CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 3

MEETING DATE: Thursday, November 21, 2013
AGENDA ITEM #: 9
ITEM: CORRESPONDENCE

RECOMMENDED ACTION:

• None
From: xixihao@hotmail.com [mailto:xixihao@hotmail.com]
Sent: Friday, September 13, 2013 10:16 AM
To: Library Commission
Subject: Commission mail, A resident’s concern and suggestions

This message was submitted to the Library Commission.

e-mailmessage: This message was submitted to the Library Commission.

subject: Commission mail, A resident’s concern and suggestions
to: ccclibcommission@ccclib.org
comments: Dear Sir or Madam,

I am writing to you as a responsible resident who really concerns about the community and Dougherty Station Library.

I would like to share with you what recently happened to us at the library. My children went to the library during summer break. One day they asked a librarian to use the library phone to call home to have them picked up. Unfortunately they were refused to use the phone and were told that the phone is for emergency only. This made me wonder what is the mission of our library. Any people, any business and organization are supposed to help a child in need, I really don’t understand how this happened in our library.

I have been to Dougherty Station Library many times. I hardly see a smile on their faces every time I go there, let alone hear a staff offering their help. What I see is the staff sitting on their chairs with a face like ‘don’t bother me’.

We have been to different libraries at other places and know what good libraries look like. What happened at the library made me really worry whether the staff working there understand what the library is for and who it serves. I normally would walk way from an unpleasant situation, but this time I feel I have to share this with you, hoping it will help the library to achieve its mission to serve the community better, to make it a place where customers are happy to go instead of a place which provides some people a job. I don’t see a library with unhappy customers will go anywhere.

I suggest a courtesy phone be set up in each library to help its customers, mostly children. I also suggest that library provides necessary office supplies for residents’ convenience: staples,
whiteouts, tapes, punches and scanners.

Sincerely,

A resident

Name: Ashley

emailaddress: xixihao@hotmail.com

Assigned to: Middleton, Kathy

Status: Closed

Reply Date: 9/21/13

Reply:

Dear Ashley,

Thank you sharing your concerns about your recent experience at Dougherty Station Library. I was sorry to hear about the negative experience you encountered. Thank you for taking the time to write to us about your concerns. Please be assured that providing excellent customer service is a priority for the Library and we consider your comments seriously. Your concerns have been shared with front desk personnel, along with the reminder that each and every staff person is expected to serve our library visitors in positive and friendly manner.

Another concern you addressed was that your children were not allowed to use the Library’s telephone. Generally, we reserve the use of the telephone for library staff serving at the information desk in order to receive inquiries from the public or to return calls placed by the public. We do not have a public phone on site. When library visitors inquire about using the telephone, staff are instructed to ask if the phone is needed for an emergency call. If a customer relates that it is an emergency, staff members place the call and turn the phone over to the customer to talk.

I have reminded staff of this procedure and also the importance of supporting young people who need to contact parents. I recognize that waiting for a ride can qualify as an "emergency" for a child. We often recommend to parents to have a designated pick-up time and place after school, in the event a child visits the library unaccompanied by an adult.

To address the second concern, unfortunately Contra Costa County Library is unable to provide school or office supplies for public use. However in the very near future the library will be equipped with a scanner for public use.

Again, thank you for bringing your concerns to our attention. We strive to provide excellent customer service to all of our visitors. Please do not hesitate to call me if you have any further concerns.

Thank you,

Nancy Kreiser