

2015 Arlington Public Library Strategic Plan Survey

Q14 Again, from your perspective as a citizen of Arlington, what do you think the Arlington Public Library could be doing better? What would you like us to improve, change, or start doing that we're not currently doing?

Answered: 800 Skipped: 490

#	Responses	Date
1	I feel like you are underfunded, and this likely constrains the programming you are able to provide.	9/13/2015 4:58 PM
2	Facility improvements A separate teen and children's area that is specifically for children and teens. The area would have an abundance of books also manipulative that are developmentally appropriate for the child's age ex: Boikido Wooden Counting Station, Learning Resources Pan Balance, Blocks, Huge Dice, telescope, computers, college prep, etc... I have 4 children ranging from 2yrs. - 17yrs old; I enjoyed taking my children to the central library because it was set up in this way.	8/4/2015 1:06 PM
3	Service/Staffing at least one librarian stationed in each library--someone that patrons could rely on for good reference and service	7/27/2015 8:58 PM
4	Digital collection More of a selection on philosophy and copies of ebooks.	7/26/2015 12:15 AM
5	Collection I'd like to see complete series available. I'm sure that librarians deal with avid readers. I am one. When I start a series, I like to finish it - in order of course - and it is annoying to find in the middle of a series that one books is not available. In my case, the book may not be available in audio which is the same as not available. I don't have time to sit and read.	7/25/2015 6:48 PM
6	Website/Catalog A better website, especially for mobile	7/24/2015 8:24 PM
7	Collection I would like the library to have more choices - books, DVDs, etc- in foreign languages	7/23/2015 4:56 PM
8	Marketing/Communication You guys do events, mini comic con, but I never hear of them in time to go. Homebound a lot.	7/22/2015 9:34 PM
9	nothing	7/22/2015 3:59 PM
10	Literacy services Tener mas programas para adultos de GED para mas clases por tiempos para poderlo pasar - Have more GED programs for GED at a time so that it can be passed. (EA/ADM/047)	7/22/2015 3:57 PM
11	none	7/22/2015 3:57 PM
12	Programming more educational programs through vacations	7/22/2015 3:55 PM
13	Facility improvements some security to keep the crazies out	7/22/2015 3:53 PM
14	improvements has been made, their great	7/22/2015 3:51 PM
15	Technology assistance Offer computer classes in various programs	7/22/2015 3:47 PM
16	nothing	7/22/2015 3:45 PM
17	(EA/ADM/044)	7/22/2015 3:43 PM
18	Hours extend library hours	7/22/2015 3:42 PM
19	(EA/ADM/043)	7/22/2015 3:41 PM
20	Technology assistance offer more classes in various languages. there are a lot of difficulties in class with a language barrier.	7/22/2015 3:40 PM
21	Por el momento nada - Nothing for now (EA/ADM/042)	7/22/2015 3:39 PM
22	Technology assistance mas clases de computacion por semana para los adultos que no estanos muy actualizados. - More computer classes per week for those adults thate are not very good. (EA/ADM/041)	7/22/2015 3:36 PM
23	Hours extended library hours - please	7/22/2015 3:36 PM

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24	Programming mas programas consructious para jueves - More programs for youth (EA/ADM/040)	7/22/2015 3:32 PM
25	Programming more activities during the summer for kids more robot camps more math/science activities for kids engineering programs perhaps an outdoor playground for kids to play math/science clubs	7/22/2015 3:32 PM
26	Efficiency I would like the APL to fix the glitch on text message notifications. My cell phone is out of area and the system doesn't send me the text alerts when I request items and the items are ready to be picked up. Text message notifications are ideal because I don't have to have an internet connection with email notification I have to have internet to check my email and that is just not a good option for me at the moment. Maybe you could talk to the IT guy or the software developer to work on that	7/22/2015 3:28 PM
27	Service/Staffing instruction with patrons to understand and improve their relationship with the library	7/22/2015 3:25 PM
28	(EA/ADM/038)	7/22/2015 3:23 PM
29	Technology assistance focus on newer technology & provided sources for that technology. I don't use the library much because I don't find it offers me anything I can't already do at home or online.	7/22/2015 3:23 PM
30	na	7/22/2015 3:21 PM
31	(EA/ADM/037)	7/22/2015 3:20 PM
32	Collection more books to read	7/22/2015 3:17 PM
33	Facility improvements provide more study areas/desks	7/22/2015 3:17 PM
34	Creo que todo es perfecto para me - I believe that everything is perfect (EA/ADM/035)	7/22/2015 3:14 PM
35	Programming programming for adults arts/culture	7/22/2015 3:14 PM
36	(EA/ADM/034)	7/22/2015 3:11 PM
37	Collection providing more different language materials	7/22/2015 3:11 PM
38	Website/Catalog change it's website slightly	7/22/2015 3:05 PM
39	Pues para mi todo esta bien. - It's all good for me now. (EA/ADM/033)	7/22/2015 3:04 PM
40	Collection have more chapter books	7/22/2015 3:02 PM
41	Service/Staffing may be the help desk more understanding the customer	7/22/2015 3:00 PM
42	Penso k todo esta perfecto ME ENCANTA - I think everything is perfect, I love it (EA/ADM/032)	7/22/2015 2:59 PM
43	Facility improvements soft music @ low volume	7/22/2015 2:57 PM
44	Service/Staffing Mas personal para que nosayuden a buscar los libros que necesitamos. - More personel to help us find the books that we need. (EA/ADM/031)	7/22/2015 2:55 PM
45	Marketing/Communication more of an outreach presence ie. Library Day @ Six Flags or something like that. thank you for all that you already do to educate our community, we love you for it!	7/22/2015 2:55 PM
46	Hours I would really like to see longer hours but for that person who wants to come after dark let them be old enough where they have Texas IDs and with that because its dark I would also like to add with the security.	7/22/2015 2:50 PM
47	(EA/ADM/030)	7/22/2015 2:47 PM
48	Programming have multiple times and options for classes	7/22/2015 2:46 PM
49	Facility improvements More vending machines that work. Water, chips, coffee. Would like a light snack while I read. (EA/ADM/029)	7/22/2015 2:40 PM
50	Technology assistance tener clases de computcion para personas gue no sabenos usarlas	7/22/2015 2:37 PM
51	Service/Staffing Mas ayuda para los que no hablan ingles - More help for those who do not speak English (EA/ADM/028)	7/22/2015 2:30 PM
52	Literacy services en las clases de ingles - In the English classes (EA/ADM/027)	7/22/2015 2:16 PM
53	Marketing/Communication En mi opinion hacer algo para llamar mas la atencion de los jovenes - In my opinion you should do something to gain more attention from the youth. (EA/ADM/026)	7/22/2015 2:10 PM
54	Todo esta bien asi ayudando a kien lo necesita - Everything is good, as you're helping those who need it (EA/ADM/025)	7/22/2015 2:00 PM

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55	Literacy services Personalmente para mi yo quiziera que ubiera mas apoyo para personas adultas con feita de estudio escolar. - Personally I would like that there would more support for adult people with learning difficulties(EA/ADM/024)	7/22/2015 1:56 PM
56	Literacy services Extender las clases para adultos para una mejor comprension de las materia. - Extend the classes for adults in order to allow a better comprehension of the subject (EA/ADM/023)	7/22/2015 1:46 PM
57	Literacy services los horarios de clases per los cursos mencionados - The time of the already mentioned courses (EA/ADM/022)	7/22/2015 1:41 PM
58	Facility improvements Ampliando las salas de estudio - Improve the size of the study rooms	7/22/2015 1:36 PM
59	Facility improvements quiet needs quiet study rooms for adults in SE library	7/22/2015 1:28 PM
60	Facility improvements quiet Have more study rooms/quiet rooms available.	7/22/2015 1:25 PM
61	nothing in particular	7/22/2015 1:23 PM
62	Efficiency Not charge to print if we are looking for a job.	7/22/2015 1:12 PM
63	Tech availability more computers	7/22/2015 1:09 PM
64	n/a	7/22/2015 12:50 PM
65	Facility improvements more comfortable chairs at computers, esp. at SE. adult oriented activities or again, multi-generational. Literary costume characters, parties. Too much cell phone use allowed.	7/22/2015 12:46 PM
66	n/a	7/22/2015 12:41 PM
67	everything very good	7/22/2015 12:38 PM
68	Facility improvements providing study rooms & outdoor chairs.	7/22/2015 12:36 PM
69	quiet Service/Staffing However, I sometimes find that the books I'm looking for are misplaced, still off its shelf after being returned or missing. I could use a bit more quiet, & I would like the librarians to be more understanding and execute better judgment when resolving disputes.	7/22/2015 12:33 PM
70	Tech availability all locations have ability to loan laptops in library & home loaner.	7/22/2015 12:28 PM
71	Facility improvements free snacks	7/22/2015 12:24 PM
72	Facility improvements have individual room for groups & an activity station for toddlers	7/22/2015 12:19 PM
73	Collection have current magazines & more audio books.	7/22/2015 12:16 PM
74	Programming Arlington seems to be doing some pretty wonderful things for young families & children, but it would be great to see programs for post grad/35 yr olds. Arlington is a nice place to live, but I am always having to look to Ft worth or Dallas to satisfy my free time interests. It makes it harder to meet people. Libraries are such a great hub. It would be so neat to see some more cultural activities for the 25-35 crowd.	7/22/2015 12:13 PM
75	(EA/ADM/021)	7/22/2015 11:59 AM
76	n/a	7/22/2015 11:59 AM
77	Facility improvements Teniendo un spacio mas grande - Having a bigger space (EA/ADM/020)	7/22/2015 11:53 AM
78	Facility improvements Hours I would enjoy my branch better if it was OPEN EARLIER than 10am &/or OPEN as late as 10pm. I enjoy COMFORTABLE CHAIRS, wide open spaces with extra extra light & an outside garden to take a break. I would enjoy faster wifi, & an update events for both fun & serious work! Fun - could be a drawing space & serious could be enclosed study rooms. I enjoy seeing color, lots of color - bright to open up my senses but I would also enjoy an area or nook where I can hide away in a corner & read. I enjoy COLLABORATION, READING, DRINKING COFFEE, and MATH! As a citizen of Arlington, I have just described my needs & those of many others. We/I am happy to say "I love libraries" and books are still a need & must be available in all formats for us to move into the 21st Century!	7/22/2015 11:53 AM
79	Literacy services No se si haya pero clases de ingles gratis para adultos. Tambien necesitan a gente que vaya a hablar a los adultos para motivarlos. - I don't know if you have them, but english classes for adults. You also need people that go talk to adults to motivate them. (EA/ADM/019)	7/22/2015 11:48 AM
80	Facility improvements restrooms (cleaner!, toilet paper!, more toilets!) use private studyrooms only for proper purpose, not all day living spaces security (at least 1 at each branch)	7/22/2015 11:44 AM
81	Technology assistance more technology training, some training for job preparation.	7/22/2015 11:40 AM

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82	Facility improvements Poner mas atencion hay ninos corriendo tirando libros y pienso que no esta bien. los papas los dejan solos y semban no tienen cuidado de sus ninos. - Pay more attention to kids who run or throw books, I think it's not good. Thos parents leave them alone, and it seems that they don't pay attention to their kids. (EA/ADM/018)	7/22/2015 11:36 AM
83	Facility improvements less noise when patron is using computer. No cell phones. Parents should be more responsible in keeping small children under control.	7/22/2015 11:36 AM
84	Efficiency a forgiveness program (one time) to forgive outstanding library fines; or a way to donate cans/dry good to the community to wipe away fines	7/22/2015 11:35 AM
85	Collection Digital collection More books &/or audiobooks, or wait for me to switch over to ebooks & stock up on those.	7/22/2015 11:32 AM
86	it is all ways good to improve but this library has great programs	7/22/2015 11:32 AM
87	Tech availability more computers are needed time from 1 to 2 hrs	7/22/2015 11:28 AM
88	Facility improvements It would be nice to have study rooms available.	7/22/2015 11:27 AM
89	Facility improvements Include areas with food/beverages such as a café. Build more rooms to create art.	7/22/2015 11:24 AM
90	(EA/ADM/017)	7/22/2015 11:23 AM
91	Facility improvements more tables in children's section or places to privately teach children, open at 9am.	7/22/2015 11:23 AM
92	Facility improvements Hours more tables in children's section or places to privately teach children. Open at 9am	7/22/2015 11:19 AM
93	Facility improvements Seguridad - Safety/Security (EA/ADM/016)	7/22/2015 11:16 AM
94	Efficiency keep you aware if you have a fine.	7/22/2015 11:15 AM
95	Technology assistance me gustaria que se impiementation courses de computocion en espanol pro que purdon sor fiicciblejal public. offer computer classes in Spanish and make the schedule flexible for the public	7/22/2015 11:15 AM
96	n/a	7/22/2015 11:12 AM
97	Facility improvements Ser mas estrictos con el publico cuando no toman cuidado de las instalaciones a cuando no se dan cuenta que perturban a otros usuarios que si utilizan la bibliotecan con fines educatiuos o recreatiuos - Be stricter with public when they do not show good citizenship or when they do not care about the facility to when they disturb other patrons that utilize the library for education or recreation (EA/ADM/015)	7/22/2015 11:09 AM
98	Facility improvements more sitting, reading lounges	7/22/2015 11:09 AM
99	Facility improvements quiet Technology assistance quiet rooms for tutoring & studying, translators for our growing & changing demographics, expand technology & include lessons.	7/22/2015 11:06 AM
100	Hours Open on Sunday all year long	7/22/2015 11:01 AM
101	Collection En tener un poco mas de libros para ninos - Having a little more books for children (EA/ADM/014)	7/22/2015 10:59 AM
102	Tech availability we really do need more computers	7/22/2015 10:59 AM
103	I think you are doing a fantastic job!	7/22/2015 10:58 AM
104	Facility improvements makerspace	7/22/2015 10:55 AM
105	Programming music activities, piano available	7/22/2015 10:50 AM
106	Collection more comic books and/or adult graphic novels	7/22/2015 10:45 AM
107	I don't think nothing needs to be done differently (EA/ADM/012)	7/22/2015 10:43 AM
108	n/a (EA/ADM/011)	7/22/2015 10:39 AM
109	n/a ((EA/ADM/010)	7/22/2015 10:38 AM
110	You are doing great	7/22/2015 10:38 AM
111	Facility improvements more space for teen (EA/ADM/009)	7/22/2015 10:35 AM
112	Hours longer hours	7/22/2015 10:35 AM
113	Facility improvements Provide Children and parents with enough space to keep from disturbing others. (EA/ADM/008)	7/22/2015 10:32 AM
114	Website/Catalog vocal/organized about children programs, mobile library, website looks busy/overwhelming, mobile apps	7/22/2015 10:32 AM

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115	n/a	7/22/2015 10:26 AM
116	n/a	7/22/2015 10:24 AM
117	?	7/22/2015 10:24 AM
118	Service/Staffing Ser el personal mas amable e ayudar si tenemos alguna pregunta - be the most lovable and helping personnel if we have a question (EA/ADM/005)	7/22/2015 10:19 AM
119	?	7/22/2015 10:15 AM
120	n/a	7/22/2015 10:14 AM
121	n/a	7/22/2015 10:11 AM
122	Programming Mas ayuda para los ninos en lectura - more help to children for reading	7/22/2015 10:06 AM
123	Literacy services tener platicas en ingles por las mananas entre lunes y viernes - have talks in English for the mornings between Monday and Friday	7/22/2015 10:00 AM
124	Sunday - hours	7/22/2015 9:34 AM
125	Digital collection More Current ebooks	7/21/2015 9:49 PM
126	Collection I would like to see a larger selection of audiobooks in all genres.	7/21/2015 7:01 PM
127	I don't know	7/21/2015 6:35 PM
128	Collection Nothing I can think of right now. Actually, I take that back. How about promoting comic books as an all-ages medium, and point out various kickstarter, and patreom projects to keep the medium strong along with other types of mediums.	7/21/2015 4:33 PM
129	Collection need greater percentage space/number of books compared to electronic resources/computers	7/21/2015 4:28 PM
130	Collection bring back the science and math text books	7/21/2015 4:09 PM
131	Facility improvements quiet nothing comes to mind. maybe more meeting space and quiet areas.	7/21/2015 4:06 PM
132	Policies/Fines Programming 1. cheaper computer guest passes and non-resident cards 2. extend src until school starts! (august is dead without src, school and storytime!)	7/21/2015 4:02 PM
133	Programming have better storytelling	7/21/2015 3:51 PM
134	Technology assistance 1. start virtual services	7/21/2015 3:47 PM
135	Service/Staffing Use of e-books is way too complicated and few librarians can advise on it. That greatly discourages use. Second, the depth of e-books on serious subjects is very disappointing. Ability to use electronic connection to newspapers, genealogy, specialty magazines, research, is technically complicated and discourages usage.	7/21/2015 1:35 PM
136	Collection Hours Longer hours More new books	7/21/2015 1:15 PM
137	Facility improvements Hours Because the City is successful and growing all branches need to be open 7 days a week and need to be enlarged. The City is growing and has the resources to implement this. Also please buy additional land for new parks and mtn bike trails. The City is not keeping up with growth. thanks	7/21/2015 12:19 PM
138	Policies/Fines Do away with fines. They did away with fines in Irving and it worked well.	7/20/2015 9:45 PM
139	Programming Offer more areas of interest for mature adults.	7/19/2015 10:40 PM
140	Marketing/Communication Marketing these programs and opportunities in other manners than by email - email programs have limited outreach, and can only be made aware if people read them. Maybe larger public announcements and billboards, traditional mail, flyers in community spaces like churches and schools, etc., can help spread the word.	7/19/2015 8:15 PM
141	Facility improvements Provide more meeting space	7/17/2015 11:04 AM
142	Collection Policies/Fines I have been disappointed at times that I could not find older classics like Sir Walter Scott. I know they are not frequently checked out, but if you need one, it would seem like a large library system should have them available. I find having to renew the card a bit of a nuisance when I have been such a long standing member.	7/17/2015 11:01 AM
143	Service/Staffing Answer emails from students who email your internship contact listed on your website.	7/17/2015 10:06 AM

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144	Collection Facility improvements I wish that there would be more books available to us at the southeast branch. It seems like most of the time when I go in and search for books they are always at the main library or at other libraries not ours. It would also be nice to have an outdoor seating area under the trees and nice wild flowers. One more wish, to complete my 3 wishes, is to have tutoring rooms or meeting rooms for homeschoolers to gather and work. That would be very handy.	7/17/2015 6:56 AM
145	Literacy services Increase English language courses.	7/16/2015 10:56 PM
146	Website/Catalog Start a comments section on the site where all readers in each relevant age group may make comments on the books they have read or are reading and perhaps rate them using a star system similar to that used by Amazon. It would be interesting to read the views of others plus be able to comment on books I have read or am reading.	7/16/2015 9:26 PM
147	Digital collection Having a better catalog of ebooks and collaborating with other libraries to expand the resources available to patrons.	7/16/2015 6:24 PM
148	Digital collection More E books	7/16/2015 5:40 PM
149	Policies/Fines I am the wrong demographic for this survey - just bring back TexShare would be a big help - thank the Lord for Mansfield! A library without the New York Times on a daily basis is something I never considered possible.	7/16/2015 5:20 PM
150	Service/Staffing Greeter / Assistant to help people. More enthusiasm from staff.	7/16/2015 4:35 PM
151	Programming Hobby/meeting clubs for adult nerds interested in STEAM topics/people not in academia or amateur enthusiasts.	7/16/2015 4:02 PM
152	No comment. I do not have any problem. They are doing a great job.	7/16/2015 3:09 PM
153	Programming More programs for older adults	7/16/2015 2:26 PM
154	Collection Buying whole series of books, don't stop mid-series.	7/16/2015 2:26 PM
155	Policies/Fines be a part of the Texshare program again	7/16/2015 2:16 PM
156	Technology assistance I would like to see especially in the library better fax machines the copiers a great but better fax machine	7/16/2015 1:40 PM
157	Digital collection More e-book selection please. And maybe make it easier to browse? I feel like I have to wade through seeing a lot of romance novels while I browse!	7/16/2015 1:31 PM
158	Collection Expand your catalog, lots of titles I've searched for are not available.	7/16/2015 1:23 PM
159	Collection Provide more up to date books on various subjects like gardening, crafts, etc. As well as more books in various subjects to choose from. Increase your Islamic religion area, Quran in Arabic with translations in spanish, english, etc, books in english and spanish on pillars of Islam, hadiths by bukari and muslim, how to pray, Islamic history, etc you have almost nothing in that area.	7/16/2015 12:47 PM
160	Facility improvements Tech availability More space for technology. I have my own computer and tablets, but notice that library resources seem to always be full. More space for local groups to meet for programs with technology already built in. Online session for programs for current or later viewing.	7/16/2015 12:42 PM
161	Facility improvements Design the new building so that it has a warmer, more inviting atmosphere.	7/16/2015 12:39 PM
162	Collection Programming Do an update on non-fiction books so that there are recent books for animal ID, butterfly ID, and plant ID so that both children and adults can check out books that let the community go outdoors with books that help us identify the world around us. Offer programs for both children and adults that connect library-users with the world around us.	7/15/2015 3:47 PM
163	Digital collection More electronic content.	7/15/2015 7:41 AM
164	Facility improvements More study group space. Updated facilities which are in the works, yea!	7/14/2015 12:36 AM
165	Facility improvements more inviting displays	7/13/2015 6:35 PM
166	Facility improvements I might come and stay if there were comfortable reading areas.	7/13/2015 1:07 PM
167	I love the library - have for over 60 years. Please keep it going! And help me figure out how to help my grandchildren learn to love to read!	7/13/2015 8:32 AM
168	Programming As a teacher in Arlington, I have a precious few months available to take my own children to story time. In August and December, when I have some time available, there are no story times. I wish there were a variety of times throughout the day for working parents.	7/13/2015 7:01 AM
169	Probably.	7/13/2015 6:08 AM

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170	Digital collection Try to get new books in the ebook downloads.	7/12/2015 8:36 PM
171	Accessibility Central Library In north Arlington we only have 1 location! We used to use the central library also, but as we understand it, it will not be opening again in that location. Either way, it is a tall order, but we would love another location that we didn't have to drive 15-20 minutes to	7/12/2015 8:07 PM
172	Central Library I don't know for sure, I've been pretty satisfied. The only surprise to me was that the Central Library was closed...I'm sure it was "advertised." I do like the electronic notifications and news, so that is a good way to keep most people informed.	7/12/2015 1:22 PM
173	Collection More books.	7/12/2015 11:56 AM
174	Facility improvements Our kids need more accessible libraries. I would like to see Arlington put a neighborhood library at the corner of Randol Mill and Fielder~ like the Woodland West Branch. I teach at Wimbish and I believe a library could help uplift that community.	7/12/2015 11:34 AM
175	Hours Open earlier.	7/12/2015 3:21 AM
176	Digital collection Have more online services	7/11/2015 10:19 PM
177	Digital collection Technology assistance Provide more technical assistance in all library branches with making iPads accept ebooks. Or have better online instructions so that one could download ebooks. I found the current instructions incomplete. Have more copies of popular novels available.	7/11/2015 3:08 PM
178	Facility improvements Genealogy area is too close to noisy areas!	7/11/2015 11:10 AM
179	Service/Staffing library management don't see people as persons, just statistics branches need to be open more.	7/10/2015 9:22 PM
180	Facility improvements More drive through service for returning items and picking up reserve items.	7/10/2015 6:47 PM
181	na	7/10/2015 5:32 PM
182	Facility improvements Meeting space we could reserve in advance for several months would be useful for some of us.	7/10/2015 5:28 PM
183	Collection More new fiction!	7/10/2015 4:32 PM
184	Digital collection Facility improvements Have a snack bar like at UTA library. Some branches do not have a great facility or selection(Woodland West). More parking at main library. Better access to journal articles, more like a college library.	7/10/2015 1:10 PM
185	Tech availability I would like to see computer use for children limited to educational sites only.	7/10/2015 12:48 PM
186	Programming The summer classes for children were better last year. Took 7 yr old granddaughter to science demonstrations, magic, etc. Very little this summer. Disappointed.	7/10/2015 11:09 AM
187	Policies/Fines Sticking to hold policy for all. I have on more than one occasion been on a hold list for a long period of time because the person with the book was allowed to recheck the book. This had to have been done by library personnel because you cannot do this online yourself.	7/10/2015 10:16 AM
188	Facility improvements Expanding another popular branch to the scale and service level of the former central library.	7/10/2015 9:14 AM
189	Digital collection Improve audiobook selection available for downloading.	7/10/2015 6:06 AM
190	Collection Provide a broader and larger selection of reading materials. I most often have not found a book I was looking for, and that's the reason I don't visit often anymore. Spend more money on what's IN the library rather than building new structures. The planned new main library elevation that was published in the newspaper this week looks terrible, too. It looks cheesy, trendy, and completely lacking in class.	7/10/2015 12:22 AM
191	Marketing/Communication Market what you offer to citizens.	7/9/2015 10:28 PM
192	Website/Catalog The website needs drastic improvement. I have difficulty searching for specific book titles to download in my Nook.	7/9/2015 9:46 PM
193	Marketing/Communication More public awareness of the resources and activities available. I don't see much unless I searching for it.	7/9/2015 8:35 PM
194	Facility improvements A lot of times it is hard to find a table or chair to sit in. Smaller tables with 2 chairs might be better than large tables that only one person is sitting at. I'm reluctant to sit down at a table where someone else is already reading/working. Chairs randomly placed alone, rather than group seating arrangements would invite someone to sit and read, without having to sit with a group.	7/9/2015 8:18 PM
195	Service/Staffing assistance in research	7/9/2015 7:38 PM
196	Can't think of anything off hand.	7/9/2015 6:43 PM

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197	Programming more programs to teach young teen age moms how to be better mothers and more programs for the preschoolers.	7/9/2015 6:01 PM
198	Provide more family oriented programs at the library.	7/9/2015 4:12 PM
199	Service/Staffing Customer service continues to decline. When I first began utilizing services frequently about 5 years ago, the customer service was great, always willing to help. But recently it seems that more and more your librarians and assistants are only directing people to the computer for information, to the self-checkout; even in situations where there is a locked DVD that can only be unlocked at the desk (i.e. East Arlington) you are told to go check it out and then come back to the desk (and stand in line again) or when you are picking up holds, you now having to stand in 2 lines (one to pick-up your holds and then the self-check line). And staff always seems to disappear to the back. It would just appear that overall there is a lack of ability and/or a "want to help" attitude, just go to the computer and let someone or something else assist you. Also, when the "kits" were updated online in the new web-system, the description of what was in the kits did not transfer over into the new system, making it a bit more difficult to make sure I request the right kit (some, although titled the same are not the same).	7/9/2015 3:32 PM
200	Digital collection Online services: reference, research, and on-line materials	7/9/2015 3:23 PM
201	Policies/Fines Wish you would offer free use to other cities.	7/9/2015 12:10 PM
202	Digital collection probably more ebooks as well as support for current and future technology	7/9/2015 11:37 AM
203	Collection More magazines	7/9/2015 10:54 AM
204	Programming I like the idea of offering more programs for adults-jobs, training, technology. I think those are big concerns now, and I'm glad to see our community trying to support its members.	7/9/2015 10:36 AM
205	Programming Attracting more children and, especially, teenagers. Teens need more guidance and good influences than there parents are providing these days.	7/9/2015 10:07 AM
206	.	7/9/2015 10:01 AM
207	Programming Adult career development - Focus more on training of advanced and applied sciences and technology, while raising awareness on the vast array of professional development and skill sets needed to achieve success in this arena.	7/9/2015 9:35 AM
208	Digital collection more e-book availability	7/9/2015 8:21 AM
209	Na or can't think of anything right now.	7/9/2015 8:19 AM
210	Efficiency I need help when I have not had a chance to pick up a book that I have reserved. I am self employed and sometimes unable to pick a book up in time due to travel, etc... If there was a link to the email of a staff person at my neighborhood library, within the email that tells me the book is available to be picked up, then I could click on the email link and tell the staff member why I can't immediately drop by to pick up the book.	7/9/2015 6:27 AM
211	Marketing/Communication I feel there's a need to promote Arlington Public Library more among the Arlington community, especially among the families and groups in our community who don't speak a lot of English. I feel like it's not known within those smaller communities what the public library actually offers.	7/9/2015 1:45 AM
212	Technology assistance Have people help with unfamiliar technology.	7/9/2015 12:17 AM
213	Facility improvements I usually don't see books out on display that are popular on social media groups. I'd like the staff to be more plugged in to what's popular and then put it out there for others. Example; a poster with the "best" books for that month. Or even a print out of the Times Best books. I find my books else where, and just pick them up.	7/8/2015 11:06 PM
214	Hours Longer open hours - esp on Friday	7/8/2015 10:19 PM
215	Digital collection Efficiency Your check out system keeps changing and not really for the better. Also your online book lists are awkward, many books listed more than once, when I want to look up just books, I also get audio and other stuff on the list that I don't want. I think adult/regular DVDs should be listed separately from Juvenile.	7/8/2015 7:22 PM
216	Don't know	7/8/2015 5:30 PM
217	refer to answers from previous questions	7/8/2015 5:16 PM
218	Programming I would like to see book discussion groups and/or visiting authors.	7/8/2015 5:07 PM
219	Efficiency Hours Better hours for working adults. Faster availability of books from branch to branch.	7/8/2015 3:53 PM
220	Digital collection In this era of technology I think MANY more e-books should be made available to our citizens. It is ridiculous to be waiting months for an e-book on reserve.	7/8/2015 3:11 PM
221	Facility improvements Our libraries tend to be boring, I wish the decor was brighter and more inviting.	7/8/2015 2:27 PM

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222	Facility improvements EVERYTHING ALL GOOD WITH ME I DO LIKE THE IDEA OF HAVING A FOOD COURT IN THERE SOMEWHERE I LIKE TO HAVE A BIT OR TWO WITH KIDDOS SO FOOD IS ALWAYS GOOD	7/8/2015 1:26 PM
223	Tech availability I would like to see more adult and children computers available at all of the branch libraries.	7/8/2015 1:06 PM
224	Collection Expand access to material from main library during construction.	7/8/2015 11:38 AM
225	Digital collection I wish for more current adult material to be available via Overdrive. I love being able to download a book to my Nook. I do wish the search feature when browsing for Ebooks was better. I do not know what Atos level means, or some of those other options.	7/8/2015 11:30 AM
226	Service/Staffing More informed staff.	7/8/2015 11:18 AM
227	Service/Staffing Customer service.	7/8/2015 11:07 AM
228	Service/Staffing Budget permitting increase staff. or cross train staff..	7/8/2015 10:29 AM
229	See Above, All else is great.	7/8/2015 10:22 AM
230	Programming More programs to hel children with homework.	7/8/2015 9:54 AM
231	I don't know.	7/8/2015 9:54 AM
232	quiet Keeping it quiet.	7/8/2015 9:34 AM
233	Facility improvements ...having more of an outside reading area & maybe a snack machine for those who need a lil something....this can be a good escape for people, who have hard times & anything to make it a pleasant experience is wonderful	7/8/2015 9:11 AM
234	Collection Programming More programs for increasing a love for reading in teens and adults, such as : more author speaker series, maybe offering these books in specialized areas, where these groups are drawn in and look forward to going and checking out what's new (similar to the way the children's section draws them in as little kids).	7/8/2015 9:07 AM
235	Digital collection More downloadable audiobooks! Great for long drives!	7/8/2015 8:30 AM
236	Website/Catalog Better computer site. Easier for senior users.	7/8/2015 8:11 AM
237	I can't think of anything else. You do an especially good job of reaching out to the community to offer services. I love the summer reading programs.	7/8/2015 8:10 AM
238	Digital collection Access to more Downloadable Audiobooks and Ebooks - It would be helpful if there was a Kiosk at the Library to pay fines, no matter the amount.	7/8/2015 8:02 AM
239	Programming Senior citizen program	7/8/2015 7:26 AM
240	Nothing...doing great!	7/8/2015 6:10 AM
241	Nothing	7/8/2015 6:02 AM
242	Facility improvements Good locations around city, however still difficult to get children and teens to want to come to or able to get to the library. Need to get library services to them or get them (transportation services) to the libraries.	7/8/2015 5:16 AM
243	Programming More days of the week offered toddler/children programs.	7/8/2015 12:30 AM
244	Programming In regard to the new library plans, I feel that it is important to keep the same space and not make it smaller to merely fit an spot of land.	7/8/2015 12:29 AM
245	Facility improvements install a drive-thru drop off box with automated "check in" system and a will call window for reserved items	7/8/2015 12:26 AM
246	Facility improvements Go to the newer branches of the Irving Library and take a page from them--they're beautiful. Arlington's branches look a bit outdated.	7/8/2015 12:15 AM
247	Hours Open earlier and stay open later.	7/7/2015 11:40 PM
248	Literacy services Literacy classes	7/7/2015 11:24 PM
249	Tech availability More technology	7/7/2015 10:32 PM
250	Facility improvements Have book drop that can be used without having to get out of the car.	7/7/2015 10:07 PM
251	Collection Marketing/Communication Programming Making sure that all AISD teachers know they get free library cards, & letting the teachers know what services & materials you do have that they may need or want. Implementing a book club & having popular books, movies or other materials more readily handy & providing larger quantity.	7/7/2015 9:55 PM
252	I think everything is fine. I think we already have the best system in the Metroplex	7/7/2015 9:48 PM

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253	Service/Staffing Hiring Librarians instead of non-college degreed CSAs and/or college degreed business administrators!!!!!!!!!!!!!!	7/7/2015 9:28 PM
254	Technology assistance Tech education	7/7/2015 9:14 PM
255	Tech availability Need more computers.	7/7/2015 9:09 PM
256	Central Library We need to replace the Central Library as soon as possible and have easy parking .	7/7/2015 9:09 PM
257	Facility improvements More colorful, engaging library decor throughout library, not just kids area. More comfortable seating.	7/7/2015 9:05 PM
258	Service/Staffing staff needs training on customer service....they always seem unhappy and bored. Also needed to enjoy helping. I have always feel the staff needs to improve	7/7/2015 8:55 PM
259	Digital collection Accessing and exploring books (overdrive) is not user friendly. It's hard to look up what might be available.	7/7/2015 8:44 PM
260	Hours Evening and weekend hours. Working people study on Sundays!	7/7/2015 8:31 PM
261	Facility improvements quiet I love the quiet atmosphere, HOWEVER, I believe that separate rooms for collaborative exercises would be extremely beneficial. Also, a small cafe area would be nice. Some people visit the library for hours at a time and are not able to eat because of the "no eating/drinking" rule.	7/7/2015 8:22 PM
262	Central Library Service/Staffing Closed Central Library, our home library, with no clear goal or aim. Staff frequently seems annoyed, unhappy and short with patrons.	7/7/2015 8:21 PM
263	Collection The last couple of years, the number of books available (fiction, mystery, western) seems to be less. And I'm finding it harder to find books I truly enjoy. I would like more community meetings like the one you had a year or so ago on couponing. Would enjoy visiting authors like Jan Karon, Ann B. Ross, Lee Child, Janet Evanovich, etc. Since I've always wanted to write books, but don't know how, I'd love some ongoing meetings on how to write a book of fiction, mystery, etc.	7/7/2015 8:19 PM
264	Marketing/Communication Website/Catalog Have a better website to inform about the various activities going on	7/7/2015 8:16 PM
265	Tech availability even more computers- they are always full, so there is a need	7/7/2015 8:04 PM
266	Hours Maybe be open an hour later?? I love the library and hate when it closes ;)	7/7/2015 7:53 PM
267	Digital collection Technology assistance I have a Nook reader and have had trouble downloading ereaders even after talking to library staff. My husband has another tablet and has no issues.	7/7/2015 7:51 PM
268	Don't really use it enough to say	7/7/2015 7:50 PM
269	Facility improvements Have a food and beverage area.	7/7/2015 7:33 PM
270	quiet Libraries in the 1970s and 80s were much quieter. I really miss the quietness. How could we go back to that?	7/7/2015 7:11 PM
271	Efficiency Policies/Fines I don't like being charged a re-shelving fee, especially if I never receive notice an item is ready for pick up.	7/7/2015 6:56 PM
272	Marketing/Communication Technology assistance Again, focus on children's literacy and communication. Also make computers and training available. I can't really tell how you are doing on this.	7/7/2015 6:56 PM
273	For me, the library is just fine.	7/7/2015 6:51 PM
274	Digital collection I wish it were easier to find the book I want online with the overdrive app. For example, to find books in a mystery series in order, I have to look somewhere else to find the order of the books, then search each book online, kind of a pain in the neck.	7/7/2015 6:50 PM
275	Facility improvements Try to minimize the noise	7/7/2015 6:32 PM
276	Facility improvements stop spending money on new buildings and sites and bring back an actual research lab with significant materials (instead of clearing the shelves of research books to make way for more computers). it is a library, NOT a internet coffee house.	7/7/2015 6:23 PM
277	Central Library I appreciate everything that Arlington has done, I cannot wait to see the new Central Library when it is completed!	7/7/2015 6:07 PM
278	Tech availability I would like too see the mobil library out more.	7/7/2015 6:05 PM
279	Growth	7/7/2015 5:56 PM

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280	Digital collection Offer a wider variety of materials which can be accessed from home. For example, research information, technical materials and even some of those non-check-out-able resource books, like magazines, journals, encyclopedias, newspapers.	7/7/2015 5:48 PM
281	Digital collection The main service I use from APL is your website for digital materials - e-books and digital audio books. I really wish the website wasn't so genre driven. Often I just want to browse for available books. I dislike having to choose "adult non-fiction", "teen fiction", etc. I just want to scan through a list of available e-books, preferably alphabetized. If that is available on your website, I can't find it. Sometimes I have heard of a title and I'm not sure what category it is in. Give me an alphabetized list of available e-books that is easy to locate on the website! The site seems complex and somewhat difficult to wade through, but I have truly enjoyed the e-books I have found and downloaded on my Kindle, iPod, and tablets. Thank you!	7/7/2015 5:47 PM
282	Service/Staffing Requiring that there is at least two professional librarians with M.L.S. Degrees at each library.	7/7/2015 5:21 PM
283	Digital collection Have more copies of popular eBooks available for checkout.	7/7/2015 5:13 PM
284	I can't think of anything. I think the library system in Arlington is excellent!	7/7/2015 5:04 PM
285	Website/Catalog On-line library card renewal. More talks about community planning. Demos on how to use city websites	7/7/2015 4:56 PM
286	Programming Add immigration information	7/7/2015 4:52 PM
287	Website/Catalog I often have a hard time with the computer-based catalog. It isn't intuitive, and takes me a while to figure it out. Of course, the staff is fantastic in helping me with questions.	7/7/2015 4:37 PM
288	Please keep your robot,"Vince" who calls about reserve books!!!!	7/7/2015 4:36 PM
289	Digital collection Search function for finding Audio books through the app could be easier to use.	7/7/2015 4:29 PM
290	Marketing/Communication Advertise in public and private schools	7/7/2015 4:20 PM
291	Collection I wouldn't change anything, the folks there are great people, besides adding more resources for job seekers, and more history books and etc.	7/7/2015 4:12 PM
292	I don't know	7/7/2015 4:09 PM
293	Hours stay Open later on Friday and Saturday.	7/7/2015 3:54 PM
294	Facility improvements Like the idea of study rooms for teens.	7/7/2015 3:53 PM
295	Facility improvements More supervision	7/7/2015 3:42 PM
296	Digital collection More availability for ebooks. With only a small number of books available, the wait can be very long. I have often wanted an ebook, but settled for a hard copy because I got tired of waiting.	7/7/2015 3:30 PM
297	I don't have any comments. I enjoy going to the library presently. The staff is always friendly and helpful!!!	7/7/2015 3:28 PM
298	Programming More programs for elementary school aged children. Way for club/groups like Daisy Girl Scouts can meet and have special events or community service opportunities	7/7/2015 3:28 PM
299	Facility improvements Provide small tutoring rooms with computer access to play video/audio to enhance learning.	7/7/2015 3:25 PM
300	Digital collection Make it easier to check out ebooks. I am too busy to go to a class on how to do it. If you start to make a switch toward more e-materials, please continue to provide a huge selection of printed children's and teen books.	7/7/2015 3:25 PM
301	You have people there to help you	7/7/2015 3:25 PM
302	Website/Catalog Make the library member page more user friendly. I would like to see the suggestion of books gathered by the use of my past reading instead of what's there..	7/7/2015 3:21 PM
303	Collection I would like a few more books that were quality but not popular.	7/7/2015 3:15 PM
304	Facility improvements For me personally, nothing! Anxious for the new library; the temporary center on Cooper is VERY depressing! We are blessed in Arlington to have such a wonderful resource for books! I LOVE TO READ!	7/7/2015 3:05 PM
305	Efficiency Could use more "accessible" checkout stations.	7/7/2015 3:04 PM

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306	Digital collection Policies/Fines Helping the community more with learning technology and making sure It is well known that they have those who are glad to assist them there. Connecting with the youth by attracting them, free wifi, more ebooks in their categories, so that they learn to love books too and see the library as a free treasure trove that they will love. More literacy classes offered in times that adults can attend. Make children's areas more cozy and attractive to learning families. It should be a beloved place in the community where citizens feel welcome to come and learn, or fall in love with a book, not a sterile, uncomfortable environment, that people just want to grab a book and go. And PLEASE do not make Arlington ISD parents, who live outside of Arlington proper, pay for a membership each year if their kids have not officially started elementary school yet. Not sure when that was changed, but that is just awful. Many cannot afford that fee, so they will have no access to books. And at a time when it is so essential for their children to be exposed to reading and books, there can often be none without a free membership. If houses are assigned to Arlington schools, please let these families have free library memberships!	7/7/2015 3:03 PM
307	Tech availability New inventory and technologies sustainable for the future	7/7/2015 2:58 PM
308	Collection Policies/Fines It seems like it takes a long time for the library to get newly published books. The library needs to waive fines for AISD students. I am a teacher and most of my students don't go to the library because they have fines that they can't pay.	7/7/2015 2:52 PM
309	I can not think of a thing.	7/7/2015 2:48 PM
310	Marketing/Communication I don't think the library is merchandised properly. Selective dissemination of information to more selective groups rather than a broad brush might be helpful. Mature adults might be more attracted to information about services that are totally different from teens, "mellinials" or the parents with young children.	7/7/2015 2:43 PM
311	Facility improvements Marketing/Communication advertising, activities for kids, more toys in children's area	7/7/2015 2:35 PM
312	Efficiency Service/Staffing I have already mentioned the inability to place books on hold. I don't understand the notation that I cannot place items on my "lists" without the police having access to the info. (I believe the first step to placing a book "on request" is to place it on my "List") Staff members naturally have to be educated on all library functions. (The info available on the staff computers is NOT the same as that which we get at home so they often don't understand our questions about internet functions.) I do appreciate the efforts expended by the staff in general. Most accommodating.	7/7/2015 2:29 PM
313	Marketing/Communication Maybe publicize your offerings better. I have no idea what you currently offer. I might be interested if I knew.	7/7/2015 2:29 PM
314	Programming More focused reading programs - visiting authors, book clubs, etc.	7/7/2015 2:29 PM
315	Collection Distributing copies of books around so that at least one is available at multiple libraries, instead of multiple available only at one library.	7/7/2015 2:29 PM
316	Hours Sunday hours	7/7/2015 2:28 PM
317	Digital collection expand electronic resources.	7/7/2015 2:25 PM
318	Nothing comes to mind.	7/7/2015 2:24 PM
319	Technology assistance I think there could be better training on how to do things: i.e. download an e-book or audio-book--less words, more pictures or even a youtube training vid.	7/7/2015 2:22 PM
320	Digital collection Offer a much bigger & better e-book selection.	7/7/2015 2:14 PM
321	Programming I would love to see more programs aimed at adults for recreation purposes. Like book clubs or writing clubs, etc.	7/7/2015 2:10 PM
322	Accessibility Delivery to a home for the elderly, disabled or those without transportation would greatly improve access.	7/7/2015 2:09 PM
323	Facility improvements Hand sanitizer dispensing machines Clean children's book jackets	7/7/2015 2:09 PM
324	Digital collection more ebooks to borrow	7/7/2015 2:05 PM
325	Collection There are times when I am looking for a book, find the perfect book, but it is at another library. I am glad its there (Just a wait time of a couple of days), but sure would have liked to have had it right then.	7/7/2015 2:03 PM
326	Accessibility going into the neighborhoods	7/7/2015 2:03 PM
327	Service/Staffing It would be so nice if the librarians would say hello to me when I enter the library. I miss the human interaction of the library. I can go in, get books, check them out myself and never have one librarian say hello.	7/7/2015 2:00 PM
328	Programming They could have more programs for adults	7/7/2015 1:52 PM
329	Tech availability add & have more computer access for people who really needs a computer to work on, more innovative books for teens & young adults to prepare for the real world.	7/7/2015 1:50 PM

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330	Digital collection encourage ebook availability and utilization.	7/7/2015 1:49 PM
331	Programming More arts and crafts programs for kids 5 and under	7/7/2015 1:49 PM
332	Website/Catalog Newer / modern facilities Would be happy to see more technology available and used in the library Better website	7/7/2015 1:42 PM
333	Everything is fine	7/7/2015 1:40 PM
334	Facility improvements I always thought having study cubicles that people could reserve would be good to have - saw and used them in Irving. I do not like people using their cell phones inside the library. I miss the days of the librarian shushing people and for parents not teaching their children how to behave once inside the library.	7/7/2015 1:37 PM
335	Hours More evening hours. Meeting rooms for community groups.	7/7/2015 1:34 PM
336	Hours Open longer on weekends.	7/7/2015 1:27 PM
337	Digital collection I wish there were more copies of books and audio books available. Also get new releases sooner. And more copies on ebooks.	7/7/2015 1:21 PM
338	Central Library Facility improvements None of the branches can replace the Central Library.	7/7/2015 1:14 PM
339	Collection More books on popular authors.	7/7/2015 1:11 PM
340	Facility improvements A children's play area for preschooler s with toys and climbing area. I don t see young moms bringing small children to library. Gail Borden LibrAry in Elgin Illinois is a great example. This would get young ones to come to library and learn about books too	7/7/2015 1:11 PM
341	Accessibility Expand by creating a book truck service/book mobile. Growing up I did not have to wait for my parents to take me to the library and went there every week by myself.	7/7/2015 1:09 PM
342	Digital collection Better instructions on downloading ebooks to various types of devices. I found it very confusing at first	7/7/2015 1:08 PM
343	Hours Service/Staffing I would like to see branches stay open on Sundays. The customer service employees could be friendlier.	7/7/2015 1:04 PM
344	Digital collection More ebooks.	7/7/2015 1:03 PM
345	Digital collection would love to see more eBooks offered but realize that is probably a limitation by Overdrive.	7/7/2015 1:02 PM
346	Collection More History Books and Financial Books.	7/7/2015 12:58 PM
347	Accessibility NOT HANDYCAP FRINDLY	7/7/2015 12:55 PM
348	I do not have a suggestion.	7/7/2015 12:55 PM
349	Service/Staffing I don't like how the librarians start turning out the lights 10-15 minutes prior to closing time.	7/7/2015 12:53 PM
350	Really have no idea.	7/7/2015 12:53 PM
351	Efficiency Facility improvements I use the east branch. When Obama was elected the first time I voted for funds for that library and it passed. Nothing has been done to expand and I see tons of children there doing homework and on the computers. The other thing is I have been told twice I have not turned in books but they have been put back on the shelves and were not checked back in by the desk people. I have also witnessed several times other people being told they did not return books but they are back on the shelves. I cannot speak for the other branches but this seems to be a big problem on the east side. I do not want the each branch moved to the Hugh Smith rec center. It needs to stand alone as a library.	7/7/2015 12:45 PM
352	Digital collection More ebooks to choose from.	7/7/2015 12:45 PM
353	Digital collection The collaboration with Overdrive however the selection is limited.	7/7/2015 12:42 PM
354	all my needs are being met at this time.	7/7/2015 12:41 PM
355	Efficiency Don't let library workers futz with the "requests" utility. I have had requests for a popular DVD (True Blood) for several months. Recently My position on the "request" line seems to be moving counter to flow. Last week (Monday) I was 1 of 16, then next day I was 2 of 17, a few days later 1 of 16, then 1 of 15, then 1 of 14. I figure available assets are being moved to "friends" of library workers.	7/7/2015 12:40 PM
356	Can't think of anything	7/7/2015 12:40 PM
357	Facility improvements Policies/Fines Would love to be able to borrow books from other library systems so that you get a bigger selection. Meeting space would be great too. There aren't very many places for ad hoc or non-profits.	7/7/2015 12:39 PM

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358	Collection Policies/Fines Acquire lots more music CD's and Movie DVD's. Longer hold times. Do not charge for not picking up holds.	7/7/2015 12:36 PM
359	Facility improvements You need more drive up areas to drop off books.	7/7/2015 12:36 PM
360	I don't know. I'm satisfied with all my visits.	7/7/2015 12:36 PM
361	Service/Staffing You have moved away from customer service. No one wants to help me check out books. I am directed to the self service. I can manage my entire transaction without contact with any staff.	7/7/2015 12:35 PM
362	Programming More outreach to seniors with interesting and relent subjects	7/7/2015 12:34 PM
363	quiet forgetting about those of us who still want the library to be a quiet place to read. the lobbies of the new libraries echo with noise, very un-library like, and people are allowed to chatter while on the computers. it is very hard to tune them out. maybe you could set aside a room where there are no cell phones or other types of noise allowed, or a sound proof room that children can use as a play room. I believe there are rules in the library about not using cell phones, but no one seems to want to enforce them.	7/7/2015 12:33 PM
364	Unknown	7/7/2015 12:32 PM
365	Facility improvements quiet Enforce some basic courtesy - Why are people eating and drinking syrupy, sticky, messy drinks and eating whatever they want, whenever they want? Why are people bellowing on their cellphones? I never see anyone try to quiet them down. Using the library as a "Safe Zone" needs some work. Teens have their own area - why don't the younger kids? The majority don't seem to be doing homework or anything other than rough-housing and making a mess of the books. Why isn't there more of any effort to collect fines or impose fines?	7/7/2015 12:31 PM
366	quiet Ask those who are not quiet to please be quiet??	7/7/2015 12:30 PM
367	Marketing/Communication Better coordination with AISD librarians in terms of materials and inter-library transfers.	7/7/2015 12:26 PM
368	Digital collection Programming Differing times for storytime (all of them are currently during nap time). More audiobooks on overdrive...and not just bestsellers/popular/being made into movies. More Christian fiction. Account access (and ability to change things) online can be confusing and/or difficult, and I'm 28 years old.	7/7/2015 12:24 PM
369	Collection More audiobooks please.	7/7/2015 12:24 PM
370	Digital collection Offering more streaming services for movies instead of having to check them out in person.	7/7/2015 12:23 PM
371	Efficiency Facility improvements A feature to electronically release a book being held if you are not able to pick it up, since you don't always know when it will be available. I've been out of town before and told a book that I had in a holding que was available. Drive through book drop off options Easier way to request specific books be purchased - added to the system	7/7/2015 12:23 PM
372	Collection More books for teens	7/7/2015 12:23 PM
373	Can't think of anything.	7/7/2015 12:19 PM
374	Technology assistance Offer classes for older adults to assist them in learning to use a computer, the software most commonly used, etc. Of course, it would have to be a hands-on class.	7/7/2015 12:18 PM
375	Collection Would like a large selection of books available	7/7/2015 12:17 PM
376	Digital collection More Ebook Option	7/7/2015 12:16 PM
377	Collection I would like more frequent updates to the audio book selection especially in the true crime section like Ann rule books	7/7/2015 12:15 PM
378	Digital collection quiet Making it easier to use ebooks; need more quiet spaces in which to read	7/7/2015 12:15 PM
379	Digital collection The waiting list for audiobooks online is really long for popular books. I'd love it if we could access them more easily.	7/7/2015 12:14 PM
380	Digital collection More ebooks	7/7/2015 12:12 PM
381	Facility improvements I cannot imagine the new library site where members have to cross a busy street to access it from the parking area.	7/7/2015 12:11 PM
382	Facility improvements Genealogy section. It's own computers and area with printers	7/7/2015 12:10 PM
383	Facility improvements Modernize the space for comfort to draw people to the library. If it had more of a café feel, then more people would come to socialize which leads to more reading, writing and interactions.	7/7/2015 12:10 PM
384	Collection Digital collection Offering more downloadable audiobooks and business mafazines	7/7/2015 12:10 PM

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385	<p>Central Library Efficiency Marketing/Communication Website/Catalog When I request an item, my email to pick up that item is very generic. I want to know what I am getting and I also want to know if it is more than 1 item especially when I pick it up at the YMCA because I have had items in 2 lockers but with the hubbub haven't heard the additional locker so those items were left. There also has to be a better way to store CDs. The cases are atrocious and can't be good for the CDs. Because I am sure there are really great programs that I am not aware that my library offers. Why not send an email once a month or once every week in the summer and each location has to give a small 5 line snippet of a really great feature at that location...a did you know? Or some aspect of services provided. I don't think I received an email to let me know the Central library was closed. How about an update on that? Online, when I have my account up why can't you have all the branches on the side somewhere that I can constantly go to reference where they are located and when they are open. Maybe I want to get a book now but then I have to navigate from a quick search to get to the branch it is at and where is located and when is open. Have everything at my fingertips.</p>	7/7/2015 12:09 PM
386	I don't really have anything. I mostly go to the library to look for books and read.	7/7/2015 12:09 PM
387	Efficiency LOL, small thing. Can we make it where my iPhone can check out books with a smart code or something? The keychain barcode breaks on a regular basis.	7/7/2015 12:09 PM
388	I'm a little miffed that you closed the Hawkes location so early. I would have appreciated it being open a few more months. Were you cleaning out the interior? Because it looked like nothing was happening.	7/7/2015 12:04 PM
389	Technology assistance Teach us how to download books to mp3 players.	7/7/2015 12:03 PM
390	Facility improvements get the City to create a day resource center for the homeless and get them out of the library. Sometimes I am afraid to even go to the bathroom at the library. I would neve let a kid go by themselves. I also wonder how often the keyboards are cleaned on the public computers. i would like to see computer cleaning/sanitiatian stations in the computer areas.	7/7/2015 12:02 PM
391	Collection Programming Tech availability Provide more recent books and mutiple copies of more popular titles so I can read them when they are newly released. Also, provide PC stations that have internet connectivity with a stronger WiFi signal. I also would like to have children's programs or activities/events held at the library to engage the community.	7/7/2015 12:01 PM
392	not sure.	7/7/2015 12:00 PM
393	Facility improvements Being more of a community center in each area of town	7/7/2015 11:58 AM
394	Programming Technology assistance More programs for Seniors who are not computer literate or easily able to access libraries.	7/7/2015 11:57 AM
395	Hours As a whole, I can't think of anything because I am not fully aware of the entire universe of services offered. Once I am a parent, I'm sure my views will change as different things become important to me. But as a full-time working adult, I think things are great other than perhaps be open on Sundays.	7/7/2015 11:56 AM
396	Accessibility make it easier for minorities to check out or use the library. I am NOT a minority.	7/7/2015 11:55 AM
397	Collection Facility improvements continue supporting genealogical research with your staff, materials and space	7/7/2015 11:54 AM
398	Digital collection Need more Ebooks	7/7/2015 11:54 AM
399	Facility improvements offer coffee/café spaces to hang out	7/7/2015 11:54 AM
400	Digital collection I read books on my iPad- so it would be nice to have a larger selection of ebooks online.	7/7/2015 11:53 AM
401	Programming I would like to see more STEM workshops for kids over 12.	7/7/2015 11:51 AM
402	Hours More hours on Friday & weekends	7/7/2015 11:50 AM
403	Programming small business support would be helpful, along with meeting space for various groups in the community	7/7/2015 11:49 AM
404	Facility improvements Maintain noise control	7/7/2015 11:48 AM
405	Service/Staffing A online talk to the librarian, I often want to get feedback and find authors similar to ones I like.	7/7/2015 11:46 AM
406	Policies/Fines I would like to see a sign up program through Arlington School District including private schools for all school children to have access to library	7/7/2015 11:46 AM
407	Facility improvements option for car drop off of books	7/7/2015 11:43 AM
408	Facility improvements A drive through book/DVD drop off so you don't have to get out of your vehicle.	7/7/2015 11:42 AM

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409	<p>Facility improvements Tech availability The bathrooms need an overhaul! They are very old and stale. Oftentimes there's a water leak. I would like to see toilet paper seat dispensers in each stall. I would like to see a private room for those individuals that need more attention when it comes to functionality of the computer. The library at times can be very noisy. Parents need to control their children more. Additionally, less talking would be great! There should be a copier that will print on other forms of paper. Customer should be able to FAX! It would be nice to have this library set-up on a more wider network to do research on a wider scale. I would like to see more ethnic representation also. Thanks for the opportunity to share!</p>	7/6/2015 7:03 PM
410	Keep doing the good work,only do not allow distractors come in here as volunteers.	7/6/2015 5:10 PM
411	Programming More kids' activities on Saturdays, from a working parent perspective, I can't make it to any during the week.	7/6/2015 11:39 AM
412	Programming Technology assistance Have teen programs in all branch libraries. Making book recommendations..if you liked reading ___ then you might enjoy reading___. Promoting how to access online databases, SAT test prep, and eBooks.	7/5/2015 10:12 PM
413	Digital collection subscribe to research databases and make them available to citizens online	7/5/2015 1:36 PM
414	Central Library Marketing/Communication Information on the new central library has been too generic and lacking details. It makes one suspect we are getting a pig in a poke.	7/5/2015 1:04 PM
415	Hours The hours are limited and students and the public would use a "lighted library" as a "clean well lighted place" if it were open on Sunday and until 10 p.m. Just give the public time to make use of the later hours.	7/2/2015 9:31 AM
416	Programming I would like to have more weekend options for children's storytime and other children activities to enforce a love of reading and learning with my children.	7/1/2015 5:04 PM
417	Digital collection Website/Catalog Might be nice to actually see staff on the floor! It's obvious that library it going to a self service mood of operation. How about more funding on ebooks and audio downloads? Also please change the web page. It's old, not user friendly and looks outdated. Not a good virtual impression of APL. Automatic renewals--an obvious way to increase circulation stats. Rather sad.	6/30/2015 10:28 PM
418	Literacy services Programming Offer Spanish for English speakers	6/29/2015 6:40 PM
419	I do not have any thoughts about this questions since I only use it for looking for books to put on hold.	6/29/2015 8:23 AM
420	Collection Efficiency Service/Staffing have up to date movies and books. also have books that are in sequel sometimes you get books that are book 1, 2, 3, then jumps to 6, 7 you cant read 5 cause you don't have it. something similar like that. should be able to link accounts with family members who want to even when they are adults and would like to have that option. if for example adult mother or adult son has two separate accounts they should be able to link them together so that way they can pick up and check out items for that person. be a little bit nicer and cordial to people and not talking down to them. overheard conversation. easier to request books and other items.	6/28/2015 10:34 PM
421	Collection larger book selection	6/28/2015 2:08 PM
422	Central Library Digital collection Facility improvements A higher quality selection of ebooks (I see a lot of romance novels and teen fiction. I understand that people are super into those genres but maybe some more bestsellers). I would like to see some creative uses of space in the new Central library. It could be a really cool place for the community to come together. As an educator I understand the difficulty of maintaining the relevance of a library in today's world and so I think libraries need to be creative with things like Makerspaces and community groups. Another example I've heard of is some libraries lending things other than media -- specialty equipment, tools, etc: http://www.smithsonianmag.com/smart-news/checking-out-tools-and-telescopes-local-libraries-180952662/?no-ist	6/27/2015 8:23 PM
423	Programming The summer reading program is SO disappointing. Five hours - for the WHOLE summer - for kids and ONE hour for adults? I know that you can't have a program that is so daunting that it intimidates people, but these standards are abysmally low.	6/26/2015 9:12 AM
424	Efficiency Easier check out process. Better organization of books	6/25/2015 11:41 PM
425	Efficiency Keep better track of current inventory (books can't always be found on the shelves when the inventory shows they are available)	6/24/2015 8:30 PM
426	They will be asked to do even more as our diverse community grows.	6/24/2015 5:03 PM
427	Digital collection I would like to see more book selections in the digital format. If it would be possible to check out movies digitally from your living room and access them wirelesslylike Netflix that would be awesome!	6/24/2015 4:15 PM

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428	Facility improvements Service/Staffing Cell phone usage should not be allowed in the library!!!! The library is a place where people come to do research, whether it be genealogy or looking for a job, and there should not be excessive noise from people on their phones. The library is not their personal couch in their living room. Some of the staff at various branches need lessons in "Customer Service" as they have either forgotten what that means or they just don't care. They are here to assist the library patrons with whatever services they need; they are not here to visit and chat with other library personnel.	6/24/2015 2:18 PM
429	n/a	6/24/2015 2:00 PM
430	Digital collection Have greater selection of latest popular author ebooks, and more than one download being available to patrons. Print is great, but more and more of us are or have moved to preference of ebooks	6/24/2015 1:47 PM
431	Marketing/Communication The Library provides a great deal of benefit and services to the community. My only suggestion would be more innovative marketing to insure all ages and demographics understand the resources that are available to them.	6/23/2015 10:38 AM
432	Marketing/Communication Better publicity-- let Arlington see what the library can do for all of us.	6/22/2015 9:44 PM
433	Facility improvements More research area for the genealogy dept. So if we go up there we will not have to fight other adults who are using the genealogy dept for researching other things in the genealogy dept.	6/22/2015 8:32 PM
434	Hours The last time I tried - you were closed. I didn't track the cut back hours....	6/22/2015 7:33 PM
435	Central Library Please be sure the new downtown library includes easily accessible elevators and restrooms! As a disabled senior citizen, I found the building itself to be very unfriendly to this user. From the same perspective, I'm quite concerned about the availability of close-in parking at the new facility.	6/22/2015 6:53 PM
436	Technology assistance Computer training Use of electronic cell phones	6/22/2015 6:14 PM
437	Genealogy I would like to see someone on site that could help with genealogy and research	6/22/2015 5:05 PM
438	Genealogy quiet Expand the genealogy collection. Try to make the library a "quiet" place again and not so much noise especially in the children's area and the computer area.	6/22/2015 4:45 PM
439	Collection The East Branch is not as diverse in materials. It should be expanded and include more variety. We need more books with sheet music.	6/22/2015 3:20 PM
440	Efficiency To make it more efficient for patron to get a library card. Instead of them holding up the line. Have computers available to fill out the application online that can handle to whole process or designate a desk just for new card holders.	6/22/2015 3:10 PM
441	Collection Genealogy More focus on local and family histories	6/22/2015 3:08 PM
442	Marketing/Communication Promote programs to other city departments and staff more often.	6/22/2015 3:02 PM
443	Central Library Facility improvements I have only visited the Central Library about 10 times, so I feel like I may not have enough to really give a good opinion about this. I had not encountered anything negative at the Central location. I am excited to see what the future holds for the new building.	6/22/2015 2:54 PM
444	Efficiency It would be nice if you could get a text letting you know when a book you'd requested is ready for pick up, or a text reminder that your library books were due within 48 hours, or that your library card was set to expire on whatever date, please renew.	6/22/2015 2:38 PM
445	Provide for children's needs first. All other can be done on-line.	6/22/2015 2:33 PM
446	Not sure - since I do not visit	6/22/2015 2:27 PM
447	Central Library Facility improvements We are beyond this age now but I remember how much I would have loved to have an indoor space to go to visit and allow the kids to play, read, and socialize. A place with A/C that was tucked away so if they kids were playing it wasn't too loud. A place to allow a young mother at home with kids all day a little social interaction before or after story time. No food allowed so it wouldn't be yucky all the time. Central sort of had a corner like this with a few toys and so did woodland west but it needed to be just a bit bigger and enclosed in it's own room so the kids could play a bit more without disturbing anyone. Age limit of course and no adults without kids. Maybe a tiny nursing mother's room too. Just a thought again mine are beyond this age but it would have been so nice to have a place to make friends or meet friends. Maybe only open a few hours a day. It is just a thought. In a place like Texas when it is soooo hot in the summer it is hard to find free indoor activities with little ones where you can make/meet friends. At the age mine are now it would be nice to have a few more indoor summer things too. As a society we are becoming less social. Not sure what that would look like. Indoor park or library area maybe. Elementary age is also a tough group to find fun free a/c entertainment in the heat of summer. I think when we get a bit older there are some areas for teens around town. Haven't checked it out yet because my oldest is 8. For the most part I love the library. I just miss central and I can't wait to see what is coming next.	6/22/2015 11:34 AM
448	Digital collection audiobook app can get tricky	6/21/2015 1:51 PM

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449	Service/Staffing customer service	6/21/2015 10:29 AM
450	none	6/21/2015 10:21 AM
451	Marketing/Communication find ways to promote community presence even more - exposing more services and resources.	6/21/2015 10:17 AM
452	Facility improvements more space	6/21/2015 10:15 AM
453	doing great!	6/21/2015 10:13 AM
454	Programming teach kids and teens about acceptance	6/21/2015 10:10 AM
455	Programming i need help teaching my kid to read and math and science	6/21/2015 10:07 AM
456	helping	6/21/2015 10:03 AM
457	Programming more field trips for all students in Arlington	6/21/2015 10:00 AM
458	Collection offer more video games for us nerds and kids	6/21/2015 9:54 AM
459	Policies/Fines allow residents of tarrant county who live in the city limits of grand prairie to have an arlington library card free of charge	6/21/2015 9:44 AM
460	Programming more family events	6/21/2015 9:36 AM
461	Collection yes. more collections	6/21/2015 9:32 AM
462	Tech availability faster free internet	6/21/2015 9:27 AM
463	Marketing/Communication provide information to make it much more easier to be conversant with the library	6/21/2015 9:21 AM
464	Collection more ya audiobooks	6/21/2015 12:14 AM
465	not really anything	6/20/2015 11:55 PM
466	nothing	6/20/2015 11:52 PM
467	ya'll are perfect	6/20/2015 11:49 PM
468	Marketing/Communication getting the word out there	6/20/2015 11:43 PM
469	Tech availability could be better in the tech zone	6/20/2015 11:37 PM
470	Central Library Use a building that would be closer to downtown Arlington.	6/20/2015 9:04 PM
471	Collection Service/Staffing more options books more help from staff	6/20/2015 6:16 PM
472	Facility improvements improve the buildings make it funner!	6/20/2015 6:04 PM
473	everything	6/20/2015 6:01 PM
474	Tech availability offer limited free printing per week/month/year	6/20/2015 5:57 PM
475	n/a	6/20/2015 5:53 PM
476	n/a	6/20/2015 5:31 PM
477	can't think of any	6/20/2015 5:27 PM
478	yes its been doing better	6/20/2015 5:24 PM
479	looking forward to the new location miss the old one	6/20/2015 5:13 PM
480	Policies/Fines allow people from grand prairie to have access to the library	6/20/2015 5:01 PM
481	Ya'll are perfect	6/20/2015 4:54 PM
482	Collection I am a senior citizen, and I sometimes wish to re-read books by older authors. I do understand that you need to make room for new books, but I wish you could hang on to them a little longer. It is possible that young people would enjoy these too, if they were available. I visit the book sales and have been working on my own collection.	6/20/2015 12:24 PM
483	Not sure.	6/19/2015 9:50 PM
484	Digital collection Takes too long to get an ebook. Months of waiting. I usually end up buying the book and cancelling my hold.	6/19/2015 8:45 PM

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485	Accessibility Facility improvements BookMobile for Children as outreach for those in poorer sections of the city; LA Branch needs more tables for study & work (maybe more but smaller tables or study cubes so more would fit the area available?); more homeless shelter outreach (bookmobile?); Tall stools designed to appeal to the teens in their area are not accessible for the young or older patrons-need all seating to be easy for all ages; LA branch lets school bus use up handicapped spaces (of which there are only 2); wish children's area could be walled off from Adult section (screaming kids are not conducive to study, work or concentrating); parenting classes	6/19/2015 8:04 PM
486	Policies/Fines You Guys Throw out old 1 year magazines Please have a free magazines box for the liBarry patrons I like to have discarded magazines please look into this Other libraries give away old magazines to their patrons.	6/19/2015 7:51 PM
487	Hours Policies/Fines Programming I would like book holds to go back to 7 days from 4 days. We have a specific "library day" each week. It was more convenient to know my book on hold would be there the next week, and I wouldn't have to make an extra trip. I would like to see more activities for home schoolers. I preferred the children's section of the Lake Arlington branch when it was in the back and more isolated. I would like to see the library branch hours extended to 9:00 p.m. on weekdays.	6/19/2015 3:35 PM
488	Programming Put more emphasis on READING!	6/19/2015 2:29 PM
489	Efficiency I only use printed materials from the library. These materials are often not in good order on the shelves. Often items cannot be found even though the computer says they are in.	6/19/2015 11:39 AM
490	ink	6/19/2015 11:11 AM
491	nothing!!!!	6/19/2015 11:01 AM
492	Efficiency I would like to see the Arlington Public Library system have an option of cancelling a item being hold in case the patron had changed their mind about the hold online. And also to cancel the computer auto renewal of items. I think the patron wants control of their holds and items checked out.	6/18/2015 6:01 PM
493	Service/Staffing have multiple language speakers other than just Spanish and Vietnamese and english	6/18/2015 9:24 AM
494	Tech availability Offer more resources for Arlington residents without access to Internet. Maybe iPads with educational games and picture books and audio books for families with young children so the kids are familiar with them when they start school.	6/18/2015 9:04 AM
495	Digital collection The checking out of ebooks is a pain. It doesn't seem to go smoothly more than half the time. And the availability is very limited. There is usually only one copy which makes no sense since they don't take up any shelf space.	6/17/2015 10:02 PM
496	Collection Wait times for some books are to long.	6/17/2015 9:47 PM
497	Literacy services Programming Tutoring for adults and teens.	6/17/2015 9:33 PM
498	Facility improvements do it mor room to stady for any body.	6/17/2015 7:10 PM
499	Programming They can provide with DIY activities for adults like, surf the net, printing. Also everyday projects from gardening to maintenance.	6/17/2015 7:05 PM
500	I think you guy's are doing a great job.	6/17/2015 6:58 PM
501	Literacy services Offer free tutoring for children and adults, they do not offer this at my library and it would be nice if they did.	6/17/2015 6:58 PM
502	Facility improvements bigger libray's	6/17/2015 6:57 PM
503	I think Arlington public library is doing a god job on helping others, so far I don't see anything that should change	6/17/2015 6:54 PM
504	Service/Staffing better employees that doesn't make me feel dumb	6/17/2015 6:51 PM
505	Digital collection I sometimes have difficulty obtaining e-books. I have not taken the time to ask a librarian, but think there should be instructions posted on your web site.	6/17/2015 4:23 PM
506	Wow - I think you are doing a great job:)	6/17/2015 2:01 PM
507	Collection need more of a selection in adult non fiction	6/17/2015 1:31 PM
508	Collection You need to have more best selling books available at the branch libraries.	6/17/2015 1:14 PM
509	Collection I would like to see some more religious nonfiction books, especially from Catholic authors.	6/17/2015 12:09 PM
510	Nothing I can think of.	6/17/2015 10:45 AM
511	Digital collection I feel like you meet my needs extremely well. If I had to think of something, I would like for more ebooks and eaudiobooks to be offered in both formats. I listen to very few audiobooks and find it frustrating when an item I would like to read isn't offered in the format I would prefer. Generally, I will just not end up getting the item.	6/17/2015 6:58 AM

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512	Ok	6/17/2015 2:29 AM
513	Efficiency When I request a book from another location, my library location seems to be the last delivery stop. The person who unloads the shipment is slow and I have to wait another day to receive my choices. Sigh.	6/17/2015 2:14 AM
514	The homeless people outside made going to the library uncomfortable sometimes	6/16/2015 10:26 PM
515	Facility improvements Teen area	6/16/2015 9:39 PM
516	Collection Efficiency Facility improvements Updated appearance. More books on CD (audio books). Faster service of getting things pulled and put on the hold shelf. Outdoor seating.	6/16/2015 6:46 PM
517	Tech availability There's always a need for more public computer access.	6/16/2015 5:35 PM
518	Programming Entrepreneurship programs	6/16/2015 5:31 PM
519	Collection Provide more DVDs, BluRay DVDs for both educational and entertainment.	6/16/2015 1:38 PM
520	Collection Newer and and up to date book selection	6/16/2015 12:30 PM
521	Website/Catalog i would like the library's webpages to be updated more regularly. i also miss the more frequent postings the adult readers blog.	6/16/2015 10:15 AM
522	Programming Service/Staffing I wish there were more programs in the branches that are run by the library. I don't like that I have to ask front desk staff about kids books. I want someone to be in the area of the kids section who I can ask.	6/16/2015 9:14 AM
523	Digital collection Partner with UTA to make scholarly databases and academic resources accessible to citizens	6/16/2015 7:14 AM
524	Central Library Bring back the downtown library. It was great for the kids. I live very close to the library on Green Oaks and refuse to go there. I always drive my kids downtown. It was a great place for them - progress, yes, but please build the new library faster I hope it has an awesome children's area!	6/16/2015 7:05 AM
525	Collection The young adult selection seems geared much more towards girls with a large number of romances. It would be nice to see a larger selection of young adult novels which appeals to young men as well as young women.	6/16/2015 7:00 AM
526	Collection Checking audio books for scratches/flawed CDs	6/15/2015 11:38 PM
527	Facility improvements I would like seating at the computers where my feet touch the floor. I am five feet tall and my legs dangled when I used the computers at the main library.	6/15/2015 9:26 PM
528	Facility improvements Tech availability i'd like even more computers for people to seek jobs, research for school, and learn. I'd also like more small and medium conference rooms for groups of all sizes	6/15/2015 9:23 PM
529	Tech availability I wish had a media center in all locations for copies, printing, and scanning.	6/15/2015 6:29 PM
530	Not applicable.	6/15/2015 6:23 PM
531	Website/Catalog Do something with the online search tool. I consider myself a computer expert. However, trying to find something specific using the search algorithm employed by the search tool often results in my not finding what I'm looking for.	6/15/2015 6:22 PM
532	Service/Staffing Don't move staff around. Customer service should be important. After people were moved a few years ago my branch went from friendly knew your name to never smile and you didn't want to go in.	6/15/2015 6:18 PM
533	Service/Staffing Making patrons feel welcome. Identifying people who are new to library and would like assistance with computer use to find book, etc. Maybe a ribbon or small sign to hold up when help is needed.	6/15/2015 6:04 PM
534	But aware of anything.	6/15/2015 5:40 PM
535	Doing well	6/15/2015 5:07 PM
536	Programming More for kids especially preschoolers	6/15/2015 4:59 PM
537	Policies/Fines Inflexibility on fines when your computer system has made a mistake, or the due date fell on a holiday & book was returned the next day!	6/15/2015 4:52 PM
538	Programming Offer programs that might be of interest to middle aged white professional males. The emphasis seems to be very heavily geared towards children, Spanish speaking adults, senior adults, teens, women, etc. Aside from the digital content, there's just not very much for this demographic.	6/15/2015 4:34 PM
539	Efficiency more stations to check where books are in the library	6/15/2015 4:28 PM
540	Digital collection More books in the library and on ebook	6/15/2015 3:01 PM

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541	Collection Facility improvements obtain more copies of the popular dids and books. don't enjoy being "76 out of 76" when I request an item. Also, would like to see the new library have a book return site as a drive through.	6/15/2015 2:44 PM
542	Policies/Fines send far more books to the book sales and sell them inexpensively instead of wasting them by trading for pennies in a paper recycle scheme. this practice is defeating the purpose of the written materials... to be sent along and reused by others at a price cost far in excess of recycle paper fees	6/15/2015 1:14 PM
543	Collection offer more current books. I am 9th in line for one rreserved book. Hope to read it this summer!!	6/15/2015 11:26 AM
544	I am sorry that tax forms are no longer available to everyone.	6/15/2015 11:14 AM
545	can't think of anything at this time.	6/15/2015 11:04 AM
546	Digital collection Wish the eBook website was a little more user friendly.	6/15/2015 10:51 AM
547	Efficiency When I request DVD's they go into the back of the room with my name on them. They are placed separately than my requested books. I have to go to three places to pick up my requests and check out. Recently, I have been told that I have to go to a self check out and check out my items myself after I am given by DVD's. Example, I go to one place in the library to pick up my books on hold, then I wait in line to get my DVD's on hold, then I wait in line to self check out my books and DVD's. When I pick up my DVD's, why can't the person giving me my DVD's check me out like before?	6/15/2015 9:49 AM
548	Genealogy quiet I'd like a nice, big, genealogy room with computers, a research assistant and access to lots of books, on-line resources (newspaper, Ancestry, etc) and lots more that I can't access at home. Something like Fort Worth or Dallas's Libraries. I use Fort Worth's Genealogy Library more than our own, because we don't have a lot of materials nor anyone to ask questions for ideas or help. I'd also like the Library to go back to being "fairly" quiet!!! Nothing worse than cell phones going off and people talking loud on them! Plus, can the children's areas be on a different floor than the resource, study, areas. It would help, so much! AND, I get frustrated when you don't have all the books in a series of books that I'm reading. I find an author I like and there are no more books!	6/15/2015 8:31 AM
549	Digital collection Increase the selection of ebooks and audio books. None of the authors I regularly read are represented in the collection. I have had to find out books, which has worked out well and introduced me to many new authors and characters, but I would like to finish some of the series I started in print.	6/15/2015 1:09 AM
550	Programming Closer involvement with other civic organizations in community.	6/14/2015 11:14 PM
551	Digital collection Mroe ebooks	6/14/2015 9:58 PM
552	Sorry, but I have no input here.	6/14/2015 9:18 PM
553	Technology assistance It would be beneficial to offer more computer classes at times when adults are less likely to be working.	6/14/2015 8:58 PM
554	Hours Maybe stay open until 6pm on Friday and Saturday	6/14/2015 8:09 PM
555	Efficiency i'd like to be able to change my pick up location online after i place an item on hold	6/14/2015 7:08 PM
556	Nothing comes to mind	6/14/2015 7:06 PM
557	Collection More copies of award books available.	6/14/2015 6:35 PM
558	Programming I have read about other libraries in the nation where nurses, etc are located to help the homeless, etc make sure there healthcare needs are being met. Staff members also assist with helping those within a community find job placement,etc.	6/14/2015 4:31 PM
559	Not much!	6/14/2015 4:01 PM
560	Programming Create a weekly program for, pre-school age, children to teach them basics. (Numbers, letters, colors, animals, etc.)	6/14/2015 3:46 PM
561	Accessibility Find a larger location for the Woodland West branch that would reach up into North West Arlington and serve many more readers.	6/14/2015 3:38 PM
562	Technology assistance The technology service. Perhaps, offer some classes for adults at different levels.	6/14/2015 3:15 PM
563	Programming Improve more in children education	6/14/2015 2:11 PM
564	Hours more early morning hours (open at 8) Lake Arlington Branch to be open on Sundays	6/14/2015 2:00 PM
565	Digital collection There don't seem to be enough readily available copies of popular ebooks	6/14/2015 11:46 AM
566	Efficiency See so many little changes that none of them settle into centers of excellence and cannot count on consistency in how to interact with library offerings.	6/14/2015 10:11 AM
567	No response.	6/14/2015 8:47 AM

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568	Programming Giving more job resources and help. On jobs that available.	6/14/2015 12:58 AM
569	Service/Staffing On the other hand, I do not like it when I feel like the librarian is having a bad day and needs me to hurry up and get out so she can do whatever she feels is more important than providing service to the customers.	6/13/2015 9:21 PM
570	Programming Perhaps offering more continuing education programming for adults	6/13/2015 8:49 PM
571	Digital collection More eBook offerings.	6/13/2015 7:34 PM
572	Collection Fewer books with supernatural/fancy themes like: Dean Koontz Lincoln Child Dan Brown	6/13/2015 7:29 PM
573	good	6/13/2015 7:23 PM
574	Programming more programs for tweens and teens. each time something comes up, it fills quickly and we have given up trying anymore.	6/13/2015 6:54 PM
575	Programming Be more proactive in helping teach the community drip irrigation, drought resistant plants, growing your own garden -- more in line with nature, helping the environment, going green, etc.	6/13/2015 6:27 PM
576	Can't think of anything for me personally.	6/13/2015 5:06 PM
577	Facility improvements make new library open sooner than 2017	6/13/2015 4:14 PM
578	Technology assistance Better senior classes for pc instruction. Current programs limited.	6/13/2015 4:14 PM
579	Programming Tech availability Website/Catalog First, I think the library website could be improved. The searching algorithm is not the best and the website itself is a bit disjointed. I like that you can see different formats in one list of search results but having to go to an entirely different website and login again with different credentials to get the digital versions is far from ideal. Frankly I think the whole site could be a bit more simplified and smartphone friendly. Second, I think the library caters a bit too much to children. Don't get me wrong I think as a bedroom community for families Arlington needs kid friendly services but I think there are very few adult programs relative to the number for children and there needs to be a bit more balance. The only adult programs that I know of are for illiterate or uneducated adults. Arlington has a good number of well-educated, employed parents that need to get out of the house and join the community whose needs I think are being neglected. In every news email 9 out of 10 events seem to be for children and the other 1 of 10 is for the uneducated adult. In the last several years I've only managed to find 1 event at the library to go to for the middle class adult which happened to be on investments and was hosted by my personal CPA. I'd like to see more events for businesses, the self-employed, educated job seekers, and regular community members like book clubs or just for fun learning opportunities on new technology. Third, I'd like to see the cost of printing economized. I understand the need to charge a nominal fee to prevent waste and misuse but the cost has gotten ridiculous for a few pages of prints. I'd also like for there to be a 3D printer available. At this time the prices are still high for them so I wouldn't expect to see one at every location but 1 in the central library would be nice. Fourth, I think the library should serve as a platform for community members to connect. What I mean by this is I think there should be a section on the website where members can post listings to other members for jobs, specialized subject information, genealogy, tutors, clubs, etc. A newsletter could be made available to local patrons or an email could be sent out to subscribers either with the current library newsletter or separately. I think this would go a long way toward building the community and do it in a way that doesn't tax library resources like the library actually setting up all these individual services would.	6/13/2015 4:13 PM
580	Programming Enjoyed talk about hiking & Appalachian Trail. Would lime to hear more out doorsy programs. Gardening, hiking, locally	6/13/2015 4:03 PM
581	Collection What I'd like most is, a larger selection of audiobooks!	6/13/2015 2:49 PM
582	Efficiency Hours The Arlington Public library can improve be extending operating hours year round. It would be nice if they opened earlier and closed later. Improving customer service wait times at the libraries and phone hold time would be helpful. It would be nice if procedures were the same at all libraries. IE: When I request a dvd that is currently unavailable and it comes in and I go to the central library I have to stand in the customer service line to pick it up because they store it in an employee only area and they have to unlock it. If I were to pick up the dvd at the Southeast location it is stored on a shelf, case unlocked which allows me to self checkout without standing in line. Please provide receipts for proof of checked in items. I have checked in an item, got email from library stating it is late, they have looked for it and found it. If I had proof of checking in items I wouldn't have to prove myself to library staff.	6/13/2015 2:26 PM
583	Can't think of anything at the moment that affects me personally.	6/13/2015 2:14 PM
584	Programming Programs like Summer Reading for teen/children will be made available more during the year. More programs or opportunities for children/teen to learn STEM, especially for girls, preferably taught or facilitated by women in the field. Probably ALP could tap the resources and talents in UTA more for this kind of direction.	6/13/2015 1:12 PM

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585	quiet Again small kids, they should be moved to a quiet room or asked to leave as they are disruptive for everyone! Also you need to prevent multile users at one computer, who take up several chairs-YOU NEED TO CONTROL THE LIBRARY! A slight dress code should apply, such as no headbands, etc.It is time to shape up and fly right!	6/13/2015 1:05 PM
586	Website/Catalog I'd like it to be easier to find the place to request a book I'd like to see added to the collection.	6/13/2015 11:51 AM
587	Service/Staffing I cannot get a relatively simple question answered at times. I ask in which section I might find a subject and noone seems to know. I am told, "I'm just a clerk, not a librarian." Even a clerk should be familiar with the Dewey Decimal System or have access to a list. I don't particularly like all the self service and "clerks". A library needs LIBRARIANS! I find that I go to the web rather than the physical library by default.	6/13/2015 11:48 AM
588	Digital collection Educate people on how to return ebooks when they finish reading them rather than waiting 3 weeks for their loan to expire. I return my ebooks as soon as I finish them as a courtesy to the next person on the waiting list. There are some authors that are always on best seller list. However, I have to recommend that they be purchased (which may or may not happen) or go to the Grand Prairie or Bedford ebooks website to find them.	6/13/2015 11:31 AM
589	I am pleased with my service there.	6/13/2015 11:28 AM
590	Facility improvements Programming quiet I think there is a need for more rooms for meetings, tutoring and quiet reading. It would be wonderful if there could be a few more outdoor spaces, a cafe at the main branch would open up a new world of 'community' centered around the enjoyment of learning. More 'events', lectures, music etc would give Arlington residents a source for affordable entertainment.	6/13/2015 11:08 AM
591	Efficiency Service/Staffing Alternate ways to check out books without one's card ---for elderly in bad weather, for ill or disabled or if the card's not with the person. Check out staff needs ways to be more accommodating and courteous.	6/13/2015 10:52 AM
592	Digital collection Policies/Fines I think the ebook offerings are very limited and am often frustrated in borrowing the few titles you have. This needs to be greatly expanded and you need a way to get input from us as to what new books you should look to acquire. Also need to partner with other area libraries to expand the materials available to us. Check what they do in New Mexico. A library card from any town gives access to the electronic resources of the entire state.	6/13/2015 10:42 AM
593	Hours Better (more) hours especially in the summer.	6/13/2015 10:18 AM
594	Efficiency Hours be open on Sunday all through the year, not just during the school term. Alphabetize the listings of books on order either by author (preferable) or separate by genre.	6/13/2015 9:42 AM
595	Efficiency As a relative new Arlington library user, I have had trouble finding the section that had the type of books I am interested in. A better labeling and location identifications would be helpful. However as I become more familiar with my branch (Southwest) this gets to be less of a problem.	6/13/2015 9:38 AM
596	Service/Staffing The library staff could be a little more friendly.	6/13/2015 9:38 AM
597	Collection When I find a really worthwhile book or CD that is not available, I wish there was a system in place whereby I could request or suggest that the library acquire it. For instance, there is a book and a series of DVD's available by Miranda Esmonde-White called "Aging Backwards" that is has been featured on PBS recently that I would like to be able to check out of the library. She has had books and several videos about stretching and motion exercises that would benefit people of every age. I immediately searched the library for anything by her and nothing was found. I frequently listen to audiobooks and prefer that to reading books, but I'm seeing fewer and fewer new titles are being purchased. I see more and more resources going to provide e-books instead of traditional books in print and/or audiobooks. That is disappointing to me personally. While I am sure you are trying to keep current with new technology, please don't forget that the segment of the population most likely to use the library is your older adults and don't neglect our needs.	6/13/2015 9:02 AM
598	Programming Adult book club ??? Tutoring for math -elementary	6/13/2015 8:40 AM
599	Central Library Please stay on schedule or get ahead of schedule on getting a Central Library open	6/13/2015 8:25 AM
600	Central Library I'd like more info on how the new library is shaping up, and what we can do to make it work as a community	6/13/2015 8:06 AM
601	Do not know.	6/13/2015 7:56 AM
602	Digital collection A much more extensive e-book selection.	6/13/2015 7:44 AM
603	Marketing/Communication Newsletters on what's going on distributed at schools	6/13/2015 7:37 AM
604	Collection More books! I am a mystery reader and can browse fair selection of recent books; But it is hard to find many of the older ones; Why not a Central Storage for older books (right now, Agatha Christie is well represented, but not others, such as Erle Stanley Gardner); To emphasize this point, I moved here from Grand Prairie, where one of the libraries had beverages & outdoor seating, but I never used because it did not have interesting books!	6/13/2015 7:24 AM

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605	Accessibility getting to the homebound or elderly	6/13/2015 7:04 AM
606	Tech availability Monitoring the things people view online. One time a guy was watching pornographic on the computer my daughter pointed out to me as she happen to walk to the printer and saw it. I was disgusted. Have kids computer areas seperated in some libraries.	6/13/2015 7:02 AM
607	Programming Adult classes for entrepreneurs	6/13/2015 6:57 AM
608	Digital collection Expand ebooks and lengthen the checkout period.	6/13/2015 4:39 AM
609	Facility improvements HAVE A DRIVE THRU BOOK DROP, SOMETIMES IT IS HARD FOR ME TO GET OUT OF THE CAR AND WALK IN TO RETUURN A BOOK	6/13/2015 4:23 AM
610	Programming I would like more community offerings for adults such as budgeting/money, job seeking, starting a business, exercise/health classes, etc.	6/13/2015 2:36 AM
611	Programming Activities for teens	6/13/2015 1:34 AM
612	Collection Please be aware of the books placed on display the are librarian picks... Some in the past have been too intimate for non adults to see as they are walking past the center of the library. I'd like to see more Christian publishers ie. bethlaham publishers has an incredible line they put out, like "God King" by Joanna Williamsom. Lots of homeschoolers use this library system several times a week. So perhaps more books that would support homeschooling for example the readers that go along with the history or science for Sonlight.com or Mystery of History.	6/13/2015 12:29 AM
613	Tech availability No charge for using computer whether Internet or word processing ect. The use of the computer should be free. When I was in Tucson I did not have the use of a computer and used the library. Had they charged for computer use I wouldn't have been able to afford it.	6/13/2015 12:10 AM
614	Programming I would like to see more programs for children ages 5-12.my children loved toddler story time but there's not much available for them now. Besides the wealth of knowledge in the nonfiction books of course!	6/12/2015 11:40 PM
615	Central Library At the new central library, build a drive-thru/drive-up window to return books and have a scanner at the drop box so it automatically checks the book in and gives a receipt, just like when you check out a book inside. Also have a drive-up window where the library customers can pick up books and other material which they have been reserved (put on hold) previously, and/or checked out using the library online system or by phone. This would eliminate having to find a parking place, walking to the library, and (in the case of the new central library) crossing a busy street) to get from the parking garage to the library. Handicapped people, parents who have babies or several small children who can't be left in the car, or for customers after dark or in bad weather would all appreciate that convenience and safety. Many people with disabilities (temporary or otherwise not eligible for handicap designation) would appreciate not having to maneuver from parking spot or parking garage across a busy city street to get to the library and then back again.	6/12/2015 11:15 PM
616	Programming Service/Staffing More staffing of good people resources Current Topics .. More outreach regarding: community events; politics, ie., where are the polling locations with maps; local issues; Lecture series on current concerns, ie., fracking;	6/12/2015 10:59 PM
617	Nothing.	6/12/2015 10:43 PM
618	Facility improvements Service/Staffing Please by mindful that there is enough close in parking at grade level for senior citizens and mom's with strollers. I am not talking about handicap parking. Need people in the children's area that can connect and build relationships like Miss Barrie and Mr. Bob.	6/12/2015 10:33 PM
619	none	6/12/2015 10:32 PM
620	Collection Service/Staffing More access to popular fiction or best seller books. More staff to assist patrons. Staff reductions make it seem that no one works at the library if you have questions.	6/12/2015 10:32 PM
621	Digital collection More current ebooks	6/12/2015 10:25 PM
622	Facility improvements Continue to Improve NE branch in size, safety & structure.	6/12/2015 10:05 PM
623	Marketing/Communication -wider advertising of all the great programs	6/12/2015 9:48 PM
624	Website/Catalog Improve the book or audiobook reservation system	6/12/2015 9:23 PM
625	Collection Genealogy more help in the genealogy department and more blue ray movies	6/12/2015 9:16 PM
626	I notice quite often you'll have the second or third book in a series but not the first book... It's really annoying.	6/12/2015 9:05 PM
627	Digital collection More ebooks! Would also like to see more visiting authors and more children's programs at the SW branch. Also writing groups for kids and adults.	6/12/2015 9:05 PM

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628	Facility improvements Service/Staffing I got confused looking for a book. It would be nice to show people all you have to offer like tours. It would be nice to know who the librarians are...like pictures with names on the wall or something like that. Someplace to sit and have coffee would be great.	6/12/2015 8:39 PM
629	Not sure exactly since the library meets my needs but my needs are fairly simple. I do like the idea of having a variety of large print books and tools for the vision impaired. Also, think the computers are important because contrary to what some may think not everyone has these tools at home or the access to them.	6/12/2015 8:05 PM
630	n/a	6/12/2015 7:34 PM
631	Central Library Programming Think it was a bad mistake to close main library before the new one was finished. Am not impressed with EXPRESS site & selections; too many good books not being utilized in warehouse. Would like to see more programs geared to the senior citizen; evening book club programs.	6/12/2015 7:33 PM
632	Service/Staffing Spend considerable time on customer service training. You have great staff but most do not engage without being prompted.	6/12/2015 7:25 PM
633	Marketing/Communication Programming Have more programs for hearing impaired and sight impaired. More information available about programs (Ads, signage, etc.)	6/12/2015 7:18 PM
634	I don't know but if I think of something I'll forward the thought.	6/12/2015 6:28 PM
635	Programming I would like to see each story with a synopsis attached to the book. This would really help the search process. I would like to see the library consider aligning with UTA's writer's support group. This is a new group that just started last month and I'm sure there are other writers in this community who would enjoy what we have to offer. We meet on the 3rd Friday of the month from 7-9 at ICafe off Cooper and Abram St in Arlington.	6/12/2015 6:23 PM
636	Efficiency 1. I would like a way to extend my "hold" status on books/resources. When I am not able to dash by to pick up a book in the allotted days, it would be great if I could have a "grace period" to extend it one more round. Of course, if it is being requested by another patron, I would understand if there was a need to limit those hold renewals. 2. Is there a way for older kids and teens to volunteer at the library? What a way for them to appreciate what goes on behind the scenes ... by lending a hand for a few hours every week or month.	6/12/2015 6:18 PM
637	Honestly, I don't think I would ask you to change a thing!	6/12/2015 6:03 PM
638	Service/Staffing Staff could be a little more friendly	6/12/2015 5:56 PM
639	I like what I see.	6/12/2015 5:49 PM
640	Facility improvements Have more study rooms, restrict areas for studying, no soliciting, Cafe area, etc.	6/12/2015 5:49 PM
641	Programming I'd love more author visits.	6/12/2015 5:45 PM
642	Programming Add more children program for the working parents. Many programs offered now are during the day. Feel is quite excluded the working parents who would like help children growing to be a good reader/writer	6/12/2015 5:45 PM
643	Stay in the right path you doing well.	6/12/2015 5:42 PM
644	Nothing, thanks!	6/12/2015 5:33 PM
645	Central Library The central branch should have been up and running before being closed.	6/12/2015 5:30 PM
646	quiet Service/Staffing Make the children's area separate- I know so many concerns for safety, but adults and teens need quiet space. Maybe put children's area behind glass doors and make sure each branch has a designated librarian for this area. Kids respond well to individuals like Mr. Bob or Ms. Trish. They feel comfortable asking questions and get to know how to use resources the library offers. Plus, the librarians get to know community and can tell who belongs in this area versus who does not.	6/12/2015 5:29 PM
647	Facility improvements I absolutely LOATHE the way that students are allowed to run rampant in the NE branch after school every single day. It's chaos. I hate it, hate it, hate it. They are hanging out in large groups all around the parking lot, getting in people's way trying to get into the library, running (literally) around the library, making lots and lots of noise. I think it's great if youth make use of the library, but they're just (ab)using it. They're not reading, they're not doing homework, it's just free daycare and it's not far to the staff. It's also not fair to patrons. It's also not safe. I find it an absolutely fiasco.	6/12/2015 5:26 PM
648	I think that you are doing great at the present time.	6/12/2015 5:25 PM
649	Programming Service/Staffing Customer service - friendlier, proactive staff; "story time" more consistent/interactive across libraries	6/12/2015 5:22 PM

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650	Facility improvements I don't check out as many books as I would IF it was easier to return them. All libraries should have a drive up/drop off chute. Instead, we have to park and walk to the building just to turn in books. I can see how you might believe that this might cause some patrons to take the time to check out more or use other services but it does not. I have even seen people parking in the handicap spots while they jump out to drop their books in the chute on the side of the building.	6/12/2015 5:14 PM
651	Technology assistance More information on setting up technology, tablets, iPads, laptops to interface with the library website.	6/12/2015 5:07 PM
652	Facility improvements Tech availability More computers for patrons and more comfortable seating to encourage spending more relaxing time reading at the library.	6/12/2015 5:02 PM
653	Collection Don't rely so heavily on digital materials. Many people still want to browse and physically hold a real book. Selection of real books has dwindled	6/12/2015 5:02 PM
654	The one service I use works very efficiently and more than serves my needs. Fortunately I do not need to avail myself of the many other services, so hard to say where there are areas for improvement.	6/12/2015 4:58 PM
655	Technology assistance Offer more computer classes	6/12/2015 4:55 PM
656	Programming More training/learning opportunities or classes. Talks, presentations, ect..	6/12/2015 4:52 PM
657	quiet offer less expensive library book bags....only offer one for \$10....have choices of costs and designs...great way to promote the library. have a quiet area; some parents do not control their kids and when I go to the library, being old school, I want it to be a quiet area rather than hear out of control, screaming kids running around	6/12/2015 4:50 PM
658	Collection Have more copies of books. Do times THE Waiting Period FOR Book Seems foreverz	6/12/2015 4:49 PM
659	Don't know. I think you are doing a terrific job!	6/12/2015 4:45 PM
660	Service/Staffing Friendlier employees, most employees are not friendly, don't acknowledge you unless the customer initiates.	6/12/2015 4:32 PM
661	is ok, the library is excellent	6/12/2015 4:29 PM
662	Accessibility help with shut ins or people without any transportation.	6/12/2015 4:20 PM
663	See my note above.	6/12/2015 4:14 PM
664	You are doing fine with the resources you have. The City Council should appropriate more money so you could fo all the things you know need doing.	6/12/2015 4:08 PM
665	Efficiency Facility improvements quiet I like the ability to make a list of items I want to read/listen to for future reference, but sometimes I wish I could manipulate the list to put in order alphabetically by title or author, by date, or by type of material. If I read multiple books and go to my list to delete those items I can only delete one item at a time and it is time consuming. I want to be able to click on the five I just read and delete them at one time. I would like to have a quiet reading room. I am an advocate of getting kids reading and learning but I have found that some of the kids programs can be exceptionally loud. I just wish in those branches that a separate, closed, quiet room and available to go during those busy loud times. I would like to see more book clubs but maybe I just haven't look into this well enough. I would love to have a vending place in the library and even a cafe in the main library.	6/12/2015 4:05 PM
666	Collection Up to date books on CD.	6/12/2015 4:04 PM
667	Programming My 90year old mother lives with me. I keep looking for options for involvement and opportunities for her. We attended when the Day Tripper came for a lecture. But nothing else has been helpful.	6/12/2015 3:56 PM
668	Hours Better hours	6/12/2015 3:50 PM
669	Website/Catalog I am not very comfortable accessing the online catalog. Is there was a how-to poster, etc for myself and other slow people I would have no complaints.	6/12/2015 3:49 PM
670	Cant really think of anything at the moment.	6/12/2015 3:47 PM
671	Technology assistance More in depth computer classes. Spanish, French, and other language classes for people who speak English.	6/12/2015 3:36 PM
672	Collection Efficiency Find a better way to check in materials. I have had to pay many fines on items I have returned, specifically at the Woodland West branch, only to find them on the shelf. Also, at the Woodland West branch, many items are not shelved properly which makes it difficult to locate an item after taking the time to look up where to find the item. I have checked out DVDs from the Woodland West branch that are so scratched up that one cannot view them. I have told the library personnel anout the problem. A day or two later, I find the exact DVD back on the shelf.	6/12/2015 3:32 PM
673	Digital collection I would like to see more bestsellers available on eBooks.	6/12/2015 3:28 PM

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674	Central Library Facility improvements Genealogy Downtown branch was always hectic with too much going on at once. Hopefully the new one will be laid out better so it's won't get bottlenecked at the front. I'd also like online genealogy and local history. I think libraries are important for children so areas where they can hang out and look at booksome is important. Big soft chairs for reading would be nice too. Kind of like a Barns and Noble vibe.	6/12/2015 3:26 PM
675	Policies/Fines More enforcement of no cellphone rule.	6/12/2015 3:21 PM
676	Facility improvements Tech availability Not enough space for people to hook up personal computers. Would be nice to have an area that is NOT for computers but tables for reading, working on paperwork, etc.	6/12/2015 3:19 PM
677	Genealogy Service/Staffing Genealogy collection is pitiful. Both Dallas and Fort Worth have very good extensive collections and Houston is nationally recognized. Arlington has almost nothing. I understand the plan is for the genealogy room to be manned by volunteers. It won't work. "Volunteer" history room attendants, in my experience, have little or no interest or knowledge of genealogy. They generally just need something to do to fill their time. A full-time trained reference librarian with an interest and ongoing training in genealogy is needed if the library is going to make a serious effort in providing the service. Seriously, what the library has now is embarrassing. If you want to have a genealogy room, staff and fund it. Otherwise, leave it to Dallas or Fort Worth and invest in kids books.	6/12/2015 3:10 PM
678	Facility improvements I like that some of the neighboring cities/towns have been more innovative in their offerings to teens and youth by offering more appealing and colorful types of seating and group environments that are likely to encourage youth to get comfortable with their reading.	6/12/2015 3:06 PM
679	i like the way it is.	6/12/2015 3:04 PM
680	Its good now	6/12/2015 3:03 PM
681	Efficiency More self check stations	6/12/2015 2:43 PM
682	Service/Staffing The personnel seem hidden behind counters and doors. They do not interact with the patrons and are busier talking to each other than to the patrons. They need to be friendly, excited about learning, and out in the library. The atmosphere is that of the 50s, not 2015. Resources are minimal. Visiting libraries in other states is an eye-opener.	6/12/2015 2:42 PM
683	Service/Staffing Have each library answer their own phone calls instead of having one location answer all.	6/12/2015 2:38 PM
684	Marketing/Communication Programming Develop a deeper reach into community expand partnerships within community	6/12/2015 2:38 PM
685	Efficiency Policies/Fines Service/Staffing I DON'T FEEL CONNECTED TO MY LIBRARY BRANCH. THE STAFF SEEMS TO ROTATE OUT LIKE THE ROTATING COLLECTION. HOLD RATIOS ARE VERY HIGH ON NEW ITEMS. THERE IS VIRTUALLY NO PROGRAMMING OFFERED AT MY BRANCH SO THERE'S NO OTHER REASON FOR ME TO COME EXCEPT TO PICK UP RESERVES. I REALLY HATE THE .25 RESTOCKING FEE. I DON'T NORMALLY GET CHARGED IT BUT JUST THE FACT OF IT MAKES ME FEEL LIKE THE LIBRARY IS MORE INTERESTED IN MAKING A BUCK THAN MEETING CUSTOMER NEEDS. ITEMS ARE NEVER SHELVED IN THE RIGHT PLACES MAKING IT VERY DIFFICULT TO FIND THINGS AND I NEVER SEE STAFF RESHELVING ITEMS.	6/12/2015 2:30 PM
686	Collection Programming More adult fiction and classes for starting writers would be nice.	6/12/2015 2:23 PM
687	For my family needs we are satisfied.	6/12/2015 2:19 PM
688	Digital collection Tech availability More technology; increased availability of digital downloads.	6/12/2015 2:19 PM
689	Facility improvements Programming Update facilities, include more adult activities or increase awareness of those available (book clubs, joining clubs that meet at the library)	6/12/2015 2:03 PM
690	Literacy services Work with other literacy programs in Arlington to expand community resources.	6/12/2015 1:58 PM
691	Facility improvements The new libraries are very nice but it would be nice to have a drive up return drop box so I wouldn't have to get out of the car to return items.	6/12/2015 1:56 PM
692	Programming Suggested earlier-some sort of citizen training in civility.	6/12/2015 1:55 PM
693	Digital collection There are not enough e-books available. Every time I'm leaving town and try to download a book or two to take with me on my trip, there aren't any that I want to read available. Also, on another subject, I receive emails telling me a book I've checked out is due but I have three renewals left. When I log into the library website to renew the book as soon as I receive the email, there are no renewals remaining. Why are there two different numbers?	6/12/2015 1:54 PM
694	Programming Add monthly toddler read avoids or activities during the school year too.	6/12/2015 1:54 PM
695	Facility improvements Provide private room for computer usage away from rest of library.	6/12/2015 1:48 PM

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696	More current E-books available.	6/12/2015 1:48 PM
697	Accessibility Don't know if you already do this . . . provide access to books/materials for the elderly/homebound.	6/12/2015 1:46 PM
698	Efficiency When we go to the library to find audio books, there are many to choose from which is great, however, they are often in no particular order. For example, if I am looking for a book by Debbie Macomber, I may find some with other authors starting with an M but not necessarily all together. Some are at the end of the alphabet. It's probably library users who fail to keep them in order.	6/12/2015 1:45 PM
699	quiet Does anyone try to speak quietly in a library any longer?	6/12/2015 1:39 PM
700	Accessibility Audio book titles need to be easy to see and read. Sometimes stickers cover the title/author. Things on the bottom shelves are hard to see easily. Northwest Arlington needs a library.	6/12/2015 1:37 PM
701	Facility improvements Programming Fix the blasted doors at Woodland West! They've been a hazard for YEARS. More seminars/workshops/speaker series. Jazz at the library or classical guitar at the library - possibly modeled after the Fort Worth system. AHA! The ability to use my library card in Ft. Worth again! I was able to have reciprocity with Arlington/Ft. Worth libraries until the city decided to pull it. Never have understood that thinking. The library is the brain of the community. Feed it well...	6/12/2015 1:36 PM
702	That's tough!! As I use the library so infrequently, I would not presume to suggest changes or improvements.	6/12/2015 1:33 PM
703	Website/Catalog Software is clunky	6/12/2015 1:32 PM
704	Collection I like to read paperbacks for pleasure because they are easily portable and not too heavy. I'd like to see a wider selection.	6/12/2015 1:31 PM
705	Efficiency Policies/Fines I never receive my email notifications when I reserve a book, hence I pay a fee for not picking up a book I was never told arrived. I have both the frustrations of paying for a book I wanted and don't have. Please improve the customer service and the email server.	6/12/2015 1:29 PM
706	Central Library Open the central library faster	6/12/2015 1:27 PM
707	Programming Provide something of interest to adults that don't include other people's children. Seems all programs these days are for someone else's kids or have to include other people's kids or are centered around other people with their kids.	6/12/2015 1:26 PM
708	Marketing/Communication Better promote classes available especially for Seniors and children.	6/12/2015 1:24 PM
709	Digital collection More Audio Books and E Books	6/12/2015 1:23 PM
710	Facility improvements why don't you team with Starbucks to have one in the library	6/12/2015 1:21 PM
711	Marketing/Communication I feel many citizens are not aware of all the resources available through the library.	6/12/2015 1:20 PM
712	bring back paper materials at tax time	6/12/2015 1:19 PM
713	Digital collection More digital magazines and books	6/12/2015 1:18 PM
714	Programming Technology assistance You may already be doing this to some extent, but have more classes to help adults learn about digital devices and technology. Also, have classes about selling on ebay, and couponing.	6/12/2015 1:18 PM
715	Collection More inter-library loan program for hard copy and electronic books so that more content is available to Arlington residents.	6/12/2015 1:11 PM
716	Digital collection Expand e-book selection	6/12/2015 1:06 PM
717	Hours Tech availability Public libraries need to be open 7 days a week, at least until 8:30 pm on Monday-Thursday's. Before the George Hawkes branch was closed it was the only Arlington public library branch that was open on Sunday and that was only during the school year. Need to provide more technology for public use. Some folks do not have home computers.	6/12/2015 1:04 PM
718	Programming Promote more adult events. I think you have them, I just don't see them as regularly in the electronic newsletters.	6/12/2015 12:58 PM
719	Programming Bring in community experts on various topics to speak to Arlington citizens. For instance, I have expertise in "end-of-life" options and the importance of expressing and documenting and arranging for (set money aside) for your preferences when your death occurs (regardless of whether it's unexpected or expected). Death should not be a taboo subject. People need to be educated about all of their choices...difference between a "direct" cremation and a "regular" cremation, difference between a "green" burial and a "regular" burial, options for holding a funeral at home (as did pioneer Americans), etc.	6/12/2015 12:57 PM
720	Hours Have times in the evening to cone in with kids	6/12/2015 12:57 PM

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721	Facility improvements Provide easier access from parking to entry. It was rough on the elderly and handicapped at the old location. Not many handicap spots and parking then going in was awful in the summer heat and colder temps. As a result many just dont go in that weather. Maybe a tri level entrance is good with an outdoor are for people to sit and kids to expend energy. Different speeds traveled by patrons: slow for handicap and elderly, fast for students, kinda slow for parents of little kids especially with strollers, adults depends on age and firmess. Have a bottem level blending to a bit higher on then a regular entry with steps and a ramp. Make it more like a people center.	6/12/2015 12:54 PM
722	Programming In give more class about money or investment.	6/12/2015 12:53 PM
723	Programming provide some more activities at the smaller libraries instead of mostly at the central location	6/12/2015 12:53 PM
724	I don't know	6/12/2015 12:53 PM
725	Central Library I think it a shame that we are tearing down the existing Downtown Library to rearrange the city buildings.	6/12/2015 12:53 PM
726	Service/Staffing I've had some not so lovely experiences with rather unfriendly staff at the Woodland West location. I avoid going to that location now. Some training on customer service would be helpful. It takes so very little effort to be nice and friendly, especially when the patron is being polite. Seems basic, but I think it could use improvement at that location.	6/12/2015 12:49 PM
727	Programming More classes for children during the school year.	6/12/2015 12:49 PM
728	Service/Staffing Customer service from higher levels on the staff. I've tried to contact managers, etc. about problems we've had and have received no help.	6/12/2015 12:48 PM
729	Digital collection Have more copies of ebooks that are popular available	6/12/2015 12:48 PM
730	Collection Wish you had more of the books I would like to check out - a wider variety of non-fiction	6/12/2015 12:46 PM
731	Website/Catalog Make improvements to the website: improve the book descriptions, add book reviews, clarify categories in the advanced search criteria, list the number in the series for books in a series. Develope a way to identify clean books - simular to movie ratings, to help identify books with bad language, sexual content, etc.	6/12/2015 12:45 PM
732	Policies/Fines It seems as if the homeless people just hang out all day because they have no where else to go. I don't think it's possible or right to not allow people to use the facilities but it shouldn't be a shelter either	6/12/2015 12:44 PM
733	Collection Some of the smaller library do not offer a good selection of books.	6/12/2015 12:41 PM
734	Programming Try harder to get teens and tweens reading. There are so many that just dont read.or.enjoy it	6/12/2015 12:41 PM
735	Tech availability improving technology	6/12/2015 12:41 PM
736	Tech availability Technology assistance The workshops that you have had for small business owners and non-profits have not been that great. The ability to access Foundation Directory Online is a valuable resource but very few staff members knew how to access the paid subscription. Now that the Central Library is gone, no one seems to know how to access it.	6/12/2015 12:38 PM
737	Service/Staffing I was at the library the other day and saw a 5 yr old, playing a game on one of the computers while he had headphones on plugged into a phone and playing a game on an ipad as well. Meanwhile...he's surrounded by books. Our kids are given electronics by the time they are two...as a form of babysitter and it's out of control.I'm a 'cool' mom (with my kids' friends) and very tech savvy but I don't agree with introducing more technology into kid's lives. I would really hate to see the library become a place where (as I saw on the survey) there's a space for adult gaming or more tech type stuff. I'm all for change and innovation for the times but we have to make sure it's not losing sight of our overall goal. Also, while I don't need the services of the children's librarians as much anymore, there was a time when I could go to Norma or Buffy or (the one at Woodland West...just forgot her name) and describe a book and they would tell me exactly what I was looking for. Now, it seems that the people placed in the children's areas are not as knowledgeable about children's books as they once were. I hope we aren't doing away with Children's Librarians and replacing them with just Library employees. That's the one area where we really need people who know and love children.	6/12/2015 12:34 PM
738	Website/Catalog Teach me how to locate books on website. A few years it was so simple. A couple of days ago, I couldn't get in to order books. I had to call someone to help me.	6/12/2015 12:34 PM
739	Website/Catalog Develop a Blog with informative short articles to peak the interest of library patrons about exploring specialized topics like genealogical research, computer literary, gardening, photography, wellness, etc.	6/12/2015 12:32 PM
740	Programming More cultural/educational programs, events & lectures for adults. Think visiting authors, professors, creative professionals, etc speaking or teaching on topics of interest. I like the idea of the public library as a continuing education center.	6/12/2015 12:30 PM
741	Website/Catalog The processing for using a conference room & meeting room is it any way it could b easier.	6/12/2015 12:30 PM

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742	Facility improvements Programming I think the library should have more clubs for children to attend, an eat/drink area, and divided areas to lessen the noise from area to area.	6/12/2015 12:29 PM
743	Hours quiet I know it would increase cost, but longer hours on Friday, Saturday, and opening more branches up on Sunday would help me as a teacher sometime. Not allowing parents to drop off their children and run wild. If you see unattended children ask the children for the parents number or ask for the library card and call the parent to come and get them especially when under a certain age.	6/12/2015 12:27 PM
744	Service/Staffing Use more handicapped persons for both volunteer and paid personnel	6/12/2015 12:24 PM
745	Collection As a personal preference, I'd like for all popular series to be available in audio. It is interesting that some books in a series will be available in audio and others not. Also, some available for download and others only on CD.	6/12/2015 12:21 PM
746	Collection Marketing/Communication advertise programs better, more interlibrary loan or at least able to do it easier; there are a lot of books I would like to have that I can't get through the library	6/12/2015 12:19 PM
747	Collection More Ebola and more copies of popular books	6/12/2015 12:19 PM
748	Collection I would like to see more conservative resources. You have more than enough resources for alternative lifestyles and religions but Texas Christianity in not well represented nor is the homeschooling section.	6/12/2015 12:18 PM
749	Service/Staffing Secretly watch how staff deserve that position	6/12/2015 12:18 PM
750	Central Library Get the central library back. It is a valuable resource to the entire city.	6/12/2015 12:18 PM
751	Think library already does an outstanding job offering assistance and lending resources thru e books	6/12/2015 12:13 PM
752	Digital collection Would love to see even more digital options available through the library website/hub for card-holders. Access to online journal/article services, magazines, ebooks, audiobooks, etc.	6/12/2015 12:13 PM
753	Efficiency Programming Storytime or other activities for school aged children in the evenings or Saturdays. My daughter is 6 and its hard for me to find activities for her that fit our schedule.	6/12/2015 12:11 PM
754	Collection Digital collection More copies (both paper and electronic) of popular children's books	6/12/2015 12:09 PM
755	Digital collection I would like to see more ebooks	6/12/2015 12:08 PM
756	Can't think of a single thing.	6/12/2015 12:07 PM
757	Efficiency On renewal reminder emails, add a link to go directly to the Library homepage instead of having to separately go there to renew items.	6/12/2015 12:07 PM
758	Programming More kid programs	6/12/2015 12:06 PM
759	Facility improvements Programming More activities for adults in western part of Arlington. .Too much attention to east Arlington. Upgrade. Woodland West .	6/12/2015 12:05 PM
760	Tech availability I would like to learn to use a 3 D printer.	6/12/2015 12:05 PM
761	Genealogy I wish the genealogy room was separate so it would be quiet. Otherwise, I like everything about the library. I assume that new elevators will be a bit faster.	6/12/2015 12:05 PM
762	Programming I wish there were more things on the weekends for kids to do at the library. A kids book club, the lego or chess club, anything that meets regularly. It's easier to do on the weekend for some people.	6/12/2015 12:05 PM
763	Facility improvements I'd like to see a drive thru drop off box at the libraries.	6/12/2015 12:03 PM
764	Service/Staffing THE STAFF TO BE MORE SMILEY & FRIENDLY BE GREETING US IN AND OUT THE DOOR.	6/12/2015 12:02 PM
765	Efficiency One thing that I would like is before books need to be turned back in at the ibrary there is some sort of reminder so the books are not late.	6/12/2015 12:01 PM
766	Service/Staffing employees could be more personable..not so stiff neck	6/12/2015 12:01 PM
767	Good service currently	6/12/2015 12:01 PM
768	Service/Staffing Have tour for new teen and adult users.	6/12/2015 11:59 AM
769	Programming More book clubs and visiting authors for adults. Perhaps holding your own writing contests and undiscovered writing talent searches.	6/12/2015 11:58 AM
770	Digital collection It's been a while since I tried checking out ebooks, but I thought the process was complicated and there wasn't a good selection. I would love to see better offerings & an easier process for borrowing kindle books.	6/12/2015 11:56 AM
771	quiet i can not think of anything. Maybe the quiet reading room can have a spot with a waterfall or plants.	6/12/2015 11:56 AM

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772	Programming During elections list candidates and what they stand for or what they voted for if candidate was in office.	6/12/2015 11:55 AM
773	Digital collection Concentration on delivery of materials electronically to the home.	6/12/2015 11:55 AM
774	I use the library minimally now so have no specific suggestion for improvement. I do donate monthly to it on my water bill since I believe it to be an important place in our community.	6/12/2015 11:54 AM
775	quiet Control noise level after school at Northeast branch.	6/12/2015 11:54 AM
776	Facility improvements Give people reason to come to the library. Need study rooms, like in Southlake Library. Also, bigger and better tables.	6/12/2015 11:54 AM
777	Service/Staffing Have customer service training the way that Chik Fil A trains their staff.... Smiles, saying "my pleasure", giving eye contact, offering to help, etc. What a huge difference this makes with public perception!	6/12/2015 11:53 AM
778	Policies/Fines I am in a book club at a neighboring library. It is difficult for me to get the books, sometimes, because the librarian there has a priority hold, that overrides mine, even if I'm #1 on the list.	6/12/2015 11:53 AM
779	Website/Catalog Allow more remote (home) on-line links to access other resources (full reports etc) and on-line materials/websites.	6/12/2015 11:52 AM
780	Hours Programming It would be nice to have small theatrics for children, put on by the children. The hours during the Summer months should be extended.	6/12/2015 11:51 AM
781	Programming As a UTA employee who previously collaborated with the Library on a program related to "Outliers," I'd like to see more university/library collaborations. I would also support a community wide common reading experience (similar to our previous "One Book" initiative on campus that no longer exists) with multiple events connected to that experience.	6/12/2015 11:51 AM
782	Efficiency This is is small, but I wish the DVD collections were easier to navigate. When I don't have a specific movie or audio book in mind, I find the browsing process to be a bit arduous. Maybe a few binders with lists and short descriptions next to them would make it easier to browse the collections.	6/12/2015 11:49 AM
783	Digital collection I would like more access to new novels through ebooks.	6/12/2015 11:49 AM
784	Service/Staffing We could not get a librarian to come visit our private school this year.	6/12/2015 11:49 AM
785	Digital collection More copies of digital materials to lessen time to wait for items.	6/12/2015 11:49 AM
786	keep doing what your doing.	6/12/2015 11:48 AM
787	Central Library Closing the main library downtown before having another one ready to open (or in a reasonable amount of time) wasn't really smart, in my opinion and many others I've talked to around town!	6/12/2015 11:47 AM
788	Efficiency Answer email inquiries. I have personally emailed, inquiring on using the space at a couple of libraries, and to this day, I have not received any response.	6/12/2015 11:44 AM
789	Again. it doesn't seem necessary to change. you do a good job.	6/12/2015 11:44 AM
790	Hours even brief Sunday opening or limited services on Sunday would help, e.g., just pick up/check out books for an hour or two. I realize that may not be cost efficient for employees.	6/12/2015 11:43 AM
791	Service/Staffing I'd like to see more enthusiastic librarians--they seem exhausted and worn out! Customer service is tough, I know, but more smiles would help.	6/12/2015 11:43 AM
792	Efficiency Sometimes it is difficult to ck out when there is a long line for the machines.	6/12/2015 11:43 AM
793	Collection More paperback books. Maybe more large print books also.	6/12/2015 11:43 AM
794	Collection Include more materials on the Arts (computers, Graphic and Web design, HTML, CSS, PHP, Javascript, etc). I would like to see more updated books/magazines on Web Development (UX/UI design, etc)	6/12/2015 11:42 AM
795	quiet Be a little bit more careful when you let other people use the conference room, sometimes they think are in the backyard!!!	6/12/2015 11:42 AM
796	Hours LONGER opening hours on Friday - Saturday.	6/12/2015 11:41 AM
797	Service/Staffing Update equipment and systems. Better training for staff in interpersonal communications...customer service.	6/12/2015 11:40 AM
798	quiet I would like better seating available for quiet reading. I know it was in the plans but the East Library is very outdated.	6/12/2015 11:39 AM

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799	Central Library Efficiency Hours I wish wait time for books placed on hold was shorter--particularly if the books are not checked out and just need to be transferred from one branch to another. The loss of the central library was a bit sad, as that was the most convenient branch for me. Finally, I would love it if the library were open on Sundays as well as Saturdays, even if only for a few hours.	6/12/2015 11:39 AM
800	Digital collection More online books from more authors	6/12/2015 11:36 AM