

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
DECEMBER 2012**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>1</u> <u>11/19/2012</u> <u>Comment Form - Written</u> <u>N/A</u> <u>N/A</u> <u>N/A</u>	Thank you Shelly, Susie, Claire, Judy, Liz, Michael for outstanding check out service at Mariners.	No Contact Information Given
<u>2</u> <u>11/21/2012</u> <u>Comment Form - Written</u> <u>Heather Hart</u> <u>Mariners Branch Librarian</u> <u>11/28/2012</u>	Fix the mice! I'm left handed; the (***) side buttons interfere! HATE THEM !!	<u>Heather Hart responded to the customer by email as follows:</u> This is in response to your recent comment form at the Mariners Public Library. You asked that we fix the computer mice. At this time we have no plans to change the computer setup. However, if you ever encounter a mouse that is not working properly, please let the librarian know right away - we are happy to change out faulty equipment. There is also a way to change the mouse button setting, and a staff member would be happy to show you this feature. Thanks for using the Newport Beach Library, and please let me know if you have any other questions or concerns.
<u>3</u> <u>11/20/2012</u> <u>Walk-In</u> <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>11/28/2012</u>	<p>A Corona del Mar resident and Friend of the Library came into Admin today and asked if the Library would be interested in "Lending Cake Pans"?</p> <p>She has numerous character cake pans and said that "other libraries do this" and she thought it would be a good idea. She would donate her cake pans if we wished to do this type of lending.</p>	<u>Tim Hetherton responded to the customer by phone as follows:</u> I thanked the customer for her generous offer to donate her collection of cake pans to the Library to serve as the basis of a circulating collection. I explained that the Library was unable to circulate that type of collection due to processing and staging issues. The customer thanked me and praised the Library for the great job we are doing, and I thanked the customer for her long service to the Library as a member of the Friends.

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<p align="center">4 <u>11/28/2012</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>11/29/2012</u></p>	<p>DEAR MELISSA, WILL YOU KINDLY, MENTION, AGAIN, TO YOUR STAFF, TO DIRECT, MOTHERS AND FATHERS, WITH THEIR CHILDREN, TO THE PLACES PROVIDED, FOR THE LITTLE ONES. I CAN'T TELL, YOU, HOW, THIS IS, BEING IGNORED AND ABUSED.</p> <p>I HATE TO THINK, THE VERY WORST CASE SCENARIO, WHEN, FOR UNKNOWN REASONS, A PARENT, DOES NOT WANT TO TAKE AND BE, WITH THEIR CHILD, IN THE TOTS OR TEENS AREA BUT SEVERAL HAVE ADAMANTLY, NASTILY, TOLD ME, TO "MYOB", WHEN I VERY, GENTEELY, SUGGEST, SAME.</p> <p>ALSO, IT WOULD BE GREAT, IF THEY WOULD MENTION, TO THE PRIVATE (QUIET* STUDY ROOM, OCCUPIERS, (TUTORS* AND STUDENTS*), [AS THEY ARE USHERED, INTO THE ROOM], TO KEEP THE NOISE, DOWN, AS IT DOES, COME OUT, ON THE FLOOR.</p> <p>THIS IS OUT OF CONTROL AND NOT BEING ADEQUATELY, ADDRESSED.</p>	<p>Melissa Kelly responded to customer by email as follows: The Library does have a room specifically designed for children with materials appropriate to their ages, but they are also welcome to use any part of the Library. Many parents/caregivers bring the children into the Library to use the kid's room and to also use the adult resources for themselves. They cannot leave their children alone in the Library so they must have the kids accompany them to the other areas of the Library in order to get Library books or use the computers to meet their own needs.</p> <p>If the problem is that a customer and/or their children are being disruptive, then staff should be talking the parent and letting them know that the noise or behavior is interfering with other customer's use of the Library. Please remember that this is not a strictly quiet place. We even had to take down our "Quiet Area" signs so as not to give false hope during the construction period. The Sword Reading Room at the south east end of the 2nd floor should still be a fairly quiet area for customers to use. We do, however, remind people that the frequent use of the stairs at the end of the building has created a different atmosphere at that end of the building, which we cannot change until the construction is completed and the main staircase is open for use.</p> <p>I am sorry that we cannot provide a more quiet atmosphere at this time, but hopefully construction will end in the next few months and we can again look into designating an area of the second floor as a "Quiet Zone".</p>
<p align="center"><u>Addendum to 4</u></p>	<p>THANKS! APPRECIATED. HAPPY, WITH YOUR DIPLOMACY AND CUSTOMER RELATIONS.</p>	
<p align="center">5 <u>11/30/2012</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>12/3/2012</u></p>	<p>I visit this particular library branch on a frequent basis. I have noticed, particularly since the time change, that it is "extremely dark" outside this library due to a lack of sufficient lighting. There are some very off-color characters that visit this library, and it makes me nervous having to return to my vehicle in the dark. I also do not like having to leave my vehicle unattended in the parking lot while I am working indoors. PLEASE do something about this immediately. This is very dangerous on so many levels. Sincerely</p>	<p>Melissa Kelly responded to the customer by email as follows: Thank you for sharing your concerns about the outdoor lighting at the Mariners Library. We will have someone check the current lights to ensure that they are all working and that they are all coming on at a proper time in the evening.</p> <p>In the past, we have looked into adding more lights in that parking lot, but we are face with restrictions because the Library is located in a residential area. We will have the City staff take another look at this building to see if there is anything new that they can recommend.</p>
<p align="center">6 <u>12/3/2012</u> <u>Comment Form - Written</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>12/6/2012</u></p>	<p>Alphabetizing movies into genre inconveniences the patron - many don't know the appropriate genre of the movie whose title they know - it would've saved everyone time to have indentified the movie by genre AND LEFT THEM IN THE ALPHABETICAL ORDER THEY'D ALREADY BEEN ARRANGED IN. What you authorized was a waste of time and money. A real shame in an era of municipal services recession.</p>	<p>Melissa Kelly responded to the customer by email as follows: Thank you for taking the time to express your thoughts about the Library's decision to change the shelving arrangement of movies. I understand your point of view about keeping them in Alphabetical order and I agree that this is a good arrangement for those who know exactly which movie that they want to select. We have, however, found that many of our customers use this as a browsing collection, looking for something that they would like, but haven't yet seen and maybe never heard of. For these customers the categories work well because they can go to the genre section for the types of movies they enjoy best or that they are in the mood to see and select a title from that smaller group rather than going through the whole alphabet. For those who are looking for a specific title, you can look the title up in the on-line catalog or ask staff to find the classification where that movie can be found.</p>

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<p style="text-align: center;">Z</p> <p style="text-align: center;"><u>11/29/2012</u></p> <p style="text-align: center;"><u>Email</u></p> <p style="text-align: center;"><u>Debbie Walker</u></p> <p><u>Youth Services / Branch Coordinator</u></p> <p style="text-align: center;"><u>12/3/2012</u></p>	<p>I read your website and found your organization to be really great, interesting, and touching. My name is xxxxxx xxxxx, my telephone number is xxx-xxxx, and I am a free, Live Scan fingerprinted background checked, kind, caring, reliable, loyal, well-organized, honest kid's childcare volunteer, kid's tutor volunteer, and kid's mentor volunteer with good references. I want to always be a very good role model for kids, hang out with them, encourage them, listen to them, talk with them, do outdoor and/or indoor activities with them, and/or help with them with their school work. I will always treat kids and everyone else with great kindness and respect. I treat people the way I liked to be treated. Kids care more about how much you care about them than how much you know. You have to earn their trust and respect and be a good friend to them to be effective with them. I am offering this service for free because I have a heart for these kids. Also, I want to help and make these kids feel that they are valued and loved by others and me. I want to help these kids to do the best in life. For about the last 8.5 years, I have been volunteering in children and youth ministry at my church and have been leading my own small group of kids during almost that whole time. In small groups, we talked about what we have been learning in large group, get to know one another, and pray together. The small group leader is a mentor and tutor for the kids. I have also helped out with games and teaching in large group. I have really like and been successful in being a small and large group leader and working with the kids overall.</p> <p>I have a heart to help and encourage kids. I have been Live Scan fingerprinted for working in this ministry at my church and can provide you with references including the youth pastor at my church whom I work directly under. The references I would provide have seen me work extensively with kids and have know me very well personally for a long time. You would be welcomed and encouraged to telephone my references at anytime now or in the future. I always glad to show you my California Drivers License, and for you to run extensive background checks on me including doing Live Scan fingerprinting on me now or in the future at anytime. I have no points on my driving record, and I have never had any misdemeanors or felonies in my life. I have never been in trouble with the law. I have never done drugs or smoked in my life. I do not drink alcohol. I pay my bills on time, have good credit, and have no loans or debts. I keep my things clean and tidy and have good hygiene. I am a kind, caring, honest, ethical, responsible person who wants to model this to kids. I had worked in computer service sales for many years heading up sales and marketing departments and programs for small companies. I have done very well in investing my money. Therefore, I now have enough money to live on for the rest of my life, so I will not have to work a paid job again even at age 52. I want to spend a lot of my time doing this above kind of volunteer work. Please think about it, and you can call me at my home telephone number xxx-xxxx Mondays-Fridays. I am usually not home on Saturdays and Sundays. If I am not there when you call, please leave me a message with all your best telephone numbers and best times to reach you, so I can call you back at your convenience. I am always really glad to answer any questions or concerns you have or discuss anything with you. Thank you for your time, and I will really forward to hearing from you. Thanks and you take care.</p>	<p><u>Debbie Walker responded to the customer by email as follows:</u> We do appreciate your interest in the library and offer to volunteer working with children, but City of Newport Beach policy dictates that adult volunteers do not work with children. We do have other volunteer opportunities available at the library in other departments. You may contact Jana Colver, the Volunteer Coordinator at 949-717-3824 to find out what we have available.</p>
<p>Customer's final response to Debbie Walker</p>	<p>Thank you for your response and information. I really appreciate this. Thanks, and you take care.</p>	

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<p align="center">8 <u>12/3/2012</u> <u>Comment Form - Written</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>12/11/2012</u></p>	<p>For long audio books say over 20 cds, please consider a longer check out period. For ex. The 3rd Game of Thrones book was 39 cd's. Not practical for 3 weeks. Most come back very late.</p>	<p><u>Melissa Kelly responded to the customer by email as follows:</u> Thank you for your suggestion in regards to the longer audio books. I agree that the books with so many discs and playing hours are difficult to get through in a 3 week period. If there are no other customers waiting for that audio book, it is renewable twice which would extend your use to a total of 12 weeks. If there are requests for that book we do need to limit the checkout time to the 3 weeks in order to give everyone a chance to use it. Although the audio books that have greater number discs are more expensive, we will work on making sure that we have enough copies to fill our normal holds ratio. Thank you for using your Library.</p>
<p align="center">9 <u>12/4/2012</u> <u>Comment Form - Written</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>12/10/2012</u></p>	<p>Polite and very helpful employees. Please increase the fine for overdue RENTAL books to at least \$3 - 5 per day. Many people take advantage of your low fines and fail to return the books within a reasonable time.</p>	<p><u>Melissa Kelly responded to the customer by email as follows:</u> Thank you for filling out the Library's comment form. We are glad that you use our Rental Book program. I understand that it can be frustrating to see that another customer is keeping one of these books an extended length of time since this is a collection designed to eliminate long waits. With the loan period for a rental being 1 week as opposed to the 2 week loan of the same title that is not a rental, customers often need the extra time to read the book or forget that the book came from the rental shelf and that they need to return it sooner than other items. Few of the overdue rental books are more than 1 weeks late. Although the overdue book is out longer than the original loan period it still moves the book on to another customer more quickly than a book that is in our Hold System and we do feel that the standard .25 cent per day fine is fair. Please feel free to contact me if you have any further questions or suggestions.</p>
<p align="center">10 <u>12/10/2012</u> <u>Comment Form - Written</u> <u>Debbie Walker</u> <u>Youth Services / Branch Coordinator</u> <u>N/A</u></p>	<p>If you have people like BG who went out of her way to help one would come to NPL every time. Bernadette Gilliam Thank You God Bless.</p>	<p><u>Debbie Walker responded to the customer by letter as follows:</u> I received the comment form you wrote regarding Bernadette. You stated that she went "out of her way to help" and if all staff did that, "one would come to NPL every time." I have shared your comments with Bernadette. We appreciate you taking the time to acknowledge her performance. It is a top priority for all staff members of Newport Beach Public Libraries to provide thorough and excellent customer service. We thank you for your use of the library and your comments.</p>
<p align="center">11 <u>12/10/2012</u> <u>Comment Form - Written</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>12/13/2012</u></p>	<p>Please don't charge \$1 per day on old videos. Thx.</p>	<p><u>Melissa Kelly responded to the customer by email as follows:</u> Thank you for taking the time to share your thoughts about the fines on older DVDs. I feel that this is a part of our fine structure that we should look at. We will consider the impact of this change and make a proposal to the Library Board. The Board makes the final decision on the fine and fee structure for the Library. Thank you for using the Library.</p>
<p align="center">12 <u>12/16/2012</u> <u>Comment Form - Written</u> <u>Cynthia Cowell</u> <u>Library Services Director</u> <u>12/17/2012</u></p>	<p>I am a Girl Scout from Troop 405. We are holding a book drive to collect books for an underprivileged school in L.A. We are working with Access Books. I was wondering if I could put a donation box at the library so people can donate books. Our dates for collecting the books are January 14-28. We are looking for any books to help build a library for the school. Your help would be greatly appreciated. I am looking forward to talking with you soon. Sincerely.</p>	<p><u>Cynthia Cowell responded to the customer by email as follows:</u> Hello, and thank you for your email. Congratulations to you and your Girl Scout troop for working on this very worthy project to help build a library in a school in Los Angeles. Unfortunately, we will be unable to assist you by putting a box out for book donations at any of our libraries. We have an organization called Friends of the Library that helps make our libraries better by accepting used book donations to sell in their store. It might be useful to know that they send all of the books that do not sell in their quarterly sales to U.S. military troops overseas or to hospitals down at Camp Pendleton, so donations do go to people who need them outside of the library. I wish you good luck with your collections and sincerely hope that you are able to help build up that school library. Sincerely, Cynthia Cowell</p>