



# CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES MEETING AGENDA

Newport Beach Public Library  
1000 Avocado Avenue, Newport Beach, CA 92660  
Monday, September 19, 2016 – 5:00 PM

## ***Board of Library Trustees:***

Jill Johnson-Tucker, Chair  
Janet Ray, Vice Chair  
Paul Watkins, Secretary  
Jerry King, Board Member  
Douglas Coulter, Board Member

## ***Staff Members:***

Tim Hetheron, Library Services Director  
Elaine McMillion, Administrative Support Specialist

The Board of Library Trustee meeting is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Chair may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

The City of Newport Beach's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, we will attempt to accommodate you in every reasonable manner. Please contact Tim Hetheron, Library Services Director, at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 717-3801 or [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov).

## **NOTICE REGARDING PRESENTATIONS REQUIRING USE OF CITY EQUIPMENT**

Any presentation requiring the use of the City of Newport Beach's equipment must be submitted to the Library Services Department 24 hours prior to the scheduled meeting.

## **I. CALL MEETING TO ORDER**

## **II. ROLL CALL**

## **III. NOTICE TO THE PUBLIC**

The City provides a yellow sign-in card to assist in the preparation of the minutes. The completion of the card is not required in order to address the Board of Library Trustees. If the optional sign-in card has been completed, it should be placed in the box provided at the podium.

The Board of Library Trustees of Newport Beach welcomes and encourages community participation. Public comments are generally limited to three (3) minutes per person to allow everyone to speak. Written comments are encouraged as well. The Board of Library Trustees has the discretion to extend or shorten the time limit on agenda or non-agenda items. As a courtesy, please turn cell phones off or set them in the silent mode.

## **IV. PUBLIC COMMENTS**

Public comments are invited on agenda items. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

## **V. CONSENT CALENDAR**

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items recommending an action. There will be no separate discussion of these items prior to the time the

Board of Library Trustees votes on the motion unless members of the Board of Library Trustees request specific items to be discussed and/or removed from the Consent Calendar for separate action. Members of the public who wish to discuss a Consent Calendar item should come forward to the lectern upon invitation by the Chair.

**A. Consent Calendar Items**

**1. Minutes of the August 15, 2016 Board of Library Trustees Meeting**

**2. Customer Comments**

Monthly review of evaluations of library services through suggestions and requests received from customers.

**3. Library Activities**

Monthly update of library events, services and statistics.

**4. Expenditure Status Report**

Monthly expenditure status of the library's operating expenses; services, salaries and benefits by department.

**5. Board of Library Trustees Monitoring List**

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Literacy Update**

Staff will provide the annual overview of the Literacy program.

**B. Monthly Reports**

**7. Library Services**

Report of Library issues regarding services, customers and staff.

**8. Friends of the Library Liaison Report**

Trustee update of the most recently attended Friends of the Library Board meeting.

**9. Library Foundation Liaison Report**

Trustee update of the most recently attended Library Foundation Board meeting.

**10. Witte Lectures Committee Liaison Report**

Trustee update of the most recently attended Witte Lectures Committee's monthly meeting.

**VII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)]**

**VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS**

Public comments are invited on non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

**IX. ADJOURNMENT**

CITY OF NEWPORT BEACH

Board of Library Trustees  
Meeting Minutes  
August 15, 2016 - 5:00 p.m.

I. **CALL MEETING TO ORDER** – Chair King called the meeting to order at 5:00 p.m.

II. **ROLL CALL** - Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Jerry King, Secretary Jill Johnson-Tucker; Board Member Janet Ray, Board Member Paul Watkins, Board Member Douglas Coulter

Staff Present: Tim Hetherton, Library Services Director  
Elaine McMillion; Administrative Support Specialist  
Natalie Basmaciyian, Library Services Manager  
Melissa Kelly, Support Services Coordinator  
Debbie Walker, Branch & Youth Services Coordinator  
Melissa Hartson, Circulation & Technical Processing Coordinator

III. **ELECTION OF OFFICERS**

The Board of Library Trustees shall nominate and elect Board Members to serve as Chair, Vice Chair, and Secretary for FY 2016-2017.

Chair King called for nominations for Chair.

Nomination made by Board Member Ray, seconded by Board Member Coulter, and carried (5-0-0-0) of appointing Board Member Johnson-Tucker as Chair.

AYES: King, Johnson-Tucker, Ray, Watkins, Coulter  
NOES:  
ABSTENTIONS:  
ABSENCES:

Chair Johnson-Tucker called for nominations for Vice Chair.

Nomination made by Board Member Watkins, seconded by Chair Johnson-Tucker, and carried (5-0-0-0) of appointing Board Member Ray as Vice Chair.

AYES: King, Johnson-Tucker, Ray, Watkins, Coulter  
NOES:  
ABSTENTIONS:  
ABSENCES:

Chair Johnson-Tucker called for nominations for Secretary.

# DRAFT

Nomination made by Board Member Ray, seconded by Board Member Coulter, and carried (5-0-0-0) of appointing Board Member Watkins as Secretary.

AYES: King, Johnson-Tucker, Ray, Watkins, Coulter  
NOES:  
ABSTENTIONS:  
ABSENCES:

#### IV. NOTICE TO THE PUBLIC

Noted by Chair Johnson-Tucker

#### V. PUBLIC COMMENTS

Chair Johnson-Tucker would allow public comments following each agenda item.

#### VI. CONSENT CALENDAR

##### A. Consent Calendar Items

##### 1. **Minutes of the June 20, 2016 and July 18, 2016 Board of Library Trustees Meeting**

Board Members Watkins and Coulter abstained from voting on the Minutes of June 20, 2016 as they had not been appointed at that time.

Board Members King and Ray abstained from voting on the Minutes of July 18, 2016 as they were not present.

Motion made by Board Member Ray, seconded by Board Member King, and carried (3-0-2-0) to approve the Minutes of the June 20, 2016 Board of Library Trustees meeting.

AYES: King, Johnson-Tucker, Ray  
NOES:  
ABSTENTIONS: Watkins, Coulter  
ABSENCES:

Motion made by Board Member Coulter, seconded by Secretary Watkins, and carried (3-0-2-0) to approve the Minutes of the July 18, 2016 Board of Library Trustees meeting.

AYES: Johnson-Tucker, Watkins, Coulter  
NOES:  
ABSTENTIONS: King, Ray  
ABSENCES:

##### 2. **Customer Comments**

Monthly review of evaluations of library services through suggestions and requests received from customers.

##### 3. **Library Activities**

Monthly update of library events, services and statistics.

- 4. **Expenditure Status Report**  
Monthly expenditure status of the library's operating expenses, services, salaries and benefits by department.
- 5. **Board of Library Trustees Monitoring List**  
List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Secretary Watkins noted the comment card regarding restrooms and suggested Staff monitor both restrooms infrequently for a short period of time. Today he found water on the floor in one restroom. If necessary, Staff should enforce the policy stated in the Library Use Rules. Chair Johnson-Tucker was aware of a maintenance crew who checks restrooms on a schedule. She asked if Library Staff also monitors restrooms. Library Services Director Hetherington advised that Library Staff does spot clean restrooms on a schedule. When a Library patron notifies Library Staff of a problem, Library Staff addresses it. He will request Library Staff monitor the situation more closely. The bathrooms are scheduled for renovation soon, and that could alleviate some of the problem.

Chair Johnson-Tucker advised she will review the Monitoring List for September to ensure all items are listed. If Board Members know of additional items, she will place them on the agenda for September if appropriate.

Motion made by Board Member Coulter, seconded by Board Member King, and carried (5-0-0-0) to approve Item Numbers 2-5.

AYES: Johnson-Tucker, Ray, King, Watkins, Coulter  
NOES:  
ABSTENTIONS:  
ABSENCES:

**VII. CURRENT BUSINESS**

**A. Items for Review**

- 6. **Information Technology Update**  
Avery Maglinti from the City Information Technology department will report on Library IT services and projects.

Avery Maglinti, Senior IT Applications Analyst, reported IT Staff replaced all public computers, cables and connections; upgraded computers to Windows 10 at all branches except the Corona del Mar Branch; implemented new management software; replaced all public copiers; and installed new printer pay stations. The Central Branch received new furniture. The Mariner Branch received fiber cables which provided faster internet speeds.

Board Member King inquired whether the new software ties the public computers to the City's computer network. Mr. Maglinti responded yes. Public computers in the libraries are being monitored from City Hall now.

Mr. Maglinti added that IT Staff installed digital signage at all branches except Corona del Mar.

Board Member King asked if service agreements for computers were revised as well. Chair Johnson-Tucker inquired about service agreements for the new copiers because they were leased. Mr. Maglinti advised that the City has service agreements for computers and copiers; however, the Library purchased the copiers.

Mr. Maglinti reviewed upcoming projects such as the Library's new website and a new firewall. The new firewall allows better web filtering and monitoring of video usage on public computers.

Board Member King inquired whether the upgrades will prevent hacking. Mr. Maglinti explained that the new firewall is part of the City's network and will help prevent hacking. Hacking is a threat for libraries because of the number of people using Library computers. Board Member King asked if IT Staff check computers for threats after each use. Mr. Maglinti advised that computers are reset to their original state after each use.

Mr. Maglinti advised that the operating system for computers will be upgraded later in the year. Library Staff is digitizing pilot microfilm with IT Staff's assistance.

Chair Johnson-Tucker shared her experience of the Library Wi-Fi system timing out each time she used it. Mr. Maglinti will check into that because he is not aware of others having that problem. Chair Johnson-Tucker asked if it is necessary for Library customers to log into computers using their library cards. Mr. Maglinti explained that logging in was not necessary but a policy decision. Library Staff uses the log-in information to track the number of people using Library services.

Jim Mosher requested a status update regarding the project to increase internet speeds. Mr. Maglinti advised that the City is upgrading its internet service to a higher speed. Throttling internet connections is an option available through the new firewall. Hopefully the project will be complete by the end of September. Mr. Mosher asked if it was the same as the Cenic system. Mr. Maglinti replied no. Director Hetherington added that Cenic would go live in September.

Mr. Mosher inquired about the disposal of the old equipment. It is not terribly out of date and has some value. Mr. Maglinti indicated all items will be auctioned and funds from the sale placed in the IT Service Fund of the City.

Mr. Mosher questioned whether funds should be returned to the Library as the Library originally purchased the equipment. Mr. Maglinti clarified that the equipment is moved into the IT Service Fund, because IT provides ongoing support for the equipment.

Mr. Mosher asked why public Wi-Fi is turned off when the Library is closed. Mr. Maglinti suggested that was a Library policy. Library Services Director Hetherington reported Wi-Fi is turned off to discourage transients from staying overnight.

## **7. Proposed Library Closures for Winter Holidays 2016**

Staff requests Library holiday closures as specific in written report.

Chair Johnson-Tucker advised this item was continued from the previous month.

Library Services Director Hetherington reviewed his report from the prior month. Between Christmas and New Year's, all Library branches will close at 6:00 p.m. Because of labor agreements, holidays that occur on Sunday are celebrated the following Monday. Most businesses and almost all government offices will close on those days. The Library's peer groups seem to follow the same pattern. Director Hetherington requested the Board of Library Trustees approve the recommendation.

Board Member Ray asked if the Corona del Mar Branch would close on Tuesday, December 27th, as indicated in the table. Director Hetherington advised that the Corona del Mar Branch is regularly closed on Monday. That is an error in the table.

Chair Johnson-Tucker appreciated Secretary Watkins' request for information on peer libraries.

Secretary Watkins noted no college football games will be played on Sunday. In light of the bargaining agreement, the Board had no choice but to approve the proposal.

Board Member Coulter concurred.

Chair Johnson-Tucker indicated the Board of Library Trustees held long discussions in previous years when the Library followed the City's holiday schedule. The Library should close as proposed.

Motion made by Secretary Watkins, seconded by Board Member Coulter, and carried (5-0-0-0) to approve the Library holiday closure as proposed in the report.

AYES: Johnson-Tucker, Ray, King, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES:

## **8. Library Staffing Report**

Staff presents a report on Library positions and job specifications.

Library Services Director Hetherington reviewed Library Staff positions and duties. The Library utilizes many part-time positions, which is beneficial to both the employees and the Library. Library Staff is doing promotional-type recruitments. Director Hetherington reviewed the organizational hierarchy. If the Board wished, he could provide a revised report in September.

Chair Johnson-Tucker requested Director Hetherington do so. If Board Members have topics they want to see addressed in the report, they can email them to her.

Board Member Coulter would not be present for the Board meetings in September and October.

Director Hetherington wanted to keep the Board informed of activities.

Mr. Mosher noted the Staff Report indicates six part-time people working at the Mariners Branch; yet, the position chart lists only three. He asked if some of those positions are floating. Director Hetherton explained that part-time staff could work at all the branches in one week. In addition, a full-time person is often deployed to a branch to fill in. Mr. Mosher indicated flexibility was built into the chart even though it was not evident.

Board Member King questioned three positions under Tech Pro in the report and at least seven in the organization chart. Director Hetherton indicated technical processing and circulation are combined. Board Member King understood the assignment of staff, but the numbers do not match. Support Services Coordinator Melissa Kelly explained that the Tech Pro group is charged to a different budget account than the Central Library budget. Tech Pro has three full-time staff.

Chair Johnson-Tucker requested an explanation for the use of decimals. Melissa Kelly clarified that the positions are based on hours worked; 0.48 was half-time or 19 hours a week.

## **9. Selection of Board of Library Trustees Liaisons**

The Board of Library Trustees shall nominate and elect Trustees to serve as liaison to the Friends of the Library, NBPL Foundation and the DSLS Committee.

Chair Johnson-Tucker advised that the Board of Library Trustees monitors the Newport Beach Public Library (NBPL) Foundation, the Friends and the Distinguished Speaker Lecture Series (DSLS). The liaisons attend the meetings of those groups. The Foundation meets the fourth Monday of the month. The DSLS meets on a Thursday morning. Board Member King attends the Friends meetings.

Board Member King had monitored the Foundation and the Friends.

Chair Johnson-Tucker requested Board Members indicate their preference.

Board Member King would monitor the Foundation if no one else wished to.

Board Member Ray understood the DSLS was a part of the Foundation. Chair Johnson-Tucker explained the DSLS is a subcommittee of the Foundation, but it has separate meetings from the Foundation. Board Member Ray volunteered to monitor the DSLS.

Chair Johnson-Tucker noted the Friends was available. Board Member King would help with either the Friends or the Foundation.

Director Hetherton advised that the Friends meets the second Tuesday of the month at 9:30 a.m.

Board Member Coulter agreed to monitor the Friends.

Chair Johnson-Tucker suggested a Board Member be available to attend meetings if the assigned Board Member could not. Secretary Watkins volunteered.

Staff reiterated the meeting dates, times and locations for Board Members.

## **B. Monthly Reports**

### **10. Library Services**

Report of Library issues regarding services, customers and staff.

Library Services Director Hetherton announced the promotion of Ms. Hartson to Librarian III.

Chair Johnson-Tucker asked if Ms. Hartson would no longer be providing reports on book purchases. Ms. Hartson would continue with book purchases, but that could change.

Director Hetherton reported the Library offers many materials that could assist people with training and education, the SCORE seminars for people starting a business, and Testing and Education Center. In September, the Library would offer the Career Online High School, which awards a high school diploma or a certificate in a career path.

### **11. Friends of the Library Liaison Report**

Trustee update of the most recently attended Friends of the Library Board meeting.

Board Member King did not have a report as the agenda for the Friends meeting was light.

### **12. Library Foundation Liaison Report**

Trustee update of the most recently attended Library Foundation Board meeting.

Chair Johnson-Tucker advised that the Foundation did not hold a meeting in July.

Staff understood the Foundation is taking over the UCI program from the Library. Chair Johnson-Tucker asked why the Foundation was taking over the program. Staff did not know. Library Services Director Hetherton explained the Foundation felt the program could bring in customers who would be interested in other Foundation events. The Foundation could utilize its program manager for UCI. Chair Johnson-Tucker asked if the Foundation offers an estate planning program. Director Hetherton believed the Foundation had such a program.

### **13. Witte Lectures Committee Liaison Report**

Trustee update of the most recently attended Witte Lectures Committee's monthly meeting.

Chair Johnson-Tucker indicated former Board Member Prichard monitored this group. She did not believe they had any meetings recently. She asked if they had announced speakers. Staff knew the speakers but could not share them. Board Member King asked if they had programs arranged for the year. Chair Johnson-Tucker believed they did, and it was a stellar group.

VIII. **BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

Chair Johnson-Tucker requested suggestions for agenda items.

Secretary Watkins reported Dorothy Larsen's husband underwent brain surgery and is now home and making progress. John and Elizabeth Stahr will be the City's next Citizens of the Year. A celebration will be held on November 11, 2016. Mrs. Stahr worked with Youth Group and Girl Scouts of America. Chair Johnson-Tucker added that Mrs. Stahr was instrumental in raising funds for the move of the Central Library.

Board Member Ray renewed her passport at the Library in only 15 minutes. The experience was wonderful and brief. She recommended anyone obtain a passport through the Library. Chair Johnson-Tucker asked if it was publicized and if the Library is listed in the results for a Google search. Staff indicated the Library partnered with UC-Irvine to provide services. The Library is the passport source for Newport Beach. Chair Johnson-Tucker asked if that is a source of funding for the Library. Staff clarified that funds went into the General Fund.

IX. **PUBLIC COMMENTS ON NON-AGENDA ITEMS**

None.

X. **ADJOURNMENT** – 6:04 p.m.

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

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p align="center">COMMENT</p>	<p align="center">RESPONSE</p>
<p align="center"><u>1</u> <u>8/1/2016</u> <u>Comment Card</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>8/2/2016</u></p>	<p>The NBPL is an oasis where everyone can come to pursue work, knowledge and thought. I would like to see light plugs in the middle section on the second floor added. The plugs now are frayed or missing. Some bulbs are out. This seems dangerous.</p>	<p>Thank you for bringing your lighting concerns to our attention. We have had our maintenance personnel go through and repair the problems of frayed cables and burned out bulbs. If you find additional issues that we have missed, please don't hesitate to let me know. Thank you for using your Library.</p>
<p align="center"><u>2</u> <u>8/9/2016</u> <u>Comment Card</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>8/12/2016</u></p>	<p>irst floor catalogue terminals need to be put back to original table top stands. The new ones on the posts are very hard to use. The mouse slides down when you let go of it. They bounce around and are unstable and very inconvenient to use all around.</p>	<p>Natalie spoke with the customer and reported that this customer stated that the computers are clumsy to use and that he preferred the old countertop computer stations. Natalie told him that we are aware of other customers' complaints about the stations. She told him we would look into the option of going back to countertop stations. He was pleased that Natalie called and he thanked her for speaking with him.</p>
<p align="center"><u>3</u> <u>8/11/2016</u> <u>Comment Card</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>8/12/2016</u></p>	<p>I'd like to have a place to audition audio CD's in the library so I can have a sense of the narrator, the pace and the content of the book. You could have CD players and earphones at the ends of various stacks of audio CD's.</p>	<p>Natalie spoke with the customer and he stated that he checks out BCD's and previews them in his car before leaving the library. He often returns them within 30 minutes if he does not like the narrator. Natalie explained that we do not have a power source to add a listening station by the BCD's. He complimented the BCD collection and said it is "phenomenal". He then asked if we could purchase BCD's in Spanish. She told him we had a collection of books in Spanish at Mariners years ago and they did not circulate. She then walked him through the Overdrive services to see the Spanish collection there. He was pleased about this option and did not know that we had Spanish items in Overdrive. He thanked Natalie for calling and she said we are always receptive to hearing customer suggestions.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>4</u> <u>8/16/2016</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Technical Proc Coord</u> <u>8/20/2016</u></p>	<p>I am a member of Newport Public Library. It is a great library and I check out many books there. The Central Library facilities are excellent. I love Newport Beach Library. However, I feel we can improve upon this. Here is the problem. When we try to check a book out or put a hold online, I notice that there are already 20 or 30 holds on the book. And most of the time there is only one (or some times two) copies of the book. So at that rate, it takes almost a year to get a book. Please do the math and you will see the problem at hand. On the other hand, I see numerous copies of murder mysteries of the same title. If you do not believe me just walk the aisles and you will see. Duplicate, triplicate and even four copies of the same title. Not just murder mystery but also other titles. I was told by the staff "we are a library for more popular books" or something to that effect. But this is far from the truth. Because if it was true, then why 30 holds on a book called "Hillbilly Elegy" (a recent book). 30 holds means it is quite popular. Way too popular. So that brings me to this question: how do librarians order books? What is the order procedures? Do you look at the data on a weekly basis to see how many holds are on the book? Do you have some service standards such as, that if there are more than say 10 holds, perhaps order another copy. Or is it the publisher's sales guys who come and visit librarians and push their books form the catalogue. And that is how the library ends up buying more books of some titles and skimp on others. I would be very much interested in speaking with you about this.</p>	<p>The library does have a process in place to ensure we order a sufficient number of copies to fulfill a growing hold queue. We call this our Purchase Alert Report, where our goal is to buy enough books to maintain a 4-6 ratio of holds to number of copies. The specific title you are referring to, Hillbilly Elegy, was ordered after we'd done our Purchase Alerts for the month. This title has received an enormous amount of attention in a variety of media outlets over the past 1 ½ weeks reflecting the spike in the amount of holds placed over this period. We will be ordering several additional copies of this title for each of our locations to help alleviate the wait times. Our book vendor expedites these purchase alert orders so that we promptly receive them. I apologize for the delay and we will take measures to help rectify this right away. I hope my correspondence gives you some additional insight as to how we monitor and respond to our hold lists. Thank you for communicating with us on this matter. Kind regards.</p>
<p><u>5</u> <u>8/17/2016</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Technical Proc Coord</u> <u>8/22/2016</u></p>	<p>Greetings, I wanted to tell you about a situation I encountered. In late July, I placed a hold on an audio book, Don Quixote, and my account showed that the current user had a return date of 8/8. I checked my account on 8/9 and saw that there was a new return date of 8/30. I went into the library yesterday, and the librarian confirmed that despite my having a hold on the audiobook, someone else managed to check it out for another 3 weeks. I placed this hold because I am reading it for a book club. The librarian who helped me at the Central Library was sympathetic and apologetic, but said there was nothing she could do. I wanted to address this situation, because it seems that the only way someone could "override" a hold is if a librarian helped them. I still have it on hold through NBPL as well as another system and hopefully, it will come soon, but it is difficult to not be disappointed with NBPL.</p>	<p>I want to apologize for our processing error that has caused an additional three week wait period for the hold on Don Quixote. The library circulates a large volume of materials on a daily basis and our staff do their best to be diligent in their work, however we are still susceptible to mistakes. I do thank you for bringing this to our attention. I hope you continue to enjoy using the Library and that future experiences result in satisfactory outcomes. Kind regards.</p>

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<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>6</u> <u>8/19/2016</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Mariners Branch Librarian</u> <u>8/22/2016</u></p>	<p>What I like most about the NBPL are your people and the availability of computers and desk space. I'd like to see a shelf or small table in the men's (and women's) rooms to set books, etc. and wash up.</p>	<p>Thank you for your recent comment card at the Mariners Library. I'm so glad that we are meeting your expectations in regards to our reference and circulation departments. We strive to provide excellent customer service. We are planning on redesigning the public restrooms in the near future, and adding a shelf or table to set down books would be a good addition. It's certainly something we will consider. Thank you again for taking the time to fill out the comment card. If you have any other questions or concerns, please do not hesitate to contact me.</p>
<p><u>7</u> <u>8/20/2016</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>8/22/2016</u></p>	<p>I see that the tables in the courtyard have umbrellas for shade. However, the 3 tables near the rabbit don't. It would be nice to have some shade there in morning and noon. Would you please consider putting an umbrella for just 1 table that gets most sunshine (nearest street) to see if it works? Thanks.</p>	<p>Thank you for contacting us about the outdoor seating at the Central Library. I am sorry, but we cannot install umbrellas at the tables that are located outside of the Children's Room by the bunnies. Unlike the tables in the Courtyard, those tables have center support posts so there is not an opening for an umbrellas. If we were to put out standalone umbrellas, we would risk having them carried away by the wind that often blows through this property.</p>

## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetheron, Library Services Director  
Re: Report of Library Activities – September 19, 2016 Meeting

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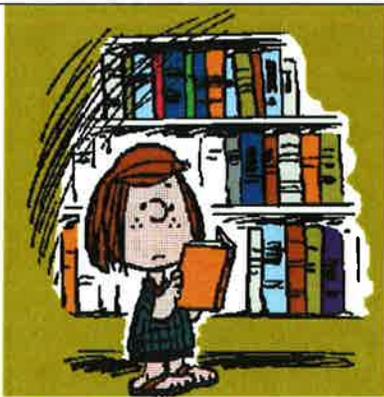
### TIM HETHERON, LIBRARY SERVICES DIRECTOR

"The worst thing about new books is that they keep us from reading old ones."  
- Joseph Joubert



### International Literacy Day

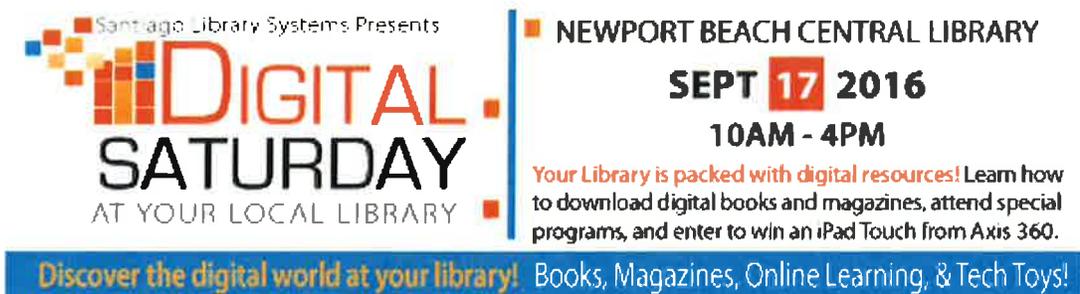
Over 150 literacy learners, tutors and supporters gathered in the Friends Room Thursday, September 8<sup>th</sup> to celebrate International Literacy Day. The annual event recognizes the efforts of dedicated volunteers and the hard working learners who are enrolled in the Library's Literacy Services program. This year's recipient of the Rochelle Hoffman Memorial Award was presented to learner Lima Alexandrova, who came from Moscow in 2013 and has been working to improve her English reading, writing and speaking skills in order to pursue a career. Newport Mesa ProLiteracy services bring a new and diverse clientele to the library, while enhancing library visibility and community goodwill. This new clientele becomes part of our regular clientele. They help Newport Beach Public Library fulfill their mission by providing information and access to collections, as well as opportunities for life-long learning. It also provides an important opportunity for volunteers.



On Thursday, Sept 1, NBPL kicked off **Library Card Sign-up Month** with a promotion for children and teens. For any new cards issued during the month of September, kids get a sticker or bookmark. Kids or teens with a valid library card *in their name* can show it at the appropriate reference desk to enter a raffle to win a prize. There will be one kid winner and one teen winner per branch. The prize drawing will be held at the end of the month.

## CENIC

CENIC (Corporation for Education Network Initiatives in California) goes live at NBPL on September 26. The CENIC project will help provide a quality online experience for NBPL customers by providing increased bandwidth and faster network speed. The speed of our network affects nearly every device used in the Library, whether it is the public Internet stations or a customer's personal cell phone. For most networks, the transfer rate of a faster Ethernet connection (roughly 12.5 megabytes per second) is the typical speed limit. That may be satisfactory for transferring ordinary files, but it's painfully slow if you're competing with hundreds of other devices for bandwidth, particularly for activities that require a lot, such as streaming a high-definition video or downloading a large .pdf file. By switching over to gigabit (1000-Mbps) speeds, NBPL increases our customer's potential tenfold, minimizes transfer times, and greatly enhances the public's ability to stream high-bandwidth files to connected devices without interference. Special thanks to City IT for their assistance with the circuits and hardware.



Santiago Library Systems Presents

# DIGITAL SATURDAY

AT YOUR LOCAL LIBRARY

**NEWPORT BEACH CENTRAL LIBRARY**

**SEPT 17 2016**

**10AM - 4PM**

Your Library is packed with digital resources! Learn how to download digital books and magazines, attend special programs, and enter to win an iPad Touch from Axis 360.

**Discover the digital world at your library! Books, Magazines, Online Learning, & Tech Toys!**

### Digital Saturday

On Saturday, September 17, the Newport Beach Public Library will showcase its digital resources, including downloadable books, audiobooks and magazines, online research materials and homework help, and software and tech toys, to customers attending Digital Saturday. Special presentations will be made by Axis 360 about downloading eBooks and by staff introducing customers to the Media Lab, Sound Room and online tutorials and databases.

### NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

Librarian I Evelyn Rogers has been promoted to the Librarian II position for the Balboa branch. Five candidates completed the second round of interviews. Part-Time Clerk Kristen Sonntag has been promoted to Part-Time Library Assistant for the Reference department at Central. Four candidates interviewed for the position. Several candidates for the Page position have been offered positions, and the HR department is conducting background checks.

Staff is hosting the Digital Saturday event on September 17<sup>th</sup> at the Central Library from 10:00AM-4:00PM. Customers may enjoy presentations on library databases, tours of the Media Lab and Sound Lab equipment, and children's presentations. The Sound Lab features new hardware, such as an amplifier and microphone, thanks to generous funding from the NBPL Foundation. Representatives from Axis 360 downloadable ebooks will also be on site to present classes and answer customer questions. The event is free and open to all.

The Tuesdays @ 2 and Let's Talk Tech classes resume the first week of September. Topics include Social Media, the *Consumer Reports* database, and converting VHS to DVD. The Tuesdays @ 2 classes run through the end of October. The Let's Talk Tech classes run through mid-December.

## **MELISSA KELLY, SUPPORT SERVICES COORDINATOR**

### **Facilities**

The glass in the side door between the Library and Fire Station cracked. The door was boarded up for a week while the replacement glass was on order. The new glass was installed on August 26th.

### **Literacy**

Please join us for International Literacy Day which will be celebrated in the Library on Thursday, September 8<sup>th</sup> at 10:00 am. This is a day that recognizes and celebrates the accomplishments of the Literacy Learners. Each year the Rochelle Hoffman memorial scholarship award is given to a deserving student of the program in recognition of their commitment and hard work. This is always an exciting and moving event.

The Newport/Mesa's ProLiteracy program committee is working on the final details for a fall fundraiser. An evening with author Maria Semple will take place in the Library's Friends Meeting Room on Saturday, October 22, 2016 at 6:00pm.

Tickets are on sale at <http://www.newportbeachlibrary.org/literacy>.

Newport/Mesa ProLiteracy received a donation of \$3,200 from the OC Alumnae of Kappa Kappa Gamma. This is the second year in a row that they group has designated NMPL to receive the proceeds from their author event.

## **DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR**

### **Branches**

Summer Reading Program (SRP) ended on a high note at all branches. Craft programs and performers were well received and a record number of 1026 book reviews were turned in by enthusiastic readers at all locations.

### **Youth Services**

Members of the Youth Services team took a well-deserved two week break from Storytimes at the conclusion of SRP. Not only did it give everyone a chance to gather statistics and get everything organized, it also afforded the opportunity for everyone to meet at Central on Thursday, August 25 to discuss and evaluate SRP as well as several other Youth Services related topics. All members will be concentrating on upcoming programming for the fall and winter and making sure their contributions to the online Booklists are revised and submitted by late October.

### **Teen Services**

Although YAAC meetings will not resume until September, Hannah and Nadia presented a program on Library Databases to teachers at CDM High School on August 29<sup>th</sup>. They also left library card applications for teens to encourage sign-ups which allows remote access to online library resources. Teen volunteers who helped at Mariners and Central during the weeks of SRP were honored with pizza parties at both locations.

## **MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR**

### **Staffing**

We have completed reference checks for four Library Page candidates and are awaiting fingerprint and physical results. We anticipate they will start employment in September.

I have begun to meet with the Circulation and Technical Processing Staff to introduce myself and get a sense of where the department currently is. These brief meetings have been informative and I look forward to meeting with the Branch Circulation Staff next month.

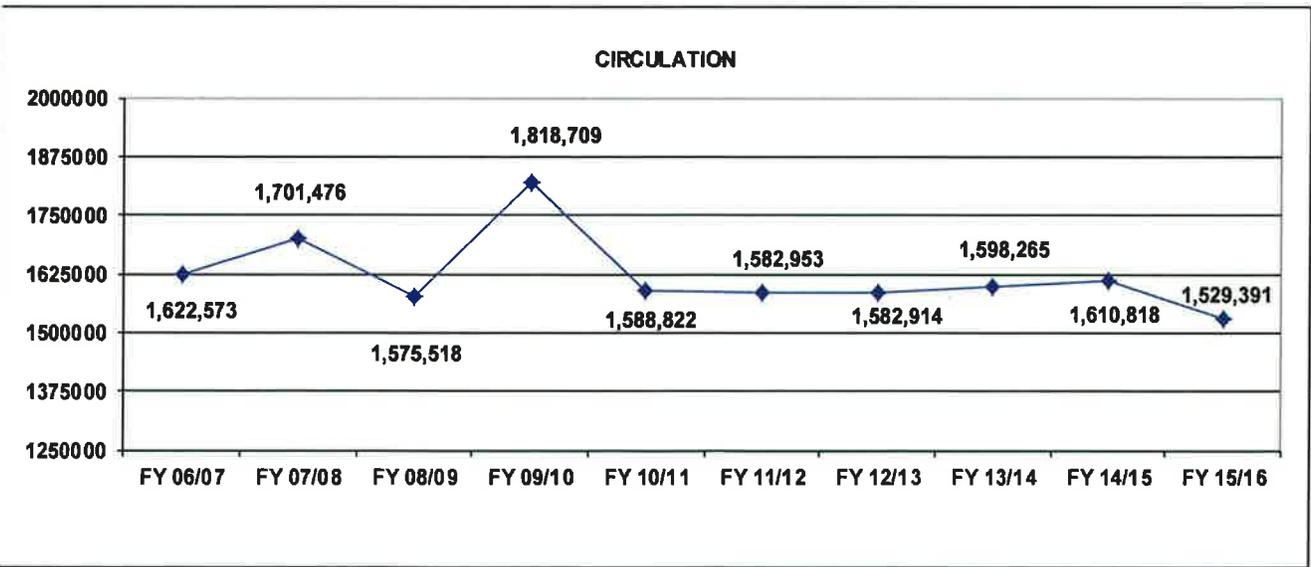
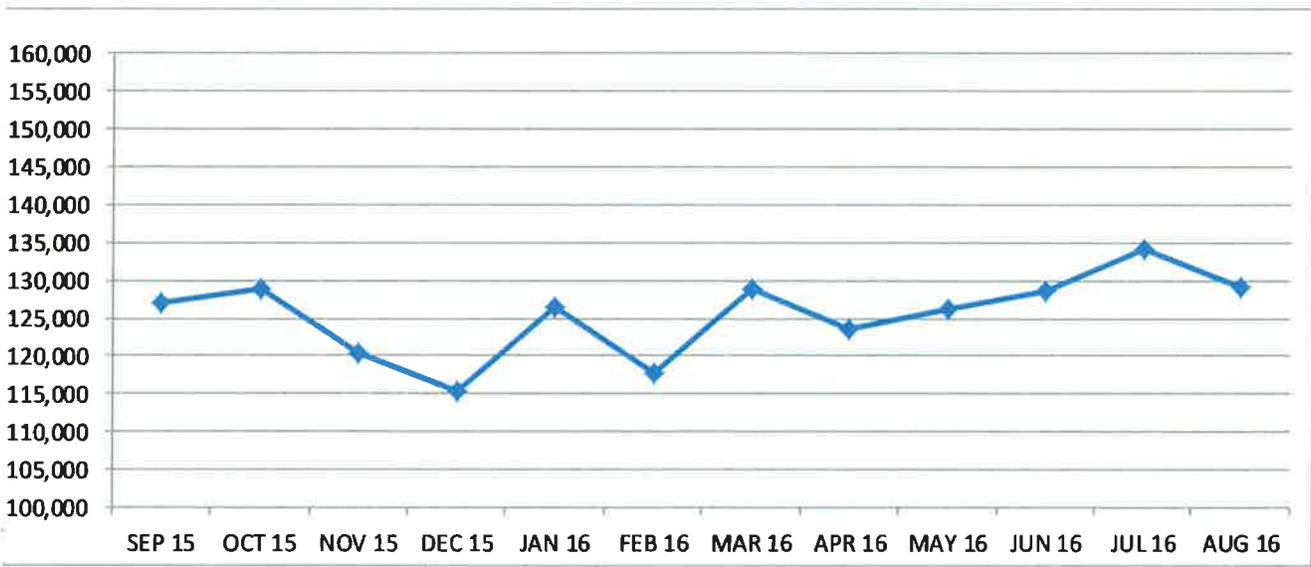
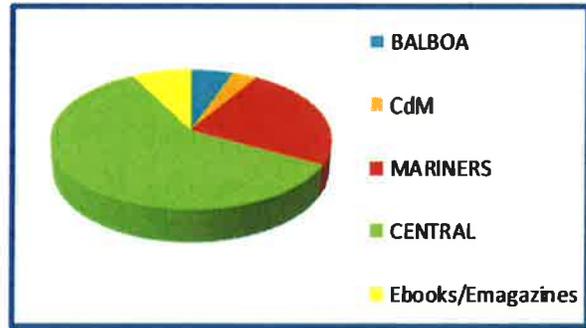
**Proquest Articles Retrieved**

	July	Aug	AVG.
Business Databases	589	471	530
Newspapers--Current	1830	1875	1853
Newspapers--Historical	2321	1161	1741
Magazines	21	12	17

Database FY Comparisons	YTD 16/17	YTD 15/16	JUL 2016	AUG 2016
<b>Tracked by #searches</b>				
Ancestry	977	1488	331	646
A to Z Databases	1197	963	513	684
AskART	14	42	14	
BioResCtr*	32	87	2	30
FoF Ancient Hist	25	29	18	7
GDL	37	16	12	25
GVRL	65	145	31	34
HeritageQuest	5337	4093	3034	2303
Kids InfoBits	8	181	6	2
Lynda.com	21580	2685	9370	12210
LitResCtr	82	132	13	69
Opposing Vpts*	29	356	8	21
Nat Geo	35	15	5	30
Nat Geo Kids	23	67	21	2
NovelList Plus	19272	332	167	19105
NovelList K-8 Plus	92	109	58	34
ProQuest	7202	3933	4516	2686
Oxford Art Online	6	1	6	
Ref USA Bus.	4723	3871	2137	2586
Ref USA Res.*	191	155	125	66
ScienceFLIX	26	171	17	9
Tumblebooks	445	449	249	196
World Book Online	20	30	8	12
<b>Tracked by #sessions</b>				
Cypress Resume	28	12	5	23
Testing & EdRefCtr	113	158	52	61
Universal Class	220	490	77	143
<b>Tracked by #page views</b>				
Consumer Reports	2254	3282	1514	740
CultureGrams	78	410	64	14
Morningstar	4476	9777	4476	
NetAdvantage	2249	7802	2249	
RealQuest	274	163	151	123
Rocket Languages	49	136	19	30
Value Line	33802	28130	17248	16554

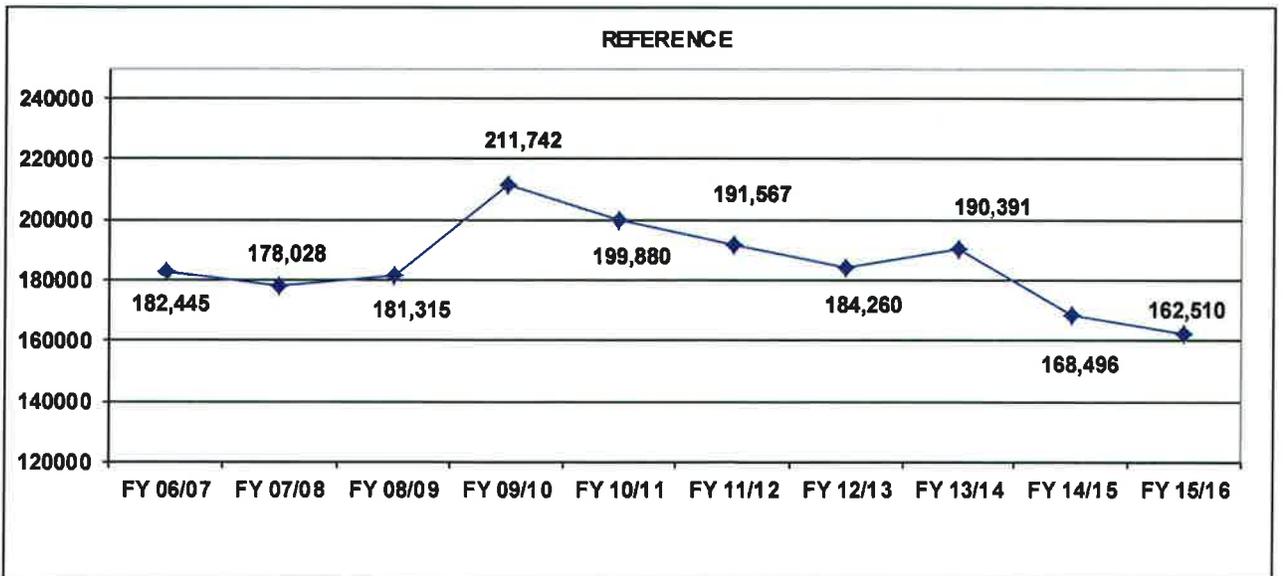
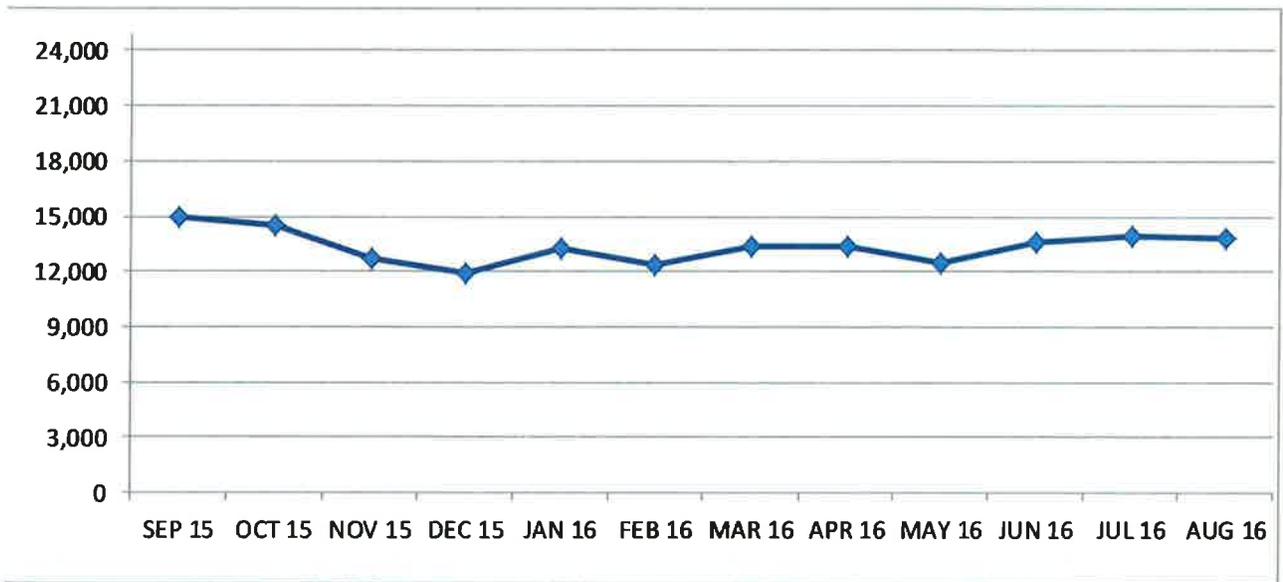
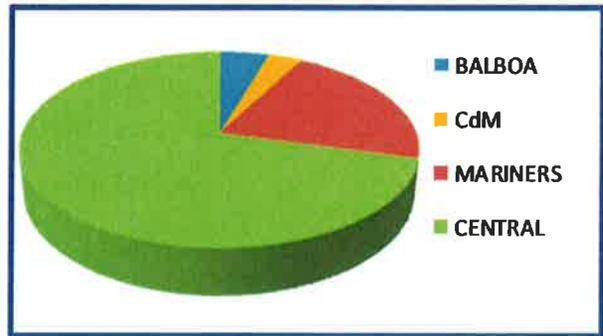
## NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2016 CIRCULATION

	Aug-16	YTD 16/17	YTD 15/16
<b>BALBOA</b>	7,163	14,247	16,198
<b>CdM</b>	4,263	9,101	10,327
<b>MARINERS</b>	30,938	63,666	70,839
<b>CENTRAL</b>	76,768	156,520	170,472
<b>Ebooks/Emagazines</b>	9,999	19,883	18,661
<b>TOTAL</b>	129,131	263,417	286,497



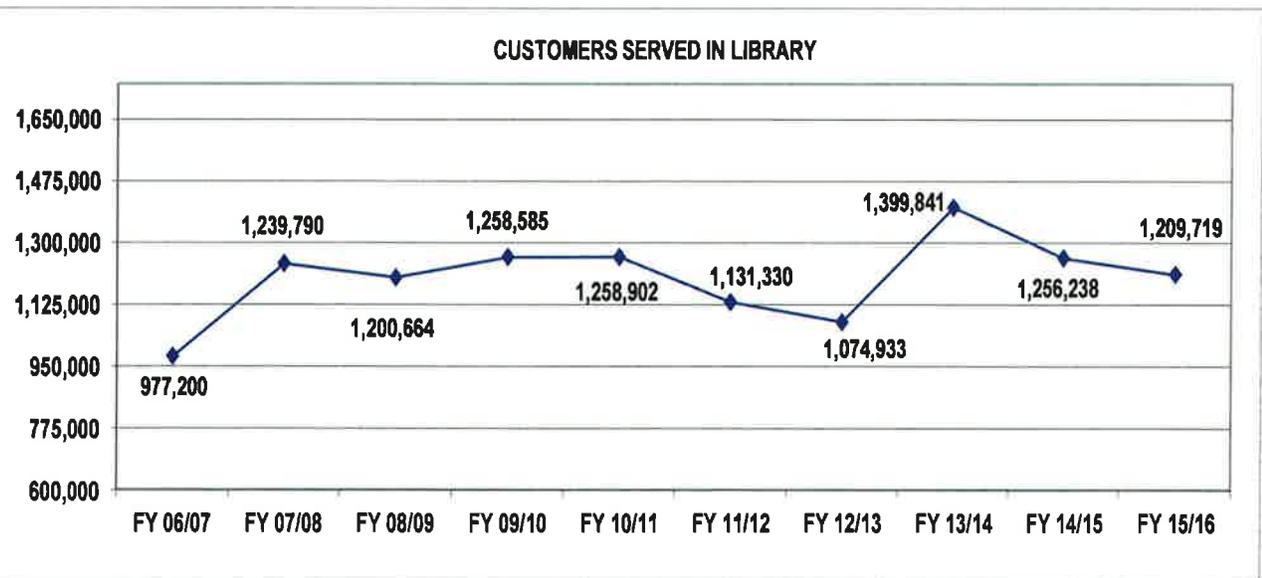
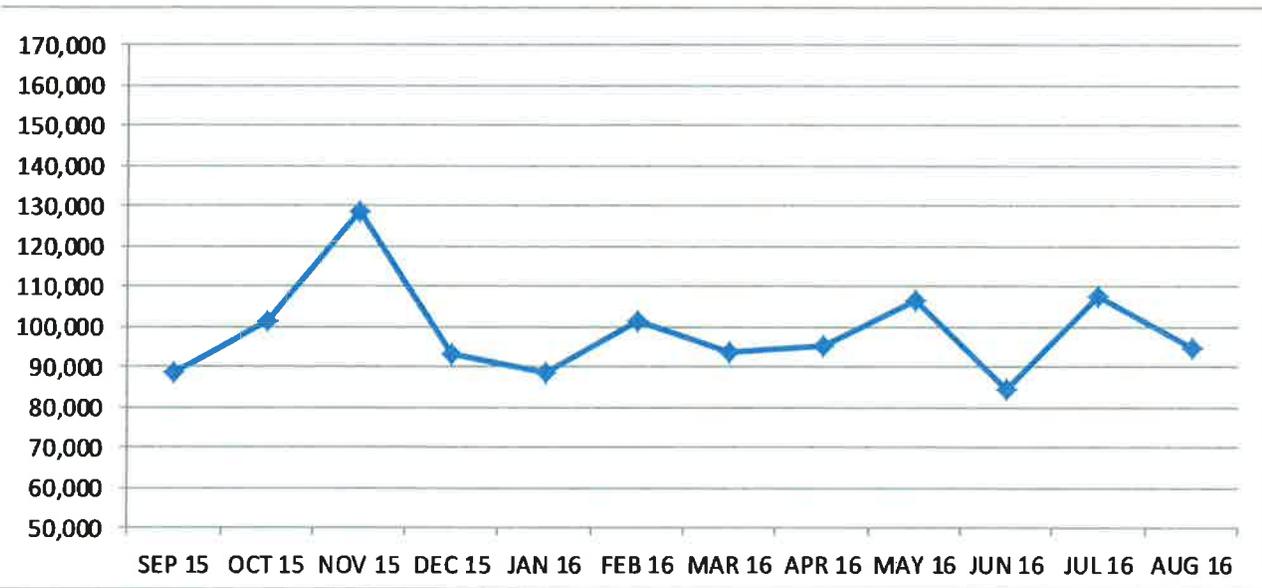
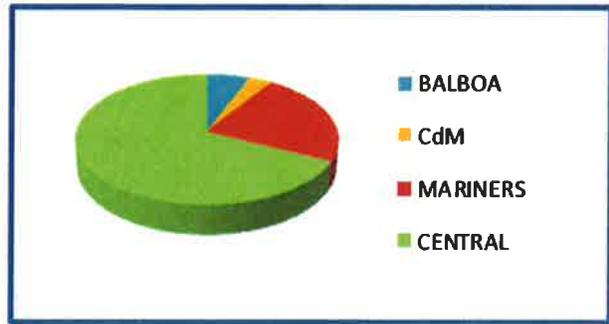
## NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2016 REFERENCE

	Aug-16	YTD 16/17	YTD 15/16
<b>BALBOA</b>	658	1,320	1,624
<b>CdM</b>	451	972	1,380
<b>MARINERS</b>	2,927	5,673	9,249
<b>CENTRAL</b>	9,840	19,654	17,844
<b>TOTAL</b>	<b>13,876</b>	<b>27,619</b>	<b>30,097</b>



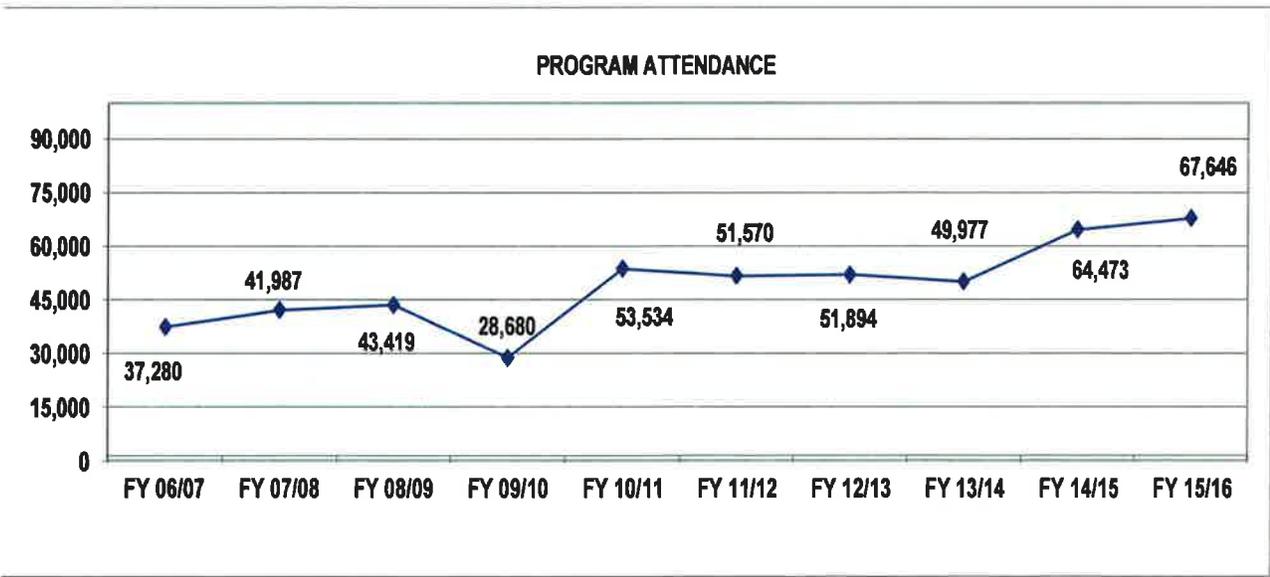
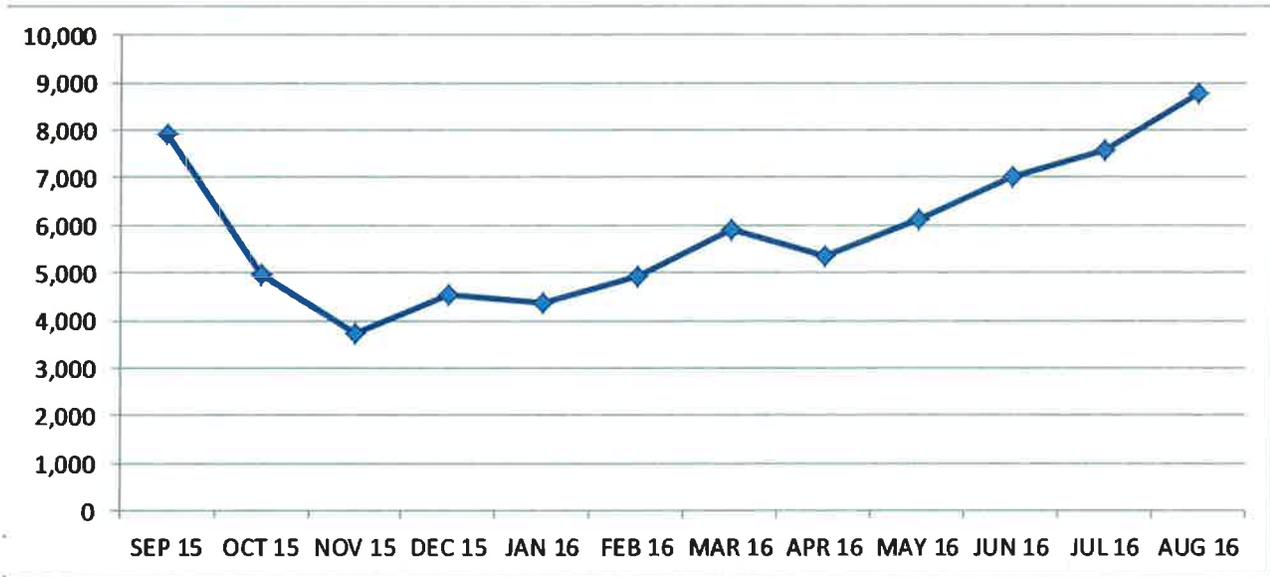
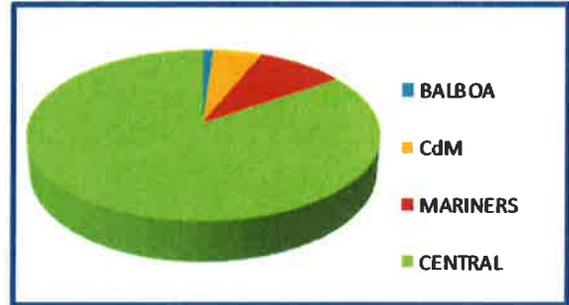
**NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2016**  
**CUSTOMERS SERVED IN LIBRARY**

	Aug-16	YTD 16/17	YTD 15/16
<b>BALBOA</b>	5,611	10,146	10,128
<b>CdM</b>	3,068	6,824	8,215
<b>MARINERS</b>	21,821	40,463	44,979
<b>CENTRAL</b>	64,365	145,104	159,730
<b>TOTAL</b>	<b>94,865</b>	<b>202,537</b>	<b>223,052</b>



**NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2016**  
**PROGRAM ATTENDANCE**

	Aug-16	YTD 16/17	YTD 15/16
BALBOA	100	273	327
CdM	454	1,334	1,166
MARINERS	806	2,150	1,647
CENTRAL	7,411	12,595	9,634
<b>TOTAL</b>	<b>8,771</b>	<b>16,352</b>	<b>12,774</b>



**LIBRARY EXPENDITURES**  
**Fiscal Year End 2015-2016**  
*As of August 31, 2016*

<b>ACCOUNT DESCRIPTION</b>	<b>ORIGINAL APPROP</b>	<b>REVISED BUDGET</b>	<b>YTD EXPENDED</b>	<b>AVAILABLE BUDGET</b>
SALARY FULL-TIME REGULAR	2,613,458	2,613,458	2,696,274	-82,816
SALARY PART-TIME	175,933	219,838	690,525	-470,687
SALARY SEASONAL****	645,278	645,278	124,185	521,093
BENEFITS	1,828,216	1,870,847	1,755,280	121,568
<b>SALARY &amp; BENEFITS TOTAL</b>	<b>5,262,885</b>	<b>5,349,421</b>	<b>5,266,264</b>	<b>89,158</b>
PROFESSIONAL SERVICE*	131,589	131,589	111,184	20,405
UTILITIES	294,976	294,976	299,627	-4,651
PROGRAMMING	6,500	19,419	12,202	7,217
SUPPLIES**	82,570	84,268	87,130	-2,862
LIBRARY MATERIALS	619,740	626,270	624,557	1,713
FACILITIES MAINTENANCE	149,221	149,221	131,198	18,023
TRAINING AND TRAVEL	15,125	18,926	10,603	8,332
GENERAL OPERATING EXPENSES	24,200	24,408	19,692	4,716
PERIPHERALS	3,500	3,500	3,661	-161
INTERNAL SERVICE FUNDS	718,274	718,274	718,274	0
<b>MAINT &amp; OPERATTION TOTAL</b>	<b>2,045,695</b>	<b>2,070,851</b>	<b>2,018,128</b>	<b>52,732</b>
<b>&amp; OPERATING EXPNSSES TOTAL</b>	<b>7,308,580</b>	<b>7,420,272</b>	<b>7,284,392</b>	<b>141,890</b>
<b>CAPITAL OUTLAY</b>	<b>2,000</b>	<b>2,000</b>	<b>1,306</b>	<b>694</b>
<b>LIBRARY BUDGET TOTAL</b>	<b>7,310,580</b>	<b>7,422,272</b>	<b>7,285,698</b>	<b>142,584</b>

\*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE,

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

\*\*\*INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

\*\*\*\* City is paying all Part-Time salaries out of 1 account and are no longer using the P-T Seasonal Account

**LIBRARY EXPENDITURES**

**2016-2017**

*As of 8/31/16*

<b>ACCOUNT DESCRIPTION</b>	<b>ORIGINAL APPROP</b>	<b>REVISED BUDGET</b>	<b>YTD EXPENDED</b>	<b>AVAILABLE BUDGET</b>
SALARY FULL-TIME REGULAR	2,715,024	2,715,024	347,089	2,367,935
SALARY PART-TIME	925,007	925,007	117,228	807,779
BENEFITS	1,981,939	1,981,939	220,973	1,760,966
<b>SALARY &amp; BENEFITS TOTAL</b>	<b>5,621,970</b>	<b>5,621,970</b>	<b>685,290</b>	<b>4,936,680</b>
PROFESSIONAL SERVICE*	131,589	131,589	16,603	114,986
UTILITIES	255,876	255,876	32,351	223,526
PROGRAMMING	5,500	5,500	0	5,500
SUPPLIES**	82,470	82,470	10198	72,272
LIBRARY MATERIALS	619,740	619,740	243,421	376,319
FACILITIES MAINTENANCE	147,821	147,821	12,119	135,702
TRAINING AND TRAVEL	15,125	15,125	60	15,065
GENERAL OPERATING EXPENSES	24,200	24,200	1,131	23,069
PERIPHERALS	7,500	7,500	1,360	6,140
INTERNAL SERVICE FUNDS	828,497	828,497	828,497	828,497
<b>MAINT &amp; OPERATTION TOTAL</b>	<b>2,118,318</b>	<b>2,118,318</b>	<b>1,145,740</b>	<b>1,801,076</b>
<b>&amp; OPERATING EXPNSES TOTAL</b>	<b>7,740,288</b>	<b>7,740,288</b>	<b>1,831,030</b>	<b>6,737,756</b>
<b>CAPITAL OUTLAY</b>	<b>2,000</b>	<b>2,000</b>	<b>0</b>	<b>2,000</b>
<b>LIBRARY BUDGET TOTAL</b>	<b>7,742,288</b>	<b>7,742,288</b>	<b>1,831,030</b>	<b>6,739,756</b>

\*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE,

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

\*\*\*INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

## BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previous Agenda Date	AGENDA ITEM	Scheduled Agenda Date
Ongoing	Review / Possible Revisions to the City Council Policies for the Library	Ongoing
Ongoing	Corona del Mar Branch Project Update	Ongoing
Nov 16, 2015	Literacy Program Update	Sep 19, 2016
Oct 19, 2015	Branch Update - Mariners	Oct 17, 2016
Oct 19, 2015	Children Services Update	Oct 17, 2016
Oct 19, 2015	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 17, 2016
Jan 19, 2016	Review Holidays / Meeting Schedule	Jan 17, 2017
Jan 19, 2016	Newport Beach Public Library eBranch & Database Review	Jan 17, 2017
Feb 16, 2016	Annual Budget Update	Feb 21, 2017
Feb 16, 2016	Arts & Cultural Update	Feb 21, 2017
Mar 21, 2016	Branch Update - Balboa	Mar 20, 2017
Mar 21, 2016	Media Lab Update	Mar 20, 2017
Mar 21, 2016	Library Material Selection & Downloadable Services	Mar 20, 2017
Apr 18, 2016	Marketing Update & Social Networking Update	Apr 17, 2017
May 16, 2016	Review of Library Expansion Donor Wall Naming / NBPL Foundation	May 15, 2017
Jun 20, 2016	Branch Update - Corona del Mar	Jun 19, 2017
Jun 20, 2016	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 19, 2017
Jun 20, 2016	Adult and Reference Services Update	Jun 19, 2017
Jul 18, 2016	Statistical Comparison Report of Peer Libraries/Meeting Spaces	Jul 17, 2017
Aug 15, 2016	Election of Board of Library Trustees Officers/Trustee Liaisons	Aug 21, 2017
Aug 15, 2016	Proposed Library Closures for Winter Holidays 2016	Aug 21, 2017
Aug 15, 2016	Information Technology Update	Aug 21, 2017

August 25, 2016