# CITY OF NEWPORT BEACH
# BOARD OF LIBRARY TRUSTEES MEETING AGENDA

**Newport Beach Public Library**
**1000 Avocado Avenue, Newport Beach, CA 92660**
**Monday, November 18, 2019 – 5:00 PM**

***Board of Library Trustees:***
**Janet Ray, Chair**
**Paul Watkins, Vice Chair**
**Douglas Coulter, Secretary**
**Barbara Glabman, Board Member**
**Kurt Kost, Board Member**

***Staff Members:***
**Tim Hetherton, Library Services Director**
**Elaine McMillion, Administrative Support Specialist**

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

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

**NOTICE REGARDING PRESENTATIONS REQUIRING USE OF CITY EQUIPMENT**
**Any presentation requiring the use of the City of Newport Beach's equipment must be submitted to the Library Services Department 24 hours prior to the scheduled meeting.**

## I. CALL MEETING TO ORDER

## II. ROLL CALL

## III. NOTICE TO THE PUBLIC

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

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

## IV. PUBLIC COMMENTS

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

## V. CONSENT CALENDAR

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items recommending an action. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees request specific items to be discussed and/or removed from the Consent Calendar for separate action. Members of the public who wish to discuss a Consent Calendar item should come forward to the lectern upon invitation by the Chair.

### A. Consent Calendar Items

1. **Minutes of the October 21, 2019 Board of Library Trustees Meeting**

2. **Patron Comments**
   Monthly review of evaluations of library services through suggestions and requests received from patrons.

3. **Library Activities**
   Monthly update of library events, services and statistics.

4. **Expenditure Status Report**
   Monthly expenditure status of the library's operating expenses; services, salaries and benefits by department.

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

## VI. CURRENT BUSINESS

### A. Items for Review

6. **Library Gift and Donor Policy - NBPL 3**
   As requested by the Board, staff will provide revisions of this policy for review and approval.

7. **Corona del Mar Branch Update**
   Staff will update the Board on the recently opened Corona del Mar Branch Library.

8. **Lecture Hall Update**
   Chair Ray will report on activities related to the Library Lecture Hall project.

9. **Literacy Grant**
   Staff requests that the Board accept a State of California Literacy Grant check in the amount of $18,000.

10. **Library Services**
    Report of Library issues regarding services, patrons and staff.

### B. Monthly Reports

11. **Library Foundation Liaison Reports:**
    A. Library Foundation Board - Report of the most recently attended meeting
    **B.** Library Live Lectures Committee - Report of the most recently attended meeting
    C. Witte Lectures Committee - Report of the most recently attended meeting

12. **Friends of the Library Liaison Report**
    Trustee update of the most recently attended Friends of the Library Board meeting.

**13. Literacy Services Liaison Report**
Trustee update of the most recently attended Literacy Services Advisory Board 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 OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

## IX. ADJOURNMENT

DRAFT

**CITY OF NEWPORT BEACH**

**Board of Library Trustees**
**Newport Beach Public Library—Mariners Branch Library**
**1300 Irvine Avenue, Newport Beach, CA 92660**
**Meeting Minutes**
**October 21, 2019 – 5:00 p.m.**

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

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

Trustees Present: Chair Janet Ray, Vice Chair Paul Watkins, Secretary Douglas Coulter, Board Member Barbara Glabman (arrived at approx. 5:05 p.m.), Board Member Kurt Kost

Trustees Absent: None

Staff Present: Tim Hetherton, Library Services Director
Elaine McMillion, Administrative Support Specialist
Debbie Walker, Branch & Youth Services Coordinator
Melissa Hartson, Circulation & Technical Processing Coordinator
Rebecca Lightfoot, Adult Services Coordinator
Andy Kachaturian, Mariners Branch Librarian
Christine Chapel, Mariner's Branch Librarian I

**III. NOTICE TO THE PUBLIC**

**IV. PUBLIC COMMENTS**

None

**V. CONSENT CALENDAR**

**A. Consent Calendar Items**

**1. Minutes of the September 16, 2019 Board of Library Trustees Meeting**

Vice Chair Watkins agreed with Mr. Mosher's proposed revisions of National Literacy Day to International Literacy Day and Goriana to Gorjana.

Library Services Director Tim Hetherton noted the quote attributed to Bo Diddley on handwritten page 11 should be attributed to Willie Dixon.

**2. Patron Comments**
Monthly review of evaluations of library services through suggestions and requests received from patrons.

**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.

Motion made by Vice Chair Watkins, seconded by Board Member Kost, and carried (5-0-0-0) to approve the Consent Calendar with the September 16, 2019 Minutes amended as noted.

AYES: Ray, Watkins, Coulter, Glabman, Kost
NOES:
ABSTENTIONS:
ABSENCES:

Chair Ray proposed meeting at Central Library on November 18 and the Corona del Mar Branch on December 16 in order to hold a closed session at Central Library on November 18 at 3:30 p.m. prior to the regular meeting at 5:00 p.m.

Board Member Glabman suggested meeting at Central Library for the closed session and traveling to the Corona del Mar Branch for the regular meeting.

Board Member Kost preferred to hold the closed session and regular meeting at the same location.

Vice Chair Watkins requested the closed session be scheduled at 3:30 p.m. and the regular meeting at 5:00 p.m. on November 18 as he has a conflicting meeting scheduled for 6:00 p.m.

Chair Ray announced the November 18 meeting will be held at Central Library. The closed session will begin at 3:30 p.m. and the regular meeting at 5:00 p.m, and the Board of Library Trustees' December 16 meeting held at the Corona del Mar Branch.

## VI. CURRENT BUSINESS

### A. Items for Review

**6. Mariners Branch Update**
Staff will provide the annual overview of Mariners Branch operations, to include review of parking issues.

Library Services Director Hetherton introduced Mariners Branch Librarian Andy Kachaturian.

Librarian Kachaturian reported Mariners Branch opened in 2006 and contains 15,305 square feet. The Branch is unique in that it adjoins Mariners Elementary School and the Jorgensen Room. Library Media Technician Jackie Casella replaced Library Media Clerk Jennifer Gotcher at Mariners Elementary School. Branch staff includes Librarian Christine Chapel, Librarian Jeremy Rodriquez, Library Assistant Janice Nikula, two part-time Library Assistants, Senior Library Clerk Liz McKibbin, and Library Clerk II Piers Brown. Currently, positions for a part-time Library Clerk and a Library Page are open. Carpet throughout the Branch was replaced, furniture was added to the hold area, and outdoor lighting was improved in the prior year. In the current year, the donor wall is being replaced. Additional parking spaces on Dover should improve the parking situation. The service population for Mariners Branch totals 22,748. Between October 2018 and September 2019, the Branch was responsible for more than 240,000 circulations and responded to more than 38,000 reference questions. Currently, the 1,000 Books Before Kindergarten program has more than 550 active participants, and 35 children have finished the program. Story time attendance totaled more than 10,500. Attendance at craft and special programs totaled 2,045. Seven hundred twenty people participated in the Summer Reading Program. Due to the Recreation Department's scheduled use of the Jorgensen Room during the school week, the Summer Reading Program was held on weekends. Kaiser Elementary School and Mariners Elementary School visited the Branch. Mariners Branch's collection totals approximately 70,000 items. DVD and Blu-Ray movies are the most highly used area in the Branch. Moving the Lucky Day materials to the checkout area resulted in more interest in this collection. Nintendo Switch games have been popular. Staff has been maintaining the collection in anticipation of the new Integrated Library System (ILS). In the coming year, staff anticipates renovations in the public area and new seating.

Librarian Christine Chapel noted that she has worked with the Newport Beach Public Library for 19 years. She is currently working in Children's Services and Adult Services. Library Media Technician Casella is a great source in recommending popular children's materials. Books and Babies story time is one of her favorite programs. She is responsible for ordering new children's materials.

In response to Vice Chair Watkins' question, Branch & Youth Services Coordinator Debbie Walker, Circulation & Technical Processing Coordinator Melissa Hartson, and Adult Services Coordinator Rebecca Lightfoot indicated they have worked with the Newport Beach Public Library for slightly more than 22 years, 23 years, and 11 years respectively.

Vice Chair Watkins appreciated the new parking spaces provided next to the handball courts near Mariners Branch, as they will have a positive impact on parking for the Branch.

Chair Ray added that the Branch is beautiful, and enhancements have significantly improved its appearance.

**7. Youth Services Update**

Staff will provide the annual overview of Youth Services.

Branch & Youth Services Coordinator Walker indicated one of the biggest changes for Central Library staff is moving a part-time Library Assistant to the Corona del Mar Branch. Youth Services staff at Central Library is comprised of two full-time Librarians and two part-time Library Assistants. Librarian II Annika Helmuth and Library Assistant Daisy Hernandez have returned to the Corona del Mar Branch. Librarian Evelyn Rogers and

Library Assistant Camille Escareal-Garcia are assigned to the Balboa Branch. The Newport Beach Public Library Foundation sponsored the Books and Bunnies Festival, which was held in July rather than May. The Friends of the Library sponsors the bulk of programming. The Butterfly Release and the Halloween Extravaganza are extremely popular programs. The Balboa Branch hosted a successful *Moana*-themed craft program in September. At the end of September, the Corona del Mar Branch held a Fire Safety Crafts program with three local firefighters. The College Preparation program continues to be popular with teens at Mariners Branch and Central Library. Story Times targeted for younger children draw the largest crowds. The Songs and Stories program at Central Library typically draws 80-90 children every Friday. Almost 600 children participated in the 1,000 Books Before Kindergarten program. The Library participates in National Library Week in April. The Summer Reading Program was held from June 22 to August 10. Because the City requires fingerprinting and background checks for all volunteers, staff decided to absorb those costs for teen volunteers and to hold information sessions in 2019 and succeeding years at Central and Mariners Branches. The City has purchased volunteer management system software titled *Better Impact*, which will be online in November. First Grade Class Visits will begin October 22. The Friends of the Library funds transportation for the visits. In addition, Scout groups and private schools visit the Library. The Library hosted a table at the Orange County Children's Books Festival in October, during which staff engaged almost 1,000 people. The Juvenile materials collection contains approximately 95,000 items throughout the Library. In September, staff decided to move the Children's Reference collection into the regular circulating collection.

In reply to Board Members' queries, Branch & Youth Services Coordinator Walker indicated teen volunteers total 30-40 during the summer months. Teen volunteers typically assist patrons with registering for the Summer Reading Program and assist staff with programs. The Young Adult Advisory Council (YAAC) helps at the Library during the school year. Chair Ray noted the 2019 *World Book* series, which has been moved into the circulation collection, and students utilize them.

**8. Corona del Mar Branch Update**

Staff will update the Board on the recently opened Corona del Mar Branch Library.

Library Services Director Hetherton noted that program attendance at the Corona del Mar Branch has been good. Items on the punch list are being addressed outside the Branch's open hours. There have been no major issues. The adjacent Fire Station is occupied, and there have been no noise issues. Patrons are accustomed to the siren sounding unexpectedly.

Branch & Youth Services Coordinator Walker added that signage noting the open hours of the branch and limiting off hours residential parking during those times will be installed. Parking spaces for staff and the Library van will be marked.

**9. Newport Beach Public Library Donation**

Staff recommends the Board of Library Trustees approve the acceptance of a donation of $1,000 from the Spitz Family Trust to enhance the Library's materials collection.

Library Services Director Hetherton explained that Mr. Spitz and his wife are longtime members of the Newport Beach Public Library Foundation. Because of the amount of the donation, the Board of Library Trustees need to approve acceptance of the donation.

Vice Chair Watkins clarified that Mr. Mosher's comment regarding Section 708(f) of the City Charter is technically accurate. However, for decades the Board of Library Trustees has accepted gifts without Council approval. He recommended the Board of Library Trustees accept the gift. If necessary, the Council can object to the approval.

Motion made by Board Member Coulter, seconded by Vice Chair Watkins, and carried (5-0-0-0) to approve the acceptance of a donation of $1,000 from the Spitz Family Trust to enhance the Library's materials collection.

AYES: Ray, Watkins, Coulter, Glabman, Kost
NOES:
ABSTENTIONS:
ABSENCES:

**10. Request to Add Designated Donor Wall**

Staff recommends that the Board of Library Trustees approve the designation of the wall above the Central Library Gallery as a donor recognition wall. Staff recommends that the letters should be 3 inches tall and that the banner length of the letters should not exceed 10 feet.

Chair Ray recommended the Board of Library Trustees continue the item to the November 18 meeting in order to consider the recommended location for the donor wall.

In answer to Board Members' questions, Library Services Director Hetherton clarified that the Board of Library Trustees did not approve the recommended location for the donor wall in 2013. The recommended location is above the Central Library Gallery. Placing the donor wall above the gallery space will not affect exhibits.

**11. Lecture Hall Update**

Chair Ray will report on the August 19 meeting of the Library Lecture Hall Design Committee.

Chair Ray reported the Library Lecture Hall Design Committee has selected Robert R. Coffee Architect & Associates for this project. The Committee selected four of the seven responses and subsequently selected two for final review. Robert R. Coffee Architect & Associates is a local firm and has worked for the Library in the past. A contract will be presented to the City Council on November 19. The Committee expressed some concern that the second proposer had not worked together with the City on a project. Chair Ray noted Vice Chair Watkins has responded to community concerns and opposition to the project in a letter, a copy of which provided at this meeting. Private funding will be raised for the project. An approximate $1 million pledge toward the goal of $4 million has been made.

Vice Chair Watkins suggested Board Members attempt to attend the Council meeting on November 19 to support the project.

**12. Library Services**
Report of Library issues regarding services, patrons, and staff.

Library Services Director Hetherton reported new staff members are suggesting new ways of doing things. Branch & Youth Services Coordinator Walker is performing well as Acting Library Services Manager.

In response to Board Members' inquiries about the second floor retail space at the Central Library, Library Services Director Hetherton advised that the City's relationship with the credit union will terminate at the end of December 2019. The ATM and alarm will be removed and the space returned to the City for the Library's use. The Friends of the Library and the Newport Beach Public Library Foundation have committed $10,000 each towards establishing the business center and passport services. Hopefully, the space will be functioning early in the new year. The Community Services Department is searching for a bank to install an ATM outside the Central Library. The Irvine Company has agreed to the installation of an ATM. An ATM could be installed inside the business center, but it would not be a full-service ATM and use of it would be subject to the Library's hours of operations.

## B. Monthly Reports

**13. Library Foundation Liaison Reports**

- **A. Library Foundation Board** – Report of the most recently attended meeting.
- **B. Library Live Lectures Committee** – Report of the most recently attended meeting.
- **C. Witte Lectures Committee** – Report of the most recently attended meeting.

Meg Linton, Newport Beach Library Foundation, advised that tickets for Witte Lectures are on sale. Tickets for Doris Kearns Goodwin's Friday lecture sold out in three hours, and tickets for the Saturday lecture sold out by 2:00 p.m. Ticket sales for all lectures have been brisk. Several lapsed members and first-time members have joined in order to take advantage of advance ticket sales for members only. Sponsorship of Witte Lectures and Library Live Lectures has been good. Two events have been added to the Library Live series. They include *Shoreline Project* by Elizabeth Turk on October 22, and *Children of Virtue and Vengeance* by Tomi Adeyemi on March 12. Ms. Turk will donate all proceeds from the sale of her book to the Newport Beach Public Library Foundation. More than 130 people have RSVP'd for the adoption and permanency event. The Foundation is planning a membership drive between November and December. Attendance at the book discussion group is growing. The September *Medicine in Our Backyard* speaker noted he has an affinity for the Central Library as he studied for every major medical exam at the Central Library.

In reply to Board Member Glabman's inquiries, Ms. Linton will provide the percentage of speakers' fees funded through ticket sales. The *Shoreline Project* lecture is being promoted through social media, email blasts, Ms. Turk's social media and newsletter, and social media for *The Blue Door*, which recently published an article about Ms. Turk. The *Children of Virtue and Vengeance* lecture will be promoted through typical channels as it will not occur until March.

Vice Chair Watkins appreciated the new formatting for the *Bookmark*.

**14. Friends of the Library Liaison Report**
Trustee update of the most recently attended Friends of the Library Board meeting.

Board Member Coulter indicated the Friends' total income is up 6.9 percent. The art book sale raised $1,744. The Friends has 906 members with the addition of 18 new members and 13 renewals. The October 1 members-only 50% sale raised $1,051. Another members-only 50% sale is planned for November 9. The next book sale will be held November 1 and 2. On November 1, the sale features four paperback books for $1 and two hardback books for $1, and CD's four for $1. On November 2, a bag of books will cost $2. The Friends' Recognition Luncheon for members will be held on November 12.

**15. Literacy Services Liaison Report**
Trustee update of the most recently attended Literacy Services Advisory Board meeting.

Vice Chair Watkins reported the ProLiteracy Happy Hour is scheduled for October 26. Twenty-two people attended the new learner orientation. Twelve people have received training and can serve as tutors. On December 7, ProLiteracy will hold its annual holiday meeting and party.

## VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher related that he was not able to locate a copy of the *Bookmark* when it was first published. He did not believe minutes for Board and Commission meetings are provided to the City Council. A member of the community has requested installation of a security camera to monitor bike racks.

Vice Chair Watkins believed dedicated Council Members are aware of the activities occurring at Board and Commission meetings, the minutes of which are provided on the City's website.

## 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)

Vice Chair Watkins requested an agenda item for review of Item V – *Cooperating Agreement between the NBPL Board of Library Trustees and the NBPL Foundation* located in the Board of Library Trustees' handbook.

## IX. ADJOURNMENT – 6:09 p.m.

| NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS | | OCTOBER 2019 |
|---|---|---|
| **Comment #**<br>**Date Received**<br>**Source of Comment**<br>**Staff Member**<br>**Staff Member Title**<br>**Date Responded to Patron** | **Comment** | **Response** |
| 1<br>10/8/2019<br>Email<br>Tim Hetherton<br>Library Services Director<br>11/4/2019 | Hello, I apologize for bringing this to your attention. It is not a happy subject and I don't wish to spread any feelings of animosity or ill will. The homeless are a problem here at the library. My experience here, and perhaps the experience of others, has been compromised by the homeless population that resides here at the library. I am not afraid, but I am uncomfortable. The homeless are not people you can exchange a kind smile and glance with. They are more feral and bestial. They seem to be controlled by instinct and have lost their human compassion. If I make contact with a homeless person here to simply say "hello" they shift their eyes or look at me in a mean way. They don't wish to be looked at. They don't wish to be interacted with. Like a dog that has been kicked, they now regard any human interaction as punishment, rather than opportunity for human compassion. Sadly, I don't know how to be compassionate towards them. I personally have helped a man who came in here having withdrawals from meth. He was harassing the woman next to me, and I stepped in to alleviate the situation. After an hour of conversing with him outside, I purchase the man a sandwich, gave him my phone number, and advised that he get some rest and stop approaching women whilst exclaiming "I know you" as he imagined every blonde woman to be his ex wife. I'm glad I got to help this man, but this is not the venue that I wish to reach out to the homeless. That's what soup kitchen volunteering is for. I don't know how to be compassionate towards people who have given up on basic societal expectations towards hygiene. There are multiple regulars here who are homeless and do not care, or perhaps do not notice how much they smell. I don't know what the solution is. I empathize with these people, but I also realize they would rather cling to this miserable existence of hanging out at the library than to get a minimum wage job and actually contribute to our society in whatever meager way they are capable of. This only leads me to believe the library is not taking the agreed upon standards and chooses to pity the homeless at the cost of members of society who actually contribute. I do not think that is fair. These aren't anti-homeless policies. They are standards surrounding hygiene so that I don't have to see the same guy washing his clothing in the sink. If the library would keep to its own standards, then I would not have to feel awkward every time the same homeless guy looks at me because we both know that I know he's homeless. There is the old man who always sits in the corner upstairs. He smells horrible. Is that why he chooses the reclusive corner? There is a white man who wears grey pants and a black track suit. He wears workout gear. He has workout shoes. This is the man who washes his clothes in the sink. If I go on a walk to Fashion Island to get something to eat, he is often in the Civic Center bathroom washing his clothes there. I walked by this man today on my way to the bathroom and he reeked. He sleeps here during the day. I sadly assume that he spends his nights awake. This man is the one who looks the most feral. I think he's been running on instinct alone for a while now. There is an African American man who is grossly overweight and wears a beanie. He also smells horrible. Even as I write this I feel for these people, but I don't know where the breaking point is. This is Newport Beach. It's a highly affluent area. I don't know. I feel like part of the price that we pay as citizens to live here is to not be around this part of society. I know the homeless have a hard time. Perhaps they would have an easier time in a poor town that doesn't maintain social standards, or do I live in a town that doesn't maintain those standards? You have the policies in place. If you could continue to enforce them, I think the vast majority of library visitors will benefit. Politics controlled by morality are flawed and they expose good citizens to lackluster environments. I don't want to be constantly reminded of the homeless problem. If enforcing the rules results in me seeing less homeless people at the library, I would really appreciate it. Thanks for your time. Sorry for the essay. | Thanks. Please do not hesitate to report any violations of the Library Use Policy to staff and they will address the issue. |
| 2<br>10/12/2019<br>Phone<br>Nadia Dallstream<br>Librarian II<br>11/4/2019 | I just wanted to leave a note with you all that Danielle in the asking-questions area upstairs is fabulous. She spent so much time with me and found just what I needed. She is very patient and I just think you're so lucky to have someone like that. Don't we all wish we had people like that who work for us? Thank you ever so much. | Nadia spoke with this patron and thanked her for calling us to share her nice feedback about Danielle. The patron said that Danielle helped her over the phone that morning. It was the second time she helped her over the phone. The patron said she was so delighted when Danielle answered because her first experience with her was so great. She really appreciated Danielle's patience and the time she took to make sure she got the help she needed. The patron said Danielle did a fabulous job and having employees like her enhances our library's reputation. Nadia thanked this patron and let her know how much we appreciate her time and feedback. Nadia let the patron know we shared the feedback with Danielle and she was very glad. |

| NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS | | OCTOBER 2019 |
|---|---|---|
| **Comment #**<br>**Date Received**<br>**Source of Comment**<br>**Staff Member**<br>**Staff Member Title**<br>**Date Responded to Patron** | **Comment** | **Response** |
| 3<br>10/16/2019<br>Comment Card<br>Melissa Hartson<br>Circ. & Tech. Processing Coordinator<br>11/5/2019 | I like all of the children's activities and summer reading. My kids are very motivated each year. I love our helpful librarians and staff. We must update the app. I use this monthly to remotely reserve books and to check the catalog. It is archaic and not user-friendly. My book club chooses books typically at 9:30 or 10:00 pm. I can't call in. I prefer an online system. Can we fundraise for a better system? I'll be your first donation :) | Thank you for taking the time to fill out a comment card to provide feedback regarding the Library's app. The Library is currently in the process of selecting and implementing a new software system that will have an updated and user-friendly mobile app. In the meantime, our website and online catalog are mobile friendly. Thank you again for your correspondence. |
| 4<br>10/20/2019<br>Comment Card<br>Rebecca Lightfoot<br>Adult Services Coordinator<br>10/21/2019 | I like almost everything about the library, but please put a 30 minute time limit on people reading Barron's magazine. Thanks! | Thank you for taking the time to fill out a comment card at the Central library. We appreciate your high ratings for our reference and circulation services. We strive to provide excellent patron service, and I'm so glad we are meeting your expectations. You also suggested that we put a 30 minute time limit on Barron's magazine. Since this item, along with our other current newspapers and magazines, are available on a first come, first served basis, we have no plans to impose a time restriction. The good news is that Barron's is available online through our ProQuest database, so you can read it at home or in the library any time. Just go to eBranch and click on Databases, then scroll down to Magazines & Newspapers, and click on ProQuest. If you need help getting started, feel free to ask anyone at the reference desk. We would be more than happy to show you how easy it is to use. Please do not hesitate to contact me with any other questions or concerns. Thank you. |

**NEWPORT BEACH PUBLIC LIBRARY**

To: Board of Library Trustees

From: Tim Hetherton, Library Services Director

Re: Report of Library Activities – November 18, 2019 Meeting

---

## TIM HETHERTON, LIBRARY SERVICES DIRECTOR

*I had found my religion: nothing seemed more important to me than a book. I saw the library as a temple*.

- Jean-Paul Sartre

### Macmillan Publishing

In response to growing concerns that library lending is negatively affecting the sale of e-books, Macmillan Publishers Ltd, is drastically restricting the sales of its e-books to libraries.

As of Friday, November 1, public libraries, for the first eight weeks after an e-book goes on the market, can purchase only one copy. Under the old rules, library systems might have ordered multiple e-book copies. Now each system, whether large or small, can buy only one copy when it goes on sale.

Macmillan argues that those first eight weeks are crucial to the sales of books, especially bestsellers.

Libraries began protesting Macmillan's new policy as soon it was announced. Typically, libraries have complained about the prices publishers charge for e-books, which is often five times the retail price. With Macmillan's new policy, the issue has become about access.

The American Library Association (ALA) has gathered more than 160,000 signatures on a petition urging Macmillan to reverse the new policy. Sari Feldman, a past president of the ALA, made the following statement: "We believe that access, the freedom to read is so fundamental to America's public libraries."

While Macmillan asserts that limiting the sale of e-books to libraries will drive people to buy retail copies of the book instead, Ms. Feldman points out that libraries buy e-books and contribute to the e-book economy by purchasing multiple copies, thus helping to popularize the format." Moreover, she says, people who use libraries are unlikely to spend their money on a new e-book because they may have limited incomes, or simply appreciate the convenience and cost effectiveness of borrowing eBooks from the public library.

### Ballot Drop Box

As part of the countywide initiative to make voting simpler, the County of Orange is installing drive through ballot drop-off boxes. These secure drop boxes serve as an excellent solution for the public to send their vote directly to the Registrar of Voters. The County will be installing a ballot drop-off box next to the exterior book drop located next to the chiller yard on the Central Library campus.

# YOUR VOICE
# YOUR VOTE
# YOUR CHOICE

ORANGE COUNTY
VOTE CENTERS
CALIFORNIA

## A NEW WAY TO VOTE IS ON THE WAY!

One of the most exciting parts of serving as Orange County's Registrar of Voters is seeing voter's reactions when they have a positive experience.

Our voters tell us that the two most important factors they consider when casting their ballot are simplicity and security. As we move to Vote Centers in 2020 it means that we are bringing more choices to voters on where, when and how they would like to cast their ballot. It means opportunities for not just smoother operations, but to enhance the voter experience, take the hassles out of voting and providing a more secure environment.

My team and I look forward to helping you cast your ballot with ease - we appreciate you and thank you for continuing you to trust us with your ballot.

Happy voting!

Neal Kelley
Registrar of Voters
Orange County, CA

## WHAT IS A VOTE CENTER?

### In-person voting and much more.

- You'll have the opportunity to vote at one of nearly 200 customer service centers located throughout Orange County
- Vote for 10 days prior to any election day, including Saturdays and Sundays.
- You'll be greeted and checked in electronically
- Drop off completed vote-by-mail ballot at any location
- Receive the best customer service, a smooth process and a secure environment we will meet voter's needs throughout Orange County.

## VOTING OPTIONS

### Options match your schedule, not ours.

- Elections are no longer a one-day event
- Voting begins the month before any election day when every registered voter receives a Voter Information Guide as well as a vote-by-mail ballot
- Take advantage of the alternatives available
  - voting-at-home
  - drive-thru ballot drop-off
  - in-person options
  - returning your ballot via Untied States Postal Service or deliver your ballot to us

**Orange County Registrar of Voters**
1300 South Grand Avenue, Building C
Santa Ana, CA 92705
ocvote.com/votecenter
714-567-7600

For a full menu of voting information including information on the election, candidates, where to vote, how to vote, and more, visit ocvote.com/votecenter

@ocrov @ocregistrar @ocregistrar

**Wheelhouse List for Library Trustees:**

- **City Council Meeting**
  Tuesday, November 19
  Study Session – 4:00pm
  Regular Meeting – 7:00pm
  City Council Chambers

- **City and Library Closed**
  Thursday, November 28 - Thanksgiving
  Friday, November 29 - Thanksgiving

- **Holiday Open House**
  Sunday, December 8
  11:00am – 4:00pm
  Corona del Mar Branch Library

- **Sunday Musicale**
  Sunday, December 15
  3:00pm – 4:00pm
  Friends Meeting Room

- **Board of Library Trustees Meeting**
  Monday, December 16 - 5:00 pm
  Corona del Mar Branch Library

## DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

### Branches

Halloween themed programs were popular at all branch locations. Programming at the newly opened CDM Branch has had a very strong start. Between storytimes and special craft events, program attendance for the month of October was just under five hundred.

Mariners was the site of the monthly Board of Library Trustees meeting on Monday, October 21. Andy as Branch Librarian presented the yearly branch report, which included circulation and service statistics, programming numbers and facility updates. Christine Chapel presented information about Children's services at Mariners, school outreach and her experiences working at the Mariners Branch.

### Youth Services

The month of October provided several outreach opportunities. The first was on Sunday, October 6 when Liz Aaron, Daisy Hernandez and I staffed a table at the Orange County Children's Book Festival held on the OCC campus. We interacted with almost a thousand individuals who came by to see what services we had to offer, get a library card or just take a spin on our prize wheel. On Saturday, October 19, Terry Sanchez and Melinda Vogel had a booth at the *Segerstrom's Fall for All* event. They interacted with over four hundred individuals and again were able to promote library services in a fun, family friendly place. First grade class visits began in October with Harbor View Elementary visiting on October 22 and Newport Heights coming a day later on October 23. The third annual *Halloween Extravaganza* was as

popular as ever. At some point at least 350 children and adults listened to a storytime, went trick-or-treating at various stations on the first floor or had the chance to make some fun but not too spooky Halloween crafts. Thanks to Liz and Melinda for putting the program together and other staff and teen volunteers who were a huge help in taking counts, assisting with crafts or handing out treats.

**Teen Services**
YAAC held their second meeting of the school year on Wednesday, October 9. As part of the meeting the members made Halloween crafts that were used to decorate the Teen Center upstairs. Melinda and Danielle continued the trend of outreach for the month by attending the NMUSD sponsored College & Career Night at the OC Fair and Event Center on Wednesday, October 16. They had the opportunity to talk to over 110 teens and their parents during the evening promoting teen related services and letting them know about the practice exams we schedule in the spring.

**Facilities**
Staff at Central was very happy when Friday/Saturday day porter janitorial services began on October 11. We are still working on getting the time of their visit right but just starting the service is a step in the right direction. Eddie and I met with Assistant City Engineer Tom Sandefur from Public Works to discuss CIP projects for NBPL in the coming year. Mariners had their annual HVAC maintenance check from Western Allied (with the assistance of City Utilities). Everything appeared to be in order. A "No-smoking" sign was installed at the front of the new CDM Library. Public Works came by to meet with Annika and me in terms of other parking related signs and curb painting to manage cars in both the public parking lot and staff parking areas.

## MELISSA HARTSON, CIRCULATION & TECHNICAL PROCESSING COORDINATOR

**Staffing**
With over 35 years of serving the Newport Beach Public Library patrons, Library Clerk II, Carol Kuch retired at the beginning of the month. Staff and patrons alike miss her pleasant, patient and calm demeanor.
First and second round P/T Library Clerk I interviews took place this month. There are currently two vacancies. We are moving forward with reference, background and fitness checks on one candidate. Another round of interviews will be held next month to fill the second vacancy.

**Training**
I hosted quarterly Clerk training on October 29 and October 31. Literacy Coordinator, Cherall Weiss, provided a review of Literacy's offerings. Julie Duncan, Library Support Supervisor, discussed passport updates and best practices for processing magazines and newspapers. Vanessa Magana, Library Clerk I, spoke about editing patron records.

## REBECCA LIGHTFOOT, ADULT SERVICES COORDINATOR

**Outreach**
Library Assistant Greg Johnson and Adult Services Coordinator Rebecca Lightfoot went to the Oasis Senior Center on October 22 to host a Let's Talk Tech event. We were able to assist 13 users on how to download popular apps on their mobile devices.

Programming Library Assistant Terry Sanchez and Children's Librarian Melinda Vogel attended the Segerstrom Center for the Arts Fall for All event on October 19 and spoke to 403 people about the library. Library Assistant Danielle Doi and Children's Librarian Melinda Vogel attended College and Career Night for Newport/Mesa Unified school district on October 16 and spoke to 110 teens and their parents about Test Prep and College Applications workshops offered at the library.

**Training**
Librarian II Claire Leach and Librarian II Nadia Dallstream attended the annual California Library Association Conference in Pasadena on October 24, 25, and 26. Adult Services Coordinator Rebecca Lightfoot spent October 23 at OverDrive's Digipalooza Academy, an intense eight-hour training session on maximizing the library's eBook and eAudiobook collections. Library Assistant Chris Hennigan and Librarian Laurie Sanders attended an online training class hosted by the American Library Association on Genealogy.

**Programming**
Librarian Alex Jenkins presented a class on Self Publishing with Lulu. Fifty-nine people were in attendance. Basketball legend and author Kareem Abdul-Jabbar spoke on October 3 with 175 in attendance to hear about his latest Mycroft Holmes novel: "Mycroft and Sherlock: the Empty Birdcage". Author Nicole Meier spoke to a group of 82 about her third novel, "The Last Chance Supper Club" on October 16.

**Staffing**
Part Time Library Assistant Lisa Tradup-Flom tendered her resignation to pursue a career opportunity out of state. Her last day was October 18. We will interview candidates to fill her vacancy in early November.

**Proquest Articles Retrieved 2019-2020**

| | July | Aug | Sept | Oct | AVG. |
|---|---|---|---|---|---|
| Business Databases | 1233 | 812 | 1230 | 1075 | 1088 |
| Newspapers--Current | 604 | 643 | 879 | 1178 | 826 |
| Newspapers--Historical | 1376 | 1101 | 1895 | 2586 | 1740 |
| Magazines | 28 | 28 | 54 | 124 | 59 |

| Database FY Comparisons | JUL 2019 | AUG 2019 | SEP 2019 | OCT 2019 | *YTD 19/20* |
|---|---|---|---|---|---|
| **Tracked by #searches** | | | | | |
| A to Z Databases | 1234 | 1874 | 875 | 450 | **4433** |
| Ancestry | 263 | 790 | 744 | 1102 | **2899** |
| AskART | 43 | 51 | 32 | 93 | **219** |
| Biography In Context | 51 | 143 | 48 | 215 | **457** |
| Britannica School Edition | 55 | 265 | 52 | 870 | **1242** |
| Facts on File Ancient History | 74 | 95 | 22 | 120 | **311** |
| Gale Archives Unbound | 438 | 1095 | 8322 | 4380 | **14235** |
| Gale Directory Library | 23 | 17 | 22 | 341 | **403** |
| Gale Virtual Reference Library | 19 | 24 | 363 | 393 | **799** |
| HeritageQuest | 2980 | 1565 | 2641 | 1909 | **9095** |
| Kids InfoBits | 16 | 45 | 14 | 93 | **168** |
| Lynda.com | 6883 | 5836 | 7105 | 5896 | **25720** |
| Legal Information Ref Center | 46 | 242 | 112 | 126 | **526** |
| Literature Resource Center | 56 | 99 | 18 | 105 | **278** |
| National Geographic | 45 | 78 | 30 | 273 | **426** |
| National Geographic Kids | 5 | 25 | 11 | 22 | **63** |
| NoveList Plus | 68 | 282 | 164 | 343 | **857** |
| NoveList K-8 Plus | 52 | 89 | 81 | 41 | **263** |
| Opposing View points | 49 | 214 | 408 | 377 | **1048** |
| ProQuest | 2275 | 1971 | 2750 | 4486 | **11482** |
| Reference USA Business | 1508 | 906 | 1091 | 890 | **4395** |
| Reference USA Residential | 146 | 727 | 218 | 160 | **1251** |
| World Book Online | 4 | 0 | 15 | 421 | **440** |
| **Tracked by #sessions** | | | | | |
| ScienceFLIX | 5 | 3 | 4 | 13 | **25** |
| Testing & Education Ref. Center | 14 | 7 | 37 | 53 | **111** |
| **Tracked by #page views** | | | | | |
| Consumer Reports | 2283 | 2864 | 2126 | | **7273** |
| CultureGrams | 9 | 120 | 27 | 186 | **342** |
| Morningstar | 48614 | 24429 | 11599 | 11372 | **96014** |
| NetAdvantage | 6581 | 8480 | 2859 | 1986 | **19906** |
| RealQuest | 98 | 3093 | 24 | 92 | **3307** |
| Tumblebooks | 64 | 227 | 358 | 186 | **835** |
| Value Line | 8605 | 10042 | 11834 | 14057 | **44538** |
| **Tracked by Hours Used** | | | | | |
| Rosetta Stone | 70.32 | 51.2 | 61.25 | 49.77 | **232.5** |

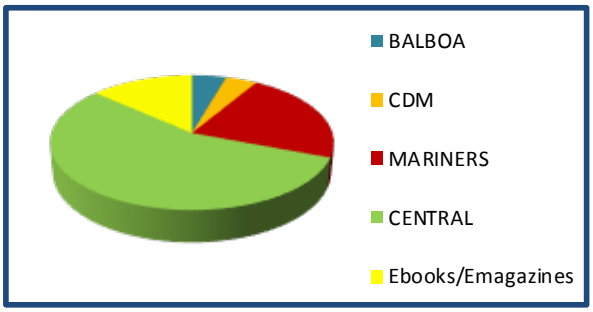
*Notes:*

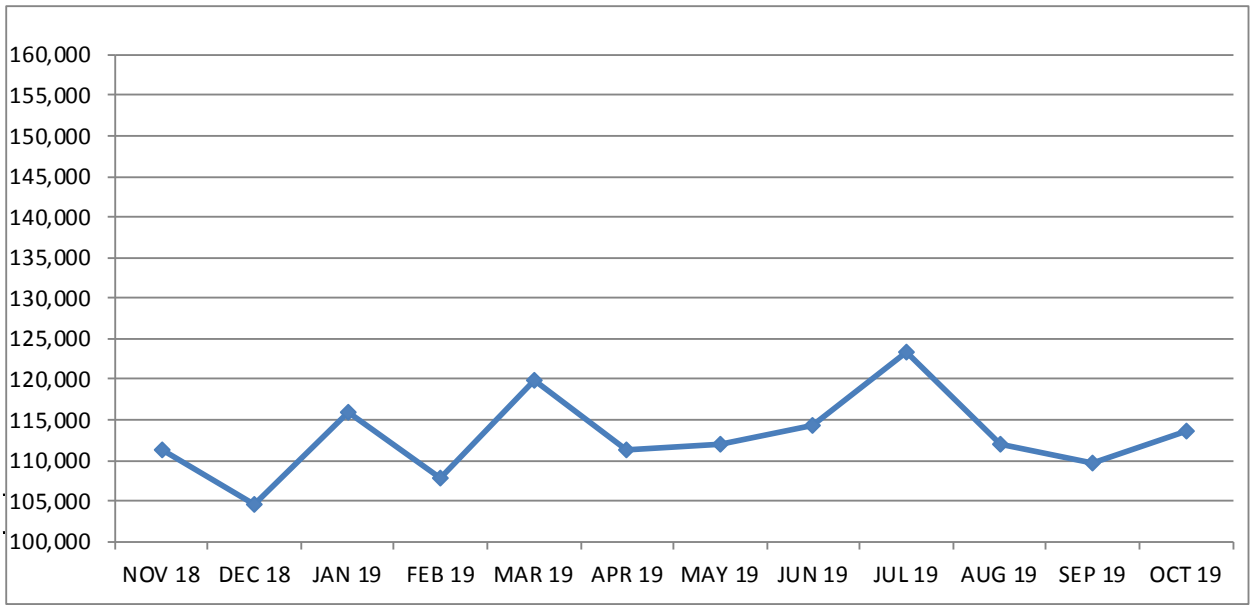
July 2019 - Intermittant issues with S&P NetAdvantage and ValueLine this month

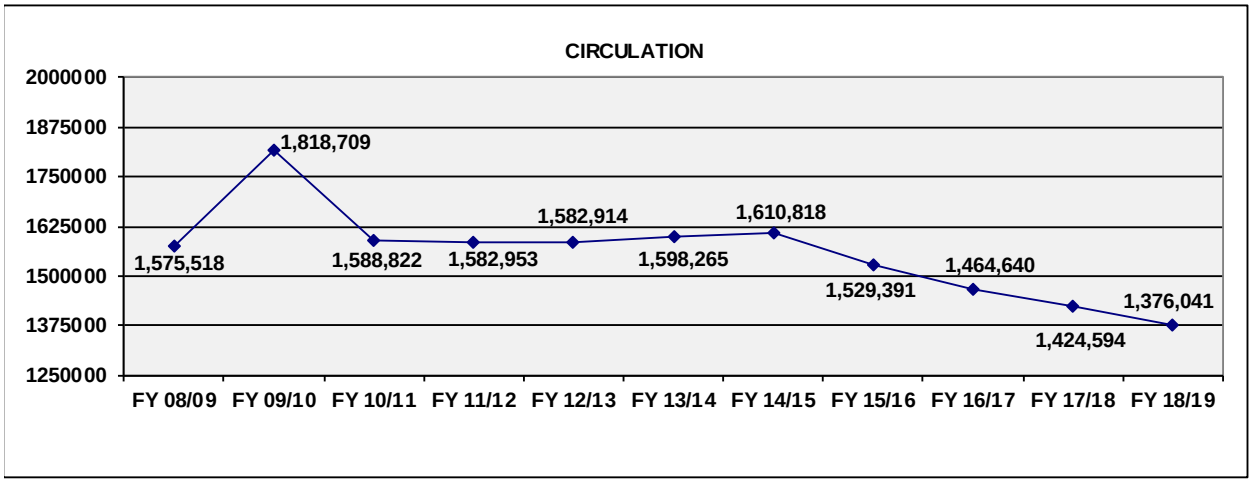
Sept 2019 - trouble with S&P NetAdvantage access outside of library

# NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2019
## CIRCULATION

| | Oct-19 | YTD 19/20 | YTD 18/19 |
|---|---|---|---|
| **BALBOA** | 5,109 | **21,927** | **26,953** |
| **CDM** | 4,674 | **7,066** | **28** |
| **MARINERS** | 25,215 | **99,435** | **103,071** |
| **CENTRAL** | 63,348 | **271,833** | **299,647** |
| **Ebooks/Emagazines** | 15,375 | **58,604** | **49,364** |
| **TOTAL** | **113,721** | **458,865** | **479,063** |

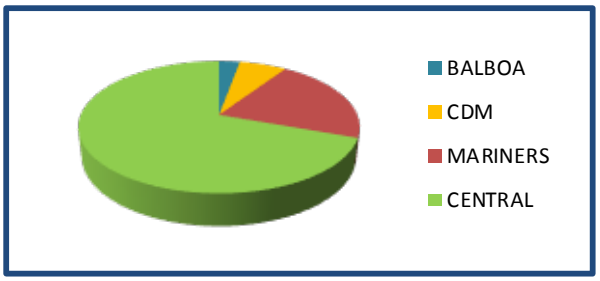


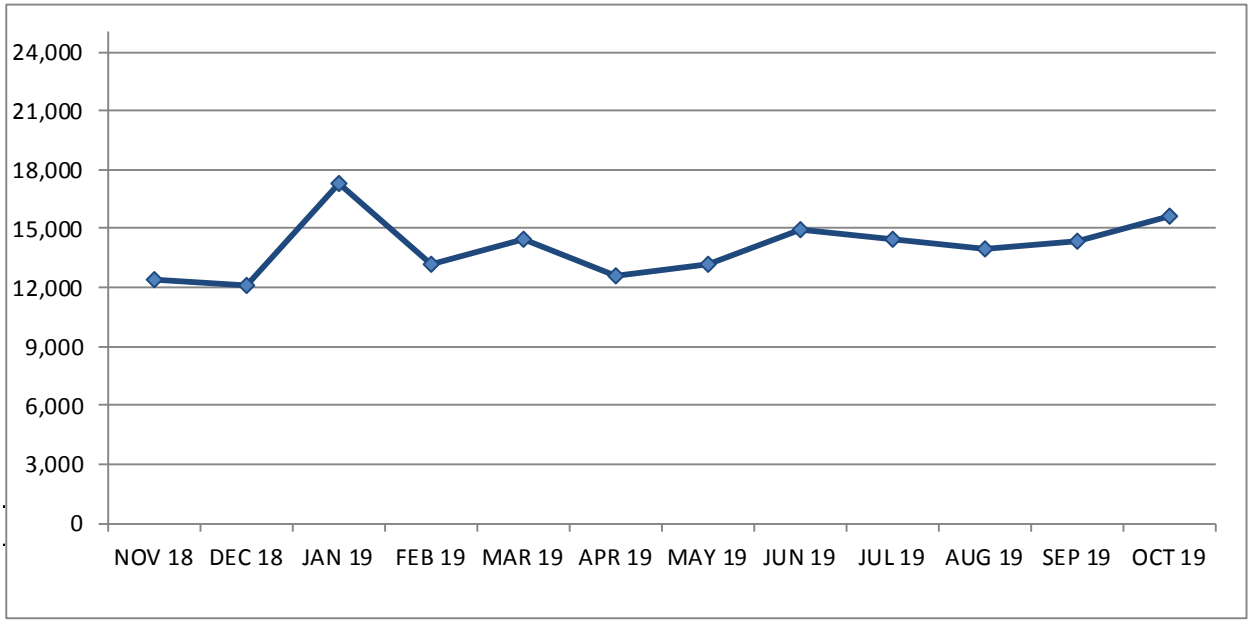



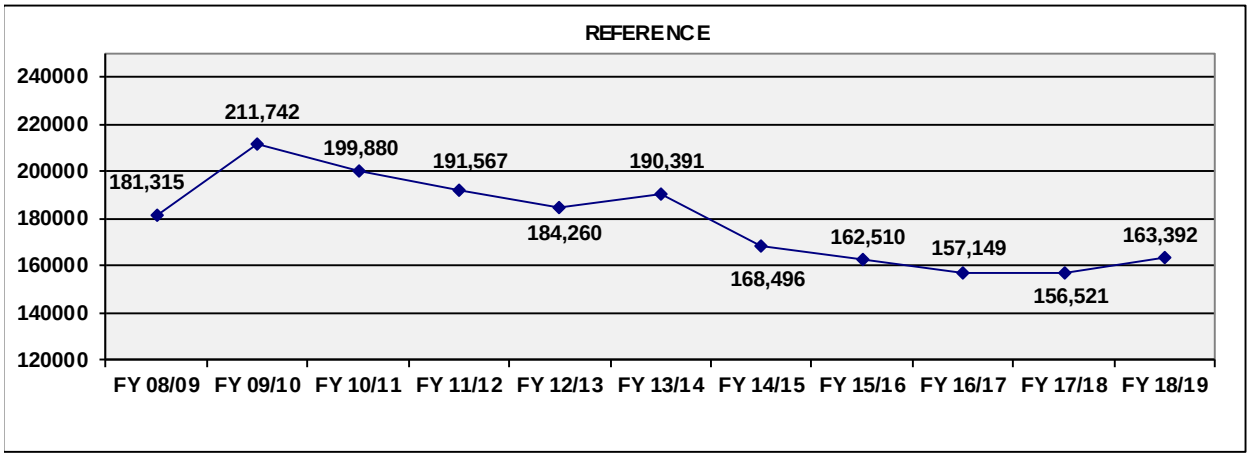



# NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2019
## REFERENCE

| | Oct-19 | YTD 19/20 | YTD 18/19 |
|---|---|---|---|
| **BALBOA** | 448 | **2,016** | **1,806** |
| **CDM** | 1,011 | **1,778** | **0** |
| **MARINERS** * | 3,299 | **12,827** | **11,878** |
| **CENTRAL** | 10,848 | **41,815** | **39,643** |
| **TOTAL** | **15,606** | **58,436** | **53,327** |



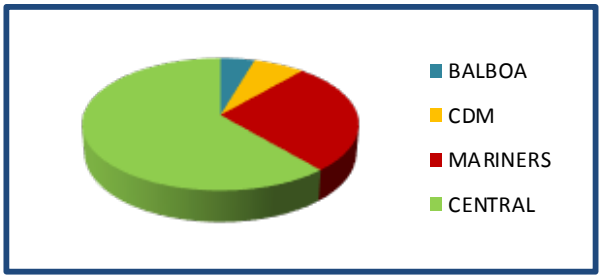



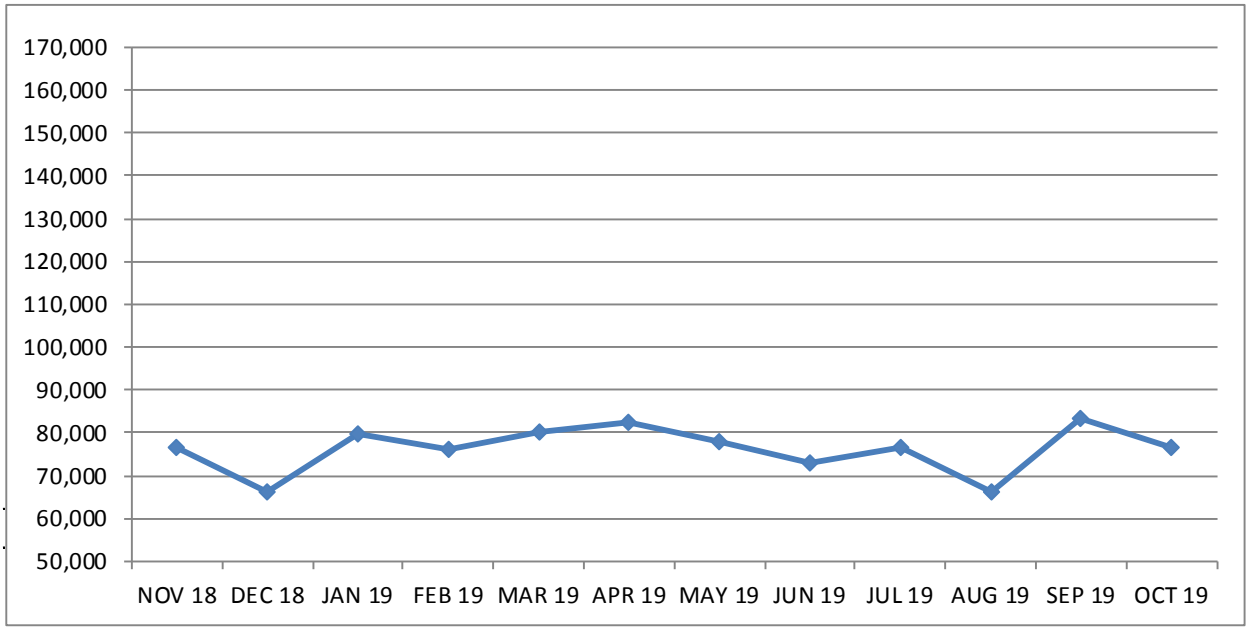

** YTD 19/20 and 12 Month Comparison revised to include transactions not counted previously.*

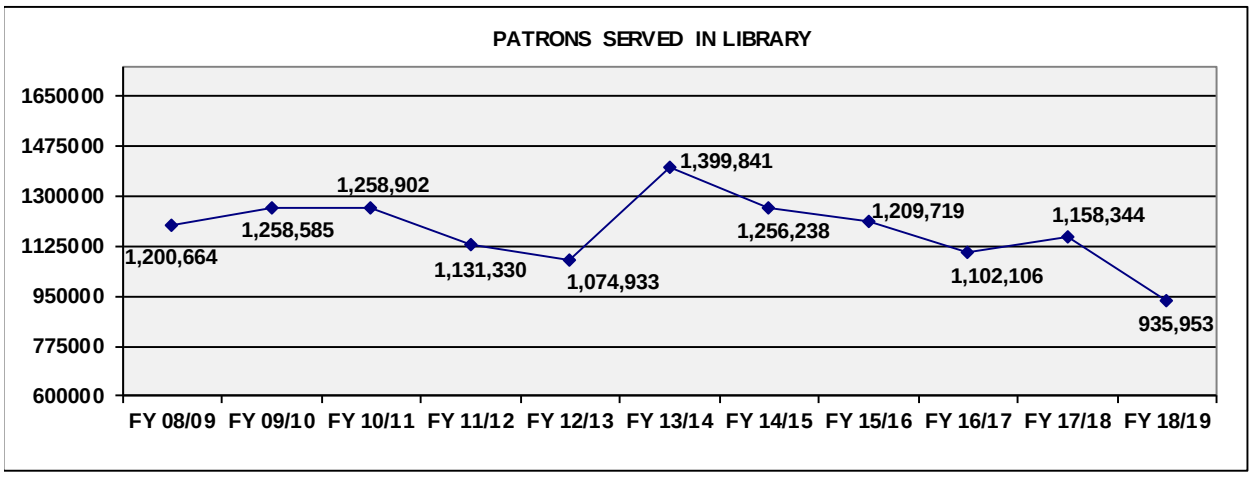
# NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2019

## PATRONS SERVED IN LIBRARY

| | Oct-19 | YTD 19/20 | YTD 18/19 |
|---|---|---|---|
| **BALBOA** | 3,489 | **15,088** | **16,140** |
| **CDM** | 5,258 | **8,181** | **0** |
| **MARINERS** | 20,819 | **81,008** | **68,623** |
| **CENTRAL** | 46,854 | **198,640** | **238,901** |
| **TOTAL** | **76,420** | **302,917** | **323,664** |

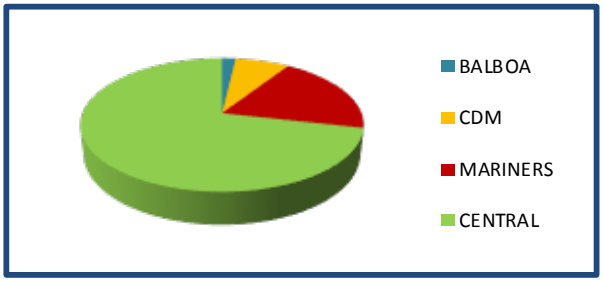


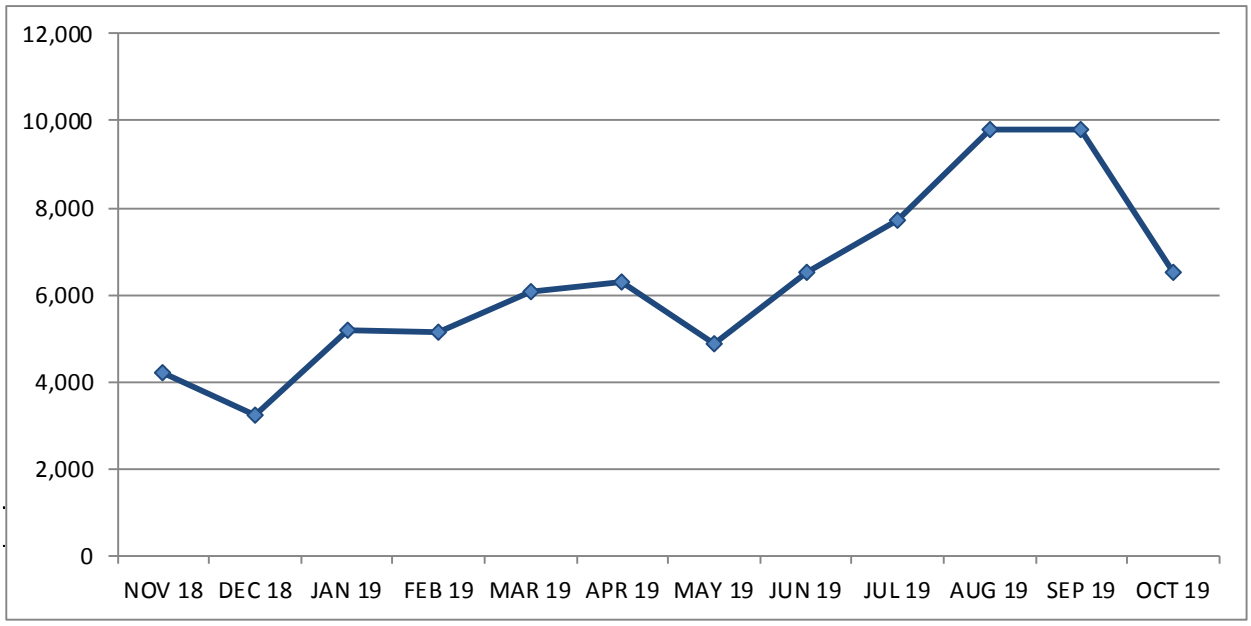



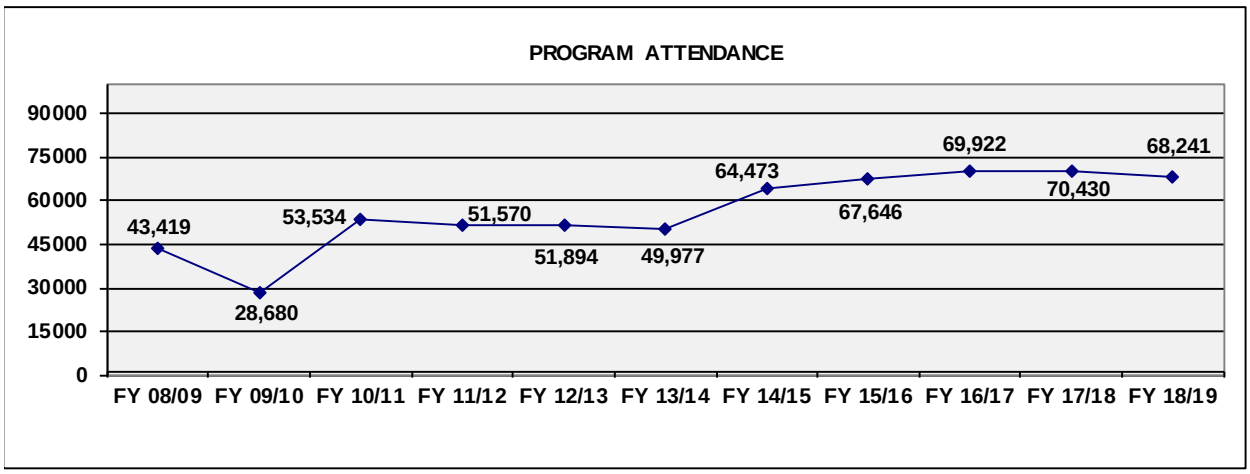



# NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2019
## PROGRAM ATTENDANCE

| | Oct-19 | YTD 19/20 | YTD 18/19 |
|---|---|---|---|
| **BALBOA** | 120 | **641** | **704** |
| **CDM** | 480 | **957** | **1,249** |
| **MARINERS** | 1,263 | **4,396** | **4,026** |
| **CENTRAL** | 4,670 | **27,847** | **20,742** |
| **TOTAL** | **6,533** | **33,841** | **26,721** |



**LIBRARY EXPENDITURES** **FY 2019-20**
(November 1, 2019)

| | ACCOUNT DESCRIPTION | ORIGINAL APPROP | REVISED BUDGET | YTD EXPENDED | MONTHLY EXPENDED | AVAILABLE BUDGET |
|---|---|---|---|---|---|---|
| I | **SALARY & BENEFITS** | | | | | |
| | SALARY FULL-TIME REGULAR | 2,875,248 | 2,875,248 | 886,714 | 314,011 | 1,988,534 |
| | SALARY PART-TIME | 944,040 | 960,789 | 277,749 | 101,689 | 683,040 |
| | BENEFITS | 2,345,669 | 2,343,469 | 609,192 | 160,797 | 1,734,277 |
| | **SALARY & BENEFITS TOTAL** | **6,164,957** | **6,179,506** | **1,773,655** | **576,498** | **4,405,851** |
| II | **MAINT & OPERATION** | | | | | |
| | PROFESSIONAL SERVICE* | 167,773 | 167,773 | 40,961 | 11,246 | 126,812 |
| | UTILITIES | 271,491 | 271,491 | 74,907 | 37,027 | 196,584 |
| | PROGRAMMING | 5,500 | 8,000 | 939 | 642 | 7,061 |
| | SUPPLIES** | 83,170 | 83,209 | 25,544 | 5,476 | 57,665 |
| | LIBRARY MATERIALS | 619,740 | 627,077 | 301,263 | 44,657 | 325,814 |
| | FACILITIES MAINTENANCE | 174,951 | 180,246 | 39,658 | 10,536 | 140,588 |
| | TRAINING AND TRAVEL | 15,075 | 15,075 | 3,734 | 3,684 | 11,341 |
| | GENERAL OPERATING EXPENSES*** | 24,200 | 24,562 | 4,881 | 2,421 | 19,681 |
| | PERIPHERALS | 5,000 | 6,891 | 2,570 | 1,560 | 4,321 |
| | INTERNAL SERVICE FUNDS | 1,458,054 | 1,458,054 | 364,513 | 121,504 | 1,093,541 |
| | OFFICE EQUIPMENT | 2,000 | 2,000 | 348 | 348 | 1,652 |
| | **MAINT & OPERATION TOTAL** | **2,826,954** | **2,844,378** | **859,318** | **239,102** | **1,985,060** |
| | **LIBRARY BUDGET TOTAL** | **8,991,911** | **9,023,884** | **2,632,973** | **815,600** | **6,390,911** |

*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE
**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES
***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

| BOARD OF LIBRARY TRUSTEES MONITORING LIST | | | |
|---|---|---|---|
| **Previous Agenda Date** | **AGENDA ITEM** | | **Scheduled Agenda Date** |
| Ongoing | Corona del Mar Branch Update | | Ongoing |
| Ongoing | Lecture Hall Update | | Ongoing |
| Ongoing | Policy Review (See List Below) | | Ongoing |
| Jan 22, 2019 | Review Holidays / Meeting Schedule | | Jan 21, 2020 |
| Jan 22, 2019 | Newport Beach Public Library eBranch & Database Review | | Jan 21, 2020 |
| Feb 19, 2019 | Annual Budget - Preliminary Review | | Feb 18, 2020 |
| Feb 19, 2019 | Arts & Cultural Update | | Feb 18, 2020 |
| Mar 18, 2019 | Annual Budget - Approval | | Feb 18, 2020 |
| Apr 23, 2019 | Review of San Diego Library's Proposed Library Fines Policy | | Apr 20, 2020 |
| Apr 23, 2019 | Branch Update - Balboa | | Apr 20, 2020 |
| Apr 23, 2019 | WiFi Usage Compared to Other Libraries | | Apr 20, 2020 |
| Apr 23, 2019 | Library Material Selection & Downloadable Services | | Apr 20, 2020 |
| Apr 23, 2019 | Further Review of Library Fines | | Apr 20, 2020 |
| May 20, 2019 | Media Lab Update | | May 18, 2020 |
| Jun 17, 2019 | Marketing Update & Social Networking Update | | Jun 15, 2020 |
| Jun 17, 2019 | Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June) | | Jun 15, 2020 |
| June 17, 2019 | Branch Update - CDM | | Jun 15, 2020 |
| Jun 17, 2019 | Adult and Reference Services Update | | Jun 15, 2020 |
| Jul 15, 2019 | Statistical Comparison Report of Peer Libraries/Meeting Spaces | | Jul 20, 2020 |
| Jul 15, 2019 | Election of Board of Library Trustees Officers/Trustee Liaisons | | Jul 20, 2020 |
| Jul 15, 2019 | Proposed Library Closures for Winter Holidays 2018 | | Jul 20, 2020 |
| Aug 19, 2019 | Information Technology Update | | Aug 17, 2020 |
| Sep 16, 2019 | Literacy Program Update | | Sep 21, 2020 |
| Oct 21, 2019 | Branch Update - Mariners | | Oct 19, 2020 |
| Oct 21, 2019 | Youth Services Update | | Oct 19, 2020 |
| **LAST REVIEWED** | **POLICY REVIEW** | | |
| Feb 27, 2018 | NBPL 12 | Circulation Policy | Feb 18, 2020 |
| Aug 20, 2018 | CC I-1 | Library Services Policy (Council Policy I -1) | Jun 15, 2020 |
| Aug 20, 2018 | NBPL 2 | Collection Development Policy (formerly City Council Policy I-3) | Aug 17, 2020 |
| Aug 20, 2018 | NBPL 3 | Library Gift and Donor Policy (formerly City Council Policy I-4) | Nov 18, 2019 |
| Sep 17, 2018 | NBPL 9 | Expressive Use Areas | Sep 21, 2020 |
| Nov 13, 2018 | NBPL 6 | Media Lab Use Policy | Nov 16, 2020 |
| Nov 13, 2018 | NBPL 7 | Sound Lab Use Policy | Nov 16, 2020 |
| Jan 22, 2019 | NBPL 10 | Laptop/Use Borrowing Policy | Jan 19, 2021 |
| Jan 22, 2019 | NBPL 5 | Newport Beach Public Library Internet Use Policy (formerly City Council Policy I-8) | Jan 19, 2021 |
| Jan 22, 2019 | NBPL 11 | Rules for Acceptable Use of Wireless Internet Connections | Jan 19, 2021 |
| Feb 19, 2019 | NBPL 8 | Display and Distribution of Materials Policy | Feb 16, 2021 |
| Mar 18, 2019 | NBPL 1 | Library Use Policy (formerly City Council Policy I-2) | Mar 15, 2021 |
| Mar 18, 2019 | NBPL 4 | Children in the Library Policy (formerly City Council Policy I-6) | Mar 15, 2021 |
| Apr 23, 2019 | NBPL 13 | Study Room Policy | Apr 19, 2021 |
| Apr 23, 2019 | NBPL 14 | Friends Meeting Room (formerly City Council Policy I-7) | Apr 19, 2021 |

| | |
|---|---|
| **TO:** | LIBRARY BOARD OF TRUSTEES |
| **FROM:** | Library Services Department<br>Tim Hetherton, Library Services Director<br>949-717-3810, thetherton@newportbeachca.gov |
| **PREPARED BY:** | Tim Hetherton |
| **TITLE:** | Gift and Donor Policy (NBPL 3) |

---

**RECOMMENDATION**

Staff requests that the Board of Library Trustees review and approve Gift and Donor policy (NBPL 3).

**DISCUSSION**

Staff has integrated policy related to Donor Recognition Walls into the Gift and Donor policy (NBPL 3). The revisions also reflect changes to the Foundation's donor levels, with recognition commencing with gifts starting at $2,500.00.

**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 A: Gift and Donor Policy (NBPL 3) – original
ATTACHMENT B: Gift and Donor Policy (NBPL 3) – redlined
ATTACHMENT C: Gift and Donor Policy (NBPL 3) - final

**NBPL 3**

# Library Gift and Donor Policy

The Newport Beach Public Library Board encourages and welcomes gifts and bequests to the Library. Gifts may be given to the Newport Beach Public Library, to the Newport Beach Public Library Foundation and to the Friends of the Newport Beach Public Library.

It is the position of the Board of Library Trustees that gifts and bequests given to the Library shall be used to supplement those funds appropriated for use by the Library, and shall not in any way supplant such funds appropriated for Library salaries and maintenance and operations of the Library.

**Foundation Gifts**
The NBPL Foundation is a 501(c) 3 organization. All donors who contribute $1,000 or more to the Foundation shall be permanently recognized on a donor recognition system as follows:

**Donor Levels**

1. $ 1,000 to $ 2,499
2. $ 2,500 to $ 4,999
3. $ 5,000 to$ 9,999
4. $10,000 to $24,999
5. $ 25,000 to $49,999
6. $ 50,000 to $99,999
7. $100,000 and above

A special section of the donor recognition system shall be titled “Memorials" recognizing gifts of $1,000 or more made in memory of an individual.

All service clubs, Parent Teacher Associations, schools or other organizations who collectively donate $1,000 or more shall be recognized by the organizational name.

Dedication opportunities exist for those donors who make gifts to specific areas of the Library. Gifts to fund specific collections or areas of the Library must be reviewed and approved by the Board of Library Trustees and be compatible with the Collection Development Policy of the Library. Items purchased for a specific subject will not be kept separately, but will be integrated into the collection.

Recognition of pledges shall be based upon the total amount pledged. Gifts of $5,000 or greater shall have five (5) years to complete the pledge, and recognition shall be implemented after the pledge has been fulfilled. Appropriate recognition items will be given to donors at the discretion of the Newport Beach Public Library Foundation Board. The cost of such items may not exceed one to two percent (1 - 2%) of the total amount of the gift.

Any exception to this policy will require the express approval of the Newport Beach Library Board of Trustees.

**Friends Gifts**
The Friends of the Newport Beach Public Library is a 501(c) 3 organization.

The Friends accept donations of used books to be sold in the Friends Book Store. The disposition of donated books is determined by the Bookstore Manager. Other gifts offered to the Friends will be reviewed and considered for acceptance by the Friends Board. Recognition of donations shall be recommended by the Friends Board and considered for approval by the Board of Library Trustees.

**Library Gifts**
Gifts offered directly to the Library will be reviewed and considered for acceptance by the Board of Library Trustees. Gifts to the Library are also tax deductible. Recognition of donations by plaques, signage or other permanent display shall be approved by the Board of Library Trustees.

Dedication opportunities exist for those donors who make gifts to specific areas of the Library. Gifts to fund specific collections or areas of the Library must be reviewed and approved by the Board of Library Trustees and be compatible with the Collection Development Policy of the Library. Items purchased for a specific subject will not be kept separately, but will be integrated into the collection.

All donations of gifts and property to the Newport Beach Public Library not covered by the Collection Development Policy must be approved by the Board of Library Trustees. The Board reserves the right to decide the time and place for display and use of any gift. The ultimate disposition of the gift lies within the sole province of the Board of Library Trustees.

**Adopted· March 11, 1991**
**Amended • October 28, 1991**
**Amended· February 10, 1992**
**Amended January 24, 1994**
**Amended March 9, 1998**
**Reassigned April 8, 2003**
**Amended October 18, 2005**
**Amended October 10, 2006**
**Amended August 20, 2018**
**Formerly 0-8**
**Formerly 1-17**
**Formerly I-4**
**Formerly I-5**

*This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on August 20, 2018.*

**Library Gift and Donor Policy**

The Newport Beach Public Library Board encourages and welcomes gifts and bequests to the Library. Gifts may be given to the Newport Beach Public Library, to the Newport Beach Public Library Foundation and to the Friends of the Newport Beach Public Library.

It is the position of the Board of Library Trustees that gifts and bequests given to the Library shall be used to supplement those funds appropriated for use by the Library, and shall not in any way supplant such funds appropriated for Library salaries and maintenance and operations of the Library.

**Foundation Gifts**

The NBPL Foundation is a 501(c) 3 organization. All donors who contribute $~~1,000~~2,500 or more to the Foundation shall be permanently recognized on a donor recognition system as follows:

**Donor Levels**

~~1. $ 1,000 to $ 2,499~~
~~2.~~1. $ 2,500 to $ 4,999
~~3.~~2. $ 5,000 to$ 9,999
~~4.~~3. $10,000 to $24,999
~~5.~~4. $ 25,000 to $49,999
~~6.~~5. $ 50,000 to $99,999
~~7.~~6. $100,000 and above

A special section of the donor recognition system shall be titled “Memorials" recognizing gifts of $~~1,000~~2,500 or more made in memory of an individual.

All service clubs, Parent Teacher Associations, schools or other organizations who collectively donate $~~1,000~~2,500 or more shall be recognized by the organizational name.

Dedication opportunities exist for those donors who make gifts to specific areas of the Library. Gifts to fund specific collections or areas of the Library must be reviewed and approved by the Board of Library Trustees and be compatible with the Collection Development Policy of the Library. Items purchased for a specific subject will not be kept separately, but will be integrated into the collection.

Recognition of pledges shall be based upon the total amount pledged. Gifts of $5,000 or greater shall have five (5) years to complete the pledge, and recognition shall be implemented after the pledge has been fulfilled. Appropriate recognition items will be given to donors at the discretion of the Newport Beach Public Library Foundation Board. The cost of such items may not exceed one to two percent (1 - 2%) of the total amount of the gift.

Any exception to this policy will require the express approval of the Newport Beach Library Board ofTrustees.

**Donor Recognition Wall**

At the February 4, 2013 regular meeting, the Board of Library Trustees approved donor recognition walls within the Central Library. A donor recognition wall consists of a listing of names of a person (or persons) or companies that contributed funds to a capital campaign or other major fundraising effort of an organization. The fundamental purposes of a donor recognition wall are to honor the major financial

contributors of an organization, and to serve as an incentive for potential donors to contribute. ~~At the February 4, 2013 regular meeting, the Board of Library Trustees approved donor recognition walls within the Central Library.~~ The Newport Beach Public Library Foundation has established the funding level for each designated donor wall. The donor recognition walls within the Central Library include the following locations:

- Children's Activities Area ($500,000.00)
- Media ~~Lab~~Center ($250,000.00)
- ~~Media Suite~~
- Grand Stairway ($300,000.00)
- First Floor Reading Area ($75,000.00)
- Second Floor Reading/Study Area (east side) ($150,000.00)
- Second Floor Reading/Study Area (west side) ($100,000.00)
- Second Floor Self-Checkout Area ($200,000.00)

~~Study Area A~~

~~Study Area B~~

The Board of Library Trustees also approved guidelines for the letter size and banner length of the donor recognition walls:

- Children's Activities Area: 2.5" letters up to 13' banner length

~~C.~~ Media ~~Lab~~Center: 2" letters up to 10' banner length

~~D. Media Suite: 2" letters up to 10' banner length~~

- Grand Stairway: 3" letters up to 13' bannerlength
- First Floor Reading Area: 2" letter up to 8' banner length

~~I.~~

- Second Floor Reading/Study Area (east side): 2.5"letter up to 13' banner length

~~J.~~ ~~Study Area A~~: ~~2.5"letter up to 13' banner length~~

- Second Floor Reading/Study Area (west side): 2" letter up to 7' banner length, and if longer use second line up to 10'
- ~~Study Area B: 2" letter up to 7' banner length, and if longer use second line up to 10~~'
- Second Floor Self-Checkout Area: 2" letter up to 8' banner length to be located above the video screen

~~K.~~

~~E.~~

The Board also approved a guideline to limit the lettering on donor walls, with the exception of "Study Area B", to a single line. Donor recognition walls must be reviewed and approved by the Board of Library Trustees.

Recognition will consist of stainless steel lettering that adheres to the parameters approved by the Board of Library Trustees (size of letters and length of single line on wall). Donors shall have no control over the size, location, materials or any other aspect of the recognition sign.

Recognition shall be permanent unless a corresponding pledge is not fulfilled over five years. Additional names shall not be added to a named wall. If a pledge payment is not paid within 30 days following written notice to the most recent address provided to the Library, the Board of Library Trustees shall have the right to remove the name recognition permanently. No payments made prior to that time shall be refundable in any event.

In the event the area of the library with the donor's name is demolished or is no longer used for library purposes, either voluntarily or involuntarily, the donor shall have no further rights related to the name recognition, at the sole discretion of the Board of Library Trustees. In such case, any payments not yet paid by the donor shall no longer be due.

**Friends Gifts**

The Friends of the Newport Beach Public Library is a 501(c) 3 organization.

The Friends accept donations of used books to be sold in the Friends Book Store. The disposition of donated books is determined by the Bookstore Manager. Other gifts offered to the Friends will be reviewed and considered for acceptance by the Friends Board. Recognition of donations shall be recommended by the Friends Board and considered for approval by the Board of Library Trustees.

**Library Gifts**

Gifts offered directly to the Library will be reviewed and considered for acceptance by the Board of Library Trustees. Gifts to the Library are also tax deductible. Recognition of donations by plaques, signage or other permanent display shall be approved by the Board of Library Trustees.

Dedication opportunities exist for those donors who make gifts to specific areas of the Library. Gifts to fund specific collections or areas of the Library must be reviewed and approved by the Board of Library Trustees and be compatible with the Collection Development Policy of the Library. Items purchased for a specific subject will not be kept separately, but will be integrated into the collection.

All donations of gifts and property to the Newport Beach Public Library not covered by the Collection Development Policy must be approved by the Board of Library Trustees. The Board reserves the right to decide the time and place for display and use of any gift. The ultimate disposition of the gift lies within the sole province of the Board of Library Trustees.

**Adopted· March 11, 1991**
**Amended • October 28, 1991**
**Amended· February 10, 1992**
**Amended January 24, 1994**
**Amended March 9, 1998**
**Reassigned April 8, 2003**
**Amended October 18, 2005**
**Amended October 10, 2006**
**Amended August 20, 2018**
**Amended November 18, 2019**
**Formerly 0-8**
**Formerly 1-17**
**Formerly I-4**
**Formerly I-5**

*This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on ~~August 20, 2018~~November 18, 2019.*

**NBPL 3**

**Library Gift and Donor Policy**

The Newport Beach Public Library Board encourages and welcomes gifts and bequests to the Library. Gifts may be given to the Newport Beach Public Library, to the Newport Beach Public Library Foundation and to the Friends of the Newport Beach Public Library.

It is the position of the Board of Library Trustees that gifts and bequests given to the Library shall be used to supplement those funds appropriated for use by the Library, and shall not in any way supplant such funds appropriated for Library salaries and maintenance and operations of the Library.

**Foundation Gifts**
The NBPL Foundation is a 501(c) 3 organization. All donors who contribute $2,500 or more to the Foundation shall be permanently recognized on a donor recognition system as follows:

**Donor Levels**

1. $ 2,500 to $4,999
2. $ 5,000 to $9,999
3. $10,000 to $24,999
4. $ 25,000 to $49,999
5. $ 50,000 to $99,999
6. $100,000 and above

A special section of the donor recognition system shall be titled “Memorials" recognizing gifts of $2,500 or more made in memory of an individual.

All service clubs, Parent Teacher Associations, schools or other organizations who collectively donate $2,500 or more shall be recognized by the organizational name.

Dedication opportunities exist for those donors who make gifts to specific areas of the Library. Gifts to fund specific collections or areas of the Library must be reviewed and approved by the Board of Library Trustees and be compatible with the Collection Development Policy of the Library. Items purchased for a specific subject will not be kept separately, but will be integrated into the collection.

Recognition of pledges shall be based upon the total amount pledged. Gifts of $5,000 or greater shall have five (5) years to complete the pledge, and recognition shall be implemented after the pledge has been fulfilled. Appropriate recognition items will be given to donors at the discretion of the Newport Beach Public Library Foundation Board. The cost of such items may not exceed one to two percent (1 - 2%) of the total amount of the gift.

Any exception to this policy will require the express approval of the Newport Beach Library Board of Trustees.

**Donor Recognition Walls**

At the February 4, 2013 regular meeting, the Board of Library Trustees approved donor recognition walls within the Central Library. A donor recognition wall consists of a listing of names of a person (or persons) or companies that contributed funds to a capital campaign or other major fundraising effort. The fundamental purposes of a donor recognition wall are to honor the major financial contributors of an organization, and to serve as an incentive for potential donors to contribute. Donor recognition walls must be reviewed and approved by the Board of Library Trustees. The Newport Beach Public Library Foundation has established the funding level for each designated donor wall. The donor recognition walls within the Central Library include the following locations:

- Children's Activities Area ($500,000.00)
- Media Center ($250,000.00)
- Grand Stairway ($300,000.00)
- First Floor Reading Area ($75,000.00)
- Second Floor Reading/Study Area (east side) ($150,000.00)
- Second Floor Reading/Study Area (west side) ($100,000.00)
- Second Floor Self-Checkout Area ($200,000.00)

The Board of Library Trustees also approved guidelines for the letter size and banner length of the donor recognition walls:

- Children's Activities Area: 2.5" letters up to 13' banner length..
- Media Center: 2" letters up to 10' banner length.
- Grand Stairway: 3" letters up to 13' banner length.
- First Floor Reading Area: 2" letter up to 8' banner length.
- Second Floor Reading/Study Area (east side): 2.5" letter up to 13' banner length.
- Second Floor Reading/Study Area (west side): 2" letter up to 7' banner length, and if longer use second line up to 10'.
- Second Floor Self-Checkout Area: 2" letter up to 8' banner length to be located above the video screen.

The Board also approved a guideline to limit the lettering on donor walls, with the exception of “Second Floor Reading/Study Area (west side)”, to a single line.

Recognition will consist of stainless steel lettering that adheres to the parameters approved by the Board of Library Trustees (size of letters and length of single line on wall). Donors shall have no control over the size, location, materials, or any other aspect of the recognition sign.

Recognition shall be permanent unless a corresponding pledge is not fulfilled over five years. Additional names shall not be added to a named wall. If a pledge payment is not paid within 30 days following written notice to the most recent address provided to the Library, the Board of Library Trustees shall have the right to remove the name recognition permanently. No payments made prior to that time shall be refundable in any event.

In the event the area of the library with the donor's name is demolished or is no longer used for library purposes, either voluntarily or involuntarily, the donor shall have no further rights related to the name recognition, at the sole discretion of the Board of Library Trustees. In such case, any payments not yet paid by the donor shall no longer be due.

**Friends Gifts**
The Friends of the Newport Beach Public Library is a 501(c) 3 organization.

The Friends accept donations of used books to be sold in the Friends Book Store. The disposition of donated books is determined by the Bookstore Manager. Other gifts offered to the Friends will be reviewed and considered for acceptance by the Friends Board. Recognition of donations shall be recommended by the Friends Board and considered for approval by the Board of Library Trustees.

**Library Gifts**
Gifts offered directly to the Library will be reviewed and considered for acceptance by the Board of Library Trustees. Gifts to the Library are also tax deductible. Recognition of donations by plaques, signage or other permanent display shall be approved by the Board of Library Trustees.

Dedication opportunities exist for those donors who make gifts to specific areas of the Library. Gifts to fund specific collections or areas of the Library must be reviewed and approved by the Board of Library Trustees and be compatible with the Collection Development Policy of the Library. Items purchased for a specific subject will not be kept separately, but will be integrated into the collection.

All donations of gifts and property to the Newport Beach Public Library not covered by the Collection Development Policy must be approved by the Board of Library Trustees. The Board reserves the right to decide the time and place for display and use of any gift. The ultimate disposition of the gift lies within the sole province of the Board of Library Trustees.

**Adopted· March 11, 1991**
**Amended • October 28, 1991**
**Amended· February 10, 1992**
**Amended January 24, 1994**
**Amended March 9, 1998**
**Reassigned April 8, 2003**
**Amended October 18, 2005**
**Amended October 10, 2006**
**Amended August 20, 2018**
**Amended November 18, 2019**
**Formerly 0-8**
**Formerly 1-17**
**Formerly I-4**
**Formerly I-5**

*This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on November 18, 2019.*

| | |
|---|---|
| **TO:** | BOARD OF LIBRARY TRUSTEES |
| **FROM:** | Library Services Department<br>Tim Hetherton, Library Services Director<br>949-717-3810, thetherton@newportbeachca.gov |
| **PREPARED BY:** | Tim Hetherton, Library Services Director |
| **TITLE:** | Corona del Mar Library Branch Update for October 2019 |

---

**Public Service**

Steady use of the library continues and patrons and neighbors frequently express their satisfaction for the facility and weekly children's programming. In October, 405 children attended story times. Seventy-five attendees participated in the three *Fairy Tales and Magic Crafts* drop-in craft events.

**Facility Maintenance**

A "No Smoking Sign" was installed by MOD (Municipal Operations Department) near the stroller parking area in front of the library. Additionally, Branch Librarian Helmuth installed "Emergency Exit Only" signs for the side door.

Acting Library Services Manager and Branch Coordinator Debbie Walker has arranged to have the curbs in the staff parking area painted to indicate "staff only". Debbie has also arranged to have a parking space designated "Library Van Parking Only." The staff entrance will also be marked as such.

Staff has also requested MOD add signage to the front window or door in order to display the days of the week and hours the branch is open for public service.

In order to pay for these signage and wayfinding improvements, Public Works has set up a move in account for the CdM Library. These funds are for essential items that were not included in the project, like signage or painting, or replacing the book drop.

**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:** | LIBRARY BOARD OF TRUSTEES |
| **FROM:** | Library Services Department<br>Tim Hetherton, Library Services Director<br>949-717-3810, thetherton@newportbeachca.gov |
| **PREPARED BY:** | Melissa Hartson, Circulation and Technical Processing Coordinator |
| **TITLE:** | Grant Acceptance from California Library Literacy Services |

---

**RECOMMENDATION**

Staff recommends the acceptance of a grant for $18,000 from the California Library Literacy Services to support the Newport Beach Library Adult Literacy Program. If accepted a budget amendment to allocate the funds will be proposed to City Council at the December 10, 2019 meeting.

**DISCUSSION**

The Library Literacy Program offers one-on-one tutoring and small group classes to patrons with low literacy skills. The Program is partially funded by the City's general fund and partially funded through grants, donations and the fundraising efforts of Newport Mesa ProLiteracy. One of the major funding resources is through the California State Library Literacy Services annual grant program. A grant of $18,000 has been awarded to the Library to support our high quality Literacy Program. The grant funds will be used towards staffing for the program. This $18,000 grant represents the California Library Literacy Services first award for FY 2019-20.

**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).