



CITY OF NEWPORT BEACH Board of Library Trustees AGENDA

Newport Beach Public Library – 1000 Avocado Avenue, Newport Beach
Monday, May 19, 2014 – 5:00 p.m.

Board of Library Trustees Members:

Jill Johnson-Tucker, Chair of the Board
Jerry King, Vice-Chair of the Board
Eleanor Palk, Secretary of the Board
Robyn Grant
John Prichard

Staff Members:

Tim Hetherton, Library Services Director
Elaine McMillion, Administrative Assistant

1) **CALL MEETING TO ORDER**

2) **ROLL CALL**

3) **PUBLIC COMMENTS**

Public comments are invited on agenda items. Speakers must limit comments to five (5) 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 silent mode.

4) **APPROVAL OF MINUTES – April 7, 2014 Meeting**

5) **CURRENT BUSINESS**

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items. 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, staff or the public request specific items to be discussed and/or removed from the Consent Calendar for separate action.

A. CONSENT CALENDAR

1. **Customer Comments** - Monthly review of evaluations of library services through suggestions and requests received from customers.
2. **Library Activities** - Monthly update of library events, services and statistics.
3. **Expenditure Status Report** - Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department.
4. **Board of Library Trustees Monitoring List** - List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

B. ITEMS FOR REVIEW AND POSSIBLE ACTION

1. **Donor Wall** – Staff requests that the Board of Library Trustees approve a \$100,000 donation to the Newport Beach Public Library Foundation.
2. **Sound Lab Policy and Media Center Use Policy** – Staff submits the Sound Lab Policy and the Media Center Use Policy for Board approval.

3. **Adult Services Update** – Adult Services Coordinator Natalie Basmaciyan provides an update on Adult Services resources and programs.

C. MONTHLY REPORTS - No written reports created prior to the Board of Library Trustees Meeting

1. **Library Services Director Report** - Report of Library issues regarding services, customers and staff.
2. **Friends of the Library Liaison Report** – Vice-Chair Jerry King's update of the most recently attended Friends of the Library Board's monthly meeting.
3. **Library Foundation Liaison Report** – Trustee Robyn Grant's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **DSLS Liaison Report** - Trustee Eleanor Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.

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

7) 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 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.

8) ADJOURNMENT

This Board of Library Trustees 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 Board of Library Trustees may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

It is the intention of the City of Newport Beach 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, the City of Newport Beach will attempt to accommodate you in every reasonable manner. If requested, this agenda will be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Please contact the City Clerk's Office 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) 644-3005 or cityclerk@newportbeachca.gov.

CITY OF NEWPORT BEACH

Board of Library Trustees Meeting Minutes April 7, 2014 – 5:00 p.m.

The agenda for the Regular Meeting was posted on Wednesday, March 26, 2014, at 4:50 p.m. on the City Hall Electronic Bulletin Board located in the entrance of the City Council Chambers at 100 Civic Center Drive; at 3:00 p.m. on the City's website, and at 2:30 p.m. in the Meeting Agenda Binder located in the entrance of the City Council Chambers at 100 Civic Center Drive.

CONVENED AT 5:00 p.m.

1) **CALL MEETING TO ORDER** – Vice -Chair Jerry A. King called the meeting to order.

2) **ROLL CALL** – Roll call by Administrative Assistant Elaine McMillion.

Trustees Present: Vice-Chair Jerry King, Secretary Eleanor Palk, and Robyn Grant
Trustees Absent: Chair Jill Johnson-Tucker, John Prichard

Staff Present: Library Director Tim Hetheron, Support Services Coordinator Melissa Kelly, Youth Services and Branch Coordinator Debbie Walker, Adult Services Coordinator Natalie Basmaciyan, Librarian Mona Kobersy, Administrative Assistant Elaine McMillion, Marketing Specialist Katherine Mielke, and Library Assistant Susan Groux

3) **PUBLIC COMMENTS**

Mr. Mosher reserved the right to comment on agenda items B.4 and B.5, after they have been presented, as there were no written reports included in the meeting packet prior to the meeting.

4) **APPROVAL OF MINUTES** – March 3, 2014 Meeting Minutes

Page 3, Item 3, Paragraph 2, sentence 7:
Change employee's to employees.

Page 3, Item C1, last sentence:
Change Brach to Branch.

Page 4, Item 4, beginning of the first sentence to read as:
Trustee Prichard reported that the DSLS lecture attendance has been good, and that the DSLS committee members attended their retreat at the end of December where they

Page 4, Item 4, second to last sentence:
Change streamline to streamlined.

Motion made by Trustee Palk and seconded by Trustee Grant and carried (3-0-0-2) to approve the minutes of Monday, March 3, 2014 as amended.

AYES: King, Palk, Grant
NOES: None
ABSTENTIONS: None
ABSENT: Johnson-Tucker, Prichard

5) CURRENT BUSINESS

A. CONSENT CALENDAR

- 1. Customer Comments – Monthly review of evaluations of library services through suggestions and requests received from customers.
- 2. Library Activities – Monthly update of library events, services, and statistics.
- 3. Expenditure Status Report – Monthly expenditure status of the Library’s operating expenses, services, salaries, and benefits by department.
- 4. Board of Library Trustees Monitoring List – List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Motion made by Trustee Grant and seconded by Trustee Palk and carried (3-0-0-2) to approve the Consent Calendar Items as presented.

AYES: King, Palk, Grant
 NOES: None
 ABSTENTIONS: None
 ABSENT: Johnson-Tucker, Prichard

B. ITEMS FOR REVIEW AND POSSIBLE ACTION

1. Marketing Report

Marketing Specialist Katherine Mielke distributed the printed Library Marketing Update 2013-2014. She gave an overview on what marketing goals were accomplished over the past year. Marketing objectives and goals for 2014-2015 listed on the handout were also reviewed and discussed. The Library brochure will be revised in the upcoming months. Floor plans for each branch location are also being prepared. A seventy inch rectangular digital sign is being installed on the second floor near the self-check-out machine, and a smaller sign will be installed on the main floor to help highlight Library programs and services. Increased press coverage, ads on the Library website, collaboration with Visit Newport Beach, Chamber of Commerce, Foundation, and City Arts Commission, community outreach, school visits, the use of surveys and after event comment cards were also discussed. Katherine reviewed the various areas of the Library website that are being utilized in the marketing of Library services and additional ways to increase coverage through public media.

2. Young Adult Advisory Committee Report

Librarian Mona Kobersy introduced herself. In November 2013 she was asked to lead the Young Adult Advisory Council (YAAC) beginning in January 2014. YAAC began in 1994 to help staff improve the ways the Library serves young people, and help teens to become participating partners in the Library’s goal of providing quality, young-adult resources. This group meets once per month except in April, July and August. Many great programming ideas, providing input for grants, and volunteering at children’s programs, have come from the members in this group. To be a YAAC member, one has to be in the seventh to twelve grades and reside in Newport Beach. She began leading YAAC by conducting a survey asking council members what they liked and least liked in this program. Through the survey results Mona was able to directly address concerns and to keep doing what was working. She began taking meeting minutes for reference and also to keep all participants informed. She reviewed upcoming children’s events that this group will be assisting staff with. To promote attendance she implemented an attendance raffle. At every meeting she reiterates to the council members the importance of this group with the Library, Board and community. There are currently seventeen members who meet in the

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Central Library conference room, and are from various local schools. A suggestion was made to have the group participate with The Film Festival in volunteering their time or participating in an event such as young adult films, and possibly have the Chamber sponsor refreshments for a special event such as this. It was also suggested to have them attend a Board of Library Trustees meeting and give a presentation on their activities to the Board.

3. Public Library Association Convention 2014

Youth Services and Branch Coordinator Debbie Walker gave a review of the Public Library Association (PLA) conference she attended in March, which was held in Indianapolis. The PLA conference is held every two years and focuses specifically on the issues and concerns of Public Libraries. These conferences provide an opportunity for attendees to meet with other library professionals and vendors, and glean new, innovative ideas from attending workshops that cover topics such as community outreach, library renovation, new technologies just to name a few. In addition to the workshops, there were lectures given by top name authors and scholars. These conferences are very valuable for staff development and training. Live Webcam sessions were made available for Library staff members who were unable to physically attend this conference.

4. NBPL Friends of the Library Wish List for Fiscal Year 2014/2015

Library Services Director Tim Hetherington presented the annual wish list to ask the Friends of the Library for a total of \$205,000. The wish list serves as a supplement to the funding we receive from the city through the general fund. This year the emphasis was on collection materials, and programs. He presented the list and explained the requests for each category in detail. The audiovisual materials for adults and children and for adult new print releases will help provide high-demand, fiction and nonfiction titles for all locations, materials to assist with school curriculums, and more copies of popular titles to help reduce the hold queues. The programs this funding helps provide is the Summer Reading Program, story times, National Library Week, Corona del Mar Holiday Walk, Family Concerts, Sunday Musicales, Imagination Celebration, Young Adult Programming, and First Grade Class visits. Funding asked for would also help provide support and resources for the Literacy Program. Once this list is approved by the Board of Library Trustees it will be presented to the Friends of the Library at their next board meeting for approval. These events help to put the Library in the five-star rating category. Trustee Grant asked if the City Arts Commission events could be factored in with the Library's events since they are part of Library Services. Staff explained that there is a budget for the Library and a budget for the City Arts and that these would have to be factored in prior to the wish lists being presented.

5. NBPL Foundation Wish List for Fiscal Year 2014/2015

Library Services Director Tim Hetherington presented the annual wish list to ask the Newport Beach Public Library Foundation (NBPLF) for a total of \$211,500. Tim reported that the majority of this wish list to be presented to the Foundation is for more technical items. Some of the items requested included annual platform fees for OverDrive and Axis 360 and sufficient content quantities to meet the demand for eBook services. The Zinio digital platform for more than 4,500 magazine titles, iPads, accessories and charging station for use in the Mariners Children's area and a TV and cart for story times were requested. Funds were also requested for the Making Memories for Children series, Literacy Programming, and Service Corps of Retired Executives (SCORE) workshops. Furniture and new shelving for the CD, DVD, and audio book collections, for a Central Library Popular Library area space assessment and remodel, furnishings for Corona del Mar and Balboa branch libraries, and a digital signage package for the branches and children's services were some other items presented. A request for the funds to purchase an ST ViewScan System to replace the microfilm reader currently in use at the Central Library was on this list. Trustee Grant asked when the Bunnies & Books for Kids Festival program would be presented and staff noted that this NBPLF sponsored event will be held on Saturday, May 3, 2014 from 10:00am – 1:00pm at the Central Library. The total request from the NBPLF is \$211,500. Vice-Chair King noted that he directed a potential donor to the Foundation who may be contributing more funding for the Library to go toward the Literacy program.

Vice-Chair opened for public comments.

Jim Mosher commented on the \$16,000 request for the ST ViewScan II Digital Microform system and asked for clarification on whether or not the Library is planning on keeping the microfilm and microfiche reader and if staff will be digitizing the collection. Tim noted that staff may choose to digitize; however, the Library is not planning on getting rid of the microfilm and microfiche reader. Regarding the \$9,000 for the iPad package for Children at Mariners, Mr. Mosher suggested that some thought be put toward funding for adult iPads to be offered at other branch locations. Mr. Mosher noted that it appeared as if the funds for the Pitch an Idea program had not been used and asked if the leftover funds would be put into the General Fund. Tim stated that staff will be presenting their ideas for this program to the Friends of the Library Board April 8, and to the NBPL Foundation on April 14. Melissa Kelly noted that any of the remaining funds from the Friends of the Library, the NBPL Foundation, or from grants do not go into the General Fund, as they are gift funds.

Motion made by Trustee Palk and seconded by Trustee Grant and carried (3-0-0-2) to approve and accept the Friends of the Library and the NBPL Foundation wish lists as presented.

AYES: King, Palk, Grant
NOES: None
ABSTENTIONS: None
ABSENT: Johnson-Tucker, Prichard

C. MONTHLY REPORTS

1. Library Services Director Report

Director Hetherton noted that a lot has been going on this past month. In February he delivered a presentation to City staff on the Library's priorities for 2014 with an emphasis on all of the things we have going on. The priority for 2014 is a focus on outreach to inform the public on what the Library has to offer. The digital display screen is being installed upstairs this week. Staff will be trained on entering content. The feature will eventually be installed at all of the branches. A special thank you goes out to Natalie Basmacyan, a number of Library staff, and City IT staff for their efforts in the installation of the Sound Lab equipment and preparing written procedures for use of the equipment in this area. It is almost complete and ready to go live within the next week to ten days.

On February 11, a meeting was held at City Hall in which Tim, select City staff including City Manager Dave Kiff, Public Works Director Dan Webb, Fire Chief Scott Poster, and Chair Johnson-Tucker discussed the proposal for the replacement of the Corona del Mar Branch that was also discussed at the March 3, Board of Library Trustees meeting. The Corona del Mar Homeowners Association asked Tim to write a statement about the project in its early stages that they will publish in their newsletter, which will be sent to over 6,300 residents. On April 16 the Corona del Mar Homeowners will hold their annual meeting at The Sherman Gardens where City departments will provide tables of information for the public who attend, and will be an outreach opportunity for the Library. He spoke at The Chamber of Commerce's luncheon meeting last month informing them on business services provided by the Library.

Debbie Walker and Tim attended a leadership breakfast meeting last week hosted by Lynda.com where topics on leadership were discussed and allowed them an opportunity to discuss ways to include other staff to attend also. Trustee Grant asked about media lab classes cosponsored with the City Recreation Department. Tim gave an update on the classes that have been held, one well attended and the other cancelled due to low enrollment. It was noted that it may be beneficial to hold classes later in the day also, so those who are unable to attend earlier may attend the later held classes.

2. Friends of the Library Liaison Report

Nothing reported as Trustee John Prichard was not in attendance at this meeting.

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3. Library Foundation Liaison Report

Trustee Robyn Grant attended the last meeting in which the Friends Meeting Room chairs were discussed, and have since arrived at the Library and being used in the Friends Meeting Room. The DSLS Lecture Series book and ongoing business were discussed.

4. DSLS Liaison Report

Trustee Eleanor Palk reported on the April 3 meeting in which the DSLS committee discussed details of the past DSLS lectures, and what is and is not working well and ways in which the series may be improved. She noted that the new chairs in the Friends Meeting Room were used at the Frank Bruni lecture and positive comments were received. The final lecture will feature Anna Deavere Smith and is scheduled on Friday, April 24 and Saturday, April 25. The next DSLS committee meeting will be held on Thursday, April 10.

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

Nothing noted.

7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

Mr. Mosher noted that Tim Hetherton gave an excellent presentation on the Central Library expansion and what the Library does at the March 25 City Council Meeting.

He suggested that the Board attend the April 8, 2014 City Council Study Session at 4:00pm as capital improvement allocations are on the agenda and that funding for the Fire Department and the Corona del Mar branch library has been allocated.

Jim Mosher suggested that the library should give more attention to printed publications in the give-away areas of the Library. He showed samples and suggested the Board revisit the public giveaway policy.

Director Hetherton reminded and urged the Board to attend the April 8 City Council meeting as many Library related issues will be presented.

8) ADJOURNMENT – 6:25 p.m.

Submitted by: _____
Approval of Minutes

NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
MARCH - APRIL 2014

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p align="center">1 3/25/2014 Comment Form - Card Debbie Walker Branch & Youth Services Coordinator 3/26/2014</p>	<p>Melody's assistance with our simple questions. Very helpful with my son. More kid's programs. They like the computer games.</p>	<p>Debbie Walker responded via email as follows: I received a copy of the comment card that you recently completed complimenting Melody for her assistance with a reference question you had. I was very pleased to let Melody know that you were satisfied with her service. It is the goal of all staff at Newport Beach Public Library to provide exemplary service and it is much appreciated when our customers take the time to acknowledge that. You also mentioned more children's programs involving computer games. Children's staff is always discussing programming ideas so I will pass your comment on to my staff. Once again, thank you for taking the time to compliment Melody and the assistance she gave you.</p>
<p align="center">2 3/28/2014 Comment Form - Card Melissa Kelly Support Services Coordinator 4/2/2014</p>	<p>Hooks needed in men's restroom. Currently books and bags must be placed on floor - not sanitary.</p>	<p>Melissa Kelly responded via email as follows: Thank you bringing the problem of the missing hooks in the men's room to our attention. The hooks have been installed in the restroom. Thank you for using the Library.</p>
<p align="center">3 4/1/2014 Comment Form - Email Melissa Kelly Support Services Coordinator 4/2/2014</p>	<p>Hello. Does the library take book donations? If not, any recommendations on where I can donate a few books?</p>	<p>Melissa Kelly responded via email as follows: Books may be donated to the Friends of the Newport Beach Library. These books are sold in their bookstore or during quarterly book sales at the Central Library. The money from the sale of books is donated to the Library to support programs and collections. You may drop off your donated books at the Friends Bookstore on the first floor of the Central Library or at any of the 3 Branch Libraries. The Friends of the Library are a 501c3 non-profit organization and they will give you a donation receipt for your tax purposes. Thank you for supporting the Library.</p>
<p align="center">4 4/2/2014 Comment Form - Email Debbie Walker Branch & Youth Services Coordinator 4/2/2014</p>	<p>Hi, My daughter will be starting kindergarten at Mariners in the fall. I was told that there was an afterschool program there, and I was hoping you could send me some information... I was unable to find it on your website. Thank you.</p>	<p>Debbie Walker responded via email as follows: I am sending this in response to the e-mail you sent us asking about after school care at Mariners. The City of Newport Beach Recreation Department does sponsor an after school program in the Vincent Jorgensen Room that is attached to the Crean Mariners Library. It is called "Active Kids." Here is the number you can call for more information: 949-644-3151. You can also contact the Rec Department via e-mail at this address: recreation@newportbeachca.gov. Hope this information helps.</p>



COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p>5 4/6/2014 Comment Form - Email Natalie Basmaciyan Adult Services Coordinator 4/7/2014</p>	<p>I am writing a paper for a college class about virtual reference services. I was wondering if you have any statistics about how many reference questions you answer a year. Also, any information about the people who use your reference services, such as age and gender. Thanks in advance for any help!</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for contacting us regarding our statistics. For the fiscal year 2012-2013, we recorded a total of 184,260 Reference questions, which includes in-person and phone inquiries. We do not keep statistics about individual users in terms of age or gender, however. Please let me know if we may be of further assistance.</p>
<p>6 4/17/2014 Comment Form - Card Heather Hart Mariners Branch Librarian 4/17/2014</p>	<p>The staff are wonderful!! Can the computer scan and check if the disc in the DVD case corresponds with DVD case? The staff have always been diligent in ensuring that the disc matches the DVD case.</p>	<p>Heather Hart responded via email as follows: Thanks for the recent comment form left at the Mariners Branch library. It is nice to hear that you appreciate the library staff. You asked a question about the computer scanning to see if a DVD disc matches the DVD case. Unfortunately, the tags necessary to allow the computer to access that information can prevent them from playing properly. Staff does manually open every DVD case when they are returned to ensure that the discs are present, but they don't always notice whether or not the disc matches the case. I will send out a reminder to staff to keep an eye out for this problem. Let me know if you have any other questions or concerns.</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Acting Library Services Director
Re: Report of Library Activities – May 19, 2014 Board of Library Trustees Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

Corona del Mar Annual Town Meeting

The Library participated in the annual Corona del Mar Annual Town Meeting, on Wednesday, April 16th. Jointly sponsored by the Residents Association and Business Improvement District, the meeting is a great opportunity that provided one-on-one interaction with our residents, and gave us an opportunity to discuss the proposed replacement of the Corona del Mar Branch Library. Support Services Coordinator Melissa Kelly and I interfaced with the public during the Community Expo portion of this event. This year, the Residents Association also asked the Library to include representatives from the Arts Commission, who discussed Cultural Arts programming and public art efforts.

Engaging with City Hall About Issues and Operations

On Tuesday, April 29th, I gave a 30 minute overview of Library Services as part of the City's ongoing Engaging with City Hall About Issues and Operations training. It was a great opportunity to inform both established and emerging leaders in the community about our excellent City Library and its impact on our customers.

Library Services Manager

I am pleased to announce that I have hired Dave Curtis as the new Library Services Manager. For the past 9 years, Dave has served as the Deputy Library Director for the Carlsbad Public Library. In his career, which has spanned 30 years, he has worked in a variety of capacities in City libraries, including Adult Services Coordinator, Head of Media Services, and Head of Young Adult Services. I was impressed not only by Dave's wide experience but also by his commitment to excellent customer service. He is a good communicator who also has an outstanding reputation for working with staff to solve issues, improve services and workflows, manage projects, and innovate.

Lynda.com

Lynda.com is an excellent online resource available in the Media Lab. Here are some interesting new courses available to all Library card holders:

BUSINESS

- Protecting Yourself from the Heartbleed Bug
- Managing Project Change
- Webinar Fundamentals
- PowerPoint: Builds, Transitions, Animations, and Effects
- Up and Running with Twitter

DESIGN

- Creative Quick Tips

- InDesign Secrets
- Type Project: Constructivist Poster

WEB

- Persuasive UX: Influencing Behavior Patterns
- Exporting Data to Files with PHP

PHOTOGRAPHY

- Up and Running with Perfect Photo Suite 8
- Shooting with the iPhone 5s
- Lightroom Mobile First Look

EDUCATION

- Teacher Tips

VIDEO

- DSLR Video Tips
- Premiere Pro: Creative Cloud Updates
- 2D Animation Principles

CAD

- Sketching an F1 Wheel with SketchBook Pro

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Facilities

The outside book drop for the Central Library has been installed in near the driveway which transitions between the Library parking lot and the parking structure. We are waiting for approval from the City before we put up directional signage. The book drop received publicity even before it opened to the public. <http://www.coronadelmartoday.com/42468/home/central-library-has-new-drop-box-temporarily-set-up-in-parking-structure/>

Budget

The City's proposed 2014-2015 budget has been printed, cataloged and distributed to the Libraries. A copy of each of the three budget documents can be found at the reference desk of your local library. These documents can also be found online at <http://www.newportbeachca.gov/index.aspx?page=287>

RFID

The RFID equipment installation has been completed system-wide. Staff is still tagging the materials at the Balboa Branch. Hopefully that will be complete by the end of this fiscal year.

Library Clerks

Two of the Library clerks, Daniel Becerra and Julie Duncan, attend AED (Automated External Defibrillators) and CPR training given by the City Lifeguards. *"An AED is a portable electronic device that automatically diagnoses the life threatening cardiac arrhythmias in a patient, and is able to treat them through defibrillation which consists of delivering a therapeutic dose of electrical energy to the heart with a device called a defibrillator."* AEDs are mounted in plain view and in protective cases for use by staff and the public. The one at the Library is on the first floor next to the Circulation desk.

Literacy

With help from City IT and the Finance department, we are now able to accept payments and donations through the Literacy website. This has already proven to be an easy way for people to purchase tickets to the June 6th fundraising luncheon. If you haven't already purchased your ticket, please visit <http://newportbeachlibrary.org/literacy> and order yours today.

Another of the Literacy students received her U.S. citizenship recently and she credits the Library Literacy program for helping her to achieve this goal. She is excited about voting in the next election.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

All locations celebrated National Library Week (NLW) from April 13 – April 19. The programs presented at the branches were popular and varied. CDM was the site of a world-renowned juggler, Balboa hosted a group with their prehistoric pets (all alive and available to touch and hold), while Mariners had a visit from Rapunzel to sing and share her story with many adoring fans. CDM also hosted two very special guests for storytimes that week. Dave Kiff, City Manager did the Hokey Pokey with the Preschool crowd while City Councilmember Nancy Gardner assisted Janice with the Songs & Stories.

Personnel: At the beginning of April, Reference Librarian Rebecca Lightfoot became the Branch Librarian at Balboa. Rebecca interviewed with the Library Admin team to receive the position and was thrilled to take on this responsibility. Rebecca took over all programming at the branch including storytimes. Daisy Hernandez, part-time clerk, also began a permanent assignment at Balboa. Mike Payne and Judy Cho were happy to invite Rebecca and Daisy to the Balboa "family." Andrea Jason has been reassigned to Central to work on library programming but is still acting as Branch Librarian at CDM and working there every Tuesday and Thursday.

Youth Services

Central Library also hosted NLW events. Tony Petros, the newest City Councilmember wore his Batman pajamas to make Pajama Storytime extra special. Library Board Member Robyn Grant sang songs and read to over 71 kids and parents at the Toddler storytime on Wednesday and Ed Selich shared stories and crafts about cows at Preschool Storytime on Thursday. Library Board Member Ellie Palk finished off the week at Family Storytime with bug tales and wore a pair of bright pink wings throughout. Storytime guests at all locations were so much fun and really helped make this special week even more memorable. Erin McCoy, the horticulturist at Sherman Garden's, worked with staff to present a collaborative program on gardening and plants during NLW. Everyone in attendance got the chance to replant lettuce and take their plant home.

Making Memories, the program series funded and hosted by the Newport Beach Library Foundation, presented two successful and fun culinary events for the younger crowd in April. Le Pain Quotidien restaurant in Fashion Island was the site for an afternoon of pizza making on Sunday, April 6 and on Sunday, April 27 participants met in the Friends Room at Central to create beautiful and tasty salads from a host of healthy vegetables, beans, cheese and fruit.

Teen Services

YAAC members took the month of April off due to Spring Break. YAAC will meet again in May and June before taking a couple months off during the summer and then reconvening after the first of the school year in September.

NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR

Library Assistants

Part-time Library Assistant Susan Groux joined the staff at Central. She completed her two weeks of orientation and training, and now staffs the service desks and assists customers. A second part-time Library Assistant is scheduled to begin the first week of May.

Literacy Program

On April 30th, Cherall Weiss and Natalie Basmacyian hosted a session for tutors and learners on social media. 9 people attended, and learned the basics of Facebook, Twitter, and LinkedIn.

Passport Services: Since taking over the Passport Services from City Hall, the library staff processed 686 passport applications. Library Assistant Greg Johnson completed his Acceptance Agent training and will begin processing passports in May.

What's Cooking? Event

Cheese and wine enthusiast, Pam Thompson, hosted her 5th annual tasting and lecture for the library. She reviewed the seasonality of various cheeses, as well as pairings for wine and fruit. 75 people attended the event. Pam graciously thanked Librarian Rebecca Lightfoot at the beginning of her program for hosting the annual event in such a professional and welcoming manner.

Sunday Musicale

Mary Palchak and Adam Pettit presented *Masterworks for Flute and Guitar* in the Sunday Musicale. The music of Robert Beaser, Matthew Van Brinck and others was played during the one hour performance. One hundred sixteen people enjoyed the concert which was free and open to the public. It was sponsored by the Friends of the Library.

Manuscripts Book Discussion Group

The book discussion in April, sponsored by the Newport Beach Public Library Foundation, was delightful. Janis Dinwiddie opened the conversation and invited members to participate in a future book selection meeting. Librarian Heather Hart coordinated the rest of the discussion. A lively conversation ensued, centered around the moral issues, characters, setting, and deeper meanings found in *Me Before You* by Jojo Moyes. The book centers around Spunky yet small-town Louisa Clark, who takes a job working for wheelchair bound Will Traynor—a man with a formerly huge life, who has lost his will to live after his accident.

Participants shared favorite passages from the book, and personal experiences as they related to the story. There were around 50 participants.

Media Center

Library Assistant Greg Johnson worked with the City IT Department to complete the setup of the new Sound Lab in April. The Sound Lab is now available to the public the same hours as the Media Lab. Customers can digitize their vinyl LPs and cassette tapes, as well as record and edit music, podcats, and other sound recordings. In the Media Lab, customers may now

use a digital scanner to convert photos, slides, and transparencies. Customers may also use the new VHS converter, allowing them to create DVDs or Blue-rays of their old VHS tapes.

Literacy Program

On April 30th, Cherall Weiss and Natalie Basmacyan hosted a session for tutors and learners on social media. 9 people attended, and learned the basics of Facebook, Twitter, and LinkedIn.

Buena Park Interview Panel

On April 14th Adult Services Coordinator Natalie Basmacyan participated on a panel interview in Buena Park to recommend a candidate for a Librarian position.

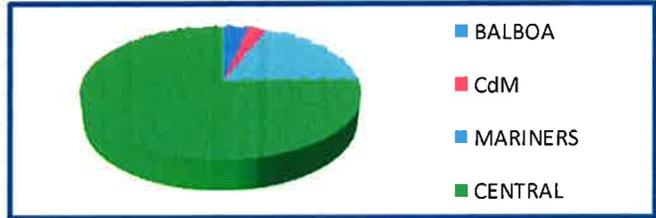
Database	Apr-14	Apr-13	Apr-12	YTD 13/14	YTD 12/13	YTD 11/12
Tracked by #searches						
Ancestry	1474	1634	1378	8014	17966	14447
Career Transitions		N/A	2	0	58	168
BioResCtr*	106	240	114	442	1646	1158
FoF Ancient Hist	16	48	30	179	619	338
GDL	12	23	13	147	264	178
GVRL	55	350	135	553	1807	2119
HeritageQuest	818	164	239	6238	4735	3222
Kids InfoBits	4	52	12	155	326	125
LitResCtr	806	6561	2794	654	9620	3786
Opposing Vpts*	93	61	98	686	3035	725
Nat Geo	2	54		128	399	0
Nat Geo Kids	2	5	N/A	64	27	0
NoveList	118	189	203	1122	2722	2032
NoveList K-8	39	39	65	285	544	863
ProQuest	3604	3324	4413	20788	51336	40227
Ref USA Bus.	4776	5229	6457	19829	59879	50546
Ref USA Res.*	435	200	138	536	2587	8453
Tumblebooks	1504	663	493	8436	10584	7797
World Book Online	62	84	130	802	1156	1148
Tracked by #sessions						
Cypress Resume	6	18	10	101	226	132
LiveHomework	28	37	311	212	785	2263
Testing & EdRefCtr	44	47	30	407	446	498
Universal Class	62	39	37	466	1055	640
Tracked by #page views						
CultureGrams	104	806	264	1259	5973	2239
Morningstar	2780	20946	2168	32191	100148	23463
NetAdvantage	173	1647	1446	10325	30584	8200
RealQuest	235	151	2073	5091	13127	7368
Rocket Languages	74	59	88	494	514	755
Value Line	19789	16797	14932	177269	224744	118996

NEWPORT BEACH PUBLIC LIBRARY - APRIL 2014

CUSTOMERS SERVED IN THE LIBRARY

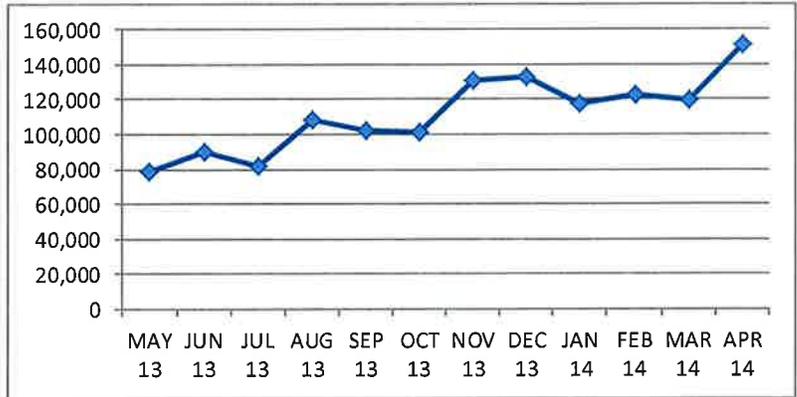
CURRENT

	Apr-14	YTD 13/14	YTD 12/13
BALBOA	5,321	51,163	54,702
CdM	3,837	39,632	49,687
MARINERS	28,087	233,418	244,072
CENTRAL	114,270	841,946	558,122
TOTAL	151,515	1,166,159	906,583



12 Month Comparison

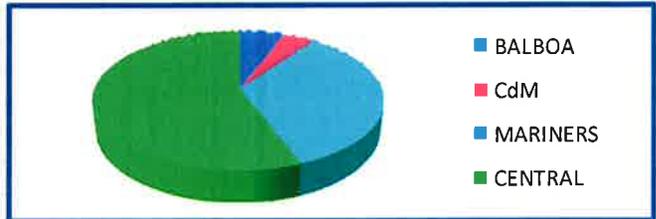
MAY 13	78,111
JUN 13	90,239
JUL 13	81,775
AUG 13	108,229
SEP 13	101,712
OCT 13	101,072
NOV 13	130,163
DEC 13	132,801
JAN 14	117,652
FEB 14	121,995
MAR 14	119,245
APR 14	151,515
TOTAL	1,334,509



REFERENCE

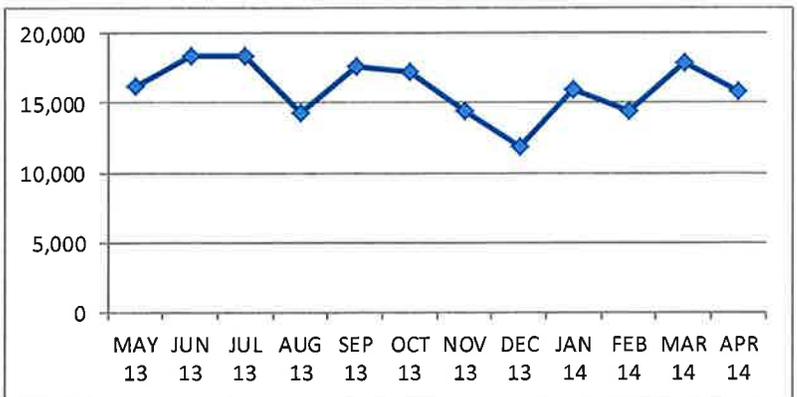
CURRENT

	Apr-14	YTD 13/14	YTD 12/13
BALBOA	942	6,864	7,394
CdM	655	7,114	8,328
MARINERS	5,414	50,432	51,266
CENTRAL	8,839	93,604	82,693
TOTAL	15,850	158,014	149,681



12 Month Comparison

MAY 13	16,255
JUN 13	18,324
JUL 13	18,383
AUG 13	14,315
SEP 13	17,626
OCT 13	17,281
NOV 13	14,416
DEC 13	11,912
JAN 14	15,975
FEB 14	14,424
MAR 14	17,862
APR 14	15,850
TOTAL	192,623

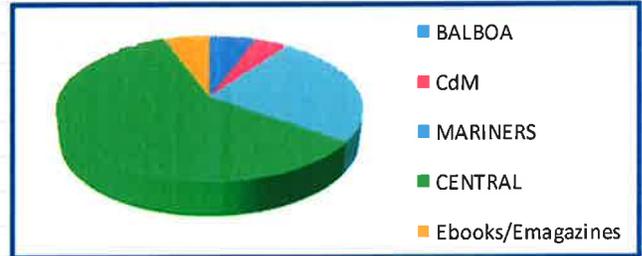


NEWPORT BEACH PUBLIC LIBRARY - APRIL 2014

CIRCULATION

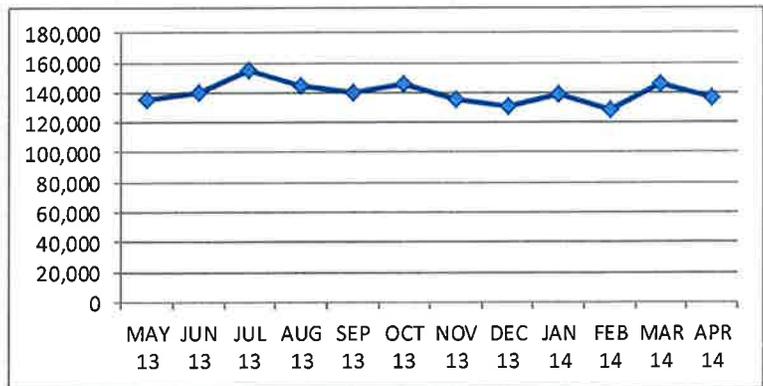
CURRENT

	Apr-14	YTD 13/14	YTD 12/13
BALBOA	7,847	85,018	93,074
CdM	5,798	58,862	74,445
MARINERS	34,178	352,716	368,908
CENTRAL	80,958	842,333	771,674
Ebooks/Emagazines	7,836	74,303	55,329
TOTAL	136,617	1,413,232	1,363,430



12 Month Comparison

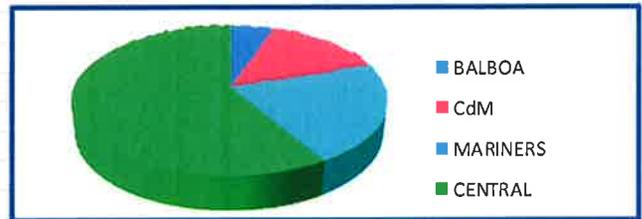
MAY 13	134,690
JUN 13	140,123
JUL 13	154,650
AUG 13	144,865
SEP 13	139,999
OCT 13	145,190
NOV 13	135,605
DEC 13	130,145
JAN 14	138,311
FEB 14	128,733
MAR 14	146,050
APR 14	136,617
TOTAL	1,674,978



PROGRAM ATTENDANCE

CURRENT

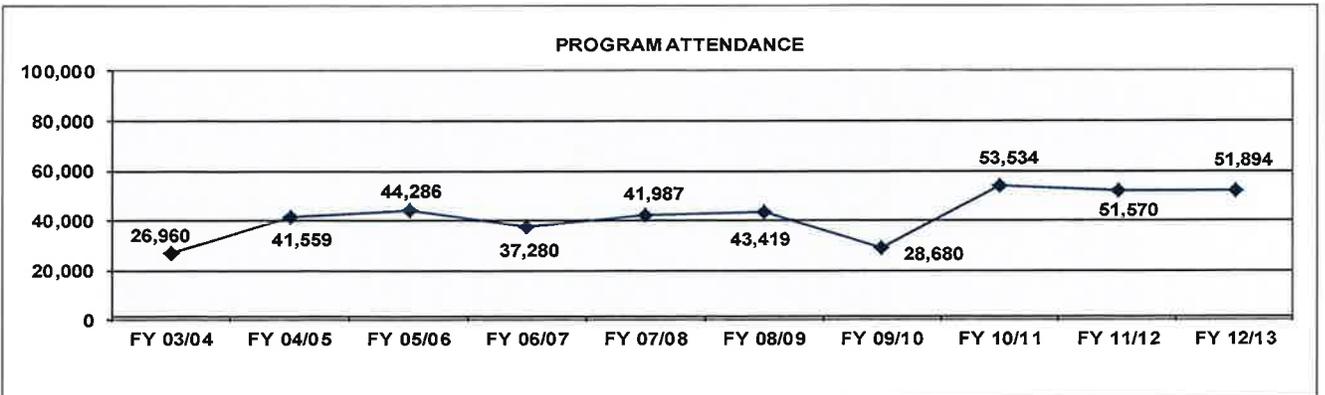
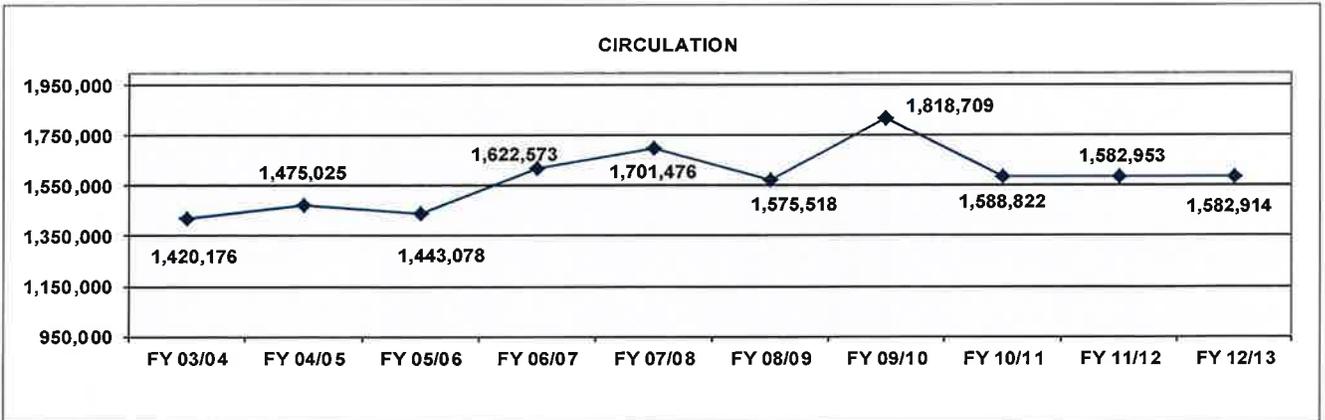
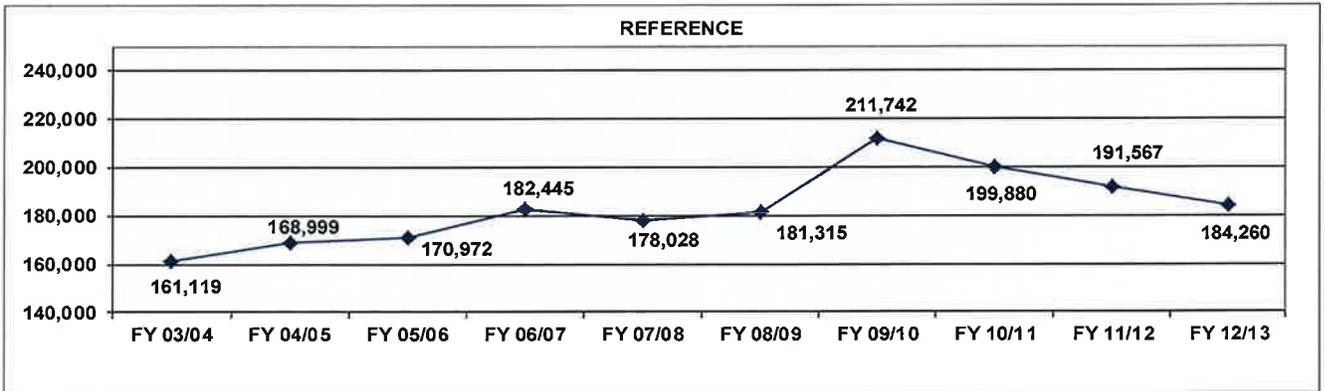
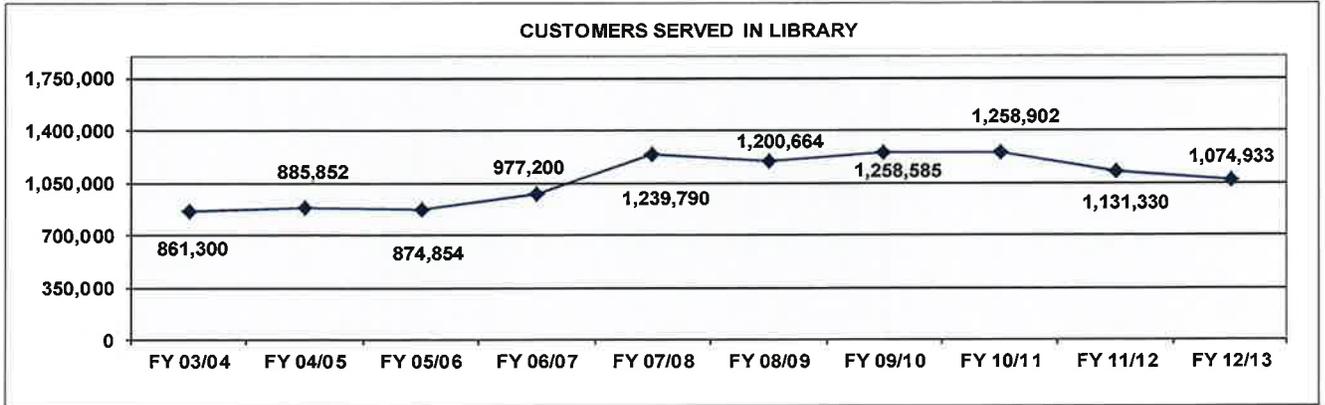
	Apr-14	YTD 13/14	YTD 12/13
BALBOA	235	2,391	2,488
CdM	656	6,205	6,774
MARINERS	962	7,744	7,747
CENTRAL	2,605	26,378	23,874
TOTAL	4,458	42,718	40,883



12 Month Comparison

MAY 13	4,184
JUN 13	6,827
JUL 13	8,295
AUG 13	4,200
SEP 13	3,726
OCT 13	4,280
NOV 13	3,894
DEC 13	2,729
JAN 14	2,973
FEB 14	4,107
MAR 14	4,056
APR 14	4,458
TOTAL	53,729





SUNGARD PENTAMATION
 DATE: 05/14/2014
 TIME: 13:48:55

CITY OF NEWPORT BEACH
 EXPENDITURE STATUS REPORT

PAGE NUMBER: 1
 EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000'
 ACCOUNTING PERIOD: 10/14

SORTED BY: DEPARTMENT, 1ST SUBTOTAL, ACCOUNT
 TOTALED ON: DEPARTMENT, 1ST SUBTOTAL
 PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES
 1ST SUBTOTAL-700 SALARIES & BENEFITS

ACCOUNT	TITLE	BUDGET	EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
7000	SALARIES - MISC	2,607,028.06	188,090.87	.00	2,079,409.41	527,618.65	79.76
7020	SALARIES - PART TIME	658,301.09	39,218.46	.00	497,374.14	160,926.95	75.55
7030	SALARIES - SEASONAL	203,622.01	16,443.28	.00	153,142.99	50,479.02	75.21
7040	OVERTIME, MISC & 1/2 TIM	1,883.00	6.29	.00	1,952.91	-69.91	103.71
7062	NIGHT DIFF, MISC	10,050.00	759.25	.00	8,087.50	1,962.50	80.47
7066	BILINGUAL PAY	1,800.00	.00	.00	969.22	830.78	53.85
7110	CAR ALLOWANCE	4,800.00	369.24	.00	2,584.68	2,215.32	53.85
7114	CELL PHONE STIPEND EXP	3,000.04	156.94	.00	2,021.78	978.26	67.39
7210	HEALTH/DENTAL/VISION	673,104.00	49,445.38	.00	526,588.31	146,515.69	78.23
7211	HEALTH/DENTAL/VISION PT	5,000.00	4,107.95	.00	54,463.84	-49,463.84	1089.28
7223	ANNUAL OPEB COST	130,386.75	10,865.55	.00	108,655.50	21,731.25	83.33
7227	RHS \$2.50 CONTRIB	40,872.98	2,090.76	.00	43,360.43	-2,487.45	106.09
7290	LIFE INSURANCE	3,771.31	307.10	.00	3,062.11	709.20	81.19
7295	EMP ASSISTANCE PROGRAM	848.04	70.92	.00	694.21	153.83	81.86
7370	WORKERS' COMP. MISC	69,174.00	5,764.50	.00	57,645.00	11,529.00	83.33
7373	COMPENSATED ABSENCES	91,088.45	7,590.72	.00	75,907.20	15,181.25	83.33
7425	MEDICARE FRINGS	48,799.75	3,815.48	.00	42,629.87	6,169.88	87.36
7439	PERS MISC EE CNTRN	32,868.08	5,055.28	.00	56,315.98	-23,447.90	171.34
7440	PERS MISC ER CNTRN	452,089.15	32,031.84	.00	363,475.44	88,613.71	80.40
7445	MISC RETIRE CONTRIB	.00	-2,736.82	.00	-29,403.51	29,403.51	.00
7460	RETIREMENT PART TIME/TEM	20,417.08	1,305.77	.00	14,235.29	6,181.79	69.72
	TOTAL SALARIES & BENEFITS	5,058,903.79	364,758.76	.00	4,063,172.30	995,731.49	80.32
1ST SUBTOTAL-800 OPERATING EXPENSES							
8010	ADVERT & PUB RELATIONS	6,500.00	.00	.00	4,422.46	2,077.54	68.04
8012	PROGRAMMING	163,104.90	4,684.65	.00	68,623.84	94,481.06	42.07
8020	AUTOMOTIVE SERVICE	6,000.00	.00	.00	1,749.00	4,251.00	29.15
8022	EQUIP MAINT ISF	7,061.16	588.43	.00	5,884.30	1,176.86	83.33
8024	VEHICLE REPLACE ISF	5,492.40	457.70	.00	4,577.00	915.40	83.33
8030	MAINT & REPAIR - EQUIP	12,600.00	.00	.00	8,158.09	4,441.91	64.75
8031	MAINTENANCE - COPIERS	4,000.00	609.84	.00	2,707.93	1,292.07	67.70
8033	PRINTER MAINT/SUPPLIES	4,000.00	.00	.00	.00	4,000.00	.00
8040	MAINT & REPAIR - BUILDIN	105,000.00	9,498.36	.00	68,623.03	36,376.97	65.36
8050	POSTGE, FREIGHT, EXPRESS NO	15,000.00	107.04	.00	7,207.16	7,792.84	48.05
8060	PUBLICATIONS & DUES NOC	17,350.00	670.82	.00	9,361.82	7,988.18	53.96
8070	RENTAL/PROP & EQUIP NOC	400.00	18.00	.00	207.23	192.77	51.81
8080	SERVICES-PROF & TECH NO	168,564.08	952.16	104,458.38	23,839.23	40,266.47	76.11
8081	SERVICES - JAMITORIAL	92,000.00	8,078.44	.00	83,923.28	8,076.72	91.22
8089	SVCS-CITY PRINT CONTRACT	5,425.00	.00	.00	341.34	5,083.66	6.29
8100	TRAVEL & MEETINGS NOC	5,775.00	18.26	.00	4,824.35	950.65	83.54
8105	TRAINING	8,142.26	40.00	.00	1,792.50	6,349.76	22.01
8112	UTILITIES - TELEPHONE	5,425.00	176.31	.00	3,725.44	1,699.56	68.67
8114	UTILITIES - NATURAL GAS	14,850.00	923.51	.00	6,098.81	8,751.19	41.07
8116	UTILITIES - ELECTRICITY	187,500.00	14,544.16	.00	159,649.69	27,850.31	85.15
8118	UTILITIES - WATER	18,400.00	1,259.44	.00	14,482.71	3,917.29	78.71
8140	SUPPLIES- OFFICE NOC	26,106.00	1,288.01	.00	17,319.98	8,786.02	66.34

SUNGARD PENTAMATION
 DATE: 05/14/2014
 TIME: 13:48:55

CITY OF NEWPORT BEACH
 EXPENDITURE STATUS REPORT

PAGE NUMBER: 2
 EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000'
 ACCOUNTING PERIOD: 10/14

SORTED BY: DEPARTMENT, 1ST SUBTOTAL, ACCOUNT
 TOTALED ON: DEPARTMENT, 1ST SUBTOTAL
 PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES
 1ST SUBTOTAL-800 OPERATING EXPENSES

ACCOUNT	TITLE	BUDGET	EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
8143	OFFICE SUPPLIES-CHILD PR	2,650.00	103.24	.00	1,521.07	1,128.93	57.40
8144	SUPPLIES- COPY MACHINE	12,220.00	537.81	.00	9,857.25	2,362.75	80.66
8150	SUPPLIES- JANITORIAL NOC	26,050.00	2,697.07	.00	24,526.98	1,523.02	94.15
8160	MAINT & REPAIR NOC	8,740.00	14.58	.00	2,479.12	6,260.88	28.37
8181	MAINT-COMP SOFTWARE	2,821.75	.00	.00	.00	2,821.75	.00
8200	SPECIAL DEPT SUPPLIES NO	147,535.76	680.97	.00	32,363.46	115,172.30	21.94
8204	UNIFORM EXPENSE	100.00	9.24	.00	64.09	35.91	64.09
8254	CITY GRANTS	18,000.00	.00	.00	18,000.00	.00	100.00
8260	LIBRARY MATERIALS	897,449.39	82,321.02	5,424.02	694,256.90	197,768.47	77.96
8311	HARDWARE-MONITOR/PRINTER	17,988.85	.00	.00	15,330.72	2,658.13	85.22
8318	IT ISF OPERATING CHARGE	309,971.34	25,830.95	.00	258,309.50	51,661.84	83.33
8319	IT ISF STRATEGIC CHARGE	87,669.02	7,305.76	.00	73,057.60	14,611.42	83.33
8340	GENERAL INSURANCE	111,054.00	9,254.50	.00	92,545.00	18,509.00	83.33
8716	SPECIAL EVENT LIABILITY	4,500.00	1,307.00	.00	2,857.60	1,642.40	63.50
	TOTAL OPERATING EXPENSES	2,525,445.91	173,977.27	109,882.40	1,722,688.48	692,875.03	72.56
1ST SUBTOTAL-900 CAPITAL OUTLAY							
9000	OFFICE EQUIPMENT	143,409.77	94,110.16	3,771.65	152,458.83	-12,820.71	108.94
9310	NEW PC PURCHASES	17,321.92	630.11	1,464.16	14,077.38	1,780.38	89.72
9312	SOFTWARE LICENSE NEW	18,000.00	44.80	931.93	2,459.83	14,608.24	18.84
9400	OFFICE FURNITURE/FIXTURE	34,760.61	.00	5,121.36	3,813.42	25,825.83	25.70
	TOTAL CAPITAL OUTLAY	213,492.30	94,785.07	11,289.10	172,809.46	29,393.74	86.23
TOTAL LIBRARY SERVICES		7,797,842.00	633,521.10	121,171.50	5,958,670.24	1,718,000.26	77.97
TOTAL REPORT		7,797,842.00	633,521.10	121,171.50	5,958,670.24	1,718,000.26	77.97

BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previously Scheduled Agenda Date	AGENDA ITEM	Suggested Scheduled Agenda Date
Ongoing	Review / Possible Revisions to the City Council Policies for the Library (ongoing)	
Oct 07, 2013	Review of Library Expansion Donor Wall Naming / NBPL Foundation	
Oct 07, 2013	Literacy Program Update	
Nov 04, 2013	Library Material Selection	
Nov 04, 2013	Arts & Cultural Update	
Dec 02, 2013	Media Suite Update	
Jan 6, 2014	Critical Review of Online Database Resources & Services / Database Usage Report	
Feb 3, 2014	Annual Budget Update	
Feb 3, 2014	Downloadable Services	
Mar 3, 2014	Branch Update - Balboa	
Apr 7, 2014	Marketing Update	
May 6, 2013	Adult Services Update	May 19, 2014
	Branch Update - Corona del Mar	Jun 16, 2014
	Adult Services Update	Jun 16, 2014
	Information Technology Update	Jul 21, 2014
Jul 8, 2013	Election of Board of Library Trustees Officers	Jul 21, 2014
Aug 5, 2013	Review FY 2013/ 2014 Holidays / Meeting Schedule	Aug 18, 2014
	Branch Update - Mariners	Sep 15, 2014
	Children Services Update	Sep 15, 2014
Aug 5, 2013	Newport Beach Public Library Website & Social Networking Update	Sep 15, 2014

Revised 4-29-2014

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: Donor Wall – Newport Beach Public Library Foundation

RECOMMENDATION:

Staff recommends that the Board of Library Trustees approve the donation of \$100,000.00 to the Newport Beach Public Library Foundation for a naming opportunity on a designated Donor Wall on the second floor.

FUNDING REQUIREMENTS:

The Library will pay \$200.00 for the painting of the wall, which will be taken out of the Building Maintenance fund.

DISCUSSION:

On March 5, 2012, the Board of Library Trustees approved designated areas in the Library expansion as suitable sites for naming opportunities for Foundation donors. Naming opportunities for donors provides an opportunity for the Foundation to raise significant funds for the Library. On February 4, 2013, the Board approved the specifications for the fabricated lettering in each designated area.

Former Board of Library Trustees Chair Karen Clark and her husband Bruce Clark would like to donate a sum of \$100,000.00 to the Newport Beach Public Library Foundation. They have requested the Board of Library Trustees designate Donor Wall in the study area on the second floor expansion, opposite of the Vivian Sinetar Thorpe wall. The wall will be painted blue to match other areas in the expansion. The Foundation will have the letters fabricated and installed according to Board of Library Trustees approved specifications.

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).

NBPL Sound Lab Policy

1. The Sound Lab is open to valid Newport Beach Public Library (NBPL) card holders whose accounts are in good standing.
2. Customers under 14 years of age must be accompanied by an adult.
3. Users can make 4 hour reservations to use the Sound Lab. Reservations will be held for 10 minutes after they are scheduled to begin and will be considered canceled at that time.
4. Use of the Sounds Lab will be checked out on the user's Newport Beach Public Library account and a photo ID will be held.
5. All general behavioral guidelines for the Library apply, specifically, the Library Use Policy and Internet Use Policy.
6. Food and drink are not permitted in the Sound Lab at any time.
7. Cell phone conversations are not allowed in the Sound Lab. Cell phones must be set to silent.
8. The workspace area of the Sound Lab is reserved for customers using Sound Lab software or who are working on digital media projects. Users who want to browse the Internet or use Microsoft Office products should use the public computers in other areas of the building or check out a laptop. For group study, please reserve one of our three study rooms.
9. Users will be assigned to a specific computer based on their project needs. When making an appointment, customers should inform staff of their specific hardware and software requirements.
10. Saving work on Sound Lab computers is prohibited. Users must save their work on an external memory source. CDs and flash drives are sold in the Media Center. The Library is not responsible for any work that is unsaved, corrupted, or altered in the Media Center.
11. Sound Lab users with large files must save, export or transfer large projects to external devices prior to closing. Allow ample time to save, export, transfer large files, or process your files. The Sound Lab will close no later than 30 minutes prior to Library closing times.
12. Sound Lab users may not install or download software or upgrades. For help or to suggest software, downloads and upgrades, please see Library Staff.
13. The Library is not responsible for any valuables left unattended.
14. Sound Lab policies are subject to periodic review and change by the Library Board of Trustees.

Newport Beach Public Library Media Center Use Policy

1. The Media Center is open to valid Newport Beach Public Library (NBPL) card holders whose accounts are in good standing.
2. Customers under 14 years of age must be accompanied by an adult.
3. Users can make 4 hour reservations to use the Media Center. Reservations will be held for 10 minutes after they are scheduled to begin and will be considered canceled at that time.
4. All general behavioral guidelines for the Library apply, specifically, the Library Use Policy and Internet Use Policy.
5. Food and drink are not permitted in the Media Center at any time.
6. Cell phone conversations are not allowed in the Media Center. Cell phones must be set to silent. Customers using the Media Lab portion of the Media Center for audio projects must use headphones. Headphone volume must be such that other customers will not be disturbed.
7. The workspace area of the Media Center is reserved for customers using Media Center software or who are working on digital media projects (videos, music, websites, photo editing, scanning). Users who want to browse the Internet or use Microsoft Office products should use the public computers in other areas of the building or check out a laptop. For group study, please reserve one of our three study rooms.
8. Users will be assigned to a specific computer based on their project needs. When making an appointment, customers should inform staff of their specific hardware and software requirements.
9. Saving work on Media Center computers is prohibited. Users must save their work on an external memory source. CDs and flash drives are sold at the Reference Desk. The Library is not responsible for any work that is unsaved, corrupted, or altered in the Media Center.
10. Media Center users with large files must save, export or transfer large projects to external devices prior to closing. Allow ample time to save, export, transfer large files, or process your files. The Media Center will close no later than 30 minutes prior to Library closing times.
11. Media Center users may not install or download software or upgrades. For help or to suggest software, downloads and upgrades, please see Library Staff.
12. The Library is not responsible for any valuables left unattended.
13. Media Center policies are subject to periodic review and change by the Library Board of Trustees.

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Natalie Basmacıyan, Adult Services Coordinator
949-717-3817, nbasmacıyan@newportbeachca.gov

TITLE: Adult and Reference Services Update: May 2013-May 2014

Staffing changes this past year include Librarian Andrea Jason assuming the responsibilities for the majority of Adult programming. She is scheduled at Central, and at Corona del Mar as Branch Librarian. Librarian Rebecca Lightfoot is now the Branch Librarian at Balboa, and conducts Storytimes, supervises the staff, and interacts with the customers. Library Assistant Greg Johnson was promoted from Clerk and is now trained as a passport Acceptance Agent. He also has played an integral role in preparing the Sound Lab. Library Assistants Susan Groux and Linda Gerlt were hired to staff Central, and Library Assistants Alexander Jenkins and Annika Helmuth were hired to staff Mariners.

The Pitch an Idea project received five submissions from the Reference staff, three of which were presented to the support organizations for consideration. Jana Colver, Allen Kesinger, Hannah Carrier, Greg Johnson, and Natalie Basmacıyan drafted proposals.

Passport Services transferred to the library in May 2013, and in one year the staff of 9 Acceptance Agents processed 686 passports, which does not include photo-only appointments. 908 customers attended the Sunday Musicale programs. 422 customers attended the *Manuscripts* Book Discussion Groups, which are facilitated by Librarians. 399 customers attended the *What's Cooking?* events in the fifth year of the program. 182 customers attended ebook training classes. 102 customers attended Martin Brower's lecture and book discussion of The Irvine Ranch. 100 customers attended the Celtic Christmas program. 36 customers attended Caitlin Rother's lecture and book discussion of I'll Take Care of You. 34 customers attended Vahan Zanoian's lecture and book discussion of A Place Far Away. 15 customers attended an Ancestry Library Edition class hosted by an Ancestry.com trainer. SCORE small business seminars continue to be well-attended.

The Media Center, comprised of the Media Lab and the Sound Lab, offers specialized equipment and software for computer and audio production. Customers may convert a VHS tape to a DVD or Blu-ray, edit music or audio recordings, or edit a movie among other activities. The Reference staff hosts the new Tuesdays @ 2 public training classes, which include topics such as Business Databases, Social Media, and Resources for Senior Citizens. The Recreation Department also hosts Photoshop classes in the Media Lab.

The three new databases added this year are Consumer Reports, Oxford Art Online, and AskArt.

The Web Team planned and implemented circulating iPads, circulating Nook Tablets, and circulating Nooks for customers. The team also created and launched a mobile tour app for the new Civic Center. Two members of the Web Team hosted a program at OASIS for the OASIS Computer Club, and reviewed the ebook services with 30 participants.

In conjunction with the Civic Center Grand Opening and library expansion, the Reference staff developed and created a website entitled *Kids These Days: Growing Up in Newport Beach*. Customer photographs and interviews feature memories of our city. Councilwoman Nancy Gardner participated in the project. Also, a Pinterest page was created to highlight events, staff picks, and Summer Reading.

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).