

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

#	Comment Slip/ Walk-In	Area of Concern	Date	Request Complaint/Comment	Assigned To	Response	Response Date
1	Let's Talk . . . Mariners Library	Library Policy	9/6/2012	Complaint. Prohibit public political candidates from politicking in front of Library	Heather Hart Mariners Branch Librarian	Heather Hart responded via email as follows: This email is in response to your recent comment form submitted to the Mariners Branch Library. You asked that we prohibit public political candidates from politicking in front of the library. In order to comply with the State and Federal Constitution, we allow people to use designated areas in front of the library. Official library policy, adopted by the current Library Board, permits requests from the public to engage in Expressive Activity such as soliciting signatures for ballot initiatives, distributing leaflets or flyers, or providing information on matters of community interest. Such activities are allowed at all Newport Beach Library facilities. Thanks for using the Newport Beach Public Library, please feel free to contact me with any other questions or concerns.	09/06/12
2	Let's Talk . . . Corona del Mar Library	Library Building	09/06/12	I love how kid friendly the libraries are. The women at the desk, namely Janice and Haidee are incredibly kind and personable. They're from the CDM Branch. The air conditioning in the CDM Branch. It can be very uncomfortable during events like Storytime when there is no or little air running through the building.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: Thank you for your comments about the Corona del Mar Branch Library. We are glad that you have found the library and staff friendly and kind. We will certainly pass that compliment on to Janice and Haidee. I am sorry that the warm weather has made the building uncomfortable at times. In the past, we looked into the feasibility of installing an air conditioning system in that building, but found that the cost is prohibitive in relation to the number of days that it would be used. Generally the outside coastal atmosphere keeps the building temperatures comfortable, but we will look into some cost effective cooling options for the future.	09/11/12

#	Comment Slip/ Walk-In	Area of Concern	Date	Request Complaint/Comment	Assigned To	Response	Response Date
3	Let's Talk . . . Central Library	Library Policy	09/07/12	Would it be possible to put "Silence" signs at various locations in the library? Clearly some people don't know how to behaveright now a man and a woman are having a conversation at the top of their lungs in the 'Quiet Study Room'. Yesterday some idiot had a 25 minute long phone conversation. Why can't they step out? Please have somebody look into it, as many students come here to study and are very sensitive to noise and distraction. Thank you.	Genesis Hansen Reference and Web Services Coordinator	Genesis Hansen responded via email as follows: I'm sorry for the distractions you are experiencing. While we do allow quiet talking in some areas of the library, the Quiet Reading Room is not one of them. Unfortunately, since the Quiet Reading Room is at a distance from the Reference desk we don't always know when someone is violating the policy. We do walk through the area periodically, but don't always catch people "in the act." If anyone is disturbing you in that area, or talking loudly in any other area of the library, please don't hesitate to let the staff at the Reference desk know and we will promptly take care of the issue. We have tried various forms of signage, but in general find that people ignore or just don't see them, so the best way to handle situations like this is to have staff intervene. When our new library expansion opens, we are also looking into the possibility of having designated areas for people to talk and use phones so that other areas of the library can maintain a quiet atmosphere for study. Please don't hesitate to contact me if you have any further questions or concerns.	09/07/12
4	Let's Talk . . . Central Library	Customer Service	09/17/12	I have been coming here for many summers and this has been the best one. Your resources are outstanding and the staff is very courteous and helpful.		NO CONTACT INFORMATION GIVEN	
5	Let's Talk . . . Central Library	Computer Services	9/19/2012	You need to repair these #\$\$% computers now! To whom It may concern and whomever does these public computers! I cannot get any connection to my bank's website emails! And now thanks to this glitch, I will have to write and call them personally indeed! I keep getting a blank page that says "page cannot be displayed." I need to contact whomever I need at the exact time that I need to contact them! You fix this problem and your "staff" people also need to stop making excuse after stupid lame excuse of how they "just" can't do anything about it! Total #\$\$% indeed! Good Day!	Genesis Hansen Reference and Web Services Coordinator	Genesis Hansen responded via email as follows: I'm sorry you are having trouble with our computers. Can you please tell me which site or sites you are having trouble accessing? I will investigate with our IT department. We will address any issues providing access on our end, and if it appears that the problem is on the bank's side we will let you know. <i>This comment was submitted through the website contact form. Genesis Hansen received a notification when she sent the email above stating that the email was undeliverable as the address provided by the customer does not exist. She attempted to look up the customer in Millennium by name and email address, but was unable to find a record that matched the information provided on the contact form.</i>	09/20/12

#	Comment Slip/ Walk-In	Area of Concern	Date	Request Complaint/Comment	Assigned To	Response	Response Date
6	Let's Talk . . . Mariners Library	Library Services	09/20/12	As the Librarians finish a shelve, putting stickers in the books, give them a ticket for a free movie.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: Thanks for taking the time to notice all of the work that the staff is doing in order to get our collection tagged for the RFID system. We appreciate your suggestion for rewarding the staff as we plod along. The staff will be celebrating the progress as we go along and enjoy a reward at the end of the project.	09/25/12
7	Let's Talk . . . Central Library	Library Services	09/20/12	I do not like the none alphabetical system you have for the rental movies.	Tim Hetherton Library Services Manager	Tim Hetherton responded via letter as follows: Thank you for your recent comments concerning our new arrangement of our DVD collection. We switched to shelving DVDs by genre over the summer. Our goal was to make it easier for customers to browse the shelves and locate a movie that they are interested in by genre. The idea is that a customer who is looking for a particular film can look the film up in the catalog, or ask staff member, while a customer who is not sure of what they want to view can browse the shelves. With this new layout, we hope to enhance our customer's experience at the library by exposing them to a variety of films and still giving them the ability to locate a particular film. We also wanted to emulate the serendipity one experiences when browsing the shelves at a video store. We appreciate your feedback on this new set-up. What do you dislike about this change? Is there anything we can do to improve your experience when looking for DVDs? Please do not hesitate to contact me.	09/25/12
8	Let's Talk . . . Central Library	Library Building	09/25/12	Difficult to pinpoint - great facility and fantastic staff. Shade trees in the parking lot? Most important, I have been forced to leave early because the temperature is "freezing." Please turn down the A/C.	Melissa Kelly Support Services Coordinator	Melissa Kelly responded via email as follows: Thank you for taking the time to comment about the Central Library building and staff. We appreciate your kind words. I am sorry that you have been uncomfortable in the building lately. We are experiencing some difficulties with the air conditioning and ventilation system. Some of the problems have arisen with the construction and some are from the age of the system and the building. The controllers on the vents are slow to open and then slow to close again, therefore putting out a great deal of cold air at once. Fortunately the City has budgeted the funds to have the system replaced in the coming months which will enable us to have a better control over the temperatures and air pressure in the building. Thank you for using your Library.	09/25/12

#	Comment Slip/ Walk-In	Area of Concern	Date	Request Complaint/Comment	Assigned To	Response	Response Date
9	Let's Talk . . . Mariners Library	Library Building	09/25/12	It's always a Zen moment for me inside the library. Please purchase sun shades for the Mariners Branch at front; blind sun.	Heather Hart Mariners Branch Librarian	Heather Hart responded via email as follows: Thank you for taking the time to give us your comment about the Library. The decorative windows on the front of the Library were designed to allow natural light into the library without a constant glare, however at certain times of the year the light does shine in brightly. Given the design of the windows and the building we are not able to add non-glare film or shades to these windows. Thanks for your use of the Newport Library system, please let me know if you have any further questions or comments.	09/25/12
10	Let's Talk . . . Mariners Library	Library Building	09/26/12		Melissa Kelly Support Services Coordinator		09/26/12