

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
OCTOBER 2013**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>1</u> <u>10/7/2013</u> <u>Comment Form - Email</u> <u>Natalie Basmaciyen</u> <u>Adult Services Coordinator</u> <u>10/7/2013</u>	How can I reserve a Study Room for some afternoon for 30 minutes.	<u>Natalie Basmaciyen responded via email as follows:</u> Hi, we have three Study Rooms available to the public at our Central Library. The rooms may only be reserved in person, the day of use, at the Reference desk. The rooms are checked out to groups of 2-5 people for 2 hours on your Newport Beach Library card. The link below will direct you to the full Study Room policy: <a href="http://newportbeachlibrary.org/about/policy/studyroom">http://newportbeachlibrary.org/about/policy/studyroom</a> . Please let me know if I may be of further assistance.
<u>2</u> <u>10/7/2013</u> <u>Comment Form - Card</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>10/8/2013</u>	Bring back curb book drop on Avocado.	<u>Melissa Kelly responded via email as follows:</u> We have recently received funding from the Library Foundation to purchase a new book drop and we would like to put it back near the bus stop on Avocado. Since the construction there seems to be some problem with returning it to that spot, so we are waiting for the City's Public Works Department to tell us where we can place a book drop. We appreciate you bearing with us and hopefully we will soon have a new book drop conveniently located near the Library.
<u>3</u> <u>10/7/2013</u> <u>Comment Form - Card</u> <u>Natalie Basmaciyen</u> <u>Adult Services Coordinator</u> <u>10/9/2013</u>	The service, location and respect towards everything. I shall mention some ideas in a later questionnaire. Thanks.	<u>Natalie Basmaciyen responded via email as follows:</u> Thank you for taking the time to complete a customer comment card regarding the Newport Beach Public Library. We appreciate your kind remarks and look forward to any additional feedback you wish to provide on a subsequent comment card. Please let me know if we may be of further assistance.
<u>4</u> <u>10/8/2013</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>10/11/2013</u>	Where did the library purchase those blue swivel chairs in the new seating areas? I am dying to get one of my own! So comfortable!	<u>Melissa Kelly responded via email as follows:</u> The chairs are Herman Miller. The city purchased the furniture from Pivot Interiors. Their local contact information is: Irvine Showroom, 2211 Michelson Dr Ste 350, Irvine, CA 92612 Phone: 949.988.5400. We're glad that you are comfortable in the new seating.
<u>5</u> <u>10/9/2013</u> <u>Comment Form - Card!</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>10/16/2013</u>	Please have the designers of the building come back and fix the stairs. Someone could trip easily. The colors coming down blend too much.	<u>Melissa Kelly responded via email as follows:</u> I appreciate your comment regarding the new staircase at the Central Library. I will pass your concern on to the Public Works Department.

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<u>6</u> <u>10/14/2013</u> Comment Form - Card <u>Natalie Basmacıyan</u> Adult Services Coordinator <u>10/15/2013</u>	I am UCI student and gentleman computer 26 black hair and wearing green shirt and hat came with a lady black hair saying they sign up computer reservation and gave them computer 26 . He was viewing porno video violating code of conduct library computers . I went report to it he left building and log off . I called to see if they could look up his reservation he made 26 around 2 pm Melissa told me they couldn't do anything about it since he left building. The fact children come with parents by these computer, its disturbing nothing can be done .	<u>Natalie Basmacıyan responded via email as follows:</u> Hi, and thank you for taking the time to communicate your frustration with the customer who was viewing objectionable material on our public computers. You are correct that we do not allow customers to engage in viewing pornography. Our public computer system erases any customer activities and logon information once a user shuts down their session so the computers can be reset for the next user. Unfortunately, once the person you reported to our staff logged off, his activity can no longer be verified or retrieved for us to take action. In the future, please inform our staff immediately if someone is violating any of our policies so we may address the situation while they are still logged on the system. We actively walk through the computer area to monitor customer activity as well, and we appreciate your awareness and concern. Please let me know if I may be of further assistance with this matter.
<u>7</u> <u>10/14/2013</u> Comment Form - Card <u>Melissa Kelly</u> Support Services Coordinator <u>10/17/2013</u>	Large selection. (1) Rotate DVDs among 4 branches to give patrons more choice. (2) When one branch has multiple copies of an item send other items to other branches.	<u>Melissa Kelly responded via email as follows:</u> Thank you for completing the Library Comment form. We appreciate you high rating. Thank you for sharing your thoughts about the Library DVD collections. In the past when we had rotating collections of Videos, we had much smaller collections with fewer duplicate copies and less of an ability to place a request on a particular title. Now our collections have grown and it would be more difficult to rotate them between the four libraries, each branch has a defined space for movies and it is not the same amount of space in each building. Our 7-day DVDs are available by request for pick up at any of the four locations. You can place a hold on any of these titles from home or in the Library. Staff is available to assist you using the online catalog to find movies that may interest you. When you request a movie from one library to be picked up at another, it is generally available for you within 1 to 2 weekdays. Although our rental DVDs are not available for requests, the Library tries to purchase at least 1 copy of a new title for each of the Branch Libraries. When they are no longer "new" those DVDs are moved in to the 7-day collection at that Branch. If you find that there are multiple copies of a title at one Library and none at a different one, please bring that to the attention of the librarian and they can look into the possibility of have one transferred. Thank you for using the Library.
<u>8</u> <u>10/21/2013</u> Comment Form - Card <u>Natalie Basmacıyan</u> Adult Services Coordinator <u>10/21/2013</u>	All the Librarians!	<u>Natalie Basmacıyan responded via email as follows:</u> Thank you for taking the time to complete a customer comment card, and for your kind words about the Librarians. Please let me know if we may be of further service to you.

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<u>9</u> <u>10/21/2013</u> Comment Form - Email <u>Melissa Kelly</u> Support Services Coordinator <u>10/21/2013</u>	I would like to a member of the library and check out books for my grandchildren to read. My grandchildren live in Corona Del Mar. I would also like to sign up for cooking classes with my 5 year old granddaughter. I would appreciate your assistance in all of this. Thanks!	<u>Melissa Kelly responded via email as follows:</u> We welcome you to the Newport Beach Library community. To get a Library card you can come into the Central Library on Avocado Avenue, the Corona del Mar Branch on Marigold or any of our Branch Libraries to fill out the card application. We ask that you bring identification with your picture and address. There is no charge for anyone living in California. This card will allow you to borrow materials from the Newport Beach Libraries as well as use our online services. The Library offers many programs for children which are listed on the website. The cooking classes are part of the Making Memories series sponsored by the Newport Beach Public Library Foundation. Information can be obtained through the Foundation. Here is their website address in regards to Children's events. <a href="http://www.nbplfoundation.org/categories/makingmemories/children_s_programs.html">http://www.nbplfoundation.org/categories/makingmemories/children_s_programs.html</a> . If you have any other questions about the Library please let us know.
<u>10</u> <u>10/25/2013</u> Comment Form - Email <u>Tim Hetherton</u> Library Services Director (Acting) <u>10/25/2013</u>	I am sure that your staff have happened upon disturbed individuals over your experience from dealing with the public. Mostly families & students are those who come to the library. Of the last months and the past weeks or so some really instable individuals have created a very bold & hostile environment at the library. There have been two who have begun taking pictures. I including had to holler at one of the men who just could not keep still going back and forth, in and out. Are these addicts? Has this ever happened before? Another was a woman seen tearing pages out of the magazines. What happens outside the Library is out of your domain but if terrorism displayed right at the front door of the Library at the entrance where children are at afterschool camp I am astounded that not one saw anything wrong with that picture. A disturber of the peace displaying terrorist threats and hollering obscenitites in the public put everyone through it. No one will want to exit if something like this stops a person from exiting safely. POLICY? The Privacy Act is a protection and law Sirs.The privacy laws are very clear and go beyond Library policy. The Library has to be firm about order and people need to know your staff mean business when they say: stop, don't, and no. This is not Costa Mesa as many of your computers have it.	<u>Tim Hetherton responded via email as follows:</u> Thank you for taking the time to share this information. I am sorry that you had a bad experience at our Library. May I ask you at which Library location you experienced these activities? Also, do you recall specific times and dates? Please tell Library staff when you witness disruptive or illegal activity in the Library. Our staff actively enforces the Newport Beach Public Library Use policy in order to ensure that our customers are able to access our services and resources in a safe and pleasant environment. Again, please accept my apologies for an unsatisfactory experience at the Library.

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<p align="center"> <u>11</u>  <u>10/25/2013</u>  Comment Form - Email  <u>Melissa Hartson</u>  <u>Librarian</u>  <u>10/26/2013</u> </p>	<p> Hello again. I'm not sure where your reply will be sent to the help message I just sent about trouble downloading "The cat who tailed a thief". If possible, please reply. </p>	<p> <u>Melissa Hartson responded via email as follows:</u> We would be happy to try to assist you with downloading "The cat who tailed a thief." We'll need additional information from you to try to troubleshoot this issue. What is your library card number? What type of device are you trying to download to? And what is the error message you receive when you attempt to download the audio?  <u>The customer responded as follows:</u> <i>Hello. Thanks so much for your reply and offer to help. The message you received was actually drafted many months ago, and was somehow just re-sent now when a IT tech was helping me with my computer. So I already have the book. But since I'm here..... I want to thank you and you staff for the help you gave me over the past year while I was at sea and struggling to download audio books via inadequate internet. Several times your staff reset my download attempts limit so I could get the books. They were a wonderful thing to have all those days and nights at sea. Now that I'm back in town I still listen to the audio books. It's a great service for the citizens of Newport Beach. If you ever need a testimonial from me, please let me know!</i>  Thanks again. </p>
<p align="center"> <u>12</u>  <u>10/26/2013</u>  Comment Form - Email  <u>Debbie Walker</u>  Branch and Youth Services Coordinator    <u>10/28/2013</u> </p>	<p> Hi my daughter attends Andersen Elementary here in NB where the Accelerated Reader (AR) system is in use. I'm told you're in process of implementing it so I won't have to dig through the stacks finding a book at the appropriate reading level - when will it be fully implemented for the first and second grade level books? </p>	<p> <u>Debbie Walker responded via email as follows:</u> In our library catalog there is currently the capability of searching by AR reading level. I have attached a screen shot of that section of the catalog. We are currently in the process of actually tagging the children's book collection at Central (Mariners has had the stickers for years now and the other branches will be doing this very soon) with stickers that show the AR reading level of the item. We have just finished the hardcover fiction and have started the paperback collection. We hope to have the majority of the fiction collection tagged in the next few weeks. If an item or items you are looking for are not yet tagged though please do not hesitate to ask the staff for assistance in determining what the AR level is for the book/books you need. Feel free to contact me if you have any other questions or concerns about the collection. </p>