

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JANUARY 2016**

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p align="center">COMMENT</p>	<p align="center">RESPONSE</p>
<p align="center">1 <u>1/4/2016</u> <u>Written Comment Card</u> <u>Evelyn Rogers</u> <u>Balboa Branch Librarian</u> <u>1/6/2016</u></p>	<p>Most of all I like the staff, especially Mike Payne, Daisy Hernandez, Evelyn Rogers, Hannah Carrier, and what they put forth to make sure the kids are, not only enjoying themselves, but learning at the same time. Everyone gets involved, even the teens!!! Ultimately I'm impressed with the overall efficiency, fluidity in the staff and the quaintness. I've been coming here since 1980. Thank you.</p>	<p>Thank you so much for your kind words about the Balboa Library and its staff. We try to create fun and engaging programs for kids and it's very encouraging to hear back from our customers. Sincerely.</p>
<p align="center">2 <u>1/7/2016</u> <u>Email</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>1/7/2016</u></p>	<p>Dear NBPL, Currently there are hanging lights above the blue study tables closer to the parking garage. However, there is no hanging lighting above blue tables near the book shelves. Would you please consider installing hanging lights above these blue study tables as well? Thank you.</p>	<p>Good Afternoon, Thank you for sharing your suggestion of additional lighting. I apologize if the lighting caused any inconvenience. Your note has prompted us to look into the lighting in that space and evaluate what might be done to address any shortcomings. We are always interested in keeping our facilities comfortable and welcoming and making improvements whenever we can. Thanks again for your feedback. It is much appreciated.</p>
<p align="center">3 <u>1/24/2016</u> <u>Email</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>1/25/2016</u></p>	<p>Dear Library, I am wondering if NBPL would consider extending Sunday closing hour from 5pm to 6pm. This would allow more studying and make the closing hour the same on Fri, Sat and Sun. Thank you.</p>	<p>Good Afternoon, Thank you for your suggestion regarding increased Sunday hours. We are so pleased that you take advantage of our being open on Sundays. As much as we'd like to do just as you suggest, our resources are at capacity pertaining to open hours. We have a good number of resources available 24/7 from our website and encourage patrons to utilize them for study needs anytime, and there may be extra value to them during our closed hours. Hopefully some of these on-line resources can be helpful to you. Thank you again.</p>
<p align="center">4 <u>1/26/2016</u> <u>Written Comment Card</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>1/26/2016</u></p>	<p>I am writing to call recognition to Greg Johnson and the superior services and help that he has given me. He has been so generous and unselfish with his time and knowledge, that I had to take the time to write. His exemplary service and kindness is greatly appreciated. If all employees were like Greg, the world would be a better place!!!</p>	<p>Good Afternoon, Thank you so much for sharing your kind words complimenting Greg Johnson. We are always happy to hear from customers that are elated with the experiences they have with the Library. I am forwarding your comments to a few key staff so that Greg's great work can be further recognized. BTW, noticing your email address, did you know Greg plays? I bet you did. Have a great day, and thanks again</p>

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<u>5</u> <u>1/27/2016</u> Email <u>Melissa Kelly</u> Support Services Coordinator <u>1/27/2016</u>	The restrooms need to frequently be cleaned and serviced. There is always urine and garbage on floor. and always out of paper towels.	Thank you for sharing your thoughts about the Library. I am sorry that you have found the restrooms in poor condition. The facilities are cleaned on a nightly basis after closing. Since we do not use Library resources to employ full-time cleaning staff, the Library staff checks on the restrooms periodically throughout the open hours to pick up papers and stock supplies. I will work with staff to see if we can increase the number of checks that they make each day and hopefully improve the look of the restrooms in the future. Thank you for using the Library. <u>Customer responded</u> : Thank you for responding to the restroom cleaning issue. I understand the library's HR budget limitations, maybe you can work with city hall next door to include their cleaning staff to service the library during business hours, and if there is library staff assigned to filling the towel dispensers they can also wash the floors, with the large amount of people that frequent the library areas like the restrooms they have to be cleaned more frequently.
<u>6</u> <u>1/28/2016</u> Email <u>Melissa Kelly</u> Support Services Coordinator <u>1/29/2016</u>	Is it possible for us to renew our library materials during maintenance hours? We find it difficult to renew our library materials during non-maintenance hours and were fined as a result. It used to be we could not place a hold on a library material during maintenance hours but now a hold can be placed during system maintenance. We really appreciate it if we could also renew during that time. Thank you	I am sorry for the disruption to our services each night during the maintenance, unfortunately we need to ensure that all of the data is backed up nightly. Any new data that would be entered during that time may be lost, which is why the ability to renew, place holds or pay fines during those hours is blocked. The maintenance process is set to start after midnight, since all items due on a particular day are technically due before midnight of that day. As an alternative to using the on-line system for renewals during those hours, we do have a renewal phone line which you can call and leave a message with the pertinent information identifying your library card and the items that you wish to have renewed. Staff picks up those messages during the morning open hours and handles the renewals. That phone number is 949-720-7424. Please be sure to leave your call back information in case there are any questions regarding your request. Thank you for using the Library.
<u>7</u> <u>1/28/2016</u> Email <u>Katherine Mielke</u> Marketing Specialist <u>1/28/2016</u>		Thank you for your interest in the Newport Beach Public Library Calendar of Events. Our website has a complete listing of all the events scheduled at http://www.newportbeachlibrary.org/events . It can be used by selecting a list or a calendar view. We also have a printed calendar available at the libraries and we send out an email the first of every month with events. The February events email will go out February 1. Please submit your email address in the box on the front page of our library website: http://www.newportbeachlibrary.org/ to assure that you are on our list of subscribers. Please contact me if there is anything else I can assist you with regarding event information. Regards,
<u>8</u> <u>1/29/2016</u> Email <u>Melissa Kelly</u> Support Services Coordinator <u>1/29/2016</u>	What can you do about the people who sleep here, take off their shoes, snore etc?	We have a use policy to prohibit people from interfering with other customer's use of the Library. If there is someone who is not following the use policy, please seek the assistance of the reference staff and direct them to the disruptive customer.