



# CITY OF NEWPORT BEACH Board of Library Trustees Agenda

Newport Beach Public Library  
1000 Avocado Avenue, Newport Beach  
November 17, 2014 – 5:00 p.m.

## **Board of Library Trustees Members:**

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

## **Staff Members:**

Tim Hetherton, Library Services Director  
Dave Curtis, Library Services Manager  
Elaine McMillion, Administrative Support Specialist

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### 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 – Draft October 20, 2014 Minutes

### 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. **Literacy Program Update** – President of the Newport/Mesa ProLiteracy Jason Brady and Literacy Program Coordinator Cherall Weiss will give an update of the Literacy Program.
2. **NBPL Public Give-Away Shelf Policy** – Staff will provide a report for review and discussion of this policy in relation to similar libraries' policies.
3. **Corona del Mar Branch Project Update** – Staff will provide a staff report with an update on recent activities pertaining to the proposed Library/Fire Station joint facility in Corona del Mar. (Committee liaisons: Vice Chair Prichard, and Trustee King)
4. **Retail Space in 2<sup>nd</sup> floor expansion** – Update on the status of the retail space located on the second floor of the Central Library across from Bistro 24.

**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** - Trustee King's update of the most recently attended Friends of the Library Board's monthly meeting.
3. **Library Foundation Liaison Report** - Chair Grant's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **DSLIS Liaison Report** - Secretary 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](mailto:cityclerk@newportbeachca.gov).

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**CITY OF NEWPORT BEACH**

**Board of Library Trustees  
Meeting Minutes  
October 20, 2014 – 5:00 p.m.**

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**CONVENED AT 5:00 p.m.**

**1) CALL MEETING TO ORDER** – Chair Robyn Grant called the meeting to order.

**2) ROLL CALL** – Roll call by Administrative Support Specialist Elaine McMillion

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

Staff Present: Library Services Director Tim Hetheron, Library Services Manager Dave Curtis, Support Services Coordinator Melissa Kelly, Youth Services & Branch Coordinator Debbie Walker, and Administrative Support Specialist Elaine McMillion

**3) PUBLIC COMMENTS**

Jim Mosher suggested that the Board consider putting banners like those displayed outside the first floor entrance on the upper level entrance also. He noted that it would be beneficial if the Library provided customers the option to check out a mouse with a laptop checkout. He noted that there are other City locations where a branch library would be useful, and suggested that the Board look into this. He suggested that the Board take notice of the branch’s needs and not only those of the Central Library. He suggested that more clarification be made in the Use of the Library policy in the areas of suspensions and appeals.

Chair Grant allowed a member of the public to comment on a non-agenda item at this time.

The Library customer who did not give his name noted that customers often eat food loudly, cough too much, and appear sick while using the public computers. He had a water bottle at one of the public computers he had been using and felt that the staff member who told him to remove it was abrupt. He feels that the rules are not consistently enforced and should be.

Chair Grant noted that the Use of the Newport Beach Public Library policy would be reviewed at this meeting and that they would take the public comments into consideration at that time.

**4) APPROVAL OF MINUTES** – September 22, 2014 Meeting Minutes

**Motion** made by Trustee King and seconded by Vice Chair Prichard and carried (3-0-0-2) to approve the minutes of Monday, September 22, 2014 with appropriate revisions as noted.

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

Chair Grant noted that at times public written comments are not received well in advance of the meeting and it makes it difficult to take them into consideration at the meeting when not enough time has been given to review them prior to the meeting.

## 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.*

Customer comments were reviewed and the reasoning behind the reorganization of the public service desk area on the main floor was discussed.

Vice Chair Prichard noted the customer comment referring to vagrancy. The Board agreed that this comment would be addressed during the review and discussion of the Proposed Library Use Policy agenda item.

Vice Chair Prichard asked for clarification on the Expenditure Status Report and the Maintenance and Repair – Building, and the Library Materials budget and how the funds in these areas are allocated. Staff noted that not all expenditures are monthly, some accounts, like the Library Materials expend more in some months than others. Staff also said that they are working with the City Finance Department on allocations in some of the accounts. When asked if there were any areas of concern, staff replied no.

**Motion** made by Trustee King and seconded by Vice Chair Prichard and carried (3-0-0-2) to approve the Consent Calendar Items as presented and including recommended revisions as discussed.

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

## B. ITEMS FOR REVIEW AND POSSIBLE ACTION

### 1. **Proposed Library Use Policy**

Library Services Manager Dave Curtis reviewed the recommendations as provided in the written staff report. Review and discussion continued and the redlined recommendations were accepted. *Under B. Enforcement of Prohibited Activities*, items 2, 3 and 5 were amended to provide consistency. This policy places expectations for public behavior that supports equitable access to library services, defines consequences for use violations and the appeals process. The Policy and the resulting amendments have been worked through in partnership with the City Attorney's Office. In order for staff to have a better tool and help in ensuring a safe and enjoyable environment, and provide customers with the best experience possible, this policy needed to be amended. It includes expectations for use of the premises

outside and inside the Library, and for customers who, if suspended from the Library, are able to appeal their suspensions. Discussion ensued.

The Board thanked Library staff and the City Attorney's staff for their assistance with this policy. The revisions will need to be sent to City Council for approval. Once approved by City Council, and implemented, staff was asked by the Board to report back to them in six months and let them know how the policy is working.

**Motion** made by Trustee King and seconded by Vice Chair Prichard and carried (3-0-0-2) to approve the revisions as presented and amend as recommended at this meeting, items B.2, B.3., and B.5.

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

## **2. Corona del Mar Branch Project Update**

Director Hetherington reported that plans for the Corona del Mar Branch Project are moving along. On October 9<sup>th</sup> Director Hetherington met with the City Fire Chief, the City Public Works Director and his Department Deputy and City Manager Kiff. Two firms have been chosen as possible choices and discussion was on which of the two would best maximize the space for both the Library and the Fire Station. Much emphasis was made on combining the HVAC and public restrooms as shared areas for both the Library and Fire Station so it would not take away useable space for the public. Once the decision has been narrowed down to one firm, the plan is that Public Works will present a report to City Council in November.

Tim attended a Corona del Mar residence meeting on October 9<sup>th</sup> where attendees discussed the Corona del Mar Branch Library and the reasons people are using it. Other issues discussed at this meeting pertained to parking and night-time noise, and whether or not to keep it open in the evenings. Discussion continued on this branches' collection. Trustee King shared that a lot of thought is being put into the joint use project for this location.

## **3. Capital Improvement and Capital Outlay Needs**

Support Services Coordinator Kelly presented a PowerPoint presentation on the Library's furnishing and improvement needs taking into consideration whether or not we are meeting the Library's needs. It was noted that the lists presented will need to be addressed in the coming years, and would have to be budgeted by revising things already asked for, or by presenting new requests. Each of the four Library locations' needs were noted and discussed, highlighting the reasons for the request of each item. The Capital Project Request was outlined and discussed and includes a remodel of the Central Library's first floor public restrooms. The suggested priorities for fiscal year 2015-2016 were noted and include re-carpeting the Friends Meeting Room, task stools and chairs for staff service desks and work stations at Central. The Balboa Branch needs additional electrical outlets installed in the public area, and the Mariners Branch needs the tables and chairs in the Teen Center replaced with lounge furniture, chairs and side tables.

Staff would like to have the budget presented and approved at the January 19, 2015 Board of Library Trustees meeting in order to have adequate time to have it prepared and presented to the City. Melissa Kelly asked to have a two-trustee subcommittee work with her as was done last year. Trustee King and Vice Chair Prichard agreed to work with Melissa Kelly, and it was noted that they would meet by mid-November or early December.

Library Services Manager Curtis noted the details for the plans to replace the Friends of the Meeting Room carpet as well as the carpet leading to the Media Center and Sound Lab, which would help to direct customers to those areas.

## C. MONTHLY REPORTS

### 1. Library Services Director Report

Director Hetherington noted that he had the opportunity to speak at the Writer's Festival in East Bluff. He spoke on "The State of the Book". It gave him the opportunity to speak with some local authors who donated numerous books to the Library. There have been many programs and events and many more are being planned for. The medical lectures presented by University of California Irvine physicians have been popular and very well attended. The "Beyond the Canvas" art lecture series by Award-winning professor Jacqueline Hahn have also been very well attended. The Festival Ballet Theatre will present a shortened performance of "The Nutcracker" to introduce children to the story and to ballet. This event is scheduled on Saturday, December 20th at 11:00am. He highlighted the details of, and noted that much planning has been completed on, the Rex Brandt Centennial Celebration scheduled to be held at the Central Library on Saturday, November 1st, at 2:00pm, and he urged all to attend.

### 2. Friends of the Library Liaison Report

Trustee Johnson-Tucker was absent so no report was given. Trustee Johnson-Tucker had asked Chair Grant to request that another Trustee be the liaison for this group as Trustee Johnson-Tucker is no longer available as liaison. The Friends of the Library Board meetings are held the first Tuesday of every month at 9:30am in the Central Library conference room. Trustee King volunteered to serve as liaison in Trustee Johnson-Tucker's place.

### 3. Library Foundation Liaison Report

Chair Grant reviewed some of the items that were discussed by the Foundation Board members at their last meeting which included iPhones, carpet issues, media lab signage and ways to increase Media Center use, as well as the Comic Con event held in Long Beach. The pagers and laptops have been a huge success and were also discussed. They also discussed their upcoming annual retreat.

### 4. DSLIS Liaison Report

Chair Grant reported that Secretary Palk did not give her anything to report on in her absence.

### 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)

- Review of the NBPL Public Give-Away Shelf Policy – Staff will provide a report at the next meeting to review and discuss this policy in relation to similar libraries' policies.
- Vacant Space Across from Bistro 24 – Discuss potential use of the space located on the second floor of the Central Library.

### 7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher suggested the Board consider the time periods for the one, two, and three violations, that a time period does not seem to be specified, and for the case in which an old violation may expire.

In two sections where wheeled conveyances are noted, there seems to be some inconsistency as one area states that book carriers are allowed and another area notes that they are not allowed.

Mr. Mosher thanked Director Hetherington for use of the Mariners Expressive Use area and suggested that the Board consider an appropriate area for this purpose near the second floor entrance to the Library between the Civic Center and the Library. He also noted that the concrete area outside the entrance of Mariners is in need of cleaning.

Trustee King asked if any other Board members had received questions from any of the City Council candidates and suggested that the Board Trustees reach out to each of the candidates.

**8) ADJOURNMENT – 6:35 p.m.**

Submitted by: \_\_\_\_\_  
Approval of Minutes

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS**  
**OCTOBER 2014**

<p><b>COMMENT #</b> Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p style="text-align: center;"><b>COMMENT</b></p>	<p style="text-align: center;"><b>RESPONSE</b></p>
<p style="text-align: center;"><u>1</u> <u>10/12/2014</u> <u>Comment Form - Email</u> <u>Tim Hetherington</u> <u>Library Services Director</u> <u>10/13/2014</u></p>	<p>Went to the Mariners Library to pick up my hold on Act of War by Brad Thor. I had seen it on the shelf at the library a few days ago, but was going to be out of town from the 13th to the 24th, so wanted to time my pick up of the book so I could return it on the 24th or 25th when I got back. Today, Sunday, I went to the library to get the book and it is checked out. I pursued this with librarians and ended up with Tamara who was in charge of Mariners today. She is doing everything she can to get me a copy and I appreciate it. She also taught me how to do freezes which is a big help when I am going to be out of town. What I am twisted in a knot over is why the library is unwilling to call the person that has the book and tell them to bring it back. I would like an answer to this question. If there is no one taking action, this person and others will take any book from hold they want and there appears nothing the library is willing to do about it. The system the library uses is worthless if it can be gamed by someone that can check out any book they want because they KNOW HOW TO DO IT. Or, is it possible, they were given special privileges of some kind. To me, the fastest way to rectify this problem, is to phone the person and tell them to bring the book back. Can someone in authority please do this or tell me why it can not be done.</p>	<p>Tim Hetherington responded via email as follows: Good morning Mr. Million, I apologize for the mishap with your hold. I can understand your frustration. We will have a copy of the book ready for you to pick up this evening. Errors like this don't occur very often. In cases like this, staff accidentally checks the item out to the wrong person. We do not ask the person who it was checked out to return the item since it was our mistake. The person who has the book has a last name that is somewhat similar to yours and mistakenly took it off of the hold shelf and to the Circulation desk. We are not sure what happened at checkout, but staff most likely bypassed the circulation software's notice that the book was on hold for another customer and checked the book out to the wrong person. We typically resolve these problems by obtaining another copy of the item which we were able to do with your hold. I'm truly sorry for the inconvenience and I appreciate your patience in this matter. We will work with staff to ensure that these types of easily preventable errors are avoided. Please let me know if I can be of any further assistance. Thank you, Tim Hetherington.</p> <p>The Customer responded as follows: Thank you for handling this matter. I feel better knowing the persons name was similar or close to mine and will HOPE it was a simple mistake and not deliberate. At any rate, since I am going away for 11 days, I really wanted to have the book to read. Now I do and I really appreciate your making that happen...I am sure it wasn't easy.</p>
<p style="text-align: center;"><u>2</u> <u>10/14/2014</u> <u>Comment Form - Card</u> <u>Debbie Walker</u> <u>Youth Services &amp; Branch Coordinator</u> <u>10/21/2014</u></p>	<p>The calm pirate spirited aspect of the staff and how they seek to preserve history. What I would like to see added: Updated computers with thinner screens and keyboards. A mix of Dell's and Apple software for media and other arts. A fundraiser (BBQ) is encouraged.</p>	<p>Debbie Walker answered via email as follows: I received the comment card you left at Balboa regarding staff and updating computers and software. I do appreciate your positive comments about staff and their attitude. I will pass along your compliment to them. In terms of computers, you suggested that we might update computers at Balboa with thinner screens and keyboards. All library locations are on a replacement plan with the City of Newport Beach IT department. City IT is currently conducting a study of all public computers and has the library system on a four year plan. We haven't been given a definite replacement date at this time but should have that in the near future. You also mentioned a mix of Dell and Apple software for media and other arts. We do offer these resources at the Central Library as part of the Media Center that was funded by a generous donation from our Foundation. At this time there are no plans to expand these services to the branches but the Media Center did expand the hours it is available in the last several months and offers a wide variety of creative and media-related software. Here is a link to the Media Lab information page on our website: <a href="http://www.newportbeachlibrary.org/services/media">http://www.newportbeachlibrary.org/services/media</a>. We do appreciate your use of the library and taking the time to express your concerns to us.</p>



<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p>3 10/14/2014 Comment Form - Email Melissa Kelly Support Services Coordinator 10/20/2014</p>	<p>Incident on 10-14-14 - Your librarians need to do their jobs, if people can't be quiet don't be in a library. Someone was being disruptive making disgusting noises clearing his throat over and over about 20 times librarian did nothing just ignoring it even when I asked her to do something, I told her to please go over and tell him to be quiet, so she comes over said she has to hear it. (No she doesn't I told her he was doing it), of course he is going to stop when she comes over making the whole thing a game so he stops when she comes over and starts up again when she leaves and when she did go over points to someone I was not even talking about and says "ok he stopped" I did not appreciate that foolishness I pointed to the guy in the black t shirt, and said the guy in the black t-shirt, she knew very well who I was talking about and she could hear from where she was at the desk anyway. He was obviously trying to provoke, trying to start something. It not my job to try to make your librarians do their job they should do without being told any way it's their one and only job and can't even do that. I have the right to use your library, I am quiet. This happen more than one occasion with different people, this is just the first time I'm complaining to you, quiet means quiet any and all noises it's a library! this includes loud disturbing or annoying in any way. I go there I'm trying to study if they are not don't be there. She created a situation that could have escalated. Like the time (at this same library) with a mother with a screaming child and another person (not a librarian) had to try to make this woman stop her child screaming and wound up with the mother hitting this other person and the person saying "that's assault lady I'm calling the cops" at that point I left. (It doesn't matter when this happened the pint is that it did.) I don't care that it was not bothering anyone else (it probably was) it was bothering me they were just not saying anything, a librarian is supposed to assume that nonsense like that is bothering people and put a stop to it without being made or force to. Your librarians are supposed to make them be quiet they're not going to listen to me. I don't appreciate this guy trying to play 'fight club' trying to annoy a girl to fight him! Or whatever he was trying to do. What happen that day is in no way funny that's another reason no one complains they don't want to be laughed at. I should not have to spend hours writing this that's why people don't do this. Look how long it's taking to explain one incident I don't care if you where pre warned about this e-mail I told her I was going to complain so she probably lied to you about this already. Do not be dismissive about this maybe it's silly to you but not to me.</p>	<p>Dave Curtis responded via email as follows: Good Morning, I am sorry that you did not find a space in the Library appropriate for your study needs. I certainly hope that another library user was not trying to provoke you and simply had a scratchy throat. You mentioned that "any and all noise" should be absent from the Library. I'm afraid that for most any space in the public library, that is just not an expectation that can be lived up to. There are research and university libraries that may get closer to that than we can. What I can suggest for your needs though, is to discover the seating along the windows and in the stacks of our library. Those areas tend to be more conducive to studying. I hope that works out satisfactorily, Dave.</p>
<p>4 10/19/2014 Comment Form - Card Melissa Kelly Support Services Coordinator 10/20/2014</p>	<p>The air conditioning needs to be run on hot days. It is not right to sacrifice your patrons' comfort and health in the interest of saving the City money. The heat in the Balboa Branch has been unbearable. I would like to know why it is considered acceptable for your patrons to suffer for the sake of the City's electric bill</p>	<p>Debbie Walker responded via email as follows: I recently received the comment form that you filled out regarding the lack of air conditioning at the Balboa Branch Library. I am copying Rebecca Lightfoot on this e-mail as she is the Librarian in charge of Balboa and would be happy to assist you in person if you have any issues at the branch. I just spoke to Ms. Lightfoot about your comment and she said that they did run the air conditioning at Balboa this summer particularly on the very hot days we recently experienced. She informed me though that one of the air compressors was faulty and that did cause the middle and back rooms in particular to not get as cool as they should have. That compressor was just repaired this past month so the air is working much better in those areas. We apologize if you experienced any discomfort while using the facility in recent months. In the future please do not hesitate to let Ms. Lightfoot know if the building is too warm. She and other staff will be happy to make sure that the air conditioning is turned on to cool the building. We appreciate your use of the library.</p>

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p>5 10/23/2014 Comment Form - Email Dave Curtis Library Services Manager 10/27/2014</p>	<p>Library's might suspect local tension issues by one effort or another in this recession. A situation such as the one I bring before your staff today is one of those. A woman by the name of _____ drove all the way from (Edinger and Beach Blvd) to observe into Mother's Market's dumpsters in search for pitched vegetables so she might swing over to use the computers at Mariner's Library and do a little mischief. As hard it would be to believe I cannot enter any pretending what so ever about people who enliven from the surge of disturbance they create by some of the tinkering they do here and there in the public. The woman walked in and walked out but not before coming over to whisper in my ear and to once more grope me. _____, _____, and _____ have this problem. This like the others have lot of time on their hands because of the recession and the unemployment it has caused. They begin to follow after local embitterment, and hooligans have drifted into Mariner's Library and their parking lot. Since _____ and _____ many thefts have been happening in the Library's parking lot. The public displays, taunting while walking by, the tapping, the trying to whisper near my ear. I see the Librarian staff every week I do not do this to anyone here.</p> <p>These turkeys have retaliative tendencies and to mention all of the disinflated tires I have faced would miss the point. I do not see people disinflating automobile tires. What they do is cruel: they prop a nail. It gets expensive a few times of this. I am proactive with some of the developments to help repair some of the methods used with difficult to catch activities. Intervention has always been the key, but it will never happen with sulky people. When folks minimize a restraining order has to obtained. I do not need to enter a battle zone at the library which risks the work that presses helpful changes in the state for women and their children, the nations security, and drag thousands to respect international &amp; humanitarian law as a standard. People have to abide by the Statutes. Thanks to the cameras I will be able to obtain a physical protection to safeguard my peace and right to privacy. I will be protected legally from persons who think they could just grab the straps of my bra, touch under my arms and waistline or try to slap my butt! These people need to keep their hands to themselves. I will catch every last one of them, unless they try to catch me behind a shelf. I have Mona today. I will catch the others. Maybe a judge could order these: mandatory therapy and counseling for a year. That's what its going to take to re-track all the many years these have been getting away with all of this criminal junk. Their vengeful spirit has to stop. I cannot be their scapegoat of abuse and sexual harassment. When these engage in gossiping, tale-bearing, and criminal busybody behavior *this invades the privacy of people which ultimately endangers other peoples lives. The privacy of federal matters is capital when witnesses are waiting their cases to press through. I'm going to need a note of the time grid of today. It will clearly show Mona Risch coming around behind me real quick and looking at what I had on the screen cubicle #11. The time was approximate. 23/10/14 *time grid: 11:40 -11:50am. Someone has got to be the one to chop chicken's head so others could eat. We have to have respect where ever we are.</p>	<p>Dave Curtis responded via email as follows: Good Afternoon, I am sorry that you are experiencing the troubles you are describing in your email. It sounds like you may want to connect with the Police if you are being assaulted or your property vandalized. I hope that the issues clear up and that your future visits to the library are free of any disruption.</p>

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COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p>6 10/21/2014 Comment Form - Email Dave Curtis Library Services Manager 10/22/2014</p>	<p>There was someone hacking my friends internet account, xxxxxx xxx xxxxxx, and off the speaker of our devices, was repeatedly saying harassing sentences about me and my friend, including threats, someone named rostoforet, and some guy who sounds Spanish. My other email is xxxxxxxxxxxxxxxx.</p>	<p>Dave Curtis responded via email as follows: Good Afternoon, I am not aware of any audio wave source in the Library, so I am not sure what your device may be picking up. If your friend suspects her library account is at risk, please have her contact Circulation so that we can freeze the account. If you feel you are being threatened, you may want to contact police directly.</p>
<p>Z 10/25/2014 Comment Form - Email Natalie Basmacivan Adult Services Coordinator 10/27/2014</p>	<p>Have you stopped receiving updates to "Model Railroader?" The December digital edition is already out, but yours still shows the November issue. Thanks.</p>	<p>Natalie Basmacivan responded via email as follows: Good morning, Thank you for contacting the library regarding the digital edition of Model Railroader. I checked Zinio and the December 1, 2014 issue is now available. I apologize for the delay. Please let me know if you experience other delays in receiving Zinio items, as I may need to contact Zinio for a remedy. Thank you, Natalie</p>



## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetheron, Library Services Director  
Re: Report of Library Activities – November 17, 2014 Board of Library Trustees Meeting

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### TIM HETHERON, LIBRARY SERVICES DIRECTOR

*"A book is a dream that you hold in your hand."* – Neil Gaiman

On October 5<sup>th</sup>, I had the honor of delivering the keynote address at the Newport Beach Author's Workshop and Book Fair. This event, which supports local authors (both new writers and experienced professionals), was an important first in Newport Beach. In the Author's workshop, authors attended seminars that covered the preparation of query letters, market studies, book proposals, manuscript editing, book signings and presentations, publicity plans, and book promotion using social media. The Book Fair featured 20 authors and included five brand new book releases. Nearly 150 attendees gathered to meet authors and discuss the nuts and bolts of writing, publishing, and promotion. Several of the authors in attendance donated part or all of their book sales to various charitable organizations, including the Alzheimer's Association, the American Legion, melanoma research, and the Lightning Strike & Electric Shock Survivors International (LSESSI). Many authors also donated copies of their books to the Library.

The Fair's Co-Chairmen, Craig B. Smith and Dan Schmenk, asked me to give a talk on the state of the book. Using research derived from the recent **Pew Internet Research Project** (<http://www.pewinternet.org/topics/libraries/>), I was able to make the point that although eBooks are rising in popularity, print remains the foundation of Americans' reading habits. eBooks are incredibly popular at NBPL, but so are print books. Many library users are format agnostic, and are content to read a book in whatever format is available. In general, the vast majority of those who read e-books and listened to audiobooks also read print books. 87% of eBook readers also read a print book in the past 12 months. As a librarian, I am pleased that people are reading – period.

On October 9<sup>th</sup>, I attended the Corona del Mar Chamber of Commerce meeting to discuss planning the proposed branch. I shared that part of the task is to identify the branch library's projected service population, known as the *design population*, or, who's using the branch, and why? What do we know about CDM?

- It is a part of the incorporated city of Newport Beach, but maintains a separate identity as a community and a village.
- Quality of life issues are important to village residents: parking, traffic, business zoning, etc.
- Residents support the village lifestyle, with distinct residential and commercial areas.
- There is a sense of community.
- Residents want easy access to City services.
- Branch service is considered an amenity worth preserving. The branch contributes to the identity of the village.

What does the Library know about the Branch?

- Customers served totals nearly one third of the immediate service population.
- Reference has moved online, and customers are helping themselves.
- Circulation of materials is robust.

- Program attendance is high, mainly due to Children's Services programming.

What are Branch users telling us?

- They like the staff.
- They like the programming and collections for children.
- Walking access – CDM seems to be a community of walkers.
- They wish the branch was open on Mondays.
- The branch has minimal usage past 6 PM.
- The Popular Library model is working; customers use the catalog to reserve items and have them sent to CDM.
- They need air conditioning!

All in all, it was a welcomed opportunity to promote the Library and reach out to the community.

### **DAVE CURTIS, LIBRARY SERVICES MANAGER**

Marketing Specialist Katherine Mielke and Library Services Manager Dave Curtis have been working with Iconography Studios to finalize graphics design concepts for the Media Lab. Staff is excited to get the graphics in the Lab spaces and incorporated into other marketing efforts. It is anticipated that the exciting logo and colors will make their debut in November.

Library Services Manager Dave Curtis had a training intensive month in October. He completed a day session of harassment prevention training in Costa Mesa, five days of training on Federal Incident Command System protocol in Anaheim, and a Newport Beach Emergency Operations Center training session with a follow up half day Great Shakeout exercise in the EOC (along with Adult Services Coordinator Natalie Bacmaciyan and Youth Services/Branch Coordinator Debbie Walker). Public employees' readiness to respond is always sharp thanks to the effective, mandatory trainings offered by their respective agencies.

### **MELISSA KELLY, SUPPORT SERVICES COORDINATOR**

#### **Library Clerks**

The Library clerks had their quarterly meeting in October. The group shared tips on work flow using the RFID checkout/in equipment. The group is establishing "best practices" that will be posted on the staff intranet site and used in training. The clerks also shared experiences, expectations and feedback in regards to the new Popular Library service model. There was an overall positive feeling in regards to their ability to offer quality customer service at all service points.

#### **Literacy**

Nine people completed the Tutor Training class in October. These volunteer tutors will soon be matched with learners to start an exciting journey together. Small group sessions continue to offer learners classes in pronunciation as well as book clubs and movie discussion groups.

### **DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR**

#### **Branches**

October was a relatively quiet month for all locations. Halloween related programs were held at all branches offering a variety of fun and spooky crafts.

Rebecca and Andrea have been working with me to select furnishings that will be purchased with Foundation donations from the Wishlist. Fabric and wood samples have been ordered to help make final choices. City IT installed new wireless public printers at all branch locations and so far this transition has gone smoothly. They have also received new credit card readers. These are still being tested and set-up for operation.

Yvette Murillo, page at Mariners gave her notice. She will be replaced permanently next month. Leah Duffy, the new PT Library Assistant for Mariners began her permanent shifts at the branch and began presenting her own storytimes.

### **Youth Services**

Staff members from Youth and Adult Services planned and presented a successful Star Wars related program on October 11. Over 80 participants did crafts, played games and posed with costumed characters from the films. This was all part of a national promotion called Star Wars Reads Day. At least 45 participants enjoyed "Spooktacular" crafts at Central on October 23.

*Making Memories* offered a three part photography workshop in the month of October. Participants learned the basics of how to take interesting and successful pictures, created a book on Shutterfly and then had photos mounted and put on display in the Children's Room for the month of November.

### **Teen Services**

YAAC met on October 14 to discuss upcoming projects and plans for the coming year. Two teens read spooky and fun stories at Pajama Storytime on Monday, October 27 and others joined Joanna and Allen for a fun, Halloween related get together on Wednesday, October 28. The November YAAC meeting will be held on Wednesday instead of Tuesday due to the Veteran's Day holiday and the library closure on that day.

## **NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR**

### **CSU Fullerton**

Adult Services Coordinator Natalie Basmacıyan was one of three City of Newport Beach employees selected to attend classes at the CSU Fullerton/Garden Grove campus for Leadership Development for Public Agencies. Topics include Leadership in Public Administration and Financial Management for Non-Financial Managers. The classes run until the first week of February.

### **Book Club in a Bag**

Librarian Jana Colver updated the Book Club in a Bag program, and added 7 new titles to the collection. Each bag contains 10 copies of a book along with discussion questions and information from the literature databases so customers can facilitate their own groups.

### **Programming**

Librarian Allen Kesinger hosted Star Wars Reads Day, which was attended by 80 children and adults. Some notable events coordinated by Librarian Andrea Jason include an art program led by Jacqueline Hahn with 200 people in attendance; a lecture by Sports Agent Leigh Steinberg with 190 people in attendance; and a Medicine in your Own Backyard program with 120 people in attendance.

### Sunday Musicale

*Mirror Visions Ensemble* presented the Sunday Musicale of a different variety. The first half of the program was a musical exploration of food - ingredient selection, meal preparation (including recipes!) and the pleasure of dining — in familiar and obscure songs by American composers. The feast culminated with Richard Pearson Thomas's cantata ***Clean Plates Don't Lie*** in celebration of sustainable food. Comprised of three vocalists, a pianist, a cellist and a violinist, *Mirror Visions* was very highly received by the 95 people in attendance. The Sunday Musicales are free and open to the public and are sponsored by the Friends of the Library.

### Overdrive

Librarian Rebecca Lightfoot planned and implemented a new foreign language collection of ebooks through the Overdrive service, which was funded by the Foundation. Materials in Spanish and Chinese are now available, with plans to add other languages in the near future. Rebecca has worked closely with the Literacy Program Coordinator to identify relevant languages and titles for the community. In the first month of the program, 19 circulations occurred and both languages were accessed.

### Digital Scanner

A digital scanner is on order for Central to replace the old microfilm scanner. Searching and reading the microfilm will be easier for customers and staff alike. The digital scanner was purchased through the Foundation.

### Proquest Articles Retrieved

	July	Aug	Sept	Oct	AVG.
Business Databases	299	1151	400	566	604
Newspapers--Current	995	1535	3004	1622	1789
Newspapers--Historical	3831	2824	2142	2145	2736
Magazines	43	56	86	50	59

Database	Oct-14	Oct-13	Oct-12	YTD 14/15	YTD 13/14	YTD 12/13
<b>Tracked by #searches</b>						
Ancestry	2036	1386	776	2131	8014	17966
			38	0	0	58
BioResCtr*	101	42	169	80	536	1646
FoF Ancient Hist	32	29	102	38	185	619
GDL	60	65	33	41	193	264
GVRL	154	85	104	75	631	1807
HeritageQuest	255	958	156	1322	6936	4735
Kids InfoBits	17	3	30	12	191	326
LitResCtr	113	83	103	90	981	9620
Opposing Vpts*	117	100	39	74	1109	3035
Nat Geo	16	27	69	31	158	399
Nat Geo Kids	0	18		4	70	27
NoveList	219	188	159	381	1379	2722
NoveList K-8	236	35	45	90	303	544
ProQuest	2208	2453	4249	5236	24797	51336
Ref USA Bus.	2230		4835	5259	22495	59879
Ref USA Res.*	286		213	372	880	2587
Tumblebooks	1215	1861	707	858	9599	10584
World Book Online	87	78	81	14	966	1156
<b>Tracked by #sessions</b>						
Cypress Resume	5	13	10	34	111	226
LiveHomework	32	44		17	224	785
Testing & EdRefCtr	35	22		93	473	446
Universal Class	32	104	68	139	582	1055
<b>Tracked by #page views</b>						
CultureGrams	108	70	51	124	1323	5973
Morningstar	5340	5395	5304	11150	35500	100148
NetAdvantage	5215	1827	6198	13307	10325	30584
RealQuest	6360	203	1194	214	5224	13127
Rocket Languages	19	62	10	214	530	514
Value Line		22134		17804	180578	224744

HUGE spike for RealQuest this month. Not sure if it was a system glitch or just heavy, heavy use.

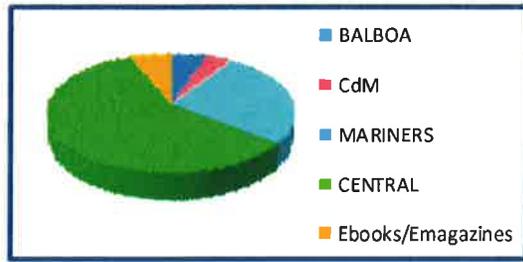
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**NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2014**

**CIRCULATION**

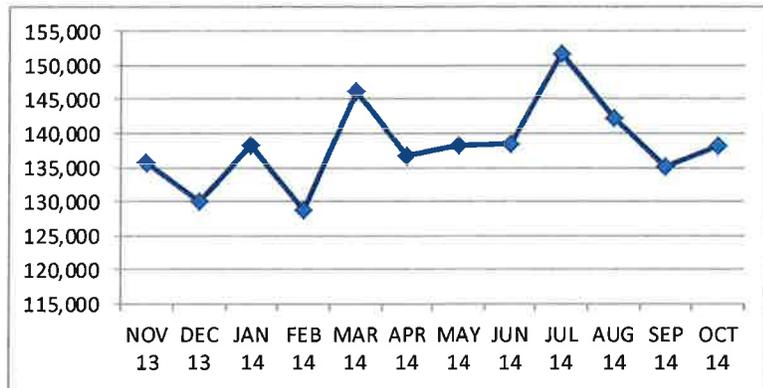
**CURRENT**

	<b>Oct-14</b>	<b>YTD 14/15</b>	<b>YTD 13/14</b>
<b>BALBOA</b>	7,475	<b>31,250</b>	<b>36,416</b>
<b>CdM</b>	5,333	<b>22,196</b>	<b>24,797</b>
<b>MARINERS</b>	36,463	<b>144,308</b>	<b>148,672</b>
<b>CENTRAL</b>	80,224	<b>334,691</b>	<b>360,194</b>
<b>Ebooks/Emagazines</b>	8,661	<b>35,021</b>	<b>27,689</b>
<b>TOTAL</b>	<b>138,156</b>	<b>567,466</b>	<b>597,768</b>



**12 Month Comparison**

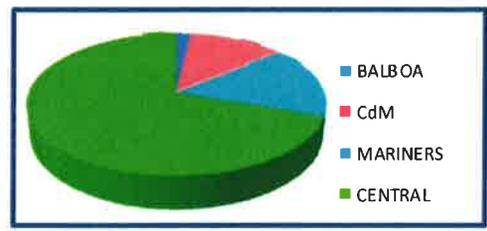
NOV 13	135,605
DEC 13	130,145
JAN 14	138,311
FEB 14	128,733
MAR 14	146,050
APR 14	136,617
MAY 14	138,226
JUN 14	138,412
JUL 14	151,739
AUG 14	142,418
SEP 14	135,153
OCT 14	138,156
<b>TOTAL</b>	<b>1,659,565</b>



**PROGRAM ATTENDANCE**

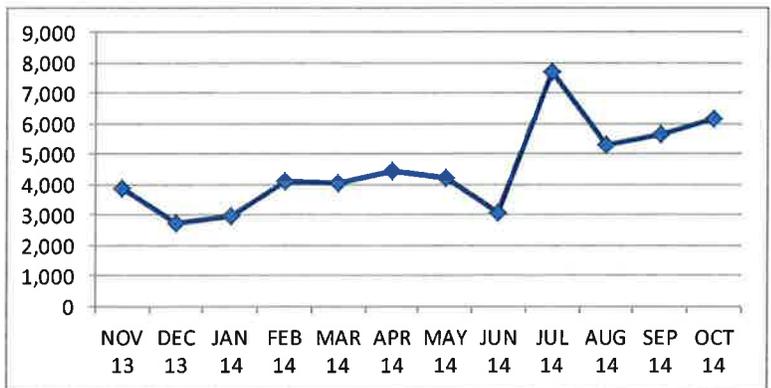
**CURRENT**

	<b>Oct-14</b>	<b>YTD 14/15</b>	<b>YTD 13/14</b>
<b>BALBOA</b>	114	<b>438</b>	<b>1,160</b>
<b>CdM</b>	761	<b>2,455</b>	<b>2,451</b>
<b>MARINERS</b>	991	<b>3,391</b>	<b>3,265</b>
<b>CENTRAL</b>	4,287	<b>18,520</b>	<b>13,625</b>
<b>TOTAL</b>	<b>6,153</b>	<b>24,804</b>	<b>20,501</b>



**12 Month Comparison**

NOV 13	3,894
DEC 13	2,729
JAN 14	2,973
FEB 14	4,107
MAR 14	4,056
APR 14	4,458
MAY 14	4,201
JUN 14	3,058
JUL 14	7,706
AUG 14	5,326
SEP 14	5,619
OCT 14	6,153
<b>TOTAL</b>	<b>54,280</b>

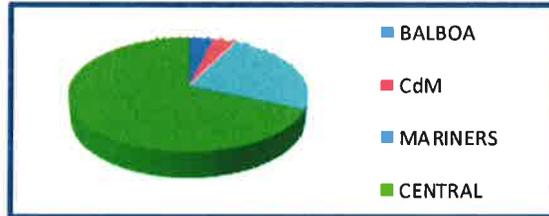


## NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2014

### CUSTOMERS SERVED IN THE LIBRARY

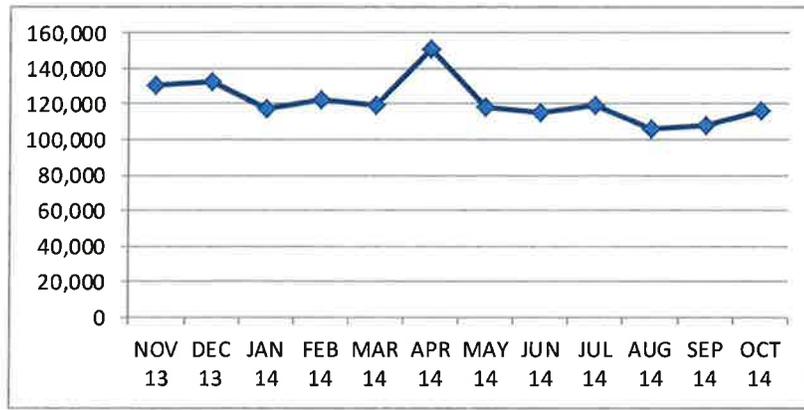
#### CURRENT

	Oct-14	YTD 14/15	YTD 13/14
BALBOA	4,560	20,458	22,813
CdM	4,196	15,482	16,605
MARINERS	28,148	103,666	96,308
CENTRAL	79,949	310,654	257,062
<b>TOTAL</b>	<b>116,853</b>	<b>450,260</b>	<b>392,788</b>



#### 12 Month Comparison

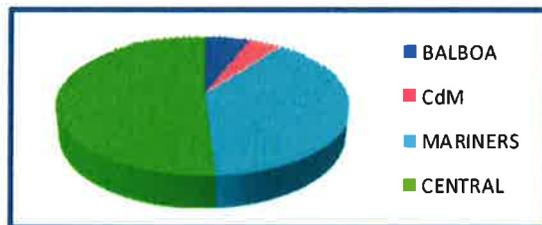
NOV 13	130,163
DEC 13	132,801
JAN 14	117,652
FEB 14	121,995
MAR 14	119,245
APR 14	151,515
MAY 14	118,276
JUN 14	115,406
JUL 14	119,069
AUG 14	105,858
SEP 14	108,480
OCT 14	116,853
<b>TOTAL</b>	<b>1,457,313</b>



### REFERENCE

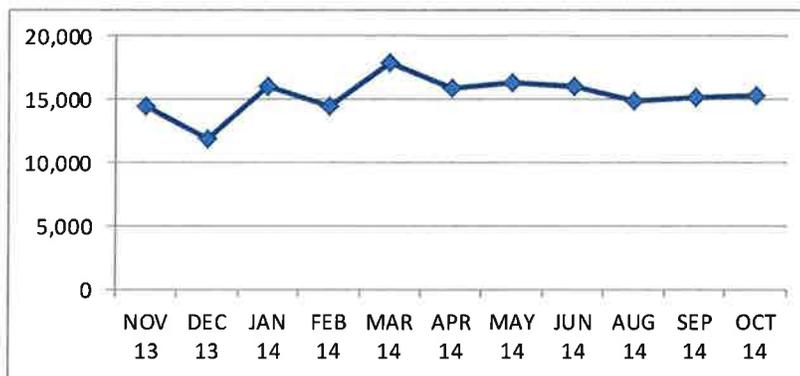
#### CURRENT

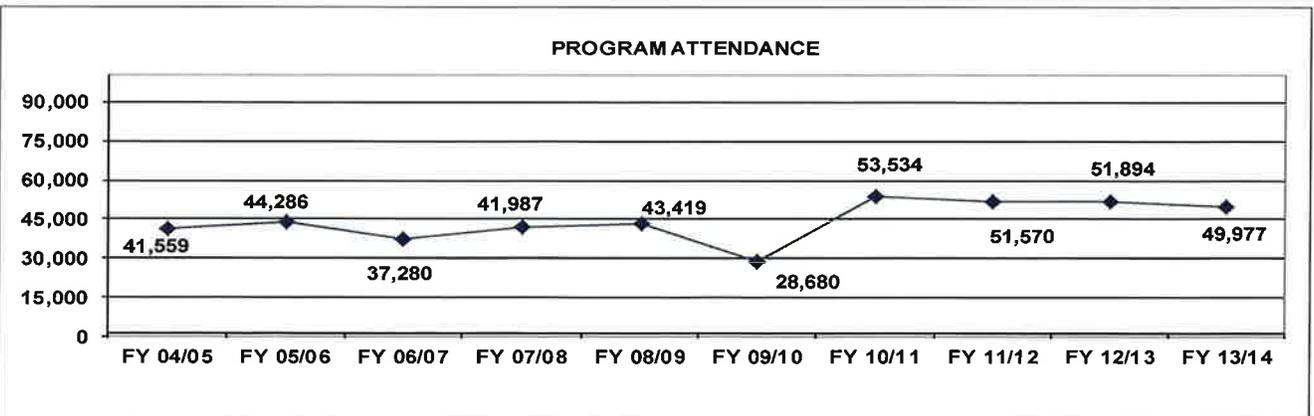
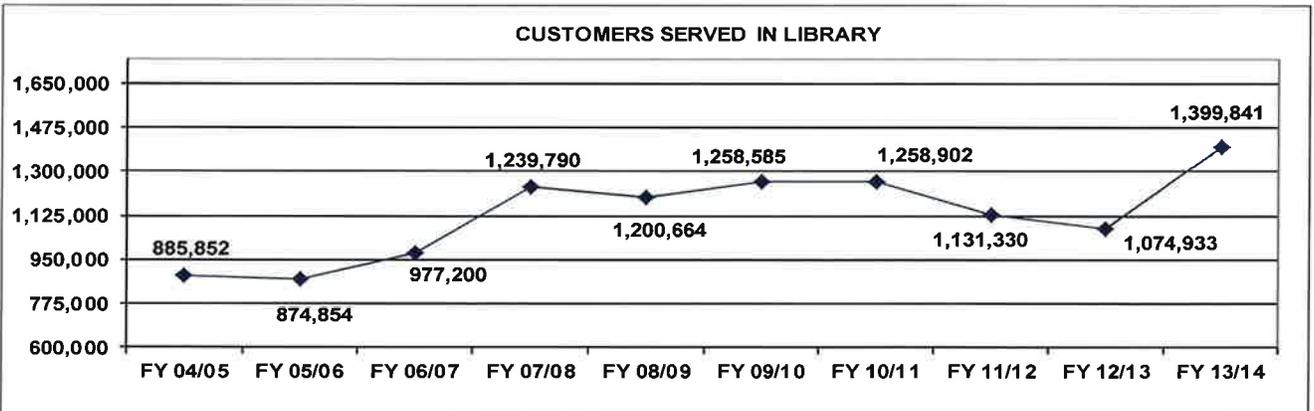
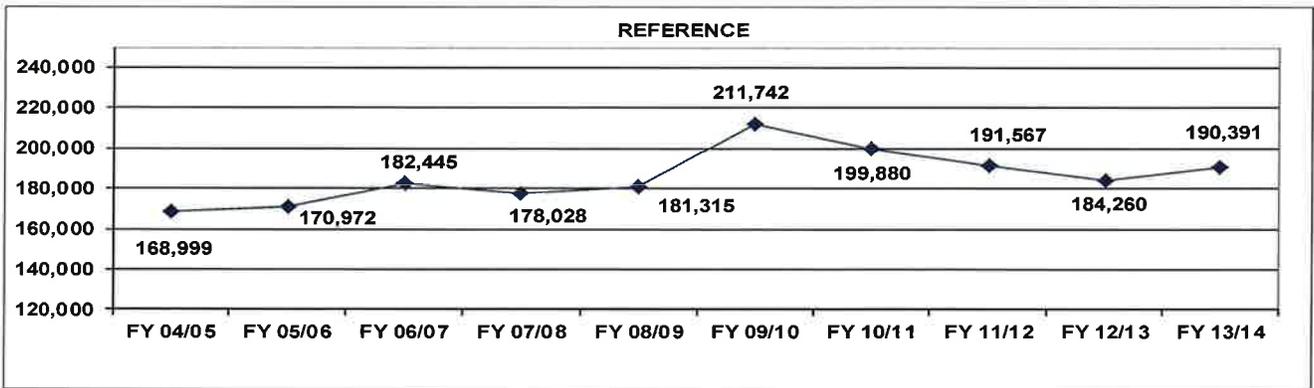
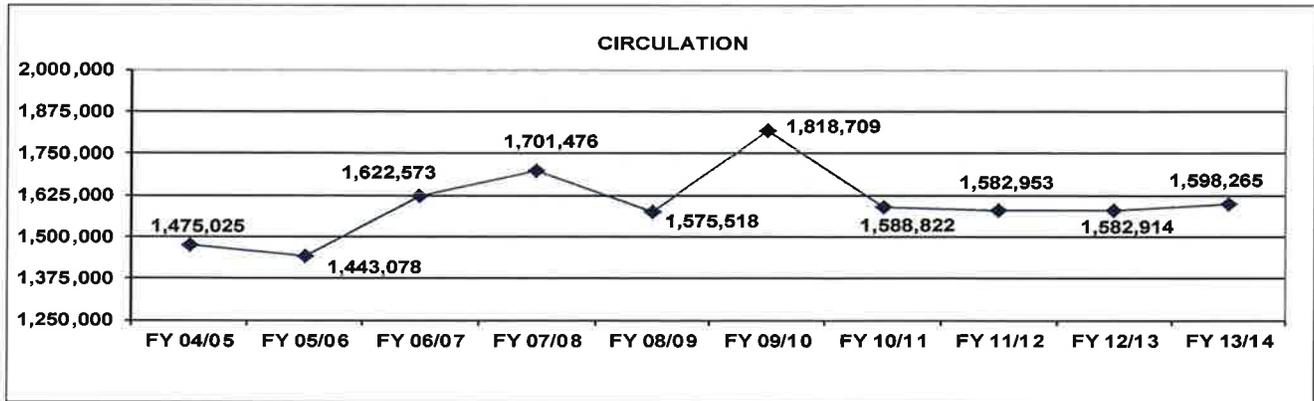
	Oct-14	YTD 14/15	YTD 13/14
BALBOA	899	3,440	2,909
CdM	687	2,808	3,133
MARINERS	5,887	21,750	21,823
CENTRAL	7,777	32,912	39,740
<b>TOTAL</b>	<b>15,250</b>	<b>60,910</b>	<b>67,605</b>



#### 12 Month Comparison

NOV 13	14,416
DEC 13	11,912
JAN 14	15,975
FEB 14	14,424
MAR 14	17,862
APR 14	15,850
MAY 14	16,290
JUN 14	16,087
AUG 14	14,905
SEP 14	15,184
OCT 14	15,250
<b>TOTAL</b>	<b>168,155</b>





SUNGARD PENTAMATION  
 DATE: 11/10/2014  
 TIME: 17:32:37

CITY OF NEWPORT BEACH  
 EXPENDITURE STATUS REPORT

PAGE NUMBER: 1  
 EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key\_orgn between '4010' and '4060'  
 ACCOUNTING PERIOD: 4/15

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	YEAR TO DATE	AVAILABLE	YTD/
				OUTSTANDING	EXP	BALANCE	BUD
7000	SALARIES - MISC	2,602,514.40	195,634.52	.00	877,352.49	1,725,161.91	33.71
7020	SALARIES - PART TIME	350,484.67	33,957.89	.00	168,610.49	181,874.18	48.11
7030	SALARIES - SEASONAL	531,289.19	19,488.02	.00	82,319.97	448,969.22	15.49
7040	OVERTIME, MISC & 1/2 TIM	1,883.00	.00	.00	1,030.39	852.61	54.72
7062	NIGHT DIFF, MISC	10,262.52	833.25	.00	3,508.25	6,754.27	34.19
7110	CAR ALLOWANCE	4,800.00	369.24	.00	1,661.58	3,138.42	34.62
7114	CELL PHONE STRIPEND EXP	3,000.40	230.80	.00	1,038.60	1,961.80	34.62
7210	HEALTH/DENTAL/VISION FT	719,169.08	51,401.36	.00	228,676.77	490,492.31	31.80
7211	HEALTH/DENTAL/VISION PT	6,000.00	3,539.20	.00	16,542.39	-10,542.39	275.71
7223	ANNUAL OPEB COST	133,135.11	11,094.60	.00	44,378.40	88,756.71	33.33
7227	RHS \$2.50 CONTRIB	28,499.90	8,439.22	.00	15,507.64	12,992.26	54.41
7290	LIFE INSURANCE	3,881.36	324.25	.00	1,253.95	2,627.41	32.31
7295	EMP ASSISTANCE PROGRAM	874.46	74.86	.00	289.59	584.87	33.12
7370	WORKERS' COMP, MISC	69,174.00	5,764.50	.00	23,058.00	46,116.00	33.33
7373	COMPENSATED ABSENCES	91,088.00	7,590.67	.00	30,362.68	60,725.32	33.33
7425	MEDICARE FRINGS	50,060.29	3,915.76	.00	17,116.79	32,943.50	35.39
7439	PERS MISC EE CNTREN	226,909.33	4,841.46	.00	22,024.10	204,885.23	9.71
7440	PERS MISC ER CNTREN	268,376.91	34,620.22	.00	155,046.11	113,330.80	57.77
7445	MISC RETIRE CONTRIB	-314,869.23	.00	.00	.00	-314,869.23	.00
7446	UNFUNDED LIABILITY-MISC	320,691.74	.00	.00	.00	320,691.74	.00
7460	RETIREMENT PART TIME/TEM	19,923.34	1,422.86	.00	6,469.20	13,454.14	32.47
	TOTAL SALARIES & BENEFITS	5,127,148.47	383,542.68	.00	1,696,847.39	3,430,301.08	33.10

1ST SUBTOTAL-800 OPERATING EXPENSES

8010	ADVERT & PUB RELATIONS	6,500.00	-11.75	4,466.96	5,664.08	-3,631.04	155.86
8012	PROGRAMMING	11,000.00	691.46	.00	1,511.55	9,488.45	13.74
8020	AUTOMOTIVE SERVICE	6,000.00	.00	.00	755.39	5,244.61	12.59
8022	EQUIP MAINT ISF	7,725.19	643.77	.00	2,575.08	5,150.11	33.33
8024	VEHICLE REPLACE ISF	5,492.40	457.70	.00	1,830.80	3,661.60	33.33
8030	MAINT & REPAIR - EQUIP	12,700.00	.00	.00	926.55	11,773.45	7.30
8031	MAINTENANCE - COPIERS	4,000.00	609.84	.00	843.26	3,156.74	21.08
8033	PRINTER MAINT/SUPPLIES	4,000.00	.00	.00	.00	4,000.00	.00
8040	MAINT & REPAIR - BUILDIN	108,900.00	7,630.92	2,423.32	56,053.32	50,423.36	53.70
8050	POSTAGE,FREIGHT,EXPRESS NO	12,000.00	.00	.00	1,881.41	10,118.59	15.68
8060	PUBLICATIONS & DUES NOC	8,000.00	.00	.00	299.00	7,701.00	3.74
8070	RENTAL/PROP & EQUIP NOC	400.00	18.54	.00	81.61	318.39	20.40
8080	SERVICES-PROF & TECH NO	3,000.00	569.40	.00	1,419.40	1,580.60	47.31
8081	SERVICES - JANITORIAL	113,500.00	8,471.85	.00	27,965.55	85,534.45	24.64
8086	SERVICES-OTHER PRINT VEND	2,000.00	.00	.00	254.40	1,745.60	12.72
8089	SVC-CITY PRINT CONTRACT	1,488.00	.00	.00	180.90	1,307.10	12.16
8100	TRAVEL & MEETINGS NOC	8,125.00	27.17	.00	92.19	8,032.81	1.13
8105	TRAINING	8,000.00	.00	.00	10.79	7,989.21	.13
8112	UTILITIES - TELEPHONE	5,425.00	785.58	.00	1,624.11	3,800.89	29.94
8114	UTILITIES - NATURAL GAS	12,850.00	933.48	.00	2,535.64	10,314.36	19.73
8116	UTILITIES - ELECTRICITY	208,900.00	33,213.95	.00	97,014.63	111,885.37	46.44
8118	UTILITIES - WATER	20,500.00	1,826.16	.00	7,089.04	13,410.96	34.58

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 PAGE BREAKS ON: DEPARTMENT

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

ACCOUNT	TITLE	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
8140	SUPPLIES- OFFICE NOC	24,300.00	387.64	1,558.99	5,710.06	17,030.95	29.91
8143	OFFICE SUPPLIES-CHILD PR	2,650.00	.00	.00	296.90	2,353.10	11.20
8144	SUPPLIES- COPY MACHINE	13,220.00	537.81	.00	3,028.87	10,191.13	22.91
8150	SUPPLIES- JANITORIAL NOC	27,050.00	2,531.48	.00	9,790.01	17,259.99	36.19
8160	MAINT & REPAIR NOC	7,000.00	24.30	.00	149.30	6,850.70	2.13
8200	SPECIAL DEPT SUPPLIES NO	15,500.00	648.57	.00	3,086.39	12,413.61	19.91
8204	UNIFORM EXPENSE	200.00	7.90	.00	157.98	42.02	78.99
8260	LIBRARY MATERIALS	620,764.02	62,999.29	24.02	342,323.73	278,440.29	55.15
8311	HARDWARE-MONITOR/PRINTER	3,500.00	.00	.00	511.19	2,988.81	14.61
8318	IT ISF OPERATING CHARGE	359,615.48	29,967.96	.00	119,871.84	239,743.64	33.33
8319	IT ISF STRATEGIC CHARGE	132,630.28	11,052.52	.00	44,210.08	88,420.20	33.33
8340	GENERAL INSURANCE	103,335.00	8,611.25	.00	34,445.00	68,890.00	33.33
8716	SPECIAL EVENT LIABILITY	3,500.00	927.60	.00	927.60	2,572.40	26.50
	TOTAL OPERATING EXPENSES	1,883,770.37	173,464.39	8,473.29	775,117.65	1,100,179.43	41.60
1ST SUBTOTAL-900 CAPITAL OUTLAY							
9000	OFFICE EQUIPMENT	2,000.00	.00	.00	.00	2,000.00	.00
	TOTAL CAPITAL OUTLAY	2,000.00	.00	.00	.00	2,000.00	.00
	TOTAL LIBRARY SERVICES	7,012,918.84	557,007.07	8,473.29	2,471,965.04	4,532,480.51	35.37
TOTAL REPORT		7,012,918.84	557,007.07	8,473.29	2,471,965.04	4,532,480.51	35.37

# 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	
Jun 16, 2014	Branch Update - Corona del Mar	
Aug 18, 2014	Information Technology Update	
Sep 22, 2014	Branch Update - Mariners	
Sep 22, 2014	Children Services Update	
Sep 22, 2014	Newport Beach Public Library Website & Social Networking Update	
Oct 20, 2014	Review of Library Capital Improvements and/or Capital Outlay Needs	
Oct 7, 2013	Literacy Program Update	Nov 17, 2014
Aug 5, 2013	Review FY 2014/2015 Holidays / Meeting Schedule	Dec 15, 2014
May 19, 2014	Adult and Reference Services Update (Every June and December)	Dec 15, 2014
Jul 21, 2014	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 20, 2015
Jul 21, 2014	Statistical Comparison Report of Peer Libraries/Meeting Spaces (Previous report up to 2012)	Jul 20, 2015
Jul 21, 2014	Proposed Library Closures for Winter Holidays 2015	Jul 20, 2015

Revised 11-14-2014

**TO:** BOARD OF LIBRARY TRUSTEES

**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
949-717-3810, [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Tim Hetherton

**TITLE:** Display and Distribution of Materials in Library

**RECOMMENDATION:**

Staff recommends that the Board of Library Trustees approve the proposed revisions to the Public Giveaway policy.

**DISCUSSION:**

The Newport Beach Public Library makes available "give-away" shelves for the purpose of making available to Library customers free materials provided by various governmental agencies. The Library provides space at all locations for the display of materials of public interest. Currently, the public giveaway shelves are limited to materials provided by the City of Newport Beach, the County of Orange, the State of California or the United States government. Currently, no materials provided by any non-governmental agency are permitted on the "give-away" shelves. Staff asserts that this policy is not in the best interest of the public as it unnecessarily excludes information the public may require for educational and cultural events, programs, and services made available by local 501(c)(3) non-profit organizations engaged in educational and cultural activities that support the Library's mission and are free to the public.

The revised policy is attached for Board of Library Trustees review.

**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).

## ~~Public Give-Away~~ Display and Distribution of Materials in Library

The purpose of this policy is to establish standards concerning the use of the areas officially designated as public "give-away" shelves at the Newport Beach Public Central Library and, to the extent established, any similar shelves in any Library branch.

The Newport Beach Public Library makes available "give-away" shelves for the purpose of making available to Library customers free materials provided by various governmental and non-profit agencies. **Central Library and the 3 branch locations each have a designated area for the display and distribution of materials in the Library.**

The following are the guidelines established by the Library Trustees for the use of these shelves:

A. The materials to be given away must be in brochure, pamphlet, flyer and/or business card formats, and must not exceed 8.5" x 14" in size.

~~B. The materials must be provided by an agency of the City of Newport Beach, the County of Orange, the State of California or the United States government. No materials provided by any non-governmental agency will be permitted on the "give-away" shelves.~~ **Acceptable materials for dissemination on the giveaway shelves include Library information and announcements including Friends of the Library and Newport Beach Public Library Foundation material; materials from other governmental agencies – e.g. City, County, State, and Federal information; information and instructional materials from schools in the Newport Beach area (schools are defined by the California Department of Education at <http://www.cde.ca.gov/ds/si/ds/dos.asp>); and announcements of public events to be held in Newport Beach by 501(c)(3) non-profit organizations engaged in educational and cultural activities that support the Library's mission.**

**C. Materials not acceptable for dissemination on the giveaway shelves include commercial advertisements or announcements, including sales ads, want ads, and fundraising materials; announcements of paid events; partisan political posters or announcements (announcements of public non-partisan or bipartisan meetings are acceptable); personal, non-public oriented announcements or posters; and derogatory or inflammatory material.**

~~CD. The provider of the materials is responsible for placing the materials on the "give-away" shelves and removing all of its out-dated material.~~ **All items placed on the giveaway shelves should be approved and initialed by the Adult Services Coordinator or their designee at Central Library and the Branch Librarians or their designee at the branch locations. The Library Services Manager should be consulted if there is doubt about the suitability of a particular item. Library staff is responsible for placing the materials on the "give-away" shelves and removing all of its out-dated material.** The provider may furnish any display holder it desires for its materials so long as the display holder is of an appropriate size, shape and material.

~~DE.~~ The Library is not responsible for the damage, theft or loss of any materials or display holders.

~~EF.~~ Other than materials provided by the City of Newport Beach or the Library, no materials intended to be given to or seen by the public may be placed by any person or entity in any lobby area, other shelves, desks or tables, or anywhere else in any of the Libraries.

~~FG.~~ Library staff has the right to remove and dispose of any materials that fail to meet these standards in any way.

Adopted - April 19th, 2005

Last Updated - April 25th, 2005

**TO:** BOARD OF LIBRARY TRUSTEES

**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
949-717-3810, [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Tim Hetherton

**TITLE:** Corona del Mar Branch Update

**UPDATE:**

City Public Works continues to develop a plan for the joint use Fire Station/Branch Library facility to submit to City Council for approval.

**SURVEY RESULTS:**

In order to accommodate branch customers who prefer to respond to the survey in print form, hard copies of the MindMixer survey were made available at the branch and at the OASIS Senior Center. The results are attached.

**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).



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

### 1. What do you like best about the Corona Del Mar Branch?

The staff. Always friendly and helpful. CdM Library is a very warm environment. It is always easy and convenient to use. There is a real sense of community at the library created by the staff.  
I also enjoy the ample tables to use for studying/reading.

### 2. What do you like least about the Corona Del Mar Branch?

No air conditioner. It gets quite hot. Also, no indoor water fountain.  
Due to no A/C, windows must be kept open and that results in lots of noise coming in from the fire station and the parking lot.

### 3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

I think the programs and services currently in place are great.

5. What services, programs and collections would you like to see for adults?

I do not think anything additional needs to be added.

6. What special amenities would you like to see in the branch?

- An indoor water fountain.
- Air conditioner.
- One more printer (currently there is only one).
- The ability to log in and print from one's own laptop instead of having to use a library desktop to release the print job.
- Keep the CDM branch open until 9pm on Wednesdays (like it currently is on Tuesdays and Thursdays).
- Separate men's and women's restrooms.

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



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PUBLIC LIBRARY



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## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

Great Services.

2

2. What do you like least about the Corona Del Mar Branch?

It is all good.

3. How often do you use the branch?

- regularly
- every once in a while
- never

• First Time.

Erik A. Johansson

4. What services, programs and collections would you like to see for children?

*Learning oriented*

5. What services, programs and collections would you like to see for adults?

6. What special amenities would you like to see in the branch?

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



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## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

*The two librarians - Heiden + Janice  
That it is small and easy to  
access.*

2. What do you like least about the Corona Del Mar Branch?

*I like it!*

3. How often do you use the branch?

- regularly  
 every once in a while  
 never

4. What services, programs and collections would you like to see for children?

*See 92.*

5. What services, programs and collections would you like to see for adults?

*Same way it is.*

6. What special amenities would you like to see in the branch?

*Has what I need*

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

The quality staff who interact with the public in a personal way. Great PR.

2. What do you like least about the Corona Del Mar Branch?

Lack of space for children's area - very ~~heavily~~ heavily used esp for storytimes.  
needs newer BCD's. Current collection is very static.

3. How often do you use the branch?

- regularly
- every once in a while
- never

New lib needs a good baby stroller area



## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

The staff; they are friendly, knowledgeable and helpful.

2. What do you like least about the Corona Del Mar Branch?

They need air-conditioning.

3. How often do you use the branch?

- regularly - every week
- every once in a while
- never



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch? <sup>branch</sup> The staff!! Everyone at the COM is friendly, helpful, fun, knowledgeable & professional. It makes me happy to go to the library where there is such a friendly atmosphere. Also I love that it is in easy walking distance from my home. With COM traffic becoming worse & worse, it is great to be able to walk to the library. And, I very much appreciate being able to use the COM library computers.

2. What do you like least about the Corona Del Mar Branch?

There is nothing I dislike about the COM Branch. I wish the city would just leave it alone and let us library patrons enjoy it as it is. I have a hard time imagining how a joint facility with Fire Station 5 would work.

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

I do not have children, but enjoy seeing the children & their parents having fun at the library programs.

5. What services, programs and collections would you like to see for adults?

As I said under item 2 - I like the services, programs and collections as they are.

6. What special amenities would you like to see in the branch?

I would like to see the pleasant atmosphere created by the staff to continue.

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



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## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

The librarians

2. What do you like least about the Corona Del Mar Branch?

lack of air-conditioning

3. How often do you use the branch?

- regularly
- every once in a while
- never



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

*I especially appreciate that this library is in walking distance from my home. The library is a true gem. The size makes it easy to navigate and find what you need. But most important are the staff. They are friendly and so helpful. Although I no longer have young children, it is obvious that the children are enthralled by their story time.*

2. What do you like least about the Corona Del Mar Branch?

*I can't think of anything.*

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

5. What services, programs and collections would you like to see for adults? *Adult education/classes would be a real plus.*

6. What special amenities would you like to see in the branch?

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



my library  
of choice

### What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

The friendly, helpful staff

LOCATION, LOCATION, LOCATION

2. What do you like least about the Corona Del Mar Branch?

No air conditioning

one short toilet

#1 usually children allowed to ~~run~~ run amok / have tantrums by PARENTS not nannies

3. How often do you use the branch?

- regularly *very*
- every once in a while
- never

Live in Laguna



## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

The best thing about the Corona Del Mar library is the librarians. Even though the number of books has been cut way back, the Corona Del Mar librarians work hard to offer the services of a full service library.

2. What do you like least about the Corona Del Mar Branch?

A library should have books. If I am planning a trip to France, I want to be able to pick a few books about France off my local library shelves. If I need to find pictures of African birds, I would like to find something other than children's books. I know the Central Library provides these books, but we ~~do~~ have a library in Corona Del Mar. Why is it that we are so lacking in the key ingredient in any library - books?

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

Any services you can provide for children are valuable to everyone in the community. Would I be repeating myself if I suggested a few more books?

5. What services, programs and collections would you like to see for adults?

6. What special amenities would you like to see in the branch?

It's outstanding to have internet access at the library, but a few reference books wouldn't hurt.

When I am looking for "special amenities" I don't look first at the library. Don't be fooled Kindle and Nook are useful tools, but they will not replace books.

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch?

- LOCATION  $\frac{1}{2}$  HOURS
- SELECTION OF DVDS/BLU-RAY
- CUSTOMER SERVICE
- ABILITY TO PICK UP BOOKS FROM OTHER BRANCHES

2. What do you like least about the Corona Del Mar Branch?

- GIVEN SPACE RESTRICTIONS, LIMITED SELECTION OF BOOKS.

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

5. What services, programs and collections would you like to see for adults?

- SIMILAR TO MAIN BRANCH, BUT AT  
HOURS AFTER 5:00 SO WORKING PEOPLE  
CAN PARTICIPATE

6. What special amenities would you like to see in the branch?

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.

4. What services, programs and collections would you like to see for children?

?

5. What services, programs and collections would you like to see for adults?

OK for now

6. What special amenities would you like to see in the branch?

OK for now

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.

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1. What do you like best about the Corona Del Mar Branch?

- locality
- book choice

2. What do you like least about the Corona Del Mar Branch?

\_\_\_\_\_

3. How often do you use the branch?

- regularly
- every once in a while
- never



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

The EMPLOYEES! the location

2. What do you like least about the Corona Del Mar Branch?

Parking is limited when there's any activity at the branch.

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

Need designated area for stroller parking so that you can access the building more easily during "storytime."

5. What services, programs and collections would you like to see for adults?

perhaps more computers for customer use.

6. What special amenities would you like to see in the branch?

The building needs more windows and natural light. ALSO AIR conditioning!!

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1. What do you like best about the Corona Del Mar Branch?

We love the CDM Branch because of its size. My two young children feel right at home reading books, doing puzzles and the offered crafts. They feel like "big kids" navigating the shelves and toys on their own. We also LOVE and APPRECIATE the story-times, crafts and friendly staff. We wouldn't change a thing about this library... especially the sweet, historic building.

2. What do you like least about the Corona Del Mar Branch?

If I have to say something ... I guess it's the lack of A.C. 😊

3. How often do you use the branch?

- regularly, couple of times a week!
- every once in a while
- never



NEWPORT BEACH  
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## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

Small  
easy to come in and out / no stairs  
lots of Natural light.  
Charming - still has old CDM charm

2. What do you like least about the Corona Del Mar Branch?

3. How often do you use the branch?

- regularly
- every once in a while
- never



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1. What do you like best about the Corona Del Mar Branch?

The intimacy. I like that there are basically the same 4 librarians there that I've gotten to know. I like that Hardee Barker holds books/movies for me that she thinks I will like - and often I do. I also like that I can walk there.

2. What do you like least about the Corona Del Mar Branch?

I don't like how the new DVDs are in plastic holders that are ~~too large~~ so reflective and that topple over with a clatter. Put them on a cart like the Blu-Rays.

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

N/A

5. What services, programs and collections would you like to see for adults?

Book group?

6. What special amenities would you like to see in the branch?

wish it were open a few nights a week  
or on Sun. & Mon.

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



NEWPORT BEACH  
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1. What do you like best about the Corona Del Mar Branch?

*The helpful, friendly staff  
location*

2. What do you like least about the Corona Del Mar Branch?

*when it closes -*

3. How often do you use the branch?

- regularly  
 every once in a while  
 never



## What is your vision for the new Corona Del Mar Branch Library?

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1. What do you like best about the Corona Del Mar Branch? *the fact that I can walk there from home and the staff members are helpful and friendly.*

2. What do you like least about the Corona Del Mar Branch?  
*The fact that it isn't open at night. Also I wish it were open on Mondays. It doesn't have to be open on Sundays.*

3. How often do you use the branch?

- regularly
- every once in a while
- never

4. What services, programs and collections would you like to see for children?

Movies for kids on Saturdays  
and puppets would be fun for them.

5. What services, programs and collections would you like to see for adults?

More community meetings for adults.  
Things that would be of interest  
that are currently at the Oasis  
Center. The library is more centrally  
located than Oasis if you walk and  
less dark in ~~the~~ standard time.

6. What special amenities would you like to see in the branch?

A community room for adults.  
A place where children and  
adults could see family-  
friendly movies together.

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



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1. What do you like best about the Corona Del Mar Branch?

*The Personnel -  
Always helpful & energetic!*

2. What do you like least about the Corona Del Mar Branch?

*It could be bigger and they  
don't carry "Graphic Novels"  
and can't order <sup>it</sup> from Main Library.*

3. How often do you use the branch?

- regularly  
 every once in a while  
 never

*(It's on my  
Saturday routine.)*



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

Ms. Janice wonderful storytime/  
music and songs.

Ms. Janice deserves five stars!!!  
I have come to her storytime for  
seven years. Wish she be at the main  
library

2. What do you like least about the Corona Del Mar Branch?

Size. Somewhat small  
Branch

Small Parking

Small children area

Need children size furniture

3. How often do you use the branch?

- regularly
- every once in a while
- never

Three times a week

She knows  
how to select  
the books and  
does many  
funnels for  
activities.

Thank you  
so much  
Ms. Janice  
for your  
dedication,  
planning,  
and  
creativity

4. What services, programs and collections would you like to see for children?

- Story Time every week (day (M-F))
- Better (Loudier) Music equipment
- Manipulative toys for toddlers
- Sign (Adults please pick up <sup>toys</sup> before  
and after storytime)
- Sign (Adults please remain silent during  
story time)

5. What services, programs and collections would you like to see for adults?

More books/titles on C.D

6. What special amenities would you like to see in the branch?

Questions? Contact Library Services Director Tim Hetheron at [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov) or (949) 717-3810.



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

- ① the outside light that comes into room.
- ② children's wing and adult wing, <sup>separated</sup>

2. What do you like least about the Corona Del Mar Branch?

It gets so hot! Please add A/C.

3. How often do you use the branch?

- regularly
- every once in a while
- never



## What is your vision for the new Corona Del Mar Branch Library?

The City of Newport Beach is currently planning for a new branch library in Corona Del Mar to replace the current branch. The new Corona Del Mar Branch Library is projected to be a joint use facility with Fire Station 5. Library management is committed to creating a vision for the branch that is responsive to community needs.

1. What do you like best about the Corona Del Mar Branch?

I love the staff there very very kind and helpful and go out of there way above & beyond

2. What do you like least about the Corona Del Mar Branch?

I can't think of anything. I use to go to the Avocado branch which is big & beautiful. I've learned to love the Corona del mar branch its perfect!

3. How often do you use the branch?

- regularly  
 every once in a while  
 never

4. What services, programs and collections would you like to see for children?

I have no children so this does not apply to me. Although I do see Janice doing readings and I've seen magic shows and other special services provided for the children and it gets very cozy & full with parents & kids.

5. What services, programs and collections would you like to see for adults?

I'm very satisfied with the way it is. If they don't have in stock they get the very next day from big library.

6. What special amenities would you like to see in the branch?

I think the only thing would be some cooler air circulation, especially after this past hot summer.

Questions? Contact Library Services Director Tim Hetherton at [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov) or (949) 717-3810.

**TO:** BOARD OF LIBRARY TRUSTEES

**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
949-717-3810, [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Tim Hetherton

**TITLE:** Retail Space in 2<sup>nd</sup> Floor Expansion

**DISCUSSION:**

Community Development has identified 2 potential tenants for the retail space in the 2<sup>nd</sup> floor expansion. The first potential tenant is a local travel agency. The second potential tenant is a local arts organization who would use the space to exhibit and sell art created by its members. Discussions with both potential tenants is ongoing.

**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).