

The University of Texas at Austin

Understanding Intention of Audience Profile
Public Spaces // Library

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This is Bella.

Bella isn't just some kid. She represents every person's inner child. when you walk into an especially beautiful library, your curiosity sparks. You want to read and learn and understand more than you did before because a library inspires. It brings back the youthful bewilderment of things you don't quite understand yet, and pushes you to peek through the pages of absolutely anything to figure it out. What you'll immediately realize when entering a library is that people from all walks of life co-exist in this space. Despite our differences, we all share a little bit of Bella.



What does Bella experience?

THINKING

Bella's thinking about whether the wizard in her novel can create the correct potion to save his dear friend. Or she's thinking about what book she should read next. Or perhaps she's thinking it's about time to put down the book, check out a laptop, and finish her book report.



SAYING

Bella may be asking the librarian stationed on her floor for the location of a particular book. Or she comments on a book she's familiar with that her neighbor is reading. Perhaps she asks a stranger if they would share the table on a particularly busy day.

FEELING

Bella feels the wind on her skin as she reads on the outdoor patio. Or she feels a deep joy in her heart as her novel reaches its conclusion. Perhaps she feels the quaint comfort of finding her own little spot in the library, away from all distractions.

SEEING

Bella's sees the vibrant colors that encompass the library's theme. Or she sees the incredible view through windows eight times her size. Perhaps she sees her neighbor to the left of her on the shared table and begins to wonder what their book is all about.

DOING

Bella's reading to her heart's content. Or she is searching through the online catalogue for a book. Perhaps she is just aimlessly walking through the different floors of the library, just enjoying the space.

HEARING

Bella hears the soft murmurs of her peers speaking in whispers with one another. Or she hears the footsteps of people nearby searching through the shelves for their next book. Perhaps she hears the PA system announcing that the library is closing for the night in an hour.



Why is Bella here?

TO CONNECT

Bella wants to meet with her friends for her monthly book club. They've just begun a book about Atlantis, and she can't wait to hear everyone else's thoughts once they're in their own little meeting room.



TO LEARN

Bella wants the answers to her endless childhood questions. Why is the sky blue? Why is the grass green? Why does my tummy rumble? Why do spiders have eight legs? With a simple internet search at her local library, Bella can find these answers and learn even more about all the things that make her curious.

TO DISCOVER

Bella regularly searches the YA section to discover what her peers love to read, diving into new worlds she could never have imagined had she not discovered a new book series.



TO PLAY

Bella checks out board games to play with her friends.

When she doesn't have a friend to play with, she checks out video games her family can't afford and plays them on the computers available for public use.



What can we do for Bella?

We can transform the environment of the library from engaging to immersive.

First, we can make the standard library process easier and more entertaining through integration of technology designed to pull the user in. Today the process of finding a book looks something like this: search the title on a computer, receive the location, and go hunting through the right shelf for the right tiny number. In the future, Bella will type in her title on the computer, pick her favorite color, and next to her she will see a swirl of flower petals via projection mapping. She follows them up the stairs, between bookshelves, and up the shelves themselves until they come to rest, illuminating the spine of Bella's book bright purple. All she has to do is reach out and grab it.

We can also consider how to entirely change other experiences, bringing the library to life in ways it never has been before. When Bella's book club tells their meeting room's computer interface that they're reading a book on Atlantis, the glass walls become opaque. From opaque they become an undersea landscape, complete with swimming fish and the sound of churning tides. Next month, the girls read their first-ever science fiction book in a room filled with starry galaxies.

The possibilities are endless.

Bella has always felt like the library is a place to explore the furthest reaches of her imagination, and now we can make all those visions in her mind real.

Report

PLCMC'S VIRTUAL LIBRARY AND INTERNET INTERFACE

Our case study takes a closer look at the Public Library in Charlotte and Mecklenburg County (PLCMC), and their Virtual Library and Charlotte's Web internet interface. Charlotte, like Austin, is a city that encourages civic duty and cultural activities. This project acknowledges that libraries need to do more than just update their content and resources, and innovate to keep up with our tech-driven world.

PLCMC's Virtual Library provides public access to the internet and to the community network, Charlotte's Web. The community network provides free email accounts, electronic access to educational services, public information, and more. This allows anyone, regardless of socioeconomic status, to have access to the internet, and the endless opportunities that follow. The staff is also dedicated to helping people learn this technology, so people can use it's full potential.

CONTEXT

Our team consists of three interviewers stationed in several well-known libraries in Austin. Libraries discussed included PCL, Fine Arts Library, and two libraries within the Austin Public Library system.

MOTIVATIONS

The library is a place where an individual can explore by themselves or with others. Many people are internally motivated to go to the library to have some quiet time away from everyone else, while some use the library as a neutral point for group members or coworkers to meet up.

Many of the people we interviewed came to the library to explore, to discover, and to entertain. Some were looking for a good book to read, while others are looking for a quiet environment to do what they need to do, like study or work.

Discovery and learning is in the heart of a library. When asked for improvements, people who weren't current students tended to say that they were drawn to the library because of art and cool classes, or expressed a need for their libraries to those amenities. More specifically, they wanted their library to have more classes about a wide range of topics.

Our case study emphasizes the importance of creating a library space that is modern and tech-savvy. The PLCMC not only creates that environment, but does a great job at making an

otherwise intimidating environment, people-minded and welcoming. Some pointers could be applied to libraries in Austin.

AUDIENCES

As a public space, libraries attract a broad audience. To represent, we interviewed a wide range of ages and life stages-- from students needing a place to study for the long haul, to new parents exploring new kinds of books, to older people looking for ways to share their experience and gain some new ones. They all come for different reasons, and may have different expectations and motives, but they are all able to coexist in the same public environment.

Students noted that they like to check out books via online features. It is easier to find books, get them to an easy pick up location, and for some with social anxiety, it is the socially safer option than asking staff for help. Other than social anxiety, one student interviewed noted that she had poor experiences with rude staff, so she finds it easier to bypass staff altogether and do things online. Some even prefer digital books since it is a lot lighter than carrying pounds of paperbacks.

There was a theme with students wanting a quiet space with natural lighting and amenities like food nearby. Some of these students made suggestions on the book returning process. One student found it inconvenient to make a trip to the library only to return a book, and wishes there were more drop offs around town for different libraries. By integrating technology from the PLCMC, it could provide more interaction points within the library, motivating people to return their book and stay for other resources. This would make it more worth while to come to the library, rather than just being unmotivated to drop off a single book and leave. Another student suggested that it would be helpful to have reminders when your book is due, especially for longer check out times.

We spoke to several parents, and observed many others taking their children to the library. New parents expressed a need to read books about raising a child, while parents with older kids were looking to save some money to entertain their ever curious child. Some parents used the library for entertainment, serving as a break from their hectic schedules.

While interviewing several older library goers, we discovered that the older generation is an audience that is often ignored in libraries. Generally speaking, many older generations are being left behind by technology. Some older people said they don't even have smartphones, so libraries may be their only point of access to new tech. An older couple suggested that libraries should have classes on computers, specially catered to people who aren't digital natives. An older gentleman we interviewed expressed a love of writing and is working on a series of self-

memoirs. Not only could they take classes on computers, but they can give back to their community by teaching classes in skills they have.

The sample of older people interviewed also expressed a need for safety. Transportation seems to be at the root of this issue. Some said they would go to the library more often if it was easier to get to, and as a result, buy more books digitally. Some others only go to the library that is easiest to get to, which doesn't always mean it has the best resources or the books it was looking for.

Across all age groups, saving money was a significant motivator. One student told us that instead of buying textbooks or course packets, she can just go to the library and check them out for a few hours at a time. One middle-aged woman even knew how much she saved by going to the library (\$1800!). Parents, at a stage in their life where they want to learn about parenting, and their children are craving knowledge and fantasy worlds, are able to check out dozens of books and return them, all without breaking the bank. An older male shared with us that he likes to read volumes of history books, and is able to read entire volumes of works at his pace.

The PLCMC focused on new technologies while respecting that the library is a public place, and therefore, has many different kinds of people with different motivations. Yet, this new emerging technology can coexist seamlessly in the library experience.

EXPECTATIONS AND IMPROVEMENTS

People who spend extended times at libraries had concerns about the lighting. People want windows, with few artificial lights. One person who had issues with fluorescent, flickering lights said it made the environment feel tense and scary. Another interviewee explained that he goes to the library when he has lots of work to do and is often already stressed before he gets there, and more calming factors would help him greatly. Stacks and stacks of books could make them feel claustrophobic, especially with dull lighting.

Other general expectations we learned from our interviewees are a good selection of books, a safe place to bring the community together, up-to-date technology, age specific areas, and a sense of accountability and quietness for sharing a space with others. Community is a driving external factor. When we asked how we can make libraries better, many suggested more community outreach through the form of book clubs and other social events.

CONCLUSIONS

PLCMC's leap into emerging technologies is an incredible resource for their community. Public access to the internet should be a basic right, and their work is leveling the playing field for those who may not have the same socioeconomic opportunities. Although, internet accessibility is only

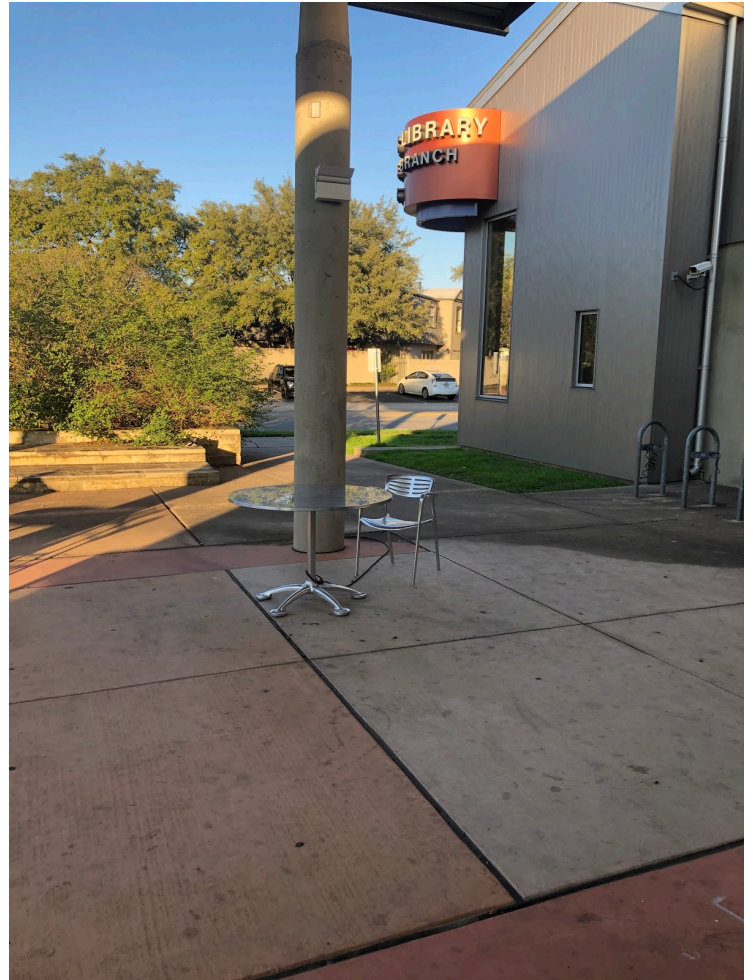
one factor of the library experience, and, in our case, not a significant issue for the sample of individuals we interviewed in Austin. From our initial research, our older population would be most applicable to this study. This is the audience that requires more attention and education around technologies and the internet. This does maintain that libraries are a place to learn and to discover, like our interviews found, but the case study people used it more as a necessity rather than entertainment. The PLCMC audience emphasized people with low socioeconomic backgrounds, which means their job search and other skills learned is to get the skills needed to get a job to sustain safety and lower levels of human needs. Our sample audience did use the library as a necessity, but was achieving a different level of the hierarchy of needs. Our Austin sample went to the library more for higher levels of human needs like self-actualization, since their lower needs were met. Altogether, the PLCMC is a great lesson on how technology can bring a community together, and that essence can be applied to Austin libraries.

Appendix 1: (Coded) Location Photos

Left: task mode, returning book



Right: motives, want to have more amenities
Action verbs, connect with others by having outdoor spaces



Pictured: parking lot, lots of empty space that could be utilized



Left: task mode, looking for book and reading at table;
discovery mode, searching the web



Right: task mode, returning a book



Image 1| experience mode:task

Image 2| motive:external; experience mode:social; situation:weather

Image 3 | situation:audience; experience mode:social; motive:external

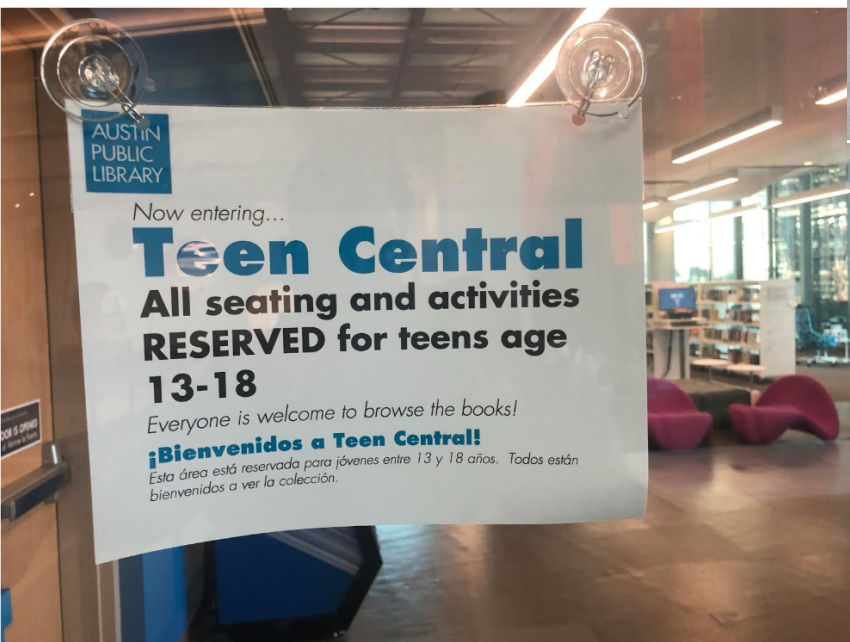
Image 4| experience mode:discovery; action verb:to watch

Image 5| experience mode:task; motive:external

Image 6| situation:audience; situation:weather; experience mode:discovery

Image 7| experience mode:social; situation:audience

Image 8| experience mode:discovery; emotion:surprise

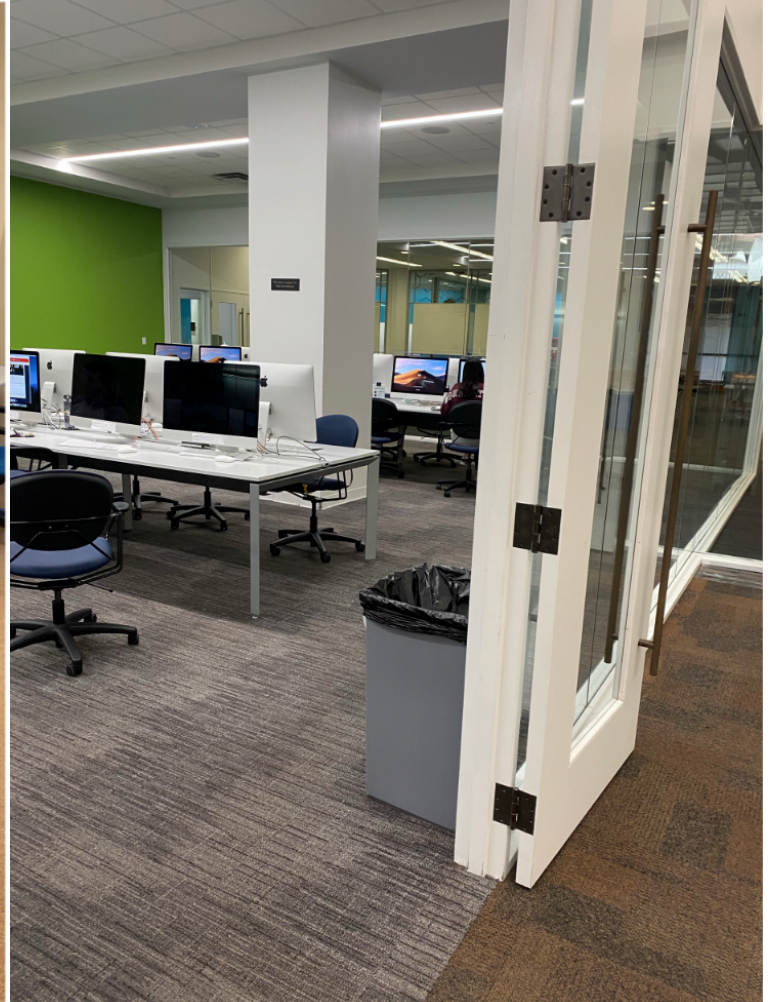




Left: Mode: Task



Right: Modes: Task, Discovery, Learning, Play



Left: Mode: Task, Social, Learning



Right: Same as left



Below: Mode: Social, Task



Appendix 2: Transcribed + Coded Interviews, Audio Links

Brandon ([Link to Audio](#))

Laura (00:02): All right. My first question is what usually brings you to a library?

Brandon (00:08): Um, I'm usually studying, you know, um, sometimes I hang out with friends, but I think it's usually to like as a group study thing. (1,motive:internal;; experience mode:task 2,motive:external;; experience mode: social; 3,action verb: to connect)

Laura (00:16): All right. And why do you go to these on-campus libraries in particular?

Brandon (00:22): Um, just like convenience that it's kind of something that everyone knows where it's at and um, yeah, I don't, I don't really like want to drive across all Austin, you know, to see, to see my friends or to study because that would be a lot of work and stuff. (1,motive:internal 2,motive:external)

Laura (00:41): That's fair. Alright. And when you're here to study or to look for any particular resource, what resource do you use to find your books or your study areas or whatever it is you're looking for?

Brandon (00:55): Um, I do a lot of the, like the online searches, the searches online. So cause I don't work, I don't a lot of time if it's easier and more convenient, I have my laptop and things so I can usually find it there. (1,situation:agenda)

Laura (01:11): And what is your ideal environment to read or study in?

Brandon (01:16): Um, I would say like lower voices. So like, not like I can't study in a completely quiet environment but I, I don't mind like hearing talking as long as it's not too loud. (1,experience mode:task)

Laura (01:33): Alright. And are there any other atmospheric factors there? Like lighting levels, any particular decor choices?

Brandon (01:41): Hmm. Um, yeah, I don't know. I really like, I don't like bright lighting, I think. I think like for fluorescents, it doesn't really, uh, help me much. It kind of hurts my eye a lot of

the time. So I guess maybe, um, kind of like lamps, stuff like that. And I really like that.
(1,situation:attractor)

Laura(02:0):

Alright. And if you could change one thing about this library, what would it be? Or what would you like to change about libraries in general? If you could change one thing?

Brandon (02:12): Hm. Let's see. I mean, I think that a lot of the time I'm coming to the library when I'm really stressed out. And so maybe just having like other resources for maybe like de-stressing while I'm here, cause I'm here a lot. So, um, that way I could kind of know, manage schoolwork without having like a mental breakdown all the time, so, so that would be cool.
(1,emotion:anxiety; 2,parking lot:de-stressing tools; 3,motive:internal)

Laura (02:41): Alright. And do you engage with the staff much when you're at a library?

Brandon (02:49): Not really. Um, usually I, like I said, I just used like if I need to find a book, I usually use my laptop, things like that. (1,mode:task)

Laura (02:58): All right. And how often do you actually check out books from the library?

Brandon (03:00): Not too often because I, um, I would, I would say that I, I read most, most of my stuff on my end, like digital format stuff, so I don't really, I don't usually have to check anything out.

Laura (03:15): Oh, that actually goes right into my next question. Do you have a preference between paper books or electronic books?

Brandon (03:21): Um, to be honest, I do like, I do like paper, but I just, I think I do digital because of like, I don't, I don't know. I don't want to have to, I'm a little, I'm a little nervous sometimes about talking to the staff. Um, and that's not really like their fault. It's just me, how I am. So a lot of times I just don't want to like go check out a book. So I'd rather just try and find it online and do it that way if I can. (1,motive:internal)

Laura (03:46): All right. And a bit into a different line of questioning here. What is the earliest memory you have of being at a library? Like any library?

Brandon (03:55): Oh, um, I'm pretty young, so I think the first time I remember going to the

library I was probably what I was in my kindergarten or first grade. Um, and that was in a school library. So yeah, I remember, I remember being like really kind of fascinated cause like there's so many, there's so much stuff in here. But yeah.

Laura

(04:17):

Is there anything you think I should have asked up here but didn't? Anything that you think I should know?

Brandon (04:25): No, I think, I think you asked everything.

Laura (04:29): All right. And one last question. How do you feel about the current kind of standard book return process? Is there any alternative or improvement on that that you can think of?

Brandon (04:43): Um,
let's see. I think, um,

Brandon (04:49): I think a lot of the time it would be cool to have like reminders, you know, I forget a lot of times if I do take out a book because a lot of the time it's for a class and it'll go past the due date usually because I'm still using it. So it'd be cool to like maybe have like, I don't know, like a, like a system to be reminded about everything somehow. Things like that I like, like, Hey, this is due, do you want to renew? Stuff like that. Kinda like, like maybe on my phone or something or an app so that I could like either check out a book on the app or like, um, renew the book on, on an app or something. (1,situation: attractors 2,motive:need)

Laura (05:27): That actually perfectly answered where I was going to go with that. Um, regarding the renewal system, would that, uh, would that help a lot as far as taking out paper books versus electronic if there were to be a digital system for renewals instead of having to come all the way back in just to renew a book?

Brandon (05:46): Yeah, for sure. I definitely think like, I dunno, and I always think I go back to like, that thing that everyone has is like, there's an app for everything. You know, there's an app for that. And I don't know, I think I definitely think that, is there a like that with, um, renewing books then? Um, I would, I would at least be more likely to check out paper copies.

Bridget ([Link to Audio](#))

Laura (00:03): So first of all, what usually brings you to the library?

Bridget (00:07): I need to study. I really don't go if I don't need to study (1,motive:need)

Laura (00:11): That's fair enough. Um, and is there any reason you pick the library that you usually go to in particular? Just distance?

Laura (00:19): I used to go to the FAC a lot because um, it was closest to my dorm and then also it has a lot of natural light. I can go sit next to a window and like see outside. Um, I go to the life sciences library because it's quiet and I really need like a quiet place to study. So I really only go there if it's like a serious thing, like you go to study. Um, and then I go to the FAC if it's more like chill. Actually do some stuff. (1, motive:internal; 2,motive:external 3,motive:want, 4,experience mode:task)

Laura (00:45): All right. And are there any particular resources you end up using at the library?

Bridget(00:51): Like what?

Laura (00:52): People, technology of any sort?

Bridget(00:55): Not really, no.

Laura (00:56): Okay. And what is your ideal environment to read or study in?

Bridget (01:03): Somewhere quiet with lots of windows, not a lot of artificial lights. I also like the upstairs of the Norman Hackerman building because it's like a quiet floor and like you can see the garden outside and it's like just all windows all the way around. So like, yeah, I hate feeling like I'm inside basically. It just feels enclosed (1,motive:want 2,emotion:anger)

Laura (01:30): And is there anything that you would like to change about the libraries here on campus or any one thing you wish they could have but they don't.

Bridget (01:43): I wish there was like maybe food options nearby. Um, like cheap but healthy food options. Like I know when I studied FAC, I usually end up coming to the union for like

lunch or dinner or whatever. Depends on the time I'm there and I really only like Panda Express, Chick-fil-A, that kind of stuff, that's open at the times that I'm coming here and like that's not really healthy options. And then you go to PCL and you have to like leave the whole building and like cross a long way and go to the Union and they close at weird times too. And then the life sciences library is not really close to anything. So, I mean if there was just even like a little cafe that served like sandwiches 24 hours or like fresh fruit, something that's just like healthy but not, you have to leave the building to get it. (1,motive:want; 2,experience mode:task; 3,emotion:annoyance)

Laura (02:32): You gotta fuel the studying?

Bridget (02:33): Yes.

Laura (02:34): All. So how often do you check out any books from the libraries?

Bridget (02:38): I checked out my first book three weeks ago. I had never checked a book out before, but I just wanted to know if they had this author didn't want to buy the book and it turns out they did at the PCL. So I just checked it out first time ever. (1,motive:want; 2,motive:want; 3,experience mode:discovery)

Laura (02:54): What was that experience like? Was that frustrating or fairly easy?

Bridget (02:59): It was a little frustrating just because the lady was kind of rude, but um, she gave me the number for the book and then she kind of explained how to use the maps on each floor to find like the region the book was in and then how the number corresponded to the signs. And so I just had to find it. Like it wasn't any harder than like, I mean if you like scaled up our local library to like the size of the PCL, then it gives about the same level of difficulty that I expect. (1,emotion:annoyance; 2,experience mode:social; 3,experience mode:task)

Laura (03:26): And do you have a preference between paper books and electronic books?

Bridget (03:30): Not really, no. I have a Kindle that I use a lot and then I have, I will read paper books all the time. The only thing with the Kindle is that it's like convenient and I can carry a lot of books around with me. So if I want to go like on a trip or something, I could just carry my Kindle and read whatever book I have on my Kindle. But I don't really have anything against paper books, like hard copy books. I've read those my whole life, so that's fine. (1,motive:external)

Laura (03:56): All right. And have you returned that book that you took out from PCL yet?

Bridget (04:00): No, it's not due until June eight yeah.

Laura (04:03): Wow. Okay. Well I guess there's a definite plus.

Bridget (04:06): Yeah, it's actually really nice when she told me that I like laughing in her face. I was like June 8th? (1,emotion:joy)

Laura (04:11): Like, pardon me, I won't be here June 8th.

Bridget (04:14): No. So I am about two thirds of the way through it, so I mean I'll return it when I'm done with it, but...

Laura (04:20): Okay, perfect. Well then in that case, you're not really going to have any input on, on what the book return process is like here yet.

Bridget (04:26): Oh yeah.

Laura (04:29): Is there anything you'd like to say about the library environment here that happened that I haven't asked about yet?

Bridget (04:38): Um, mostly I just hate the PCL. Um, it goes against everything that I enjoy in the library. The lighting is all fluorescent and there's like usually one flickering in the distance and you just get sucked down the stacks. Your soul leaves your body. It's got a weird smell. It's the people are always just so intense and scary and so it just looks like it's a really tense place to be, which is why I tend not to go there unless I'm already in the area and I need to just somewhere quiet to study. (1,emotion:anger; 2,motive:external; 3,emotion:sadness; 4,motive:external; 5,emotion:fear)

Laura (05:12): All right. Never any...If there was like the first thing you could tell them to work on for PCL, what do you think it would be? What would be the first order of this needs to go now.

Bridget (05:23): Lighting.

Laura (05:23): Alright.

Bridget (05:25): That really is like, I don't know how you can improve how much light gets in without all those fluorescent lights, but like, why does the whole ceiling have to be fluorescent lights? Why does every single time can you not just get like a more powerful fluorescent bulb and just space it every two or three? It doesn't make any sense. So it just is intimidating. I hate it.

Laura (05:46): Alright. Perfect. Thank you so much.

Phil ([Link to Audio](#))

Alyssa ([00:00](#)):

My name is Alyssa. What's your name?

Phil ([00:03](#)):

My name is Phil Berger. They call me dr Phil.

Alyssa ([00:06](#)):

Really?

Phil ([00:07](#)):

Yeah. They say I am good at giving advice I used to work for the health department for 35 years and I'm retired now and every time I was there I'd give him advice and stuff. My name is dr Phil. I'm not a doctor. We [Dr. Phil and Phil] went to the same university, university of north Texas, A wonderful school.

Alyssa ([00:34](#)):

What did you go for?

Phil ([00:36](#)):

I have a master's in a generic special education actually. Yup. I ended up BS in secondary education, ... And they're always growing and getting research. They're a good university. They work closely with the community. The university works in the community. Well, and they're building a new campus in Frisco, Texas, which is North of Dallas. And, they're just going great . Yeah, I had a lot of fun. I was in my mid thirties, when I graduated from there. I got a bachelor's and master's from there. Go ahead.

Alyssa ([01:25](#)):

Yeah. no, I go to UT. I am an advertising student and this is a class of just like learning market research how to like take people's comments in and like really like get new technology and, and like make the experience even better for people. Okay. yeah, it's, it's been a super fun class so far, so I'm just gonna pull up some of my questions. So what brings you to this library?

Phil ([02:01](#)):

I usually go to the, to the library and the query and I don't remember the name of it, but this is let's see. This is anyways, the Northwest and this one is about the same distance from my house. I live on the other side of Mesa. So I either come here, I don't like to come here so much because I have to cross MoPac and the traffic is bad on MoPac and I only go only cross MoPac on Sunday morning early when I go to the coffee shops and I'm just having to I knew they had the tax phones here at this location earlier than the other libraries. And so I came here for a tax form. But I go to the other library in the Query quite often. I stopped by there because I go to Starbucks

and have my coffee. I like that. And I just like to have, I like to read, I read a lot. So anyway.
Yeah.(1,motive:external; 2,experience mode:task, 3,experience mode:discovery)

Alyssa (02:56):

Yeah. Do you notice like any major differences between the library and the Query and the one on Steck? This one?

Phil (03:03):

Well not really. I like the location of this and I remember when they built it and it was really good, very special because now I can come here alone, but I still kind of prefer the other one or something just for some reason. Yeah. Cause I'm near all, I'm, I'm near Mesa. I just get on Mesa, pop down Mesa and go across and then I get a cross far West and I get on North Hills and I go down there, go down about Merkerson and I'm there before you know it.(1,situation:audience)

Alyssa (03:37):

Yeah. So can you say like transportation is probably the main factor.

Alyssa (03:44):

Do you usually bike?

Alyssa (03:47):

I biked to that other one all the time cause I don't have to cross road pack. I'm just a little bit scary now because it's class. I mean school a school is out now and so a little, it's the traffic is kind of building up. So I didn't hit that window. I usually would do it earlier, but I had other things to do today. So that's why I'm here this time. (1, emotion: fear)

Alyssa (04:09):

Yeah. I mean when I first moved to Austin biking, like I was like wow, those people are fearless. Like no,

Phil (04:20):

I'm a, I'm a scaredy cat. I'm very, very safe. But I do, I do, I bike and run a lot. So, you know, so I'm kind of unique because I'll be 76 in about one week and I still, I say, yeah. And I'll be doing a five K. Yeah. So I've been running since before the moon landing actually. Oh yeah. And before that I was professional. So I've been doing amateur.(1,emotion:fear)

Alyssa (04:51):

What do you like about running? Is it,

Phil (04:53):

it's just something that's in my blood and system and just always have, I loved it. And I ran into the Astrodome in 1970 in the indoor meet and I'm a former Mahler and I had a lot of friends that ran at U of H and I ran some with some of the cross country runners. And I ran some, some with some of the rice university runners, but I never, I never was able to get a scholarship or I wasn't

good enough to run for, for them, but always I ran with them a lot. The ex runners in the, in the late, in the late sixties and early seventies, actually. So I was just a lot of fun. And so, and I just, I never had, yeah, it's just something about, it's eight, it's called, it's called age group running. And I lived at Duke age group running senior because I'm in the 75 to 79 group. And when I turned 80, I'll be on the 80 dash 84 groups. So it's the sport. I know When you get older, yeah. The higher you get, it's either the people who've died or, well it is, yeah. They've died or Or there are, you know, they're suffering from tonsillitis or whatever. I'm just kind of a smart ass too.

Phil (06:17):

No, I love it. But yeah, I'm just, I'm kind of an overgrown jock basically just call me an overgrown jock. Like I'm like,

Alyssa (06:30):

have you ever had a way to combine like your love for running and reading in any listening to anything?

Phil (06:37):

I haven't really, but I'm, I'm writing some memoirs and stuff and I'm writing, I'm writing a novel about my experiences at Austin state hospital with the mentally ill and it's going to be a blockbuster and we got it started. Yeah. I've written about, I've written about 40 or 50 short stories about my life. I've kind of had a kind of a charmed life and a humorous life and a fun life. And I like to write about it. And I just finished up a, I just finished up a little short story and it's called research and sees in life in sport. And it's all about it's about a period of my life that was 1969 to 74 and then S and then 2019, which is huge.(1,experience mode:task; 2, emotion: joy)

Phil (07:32):

Yeah. And I've had a resurgence in running just about, in February of 2019 I kind of hurt my right knee.

Phil (07:42):

I said, all my running days are over, you know, and I now I wear, can I wear compression socks? And I just and I'm a, I'm under a dietician right now. I'm trying to lose weight and I lost a half. I'll have, I've got half of my goal done and I've got half more to go. And I'm shooting for 185. I started at 228. I'm down to 203. And I hope to be under 200 next week when I way I'm on a strict diet. But I don't worry about it too much, but, you know, but I've been very successful with it. I just watch my portions and all and my wife and all it helps me. And I've been married 55 years and counting to the same woman. Wow. Yeah. We're in, we're, we're a miss, you know, just a miss. We like to have fun. And she and she rides bike like I do. We ride bike. I get up at five 30. We get up at five 30 in the morning and ride bikes. I mean, it's as simple as that. We didn't do it this morning, but did it yesterday morning and it was 37 degrees

Phil (08:52):

And it was cold. It was cold. And I was wait, I couldn't wait to get home, but yeah, but that's my story. You know, and so I spent I'm retired from the state. I've been retired about two ag, actually just a little over two years. I retired in [inaudible]

Speaker 3 (09:10):

[Inaudible].

Alyssa (09:16):

When you said 35 years working in healthcare?

Phil (09:19):

Yeah. Well not really I spent about [inaudible]. Let's see. I spent about 10 or 11 years with tech MHMR and belts, the mental health, mental retardation. That's, that's my field. I work for the Austin state hospital. They were part of their nature more at the time. But anyway, I spent, then I spent about seven years with the Texas education agency downtown. And then were, I was reassigned and my job, her job ended. So I started working for the health department back in Oh four and I just retired two from the health department and I was going to try to make it to my 73rd birthday, I guess it was 70, and I was trying to make it to my 74 has gotten really tired of your [inaudible] all of the, all of the changes I guess. But I work, you know, I worked in contracts. That's my field is contracts. I worked in contracts when I was with the agency, Texas education agency, whatever. And you know, so, so about half of my career in the state was kind of hands on, right. I was hands on with clients and people and the other half I was a year ago.

Phil (10:49):

That's how I describe it. I yeah, yeah, yeah. Social. I'm very social. When I was, you know, I used to be a consultant for three M company. Three outcomes. Yeah. Well that's when microfilm microfilm is kind of out now with the advent of computers. And then I worked with Litton industries with mini computers for awhile. That's before computers really came, you know, but I wasn't my, I'm not really a sales person. It gets a lot out of you. So, yeah. No, I mean, that's kind of, and so that's a, yeah. I mean, I'm just yeah. And I love, I love to read. I'm in, I'm into reading U S history. I'm reading all the Oxford history, the history of the United States boxer university press, and it's an eight volumes volume five.(1,action verb:to connect; 2, emotion: joy)

Alyssa (11:53):

How big are the volumes would you say?

Phil (11:57):

Based on, based on the presidents? Pretty much. And they're, they're somewhat political, but it's also about the times. And I just finished the one on the civil war and it is horrible. It's, you know, the civil war is, it wasn't a fun time. I mean in, in, in history, it's horrible. It was just people just getting slaughtered and killed and, you know, and, and, and the book doesn't go into a great deal

of detail, but more than I really wanted to know about. Yeah. But I love to read history and that's why I got a book on Ben Franklin here, but he's, he's [inaudible], (1, emotion: joy)

Phil (12:36):

He's on a a hundred dollars bill, so yeah. So

Phil (12:40):

My big a C I'll give you my card here. Hold on. I have I have somewhat of an interesting hobby. I rehab bicycles vintage bikes since I ride them all the time. See if I have, I may not even have a card. I do have my wallet,

Alyssa (13:04):

It seems like.

Phil (13:06):

But I have I have five grandchildren. I have three children. I have my oldest daughter's here in Austin. She's still single, trying to get her married off .

Phil (13:20):

I can't find anybody. Anyway, that's kind of, that's my card. It's a paper card. But I know bicycles and I saw about 20 or so BICSI years, 20 or 30, but I buy them and rehab them. I don't rehab them myself. Well I do some of them, but I, I have a couple of bike shops that work on them for me and then I'll sell them to college students and grad students mostly

Phil (13:53):

Believe me. College students are very savvy about bikes. And so I get, I get quality bikes that are, well, they're a nice bike. I wouldn't, you know, this is, I have, I'm kind of a bike snob now, but I, I started, I started this seven years ago and I just enjoy it and there's a lot of marketing involved and I get to meet a lot of interesting people that come by. You see [inaudible] there. So that's that. And you know, that's a kind of interesting, but it keeps me out of tremor.

Alyssa (14:28):

Yeah. It seems like a lot of your activities are just, I dunno, taking your time and like really doing things, but do you agree with that or is it the same with,

Phil (14:42):

I'm not into technology and on any of that. I don't even have it. I don't have a smart, I don't have a dumb phone,(1,situation:access)

Alyssa (14:47):

Dumb phone. I love that.

Phil (14:51):

I tell people That and they say, Phil, you need to go. God, they're so great. Everybody at work, you know where I used to work good it more phone, nothing. [inaudible] Smart phone for [inaudible].

Phil ([15:04](#)):

I don't want to be, I want to be incognito. You know, I read I love my newspaper. I read it every morning even though it's, excuse me, of liberal piece of trash and also American statesman.

Excuse me. That's my own. No, it's okay. It's a good newspaper for the most part. As good as newspapers go, you know, newspaper is just what it is. But(1,experience mode:discovery)

Phil ([15:33](#)):

Right. Yeah, but I read I'm, I'm Roman Catholic and kind of a [inaudible].

Phil ([15:40](#)):

I'm just into my own little thing. You know, my wife and I, we grew up together. She's a German ancestry and I'm German ancestry and we have a lot of background, a lot in common. We have our religion in common. We, you know, we're not, we're definitely not [inaudible] fundamentalists. I don't, I wouldn't

Phil ([16:03](#)):

You called, I wouldn't call myself a fundamentalist, but,

Phil ([16:11](#)):

But I do enjoy the Catholic faith and I believe in it, you know, and I just, it was handed down whatever.

Alyssa ([16:18](#)):

Yeah. How much do you think like your belief system and your like, do you ever check out books? Like learning about.

Phil ([16:27](#)):

. Climate change

Alyssa ([16:33](#)):

Climate change?. No, not necessarily that, but like when you said that you like to read history it just, I dunno, like I'm a person who likes, likes to learn everything about every subject. Once I get into it, and I'm just kind of wondering if you might...

Phil ([16:52](#)):

Yeah, no, I like to read (1, experience mode: entertainment)

Phil ([16:57](#)):

To read inspirational stuff. I'll a great deal. I like it. Not self help. biographies, just good biographies One that I can call to mind that I read recently was a Jack London who, who wrote the call of the wild and all of that, you know, under. So and then I'm a John John Updike

aficionado, you might say. John Updike is my, one of my favorite American authors. And I have had a collection of all of his books, many signed by him. So I, I saw him in person at Baylor university. The same year that the towers went down. About two months after he was at [inaudible], he signed about seven of his books. He passed on, he passed. And John John passed on in 2009 at age 76 lung cancer. I donated my entire book collection, which was over a hundred, about 175 books. (1,experience mode:aspiration)

Phil ([18:02](#)):

Many of them signed many of them criticism. I like to read literary criticism. I'm into, I'm into literary stuff. I like Hemingway and Steinbeck and all those, you know, I mean, these are, these are people that are in my age or, you know, and you know, Larry McMurtry's, he's cool. I read a lot. I read all his stuff. He's kind of light. I read most of Michener stuff, you know, and he is at the university. I met him one time when he was dying actually. And he's, he's buried where I have my grave stones. I central central Austin and the I'm in section six central Austin. I have my gravestone, I have all my, everything ready to go, so I'm ready to, I'm ready. I'm ready. I'm ready to rock, baby.

Phil ([19:04](#)):

No, I mean, I don't, I think of death a little bit more often than I should. And I read, my favorite part of the paper is the obits. I, I just like to read the obits. I like to read what people do in their life. Not that I'm anywhere close to like they are, but it's, they're mostly braggers and I'm not going to] publish my obit in the paper. Only the people that come to my service, they'll get a sheet of what I've done in my life and it'll be fairly comprehensive. All the stuff I've told you probably it will be, it'll be condensed in that naturally. But I just don't, I don't want to call attention to myself other than the people that, that come to my funeral and they all know, they all know... but yeah, I think of death and because I know we're on, we're immortal beings and I like to think of myself, is it alyssa?

Phil ([20:16](#)):

I like to think of myself as just a little pepper on the beach. We're all here. Not to get too spiritual about it, but you know, we're all here. I sounded like a fundamentalist, but I, I couldn't quote you anything from the Bible and you know, cause I don't read the Bible much, but I am reading a very inspirational book that I got from the Corey library last week and I'm really into it. It was just there, it was just in front of me. It's called hope, hope, hope and hope in an age of darkness or some hope in an age of darkness. And it's very inspirational. Talks about, you know, it just talks about how liberals and conservatives fight with one another. You should look higher, you know, just kind of spirit. It's a spiritual and the guy is a, he's a Franciscan priest is what he is. That's the guy that wrote it. Yeah. It's a Catholic. Yeah. And and he's very well known, but I've not heard of him before, but it just stood out and I don't, I don't re read very much light fiction anymore. I read, I read Grissom you know, you know, you can, yeah, they're page Turners and

they're good. So not like feel good write stories like the right, the cold hard facts like this is life, right. How it is, right. Those are the best.

Phil (22:05):

And I have a pretty good library at home, I think, but I've given all these books and I was able to get a tax deduction at the time. This has been about, given these books to Baylor maybe about six or seven years ago. And they came actually to my house, the developmental library in it. Baylor came to my house with her husband and they had a big old van cause I had boxes and boxes and I had three authors, John Updike John O'Hara, who is also another American author, probably a little before your time and a little before my time too actually. But and then and it did on, and I had another guy had some assorted I had some poetry collections. And I have I re I read a lot of Gunter grass and he's a German Gunter grass. (1, motives: external... giving back)

Phil (23:00):

He's he's a German author and he's a social Democrat, anti Nazi. Even, you know, he's, he's a German, but he's anti Nazi, you know what I mean? He's not one of those weirdos. What I mean is, and I'm German, but he, if you read the, the flounder and all of his books, I read it, probably 90% of his books. And there's a lot of them are fiction, but there's a lot of nonfiction too. And he's really good. And and then I and as you know eight or nine, 10 years ago, I started reading some of the authors and it's how they write, you know, so I read Stephen King how he writes, you know, like, you know, or Norman mailer, he is another American author, how he writes. And, and the books are actually true, but it tells what they, what they think about when they're writing and it's just their habits.

Phil (24:10):

And that's interesting. And I've got about the why, right? Why I write. And so I, you know, whatever. So and I still kind of keep my nose in the bat. Something I really feel bad about is my wife gave me a Christmas present not this Christmas, but last Christmas and it was national geographics and and it's on a creative nonfiction, how to write creative nonfiction. Okay. And it's in five CDs and it's, you know, and I've got the whole thing and it's, it's a course, it's a course. And I've never taken a formal course on writing. I just write the best way to do it. But it got so involved, you know, and all, you know, and I just kinda, I just said, I just want to write what I feel here and you can't do that, you know, and it's got five CDs with it and it's like in 28 chapters. (1,emotion:sadness; 2,motive:want)

Phil (25:18):

And I haven't put any of the CDs in, but I just read the first book, which has everything is, I have it in, I have it in CDs and also I have it in a, in a book form, you know, and then you have to stay and you have to study to as after each chapter. That's why, you know, I just kinda like taking a

class, taking the fun out of like something that's supposed to, right. So you know more about me than probably your own, your own family. But yeah, no, so, but yeah. Mmm.

Phil ([25:57](#)):

And the course was like \$299 and I got it for like \$65, you know, it's whatever. But it's good stuff. And the lady is really good. They don't make cheap courses. The national geographic has all these courses. Yeah. And I'll take a, I take three magazines. Basically. You see how the other half lives and talks, they talk about climate change constantly and you just gotta. Yeah, it's like this, it started, I don't believe in it, but I think a lot of it's based on can we compute a computer models and I don't think it's just as true as I think it is, but you know, that's my theory and I don't, I think that the United States is the culprit in all of this. There are other, other, there are other cultures, there are other cultures who really are, there are other cultures who, and undeveloped countries for instance, who are just probably worse than than we are here.

Phil ([27:02](#)):

You know, we've got the environment protection agency and we've got a lot of things going. So, you know, I'm not one of these tree huggers, but I do like to read what the other side is thinking. So I take now I take national geographic and I take Smithsonian. Those are two magazines that I take. Texas monthly, Texas monthly is a wonderful book, a wonderful magazine you should get. Huh? Which way does that lean more to the left, but it's okay. Evan Smith who writes for the Texas Tribune, the editor used to be the editor of Texas monthly. I've submitted several stories every, got it. Never, nothing published, nothing published. They have to be wood or you know. Nah, it's okay. They were a little too personal I guess too. You know what I mean? But the one I just got to, writing's really cool it, I write about the Astrodome and it was built in early, right?

Phil ([28:02](#)):

Or a little about the Vietnam war and just all of that thrown in and just, it's all thrown in together in that time period. See, 69 to 74 and it was during that time in Houston. I was in Houston. We lived in Bel air. My wife and I, I just been married like three and a half years. I had been married and I actually was married about five years and my daughter was three and a half and we moved to, we left the Houston area and moved to Arlington, Texas. And my wife was seven months pregnant and we had in, she had the second child and we just, we just made this move and I was just a young guy and I have pictures and everything. It's just real. And I only, I only wrote it mainly for my family. Well, someone else would enjoy it too, but because it has some history, I have some indices. I have five or six, a, B, C, D, E, F indices, and some pictures.

my response to a woman offering me a sweater ([29:09](#)):

It was sunny a little bit ago. Yeah, yeah, yeah. Oh no. I grew up in Illinois. This nothing.

Phil ([29:21](#)):

So anyway, so that's that. What else? You know, I'm, I'm just you know, I'm just a patron here, but I mean as far as that, but we have I was born in Dallas and and my mom, my mom,
Phil (29:41):

My mother died when I was like 26 months old and I'm the youngest and my dad remarried and we moved to a little town called Flatonia, Texas.

Alyssa (29:56):

Where is that?

Alyssa (29:58):

It's off of highway 90, between San Antonio and Houston. It's near Schulenberg. It's near Weimer. It's near Seguin. And Luling and you know, it's just all, it's a little town there, thousands population. And we moved there and my dad and he, yeah, we bought a farm and I have, I'm the youngest and and I went to high school and flat Tonia blah, blah, blah. And back, back in the 60s, I got, I graduated from high school in 62 I tell. So at that time a lot of the rural people never went to it. I'm one of the first, I finished college in my family. You first generation, so

Speaker 6 (31:01):

[Inaudible]

Phil (31:03):

I'm proud of that. My brother and I and my sister and my brother and I were three of us in our family who were all college graduates. My sister was an RN at the Smithsonian. Oh wow. Yeah, in Washington D C, she had a garden with child long story. Anyway. And then my brother, they're both passed on. Just my brother and I are living out. There were five of us, so, so basically graduated from 62 from flat Tonia. About four or five months after I graduate here to Houston to seek my fortune. I didn't even know what. And I enrolled at U of H university of Houston, and that's before university of Houston. We're state supported and she'll private. So it was kind of tough. It was tough getting the, getting the tuition together, you know, but whatever. I was going part time anyway.

Phil (32:13):

And most of the rural people then never went to college. They just go to//. They either go seek their fortune in Houston or in San Antonio and they'd get just worked for something factory and just, you know, and they get married. That's it. Everybody expected you to get married, you know, so you met my wife five and six months later we were married. You know, when you see perfection, you need to, Oh, she's gorgeous. Even today, I can't even tell you how it, how it's been. I haven't always been, I've been somewhat mischievous a lot of men. Yeah.

Phil (33:01):

But and I'm lucky that I survived all of that still. Yeah. So so I met her there. And then the story that I just got through writing is just when I was just young and I was 160 pounds soaking wet. I

was just so cool though. It was so good looking no gray hair and she was, she was fine, was a bog too. Anyway. And so I wrote about that time and then this resurgence I think in life. You ever 10 years at least in my life I've had a resurgence. Something happened. Like when I was in my early forties, I really ended up publishing and I worked for modern curriculum presses, an education consultant and I was in my 40 to 45 and then I kind of burn out of that. And then I went to work for the state in Austin and it just, everything, everything happened, 10 year improvements and it would just like, to me it was just, it's just like God just laid it out. I mean, I don't know how I shouldn't, but anyway, so like all throughout this time, somewhat, somewhat, but not really picked up my short story writing when I was at tea. The last, yeah, I've been riding since about 95 quite a bit. I was born in 98 so longer than I've been alive.

Phil ([34:54](#)):

So anyway, so, so I was with three M company in Houston and I was, how was I manage the microphone processing facility laboratory. It was actually a laboratory because I was at, I'm a dark room technician and I can do black and white with my eyes closed and I can do some beautiful black and white. I mean just from cameras and from negatives and go in the dark room and use the chemicals and hang them up. That's the real art. Black and white photography. Forget it. **Anyway. And I'm not an artist, but I do like photography.** So anyway, I did that for awhile and then I went to so we moved to Arlington and and then both of the girls skipping the whole bunch, but both of them, both of my girls graduated from st Maria Goretti Catholic school and they graduated from Nolan high school and they're there. Both of them are real bright. And then my boy, my son was born 10 years after my little daughter. You're seen as an afterthought and all often wanted to offer one or two boy. So I had him and so he was born in 80. So I had my daughter, my oldest daughter was born in 67, the other one in 70. And then my son was born in 80 and my son is now in the Texas national guard. He's awesome. Sergeant first class and he has, she's, she's my daughter in law. (1, experience mode, discovery mode)

Phil ([36:48](#)):

She's an atheist and she's a nutcase let me tell you. Anyway, they have five children. They have two kids. They have two. They have two girls. They have two girls and and then the one boy and his name is axel. And I got Nick named after that. There's a rock kid named max. Right. Or it was always weird names people are having, that's a weird names axle. But anyway, then my middle daughter Oh, so we lived there, blah, blah blah. And in 89, in 1989, we moved to Austin in 89. Okay. That blah. So I went to work for the state hospital in 89 so I worked from the state hospital and asked him, you're saving for all the bipolar and schizophrenia all affected. But I have a background in that. So it worked out nice. I worked at the state hospital from 89 to 97 in 90 and in 97 I went to work for tea and the rest is history. But anyway, so my wife and I moved to Austin. We moved to Austin in 89. And my, my youngest boy was going to st Louis school here and he was in third grade when we moved to Austin.

Phil ([38:28](#)):

And the two girls that told my middle daughter finished up here at UT in Austin and she's a she's an elementary education person or whatever. She's got it, some weird stuff. And then my oldest daughter, we're finished up at UTA and Arlene and she moved with us and she's single and she has a degree in journalism. Maybe journalism and something else. Marketing maybe. Yeah, journalism and marketing. She's real bright. She works, she has a state job now. She loves dogs. She's got a house full of dogs. Cats, right. Yeah. So but that doesn't hurt kids. But, and then my middle daughter got married in 2002, a guy from New York city. Her my daughter, my middle daughter and her Richmond girlfriend, they went over to Boulder, Colorado and party and went to Colorado party for a year or two. And that's where she met her husband. He was finishing up at university of Colorado and there and he's a, he's a, he works for he works for Sony pictures. Oh, he's real. He's real. And he does three days. He does three, three day stuff. He's a special effects guy and he's actually a digital coordinator and he asked about, he has about 75 people under him. He's really bright. He's a skinny little guy. He doesn't gain a pound.

Phil ([40:19](#)):

He's a nice kid though. His parents are typical new Yorkers and assists. He and his brother and I grew up in New York city and he loves the big cities. He loves the big cities and they live, they live in Altadena and we go see him a couple of times a year and they come here to Austin. And they have, and my oldest granddaughter is a freshman in high school. Her name is Izzy and she goes to, it's in it's in Altadena Pasadena. What is it? The same patience or something from seeding nation. So it's a Catholic high school and she got it. She got a, she got a scholarship. She's a 4.0 and then she has a brother Owen and he's in fifth grade and he goes to st Philip, the apostle school in Pasadena. And she, she graduated from st Philip, the apostle Pasadena. She's a hell of a track runner. She's a runner like me. And she won a lot of awards and she plays tennis for the hospital and her and another cows, they won doubles winter regional. She as a freshman, she, and she had just barely, barely started school in September. And in October, November, she was already on the tennis team and plan really good. She's a natural athlete. She's real tall. Well, I mean she's, she's taller than her mother, you know, and you know, they're not third, she's not my special. She's, she's pretty special.

Phil ([42:18](#)):

So then I have the, I have those two grandchildren, three grandchildren, son. My son is doing pretty well. He's a he's, he goes to school all the time. He's going to Fort link, Virginia two weeks. And he, he's going to Fort Knox, Kentucky for another school in July. And he has a few people under him. Pretty sharp kid. And he doesn't have a degree, but he has a two year, he has a two year degree from HCC associated with an associate degree and he's big into technology and he's, he's kind of an artist, artist, artist. He's a lift handler and he, he can do for [inaudible] perspective. And he, he's really, he's a good artist. And visual communication design. Well, he

was into it, you know, he knew a lot of software programs, graphic arts. He loves graphic design, but he doesn't do any of that now. And the service. But he is, he works in logistics actually. And he's not a, he's not an academia, I would say.

Phil ([43:45](#)):

I mean I'm more, I'm more of a studious person, I guess. Not really, but he's not a, he's not a book. Two sisters, he says, yeah, some dyslexia back early on. We held him back one year. Not stupid at all. He just, he just has trouble sometimes certain things and he doesn't like to sit still very adventurous, kind of like me. But he'd have a lot [inaudible] skateboarding and stuff. He played, he played soccer at Anderson high school here and he graduated from Anderson high school in 2000 and he and I are pretty close.

Phil ([44:40](#)):

We still try to run a five K together, kill him. He'll run about two, two or three years ago. We ran a five K Turkey trial, you know, of course he beat me. Turkey trot, funder cloud. They sponsor the Turkey or the Turkey trot. Yeah, they do sponsor here. Yeah, they sponsor here. It was more rips, rips. So you're not, are you recorded on,

Alyssa ([45:25](#)):

I won't use any of your personal information whatsoever, but I mean I just,

Phil ([45:32](#)):

or you can use my philosophy if you want to, but I just I'm the type, my daddy's, my daddy said that Phil always have something to look forward to and it doesn't matter what it is, but it just keep it on your calendar and just keep it, it doesn't matter if it's important to anyone that you just have something to look forward to.

Phil ([45:58](#)):

And I've done that all my life and it might be, you know, I get a new bicycle every year. This is a 700 \$800 this, I had this shipped in from Portland, Oregon. By the way, this is a special specialty as a special bike. I have four, I have four road bikes. I call him my mistress and I'll call him. She, and this is, this is my OT and then I have nimble and then I have, what is it, Swedish, Swedish caring man. I'm not sure what it is, but it's, this is on it. This is made or not. This is an Italian bike.

Phil ([46:48](#)):

I have a Pinarello and a Paul, Margo and this one and all three of them are Italian and not because I tell you good fights. I just like, I like the field. These are, these components are made in Italy. They're called confin logo. They're in their Shermont, you know. Anyway, this is a toy. This is a 20 speed, you know, it's a little bit big for me. Basically this bar is a little bit high and I'm six two and I really shouldn't be six for the ride. This bike. You see how I need to have about that much and I took a little, a little scary.

Alyssa (47:32):

Thank you so much for your time. Thank you so much for sharing your story. It was really great to hear it. Thank you. Be safe.

Phil (47:46):

What what year are you?

Alyssa (47:49):

I graduate in the spring. Yeah. no, I think, I mean, you know, straight into nonprofit work nonprofit is what I really like to do. Yeah. I work for douglas right now, so hopefully, yeah,

Phil (48:07):

I didn't, I wasn't, I didn't work for a nonprofit, but I was on the board of directors for the association for the target citizens in Arlington. And then I was on the school board there. My daughters went to grade school, st [inaudible]. Long story short and Ann Richards, you know, she was used to be governor, I don't know if you knew that she used to be governor of Texas, but when she was a secretary, when she was treasurer, state treasurer, I came up to Austin and I was on the government affairs committee or a or C plus being on the board. I was very active because the associations with retarded citizens is a national organization. And my buddy and my buddy was the, my buddy was the CEO. He was the president of it. And he, he liked me. I mean we st terse and he said, you have all this background.

Phil (49:12):

So we were very active and we built a daycare center with moneys volunteer. Yeah, the arc. Yeah. Yeah. So, and I was, I was in another life. I was in another life. I was I was in the special Olympics. Special development. Well that's my field. And anyway, learning this, learning disabilities and autism and mentally retarded, mental retardation, mentally ill. Those were the four areas that I, I know a lot about. Cause I worked with people that way and I have the back of the academic background to talk the language I have to anyway, but nonprofits are fun but, and do a lot of good. And man, it was, it was fun. We'd come to Austin and made all these dignitaries and we'd do our little thing locally. We built a, a kind of a daycare center. It was a respite center for parents of retarded children who could have that support and have that support. So anyway, thank you.

Rachel ([Link to Audio](#))

Alyssa ([00:01](#)):

Awesome. So when was the last time you went to a library?

Rachel ([00:07](#)):

I went to the library maybe two and a half weeks? No, about three weeks ago. It was on the weekend.

Alyssa ([00:13](#)):

It was on the weekend. And do you remember which one it was?

Rachel ([00:16](#)):

I went to Austin public library.

Alyssa ([00:17](#)):

The one downtown?

Rachel ([00:19](#)):

Yeah.

Alyssa ([00:20](#)):

Oh awesome. And what made you go there?

Rachel ([00:25](#)):

Me and my friend both just kind of needed to study. It was kind of like around the beginning. It might have even been before school started, but we just had like a lot of work that we needed to kind of do before school started. You know, kind of just went there. Just kind of have like a nice place to just be able to like get stuff done. (1, motive:need; 2,experience mode:social)

Alyssa ([00:46](#)):

Yeah. Was it for your internship or anything like prepping for school?

Rachel ([00:52](#)):

Yeah. Yeah. I was prepping for both of it, so I know, I know she was working on stuff that was like pre school related. I was doing stuff like kind of like a mini training for my internship.(1, experience mode:task; 2,action verb:to learn)

Alyssa ([01:03](#)):

Okay. Is there like a specific area that you went to? Did you go to like a quiet area that was enclosed or like how did you find where you were going to go?

Rachel ([01:15](#)):

I just kinda followed my friend. We went to more of like a a non quiet spot, but we were relatively quiet the same time. It was not that busy that day. So I'm honestly not 100% sure like noise level wise, what the norm is in that area. But we were able to converse like every once in awhile. (1,experience mode: discovery; 2,experience mode: social)

Alyssa (01:36): Was it hard finding a place to sit?

Rachel (01:39): Not that day, but I have experienced that. It has been sometimes. (1, parking lot:seating)

Alyssa (01:45): Yeah.

Rachel (01:46): If I am down with the group. Yeah, especially if I go with a group. It can be hard to accommodate like if we all want to sit in the same area. (1,situation:audience; 2,parking lot:seating)

Alyssa (01:53): Yeah. Have you done group projects at the library before?

Rachel (01:58):

I have not done group projects there. No.

Alyssa (02:00):

Yeah. Yeah, me either. I mean, it's kind of hard to coordinate that.

Rachel (02:06):

Just to like ensure that everybody can get there and like, yeah. That's difficult. Yeah.

Alyssa (02:12):

How did you get there?

Rachel (02:15):

Oh, we took the bus. That's usually how I kind of take it there.. It's like a straight shot down. (1, situation:agenda)

Alyssa (02:19):

Oh really? I didn't know that.

Rachel (02:22):

Yeah. I like live on Guad and it's like a little bit off Guad. So if I take it to like Guad and Fourth, then I usually go out. Sometimes I'll drive. But sometimes driving like driving downtown and try to like park and everything stresses me out. So (1, cont.)

Alyssa (02:38):

Yeah, I know. Me too. That's why I was wondering how you got to that library. Cause I mean that's the reason why I don't go to the library.

Rachel (02:47):

Yeah. Yeah.

Alyssa (02:50):

So have you ever checked out books at one of these bigger libraries?

Rachel (03:01):

Okay. So I, I don't think I've checked out books from the library Since. Well, just like, do on campus libraries count?

Alyssa (03:08):

Yeah. Yeah.

Rachel: Oh, perfect. Okay. I know for a fact, I checked out a movie from the library junior year and I honestly don't think that I've checked out a book. Oh, you know, I get books on reserve a lot from the PCL, but I don't think that I have like checked out a book since high school, honestly. (1, experience mode:task)

Alyssa (03:39):

Okay. And what was the movie for?

Rachel (03:42):

It was for my class rhetoric of the apocalypse until we kind of had some kind of, I know like some kind of media forum about an apocalypse and so I had the movie world war Z.

Alyssa (03:55):

Oh wow. How did you know that the library would have that? I mean, that's better than paying for it.

Rachel (04:02):

Yeah, no, for sure. I think that that came up like in the class.

Alyssa (04:07):

Interesting. Yeah. Cause I never would've thought of that.

Rachel (04:12):

Yeah, it was, it was really like, no, they don't get up with a lot of stuff, a lot of stuff there. I luckily still had a computer at the time that had like a CD drive. [inaudible] I know I don't have them anymore now, but like I had it then, which is really convenient.

Alyssa (04:26):

Yeah. So can you, I know this might sound tedious, but can you like walk me through the process of like checking out the book, finding the book to watching it, to returning it?

Rachel (04:38):

Yeah. So I actually did most of it online, like the, the book, I know it was shelves like in the fine arts library, kind of by the by the the stadium.(1, experience modes:task)

Alyssa (04:50):

Okay.

Rachel (04:51):

So online I was able to request it and then in a few days they brought over to the PCL. I was able to like choose which library, I pick it up that I mentioned it with the PCL. So it was able to just go within there and they had already kind of had it like set aside for me to come pick up. So it was really nice. And then I can't remember exactly how long I was able to have it for. But I, I needed it for the whole semester, so I was able to just go online and like renew it. I didn't get like charged anything. And then once the semester ended, I went ahead and I just dropped it back off at the PCL. (1,experience mode:task; 2,emotion:joy; 3,motive:need; 4,experience mode:task)

Alyssa (05:26):

Why do you like, was it hard to return it would you say or was it like, why do you think you waited a little bit to return it?

Rachel (05:37):

Oh, I just got, I just kept bringing new ones and I still needed it. I will say I did at the end of the semester. I did take a while and I was charged I think \$6 in late fees simply because I just did not return it.(1,emotions:annoyance)

Alyssa (05:54):

Is there any reason why?

Rachel (05:58):

I honestly could not say anything. I just didn't want to walk to the PCL. Like I live off campus and that was like after the semesters I really didn't have any other reason to be on campus other than to do that. So I just had to like get the energy to go to campus just for that, you know? (1,situation:agenda)

Alyssa (06:15):

Yeah, no, that, that totally makes sense. What do you think would've made it easier?

Rachel (06:22):

Oh Hmm.

Rachel (06:25):

I don't know. Maybe if they had like, this is very specific I guess to my situation, but maybe if they had like a drop off like in West campus somewhere. (1, parking lot:unique concern)

Alyssa (06:32):

Oh yeah. Yeah.

Rachel (06:35):

That would probably be a little easier. But also at the same time like I live as close to campus as you can get. Like that was really just laziness.

Alyssa (06:44):

No, I wouldn't say that. Like, I dunno, I just think about like talking to people like walking all the way over there. Like I dunno.

Rachel (06:55):

Yeah, yeah, yeah. It's a lot. But the drop off boxes is pretty easy and I don't have to talk to anybody, you know, they just have like the dropoff a little box thing.

Alyssa (07:06):

Oh, perfect. Did it like notify you when it got, when it received your movie back?

Rachel (07:12):

I think it did. I, I don't know if I would be able to check that.

Alyssa (07:19):

Were you worried that they didn't receive it?

Rachel (07:23):

I wasn't, but I could see how I could be, you know, like I know it's kind of like a drop thing and there's no person in between. So it's kind of hard to like know for certain that it's going to be like checked off as return, but I would assume that I must've gotten some kind of confirmation then.

(1, emotion:fear)

Alyssa (07:45):

Yeah. Yeah. The reason why I ask is the other types of libraries that we've observed, it's mostly like little kids who get really excited about the checkout thing, about like seeing like opening a thing and putting the book in the thing and watching it fall down. And so I was just wondering what, how adults feel about the checkout thing and how that can be improved.

Rachel (08:17):

I know whenever I whenever I check out books on reserve, but we can only have them for I think two hours at a time and every time I have one of those. I always hand it back to the person directly. I'd never put it into the Dropbox cause I know it's a little more time sensitive. So want to make sure that like it's gets to someone's hand. (1, action verb:to connect)

Alyssa (08:39):

And what is on reserve? I think I missed that earlier.

Rachel (08:43):

Yeah. So so some professors will have like textbooks or course packets that they give to the library. And so you're, I guess because of professor is giving it to them and maybe because of the, actually I don't know why it's like in the, in the book shelf. I can't assume that, but it's just an option where if I need for the book, I would go to the front desk and I would ask for this professor at this class, this course packet, and they would give it to me for two hours at a time and I would have to turn it within that two hours. I would have to, it's all in person too. So if I were to need it for more than two hours, I'd have to come back to the library if I had left to like renew it and then leave again. (1, motive:need)

Alyssa (09:29):

So would you mostly do those for books?

Rachel (09:34):

Yes. I know I use it very specifically in a class in my management class because I didn't want to buy the course packet. So I would, I would go to the library like maybe once or twice a week for about two hour, one hour time period and just read all that. I would take pictures. If I couldn't do it like on that two hours, you know. Right then that's how I would do it.(1, motive:want)

Alyssa (09:56):

Huh. I never thought about that. That's, I know I'm like about to graduate and I'm like I just spent like \$200 on that course. Anyways. let's see, what else do I have for you? If you could change anything about the library, you can pick any library, like any situation, whether you're just studying or if you're meeting people. Like if you could change one thing about it, what would it be?

Rachel (10:29):

I don't know. Maybe like just in general. I mean I'm sure this is very specific cause I'm a college student and I'm around people who are always studying. But just like, more seating would be ideal. I think, yeah, that would always be nice. I would also in quiet spaces, this is so like, just like whatever. But like I would, I would really appreciate it if like employees could like who are like shelving and stuff would tell people who are talking not quiet for us to shut up. And that way I don't have to feel weird about doing it. (1, situation:audience 2,situation:attractor

3,situation:attractor)

Alyssa (11:10):

Oh my gosh. Yeah, no that's, I totally get that when you're trying to be quiet. I was taking a Proctor you the other day and I found like a quiet space and someone was like screaming in the background and I was so scared that someone wants to be like, you're cheating. But it was fine.

Rachel (11:27):

No that's annoying though. But yeah, and then I guess also like, like in the specific to kind of UT but you met the whole movie save. Like I didn't know that you could check out movies from the library until my junior year and especially, I didn't know that it was going to be what they were like they had like box office hit like new movies, you know. But that would have assumed maybe like old movies that are based on like literature right now that they have like these really cool movies that people are wanting to watch anyway. That's like really something that I wish I would have known before my junior year of college. (1, emotion:annoyance 2,action verb:to discover 3, emotion:annoyance)

Alyssa (12:03):

Yeah. And did you say a professor told you that?

Rachel (12:06):

Yeah. Yeah It was my rhetoric class was the one who kind of pointed us in the direction of checking out books from the library.

Alyssa (12:12):

Was that PR or RTF?

Rachel (12:15):

It was it was actually RHE it was my 319 class.

Alyssa (12:20):

Oh, that's a basic, right.

Rachel (12:24):

Yeah, yeah, yeah.

Alyssa (12:25):

Okay. Sorry.

Rachel (12:28):

No, it's okay.

Alyssa (12:30):

Yeah, cause I cause doesn't, moody has like specific libraries, right. For like advertising and journalism.

Rachel (12:40):

Oh my. I actually don't know. (1, emotion:surprise)

Alyssa (12:43):

Yeah. I mean I see the thing on the directory, but I can't say I've ever been back there or heard anyone talk about it.

Rachel (12:50):

Yeah. I have no idea.

Alyssa (12:55):

Yeah. Like I think each floor like the fourth floor has like an advertising library somewhere. But I've never had like a professor recommended to me or seen anybody there.

Rachel (13:13):

Yeah, never even heard of it

Alyssa (13:16):

That too. What do you think like the best way for communication is since like we didn't hear about these things early on.

Rachel (13:26):

Yeah, that's a good question. I don't even know. Like

Rachel (13:33):

Maybe intend to, I don't go like I could have very well been informed of this. I just didn't know.

Like maybe if it said to me at orientation sometime like a lot of the orientation stuff doesn't really focus much on the libraries. So maybe if there could be some kind of like activity or something.

Cause even when I feel like a lot of like even me right now it was just, you know, I have definitely not been in like half the libraries that are on campus. I don't even know where half of them are, couldn't tell you, but some kind of like roadmap or like information about all the libraries, like what they have, like kind of what areas they have. They have cafes or whatever. I think that'd be pretty cool. I know, I know the library has events sometimes. I used to work at the library at the PCL. I used to be the one who shoved the books and I would tell people to shut up that other people would do that. (1,parking lot:unique concern; 2,parking lot:unique concern;

3,experience mode:task)

Alyssa (14:32):

Yeah. Was there, do you have any thing that like going forward with this project that you think I should ask people or anything I missed?

Rachel (14:45):

Yeah, I guess you just collecting data on like people's experiences. In library and stuff.

Alyssa (14:52):

Yeah. It's very, very I don't want to say vague, but broad I guess would be a better way. Yeah.

Yeah. So it's just like a way to improve public spaces. I think it's, yeah.

Rachel (15:10):

Okay. Well, I don't know. I can't think of anything.

Speaker 3 (15:14):

Say

Alyssa (15:17):

That's okay. If there's nothing, I just wanted to throw out that question too.

Rachel ([15:23](#)):

I can't think of anything top of my head.

Chris and Summer ([Link to Audio](#))

Arman: Why do you guys read?

Chris: These days honestly it's more like a stress reliever, or it's very information-based like education-based. Mainly education-based right now. We just had a baby, much my reading is about child rearing and toilet seat training. (1, motive:internal;;experience mode:entertainment; 2,motive:internal; 3,experience mode:task;;action verb:to discover)

Arman: This is a really cool place for kids

Chris: Yeah they told us we couldn't sit down.

Summer: I also read education-based books. But lately more so fiction because I like letting my imagination wander. (1, experience mode:entertainment)

Arman: When you guys enter a library, what are some things you expect to be there?

Chris: Honestly, I don't go to the library that much. Why we came here to this one is because there's just so much art and stuff to see. I think they also have that interactive stuff. I came here a couple weeks ago and saw some VR stuff. (1,experience mode:discovery)

Arman: So is the aesthetic what mostly attracts you a library?

Chris: Well honestly we're here right now because it's raining. We were gonna go to the park.. *giggles*.. So instead we came here. (1,situation:weather)

Summer: It's near the park, so if it stops raining, we can go to the park (1,situation:agenda)

Chris:

And its free and its beautiful. But I like free public spaces like this. Especially if it's education-based (1,motive:external)

Arman: Why do you think you don't come to a library that often anymore?

Chris: I think I just usually buy my books and I don't seek out these public experiences all that often. (1, experience mode: task 2, motive: internal)

Arman: So through Amazon and stuff like that?

Chris: Yeah I just order my stuff online. I do check out books through the virtual library. (1, situation: access)

Arman: How does that work?

Chris: There's an app called Overdrive. And you have to have your library card and the information from that library. And you can check out E-books. And while you have that book checked out no one else can check it out.

Arman: Do you prefer E-books over physical books?

Summer: It's mostly just the convenience of it (1, motive: internal)

Arman: Do you prefer to read indoors or outdoors.

Summer: I like to be indoors because I like the lighting better. I will say just as far as libraries - I love libraries. I visit them whenever I can. And for me it's to be in a place that allows you to be quiet, but also in a public setting. (1, experience mode: task & social)

Arman:
Is there anything ya'll wish I asked you?

Chris: I think that's
about it.

Summer: Nothing
comes to mind

Arman: Ok guys thanks so much for your
time

Jody, Judy, Erwin, and Brad ([Link to Audio](#))

Arman: Just to start off, why do you guys read?

Jody: I read because it's a good break from the overstimulation of everything else. And also to get information on everything that's going on, when I read news. Are you talking about nonfiction? (1, motive:internal 2,experience mode:to entertain 3,action verb:to learn)

Arman: Anything at all, Just a matter of what interests you into picking up a book.

Judy: For pleasure (1,action verb:to play)

Brad: Information (1,action verb:to learn)

Arman: So to give some background on why I'm here. I'm a part of the Immersive Sequence at UT Austin. So right now we're looking at a space, like a library, and we look at immersive technologies like VR and AR and all that fun stuff. And how we can incorporate those [technologies] into a library space in the most sustainable and longlasting way. And so, this library is obviously gorgeous, but is there anything at a library that you expect there to be?

Erwin: Books.

Jody: I expect there to be community events and spaces for the community to come together.

Kinda like to meet people from your community (1,motive:external 2,experience mode:social 3,action verb:to connect)

Judy: I think a nice children's portion should be in a library (1, situation:audience)

Brad: Computers

Arman: That's an important point because this library is flooded with technology like computers, do you find that distracting or feel like it was incorporated in a solid way?

Erwin: No i think it has been incorporated in a very solid way

Jody: Yeah it keeps you engaged and wanted to stay rather than just come get a book and leave. It allows you to actually experience it, and you might discover other things, other books that you weren't aware of before. (1, motive:external; 2, action verb: to discover)

Arman: How often do you guys actually check out books?

Jody: Me, well I have a daughter. So we were doing it every week. But then we took a little break and now we're back on. (1,situation:audience; 2,motive:external)

Brad: I try to get my daughter to the libraries as often as she'll allow me to not buy the book. (1,situation:audience 2,motive:external)

Jody: Our local library actually prints at the bottom like how much money you saved in a year. And last year I saved \$1800. (1,situation:attractors; 2,emotion:joy)

Judy: Unfortunately I haven't been to a library to check out a book in a long a time

Arman: Why do you think that is?

Erwin: We have computers at home, you know?

Judy: And because we're both senior citizens and it's just easier to, like you said, have computers at home, or buy a book. Just more convenient (1,situation:audience 2,motive:external)

Arman: Does the environment of this library appeal to you? Would you like to come here to read books?

Jody: Oh Yeah

Arman: So it's just the act of getting the book is easier online?

Erwin: Yeah. Just a busy life, and don't go to the library anymore.

Arman: We're all familiar with libraries, is there anything that you wished a library had, that it doesn't right now?

Erwin: Libraries aren't really like this.

Laughter

Arman: Yeah that's why I tried to ask for any - because this library is definitely an outlier than the average library.

Brad: I think, for my personal library, more community outreach, and things like that would be something more that I'd want more (1,experience mode:social 2,motive:external)

Arman: Something like Book Clubs?

Brad: Yeah Book Clubs, or just ways to get involved in the community. (1,action verb:to connect)

Jody: I think it'd be nice to have an art lab, like this but even more. Like with more interactive stuff for kids to hang out for longer periods of time or older kids too. So that they can rather

engage in a positive space rather than the bad things that kids can get into these days. A more creative outlet. (1,motive:external 2,situation:audience 3,parking lot:safe space for children)

Arman: This feels like a safe space for anyone that can come in.

yeah’

Jody: I think it’s great that they have a teen specific room. That’s like the age where they don’t normally want to go to a library. (1,motive:external 2,situation:audience)

Erwin: I think that they have to attract seniors more.

Arman: Is there anything in particular that you’d like to see?

Erwin: Well, in our city they don’t have a lot of computers, and most seniors, you know, if they are older than our generation, they never experienced computers. So, you know, classes. (1, motive:want;; experience mode:aspiration;; action verb:to learn)

Jody: Or like lecture series, or photography classes, that would be cool. (1, action verb:to learn)

Arman: Alright guys, thank you so much for your time