



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660

Tuesday, January 16, 2018 - 5:00 PM

Board of Library Trustees Members:

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 Trustees 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/Committee/Commission]. If the optional sign-in card has been completed, it should be placed in the box provided at the podium.

The [Board/Committee/Commission] 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/Committee/Commission] 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/Committee/Commission] 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 November 20, 2017 Board of Library Trustees Meeting

[DRAFT MINUTES](#)

2. Customer Comments

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

[CUSTOMER COMMENTS](#)

3. Library Activities

Monthly update of library events, services and statistics.

[LIBRARY ACTIVITIES](#)

4. Expenditure Status Report

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

[EXPENDITURES](#)

5. Board of Library Trustees Monitoring List

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

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

6. Review Holidays/Meeting Schedule

Staff requests that the Board of Library Trustees review the 2018 meeting schedule.

[REVIEW HOLIDAYS](#)

7. Newport Beach Public Library eBranch and Database Review

Library Services Manager Natalie Basmacıyan will give an update and review of the Library eBranch and database services.

[EBRANCH DATABASE](#)

8. Luck Day Collection

Staff requests that the Board review and approve the proposal to replace the Rental Book Collection with a new service called "The Lucky Day Collection." Approving this item would require updating the Circulation Policy to incorporate the new collection.

[LUCKY DAY](#)

9. Circulation Policy Review

Staff requests that the Board review and approve the Circulation policy.

[CIRCULATION](#)

10. Closure of Central Library and Mariners Branch Library for re-carpeting

Staff requests that the Board approve a temporary closure of the Central Library and Mariners Branch Library for re-carpeting.

[RECARPETING](#)

11. Corona del Mar Branch Project Update

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

[CDM](#)

12. Lecture Hall Update

Chair Johnson-Tucker will provide an update on activities related to efforts to integrate a lecture hall on the Central Library site.

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.

VII. 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.

VIII. BOARD/COMMITTEE/COMMISSION ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

X. ADJOURNMENT

CITY OF NEWPORT BEACH

**Board of Library Trustees
Newport Beach Public Library
1000 Avocado Avenue, Newport Beach 92660
Teleconference Location Pursuant to GC §54953(B):
Royal Kona Resort, 75-5852 Ali'i Drive, Kailua-Kona, HI 96740
Meeting Minutes
November 20, 2017 - 5:00 p.m.**

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

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

Trustees Present: Chair Jill Johnson-Tucker, Vice Chair Janet Ray, Secretary Paul Watkins (via conference call), Board Member Doug Coulter

Trustees Absent: 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 Basmaciyan
Circulation & Technical Processing Coordinator Melissa Hartson
Support Services Coordinator Melissa Kelly

III. **NOTICE TO THE PUBLIC**

IV. **PUBLIC COMMENTS**

Jim Mosher noted a review of the budgeted and actual expenses at the end of the year is not a formal item on the Monitoring List. An end-of-year review would be useful, and perhaps the Library Board of Trustees should conduct such a review.

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the October 16, 2017 Board of Library Trustees Meeting**

Motion made by Board Member Coulter, seconded by Vice Chair Ray, and carried (3-0-1-1) to approve the Minutes of the October 16, 2017, meeting as presented.

AYES: Ray, Watkins, Coulter

NOES:

ABSTENTIONS: Johnson-Tucker

ABSENCES: King

2. Customer Comments

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

In response to Board Member Watkins' inquiries, Library Services Director Hetheron reported Boopsie is an app for people who want to access the card catalog, place a hold, or renew a book. Boopsie has updated to IOS 11.

Board Member Watkins remarked that Library Services Director Hetheron handled well the patron seeking redress of his grievances.

In response to Commissioners' questions, Support Services Coordinator Melissa Kelly explained that the Integrated Library System (ILS) is comprised of all Library software modules. The approximate cost of the ILS is \$400,000. The IT Department has budgeted for and will pay for a new ILS.

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.

Support Services Coordinator Melissa Kelly requested the Annual Budget Update be moved to the February 20, 2018, meeting at which time staff will provide a preliminary review of the annual budget. The Finance Department anticipates having data prepared for a final budget review in March 2018.

Chair Johnson-Tucker requested Support Services Coordinator Kelly meet with Board Member Watkins and her to review the proposed budget prior to the Library Board of Trustees meeting.

Motion made by Vice Chair Ray, seconded by Board Member Coulter, and carried (4-0-0-1) to approve Items 2-5 of the Consent Calendar.

AYES: Johnson-Tucker, Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: King

VI. CURRENT BUSINESS

A. Items for Review

6. Circulation Policy Review

Staff will present proposed revisions to the Library's Circulation Policy and request approval by the Board of Library Trustees.

Circulation & Technical Processing Coordinator Melissa Hartson presented recommended revisions to the Circulation Policy to address Blu-ray discs, streaming videos, and video games. Blu-ray discs are different from DVDs and require a different device for viewing them. Streaming videos are different from e-books and downloadable audio books in that streaming videos require an internet connection for viewing. Because Newport Beach Library is a member of a consortium that provides Overdrive, it cannot individualize this service provided to Library patrons. The consortium recently added a 21-day lending period for e-books.

In response to Board Member Coulter's questions, Circulation & Technical Processing Coordinator Hartson clarified that the Newport Beach Library provides the Overdrive service through the consortium. The consortium is comprised of several Southern California libraries, but the County Library is not a member of the same consortium as the Newport Beach Library.

Circulation & Technical Processing Coordinator Hartson reported that adding renewals to video game lending allows gamers to determine if they want to purchase it. In addition, staff can determine the level of demand for games by allowing customers to place holds on them.

In reply to Vice Chair Ray's query, Circulation & Technical Processing Coordinator Hartson explained that some members of the consortium are collection development librarians, and they evaluate and select titles for the consortium as a whole. With funding from the Library Foundation, Newport Beach Library staff selects advantage titles, which are available to Newport Beach Library cardholders only.

Circulation & Technical Processing Coordinator Hartson clarified replacement costs. Once an item is set to be billed, the cost is comprised of the actual replacement cost plus a processing fee. Maximum fines are based on the representative cost of the item.

In response to Board Member Watkins' request, Circulation & Technical Processing Coordinator Hartson reported she presented recommended revisions at the quarterly circulation staff training and at the administration staff meeting. Circulation staff proposed the change to the video game lending policy.

Circulation & Technical Processing Coordinator Hartson explained that guest cards are issued to visitors who use the cards only for computer access, typically to check their email accounts. Family borrower cards are issued to out-of-state customers. One card is issued to a family, and each family is charged \$10 annually. Chair Johnson-Tucker requested staff ensure these terms are defined in the policy. Circulation & Technical Processing Coordinator Hartson clarified that periodicals cannot be reserved. The user sets the

number of days in the loan period for Overdrive e-books. In Section 7, the sentence preceding the California Government Code reference number is taken directly from the Code.

Library Services Director Hetherton reported staff has mechanisms in place to review patrons who abuse lending practices.

Board Member Watkins suggested the Library Board of Trustees continue this item to the next meeting when staff can present revised redline and clean versions of the Circulation Policy. Board Members concurred.

Jim Mosher questioned whether the Circulation Policy should indicate the Library's intent to provide customer cards at no cost to California residents, whether the Library charges a fee to replace a lost card, and whether there is a residency requirement for computer use cards. Perhaps the guest card should be called a guest pass. There should be an incentive for the return of missing items. The interlibrary loan fee of \$5 is too high when other libraries charge no fee.

Library Services Director Hetherton clarified that other libraries charge fees for postage and handling.

7. Monthly Financial Report "Library Expenditures" Overview

Staff will provide an overview of how the Library's monthly financial report is prepared.

Library Services Director Hetherton reported that expenditures are placed into one of two categories, either salary and benefits or maintenance and operations. Staff has highlighted library materials and training and travel because the Library Board of Trustees has committed to funding these categories. Staff utilizes budget data from the most recent complete month to prepare the Library Expenditures report. Expenditures vary widely month to month because some payments are made semi-annually or quarterly. Literacy grant funds are not contained in the original budget. Gifts from the Foundation and Friends are placed in established accounts. Unlike most funds, gift funds are not returned to the City General Fund at the end of the fiscal year. The two internal service funds for the Library are IT and motor pool or automobiles.

Support Services Coordinator Melissa Kelly added that Library staff does not determine the amount of funds allocated to internal service funds and cannot change those amounts.

In reply to Board Member Watkins' inquiry, Support Services Coordinator Kelly indicated peripherals are computer monitors, keyboards, and mice.

Board Member Watkins advised that he would investigate the open budget portal for additional financial information. Support Services Coordinator Kelly noted the portal is not up-to-date in that staff does not sync data with the portal daily.

In reply to Vice Chair Ray's query, Support Services Coordinator Kelly clarified that programming doubled in the revised budget because of the receipt of Literacy funds.

In answer to Chair Johnson-Tucker's questions, Support Services Coordinator Kelly reported that internal service funds are paid quarterly. Many of the subscription services are paid in the first quarter of the fiscal year.

8. Corona del Mar Project Update

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

Library Services Director Hetherton reported the City Council directed the Public Works Department to seek new bids for the Corona del Mar Branch project, using the existing design for the current site. The Public Works Deputy Director had indicated the bid will likely be released in early January with contract approval in late January or early February and project commencement in March 2018. Staff hopes to close the Branch when the contract is awarded in order to prepare for demolition of the building. In addition, the Friends of the Library want to hold a closing sale at the Branch.

9. Lecture Hall Update

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

Chair Johnson-Tucker reported the planning group met with architect Kathy Simon, two of her partners, City Manager Dave Kiff, and Council Member Dixon regarding lecture hall plans. The architects submitted an initial proposal, which was high. The Library Foundation does not wish to fund design of a lecture hall without City approval.

Vice Chair Ray noted a suggestion for the architects to present information to the Council in an effort to gain the Council's support.

Chair Johnson-Tucker had hoped to advance the proposal as it had been discussed for several years, but the path forward is not clear at the current time.

10. Library Services

Report of Library issues regarding services, customers and staff.

Library Services Director Hetherton reported *OC Weekly* named the Newport Beach Public Library as the best library in Orange County. On *yelp.com*, the Library is ranked number one in the county.

B. Monthly Reports

11. Friends of the Library Liaison Report

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

Board Member Coulter reported the Friends received \$486.08 for recycling unsaleable materials. The price per pound for recycling has decreased from 4 cents to 2 cents and there was a discussion of whether they should look for another vendor who might pay more; however, no decision was reached at this time. October bookstore sales totaled \$15,337 with the November quarterly sale raising \$2,706. Membership fees raised another \$1,160. The annual volunteer luncheon is scheduled for December 4, 2017.

12. Library Foundation Liaison Report

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

Chair Johnson-Tucker reported the Foundation meeting was canceled.

13. Witte Lectures Committee Liaison Report

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

Vice Chair Ray reported lecture tickets are on sale. David Frum is the guest lecturer scheduled for February 9 and 10; Dr. David Edelman is scheduled for March 2 and 3; Maira Kalman is scheduled for April 6 and 7; and Masha Gessen is scheduled for April 27 and 28. The Committee is discussing revising the mission statement to include insight, wisdom, adventure, and life.

Chair Johnson-Tucker advised that the Committee raises funds through donations and ticket sales and gifts surplus funds to the Library. The Committee records lectures when the lecturer permits it.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher indicated that some Witte lecture recordings for the last few years are now available to the public at no cost. His experience with interlibrary loans through Orange County and through Newport Beach were similar, but the County's fees were much lower than Newport Beach's fees.

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)

Board Member Watkins wished everyone Happy Thanksgiving.

IX. ADJOURNMENT – 6:13 p.m.

NOTE: PURSUANT TO GOVERNMENT CODE SECTION 54953(b), THIS MEETING INCLUDED TELECONFERENCE PARTICIPATION BY BOARD OF LIBRARY TRUSTEE PAUL WATKINS FROM THE ADDRESS LISTED ON THE FIRST PAGE. THE NOTICE AND AGENDA WERE POSTED AT THE TELECONFERENCE LOCATION AND PUBLIC COMMENT FROM SUCH ADDRESS WAS ALLOWED.

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

<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> 11/3/2017 Comment Card Melissa Kelly Library Services Coordinator 11/6/2017</p>	<p>Everything is first rate. None except one suggestion - The downstairs mens bathroom door needs refinishing - the renovation was great but that was overlooked and it looks pretty bad. An easy fix.</p>	<p>Customer was called and told that it is in our plans to get the doors refinished.</p>
<p align="center"><u>2</u> 11/4/2017 Email Tim Hetherton Library Services Director 11/6/2017</p>	<p>I was at the library about a half hour ago. I tried to sign on to the libraries WiFi through my iPad. I tried several times and only got a no more connections available message. I talked to the help desk and was told that with the new library rule that WiFi users can sign on as many devices as they want, now the library runs out of free WiFi. I had come specifically to use the WiFi on my iPad, so I left. If the library is going to have a limited number of accounts that can join the free WiFi then I suggest the library go back to one WiFi access per library account patron. Have us go back to signing in with our library account number and keep track of how long each person is on. I frequently come to the library because we don't have Internet at home. I'm saddened that this no longer seems a reliable choice. I am also saddened that the library is aware of this problem and has not made changes to correct the problem. Back when we had to sign in with our library card, I was never excluded from the free WiFi. I love our library and hopefully my comments will be helpful.</p>	<p>Sorry for your trouble! Since Wi-Fi, like books, DVDs, and periodicals, is a shared public resource, there are unfortunately occasions when all of our licenses are in use. We experience this issue when demand is high, generally on Saturdays and Sundays. As customers log off or leave the Library, licenses become available. We also offer public computer terminals and circulating laptops that customers can use if Wi-Fi access is not available. We had this same issue infrequently when we required customers to authenticate with their Library card, since there are a finite number of licenses available. We think we can ameliorate this problem by purchasing additional licenses, as we did in September, when NBPL acquired 40 more licenses. We will continue to monitor the situation and act in the best interests of our customers. Again, my apologies for the inconvenience.</p>
<p align="center"><u>3</u> 11/5/2017 Email Natalie Basmaciyon Library Services Manager 11/7/2017</p>	<p>http://www.harvarddesignmagazine.org/buy ***** Thank you so much for you help! I will contact them.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding Harvard Design Magazine. NBPL does not carry this publication. The closest library that carries this title is the Langston Library on the UC Irvine campus. Please call the Langston staff at (949) 824-4976 to find out about their borrowing guidelines. Please let me know if we may be of further assistance.</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>11/6/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>11/6/2017</u></p>	<p>I have few bags of books. Would you accept a donation?</p>	<p>The library welcomes your book donations. They go to our Friends of the Library Bookstore, where the sales proceeds are returned back to the library to purchase new materials and support library programming. You may drop off your donations at any of our locations and you can receive a receipt for your tax purposes if needed. Thank you for considering us for your donations.</p>
<p><u>5</u> <u>11/18/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>11/20/2017</u></p>	<p>Hi, my husband and I are renting a house for January and we are avid readers. We are wondering if we are able to get a library card and borrow books while we are there?</p>	<p>You may apply for a Newport Beach Public Library Card. There is a \$10.00 fee for out of state library customers. The card is valid for one year and is good for you and your family to use. It will allow you to check out materials, access our databases, and use our other library resources. During the year, you will also continue to have access to our eBranch resources when you return home. Please visit any of our library locations to get a card. There is a brief form to fill out and we will need to see your driver's license/photo ID. We look forward to serving you during your visit to Newport Beach.</p>
<p><u>6</u> <u>11/19/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>11/20/2017</u></p>	<p>I just realized I can't renew any of the books I have checked out as I've already renewed them twice. The reason I've had the books out for so long is that I'm a grad student at UC Riverside and I'm teaching a course in which these books are required reading. I would bring them back to the library to return them and check them out again but I'm out of town and won't be back until the 24th. I'm writing to throw myself on your mercy and ask for you to renew them for the third time. I promise I will return them before the third extended deadline.</p>	<p>Thank you for contacting us regarding the items you have checked out. I understand your situation. In this instance, I was able to make an exception and renew your items for a third time. They are now due back on December 11, 2017.</p>
<p><u>7</u> <u>11/26/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>11/27/2017</u></p>	<p>The book I currently have checked out has unfortunately been damaged by water and needs to be replaced. What is the process? Do I purchase a copy of the book and bring it into the library or pay the replacement cost directly to the library? I apologize for the inconvenience. Thank You</p>	<p>Thank you for contacting us regarding the damaged book. The library has a replacement fee schedule set up for our materials. The replacement charge is comprised of the cost of the book plus a \$10.00 processing fee. In this instance, the replacement charge for this book is \$37.99.</p>

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

<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>12/1/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Proc Coord</u> <u>12/4/2017</u></p>	<p>At one time we could just complete our card numbers because the system would link the partial number to our last name. We could just add the missing numbers. Now we need to enter the full number. The previous method was far easier, faster and did not require getting the library card out. Is this a security matter? Can we opt to individually go back to the previous method for online business.</p>	<p>You do need to enter your entire 14-digit library card number to access your library account or our online databases. We don't have an option for using a partial library card number, however, most web browsers have an autocomplete/autofill feature built into their settings. You may want to consider utilizing this tool in your web browser. Thank you for your inquiry.</p>
<p align="center"><u>2</u> <u>12/6/2017</u> <u>Comment Card</u> <u>Melissa Kelly</u> <u>Library Service Coordinator</u> <u>12/11/2017</u></p>	<p>Parking garage 3 or more parking places were converted to electric vehicles only form handicaped. Please convert samenumber to handicaped ASAP. I am handicapped and need to park near the library. I come everyday.</p>	<p>Thank you for your comment regarding the changes to the Disabled parking spaces and Electric Vehicle charging stations. I have spoken to our Public Works Department about these concerns and they have passed this response on for you. "Disabled individuals with placards can still legally park in the Electric Vehicle (EV) spots. Additional signs "accessible" and "van access" will be going up soon as well. The current Building code requires that new EV charging spaces be accessible for disables persons. Both parking lots have the code required number of disabled parking spaces. The locations of these EV parking spots were chosen to accommodate disabled EV cars, because of it convenience and proximately to the library and because of the power supply locations in the parking structure." I am glad that you raised the issue, since I was also unaware of this. I hope that this will make it easier for you to access the Library. Thank you for using your Library.</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>3</u> <u>12/6/2017</u> <u>Comment Card</u> <u>Melissa Kelly</u> <u>Library Service Coordinator</u> <u>12/11/2017</u></p>	<p>Everything except you've removed the handicapped parking spaces near the entrance on the second level. They are all empty at 4pm no charging cars. Handicapped. Addressing spaces close to library entrance on second floor. You've taken them away for charging stations and they're EMPTY!</p>	<p>Thank you for your comment regarding the changes to the Disabled parking spaces and Electric Vehicle charging stations. I have spoken to our Public Works Department about these concerns and they have passed this response on for you. "Disabled individuals with placards can still legally park in the Electric Vehicle (EV) spots. Additional signs "accessible" and "van access" will be going up soon as well. The current Building code requires that new EV charging spaces be accessible for disabled persons. Both parking lots have the code required number of disabled parking spaces. The locations of these EV parking spots were chosen to accommodate disabled EV cars, because of it convenience and proximately to the library and because of the power supply locations in the parking structure." I am glad that you raised the issue, since I was also unaware of this. I hope that this will make it easier for you to access the Library. Thank you for using your Library.</p>
<p><u>4</u> <u>12/6/2017</u> <u>Comment card</u> <u>Melissa Kelly</u> <u>Library Service Coordinator</u> <u>12/19/2017</u></p>	<p>It is a quiet comfortable place to work and I love that you sell coffee! The lighting in most spots is poor. I love all the natural light, but it only goes so far. If I don't get a carrel (with the individual lights) I worry about eye strain.</p>	<p>We are glad that you find the library a comfortable place to work and I appreciate you expressing your concern over the lighting. When we expanded the Library and moved shelving and seating around the areas that are being lit have changed their original use. Although many customers are using electronic devices throughout the Library and want less glare on their screen, we will evaluate some of the other areas and work on adding lamps or lighting. Thank you for using your Library.</p>
<p><u>5</u> <u>12/5/2017</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>12/8/2017</u></p>	<p>I have signed up for a Tech Class at 7 pm tonight and must cancel due to illness. I am so disappointed. I hope to take this valuable class when it is offered again.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding the Let's Talk Tech class this week. The Resume Building Technology class covered the online resources NBPL provides to the community. You may peruse the resources on the library's website. Please click on the eBranch tab and select the Databases link. The three primary resources are Lynda.com, Reference USA, and AtoZ Databases. You may access these resources for free with your NBPL library card. We are finalizing our public training classes for 2018. The first finalized training is scheduled for Tuesday 2/6/18 and will be a Digital Tuesday event. Customers may come in to the Central Library and ask technology-related questions. I will keep you posted on the rest of the schedule as we build the class list. Please let me know if we may be of further assistance.</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>6</u> <u>12/13/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyán</u> <u>Library Services Manager</u> <u>12/22/2017</u></p>	<p>Pleasant efficient staff. Quite content.</p>	<p>Thank you for taking the time to complete a customer comment card for the Newport Beach Public Library. We appreciate your kind words about the staff. Thank you for using the library.</p>
<p><u>7</u> <u>12/18/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyán</u> <u>Library Services Manager</u> <u>12/22/2017</u></p>	<p>Friendly, helpful, & knowledgable staff. Removing our full names on the checkout receipt in light of identity theft potential or only use first initial & last name.</p>	<p>Thank you for completing a comment card for the Newport Beach Public Library regarding customer names on the receipts. I have copied our department head for the Circulation department on this response. Staff is evaluating new library software for implementation in 2018. We will add your recommendation to our list of desired enhancements with the new software vendor. I will explore if there are options on our current software to change how the names are printed on the receipts. Thank you for the suggestions.</p>
<p><u>8</u> <u>12/18/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyán</u> <u>Library Services Manager</u> <u>12/22/2017</u></p>	<p>Your printing machine on the 2nd floor prints this restaurant! Because of this I punished my son for eating at your restaurant, but in fact it is your print machine!</p>	<p>Thank you for completing a customer comment card regarding the "restaurant" notice you taped to the card. The Central Library does have the Bistro 24 dining outlet on the 2nd floor. Bistro 24 serves coffee beverages, salads and other snack items. Please let me know if this charge occurred in error and I will work with you to resolve the issue. Please let me know if we may be of further assistance.</p>
<p><u>9</u> <u>12/18/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyán</u> <u>Library Services Manager</u> <u>12/22/2017</u></p>	<p>[I like] The lighting; everything - the open spaces; the seating; most of the staff (although a few would probably be happier elsewhere); the resources available; the ambiance in general; etc etc. PLEASE ADD MORE - [public computers] independent from the current ones - with friendlier seating. Please add more talks/lectures/ utilize the generosity of the time experience of the many well informed locals who may be willing to do a presentation(s) for the simple joy of sharing their knowledge in any field. Also, please make adequate parking available in the parking level closest to the entrance. Thank you</p>	<p>Left a message*</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – January 16, 2018 Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

"The library is like a candy store where everything is free."
— **Jamie Ford, Songs of Willow Frost**

Twinkle, twinkle

In early December, *Library Journal* named Newport Beach Public Library a Star Library in a national ranking in the tenth edition of the Library Journal of Public Library Service.

In 2017, the LJ Index of Public Library Service scored 7409 U.S. public libraries in five areas: circulation, library visits, circulation, program attendance, public access computer use, and eCirculation. These libraries were then placed in peer groups by average annual spending. Of the 259 named as America's Star Libraries, thirteen are in California with just four in Southern California. Newport Beach Public Library is the highest scoring library in Orange County. This is the fifth year in a row, and ninth time in ten years, that Newport Beach Public Library has been named a Star Library.

However, reaching for that fourth star has proved to be elusive. In comparison to other California public libraries in our budget class, NBPL fares well in most categories, but leads in none, and trails in program attendance and public access computer use:

Budget	Stars	Library	Circ	eCirc	Visits	Prog. Attendance	Pub. Internet Use
\$5M-9M	****	Cerritos PL	11.2	0.3	31.9	0.4	4.2
\$5M-9M	***	NBPL	18.5	1.2	14.4	0.7	1.3
\$5M-9M	****	Palo Alto PL	22.4	1.8	12.1	0.7	1.6
\$5M-9M	****	Redwood PL	15.9	0.7	11.1	2.5	1.8

My initial reaction is that we need to offer more programming, or, change the way we document program attendance; for example, including City Arts Commission programming statistics in our final totals should give us a boost. In terms of public computer access per capita, NBPL is at the bottom of the peer group. I believe that this is a consequence of Newport Beach's affluence, as very few residents require a visit to the public library to access a computer or the Internet. Correspondingly, many customers use their own laptops or devices to access the Library's Wi-Fi. The public computers at each location are consistently busy and our policies for use of these computers are extremely customer friendly, especially in comparison to neighboring libraries. We are definitely encouraging

use of this resource, and perhaps public access computer use is a poor indicator for our particular community.

Auld Lang Syne

2017 was a good year for NBPL. Here is a list of notable achievements from the past year:

Recognized for excellence

- Awarded three stars as one of America's STAR libraries Newport Beach Public Library is the only STAR library in Orange County!
- Voted "Best Library" in OC Weekly
- Recognized as Editor's Choice for "Best Story Hour" in OC Parenting Magazine



New services for our customers

- Test proctoring service
- Preschool Storytime on Mondays at Marina Park
- Digitized collection of local historical newspapers
- Concierge Service was started at Marina Park
- Sword Meeting Room available for small group meetings
- Free streaming video now available through Kanopy
- Genealogy Workshops



Improved resources and facilities

- Redesigned website for to be easier and more responsive
- Remodeled bathrooms at Central and Mariners Libraries
- Upgraded software in the Media Lab



- Improved Wifi with 40 more additional SPOT licenses
- Refurbishments at Mariners and Balboa Branches
- New public meeting space at Central Library
- Colorful graphics added to public computer area
- Audiobooks added to Axis 360 collection

Special programs all year

NBPL hosted hundreds of programs in 2017, from business workshops to author lectures:

- Art Exhibits at Central Library
- Beyond the Canvas Art Lectures
- Book Discussion Groups
- College Test Prep for Teens
- Concerts on the Green
- Making Memories for Kids
- Medicine in Our Backyard
- Pacific Symphony on the Green
- SCORE Business Workshops
- Sunday Musicales
- Witte Lecture Series
- Summer Reading Program
- Digital Saturday at the Library
- Children's Special Events



Board of Library Trustees "Wheelhouse Calendar": Notable Library events from January 17 to February 28

- Lecture: Author Karen Clark discusses her new book, "Bill Clinton: America's Bridge to the 21st Century"
Date: 1/18/2018, 7 p.m. - 8:30 p.m.
Location: Central Library Friends Room

- **Medicine In Our Backyard: Precision Medicine & Neurodegenerative Diseases**
Date: 01/22/2018 7:00 p.m. - 8:30 p.m.
Location: Central Library Friends Room

- **Library Live Presents Author Steve Lopez**
Date: 01/25/2018 7:00 p.m. - 8:30 p.m.
Location: Central Library Friends Room

- **Newport Beach City Council annual planning/goal setting session is likely to be held Monday evening, January 29, 2018 at Marina Park, from 5:30 p.m. - 8:30 p.m.**

- **The Witte Lecture Series Presents David Frum**
"Trumpocracy: The Corruption of the American Republic"
Date: 02/09/2018 7:00 p.m. - 8:30 p.m.
Location: Central Library Friends Room

- **The Witte Lecture Series Presents David Frum**
"Trumpocracy: The Corruption of the American Republic"
Date: 02/10/2018 2:00 p.m. - 3:30 p.m.
Location: Central Library Friends Room

- **Library Live Presents Author Gary Taubes "The Case Against Sugar"**
Date: 02/15/2018 7:00 p.m. - 8:30 p.m.
Location: Central Library Friends Room

- **The CDM Branch/Fire Station construction contract approval may go to City Council on February 27, 2018 at 7 p.m. in Council Chambers.**

NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

California Library Association Conference

The annual California Library Association conference was held the first weekend in November in Riverside. Library Services Manager Natalie Basmacıyan, Librarian Liz Aaron, Library Assistants Jeremy Rodriguez and Kristen Sonntag, and NBPL Foundation Director of Programs Susan Groux attended the conference. Sessions attended included Library Bingo programs, hosting local author panels, and adult programming ideas.

Community Outreach

Library Services Manager Natalie Basmacıyan and NBPL Foundation Director of Programs Susan Groux hosted a library outreach table at the Segerstrom Center for the Performing Arts on November 18th and 19th. Segerstrom staged a family-friendly production of *Journey to Oz*. NBPL and NBPLF interacted with over 90 attendees, opened 21 new library accounts (11 adults and 10 kids), and accepted 75 books for donation to the Friends Bookstore.

Librarian II Recruitment

Annika Helmuth has earned the promotion to Librarian II. Annika begins her duties as Branch Librarian at the Corona del Mar branch library on January 2nd. Annika began with NBPL as a Part-Time Clerk in 2013 and was promoted to Full-Time Library Assistant in 2014. Annika has contributed to the Mariners branch library through her engaging customer service, original programming, and consistent role as PIC.

New Services

Staff added two new downloadable services to launch in January 2018. Kanopy, a streaming video service, offers over 30,000 documentaries, feature-length films and independent films. Circulation and Technical Processing Coordinator Melissa Hartson and Library Assistant Erik Gunderson led this initiative. Flipster, a downloadable magazine service, provides content to compliment the RB Digital service. Titles include *Oprah*, *Coastal Living*, and *Vanity Fair*. Flipster also offers the full Conde Nast catalog of magazines. Circulation and Technical Processing Coordinator Melissa Hartson and Senior Clerk Julie Duncan led this initiative.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Facilities

The cleaning crew found a leak in the Vincent Jorgensen Room at the Mariners Branch Library on evening of November 20, could not find the source. In the morning, a City plumbing contractor started to track down the leak and found the problem was underground in the fire sprinkler system. After removing concrete and dirt, the broken pipes were exposed and repaired. The fix took two days leaving the building without proper fire alarm protection. To remedy the situation the Library hired a guard service to come in overnight and maintain "fire watch" at the building. The plumbing job was completed by the end of day, November 21 and the concrete repair was done on the following Friday.

Library staff is working with representatives from Public Works and Municipal Operations on two of our requested projects. The first is to replace old windows at the Balboa Branch Library, and the second is to replace the carpet in the Mariners Branch Library as well as replacing the gray carpet, which was installed in the Central Library during the Civic Center expansion.

Literacy

The Newport/Mesa ProLiteracy Board voted in three new members at the November meeting. They are Nathania Oh, John Thomas and Marsha Miera. Outgoing Board members include Seema Ali and Wasim Ali. The election of the 2018 Officers for the Board will be held on December 9, 2017 at the annual Literacy Meeting/ Holiday Party.

One of the Literacy participants works for Precept Insurance. She asked that our Literacy program be the focus for their Holiday Giving Tree this year. Cherall Weiss provided a list of book titles that would be suitable for the learners, and each title put on the tree. The company staff members took the tags from the tree and purchased the books for Literacy. There were approximately \$800 worth of books donated through the program.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

A variety of programs were offered by the Branches for the month of November. On November 7th Mariners was the site for a successful third installment of "Coding for Kids." A total of over 30 children and adults were in attendance. On Saturday afternoon, November 18th a crowd of over 70 was entertained by Wildlife Wendy and her Tropical Birds. Forest friends and autumn crafts were the theme of Balboa's November program while at CDM Thanksgiving was the theme for Gobble-up Crafts. In terms of outreach, Balboa hosted 60 first graders from Newport Elementary on November 9th as part of the Friends of the Library sponsored "First Grade Class Visit" program.

In personnel news, long-time Mariners page Susie Sheng retired as of November 18th. Susie was with the Mariners Branch for 27 years. Susie was an outstanding page and seemed to do the work of two or more. Although Susie will be missed for her wonderful work ethic, she will be missed even more for her fantastic attitude, her wonderful smile and her willingness to always be there when help was needed. We wish Susie all the best in the next phase of her life.

Winter craft themed programs were held at Balboa and Mariners during December and all locations took their annual holiday storytime break from December 25 – January 6. CDM was once again the open on Sunday, December 3 as a participant in the annual Corona del Mar Christmas Walk. Magician Mark Gibson performed two shows to capacity crowds and over 500 people came in and out throughout the afternoon to have refreshments and make a visit to the library.

In personnel news, Andrea Jason, CDM Branch Librarian, retired from NBPL effective Friday, December 29. Andrea was with the system for 22 years and in addition to being Branch Librarian, also handled Adult Programming. Andrea's skills, in-depth knowledge of all things library related and her dedication to the field will be missed. Full-time Library Assistant Annika Helmuth interviewed for and was promoted to a Librarian II position to act as Branch Librarian at CDM. In addition to managing staff and the facility there Annika will also be in charge of all programming. Annika officially takes the reins on Saturday, January 6. Annika has been assigned to Mariners for the past few years so to fill her spot, Janice Nikula the full-time Library Assistant at CDM, will now be assigned to Mariners on a daily basis. The staff there is thrilled to welcome Janice and her considerable programming skills. We wish the best of luck to everyone in making these moves and life changes. Finally, page Michael Webb gave his notice at Mariners. He is taking a position elsewhere in the City.

Youth Services

Andersen and Eastbluff elementary schools made First Grade class visits on November 7 and November 9 respectively. Eastbluff PTA members also came in on November 6th to decorate the main bulletin board with entries from their Reflections Student art contest. On the morning of November 18th, before heading over the Mariners, Wildlife Wendy and her Tropical Birds entertained a crowd of over 200 children and adults. Drop-in crafts (held the first Saturday of every month) continue to be popular drawing more and more participants each month.

A holiday themed bilingual storytime program (Spanish/English) was presented by Liz Aaron on Friday, December 8 and well received by children and their adults. Drop-in crafts were made available to library visitors throughout the storytime break. Teen Volunteer Ariel drew several fantastic winter scenes with dogs, cats and other creatures that were placed around the Children's room and did much to add to the festive holiday atmosphere.

Teen Services

YAAC met on November 8th. They discussed volunteer opportunities, Google Docs and the Remind App which Nadia and Ammi will be using to notify members of future meetings and events. Nadia and Ammi had the opportunity to attend the Corona del Mar High School Community Service Fair earlier that day. This event provided the opportunity to inform CDM students about library services and volunteer opportunities available to them.

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YAAC met on December 13th. Volunteer opportunities, current books and movies were discussed and everyone participated in a fun game that involved candy bars. On December 6th Nadia had the opportunity to attend a Teacher's in-service meeting at Newport Harbor High. Natalie was able to show the Teen webpage, demonstrate the many databases we offer and talk about the practice SAT, ACT and AP courses and tests that the Library offers. The librarian at NHHS invited Nadia to attend and both are very excited about the outreach possibilities that might happen between us throughout the rest of this school year and into the future.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

Staffing

Library Page, Wendie Troupe, gave her notice. Her last day working at Central was December 8. Library Page interviews are scheduled to take place in January to fill three Page vacancies.

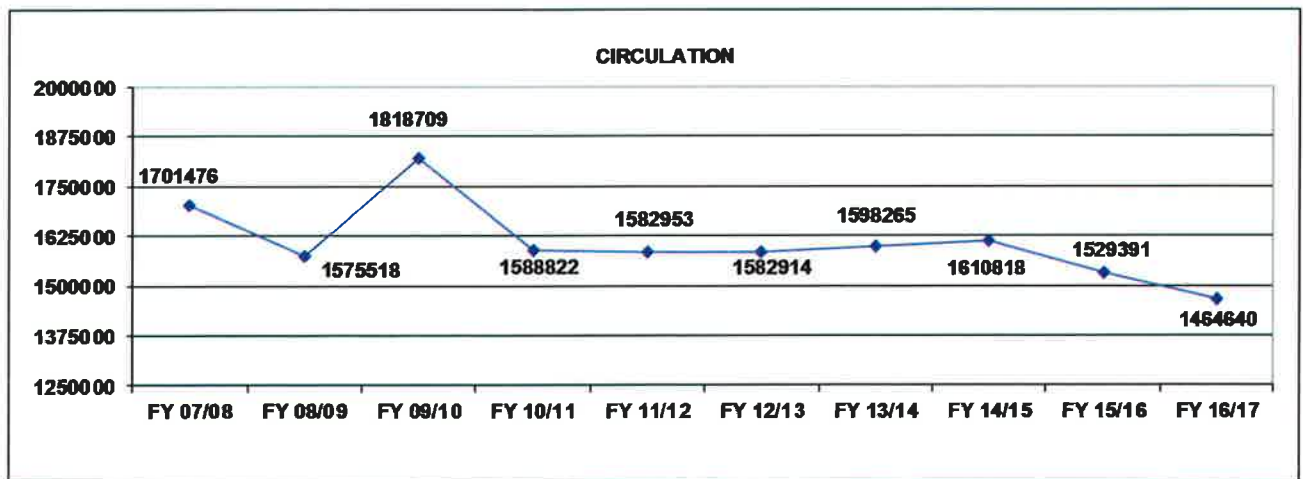
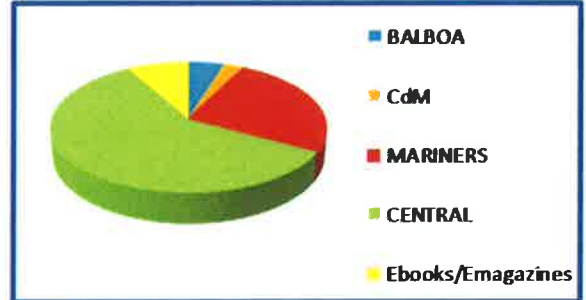
Proquest Articles Retrieved

	July	Aug	Sept	Oct	Nov	Dec	AVG.
Business Databases	430	196	125	282	1269	803	518
Newspapers--Current	595	303	600	502	582	1539	687
Newspapers--Historical	627	352	1741	1547	1453	3086	1468
Magazines	6	6	26	42	155	277	85

Database FY Comparisons	JUL 2017	AUG 2017	SEP 2017	OCT 2017	NOV 2017	DEC 2017	YTD 17/18
Tracked by #searches							
Ancestry	3989	3234	2107	716	968	1128	12142
A to Z Databases	175	274	239	480	655	321	2144
AskART	28	287	59	64	38	41	517
BioResCtr*	15	39	59	43	163	46	365
FoF Ancient Hist	18	47	42	11	47	12	177
GDL	27	17	10	3	11	13	81
GVRL	33	52	72	147	271	124	699
HeritageQuest	3049	1852	2302	1558	2304	2487	13552
Kids InfoBits	53	4	25	63	31	10	186
Lynda.com	21181	25073	17173	8077	7293	6508	85305
LitResCtr	21	105	37	27	94	143	427
Opposing Vpts*	140	45	55	775	1681	681	3377
Nat Geo	20	20	12	11	25	20	108
Nat Geo Kids	11	10	9	22	40	6	98
Novelist Plus	176	185	216	176	136	129	1018
Novelist K-8 Plus	28	21	106	88	11	8	262
ProQuest	1322	875	1462	1668	3744	6739	15810
Ref USA Bus.	1907	1469	1459	7587	6303	3903	22628
Ref USA Res.*	41	58	96	181	101	118	595
ScienceFLIX	15	6	10	13	36	13	93
Tumblebooks	51	116	184	265	234	359	1209
World Book Online	8	45	22	24	34	28	161
Tracked by #sessions							
Cypress Resume	11	12	10	5	10	14	62
Testing & EdRefCtr	46	82	45	62	52	78	365
Universal Class	133	111	205	129	47	28	653
Tracked by #page views							
Consumer Reports		1405	1133	1158	2070	1909	7675
CultureGrams	239	561	161	331	160	406	1858
Morningstar	22380	3474	16425	46200	2934	2862	94275
NetAdvantage	2964	2624	2879	3427	2569	X	14463
RealQuest	248	1014	81	19	99	20	1481
Value Line	14635	15129	16918	18108	15339	14,118	94247
Tracked by Hours Used							
Rosetta Stone	66.7	42.3	22.4	57.4	20.3	36.2	245.3

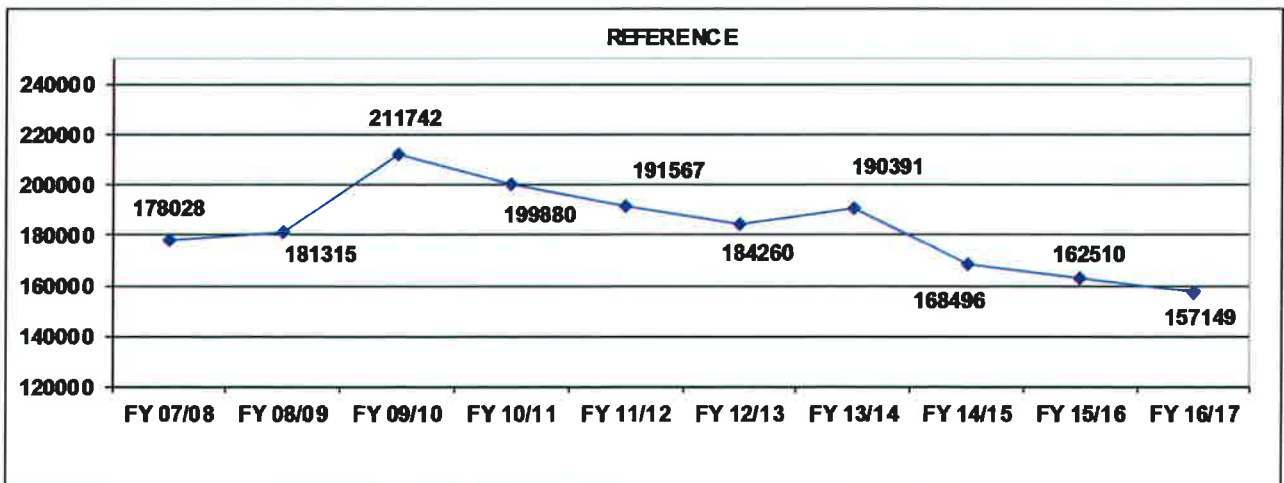
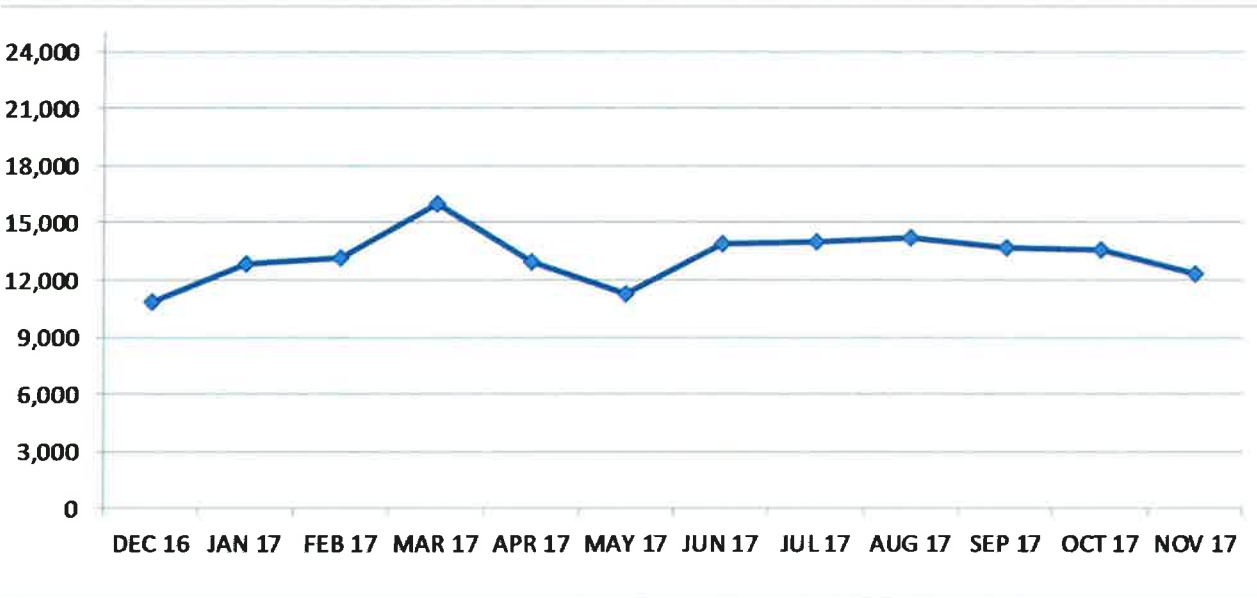
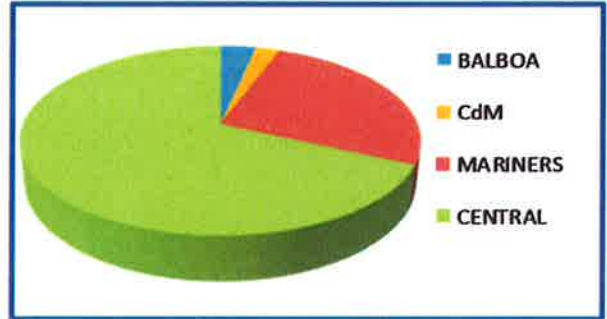
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2017 CIRCULATION

	Nov-17	YTD 17/18	YTD 16/17
BALBOA	5,452	31,654	33,719
CdM	3,016	18,566	20,935
MARINERS	29,001	148,824	154,951
CENTRAL	66,821	367,326	369,470
Ebooks/Emagazines	9,297	50,120	48,003
TOTAL	113,587	616,490	627,078



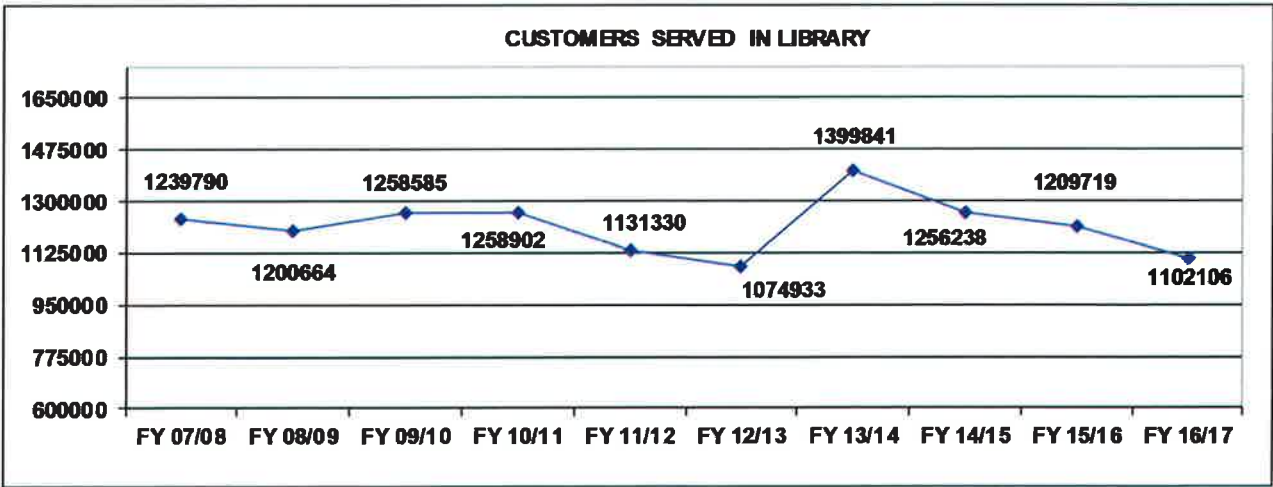
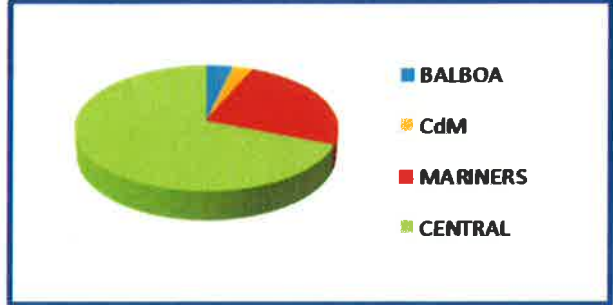
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2017 REFERENCE

	Nov-17	YTD 17/18	YTD 16/17
BALBOA	414	2,473	2,630
CdM	287	1,905	2,402
MARINERS	3,199	17,029	14,796
CENTRAL	8,381	46,356	46,409
TOTAL	12,281	67,763	66,237



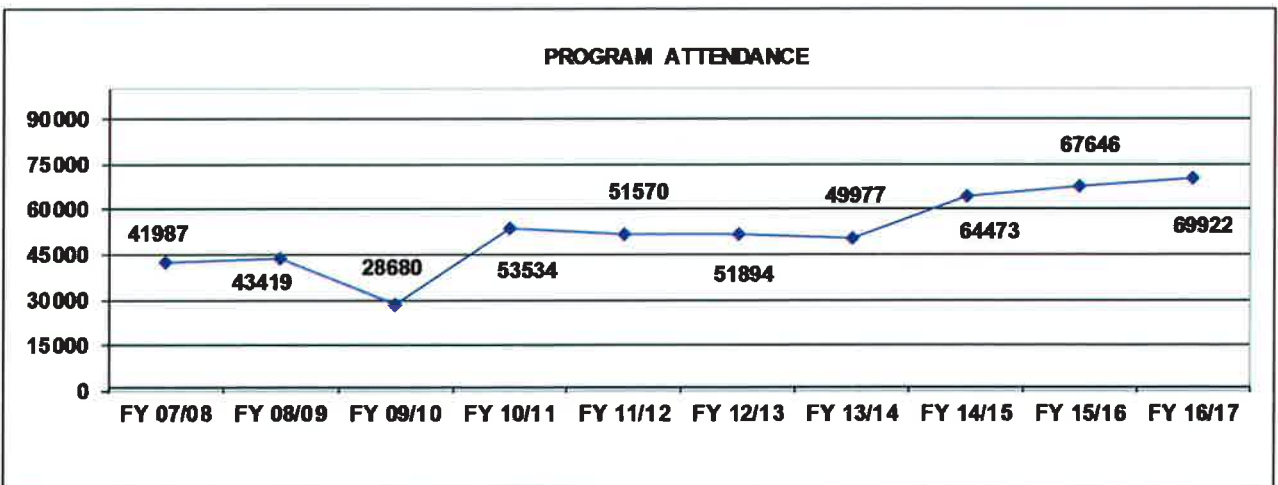
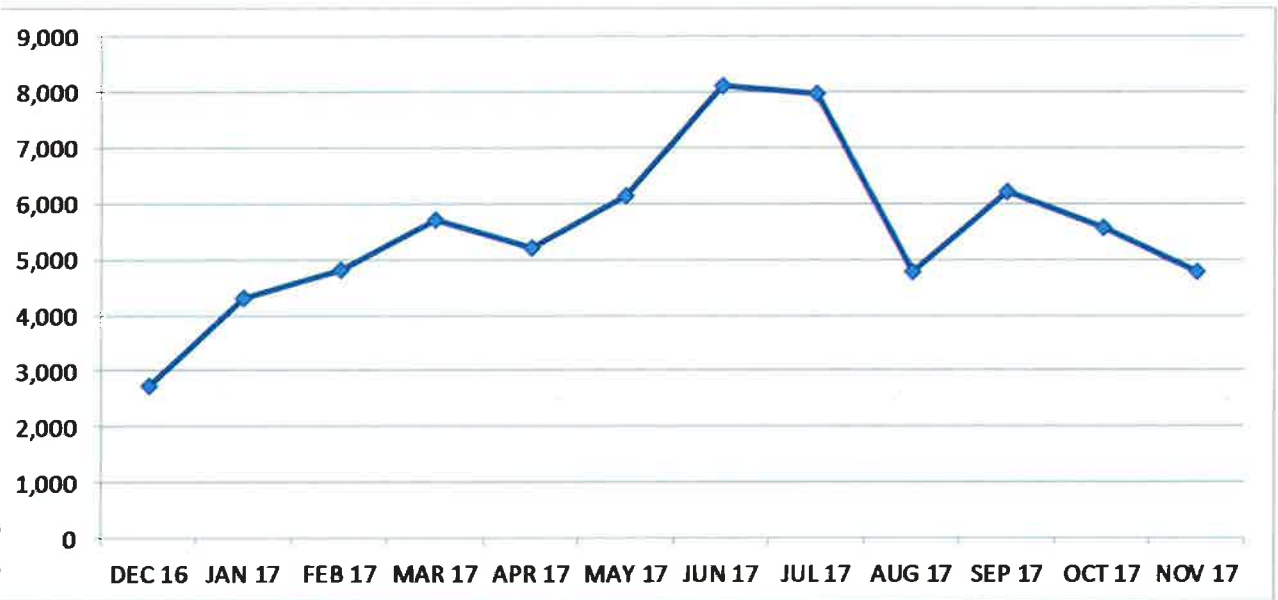
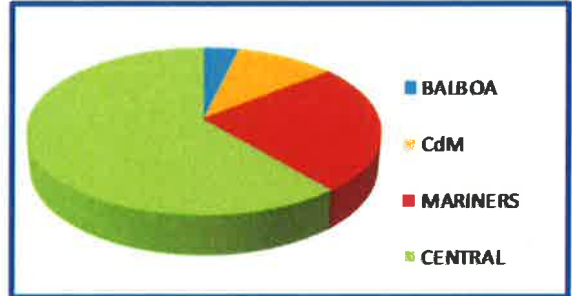
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2017
CUSTOMERS SERVED IN LIBRARY

	Nov-17	YTD 17/18	YTD 16/17
BALBOA	3,221	19,156	22,069
CdM	2,494	14,906	15,452
MARINERS	21,590	108,320	99,660
CENTRAL	60,777	328,461	322,189
TOTAL	88,082	470,843	459,370



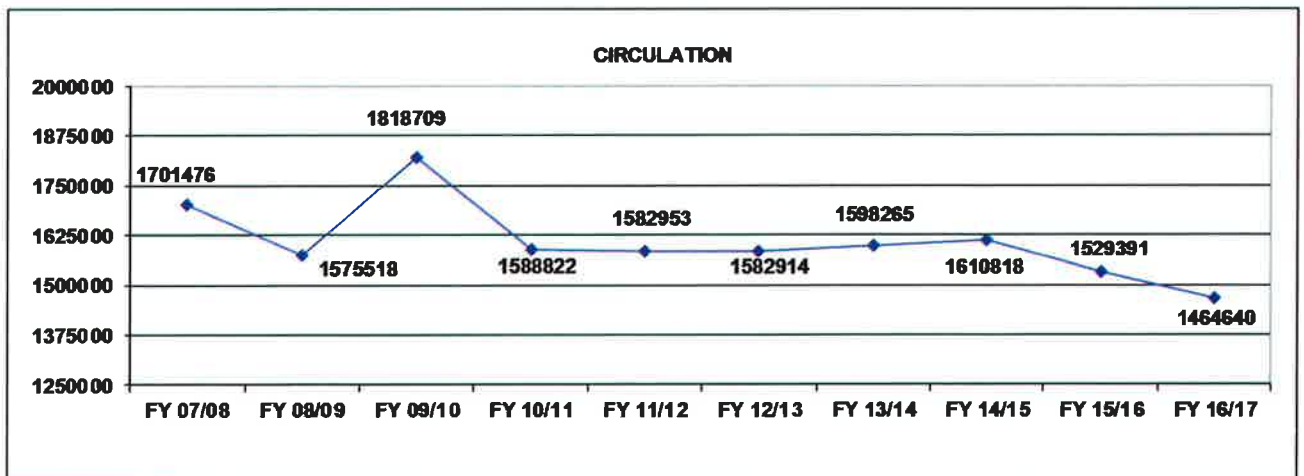
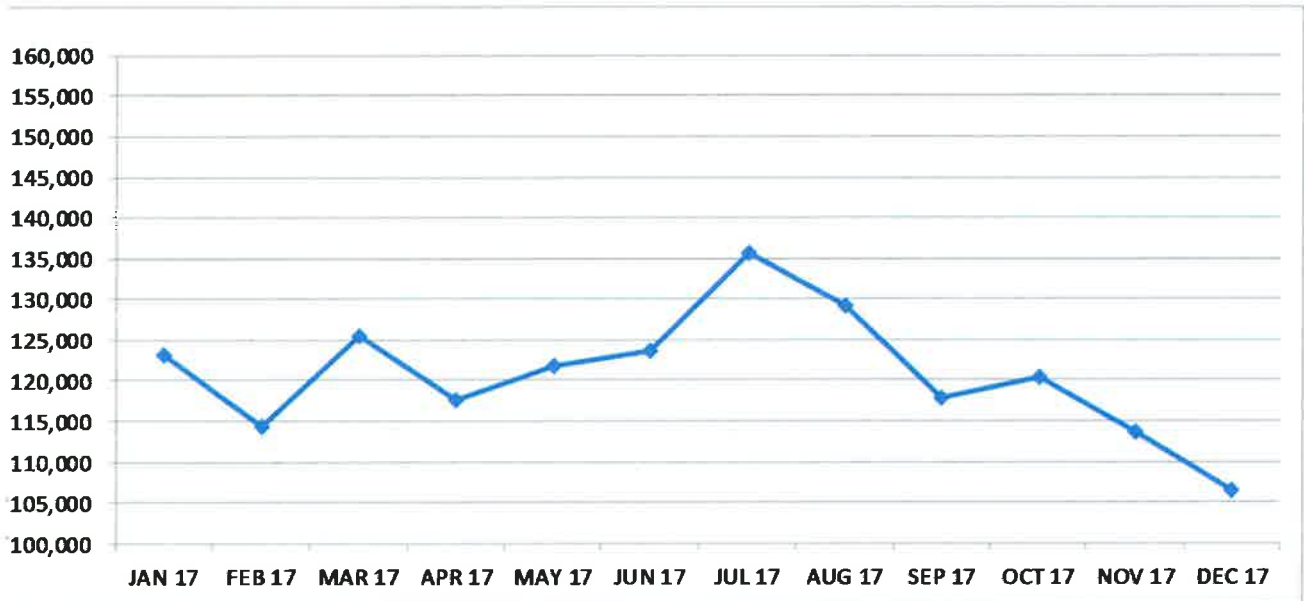
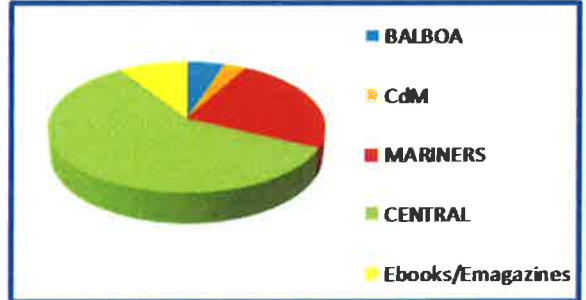
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2017 PROGRAM ATTENDANCE

	Nov-17	YTD 17/18	YTD 16/17
BALBOA	177	748	654
CdM	505	2,782	3,083
MARINERS	1,179	5,968	5,525
CENTRAL	2,932	19,789	24,156
TOTAL	4,793	29,287	33,418



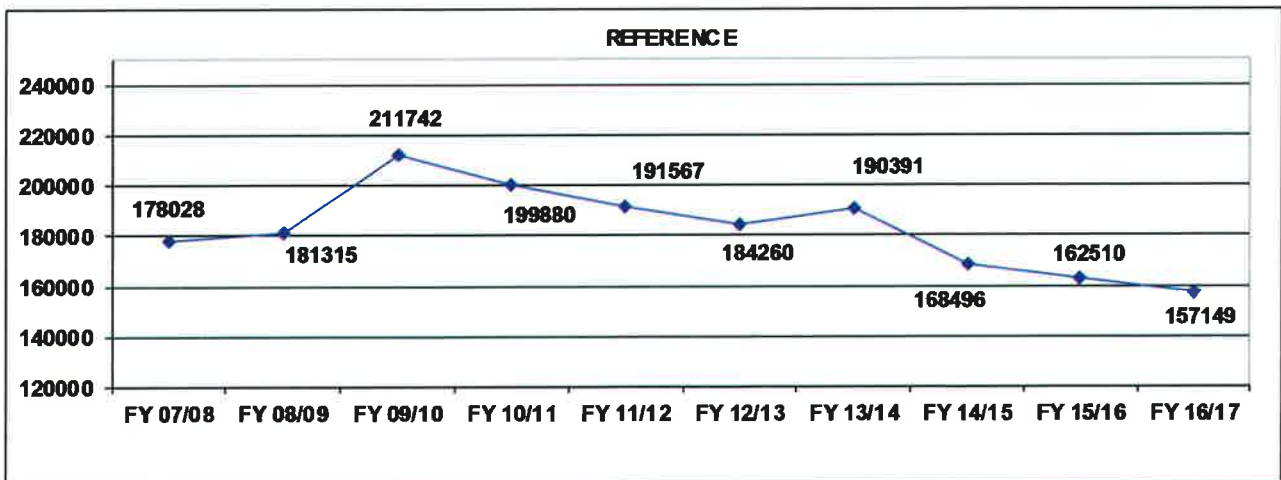
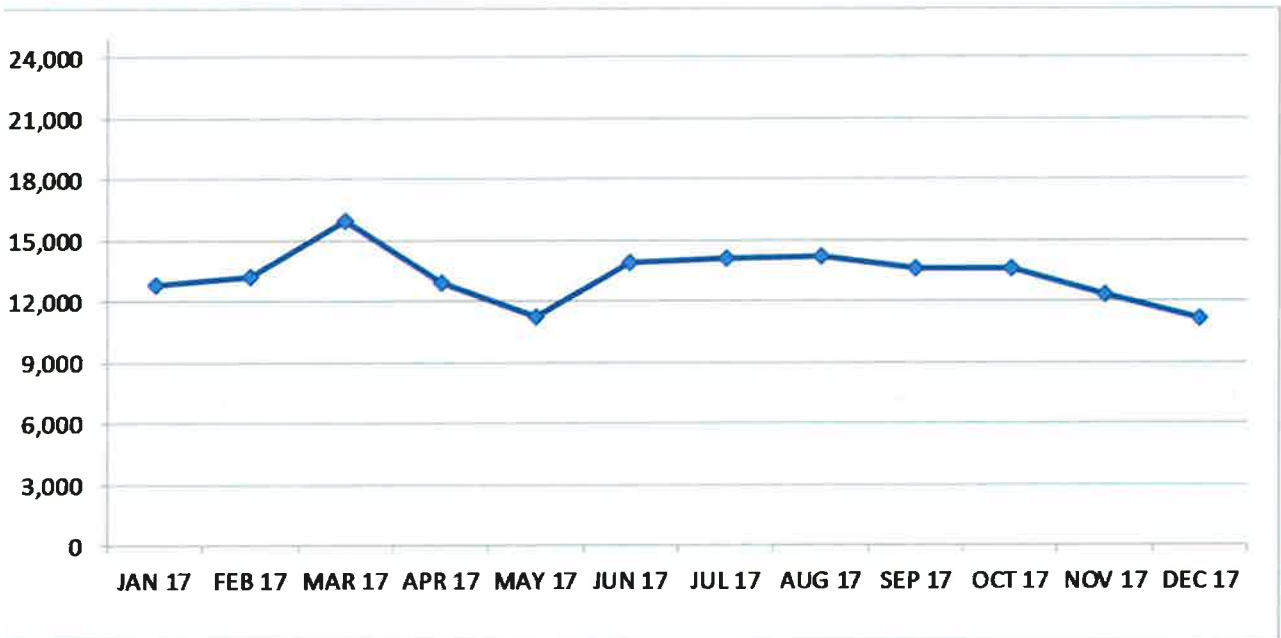
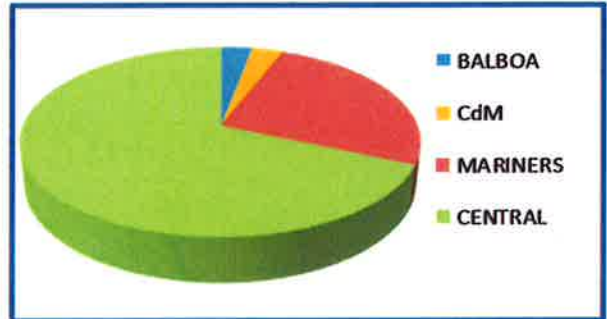
NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2017 CIRCULATION

	Dec-17	YTD 17/18	YTD 16/17
BALBOA	5,360	37,014	40,031
CdM	3,264	21,830	24,926
MARINERS	25,507	174,331	180,930
CENTRAL	62,745	430,071	435,934
Ebooks/Emagazines	9,575	59,695	57,258
TOTAL	106,451	722,941	739,079



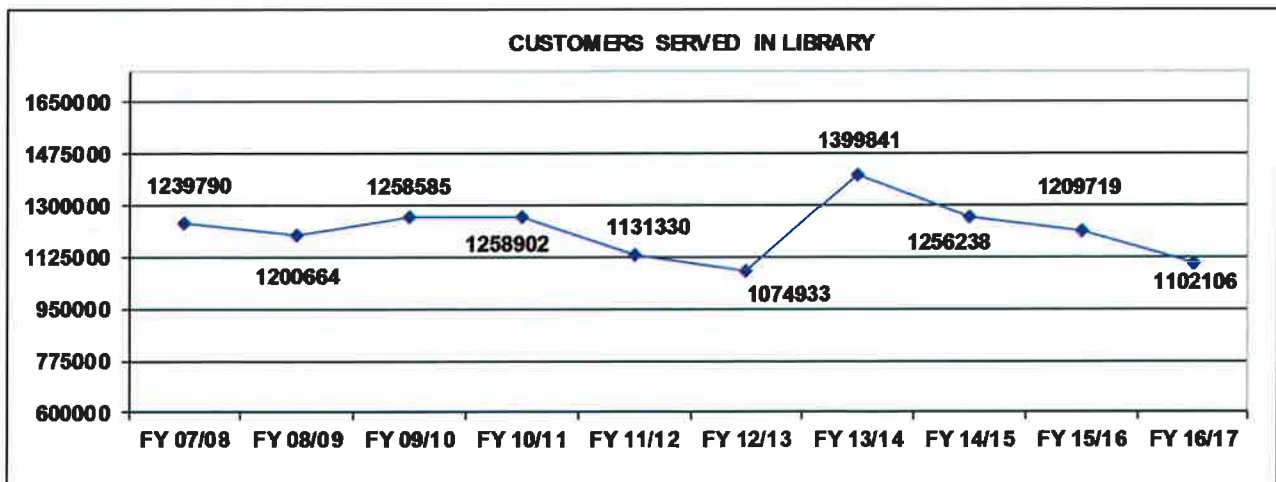
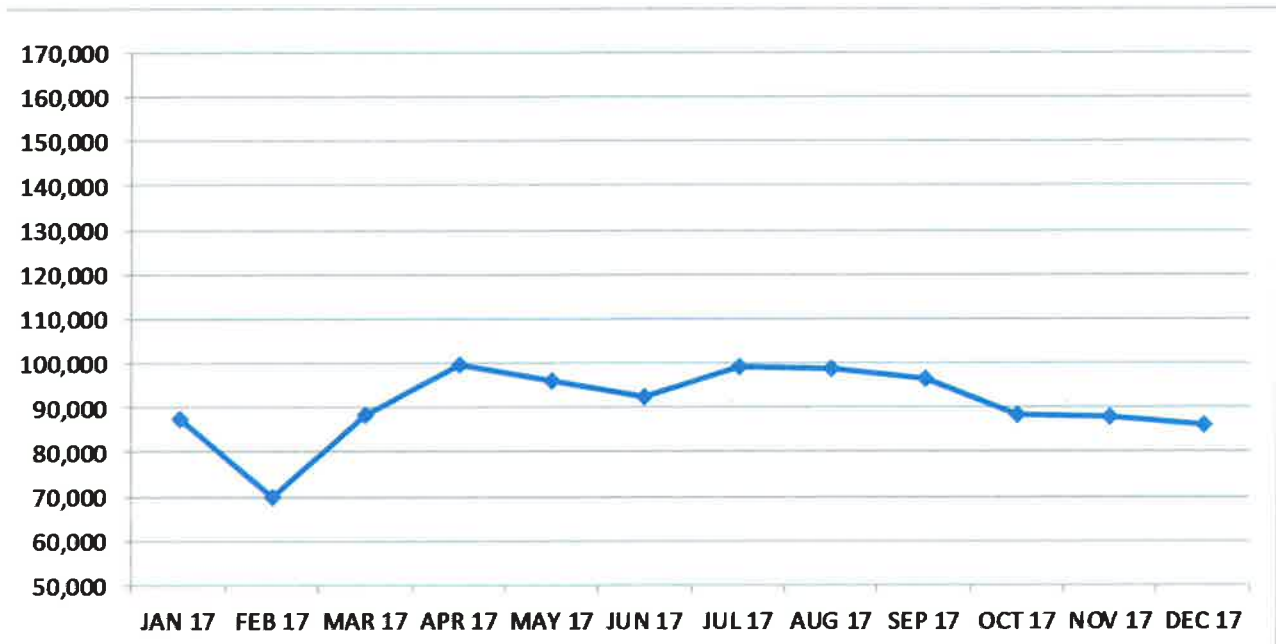
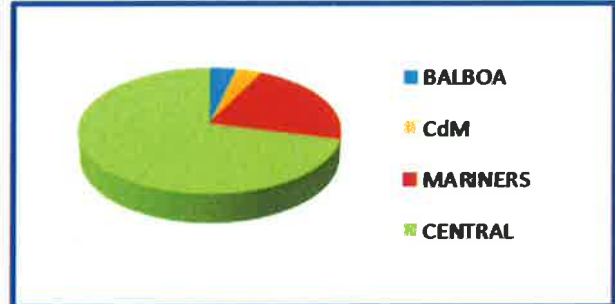
NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2017 REFERENCE

	Dec-17	YTD 17/18	YTD 16/17
BALBOA	328	2,801	2,992
CdM	336	2,241	2,795
MARINERS	2,839	19,868	17,085
CENTRAL	7,592	53,948	54,191
TOTAL	11,095	78,858	77,063



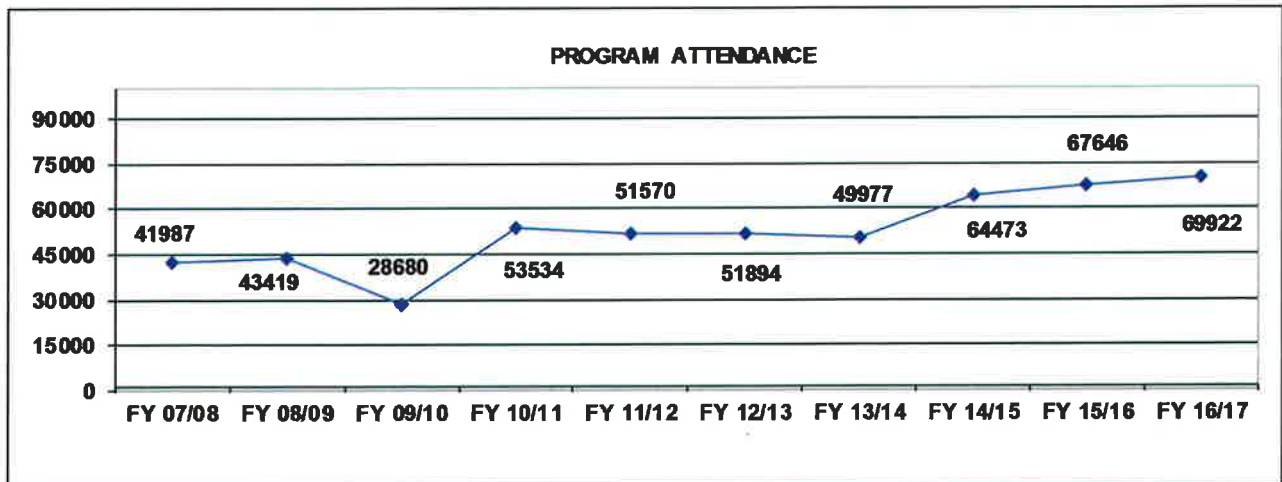
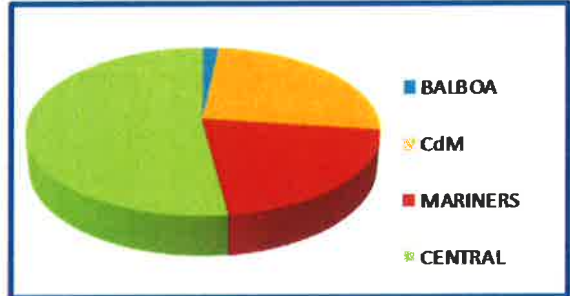
NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2017 CUSTOMERS SERVED IN LIBRARY

	Dec-17	YTD 17/18	YTD 16/17
BALBOA	3,198	22,354	25,589
CdM	3,180	18,086	18,671
MARINERS	18,613	126,933	118,103
CENTRAL	61,220	389,681	406,345
TOTAL	86,211	557,054	568,708



NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2017 PROGRAM ATTENDANCE

	Dec-17	YTD 17/18	YTD 16/17
BALBOA	64	812	758
CdM	947	3,729	3,409
MARINERS	771	6,739	6,009
CENTRAL	1,940	21,729	25,981
TOTAL	3,722	33,009	36,157



LIBRARY EXPENDITURES
(July, 2017 through December, 2017)

2017-2018

	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MONTHLY EXPENDED	AVAILABLE BUDGET
I					
SALARY & BENEFITS					
SALARY FULL-TIME REGULAR	2,718,341	2,718,341	1,167,614	102,156	1,550,727
SALARY PART-TIME	994,727	1,032,930	368,950	32,313	663,980
BENEFITS	2,297,473	2,297,473	1,105,245	143,418	1,192,228
SALARY & BENEFITS TOTAL	6,010,541	6,048,744	2,641,809	277,887	3,406,935
II					
MAINT & OPERATION					
PROFESSIONAL SERVICE*	137,577	137,577	51,040	486	86,537
UTILITIES	274,350	274,350	168,462	19,110	105,888
PROGRAMMING	5,500	11,900	2,451	45	9,449
SUPPLIES**	82,170	83,872	42,480	3,132	41,392
LIBRARY MATERIALS	619,740	621,381	450,579	48,228	170,802
FACILITIES MAINTENANCE	174,747	175,271	76,109	6,246	99,162
TRAINING AND TRAVEL	15,075	17,352	2,376	284	14,976
GENERAL OPERATING EXPENSES***	24,200	24,651	5,602	145	19,049
PERIPHERALS	7,500	7,500	123	0	7,377
INTERNAL SERVICE FUNDS	993,745	993,745	496,873	82,813	496,872
OFFICE EQUIPMENT	2,000	2,000	0	0	2,000
MAINT & OPERATION TOTAL	2,336,604	2,349,599	1,296,095	160,489	1,053,504
LIBRARY BUDGET TOTAL	8,345,145	8,396,343	3,937,904	438,376	4,460,439

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

FRIENDS

FY 17-18

As of 12/31/17

Date of Gift 7/2017	Amount	Purpose	Amt Expended YTD	Notes
		Wish List		
	\$60,000	Audio Visual materials	\$ 12,000	In Process
	\$65,000	New releases		Ordering to begin next quarter
	\$50,000	Children's & YA materials	\$ 8,000	In Process
	\$55,000	Programming (SRP, etc.)	\$ 18,250	In Process
	\$10,000	Flipster		To be invoiced in January
	\$5,000	Lucky Day Collection		Ordering to begin next quarter
	\$5,000	Literacy	\$ 5,000	Complete
	\$250,000		\$ 43,250	

FOUNDATION

FY 17-18
 12/31/2018
WISH LIST FOR 17-18

Date Funded	Amount	Purpose	Amt Expended YTD	Notes
9/2017		Wish List		
	\$ 50,000	eBook Content & Platform	\$ 12,584	In Progress (subscription fee payable in January)
	\$ 13,125	Lynda.Com Subscription	\$ 13,125	Complete
	\$ 20,000	Daily Pilot Digitization	\$ 3,000	In Process
	\$ 11,000	Mariners Popular Library		In Process
	\$ 3,000	Balboa Branch Fixtures		In Process
	\$ 25,000	Wayfinding Kiosk		
	\$ 9,500	Signage		In Process
	\$ 5,400	Blinds	\$ 5,400	Complete
	\$ 13,000	AWE Early Literacy Stations	\$ 13,000	Complete
	\$ 5,000	Adult Literacy Program	\$ 5,000	Complete
Total	\$155,025		\$ 52,109	

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
Dec 19, 2016	Review Holidays / Meeting Schedule	Jan 16, 2018
Dec19, 2016	Newport Beach Public Library eBranch & Database Review	Jan 16, 2018
Jan 17, 2017	Annual Budget Update	Jan 16, 2018
Feb 21, 2017	Arts & Cultural Update	Feb 20, 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
Sep 18, 2017	Literacy Program Update	Sep 17, 2018
Oct 16, 2017	Branch Update - Mariners	Oct 16, 2017
Oct 16, 2017	Youth Services Update	Oct 16, 2017

January 5, 2018

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Elaine McMillion, Administrative Support Specialist

TITLE: Holidays and Meeting Schedule for 2018

RECOMMENDATION:

Staff requests that the Board review the Library's holiday and meeting schedule for 2018.

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).

ATTACHMENT: Holidays and Meeting Schedule for 2018

REVIEW 2018 HOLIDAYS - MEETING SCHEDULE

HOLIDAY		MEETING DATE	
Sunday, January 1 Monday, January 2 Monday, January 15	(Actual New Year's Day) (New Year's Day Observed by City) (Martin Luther King Day)	January	16
Monday, February 19	(Presidents' Day)	February	20
		March	19
Sunday, April 1	(Easter – <u>Library Only</u>)	April	16
Monday, May 28	(Memorial Day)	May	21
		June	18
Wednesday, July 4	(Independence Day)	July	16
		August	20
Monday, September 3	(Labor Day)	September	17
		October	15
Monday, November 12 Thursday, November 22 Friday, November 23	(Veterans Day Observed by City) (Thanksgiving Day) (Day-After Thanksgiving)	November	19
Monday, December 24 Tuesday, December 25 Monday, December 31	(Christmas Eve) (Christmas Day) (New Year's Eve)	December	17

Board of Library Trustees By-Laws (Article IV – Meetings) Section 1:

The regular meetings shall be held on the third Monday of each month commencing at 5:00 p.m. at the Central Library or at a specified branch library, unless noticed otherwise. In the event the third Monday of the month is a holiday observed by the City, such regular meeting shall be held on the next business day commencing at 5:00 p.m. at the Central Library unless noticed otherwise. Special meetings may also be held subject to compliance with the provisions of the Ralph M. Brown Act.

TO: BOARD OF LIBRARY TRUSTEES

FROM: Tim Hetheron, Library Services Director
(949) 717-3810, thetheron@newportbeachca.gov

PREPARED BY: Natalie Basmaciyon, Library Services Manager

TITLE: eBranch and Database Update

eBranch and Database Update - January 16, 2018

The eBranch site, which consolidates all online resources, has been live on the Newport Beach Public Library website since December 2014. The library website migrated to the City's platform and vendor in February 2017. During the redesign phase, staff on the Web Team created a new visual layout highlighting the various online services. Streaming Video and eBooks and eAudiobooks now have a streamlined look and featured space on the website.

The eBranch features two new services that launched in January 2018. Kanopy, a streaming video service, offers over 30,000 documentaries, feature-length films and independent films. Overdrive still provides streaming video content as well. Flipster, a downloadable magazine service, provides content to compliment the RB Digital service. Titles in Flipster include *Oprah*, *Coastal Living*, and *Vanity Fair*. Flipster also offers the full Conde Nast catalog of magazines.

Databases remain a robust and essential resource for the community and staff in that the myriad topics appeal to all audiences. Customers may enjoy a range of pursuits and interests, from leisure activities through professional development. In December 2016, NBPL added a subscription to the Rosetta Stone language learning database. Rosetta Stone features learning lessons for thirty languages, and widespread brand recognition for marketing this product. The Rocket Languages database subscription was not renewed. The digital newspaper content for the *Daily Pilot* and related newspapers is now accessible from the Databases page under the "Magazines and Newspapers" heading. Customers may easily locate all the digital historical newspapers in one place.

Online resources continue to distinguish the Newport Beach Public Library as a destination for reputable, reliable services. Whether customers seek databases or ebooks and emagazines, the eBranch site provides access and quality content for all library users.

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: Tim Hetheron, Library Services Director
949-717-3810, thetheron@newportbeachca.gov

PREPARED BY: Debbie Walker, Youth and Branch Services Coordinator

TITLE: Lucky Day Collection

RECOMMENDATION:

Staff requests that the Board review and approve the proposal to replace the Rental Book Collection with a new service, "The Lucky Day Collection." This process would also include updating the Circulation Policy to incorporate the new collection.

FISCAL IMPACT:

Implementation of the Lucky Day collection requires the elimination of the rental book program and the revenue that the collection generates. In Fiscal Year 2016/17, the collection generated \$4,543.00. As of November 30, 2017, the collection has generated revenue totaling \$1,394.00.

DISCUSSION:

Many public libraries throughout California and nationally have implemented "Lucky Day" collections. A Lucky Day collection enables library customers to have access to best-sellers and high demand books for immediate checkout. Staff will stage the materials in the collection in a dedicated area to facilitate browsing. Customers avoid long waiting lists, and popular books are available to customers on a first-come, first-served basis. There is also an element of serendipity that the Library Administration feels will appeal to our customers.

During the course of the Library Admin Team's annual retreat, staff agreed that the creation and implementation of a Lucky Day collection would be a customer-friendly service worth pursuing. The Board of Library Trustees approved a specific wish list request to the Friends of the Library for \$5,000 to initiate such a collection. The Friends provided this funding and staff formed a small committee to work out the logistics. The committee includes Branch and Circulation Coordinator Debbie Walker, Circulation and Technical Processing Coordinator Melissa Hartson and Librarian I Hannah Haase.

Staff conducted a survey of California libraries who maintain Lucky Day collections. Staff determined that in order to assure items were available for checkout, certain circulation criteria was required. Staff proposes the following:

- The Lucky Day Collections should initially be restricted to the latest best-selling fiction and non-fiction titles, but the collection could be expanded to include the latest DVDs and Blu-Rays in the future.

- The circulation period should be for 7 days with no holds or renewals. Catalog records for items in the Lucky Day collection would be suppressed (not visible to the public) further assuring that items could not be held aside for customers but would be on the shelves waiting to be found.
- Items not returned on time would accrue a \$.25 a day late fee.
- Lucky Day materials would be stickered with a "Lucky Day" label. A profile would be set-up with the Library's primary book vendor Brodart so that all newly purchased items would be shipped to NBPL labeled and shelf-ready. Staff will re-label Items that are currently included in the Rental collections that are suitable for transfer to Lucky Day collections.
- Central Library will shelve the Lucky Day collection on the second floor immediately to the right of the New Fiction collection. Branches would shelve their collections in areas previously occupied by their rental collections.
- Both Circulation and Reference staff will prioritize the reshelving of Lucky Day items as they are returned in order to assure that items are immediately available to the public.
- In order to avoid confusion and offer the best customer service, the Rental collections at all Newport Beach Public Library locations would be replaced with Lucky Day Collections offered free of charge to all customers. This will have a small impact on revenue, but staff feels that the goodwill engendered by the program and is an acceptable trade-off.

The committee suggests that in keeping with the idea of a "Lucky Day," a good time to begin offering this collection to the public would be the week of March 12, 2018 as a run-up to St. Patrick's Day on March 17. Staff will launch an extensive marketing campaign prior to this time and continued marketing the collection after that to assure that customers are aware of this new collection and service.

Pending Board approval, the staff will update the Circulation Policy to reflect the new collection and the removal of the rental book policy.

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: Melissa Hartson, Circulation and Technical Processing Coordinator

TITLE: Circulation Policy

RECOMMENDATION:

Staff requests that the Board review, make suggested revisions, and approve the Newport Beach Public Library Circulation Policy.

DISCUSSION:

The purpose of the Circulation Policy is to present guidelines for maintaining accurate, efficient, and consistent service procedures throughout the Newport Beach Public Libraries. Periodically, staff will update the Circulation Policy to reflect new collections, to remove policy associated with discontinued collections, and to make revisions to existing policy.

The summaries below address the policy changes as presented in the attached redlined section.

- Section 2.08 - BLU-RAY DISCS: The library began circulating Blu-ray discs in 2011. The Blu-ray is different from a DVD in that it is a high definition disc-based format. This format requires a Blu-ray player to view content, which differs from a DVD player. The Blu-ray player utilizes blue laser technology, which allows the disc to store more content and in turn provides a high definition format allowing viewers to see more depth, color shades and detail while watching it.
- Section 2.11 - STREAMING VIDEOS: The library provides customers the option of checking out streaming videos through our Overdrive service, for which the library is part of a consortium. The loan period for streaming videos, voted on and set by the consortium, is 3, 5, or 7 days.
- Section 3.09 - VIDEO GAMES: Initially, the video game collection was introduced with a 7-day loan period without allowing customers to place holds or renew them. Changing the loan period to 7 days with two renewals and the ability to place holds coincides with the DVD/Blu-ray lending policy, simplifying the circulation process for customers. Letting customers renew video

games provides an opportunity for the gamer to truly delve into the game, enhancing their experience.

- Section 3.10 - EBOOKS: In 2016, the Overdrive consortium of libraries voted to offer a 21-day loan period in addition to the 7 and 14-day loan period options.
- Removal of existing Sections 2.09, 2.17, and 3.16 - BOOK CLUB IN A BAG AND IPOD AUDIO BOOKS: The library introduced the Book Club in a Bag collection in 2011 and added the iPod audio books to the Book Club in a Bag kits in 2012. While circulation statistics were high during the first years for the collection, checkouts have significantly decreased over time and the iPods were not sustainable for the collection.
- Removal of existing Section 3.09 - IPADS: Circulating iPads were repurposed and removed from the Laptop Use Policy in February 2017.
- Section 9.02 - DVD/BLU-RAY MAXIMUM FINES: In September 2013, the Board approved the reduction of daily fines for DVDs and Blu-rays from \$1.00 per day to \$0.25 per day up to the maximum fine. The maximum fine is currently \$20.00. Our ILS (Integrated Library System) is set to post an item's lost charge 40 days after the due date, resulting in a \$10.00 fee at \$0.25 per day. The \$20.00 maximum is not reached with the existing \$0.25 per day fine.
- Minor formatting and grammar edits were made to the policy per Chair Johnson-Tucker's request at the November 20,2017 Board of Library Trustees Meeting.

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).

ATTACHMENTS:

- A. Library Circulation Policy
- B. Library Circulation Policy – redlined version
- C. Library Circulation Policy – revised version

Circulation Policy

1.0 Library Customer Cards.

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs - Circulating and rental films: feature, documentary, and instructional.

2.09 iPod Audio Books – Audio books pre-loaded on an iPod audio player and circulated with some of the Book Club in a Bag items.

2.10 Video games - Circulating games requiring a dedicated console with a video interface.

2.11 eBooks - Circulating electronic version of a printed book that may be read on a personal computer or hand-held device designed specifically for this purpose.

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops and iPads – Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

2.17 Book Club in a Bag – Circulating zippered bag that contains 10 paperback copies of a book for use by a group. Some of the kits also include an iPod loaded with an audio edition of the titled book.

2.18 Tech Toys – Circulating media and technology equipment such as GoPro camera, USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below.

3.01 Reference materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. 3.05 The loan period for New adult books is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.06 The loan period for rental books is 7 days and may not be renewed. The loan period for a rental DVD is 1 day and may not be renewed.

3.07 The loan period for compact discs is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.08 The loan period for Non-rental DVDs is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.09 The loan period for iPads is 2 hours and may be renewed for two additional 2-hour periods. These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing policy for more details.

3.10 The loan period for Video games is 7 days and may not be renewed.

3.11 The loan period for eBooks is 14 days and may not be renewed.

3.12 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing policy for more details.

3.13 Loans of certain materials are made to teachers for classroom use and to the homebound, with loan period of 4 weeks.

3.14 The loan period for ILL items is determined by the lending library.

3.15 The loan period for an eReader is 21 days and may be renewed for 2 additional 21-day periods if the item has not been reserved.

3.16 The loan period for a Book Club in a Bag is 42 days (6 weeks) and is renewable for 2 additional 42-day periods if the item has not been reserved.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees in excess of \$5.00.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

6.0 Placing of Reserves.

Library customers are permitted to place reserves on general materials and non-rental books, New books, Compact Discs, eBooks, Tech Toys and non-rental DVDs in the collection. Reserves may also be placed for materials which are "on order".

7.0 Confidentiality of Customer Records.

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

California Government Code § 6267

(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)

Library employees must refer all court-ordered requests to the Library Services Director.

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the DVD and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs - \$1.00 per day
- Rental Books - \$1.00 for 1 week

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs(non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- Video games and eReader - \$1.00/day to Maximum
- Laptop and iPad - \$5.00/hour
- Book Group in a Bag - \$0.25/day to Maximum
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs - \$20.00
- CDs - \$10.00
- Video games and eReaders- \$20.00
- Laptops - \$1,200.00
- iPads - \$400.00
- Book Group in a Bag - \$100.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00

- Periodicals & Paperbacks - \$ 5.00
- DVDs - \$25.00
- CDs - \$20.00
- Video games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- iPad and/or peripherals - \$400.00
- eReader and/or peripherals - \$120.00
- Book Group in a Bag - \$100.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs , Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

Approved January 19, 1988
Amended February 16, 1988
Amended July 19, 1988
Amended Nov. 21, 1989 - Effective January 2, 1990
Amended March 19, 1991 - Effective July 1, 1991
Amended August 13, 1992 - Effective October 1, 1992
Amended April 20, 1993 - Effective July 1, 1993
Amended August 17, 1993 - Effective September 1, 1993
Amended November 2, 1993 - Effective January 1, 1994
Section 9.04 - Effective July 1, 1995
Amended November 21, 1994 - Effective January 1, 1995
Amended August 15, 1995 - Effective October 1, 1995
Amended September 19, 1995 - Effective October 1, 1995
Amended August 19, 1997 - Effective October 1, 1997
Amended November 17, 1998 - Effective January 1, 1999
Amended December 19, 2000 - Effective January 1, 2001
Section 6.02 (reevaluate September 2001)
Amended March 20, 2001 - Effective April 1, 2001
Amended July 20, 2004 - Effective September 30, 2004
Amended June 20, 2006 - Effective June 21, 2006
Amended October 17, 2006 - Effective October 18, 2006
Amended March 16, 2010 - Effective May 15, 2010
Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011
Final Approval by the Board of Library Trustees on February 6, 2012
Amended and Approved by the Board of Library Trustees on September 4, 2013
Amended and Approved by the Board of Library Trustees on September 22, 2014
Amended and Approved by the Board of Library Trustees on February 16, 2016

Circulation Policy

1.0 Library Customer Cards.

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New ~~books~~ Books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs/Blu-rays available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs/Blu-rays - Circulating and rental films: feature, documentary, and instructional.

~~2.09 iPod Audio Books – Audio books pre-loaded on an iPod audio player and circulated with some of the Book Club in a Bag items.~~

~~2.10~~ 09 Video ~~games~~ Games - Circulating games requiring a dedicated console with a video interface.

~~2.11~~ 10 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

~~2.11 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.~~

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops ~~and iPads~~ – Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

~~2.17 Book Club in a Bag – Circulating zippered bag that contains 10 paperback copies of a book for use by a group. Some of the kits also include an iPod loaded with an audio edition of the titled book.~~

~~2.18-17~~ Tech Toys – Circulating media and technology equipment such as a GoPro camera or, USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below.

3.01 Reference ~~materials~~Materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is- 21 days – and may be renewed for two additional- 21-day periods.

3.05 The loan period for New ~~adult books~~ Books is- 21_ days and may be renewed for two additional- 21-day periods if the item has not been reserved.

3.06 The loan period for Rrental ~~b~~Books is 7 days and may not be renewed.

~~3.07-~~ The loan period for ~~a~~ Rrental DVDs/Blu-rays is 1 day and may not be renewed.

~~3.07-08~~ The loan period for ~~compact~~ Compact discs ~~Discs~~ is- 21 days and may be renewed for two additional- 21-day periods if the item has not been reserved.

~~3.08-09~~ The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for- two additional 7-day periods if the item has not been reserved.

~~3.09~~ ~~The loan period for iPads is 2 hours and may be renewed for two additional 2-hour periods. These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing policy for more details.~~

~~3.10-10~~ The loan period for Video ~~games~~ Games is 7 days and may ~~not~~ be renewed for two additional 7-day periods if the item has not been reserved.

~~3.11-11~~ The loan period for eBooks is ~~14, 14, or 21~~ days, ~~and may not be renewed.~~

3.12 The loan period for streaming video is 3, 5, or 7 days.

~~3.12-13~~ The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. - These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing USE policy for more details.

~~3.13-14~~ Loans of certain materials are made to teachers for classroom use and to the homebound, with a loan period of 4 weeks.

~~3.14-15~~ The loan period for ILL items is determined by the lending library.

~~3.15-16~~ The loan period for an eReader is ~~21~~ days and may be renewed for 2 additional ~~21-day~~ periods if the item has not been reserved.

~~3.16~~ The loan period for a Book Club in a Bag is 42 days (6 weeks) and is renewable for 2 additional 42-day periods if the item has not been reserved.

~~3.17-17~~ The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees ~~in excess~~ of \$5.00 or more.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

6.0 Placing of Reserves.

Library customers are permitted to place reserves on gGeneral mMaterials and nNon-rental bBooks, NNew Books, Compact Discs, eBooks, Tech Toys, and nNon-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for materials which are "on order".

7.0 Confidentiality of Customer Records.

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

California Government Code § 6267

(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)

Library employees must refer all court-ordered requests to the Library Services Director.

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the DVD/Blu-ray and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day
- Rental Books - \$1.00 for 1 week

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum

- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- ~~Rental DVDs/Blu-rays - \$1.00/day to Maximum~~
- Video ~~games~~ Games and eReader - \$1.00/day to Maximum
- Laptop and iPad - \$5.00/hour
- ~~Book Group in a Bag - \$0.25/day to Maximum~~
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- ~~DVDs/Blu-rays - \$20.00~~ \$10.00
- CDs - \$10.00
- Video ~~games~~ Games and eReaders- \$20.00
- Laptops - \$1,200.00
- ~~iPads - \$400.00~~
- ~~Book Group in a Bag - \$100.00~~
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks - \$ 5.00
- ~~DVDs/Blu-rays - \$25.00~~
- CDs - \$20.00
- Video ~~games~~ Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- ~~iPad and/or peripherals - \$400.00~~
- eReader and/or peripherals - \$120.00
- ~~Book Group in a Bag - \$100.00~~
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, ~~DVDs/Blu-rays~~, Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/~~Blu-ray~~/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

Approved January 19, 1988
Amended February 16, 1988
Amended July 19, 1988
Amended Nov. 21, 1989 - Effective January 2, 1990
Amended March 19, 1991 - Effective July 1, 1991
Amended August 13, 1992 - Effective October 1, 1992
Amended April 20, 1993 - Effective July 1, 1993
Amended November 17, 1993 - Effective September 1, 1993
Amended November 2, 1993 - Effective January 1, 1994
Section 9.04 - Effective July 1, 1995
Amended November 21, 1994 - Effective January 1, 1995
Amended August 15, 1995 - Effective October 1, 1995
Amended September 19, 1995 - Effective October 1, 1995
Amended August 19, 1997 - Effective October 1, 1997
Amended November 17, 1998 - Effective January 1, 1999
Amended December 19, 2000 - Effective January 1, 2001
Section 6.02 (reevaluate September 2001)
Amended March 20, 2001 - Effective April 1, 2001
Amended July 20, 2004 - Effective September 30, 2004
Amended June 20, 2006 - Effective June 21, 2006
Amended October 17, 2006 - Effective October 18, 2006
Amended March 16, 2010 - Effective May 15, 2010
Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011
Final Approval by the Board of Library Trustees on February 6, 2012
Amended and Approved by the Board of Library Trustees on September 4, 2013
Amended and Approved by the Board of Library Trustees on September 22, 2014
Amended and Approved by the Board of Library Trustees on February 16, 2016

Circulation Policy

1.0 Library Customer Cards.

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New Books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs/Blu-rays available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs/Blu-rays - Circulating and rental films: feature, documentary, and instructional.

2.09 Video Games - Circulating games requiring a dedicated console with a video interface.

2.10 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

2.11 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops– Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

2.17 Tech Toys – Circulating media and technology equipment such as a GoPro camera or USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below.

3.01 Reference Materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods.

3.05 The loan period for New Books is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.06 The loan period for Rental Books is 7 days and may not be renewed.

3.07 The loan period for Rental DVDs/Blu-rays is 1 day and may not be renewed.

3.08 The loan period for Compact Discs is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.09 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.10 The loan period for Video Games is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.11 The loan period for eBooks is 7, 14, or 21 days.

3.12 The loan period for streaming video is 3, 5, or 7 days.

3.13 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP USE policy for more details.

3.14 Loans of certain materials are made to teachers for classroom use and to the homebound, with a loan period of 4 weeks.

3.15 The loan period for ILL items is determined by the lending library.

3.16 The loan period for an eReader is 21 days and may be renewed for 2 additional 21-day periods if the item has not been reserved.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees of \$5.00 or more.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

6.0 Placing of Reserves.

Library customers are permitted to place reserves on General Materials and Non-rental Books, New Books, Compact Discs, eBooks, Tech Toys, Non-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for materials which are "on order".

7.0 Confidentiality of Customer Records.

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.

(c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

California Government Code § 6267

(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)

Library employees must refer all court-ordered requests to the Library Services Director.

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the DVD/Blu-ray and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day
- Rental Books - \$1.00 for 1 week

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video Games and eReader - \$1.00/day to Maximum
- Laptop - \$5.00/hour
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00

- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video Games and eReaders- \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- eReader and/or peripherals - \$120.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

Approved January 19, 1988

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Amended August 13, 1992 - Effective October 1, 1992

Amended April 20, 1993 - Effective July 1, 1993

Amended August 17, 1993 - Effective September 1, 1993

Amended November 2, 1993 - Effective January 1, 1994

Section 9.04 - Effective July 1, 1995

Amended November 21, 1994 - Effective January 1, 1995

Amended August 15, 1995 - Effective October 1, 1995

Amended September 19, 1995 - Effective October 1, 1995

Amended August 19, 1997 - Effective October 1, 1997

Amended November 17, 1998 - Effective January 1, 1999
Amended December 19, 2000 - Effective January 1, 2001
Section 6.02 (reevaluate September 2001)
Amended March 20, 2001 - Effective April 1, 2001
Amended July 20, 2004 - Effective September 30, 2004
Amended June 20, 2006 - Effective June 21, 2006
Amended October 17, 2006 - Effective October 18, 2006
Amended March 16, 2010 - Effective May 15, 2010
Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011
Final Approval by the Board of Library Trustees on February 6, 2012
Amended and Approved by the Board of Library Trustees on September 4, 2013
Amended and Approved by the Board of Library Trustees on September 22, 2014
Amended and Approved by the Board of Library Trustees on February 16, 2016

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Closure of Central Library and Mariners Branch Library for re-carpeting

RECOMMENDATION:

Staff requests that the Board approve the temporary closure of the Central Library and Mariners Branch Library for re-carpeting. Dates for the carpet installation have yet to be determined.

FISCAL IMPACT:

Public Work staff received an estimate from the vendor that installing carpet in Central Library and Mariners Branch Library in the evening after public service hours will add an additional \$24,486.24 for Central Library and \$11,530.62 for the Mariners Branch Library. This project has no impact on the Library budget, as Public Works is providing the funds.

DISCUSSION:

With the exception of the Popular Library and Media/Sound Lab area, new carpet was last installed in the Central Library in 2006. The carpet that was added during the Central Library expansion in 2013 has not worn well, due to its composition and color, which is easily stained, difficult to clean, and lacking in durability. The Mariners Branch, which opened in 2006, is also overdue for re-carpeting, as that facility has never been re-carpeted.

Through the Facilities Maintenance Fund, Public Works is providing the funding to install carpet in selected areas in Central Library and the entire Mariners Branch.

In order to minimize the impact on Central and Mariners Branch customers, staff requested that the vendor provide a quote for after-hours installation. Completing the work at night while the libraries are closed will add an additional \$36,016.86 to the project's total cost. While maintaining uninterrupted public service has always been a guiding principle for NBPL, staff feels that this is an unnecessary cost and recommends that the Board of Library Trustees approve temporary closures of the facilities instead. As NBPL has multiple locations, Central Library or Mariners Branch users can be re-directed to other locations in the system. The installation at Central and Mariners will be staggered, so the system's two largest facilities will not be closed simultaneously. There is also the possibility that some of the work at Central Library can be completed during regular public service hours with areas temporarily cordoned off from public access.

Mariners and Central staff will be re-directed to alternate locations in order to accommodate the public. There are also plans for small group training for staff affected by the closures.

The installation dates have yet to be determined. The public will receive adequate notice regarding the closures. There is also the possibility that the Central Library will be painted during the carpet installation, which would negate the need for additional closures when the painting commences.

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 – January 2018

DISCUSSION:

In preparation for the opening of the Request for Proposals (RFP) process, Public Works will host a pre-bid job walk-through of the CDM branch with interested contractors on January 18. If Public Works recommends a competitive bid, staff estimates that a construction contract may be awarded as early as the February 27 City Council meeting.

When Council awards a construction contract, staff is prepared to start the process of closing the facility. This entails removing assets for either surplus or re-use at other facilities. The Friends of the Library intend to hold a book sale at the branch for items that will not be retained in the Library collection. Branch staff will be reassigned and deployed at other locations in the system for the duration of the closure. The Library Administration is also planning a farewell to the little building that has served the community so well since 1959.

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).