

APL Customer Comments for December 2014

John Henry Faulk Central

December, 2014:

APL has graphic novel series Wondering Son only volumes 1-5. It goes up to 17, could you order rest of series.

Thank you for your graphic novel suggestion. I will pass it along to the collection development staff. You can also suggest titles directly to the collection development staff [online](#).

Just fine. Muy bien.

We are glad to hear that you are satisfied with your APL experience.

Go Joanne. Just keep "Philips" here. They're always nice. No negative comments. Happy New Year God bless!

Thank you for your kind comments. I will pass your comments on to Joanne, Philip, and Philip's supervisors.

Computer #15

The visit was okay, but the keyboard, as usual, was gross! The tray was filled with hair like a barber shop beneath the keyboard. Also, the computers don't permit transfer or renaming of MP3 files-not downloading, but transfer... Health safety concern: Keyboard germs! Please periodically clean keyboard beneath the keys where hair and trash accumulates. Note: I always wipe the mouse, keyboard, and workspace with disinfectant wipes then flip the keyboard over to shake out the hair and trash, but that's not enough to clean the keyboard. Please clean quarterly to reduce germs or every 6 months.

MP3 player: The Texas State Law Library permits patrons to dump MP3 files to an external hard drive and to also rename files. Faulk Central does not. I experienced this problem while scanning and at the 2-hour general computers. Please permit patrons to transfer MP3 files and rename files as well. This will save time and frustration. Once a file is named .jpeg or .img it cancels saving a similar file, for example.

Thank you for informing us about your experience. I encourage you to continue to utilize the disinfectant wipes. These clean, disinfect, and deodorize the computer stations. The wipes are germicidal, bactericidal, fungicidal, and virucidal. I will pass on your MP3 comments to our Information Services division.

Printing system like San Antonio Library

Thank you for your feedback. Could you tell us more about the features you like about the San Antonio printing system? We desire to have a printing system that benefits customers and APL and more detailed feedback would assist us in accomplishing our common goal.

I would like the library to get a copy of Renaissance Man on DVD with Danny DiVito.

We appreciate customer suggestions and try to purchase the suggested titles. I will pass your suggestion on to the APL Media Selector.

Carver

December, 2014:

Excellent Service, Lance and Evert did an excellent job in assisting me.
Thank you, glad your experience was great.

Very helpful.
Thank you.

A Silva's, Evert and Lance could not have served me any better. They were awesome.
Thank you for coming in.

Thomas Roberts stated that Mr. Lance has helped me apply with many jobs and helped me get a job with the City of Austin at the Convention Center.
Thank you for coming into the branch.

Lance and Evert help me they are very nice and friendly.
Thank you for coming to the library.

Lance is very Helpful, I will be back.
Thank you. I am happy that you received good service.

Lance might have found me a better job and he made me laugh.
Great!

Andrew Washington I think by having my books in your library that allows people to check out that doesn't have the funds to purchase them.
I will look into this.

Evert and Lance are very helpful and very kind and patient. Need more people like them.
Thank you.

Lance was very helpful and enjoyable.
Thank you.

Hampton @ Oak Hill

December, 2014:

Please make it possible for both parents to have access to a minor child's account. Current policy of only one makes it a hassle if only one (the "wrong" one) of us is at the library.
Thank you for submitting a comment card at the Hampton Branch at Oak Hill. I will share your suggestion with Library administration.

Write Club

Matthew did an excellent job in preparation. He shared wonder[ful] books that we can check out & terrific prompts & had us all share. He included everyone in the group. He is very talented.

Howson

December, 2014:

Try to get the book Raining in the Rain by Garth Stein (kid version).
There are 5 copies of the book in the Library system, 2 of which are currently available. Stop by the front desk when you're in and we'll locate a copy for you.

Offer paper towels in the restrooms.
The branch provides hand dryers which are more economical to operate and environmentally-friendly.

If it is possible to have a recycling bin by each trash can, that would be really great.
Thank you for the suggestion. We will look into placing more blue bins throughout the building.

Manchaca

December, 2014:

All ages storytime was so great! Wonderful book selection, songs and craft.
Amazing really! Thanks so much!
Thank you!

Old Quarry

December, 2014:

What a great job you guys do! My kids love coming to the library! Thank you!
Thank you for your compliment! We are so glad that you and your children enjoy coming to the library. It is as much fun for us as it is for you and your family. We love sharing the joy of books with each other.

Pleasant Hill

December 4, 2014:

Me parece que todo ha estado perfecto. Books and babies y dual storytime ☺
Me encana el dual storytime con Heidy: es muy dulce con los niños y lo hace con much amor. – Maria Rangel (I think it was perfect. Books and babies and dual storytime. I love dual storytime with Heidy: she is very sweet with the children and presents the program with heart.
Gracias para sus palabras amables. Thank you for your kind words. We love Ms. Heidy, too.

We love dual language storytime! Heidy is wonderful with the kids and she has touched our family! Thank you for the wonderful talent. My 3 year old has learned here to behave in a library and loves to read! We look forward to the next session in 2015.
We're so glad you and your son enjoy Heidy's programs. She is a real jewel and we're glad to have her here. We look forward to seeing you in the coming year!

December 5, 2014:

Staff was very helpful.
Thank you! That's what we aim for.

Spicewood Springs

December 2, 2014:

I couldn't tell whether my book was on HOLD. It wasn't. Very confusing! I couldn't get the book on hold. Couldn't see a place to do that. Make HOLD clearer. I love Spicewood Springs library staff. They are wonderfully helpful. *I'm sorry to hear that you've experienced some frustration with our holds system. If you haven't already stopped at the circulation desk, we'll be happy to show you how to use Bibliocommons, our online catalog, and the My APL menu to review your holds. And thank you for the kind words about the Spicewood Springs staff!*

December 9, 2014:

Excellent Service. Clean/well-stocked/friendly service.
I'm happy to hear it. Thanks!

Yarborough

December 5, 2014:

There's nothing better than seeing the library filled-to-the-brim with activity! Love the special events for kids, folks reading, writing, and looking for great reads.

Yes, a full library is wonderful to see! We try our best with the programs and offerings at the Yarborough branch, and are glad that you enjoy our efforts!

Great!

Thanks for your enthusiasm! I believe that you were here for Winter Fest. We are glad that you enjoy the Yarborough Branch and hope you keep coming back!

December 6, 2014:

Love having birding info and/or lectures. Would like more workshops on journaling and more on upcycling books – book folding art.

Thank you for your suggestions! We enjoy having guest lecturers, and can research doing more of the journaling and book folding events at Yarborough.

I'm so glad to have a library so close to home! I've really enjoyed the Winter Fest event. The refreshments were delicious, and the Audubon Society presentation and string quartet performance was a lovely date for my partner and me.

Thank you for complimenting our Winter Fest event! The staff of the Yarborough Branch enjoys planning and putting on special events. Please let us know if you have any suggestions for events you would to see at next year's Winter Fest.

Great presentation from Travis Audubon.

Thank you for your comment! We are lucky they are willing to come and present at Yarborough.

We are a family of six (6, 2014:). I personally want to thank you all for including us in your Winter Fest festivities. We are regular users of our public libraries. We work and study here one to two times a week. We are also celiacs and cannot consume gluten. Our four children were very happy to find gluten free options at the Yarborough's Winter Fest. It really made our Christmas! We love our

libraries! Thank you for spreading holiday cheer! Wonderful decorations noting the event prior. Thanks for the heads up!

Thanks for your effusive praise of our Winter Fest, and libraries! It was great fun to produce this event. Several people on staff also are on gluten-free diets, as well, so we know how great it is to find gluten free offerings!

December 7, 2014: I think that there should be more books in libraries. I love reading.
We agree! Do not forget that you can get books and other library materials sent to Yarborough from other Austin Public Library locations. Also, our virtual library has a lot of books that you may view on a computer and other electronic devices. We are happy to help you; just ask at the check-out desk.

December 17, 2014: I love the book clubs and books.
Great! We are so glad you enjoy coming to the Yarborough branch, and look forward to seeing you in the library!

I love Yarborough!
Great! We are so glad!

December 23, 2014: Youth librarian Miss Elizabeth and all the staff at Yarborough are terrific!
Thanks for the kind words. We think our customers are great, too.

December 29, 2014: Please have more books so I may read them. Please get more Greek mythology books. I am 10 years old.
We would love to have more books. And, in fact, we get new ones every month. I will pass your request for more mythology books on to Miss Elizabeth, our youth services librarian.

It is perfect. Get more Goddess Girls books. I am 7 years old.
We are very glad that you like the Yarborough Branch. I will let Miss Elizabeth know that you are interested in more Goddess Girl books.