

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

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p align="center"> <u>1</u>  <u>3/3/2016</u>  <u>Email</u>  <u>Elaine McMillion</u>  <u>Admin Support Specialist</u>  <u>3/3/2016</u> </p>	<p>We are moving soon, and have excess books. Do you accept book donations, if so where? Thanks,</p>	<p>Thank you for contacting us regarding book donations. All book donations go to one of our support groups: The Friends of the Library. They have a bookstore at the Central Library and you can drop off your donations there any time. Their phone number is 949-759-9667. The store is open Monday through Saturday from 10:30am to 4:30 pm and Sundays from 1:00pm to 4:00pm. If the store is closed you may leave your donations in the red bins that are outside the door to the bookstore, just inside the Library lobby. We have a librarian on staff who works with the Friends to find donated items that would benefit the library's collection of circulating books. All proceeds from the Friends' store benefit the library. If you have any other questions please feel free to contact me. Sincerely.</p>
<p align="center"> <u>2</u>  <u>3/4/2016</u>  <u>Incoming Call</u>  <u>Debbie Walker</u>  <u>Branches &amp; Youth Services Coord</u>  <u>3/4/2016</u> </p>	<p>A call came in today from a customer regarding the Balboa branch. He wanted to compliment Susan Groux who was there today and was extremely helpful. He was very pleased with the assistance she offered him when he was there. This customer also wanted to ask if the exterior of the library could be repainted another color. He felt the current color had to go and should be replaced with a sea foam green or another color that compliments the neighborhood. He also asked if the fire department could be repainted as well.</p>	<p>Staff passed on the message that you had called the library to discuss a couple of items regarding the Balboa Branch Library. First of all you praised Susan Groux and how helpful she was to you when you visited the branch. We have shared your kind words with Susan and Susan's direct supervisor. The Newport Beach Public Library staff strives to provide exemplary customer service and those of us in supervision are very grateful when a customer acknowledges a member of the library team. You also mentioned the fact that you felt the exterior of the library and fire station should be repainted. The City of Newport Beach is looking closely at many of its aging facilities and considering what might be done to improve those structures. The Balboa Branch and attached fire station are on that list and definitely being considered for revamping in the very near future so there are no plans for repainting the exterior at this time. We do appreciate your use of the Branch and input regarding the building and staff.</p>
<p align="center"> <u>3</u>  <u>3/8/2016</u>  <u>Email</u>  <u>Tim Hetherton</u>  <u>Library Services Director</u>  <u>3/8/2016</u> </p>	<p>I'm trying to sign up to receive library e-mail notifications but after putting in my e-mail address, I get the statement to type in the security code but there is no security code to type in. What's going on?</p>	<p>Hi, I fixed it for you - the security code is a little difficult to decipher. You are now opted in to receive Library news by email. See you at the Library!</p>

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<p><u>4</u> <u>3/10/2016</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>3/11/2016</u></p>	<p>&gt; What is the "Freeze" box (that can be checked) for? Don't know if I should check it or not. I'm trying to hold a couple of CD's. Thanks! ***** *****Thanks so much, Melissa. It's good to know about this option because we have been caught out of town and missed out. I appreciate your help in clarifying this. You guys do such a great job! Diane</p>	<p>The "Freeze" option is to suspend or delay hold. If you place a hold on an item, but you won't be ready or available to pick it up when it is your turn, you can freeze it. That keeps you moving up on the hold list, but when it gets to be your turn it goes to the next person on the list until you "unfreeze" or reactivate your hold. That way you don't lose your place in line if you are not going to be ready to listen to the CD or read the book when it is your turn. In the case of the 2 items that you currently have on your hold list, you probably don't need to freeze them now since there are fairly long hold lists for each item. I hope that this explanation is clear enough, but if not please feel free to call me. Thank you for using your Library.</p>
<p><u>5</u> <u>3/16/2016</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>3/16/2016</u></p>	<p>I read that you accept donation of used books either for the library or to sell. Is there a particular time and place where you accept these donations?</p>	<p>Books may be donated to the Friends of the Newport Beach Library. These books are sold in their bookstore or during quarterly book sales at the Central Library. The money from the sale of books is donated to the Library to support programs and collections. You may drop off your donated books at the Friends Bookstore on the first floor of the Central Library or at any of the 3 Branch Libraries. The Friends of the Library are a 501c3 non-profit organization and they will give you a donation receipt for your tax purposes. Thank you for thinking of the Library.</p>
<p><u>6</u> <u>3/18/2016</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>3/18/2016</u></p>	<p>I attended the lecture by Mr. Alexie on March 11 as a guest of some friends. I have attended four other lectures over the last two years. I just felt that I should tell you that the program on March 11 was very distasteful to me and I will not be attending any further events at the library. I was offended by the profane language used during the lecture and the subject matters were often related to bathroom issues and personal matters. As a resident of Newport Beach, I was embarrassed that my public library had such a program. From the program information, I was hoping to learn about Mr. Alexie's experiences growing up on an Indian reservation and to gain insight into that culture. I was very disappointed with the lecture. I hope you will ask future speakers to refrain from profanity and offensive topics and comments. Thank you.</p>	<p>I am sorry that the Sherman Alexie lecture did not appeal to you. The Library, and the Library Foundation, through the Witte lecture series, tries to provide speakers with a wide range of perspectives and sensibilities. Sometimes the lectures are not for everyone, and I'm afraid that was your experience. I will pass your comments along to the Library Foundation. I do hope that you give us another chance, as your support of the Library is very important to us. May we offer you complimentary tickets for a future Foundation event of your choice? Respectfully.</p>

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<u>7</u> <u>3/24/2016</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Adult Services Coordinator</u> <u>3/24/2016</u>	Audio lab use periods should be 2-3 hours to let more people use it. Audio lab is constantly booked far in advance by same person for same time slot. Being able to book audio lab for days on end at same time periods denies others the right to use and enjoy same. How about giving use for 2 consecutive days only? How about redusing time available from 4 hours to 2-3 hours. If someone needs more time from that, they should go to a recording studio! Thanks very much for your time and consideration.	Natalie left a voicemail message for this customer in response to his written comment card which had his phone number as his contact info. However, she has not received a rely.