

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

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>1</u> <u>3/27/2013</u> Comment Form - Card <u>No Contact Information Given</u>	I think it is a wonderful thing that you have video games for check out. Thank you for that and for giving us the option to hold. Simply awesome!	No Contact Information Given
<u>2</u> <u>3/29/2013</u> Comment Form - Card <u>Debbie Walker</u> <u>Youth Services / Branch Coordinator</u> <u>3/29/2013</u>	Hello, I would like to introduce myself to you. I am the Editor and Publisher of Macaroni Kid Newport Beach-Costa Mesa. Macaroni Kid is a free website and free weekly e-newsletter that dishes the scoop on the best events for kids and families in our community. I think that your business would be an ideal fit for Macaroni Kid and our subscribers. Macaroni Kid loves to spread the word about community businesses that make life easier for busy families. We currently reach tens of thousands of parents in and out of Orange County, especially in the Newport Beach-Costa Mesa area and 95% of those are moms with 2 or more children. This is the target audience for your business! I would love the opportunity to discuss with you the possibility of promoting and supporting your business throughout the Macaroni Kid community. Please let me know if you would be available to do so. I look forward to hearing from you. Thanks	<u>Debbie Walker responded via email as follows:</u> I received your e-mail regarding the Macaroni Kid website ( <a href="http://newportbeachca.macaronikid.com">http://newportbeachca.macaronikid.com</a> ). Although it sounds like a good resource for parents and children, Newport Beach City policy prevents us from adding links to our website at the request of third parties. We do appreciate your interest in the library and our library customers and wish you success with your e-newsletter.
<u>3</u> <u>4/1/2013</u> Comment Form - Email <u>Tina Watson</u> <u>Office Assistant</u> <u>4/2/2013</u>	Is it possible to rent a room at the library in order to give a free educational seminar to members of the community?	<u>Tina Watson responded via telephone as follows:</u> I explained the policy for renting the Library's Meeting Room for seminars. I also gave the customer information about meeting rooms located in other City facilities that may be available for their group to reserve for seminars, along with the contact names and phone numbers for those locations.
<u>4</u> <u>4/22/2013</u> Comment Form - Email <u>Elaine McMillion</u> <u>Administrative Assistant</u> <u>4/22/2013</u>	Hello, I am contacting you on behalf of the California Office of Traffic Safety in regards to distribution of distracted driving prevention tip cards to the Newport Beach Public Libraries. The actual tip card is a little larger than a regular bookmark and can be distributed in stacks of 250 cards. If you would like to receive some of these free materials for the Newport Beach Public Libraries, please feel free to contact me via email or phone. Thank you.	<u>Elaine McMillion responded via email as follows:</u> Hello. Thank you for contacting the Newport Beach Public Library. The Newport Beach Public Library has a Public Give Away Policy that is used in determining whether or not a handout meets the criteria for display in our public give-away areas at our Library. Would you please send me a PDF copy of the "distracted driving prevention tip card" so that we may determine if it meets the criteria set forth in our Library policy. If the cards meet our criteria I will contact you to send more of them for display. If not, I will also let you know. Thank you,

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<u>5</u> <u>4/18/2013</u> <u>Comment Form - Email</u> <u>No Contact Information Given</u>	There is a huge design flaw in the entrance way from the new civic center. I almost ran right into a huge pillar! It's like 2 feet in front of your face when you walk in, and the doors open to the side, so you must stop and wait for the doors to open fully before you can walk in. This is inefficient, causes congestion and is possibly dangerous. There is plenty of room for the doors to open to the sides. Could this be changed? The immobile glass panes could be in the middle section, in front of where the pesky pillar is now. Thank you!	No Contact Information Given
<u>6</u> <u>4/23/2013</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Youth Services / Branch Coordinator</u> <u>4/23/2013</u>	Will there be a children's writing contest in the near future?	<u>Debbie Walker responded via email as follows:</u> At this time we do not have a writing contest planned but may explore the possibility in the future. The Youth Services staff is always looking to expand and enrich our programming. We appreciate your interest in the library and that you took the time to contact us.
<u>7</u> <u>4/25/2013</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/25/2013</u>	Dear Kelly, Because, we have developed, somewhat, of a rapport, over the years; I feel I can broach this very, important and delicate subject, with you. In my view and estimation, the upstairs, men's bathroom, is a complete, and dangerous, failure, as it exists, at this moment. I have used, it twice and, each time, when using the Commode, found that I was, in almost complete, public view, by persons, immediately, outside, the very, badly, hung door, with two inches, of opening space, permitting complete interior view, of user, by users, of the, again, poorly, placed urinal. It is my view, this will be a sore, problem area, inviting, voyeurism, unless, rectified, quickly*. It boggles, my mind, how it would have not been seen, with my understanding. Thanks, as usual. Good Luck, with this.	<u>Melissa Kelly responded via email as follows:</u> Thank you for sharing your concerns about this area of the Library. Privacy is very important and I will definitely pass your concern on to our contractors and design team right away.