

2015 Arlington Public Library Strategic Plan Survey

Q13 From your perspective as a citizen of Arlington, what is the Arlington Public Library doing exceptionally well right now? We don't want to change what we're doing successfully, so please let us know!

Answered: 825 Skipped: 465

#	Responses	Date
1	I've never had a problem reserving material, and have always received good service from employees.	9/13/2015 4:58 PM
2	Hours all 7 libraries open liberal hours	7/27/2015 8:58 PM
3	Efficiency The self check out and reserves. When I'm in a rush to work I can stop find my name and use the self check out in less than two minutes.	7/26/2015 12:15 AM
4	Collection Very good selection of books. Lots of electronic resources, including audio which is my personal preference.	7/25/2015 6:48 PM
5	Facilities Serving the citizens with a friendly and inviting atmosphere	7/25/2015 2:45 PM
6	Efficiency Good job quickly providing books placed on hold!	7/24/2015 8:24 PM
7	General I like the services that the library provides to the community.	7/23/2015 4:56 PM
8	Collection You have lots of books. I hate libraries that censor/ban books. Sadly these places exist.	7/22/2015 9:34 PM
9	General organization	7/22/2015 3:59 PM
10	Literacy services Una buena oportunidad de programas para GED de adultos y seguir [UNREADABLE] - A good opportunity of GED program for adults and follow [Unreadable] (EA/ADM/047)	7/22/2015 3:57 PM
11	Service/Staff keeping books organized customer service	7/22/2015 3:57 PM
12	General everything	7/22/2015 3:55 PM
13	Facilities nice facilities	7/22/2015 3:53 PM
14	General its great	7/22/2015 3:51 PM
15	Children/Teen Services Early childhood programs. Love the storytime	7/22/2015 3:47 PM
16	Efficiency being able to access everything	7/22/2015 3:45 PM
17	(EA/ADM/044)	7/22/2015 3:43 PM
18	Computers/Technology thanks for computers	7/22/2015 3:42 PM
19	(EA/ADM/043)	7/22/2015 3:41 PM
20	Computers/Technology providing services such as public computers and printing	7/22/2015 3:40 PM
21	General muy bien - Very good (EA/ADM/042)	7/22/2015 3:39 PM
22	Literacy services las clases de ingles son excelentes. la ayudas para los jovenes tambien es excelente - English classes are excellent. Help for youth are excellent too. (EA/ADM/041)	7/22/2015 3:36 PM
23	Service/Staff positive attitude of personnel	7/22/2015 3:36 PM
24	Central Library Bien, exelente obra de construccion de la nuova biblioteca - Good, excellent work of constuction of the new library (EA/ADM/040)	7/22/2015 3:32 PM
25	Children/Teen Services encouraging kids to read, even during the summer. having a chess club	7/22/2015 3:32 PM
26	Children/Teen Services I like the fact that there is early literacy programs like babygarten, I like tha adult lit. classes as well	7/22/2015 3:28 PM
27	Service/Staff customer service is great, always awesome, ready to help when needed	7/22/2015 3:28 PM
28	Children/Teen Services conducting teen recreation book reading	7/22/2015 3:25 PM

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29	(EA/ADM/038)	7/22/2015 3:23 PM
30	Collection book selection	7/22/2015 3:21 PM
31	(EA/ADM/037)	7/22/2015 3:20 PM
32	General muy bien - very well (EA/ADM/036)	7/22/2015 3:17 PM
33	Digital coll/website providing access to digital content (ebooks, digital magazine, etc)	7/22/2015 3:17 PM
34	General pues todo esta perfecto - everything is perfect (EA/ADM/035)	7/22/2015 3:14 PM
35	Children/Teen Services programming for children & teens	7/22/2015 3:14 PM
36	(EA/ADM/034)	7/22/2015 3:11 PM
37	Computers/Technology providing new books and movies and computers and wireless internet services	7/22/2015 3:11 PM
38	Friends/Volunteers Service/Staff treating staff and volunteers well	7/22/2015 3:05 PM
39	General Pues a mi me gusta todo hasta ora. - It's all good for me now. (EA/ADM/033)	7/22/2015 3:04 PM
40	General everything is ok	7/22/2015 3:00 PM
41	(EA/ADM/032)	7/22/2015 2:59 PM
42	Service/Staff customer service !!	7/22/2015 2:57 PM
43	(EA/ADM/031)	7/22/2015 2:55 PM
44	Computers/Technology Summer Reading Program summer reading club, computer literacy classes for career advancement	7/22/2015 2:55 PM
45	Service/Staff I like the fact everyone is treated equal here. also that I really never had a problem getting help from workers. Everyone is one time, ready to help you with whatever there is you need help with.	7/22/2015 2:50 PM
46	(EA/ADM/030)	7/22/2015 2:47 PM
47	Children/Teen Services There are a lot of children activities but there should be teen + adult activities. Sometimes its nice to sit with other adults. (EA/ADM/029)	7/22/2015 2:40 PM
48	tener personas bilingues es un Buena opcion ;a gunte hopana llega con mas confianza	7/22/2015 2:37 PM
49	Service/Staff Los servicios son muy excelente - The services are excellent (EA/ADM/028)	7/22/2015 2:30 PM
50	Literacy services Las clases de GED estan muy bien - GED classes are very good (EA/ADM/027)	7/22/2015 2:16 PM
51	General esta ayudando mucho a la comunidad - It's helping the community a lot (EA/ADM/026)	7/22/2015 2:10 PM
52	Service/Staff gracias por ayudar a avien lo necesarios nos ase mucha ayuda - Thanks for helping having the necessary for those without much help (EA/ADM/025)	7/22/2015 2:00 PM
53	Children/Teen Services yo creo que estan hasiendo bien en tener y ofreser diferentes actividades y programas para ninos y adultos. - I believe that you're doing good in having and offering different activities and programs for children and adults. (EA/ADM/024)	7/22/2015 1:56 PM
54	Literacy services Clases para adultos (para terminar los estudios basicos como GED) - Classes for adults (to finish basic studies such as GED) (EA/ADM/023)	7/22/2015 1:46 PM
55	Literacy services Los programas que tiene son buenos. GED in Spanish, ESL, Computer Classes - The programs you have are good. GED in Spanish, ESL, Computer classes (EA/ADM/022)	7/22/2015 1:41 PM
56	General todo bien hasta ahora - Everything fine right now (EA/ADM/021)	7/22/2015 1:36 PM
57	Facilities neighborhood libraries	7/22/2015 1:28 PM
58	Digital coll/website having electronic books are great!	7/22/2015 1:25 PM
59	Collection keeping things organized	7/22/2015 1:23 PM
60	Hours I like that you open on weekend so I can cone & use it	7/22/2015 1:12 PM
61	Efficiency easy to use check out, research catalog at own pace.	7/22/2015 1:09 PM
62	Children/Teen Services I think that it has a children's area with a variety of books for them to read & activities for them to participate.	7/22/2015 1:02 PM
63	Service/Staff very friendly & helpful	7/22/2015 12:57 PM

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64	Service/Staff friendly	7/22/2015 12:50 PM
65	Collection Computers/Technology yeah, computers. don't want one in my house so I go to 2 libraries. Decent DVD catalogs. Good stuff in all branches.	7/22/2015 12:46 PM
66	General excellent job	7/22/2015 12:41 PM
67	Service/Staff supportive & helpful library staff & librarians	7/22/2015 12:36 PM
68	Collection Service/Staff the collection is excellent & the services are user-friendly.	7/22/2015 12:33 PM
69	Computers/Technology implementing technology use of free wifi & at some locations the ability to borrow a laptop.	7/22/2015 12:28 PM
70	Computers/Technology free computers	7/22/2015 12:24 PM
71	Children/Teen Services providing the children with their own space	7/22/2015 12:19 PM
72	Collection current books	7/22/2015 12:16 PM
73	Children/Teen Services Service/Staff the moms that I know are impressed with the events for their young children. I also love that the system does so much outreach. So far, every staff member/librarian seems to care about what they do. also, books! For free! So glad we have libraries still.	7/22/2015 12:13 PM
74	(EA/ADM/021)	7/22/2015 11:59 AM
75	Service/Staff very helpful!	7/22/2015 11:59 AM
76	Children/Teen Services manteniendo recursos de ayuda para juvenes - Keeping resources to help youth. (EA/ADM/020)	7/22/2015 11:53 AM
77	Facilities Service/Staff small branches, friendly & helpful staff & lots of parking!	7/22/2015 11:53 AM
78	General exelente	7/22/2015 11:51 AM
79	Facilities Service/Staff Los personas trabajando en la biblioteca ayudan mucho. Las areas de estudiar se quedan limneas a todos tiempos. - Workers are very helpful. The study areas are always clean. (EA/ADM/019)	7/22/2015 11:48 AM
80	Computers/Technology Literacy services Service/Staff most staff are extremely nice personality types! Useful public services (GED, computer classes, etc.)	7/22/2015 11:44 AM
81	Children/Teen Services Computers/Technology computer services, internet access, children's programs	7/22/2015 11:40 AM
82	General muy bien gracias. - Very good, thanks (EA/ADM/018)	7/22/2015 11:36 AM
83	Efficiency putting books/materials on hold for patrons	7/22/2015 11:36 AM
84	Literacy services Service/Staff great customer service that goes above and beyond to meet community needs; in the area of literacy	7/22/2015 11:35 AM
85	Collection you have a little bit of everything & I like that. I don't always know what I want to read/listen to. I like to browse.	7/22/2015 11:32 AM
86	Service/Staff this is a great library!! great people that work here!	7/22/2015 11:32 AM
87	Service/Staff communication w/ people. Be approachable!	7/22/2015 11:28 AM
88	Facilities the facility appears to be well maintained & clean.	7/22/2015 11:27 AM
89	Children/Teen Services Computers/Technology teen programming providing useful tech classes for adults	7/22/2015 11:24 AM
90	Service/Staff Preocupare por acceder a la mayoría de lectores, según edad, sexo, raza, cultura, y condiciones. - Making sure that access is open at a wide audience, not looking at age, sex, race, culture or conditions. (EA/ADM/017)	7/22/2015 11:23 AM
91	Collection not charging to be a member, providing many good books for children & adults alike.	7/22/2015 11:23 AM
92	Collection not charging to be a member, providing many good books for children & adults alike.	7/22/2015 11:19 AM
93	Hours Los horas de servicio. - Hours of Operation (EA/ADM/016)	7/22/2015 11:16 AM
94	Collection a good variety of books	7/22/2015 11:15 AM
95	General pienso que por el momento todo luestan _____ bien Everything is good	7/22/2015 11:15 AM
96	Facilities quietness	7/22/2015 11:12 AM
97	Children/Teen Services Literacy services - Programas para niños - ESL classes - GED Classes - Programs for children, ESL classes, GED classes (EA/ADM/015)	7/22/2015 11:09 AM

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98	Children/Teen Services setting up kids areas	7/22/2015 11:09 AM
99	Children/Teen Services Collection Computers/Technology community partnership with the local schools, reading programs for all ages, great collection of materials, technology	7/22/2015 11:06 AM
100	General todo estu bien	7/22/2015 11:05 AM
101	General Esta muy bien no creo que deban cambiar nada - It's very good I don't think you should change anything (EA/ADM/014)	7/22/2015 10:59 AM
102	Service/Staff great help when needed	7/22/2015 10:59 AM
103	Digital coll/website databases	7/22/2015 10:55 AM
104	Literacy services La education para adultos (alfabetizacia) -Education for Adults (?) (EA/ADM/013)	7/22/2015 10:54 AM
105	Service/Staff convenience, customer service	7/22/2015 10:50 AM
106	Collection It is doing exceptionally well at keeping up with new books from popular authors.	7/22/2015 10:45 AM
107	Computers/Technology Giving unlimited computer access to job search etc. (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	General You guys do a great job	7/22/2015 10:38 AM
111	Children/Teen Services family programs	7/22/2015 10:35 AM
112	Service/Staff Keeping friendly workers. The young lady who assistend me was very helpful and pleasant. (EA/ADM/008)	7/22/2015 10:32 AM
113	Computers/Technology Efficiency Service/Staff self checkout, customer service, transfer books/inter loan, computers	7/22/2015 10:32 AM
114	n/a	7/22/2015 10:26 AM
115	n/a	7/22/2015 10:24 AM
116	Children/Teen Services Literacy services providing additional learning acct for adults, children, GED etc.	7/22/2015 10:24 AM
117	n/a	7/22/2015 10:19 AM
118	General being a library!	7/22/2015 10:15 AM
119	n/a	7/22/2015 10:14 AM
120	n/a	7/22/2015 10:11 AM
121	Children/Teen Services la hora del cuento, club de lectura - storytime, book club	7/22/2015 10:06 AM
122	General muy bien. - very good.	7/22/2015 10:00 AM
123	Service/Staff They are more than welcome to help with whatever	7/22/2015 9:34 AM
124	Collection Digital coll/website Service/Staff Providing print and electronic materials Check out services Friendly assistance Online access to collection	7/21/2015 9:49 PM
125	Collection Digital coll/website Facilities Service/Staff I like it that the library has a great selection of books in all genres and keeps up-to-date with new releases. I also like the available ebooks and audiobooks, audiobooks especially because I drive a lot and can listen in the car. Music and movies are great, too. My local library (SW Branch) is always quiet and inviting, and the librarians are very nice and helpful.	7/21/2015 7:01 PM
126	I don't know.	7/21/2015 6:35 PM
127	General it is fine for the most part	7/21/2015 4:33 PM
128	Collection offering recent information, books and resources	7/21/2015 4:28 PM
129	Efficiency the self check out is great idea	7/21/2015 4:09 PM
130	General good, things are good with the resources allotted.	7/21/2015 4:06 PM
131	Collection having tv series dvds that cost to see on netflix and amazon prime	7/21/2015 4:02 PM
132	Service/Staff always being helpful anytime	7/21/2015 3:59 PM
133	Collection having enough books for everyone	7/21/2015 3:51 PM

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134	Collection Computers/Technology 1. availability of reading, study and reference materials is exceptional. 2.access to technology is excellent	7/21/2015 3:47 PM
135	Collection read	7/21/2015 2:45 PM
136	Collection I think the availability of serious, factual books -- i.e., history, biography, exploration, astronomy, etc. is unexpectedly good for a public library for a city the size of Arlington.	7/21/2015 1:35 PM
137	Facilities Multiple sites Availability of use for community meetings	7/21/2015 1:15 PM
138	Service/Staff good staff	7/21/2015 12:19 PM
139	Collection Getting in new books, especially Christian fiction.	7/20/2015 9:45 PM
140	Facilities Offers a quiet, friendly place for all citizens to learn and widen horizons on all levels.	7/19/2015 10:40 PM
141	General Variety of opportunities for Arlington's residents to get engaged with their local libraries.	7/19/2015 8:15 PM
142	Children/Teen Services Summer Reading Program The summer reading programs for children are great!!!	7/18/2015 8:32 AM
143	General providing resources for all ages	7/17/2015 11:04 AM
144	Children/Teen Services Collection Computers/Technology Service/Staff In the past I have taken several computer lessons which I thought was a good service. I belong to a book club, and I do not always want to buy the book. Often I have had a book put on hold for me to pick up. There is usually a waiting period for the more popular ones. I have always found the staff to be pleasant and ready to answer any questions I might have. I have witnessed some of the story hours with children which seemed to be going well. I have had a library card since I moved here in 1963, and I have always been an active library user . I like that you are working in partnership with Mansfield.	7/17/2015 11:01 AM
145	Haven't been in awhile.	7/17/2015 10:06 AM
146	Digital coll/website Offering a great mix of digital services ebooks,, audiobooks and zinio magazines that don't go against what a library should be a lending service and community resource	7/17/2015 7:36 AM
147	Children/Teen Services The children's area is phenomenal. It has many books. Plenty of seating. It has the audio books and magazines. It even has the kits that parents can check out. My children absolutely love love love the library and I love all that it has to offer us. Keep up the awesome work!	7/17/2015 6:56 AM
148	Facilities Making efforts to keep all Arlington citizens close to a useful library.	7/16/2015 10:56 PM
149	General I am quite happy with all the services the library currently provides however perhaps the DVD section could do with better organization.	7/16/2015 9:26 PM
150	Computers/Technology Use of technology.	7/16/2015 6:24 PM
151	Service/Staff Great customer service, activities for different ages.	7/16/2015 5:36 PM
152	Facilities The locations are open and serving the community, while not exceptionally, at least reasonably decently within the available budget.	7/16/2015 5:20 PM
153	Children/Teen Services Literacy services computer classes GED and literacy classes kid's story time	7/16/2015 4:35 PM
154	Collection Friends/Volunteers Literacy services 1. The volunteer program 2. Availability of materials 3. Literacy/GED programs	7/16/2015 4:02 PM
155	General I like it the way it is, so far.	7/16/2015 3:09 PM
156	Facilities Provides a quiet place to read	7/16/2015 2:26 PM
157	Digital coll/website Efficiency Website organization, hold system delivery	7/16/2015 2:26 PM
158	Efficiency Self checkout, and automatic renewal of items	7/16/2015 2:16 PM
159	Service/Staff I love the staff at the East branch they are very personable and attentive and always willing to help and I love this thing that they know the people from the community and the activities that they provide are based on our community in that area	7/16/2015 1:40 PM
160	Efficiency Placing holds and contacting me when requested material is available, and renewal process is a cinch.	7/16/2015 1:23 PM
161	Digital coll/website Efficiency Online services are good. Ares for personal research is good but can be expanded. Easy return of materials is good.	7/16/2015 12:42 PM
162	Service/Staff Good librarians!	7/16/2015 12:39 PM
163	Collection Offers non-fiction books for adults and children for exploring the world.	7/15/2015 3:47 PM
164	Service/Staff Friendly and helpful librarians at the lake arlington location	7/15/2015 7:41 AM

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165	Children/Teen Services Children's storytime	7/14/2015 4:38 PM
166	Service/Staff Great staff and a welcoming environment.	7/14/2015 12:36 AM
167	Collection New graphic novel displays	7/13/2015 7:38 PM
168	Computers/Technology keeping up with technology	7/13/2015 6:35 PM
169	Efficiency I like the self checkout stations.	7/13/2015 1:07 PM
170	Collection Having a variety of printed books available to us.	7/13/2015 8:32 AM
171	Children/Teen Services Providing a variety of programs and materials to children at all the branches. Materials can be easily transferred and enjoyed at the nearest library.	7/13/2015 7:01 AM
172	Sure.	7/13/2015 6:08 AM
173	Children/Teen Services Summer Reading Program Summer reading program is fantastic and availability of newberry/caldecott/bluebonnet for children is very good. I like the ebook download services as well.	7/12/2015 8:36 PM
174	Children/Teen Services The kids love the libraries!	7/12/2015 8:07 PM
175	Central Library Building a new library I believe is very important, but don't forget to keep the branch Libraries updated both in collections, and physically.	7/12/2015 1:22 PM
176	Collection Books, fiction and non-fiction	7/12/2015 11:56 AM
177	Service/Staff Friendly staff	7/12/2015 11:34 AM
178	Computers/Technology I like access to your computers and printers.	7/12/2015 3:21 AM
179	Collection It provides a good selection of books.	7/11/2015 10:19 PM
180	Collection Efficiency I participate in 2 book clubs. I appreciate the high percentage of books that are on the reading lists that I can check out. I like the online reservation/renewal system.	7/11/2015 3:08 PM
181	Children/Teen Services writing program for teens helpful personnel	7/11/2015 11:10 AM
182	Collection audiobooks on CD	7/10/2015 9:22 PM
183	Service/Staff Service is top notch - very responsive!	7/10/2015 6:47 PM
184	Children/Teen Services kids programs	7/10/2015 5:32 PM
185	Collection Marketing/communication The number and variety of books has improved a lot in the last few years. The web site and information emails are VERY useful for me.	7/10/2015 5:28 PM
186	Service/Staff Great service!	7/10/2015 4:32 PM
187	Efficiency I like the opportunity to check on line for books and have the staff pull the book for me to pick up.	7/10/2015 1:10 PM
188	Efficiency Facilities Having multiple locations has been helpful. Also, the ability to reserve books is handy.	7/10/2015 12:48 PM
189	Children/Teen Services Collection Digital coll/website love website access. Ability to check books out online and pick up. Like the summer reading program and incentives for children.	7/10/2015 11:09 AM
190	Efficiency It is easy to request books online and have them transferred to the library that is most convenient for you.	7/10/2015 10:16 AM
191	Service/Staff providing access to materials (books, etc.) that can be sent to my local library. easy to use and always available online catalog for placing holds, renewing materials, etc. friendly, available staff.	7/10/2015 9:25 AM
192	Digital coll/website Efficiency The rich online features and self-service kiosks have made it very quick and easy to use library services.	7/10/2015 9:14 AM
193	Nothing is being done "exceptionally well."	7/10/2015 12:22 AM
194	Facilities Having a large area for community meetings	7/9/2015 11:46 PM
195	Digital coll/website I like being able to download books and magazines in my Nook.	7/9/2015 9:46 PM
196	Children/Teen Services I love walking in and seeing people using the computers, tables, and meeting rooms. It makes me feel proud of my community for using these available resources. I also enjoy the children's area with my two-year old. I don't feel like we're making too much noise and I feel like my child is welcome there. The fish tank is pretty cool, too!	7/9/2015 8:35 PM
197	Collection Good selection of books, both hard copies and e-books. Friendly, helpful employees!!	7/9/2015 8:18 PM
198	Service/Staff staff is friendly	7/9/2015 7:38 PM

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199	Service/Staff Staff is extremely friendly and helpful. They offer options and smile a lot.	7/9/2015 6:43 PM
200	Children/Teen Services Partnering with the childcare centers for story etc...	7/9/2015 6:01 PM
201	Collection stocking books	7/9/2015 4:12 PM
202	Children/Teen Services Efficiency You do a great job getting out requests quickly and I like the new auto renew feature (although it seems that Mansfield books are not included, you may want to fix that or let patrons know!). There are many opportunities for school age children. The Lego lab is great and thanks for putting it in the lower socio-economic area of town where children often do not have access to such opportunities.	7/9/2015 3:32 PM
203	General Don't. Change	7/9/2015 3:08 PM
204	Don't live in Arlington	7/9/2015 12:10 PM
205	Central Library Hours Service/Staff I love the times it is open. I am glad about the new building. I appreciate the services. Don't change those. I like having stacks to browse. RM	7/9/2015 11:37 AM
206	Digital coll/website Marketing/communication Technology - ability to download books; connecting to the library via phone or computer; sending info & updates	7/9/2015 10:54 AM
207	Efficiency Facilities Love being able to reserve items online and then be notified when they are delivered to my library. This saves time and much frustration when I am browsing. I like seeing so many people at my local branch, sitting, studying, reading, using the computers, checking things out, and getting help from staff. It's a very busy and productive place, and that makes me proud and happy for the resources we have and that people are actually using.	7/9/2015 10:36 AM
208	General Asking citizens for information like this.	7/9/2015 10:07 AM
209	.	7/9/2015 10:01 AM
210	Collection Audio books and help with recommending books.	7/9/2015 9:55 AM
211	Computers/Technology It's doing very well with keeping pace with the ever-changing technology in today's world of information.	7/9/2015 9:35 AM
212	Collection Service/Staff great selection, happy librarians	7/9/2015 8:21 AM
213	Collection No problems so far. Lots of variety in books and movies. Would like to see more selection in music such as adding more kpop (korean pop) artists cds.	7/9/2015 8:19 AM
214	Love, love the process of requesting a book and it being available at my neighborhood library!	7/9/2015 6:27 AM
215	Service/Staff Other I only visit our libraries one or two times a year, every single time I go the staff are always helpful and really friendly. I also appreciate how our libraries are up-to-date by constantly adding new technology features and resources, because that allows a lot of people who don't have the access to those resources at their home can come to the library and utilize the free resources.	7/9/2015 1:45 AM
216	Computers/Technology Seems to have computers available for everyone.	7/9/2015 12:17 AM
217	Service/Staff Staff friendly and very helpful	7/8/2015 10:19 PM
218	Efficiency I like being able to order book/DVDs on line and have them waiting for me.	7/8/2015 7:22 PM
219	Children/Teen Services Convenient when my grandchildren visits	7/8/2015 5:43 PM
220	Facilities Service/Staff Knowledgeable librarians, good support services, cordial atmosphere	7/8/2015 5:30 PM
221	Facilities Service/Staff Clean pleasant atmosphere; sufficiently quiet; available, knowledgable and friendly staff.	7/8/2015 5:16 PM
222	Children/Teen Services I like the collaboration it has with the area schools.	7/8/2015 5:07 PM
223	Efficiency Keeping up w citizen's needs. Self checkout and being able to reserve & pick up materials. Love text reminders for materials due.	7/8/2015 4:24 PM
224	Digital coll/website I think that your advances in using and making available digital media is great. I also like the ability to browse books online.	7/8/2015 3:53 PM
225	Children/Teen Services Collection Good selection of books, ebooks, etc. Great area for children and early readers. Interesting activities	7/8/2015 2:27 PM
226	Facilities Keep the satellite libraries open to enhance the central library. These local libraries offer an appreciated convenience.	7/8/2015 1:57 PM
227	General YOU ALL ARE DOING JUST FINE I LOVE IT	7/8/2015 1:26 PM
228	Efficiency Good holds program	7/8/2015 1:17 PM

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229	Efficiency Facilities Service/Staff In all of the libraries that I have been to I have observed the following: (1) Quiet atmosphere (2) Clerk/librarians who available to give assistance when needed (3) Clean (4)Easy access to self checkouts	7/8/2015 1:06 PM
230	Collection Serving our community with opportunities to read, research and explore.	7/8/2015 12:39 PM
231	Central Library Building a new facility	7/8/2015 11:38 AM
232	Children/Teen Services I don't personally use the services as my children are adults but there seems to be active and engaging childrens programs available at the library.	7/8/2015 11:30 AM
233	Digital coll/website Keeping up with technology - availability of ebooks	7/8/2015 11:20 AM
234	Collection Availability of materials, usually have newest books in stock.	7/8/2015 11:18 AM
235	General Adding services to improve the community.	7/8/2015 11:07 AM
236	Children/Teen Services Programs for children. Outreach.	7/8/2015 10:29 AM
237	Central Library You need to stop taking so long to finish plans for the new library. The bold colors on the outside would be great, be a little creative and liven up downtown. We can't build it if we have no plan.	7/8/2015 10:22 AM
238	Digital coll/website Great selection of ebooks!	7/8/2015 9:54 AM
239	Service/Staff ..just having the Library with such helpful employees & positive attitudes is always such a good thing when I take my G'children to....they really enjoy this relationship	7/8/2015 9:11 AM
240	Children/Teen Services Service/Staff Summer Reading Program The children's section had a great selection of books and resources. We have always loved the storytime and summer reading. Please use the former librarian, Mr. Bob as a model of what a great children's librarian should be (kind and welcoming to parents and children).	7/8/2015 9:07 AM
241	General Lots of creative programming for a wide range of topics. From adult help to children fun!	7/8/2015 8:30 AM
242	I think you are doing very good. Just make finding new releases easier to find on your computer site.	7/8/2015 8:11 AM
243	Computers/Technology Interacting with your visitors, esp children. Providing computers for the community's use.	7/8/2015 8:10 AM
244	Children/Teen Services Digital coll/website Online services Children and teen programs	7/8/2015 7:26 AM
245	Children/Teen Services Good summer storytelling for kids, just MORE of them...definitely not longer, just maybe twice a day hour long storytimes...or hour long craft sessions for a small fee to cover material costs. ...	7/8/2015 6:10 AM
246	Nothing	7/8/2015 6:02 AM
247	General Good resources for the community.	7/8/2015 5:16 AM
248	Children/Teen Services Collection Service/Staff Summer Reading Program Your personnel is courteous and helpful. Your online services are easy and friendly to use. Your collection of items and the easy of getting items is great. Your summer reading program is wonderful.	7/8/2015 2:19 AM
249	Service/Staff Great staff	7/8/2015 12:30 AM
250	Collection The library is doing a beautiful job by keeping up with new books in print and bringing in wonderful DVDs from the BBC.	7/8/2015 12:29 AM
251	Collection Service/Staff Services and resources!	7/8/2015 12:15 AM
252	Service/Staff Employees are knowledgeable, courteous, friendly, helpful, and most importantly, patient.	7/7/2015 11:40 PM
253	Digital coll/website E book program	7/7/2015 11:24 PM
254	Collection Facilities Providing the necessary space needed for a collection of resources for the community.	7/7/2015 10:44 PM
255	Computers/Technology Commuters for children and adults	7/7/2015 10:32 PM
256	Children/Teen Services Involving the pre-k students of AISD to come to the library for stories & library cards.	7/7/2015 9:55 PM
257	Facilities Service/Staff Lots of locations all staffed by very friendly people	7/7/2015 9:48 PM
258	Collection Video DVD collections	7/7/2015 9:28 PM
259	Children/Teen Services Children programs	7/7/2015 9:14 PM
260	Service/Staff Great customer service - keep it up! I like to go to the book sales in the basement.	7/7/2015 9:09 PM

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261	Efficiency you are offering a variety of activities as all your libraries to meet the needs of the neighborhood in which they are located. Personnel are always pleasant and helpful. Finding a book and checkout with the bar code system is very easy. Like being able to put books on hold through my computer at home	7/7/2015 9:09 PM
262	Efficiency routing materials requested via library website in timely fashion.	7/7/2015 9:05 PM
263	Efficiency Hours Scheduling hours. The easy drop off	7/7/2015 8:55 PM
264	Collection Good selection of fiction, nonfiction books as well as books.	7/7/2015 8:44 PM
265	Facilities My branch library is attractive and welcoming.	7/7/2015 8:31 PM
266	Facilities The quiet atmosphere, the separate study tables and the children's area are all things that I like about the library and believe should not be changed.	7/7/2015 8:22 PM
267	Digital coll/website Efficiency Facilities Ease of material transfer from branch to branch, centralized locations in most neighborhoods and online access	7/7/2015 8:21 PM
268	Children/Teen Services Collection Efficiency Genealogy Literacy services Service/Staff Love the friendly staff. Love being able to reserve new books coming along. Like the online catalog. Glad we have large print books. I don't use it now, but when my children and my grandchildren were young, I took them every week to storytime and/or to check out books that we "read" or looked at at home. I think this is super important. I don't use the computer of English classes, but I think those are very important. In the past I used the job search research and it helped prepare me for interviews. I love the genealogy materials.	7/7/2015 8:19 PM
269	Children/Teen Services The various infant and toddler story time with sensory activities were very nice and well organized.	7/7/2015 8:16 PM
270	Children/Teen Services summer reading club is great. you also ask lots of questions, and actually listen when you make programming.	7/7/2015 8:04 PM
271	Children/Teen Services Efficiency Summer Reading Program I love being able to put resources on hold and they are ready at the location of my choosing for pick up! Awesome!! We also LOVE the summer reading club!!	7/7/2015 7:53 PM
272	Efficiency Love being able to reserve books for pickup, especially new releases.	7/7/2015 7:51 PM
273	Reaching out to the community.	7/7/2015 7:50 PM
274	Service/Staff The library staff are very friendly and helpful. Love the ebooks and eaudio books.	7/7/2015 7:33 PM
275	Service/Staff I love the staff at SW library and I like Richard at WW. Great people. Friendliness is important and they do this really well.	7/7/2015 7:11 PM
276	Efficiency Self check, on-line library, text account info (holds, due dates, etc)	7/7/2015 6:56 PM
277	Children/Teen Services I think it's most important to focus on children at all stages, for literacy and communication skills in all media. I think you are working hard at that from my limited perspective.	7/7/2015 6:56 PM
278	Collection Digital coll/website Efficiency Service/Staff Almost any book I've seen reviewed that sounds interesting is available, including the brand new ones. I don't know how you do it! I love the new checkout machines, where multiple books can be checked out at once. Also love Mango, one easy and delightful way to try to improve my Spanish. I also love the librarians, always helpful and whose recommendations have been wonderful, and generally love my Woodland West branch!	7/7/2015 6:51 PM
279	Service/Staff Your customer service is exceptional	7/7/2015 6:32 PM
280	Service/Staff It has employed great staff members ??	7/7/2015 6:29 PM
281	maintaining it's existence in spite of financial pressures from city government. the abuse of the library during "financially difficult times" is far too often "conceived" instead of real, and yet the abuse exists, all the same.	7/7/2015 6:23 PM
282	Collection Digital coll/website Efficiency I like the expanded access to collections by partnering with Mansfield Public Library and UTA. I appreciate being able to order a book from another branch, havng it on hold at my local branch for collection and check-out. All of the staff that I have encountered have been able to help me and answer my questions. My wife uses e-books quite a bit. I have no complaints,, just satisfied customer comments. Great job!	7/7/2015 6:07 PM
283	Marketing/communication Staying in touch with the community.	7/7/2015 6:05 PM
284	General Having activities for everyone	7/7/2015 5:56 PM
285	Digital coll/website Offering means of downloading e-books and other media sources that make it possible to 'visit' the library from home.	7/7/2015 5:48 PM
286	The fact that the library is still open and functioning is pretty great!	7/7/2015 5:47 PM

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287	Digital coll/website Keeping up their website.	7/7/2015 5:21 PM
288	Collection I am really pleased with the selection of books you have available. I have been in a book club for 17 years, and the Arlington Public Library has had about 95% of our book selections. The 5% that you didn't have were usually books that were self-published by the author.	7/7/2015 5:04 PM
289	Digital coll/website Digital books	7/7/2015 4:56 PM
290	Collection Genealogy Genealogy research and support	7/7/2015 4:39 PM
291	Service/Staff The staff in my local branch is always friendly, helpful, and polite.	7/7/2015 4:37 PM
292	General Have been happy with Arlington for 35 years.	7/7/2015 4:36 PM
293	Service/Staff Library staff is well-informed, helpful and informative.	7/7/2015 4:35 PM
294	Service/Staff Very helpful and inviting personnel available to answer questions	7/7/2015 4:28 PM
295	Efficiency Online library searches/location of books and availability. I can go to a different branch or reserve a book	7/7/2015 4:20 PM
296	Service/Staff Every person I've encountered has been kind, and very helpful , polite in some way or another and I do enjoy coming to this one ..very awesome group of individuals there :)	7/7/2015 4:12 PM
297	Service/Staff The librarians are great!	7/7/2015 4:09 PM
298	General Just being there...	7/7/2015 3:54 PM
299	Children/Teen Services Love the children's programming--story time, summer programs. Although I've haven't yet participated, I like that you offer adult classes. I would love to attend a geocaching class or genealogy class.	7/7/2015 3:53 PM
300	Children/Teen Services Programs for children	7/7/2015 3:42 PM
301	Efficiency Good online notifications when books/ebooks are available for checkout, then good reminders of due dates	7/7/2015 3:30 PM
302	Children/Teen Services It is a great place to get reading materials, music, and dvd's. It is a great place to take children to for activities and story time. It is a great place for a field trip for elementary children.	7/7/2015 3:28 PM
303	Children/Teen Services Summer Reading Program Summer reading program	7/7/2015 3:28 PM
304	Digital coll/website Facilities Providing a safe and nurturing environment for people to read, study, and access learning resources in person and online.	7/7/2015 3:25 PM
305	Collection Digital coll/website Easy to access library account through website Great selection of children's books - though we really miss the main downtown library Good access to language-learning technologies	7/7/2015 3:25 PM
306	Efficiency Keeping control of the flow of books.	7/7/2015 3:21 PM
307	Collection Facilities Providing books to read, though I often have to order them. I like the jazz music CDs. All libraries seem to be somewhat quiet, peaceful areas, and I enjoy that. No television.	7/7/2015 3:15 PM
308	Digital coll/website Constantly adding to the e-book catalogue.	7/7/2015 3:05 PM
309	Service/Staff You have terrific, helpful, staff.	7/7/2015 3:04 PM
310	Digital coll/website Ebook presence. But please add more copies available! :)	7/7/2015 3:03 PM
311	Facilities The accessibility and variety of locations of libraries	7/7/2015 2:58 PM
312	Children/Teen Services We love story time! Our kids love Ms Trish and they want to go to story time every day!	7/7/2015 2:58 PM
313	Children/Teen Services Story times and children's programs (teddy bear picnic, etc)	7/7/2015 2:56 PM
314	Digital coll/website I am a huge fan of your e-book program. I absolutely love it and tell everyone I can about it. I wish there were more available but it has actually gotten better lately.	7/7/2015 2:50 PM
315	Facilities Service/Staff Friendly staff. Clean environment.	7/7/2015 2:48 PM
316	Don't really know.	7/7/2015 2:43 PM
317	Collection Efficiency Service/Staff good selection, nice staff, easy check out process	7/7/2015 2:35 PM
318	Efficiency The ability to checkout material and ease of return.	7/7/2015 2:29 PM
319	Facilities Quiet reading area is a must.	7/7/2015 2:29 PM
320	Efficiency Delivering books to specified branches when requested.	7/7/2015 2:29 PM

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321	Collection An extremely large and well rounded selection of books.	7/7/2015 2:29 PM
322	General Overall it is doing an excellent job. A few more computers would help and maybe other tech, scanners, fax, stuff for kids would be good.	7/7/2015 2:28 PM
323	Digital coll/website Staying innovative by incorporating ebook and internet technologies.	7/7/2015 2:25 PM
324	Literacy services I don't know how much use the Literacy House gets but I think its mere presence is a huge testament. Also the mobile branches are great. In general, I think the Library is great at reaching out to the community (this survey being a great example) and not being limited by traditional notions of what a library is and does. Thank you for innovating. Keep it up.	7/7/2015 2:24 PM
325	Facilities It seems like a lively place to be and varied and useful in many ways, but I have only been there once since I moved here last fall as I fell and broke my hip and have been unable to visit much at all. We moved here from Stephenville and it seems much much much more like what we would hope for.	7/7/2015 2:24 PM
326	Digital coll/website I love the ability to borrow and check out books online.	7/7/2015 2:22 PM
327	Efficiency The on-line reserving/hold capabilities are great.	7/7/2015 2:14 PM
328	Children/Teen Services I love the programs they have for kids during the summer. It's great to have access to free things to take my kid to. She loves going to see plays or magicians or even the wildlife people.	7/7/2015 2:10 PM
329	Efficiency The online access is great, whereby I may reserve a book and pick it up locally.	7/7/2015 2:09 PM
330	Efficiency Self check out is fabulous! !	7/7/2015 2:09 PM
331	Service/Staff The librarians are always helpful	7/7/2015 2:05 PM
332	programs for all ages	7/7/2015 2:03 PM
333	Collection Efficiency Facilities I love how the new adult fiction books are labeled with the month they arrived at the library. It makes it so easy to find the latest titles. I love the way I get reminders by email when my books are almost due. I love how I can renew books on line and now some are even renewed for me! I like the 25 cent fee if you don't pick up a book you reserved. This leaves the librarians with more time to do other things and helps keep patrons serious about book reserves. I love how clean the Sw and lake Arlington branches are!	7/7/2015 2:00 PM
334	Children/Teen Services Mt kids and I love story time	7/7/2015 2:00 PM
335	Collection I think they always seem to have the latest books in stock.	7/7/2015 1:52 PM
336	Service/Staff friendly staff, helpful, and assistant when needed	7/7/2015 1:50 PM
337	Digital coll/website Ebooks and "Overdrive" are most important to at this time. Facilities and Staff while very good, or very good, I have less and less contact with the people and the 'shelves'.	7/7/2015 1:49 PM
338	Children/Teen Services All the programs they provide for preschoolers and younger	7/7/2015 1:49 PM
339	Efficiency Service/Staff Holds process Friendly staff Great NEW self serve check out	7/7/2015 1:42 PM
340	General You are doing great!	7/7/2015 1:40 PM
341	Service/Staff I always liked visiting the main library and the branch libraries - staff always were friendly and helpful. To me, that is the key, treat me like I am family and show me a smile and I will give one back. I like the fact that everyone is welcome, even those who are on the street can come in and get warm or cool and read.	7/7/2015 1:37 PM
342	Digital coll/website Downloadable ebooks and audiobooks.	7/7/2015 1:34 PM
343	Efficiency Self check out, easy to use website and put books on hold	7/7/2015 1:30 PM
344	Facilities Locations... Great place in the neighborhoods and near schools.	7/7/2015 1:27 PM
345	Efficiency The online hold system is great. And so glad you are partnered with Mansfield and Kennedale.	7/7/2015 1:21 PM
346	Efficiency I appreciate the inter-library loan system which allows access to more books.	7/7/2015 1:14 PM
347	General Everything seems to be doing quite well.	7/7/2015 1:11 PM
348	Collection Having the newest materials available	7/7/2015 1:09 PM
349	Collection A good selections of new books	7/7/2015 1:08 PM
350	Service/Staff Your customer service is excellent.	7/7/2015 1:03 PM
351	Adult/Senior programs Children/Teen Services Digital coll/website Efficiency keeping up with the times and offering digital/audio books, classes for teens/seniors/etc, website where you can place holds from home	7/7/2015 1:02 PM

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352	Service/Staff Courtesy of the Staff	7/7/2015 12:58 PM
353	Collection Providing a variety of kinds of reading and learning materials for all ages.	7/7/2015 12:55 PM
354	Children/Teen Services Digital coll/website Story time, activities for kids, ebooks	7/7/2015 12:54 PM
355	Efficiency I love the search, ship to other locations, and holding reserved books through the library website.	7/7/2015 12:53 PM
356	Facilities Just being there is important and they are spaced so anyone can have one near to them. I live on Oakwood Lane near the Post Office so it is an easy drive there on Bowen Road to Park Row.	7/7/2015 12:53 PM
357	Collection Efficiency Having all books available and being able to have them sent to a persons home library and being able to drop them back off at the library they were delivered to. Usually the wait is not long unless it is a very popular book. Also you usually have the books (current ones) that we read on my book club and I rarely have to buy a book. Which is great for me on a fixed income.	7/7/2015 12:45 PM
358	Service/Staff The employees have always been very helpful.	7/7/2015 12:45 PM
359	Efficiency I use the reserve list often and find that the system works very well.	7/7/2015 12:42 PM
360	Efficiency your website is easy to use, search, placing holds and checking personal account are all great as is.	7/7/2015 12:41 PM
361	Collection offering books, music cds, audiobooks, and dvds for checkout	7/7/2015 12:40 PM
362	Efficiency The online hold and pickup program is fantastic. I love it. Please try to keep the website as user friendly as possible.	7/7/2015 12:39 PM
363	Hours Pretty good hours.	7/7/2015 12:36 PM
364	Collection You have a huge selection of books to choose from both ebooks, hardbacks and paperbacks. Please do not go to straight ebooks and get rid of actual books like a lot of libraries are doing. Please keep a good selection of regular books on hand.	7/7/2015 12:36 PM
365	Service/Staff Everyone I ever encounter is more than helpful and friendly.	7/7/2015 12:36 PM
366	General keeping pace with mainstream public's changing ideas of what a library should be	7/7/2015 12:33 PM
367	Growing	7/7/2015 12:32 PM
368	Collection Facilities Service/Staff Selection of books is good, locations are convenient, staff is knowledgeable	7/7/2015 12:31 PM
369	Collection I am not a citizen if Arlington but appreciate and enjoy the audiobook selection.	7/7/2015 12:30 PM
370	Service/Staff Staff is readily available to assist??	7/7/2015 12:30 PM
371	Facilities Service/Staff Friendly service and good reading enviorment	7/7/2015 12:27 PM
372	Central Library Digital coll/website New central library facility. Online resources.	7/7/2015 12:26 PM
373	Children/Teen Services Digital coll/website Overdrive and the self check outs are nice. I like the storytime for babies though I haven't gone since having another child.	7/7/2015 12:24 PM
374	Efficiency Online requests.	7/7/2015 12:24 PM
375	Efficiency Ability to search & reserve materials and download books online.	7/7/2015 12:23 PM
376	Efficiency The ability to reserve books online to be picked up at a location closest to you.	7/7/2015 12:23 PM
377	Collection Service/Staff The have good customer service, good abundance of books i like.	7/7/2015 12:23 PM
378	Digital coll/website Marketing/communication Offering ebooks and audiobooks. Sending community updates and events via email.	7/7/2015 12:19 PM
379	Collection I think the APL is doing very well and keeping up with the book demand as well as they can. I believe \$\$ is always an issue when it comes to funding for libraries.	7/7/2015 12:18 PM
380	Efficiency Self Check	7/7/2015 12:16 PM
381	Efficiency The library is accessible and getting online to request items and look things up makes the library very user friendly.	7/7/2015 12:15 PM
382	Collection Efficiency Providing a wide variety of types of books; providing "hold" services; transferring books from one location to another	7/7/2015 12:15 PM
383	Digital coll/website Love the accessibility of Ebooks and audiobooks.	7/7/2015 12:14 PM
384	Efficiency Ability to request books that the library does not have	7/7/2015 12:12 PM

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385	Collection Possibly have more copies of the most popular books available. By that I mean Best Seller list books. I am exceptionally pleased with our library system.	7/7/2015 12:11 PM
386	Collection Efficiency Easy access to material. Fast check out and check in.	7/7/2015 12:10 PM
387	Children/Teen Services Your teen programs are impressive. I have not attended, but read about them in newsletters. Great way to draw in our youngsters.	7/7/2015 12:10 PM
388	Digital coll/website Offering downloadable audiobooks	7/7/2015 12:10 PM
389	Service/Staff Providing knowledgeable, helpful, friendly librarians.	7/7/2015 12:09 PM
390	Efficiency Collaborating with YMCA for additional access to the library for non traditional hours. I also like to see that my library is trying to provide what the public sees as a need.	7/7/2015 12:09 PM
391	Service/Staff The staff is friendly and helpful, but not overbearing. Sometimes I just like to browse, not really looking for anything specific, and I don't feel any pressure to get something. A couple of times I have had trouble checking out items and trying to download an audio book and someone was there to walk me through the process. I have used the computers there. I like the way they have it set up. You don't have to wait really long to get a turn on a machine.	7/7/2015 12:09 PM
392	Efficiency Love the partnerships with Mansfield & Kennedale. Online hold is a huge bonus!!	7/7/2015 12:09 PM
393	Digital coll/website I love the ebooks! Now that you've closed the Central library location, and because I don't have a car, it's difficult for me to get to another location. I am reading lots of ebooks on my Kindle right now. You had a tutorial on how to check books out. It was helpful (but could use a little tweaking, as it took me several tries to figure out to set up an account on http://arlingtonx.lib.overdrive.com/ .	7/7/2015 12:04 PM
394	Collection Digital coll/website Love the E books, (would like to know how to use them) ... DVDs On line check out and holds, Large selection of books	7/7/2015 12:03 PM
395	Service/Staff The staff is wonderful...they treat people like PEOPLE, not like things, not like they are invisible either. The staff is amazing regardless of the tools and resources.	7/7/2015 12:02 PM
396	Facilities Hours Providing an atmosphere that is open and available. I appreciate the weekend & evening hours of availability.	7/7/2015 12:01 PM
397	General Seeking public opinion and committed to updating the library	7/7/2015 12:00 PM
398	Service/Staff Good service!	7/7/2015 11:58 AM
399	Facilities Providing a friendly, inviting environment for reading and learning	7/7/2015 11:58 AM
400	Efficiency making availability and checking out books quite easy.	7/7/2015 11:57 AM
401	Digital coll/website Efficiency I think the website is good and the ability to borrow (from home location) books from other branches is great! I have not utilized, but plan to utilize the extensive online ebook catalog.	7/7/2015 11:56 AM
402	nothing in particular	7/7/2015 11:55 AM
403	Service/Staff outstanding staff who are helpful and pleasant.	7/7/2015 11:54 AM
404	Digital coll/website Availability of Ebooks	7/7/2015 11:54 AM
405	Digital coll/website free e-book download with overdrive is handy and nice	7/7/2015 11:54 AM
406	Collection Computers/Technology Facilities Service/Staff Offers a large variety of books and resources to help with reading for pleasure and help with everyday life. The computers always seem to be full whenever I go in so this is a nice and helpful feature for those who do not have other computer access. I also like the fact that the libraries are always clean and the staff is very kind and helpful.	7/7/2015 11:53 AM
407	Children/Teen Services Story times foe little kids	7/7/2015 11:52 AM
408	Digital coll/website I like the summer programs and the ebooks.	7/7/2015 11:51 AM
409	Service/Staff Helpful, happy PEOPLE for assistance or questions	7/7/2015 11:50 AM
410	Literacy services ESL Classes and reading education for all ages	7/7/2015 11:49 AM
411	Digital coll/website Availability of ebooks.	7/7/2015 11:48 AM
412	Digital coll/website I love overdrive.	7/7/2015 11:46 AM
413	Children/Teen Services Service/Staff great customer service for kids	7/7/2015 11:46 AM
414	Collection Access to recent movie releases	7/7/2015 11:43 AM

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415	Computers/Technology Service/Staff I certainly like the idea of the computer usage, especially for those that doesn't have access to one, nor internet. I think the one on one services provided to customers that access the library is a plus! I would like to add the librarian who has blonde hair and wear glasses at the library on Brown street is very customer-oriented. I have witnessed her handle dire situations calmly and professionally, which is admirable. She's very nice to customers and goes above board to help!	7/6/2015 7:03 PM
416	Service/Staff Helping everyone who comes to have life time experience.	7/6/2015 5:10 PM
417	Efficiency I love and appreciate the ability to request books online and pick them up when they're ready. Please continue the adult classes and children activities you provide.	7/6/2015 4:57 PM
418	General The arlington library is doing a wonderful job, they are the best	7/6/2015 1:33 PM
419	Collection Provides an exceptionally wide array of books to choose from	7/6/2015 11:39 AM
420	Efficiency Facilities Service/Staff Updating the library spaces. Having a branch in all sections of the city. Getting holds quickly. Friendly and helpful staff.	7/5/2015 10:12 PM
421	Digital coll/website expanding access to digital resources like ebooks.	7/5/2015 1:36 PM
422	Computers/Technology Computer access is good.	7/5/2015 1:04 PM
423	Efficiency Getting books that are requested into the hands of the public.	7/2/2015 9:31 AM
424	Efficiency I really like the checkout options. My old library did not offer that service. It is quick and easy to scan books, pay fines, and check out. Also, the library cards are creative. Finding the local library and getting a library card was on my "top five" list of things to do when I moved to the neighborhood.	7/1/2015 5:04 PM
425	Literacy services Literacy program offerings. So important!	6/29/2015 6:40 PM
426	Service/Staff Being there when I need you to help me with questions and getting books.	6/29/2015 8:23 AM
427	General nothing everything great.	6/28/2015 10:34 PM
428	Service/Staff friendly, helpful librarians	6/28/2015 2:08 PM
429	Digital coll/website I love the MORE program and the wealth of online resources that the library has, and the general amount of resources available online (Zinio, EBSCOHost, Lynda, etc.).	6/27/2015 8:23 PM
430	Efficiency online search for books, reservation of books at MY closest branch, self serve check out	6/27/2015 12:58 PM
431	Efficiency The website and ability to reserve books online is wonderful and a great time saver. I think it's great that you now charge a reshelving fee for books not picked up on time -- and I say this as someone that has paid that fee many times in the beginning!	6/27/2015 11:46 AM
432	Facilities Service/Staff We just love the atmosphere of the library. It is such a calm, welcoming place. While not all members of the staff come across as friendly, they are all helpful.	6/26/2015 9:12 AM
433	Collection Having a good collection	6/25/2015 11:41 PM
434	So far OK	6/25/2015 4:31 PM
435	Service/Staff Friendly, helpful staff	6/25/2015 10:12 AM
436	Service/Staff Assisting customers quickly	6/24/2015 8:30 PM
437	General the library works well with the town and the university and tries to keep a constant flowing relationship with groups or individuals that it serves.	6/24/2015 5:03 PM
438	Collection Efficiency The online search for materials and ability to reserve online and renew is great! Keep getting the good PBS series on DVD like Foyles War and Call the Midwife.	6/24/2015 4:15 PM
439	Computers/Technology Great availability of internet services for those in need	6/24/2015 3:53 PM
440	Children/Teen Services Collection Computers/Technology Providing a variety of books, movies, magazines, newspapers. Providing the internet as a lot of people (particularly senior citizens) don't have it at home. Providing a safe environment for students to come and study. Providing storytelling sessions for younger children. Providing conference rooms for AARP to come in and help people with their taxes.	6/24/2015 2:18 PM
441	Literacy services different programs, like ged, stories to our children, etc	6/24/2015 2:00 PM
442	Facilities Keeping updated on material, services and technology for most part. Libraries seem to be well kept	6/24/2015 1:47 PM
443	Collection Efficiency Love the self check out, and the selection of books that are offered.	6/23/2015 10:26 PM
444	Digital coll/website Having digital materials available	6/23/2015 10:17 PM

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445	General I enjoy the current library .	6/23/2015 9:33 PM
446	Genealogy I love the interaction with the Arlington Geneological Society.	6/22/2015 9:44 PM
447	Central Library Taking its time to build a new library that will work for both adults and children both for researching and fun programs for the children and their parents	6/22/2015 8:32 PM
448	Collection Love boks on CD's for travel and traffic	6/22/2015 7:33 PM
449	Service/Staff I don't think the APL actually had any part in the decision to close the downtown library before the new building had even been designed and I think the library is doing as well as anyone could expect under the current circumstances. The staff is great!	6/22/2015 6:53 PM
450	Genealogy Service/Staff Well trained staff that can easily direct traffic to the proper area of library to find information. Meeting room for Arlington Geneological Society, with library personnel present	6/22/2015 6:14 PM
451	Efficiency I have been very satisfied with ordering books by computer then able to pick them up.	6/22/2015 5:05 PM
452	Children/Teen Services Excellent children's services	6/22/2015 4:45 PM
453	Collection Having a variety of books at the Central Library.	6/22/2015 3:20 PM
454	Collection The variety of materials that the library has is really good.	6/22/2015 3:10 PM
455	Digital coll/website Super Duper web site	6/22/2015 3:08 PM
456	Service/Staff The staff appear friendly and helpful. They appear to think out of the box regarding programs.	6/22/2015 3:02 PM
457	Service/Staff Staff always seems friendly and happy to assist.	6/22/2015 2:54 PM
458	Efficiency Service/Staff The self-service kiosks are brilliant. Library staff is friendly and knowledgeable.	6/22/2015 2:38 PM
459	None	6/22/2015 2:33 PM
460	Not sure - since I do not visit	6/22/2015 2:27 PM
461	Children/Teen Services Collection Computers/Technology Efficiency Genealogy 1. I love the website and the ability to check on my due dates, receive reminders, renew, and reserve. I love the variety of books for babies, kids, and youth. Reading is so important and the library has been invaluable to my family over the years in ensuring that they read and that we read to them each and everyday. The cost to do this on our own without the library would be impossible. I am so thankful for the library! 2. The computers for just kids are very nice. 3. We have outgrown it but the story time program was soooo awesome too. 4. Computers are great. I don't use them myself as an adult but I love seeing the adults who likely don't have them at home using them for job stuff and correspondence. I am glad some of my tax money funds things like that for those without a computer at home. 5. The staff has always been awesome! Love you all!! 6. Love the fish tank at Lake Arlington and little things like that, that enrich our lives. 7. The little shows you have in the summer were fun. We saw a play and a little indoor silly concert once. Great when the kids were little. 8. I enjoy the genealogy stuff but never have time with young kids. 9. I like the staff movie and book suggestion area. 10. Oh and summer reading program!! I could go on and on but you get the picture...you guys are great!	6/22/2015 11:34 AM
462	Children/Teen Services interactive events for kids..	6/21/2015 1:51 PM
463	Collection selection and book amounts	6/21/2015 10:29 AM
464	General doing great!	6/21/2015 10:21 AM
465	General doing great!	6/21/2015 10:13 AM
466	IDK	6/21/2015 10:10 AM
467	i don't know where the central one is. need a big central one to take kids to	6/21/2015 10:07 AM
468	Collection getting books	6/21/2015 10:03 AM
469	program options	6/21/2015 10:00 AM
470	Collection offering books and resources to study and use	6/21/2015 9:54 AM
471	Digital coll/website availability/offering of online ebooks & audiobooks	6/21/2015 9:44 AM
472	Service/Staff friendly staff meeting with community	6/21/2015 9:36 AM
473	not sure	6/21/2015 9:32 AM
474	Facilities opening more locations	6/21/2015 9:27 AM
475	not from around here. from haltom city. the library is impressive	6/21/2015 9:24 AM

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476	Efficiency you have a great system i love that i can get any book delivered to my local	6/21/2015 12:20 AM
477	Marketing/communication social media outreach	6/21/2015 12:14 AM
478	Facilities just keeping everything organized is great	6/20/2015 11:55 PM
479	General i think it's good	6/20/2015 11:52 PM
480	General everything	6/20/2015 11:49 PM
481	Children/Teen Services being interactive with your students	6/20/2015 11:43 PM
482	make it bigger	6/20/2015 11:40 PM
483	Service/Staff good with people that can help you	6/20/2015 11:37 PM
484	I don't know just what you are doing. I like our genealogical search room when at the main branch downtown Arlington. Your north branch is not advantageous to about half of the city of Arlington.	6/20/2015 9:04 PM
485	Facilities quiet library	6/20/2015 6:16 PM
486	General it's doing great	6/20/2015 6:04 PM
487	Service/Staff treating the community like a family	6/20/2015 6:01 PM
488	Service/Staff good people, helpful, easy to navigate	6/20/2015 5:57 PM
489	General everything, don't change a thing	6/20/2015 5:53 PM
490	General as a aisd teacher, i always encourage my students to visit apl	6/20/2015 5:31 PM
491	Service/Staff actively asking us how to improve services friendly people	6/20/2015 5:27 PM
492	no	6/20/2015 5:24 PM
493	community service	6/20/2015 5:19 PM
494	Children/Teen Services kid programs	6/20/2015 5:13 PM
495	Digital coll/website I love your online books	6/20/2015 5:01 PM
496	Children/Teen Services You have increased my child's literacy	6/20/2015 4:54 PM
497	General It is a great place as it is.	6/20/2015 12:24 PM
498	Collection Digital coll/website Great selection of books online and in print! Lots of great activities.	6/19/2015 9:50 PM
499	Service/Staff Customer Service. I have never had any problems searching for materials. Even when it looks like I am lost... an employee spots that right away and ask to help me. I LOVE my local library!	6/19/2015 8:50 PM
500	Children/Teen Services Collection Computers/Technology Digital coll/website Efficiency Facilities Genealogy Service/Staff Summer Reading Program Summer Reading programs for Children; Helpful Staff; Play areas for Children; Superior selection of Books and Audio-Visual; Great Website; Self-Checkout; Lots of Public Computers available; Computer Express; LibraryLink; Home Delivery of books; Genealogy section; EBooks accessible to all types of computers/tablets/phones; copiers; meeting rooms; popular magazines	6/19/2015 8:04 PM
501	Service/Staff Being helpful to the library patrons, professional help with technology troubleshooting	6/19/2015 7:51 PM
502	Digital coll/website Efficiency I like being able to go on-line and reserve a book or music CD. I like being able to relocate a book to a branch closer to my home. I enjoy overdrive for digital books.	6/19/2015 4:15 PM
503	Children/Teen Services Collection Efficiency Facilities I appreciate the access to the entire library collection and not just what is available at my branch. The helpfulness and knowledge of employees is also great. I like the extracurricular activities for the children, such as chess club. I also like the self-check option. Mostly, it is great to have a safe, quiet place to go with my family. I like the branches where the children's section is separate, such as at Southeast and the old Central library.	6/19/2015 3:35 PM
504	Computers/Technology Digital coll/website Having a place for people to use computers & apply for jobs, quiet areas, continuous improvement of adding e-books.	6/19/2015 2:43 PM
505	Collection Supplying popular fiction, non-fiction, dvd's and music cds.	6/19/2015 2:29 PM
506	Efficiency Access and convenience are great at my branch. Allowing holds on books from the entire system lets me eventually read anything I want.	6/19/2015 11:39 AM
507	squid	6/19/2015 11:11 AM

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508	General I love the Arlington library!!! :) don't change anything.	6/19/2015 11:01 AM
509	General The Arlington Public Library online system is exceptional.	6/18/2015 6:01 PM
510	N/A	6/18/2015 9:24 AM
511	Facilities Nice having strong neighborhood libraries.	6/18/2015 9:04 AM
512	Children/Teen Services Summer Reading Program Summer Reading Club is the best thing	6/18/2015 12:24 AM
513	Efficiency Facilities The library is very accessible due the number and location of branches and the website. Self checkout is a great idea that seems to be working.	6/17/2015 10:02 PM
514	Service/Staff Library staff are always very helpful. The library is convenient to my home.	6/17/2015 9:47 PM
515	Service/Staff Excelent service!	6/17/2015 9:33 PM
516	Children/Teen Services keeping that programs for the teen.	6/17/2015 7:10 PM
517	Children/Teen Services I think they are doing very well on the areas related to teens, from the service provided every day with personal care on tutoring.	6/17/2015 7:05 PM
518	Computers/Technology I like that people who don't have a library card can come in and use the computers for \$1.00 and print what they need to. they can use the computer for 3 hours if needed.	6/17/2015 6:58 PM
519	not sure	6/17/2015 6:57 PM
520	Literacy services helping people prepare for their GED test.	6/17/2015 6:54 PM
521	Collection Facilities they have great books and great quiet nice reading room	6/17/2015 6:51 PM
522	Collection Efficiency Hours You have great hours. You have a great movie selection and your reserve program is excellent. I think you do a wonderful job	6/17/2015 5:52 PM
523	Efficiency It is very easy to find and check out books from any library.	6/17/2015 4:23 PM
524	Digital coll/website Efficiency Your website is great. I love that you can search and reserve books. I have used the electronic book and audio services, but I am not proficient - live that you have these available. I constantly brag about your services to those outside of Arlington.	6/17/2015 2:01 PM
525	Efficiency well organized	6/17/2015 1:31 PM
526	Collection Facilities Genealogy I recently retired so right now I am doing pleasure reading and mostly historical fiction and romance. You have most of the authors I like to read. Once the newness of retirement is over, I want to start learning again and plan on using Mango languages, genealogy resources, etc. I hope you will still be subscribing to these resources. You had some author/celebrity visits I was interested in attending this past year, such as Chet Garner, but was unable to attend due to other commitments, but I hope you will continue to host these programs. I haven't explored my branch fully since it was remodeled and I retired, so plan on doing that. I would like to read an actual paper newspaper once in a while and magazines too, so I hope you still subscribe. I don't like digital, especially for pleasure reading such as magazines, but it's okay for research.	6/17/2015 12:09 PM
527	Central Library Exceptionally well!! Just get the George W Hawkes Library up and running soon!	6/17/2015 10:45 AM
528	Digital coll/website Efficiency I like the ebook offerings, online catalog, ability to have items reserved for pick up and the automatic loan renewal. I also like the ebook ability to place a hold and have items automatically checkout once available.	6/17/2015 6:58 AM
529	ok	6/17/2015 2:29 AM
530	Collection Good about getting newly published items promptly and interlibrary loan to make the maximum books available.	6/17/2015 2:14 AM
531	Collection There was always a good selection of new books @ Hawkes I could always find something if not more than I could read in 2 wks!!	6/16/2015 10:26 PM
532	Service/Staff Helpful, friendly staff	6/16/2015 9:39 PM
533	Service/Staff Help with finding book	6/16/2015 6:46 PM
534	Collection Providing a comprehensive collection of fiction and non-fiction for readers of all ages.	6/16/2015 5:35 PM
535	Children/Teen Services Reading programs	6/16/2015 5:31 PM
536	Service/Staff You have a great staff with an excellent service attitude	6/16/2015 12:30 PM

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537	Collection providing materials in various formats. providing computer access to those who need it. increasing cooperative usage with area libraries.	6/16/2015 10:15 AM
538	Digital coll/website The library has pretty much all the books I want! I love Zinio! We have a lot of eBooks too. So I like the variety that is offered.	6/16/2015 9:14 AM
539	Children/Teen Services Digital coll/website Facilities Service/Staff Summer Reading Program Fantastic librarians, inviting atmosphere, excellent web site and online catalog, great summer reading program	6/16/2015 7:14 AM
540	Children/Teen Services The selection of books for children is sufficiently broad and well rounded.	6/16/2015 7:00 AM
541	Digital coll/website I love the online access to learning different languages, access to holding books, and eBooks.	6/16/2015 5:53 AM
542	Collection Keeping a good selection of audio books	6/15/2015 11:38 PM
543	Summer Reading Program your summer reading program is diverse, and has something for all ages your book clubs, and story time are terrific	6/15/2015 9:23 PM
544	Efficiency I love the on hold function	6/15/2015 6:29 PM
545	Hours Service/Staff Hours, access, and staff are all awesome.	6/15/2015 6:23 PM
546	Digital coll/website Reasonably current ebooks and good new books.	6/15/2015 6:18 PM
547	Efficiency Notification when materials are available after putting them on hold.	6/15/2015 6:04 PM
548	Efficiency Able to check out yourself	6/15/2015 5:40 PM
549	Facilities Hours Excellent hours and locations	6/15/2015 5:07 PM
550	Children/Teen Services Story time	6/15/2015 4:59 PM
551	Facilities Modernizing the facilities	6/15/2015 4:52 PM
552	Digital coll/website The digital resources on the website are great.	6/15/2015 4:34 PM
553	Children/Teen Services Collection Getting up to date DVDs of recent popular TV shows; online holds; kids programs	6/15/2015 4:28 PM
554	Digital coll/website Love the ebooks, hold requests, chat with a librarian...	6/15/2015 3:01 PM
555	Collection obtaining popular books and dvds timely	6/15/2015 2:44 PM
556	Collection Responding to material recommendations.	6/15/2015 1:44 PM
557	spending money on expansion while at the same time doing budget cutting of staff and labor via a sporadic and quality defeating volunteer staff	6/15/2015 1:14 PM
558	Service/Staff The staff is really helpful, and essentially all seem to know exactly what they need to do to assist us.	6/15/2015 11:26 AM
559	Digital coll/website I am glad that you joined with some of the other public libraries, like Mansfield, to offer more resources to citizens. I like that you do have some ebooks and audio books available online. I like being able to pay fines online.	6/15/2015 11:14 AM
560	Children/Teen Services Collection Efficiency Summer Reading Program Love the Story Time program offered at the Southeast campus! Online service to holding, renewing, and email notifications on book returns is great. Keeping an array of books in various formats. The ability to have books transferred from other campuses is very nice as well. The Summer Reading Club for kids is amazing also!	6/15/2015 11:04 AM
561	Digital coll/website Service/Staff I am a big user of the eBooks. I was also bringing my children to the downtown library (before it was shut down) and they always enjoyed the video games. Staff was very helpful.	6/15/2015 10:51 AM
562	Service/Staff You do have helpful staff, but I've met some who weren't trained very well and gave me the wrong information. Luckily, I asked my question again of a different person and they found what I needed. I do like the variety of books, but some of the Libraries aren't laid out in a friendly way. I've changed the library I use because some are more pleasing to my mind frame and sense of quiet in a library. (Walking through yelling children when you first enter a library is jarring to me!	6/15/2015 8:31 AM
563	Digital coll/website I really appreciate that the library offers ebooks and audio books.	6/15/2015 1:09 AM
564	Collection Collection Development	6/14/2015 11:14 PM
565	Digital coll/website Facilities Access, branches and on-line	6/14/2015 9:58 PM

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566	Collection Efficiency I'm not fully aware of all library programs as I'm an older citizen. I use it primarily for book check out and speaker programs, and it functions well for my needs. I appreciate the ability to search and reserve materials on line and that materials can be transferred to the closest library.	6/14/2015 9:18 PM
567	Children/Teen Services The library does a wonderful job of providing educational opportunities for children.	6/14/2015 8:58 PM
568	General Everything is fine	6/14/2015 8:09 PM
569	Children/Teen Services i love all the activities for teens and children. it's good to expose young people to as many new ideas and experiences as possible.	6/14/2015 7:08 PM
570	General As an older citizen I am not aware of the facilities for the younger members but, from a personal view everything for my needs is perfectly adequate	6/14/2015 7:06 PM
571	Service/Staff The librarians are helpful when asking for resources.	6/14/2015 6:35 PM
572	Collection Service/Staff Wonderful customer service & informative librarians! Plus, an amazing selection of children's books and new adult books	6/14/2015 4:01 PM
573	Service/Staff Southwest has a staff that makes itself available to patrons which is very important.	6/14/2015 3:46 PM
574	Adult/Senior programs Collection Adult book clubs. I am delighted to attend the Woodland West Good Grounds for Books group. It's been the highlight of my month since I started attending. I have made some wonderful friends and learned of some wonderful books.	6/14/2015 3:38 PM
575	Collection Generally you have some or most of the items I am looking for....certainly better than the other mid-cities libraries. Not as good as the library resources of my home, which is a much older community with a well developed arts and community culture, but not bad.	6/14/2015 3:20 PM
576	Central Library Marketing/communication Something good is the e-Newsletter we received. I love to read what is going on in Arlington. Another thing you are doing is relocating the central library. Would love to hear some news about how the plan is going, I have not heard anything lately. Hopefully, somebody let is know.	6/14/2015 3:15 PM
577	Children/Teen Services Summer Reading Program Kids summer program. Going to the schools & telling kids about the summer reading programs. Having fun kids area with blocks, toys, computers.	6/14/2015 2:54 PM
578	None	6/14/2015 2:11 PM
579	Children/Teen Services Summer Reading Program summer children's programs nice atmosphere for spending time at the library reading/working during the day	6/14/2015 2:00 PM
580	Efficiency I like the cross library utilization	6/14/2015 11:46 AM
581	Children/Teen Services Children's programs Special community events	6/14/2015 10:11 AM
582	No response.	6/14/2015 8:47 AM
583	Efficiency I love the hold system, getting materials sent to your choice of location. Also the option to self check out or seek assistance from a librarian if you need to.	6/14/2015 8:43 AM
584	Service/Staff As a citizen of arlington . The Arlington Public Library is doing a excellent job. The library staff does great job assisting you, when you need help. on the computer that you can't do on your own.	6/14/2015 12:58 AM
585	Adult/Senior programs I like the atmosphere and the book club that I joined has been really fun	6/13/2015 10:04 PM
586	Service/Staff It makes my day when I come to the library and feel the librarian is happy to see me and assist with any questions I may have on my visit.	6/13/2015 9:21 PM
587	Collection Efficiency Love the ability to request a book and have it delivered to my library branch. Good selection of printed books.	6/13/2015 8:49 PM
588	Children/Teen Services Collection Offering a good selection of new nonfiction books. Offering wonderful programs for children; I wish there could have been programs like this when my son was young.	6/13/2015 8:15 PM
589	Collection Selection of printed materials.	6/13/2015 7:34 PM
590	Digital coll/website Easy Ebook and audiobook downloads from Overdrive and One Click Didital.	6/13/2015 7:29 PM
591	General good	6/13/2015 7:23 PM
592	Children/Teen Services story times and puppet shows for younger kids are awesome. we took advantage of those when kids were little	6/13/2015 6:54 PM
593	Service/Staff having staff available to resolve any issues that I come up with	6/13/2015 6:27 PM

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594	Collection Hours Service/Staff Appreciate the wide selection of adult fiction and books. Staff is always knowledgeable and locations are convenient with good hours.	6/13/2015 5:06 PM
595	Central Library Everything is great except it to hard to get to genalogy meeting now that the downtown library is closed but I do understand why its closed,love what Planning new library in	6/13/2015 4:14 PM
596	Collection Efficiency The inter-library sharing between Arlington branches and the Mansfield Public Library provides a great selection of books to citizens that I really like. Reserving books and picking them up from the Hold section when you get an email stating they are ready makes getting books easy. Also returning them to the outside slots 24 hours a day is great. Self-checkout stations really help cut down on lines and library personal so they make the trip to the library to get a book much faster, enjoyable and efficient.	6/13/2015 4:13 PM
597	Collection Non fiction books for my needs, e it breastfeeding cancer or dog training	6/13/2015 4:03 PM
598	Collection Copy best sellers	6/13/2015 3:24 PM
599	Children/Teen Services Good programs for children	6/13/2015 2:49 PM
600	Collection I use the library most for audiobooks, as I drive a lot of miles.	6/13/2015 2:49 PM
601	Efficiency self check out is awesome.	6/13/2015 2:26 PM
602	Collection Efficiency Making a number of books available through the sharing program with other libraries in the area. I put books "on hold" a lot and appreciate that the library makes the effort to get the ones I need to the library closest to me in good time.	6/13/2015 2:14 PM
603	Children/Teen Services Service/Staff I think it listens to the patrons and always keeps improving. I think children's programs are pretty good, especially for summer. Catering to teens with a certain interest like Japan Otaku Day is really great for those children getting together and do something fun and meaningful for them. Librarians who organize those events are great! Oh, and APL has great librarians and workers!	6/13/2015 1:12 PM
604	When I was small the operative word was"quiet" That does not pertain today. As people with little children and crying all the time and your personnel do nothing!!!!!!!	6/13/2015 1:05 PM
605	Children/Teen Services Literacy services Great variety of children/teen programming, which is advertised clearly. Friendly, helpful staff. Plenty of ESL and basic adult education (tax help, etc).	6/13/2015 11:51 AM
606	Digital coll/website i haveq had success asking for a particular book. it usually is ready to be picked up quickly. i like having access to ebooks.	6/13/2015 11:48 AM
607	Digital coll/website Love the ebook site and getting an email when my book is ready. Enjoy the fact that I can recommend books for purchase. A Library or bookstores are my favorite place to visit. However, all my browsing is now done on line.	6/13/2015 11:31 AM
608	Collection You are a helpful and convenient way to obtain books for someone like me who belongs to 4 reading groups.	6/13/2015 11:28 AM
609	Children/Teen Services Literacy services The programs for children and teens are very good. Community programs for all ages are not plentiful, but good when they are put on. The website is good as well, but I'm not aware of how many people use it. The tech programs that teach people to use various devices are very good. The job prep and literacy programs are excellent and seem to be well used. Books, in whatever form, are still the focus of the library and that is as it should be!	6/13/2015 11:08 AM
610	Children/Teen Services Online resources Children's activities Community exhibits and connections	6/13/2015 10:52 AM
611	Efficiency Checkout process is very efficient.	6/13/2015 10:42 AM
612	Efficiency I like that I can request a hold on a book and have the librarian find the book and place it in the Hold location. I also like getting notified about the upcoming due date for the book I have checked out. And I like the self-service check out.	6/13/2015 10:18 AM
613	Collection Efficiency keeping an up-to-date supply of new books and including on the web site a listing o books on order which permits reservation of them	6/13/2015 9:42 AM
614	Collection Efficiency As a senior citizen I finally have time for reading. I know what I like to read (any factual story of historical events). I do not care about a particular author or title. I like to browse and pick out what I think I would like. At our library I can do that. Checking out is easy. Renewing check out time is easy. Keep up the good work.	6/13/2015 9:38 AM
615	Efficiency They are doing their job re checking the books in.	6/13/2015 9:38 AM
616	Collection Facilities Good variety of books, convenient locations	6/13/2015 9:36 AM
617	Collection Facilities Service/Staff Providing quality materials in multiple formats. Informative and helpful staff. Clean and organized environment.	6/13/2015 8:40 AM

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618	Children/Teen Services Collection Computers/Technology Efficiency Service/Staff (1) Working with toddlers and little children...(2).Computer services...(3) online ability to track and order... (4) helpfulness of all personnel...(5) availability of current popular books....(6) help to the homeless	6/13/2015 8:25 AM
619	Computers/Technology Summer Reading Program summer reading program is outstanding- variety and inclusiveness also lots of computer access for those who need computers and don't have access otherwise	6/13/2015 8:06 AM
620	Service/Staff Nothing particularly. Woodland West staff is friendly and helpful. They put in requests for books or get them from ? when I request a particular book.	6/13/2015 7:56 AM
621	Efficiency On line services for placing books on hold & notifying me when they are available	6/13/2015 7:44 AM
622	Service/Staff Helpful staff	6/13/2015 7:37 AM
623	Children/Teen Services Computers/Technology Efficiency Hours Service/Staff Decent selection of recent modern fiction, plus some nonfiction; Helpful staff; Easy checkout; Good hours; Access via website, especially for finding books; Providing computers for community use; While I do not personally use, I observe that it is a gathering place for community and there are nice programs for children	6/13/2015 7:24 AM
624	does a good job of providing a variety of programs	6/13/2015 7:04 AM
625	Computers/Technology Providing more computers for use and self service management is great.	6/13/2015 7:02 AM
626	Children/Teen Services Offering great family programs and events/classes for children.	6/13/2015 6:57 AM
627	Children/Teen Services Great programs for kids and teens.	6/13/2015 4:39 AM
628	General EVERYTHING IS GOOD	6/13/2015 4:23 AM
629	Computers/Technology Computer classes, self checkouts	6/13/2015 2:36 AM
630	So so could use some change	6/13/2015 1:34 AM
631	Collection Service/Staff Good selection of books, friendly staff (SE location). Website is user friendly along with reserving.	6/13/2015 12:29 AM
632	Children/Teen Services storytime for toddlers	6/13/2015 12:10 AM
633	Service/Staff Library personnel at my local branch are always friendly and willing to assist when needed. I prefer person-to-person interaction rather than automatic.	6/12/2015 11:40 PM
634	Efficiency Putting branch libraries all around the city and connecting library loan services to all branches including those in Kennedate, Mansfield, and other surrounding areas adds to the convenience and to the inventory of library materials. The branch libraries have convenient parking just outside the building. (Please rethink the parking plan at the new central library - a parking garage across a busy city street is NOT a good plan! It's an accident waiting to happen.)	6/12/2015 11:15 PM
635	Marketing/communication Communicating.. Listening.. Providing good people resources..	6/12/2015 10:59 PM
636	Service/Staff Keeping an up to date catalog & having wonderful staff.	6/12/2015 10:43 PM
637	Collection Provided a good balance of types of materials and services.	6/12/2015 10:33 PM
638	Marketing/communication Notification of on going public library events.	6/12/2015 10:32 PM
639	Computers/Technology Efficiency Free wifi, holding books and material for pickup	6/12/2015 10:25 PM
640	Continue to Improve NE branch in size, safety & structure.	6/12/2015 10:05 PM
641	Collection -refreshing the collection regularly -allowing books to be requested and returned to any branch - outstanding programs for all ages -matching the branch collections to the local demographic	6/12/2015 9:48 PM
642	Service/Staff Very helpful and courteous staff members	6/12/2015 9:23 PM
643	Digital coll/website Hours the online service of the library system is great and the hours are good	6/12/2015 9:16 PM
644	Service/Staff You have awesome and helpful employees and i love the central phone answering system.	6/12/2015 9:05 PM
645	Efficiency Love the online system and how easy it is to place holds and renew. Also love the availability of BookPage publication - I look forward to getting it every month.	6/12/2015 9:05 PM
646	Children/Teen Services Efficiency I like that people have to use the computer to look up books and authors. I like all the things you offer to parents of school age children.	6/12/2015 8:39 PM

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647	Collection Efficiency I am a fiction reader and they do seem to have a good number of each of the popular titles. I am the one that reserves a book on-line then checks it out myself so I am in and out in minutes. Every once in a while I will browse the New Books area. I think the website is great - so enjoy reserving on-line, renewing on line and having e-mail notification. Also enjoy the staff picks. When I do go to the library it seems as if there is a cross section of the community there which is great. Also enjoy seeing the children with stacks of books because that was me as a child and I have been a reader ever since.	6/12/2015 8:05 PM
648	General They do everything well	6/12/2015 7:34 PM
649	Collection Efficiency Service/Staff Love all the new fiction, non-fiction. Like the e-mail link to notify you of reserved books, items due, etc. Multi-compliments to most of the librarians and staff- very helpful and cordial.	6/12/2015 7:33 PM
650	Seeking citizen input.	6/12/2015 7:25 PM
651	Digital coll/website Improving EBooks usage to be more user friendly, having locations where needed, maintaining clean and quiet environment.	6/12/2015 7:18 PM
652	I am missing the main one downtown!.,	6/12/2015 6:42 PM
653	Efficiency Facilities I LOVE my online account management - requesting books, renewing check outs, locating books, returning books to any branch, requesting books be pulled and held until I can get there. I also love the location of the SW Green Oaks Branch - love it.	6/12/2015 6:28 PM
654	Service/Staff Helpful, willing to listen and answer questions or find answers	6/12/2015 6:23 PM
655	Children/Teen Services Collection Digital coll/website Efficiency I love the website b/c I can make extensive lists of books and resources for checking-out later, as well as putting books on reserve and picking them up just a few days later. As a homeschool family, this has been marvelous as I am a huge proponent of supplementing our History and Science curricula with dozens of fiction/non-fiction books each year. Also, we have greatly used the MORE resources this year. I ordered World Book's DVD as part of our curriculum but found it clunky to use and with a lousy search interface. When I found MORE online with its World Book services, I practically did the dance of joy! MORE has made our history curriculum do-able. I've just scratched the surface on what's available with MORE, and I want to dig into it more deeply in the years to come.	6/12/2015 6:18 PM
656	Central Library Facilities We love the feeling we get when we walk through the doors of the library -- no matter what branch. It is always a comfortable, relaxed feeling with helpful staff and an abundance of books! We can't wait to see what the new Central Branch library looks like!	6/12/2015 6:03 PM
657	Computers/Technology The time a customer is allowed to use the computer	6/12/2015 5:56 PM
658	Efficiency reserving books, delivering books, checking in books immediately	6/12/2015 5:49 PM
659	Marketing/communication Emails with events in area	6/12/2015 5:49 PM
660	Digital coll/website Website is very user friendly	6/12/2015 5:45 PM
661	Children/Teen Services Giving of books to all age children and the programs that you offer to teach anyone to read.	6/12/2015 5:42 PM
662	Collection Hours GREAT use of resources. Delighted that the City is solidly behind the Library system; many cities cut back on library funding/hours when times get tough, but not Arlington!	6/12/2015 5:33 PM
663	Facilities Seems to have branches more or less spread fairly well around the area once the new central branch comes back on line.	6/12/2015 5:30 PM
664	Keeping the community engaged- keep it up. Programs from babies to seniors are so important and necessary.	6/12/2015 5:29 PM
665	Digital coll/website Efficiency I like the quantity of ebooks, the ability to reserve titles, automated check out, and the new books shelf.	6/12/2015 5:26 PM
666	Collection Having the newest books available and showing them on website so that we can request.	6/12/2015 5:25 PM
667	Summer Reading Program Summer Reading Club, summer programming, availability of books school libraries have limited copies of	6/12/2015 5:22 PM
668	Collection Updating audiobook collection	6/12/2015 5:07 PM
669	Collection Wide selection of books.	6/12/2015 5:02 PM
670	Service/Staff has always had friendly, helpful staff	6/12/2015 5:02 PM
671	Collection Service/Staff Friendly and helpful staff, great website, lots of good fiction books, great variety of programs for all ages	6/12/2015 4:58 PM

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672	Collection Efficiency I read mainly escape fiction and I love being able to scroll through books on order, put them on reserve and then pick them up without having to browse through the stacks. I'm sure there are many other things that you all do well, but this truly is the ONLY service I use.	6/12/2015 4:58 PM
673	Children/Teen Services I love your teen centers and teen activities. You cater to my autistic son who has a hard time fitting in in other venues and social scenes.	6/12/2015 4:52 PM
674	Computers/Technology Digital coll/website Efficiency providing e-books, computer classes, internet for those who do not have a computer at home appreciate the self-check out option	6/12/2015 4:50 PM
675	Hours Good relationship with library users open early on Saturday	6/12/2015 4:49 PM
676	Efficiency Service/Staff I like having easy access to the website. It is easy to use. I like being able to reserve a book and check on the progress of it. I also like having the self check outs. Easy to understand and use. However, if I have ever had a question or needed help with check out, the staff has been very gracious and accommodating.	6/12/2015 4:45 PM
677	Collection I like the audio-books the movie CD My daughter and i came out to the closing down and had a very good day.Enjoyed the sword fights and all the other activities	6/12/2015 4:39 PM
678	A drive through book/DVD drop off would be great!	6/12/2015 4:32 PM
679	Literacy services reading out to our multicultural population, using multiple languages (eg creation of new books about family history in Spanish)	6/12/2015 4:30 PM
680	Literacy services learning other leanguaje	6/12/2015 4:29 PM
681	programs for all ages.	6/12/2015 4:20 PM
682	Efficiency I really like reserving books online. The delivery system (picking the book up at a certain library) however, leaves something to be desired.	6/12/2015 4:14 PM
683	Facilities It is always a welcoming place.	6/12/2015 4:08 PM
684	Efficiency I love the regular book sales. I have enjoyed a few of the cultural events and enjoyed them. I like the fact that you have an online book search and the ability to request an item.	6/12/2015 4:05 PM
685	Marketing/communication Communicate well with patrons.	6/12/2015 3:56 PM
686	Marketing/communication emailing updates about programs	6/12/2015 3:55 PM
687	Collection Efficiency I love the quick self-checkout. I like that I can put books on reserve and I am emailed when they're ready to be picked up. The library seems to have a great selection of the newest fiction and non-fiction adult books.	6/12/2015 3:51 PM
688	Children/Teen Services Good selection of children's early chapter books and book clubs (bluebonnet, Caldecott)	6/12/2015 3:50 PM
689	Children/Teen Services Collection Facilities Library and grounds are always pleasant and clean, my son loves storytime and you usually have popular books and movies quickly.	6/12/2015 3:49 PM
690	Service/Staff I really enjoy how friendly and helpful all the workers are at the library. They have always been really nice and take the time to help out with any questions.	6/12/2015 3:47 PM
691	Summer Reading Program Summer Reading Club	6/12/2015 3:36 PM
692	Efficiency Website is easy to use. I like that I can order books from other libraries, even other cities, and they show up at my branch in just a few days.	6/12/2015 3:26 PM
693	Efficiency Service/Staff Very good staff. Like being able to get books from other branches.	6/12/2015 3:21 PM
694	Digital coll/website Ebook and magazine availability. It could be improved but is very good.	6/12/2015 3:10 PM
695	Children/Teen Services I particularly like the story times for children.	6/12/2015 3:06 PM
696	Collection lots of different books.	6/12/2015 3:04 PM
697	N /A	6/12/2015 3:03 PM
698	Children/Teen Services Digital coll/website Offering programs for toddlers; Ebook program is wonderful!	6/12/2015 3:02 PM
699	Children/Teen Services Programs for kids	6/12/2015 2:53 PM
700	Children/Teen Services Great children's area.	6/12/2015 2:50 PM
701	Service/Staff Staff is usually very helpful and friendly.	6/12/2015 2:43 PM
702	Central Library I appreciate the planning taking place to make our library the finest possible.	6/12/2015 2:42 PM

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703	Service/Staff Customer service	6/12/2015 2:38 PM
704	Availability Continuing to enhance services	6/12/2015 2:38 PM
705	Efficiency Ability to move items to local library	6/12/2015 2:33 PM
706	Efficiency THE LIBRARY WEBSITE IS EASY TO NAVIGATE, INFORMATIVE AND APPEALING. SELF CHECK SERVICES ARE HELPFUL. I LIKE THE ROTATING COLLECTION OF AUDIOBOOKS WHICH ALLOWS ME TO BROWSE ITEMS THAT MAY NOT NORMALLY BE HOUSED AT MY BRANCH.	6/12/2015 2:30 PM
707	Children/Teen Services The children area is great.	6/12/2015 2:23 PM
708	Digital coll/website Facilities I love that we have a few locations to chose from. I also like the online services..	6/12/2015 2:19 PM
709	Service/Staff Customer service and friendly help.	6/12/2015 2:19 PM
710	Digital coll/website Ebook selection	6/12/2015 2:18 PM
711	Children/Teen Services Hours Hours of operation, variety of programs for children	6/12/2015 2:03 PM
712	Literacy services Service/Staff Customer service is very good. The library has expanded its reach to adults and children in need of English language training and basic education.	6/12/2015 1:58 PM
713	Efficiency I like being able to order books/CD's online and have them waiting to pick them up when they're available.	6/12/2015 1:56 PM
714	Service/Staff Think every staff person I have interacted with has been helpful and polite. Think Library has been good to try and keep up with needs-just a big job.	6/12/2015 1:55 PM
715	Efficiency Having a website to search for books, reserve books and renew books when due is a life saver in the life of a busy person. Also, it's wonderful to be able to receive an email when a book is due. It would be even more wonderful if a message could be sent to both work and home emails.	6/12/2015 1:54 PM
716	Children/Teen Services Summer Reading Program I love the book clubs for little ones during the summer. I also enjoy the weekly reading and activities for toddlers.	6/12/2015 1:54 PM
717	Collection Efficiency Borrowing books from other branches in a day or two. Having several copies of new books available so no long waiting list. Allowing 3 weeks before renewals. Great selection of books for teens.	6/12/2015 1:48 PM
718	Computers/Technology Personnel available to help set up e-readers, tablets etc.	6/12/2015 1:48 PM
719	Service/Staff Friendly staff; Website; Online services to hold, search, etc. books and library materials; ebooks (although I have not used this option, my husband uses it all the time); publicizing the services you have available online; programs (although I don't use them) for children, teens, adults, elderly, job seekers, and the community! I think you do a great job! I love using the Arlington Library (specifically the Northeast Branch-my neighborhood). Also, have used the main branch and can't wait until you complete construction. THANK YOU! Keep up the good work!	6/12/2015 1:46 PM
720	Genealogy I really like the Genealogy resources.	6/12/2015 1:45 PM
721	not an Arlington resident	6/12/2015 1:40 PM
722	Efficiency I love that I can pick up items from all library locations at the library nearest me through the reservation system. It's also great that we can return all items to the closest location.	6/12/2015 1:39 PM
723	Collection Efficiency Able to return material to any library in the city. Good availability and selection.	6/12/2015 1:37 PM
724	Efficiency Service/Staff Excellent customer service. LOVE the folks at the front desks. Also when I put a book on hold, I KNOW that it will show up at Woodland West (my library) within only a couple of days. Excellent. I enjoy that the library allows me to recommend books and then actually does order quite a few of them.	6/12/2015 1:36 PM
725	Marketing/communication Communicating with me and others who have e-mail accounts!	6/12/2015 1:33 PM
726	No opinion	6/12/2015 1:32 PM
727	Collection Facilities Nice overall selection of books, nice number of branches.	6/12/2015 1:31 PM
728	Facilities Lots of locations is good.	6/12/2015 1:29 PM
729	Efficiency I love being able to have books held and pulled, and all the email notifications are very helpful.	6/12/2015 1:27 PM
730	Nothing	6/12/2015 1:26 PM
731	Adult/Senior programs Efficiency Service/Staff Extending nice greetings upon arrival, having good book clubs, ease in finding and checking out books, history of books read and last but not least, the web page that addresses "Senior Citizens".b	6/12/2015 1:24 PM
732	Efficiency I love the kiosk at my YMCA	6/12/2015 1:21 PM

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733	Digital coll/website From personal experience, the learning material available through MORE websites is amazing.	6/12/2015 1:20 PM
734	Collection Efficiency I enjoy the variety of resources that are offered. I love being able to put books on hold.	6/12/2015 1:20 PM
735	Hours Service/Staff being open at reasonable hours. staff willing to help and answer questions	6/12/2015 1:19 PM
736	Central Library I miss the central library. Hope it's replaced with something awesome	6/12/2015 1:19 PM
737	Digital coll/website Easy to choose digital books for downloading or reserve	6/12/2015 1:18 PM
738	Service/Staff Staff is helpful and friendly.	6/12/2015 1:18 PM
739	Trying to stay relevant by implementing new programs that keep pace with the changes in our society (i.e. technology, interests, methods of learning).	6/12/2015 1:11 PM
740	Children/Teen Services Lots of programs for children	6/12/2015 1:06 PM
741	Children/Teen Services Providing a variety of programs and resources for all ages and demographic groups. Providing tutoring resources as well as a variety of print and digital book and media options. Encouraging teens to come to the library by having a space dedicated to their age and interests. Providing test prep materials.	6/12/2015 1:04 PM
742	Children/Teen Services Children's programming	6/12/2015 12:58 PM
743	Efficiency Service/Staff Ease of use, good website, online reservations/renewals, competent assistance from reference librarians.	6/12/2015 12:57 PM
744	Collection always have awesome books	6/12/2015 12:57 PM
745	Facilities Service/Staff The branches are helpful located in areas parents and kids can get to staffed with positive people.	6/12/2015 12:54 PM
746	Facilities Arlington have Library in different sector.	6/12/2015 12:53 PM
747	Children/Teen Services providing a variety of activities for children throughout the year to keep them interesting in reading and learning	6/12/2015 12:53 PM
748	Service/Staff The people who work there are always super helpful	6/12/2015 12:53 PM
749	Children/Teen Services I LOVE the therapy dog program where kids can read to dogs. That is fantastic. We also like the Teddy Bear Picnic from last year and carnival from this year. Our kids had a blast.	6/12/2015 12:49 PM
750	Efficiency Quick turn around time for requesting materials.	6/12/2015 12:49 PM
751	Service/Staff Friendly staff	6/12/2015 12:48 PM
752	Digital coll/website Offering ebooks	6/12/2015 12:48 PM
753	Children/Teen Services Children's programs	6/12/2015 12:47 PM
754	Digital coll/website The website works well for me and the classes I have taken on e-books have been very good.	6/12/2015 12:46 PM
755	Collection Doing a good job of staying current on latest books from good authors.	6/12/2015 12:46 PM
756	Service/Staff The librarians are very kind and helpful.	6/12/2015 12:45 PM
757	I do not visit as much as I would like due to times the library are open. Working parents have a hard time with the hours of operation.	6/12/2015 12:41 PM
758	Computers/Technology Its great that there are so many.computers availabke for use plus the wifi and the laptops gor check out are fabulous tey	6/12/2015 12:41 PM
759	Service/Staff librarians are good at the branch I go to. southwest	6/12/2015 12:41 PM
760	Efficiency Love the online hold system - makes it so easy to get the books I need.	6/12/2015 12:38 PM
761	Children/Teen Services Efficiency I LOVE the APL system and have ever since my girls were babies (16 yrs ago). We always attended the storytimes (at different branches even) and would check out books at least 3X/week. Now that they are bigger, it is harder to find age-appropriate (but still 'appropriate') books for them to read so are visits are less frequent because we reserve everything online now & just run in to get it. However, I'm a preschool teacher and about 95% of the books I use in my classroom (I take up to 25 per week) is from the APL. I was using the RIA kits at least twice/month until those got pulled plus I use audiobooks during naptime as well. I work at a preschool in Mansf but FULLY promote the APL there. My goal is have every one of my 4 yr olds develop a love for books and the APL is a big part of that. The librarians (from all branches) know me and some have even become friends. It's a big part of our life.	6/12/2015 12:34 PM
762	General Convenient access to library services by citizens of all ages throughout the community.	6/12/2015 12:32 PM

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763	Digital coll/website Efficiency Love the ease of placing and picking up items reserved online, great ebook selections, also love using the Mango language app on my iphone.	6/12/2015 12:30 PM
764	Digital coll/website Keep the downloading & audio books. More adult classes for learning and arts & crafts.	6/12/2015 12:30 PM
765	Children/Teen Services Marketing/communication What you do is pretty great. My children and I enjoy visiting. I do like that I get communications through email letting me know what is going on and upcoming up. Please continue to do so.	6/12/2015 12:29 PM
766	Children/Teen Services Having a chess club available for children.	6/12/2015 12:29 PM
767	Collection Digital coll/website The amount of book and ebooks available to the city. The collaboration with Kennedale and Mansfield is great! The number of books a patron can check out makes it great for teachers to support their classroom as well.	6/12/2015 12:27 PM
768	Efficiency Service/Staff Customer service - help from personnel as needed - polite and knowledgeable (Lake Arlington Branch) - making it easy to get books from all over Arlington and Mansfield - new checkout system is GREAT - so fast!	6/12/2015 12:26 PM
769	Friends/Volunteers Use of volunteers	6/12/2015 12:24 PM
770	Service/Staff When I've been to the library, the staff is always friendly and willing to help.	6/12/2015 12:23 PM
771	Collection Great availability of materials. Lots of variety. I seldom look for a book that is not available in some format.	6/12/2015 12:21 PM
772	Children/Teen Services Efficiency like children's programs and online catalog, like checking out items automatically	6/12/2015 12:19 PM
773	Efficiency Quick to get books	6/12/2015 12:19 PM
774	Children/Teen Services Service/Staff Summer Reading Program The Summer Reading program is a great event to inspire children to read. My children look forward to it every year. The librarians are also very helpful and kind, although some of them could stand to be a bit more knowledgeable.	6/12/2015 12:18 PM
775	Service/Staff Having staff that treats all equally and not speak aloud of their opinions about individuals	6/12/2015 12:18 PM
776	Children/Teen Services Collection Computers/Technology I like the computers. I like the storytimes. The availability of books and DVDs is good. Many of the programs are quite helpful.	6/12/2015 12:18 PM
777	Programming - general Programs offered appear to be interesting and relating to citizens	6/12/2015 12:13 PM
778	Central Library Love to see the library growing and adding services and resources as its able! Great job. A redesigned main branch has been very much needed.	6/12/2015 12:13 PM
779	Efficiency I love that we have the ability to request books online and pick them up at the branches.	6/12/2015 12:11 PM
780	Efficiency Online browsing of the catalog and management of library account	6/12/2015 12:09 PM
781	n/a	6/12/2015 12:08 PM
782	Efficiency Service/Staff I find that the website is so convenient and easy to use. I love the fact that I can go online, choose reading material, request it to be placed on hold for me and just pop in and pick it up when I'm notified that it's ready. I use the Lake Arlington Branch and the staff there is just exceptionally friendly and helpful.	6/12/2015 12:07 PM
783	Collection Facilities Service/Staff vast selection in all areas....books, audio books, DVDs, competent staff, inviting buildings	6/12/2015 12:07 PM
784	Collection Good selection	6/12/2015 12:06 PM
785	Children/Teen Services Collection I have recently retired and have more time to read. I like having both Ebooks and print books available. My grandchildren love a trip to the library for a fresh reading supply. I have taken my child and my grandkids to the story times, and programs with visiting authors. We sometimes check out DVD,s and CD's. We check out travel books before a trip.	6/12/2015 12:05 PM
786	Programming - general I've noticed an increase in clubs, activities and events for people of all ages. I think that's awesome!	6/12/2015 12:05 PM
787	Efficiency Please do not do away with being able to put books on hold and pick them up from the front of the library. It saves so much time and makes the library have easy access.	6/12/2015 12:03 PM
788	Collection GETTING ALL THE NEW MOVIES, BOOKS & CD IN.	6/12/2015 12:02 PM
789	I don't visit the library often enough to answer this question.	6/12/2015 12:01 PM

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790	good	6/12/2015 12:01 PM
791	Need more hardcopy of IRS materials in March and April of each year	6/12/2015 12:01 PM
792	Efficiency I like the email notices of overdue books and the ability to recheck books online. I like the quick turnaround when getting resources from other branches.	6/12/2015 11:58 AM
793	Programming - general Quality programs for a variety of ages and types of individuals	6/12/2015 11:56 AM
794	Efficiency Online catalog with availability to pick up books from any library at any location.	6/12/2015 11:56 AM
795	Efficiency Being able to search the catalogue online & place holds on books is the best thing ever.	6/12/2015 11:56 AM
796	Digital coll/website My kids are into learning other languages. The online Mango program is great.	6/12/2015 11:56 AM
797	Provides IRS forms and others such informative tid bits about local news.	6/12/2015 11:55 AM
798	Efficiency Service/Staff I can look up the location of books and go to that library location to check it out than return it to my local library. The people at the library locations are extremely helpful and good natured.	6/12/2015 11:55 AM
799	Digital coll/website Improving on-line resources.	6/12/2015 11:55 AM
800	Friends/Volunteers Active Friends of the Library group. I have a lot of respect for these volunteers. Keep them happy!	6/12/2015 11:54 AM
801	Collection Provides a wide variety of material to choose from.	6/12/2015 11:54 AM
802	Summer Reading Program Summer Reading Club.	6/12/2015 11:54 AM
803	Children/Teen Services Efficiency The preschool story times are excellent. I love the shopping carts and love the self checkout/email receipt. It helps so much to get email reminders of due dates.	6/12/2015 11:53 AM
804	Programming - general Community meetings re: each department of the City ... as well as ... non-profit offerings such as AARP Tax Aide	6/12/2015 11:52 AM
805	I can't really answer that question objectively, but I appreciate the communication.	6/12/2015 11:51 AM
806	Adult/Senior programs Children/Teen Services Within the confines of your budget, I feel you are doing a good job providing diverse programming to the many constituencies you serve. Obviously you can't be all things to all people, but I feel you are at least touching all major groups - kids, teens, adults, seniors, low-income, etc.	6/12/2015 11:51 AM
807	Efficiency I like reserving books between branches and picking them at my local branch.	6/12/2015 11:50 AM
808	Efficiency You have made it very easy to get copies of books not at my local library by requesting them and then making it very convenient for me to get them. I like that you have book drop offs and pick ups not just at the library but where I work, TCC Southeast Campus.	6/12/2015 11:49 AM
809	Efficiency Service/Staff Good website, easy to check out books, helpful librarians.	6/12/2015 11:49 AM
810	Efficiency I use regularly the hold and pick up items. That has been the greatest addition to our library experience.	6/12/2015 11:49 AM
811	Digital coll/website Availability of digital materials.	6/12/2015 11:49 AM
812	Collection Resources are excellent	6/12/2015 11:48 AM
813	Efficiency Reserving books online and having them ready at the front for quick pickup is a VERY useful option for us busy moms!	6/12/2015 11:47 AM
814	Collection Facilities The Library is providing valuable resources and entertainment for the community, as well as a quiet space to study.	6/12/2015 11:44 AM
815	General I believe the libraries do a very good job	6/12/2015 11:44 AM
816	Computers/Technology Efficiency Facilities online catalog is easy to search hold/reserve system works well e-mail notification and reminders lots of spaces to sit and read or work quietly a reasonable number of computers available self-checkout works well but don't change the interface generally good video library	6/12/2015 11:43 AM
817	Children/Teen Services Friends/Volunteers Thank you for making the library so accessible! You are a major contributor to my child's education, because we have homeschooled for 10 years, and have two left to go. Now, she is a volunteer at the library!	6/12/2015 11:43 AM
818	Efficiency I like the ease of reserving books via computer	6/12/2015 11:43 AM
819	Collection Lots of books to choose from for my reading pleasure.	6/12/2015 11:43 AM
820	Service/Staff Your employees are awosme	6/12/2015 11:42 AM

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821	Children/Teen Services Summer Reading Program Provides free activities for children and adults and summer reading club.	6/12/2015 11:41 AM
822	Service/Staff Multiple, conveniently located branches with good selection of print materials. Very friendly and helpful staff.	6/12/2015 11:41 AM
823	Hours Like the operating hours and programs available	6/12/2015 11:39 AM
824	Efficiency Hours I like that I am able to put books on hold online and I receive e-mails to let me know when to pick them up. I also appreciate that the library is open after 5:00 p.m. most weekdays.	6/12/2015 11:39 AM
825	General I am not a citizen of Arlington, but appreciate being able to purchase a library card, as I live in an unincorporated portion of Tarrant County. This has made my life so much more enjoyable as I feel the library system in Arlington is very good.	6/12/2015 11:38 AM