

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
OCTOBER - NOVEMBER 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>11/4/2013</u> Comment Form - Card <u>Melissa Kelly</u> Support Services Coordinator <u>11/6/2013</u> </p>	<p>Great new addition. The set of new desks at the NE corner is situated directly under the AC vents. These vents push very cold air directly onto the occupants. Need to assess relocating desks slightly off the vents,</p>	<p><u>Melissa Kelly responded via email as follows:</u> Thank you for taking the time to complete our Library comment form. We are pleased to receive high marks from you in many areas. Unfortunately the one issue that you brought up regarding the placement of the new study tables is one that is difficult to remedy. The tables are placed directly over the electrical outlets and there is not room to move them away from the vents that were put in the ceiling. We have turned down the volume of air that is coming from those vents, but since this building and the number of occupants call for the continual circulation of fresh air, we cannot shut them down altogether. There are other areas in the older part of the building that you might find more comfortable. Thank you for using the Library.</p>
<p align="center"> <u>2</u> <u>11/6/2013</u> Comment Form - Email <u>Natalie Basmacıyan</u> Adult Services Coordinator <u>11/22/2013</u> </p>	<p>Is the NB Library System planning to make Hoopla available to card holders in the near future? Thanks!</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Thank you for taking the time to contact us regarding Hoopla. We are researching Hoopla and other services to see if they may be added to our downloadable collection. Please let me know if I may be of further assistance in any way.</p>
<p align="center"> <u>3</u> <u>11/9/2013</u> Comment Form - Email <u>Tim Hetherton</u> Library Services Director (Acting) <u>11/12/2013</u> </p>	<p>http://millennium.newport.lib.ca.us/search~S16?/Yembassy+house&searchscope=16&SORT=D/Yembassy+house&searchscope=16&SORT=D&SUBKEY=embassy+house/1%2C6%2C6%2CB/frameset&FF=Yembassy+house&searchscope=16&SORT=D&1%2C1%2C This title has been withdrawn from publication and I want to keep the copy that I have checked out from the library as of yesterday without contacting the publisher so I want to know if I can keep it by buying it from the library or having it donated to me. The author was reported to be a liar and there will be an update on it on 60 Minutes as of tomorrow night. I am currently reading it now and it is checked out by me, the story broke in LA Times yesterday. It doesn't even show up in the Amazon purchases anymore.</p>	<p><u>Tim Hetherton responded via email as follows:</u> The Library is prohibited from selling books from our collection directly to the public. Withdrawn books are sold through the Friends of the Library book store. For the time being, the Library is still obligated to make the book available to readers. There are holds on the book which show that Library patrons are still interested in reading the book. The Library will continue to review the merit of the work; the value of the work within the collection; and the needs and interests of the community. The Library believes that the use of Library materials is an individual and private matter. All patrons are free to select or reject materials for themselves; they may not restrict the freedom of others to read or inquire. Thank you.</p>

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<p><u>4</u> <u>11/14/2013</u> <u>Comment Form - Email</u> <u>Natalie Basmacıyan</u> <u>Adult Services Coordinator</u> <u>11/14/2013</u></p>	<p>Can't download any information about the books authored by Tracy Chevalier.</p>	<p><u>Natalie Basmacıyan responded via email as follows:</u> Good morning, and thank you for taking the time to contact us. Are you attempting to locate our holdings of print material for author Tracy Chevalier or any electronic versions of her books? We carry her books both in the print and Book of CD formats, and have one title Fallen Angel available as a downloadable audio book. Please let me know what you are interested in and I will make sure to assist you further. <u>Customer responded via email as follows:</u> <i>Check your website for Tracy Chevalier and a few other authors as to down loading a summary of the story. I repeatedly received a message stating that 404, information not available in current format. Totally confusing.</i> <u>Natalie Basmacıyan responded via email as follows:</u> Hi, I apologize for the difficulties you experienced with the error message. I was able to check our catalog and see the basic summaries of the books without an error so please let me know if you continue to encounter this obstacle. Our records do not always provide a comprehensive summary but you may utilize our online databases, Novelist and Literature Resource Center, for more information. You may access these databases through our "Services" tab on the library home page, then search by title, author, or other search terms. Novelist also provides a link to our catalog to check availability of titles. Literature Resource Center provides summaries, critiques, and reviews of many contemporary and classic books. The links to these databases are: Novelist: http://0-web.ebscohost.com.millennium.newport.lib.ca.us/novelist/search?sid=74f6217c-8251-428a-ac53-87e1dcc1314f%40sessionmgr198&vid=1&hid=124 Literature Resource Center: http://0-go.galegroup.com.millennium.newport.lib.ca.us/ps/start.do?p=LitRC&u=newportbeach Please let me know if we may be of further service with the databases, catalog, or technical issues.</p>
<p><u>5</u> <u>11/18/2013</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>11/18/2013</u></p>	<p>I own property in Newport Beach (pay taxes etc.) but live in Costa Mesa. Can I join the Library? Under what circumstances. Many thanks.</p>	<p><u>Melissa Kelly responded via email as follows:</u> You are welcome to sign up for a Library card at no charge and use our services. We ask that you bring identification with a photo and current address to any of the Newport Beach Libraries in order to register for the card. Our Library cards are free to California residents since we participate in the State's Reciprocal Borrowing program. We welcome you to the Library.</p>

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<p><u>6</u></p> <p><u>11/24/2013</u></p> <p><u>Comment Form - Card</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Director (Acting)</u></p> <p><u>11/25/2013</u></p>	<p>A woman walked aimlessly in the Library with a chihuahua (dog) on a leash. Clearly not a "Service Dog." What's next?</p>	<p><u>Tim Hetherton responded via email as follows:</u> According to the NBPL Use Policy "Bringing animals into the facility except service animals such as guide dogs" is prohibited. Library staff should have informed the customer about our policy concerning dogs in the Library. From your comment, I am not sure if staff was aware of the dog. It is also possible that the customer told staff that they were using a service animal. Under the Americans with Disabilities Act, customers do not have to show any proof that they are using a service animal, and the animal does not have to wear a special harness or other identification. The law states: "When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task." (http://www.ada.gov/service_animals_2010.htm). However, Library staff should be asking those 2 questions, and I will remind staff about these issues. Please, if you see animals in the Library, do not hesitate to let staff know.</p>