

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JANUARY - FEBRUARY 2013**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p><u>1</u> <u>1/4/2013</u> <u>Comment Form - Letter</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>2/12/2013</u></p>	<p>Why not use your Community Room so that people could check out CD's and a boom box and listen while they read? You might need a glass door. Sincerely.</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thanks for your recent letter suggesting that we use our Friends Room as a venue for customers wanting to listen to CDs. Although we have no plans to offer this service, the good news is that all of our public computers and laptops have CD drives that enable our customers to listen to music or view DVDs. You can bring your own headphones, or you can purchase an inexpensive set at the Reference Desk on the second floor of the Central Library, and use them to enjoy recorded music. Best Regards.</p>
<p><u>2</u> <u>1/28/2013</u> <u>Comment Form - Card</u> <u>Natalie Basmaciyen</u> <u>Adult Services Coordinator</u> <u>2/7/2013</u></p>	<p>Beautiful architecture selection of DVD's. Great personnel. Overall atmosphere of peace and beauty and the glorious selection of books. Please reconsider your animal policy. Many people are allergic to animals and only ADA service animals should be allowed by law. Recently a conundrum of "permits", "certs", "licenses" etc. have appeared which designate the animals as "service" animals. ADA clearly states that <u>No</u> mental condition (e.g. paranoia, agorophobia, etc) is a service animal condition. During a recent visit to your NB branch we observed a "service" animal with 'out of state' certs, sitting on top of a writing desk in the CD area. Needless to say, this poses a contamination issue for the next patron who used the desk. Please look up the definition of "service" animal. These are federal guidelines which allow the owner to <u>register</u> the animal and potentially utilize a tax deduction on their federal and state taxes. At this point, there is a potential the City/Library will be liable for dog bites, contamination, etc. from "non-service" animals who might urinate or otherwise cause issues to patrons. It certainly causes consternation among patrons who have allergies and/or own pets which they don't bring in on false pretences. Thank you for your time, consideration of this topic and your fabulous libraries.</p>	<p><u>Natalie Basmaciyen responded via email as follows:</u> I spoke with the customer this morning regarding her customer comment card we received on 1/28/13. She was pleasant, conversant and well-versed in the ADA guidelines. Her main concern was that she had seen this particular dog urinate and defecate outside the building before being placed on the Popular library desk. She also stated that the dog had open sores and appeared physically unwell. She spoke with her general counsel at her place of employment, and was informed that the ADA guidelines were updated, unbeknownst to her. She and I reviewed the policies at length, including the right to use miniature horses as service animals. She realizes that we live in a "permissive society" and "how very difficult the ADA policies are now." She wishes the ADA would revise the policies, since people can purchase fake tags and service animal vests online which she has verified. She finished the call by saying, "Your library is the best part of Newport Beach," and "my family is an anonymous annual donor."</p>
<p><u>3</u> <u>1/28/2013</u> <u>Comment Form - Card</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>2/12/2013</u></p>	<p>7 day services. 1) Update Adobe Flashplayer to 11.5 version. PBS including frontline documentaries won't run with the current version. 2) Update Foxfire version.</p>	<p><u>Tim Hetherton responded via email as follows:</u> We received your comment to us regarding the updating of our public computers, specifically Flash and Firefox. These are among the updates that our City IT Department maintains on our public computers throughout the year. I shared your concerns with our IT department and they verified that the public computers are being updated on their regular quarterly schedule. Software updates must be performed individually on each computer so our IT department can only commit to quarterly maintenance as this is a very time-consuming process. Thank you for taking the time to write to us. Please let me know if you have further concerns. Best regards.</p>
<p><u>4</u> <u>1/28/2013</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Youth Services / Branch Coordinator</u> <u>2/19/2013</u></p>	<p>Good afternoon! We wanted to say thank you for your page, http://www.newport.lib.ca.us/kids/help, all the way from Lexington, Nebraska! My Environmental Youth Group found your resources to be quite helpful for their fun project they are working on! As a thank you, the group would like to suggest another page: "Chemistry Behind Cleaning" http://www.bbcleaningservice.com/office/chemistry-behind-cleaning.html They were hoping that you could include this on your site! I think it's a great page filled with a lot of valuable educational material. It's so important to innovate young minds so I'm glad they encouraged me to e-mail you, it shows me that they actually care! :) Thank you again and if you do decide to add it, please let me know...they would be delighted to see it up! Have a wonderful Monday!</p>	<p><u>Debbie Walker responded via email as follows:</u> Thank you for your interest in the Newport Beach Public Library website. We appreciate your suggestion but we are unable to post a link to http://www.bbcleaningservice.com/office/chemistry-behind-cleaning.html on the library website. Newport Beach City policy prevents us from adding links to our website at the request of third parties.</p>

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<p><u>5</u> <u>2/4/2013</u> <u>Comment Form - Email</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>2/5/2013</u></p>	<p>Hello, I am the CEO of www.jobapplicationcenter.com. I am writing with regards to your directory of career and job search sites located on your website here: http://city.newport-beach.ca.us/nbpl/LibraryReference/JobSearching.html. I am writing on our behalf to request that we be added to your list under "Top Job Searching and Career Research Websites". Just as our website name suggests, we are a free online resource helping individuals find specific information and advice on how to apply online and offline to every major company in the U.S. Individuals coming to our site can search a database of over 1500 articles each tailored to a specific company they may be interested in. We have many pages with information to companies specific to New Port Beach and California job seekers. If someone from California is looking for a specific job for instance, they can easily resource information about those companies of interest. Instead of just searching job openings, our resources allow the more aggressive job seeker to find information on applying directly to the specific company they want to target. All of our resource material is written by experts in that particular field and all of it is free to use. We are currently developing over 2500 pages of brand new content as we expand our site. Currently there are over 100 colleges, libraries and government sites listing us as a job resource including The University of Tennessee, The University Of North Carolina, Arizona State University, and San Diego State University, as well government sites in California, Michigan, Florida and New Hampshire. If you would like any additional information about our company and our on going development, please do not hesitate to ask. Best regards and thank you for your consideration.</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thank you for your interest in Newport Beach Public Library. We appreciate your suggestion but we are unable to post the link to www.jobapplicationcenter.com on the Library website. Newport Beach City policy prevents us from adding links to the website at the request of third parties. Thanks.</p>
<p><u>6</u> <u>2/5/2013</u> <u>Comment Form - Email</u> <u>Jana Barbier</u> <u>Cultural Arts Coordinator</u> <u>2/6/2013</u></p>	<p>Hello. We are two local musicians looking for opportunities to perform a unique program of music that involves classical guitar and the Pipa (a chinese stringed instrument). Our repertoire includes arrangements of well known pop songs, classical compositions, film scores, chinese songs, and original works. If there is any room to share our music in your schedule this year we would love to perform it. Thank you for your time! Best.</p>	<p><u>Jana Barbier responded via email as follows:</u> Hello. Thank you for your inquiry on performing for a Sunday Musicale. Can you provide a little more information on your ensemble? A description, and perhaps information on past performances, audition tapes or recordings? I can listen via email too if that works. Our next series of Musicales will begin in September, 2013 and run through March of 2014. I plan to review submissions for performances toward the end of next month, and will set next year's schedule at that time. Thanks again!</p>
<p><u>7</u> <u>2/7/2013</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Youth Services / Branch Coordinator</u> <u>2/7/2013</u></p>	<p>Hi. I came across your page: http://www.newportbeachca.gov/nbpl/Children/parents.htm while researching a new guide for our college student resource site, DegreeJungle.com. I found a broken link on your page that you may want to remove or update as your visitors are currently being sent to a page that no longer exists: http://school.discovery.com/schrockguide/ I am a researcher for DegreeJungle.com, a site I think would be a nice additional resource for your page and visitors. We've put together an in-depth guide on eliminating distractions for more effective study sessions. http://www.degreejungle.com/guides/the-ultimate-guide-to-conquering-distractions-and-graduating-top-of-your-class. It would be wonderful if you added this helpful page from our site to your student resources. Thanks so much for your time and consideration.</p>	<p><u>Debbie Walker responded via email as follows:</u> We appreciate your interest in the Newport Beach Public Library and our Children's web page. We do appreciate your suggestion but are unable to post the link to http://www.degreejungle.com/guides/the-ultimate-guide-to-conquering-distractions-and-graduating-top-of-your-class on the library website. Newport Beach City Policy prevents us from adding links to the website at the request of third parties.</p>

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<p><u>8</u></p> <p><u>2/11/2013</u></p> <p><u>Comment Form - Card</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>2/12/2013</u></p>	<p>Main. Web. Place a "Cancel" or "Exit" button to log off site on laptop to be able to go on your computer!!</p>	<p><u>Tim Hetherton responded via email as follows:</u> I received your comment regarding the use of the library laptops. If I understand your suggestion correctly, the feature that you are looking for actually does exist. Our desktops and laptops use a PC management software which is what you sign into when you enter your library card number and password. When you are ready to end your session, just click on the toolbar that displays your time and click on the Log Out button there. That will free your library card number from the system so that you can log in again elsewhere. If you simply shut down the laptop (or desktop), it will keep your card number in use. I hope this information helps. If this is unclear, please just check with our Reference staff and they can more fully demonstrate how this works. Thanks</p>
<p><u>9</u></p> <p><u>2/15/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>2/15/2013</u></p>	<p>Hello, I was wondering if you could tell me how you actually order books for the library, what channels you order from, so that I can pay and have my work done so that maybe I could get my work into the library someday hopefully. I have them in paperback on Amazon.com and more places. I make paperback books at Createspace and Lulu, and I'm just getting started at Lighenting Source, and I'm wondering how to get my titles into the right channels for libraries.....I would appreciate any help you could give me, thank you very much.</p>	<p><u>Tim Hetherton responded via email as follows: email bounced back as an undeliverable message to email address provided by customer:</u> Thanks for your question. Newport Beach Public Library orders materials from all three of the major library vendors: Brodart, Ingram, and Baker & Taylor. We use these vendors because they also process and catalog the materials for the Library, and because we receive discounts based on the amount of materials we order. We will buy materials from other vendors, such as Amazon, but we do this only when they are the sole source for the item. The Library's staff of professional librarians select materials in quantities sufficient to meet current demand. Selection is based on knowledge and interpretation of the borrowing preferences and patterns of our cardholders, expressed in circulation statistics and borrower profiles. Selection is also responsive to the following: customer requests; advance notice of publicity and advertising campaigns; seasonal demands; special programming needs; local, national and international events; major prize awards; curriculum requirements for local schools; favorable reviews in professional reviewing media and in popular media. I hope this is helpful. Best regards.</p>
<p><u>10</u></p> <p><u>2/19/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>2/19/2013</u></p>	<p>Do you take donations of books or DVDs?</p>	<p><u>Tim Hetherton responded via email as follows:</u> The Library does indeed accept donations of books and DVDs. They can be donated at any Library location or directly to the Friends of the Library bookstore at Central Library. Please let staff know if you would like the Library to consider adding the books and DVDs to our collections. If we decline to add the materials, we will return them to you, or request your permission to sell them at the Friends of the Library bookstore. Also, the Library will provide a receipt for tax purposes if we add the items or if they are donated to the bookstore. Thank you</p>