

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JANUARY 2014**

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p style="text-align: center;">1 <u>1/2/2014</u> <u>Comment Form - Card</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>1/6/2014</u></p>	<p>Quiet, clean, good hours, competent staff. Make the 120v outlets more accesible in the Balboa Branch. It is hard to get my phone charger plugged in.</p>	<p><u>Melissa Kelly responded via email as follows:</u> I received your comment card asking that we make the electrical outlets at the Balboa Branch more accessible. I will look into this to see what we can do, but I was wondering if there was a particular area of the building that you were referring to Thanks, <u>Customer responded via email:</u> Hi Melissa, The 2 areas are the below ground outlets under the table nearest the reference desk and the outlet near the east end of the library near the newspapers next to the windows. It can be hard to find at first since the ledge covers it so that I can't use my phone charger there at all It would be great if they were flush instead of recessed like they are now. <u>Melissa Kelly:</u> Thanks. We'll look into it and get back to you. <u>Customer:</u> Melissa, I think the quickest (and cheapest) solution would be to just buy some power strips, which can be plugged into existing outlets and are connected via a chord to 4-6 outlets w/ an on/off switch. That way no rewiring need be done and the power strips would be more accessible. They are cheap and you can purchase them at Home Depot type places. <u>Melissa Kelly:</u> That does sound like the easiest and cheapest solution, but the Fire Department doesn't like us to do that. The Library's maintenance man is going to talk to the electrician and see what he suggests that we do in that building to make more outlets accessible for your need and those of customers using laptop computers and other devices. Sorry, I don't have a quick solution, but I promise we are going to continue to work on it until we have something. <u>Customer:</u> OK, thanks for the effort.</p>
<p style="text-align: center;">2 <u>1/8/2014</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Branch & Youth Services Coodinator</u> <u>1/8/2014</u></p>	<p>I would like to make a donation to the library specifying that it be used at Mariners Branch. Is this possible? I notice the Branch has a large portion of the library devoted to children as well as ample designated space for teenagers in a lovely space. Both of these are critically important in my opinion. These children and young people deserve the pleasure and advantage of reading. Our country needs an educated population. There is also a computer area for everyone to use, which is laudable. I do not wish to detract from the organization of the library. However I see only two coffee tables with a total of eight seats for all others who want to sit, reading in the peacefulness of the library. (Perhaps I have not noticed some other seating there.) One grouping is in a busy, high-traffic area opposite the copying machines, in the path to the DVDs, stacks and information desk. Could there be additional reading areas, single covered chairs perhaps, or more furniture groupings? Could the existing ones be placed in a more pleasant, secluded part of the library, nearer a window for example, or at least out of the traffic path? Could a contribution help in doing this? I look forward to hearing from you.</p>	<p><u>Debbie Walker responded via email as follows:</u> I am writing this in response to the e-mail you sent regarding seating and reading areas at Mariners and the possibility of making a donation to assist with this. We are always pleased and very grateful to have donations made to the library. We do suggest making these through the Newport Beach Public Library Foundation. You may make a general or targeted donation that would ask that your funds be specifically directed to the Mariners Branch. We do appreciate your thoughtful comments regarding the current Children's, Teen and computer areas. Although we are somewhat limited by the size of the branch and current shelving arrangement, we will certainly take a look at how we might reconfigure or enhance current designated spaces. Again thank you for your suggestion and offer of funding. We strive to provide all of our library customers with a positive and productive experience when they visit our facilities. Don't hesitate to contact me if you have any further questions or comments.</p>

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<p><u>3</u> <u>1/9/2014</u> <u>Comment</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>1/13/2014</u></p>	<p>A customer stopped in Administration Office to say he is concerned someone may trip on a cement block located by a Handicap Parking Space by an entrance / exit doorway in the new Civic Center Parking Structure. The area he is referring to is the first space on the left as you enter the parking structure from Civic Center Green Level Two. The customer suggested painting the cement block so it would be more visible.</p>	<p><u>Melissa Kelly responded as follows:</u> I am forwarding this comment on to Fong Tse of the Public Works Department, who has purview over the parking structure. Fong Tse let Melissa Kelly know that the city is responding to the customer's suggestion and the cement block will be painted Blue for handicapped.</p>
<p><u>4</u> <u>1/9/2014</u> <u>Comment Form - Card</u> <u>Natalie Basmaciyen</u> <u>Adult Services Coordinator</u> <u>1/17/2014</u></p>	<p>My request is for the Media Center to revert back to the old schedule of Monday thru Thursday 10am-2pm. The current Tuesday and Thursday hours of 4pm-8pm is not convenient. Thank You.</p>	<p><u>Natalie Basmaciyen responded via email as follows:</u> Thank you for taking the time to contact us regarding the Media Center hours. We are still in the process of evaluating our customers' needs while also utilizing the Media Lab for public computer training, beginning in mid-February. 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. <u>Customer responded via email:</u> Hi Natalie, Thank you for the response. I look forward to your future hours. Best.</p>
<p><u>5</u> <u>1/9/2014</u> <u>Comment Form - Card</u> <u>Natalie Basmaciyen</u> <u>Adult Services Coordinator</u> <u>1/17/2014</u></p>	<p>Please schedule a class to explain how to use my new e-reader with the library system.</p>	<p><u>Natalie Basmaciyen responded via email as follows:</u> Thank you for taking the time to contact the Newport Beach Public Library regarding ereader training classes for iPads and Kindle Fires. We have a class scheduled on Thursday 1/30/14, from 6-8 PM, during which customers will be instructed on how to utilize the Library's downloadable book and magazine services. The class is free for all participants. If you have an older device, please check our Events Calendar for Tuesdays @ 2 training classes, as some classes will focus on using older ereaders with our downloadable services. Please let me know if we may be of further assistance. <u>Customer responded via email:</u> Thanks for the info. If this class requires registration, please consider this my registration.</p>
<p><u>6</u> <u>1/13/2014</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>1/14/2014</u></p>	<p>Sorry for such a mundane question, but could you tell me either the place you bought the new desk chairs and sitting chairs or the brand or manufacturer. They are so good on the back. I need something like this at home. Thanks so much for your assistance.</p>	<p><u>Melissa Kelly responded via email as follows:</u> We are glad that you like our new furnishings. The desk chairs are Eames Management from Herman Miller and the lounge chairs are the Passerelle Armchair from Coalesse. The furnishings were purchased through Pivot Interiors (www.pivotinteriors.com). Thank you for using the Library, we welcome all of your questions.</p>

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<u>7</u> <u>1/14/2014</u> Comment Form - Email <u>Allen Kesinger</u> <u>Librarian</u> <u>1/14/2014</u>	I just checked the library webpage and I didn't see any sign of mobile device service. Does the library offer services through mobile device? if yes why it is not in the home page? I even searched Google. What I found is overdrive and magazine but how about mobile web?	<u>Allen Kesinger responded via email as follows:</u> Thank you for contacting us today. The library does have a mobile app service and during the transition to a different website map (now called Library A-Z), the link for the app was accidentally left out. I apologize for any inconvenience this has caused. The page can be found under "M" for Mobile App on the Library A-Z page, but here is a direct link to the page: http://www.newportbeachlibrary.org/boopsie . I hope this has been helpful to you. If you have any further questions, please feel free to ask.
<u>8</u> <u>1/16/2014</u> Comment Form - Card <u>Heather Hart</u> <u>Branch Librarian</u> <u>1/16/2014</u>	Mariners is the best ever. I live close to Mariners and use them.	<u>Heather Hart responded via email as follows:</u> Thank you for the recent comment form you left at the Mariners Branch Library. I love that you live close by and use the library! You also had a suggestion about categorizing our movie collection by the year they were made. At this time we will be sticking with the genre categorization system. We put a lot of thought and effort into making the movies browse-able by movie type, and the majority of feedback we received from library users was in favor of the genre categories. Our library staff members are happy to help you find films from specific years—just ask at the Information Desk and we can assist you in searching the catalog, or using various online resources to find the movies. Thanks for using the Newport Beach Public Library, and please let me know if there is any further way I can assist you.
<u>9</u> <u>1/13/2014</u> Comment Form - Letter <u>Tim Hetherton</u> <u>Library Services Director</u> <u>1/29/2014</u>	To: Chief Librarian I wish to compliment you people on the upstairs Library Information Desk. Several times in the last few months, I have asked them for information which I as a decrepid senior am unable to locate on the internet. They have always been extremely willing and courteous and accurate. From a grateful tax payer.	<u>Tim Hetherton responded via email as follows:</u> Hello. Thanks very much for your kind comments regarding our Reference Staff. Your letter made my day, and I will be sure to share it with our staff. It is our goal to provide a high level of service to all customers. Helpful, courteous, and accurate – what more can you ask for in a Librarian? High compliments indeed. Best regards.