

APL Customer Comments for January 2015

John Henry Faulk Central

January, 2015:

Did you find what you were looking for? Yes, and more – every time.
Thank you for letting us know about your positive experiences here at the Faulk Central Library.

Snacks. Officer Haywood has always treated me with dignity and respect. When I was homeless she always smiled and said hello. Just wanted you to know that most of your staff are the greatest!

Thank you for your kind comments about Security Officer Haywood. I will pass on your comments to her and her supervisor. Faulk Central has a snack vending machine on the first floor behind the stairs. You can contact the vendor directly at 512-251-9500 with any questions or comments about their merchandise.

I heard Google Fiber is taking over. The time clock in the toolbar is not coming up. I couldn't gage how much time I had left. I usually temp download files to 1 drive, but if it's large it doesn't work.

I apologize that you were not able to monitor your computer time on the toolbar clock. In the future please feel free to inform staff so that they can assist you in signing up to use a different computer and also report the problem so that it can be fixed.

I cannot install driver updates or apps for my windows phone?? It's an 0.1. Updates came out on Windows 7, yet I can't drop files in my phone and the loud typer lady was loud as hell.

I will pass your software question on to the IT team to determine if the public computers are in need of any updates. Also, if you are being bothered by another customer, please inform staff so that we can do our best to help you find the best solution.

I didn't find what I was looking for, but the customer service was excellent. The evening staff was the best!

We are pleased to hear that the Faulk Central Library evening staff did an excellent job assisting you.

Fax machine operation

The Faulk Central Library does not currently provide public faxing services. However, the information and reference desks have information sheets that indicate the locations of several public fax machines nearby. Also, Faulk does provide an alternative to fax. There are scanners on the second floor where documents can be scanned and emailed to the recipient.

Carver

January, 2015:

Assistance was complete. Staff was very courteous, helpful and patient.
Thank you.

Keep up the good job of helping patrons.
Thank you very much.

Very pleasant experience. Lance was very helpful.
Thank you for coming in.

Very helpful, thankful to Lance for his help.
Thank you for coming into the branch.

Everything was great, everyone was great.
Thank you for coming to the library.

So far it's been excellent. Evert and Lance are excellent, helpful, sincere, empathic, and knowledgeable.
Thank you.

We need book by Beverly Jenkins: Bring on Blessings, Second Helpful
Will look into.

Evert in the Job Search Center was wonderfully helpful in providing service.
Thank you.

Evert Keller was excellent at my resume re-vamp. He offered a unique perspective. Lance Gentles remains a gift and blessing to me.
Thank you.

Cepeda

January 5, 2015: Beautiful Facility playful artistic architecture outside. Inside is very comfortable and inviting with lovely Spanish Murals, Lots of light and feels spaciouly comfortable. It's also well-lit and has a great relaxed East Austin Vibe. Now please restore all the library hours.
Thank You for you for your evaluation of our architecture and staff with the Vibe comment. We have restored our hours on Fridays from 1-6.

January 8, 2015: Great Staff!!!!!!!!!!!!
Thank you for your comment on the staff.

January 21, 2015: I always enjoy coming over to the Austin Libraries. I used one of the computers and they are always in good condition.
Thank you for all the nice comments.

Could not be better. Everything was mighty fine. You have a beautiful library.
Thank you for all the nice comments.

Hampton @ Oak Hill

January 7, 2015: Please reinstate the weekly stories & craft that we loved at Hampton. My kids loved coming & the story time is now once a month & today we find out it's bi-lingual. Why did you change a program that attracted 20+ kids each Wed.?

Youth Librarian, Monica Jones, responded and reassured customer that the English/French bilingual story time was not replacing the Book Circle she was referring to. Book Circle will continue on the first Wednesday of each month.

Write Club

Matthew was wonderful & it felt great to write again.

Very open and welcoming environment. Lots of good writing exercises.

Tech Toy Time

Suzanne was a terrific coach! Library staff was very patient and knowledgeable. Great program!!

Helpful and courteous staff. Answered all my questions.

Hands-on help, patient explanation.

Thank you for the fine coaching session. I am happy to report that I broke the ice and was able to read portions of an ebook selected by using the regular APL search box. I have some tweaking to do to improve moving around in the display, chapters, etc., but it looks like I am basically set to enjoy the resource.

Howson

January, 2015:

I visit the library very frequently. Everyone is always so helpful and efficient. Please especially thank Jeffrey M. and Ruth—they are AWESOME!!! Thanks so much for being the loyal customer you are and taking the time to write this! And, yes, we think Jeff and Ruth are pretty great, too!

Little Walnut

January 6, 2015:

Thanks for adding so many titles and services to your virtual library! It's not always in my schedule to visit the library in person, but I enjoy still having access!

Thank you for taking the time to fill out a comment card at the Little Walnut Creek Branch Library. Our customer's opinions mean a lot to the staff. I am happy you like our selection of ebooks. You are always welcome to recommend titles on our library web page or catalog.

All staff are always so helpful and friendly. Thanks for the 2015 extended hours! *Thank you for taking the time to fill out a comment card at the Little Walnut Creek Branch Library. Our customer's opinions mean a lot to the staff. I am glad you think the staff at Little Walnut Creek is helpful and friendly, and that you like our additional hours. I was surprised how many people came on the first Friday we were open. It is nice to know the library is an important place in so many people's lives.*

January 30, 2015:

The library is the best thing ever!! Clifford explained things like a teacher and took time to help me with the technology. Clifford A+

Thank you for taking the time to fill out a comment card at the Little Walnut Creek Branch Library last week. Customer opinions mean a lot to the staff. I am glad that you had a positive experience with Clifford. He is a new member of the Little Walnut Creek staff, and we are lucky to have him and all his computer knowledge.

Manchaca

January 11, 2015:

Fire the leadership that installs “unfiltered” “computers” on site.

Dear Sir, I received your comment card filled out on Jan 11 concerning our unfiltered public computer. I’m not clear on exactly what the specific concern is about the unfiltered computer, but I can tell you each branch has at least one so that customers may have access to any content available online. The monitors are recessed for privacy. This does make them a little more difficult to use for some people, but it is a necessary precaution to take for a public institution. If there’s a different issue that concerns you, please feel free to contact me and if I am unable to explain, I can put you in touch with someone else who will be able to discuss our public access computer policies more thoroughly. Thank you for taking the time to write down your concerns.

January 29, 2015:

Great puppet show at 7:00pm I would like to see more puppet show at this branch.

Pleasant Hill

January 3, 2015:

All the books for crochet are gone. I miss them! Especially “Weekend Crochet.” There are no books for afghan makers. We used to have a few good books on the subject. “White Crochet” and a few others. I will have to check the catalog and have some sent from the other branches. Thanks.

Checking through the catalog, I found that we have around 20 books on crochet at Pleasant Hill. I will try to get a couple specifically on afghans sent here, though. Thanks for your comments – they help us improve our collections.

January 6, 2015:

Buy new chairs. The old ones are pretty skanky. Great staff. Especially Christine and Pat, and... well all of them. Can’t get any better!

Thank you for your kind words about the Pleasant Hill staff. We do try to be helpful and welcoming. As for the furniture, we are hoping to be able to update our chairs and other furnishings sometime in the near future. Please stay tuned for more information.

January 27, 2015:

Offer magazines for checkout. Thank you so much for our red bags and the clever graphics about reading. The bags will come in handy being they are insulated. Libraries are our gateway to reading!

I am very glad you like the bags. We wanted to let our customers know that we appreciate them as much as they appreciate the libraries and the people who work in them. Although APL does not check out magazines, Pleasant Hill does provide is a magazine giveaway on the first Saturday of every month. We save the very nicest and most current issues from those donated and put them on a table for everyone to browse. It is a popular service that we are happy to provide.

January 29, 2015: My daughter enjoys so much her time in the story reading with Ms. Heidy.
I am glad you daughter enjoys coming to our dual language story times with Ms. Heidy. We are very fortunate to have her programming in our branch.

Ruiz

January 14, 2015: Everything is great here!
Thank you for taking the time to leave a comment. Your feedback is greatly appreciated!

January 21, 2015: Asked for help with the computer catalog and got the help.
Thank you for taking the time to leave a comment. Your feedback is greatly appreciated! Our staff is always happy to take the time to help customers use our facility and services to their satisfaction.

January 31, 2015: Trayendo más variedad de películas, poniendo un horario de la biblioteca que llame la atención.
Translation: Offering a greater variety of movies, having library hours that are more clearly visible.
Sus servicios son muy buenos, tienen un personal muy amable.
Translation: The services are very good, the staff is very friendly.

Thank you for taking the time to leave a comment. Your feedback is greatly appreciated! I will pass along your suggestion to the librarian who orders movies in Spanish.

The hours of operation for the library are clearly posted on the entry way and staff are always happy to answer any questions in this regard. Nonetheless, I will investigate options for making the hours of operation even more visible to customers. Thank you for bringing this to my attention. Please feel free to contact me if I may be of further assistance.

Southeast Community Library

January, 2015: Vivien was terrific! She long suffered with me assisting me in filling out all background forms for employment at the IRS. I could not have done it without her help and patience. She is awesome as well as Alma and Melissa.
Thank you very much for the kudos for ASE staff.

Windsor

January 4, 2015: Tree was very helpful.

January 20, 2015: Theresa and Paul were very helpful. They are great reps for APL. They gave perfect service and they are knowledgeable and patient.
Thank you for your comments. I think that we have a good staff and one of the things that I like about our staff is they all are good representatives of the fine people of the Austin Public Library.

January 24, 2015:

I was walking by the public computers with my children and a man was viewing a pornographic video on the unfiltered computer. That should not be allowed to happen!

Most of the public computers at the Austin Public Library have filtering software to limit access to Internet sites that some people might find offensive. As a result of input and requests from community stakeholders, each library location has an unfiltered computer that has unlimited access to the Internet for adult users.

The display for the unfiltered computer is designed so that casual passers-by should not be able to see the screen. It is Austin Public Library policy to shut down any unfiltered computer that customers report seeing unsuitable material on until our IT and Facilities staff can assure that all measures to prevent inadvertent viewing of the monitor of this computer are in place. This computer will remain shut down until we can confirm that everything is in place to prevent inadvertent viewing of the monitor.