

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JUNE - JULY 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>5/24/2013</u> Comment Form - Card Tim Hetherton Library Services Manager <u>7/5/2013</u> </p>	<p>Please get new computers. Cannot access Yahoo mail. Adobe flash freezes up. Buttons do not work. Screen view does not work. It needs more memory and cannot handle new types of Web pages. They are way outdated.</p>	<p>Tim Hetherton responded via email as follows: I'm sorry for your recent difficulties using the public computers at the Newport Beach Public Library. City IT tested Yahoo mail and reported that it worked great. They also tested more intense flash sites like http://disneyworld.disney.go.com/new-fantasyland/ which did not freeze and in fact loaded rather quickly. They looked at the memory on some of the computers and they all have 4GB which is the maximum that can be installed on Windows 32-bit. We are somewhat perplexed because your experience with our computers was obviously very different. Do you recall which computer you were using? The issues may be related to a particular machine. Again, sorry for your trouble. Please do not hesitate to request assistance from staff if you are experiencing issues on the computers. Thank you.</p> <p><i>The customer responded to Tim Hetherton via email as follows: Thank you. The computer worked great today. How did you fix it?</i></p> <p>Tim Hetherton responded to customer via email as follows: That's good news! No fixes, it sounds like everything worked the way it was supposed to. Generally, that is the experience most of our customers enjoy. Thanks again for your input. Best Regards.</p>
<p align="center"> <u>2</u> <u>6/3/2013</u> Comment Form - Card Tim Hetherton Library Services Manager <u>7/5/2013</u> </p>	<p>A better, faster printer. One that can do double-sided prints.</p>	<p>Tim Hetherton responded via email as follows: Thank you for your recent suggestion that the Library provide faster printers that print duplex. The Library will definitely consider offering duplex printing if our print and PC management software CASSIE supports it. Also, we will consider printing speed when we replace our current printers. Best regards, .</p>
<p align="center"> <u>3</u> <u>6/26/2013</u> Comment Form - Card Micheal Wojciechowski IT Operations Supervisor <u>7/3/2013</u> </p>	<p>I've asked before. Please update software. 6 months ago I asked that you update to Adobe Flashplayer 11.7</p>	<p>Micheal Wojciechowski responded via email as follows: Thank you for your comment regarding the software updates at the Mariners Branch Library. We do our best to update the software on the public computers quarterly. I see that version 11.7 came out in April which is just after we updated the computers previously. We will do our best to get these updated within the next month. Also, are you able to send me any web sites that do not work with the version that we are currently using so I can be sure to test those sites once the updates are applied? Thank you again.</p>
<p align="center"> <u>4</u> <u>7/1/2013</u> Comment Form - Card Tim Hetherton Library Services Manager <u>7/29/2013</u> </p>	<p>Heavy business use of Central Library. Since expansion internet band width seems inadequate for increased patronage. Consistently bumped off WiFi and having difficulty signing on during week days. Plan?</p>	<p>Tim Hetherton responded via phone as follows: I telephoned the customer and informed him that we had purchased additional SPOT Wifi licenses to accommodate more users of this popular service. I explained that SPOT is a companion product to CASSIE, which is our print and PC management software. It allows us to control our wireless network and allows customers to log on with their library card, enables session control for staff and will soon provide Wifi printing capabilities.</p>

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<p style="text-align: center;">5 <u>7/6/2013</u> <u>Comment Form - Email</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>7/6/2013</u></p>	<p>Hi, Today, I was browsing your website! And I found some really good websites in the "Links page - http://www.newportbeachlibrary.org/literacy/links", which could help my kid in her education. And by the way, I'm following such similar resources for some years on Learning Games - http://www.jumpstart.com/parents/games/learning-games Fun Math Games - http://www.mathblaster.com/Register.aspx How to train your dragon - http://www.schoolofdragons.com/ Educational Games - http://www.jumpstart.com/parents/games/educational-games which helped my kid in her subjects. So I believe, adding the links, whichever fits to your website's appropriate category, will be definitely helpful to your visitors, especially for the kids & parent. If I'm not sending this mail to the right person, please forward the same to the concern person (webmaster). I will look forward to hearing from you. Have a great day! Thanks & Regards.</p>	<p><u>Tim Hetherton responded via via email as follows:</u> The Library has evaluated the sites you have suggested for inclusion on our website and has determined that they are very similar to the links we already provide:</p> <ul style="list-style-type: none"> • A+ Math • Education Place • BBC Games <p>We appreciate your suggestion but we prefer to link to the content already on the website. Thank you.</p>
<p style="text-align: center;">6 <u>7/9/2013</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>7/10/2013</u></p>	<p>Your air conditioning is WAY Way TOO COLD. Especially in the afternoon/evenings. Everyone around me has been complaining and one woman had to go to her car to find a blanket to wrap around herself so she could try to focus on her studies. These temperatures are NOT conducive to studying or learning. PLEASE adjust the settings to keep things at a more reasonable temperature...keeping in mind that most people in the library are not moving, but are sitting still at desks and generating little body heat, and the fans are blowing an excessive amount of COLD COLD air onto the patrons, making it impossible to even think or focus when we're shaking like we're with the eskimos.</p>	<p><u>Melissa Kelly responded via email as follows:</u> We are sorry for the cold and inconsistent air temperatures at the Central Library. We currently have contractors working in the building to clean the ducts, replace broken parts and thermostats on the Library's heating, ventilating and air conditioning system. This work will take approximately six weeks. When the work is completed we should be able to better control the temperatures throughout the building and prevent the air vents from staying open too long and pouring out excessive amounts of cold air.</p>
<p style="text-align: center;">7 <u>7/10/2013</u> <u>Comment Form - Email</u> <u>Elaine McMillion</u> <u>Administrative Assistant</u> <u>7/10/2013</u></p>	<p>Hello, I am an Undergrad at the University of Southern California in my 4th year. I am currently taking a summer online Microeconomics course, and am looking for an exam proctor to supervise my final exam that I will be taking sometime in the time period between 7. Aug - 16. Aug. Proctors that are approved include, "Directors of public... libraries or learning centers or the proctor designated by the library or learning center." I was wondering, if the Director of the Library would be able to proctor my exam, or if the library has a designated proctor? Please let me know. Looking forward to hearing from you. Thank you.</p>	<p><u>Elaine McMillion responded via email as follows:</u> Thank you for contacting us regarding test proctoring. The Newport Beach Public Library does not offer this service, and the closest libraries to Newport Beach that do are located in Long Beach. Specifically, the Long Beach-Bay Shore branch and the Long Beach-Los Altos branch do offer test proctoring. The contact information is: Bay Shore Neighborhood Library, 195 Bay Shore Avenue, Long Beach, CA 90803, (562) 570-1039 and Los Altos Neighborhood Library, 5614 E. Britton Drive, Long Beach, CA 90815, (562) 570-1045. <u>The customer responded to Elaine McMillion via email as follows:</u> Thank you for getting back to me so promptly, and thank you for the information. I will look forward to the Long Beach test proctoring service.</p>

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<p><u>8</u></p> <p><u>7/10/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>7/10/2013</u></p>	<p>Hello, I have a resource I would like to add to your resources page for teens. The resource is StatFuse, StatFuse is an educational web application geared towards helping high school students get accepted into college. The link is www.statfuse.com, I think this website is very helpful to all teenagers.</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thank you for your interest in Newport Beach Public Library. We received your request to add www.StatFuse.com to our web resources. Staff found www.StatFuse.com difficult to use, and were unable to determine the methodology supporting the information presented on the site. Our Library currently offers Gale's Testing & Education Reference Center, which is a resource that provides information and support materials that students require to make informed, confident decisions about higher education. It contains:</p> <ul style="list-style-type: none"> • Over 300 practice tests and courses; • Dozens of eBooks containing valuable study material and practice tests; • Information on over 4,000 accredited schools; • Scholarship search featuring \$8 billion in available scholarships; • Resume builder; • Career modules covering subjects from career change to salary negotiations. <p>We also offer Tuition Funding Sources, a website designed to help students find scholarships, as well as college and career information. TFS offers students the largest scholarship database in the world with over \$41 Billion in scholarship awards along with a career personality test and detailed college and career information. We feel that our current resources satisfy this particular informational need. Thank you.</p>
<p><u>9</u></p> <p><u>7/12/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Melissa Kelly</u></p> <p><u>Support Services Coordinator</u></p> <p><u>7/15/2013</u></p>	<p>The air conditioning in the library is way too cold. Every day that I am here working I freeze! Please adjust it, particularly in the late afternoon and evening hours. I hear several complaints about it, so I know I am not the only one. The extremely cold temperatures (especially in the afternoon/evening hours) make it very difficult to focus and complete any work. Blasting the a/c is a tactic many fast food restaurants and other restaurants use to keep customers there only briefly and get them out the door to free up tables for others....but I wouldn't think that would be the goal of a public library? I would hope the goal would be to provide an atmosphere for the patrons that is conducive to study and learning, which is the primary reason most patrons are here. Thank you.</p>	<p><u>Melissa Kelly responded via email as follows:</u> We are sorry for the cold and inconsistent air temperatures at the Central Library. We currently have contractors working in the building to clean the ducts, replace broken parts and thermostats on the Library's heating, ventilating and air conditioning system. This work will take approximately six weeks. When the work is completed we should be able to better control the temperatures throughout the building and prevent the air vents from staying open too long and pouring out excessive amounts of cold air.</p>
<p><u>10</u></p> <p><u>7/13/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Elaine McMillion</u></p> <p><u>Administrative Assistant</u></p> <p><u>7/15/2013</u></p>	<p>To whom it may concern: I am a stay at home mother looking for part time work and would enjoy the opportunity to work in the library. I have an extensive sales and service background and enjoy helping people. Please feel free to contact me so that I can forward a resume or apply for a part time position. Thank you for your consideration.</p>	<p><u>Elaine McMillion responded via email as follows:</u> The Newport Beach Public Library's job openings when available are posted on the City of Newport Beach website. To view available jobs through the Library, or other City jobs that you may be interested in, visit the City of Newport Beach website: http://www.newportbeachca.gov/</p> <ul style="list-style-type: none"> * Jobs * City Employment Opportunities

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<p align="center"> <u>11</u> <u>7/16/2013</u> Comment Form - Card <u>Natalie Basmaciyen</u> Adult Services Coordinator <u>7/16/2013</u> </p>	<p>Quiet. Staff is awesomely helpful. Legal online databases such as Westlaw or Lexis/Nexus.</p>	<p><u>Natalie Basmaciyen responded via email as follows:</u> Thank you for taking the time to complete a customer comment card, and for your positive notes about the staff and library environment. We have explored that option of adding online legal databases in the recent past and determined that the services you mentioned, Westlaw and Lexis/Nexus, do not provide the capabilities to serve our customers. Specifically, these services do not permit remote access and a license must be purchased per computer, which is cost-prohibitive at this time. The Orange County Public Law Library (www.ocpll.org) does provide access to Westlaw and Lexis/Nexus, among other print and online legal resources. Please contact me with any other inquiries or suggestions.</p>
<p align="center"> <u>12</u> <u>7/19/2013</u> Comment Form - Email <u>Tim Hetherton</u> Library Services Manager <u>7/19/2013</u> </p>	<p>Hello Friends at Newport Beach Library, I am with Drug Dangers (www.DrugDangers.com). While I was browsing through a number of health related sites, I came across your website and was very impressed by the information you have listed. I'm writing you to see if you may be interested in including a link to our site on your page, http://www.newportbeachlibrary.org/blog/teens/490. I noticed you already link to some other prescription medicine related websites and we would love to be included as an additional resource. Drug Dangers is committed to providing the latest information on a range of medications and medical devices that have serious complications. If you're interested, I would love to hear your thoughts about our website. I really appreciate your time and consideration. Best. Outreach Coordinator - Drug Dangers.</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thanks for your interest in our Library, and specifically, the Drug Abuse Prevention Workshop web page. The links provided on the page are to sites that specifically deal with the abuse of over the counter drugs by teens. The sites are vetted for scope, authority, and currency, in the same manner that libraries evaluate any reference resource. Many of the links are specific to teen drug abuse in Orange County and Southern California. The www.DrugDangers.com site takes a more general approach "on a range of medications and medical devices that have serious complications", rather than focusing on the abuse of over the counter drugs by teens. The goal of our site is not to provide "a single resource to everything related to defective medical devices and drugs", but to present information about the dangers of over the counter drug abuse by teens in Orange County. Consequently, staff has decided not to add www.DrugDangers.com to the Drug Abuse Prevention Workshop web page. Again, thanks for your interest in our website.</p>
<p align="center"> <u>13</u> <u>7/19/2013</u> Comment Form - Email <u>Mara Cota</u> Library Assistant <u>7/19/2013</u> </p>	<p>Is the Friends of the Library membership a calendar year or from when you join? Is the book sale for "buck a bag" books we select or a bag of books already selected? I enjoy the beautiful library, your great service, donating and buying books at the great store! Thank you! Debby</p>	<p><u>Mara Cota responded via email as follows:</u> Thank you for your interest and your kind words about the library. I checked with the Friends of the Library and they confirmed that your membership is for a year from the date you join. The Buck-a-Bag book sales are for any books you select. The Friends will provide the bags. If you would like to contact the Friends directly, their phone number is (949) 759-9667. That number is for their bookstore, which is open from 10:30-4:30 Monday through Saturday and 1-4 on Sundays. They also have a page on our website: Friends of the Library. General information on our support groups is available at the Support Us tab of the website.</p>