

APL Customer Comments for September 2015

Carver

- September 10, 2015: Lance is the best.
Thanked customer
- September 10, 2015: I feel delighted after having worked with Evert on the computer.
Thanked the customer.
- September 15, 2015: I was able to find a job with the assistance of Lance and Evert. The use of the computers in the job center allowed me to find just what I need.
Thanked the customer.
- Perfect pro very helpful a great hire.
I thanked him.
- September 21, 2015: The women's restroom has an odor worst than at the gas stations-AWFUL!!
I informed the customer that I would talk to housekeeping about the odor.

Hampton @ Oak Hill

- September 21, 2015: Out of dire need, I am suggesting that our Austin Libraries have 1 or 2 motorized wheelchairs for the handicap. I cannot stand up but 10 minutes at a time before severe pain in my back. I know if you put up notices on doors or ask your benefactors, people would donate immediately (maybe often people pass away or no longer need them). Benefactors could buy the new smaller one. Also, please keep in mind higher sofas for people with painful knees trying to get up. Thank you. Also, a light high stool to drag around to sit and look at a shelf would help immediately!!! P.S. I am a retired EEO Compliance Officer for the U.S. Dept. of Labor (now have Parkinson's too).
I spoke with customer directly and told her that we would consider her requests. I did point out that finding a place to store the motorized wheel chairs would be difficult.

Howson

- September 2015 I do not like those new pictures on the wall with men making faces – seriously? Inappropriate for a family library.
Thank you for your comment. Since your comment was received, the temporary art installation has been taken down and will shortly be replaced by a photography exhibit.
- September 2015 Is there any way you can get more tables? I enjoy the back table but it is always full.

Thank you for your comment. I agree the table at the back of the stacks is very popular and is frequently in use. We don't really have space to add more tables in this branch, but you are certainly welcome to use the tables in the reading room, which is very quiet and not as heavily used as the table in the stacks.

Manchaca Road

September 21, 2015: Tech Toy Time:
All Excellent marks; what did you like best about the program? Time she took to show how to operate my tablet.

Pleasant Hill

September 10, 2015: It would be wonderful to install a baby changing table in the restrooms. There are a lot of babies that come to the different programs and would benefit from this.

Thank you for your suggestion regarding a baby changing table. While we do have one in the men's restroom, unfortunately we are unable to have one installed in the women's restroom due to ADA/space constraints. Fortunately, there are plans to renovate Pleasant Hill in the near future, and this will include making the restroom larger so that the women's room can accommodate a changing table.

Ruiz

September 11, 2015: ????? crowd of smokers outside front door of library.
Thank you for taking the time to leave feedback about a recent experience you had while visiting the Ruiz branch. It is very greatly appreciated!
Although a sign is clearly posted near the front entrance to the facility informing visitors that the library is a Tobacco free campus, at times there are individuals who willfully choose to ignore this. It isn't possible for staff to continuously monitor the main entrance to the facility. However, whenever staff is made aware of such an occurrence, they are very quick to inform any guilty party that such an activity is not tolerated on library property. Please feel free to bring this to the attention of a staff member in the future so that we can promptly address the problem.

September 14, 2015: I received acknowledgement on the several times I was here this week from Annar, she was very helpful and remembered why I was here.
Annar is especially skilled at making all who visit the library feel welcomed. She makes it a point to greet all who walk through our doors. She also takes the time to thank all for visiting the library as well as wish them a pleasant afternoon or evening. She truly is the embodiment of what exceptional customer service looks like. We are very fortunate to have Annar as a member of our team at the Ruiz library.

- September 16, 2015: Young man was very helpful. Thanks.
I will be certain to pass along your kind words to the Ruiz staff.
- September 19, 2015: Everything here is great!
It is very greatly appreciated! I will be certain to pass along your kind words to the Ruiz staff.
- September 24, 2015: Make people/visitors feel welcome.
I truly am sorry that you were not made to feel welcome. We pride ourselves on making customers feel welcomed and are very aware that the public library is a space intended for all and that anyone who visits the library should be made to feel welcomed. If you continue to feel as though you are not welcome, please ask to speak with me so that I may observe and address your concerns personally.
- September 27, 2015: Everyone here does a great job and are always friendly.
The teen center should be open on weekends so that the adult computers are open.
The Connected Youth Center (teen center) is open most weekends. The center is staffed by either a Youth Services intern or a volunteer on the weekends. It may have been the case that the Youth Services intern was called away to staff the desk at the Faulk Central Library or the volunteer was not able to come in on the day of your visit. Please feel free to contact me if I may be of further assistance.
- September 28, 2015: Can ya'll try not to have the movies scratch.
The staff at the Ruiz library examines the condition of each of the CDs and DVDs that are returned to the branch. We are fortunate to have a buffing machine onsite and staff set aside any discs they believe to be too scratched for content to be accessed as is intended to be buffed. If you believe a disc is too damaged for you to enjoy, please let a staff member know and we will buff out any scratches while you wait.

Southeast

- September 8, 2015: Should offer storytime after 3pm.
No contact information was left.
- September 22, 2015: Love this place. My kids love this library.
I called customer and left a voice message thanking her for her comment card and inviting her to call me in case she would like to talk to me about programs/events she would like to see happening at this branch.
- September 28, 2015: Your employee Alma is very helpful, polite, caring. She helps my daughter out in her homework and school projects. She's been here for many years and every

time I come in here she has a smile in her face. I think she should be promoted or get a raise.

I thanked the customer for such lovely comment card over the phone. One more time, she said nice things about Alma Thomas and expressed gratitude towards her for helping her daughter.

September 30, 2015: Alma helped me with a computer problem. She knew what to do and was so excellent on it. I thank her so much for the time and patient. 😊 Thanks!!
I called customer and left a voice message thanking her for had taken the time to write a comment card to praise Alma's customer service and computer skills.

Twin Oaks

September 4, 2015: To close later on Fridays.
Thanked customer and ensured comment would be reviewed.

September 14, 2015: Can you give teen more time like two hour and 30 mins?
Submitted as employee suggestion and Library Administration has asked Twin Oaks Branch Manager to chair new task force on reviewing policy of computer usage. Customer was emailed informing them of the result of their comment card.

September 22, 2015: I would like have English class. [Also] looking for work.
Customer was emailed a list of resources to consider: Mango Languages and Talk Time programs. Customer was also informed to visit the library and be sure to ask staff for job searching assistance.

September 29, 2015: I rather use a person than use the Express Check.
No contact information provided.

University Hills

September, 2015: Christopher and Catrina were extremely helpful. I have not been to this library in years. They made my visit so refreshing.
Thanks for the kind words. Katrina and Christopher do a great job and provide excellent customer service. I will let them know about your satisfaction with their service.

Windsor Park

September 12, 2015: The parking lot could stand to be restriped. Some of the stripes are confusing.
Thank you – I will pass this on to our facilities support staff.

September 15, 2015: The staff at Windsor Park Branch was so helpful and friendly. They made my visit worthwhile!



Thanks for noticing. It makes it easier for us to be friendly and helpful when we have such great customers at Windsor Park Branch!