

**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

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1	Let's Talk ... Central Library	Library Services	07/19/12	Support. Set up table for folks to deposit just read best sellers and videos. Have a box to donate \$ to each most like movie type.	Tim Hetherton Library Services Manager	Tim Hetherton responded via letter as follows: Thank you for your recent suggestion regarding book, DVD, and monetary donations to the Newport Beach Public Library. You will be pleased to know that the Library already has a number of ways in which our patrons can contribute to the Library's collections or make a monetary donation. Books and DVDs can be donated to the Friends of the Library bookstore. If you prefer that donated items be added to the Library collection, please bring them into the Library Administration office and they will be evaluated by Library staff. Monetary donations can be made to the Newport Beach Public Library Foundation. Your interest in the Library is much appreciated. Please do not hesitate to contact me if you have further questions.	07/20/12
2	Let's Talk ... Central Library	Customer Service	07/19/12	Genesis was unbelievable in offering me assistance with her technical expertise in helping me transfer my television commercials from a DVD to a drop box account where a potential employer can view my portfolio of work. Jeremy also helped me view my work to make sure the site was working. They were great people - customer service you rarely see these days. Thank you again!	Tim Hetherton Library Services Manager	Tim Hetherton responded via email as follows: Thank you very much for your positive comments concerning our Reference Coordinator Genesis Hansen and Library Assistant Jeremy Rodriguez. It pleases us immensely to not only receive such positive comments about our staff, but also to learn that our efforts are making a difference in our customers' lives. It remains our goal to continue to provide a high level of service to all customers, and we appreciate the value the community places upon us.	07/31/12
3	Let's Talk ... Central Library	Central Library Building	07/30/12	Hello, Dear Madam Director. Are you aware the air conditioning system is about 10 degrees colder than it has been previously? Could someone check it? There are a few chairs where the fans blow right down on patrons. Today is crowded. Thank you.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: I am sorry if you found the building uncomfortable. The current construction has shut down some of the air conditioning vents and it is forcing more air through other vents. Over the next few months we will probably see continued fluctuations, but the system is supposed to be completely balanced when the construction is complete. For now, staff will continue to try and adjust the settings to make the building bearable. <i>The customer responded as follows: Thank you for the kindly courteous response Melissa, I thought as much. It was better yesterday. Thanks for looking after us.</i>	07/31/12

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4	Let's Talk . . . Central Library	Central Library Building	07/30/12	Hello Director, I am among those Newport Beach residents who are very happy about the Library improvements resulting from the Civic Center construction. I'd like to suggest two areas for improvement in the event that they are not already in the plan. First, the lighting in certain areas on the second floor needs a major upgrade. It is so dark in the temporary new non-fiction area for example that it is often hard to read the book covers. Secondly, the public bathrooms are in need of a facelift (if not more) and ideally should be brought to the same standard, look and feel as those in the new buildings. Many thanks.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: Thank you for sharing your thoughts regarding the Library construction project and needed improvements. The lighting in the areas closest to the temporary wall is definitely insufficient. The light fixtures that used to illuminate those areas are made to fit on longer ranges of shelving and did not work when we had to temporarily eliminate some sections of the shelving. We have looked into some temporary lighting, but have not been able to find anything economical that worked in the space. When the construction is complete we will not only recover light from the windows, but we will be able to put lighting back on the shelving. In regards to the restrooms, we appreciate your suggestion and recognize the need to make some changes. The additional space on the 2nd floor will house a new set of restrooms. When these are in place, we hope to be able to fund a renovation of the 1st floor restrooms to improve the look and functionality. Thank you for using your Library. <i>The customer responded as follows: Thanks Melissa. I appreciate the prompt feedback.</i>	07/31/12