

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
MAY - JUNE 2013**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p align="center"> <u>1</u>  <u>5/25/2013</u>            Comment Form - Email  <u>Heather Hart</u>  <u>Mariners Branch Librarian</u>  <u>5/31/2013</u> </p>	<p>Good service. Convenient. Good selections of books, CDs etc.</p>	<p><u>Heather Hart responded via email as follows:</u> Thank you for the kind comments you left about the Mariners Branch Library. In your comment card, you also requested that we add more copies of the book "The Intelligent Investor" by Benjamin Graham. I will pass your request on to the librarian in charge of ordering books in the business section. Thanks for using and supporting the Newport Beach Public Library. Please let me know if there is anything else I can do to assist you.</p>
<p align="center"> <u>2</u>  <u>5/28/2013</u>            Comment Form - Card  <u>Melissa Kelly</u>  <u>Support Services Coordinator</u>  <u>6/27/2013</u> </p>	<p>The selection of DVDs and books on CDs. It would be great if you could hold requested materials for seven (7) days. If something becomes available on a Monday, it will not be there the following weekend, which is the only time I can come to the library.</p>	<p><u>Melissa Kelly responded via email as follows:</u> Thank you for taking the time to comment on the services at the Newport Beach Public Library. We appreciate your input. I understand your view on our current 5 day Hold pick up time and the logic behind your request. The reason that the Hold time was established at 5 days was to allow enough notification time for customers receiving notice through the US mail without keeping those items out of circulation too long. We have a high number of requests on popular titles. We attempt to have 1 copy per 5 requests in order to mitigate the wait time that you have before your hold is filled. The longer an item sits on the Hold Shelf, out of circulation, the longer the request list becomes. In order to use our funding most effectively we would prefer to keep items circulating quickly rather than purchasing a higher number of copies that will not be used once the popularity wanes. We have reviewed this policy on a regular basis and will continue to do so in conjunction with customer's requests and available funding. Thank you for using the Library. <u>The customer responded to Melissa Kelly as follows:</u> Thank you, Ms. Kelly, for taking the time to read my comment and respond to it.</p>
<p align="center"> <u>3</u>  <u>5/29/2013</u>            Comment Form - Email  <u>Debbie Walker</u>  <u>Youth Services / Branch Coordinator</u>  <u>6/3/2013</u> </p>	<p>My daughter submitted an application to volunteer for the summer reading program and we have not heard back yet regarding her work schedule. Please let us know soon when you could use her help. Many thanks,</p>	<p><u>Debbie Walker responded via email as follows:</u> I have copied Evelyn Rogers, the Children's Librarian in charge of Teen volunteers on your e-mail. Evelyn will get in touch with you to let you know about the summer training and schedule for volunteers during our Summer Reading Program this year.</p>

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<p align="center"> <u>4</u>  <u>6/3/2013</u>  <u>Comment Form - Email</u>  <u>Debbie Walker</u>  <u>Youth Services / Branch Coordinator</u>    <u>6/4/2013</u> </p>	<p>Hello, I am interested in the program you are offering featuring the Fancy Nancy illustrator. Is this showing her books or is she presenting something different? I look forward to your reply.</p>	<p><u>Debbie Walker responded via email as follows: email bounced back as an undeliverable message to email address provided by customer:</u> I am answering this in response to a question you sent to us on Monday. I have included the link to the description of the program next Sunday.  <a href="http://www.newportbeachlibrary.org/events?trumbaEmbed=eventid%3D105186503%26view%3Devent%26-childview%3D">http://www.newportbeachlibrary.org/events?trumbaEmbed=eventid%3D105186503%26view%3Devent%26-childview%3D</a>  Jon Klassen, the author/illustrator who was at the library last Sunday did present his works, did a drawing demonstration, took questions and then signed books that were sold by the Whale of a Tale or brought by attendees. I believe that the program on the 8th presented by Robin Preiss Glasser should be very similar in content. We appreciate your interest in the library and library programming.</p>
<p align="center"> <u>5</u>  <u>6/5/2013</u>  <u>Comment Form - Email</u>  <u>Debbie Walker</u>  <u>Youth Services / Branch Coordinator</u>    <u>6/5/2013</u> </p>	<p>Hello. I am organizing events for the summer for the Our Lady Queen of Angels Mothers Group and was wondering if you are able to set up a story time/get to know the library session for us. We are estimating 10 moms and 20 children (ages 10 and under) and meet on Thursdays from 9:30-11:30am (program would not need to last 2 hours!). The dates we have in mind are: June 20, 27, or August 22. I look forward to hearing from you. Thank you.</p>	<p><u>Debbie Walker responded via email as follows:</u> We would happy to arrange such a storytime/visit. June 20th or August 22nd would be the best dates for us as we normally have our own storytime on Thursday mornings but are taking breaks those weeks so would have the Children's room and staff available. It would probably be best if you could call me so that we can work out the details. If I am not at my desk you can leave a message or call the Children's room at 949-717-3830 and they can find me. I look forward to hearing from you.</p>
<p align="center"> <u>6</u>  <u>6/18/2013</u>  <u>Comment Form - Email</u>  <u>Debbie Walker</u>  <u>Youth Services / Branch Coordinator</u>    <u>6/18/2013</u> </p>	<p>I am with Bound to Stay Bound Books. We are located in west central IL and have been in the book binding business for over 90 years. We realize your time is valuable and thought this was the least intrusive way of contacting you. We know budgets are tight for libraries, but I would like to point out some unique qualities that sets Bound to Stay Bound books apart and makes them a better buy for your library. Since 1920, we have been binding the finest children's and young adult books. Every Bound to Stay Bound Book is bound to the rigid specifications of the Library Binding Institute. No other pre-bound company can make that claim. Each Bound to Stay Bound book goes through an intensive, multiple step process that insures a minimum of 100 circulations. BTSB also offers a wide variety of special services including Free Collection Analysis/Title duplication check Volume discounts, Free Processing packages which includes Spine labels, Bar Codes, and MARC Records Picture Cover Plus or Kid Proof Illustrated Covers for every book. I invite you to check our new and improved website @ <a href="http://www.BTSB.com">www.BTSB.com</a>. I would like to send you some more information on our company. Please verify your address and I will send you some posters among other material. If you would prefer a sales associate visit, I can arrange for one. Feel free to contact me with any questions or concerns. I look forward to hearing from you!</p>	<p><u>Debbie Walker responded via email as follows:</u> We appreciate the e-mail but at this time we coordinate collection development and purchase all of our materials through Brodart. Best of luck to you regarding your improved website.</p>

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<p><u>7</u> <u>6/19/2013</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Youth Services / Branch Coordinator</u> <u>6/20/2013</u></p>	<p>Hi! I'm interested in taking my infant to the babies and books story time. Do we need to register beforehand? Is it free? Do we need a library card? Thanks in advance.</p>	<p><u>Debbie Walker responded via email as follows:</u> We offer Books &amp; Babies Storytime at the Central Library on Mondays at 9:30am and 10:30am. The storytimes are held in the Children's room in the new expansion area on the green carpet. It is free, you do not need to register and do not need to have a library card. Here is a link to our Children's web page on which you can find storytimes and other activities at the library: <a href="http://www.newportbeachlibrary.org/kids">http://www.newportbeachlibrary.org/kids</a> We are starting our Summer Reading Program on June 22 until August 9. That is open to children of all ages so you may want to get a library card which will allow you to check out materials to read to your infant and collect prizes during the duration of the program. We will be happy to assist you with that when you come to the library. Don't hesitate to contact us if you have any further questions. Hope to see you at Storytime soon.</p>
<p><u>8</u> <u>6/21/2013</u> <u>Comment Form - Card</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>6/21/2013</u></p>	<p>Hi, what happened to the signage on the staircase with the Board of Trustee names?</p>	<p><u>Melissa Kelly responded via email as follows:</u> I received your query about the Board of Library Trustee sign which had been hanging on the old staircase landing in the Central Library. We have recently gotten the sign out of storage and are in the process of finding the right spot to hang it. I expect to have this piece re-installed at the Central Library within the next month. Thank you for your continued interest in your Library.</p>
<p><u>9</u> <u>6/22/2013</u> <u>Comment Form - Email</u> <u>Natalie Basmacyan</u> <u>Adult Services Coordinator</u> <u>6/24/2013</u></p>	<p>I was wondering if someone could tell me where the armless desk chairs that are located upstairs were purchased from. I would like to buy one for myself. Thank you.</p>	<p><u>Natalie Basmacyan responded via email as follows:</u> Thank you for contacting us regarding the new chairs. The brand is Herman Miller, and they were purchased from Pivot Interiors. Here is the link to the website: <a href="http://www.pivotinteriors.com">http://www.pivotinteriors.com</a>. Please let me know if we may be of further assistance.</p>

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<p style="text-align: center;"> <u>10</u>  <u>6/24/2013</u>  Comment Form - Card  <u>Melissa Kelly</u>  Support Services Coordinator  <u>6/25/2013</u> </p>	<p>Would like to see the book drop on Avocado Avenue. Would like to have a U.S. Postal Mail box at the Central Library. Thank you!</p>	<p><u>Melissa Kelly responded via email as follows:</u> Thank you for taking the time to evaluate the Central Library services. We appreciate your comments. The Library will be bringing back a curbside book drop in the coming months. The City's Public Works department is helping us to find the best placement for the drop at this site. Thank you for your patience. A US Postal Mail Box needs to be approved by the USPS. In the past, we have asked them to put a mail box here, but they did not see a need and evaluated that the pickup would be too difficult. With the change in the area, we can look into this possibility again. In the mean time I have attached a "snapshot" of mailbox locations near the Library, including one on the corner of Avocado and Coast Highway. Thank you for using your Library.  <u>The customer responded to Melissa Kelly via email as follows:</u> Thank you very much!</p>
<p style="text-align: center;"> <u>11</u>  <u>6/27/2013</u>  Comment Form - Card  <u>Melissa Kelly</u>  Support Services Coordinator  <u>6/27/2013</u> </p>	<p>Install blower dryers in restrooms. Save money, Mariners time and trees.</p>	<p><u>Melissa Kelly responded via email as follows:</u> Thank you for taking the time to offer your suggestion for improving the Mariners Branch Library. We know that hand dryers are becoming popular in public restrooms. When this Mariners building was designed and built we did not even consider hand dryers because we had put them in the Central Library when it opened in 1994 and customers would not use them. I understand that there are better products on the market now and we will look into the possibility of using them in the Library. Our new City Hall is a LEEDS certified building and so I will also check with the Civic Center planners for advice on the ecological advantage/disadvantage of this equipment. Thank you for using your Library.</p>