



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach City Hall
100 Civic Center, Newport Beach, CA 92660

Monday, August 17, 2020 - 5:00 PM

Board of Library Trustees Members:

Paul Watkins, Chair
Douglas Coulter, Vice Chair
Kurt Kost, Secretary
Barbara Glabman, Board Member
Janet Ray, Board Member

Staff Members:

Tim Hetherton, Library Services Director
Francine Jacome, Administrative Support Specialist

SPECIAL NOTICE REGARDING COVID-19

On March 4, 2020, Governor Newsom proclaimed a State of Emergency in California as a result of the threat of COVID-19. On March 12, 2020, Governor Newsom issued Executive Order N-25-20, which allows the Board of Library Trustees to attend Board of Library Trustees meetings by electronic means. Please be advised that to minimize the spread of COVID-19, Board of Library Trustees may attend this meeting either electronically or telephonically.

Also, please be advised that on March 17, 2020, Governor Newsom issued Executive Order N-29-20, which allows for the public to participate in any meeting of the Board of Library Trustees telephonically or by other electronic means. Given the health risks associated with COVID-19, the City of Newport Beach will conduct this meeting via Zoom. As a member of the public, if you would like to participate in this meeting, you can participate via the following options:

1. You can submit your questions and comments in writing for the Board of Library Trustees to consider. Please send them by email to the Library Services Department at LibraryBoard@newportbeachca.gov by Friday, August 14, 2020, at 4:00 p.m. to give the Board of Library Trustees time to consider your comments. All emails will be made part of the record.
2. You can connect with a computer by joining through Zoom. Click the link below to register for the meeting using a valid email address. You will receive a confirmation email allowing you to join the meeting:
https://zoom.us/webinar/register/WN_wthte2rwT5-lOtKPzcJbSg.
3. Or you may connect by Phone/Audio Only by calling: (669) 900-9128. The meeting ID is 960 1494 2690#

Please know that it is important for the City to allow public participation at this meeting. While the City does not expect there to be any changes to the above process for participating in this meeting, if there is a change, the City will post the information as soon as possible to the City's website.

The City of Newport Beach thanks you in advance for continuing to take precautions to prevent the spread of the COVID-19 virus.

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 of Library Trustees 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. PLEDGE OF ALLEGIANCE

IV. NOTICE TO THE PUBLIC

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

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.

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. Board of Library Trustees have 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 July 20, 2020 Board of Library Trustees Meeting (pp. 5-11)

[JULY DRAFT MINUTES](#)

2. Patron Comments (pp. 12-14)

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

[JULY CUSTOMER COMMENTS](#)

3. Library Activities (pp. 15-22)

Monthly update of library events, services and statistics.

[JULY ACTIVITIES](#)

4. Expenditure Status Report (pp. 23-24)

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

[FY2019-20 YEAR-END EXPENDITURES](#)

[JULY EXPENDITURES](#)

5. Board of Library Trustees Monitoring List (p. 25)

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

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

6. Information Technology Update

IT Applications Supervisor Avery Maglinti will update the Board on Library information technology activities.

7. Collection Development Policy (pp. 26-30)

Staff requests that the Board review the Newport Beach Public Library Collection Development Policy. Staff does not have any recommended changes.

[COLLECTION DEVELOPMENT POLICY REPORT](#)

[COLLECTION DEVELOPMENT POLICY REPORT-ATTACHMENT A](#)

[COLLECTION DEVELOPMENT POLICY REPORT-ATTACHMENT B](#)

8. Balboa Branch Update (p. 31-37)

Branch Librarian Evelyn Rogers presents an overview of Balboa Branch's activities and resources.

[BALBOA BRANCH REPORT](#)

9. Public Service Hours at Balboa Branch Library (pp. 38-39)

Staff recommends that the Board of Library Trustees approve eliminating night hours on Mondays and Wednesdays at the Balboa Branch. Staff recommends scheduling additional children's programming during daytime hours.

[BALBOA PUBLIC SERVICE HOURS REPORT](#)

10. Corona del Mar Branch Update (pp. 40-44)

Branch Librarian Annika Helmuth presents an overview of Corona del Mar Branch's activities and resources.

[CORONA DEL MAR BRANCH REPORT](#)

11. Donation from Friends of the Newport Beach Library (p. 45)

Staff recommends the Board of Library Trustees accept a donation of \$10,000 from the Friends of the Newport Beach Library. These funds will be used to furnish and stock the new Passport Office and Gift Shop.

[FRIENDS DONATION REPORT](#)

12. Donation Acceptance from Newport Beach Public Library Foundation on Behalf of the Victor Klein Trust (p. 46)

Staff recommends the Board of Library Trustees accept a \$25,000 donation from the Newport Beach Public Library Foundation on behalf of the Victor Klein Trust.

[KLEIN TRUST DONATION REPORT](#)

13. Lecture Hall Update

Trustee Janet Ray will report on activities related to the Library Lecture Hall project.

14. COVID-19 Closure Update (pp. 47-48)

Staff will update the Trustees on the Library's activities during the COVID-19 closure.

[COVID-19 CLOSURE REPORT](#)

15. Library Services

Report of Library issues regarding services, patrons and staff.

B. Monthly Reports

16. Library Foundation Liaison Reports

A. Library Foundation Board - Report on the most recently attended meeting.

B. Library Live Lectures Committee - Report on the most recently attended meeting.

C. Witte Lectures Committee - Report on the most recently attended meeting.

17. Friends of the Library Liaison Report

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

18. Literacy Services Liaison Report (pp. 49-50)

Trustee update on the most recently attended Literacy Services Advisory Board meeting.

[LITERACY LIAISON REPORT-ATTACHMENT A](#)

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

CITY OF NEWPORT BEACH

Board of Library Trustees
Civic Center Council Chambers
100 Civic Center Drive, Newport Beach, CA 92660
Meeting Minutes
July 20, 2020 – 5:00 p.m.

I. **CALL MEETING TO ORDER** – Chair Ray called the meeting to order at 5:02 p.m.

II. **ROLL CALL** – Roll Call by Administrative Support Specialist Francine Jacome

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

Trustees Absent: None

Staff Present: Tim Hetherton, Library Services Director
Francine Jacome, Administrative Support Specialist
Melissa Hartson, Acting Library Services Manager and Circulation & Technical Processing Coordinator
Rebecca Lightfoot, Adult Services Coordinator

III. **ELECTION OF OFFICERS**

Chair Ray nominated Vice Chair Watkins for the office of Chair.

Motion made by Chair Ray, seconded by Board Member Coulter, and carried (5-0-0-0) to approve the nomination of Board Member Watkins as Chair of the Board of Library Trustees.

AYES: Ray, Watkins, Coulter, Glabman, Kost

NOES:

ABSTENTIONS:

ABSENCES:

Chair Watkins nominated Board Member Coulter for the office of Vice Chair.

Motion made by Chair Watkins, seconded by Board Member Kost, and carried (5-0-0-0) to approve the nomination of Board Member Coulter as Vice Chair of the Board of Library Trustees.

AYES: Watkins, Coulter, Glabman, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES:

Vice Chair Coulter nominated Board Member Kost for the office of Secretary.

Motion made by Vice Chair Coulter, seconded by Board Member Ray, and carried (5-0-0) to approve the nomination of Board Member Kost as Secretary of the Board of Library Trustees.

AYES: Watkins, Coulter, Glabman, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES:

Library Services Director Tim Hetherton appreciated Board Member Ray's service as Chair.

Chair Watkins shared brief biographies of his fellow Board Members and Library Services Director Hetherton. Board Member Ray's speech at the opening of the Corona del Mar Branch was a high point of her time as Chair. His goals and objectives for the upcoming fiscal year include the Library remaining as the cultural, educational, and informational heart of Newport Beach; reopening all Library branches and resuming programming as soon as safely possible; supporting Newport Beach Library Foundation's, Friends of the Library's, and ProLiteracy's efforts to retain and expand donor involvement and commitment; planning for replacement of the Balboa Branch; learning Library staff; limiting meetings to one hour when possible; preserving the Library as a safe, comfortable, and welcoming home away from home for patrons; and restoring Star status to the Library. An update of the Board of Library Trustees handbook is in process.

IV. NOTICE TO THE PUBLIC

V. PUBLIC COMMENTS

In response to Jim Mosher's question, Chair Watkins indicated public comments will be taken on individual agenda items.

VI. CONSENT CALENDAR

A. Consent Calendar Items

1. Minutes of the June 15, 2020 Board of Library Trustees Meeting

2. Patron Comments

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

3. Library Activities

Monthly update of library events, services and statistics.

4. Expenditure Status Report

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

5. Board of Library Trustees Monitoring List

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

Chair Watkins indicated reports from the Corona Del Mar and Balboa Branches may be scheduled for the August 17 meeting.

Jim Mosher remarked on the decreased activity level of the Library since the closure. Perhaps the next COVID-19 update could include a report of the cost of services provided.

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

AYES: Watkins, Coulter, Kost, Glabman, Ray

NOES:

ABSTENTIONS:

ABSENCES:

VII. CURRENT BUSINESS

A. Items for Review

6. Library Service Policy

Staff requests that the Board review the Library Service policy.

Library Services Director Hetheron reported only the City Council can revise Council Policies; however, the Board of Library Trustees can recommend revisions to the Council. The Library Service Policy is a Council Policy, but the Board of Library Trustees, which is charged with the administration of the Library, can revise it as necessary. If the Board of Library Trustees wishes, he can have the City Attorney's Office review proposed changes and then submit a revised Library Service Policy to the Council as an informational item. He is not recommending any changes to the Library Service Policy at this time.

In reply to Chair Watkins' question, Library Services Director Hetheron indicated the history of the Library Service Policy can reflect a review with no revisions on July 20, 2020.

Jim Mosher advised that the history indicates the dates on which the policy language was amended or changed.

Chair Watkins suggested the Board of Library Trustee Minutes rather than the history of the Library Service Policy reflect a review with no suggested changes.

Board Member Kost believed some type of history would facilitate staff in monitoring review of the Policy as opposed to searching past Minutes.

Chair Watkins proposed copies of the Library Service Policy contained in Board Members' binders reflect the history of review and revision.

Board Member Glabman noted the Council relies on the Board of Library Trustees to recommend changes to the Library Service Policy. Without a history, the Council will not be aware of the Board of Library Trustee's review of the policy.

Board Member Kost suggested including the Library Service Policy in the list of items the Board of Library Trustees regularly reviews.

Motion made by Vice Chair Coulter, seconded by Board Member Kost, and carried (5-0-0) to Include a history of review on the Library Service Policy.

AYES: Watkins, Coulter, Kost, Glabman, Ray

NOES:

ABSTENTIONS:

ABSENCES:

7. Proposed Library Closures for Winter Holidays 2020

Staff recommends a proposed library winter holiday schedule for Board approval.

Library Services Director Hetherton advised that most City departments close from Christmas Eve through New Year's Day. The Library does not close for that week because Library services should be available to the public during their time off work. Consolidating staff and hours to one location on December 26, the day for which most staff request leave, will allow more staff members to have leave. Staff proposes Central Library only open on December 26, 2020 from 9:00 a.m. to 6:00 p.m. The proposed closure schedule assumes normal Library operations. If the Library is closed in December due to COVID-19 restrictions, only Central Library would be open on December 26 to comply with the City's directive to separate staff. Normal operations would resume on January 2, 2021.

In response to Board Member Glabman's inquiry, Library Services Director Hetherton related that statistics for both in-person visits and circulation are low during the week between Christmas Eve and New Year's Day. A decision to remain open during the week is sound, but limiting hours is supported by low usage statistics. The general trend for area libraries is to close either for the week or for Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. The proposed plan has been implemented for several years and seems to satisfy patrons and accommodate staff.

Motion made by Vice Chair Coulter, seconded by Board Member Ray, and carried (5-0-0) to approve the proposed winter holiday schedule.

AYES: Watkins, Coulter, Kost, Glabman, Ray

NOES:

ABSTENTIONS:

ABSENCES:

8. COVID-19 Closure Update (pp. 36-37)

Staff will update the Trustees on the Library's response to COVID-19 restrictions.

Library Services Director Hetherton indicated curbside service has been operating since the first week of April. Federal, State, and County officials have not set a date for reopening libraries. Staff has adapted and overcome challenges by providing online programming. A transitional reopening will not be an issue. Staff plans to limit occupancy to 25 percent and allow patrons to browse shelves and use computers while maintaining social distancing. Staff has already moved furniture, purchased personal protective

equipment (PPE), and installed plexiglass. The City has received funds to reimburse COVID-19 costs in general.

In reply to Vice Chair Coulter's inquiry, Library Services Director Hetherton understood public health officials will issue an advisory, and then the City Manager will decide when to reopen City facilities.

To answer Board Member Ray's questions, Library Services Director Hetherton stated janitorial services have expanded to follow guidelines. An increase in expenses has resulted; although, it has not affected the Library's bottom line. The Library has accommodated some staff members' requests not to be scheduled for work due to fear of contracting the virus. A few staff members with chronic health issues are telecommuting. Staff who cannot telecommute rotate days at work and days off.

In answer to Vice Chair Coulter's query, Library Services Director Hetherton clarified that some duties cannot be performed via telecommuting, and staff members report to work daily to handle those duties. Those staff members are assigned to small groups and work only with their group to limit potential exposure to COVID-19.

Jim Mosher suggested the Library Board of Trustees update the Library Use Policy to reflect new rules such as limited building occupancy, face coverings, and acceptable behaviors. Curbside service is different from in-person service because patrons cannot browse some materials online. Perhaps the Board of Library Trustees will direct staff to allow patrons to check out reference materials through curbside service. Library staff may wish to investigate grants that reimburse COVID costs and that are specifically for libraries.

Chair Watkins noted the packet for the June 15, 2020 meeting contained significant and detailed guidelines for reopening the Library. He did not believe they should be integrated with the Library Use Policy because hopefully the pandemic will be temporary.

Library Services Director Hetherton indicated staff has discussed circulating reference materials. If a patron requests a reference material, staff will make it available via curbside service. He agreed to explore possible grants from the American Library Association.

9. Lecture Hall Update

Trustee Ray will report on activities related to the Library Lecture Hall project.

Board Member Ray advised that the Lecture Hall Committee's meeting scheduled for earlier in the day was cancelled because of the Governor's closure announcement.

10. Library Services

Report of Library issues regarding services, patrons and staff.

Acting Library Services Manager and Circulation & Technical Processing Coordinator Melissa Hartson reported the Integrated Library System (ILS) is operational. Staff can place holds and check in and out materials. The website is operational and is integrated with physical and digital checkouts. A new Library app should be available in the next week. Patrons are receiving notifications for auto-renewals, holds, and over-due materials.

In response to Board Member Kost's question, Acting Library Services Manager and Circulation & Technical Processing Coordinator Hartson explained that the Library does not currently have an app. An e-blast will announce the new app when it becomes available.

Chair Watkins announced he efficiently and successfully reserved a book through the new ILS the morning of the meeting.

Jim Mosher suggested an individual could access patrons' personal information by entering random numbers for the Library card number and the 9999 password. The new ILS does not require an individual's Library card number and personal password.

In answer to Chair Watkins' inquiry, Acting Library Services Manager and Circulation & Technical Processing Coordinator Hartson related that 9999 is a default password for patrons to login. Staff advises patrons to change the password once they have logged in.

B. Monthly Reports

11. Library Foundation Liaison Reports

- A. Library Foundation Board** – Report of the most recently attended meeting.

Board Member Ray announced Karen Clark is the new Chair of the Newport Beach Library Foundation Board.

- B. Library Live Lectures Committee** – Report of the most recently attended meeting.

Board Member Glabman had no report.

- C. Witte Lectures Committee** – Report of the most recently attended meeting.

Board Member Kost reported the committee is on hiatus.

12. Friends of the Library Liaison Report

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

Vice Chair Coulter advised that the Friends of the Library continue to look for new strategies to increase sales. The Friends are planning to relocate the bookstore to the Friends Room on a temporary basis once they are allowed to reopen to accommodate social distancing. The Friends are also discussing how to safely accept donations once the library reopens. The Friends donated \$200,000 to the Library to fulfill the Library's wish list as well as \$5,000 to Literacy. Due to the store closure, June income was only \$3,168, which included \$1,842 from memberships and \$1,209 from Amazon sales.

In reply to Board Member Kost's question, Vice Chair Coulter stated the Friends do not have the space to accept donations of materials.

13. Literacy Services Liaison Report

Trustee update of the most recently attended Literacy Services Advisory Board meeting.

Chair Watkins reported ProLiteracy now provides mini newsletters every other month rather than quarterly. ProLiteracy has a bank balance of \$432,000. Despite the pandemic, ProLiteracy has 135 learners, 75 tutors, and eight people eligible to become tutors.

Chair Watkins indicated Board Members will continue their assignments for the next year.

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher believed Board of Library Trustee meetings should extend as long as necessary to properly deliberate agenda items.

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

None

X. ADJOURNMENT – 6:02 p.m.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

JULY 2020

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>7/1/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/1/2020</u>	I returned to the outside return box at 2:45 pm yesterday ALL of the following materials. However, they are showing up as not being returned and I am now being charged. There were multiple people working at the library and there were others picking items up. I'm concerned that my items have not been checked in. I tried calling yesterday afternoon and the answering service said that all personnel were tied up with other calls and was disconnected. Thank you.	All items being returned are quarantined before being checked in. When we do check them in, we will use the correct date they were returned so you will not incur overdue fines. Thank you.
<u>2</u> <u>7/1/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/1/2020</u>	Do you have copies of the program Rosetta Stone to learn Spanish to be rented/loaned? A friend recommended I check my local library. Thank you for your assistance!	We subscribe to the Rosetta Stone database, which gives you access to the entire suite of Rosetta Stone language learning tools available to public libraries. You can access Rosetta Stone from home with your Newport Beach Public Library card. Just navigate to the databases page on our website, and click on the Rosetta Stone link under the Lifelong Learning tools section: https://www.newportbeachlibrary.org/ebranch/databases . Please let me know if there is anything else I can assist you with! Thank you.
<u>3</u> <u>7/1/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/2/2020</u>	Does the advice to download reading lists by July 5th include the list of books I've checked out from the Southern California digital library? That list is currently available in the "History" section of my account using OverDrive.	No, your OverDrive account and its history will not be affected by the migration to the new catalog. Thank you.
<u>4</u> <u>7/2/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/2/2020</u>	How do I transfer my book request page to list in July when the system changes? Will we be notified if losing it? Thank you.	Your holds will automatically transfer to the new catalog. You don't need to worry about losing your place in line for any requests you have placed on hold. If you have items in "My Lists" or "Reading History", you can export them. To export My Lists, login to your account and click on the "My Lists" button. Open up the first list and click on "Export Titles". You can then choose how much information you would like to export and input an email address to send the information. Your reading history functions the same way. I hope that helps! Please let me know if you have any other questions. Thank you.
<u>5</u> <u>7/9/2020</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>7/9/2020</u>	Please let me know if there has been a re-evaluation on the stand the library is taking concerning COVID-19 recovered parents. In our last e-mail exchange I came to understand there are zero special considerations in the reopening plan given to people that should no longer be at risk of getting and transmitting COVID-19, people like me and my family. It is clear the 3rd stage of reopening is a very long time away. With more people getting COVID-19 there will be more people who should be able to get in again and it is the start of the new health herd. Please help me understand why the library is not open to me and people like me, people who can prove that we are recovered from C19. Thank you.	We rely on the judgement of public health officials at the Federal, State, and County level. Currently the guidance is to remain closed. In the meantime, there are a number of services you and your family can use and enjoy: curbside services: https://www.newportbeachlibrary.org/about/library-closure-faq ; virtual programming: https://www.newportbeachlibrary.org/ebranch/virtual-programming ; for kids at home: https://www.newportbeachlibrary.org/children . Thanks.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

JULY 2020

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>6</u> <u>7/10/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/10/2020</u>	Does the new catalog system still have the functionality for users to designate favorite authors and thereby receive notification of purchase by the library of new titles by those authors? I'm not seeing that so far. Thanks.	Yes, the new catalog system does allow for preferred searches to be set up to alert you when the library acquires new materials by your favorite authors. It works using an RSS feed, so you have to have a feed reader extension installed on your web browser. You can just do a Google search for one and install it. In the new catalog, run your search. Try to be as specific as possible. When you are done, click on the blue bar at the top that shows the number of results found and has the orange RSS symbol. Copy the URL that appears, and then open up your RSS feeder and paste it in. The RSS feeder will then notify you when a new item is added by that author. I hope that helps! Feel free to call the reference desk at 949-717-3800, option 2, if you need some help getting started. Thank you.
<u>7</u> <u>7/10/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/10/2020</u>	Will there be a new NBPL app for iPhones? I cannot get on with my phone.	Yes, we will have a mobile app that should go live in the Apple app store on July 20th. When did you try to access the catalog from your phone? We had an issue this morning but we have since resolved it, so it might be working now. Thank you.
<u>8</u> <u>7/10/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/11/2020</u>	Please provide a link or directions on how to look up DVDs using the new system. Thank you.	There are two ways to browse the DVDs in the new catalog. You can do a blank search. Don't put anything in the search bar and click the orange Search button. Choose the "Material Type" facet on the left and select "DVDs". Click on "include" and the search will show you all the DVDs or you can click on "Advanced Search" and choose "Video Disc" from the Format Type drop-down menu. Click on "Advanced Search" at the bottom, and it will do the same thing. Of course, if you have a specific movie in mind, you can use the main search and it will show up in the results. I hope that helps! Feel free to call the reference desk at 949-717-3800 option 2 if you need any help getting started. Thank you.
<u>9</u> <u>7/13/2020</u> <u>Email</u> <u>Debbie Walker</u> <u>Branch & Youth Services Coordinator</u> <u>7/13/2020</u>	We want to donate books. Where can we take them while you're closed? Any suggestions, except trash/landfill, appreciated. Thanks.	Unfortunately, during this time of closure we are unable to take donations. Our donations do go through the Friends of the Library and they are hoping as we all are that in the near future we will be able to take your items again. We do appreciate your use of the Library and that you contacted us.
<u>10</u> <u>7/14/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/14/2020</u>	Unable to find lists books on best seller. How do I do this? New website is very difficult to navigate.	In order to make those lists connect to the new catalog, we still have to configure a few things on the back end. We were unable to make these changes until we went live, so now that we have we are working on restoring those lists. They should be up again soon! Thank you.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

JULY 2020

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
11 <u>7/16/2020</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circ. & Tech. Processing Coordinator</u> <u>7/16/2020</u>	How long can I keep the DVD without a fine?	The majority of our DVDs checkout for 7 days without incurring a fine. We also have a small collection of One-Day Rental DVDs. These DVDs incur a \$1.00 per day fee. Thank you for your inquiry.
12 <u>7/23/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/24/2020</u>	With the VIRUS situation in mind, how do I know when the item will be available and what is the way I go about checking it out? A month or two ago there was a curbside pick up rule - with a call by phone to bring it out to a table when in front of the library entry. However when the call was answered it had voice announcement saying unable to take the call...call back later. What is the best way to go about borrowing under the circumstances? Thank you.	You will receive an email when your audiobook is ready to pick up. We have revised the curbside service procedure here at Central to hopefully make it easier. Once you receive the email that your hold is ready, you can come over to the library any time during open hours (Monday through Saturday from 9 a.m. to 5 p.m.). There are 8 numbered parking spaces up front. Pull into an available space and call the number on the sign. Have your library card number ready and staff will bring your item out to the corresponding table. Thank you,
13 <u>7/24/2020</u> <u>Greeting Card</u>	Thank you. Thank you for the fabulous service! You have rehumanized a vital service in our community.	We were unable to respond since no contact information was provided.
14 <u>7/24/2020</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circ. & Tech. Processing Coordinator</u> <u>7/24/2020</u>	I am staying in Newport Beach for 2 months as a temporary relocation. I am from La Quinta, CA. I wanted to know if there is anyway I can check out books while I am here. I am staying at a home if I need to provide an address. Thank you for your attention.	During the COVID-19 closure, you may apply for a temporary library card, which gives you access to most of the resources in our eBranch, including checking out downloadable eBooks and audiobooks, downloadable magazines and accessing most of our databases. You may visit the Library once we re-open to obtain a full access library card. There is a short form to complete and we will need to see your driver's license to issue you a permanent library card. Thank you for your inquiry.
15 <u>7/31/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>7/31/2020</u>	I noticed your website has been upgraded/changed. I like the new user interface and the response time is better. However, "My List" is lost. I created a list under your old website to keep track of books I am interested in for future check-outs, but the list is no longer there on your new website. Is there a way to migrate the list over from the old database?	Luckily we still have access to the old catalog for a few more weeks. I will email you an export of your list. You can add the titles one by one to the new List feature in the new catalog. Thank you.

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – August 17, 2020 meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

Library Journal Star Library report

I contacted Keith Curry Lance regarding the Library Journal Star Library report in 2020. Mr. Lance informed me that the 13th edition of the *LJ Index of Public Library Service*, which rates U.S. public libraries based on selected per capita output measures, will be available in December 2020. The 2020 Index is derived from data released by the Institute of Museum and Library Services (IMLS) for Fiscal Year 2018. The impact of the pandemic on public libraries will not be reported statistically until the 15th edition is disseminated in 2022.

New mobile app

The public can now download the Newport Beach Public Library App from the [Apple Store](#) or [Google Play Store](#). Patrons are enabled to use their phone or tablet to search the catalog, manage their account, place holds and renew items, locate their nearest library, access online resources, connect to the Library's social media or contact staff with questions or requests.

NBPL after COVID

Staff are doing their best to deal with the COVID-19 pandemic. Currently, the focus is on the short term – ensuring staff and patron safety, providing services as best as possible, planning for limited services as we reopen, and managing uncertainty.

However, it is important to anticipate what service will be like when we reopen. Here are my thoughts:

1. The Library will be essential in helping people find new opportunities for work or business.
2. As the economy recovers, more people will take advantage the recreational aspects of the Library, both in terms of circulating material and programs.
3. The demand for online provision of information and services will continue to increase.
4. Online and lifelong learning opportunities will help ensure that the temporary disruption of educational opportunities does not become permanent damage. Public libraries have the reputation, facilities, and materials to support students, teachers, and curricula, both as a provider and as a platform.
5. The Library will need to provide and expand quality access to the internet and to teach the skills to use it. At a time where connectivity is increasingly essential to functioning in society, the Library should be a leader in providing access to everyone.

I think NBPL and other public libraries will be a major contributor to the recovery, just as they have been in other economic downturns. Typically, when times are tough, the Library is well used, and our services are introduced to new patrons.

Wheelhouse List for Library Trustees:

Tuesday, September 8
Friends Check presentation
City Council Study Session
Civic Center Council Chambers
100 Civic Center Drive, Newport Beach, CA 92660
4 p.m.

Monday, September 21
Board of Library Trustees Meeting
Newport Beach City Hall (via Zoom)
100 Civic Center Drive, Newport Beach, CA 92660
5 p.m.

DEBBIE WALKER - BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Curbside service continued at all Branch locations, as did Summer Reading Program (SRP) participation. Craft kits made available for curbside pick-up were well received by Library patrons, especially at Mariners, where staff distributed almost 160 kits. Mariners Youth services staff created Caldecott and Newbery sections in their collections, a project that staff had wanted to tackle for some time. Balboa staff worked on evaluating and de-selecting materials from its very large picture book collection.

Youth Services

Central staff also gave out several craft kits, bringing the totals distributed throughout the month to over 300. Tune-in Tuesday Video Storytimes launched on July 7. These story times were filmed on-site at CDM with Annika behind the "camera" and featured almost all of the Youth Services Team. Each week a new video was released and as of the end of the month had amassed over 900 views. SRP book review forms were turned in just about every day and some of those were posted as well. As of the end of the month close to 1000 children had registered for SRP which was very good news for everyone in these especially strange times.

Teen Services

Teens continued to participate in SRP and submit review forms for their free book and chance to participate in the Grand Prize drawing in August.

Facilities

During this month all locations were involved on some level with the installation and/or preparation of installation of plexiglass for public service desks and some staff areas. Plexiglass units delivered to Central and Mariners were installed by Facilities Maintenance Specialist Eddie Flores with the assistance of MOD personnel. In order to make the Children's public service desk safe and secure for staff, the desk was moved to the area under the front windows. This made it necessary to remove the computers and computer desk unit from that area to accommodate the desk placement. Once the desk had been placed in its new location it seemed that the other computer desk unit was too close to allow for unimpeded movement through that area, so it was ultimately removed. Eddie patched the carpet and other areas that needed fixing after these changes. I also met with the head technician from Best Framing (the plexiglass supplier to the City) to take measurements for CDM and Balboa service desks so that their units can be created and installed in the near future.

At Mariners, the contractor replaced the compressor motor in the HVAC system. The HVAC system is fully operational and working well.

Adams Maintenance, the vendor who cleans windows at the other branch locations, began to service CDM in July. All locations are on a monthly schedule. Adams will only be responsible for the Library windows at CDM as personnel at the Fire Station wash their own windows.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

ILS Update

After many months of preparing for the ILS (Integrated Library System) migration, the Library launched SirsiDynix's Symphony System in July. With the new system, patrons now have enhanced catalog search filters, automatic renewals, text message notifications, account integration of physical checkouts and digital checkouts and the NBPL mobile app. I am proud of all of our staff for their contributions to this project and working with patrons during the transition.

The ILS Team continued to virtually meet with SirsiDynix throughout the month of July to report and address issues that have arisen as a result of the migration. Staff worked to finish setting up the Acquisitions module, which allows the Library to order materials through Symphony. Ordering new materials resumes in August. Staff training continues as new work processes are developed while using Symphony.

REBECCA LIGHTFOOT, ADULT SERVICES COORDINATOR

Programming

Librarian Alex Jenkins' craft videos had 243 views during July. He is working with Programming Assistant Terry Sanchez on developing a virtual self-publishing program.

Programming Assistant Terry Sanchez filmed an interview with local author and elementary school educator Kim Cox about her book "This is What Blind Looks Like", which is part of a series of books aimed at assisting parents in creating awareness and empathy for children with special needs in the classroom and the community. The interview was presented live on August 10.

Sunday Musicales performer and Grammy nominated cellist Aristides Rivas' performance premiered on July 16 and had 311 views in July.

New Online Catalog and Mobile App

The new catalog, Enterprise, launched July 9, and the library app went live two weeks later. The app has been downloaded over 600 times since it went live.

Research Inquiries

Reference staff were able to utilize the local history collection to answer two in depth research questions submitted through email.

Proquest Articles Retrieved 2020-2021

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	861												861
Newspapers--Current	982												982
Newspapers--Historical	1621												1621
Magazines	17												17

Database FY Comparisons	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	MAR 2021	APR 2021	MAY 2021	JUN 2021	YTD 20/21
Tracked by #searches													
A to Z Databases	517												517
Ancestry	2366												2366
AskART	32												32
Biography In Context	39												39
Britannica School Edition	37												37
Facts on File Ancient History	4												4
Gale Archives Unbound	3066												3066
Gale Directory Library	9												9
Gale Elementary (Kids InfoBits)	50												50
Gale Virtual Reference Library	127												127
HeritageQuest	2396												2396
Legal Information Ref Center	9												9
Literature Resource Center	48												48
National Geographic	26												26
National Geographic Kids	24												24
NewsBank (OC Register)	1171												1171
NoveList Plus	69												69
NoveList K-8 Plus	15												15
Opposing Viewpoints	46												46
ProQuest	2568												2568
Reference USA Business	903												903
Reference USA Residential	8												8
World Book Online	16												16
Tracked by #sessions													
ScienceFLIX	0												0
Testing & Education Ref. Center	29												29
Tracked by #page views													
Consumer Reports	3137												3137
CultureGrams	45												45
Morningstar	44184												44184
NetAdvantage	6262												6262
RealQuest	72												72
Tumblebooks	160												160
Value Line	11076												11076
Tracked by courses													
Udemy	1721												1721
Tracked by Hours Used													
Rosetta Stone	95.6												95.6

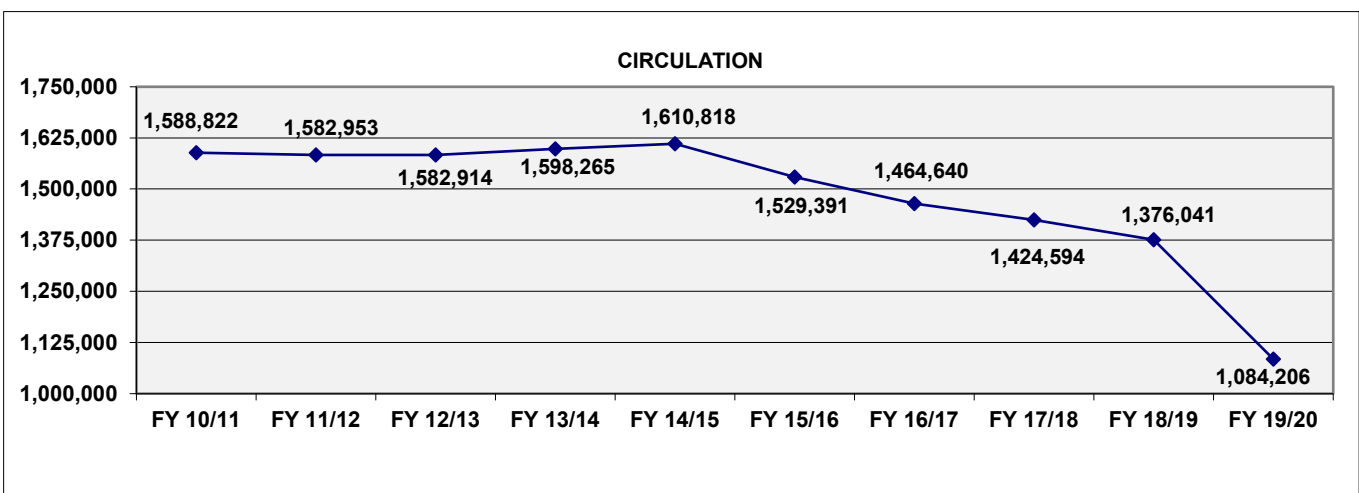
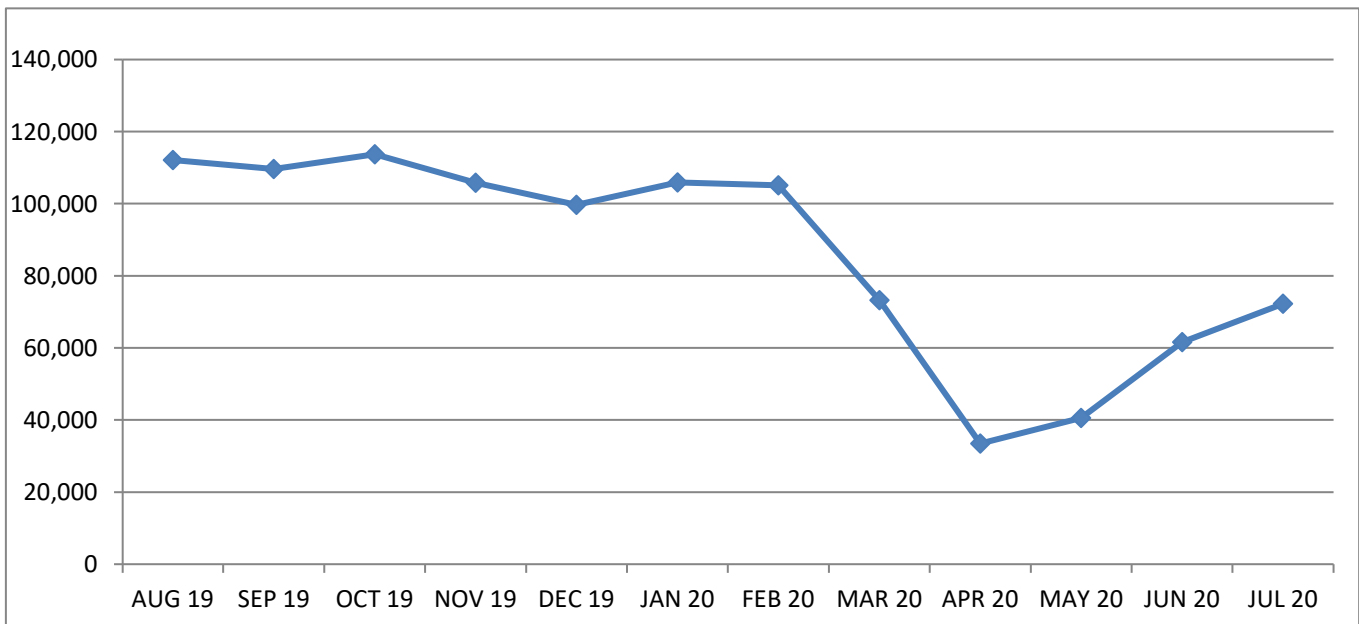
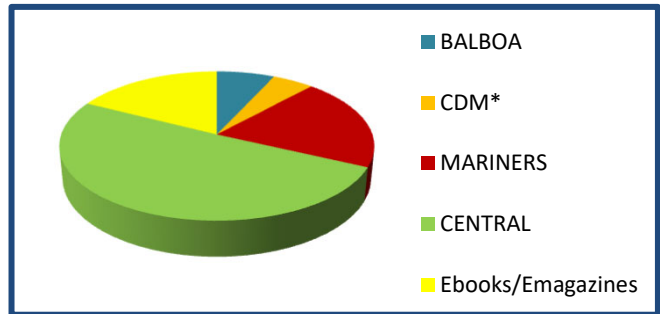
Notes:

NEWPORT BEACH PUBLIC LIBRARY - JULY 2020

CIRCULATION

LIBRARY CLOSED MAR 16 - JUL 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.

	JUL 20	YTD 20/21	YTD 19/20
BALBOA	4,985	4,985	6,255
CDM*	3,551	3,551	2
MARINERS	14,524	14,524	27,124
CENTRAL	36,521	36,521	74,224
Ebooks/Emagazines	12,642	12,642	15,767
TOTAL	72,223	72,223	123,372

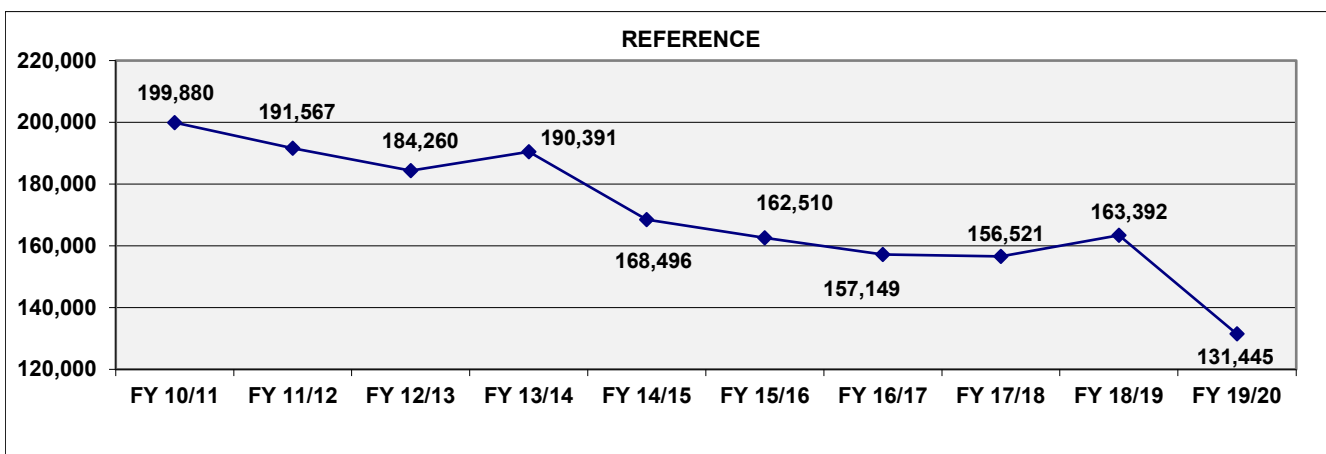
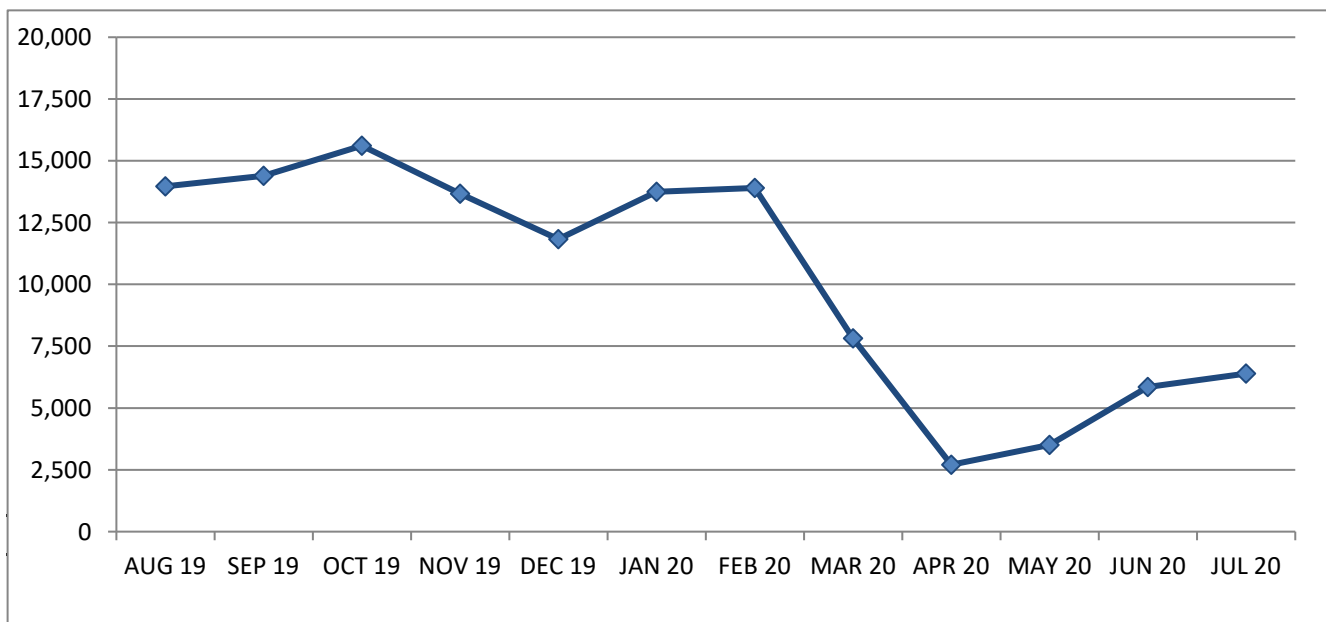
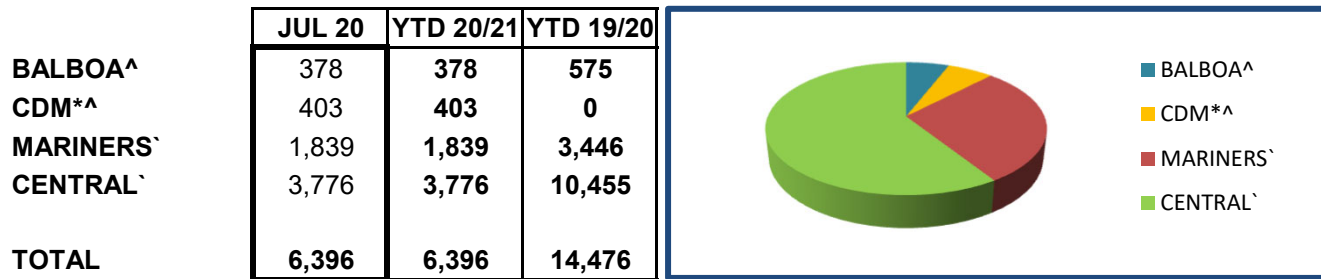


* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

NEWPORT BEACH PUBLIC LIBRARY - JULY 2020

REFERENCE

LIBRARY CLOSED MAR 16 - JUL 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.



* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

^ Includes reference phone calls and curbside phone calls.

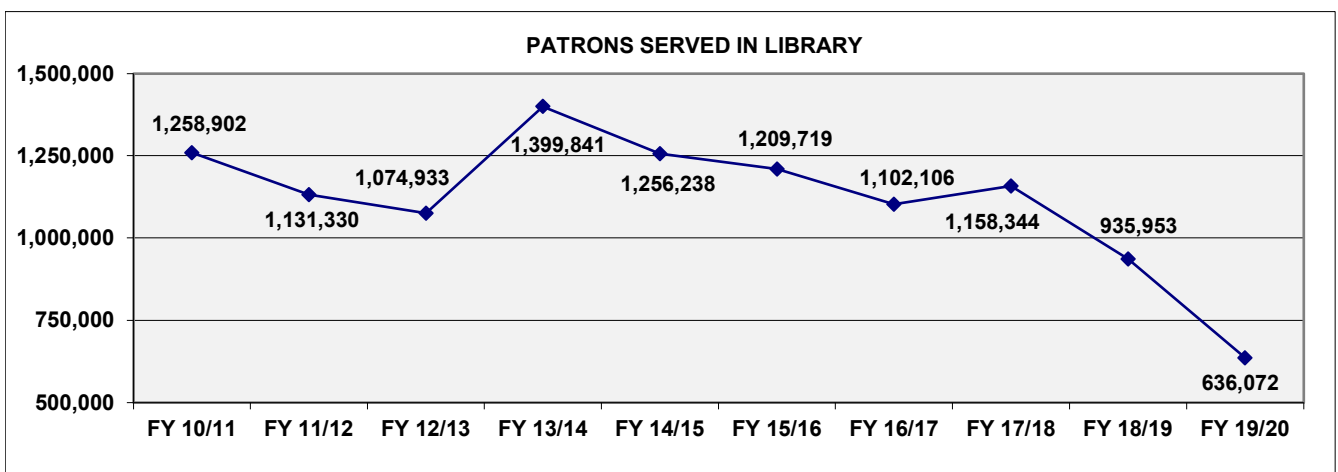
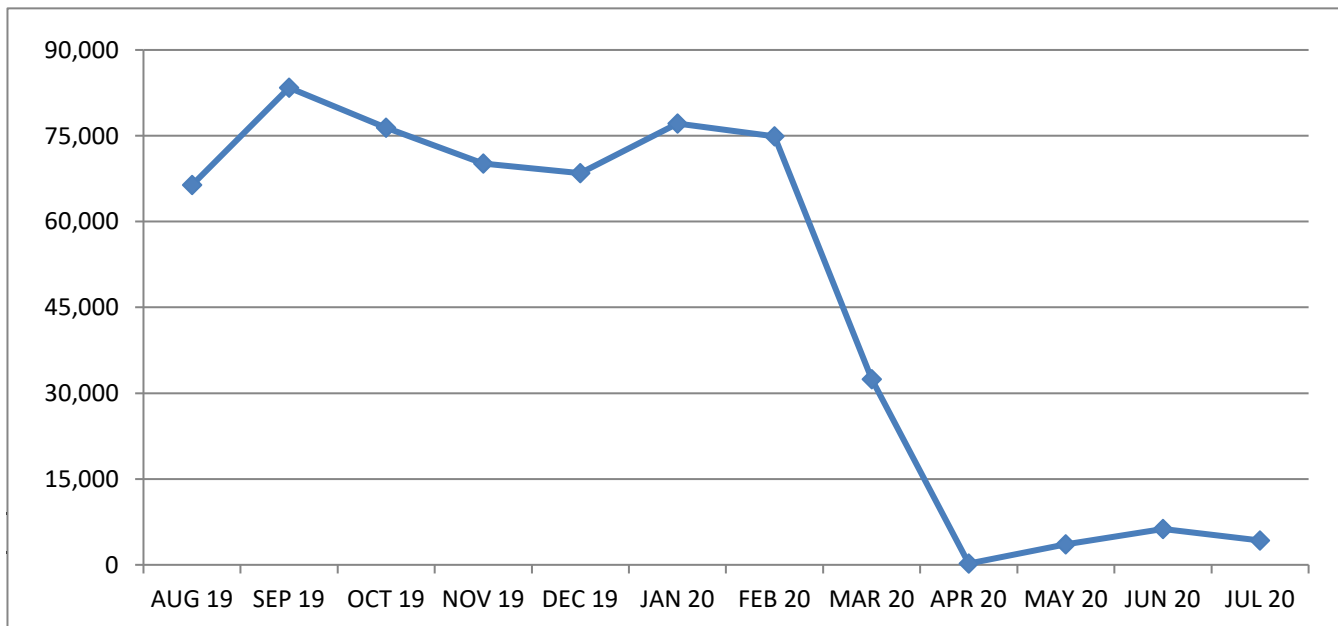
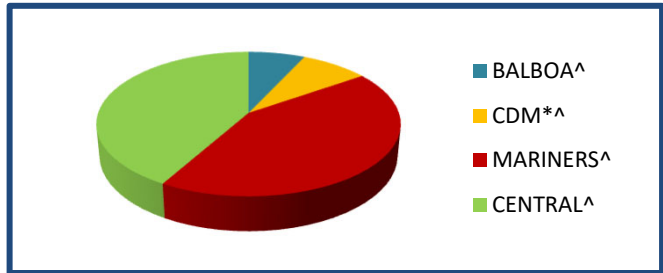
` Includes reference phone calls, curbside phone calls, reference emails, and curbside emails.

NEWPORT BEACH PUBLIC LIBRARY - JULY 2020

PATRONS SERVED IN LIBRARY

LIBRARY CLOSED MAR 16 - JUL 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.

	JUL 20	YTD 20/21	YTD 19/20
BALBOA^	294	294	4,458
CDM**^	354	354	0
MARINERS^	1,812	1,812	21,333
CENTRAL^	1,765	1,765	50,908
TOTAL	4,225	4,225	76,699



* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

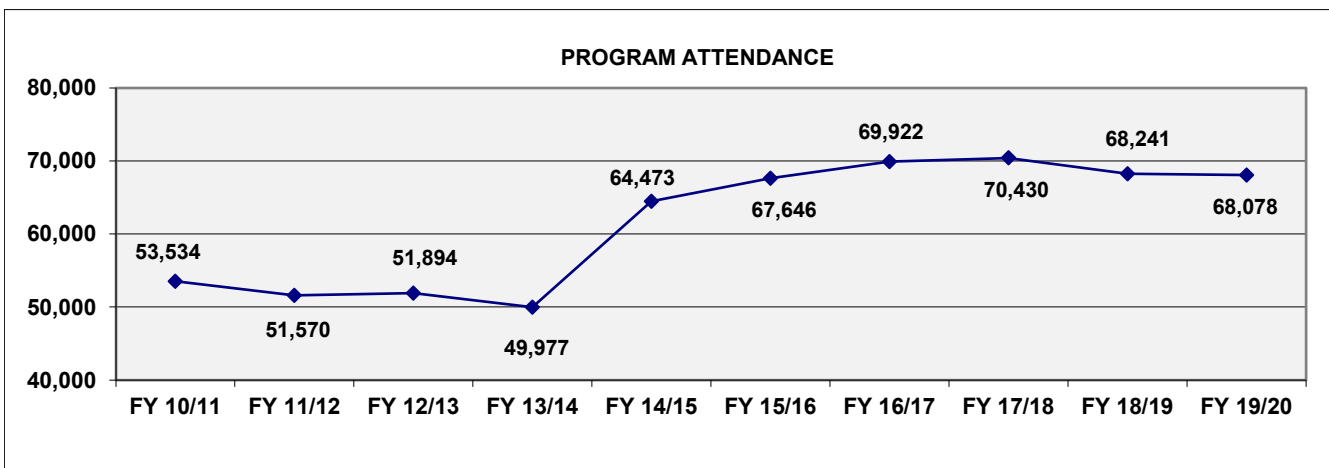
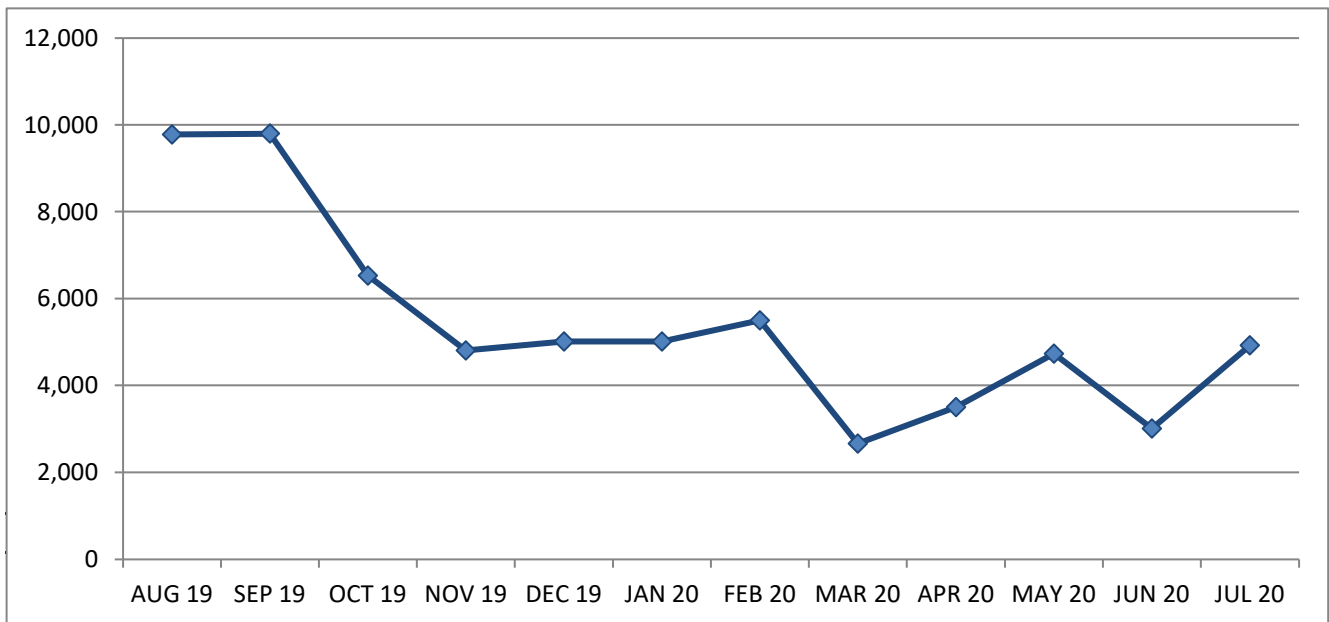
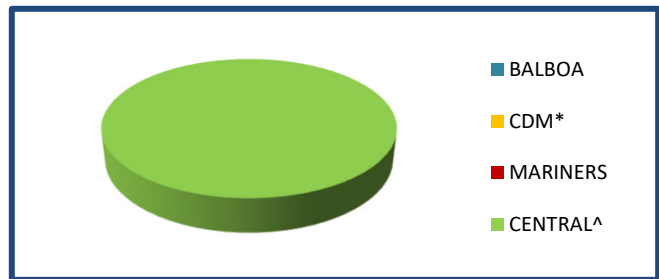
^ The number of curbside pickups at this location is being used to represent the number of patrons served.

NEWPORT BEACH PUBLIC LIBRARY - JULY 2020

PROGRAM ATTENDANCE

LIBRARY CLOSED MAR 16 - JUL 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.

	JUL 20	YTD 20/21	YTD 19/20
BALBOA	0	0	280
CDM*	0	0	300
MARINERS	0	0	1,304
CENTRAL^	4,927	4,927	5,844
TOTAL	4,927	4,927	7,728



* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

^ Includes video views and programs conducted online.

LIBRARY EXPENDITURES**FY END 2019-20**

(August 3, 2020)

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	2,758,822	79,522	116,426
SALARY PART-TIME	944,040	1,002,943	820,647	23,075	182,296
BENEFITS	2,345,669	2,359,269	2,335,578	32,477	23,691
SALARY & BENEFITS TOTAL	6,164,957	6,237,460	5,915,047	135,075	322,413
II MAINT & OPERATION					
PROFESSIONAL SERVICE*	167,773	167,773	130,825	680	36,948
UTILITIES	271,491	271,491	223,909	19,662	47,582
PROGRAMMING	5,500	8,000	7,594	3,536	406
SUPPLIES**	83,170	84,201	60,456	520	23,745
LIBRARY MATERIALS	619,740	629,842	625,618	19,461	4,224
FACILITIES MAINTENANCE	174,951	180,740	164,389	861	16,351
TRAINING AND TRAVEL	15,075	15,575	12,889	0	2,686
GENERAL OPERATING EXPENSES***	24,200	24,682	19,194	299	5,488
PERIPHERALS	5,000	6,832	3,490	920	3,342
INTERNAL SERVICE FUNDS	1,458,054	1,458,054	1,458,054	243,009	0
OFFICE EQUIPMENT	2,000	2,000	348	0	1,652
OPERATIONAL SAVINGS****	0	-108,822	0	0.00	-108,822
MAINT & OPERATION TOTAL	2,826,954	2,740,368	2,706,765	288,946	33,603
LIBRARY BUDGET TOTAL	8,991,911	8,977,828	8,621,812	424,021	356,015

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

****CITY COVID-19 BUDGET ADJUSTMENT

LIBRARY EXPENDITURES

(August 3, 2020)

FY 2020-21

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MONTHLY EXPENDED	AVAILABLE BUDGET
I SALARY & BENEFITS					
SALARY FULL-TIME REGULAR	2,933,536	2,933,536	123,146	123,146	2,810,390
SALARY PART-TIME	1,044,147	1,044,147	34,368	34,368	1,009,779
BENEFITS	2,086,990	2,086,990	57,908	57,908	2,029,082
SALARY & BENEFITS TOTAL	6,064,673	6,064,673	215,421	215,421	5,849,252
II MAINT & OPERATION					
PROFESSIONAL SERVICE*	164,393	164,393	96	96	164,297
UTILITIES	271,491	271,491	204,247	15,260	67,244
PROGRAMMING	5,500	5,500	0	0	5,500
SUPPLIES**	81,970	81,970	2,297	2,297	79,673
LIBRARY MATERIALS	619,740	619,740	125,648	125,648	494,092
FACILITIES MAINTENANCE	184,686	184,686	17,202	17,202	167,484
TRAINING AND TRAVEL	10,681	10,681	0	0	10,681
GENERAL OPERATING EXPENSES***	24,202	24,202	125	125	24,077
PERIPHERALS	5,000	5,000	0	0	5,000
INTERNAL SERVICE FUNDS	1,858,439	1,858,439	0	0	1,858,439
OFFICE EQUIPMENT	2,000	2,000	0	0	2,000
MAINT & OPERATION TOTAL	3,228,102	3,228,102	349,615	160,628	2,878,487
LIBRARY BUDGET TOTAL	9,292,775	9,292,775	565,037	376,050	8,727,738

*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	Lecture Hall Update		Ongoing
Ongoing	COVID-19 Update		Ongoing
Ongoing	Policy Review (See List Below)		Ongoing
Aug 19, 2019	Information Technology Update		Aug 17, 2020
Apr 23, 2019	Branch Update - Balboa		Aug 17, 2020
June 17, 2019	Branch Update - CDM		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
Jan 21, 2020	Review Holidays / Meeting Schedule 2021		Jan 19, 2021
Jan 21, 2020	Newport Beach Public Library eBranch & Database Review		Jan 19, 2021
Feb 24, 2020	Annual Budget - Preliminary Review		Feb 16, 2021
Feb 24, 2020	Arts & Cultural Update		Feb 16, 2021
Apr 20, 2020	Annual Budget - Approval		Apr 20, 2021
Apr 20, 2020	Library Material Selection & Downloadable Services		Apr 20, 2021
June 15, 2020	Media Lab Update		Jun 14, 2021
June 15, 2020	Marketing Update & Social Networking Update		Jun 14, 2021
June 15, 2020	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)		Jun 14, 2021
June 15, 2020	Adult and Reference Services Update		Jun 14, 2021
Jul 20, 2020	Election of Board of Library Trustees Officers/Trustee Liaisons		Jul 19, 2021
Jul 20, 2020	Proposed Library Closures for Winter Holidays 2020		Jul 19, 2021
LAST REVIEWED	POLICY REVIEW		
Aug 20, 2018	NBPL 2	Collection Development Policy (formerly City Council Policy I-3)	Aug 17, 2020
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
Jan 21, 2020	NBPL 3	Library Gift and Donor Policy (formerly City Council Policy I-4)	Jan 17, 2022
Jun 15, 2020	NBPL 12	Circulation Policy	Jun 14, 2021
Jul 20, 2020	CC I-1	Library Services Policy (Council Policy I -1)	Jul 19, 2021

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Rebecca Lightfoot, Adult Services Coordinator

TITLE: Collection Development Policy (NBPL 2)

RECOMMENDATION:

Staff requests that the Board review and approve the Newport Beach Public Library Collection Development Policy. Staff does not have any recommended changes.

DISCUSSION:

The purpose of the Collection Development Policy is to provide guidelines for the selection of a variety of print and non-print materials to meet the informational, educational and recreational needs of the community. The selection of materials is inclusive rather than exclusive, in which staff, guided by Board policy, develops collections to support the needs of an informed public, reinforcing the Library's mission, "to be the cultural, educational and informational heart of Newport Beach."

In selecting materials, library staff use professional judgement, principles of librarianship, knowledge of literature and resources, training, and experience to select materials representing differing points of view in a variety of formats, thus creating a balanced collection.

The Board of Library Trustees last amended the policy at their August 20, 2018 regular 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 Collection Development Policy (NBPL 2)
- B. Customer's Request for Evaluation of Library Resources

Collection Development Policy

It is the intent of the Board of Library Trustees that the Newport Beach Public Library provide a variety of print and non-print materials to meet the informational, educational and recreational needs of the entire community.

The Library seeks to provide breadth and depth within the collection, various points of view, and differing formats. The Library endeavors to balance materials of permanent value with those of current interest. Materials are selected based on their content as a whole, not on selected excerpts. Race, nationality, or political, social, moral, or religious views of an author will not affect the selection of materials.

Selection is based on merit of the work; value of the work within the collection; and the needs and interests of the community. Consideration is given to specific types of material; to materials for specific age groups; to materials for special interests of customers; and to differing formats of materials. These selection criteria will apply equally to materials purchased and to those accepted as gifts.

The selection of materials is made by library staff. Customers making requests that items be added to the permanent collection will be referred to the "Suggest a Title" form located on the Library's website. Suggestions from library customers are encouraged and receive serious consideration.

Many items which are not in the collection are available to library customers, through established interlibrary loan practices. Concurrently, the Library participates in universal borrowing, established by the California Library Services Act, Article 4, Section 18731, which states, "A public library participating in universal borrowing shall not exclude the residents of any jurisdiction maintaining a public library." This allows Newport Beach Public Library customers direct access to materials housed in other participating public libraries in Orange County and throughout the State of California.

The Library believes that the use of library materials is an individual and private matter. All customers are free to select or reject materials for themselves; they may not restrict the freedom of others to read or inquire. Parents have the primary responsibility to guide and direct the use of library materials by their own minor children.

In support of the above principles, the Library endorses the [Library Bill of Rights](#) and [The Freedom to Read Statement](#) as adopted by the American Library Association Council.

Library customers with concerns about a specific title in the collection shall be provided with a copy of the Library's "Collection Development Policy" and asked to complete the "[Customer's Request for Evaluation of Library Resources](#)" form, [Attachment I](#) of the Collection Development Policy.

Library staff shall evaluate the material, based on the "Collection Development Policy" established by the Board of Library Trustees. A recommendation shall be forwarded to the Library Services Director who shall respond in writing to the customer. Any unresolved concerns shall be referred to the Board of Library Trustees for final decision.

[\[Attachment I – Customer's Request for Evaluation of Library Resources\]](#)

Adopted - October 22, 1990

Amended - October 28, 1991

Amended - January 24, 1994

Reassigned - April 8, 2003

Corrected (Att. II) – October 10, 2006

Revisions Approved – November 16, 2010

Amendments Approved by City Council – September 27, 2011

Amended – August 20, 2018

Formerly I-16

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.

ATTACHMENT I

CUSTOMER'S REQUEST FOR EVALUATION OF LIBRARY RESOURCES

We appreciate your interest in the materials which have been selected for inclusion in the collection of the Newport Beach Public Library. If you have a concern about a specific item, we would appreciate your assistance in addressing the matter. **Please fill out this form and return it to the Site Manager.** The staff will evaluate the material and forward a recommendation to the Library Services Director.

Name _____ Date _____
Address _____
City _____ State _____ Zip _____ Phone _____

Resources on which you were commenting:

Book	Audiovisual Resource
Magazine	Content of Library Program
Newspaper	Other

1. Title _____
2. Author/Producer _____
3. What brought this title to your attention? _____

4. Have you seen or heard reviews of this material? _____
5. Please comment on the resource as a whole. _____

6. Please note your **specific** objections. _____

7. What resource(s) would you suggest to provide additional information on this topic? _____

Please use the back of this form if additional space is needed. Thank you for taking the additional time to complete this form. Your request for evaluation will be given careful consideration and a response provided.

Newport Beach Public Library

Newport Beach, California

Corrected - October 10, 2006
Revised - November 16, 2010
Revised - August 20, 2018

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Evelyn Rogers, Balboa Branch Librarian

TITLE: Balboa Branch Report

DISCUSSION

The Balboa Branch Library is the “original” Newport Beach Public Library, established in May of 1929 when a 2200 square foot building was constructed around existing public restrooms. There have been two expansions; one in 1952 and another in 1960 when the building was expanded to the current 6000 feet.

The Balboa Branch maintains two special collections. The Nautical Collection consists of fiction, nonfiction, and DVDs with a focus on boating and sailing, manuals, narratives, and history. With the intention of updating and increasing use, this year staff focused on inventorying, evaluating, and weeding the Nautical Nonfiction and Nautical Reference collections. The Nautical Reference collection was so underused that it made sense to integrate it with the Nautical Nonfiction collection, which does see use. Now the former reference books are available to check out, and are displayed in a much more visible place, integrated into the circulating collection.

Another of Balboa’s special collections is the 3D Blu-ray collection for adults and children. This summer, the 3D Blu-rays have noticeably been circulating more than usual.

For children’s programming, the branch typically offers two story times a week, as well as one special program per month. With the library being closed to the public, in-person programming is suspended but staff has been participating in creating virtual story times. The modified version of the Summer Reading Program has been popular, with many repeat participants from past years happy to join in this year. Branch staff has received many kind words and thanks for keeping SRP going.

Personnel

The Balboa Branch is staffed by one full-time librarian, one part-time library assistant, two part-time clerks, and one part-time page.

The “Balboa Crew” has remained the same over the last couple years, with Branch Librarian Evelyn Rogers, Library Assistant Camille Escareal-Garcia, Clerk Mike Payne, Clerk Debbie Williams-Lopez, and Page Rachel Savage.

During the closure, the crew has done an outstanding job pivoting to duties outside of their typical duties. All have expressed a willingness to do what it takes during this time, and all have had good attitudes about new and out of the ordinary duties.

Evelyn Rogers and Camille Escareal-Garcia contributed creativity and crafting skill to Summer Reading preparation. Both appear on the Children's SRP page. Ms. Rogers presented a couple video story times and Ms. Escareal-Garcia has produced some marvelous crafts and materials for the summer program.

Mike Payne has been valuable as the library transitions to a new ILS. He participated in much Circulation training before the system went live. Since the system has been live, Mike has been in frequent contact with the ILS team, helping to identify issues.

Debbie Williams-Lopez is working one day a week at the Corona del Mar Branch, and Rachel Savage is working all her shifts at the Mariners Branch.

Facility Maintenance

A Unique Space

The Balboa Branch has a unique layout as the building has been expanded since its inception. Many of the branch's longtime customers enjoy its singular charms. Over time, library collections and customer needs have changed.

At 91 years old, the Balboa Branch is the oldest operating City building in Newport Beach. Major building issues have been addressed by the Library Administration and City Public Works. Building issues have included roof and window leaks. Major work has been completed to repair damaged ceilings. The company who completed the repairs seamlessly patched large sections of the ceiling where mold abatement had previously been completed.

Space issues include lack of power outlets, lack of study space, and varying degrees of adequate shelf space. Staff manages the shelving and study space as best as possible within the building. During the closure, staff has been able to spend more time evaluating and shifting some of the collections, in order to create space.

Collection Maintenance

Balboa's collection consists of 32,100 items. Staff continues the ongoing goal of weeding and updating the branch's various collections, thereby offering relevant materials while cleaning up the space and providing better ease of access.

Popular Collections

This summer, movies for adults and kids, adult fiction and cookbooks, and children's fiction and picture books have been especially popular.

Nonfiction

Staff has completed an inventory of Adult Nonfiction. This project did wonders to clean up and update this collection. Many outdated books, books on the shelf but no longer in the catalog, and damaged books were found and removed. The inventory was also useful for staff to review the items within subjects, to determine how frequently items circulate, to evaluate the condition items were in, and to determine which subjects circulate the most (self-help, health, cookbooks, travel, and history).

Public Service

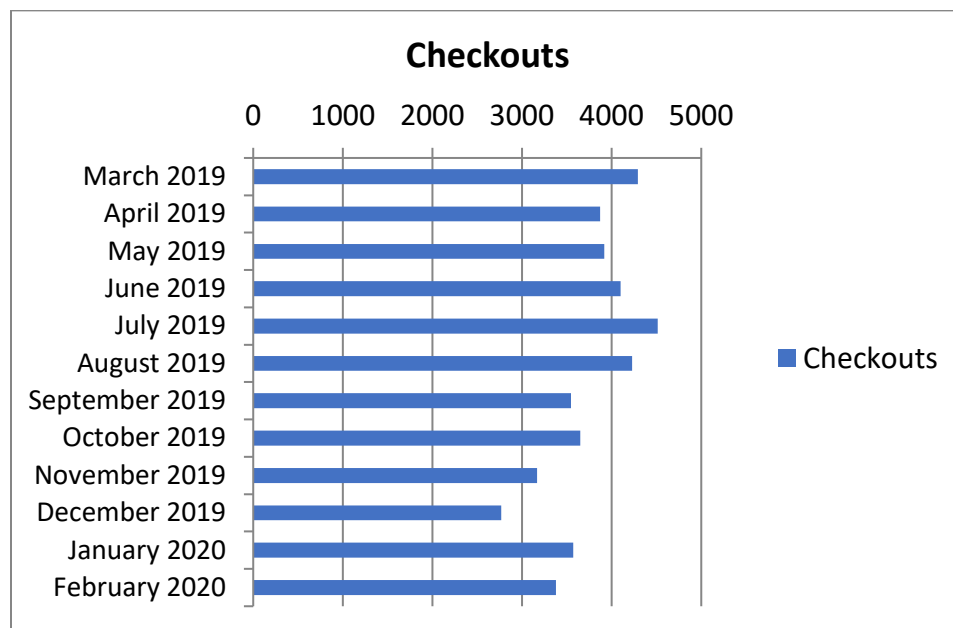
Circulation and Reference Services

Balboa's service population is 11,621 (the area of Newport Beach City Council District 1, which includes Balboa Peninsula and Lido Isle).

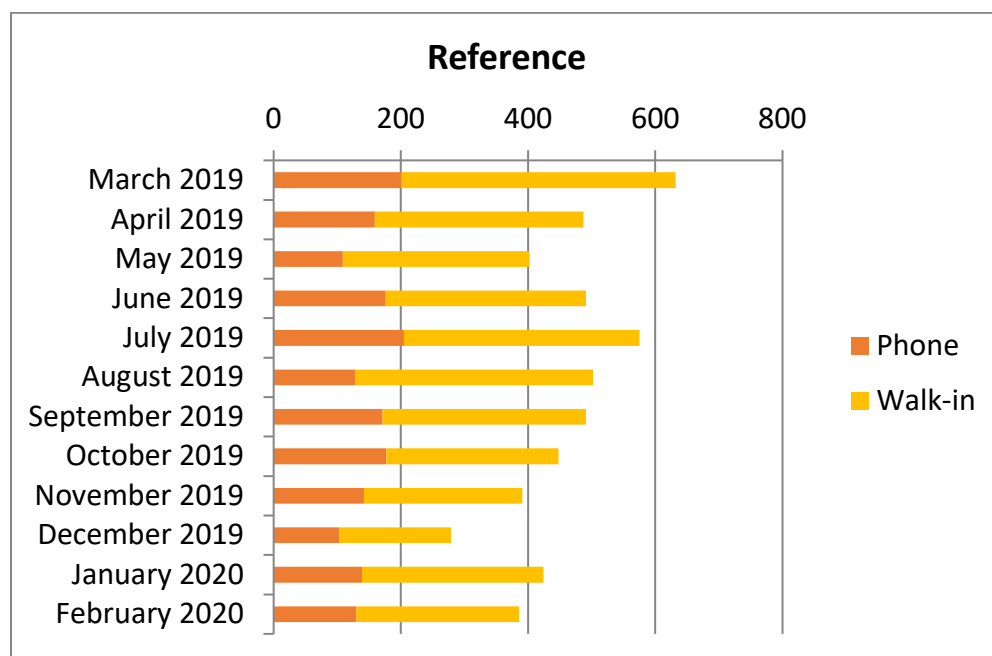
The following section has two parts: March 2019 to February 2020 which is pre-closure; and March to July 2020 which is during the closure.

March 2019 to February 2020

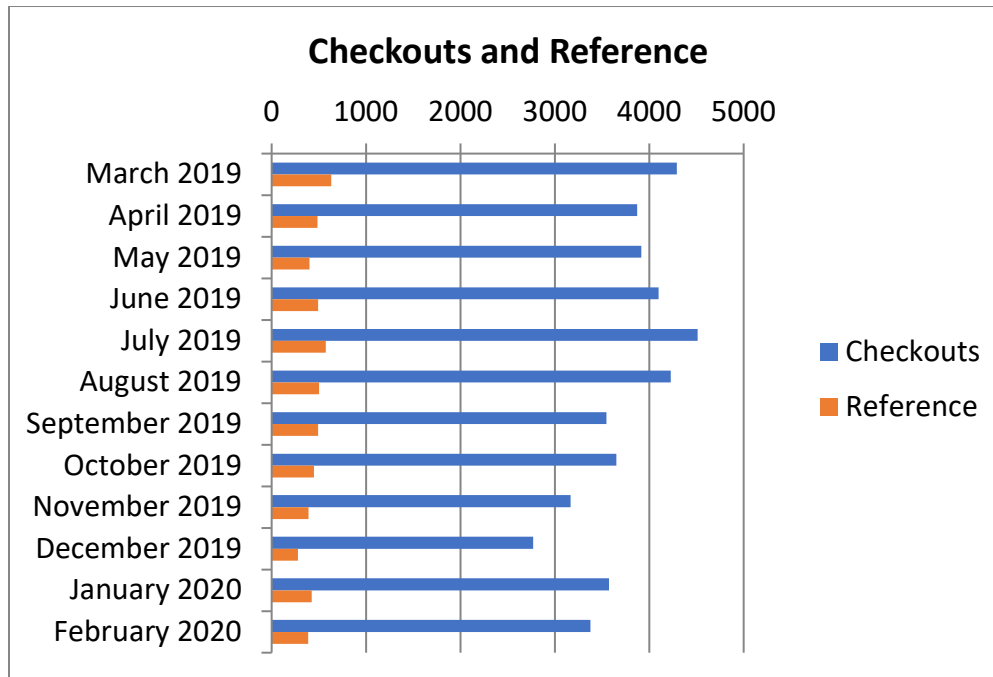
45,000 Balboa Branch items checked out in the period from March 2019 to February 2020.



For the same time period the branch saw a total of 5,508 walk-in and telephone reference questions:

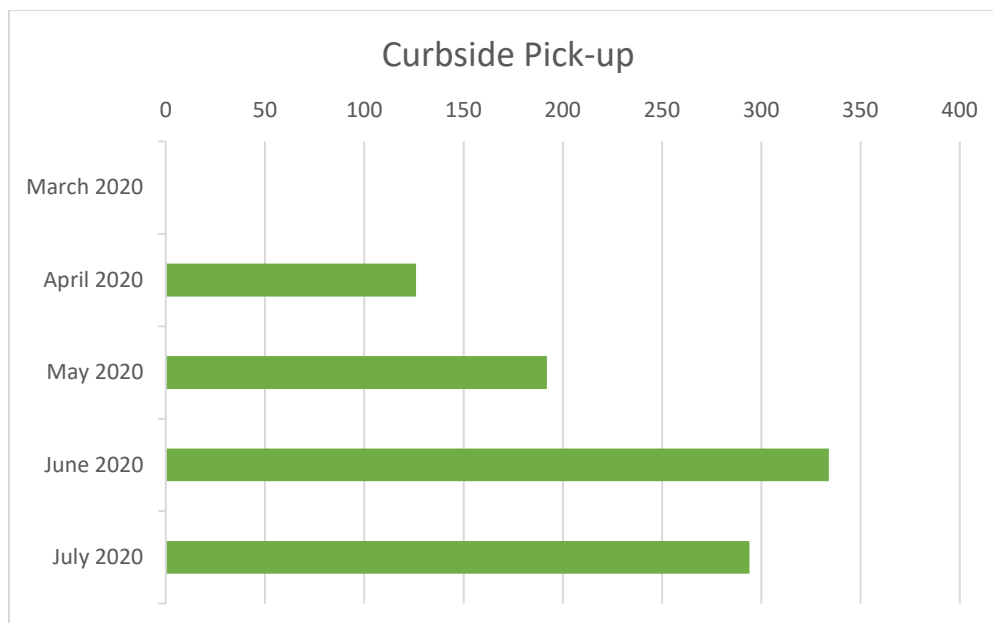


Circulation and reference together:

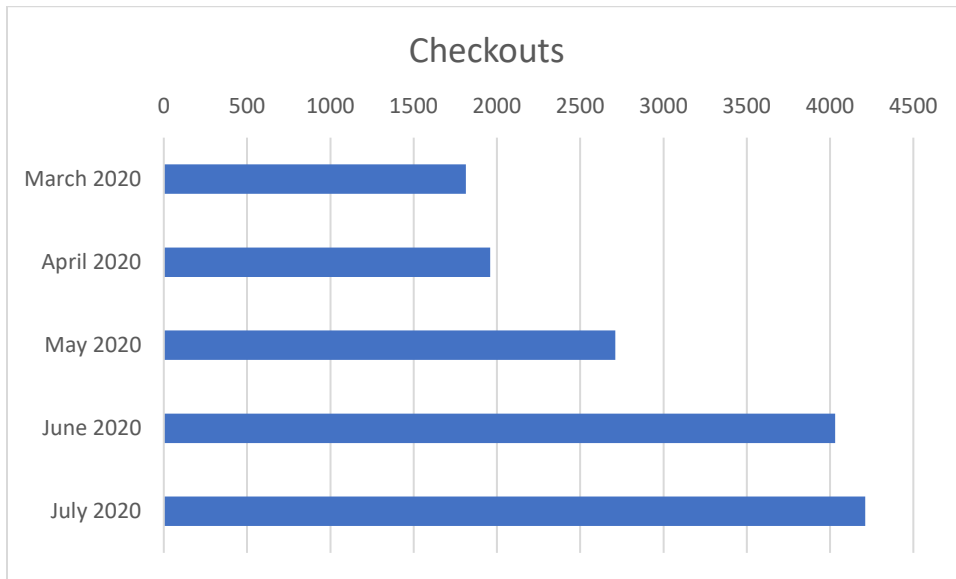


March to July 2020

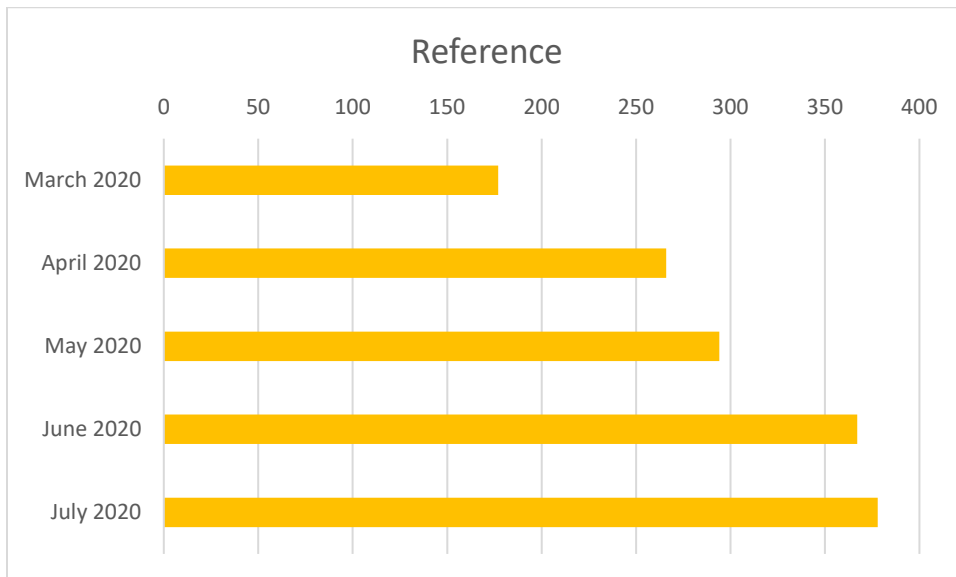
Curbside Service started in early April. Curbside and Reference counts saw a big increase in June.



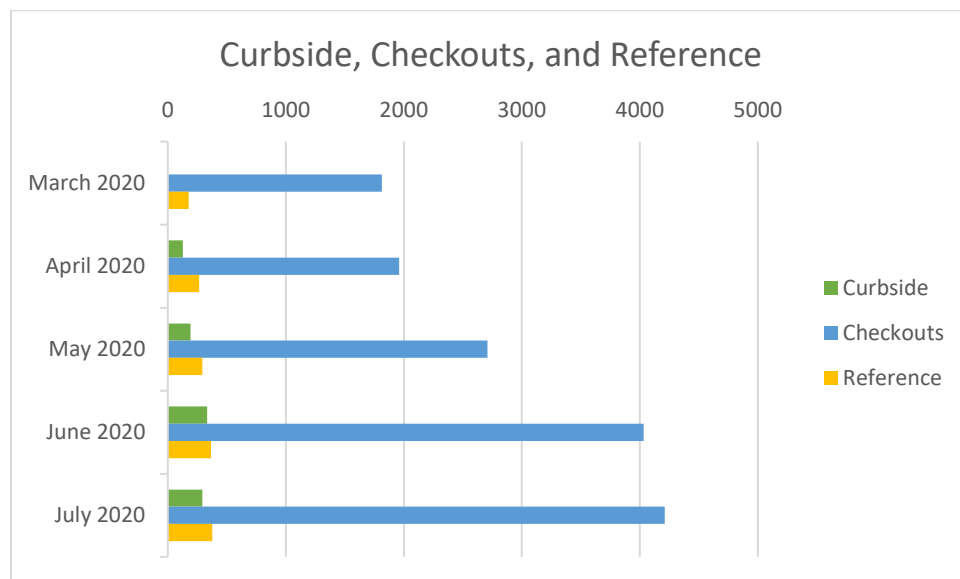
Checkouts:



Reference:



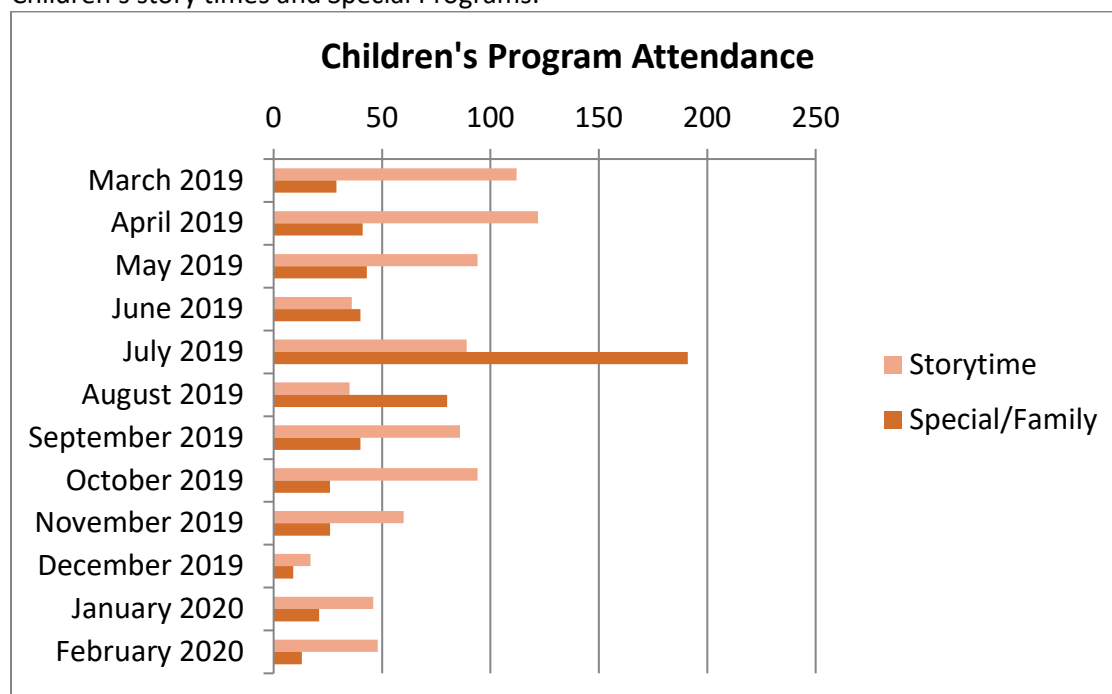
Curbside Service, Checkouts, and Reference:



Children's Services and Program Attendance

The Balboa Branch presents two children's story times per week under normal circumstances. Preschool Storytime and Books & Babies each have a regular group of attendees. Monthly special programs involving crafts or performers are presented for children as well. In the period from March 2019 to February 2020, the branch saw 839 story time attendees and 559 special program attendees.

Children's story times and Special Programs:



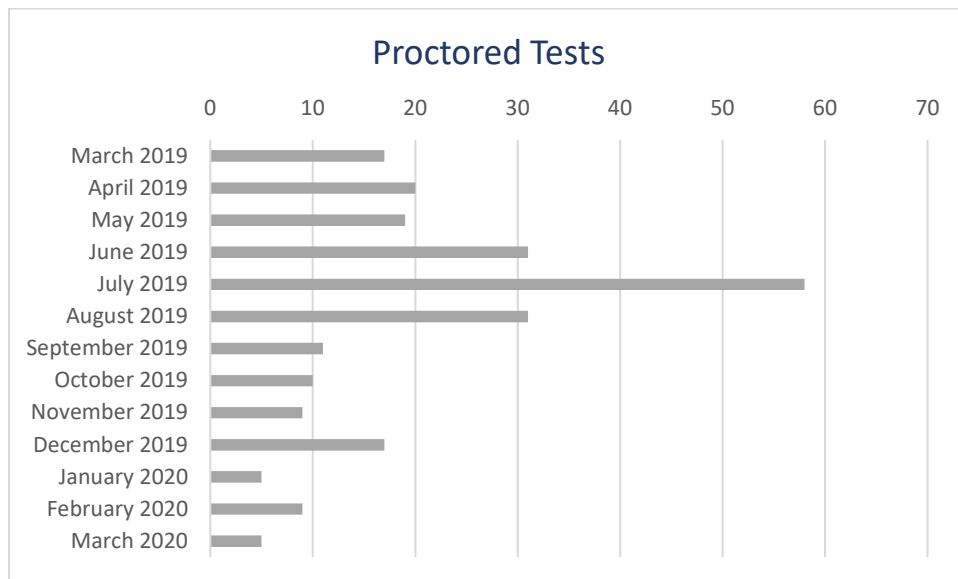
Summer Reading

Story time numbers tend to drop a little bit in the summer, but special program numbers increase significantly. During the seven weeks of the 2019 Summer Reading Program, 311 people attended special programs. 105 children, 10 teens, and 7 adults signed up for Summer Reading at the branch. 36 children, 5 teens, and 7 adults finished the “reading” aspect of the Summer Reading Program.

A modified 2020 Summer Reading Program was presented. Using curbside service, kids, teens, and adults were able to participate and pick up prizes. Staff made festive decorations for the curbside tables, and displayed samples of available crafts there to draw people in.

Test Proctoring

The Balboa Branch continued to provide test proctoring services before the closure. The past year saw a significant increase in proctored tests. With (as most things Balboa) a spike in July. 238 tests were proctored at the branch between March of 2019 and February of 2020, for a total of 91 more tests than last year.



All test proctoring was suspended in mid-March 2020 and has not resumed at this time.

Summary Comments

The Balboa Branch remains a peninsula treasure, with many locals expressing gratitude for curbside service, Summer Reading, and the efforts of staff to provide library materials during the ongoing pandemic.

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: Debbie Walker, Branch and Youth Services Coordinator

TITLE: Public service hours at Balboa Branch Library

RECOMMENDATION:

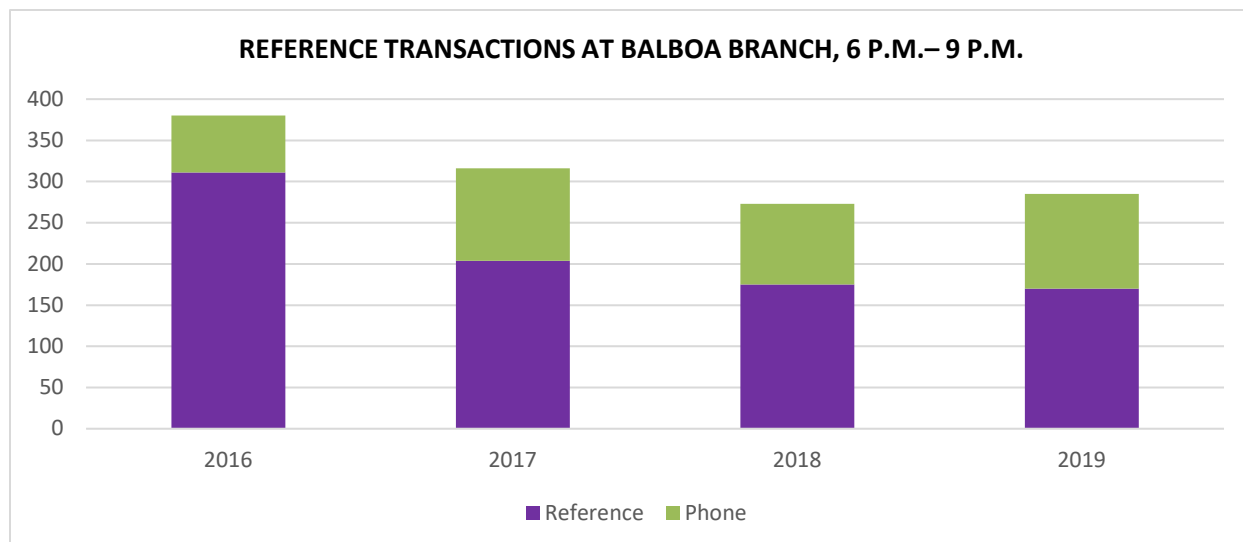
Staff recommends that the Board of Library Trustees approve eliminating night hours on Mondays and Wednesdays at the Balboa Branch and scheduling additional children's programming during daytime hours.

DISCUSSION:

The Balboa Branch Library currently maintains the following public services hours:

SUNDAY	CLOSED	
MONDAY	9 a.m.	9 p.m.
TUESDAY	9 a.m.	6 p.m.
WEDNESDAY	9 a.m.	9 p.m.
THURSDAY	9 a.m.	6 p.m.
FRIDAY	9 a.m.	6 p.m.
SATURDAY	9 a.m.	6 p.m.

Based on reference questions asked, cost per reference transaction, visits, and circulation statistics, staff recommends eliminating night hours at the branch. Since 2016, library staff has recorded statistics regarding night usage. These include reference questions asked, reference phone calls taken by staff, and visits, and circulation. The statistics indicate that evening usage of the branch is low. The Balboa Branch is open two nights per week, minus holidays and early closing days, totaling 96 nights per year for each year since 2016. The chart below shows the decrease in reference and telephone questions at the branch during this period.



COST PER REFERENCE TRANSACTION

Library managers commonly use transaction statistics to determine appropriate service hours and staffing, and to determine the cost of staffing. The cost of a reference transaction is determined by dividing the hourly salary of the staff who handled the reference transaction by the number of reference transactions in an hour.

In 2016, the branch fielded 523 questions between the hours of 6:00 and 9:00, for an average of 5.4 questions per night. In 2019, the branch fielded 378 questions between the hours of 6:00 and 9:00 for an average of 3.9 questions per night, or a little over one question per hour. 2019 had a slight increase from 2018, which saw 332 questions fielded.

Currently, the branch has a staffing complement of one Library Assistant and one Library Clerk between the hours of 6 and 9 p.m. One of Balboa's assigned Clerks are scheduled on Monday nights. On Wednesdays, a clerk from the Central Library is assigned to work at the branch, which impacts Central's staffing, where evening business is markedly higher.

Library Assistants are assigned to field reference questions. The Library compensates Balboa's Library Assistant at \$26.78 per hour. For the 1.3 questions an hour fielded in 2019 (during 288 night hours), the cost per question is \$20.60. Because of job classifications, and Person-In-Charge (PIC) responsibilities, the Library is unable to staff the branch with personnel who are compensated at a lower level. While answering reference questions is not a Library Assistant's sole assigned duty, the workload for this position is correspondingly light during night hours.

CIRCULATION

Circulation statistics are also low on Monday and Wednesday evenings at Balboa branch.

In Fiscal Year 2017-18, patrons checked out an average of 7 items per hour from 6 p.m. to 9 p.m. In Fiscal Year 2018-19, patrons checked out an average of 5.7 items per hour from 6 p.m. to 9 p.m. The statistics continue to trend downward in the current fiscal year as patrons average 5.3 checkouts per hour from 6 p.m. to 9 p.m.

VISITS

Branch staff has been keeping detailed evening statistics since January 2018. The branch averages about 15 visits per evening, or 3.75 visits per hour.

CONCLUSION

Due to the extremely low volume of reference questions, visits, and low circulation, it is not cost-effective to have the Balboa Branch open for night hours. Eliminating night hours would allow current staff to focus more on programming. Currently the branch offers two storytimes per week, plus one special program per month. Staff proposes augmenting the existing children's programs with an additional weekly program, perhaps those involving hands-on STEAM (Science, Technology, Engineering, Arts and Math) education, computer coding, "Learn 'N' Play" programs, or sensory play. Having staff typically assigned to working night hours scheduled during the day would also provide service during busy times. The branch offers test proctoring which is a well-used and revenue-generating service. Many times, potential test-takers have been turned away, simply because the staff was not available to handle more than one test at a time.

NOTICING:

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TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Annika Helmuth, Corona del Mar Branch Librarian

TITLE: Corona del Mar Branch Report

DISCUSSION:

While Corona del Mar is home to the newest library building in the City, it is certainly not a community new to the library. In fact, the Corona del Mar community have long been great champions of their neighborhood library. The original Corona del Mar Library dates to the mid-1940s. With a growing residential population in need of a library closer than the peninsula, where the only city library at the time was located, library officials, in coordination with the Corona del Mar Business Association, opened a station of the City library in a small storefront on Goldenrod and Pacific Coast Highway. The City station library then relocated to a building on the grounds of the old Corona del Mar School before moving to its current location on Marigold Avenue in the early 1950's. After over 60 years of service to residents and visitors alike, a building worn but venerated, and with strong support from both the Corona del Mar community and Board of Library Trustees, the City approved plans for design and complete re-construction of a new joint-use facility with the neighboring, and equally aging, Fire Station No. 5. In April 2018, a groundbreaking ceremony commenced full demolition of both the library and fire station, and construction of the new facility began shortly thereafter. A year and a half later, the new Corona del Mar Library re-opened to the public on September 17, 2019.

Personnel

The Corona del Mar Library is staffed by one full-time librarian and one full-time clerk with page coverage provided by Central Library staff. Upon re-opening in September 2019, Annika Helmuth, Librarian II, resumed duties as Branch Librarian. Library Assistant Daisy Hernandez, assigned to Corona del Mar upon re-opening, was promoted to full-time Library Clerk in March 2020 and, though in a new capacity, remains part of the Corona del Mar Library team.

Facility Maintenance

At 3,801 square feet, the new facility is bright, open, welcoming, features modern amenities such as noise dampening and energy efficient materials, a central HVAC system, water bottle filling station, reading porch, and stroller parking (to name a few), all while exuding the charm and charisma of the revered original neighborhood library. Most newly built facilities require minor warranty repairs and adjustments, however, Corona del Mar Library has needed little maintenance. An early facility use assessment revealed needs for increased parking lot and building signage. In January 2020, the aging decade-old exterior book drop, further deteriorated due to multiple relocation efforts, was replaced. In the new year, a treasured part of the old facility was also installed. An original Chuck Jones art piece, dedicated to the Children of Corona del Mar Library in 1991, was hung in the children's area of the library.

Collection Maintenance

With a generous donation from the Friends of the Newport Beach Library and the Newport Beach Public Library Foundation, Corona del Mar Library re-opened with a completely new collection of

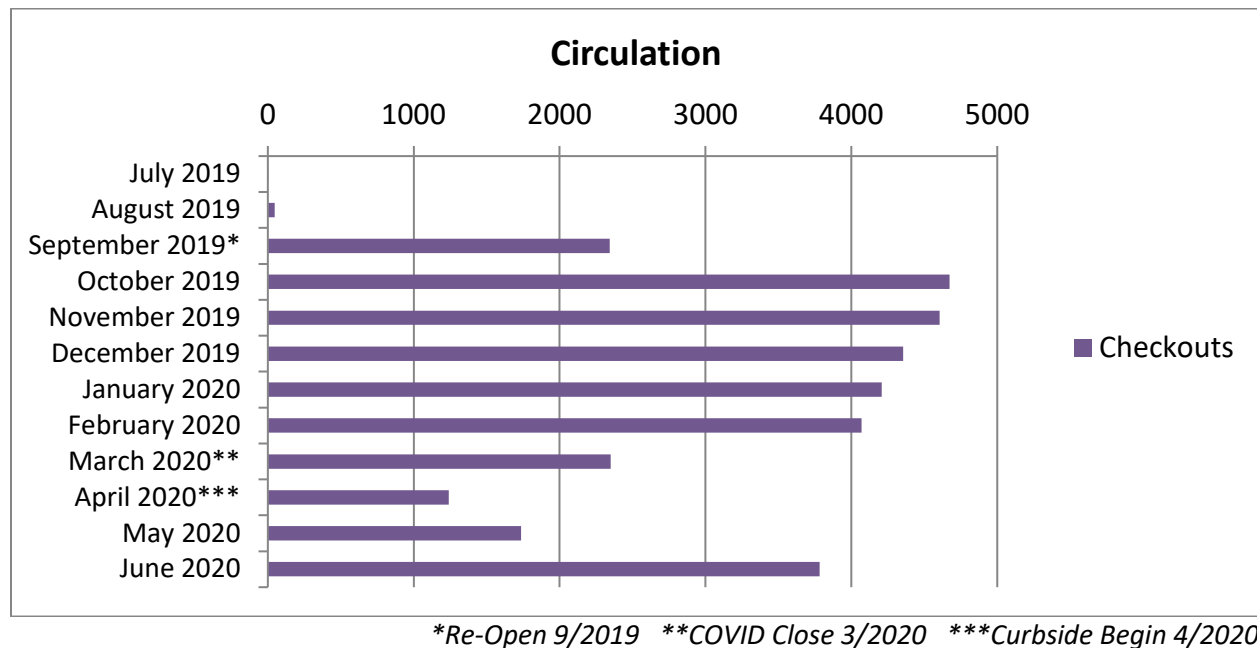
approximately 11,000 items. Treasured collections include extensive DVD selections, brilliant new children's titles, and a popular adult fiction collection. Staff continue to assess collection use and order new materials based on patron and branch needs. As the collection matures and circulates, weeding processes will ensure the branch materials remain fresh and valuable to the community. Similarly, staff continue to evaluate shelving layouts to ensure functional, accessible, and equitable access to materials for both staff and patrons.

Public Service

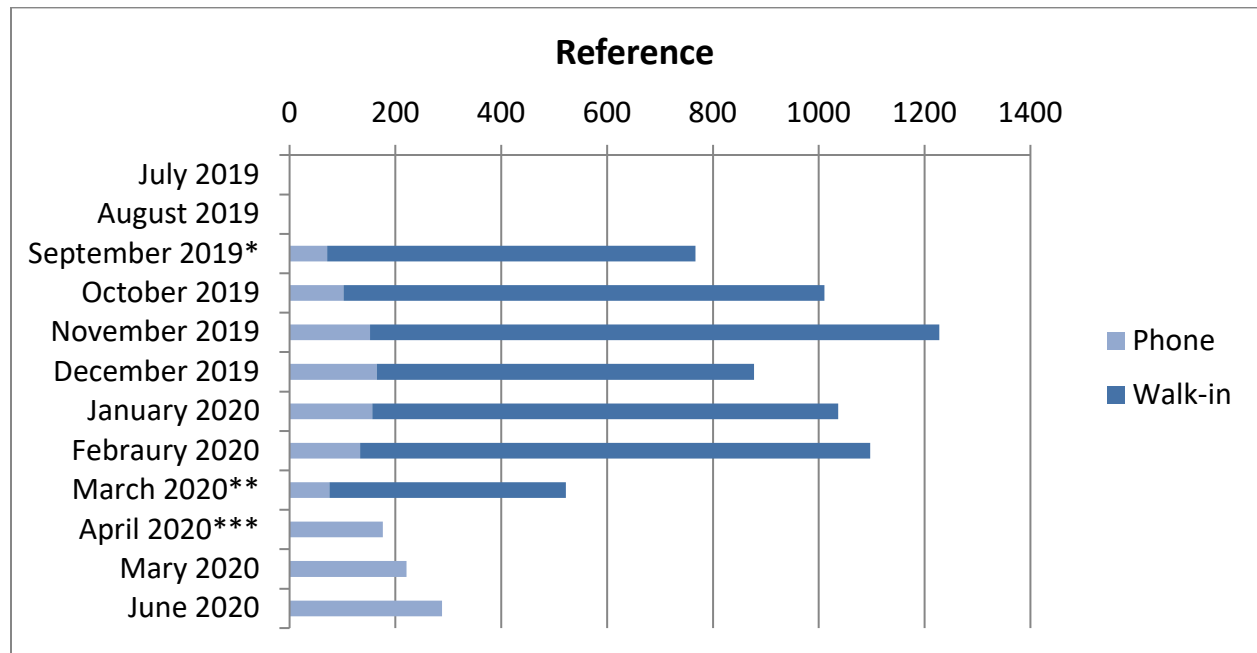
Circulation and Reference Services

Serving Council District 6, with a population of 11,909, as well as neighboring Districts and cities, including many visiting patrons from Laguna Beach, Corona del Mar Library re-opened with new service hours, Monday through Saturday 9am – 6pm (closed Sundays) for a total 54 hours per week. Corona del Mar Library moved to a curbside service model in April 2020 following COVID-related closures. Patrons often express immense gratitude for continued access to materials during unprecedented closures.

A total of 33,415 Corona del Mar Library items checked out from July 2019 through June 2020.

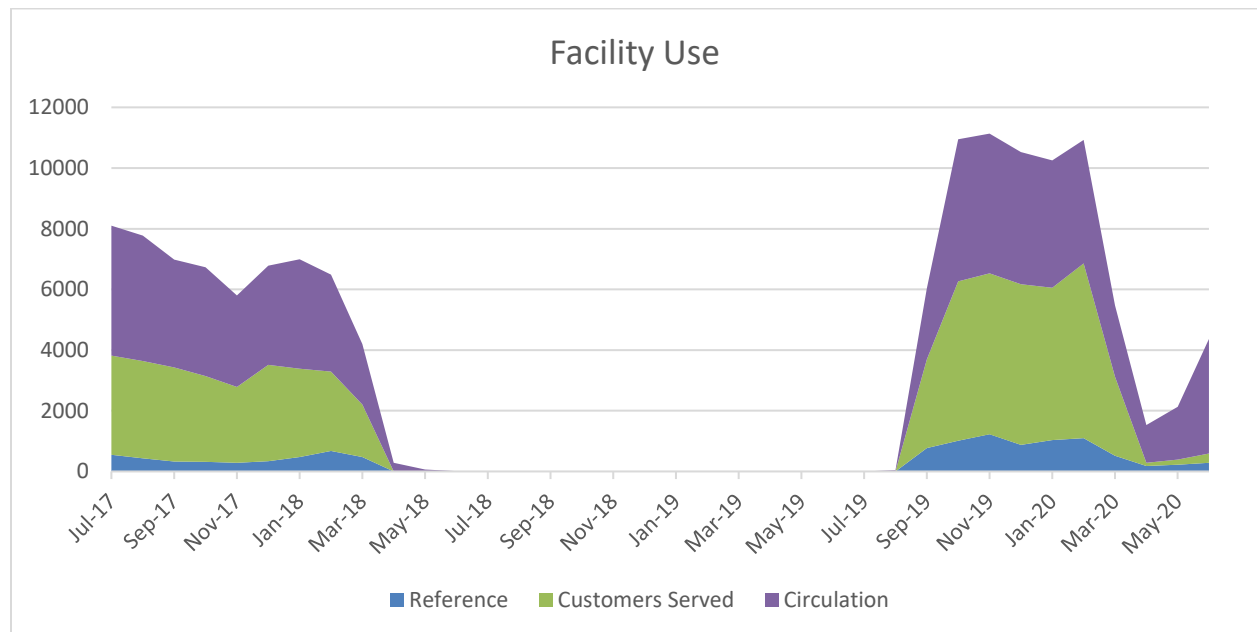


For the same time period, Corona del Mar Library answered 7,225 reference questions including walk-in and telephone interactions.



*Re-Open 9/2019 **COVID Close 3/2020 ***Curbside Begin 4/2020

Facility use, as measured by circulation, customers served, and reference interactions, is notably higher in 2019-2020 than prior to re-construction closures in 2017-2018.



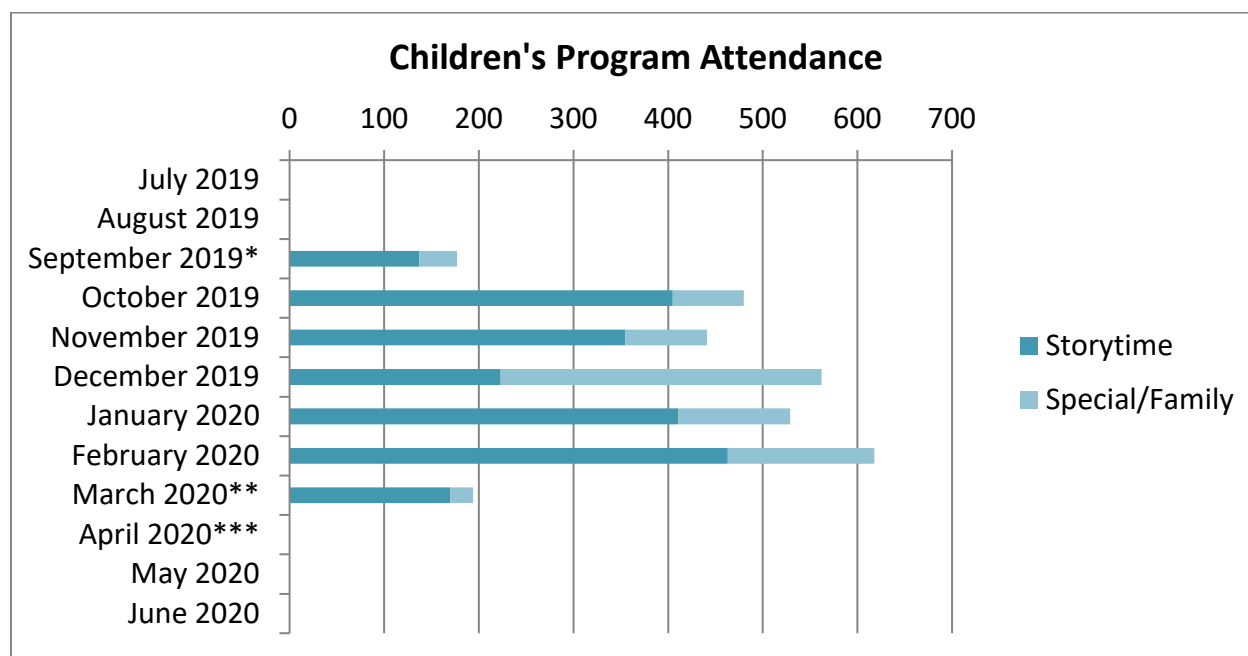
*Closed for re-construction 3/2018 **Re-Open 9/2019 ***COVID Close 3/2020 ****Curbside Begin 4/2020

Children's Services and Program Attendance

Corona del Mar Library often sees caregivers and children reading, interacting with children's materials and manipulatives, and studying and tutoring in the open and lively children's area. Since re-opening, the children's area has steadily become a hub of family and neighborhood connection and engagement.

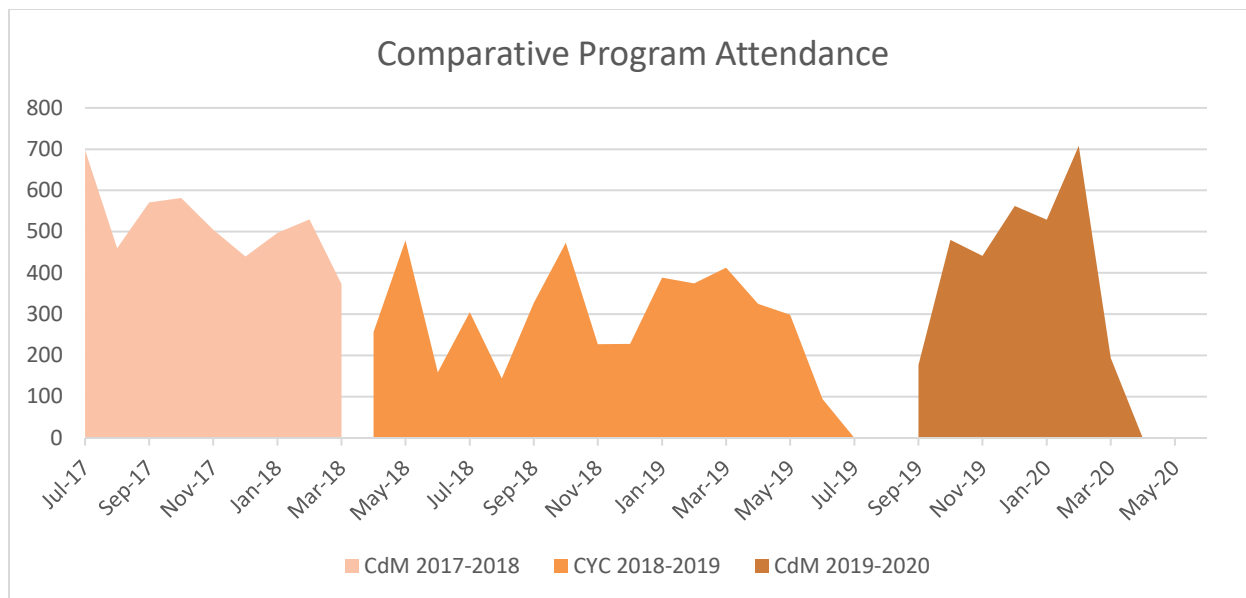
Demand for children's programs at Corona del Mar Library remains steadfast. Corona del Mar Library hosts two story times each week, Books and Babies and Preschool Storytime. As news of the facility's re-opening spread through the neighborhood, attendance numbers rose back to pre-closure levels. Caregivers continue to express appreciation for dedicated stroller parking as many families walk to the library for story time. In addition, new children's programs were added including bi-weekly drop-in crafts, monthly specialty programs including themed crafts and performers, and weekly sensory play (launched in January 2020). Sensory play is described as a stay-and-play program with interactive and tactile items for ages 2 – 6 that engage a child's senses, encourage critical thinking, foster imagination, strengthen fine-motor skills, and provide opportunities for language development. Unfortunately, sensory play had a short pilot season due to COVID-related closures but received substantial and increasing interest in just two-short months.

COVID-related closures forced all children's programs system-wide to move online, however, Corona del Mar Library proved an excellent location to film video story times. The new Tune-In Tuesdays video story time series features the colorful and vibrant children's area of Corona del Mar Library as backdrop. In the period from July 2019 to June 2020, Corona del Mar Library saw 2,164 story time participants and 837 specialty program attendees for a 12-month total programs turnout of 3,001.



*Re-Open 9/2019 **COVID Close 3/2020

Program attendance levels continued to rise as word spread about the newly re-opened facility. As is shown on the following graphic, programs were well attended at the old Corona del Mar Library in 2017-2018. Children's programs then moved off-site to the Community Youth Center from 2018-2019 where attendance levels varied. Upon re-opening the new facility in September 2019 to March 2020, program attendance steadily increased surpassing pre-closure numbers in February 2020. Unprecedented facility closure due to the global coronavirus pandemic halted all library programming in March 2020.



Closed for re-construction 3/2018 **Re-Open 9/2019 *COVID Close 3/2020*

Outreach

Grand Opening Ceremony:

In July 2019, over 300 community members, neighbors, City Staff and Officials, and library supporters attended a Grand Opening Ceremony for the Corona del Mar Library and Fire Station No. 5. It was an impressive event with prominent speakers and an official ribbon cutting. Library staff distributed custom Corona del Mar Library book bags and a delicious assortment of home baked cookies were offered by the Friends of the Library on the Library's new reading porch.

Corona del Mar Christmas Walk:

On December 8, Corona del Mar Library joined the festivities for the highly attended 41st Annual Corona del Mar Christmas Walk, hosting approximately 700 walkers. Visitors enjoyed coffee and sweet treats on the Friends of the Library Reading Porch, crafts at the children's tables, and two magic shows performed by crowd favorite, magician Mark Gibson.

Class Visit:

In February 2020, Corona del Mar Library was excited to host Newport Coast Elementary's second grade class for a tour. Approximately 75 students and 15 adults also enjoyed story time, crafts, a snack outside on the Friends of the Library Reading Porch, and an exclusive tour of the upstairs Fire Department No. 5 facilities. Students and parents alike expressed excitement for and were very impressed with the new facility. Hand-written thank you notes from students were graciously received by Branch Librarian Helmuth. One note reads: "Thank you for an amazing tour to the CDM library. The library had amazing books and the best fire station."

Comments

Corona del Mar Library is resilient as ever. An unprecedented year, Corona del Mar Library continues to adapt and strive for excellence in service through both times of great excitement and great uncertainty.

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: Donation Acceptance from Friends of the Newport Beach Library

RECOMMENDATION:

Staff recommends the Board of Library Trustees accept a donation of \$10,000 from the Friends of the Newport Beach Library. These funds will be used to furnish and stock the new Passport Office and Gift Shop.

DISCUSSION:

As a City-designated support group for the Newport Beach Public Library, the Friends of the Library Bookstore, through their bookstore and quarterly book sales, generates funds year-round for children's programs, summer reading materials, furnishings, services and collections.

Staff recommends that the Board of Library Trustees accept this donation. If accepted, the donation will be allocated into the supplies and furniture/fixtures operating accounts. Library staff has identified vendors for merchandise, display fixtures, and photographic equipment for passport services.

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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: Donation from Newport Beach Public Library Foundation on Behalf of the Victor Klein Trust

RECOMMENDATION:

Staff recommends the Board of Library Trustees accept a \$25,000 donation from the Newport Beach Public Library Foundation on behalf of the Victor Klein Trust.

DISCUSSION:

The Newport Beach Public Library Foundation received a \$25,000 check from the Victor Klein Trust. Victor and Barbara Klein were long-time Library supporters and are fondly remembered by Foundation and Library staff.

The Trust requests that the donation be utilized to support Children's Services. The donation will be used to purchase children's materials system-wide in a variety of formats including Children's e-content, which has seen an increase in usage during the COVID-19 pandemic.

Staff recommends that the Library Board of Trustees accept this donation. If accepted, staff will allocate the donation into the library materials operating accounts.

NOTICING:

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TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton

TITLE: COVID-19 Closure Update

DISCUSSION:

[“Guidance on Closure of Sectors in Response to COVID-19”](#), issued by the California Department of Health on July 13, 2020, states that, as a consequence of current rates of disease transmission and the increase in hospitalizations and ICU utilization due to COVID-19, the business sector which includes public libraries will remain closed until the rate of community spread infection is reduced.

While there is presently no timeline for opening facilities, the Library has prepared a plan for reopening that is flexible and can be adjusted to evolving public health guidance. This plan was reviewed and approved by the Board of Library Trustees at their June 2020 meeting.

Despite the closure, Library service has been robust. From April 1 to July 31, the Library has circulated 114,888 physical items through curbside services. Curbside circulation increased by 21% from April to May, 52% from May to June, and 12.5% from June to July.

In the same period, NBPL patrons searched Library databases from their home or office 520,427 times and asked 18,459 reference questions over the telephone or through e-mail.

Library patrons have downloaded 75,479 e-books and e-magazines during the closure and streamed 4,389 films through Kanopy. 16,340 patrons enjoyed NBPL’s virtual programming, which includes video of recent Library programs and new content developed exclusively for at-home viewing. In that same period, there has been 14,339 total views on the NBPL YouTube channel.

An important issue during the closure and with the implementation of curbside services has been the quarantining of returned items. As information is disseminated, and we learn more about COVID-19 transmission, the Library has adjusted its quarantine period for returned items. In order to safeguard the health of patrons and staff, Newport Beach Public Library is currently quarantining all items for 96 hours after their return. Based on a study commissioned by the Institute of Museums and Library Service, Batelle Memorial Institute, a private nonprofit applied science and technology development company, conducted tests by applying the virulent SARS-CoV-2 virus (the virus that causes COVID-19) on five materials held at standard room temperature and humidity conditions. The materials tested included the following items:

- Hardback book cover (buckram cloth)
- Softback book cover
- Plain paper pages inside a closed book
- Plastic book covering (biaxially oriented polyester film)
- DVD case
- Glossy paper pages
- Magazine pages
- Children's board book

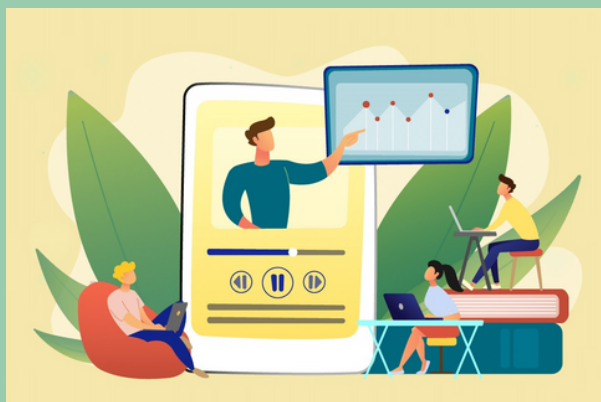
Results show that the SARS-CoV-2 virus was not detectable on the materials after four days of quarantine. Initially, the study recommended 72 hours of quarantine, but further testing revealed that the virus persisted longer on glossy book pages, magazine pages, and board books. The evaluation demonstrates that standard office temperature and relative humidity conditions typically achievable by any air-conditioned office space provide an environment that allows for the natural attenuation of SARS-CoV-2 present on these common materials after four days of quarantine. For the complete report, visit: <https://www.webjunction.org/news/webjunction/test2-results.html>

NOTICING:

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LITERALLY SPEAKING

AUGUST 2020 EDITION



The Next Online New Learner Orientation will be 9/16 at 10am

NMUSD recently sent out notification that the 20-21 school year will start out using distance learning. It is so important that parents are able to work with their children to ensure their progress. For parents that struggle with reading, writing and communicating in English, this presents a big problem. If the parent struggles, it is very likely that the children will struggle as well. Literacy programs around the State are ready to help. If you know somebody that needs assistance, please contact us at literacy@newportbeachca.gov



IN OUR OWN WORDS

Become a published author! We encourage all learners to submit original stories, articles, essays, poems and more for the next edition of *In Our Own Words*.

All writings should be under 500 words. We are impressed with the response we've received so far and cannot wait to share.

Email your submissions to:
literacy@newportbeachca.gov

Submission Date Extended to 8/30/2020



The California State Library is working on a time capsule and inviting learners, tutors & supporters to participate in this project. Submit your creative writing, photograph or drawing, etc. that shares your quarantine experience. [Click Here](#)

Donations Welcome

Donations by credit and debit can be made online:
<http://bit.ly/NMPLDonate>

Donations through the mail can be made via check:
Newport/Mesa ProLiteracy
1000 Avocado Avenue
Newport Beach, CA 92660

Tax ID 93-1011706

Class Dates & Online Events

8/3	Morning Book Club
8/4	Life Skills: Idioms
8/4	Evening Book Club
8/5	News You Can Use
8/6	Writing Your Story
8/12	Grammar & Vocabulary
8/18	Public Speaking & Daily Conversation
8/19	Tutor Connection
9/16	New Learner Orientation
9/23 & 30	Tutor Training



Would you be willing to leave a review for Newport/Mesa ProLiteracy?

Stories from people like you will help us make an even bigger impact in our community. GreatNonprofits – the #1 source of nonprofit stories and feedback – is honoring highly regarded nonprofits with their 2020 Top-Rated List. Writing about your experience will help us raise visibility for our work. All content will be visible to potential donors and volunteers. It's easy and only takes a few minutes. [Click here to leave your review.](#)



News For You Online

Learn to read. Read the news.

News for You is a weekly print and online publication for adult learners that uses current events and human interest stories to engage learners' interest while building skills in reading, comprehension, vocabulary, and more.

[Click Here](#) for easy-to-read news stories that can help you learn to read, write, speak, and understand the English language. Seven new stories are posted each Wednesday, along with audio, exercises, vocabulary, a crossword puzzle, a word search, and a poll.

Contact the Literacy Office for the password

ROLES & GOALS

Learner Name _____



- The Roles & Goals form is not a checklist. Instead, use it to begin a conversation with the adult learner concerning what they would like to accomplish through their efforts in the program.
- Use this sheet to set learner goals initially, to update the status of previously set goals, or to set new goals to be worked on over the next few months.
- When updating previously set goals, use this form to indicate whether the learner is making progress, has met, or is no longer interested in a particular goal.
- You may also report additional information about unanticipated achievements by the learner.
- Use dates (month/year) to indicate date goals were set or updated. Previous goals may be reset by updating the "Date Making Progress" column.
- Also on a separate worksheet, please share what you and the learner have seen as real-life indicators (evidence) of goal achievement.
- For additional information, please see *Roles & Goals Instructions* and *FAQ* sheet.

My Goals as a Lifelong Learner	Date Goal Set	Date Making Progress	Date Goal Met	My Goals as a Worker	Date Goal Set	Date Making Progress	Date Goal Met
Learn the alphabet, letters, and sounds				Search for a job			
Learn math skills				Apply for a job			
Read a book				Interview for a job			
Read a more difficult book				Get a job or a better job			
Read news or a magazine				Perform current job tasks better			
Write a note, message, or text				Use work related technology			
Write a letter, poem, story, or essay				Read work-related material			
Fill out a form or application				Write work-related material			
Use new technology skills				Obtain a license or certificate			
Use the library							
Get a diploma							
Other Goals in the Lifelong Learner Role				Other Goals in the Worker Role			

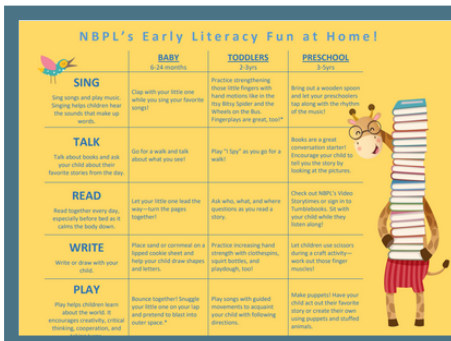
Introducing the New Roles & Goals 2020-2021 Form

The state made a few minor changes that reflect updated goal achievement and measurement of progress (not just accomplished goals). Please use this form to report new goals for the 2020-2021 fiscal year.

[Click Here to Download](#)

Learners' Writing Corner

The most favorable thing is that I participated in a Literacy Program to help us to involve the community and to improve our English. There were the classes for reading, writing, life skill idioms and the census, above all, I've got an English tutor to improve my English understanding. All these peoples are volunteers. These kind persons contribute their time and passion to help others like me. It makes me feel not lonely at all.



ATTENTION ALL PARENTS: EARLY LITERACY KIT

Newport Beach Central Library's children's department is offering literacy kits for kids ages 6 months to 5 years old that includes books and activities.

[Click Here for Family Storytime Bundles](#)

