



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES MEETING AGENDA

**Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660
Monday, September 18, 2017 – 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 Hetherton, 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 Hetherton, 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 thetherton@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. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

V. 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.

VI. 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 21, 2017 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.

VII. CURRENT BUSINESS

A. Items for Review

- 6. Literacy Program Update**
The Library's Literacy Coordinator, Cherall Weiss and Newport/Mesa ProLiteracy's Board President, Farah Mozaffar, will give an oral report on the Literacy program and the events.
- 7. CLLS Literacy Grant**
Staff requests that the Board accept the California Library Literacy Services (CLLS) grant for Literacy Services.
- 8. Facility Needs for Central Library and the Mariners and Balboa Branch Libraries**
In response to a request by the Board at their August 21, 2017 meeting, staff will present a list of short-term, medium-term, and long-term needs for Central, Mariners, and Balboa.
- 9. Corona del Mar Project Update**
Library Services Director Tim Hetherton will update the Board on the Corona del Mar Branch project.
- 10. Review of Request to Close Libraries for Staff Training**
Staff offers an alternative to closing the Library system on December 7, 2017, for an all-staff training session. Staff proposes that training coincide with a scheduled closure date resulting from the implementation of a new Integrated Library System in summer 2018.
- 11. Newport Beach Public Library Staffing**
Staff provides an overview of employee job classifications and specifications. A current organizational chart is included.

12. Lecture Hall Update

Update on the lecture hall by Chair Jill Johnson-Tucker.

13. Library Services

Report of Library issues regarding services, customers and staff.

B. Monthly Reports

14. Friends of the Library Liaison Report

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

15. Library Foundation Liaison Report

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

16. Witte Lectures Committee Liaison Report

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

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

DRAFT

CITY OF NEWPORT BEACH

**Board of Library Trustees
Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660
Meeting Minutes
August 21, 2017 - 5:00 p.m.**

- I. **CALL MEETING TO ORDER** – Chair Johnson-Tucker called the meeting to order at 5:03 p.m.

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

Trustees Present: Chair Jill Johnson-Tucker; Secretary Paul Watkins; Board Member Doug Coulter

Trustees Absent: Vice Chair Janet Ray; Board Member Jerry King

Staff Present: Library Services Director Tim Hetherton
Administrative Support Specialist Elaine McMillion
Assistant City Manager Carol Jacobs
Library Services Manager Natalie Basmacıyan
Circulation & Technical Processing Coordinator Melissa Hartson
Support Services Coordinator Melissa Kelly
Senior IT Analyst Avery Meglinti

- III. **NOTICE TO THE PUBLIC**

- IV. **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 suggested a future item regarding Library staff positions.

Board Member Watkins requested an updated roster of employees.

- V. **PUBLIC COMMENTS**

Jim Mosher reported that the City Council changed Policy I-1 and eliminated other City Council Policies pertaining to the Library.

Board Member Watkins noted that Library Services Director Hetherton had notified Board Members of the Council's action. He had discussed it and shared insights with Library Services Director Hetherton.

VI. CONSENT CALENDAR

A. Consent Calendar Items

1. Minutes of the July 17, 2017 Board of Library Trustees Meeting

2. Customer Comments

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

Board Member Watkins recognized the patrons' complimentary comments regarding Kristen Sonntag and Jeremy Rodriguez.

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.

In response to Board Member Watkins' questions, Support Services Coordinator Melissa Kelly advised that the final expenditure report for Fiscal Year 2016-17 would be presented to the Board at their September meeting. She used the same column titles as in the City spreadsheet, but she would change those if the Board wished.

Board Member Watkins questioned whether "over/under budget" would be a better title than "available budget."

In reply to Board Member Watkins' queries, Support Services Coordinator Kelly explained that an over-expenditure would result in a negative amount shown in the report. A few of the amounts in the revised budget column changed because the budget was amended during the year. The Board of Library Trustees votes to accept new funds. Most of the surplus funds will be returned to the General Fund.

In answer to Chair Johnson-Tucker's question, Support Services Coordinator Kelly indicated the original and revised amounts reflect donations. The change in the utilities amount resulted from a mistake in the original budget.

In response to Board Member Coulter's inquiry, Support Services Coordinator Kelly explained that donations from the Friends of the Library and the Library Foundation are placed in separate accounts, and are not shown in the expenditure report.

5. Board of Library Trustees Monitoring List

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

Motion made by Board Member Watkins, seconded by Board Member Coulter, and carried (3-0-0-2) to approve the Consent Calendar as presented.

AYES: Johnson-Tucker, Watkins, Coulter

NOES:
ABSTENTIONS:
ABSENCES: Ray, King

VII. CURRENT BUSINESS

A. Items for Review

6. **Information Technology Update**

City Information Technology staff will provide an update on Library IT services and projects.

Senior IT Analyst Avery Maglinti reported that in the previous year, staff upgraded the Millennium ILS and moved it to a faster server; launched a new Library website; began the *Daily Pilot* archiving project; implemented a new firewall; upgraded Cassie software; implemented high-speed internet; eliminated the login to Wi-Fi; and set up computers for Coding for Kids classes. Staff is developing a Request for Proposals for a new ILS system. Some of the items will be replacing public laptops at Central Library and older laptops at Mariners Branch, upgrading software on all machines in the Media Lab, and hopefully the *Daily Pilot* archiving project will be completed. The Corona del Mar Branch will get a high-speed internet connection, and a satellite location will be added at Marina Park.

Chair Johnson-Tucker noted the positive response to removing the login for Wi-Fi access.

7. **Facilities Review**

Per the request by the Board at their July 17, 2017 meeting, staff will re-review in more detail how the public uses the Library's facilities.

Library Services Director Hetherton reported that some key topics are programming and a lecture hall for Central Library, building replacement for Corona del Mar and Balboa Branches, and increasing space in Mariners Branch. Staff is reimagining spaces at Central Branch to increase capacity. If a new Central Library lecture hall is approved, then parking and staffing will be considerations. The public responds to improvements with increased use. None of the facilities are subpar, but they could be modernized.

Chair Johnson-Tucker suggested forming a subcommittee to create a wish list of improvements for facilities. Library Services Director Hetherton advised that Library staff meets with Public Works staff annually to discuss facility concerns. Chair Johnson-Tucker expressed concern that changes to City spaces adjacent to Libraries could result in the loss of space for Library expansion.

Board Member Coulter felt the publication of Library events in the *Stu News* promotes use of the Library.

Library Services Director Hetherton appreciated the public's use of Libraries but did not want patrons to feel Libraries were too crowded.

In response to Chair Johnson-Tucker's request, Library Services Director Hetherton recommended forming a task force to explore options for Mariners Branch.

In reply to Board Member Coulter's questions, Library Services Director Hetherton explained that Public Works handles maintenance and repairs. The City Council makes decisions regarding expansion and major improvements.

Board Member Watkins suggested the Corona del Mar Branch not be included in discussions about improvements because plans for the branch have been made. He also suggested Library Services Director Hetherton develop a list of short-term, medium-term, and long-term needs for Central, Mariners, and Balboa and present it to the Board in September. Library Services Director Hetherton indicated he could prepare a report for the September meeting.

In reply to Board Member Coulter's questions, Library Services Director Hetherton advised that staff discusses Library concerns and requests with Public Works Director Webb. Director Webb then decides whether to budget for projects or to discuss them with the City Manager.

8. Corona del Mar Project Update

Library Services Director Tim Hetherton will update the Board on Corona del Mar Branch project.

Library Services Director Hetherton reported that the wood decking has been replaced and painted. He purchased two additional fans, which have improved conditions in the Library. Staff did not have to close the Library during the recent hot weather as it has in the past. He wanted to proceed with interior and exterior painting, installing a changing table in the restroom, and cleaning upholstery and the carpet. The survey regarding hours of operation had received few responses since the last report. He concurred with Board Member Watkins' suggestion to reconsider the hours of operation when the replacement building opens.

Board Member Watkins indicated the painting, cleaning, and changing table have already been approved. If the Council decides to proceed with construction, it will take months to obtain a bid and construct the building. Therefore, these approved items should be done now.

9. Statistical Comparison of Newport Beach Public Library Support Groups and Regional Peer Libraries, 2015/16

Staff will report on support groups at regional peer libraries.

Library Services Director Hetherton appreciates the success, support, and operation of the Library Foundation and the Friends of the Library. Only one other Library has both Foundation and Friends groups, and the annual gift from both entities is considerably smaller than the gift from the Newport Beach Library Foundation and the Friends of the Library. Palo Alto had a very successful Foundation, but it concentrated on improving the four buildings and dissolved once it accomplished that goal.

In reply to Chair Johnson-Tucker's query, Library Services Director Hetherton defined peer libraries as being similar to Newport Beach with respect to population, income, and support from local government. Future comparisons could be limited to Libraries in a specific region or to other three star libraries. Many of the Friends groups sell books and accept cash donations.

Board Member Coulter reported that the Friends of the Library will be advertising book sales of other Libraries in an effort to increase sales for both our Library and the other Libraries.

Library Services Director Hetherton noted that the Huntington Beach Friends of the Library provided only slightly more funds than the Newport Beach Friends of the Library, even though its assets are considerably greater than Newport Beach's assets.

Chair Johnson-Tucker stated no other peer group is as successful as the Newport Beach Friends of the Library and Foundation.

10. Comparison of Auditorium Facilities at Newport Beach Public Library and Regional Peer Libraries

Staff will provide a report on auditorium facilities at regional peer libraries.

Library Services Director Hetherton advised that Huntington Beach and Carlsbad Libraries have an auditorium facility. Ideally, Libraries are best advantaged if they are located close to an auditorium for the public use. Santa Monica has a small auditorium, but Santa Monica's usage numbers are much greater than Newport Beach Library's. Mr. Hetherton felt Santa Monica had to turn away patrons because of the small size of their auditorium. On the other hand, an auditorium could be too large for the anticipated audience. Mountain View has a fine facility, but it is not under the Library's purview.

Board Member Watkins understood Mr. Mosher's concerns about the limited usefulness of comparisons with other facilities; however, the presented information is enlightening, and will be useful to have when presenting the auditorium concept to the City Council.

11. Lecture Hall Update

Report Update on the lecture hall by Chair Jill Johnson-Tucker.

Chair Johnson-Tucker reported the challenge now is how to proceed. She suggested that a few Council Members and Board Members meet to discuss an auditorium. Assistant City Manager Carol Jacobs indicated however, that combining Council Members and Board Members is not permissible by law. Chair Johnson-Tucker felt the next step is to determine whether the City Council wants a report from the Library Board of Trustees. Information suggests an auditorium could be located at Central Library; however, plans need refining.

Assistant City Manager Jacobs suggested a meeting between the City Manager and a Board Member. The City Manager will be able to provide some insight into Council's thoughts.

Chair Johnson-Tucker indicated she would schedule a meeting with the City Manager.

Board Member Watkins remarked that the City Council does not favor major special projects at present, and that Assistant City Manager Jacobs made a good and appropriate suggestion for the City Manager to meet with a Board Member.

In answer to Board Member Coulter's inquiry, Assistant City Manager Jacobs advised that a Board Member can chat with a Council Member. Having more than one Council Member and more than one Board Member in a meeting is not appropriate. The City Attorney has advised Council Members not to attend Board or Commission meetings.

12. Request to Close Libraries on December 7, 2017 for Staff Training

Staff will present a proposal to the Board of Library Trustees to close NBPL facilities on December 7, 2017.

Library Services Director Hetherton reported the Library staff is committed to training and requests closure of all Library locations for training on December 7, 2017. Training can lead to a shift in culture. StrengthsFinder identifies staff as individual persons with different perceptions and different ways of accomplishing tasks so that staff can align their personalities with tasks. This training would benefit staff, but closing all Libraries is a concern.

Board Member Coulter felt it was a great idea.

Chair Johnson-Tucker understood the need to re-energize staff. Perhaps all Libraries could be closed on a date when maintenance is scheduled to occur.

Library Services Director Hetherton indicated December 7 was suggested because that is the date the instructor is available. He would attempt to schedule training to coincide with software upgrades or facility maintenance.

Chair Johnson-Tucker expressed concern that December 7 is close to holiday closures and is a time when students are working on end-of-semester projects.

Board Member Watkins noted the importance of continuing education. He expressed concern about closing all facilities for a full day and the public's perception of such a closure. He suggested closing all facilities at 3:30 and starting training at 4:00 or scheduling the training for a Sunday when two Branches are already closed. He also suggested postponing a decision in order to consider other options.

Library Services Director Hetherton agreed to return to the Board with alternatives.

13. Library Services

Report of Library issues regarding services, customers and staff.

Library Services Director Hetherton thanked Friends of the Library for its generous donation. Staff is seeing more dogs in the Library. Laws and regulations govern service animals and staff's response to service animals. Most patrons are receptive to staff notifying them that dogs are generally not allowed in the Library.

Chair Johnson-Tucker commented that comfort dogs accompany people suffering from anxiety.

B. Monthly Reports

14. Friends of the Library Liaison Report

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

Board Member Coulter reported that the Friends of the Library now has 861 members. In July, the Friends received \$2,172 from sales on Amazon. The Bookstore raised another \$16,145 in sales, which included a special sale of hardback and vintage books. The Friends are having a 3 for a \$1 hardback book sale on September 16.

13. Library Foundation Liaison Report

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

Chair Johnson-Tucker advised that the Foundation has a new member who is organizing the budget. Programming for the upcoming year has been determined.

14. Witte Lectures Committee Liaison Report

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

Chair Johnson-Tucker noted programming has been scheduled for the coming year.

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher remarked that the City Attorney is concerned about conducting a serial meeting of Council Members. Individual Board Members can talk with individual Council Members but should not inquire about the Council Member's position on the topic being discussed. Mr. Mosher also commented that the California Public Library Advocates offers Board Member training that could be valuable. Chair Johnson-Tucker thanked Mr. Mosher for his input.

IX. ADJOURNMENT – 6:15 p.m.

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
AUGUST 2017**

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p align="center"><u>1</u> <u>7/31/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>8/1/2017</u></p>	<p>Please accept my most sincere apology. I damaged one of your library's newly acquired books [leaking water bottle]. Although I dried all the pages and they are still legible, I am willing to do the following: a. Pay the fine OR b. Bring your library a brand new copy of this book [Wahls' Cookbook By Terry Wahls, MD] OR c. Bring in the damaged book and let you assess what my restitution should be? Please advise me. THANK YOU for your patience and attention! Sincerely yours. ***** Thank you for your prompt reply. Either option will result in the removal of my late charges related to this book, right?</p>	<p>Thank you for corresponding with us regarding our copy of The Wahls Protocol Cooking for Life. Our replacement charge for this book is \$35.00. This charge is comprised of the cost of the book, \$25.00, plus a \$10.00 processing fee. However, due to the timeliness of the book's release date, we will accept a new copy of the book from you as an alternate option. We will still charge you a \$10.00 processing fee to add the replacement back into our collection. Regards. *****Hello, Yes, you are correct. Providing a new replacement copy and paying the \$10.00 processing fee or paying the \$35.00 replacement fee will supersede the overdue fees.</p>
<p align="center"><u>2</u> <u>8/3/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>8/3/2017</u></p>	<p>Can you reserve a rental book? If so, how?</p>	<p>You are not able to place a reserve on our rental books. The rental charge is \$1.00 and it checks out for one week. They are available on a first come, first serve basis. Thank you for your inquiry.</p>
<p align="center"><u>3</u> <u>8/4/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>8/4/2017</u></p>	<p>Please ask people to read and then put newspapers back in order. Please put New York Times back on first floor where it belongs. Can you put them on a rod?</p>	<p>Natalie spoke to this customer and told her that the Library would explore storage methods to retain newspapers. She was appreciative.</p>
<p align="center"><u>4</u> <u>8/10/2017</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Mariners Branch Librarian</u> <u>8/10/2017</u></p>	<p>Improved service needed regarding patrons eating at computer screens. I am hearing celophane wrappers crinkling while people are looking at things and reference girl is not handling things.</p>	<p>Thank you for taking the time to fill out a comment card regarding the service at the Mariners Library. Please alert a staff member if you notice another customer eating or drinking at the public computers and we will address the issue immediately. While we do walk around the computer area and try to make sure everyone is following the policies, we do sometimes miss things. Please do not hesitate to contact me if you have any other questions or concerns regarding the library. Thank you.</p>

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>5</u> <u>8/11/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>8/12/2017</u>	Will your library be carrying/giving out eclipse glasses? Thanx.	Good morning, Thank you for contacting the Newport Beach Public Library regarding eclipse glasses. Unfortunately, NBPL is not receiving eclipse glasses since other libraries have a more direct view of the eclipse this month. Staff attempted to procure glasses but they were distributed to other libraries. We do have an astronomy-themed display in recognition of the pending eclipse. Please let me know if we may be of further assistance. Sincerely.
<u>6</u> <u>8/14/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>8/14/2017</u>	I heard libraries might be providing Glasses to view the Solar Eclipse. I wanted to check and see if you had Glasses for the Eclipse?	Good morning, Thank you for contacting the Newport Beach Public Library regarding the eclipse glasses. We did not receive the glasses due to the route of the eclipse. The following local libraries do have the glasses: I found that the following libraries are providing eclipse glasses to the public: --Orange Public Library --Placentia Library -- East Anaheim Library -- Cerritos Library -- Oceanside Library --branches of the LA County Library Hope this helps
<u>7</u> <u>8/17/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>8/17/2017</u>	Hi, I work for California Lutheran University in Thousand Oaks in Undergraduate Admission. I will be in the area in September and October and was wondering if you have any rooms in your library that I could use/rent for the day to conduct admission interviews with students. My potential dates are Saturday, September 23 or Saturday, October 7. My hope would be to have the room from 9am to 3pm. If you could get back to me and let me know what options may be available that would be great. Thanks!***** Hi Natalie, Thank you for getting back to me. I likely won't be able to obtain a library card until mid-September when I am down in that area. Is there a way for me to apply for one online? I'm on the website and it says that "this feature is currently disabled". Any advice? Best Wishes.	Thank you for contacting the Newport Beach Public Library regarding meeting rooms. The Central Library has three Study Rooms available to the public. The rooms check out on a valid NBPL library card for two hours. I can make an exception for you for the requested dates. You may obtain a free NBPL library card at any of our locations with a valid California photo ID. Please email me back when you have received your card and I will reserve the room for you. Please let me know if we may be of further assistance. Sincerely. *****Hi, yes our online registration feature is not working. That service, when it works, only provides a 30-day limited-use library card number. For the Study Rooms, you need a full-access card to check out a room. Please contact me a week before your travel day to NBPL and I will reserve a room for you. You can obtain your card the day you come for the room. Hope this helps.

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>8</u> <u>8/20/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>8/21/2017</u>	The "Attention" portion of the "Contact Us" form does not seem to have an obvious choice for comments about the library's physical facilities. My comment is this: the beautifully rebuilt men's room at the Mariners Branch has a problem (it didn't previously have) with a perpetually wet floor due to both the towel dispenser and the new electric hand dryer being on the wall opposite the sink -- forcing users to cross the room with dripping hands. I would suggest moving one or the other, preferably the excellent electric dryer, (or both), to the wall immediately adjacent to the sink. It would appear there is power there, since there is an electrical outlet. Yours sincerely.	I'm glad that you like the new look of the men's room at the Mariners Branch. We were pleased to be able to add more light and make some upgrades. I understand your concern about the design issue in regards to the placement of the towels and dryer. Public Works does not feel that we can move the hand dryer at this point, but we are looking into the possibility of placing an additional paper towel holder next to the sinks. Thank you for using your Library.
<u>9</u> <u>8/20/2017</u> <u>Email</u> <u>Natalie Basmacyan</u> <u>Library Services Manager</u> <u>8/21/2017</u>	I am looking for a free music practice room that I can use for 2 hours , one to two times a month. I am practicing music of india, 2 people only.	Good afternoon, Thank you for contacting the Newport Beach Public Library regarding your music practice. The Central Library has a Sound Lab available for public use. You may make reservations for your preferred times and days. Here is the link to the Media Lab page with all the details: http://www.newportbeachlibrary.org/services/media-lab . Please let me know if we may be of further assistance. Sincerely.
<u>10</u> <u>8/21/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>8/21/2017</u>	Hello, I would like to drop off book donations today. What is the latest I can come by the library to donate books? Thank you!	You may drop off your book donations to the Central library or any of our three branch libraries during our operating hours if you require a receipt for tax purposes. Your book donations will go to our Friends of the Library Bookstore where the money from the sale of books is donated to the Library to support programs and collections. Thank you for considering us for your donations. Kind regards.
<u>11</u> <u>8/24/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>8/24/2017</u>	Yesterday I was unable to register for a temporary library card. I wish access to ProQuest so I can locate an article in the LA Times "Peons and Tortillas, Camp of Bricklayers, Mexican Colony in City Environs." I last registered May 2012 with assistance from Genesis Hansen. Thank you.	We apologize for the inconvenience, but we are not able to issue online temporary cards at this time. In person registration is quick and easy. The Central Library, located at 1000 Avocado Avenue, Newport Beach, is open from 9:00 am – 9:00 pm Monday through Thursday, 9:00 am – 6:00 pm on Fridays and Saturdays and Noon – 5:00 pm on Sundays. We have three Branch Libraries with similar hours. We hope that you are able to stop by one of our locations and join the Library.

<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>12</u> <u>8/23/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>8/24/2017</u></p>	<p>Hi there, I need to register for a library card for one of my classes at Irvine Valley College. However, your system for registering online is currently down. Will it be up before the end of the week? Thanks. ***** Thanks for the quick response, Melissa. When do you think the online convenience will be ready? I live in CT.</p>	<p>I am sorry, but we will not be able to have our online registration system working again this month. We apologize for the inconvenience. In person registration is quick and easy. The Central Library, located at 1000 Avocado Avenue, Newport Beach, is open from 9:00 am – 9:00 pm Monday through Thursday, 9:00 am – 6:00 pm on Fridays and Saturdays and Noon – 5:00 pm on Sundays. We are have three Branch Libraries with similar hours. We hope that you are able to stop by one of our locations and join the Library. *****We haven't been given any timeline as yet. The problem we are experiencing is connected to a third party vendor and I don't expect that we will have a resolution soon.I am very sorry and I wish we had better news for you. ***** Addendum: Staff tried to find him the article he is looking for in ProQuest and LA Times Historical but no luck.</p>
<p><u>13</u> <u>8/24/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>8/25/2017</u></p>	<p>Hello, I would like to open a library card. How do I get started? Thanks.</p>	<p>California residents are eligible to receive a free Newport Beach Public Library Card. There is a short registration form to fill out when you visit any of our locations and we will need to see your CA driver's license or ID to issue you a card. We look forward to serving you in the library.</p>
<p><u>14</u> <u>8/24/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>8/25/2017</u></p>	<p>Hi- do you accept donations of jigsaw puzzles? I have one that is 3000 pieces. Thx.</p>	<p>Our Friends of the Library Bookstore welcomes donations, including jigsaw puzzles. The proceeds from the Bookstore sales help support our programming and collections. You may drop off your donation at any of our libraries and you may receive a receipt for your tax purposes if needed. Thank you for considering us for your donations.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>15</u> <u>8/30/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>8/31/2017</u></p>	<p>HEY ! Newport Beach Library(s) have great staff, in general, ...most of them seem to be doing their best, but (i'm talking specifically about the central library) I've noticed a recent INCREASE in people eating & drinking at the upstairs computers. And I don't mean a little sip of water now & then, or a quick candy bar, but some people coming to the library with their WHOLE DAY PLANNED OUT to be in front of the computer, and their various snacks & meals for the day while they sit at the computer. This includes watermelon (& seeds), soup (& slurping) subway sandwiches, cups with ice (which make noise when all the liquid is gone as they continue to chew on the ice like kids, but they are adults) , and of course all the various noisy crinkly bags of chips and candy. It's not just the noise of the eating & crinkling that is annoying, but it also creates a lackadaisical atmosphere , as some of them are using the computers SOLELY as entertainment boxes (movies, games etc).</p> <p>This is a FREE country , and people should have the right to entertain themselves all day if they wish, but there should be some respect for others who are endeavoring to do something a little bit more constructive; and if too many are eating & drinking noisily at the computers (despite the signs that say no food or drink) it takes away from a constructive atmosphere for others.</p> <p>Sure, if I complain to the librarian they will take action, but that also makes me the constant complainer (which I don't like to be or do). .So I just put up with it , or leave. (sometimes I go to one of the branch libraries, usually a little better). . And I've also noticed a little temerity on the part of some staff to "rebuke" anybody who is a "person of color" (ie a minority). I'm sure there is a reason for this, but still,these rules are supposed to apply to all persons, regardless of color, creed, religion, etc. I've noticed sometimes staff will walk right past a person eating/drinking at a computer and not do or say anything about it. I am sure it becomes a wearisome task to be a food/drink cop all day long. So I don't know what is the answer to the problem, but maybe you can think of something.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding other customers' conduct at the public computers. Staff does check on the use of the computers to ensure everyone is adhering to the Use Policy. If you see others violating the Use Policy, please notify staff at the Reference desk so they may intervene. At times, the Reference desk may be busy with phone calls and other customers, preventing staff from immediately identifying issues. We strive to provide a welcoming, clean environment for all customers. Please let me know if we may be of further assistance. Sincerely.</p>

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
	<p>What is really annoying is when people eat & drink LOUDLY and sometimes even OBNOXIOUSLY. Maybe you or any of the library staff should sit down at a computer "incognito" sometime and try to do some serious work and see what happens. If you are right across or next to somebody making the noises, I think you will realize how annoying it is (as opposed to hearing about it on paper). By the way, the new carrels are great. Very nice. The whole upstairs computer area is really nice , which is why it is becoming more occupied as well, and apparently attracting people from all over the place But they are going to ruin it after a while with too much "frivolity" and snacking at the computers. anyways, apart from that Keep up the Good Work.</p>	

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – September 18, 2017 Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

Here is where people one frequently finds, lower their voices and raise their mind.
- Richard Armour

Volunteer Recognition

The Library honored its many volunteers on Wednesday, August 30 from 2-4 in the Friend's Room at the Central Library. The Library relies on our volunteers to help us raise funds and to support and augment the work of our staff. A few hours a week can make a huge difference to the type of service we can offer to our local community. Librarians Jana Colver and Helen Medina arranged the drop in celebration and provided refreshments. Library Page and accomplished pianist David Black entertained the guests with his superb playing.

Library trend: automated branches

An interesting trend that may impact the way communities provide Library services is gaining increased traction. Automated libraries are a solution that enables libraries to expand hours and offer services in under-served areas without increasing staff. Products like Envisionware's 24 Hour Library™ give library customers 24/7 access to library materials and services at a fraction of the cost of building a branch. These automated branches can be placed in residential and commercial neighborhoods, parks, community centers, shopping malls, and other community hubs. The 24-Hour Library, which can be stocked with high demand books and materials, provides customers with the ability to check out and return materials, browse the catalog, place and pick up holds, download audio and eBooks, obtain information on library programs and events, and tap into a convenient Wi-Fi hotspot. Automated branches seem like a good way to expand library services in the City in a cost efficient manner.



Foundation Gift

We are extremely grateful for the Foundation's recent donation of \$155,025, made possible by their members and donors. The donation enables us to make improvements to the library that will truly benefit the more than one million customers that we serve annually. With the Foundation's support, we plan to make physical improvements to the Central Library as well as Mariners and Balboa Branches; secure eBook platform licenses to provide customers with continued free eBook downloads; purchase a wayfinding kiosk and informative signage, complete the digitization of all past issues of the Daily Pilot; continue providing free remote access to lynda.com; add Early Learning Literacy stations at the Balboa Branch and Central Library; and support Literacy Services for adult residents.



NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

Staffing

Duncan Kistler promoted from Library Page to Library Assistant. Duncan completed his training and now staffs the adult Reference service points at the Central Library. Duncan brings 13 years of direct customer service experience and a love of Science Fiction to his new position.

Digital Saturday

Staff has planned a robust day of programming focusing on ebooks, Children's databases, and the Media Lab. Axis 360, an ebook vendor, is providing public instruction as well as raffle prizes. Library Assistants Sarah Emmerson and Ammi Bui are presenting this year. Thank you to Marketing Specialist Katherine Mielke for taking the lead on planning and promoting Digital Saturday. The event is scheduled for Saturday, September 16th from 10:00Am-3:00 PM at the Central Library.

Adult Summer Reading Program

Library Assistant Terry Sanchez coordinated the Adult Summer Reading Program at the Central Library. She hosted an Open House to conclude the program and had 14 people attend. The participants discussed books they read over the summer, selected free books to take home, and won raffle prizes.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

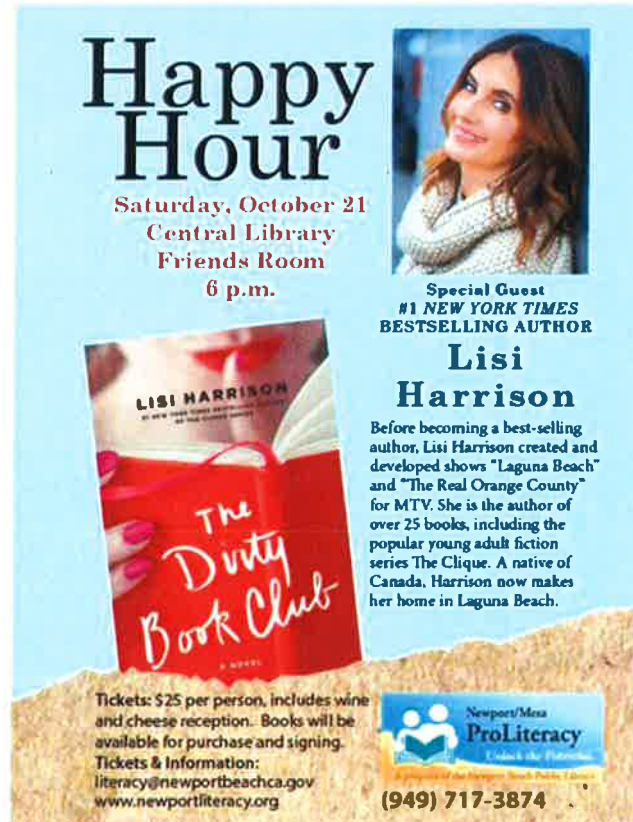
Facilities

The public restroom renovations at the Central Library were completed. The project took longer than anticipated, but all 5 of the restrooms now have a bright new look.

Literacy

Literacy Coordinator, Cherall Weiss was on hand at the August 8th City Council meeting for the reading of the City's Proclamation declaring September 14, 2017 as International Literacy Day in the City. The day will be marked with a celebration for the learners here at the Library on that September 14.

Please join Newport/Mesa ProLiteracy at their fall fundraising event on Saturday evening, October 21. Proceeds go towards funding the Library's Literacy Program.



Happy Hour
Saturday, October 21
Central Library
Friends Room
6 p.m.

Special Guest
#1 NEW YORK TIMES
BESTSELLING AUTHOR
Lisi Harrison

Before becoming a best-selling author, Lisi Harrison created and developed shows "Laguna Beach" and "The Real Orange County" for MTV. She is the author of over 25 books, including the popular young adult fiction series The Clique. A native of Canada, Harrison now makes her home in Laguna Beach.

The Dirty Book Club
A NOVEL
LISI HARRISON

Tickets: \$25 per person, includes wine and cheese reception. Books will be available for purchase and signing.
Tickets & Information:
literacy@newportbeachca.gov
www.newportliteracy.org

Newport/Mesa
ProLiteracy
Literacy Program
(949) 717-3874

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Summer Reading Program ended for all locations on Saturday, August 12. Mariners hosted storyteller Cowboy Ken that day as a special end to the program. The SRP craft for August was "Art by Design" and Swazzle Puppets performed at all locations to finish out the last full week. Youth Services staff took the usual two-week storytime break starting Monday, August 14. This gave everyone a chance to gather up leftover SRP prizes and consolidate all of the statistics for the program. Storytimes resumed on Monday, August 28.

Youth Services

When the final numbers were tallied, over 2080 gamesheets were distributed throughout the system with almost 780 finishers. Almost 3500 prizes were distributed and close to 1500

weekly book reviews were submitted. Program attendance for all locations neared 2700 adults and children. The number of finishers was slightly better than last year, which is always a positive sign.

Teen Services

Even though YAAC was still on summer break, teen services did have a busy month. Teen SRP ended on Saturday, August 12 as the rest of the program but Teen Volunteers who had worked so hard during the seven weeks of SRP were honored at Pizza parties at both Central and Mariners. In addition to enjoying pizza and cake, they also played games and participated in raffles for door prizes. STARS (Sitting Together and Reading Stories) training began in late August. The training for this volunteer opportunity is multi-part and will conclude in September. The first practice PSAT Test was held on Saturday, August 26. Finally, at least 13 teens have been participating as Book Review Bloggers since May and as of August 24 reviews had been submitted and posted on the Teen Book Reviews page.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

Staffing

After nearly 30 years of working as a Library Page, David Queen, retired this month. We will miss his positive outlook, steadfast commitment and work ethic.

Another Library Page, Duncan Kistler, left the department for a newly appointed position as a P/T Library Assistant at Central.

Library Page and P/T Library Clerk I exams and interviews took place this month. We are currently in the background and fitness check phases for three Page candidates and one Clerk candidate.

Training

Central Library Page Supervisor, Emily Chiu, and I hosted meetings with the Pages. We focused on best practices for checking in items, shelving and maintaining order in the library, as well as staff safety.

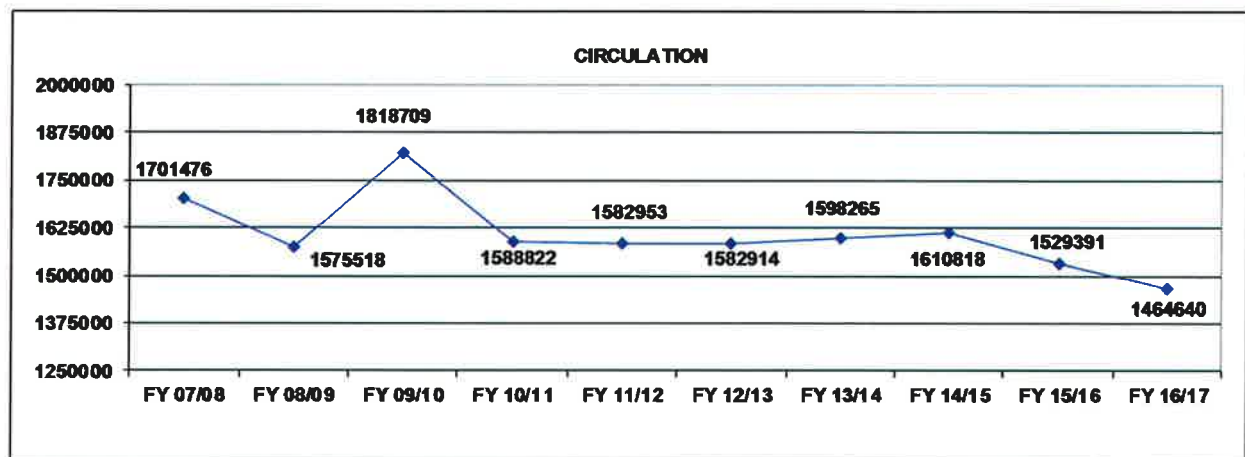
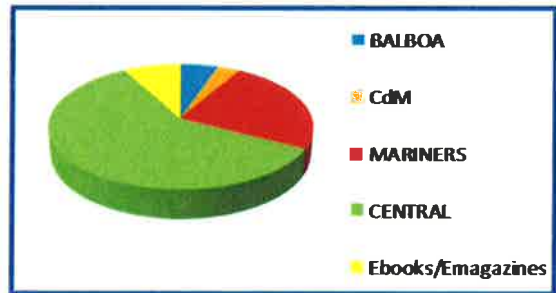
Proquest Articles Retrieved

	July	Aug	AVG.
Business Databases	430	196	313
Newspapers--Current	595	303	449
Newspapers--Historical	627	352	490
Magazines	6	6	6

Database FY Comparisons	JUL 2017	AUG 2017	YTD 17/18
Tracked by #searches			
Ancestry	3989	3234	7223
A to Z Databases	175	274	449
AskART	28	287	315
BioResCtr*	15	39	54
FoF Ancient Hist	18	47	65
GDL	27	17	44
GVRL	33	52	85
HeritageQuest	3049	1852	4901
Kids InfoBits	53	4	57
Lynda.com	21181	25073	46254
LitResCtr	21	105	126
Opposing Vpts*	140	45	185
Nat Geo	20	20	40
Nat Geo Kids	11	10	21
NoveList Plus	176	185	361
NoveList K-8 Plus	28	21	49
ProQuest	1322	875	2197
Ref USA Bus.	1907	1469	3376
Ref USA Res.*	41	58	99
ScienceFLIX	15	6	21
Tumblebooks	51	116	167
World Book Online	8	45	53
Tracked by #sessions			
Cypress Resume	11	12	23
Testing & EdRefCtr		82	82
Universal Class	133	111	244
Tracked by #page views			
Consumer Reports		1405	1405
CultureGrams	239	561	800
Morningstar	22380	3474	25854
NetAdvantage	2964	2624	5588
RealQuest	248	1014	1262
Value Line	14635	15129	29764
Tracked by Hours Used			
Rosetta Stone		297	297

NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2017 **CIRCULATION**

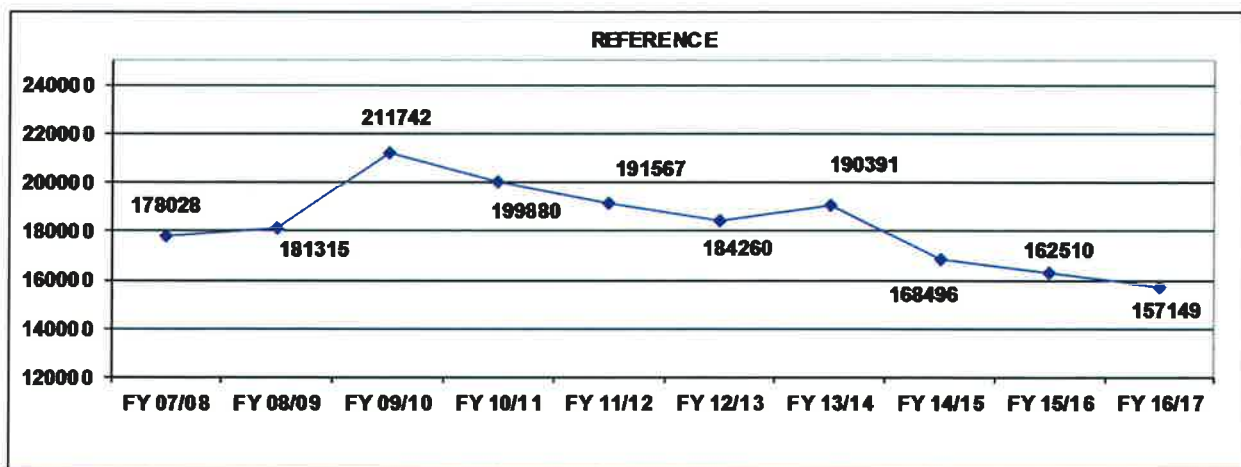
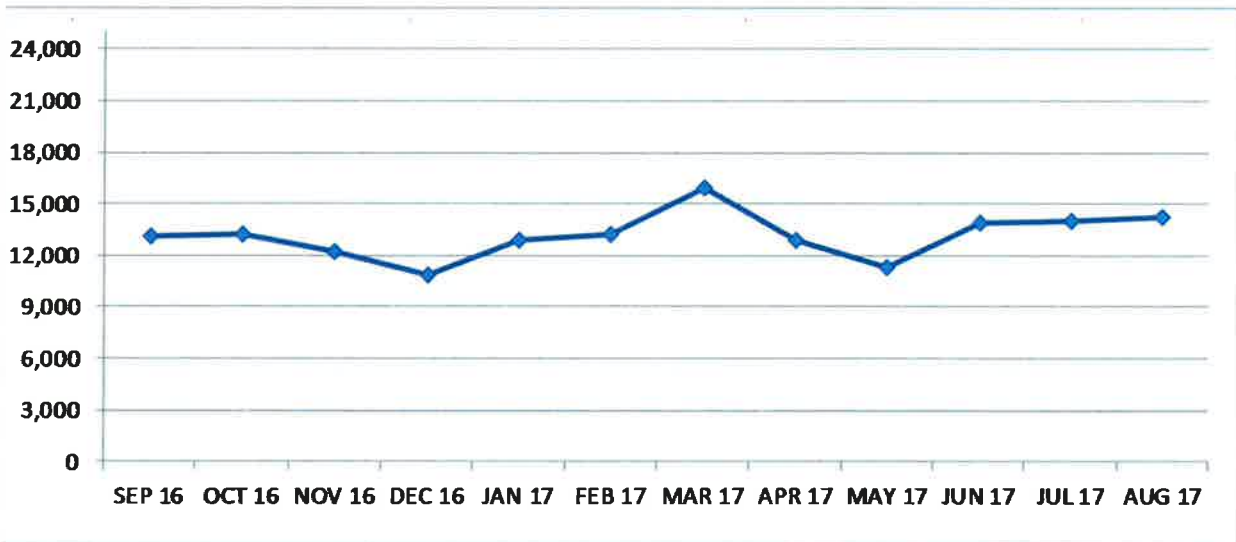
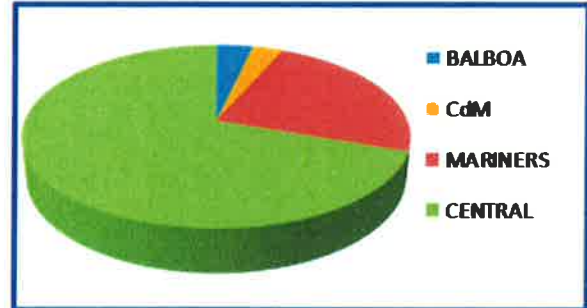
	Aug-17	YTD 17/18	YTD 16/17
BALBOA	6,774	14,201	14,247
CdM	4,133	8,408	9,101
MARINERS	31,194	62,188	63,666
CENTRAL	76,689	159,081	156,520
Ebooks/Emagazines	10,319	20,870	19,883
TOTAL	129,109	264,748	263,417



NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2017

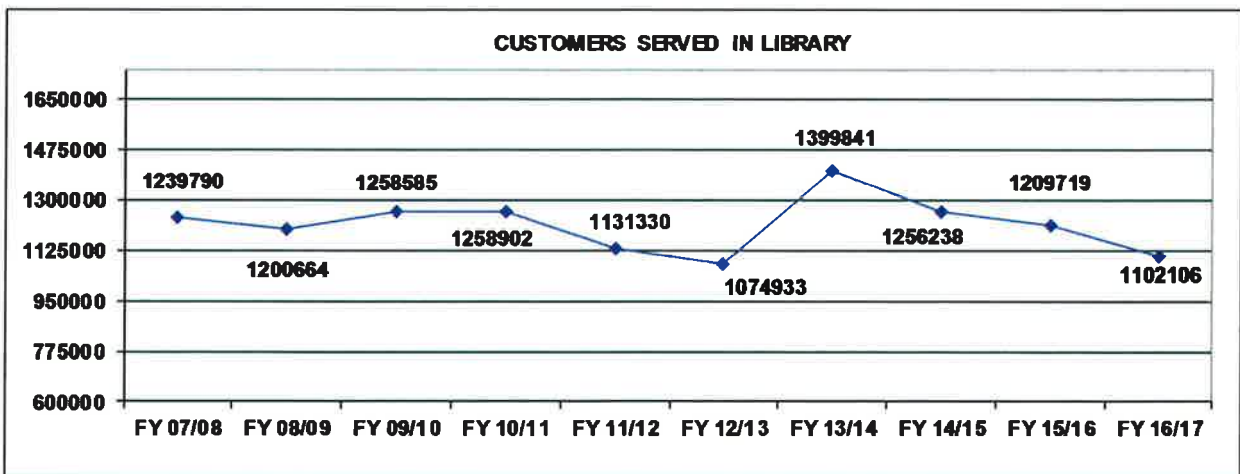
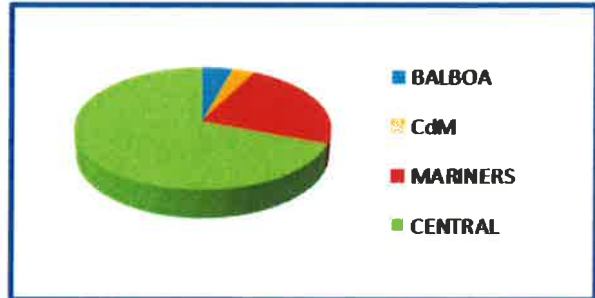
REFERENCE

	Aug-17	YTD 17/18	YTD 16/17
BALBOA	508	1,031	1,320
CdM	430	975	972
MARINERS	3,358	6,594	5,673
CENTRAL	9,924	19,669	19,654
TOTAL	14,220	28,269	27,619



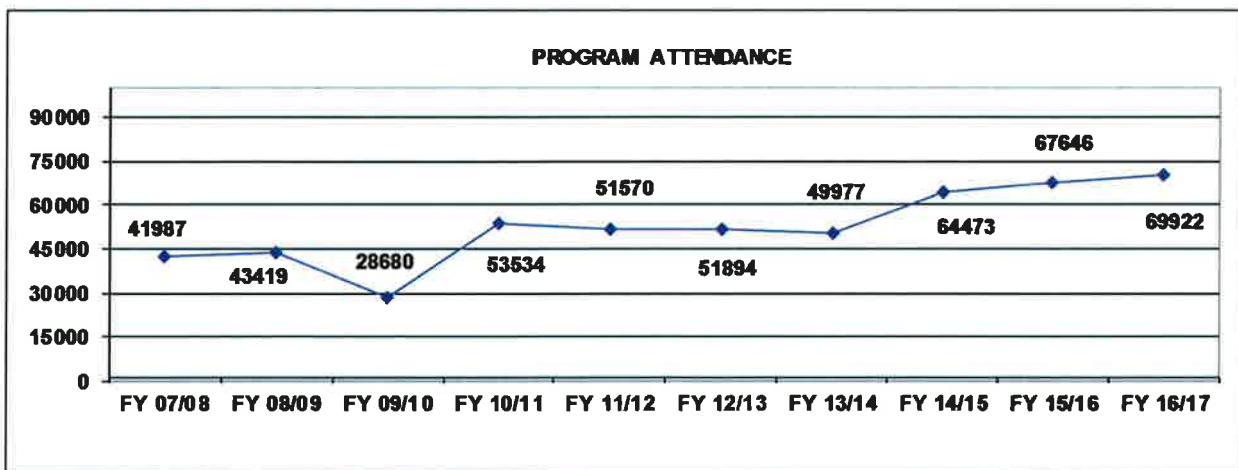
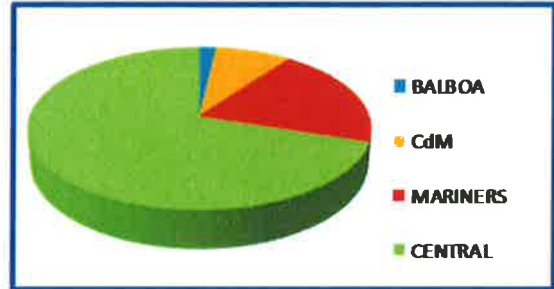
NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2017 **CUSTOMERS SERVED IN LIBRARY**

	Aug-17	YTD 17/18	YTD 16/17
BALBOA	4,303	8,994	10,146
CdM	3,211	6,488	6,824
MARINERS	22,836	44,698	40,463
CENTRAL	68,414	137,853	145,104
TOTAL	98,764	198,033	202,537



NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2017 **PROGRAM ATTENDANCE**

	Aug-17	YTD 17/18	YTD 16/17
BALBOA	87	328	273
CdM	396	1,114	1,334
MARINERS	947	2,290	2,150
CENTRAL	3,353	9,035	12,595
TOTAL	4,783	12,767	16,352



LIBRARY EXPENDITURES

2017-2018

9/4/2017

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,718,341	2,718,341	353210	2,365,131
SALARY PART-TIME	994,727	994,727	114301	880,426
BENEFITS	2,297,473	2,297,473	277132	2,020,341
SALARY & BENEFITS TOTAL	6,010,541	6,010,541	744,643	5,265,898
PROFESSIONAL SERVICE*	137,577	137,577	333	137,244
UTILITIES	274,350	274,350	58227	216,123
PROGRAMMING	5,500	9500	529	8,971
SUPPLIES**	82,170	82744	11,323	71,421
LIBRARY MATERIALS	619,740	620740	124888	495,852
FACILITIES MAINTENANCE	174,747	174,747	24,418	150,329
TRAINING AND TRAVEL	15,075	15,075	56	15,019
GENERAL OPERATING EXPENSES	24,200	24,200	490	23,710
PERIPHERALS	7,500	7,500	0	7,500
INTERNAL SERVICE FUNDS	993,745	993,745	0	993,745
MAINT & OPERATTION TOTAL	2,334,604	2,340,178	220,264	2,119,914
& OPERATING EXPNSES TOTAL	8,345,145	8,350,719	964,907	7,385,812
CAPITAL OUTLAY	2,000	2,000	0	2,000
LIBRARY BUDGET TOTAL	8,347,145	8,352,719	964,907	7,387,812

*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
Sep 19, 2016	Literacy Program Update	Sep 18, 2017
Oct 17, 2016	Branch Update - Mariners	Oct 16, 2017
Oct 17, 2016	Youth Services Update	Oct 16, 2017
Dec 19, 2016	Review Holidays / Meeting Schedule	Dec 18, 2017
Dec 19, 2016	Newport Beach Public Library eBranch & Database Review	Dec 18, 2017
Jan 17, 2017	Annual Budget Update	Jan 16, 2018
Feb 21, 2017	Arts & Cultural Update	Feb 19, 2018
Mar 20, 2017	Branch Update - Balboa	Mar 19, 2018
Mar 20, 2017	Library Material Selection & Downloadable Services	Mar 19, 2018
May 15, 2017	Media Lab Update	May 14, 2018
May 15, 2017	Marketing Update & Social Networking Update	May 14, 2018
Jun 19, 2017	Branch Update - Corona del Mar	Jun 18, 2018
Jun 19, 2017	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 18, 2018
Jun 19, 2017	Adult and Reference Services Update	Jun 18, 2018
Jul 17, 2017	Statistical Comparison Report of Peer Libraries/Meeting Spaces	Jul 16, 2018
Jul 17, 2017	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 16, 2018
Jul 17, 2017	Proposed Library Closures for Winter Holidays 2018	Jul 16, 2018
Aug 21, 2017	Information Technology Update	Aug 21, 2018

9/14/2017

TO: BOARD OF LIBRARY TRUSTEES

FROM: Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director
Melissa Kelly, Support Services Coordinator

TITLE: Needs for Central, Mariners, and Balboa Branch Libraries

DISCUSSION:

Per the request by the Board of Library Trustees at the August 21, 2017 meeting, staff lists short-term, medium-term, and long-term needs for facility needs for the Central, Mariners, and Balboa Branch Libraries.

CENTRAL LIBRARY

Short term:

- Paint the interior of the Central Library.
- Replace the gray carpet in the Central Library with more durable carpet similar to the rest of the building.

Medium term:

- Replace the concrete in the Bamboo Courtyard.

Long term:

- Replace office furniture and cubicles in the staff workrooms and Administration and Literacy offices.

DONNA AND JOHN CREAN MARINERS BRANCH LIBRARY

Short term:

- Install all new carpet in the Mariners Branch Library.

Medium term:

- Build a separate Vincent Jorgenson Room in Mariners Park as a Recreation facility near the public restrooms.

- Repurpose the former Vincent Jorgenson Room for public seating and programming space.
- Use the Recreation Office as a bookable study room.
- Use the storage closet for items from the circulation workroom.
- Reconfigure the circulation workroom to create office space to accommodate off desk activities.
- Remove the walls around the story room to create a larger space.
- Replace the circulation desk with a smaller desk and implement stand up self-check kiosks.

Long term:

- Expand the building into Mariners Park to create more space for the public.

BALBOA BRANCH LIBRARY

Short term:

- Replace the windows on the front of the Balboa Branch Library.
- Paint the exterior of the Balboa Branch Library.

Medium term:

- N/A

Long term:

- Branch replacement

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Corona del Mar Branch Project Update – September 2017

DISCUSSION:

The plan detailed in the June 2017 Board report to address some of the deferred maintenance of the Corona del Mar Branch Library has commenced.

- **PAINT:** The painter will use the existing quotes obtained last spring (\$4,200 for the exterior; \$4,900 interior). The painter will target Monday, September 18 as a start date for the interior and the work will include walls, beams, wood ceilings, doors, bathrooms, staff room, office, exterior of cabinets, and wood window frames. The wall behind the service desks will serve as an accent wall; all other walls will be re-painted the existing color. The contractor has agreed to paint when the branch is closed to the public.

Exterior work will include all stucco, wood trim, siding, fascia, eaves, windows, beams, and doors. The contractor will scrape all loose paint; repair all loose and peeling caulking, power wash all surfaces, and prime all bare and repaired areas. Paint will be 100% acrylic latex flat, with semi-gloss on trim. The Library will keep the exterior the same color.

- **CHANGING TABLE:** The Koala Kare changing table has arrived and staff has submitted a work order to MOD for installation.
- **PARKING LOT:** Staff has also submitted a work order to MOD for the painting of the stripes in the lot.
- **CLEANING:** We decided to have ABM Janitorial, who have a contract with the City, to clean the carpet and upholstery.

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Review of Request to Close Libraries for Staff Training

DISCUSSION: At the August meeting, staff requested a full-day closure of the Newport Beach Public Library system on December 7, 2017 to facilitate staff training. The Board of Library Trustees suggested that staff return with a range of possible alternatives (in addition to the proposed December 7 closure date) to minimize the impact on the public.

Staff thinks that it is best to take advantage of a day in which Library services are unavailable to the public due to technological issues. One of NBPL's organizational values is to ensure that resources are available to the public at their convenience. It is not only practical for staff but also in the best interest of the public to arrange for training on a day when Library services are otherwise unavailable. Staff is currently working on transitioning to a new Integrated Library System. The process of migrating to a new system will make the Library catalog, public computers, and Wi-Fi unavailable to the public for at least one workday. Staff suggests that such a closure date will likely occur in June or July 2018.

Alternatives to a full day closure include closing for ½ day, or conducting training in the evening. While the training could most likely be condensed into 4 hours, both of these measures would still impact the public. Weekend training is problematic since the Library is minimally staffed while providing full service at all 4 locations. Weekends and evenings are also discretionary time off for workers and students, and providing access to these customers is essential.

Staff recommends that an all-staff training session coincide with a scheduled closure date resulting from the implementation of a new Integrated Library System. Staff will also attempt to contract other qualified facilitators if Ms. Young cannot make the preferred date/time. Closing on December 7 needlessly denies access to our customers just a few weeks before the Library's holiday schedule. Staff will bring the item to Board of Library Trustees once a date is identified.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: Board of Library Trustees

FROM: Library Services Department
Tim Hetherton, Library Services Manager
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton

TITLE: Newport Beach Public Library Staffing

ABSTRACT:

The Newport Beach Public Library currently employs 77 staff members, 41 part-time and 36 full-time. There are 4 employee classifications, and job specifications within most classifications. An organizational chart is included to show hierarchies.

DISCUSSION:

The Newport Beach Public Library maintains appropriate staffing to support a total of 11 public service desks at the Central Library and the three branch locations in the system. Staffing is accomplished with a mix of part-time and full-time time staff. The allocation of staff is determined by best practices and informed by circulation and walk-in statistics at each location. As of September 13, 2017, the Library employs 77 staff members, 41 part-time and 36 full-time.

There are four broad employee classes at Newport Beach Public Library: Librarians, Library Assistants, Clerks, and Pages. The Library also maintains a handful of administrative support positions, a Literacy Coordinator, a marketing specialist position, and a facilities maintenance position.

Librarians plan, conduct and participate in the activities of a specialized library function such as reference, children's or technical services; perform complex professional and technical library work; and assist customers in the location and selection of materials. Within this class are the Librarian I, II, III, Library Services Manager, and Library Services Director specifications.

Library Assistants differ from the classification of Librarian in that the latter performs the most complex tasks, and exercise significant independent judgment in accordance with professional library standards, with the possession of a Master of Library Science degree. For example, Librarians have collection development responsibilities while Library Assistants do not. Library Assistants help the public locate materials; perform routine library work; and participate in activities of a specialized library function such as reference, children's or literacy services. There are no specifications in this class, and most Library Assistants are part time.

Clerks perform general and clerical library work in support of activities such as circulation, technical services and customer assistance. Within this classification are the Clerk I, II, and Senior Clerk specifications.

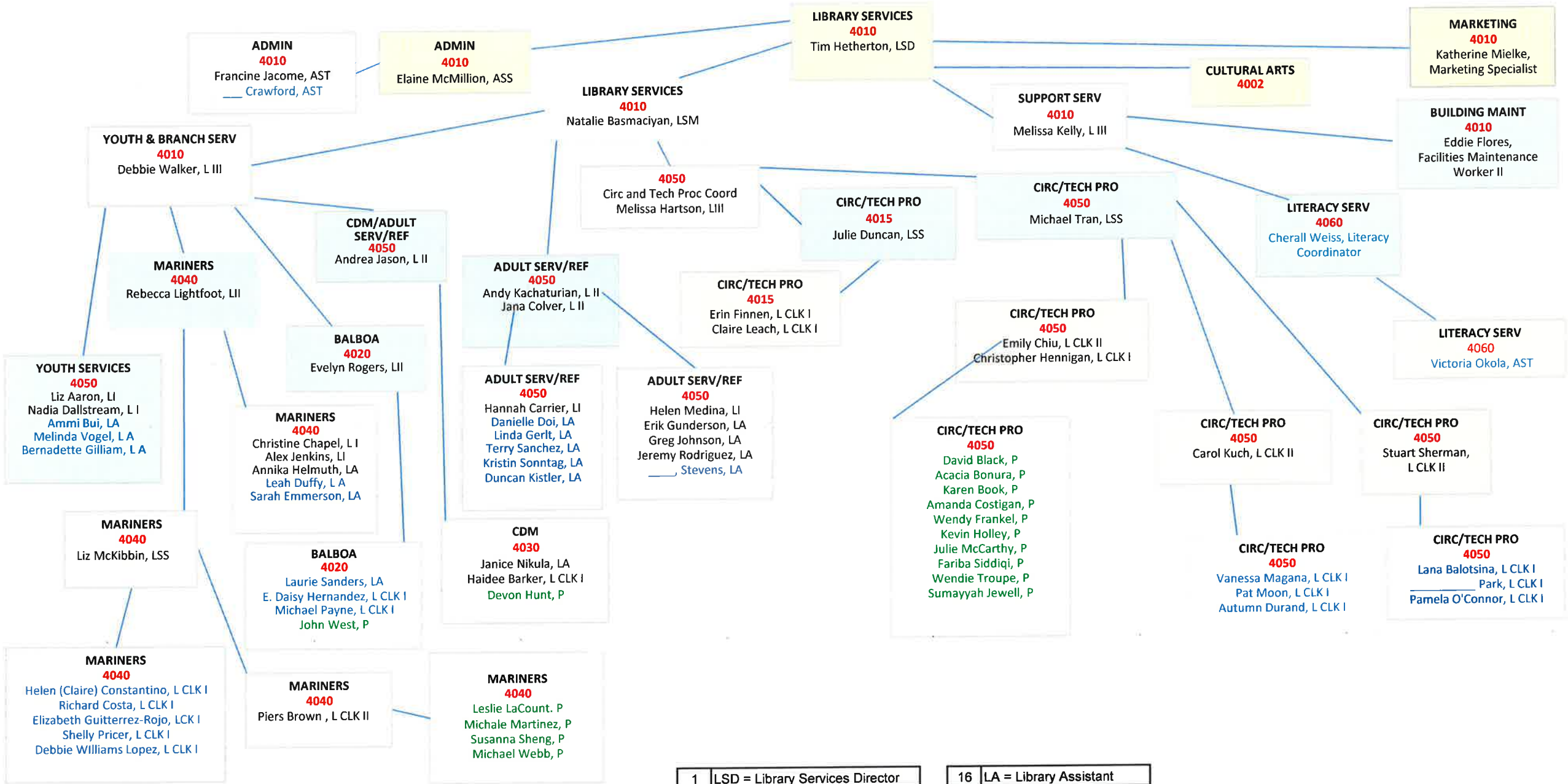
Pages shelve library materials; perform general clerical work in support of various sections of the Library; check in materials; maintain good order in the stacks and study areas; process library materials; and support the reference and children's staff and collections.

ATTACHMENT A: Newport Beach Public Library organizational chart

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

LIBRARY SERVICES ORGANIZATIONAL CHART



1	Facilities Maintenance Worker II
1	Literacy Coordinator
1	Marketing Specialist

3

1	ASS = Administrative Support Specialist
2	AST = Administrative Support Technician

3

1	LSD = Library Services Director
1	LSM = Library Services Manager
3	L III = Librarian III
5	L II = Librarian II
6	L I = Librarian I

16

16	LA = Library Assistant
3	LSS = Sr Library Clerk
4	L CLK II = Library Clerk II
16	L CLK I = Library Clerk I
16	P = Library Page

55

36	Full Time	FT
25	Part Time	PT
16	Pages	PT2

77