

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

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p align="center">1 <u>2/11/2013</u> Comment Form - Card Tim Hetherton Library Services Manager <u>2/25/2013</u></p>	<p>Everything. Need another scanner at each library esp. Main NB Lib. Mariners scanners has been broken for 2 months. Main is often busy with large work and others waiting.</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thank you for your recent comments regarding scanners at the Library. The scanner at the Mariners branch was repaired and recently returned from the service center. It took longer than we would prefer to resolve this issue but we are glad the machine is back. The Library is considering adding scanners to the Corona del Mar and Balboa branches, so this may possibly reduce the usage of the machines at the Central and Mariners locations and increase their availability in the future. Thanks again.</p>
<p align="center">2 <u>2/25/2013</u> Comment Form - Card Debbie Walker Youth Services / Branch Coordinator <u>2/28/2013</u></p>	<p>Mona was so helpful and patient. She helped me find 20 country books for my students and was so positive. Thank you Mona.</p>	<p><u>Debbie Walker responded via email as follows:</u> I received the customer response form you left praising Mona for all of the help she gave you recently in finding country books for your class. You mentioned how helpful and positive she was. I have shared your compliment with Mona. As a supervisor, we are always very happy to receive such praise for our staff and really appreciate the time you took to leave your comment. The entire staff at the Newport Beach Library strives to offer excellent customer service. Again, thanks for taking the time to let us know about your library visit and interaction with Mona.</p>
<p align="center">3 <u>2/26/2013</u> Comment Form - Email Tim Hetherton Library Services Manager <u>3/4/2013</u></p>	<p>Ahoy Library People, Greetings from Tracy, California. Bob has loved libraries since he was a kid in a small town in Iowa. For the past several years, he has checked out and read more than 200 novels a year, plus a bunch of non-fiction books. Keep up the great work! Inspired by Count von Count of Sesame Street, we have cranked out a new 76-page math eBook called Counting Alakazams 01: Count Objects in Arrays. You can download it and other Bob & George eBooks as PDF files, Word files, or both at: http://i-a-e.org/downloads/cat_view/86-free-ebooks-by-bob-albrecht.html It is AOK to put our eBooks on your website and allow people to download them. If you do, it would be lovely if you would tell us about it by sending email to starshipgaia1@msn.com. Thanks. Counting Alakazams 01: Count Objects in Arrays [Array? Example: TIC TAC TOE grid.] This 76-page eBook was inspired by Count von Count of Sesame Street. You can download it free as a PDF file or Word file or both. This eBook is intended for teachers of mathematics at all grade levels. It is about counting objects in square and rectangular arrays of tiny squares. Array? A TIC TAC TOE grid is an array. A chessboard is an array. The objects to be counted are squares and rectangles. Counting is one of the foundations of mathematics. Counting is fun Chapters: Rectangular and Square Arrays, Count Squares in Square Arrays, Count Squares in Rectangular Arrays, Count Rectangles in Square Arrays, Count Rectangles in Rectangular Arrays, Algebraic Alakazams, and Problems for You to Ponder. As your students play through this book, they will encounter many Your Turn activities followed by Answers. Immediate feedback. This is a free book. It is AOK for you to give snippets or the entire book to students, teachers, tutors, parents, grandparents, et al, et al. You can easily edit the Microsoft Word version. May dragons of good fortune dance on your keyboard. Up, up, and array!</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 Counting Alakazams 01: Count Objects in Arrays on the Library website. Newport Beach City policy prevents us from adding links to the website at the request of third parties. Thanks.</p>

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<p><u>4</u></p> <p><u>3/7/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Debbie Walker</u></p> <p><u>Youth Services / Branch Coordinator</u></p> <p><u>3/8/2013</u></p>	<p>To: Children's Librarian; With ebooks growing in popularity and use, I'd like to suggest that my series of middle-grade novels (The Philip and Emery Series; approx. 70 pages each in length) be considered for inclusion in your children's ebook collection. The ebooks are inexpensive and suitable for ages 8-11. Below you will find brief descriptions of each book. I'd be happy to provide you a complimentary copy of PHILIP AND THE HAUNTED HOUSE, currently a finalist for children's ebook of the year (Epic Awards) if you'd like to get a sense of the series. Thanks very much for your time, and I look forward to hearing from you.</p> <p><i>Customer responded as follows: Thank you very much, Ms. Walker.</i></p>	<p><u>Debbie Walker responded via email as follows:</u> I received your e-mail describing your children's book series (Philip and Emery). The majority of our ebook purchases are done through a consortium (Overdrive) and we are building a small collection with Axis 360. I asked staff to review your series and our children's fiction selector did decide to purchase a copy of Philip and the Haunted House for our Axis 360 collection at this time.</p>
<p><u>5</u></p> <p><u>3/19/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Debbie Walker</u></p> <p><u>Youth Services / Branch Coordinator</u></p> <p><u>3/19/2013</u></p>	<p>Sorry to bother you, but my name is Heather and I noticed you've included some great study help resources on your "Homework Help" page (http://nbpl.newport.lib.ca.us/teens/homework), and I wanted to suggest another useful service and student favorite. With Chegg Homework Help, students get instant access to over two million step-by-step tutorials, a 24/7 "Ask an Expert" service answered by professors and trusted subject experts, and free tools like our flashcards app and searchable glossary. It's no wonder we've recently been named the #1 homework help provider by Student Monitor (2012). It would be great if you could include us as a resource as well since I imagine your visitors would enjoy learning about a new expert homework help service for every subject. You can check us out here: http://www.chegg.com/homework-help. Let me know if you have any questions about us—I'd be happy to answer them. Thanks!</p>	<p><u>Debbie Walker responded via email as follows:</u> Thank you for your interest in the Newport Beach Public Library and our Homework Help resources page. We appreciate your suggestion but we are unable to post the link to www.chegg.com/homework-help on the Library website. Newport Beach City policy prevents us from adding links to the website at the request of third parties.</p>
<p><u>6</u></p> <p><u>3/19/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetheron</u></p> <p><u>Library Services Manager</u></p> <p><u>3/20/2013</u></p>	<p>I was asked to generate a 4 digit PIN when I signed up and can usually manage to remember it. I used to be able to sign in with that number. Is there something so valuable in the Library that it requires more security than my bank? The requirement to enter the 14 digit # seems to be wrongheaded both in convenience and in actual security since most people will have stored it with their passwords and have to decrypt or otherwise expose their other passphrases to obtain it.</p>	<p><u>Tim Hetheron responded via email as follows:</u> As the Library's Technical Services Coordinator, Library Director Cynthia Cowell asked me to respond to your question about our web interface. Thank you for taking the time to contact us and please accept our apologies for any inconvenience you may be experiencing with our services. We use the Library bar code as a means for logging in to our online catalog because it is a unique identifier that is solely associated with the customer's library account. It is also necessary to use the library barcode to authenticate our cardholders so they can use our subscription databases. We did explore a software solution that would allow customers to set their own user ID and password. However, the software did not integrate properly with our library automation system, so we continue to use the current method as that has proven to be the least confusing to our customers. Another issue is security. We do strive to preserve the security of our customer accounts. Although no one could access your bank or credit card information through our system, we believe you and all of our customers have a right to keep your account information, reading and viewing records confidential and we protect your privacy to the best of our abilities. This is a value we have, but it's also required by state law. Again, we're sorry the inconvenience. Your input is much appreciated, and if you would like to discuss the issue in more depth, please feel free to contact me. Thank you.</p>