

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

#	Comment Slip/ Walk-in	Area of Concern	Date	Request Complaint/Comment	Assigned To	Response	Response Date
1	Let's Talk ... Mariners Library	Library Services	04/12/12	Great books available for me to read. Thanks! I would be interested in having a Community Bulletin Board so people can put events, good restaurants nearby, etc.	Heather Hart Branch Librarian	Heather Hart responded via email as follows: Thank you for the recent Library Comment Card left at the Mariners Branch Library. We like hearing that people enjoy our library and the good books we have to offer! You also suggested that we add a community bulletin board for public use. Unfortunately, we are restricted in the types of materials we display. This applies to all Newport Beach Library locations. The bulletin space we do have at the Mariners Branch is reserved for notices and materials that come through the City of Newport Beach, or through State and County government. Again, thanks for using the Newport Beach Public Library. Please feel free to contact me if you have any further questions.	04/12/12
2	Let's Talk ... Central Library	Customer Service	04/23/12	I really enjoyed Melody's story time last week. She does an excellent job in keeping the children entertained. I loved the fact that she is animated and humorous. You can see that she has fun sharing with the kids. Thank you.	Debbie Walker Branch and Youth Services Coordinator	Debbie Walker responded via email as follows: I received the comment form you wrote regarding Melody and her storytime. You mentioned that she was animated, humorous and kept the children entertained. I have shared your very positive comments with Melody. Thank you very much for taking the time to let us know. The staff here at Newport Beach Public Library always strives to provide our customers (of all ages) with the best experience possible. Again, your kind words regarding Melody and your use of the library are greatly appreciated.	04/23/12
3	Let's Talk ... Corona del Mar Library	Library Collection	04/26/12	Can you subscribe to the Financial Times Magazine? It is significant but pricey for an individual to buy.	Debbie Walker Branch and Youth Services Coordinator	Debbie Walker responded via email as follows: We do not currently have plans to purchase a subscription for the Financial Times for the CDM Branch. The paper is received at the Central Library and is also available full-text in our ProQuest Database. Proquest may be accessed in the library or at your home via the Library's homepage ( <a href="http://www.newportbeachlibrary.org/">http://www.newportbeachlibrary.org/</a> ) under the "Research" tab that includes links to all of the databases. Don't hesitate to ask the reference staff at CDM for assistance if you have any questions. We appreciate your use of the library.	04/26/12