- September 16, 2014: Windsor Park Branch has a wonderful selection of unabridged audio books.  
*Thanks for the input – I will forward your comments to our media selector.*
- September 26, 2014: Hip Hop CD section needed.  
*Are you aware that we have a CD section for “Rap and Hip Hop”? If you are suggesting that we separate Hip Hop from Rap, I will forward your suggestion to our cataloging division.*