Number User Date Sub	m Country Source URL Device	Browser OS	Pflugerville How did yo Which si	de How well d Have you	p If yes, whic Which onli၊ How do you pref
1 0000000 2020-08-	•		Social medi West	, Outstandin Yes	Adults Facebook On Demand
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13 0000000 2020-08-	14 United Stat / desktop		Friend West	Good Yes	Adults YouTube On Demand
14 0000000 2020-08-	14United Stat / desktop		Other (plea West	Outstandin Yes	Adults YouTube On Demand
15 0000000 2020-08-	14United Stat / desktop		City websit West	Outstandin Yes	Adults Facebook On Demand
16 0000000 2020-08-	14United Stat / desktop		Social medi West	Outstandin Yes	Tweens (8- Facebook On Demand
17 0000000 2020-08-	14United Stat / desktop		Social medi West	Outstandin Yes	School-age Facebook Live
18 0000000 2020-08-	14 United Stat / desktop		Pflugerville West	Outstandin Yes	School-age Facebook On Demand
19 0000000 2020-08-	14 United Stat / desktop		Social medi West	Outstandin Yes	Adults Facebook On Demand
20 0000000 2020-08-	14 United Stat / desktop		Social medi East	Outstandin No	All ages Other (plea On Demand
21 0000000 2020-08-	14 United Stat / desktop		Social medi East	Outstandin Yes	Teens (13-: Other (plea Live
22 0000000 2020-08-	14 United Stat / desktop		Social medi East	Outstandin No	All ages Other (plea Live
23 0000000 2020-08-	14 United Stat / desktop		Pflugerville East	Outstandin No	Adults Facebook On Demand
24 0000000 2020-08-	14United Stat / desktop		Social medi West	Outstandin Yes	Adults YouTube On Demand
25 0000000 2020-08-	14 United Stat / desktop		Other (plea East	Good No	All ages YouTube On Demand
26 0000000 2020-08-	17 United Stat / desktop		Social medi East	Outstandin Yes	Tweens (8- Facebook On Demand
27 0000000 2020-08-	18 United Stat / desktop		Social medi West	Outstandin No	Adults Facebook On Demand
28 0000000 2020-08-	22 United Stat / desktop		Social medi West	Outstandin Yes	Adults Facebook On Demand
29 0000000 2020-08-	27United Stat / phone	Mobile SafaiOS 13.6.1	Key to the West	Outstandin No	All ages YouTube On Demand
30 0000000 2020-09-	04 United Stat https://sur desktop	Chrome 85 Windows 1	Key to the East	Good No	All ages YouTube On Demand
31 0000000 2020-09-	04 United Stat https://sur [.] phone	Chrome McAndroid	Key to the West	Good No	
32 0000000 2020-09-	04 United Stat https://sur [.] phone	Chrome McAndroid	Social medi West		
33 0000000 2020-09-	04 United Stat https://sur desktop	Safari 13.1. Mac OS X 2	L City websit East	Outstandin Yes	Adults YouTube On Demand
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35 0000000 2020-09-	04 United Stat https://sur [.] desktop	Chrome 84 Mac OS X 2	L Key to the East	Good No	All ages Other (plea On Demand
36 0000000 2020-09-	04 United Stat https://sur desktop	Chrome 85 Windows 1	Key to the West	Poor No	All ages Webex On Demand
37 0000000 2020-09-	04 United Stat https://sur desktop	Chrome 85 Windows 1	Key to the East	Fair No	School-age Facebook On Demand
38 0000000 2020-09-	04 United Stat https://sur [.] phone	Chrome MciOS 13.6	Social medi East	Good No	School-age Facebook On Demand
39 0000000 2020-09-	04 United Stat https://sur desktop	Safari 9.1.3 Mac OS X 2	L Key to the West	Outstandin No	Seniors (55
40 0000000 2020-09-	04 United Stat https://sur desktop	Chrome 84 Windows 1	Key to the West	Good No	All ages Other (plea On Demand
41 0000000 2020-09-	04 United Stat https://sur [.] phone	Samsung Ir Android	Key to the East	Good No	
42 0000000 2020-09-	04 United Stat https://sur [.] phone	Mobile SafaiOS 12.4.1	Key to the West	Good Yes	Toddlers (t YouTube On Demand
	04 United Stat https://sur desktop	Chrome 85 Windows 1	Social med West	Outstandin Yes	Adults Webex Live
	04 United Stat https://sur [.] phone	Mobile SafaiOS 13.6.1	Other (plea West	Outstandin Yes	School-age Facebook Live
	04 United Stat https://sur desktop	Chrome 80 Windows 7	7 Friend East	Outstandin Yes	Adults YouTube On Demand
46 0000000 2020-09-	04 United Stat https://sur [.] phone	Mobile SafaiOS 13.6.1	City websit East	Fair No	All ages Facebook On Demand

refer to watch virtual

In what are Is there anything else you would like to tell the library? Other (plea Technology Selection Selection Other (plea The P'ville library is the absolute best!!! Accessibilit Outreach Accessibilit How can we help? How can we volunteer? Please let us know. Other (plea Other (plea Selection Your survey is broken. It is requiring an answer for every question, even the one that starts "if Yes" on previous question - I answered no (Selection Other (plea Services Classes that fill up quickly should be offered again Other (plea Pflugerville Library has transitioned very well to virtual programming. I love all the events for kids and the programs for adults have been s Other (plea When users arrive, would you accept text to library to indicate themselves and what they are going to pickup? Other (pleal miss taking my toddler here!!! I love your FB updates. I had a hard time with the Internet in the parking lot when I needed it. It was conne Outreach Selection I'm very impressed with all you all are doing! Other (plea Seriously y'all are doing great all things considered and better than other branches around you I frequent. I love all libraries especially your Accessibilit Other (plea Accessibilit Outstanding library staff who work in a beautiful, clean library. Selection Y'all are doing a great job! Thank you for continuing to service the community in this crazy time! Accessibilit Please be available day time hours seven days a week. Outreach Accessibilit Selection Diversity The staff has done an amazing job with curbside service and it is greatly appreciated. Thank you!!!!!

Other (pleal love the adult virtual craft projects. It's fun that there are more options other than just painting. It's nice to be able to pick up kit to do whet the adult virtual craft projects are not able to pick up kit to do whet the adult virtual craft projects. Other (plea

Other (plea The library staff has been so helpful and polite. We love checking out books for our emergent reader and definitely feel the absence when Services Why yes there is. The inability to access the library during this pandemic has severely impacted my use of the library and where the library Accessibilit

Other (plea As mentioned previously. I am limited to just five books to be put on hold but three of those slots are taken with Reserves (that have beer

Other (pleal wish we could check out more books at a time. 5 books at a time for my toddlers is done in one day and we really don't have time to go to Other (plea All things considered, you are all doing a great job. Other (plea Thank you!!!

Other (plea Thank you! Thank you for your passion and care for this community. Services

In previous question but was forced to choose one anyway. You should always have a None or N/A option.

great and easy to follow. Keep up the fantastic work you are doing. We appreciate everything you're doing for the community.

ected but very slow and I couldn't get out of my car to get closer (toddler asleep). I love your selection of board books in Spanish. Other languages would be great, too.

rs (heck I even wrote an article about it lol) so keep on keeping on. You're one of the beacons in this otherwise dark situation.

nen able rather than a designated time, date and location. Doing the home crafts is great to be able do something different and creative. Also, I'm able to incorporate my husband to do them depending on his work schedule. Nice to do those the

the library is closed! Thank you for figuring out ways to serve our community during this unprecedented time! We would appreciate being allowed to check out more than five items at one time. Additionally, several books we have returned ranks in important and vital community services. You don't get COVID-19 from books. Books can easily be a form of not only entertainment for individuals and families, but they can also provide education for all members of our community. Th

on request since May). Therefore, I can really only check out two books at a time. Yet, in person the limit to check out was much higher. Since I have more time at home, there are more books that I wouldn't mind reading or checking out for o the library more than once a week. I also wish there were more book lists from the library for children's book recommendations. It's really frustrating not being able to browse to see how many words on a page and what grade level children's

school projects but I am currently limited to just two (Since I don't want to give up my place in line for the Reserve slots). Then if I return the two books, I must wait awhile to have them go through quarantine and be removed from my accounts books are aimed for and what style the book is. I know where to find that information online, it's just VERY time consuming to choose books for toddlers right now and we've had a few misses with books that are a little to young or a little too

are still showing checked out, even after the 7-day quarantine. In fact that the library has been closed for 6 months has negatively impacted Pflugerville. Taxpayers should be able to use the services that they pay for. If taxpayers can't use the services they pay for, why have those services? Or why continue

hings together.

to support those services? I can tell you that my family has returned to purchasing books instead of waiting for the library to re-open. Why should we return to the library?

t to free up a slot to check out again. If this is how things will be for awhile, I think limits need to be increased. I have also moved more towards ebooks but again, if anything is on hold (with some wait list taking several weeks), I can only check

old.

< out a very limited amount at one time.

47 0000000 2020-09-04 United Stat https://sur/desktop 48 00000000 2020-09-04 United Stat https://sur phone 49 0000000 2020-09-04 United Stat https://sur phone 50 0000000 2020-09-04 United Stat https://sur/desktop 51 0000000 2020-09-04 United Stat https://sur/desktop 52 0000000 2020-09-05 United Stat https://sur phone 53 0000000 2020-09-05 United Stat https://sur desktop 54 0000000 2020-09-05 United Stat https://sur phone 55 0000000 2020-09-05 United Stat https://sur phone 56 00000000 2020-09-05 United Stat https://sur/desktop 57 0000000 2020-09-05 United Stat https://sur/desktop 58 0000000 2020-09-05 United Stat https://sur phone 59 0000000 2020-09-05 United Stat https://sur phone 60 0000000 2020-09-0€ United Stat https://sur phone 61 0000000 2020-09-06 United Stat https://sur/desktop 62 0000000 2020-09-07 United Stat https://sur phone 63 0000000 2020-09-07 United Stat https://sur/desktop 64 00000000 2020-09-07 United Stat https://sur phone 65 0000000 2020-09-07 United Stat https://sur phone 66 00000000 2020-09-09 United Stat https://sur/desktop 67 0000000 2020-09-09 United Stat https://sur/phone 68 00000000 2020-09-11United Stat https://sur/desktop 69 0000000 2020-09-11 United Stat https://sur phone 70 0000000 2020-09-11United Stat https://sur phone 71 0000000 2020-09-11United Stat https://sur/desktop 72 0000000 2020-09-11United Stat https://sur phone 73 0000000 2020-09-11United Stat https://sur phone 74 0000000 2020-09-11United Stat https://sur phone 75 0000000 2020-09-11United Stat https://sur/desktop 76 0000000 2020-09-11United Stat https://sur phone 77 0000000 2020-09-11United Stat https://sur/desktop 78 0000000 2020-09-11United Stat https://sur phone 79 0000000 2020-09-11United Stat https://sur tablet 80 00000000 2020-09-11United Stat https://sur/desktop 81 0000000 2020-09-11 United Stat https://sur phone 82 00000000 2020-09-12 United Stat https://sur/desktop 83 0000000 2020-09-12 United Stat https://sur phone 84 0000000 2020-09-12 United Stat https://sur/desktop 85 0000000 2020-09-14 United Stat https://sur phone 86 00000000 2020-09-14 United Stat https://sur phone 87 0000000 2020-09-14 United Stat https://sur phone 88 00000000 2020-09-14 United Stat https://sur phone 89 0000000 2020-09-14 United Stat https://sur desktop 90 0000000 2020-09-14 United Stat https://sur phone 91 0000000 2020-09-14 United Stat https://sur phone 92 0000000 2020-09-14 United Stat https://sur desktop 93 0000000 2020-09-14 United Stat https://sur phone

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Key to the East Other (plea West Key to the East Other (plea West City websit East Key to the West Other (plea West City websit Social medi West City websit East Other (plea East Other (plea East Friend West Key to the West Key to the East City websit East Social medi East Key to the West City websit East Key to the East Social medi City websit West Friend East West Friend Key to the West Friend West Social medi West City websit West Social medi West City websit East **Pflugerville West** Key to the West Key to the West Key to the West Key to the East Key to the East City websit West Community East Friend West Social medi West Social medi East Social med West Social medi East Social medi West Social medi West Other (plea West Social medi West

Outstandin Yes Outstandin No Outstandin Yes Poor No **Outstandin No** Good Yes **Outstandin Yes** Good No Good No Good Yes Fair No **Outstandin No Outstandin No** Good No No Good Good No Good No No Good Good No Good No Yes Poor **Outstandin Yes** Good No Fair No Fair No **Outstandin Yes** Yes Good Poor No **Outstandin No** Outstandin No **Outstandin Yes** Fair No **Outstandin Yes** Fair No Good No **Outstandin Yes Outstandin Yes** Good Yes **Outstandin Yes Outstandin Yes** Good Yes **Outstandin Yes** Good No

Yes

Good

Facebook On Demand Adults Seniors (55 YouTube On Demand Adults YouTube On Demand All ages Adults Facebook On Demand Other (plea Live All ages Adults YouTube On Demand All ages Seniors (55 YouTube On Demand All ages Facebook On Demand Seniors (55 Other (plea On Demand Seniors (55 Other (plea Live Adults Seniors (55 Facebook On Demand Teens (13-: YouTube On Demand All ages Facebook On Demand Facebook On Demand All ages Seniors (55 Facebook On Demand Teens (13-: Facebook On Demand Webex Adults Live Seniors (55 YouTube On Demand YouTube On Demand All ages All ages Other (plea Live All ages Facebook Live Toddlers (t Facebook On Demand Seniors (55 Facebook Live All ages Facebook On Demand Seniors (55 YouTube On Demand All ages Other (plea On Demand Adults All ages YouTube On Demand All ages YouTube On Demand Tweens (8- Other (plea On Demand All ages Facebook On Demand Toddlers (t YouTube On Demand Adults YouTube On Demand School-age YouTube On Demand Adults YouTube On Demand Adults YouTube On Demand Adults Facebook On Demand Seniors (55 YouTube On Demand All ages Facebook On Demand

	Other (plea Other (plea Really enjoyed the Summer Reading Program. You did a very good job under difficult o
	Other (plea You are doing a great job under difficult circumstances. Thank you
	Selection
	Other (plea Thank you for being a second home to my children, especially when we had nothing.
	Other (plea Thank you for offering curbside checkout. Between physical books and digital books o
Gujarati	
Gujarati Korean	Accessibilit I know it's hard to stay open right now, but it's also hard to remember if the hours ha Selection I am a huge fan of mysteries. It's a very popular genre and there are many superb seri
Korean	Other (plea Nope I love my Hoopla subscription through the library!
Korean	
Other (please specify)	Accessibilit
Other (please specify) - ??	
Other (please specify) - Anything related to Afrikkans.	
Other (please specify) - Braille	Selection I don't understand why books are quarantined for 7 days when most places it is 3-4 da
Other (please specify) - Cantonese	Outreach
Other (please specify) - Chinese	Technology
Other (please specify) - English	
Other (please specify) - French	Selection I really appreciate the curbside services that you are providing. Thanks so much!
Other (please specify) - French	
Other (please specify) - German	Accessibilit Open up an service the community now or loose funding.
Other (please specify) - Hindi	Other (plea
Other (please specify) - Hindi, Telugu	
Other (please specify) - I do not have a preference. I had to select an option in o	order to get th
Other (please specify) - I HAVE to leave a response, but I don't actually read any	ything in otherServices Please open
Other (please specify) - I leave that decision to the majority; English is all I need	l.
Other (please specify) - I really don't know, but had to put something in to mov	e forward, sar Other (plea Thank you! Thank you!
Other (please specify) - I'm happy with the selection	Accessibilit Please consider letting us make an appointment to check out materials.
Other (please specify) - Indonesian	Selection
Other (please specify) - Italian	Other (plea Great job everyone!
Other (please specify) - Klingon	
Other (please specify) - Large Print	
Other (please specify) - My family and I don't speak or ready any of these langu	
Other (please specify) - N/A	Outreach You all are amazing!
Other (please specify) - N/A	
Other (please specify) - N/a	Selection
Other (please specify) - N/A	Other (plea Thank you for continuing curbside service and children's programs, we are so happy t
Other (please specify) - n/a	Selection More ebooks instead of physical books in future please. Easier to access and return, e
Other (please specify) - Na	Accessibilit
Other (please specify) - NA Other (please specify) - NA	Other (plea Thank you! Other (plea You are wonderful!!
Other (please specify) - NA Other (please specify) - No opinion	Outreach
Other (please specify) - None	Other (plea You are all awesome. Every single one of you.
Other (please specify) - None	Outreach
	outcath

conditions

We knew we could count on you for books, as well as a wide range of fu

on Overdrive, we've had lots to occupy our family ove

ave changed, and can I get to curbside, before it's too ies which aren't are very poorly represented in theonline selection . And

lays. Is it that much extra work to wipe down the book jackets after 4 da

to have them available! even before COVID. Most people can read on phone, | s, as well as a wide range of fun events--excellent artsy and STEM programs. I knew my kids would learn something new in a very safe environment. We have spent hours at a time there, from toddlers to teens (Love the exclusivity of the teen section!). It takes a village and yo

r the past few months

late. Difficult to bring books back on time with the weird hours.

online selection . And the lightweight, "cute" themes are over-represented. I have read so many of the more decent ones that I'm struggling to find good ones, even using the waitlist feature.

own the book jackets after 4 days so they are available for others? I also disagree that curbside services should be discontinued during stage 4. There is no human contact with patrons within 6ft when delivering the books.

laptop, even if they don't have a kindle or ipad. That said, we are grateful for curbside pickup to access the materials library only has physically. I like to read series of fiction books from an author I discover (like binging TV seasons!) but library often does not have

ection!). It takes a village and you certainly were there for them, for us! You are the heart of Pflugerville.

but library often does not have complete series. Would be nice to keep up purchasing series that library has some of already. I love the library programs and outreach, and the craft or educational programs before COVID (and that you are trying to do some virtually with kit p

to do some virtually with kit puckups now). Keep doing a great job!

94 0000000 2020-09-14 United Stat https://sur phone 95 0000000 2020-09-14 United Stat https://sur phone 96 0000000 2020-09-14 United Stat https://sur phone 97 0000000 2020-09-14 United Stat https://sur/desktop 98 0000000 2020-09-14 United Stat https://sur phone 99 00000000 2020-09-14 United Stat https://sur phone 100 0000000 2020-09-14 United Stat https://sur phone 101 0000000 2020-09-14 United Stat https://sur phone 102 0000000 2020-09-14 United Stat https://sur phone 103 0000000 2020-09-14 United Stat https://sur phone 104 0000000 2020-09-14 United Stat https://sur phone 105 0000000 2020-09-14 United Stat https://sur phone 106 0000000 2020-09-14 United Stat https://sur phone 107 0000000 2020-09-14 United Stat https://sur phone 108 0000000 2020-09-14 United Stat https://sur phone 109 0000000 2020-09-14 United Stat https://sur phone 110 0000000 2020-09-14 United Stat https://sur phone 111 0000000 2020-09-14 United Stat https://sur phone 112 0000000 2020-09-14 United Stat https://sur phone 113 0000000 2020-09-15 United Stat https://sur phone 114 0000000 2020-09-15 United Stat https://sur phone 115 0000000 2020-09-15 United Stat https://sur/phone 116 0000000 2020-09-15 United Stat https://sur/phone 117 0000000 2020-09-15 United Stat https://sur phone 118 0000000 2020-09-15 United Stat https://sur/phone 119 0000000 2020-09-15 United Stat https://sur phone 120 0000000 2020-09-15 United Stat https://sur phone 121 0000000 2020-09-15 United Stat https://sur/phone 122 0000000 2020-09-15 United Stat https://sur/desktop 123 0000000 2020-09-15 United Stat https://sur phone 124 0000000 2020-09-15 United Stat https://sur/desktop 125 0000000 2020-09-15 United Stat https://sur phone 126 0000000 2020-09-15 United Stat https://sur phone 127 0000000 2020-09-15 United Stat https://sur/desktop 128 0000000 2020-09-15 United Stat https://sur/desktop 129 0000000 2020-09-15 United Stat https://sur/desktop 130 0000000 2020-09-15 United Stat https://sur/desktop 131 0000000 2020-09-15 United Stat https://sur phone 132 0000000 2020-09-15 United Stat https://sur/desktop 133 0000000 2020-09-15 United Stat https://sur/phone 134 0000000 2020-09-15 United Stat https://sur phone 135 0000000 2020-09-15 United Stat https://sur/desktop 136 0000000 2020-09-15 United Stat https://sur phone 137 0000000 2020-09-15 United Stat https://sur/desktop 138 0000000 2020-09-15 United Stat https://sur/desktop 139 0000000 2020-09-15 United Stat https://sur/desktop 140 0000000 2020-09-15 United Stat https://sur phone

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City websit East

Outstandin Yes **Outstandin Yes** Good No **Outstandin Yes Outstandin Yes Outstandin No** Good Yes No Poor **Outstandin Yes Outstandin Yes** Good No **Outstandin Yes Outstandin Yes Outstandin No** Fair No Good No **Outstandin Yes** Good Yes **Outstandin Yes Outstandin Yes** No Good Poor No Good Yes Good No Fair No No Fair Good No Fair No Fair No Good No Fair No **Outstandin No** No Good Fair No Good No Yes Good Fair No Fair No No Poor No Good

Outstandin No

Facebook On Demand Adults Toddlers (t Facebook On Demand Teens (13-: Webex Live Seniors (55 Facebook On Demand Adults YouTube On Demand Adults Facebook On Demand YouTube On Demand Adults Facebook On Demand All ages All ages Facebook On Demand Seniors (55 Facebook On Demand Facebook On Demand Adults Adults YouTube On Demand Adults YouTube On Demand School-age Facebook On Demand All ages YouTube On Demand YouTube On Demand All ages Toddlers (t Facebook On Demand Adults YouTube On Demand Teens (13-: Webex Tweens (8- YouTube On Demand School-age Facebook On Demand Babies Webex Live Adults Other (plea On Demand Tweens (8- YouTube Live YouTube On Demand All ages All ages YouTube On Demand All ages Facebook On Demand Facebook On Demand All ages Adults YouTube On Demand Tweens (8- Other (plea On Demand Toddlers (t YouTube On Demand School-age Webex Live Toddlers (t Other (plea On Demand YouTube On Demand All ages Adults YouTube On Demand

Other (please specify) - none	Other (pleal love that you still continued to do as many programs as possible, given the current circ
Other (please specify) - None	
Other (please specify) - none	Selection
Other (please specify) - none	Other (plea Thanks for running the virtual D&Dvery helpful for getting my teen engaged. We got I
Other (please specify) - None	Technology
Other (please specify) - None.	
Other (please specify) - not applicable to me	
	t. Other (plea You guys are rocking it. Thank you for everything you do and if you do a mobile library,
Other (please specify) - Portuguese	
Other (please specify) - Spanish & Vietnamese (it wouldn't let me choose both)	Outreach First I just want to say, big fan of the library. Y'all are doing a great job during a super to
Other (please specify) - Whatever the community needs most	Services I was really disappointed the library stopped curbside check out in July/ August. I under
Other (please specify) - Whatever you can afford.	
Other (please specify) - Wow your forcing your agenda with the questions, way to go. It's cl	
Other (please specify) - You need a N/A or doesn't apply response to these questions. Your s	si Other (plea
Persian	
Spanish	
Spanish	Other (pleal love you guys. We'll be moving to the Lake Travis area soon and the thing I'm saddest
Spanish	
Spanish	Outreach
Spanish	Selection
Spanish	Technology
Spanish	Accessibilit Really appreciate you continuing to order books I request (ebook and/or hard copy). The
Spanish	Accessibilit Thank you so much for all you are doing. It has been wonderful to get books, craft kits and the standard st
Spanish	Selection
Spanish	Other (pleal am very proud of our library and feel staff go above and beyond to creatively serve our
Spanish	
Spanish	Technology
Spanish	
Spanish	Outreach
Spanish	Other (plea
Spanish	Outreach I didn't know yall were open during the quarantine. I received an email from the Falcon
Spanish	Diversity
Spanish	
Spanish	Other (plea
Spanish	
Spanish	T a baseline
Spanish	Technology
Spanish	
Spanish	Diversity
Spanish	Selection Thanks for being a powerful resource during these challenging times. There are so many
Spanish	Outreach It would be nice to have more ebook selections, particularly during shut downs due to C
Spanish	
Spanish	Outreach
Spanish	Accessibilit
Spanish	Other (plea Would love it if the library was open at 9AM every day.
Spanish	Other (plea Once again, your survey did not allow an opt-out option on some of the questions so I h
Spanish	Selection

circumstances.

ot library cards just for that! Saw it in Community Imp

ry, please let me know how I can help because that so

tough time. I feel like there is a pain point with the pr derstoof at the beginning of the pandemic when little

est about is moving away from this library.

That is what I value most - continuing to check out bo s and to watch storytime. We appreciate everything!

our community. I love watching Betty teach craft clas

con Pointe HOA. Maybe identify more areas (like the

any negative things happening in the world that can fe o COVID 19. Also, the Hutto library had curbside servi

I had to choose something that I didn't agree with to

act. Now follow you on Facebook and I love the curbside hours, the outdoor seating, etc. Frankly I wish the RR library would copy some of your best practices.

ounds awesome!!

rogramming in that you have to keep track of multiple time slots -- sign up time, material pick up time and instructional time -- and the slots are super limited, which is leading to disappointment. Again, I recognize the constraints and that you d was known about COVID but closing down curbside later when transmission through touch is low seemed overly cautious and the library is a vital service for the community

oks.

ses!

HOA) to reach out to people. When I do check out ebooks I usually don't read them fast enough before they are checked back in.

eel overwhelming. You provide both a excellent escapes and a way to find historical context that helps put current events into perspective. ces available when Pflugerville library was shut down, and that was disappointing. I have not used the library much recently to see if availability of the Pf library has improved.

move on. Also, I'd really like to go TO the library. I don't have a problem with mixing with other people since I already had the corona virus and survived to tell about it. If you have any programs going on now, I'm not hearing about them, exce

lon't have a huge budget. But maybe there are some better ideas for making this process more streamlined and more fair so everyone gets a shot at doing something cool.

pt for hearing that the ComCon will be virtual this year. Thank you for this opportunity to fill out this survey.

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Good No Fair No No Good Fair No Fair No Good No Fair Yes Poor No **Outstandin Yes** Poor No Good Yes **Outstandin Yes** Good No No Poor No Good Poor No No Good Good No Poor No No Good No Good No Fair No Good Good Good No Good No Good Yes **Outstandin No Outstandin No** Good No No Fair **Outstandin No** Good No Fair No **Outstandin No** Good Yes Good No Fair No Fair No Fair No No Poor Poor No

Adults YouTube On Demand School-age YouTube On Demand Adults Other (plea Live Webex All ages On Demand All ages Facebook Live All ages YouTube On Demand Tweens (8- Facebook On Demand All ages Webex On Demand Toddlers (t Facebook On Demand All ages Webex On Demand Toddlers (t Other (plea On Demand Adults YouTube On Demand Facebook On Demand All ages All ages Facebook On Demand Tweens (8- YouTube Live Adults School-age Webex On Demand All ages Other (plea On Demand YouTube On Demand All ages Other (plea Live All ages All ages Facebook All ages Toddlers (t Facebook On Demand Adults YouTube Live Seniors (55 Facebook Live Adults Other (plea On Demand All ages Facebook On Demand All ages YouTube On Demand

All ages Webex On Demand Toddlers (t YouTube Adults Other (plea On Demand All ages Facebook On Demand School-age Other (plea Live All ages Webex Live

YouTube

Webex

On Demand

On Demand

Seniors (55 Other (plea Live

Babies

All ages

All ages

Spanish	Selection
Spanish	Services I was disappointed in curbside checkout. I had virtually checked out 4 library books a few
Spanish	Other (plea
Spanish	
Spanish	Outreach I was a regular library patron before COVID, but haven't used any library services since the
Spanish	
Spanish	
Spanish	Other (plea
Spanish	Accessibilit As a member of the community who frequents the library, I have been disappointed that
Spanish	Other (plea
Spanish	Selection
Spanish	Accessibilit Y'all are awesome! Thank you for all you do!
Spanish	Outreach Perhaps a mobile component can or annex on other side of town or populations where t
Spanish	
Spanish	
Spanish	Selection I go to Round Rock library because they have a better selection of children's/teen books
Spanish	
Spanish	Services
Spanish	
Spanish	
Spanish	Selection
Spanish	Other (pleal love the library and am very appreciative of the services you all provide.
Spanish	Other (plea
Spanish	Other (plea No
Spanish	
Spanish	Selection
Spanish	Other (plea Good job!
Spanish	Technology Keep up the good work! I am so glad that during COVID I can still rent movies and check
Spanish	Other (plea Love what yall do! Loved the escape room. Love anything where I may have a chance to
Spanish	Technology
Spanish	Other (plea
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Spanish	Accessibilit
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Vietnamese	Diversity
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Vietnamese	
Vietnamese	

few months ago and was informed at the last minute

te this all started. I have checked out books from Wel

that the library hasn't opened up in limited capacity f

re transportation limited. Is can parked with internet

oks, dvds and STEM (they have Dash & Dot robot kits

eck out books. This really makes a big difference in kee to craft / introvert with other fellow young adults (nc : that 3 of those books weren't available (at curbside pickup)I was then told that I would receive a follow up email when those books were available. That never happened

Is Branch because of the greater availability, but I'd prefer to support local.

or in person browsing. Additionally the limited curbside hours and non user friendly system to reserve and checkout books is frustrating. The Round Rock library reopened weeks ago for in person browsing and the Pflugerville library should do t

in an area with limited available

for check out). Pflugerville has a nice facility but Round Rock has better content.

eping down stress levels! ot kids or seniors). :) the same. The closures during COVID and delay in re-opening is not in the best interest of the comminuted and use of tax payer funds.

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Key to the East

What languages other than English would you like more materials in?

Selection