

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
NOVEMBER - DECEMBER 2013**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p>1</p> <p><u>12/21/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmaciyen</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>12/23/2013</u></p>	<p>Do you have study rooms? How do I make a reservation?</p>	<p><u>Natalie Basmaciyen responded via email as follows:</u> Good morning, The Central Library has three Study Rooms available to the public. The Study Rooms may be reserved in person, on the day of use, at the 2nd floor Reference desk. The Study Rooms check out for 2 hours onto a valid Newport Beach Public Library card, and may be renewed if no other customers make a reservation. Please let me know if I may be of further assistance, and thank you for using the Library.</p>
<p>2</p> <p><u>12/26/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Director (Acting)</u></p> <p><u>12/26/2013</u></p>	<p>I'm a public librarian who recently visited your beautiful library. I did a blog post on it and just wanted to let you know it's available to view at http://jshaffner.wordpress.com/2013/12/26/notable-newport-beach/ Also, FYI everyone in the pictures gave me permission to use their photo in the post. If you have any corrections or would like any of the photos to use for whatever purpose you like, please let me know. Thank you so much for creating such a marvelous institution!</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thanks very much for visiting NBPL and composing such a thorough blog post in regard to our facilities, services, and resources. It is useful to receive input from our guests and we are pleased that you had such a positive experience at our Library. We are fortunate that our community values us and that we understand the impact we have on the lives of our customers. Because of this relationship, we also have the strong support of the City Council, the Friends of the Library, and the Library Foundation, which is important in regard to expanding and enhancing services, and making the customer experience even better. Thanks very much for taking the time to share the details of your visit. Best regards and happy holidays.</p>
<p>3</p> <p><u>12/30/2013</u></p> <p><u>Comment Form - Email</u></p> <p><u>Melissa Kelly</u></p> <p><u>Support Services Coordinator</u></p> <p><u>12/31/2013</u></p>	<p>Hello ... we'll be in Newport Beach for several weeks in March and would like to have a library card so we could borrow books from the Balboa Branch of the library. We have a library membership in Massachusetts and in New York City. Is it possible to have a short-term membership in the Newport Beach library system? Thanks for your response.</p>	<p><u>Melissa Kelly responded via email as follows:</u> The City of Newport Beach and the Library are pleased that you will be visiting in March. The Newport Beach Public Library does issue cards with borrowing privileges to out-of-state residents, but there is an annual fee of \$10.00, payable when the card is issued. You can use this card to borrow materials, use our wi-fi network, checkout downloadable e-books, magazines and audio books as well as use our numerous databases. Once you are back home, you will be able to continue using the downloadable collections from your home computers/devices during that year. Please let us know if there is anything we can help you with before or during your stay.</p>