

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
MAY 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	05/25/12	Excellent view and location. Great collection of periodicals and books. Excellent videos and audio books. Great foreign film DVD's. Digital connectivity is a fact of life. So, cell phone rooms to talk or take calls will be great service to customers.	Genesis Hansen Reference and Web Services Coordinator	<p>Genesis Hansen responded via email as follows: Thank you for taking time to fill out a comment form with your feedback for the library. We're so happy that you are pleased with our collections and services. Your suggestion for cell phone rooms addresses an ongoing issue of which we are always aware: how to balance the needs of our various customers to ensure the best possible experience for everyone. Our current policy allows customers to talk on their phones in the library so long as they keep the volume at a reasonable level and are not disturbing other customers. When there are complaints we do ask the person on the phone to take their call outside or to an area of the library where they will not be disturbing anyone. With the additional square footage that will be added to the Central Library this year we are excited to be able to explore some additional solutions, such as creating zones within the library where customers can use their phones without disturbing others. We are also looking at some furniture options that have sound-deadening properties to help keep conversations private. Our goal is to meet the current needs of our customers while preserving our flexibility to adapt to changing technologies and conditions in the future. We are confident that we will be able to offer enhanced services for our customers with the new space. In the meantime, if you need to take a call in the library, staff can direct you to locations where you are most likely to be able to converse without disturbing other customers. Thank you again for your feedback, and please don't hesitate to contact me if you have any further questions.</p> <p><i>The customer responded as follows: Thank you so much for a wonderful and detailed response to my feedback. It is a genuine demonstration of the commitment to customer service at NBPLs. Thank you for serious consideration and solutions to the ubiquitous cell phone use. Best wishes.</i></p>	05/30/12