

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

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p style="text-align: center;">COMMENT</p>	<p style="text-align: center;">RESPONSE</p>
<p style="text-align: center;">1 <u>11/14/2012</u> <u>Website Email</u> <u>Melissa Kelly</u> <u>Support Services Manager</u> <u>11/15/2012</u></p>	<p>I don't know if the heater is broken or if its intentional that you have the air conditioner on full blast when it's winter but the library is unbearably cold. Several people have expressed how they would like to visit the library but its too freaking cold to even go unless you have gloves on. Please correct the issue for the communities' sake.</p>	<p><u>Melissa Kelly responded via email:</u> 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. The City is currently working on getting the control system replaced in the coming months. This will enable us to have better control over the temperatures and air pressure in the building.</p>
<p style="text-align: center;">2 <u>11/15/2012</u> <u>Website Email</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>11/15/2012</u></p>	<p><u>Initial email received from Customer on 11/15/2012 at 1:26pm:</u> It appears that after being exposed to more than one infection I seem to have gotten several fE-mail placed on a RISK list which now BLOCKED me and unlawfully sensed me from valuable International financial sites, Commercial business contacts, and other research from which I derive pay from. I merely changed to the handle of one of my contacts for a few minutes and confirmed this more than a few times already. Since this several of my contacts have had their E-mail intercepted and have had to report these to IC3 internet crime like myself. I am not sure what to make of it but I suspect keylogging, or certain computers are observed by some third party who disregards federal letters that come and go from my online activities. Be it known that certain sensitive related data and facts if spied upon by gossipy intern somewhere ought to never be commented on BEFORE the Federal Government decides. There has been no other recent activity but a few picture taker's which upset me from the Mariner's Library which I asked to siese and desist otherwise Librarian on Privacy violations. I took a picture of the vehicle and passed in through to the authorities. What could I do about my Library identification. Might I change my Library number altogether? Would this give this a break or would I have to go to an outside agency to get me off some Black list of sorts which is encroaching on my civil liberty?</p> <p><u>Additional email was sent by this same Customer on 11/15/2012 at 1:45pm:</u> I am a private contractor for a person who also comes to this Library to do course research. I am in no way *related to this gentleman but on a professional level. In this capacity does not allow that person nor any other to ask a Librarian about what I am doing, neither would it be wise for any Librarian to interfere with MY use of government computers to file a sensitive report to my contacts. Outside of the previous message sent under my middle name I do not want to think that the E-mail handle has been intercepted by some third party or my business associate. Three handles are the only one's affected and it brought me to a black list grid to track. I just want to rule out wether it was through the use of an infected computer and or a random situation. How do you refer card holders in a case like this. Should I change my Library card number? Is it possible that someone could have keylogged without detection from your network?</p>	<p><u>Tim Hetherton responded to both comments via email:</u> If you have reason to believe that your Library account has been compromised, you should obtain a new card. Apply in person at any one of our 4 locations and provide identification, such as a current California driver's license. Library staff is mandated by California state law (California Government Code § 6267) to maintain the confidentiality of our customer's library card registration and circulation records. Library staff does not have access to any records regarding our customer's online activity, and our print and public computer management software, CASSIE, is configured so that that browser caches, cookies, and saved documents are cleared when users log off the network. However, since the Library's computers are a shared public resource, we advise users that they have no expectation of privacy and, therefore, any information or data viewed or stored on library computers may be accessed by others. While illegal activities or any other activities that are intended to interfere with or disrupt network users, services, or equipment are prohibited, the only method to completely maintain privacy is to avoid typing your credit card number or any other financial or otherwise sensitive information into any public computer.</p>

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<p align="center">3 11/14/2012 Website Email Melissa Kelly Support Services Manager 11/15/2012</p>	<p>Morning, is it possible to get a new card with the old numbers? My dh lost my card and the number is embedded in my brain and hate the thought of learning a new number again...please-please.</p>	<p>Melissa Kelly responded via email: I appreciate the fact that you are such a loyal user that your library card number is embedded in your brain. Unfortunately, we are not able to issue a new card with the old number. Each card comes with a unique number and the system will not duplicate them. If you think there is a possibility that you will find the old card, you can simply use other identification to check out materials at the Customer Service desk until it reappears. If the card is truly gone, we need to mark it in our system as "lost" to prevent anyone else from using it. If someone found your old card, they could use it to check out books and movies in your name, making you responsible for any late fees. We would not want that to happen to you. There will be no charge for a replacement card. Please feel free to contact me if you have any other questions.</p>
<p align="center">4 11/12/2012 Website Email Tim Hetherton Library Services Manager 11/13/2012</p>	<p>On 11/12/2012 Customer emailed: When I tried to renew my book it said "on hold", instead of renewal with the new due date. What do I do? I do not want to be fined since I attempted to renew the book. I am halfway thru the book and would like to finish it. Thanks for your help.</p> <p>On 11/13/2012 Customer responded back to Tim Hetherton's reply email: Thanks very much for all your help and quick response to my question. It's always nice when you encounter someone who really does their job well. It was very much appreciated! Sincerely.</p>	<p>Tim Hetherton responded via email: Sorry for the inconvenience. There was an issue with our automated catalog. I was able to renew the book as there are multiple copies available. I went ahead and also renewed the other book just in case. Thanks for your patience.</p>
<p align="center">5 11/11/2012 Website Email Andrew Kachaturian Librarian II 11/13/2012</p>	<p>On 11/11/12 Customer emailed: I enjoy using your online tools to place holds on books that I'd like to read. The system works well for me. Because I'm getting ready to go out of town, I looked at my list and noticed I was getting near the top of the list to get some books. I put a "freeze" on these holds thinking that meant others would go ahead of me while I was out of town and then I could "unfreeze" the books when I came back. Unfortunately I guess "freeze" means "delete" and books that I was looking forward to reading are now not on my list and I need to go to the back of the line again. Did I misunderstand what "freeze" meant?</p>	<p>Andrew Kachaturian responded via email: You have the correct idea regarding what a "freeze" is, but it sounds like something may have gone wrong for you. When you freeze a request, it still moves up the list for you, but will not be trapped for you until you un-freeze it. You'll notice that there are times when this feature is not available such as when a title is ready for pickup, or when an item is available on the shelf. At the moment, I still see 4 holds on your account and Wild is ready for pickup, leaving 3 others you're still waiting for. In order to freeze a title, you want to check the box on the right and click on Update List below. From what you have stated, it sounds like you may have accidentally clicked on the checkboxes on the left and clicked Update List, which allows you to cancel existing holds. If it looks like some of your holds were accidentally canceled and you would like to replace them, please get in touch and we'll help you out with replacing the holds. Hope that helps.</p>
<p>Continued from Comment 5 11/13/2012 Website Email Andrew Kachaturian Librarian II 11/14/2012</p>	<p>Customer responded back to Andy Kachaturian as follows: Thanks for clarifying. I checked both the left hand side and the right side "freeze", so I guess the three that I tried to freeze were cancelled. I didn't freeze the 4 below because I didn't think my turn would occur before I returned. "Wild" can go to the next person. I stopped by the library to pick up a hold on Saturday and then that evening I was notified "Wild" was available - bad timing I guess.</p>	<p>Andrew Kachaturian responded via email: Thanks for letting us know about Wild- I'll take care of that. Is there anything you'd like me to place back on hold for you? Thanks.</p>
<p>Continued from Comment 5 11/14/2012 Website Email</p>	<p>Customer responded back to Andy Kachaturian as follows: You've been very helpful Andrew and it's one of the reasons I love the Newport Beach library. I'll put my selections back and wait my turn again - not really a problem since we're talking about free loans of books from the library!!! Surely the best deal in town. Thanks again for your help and I'll be more careful if I want to freeze my place in line!</p>	