

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
MARCH 2012**

| # | Comment Slip/ Walk-In | Area of Concern | Date | Request Complaint/Comment | Assigned To | Response | Response Date |
|---|-------------------------------------|---------------------|----------|---|---|--|------------------|
| 1 | Let's Talk . . . Central Library | Library Services | 03/02/12 | Everything except the major PC / games distraction in the kid's area. Remove the computers and/or the ability to play games from the kid's section. | Debbie Walker Branch & Youth Services Coordinator | Debbie Walker responded via email as follows: I received the comment form you left regarding the computers in the Children's area. You asked that they, or the ability to play games on them, be removed. At the library we make it our goal to serve all of our customers' varying needs and we have found that the computers and the games we offer (which are carefully selected and screened by staff) are very popular. Customer usage surveys we have done of our website continually find that the game page has an extremely high number of "hits." In addition to using the games however, on a daily basis we observe parents and caregivers using the computers with children to assist them with homework and access the catalog to look for books and other materials. In the Youth Services department through our programming and other activities, including weekly storytimes, Summer Reading Program and craft clubs, we always emphasize books and other written material. We continually work to promote a balance between printed materials and the use of technology. Feel free to contact me if you have any other questions or concerns. | 03/02/12 |
| 2 | Let's Talk . . . Central Library | Customer Service | 03/07/12 | Jeremy Rodriguez was very helpful and pleasant. | Genesis Hansen Reference & Web Services Coordinator | Genesis Hansen responded via email as follows: Thank you for taking the time to fill out a comment card at the Newport Beach Public Library. We value your feedback. I am so happy that you are pleased with our Reference and Internet services, and that you received excellent service from Jeremy Rodriguez. We strive to provide excellent customer service at all times, and staff members like Jeremy are essential to our efforts. I've passed your kind comments along to Jeremy and his direct supervisor. Thank you again for taking the time to give us your feedback. | 03/19/12 |
| 3 | Let's Talk . . . Central Library | Customer Service | 03/21/12 | Hello, I'm a highly frequent user of the fantastic library services offered at the Main branch on Avocado Avenue. I think its a well run branch with plenty of desk space for patrons to get some work done with much needed QUIET TIME. But this week, i.e March 19th, 2012 has not been the same. There is plenty of construction related hammering noise that is quite disturbing. I do realize the work is much needed but at the same time some consideration has to be given to the patrons who use the library for studying / reading for various purposes as it defeats the basic premise of a QUIET PLACE called LIBRARY. I think the construction work involving the noise needs to be limited to a certain time of the day instead of the whole day. Please consider discussing this with the construction contractors and address these concerns. Thanks. | Melissa Kelly Support Services Coordinator | Melissa Kelly responded via email as follows: We are very sorry for the disruption caused by the current construction project. This week the noise is particularly loud as they are demolishing the exterior wall to accommodate the expansion of the Library. Unfortunately time and monetary constraints dictate the work be done during daylight hours. The crews do finish around 4:00pm each day and the construction noise stops. The library does stay open until 9:00pm Monday through Thursday which may be a better time for your use. We also suggest that customers seeking a more quiet environment visit our Corona del Mar Branch Library or one of our other Branches. Maps and information about the Branches can be found on our website or at any service desk. Thank you for using the Library. | 03/21/12 |