

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JULY - AUGUST 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>7/30/2013</u> <u>Comment Form - Card</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>7/30/2013</u></p>	<p>Need a door on the north (window) side of the corridor leading to the restrooms. Loud, nearly constant toilet flushing is a big distraction when seated in the reading area.</p>	<p><u>Melissa Kelly responded via email as follows:</u> Thank you for expressing your concern about the noise in the area outside the restroom in the Central Library. We appreciate your suggestion, however safety and security prevent us from closing off that corridor with a door. The Library does offer other quiet reading areas, please let staff know if you need help to locate an area with less distraction. Thank you for using your Library.</p>
<p align="center">2 <u>7/30/2013</u> <u>Comment Form - Email</u> <u>Natalie Basmacivan</u> <u>Adult Services Coordinator</u> <u>7/31/2013</u></p>	<p>How do I order a book online? So I can pick it up at the library when it comes in. And you notify me when it is ready to be picked up!</p>	<p><u>Natalie Basmacivan responded via email as follows:</u> Good morning, to place a book on hold online, click on the blue "Place Hold" button on the right side of the screen. You then need to enter your last name and library card number and click "Submit." To select the pickup location, click on the small grey arrow and select one of the branches. When you are done, click on the "Logout and Start Over" spot. We will notify you via email or print mail when the hold is ready, and will hold the book for five days. Please let me know if we may be of further assistance and thank you for using the library.</p>
<p align="center">3 <u>8/3/2013</u> <u>Comment Form - Email</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>8/5/2013</u></p>	<p>I need help finding the application for the new civic center anniversary art project that I read about. I want to apply.</p>	<p><u>Tim Hetherton responded via email as follows:</u> The City is preparing the application materials, and they will be on the website soon. I will contact you when they are available, but please feel free to check the City website (www.newportbeachca.gov). Thanks for your patience.</p>
<p align="center">4 <u>8/5/2013</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Branch & Youth Services Coordinator</u> <u>8/5/2013</u></p>	<p>On behalf of my daughter and myself, we wanted to say thank you for your summer reading program. We had a lot of fun with the 'reading is delicious' program. Not only did it keep us reading all summer, the incentives were fun.</p>	<p><u>Debbie Walker responded via email as follows:</u> I received your e-mail regarding Summer Reading Program and how much you and your daughter enjoyed the program. I have shared your kind words with all of the Youth Services staff who work very hard to make the program fun and successful. We look forward to assisting you and your family throughout the year...but it won't be long before the Summer Reading Program rolls around again. Again, thanks for the e-mail.</p>
<p align="center">5 <u>8/5/2013</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>8/5/2013</u></p>	<p>Hi, we love the construction of the newport beach library. I was wondering if anyone there knows of the contact of the designers of the building as we would like to know the name of the tile from the staircase/2nd floor. I think it would look great at our residence. Thanks in advance!</p>	<p><u>Melissa Kelly responded via email as follows:</u> We are glad to hear that you like the Library addition. We are all very pleased with the results of the many months of construction. In response to your question about the material on the stairs, this is the information that I have from the architectural firm. The flooring is a Basalt Limestone called Western Black from China. I believe the subcontractor for installation was Italian Stone and Marble. We believe that their source for the material was AG&M (Architectural Granit and Marble) out of Texas. The architects and designers for the project are: Bohlin Cywinski Jackson, Architecture Planning Interior Design, 49 Geary Street, Suite 300, San Francisco, California 94108, 415-989-2100. Thank you for using your Library.</p>

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<p><u>6</u></p> <p><u>8/5/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmacıyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>8/5/2013</u></p>	<p>I would like to meet in the library with a friend of mine to discuss an assignment. We will talk softly and only require a desk (ideally an internet connection too). Are there talk softly places available? How would I book a meeting room for a couple hours if possible?</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Hi, the Central branch of the library has three Study Rooms to check out to the public. Customers must make a reservation in person on the day they would like to use one, and reservations are placed at the 2nd floor Reference desk. The customers must have a valid Newport Beach Public Library card and the rooms check out for two hours. The entire building is set for Wi-Fi and you may access the service using your library card number. If a Study Room is not available when you need one, you may either make a reservation for one later in the day or find an area where low conversations will not disturb others. Please let me know if I may be of further assistance.</p>
<p><u>7</u></p> <p><u>8/12/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmacıyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>8/13/2013</u></p>	<p>Interested in the location of 4500 macarthur blvd. currently the Fairmont hotel. Would like to know what was there before the hotel was built and if there was any history thereof.</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Thank you for contacting us regarding the Fairmont Hotel property. Below is a brief timeline of the property's owners, as well as the other hotels that have occupied the building: 1837 and 1842-The land was part of the 40,000 acre Rancho San Joaquin from a Mexican land grant given to Don Jose Sepulveda 1864-James Irvine purchased the Rancho San Joaquin land that eventually became Newport Beach 1961--Collins Radio Company leased the land from the Irvine Ranch where the current Fairmont Hotel exists 1974--Don Koll Company and Aetna Life & Casualty received some of the land to build the Koll Center via a sublease from Collins Radio and the rest by purchasing land from the Irvine Company 1985-Hotel Meridien opens in the Koll Center and operates until 1995 1995-Sutton Place Grande Hotels Group acquires the hotel and operates until 2006 2006-Fairmont Hotels acquires the hotel I found several articles from our Proquest Magazine and Newspaper database I can send you. I located other information in a book entitled The Irvine Ranch: A Time for People by Martin A. Brower. Also, if you need more detailed information regarding the property and its development, please let me know.</p>
<p><u>8</u></p> <p><u>8/13/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Allen Kesinger</u></p> <p><u>Librarian</u></p> <p><u>8/13/2013</u></p>	<p>I'm interested in checking out "The Black Count" but would prefer to listen to it on CD rather than reading it. What does "[electronic resources]" mean as shown on your book description below? "The Black Count [electronic resource] : glory, revolution, betrayal, and the real Count of Monte Cristo." Thank you for your help.</p>	<p>Allen Kesinger responded via email as follows: Thank you for writing us today. The [electronic resource] tag indicates that the title is available as a downloadable book from one of our eBook services. To be more specific, the title "The Black Count" is available to download (for up to 14 days) as a text eBook from Axis360 (http://nbpl.axis360.baker-taylor.com/Title?itemid=0011004304). Unfortunately, we do not have the book in audio as a download or a disc. If you are still interested in the digital title, which can be read on mobile devices as well as desktop computers and laptops, please visit our Downloadable Library page on our website (http://www.newportbeachlibrary.org/downloadable) to access our services as well as help sheets. If you have any further questions, please contact us again. Thank you.</p>

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<p><u>9</u></p> <p><u>8/18/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Manager</u></p> <p><u>8/19/2013</u></p>	<p>Good Morning Mrs. Cowell, or Mr. Hetternay. Congratulations Mrs. Cowell on your retirement and change of directions, exceptional timing. Mr. Hetternay, Congratulations on the interim position, perhaps it will become permanent if the board agrees. I am about to become a thorn, unfortunately. If you recall, we have spoken a few times, some in person, some by phone, here I just sent in an IT request to Joey and Andrew, and is a list of what transpired twice today 18 August 2013, and as we spoke about previously, on my account page, when I "mark" something to delete, it still wants to delete three items, drives me crazy trying to figure out what I have read, and I am half way through the book and remember, "oh I have read this before." Below is what I have sent to Joey-Andrew; Joey, Andrew; or To Whom It May Concern: Hey guys, first time back using the desk-top computer over at central library, and I placed the computer in the lock position, at approximately 2:40 came back within allotted time, and all my internet windows and MW windows were gone, completely wiped out. Notified Ms. Hannah and Steve, stated; "we have not had any body else complain about this." Yet, I have the "auto-save" file from MW which I was able to pull up, minus some things. I locked the computer again at 4:00 18 August 2013, came back, the same thing happened, came back, all windows are gone. While I am here, I also had a problem within my account, when I would "mark," delete, it would delete a couple of things on my account; Mrs. Heather Hart witnessed this, as well as I notified, Tim Haddaway, who stated: "I have not heard of this problem previously." So, guys, I know my way around computers Andrew saw that when I was at Mariner's and showed him going into the task manager and being able to close certain programs, or seeing what my computer usage was etc... yet, how come I have these problems?</p>	<p><u>Tim Hetherton responded via email as follows:</u> Library staff has forwarded your questions and concerns to City IT. We certainly don't want you to experience difficulties with our computers, and I am hopeful that City It can resolve this issue. Thanks for your patience.</p>
<p><u>10</u></p> <p><u>8/13/2013</u></p> <p><u>Comment Form - Letter</u></p> <p><u>Natalie Basmacivan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>8/26/2013</u></p>	<p>Re: Los Angeles Times - 3 copies. Perhaps the above newspaper could be in a folder at the Librarian's desk so that the inconsiderate, selfish, slovenly, thoughtless citizens of Newport Beach who throw the paper in all directions instead of returning it to the shelf for others to read, can be made, hopefully, to return it to a caretaker and so be absolved of their responsibility to think of others who come after them and wish to <u>also</u> read the Times. That way, the thief, who goes off with the Calendar section can be perhaps, made to return the paper to its rightful owner, the Library. If we can put a man on the moon, surely we can keep at least one of three copies in at least readable condition on a shelf or a desk so that others can enjoy the paper in a somewhat readable and complete condition. Respectfully submitted and with utter disgust for the self absorbed people of this community who think of ony themselves.</p>	<p><u>Natalie Basmacivan responded via email as follows:</u> Thank you for taking the time to correspond regarding the library's three copies of the <u>Los Angeles Times</u>. We have attempted to monitor the use of various newspapers by enacting a sign-out system at the service desk, and found that step creates an extra barrier to service. We try to make all of our resources readily available to customers, including reassembling and reshelving the newspapers throughout the day. Often, when an item seems to be missing, it is in actuality being used by another customer. Please let me know if I may be of further assistance with the matter.</p>