

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
APRIL - MAY 2013**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>1</u> <u>4/26/2013</u> Comment Form - Card <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>5/6/2013</u>	It is too cold in the upstairs Library.	<u>Melissa Kelly responded via telephone as follows:</u> I responded to the customer's comment about the temperature of the Central Library via telephone. I told the customer that we are still working on the thermostats and air control boxes for the Library and hope that once that is done, he will see improvement in the temperatures. He told me that he thought that it had already improved and he was pleased that we listen to customers and respond.
<u>2</u> <u>4/30/2013</u> Comment Form - Email <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>5/4/2013</u>	Are the computer workstations/chairs cleaned regularly here? If yes, how often is "regularly?" I ask this because for the 2nd time, I had to leave the station I was using because it smelled like fecal matter! Also, I have reported (for the past 6 mo's) that the door lock in the disability stall in the ladies' room to be broken. It has never been repaired, and that stall cannot be used. I am, by the way, disabled. Sincerely.	<u>Melissa Kelly responded via email as follows:</u> Thank you for sending us your concerns regarding the Mariners Branch Library. The computer chairs should be dry dusted nightly and more deeply cleaned on a monthly basis. I will have the cleaning crew pay special attention to the chairs at night in the coming week. I am sorry for the inconvenience that you have experienced with the restroom stall door. We are aware of that problem and have repaired it several times, but the fix doesn't seem to last long. We are now working with the City to come up with a more permanent solution which will probably involve changing out the partitions in that restroom. Thank you for your continued use of the Library,
<u>3</u> <u>5/1/2013</u> Comment Form - Card <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>5/6/2013</u>	I hope you are planning to install a drive up book return box - one where you don't have to get out of your car.	<u>Melissa Kelly responded via telephone as follows:</u> I responded to the customer's comment about installing a drive-up book return via phone message. I thanked her for leaving her comment and assured her that we will eventually be installing an outside book return. I told her that I am still trying to find a place where we could put a drop that would be accessible from the driver's side window, but if that is not possible we will hopefully be able to get one to place at the curb on Avocado.
<u>4</u> <u>5/6/2013</u> Comment Form - Card <u>Tim Hetherton</u> <u>Library Services Manager</u> <u>5/6/2013</u>	The Orange County Register's Current community paper goes to Monday - Friday next week. You could pull it out separately from the Register so people see it for their local news. Just a suggestion.	<u>Tim Hetherton responded via email as follows:</u> Thanks for your suggestion that the Library separate The Current from the OC Register on our newspaper rack. This is easily accomplished, and serves our customers well. We will start this practice immediately. Thanks again. <u>The customer responded to Tim Hetherton as follows:</u> Great, thanks! And please let us know if there's anything going on at the library you'd like to spread the word about. <u>Tim Hetherton responded via email as follows:</u> Thanks! We always have a lot going on; we'll keep you updated.

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<u>5</u> 5/20/2013 Comment Form - Email Debbie Walker Youth Services / Branch Coordinator 5/20/2013	I represent Candace Harrell Books, a brand new book series of children's books whose mission is to make children laugh, smile and feel good about themselves. We'd love to have our writer, Candace Harrell, visit your location and read a few popular books plus her own at a time of your convenience. Feel free to listen to the attached audio book, click the links below and we look forward to hearing from you.	Debbie Walker responded via email as follows: I received your e-mail regarding Ms. Harrell's book and request to have her present her work at our library. We currently have a full schedule regarding outside programming but do appreciate your offer and interest in the library.
<u>6</u> 5/20/2013 Comment Form - Card Melissa Kelly Support Services Coordinator 5/29/2013	It would be great to move a little trash can near the women's bathroom to toss paper towels in when using one to open door. Thank you!	Melissa Kelly responded via phone as follows: I spoke with the customer on the phone and thanked her for the suggestion to put a trash can near the restrooms on the second floor. I let her know that we had moved a can to the area near the drinking fountain. She said that she had seen it yesterday and she was pleased that we had responded to her request.
<u>7</u> 5/23/2013 Comment Form - Email Natalie Basmaciyen Adult Services Coordinator 5/24/2013	I am Newport beach local and attend Orange Coast College, however I am taking an online class at a college up north and need to have the final exam proctored to a local library to take it. OCC will be closed due to summer hours when I need to take the exam. Please let me know if this is something that can happen. I need to take it the week of June 17, 2013. Thank you	Natalie Basmaciyen responded via email as follows: Thank you for contacting us regarding test proctoring. The Newport Beach Public Library does not offer this service, and the closest libraries to Newport Beach that do are located in Long Beach. Specifically, the Long Beach—Bay Shore branch and the Long Beach—Los Altos branch do offer test proctoring. The contact information is: Bay Shore Neighborhood Library 195 Bay Shore Avenue Long Beach, CA 90803 (562) 570-1039 And Los Altos Neighborhood Library 5614 E. Britton Drive Long Beach, CA 90815 (562) 570-1045 Please let me know if we can be of further assistance.