

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
AUGUST - SEPTEMBER 2013**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p align="center">1 8/22/2013 <a href="#">Comment Form - Email</a> <a href="#">Allen Kesinger</a> <a href="#">Librarian</a> 8/27/2013</p>	<p>Hello, I wasn't able to find any resources for seniors listed on your website. Have you considered adding any? I visited the website of a few other libraries and found the following resources. I thought I'd share as I'm sure there are other seniors visiting your website who would find them helpful.</p>	<p><a href="#">Allen Kesinger responded via email as follows:</a> We've got a new page on our website: Resources for Senior Citizens. It offers a collection of websites that may be useful for our senior community. It can be accessed via a promo on the Services page of our website. Thanks.</p>
<p align="center">2 8/26/2013 <a href="#">Comment Form - Email</a> <a href="#">Allen Kesinger</a> <a href="#">Librarian</a> 8/26/2013</p>	<p>Hi, I just received a Kindle eReader for my birthday. Can I download eBooks to the Kindle from the NBPL? Thank you.</p>	<p><a href="#">Allen Kesinger responded via email as follows:</a> Thank you for contacting us. I apologize for the delay in getting back to you about your eBook question. You can download eBook titles directly to your Kindle by using our Overdrive service. You can access it by going to <a href="http://www.newportbeachlibrary.org/books/downloadable">http://www.newportbeachlibrary.org/books/downloadable</a> and clicking on the blue Overdrive button. You must have a valid NBPL library card to download eBooks. There are two ways to going about getting eBooks on your device. I have attached two help sheets to this email (both of which can be found on our Downloadable Books page). If you received a Kindle Fire/Fire HD (this would be the tablet version), follow the "Overdrive for Kindle Fire.pdf" instructions. If you have a non-tablet Kindle, follow the instructions labeled "Kindle.pdf" I hope this has been helpful to you. If you have any questions or concerns, please feel free to contact us again. Thank you.</p>
<p align="center">3 8/26/2013 <a href="#">Comment Form - Card</a> <a href="#">Tim Hetherton</a> <a href="#">Library Services Manager</a> 8/30/2013</p>	<p>Natalie at reference desk upstairs was very warm and very persistent in looking for information I wanted.</p>	<p><a href="#">Tim Hetherton responded via email as follows:</a> Thanks very much for taking the time to share your comments in regard to Natalie. It pleases us immensely to receive such positive comments about our staff, and it remains our goal to provide a high level of friendly service to all customers.</p>
<p align="center">4 8/27/2013 <a href="#">Comment Form - Email</a> <a href="#">Natalie Basmaciyen</a> <a href="#">Adult Services Coordinator</a> 8/27/2013</p>	<p>Thank you. Awesome. But why is it only open for 16 hrs per week ? Good Video editing is very time consuming and so Media Center should be open at least 8 hrs/day =)</p>	<p><a href="#">Natalie Basmaciyen responded via email as follows:</a> Thank you for your interest in our new Media Center. We plan to expand the hours of operation for the Media Center in the near future, based on customer feedback such as yours. Since the Media Center is a new venture for us, we have begun with limited hours to ensure our staff is properly trained to assist customers and our equipment functions well for time-consuming projects. Once we determine the best hours to serve the most customers, we will send out another email notification. Thank you again for your feedback and please let me know if I may assist you further with this inquiry.</p>

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<u>5</u> <u>8/29/2013</u> Comment Form - Card <u>Natalie Basmaciyan</u> Adult Services Coordinator <u>8/29/2013</u>	Everything. The hours, the equipment, the Internet. Better service at the Reference Desk.	<u>Natalie Basmaciyan responded via email as follows:</u> Thank you for taking the time to complete a customer comment card regarding the services at the Central Library. You indicated you would like to receive better service at the Reference desk. Although we strive to serve every customer to the best of our abilities every day, we have obviously not fulfilled that goal with you. In an effort to train our staff better, would you be willing to provide details of you interactions and lack of service so we may improve our service standards? Any specific information regarding your dissatisfied experience is welcomed.
<u>6</u> <u>9/3/2013</u> Comment Form - Email <u>Tina Watson</u> Office Assistant <u>9/3/2013</u>	Good morning, I visited your library yesterday for the first time and fell in love with the place. Some libraries offer to rent out their space for events and was wondering if your library had the option of renting out the venue for a wedding reception (when the library is closed of course). Please let me know. The best way to reach me is by e-mail. Warmest regards.	<u>Tina Watson responded via email as follows:</u> The Newport Beach Public Library's Friends Meeting Room is not available for private social functions such as wedding receptions, however, the City does have other rooms that may be available for you to rent through the City of Newport Beach. For information regarding meetings rooms available to rent through the City of Newport Beach, please contact: Jennifer Schulz, Recreation Department, Newport Coast Community Center, City of Newport Beach, 949-270-8100. Jennifer Sisoev, OASIS Senior Center, City of Newport Beach, 949-644-3244. Jonathan Harmon, Recreation Department, Civic Center Community Room, City of Newport Beach, 949-644-3150. Matt Dingwall, Recreation Department, Recreation Parks and Facilities, City of Newport Beach, 949-644-3152. You can also view the meeting rooms on the City's WEB address: <a href="http://www.newportbeachca.gov">www.newportbeachca.gov</a> . Please click on: Departments & Services, Recreation & Senior Services, Reservation Form / Policy / Fees, Newport Coast Community Center, Senior Services / OASIS, Parks & Facilities.
<u>7</u> <u>9/4/2013</u> Comment Form - Card <u>Melissa Kelly</u> Support Services Coordinator <u>9/11/2013</u>	Christine was such a kind lady to me today. I was able to resolve an issue in a timely manner and was a pleasure to speak to. Thank you.	<u>Melissa Kelly responded via email as follows:</u> Earlier this month you left us a comment form complimenting our Library clerk, Christine. Thank you letting us know that you had a pleasant experience at the Library and the part the Christine played in that. It is always gratifying hearing good comments from our customers. We have shared your comment with Christine and her supervisor. Thank you for using the Library.
<u>8</u> <u>9/4/2013</u> Comment Form - Email <u>Tim Hetherton</u> Library Services Manager <u>9/5/2013</u>	I am considering applying for the Master of Arts in Education, Option in Technology and Media Leadership with a teacher librarian services credential at CSULB. Would someone with this type of degree be considered for employment in your public library system or would I be better off with a MLIS degree from SJSU? What are your thoughts on this? Thank you.	<u>Tim Hetherton responded via email as follows:</u> Newport Beach Public Library hires staff with many different educational backgrounds, but for the Librarian classification, we require an MLS degree. Most public and academic libraries maintain this requirement as a minimum qualification. Here is a link to the City's job specifications. It will tell you exactly what the educational requirements are for jobs in the Library: <a href="http://www.newportbeachca.gov/index.aspx?page=85">http://www.newportbeachca.gov/index.aspx?page=85</a> Good luck with all your educational endeavors. Best regards.

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<p><u>9</u> <u>9/12/2013</u> Comment Form - Email <u>Melissa Kelly</u> Adult Services Manager <u>9/12/2013</u></p>	<p>Hi, I was just inquiring as to whether the Café has opened yet? Thank you!</p>	<p><u>Melissa Kelly responded via email as follows:</u> The café is not opened for business. We expect that they will be ready to go in another week or two. Thank you for your interest in the Library and Bistro 24.</p>
<p><u>10</u> <u>9/15/2013</u> Comment Form - Email <u>Elaine McMillion</u> Administrative Assistant <u>9/16/2013</u></p>	<p>I was wondering how I could apply for a job for the Newport Beach Public Library. I am interested in a temporary job while I am studying to take my Real Estate Test. Please let me know if there are any available job offers or any openings available. Thanks.</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: <a href="http://www.newportbeachca.gov">www.newportbeachca.gov</a> • Jobs • City Employment Opportunities</p>
<p><u>11</u> <u>9/18/2013</u> Comment Form - Card <u>Heather Hart</u> Mariners Branch Librarian <u>9/18/2013</u></p>	<p>Free books and friendly helpful staff especially Judy and Liz! Happy Hour! Cocktails and books go together so well!</p>	<p><u>Heather Hart responded via letter as follows:</u> Thank you so much for the kind words you left recently on a comment card about the staff here at the Mariners Branch library. It is nice to hear that you find them to be helpful and friendly. I will be sure to pass this message on to Judy and Liz whom you name specifically. It is always gratifying to know our staff and services are appreciated. Thanks for using the Newport Beach Public Library, please feel free to contact me with any other questions or concerns.</p>
<p><u>12</u> <u>9/23/2013</u> Comment Form - Card <u>Heather Hart</u> Mariners Branch Librarian <u>9/23/2013</u></p>	<p>No use of laptops which can be used at home and not take up a parking space which are in critically short supply.</p>	<p><u>Heather Hart responded via letter as follows:</u> This letter is in response to the recent comment form you filled out at the Mariners Branch Library. You asked that we allow no one the use of laptop computers as they can be used at home, and that in turn these people would not take up parking spaces. Our public computers and wireless internet, which laptop users access is a service we provide. At this time we will not be curbing the use of laptop computers. Parking is often an issue at the Mariners Branch, though it has greatly improved recently thanks to the end of the construction on Dover Drive. I encourage you to try parking on the park side (on Dover Drive) of the library if our lot is full. If you have the flexibility, I might also suggest that you avoid after-school hours from 3-5 pm, as that tends to be our busiest time. Please feel free to contact me if you have any further comments or concerns.</p>

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<p>13 9/23/2013 Comment Form - Email Tim Hetherton Library Services Manager 9/23/2013</p>	<p>I work in the Interactive division of The Walt Disney Company, focusing on our sites for the Mom &amp; Family audience. One of the Disney websites that I work on is called "BabyZone" - <a href="http://www.babyzone.com/">http://www.babyzone.com/</a> which provides educational information for families, especially for expecting parents. Some of the content delivered by BabyZone includes: baby names, pregnancy symptoms, pregnancy food &amp; diet, immunizations, parenting, teething, sleeping, childcare, child development, preparing for preschool, and much more. I am bringing BabyZone to your attention because some of your visitors might find our content interesting and useful. If you agree, it seemed like a perfect fit for inclusion on your page - <a href="http://www.newportbeachlibrary.org/kids/resources">http://www.newportbeachlibrary.org/kids/resources</a> under your "Parents" header. Let me know your thoughts on that. Have a wonderful day!</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thanks for your interest in NBPL. <a href="http://www.babyzone.com">www.babyzone.com</a> is a very nice site but the information it contains is covered by the Library's existing subscription databases. The Library selects databases using the same criteria that we use to select reference books. These criteria are as follows: authority, relevance, scope, currency, search features, and access to published information. We feel that our existing databases meet these criteria in regard to information about babies and parenting, and that they satisfy this information need for our community.</p>
<p>14 9/25/2013 Comment Form - Letter Natalie Basmacıyan Adult Services Coordinator 9/29/2013</p>	<p>The openness and lightness. Also a lot more spaciousness. A big clock right above the elevator and more things in large print.</p>	<p><u>Melissa Kelly responded via letter as follows:</u> Thank you for your comments about the Central Library. We are pleased to receive your feedback. We will look into placing a clock in a prominent place on the 2nd floor of the building near the reference desk. Installing one over the elevator seems very logical, but when considering the placement we have to think about the vibrations that may result from operation of the elevator and decide whether or not it could be well anchored into the existing wall. You also asked about having more items in large print. I am pleased to let you know that we have recently ordered additional new titles in that format as a result of a donation from the Newport Beach Public Library Foundation. If you have specific titles that you would like the Library to consider purchasing in large print, please let the Librarians know. Thank you for using the Library.</p>
<p>15 9/25/2013 Comment Form - Letter Natalie Basmacıyan Adult Services Coordinator 9/30/2013</p>	<p>Comfortable table place. Lots of Resources. Cutting edge (i.e. iPad, Nook) Would be nice if we could load books we especially want to read on Nook. Jazz collection: this is not good buy or could check jazz times and downbeat "Best Of" lists for ideas i.e. ECM is putting out wonderful new music Keith Jarrett etc. Thanks for listening.</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Thank you for taking the time to complete a customer comment card, and for complimenting us on our new services. With regards to your inquiry about the magazines, Jazz Times and Downbeat, we have never carried either publication. Zinio, our downloadable magazine service, does offer Jazz Times through their service. We can consider adding the title when we expand our offerings in the next few months. As for Downbeat, the magazine is not offered in a downloadable format. Additionally, I will check with the Reference Librarian who purchases our music CDs to ensure we have the latest offerings from Jazz artists, such as Keith Jarrett. We have several of Keith Jarrett's older CDs available and I did find a listing for a more recent release in May 2013. Please let me know if we may be of further assistance.</p> <p><u>The customer responded as follows:</u> Thank you so much for your reply to my comments! I look forward to any new acquisitions you are able to make to the Newport Beach Library collection. If it is at all possible to notify me if anything does arrive, I would be very grateful if I could be contacted via this E-mail address.</p>

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<p style="text-align: center;"> <u>16</u>  <u>9/28/2013</u>  Comment Form - Email  <u>Tim Hetherton</u>  Library Services Manager  <u>9/30/2013</u> </p>	<p>I'm a frequent long time library user &amp; need a chair that is not so low to floor. Librarian suggested I write this.</p>	<p><u>Melissa Kelly responded via email as follows:</u> Thank you for using your library. We are pleased to be able to offer a variety of seats throughout the Central Library. The blue chairs in the newer section of the Library do seem to be a bit lower than some of the older furniture. I believe that the seating with the dark green, smooth surface upholstery are bit higher and easier to rise from. The solid wooden desk chairs are also a good choice for ease of use, but they can be heavy to move so please check with staff if you need help with that. If you don't find one of these higher chairs in a place that is comfortable for you, please let staff know and we will see what we can do to help.</p>