

NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
AUGUST 2012

#	Comment Slip/ Walk-In	Area of Concern	Date	Request Complaint/Comment	Assigned To	Response	Response Date
1	Let's Talk . . . Central Library	Central Library Building	6/6/2012	The sprinklers on the lawn at the Central Library the one with the flagpole including those adjacent to the bicycle racks appear to be set to operate at around 9am. Although sometimes referred to as a "green" technology, bicycles actually do not require regular watering. Since visitors to the Central Library (some hopefully coming by bicycle) have been known to arrive as early as 8am to attend meetings in the Friends Room, it would seem to me both water-wise and more bicycle-friendly to set the sprinklers so they end their cycle before that time. Thank you.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: Thank you for bringing the sprinkler situation to our attention. With the construction project we seem to be having continual glitches with the the sprinklers. I will contact the landscapers today and ask them to adjust the timer in that area.	06/06/12
2	Let's Talk . . . Mariners Library	Library Services	08/06/12	Please consider a life commemerative display honoring Dr. Sally Ride.	Heather Hart Mariners Branch Librarian	Heather Hart responded via email as follows: Thanks for your recent comment card regarding a commemorative display honoring Dr. Sally Ride. While we do display books on a variety of subjects, unfortunately we will be unable to dedicate a display to her due to a lack of materials. We simply don't have enough items in the library system to sustain a display. Thanks again for using the library, please let me know if you have any further questions.	08/06/12
3	Let's Talk . . . Mariners Library	Mariners Library Furniture	08/16/12	For elderly patrons, a low stool with wheels so we can scoot along the aisles and see the books on the bottom shelves.	Heather Hart Mariners Branch Librarian	Heather Hart responded via email as follows: This is in response to your recent library comment form submitted at the Mariners Library regarding your suggestion to provide a low stool with wheels for elderly patrons. Because of safety and storage issues involved with wheeled stools, we have no plans at this time to provide additional stools. The library does have several low rolling stools for customer use. They can be pushed on wheels to the desired location, but do also remain motionless when in use. Please keep in mind that staff members are happy to assist in retrieving materials that may be out of reach on low or high shelves. Let me know if you have any further questions. Thanks for using the Newport Beach Public Library.	08/16/12

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4	Let's Talk . . . Central Library	Central Library Building	08/16/12	Hi Melissa, Are those Royal Palms out front getting a good soaking or might the construction company have shut down watering there or lessened it. I know we are having a hotter than normal summer but I have never seen them look that brown up in the leaves. If there is or was some interruption or will be, I feel certain they would come and accomodate you with their spray truck, which could even do the leaves. No need to respond. Just trying to be helpful to you and the environment we all lie in. The sage looks pretty good however.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: Landscape water has been a challenge throughout this construction project. We are constantly working with City landscapers and the Civic Center contractor to keep the water flowing, but there are hiccups at times. I'll ask the City's arborist to take a look at the trees to ensure that they are doing okay.	08/17/12
5	Let's Talk . . . Mariners Library	Library Services	08/20/12	Observation: Mariners Branch self-check out terminals have recently been adorned with a new sign: "Old Slow Machines . . ." My question is: Why is the cultural value of "Young Fast" eclipsing the cultural value of "Old Slow"? I would like to read the directions: Follow these steps (1) Place Card . . . Wait (2) Scan Barcode . . . Wait etc. Explain the machines operational range not its perceived limitations associated with its age and speed. Afterall these are relative judgements.	Heather Hart Mariners Branch Librarian	Heather Hart responded via email as follows: This is in response to your recent comment form regarding the self-check machines. The current signs will remain, as long as we find them to be effective. We are not making any commentary regarding the culture value of things old or new, we are simply stating a fact. The machines are old. They often cease to function as intended because people rush the process. Our previous attempts of just listing directions are not effective. Thanks for using the Newport Beach Library. <i>Heather Hart sent an additional email to the customer: As an addendum to this initial response, I am pleased to let you know that the signs have been removed. Also I wanted to let you know that the current self-check machines will be updated sometime in the spring of 2013. Thanks again for your comments, they are always welcome. Please do not hesitate to contact me if you have any further questions.</i> The customer responded as follows: Thank you for both of the responses to my observation regarding the self-checkout terminals at the Marina Branch. The decision to submit my thoughts did involve several days of consideration prior to writing down my experience. I contemplated the importance of my observation as it is apparent to me that the business of dealing with the public can be a challenging, if not sometimes a diminishing, experience. For that reason, I would like to amend my observation to include the following:	08/20/12

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5 con't						<p>I appreciate and respect the work the librarians and administrative staffs provide to the community at large. Specifically, I appreciate the assistance I receive for the most inane issue I might encounter. For example, "the scanner captures only a part of the image." Naturally, the first encounter with a new hardware installation requires a learning curve as not every nuance is obvious. That arrow in the lower left hand corner of the scanner did not catch my attention. My immediate orientation was to place it in the upper left hand corner. Although, the directions exist (e.g., the arrow), I am guilty of ignoring them in favor of my expectations. The assistance I received from the librarian on duty was immediate and precise - simply seamless. This example represents dozens of interactions I observe on a daily basis because I inhabit the library to study on a regular basis. The point I would like to convey is that I notice and acknowledge on a daily basis the many and varied interactions at the Mariner Branch, I appreciated the opportunity to provide an observation of my experience regarding the self-checkout terminals. In addition, I appreciated your responses. Not surprisingly, I was happier about the most recent. Again, I wish to convey to you and the entire staff my recognition and gratitude for the assistance provided to local citizens.</p>	
6	Let's Talk ... Mariners Library	Mariners Library Furniture	08/27/12	At the Mariners Library, please, please clean or replace the 4 chairs by the Internet sign-in. They are so filthy dirty I don't want to sit on any of them! I don't need to be contacted just get it done. There are plenty of used office furniture places to get "new" ones. P.S. Wood Arm Caps is best. P.S.S. The round tables need to be cleaned or refinished too.	Heather Hart Mariners Branch Librarian	Heather Hart responded via email as follows: This is in response to your recent comment card at the Mariners Branch Library. You had mentioned that the chairs near the Internet sign-in computer were dirty and needed to be cleaned or replaced. I am pleased to let you know that we have arranged for the chairs to be cleaned tomorrow evening. Thanks for using the Newport Beach Public Library, please feel free to contact me with other questions or comments.	08/27/12