

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS**

**JUNE 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	06/04/12	What have you done to your website and why? The procedure for searching and placing a hold has changed, for the worse. The James Brown CD I wanted is described as "non requestable", a term I have never seen before, with no reason given. The one change I hoped for is missing: phone number instead of lengthy, unmemorable bar code. Like you used to have. What on earth is going on?	Tim Hetherton Library Services Manager	Tim Hetherton responded via email as follows: Library Services Director Cynthia Cowell asked me to respond to you since I manage the Library's Circulation and Technical Services function. I'm sorry that you find the new Library website less than satisfactory. We launched the new site last February, driven by the Library's desire to make our online services easier to navigate, so our customers can quickly locate our many resources. The redesign is based on usability studies involving Newport Beach Public Library customers, as well as established best practices in website usability. New features include links to the library catalog and customer accounts from the front page of the web site, a site search function, and quick links to our eBook collection and subscription databases. It also should now be much simpler to find information about our special events, locations and hours of operation. The procedure for searching for items and placing holds remains the same as the previous site; the reason you are experiencing difficulties in placing a hold on the James Brown CD is that the status of that item is "claimed returned". A "claimed returned" status is placed in the library catalog for that item if a customer asserts that they have returned an item. The Library conducts a search at all branches for that item. If the item is located, it is checked in. If it is not located, the item is marked as "lost" and the Library replaces the item, either with a new copy or a similar replacement. The item is unrequestable because it is not presently available for circulation. Truly, there should not have even been a "place hold" button as the "claimed returned" status disables that function. In the spirit of good customer service, the Library will order a replacement of this particular CD immediately and place a reserve on it for you. We still use the Library bar code as a means for logging in to the site because it is a unique identifier that is solely associated with the customer's library account. Using a customer's phone number as a means of logging in is a less than ideal solution since anyone with access to another customer's name and phone number would be able to access that customer's account. We had at one time explored a log in solution in which customers created their own user name and password, which is used by most online retailers, but we felt that the current method was still the most convenient option for our cardholders. Again, we're sorry for any inconvenience you may be experiencing with the new site. Your input is much appreciated, and if you would like to discuss the issue in more depth, please feel free to contact me.	06/04/12