



## CITY OF NEWPORT BEACH Board of Library Trustees Agenda

City Council Chambers, 100 Civic Center Drive, Newport Beach, CA 92660  
May 18, 2015 – 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**

---

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 April 20, 2015 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. **Corona del Mar Branch Project Update** – Kelley Needham of WLC Architects and Public Works staff will give an update of recent activities pertaining to the proposed Library/Fire Station joint facility in Corona del Mar.
2. **Newport Beach Public Library Emergency Response Plan** – Staff will provide an overview of the Library's emergency response preparation, management, and operations.
3. **Feasibility Study for Library Lecture Hall/Auditorium** – Staff requests that the Board of Library Trustees approve a proposal from the Auditorium Planning Subcommittee to seek City Council funding for a study to examine the feasibility of constructing a lecture hall/auditorium on the Central Library site.
4. **Retail Space on the Second Floor Expansion** - Staff will request that the Board of Library Trustees recommend to City Council that the retail space on the second floor expansion be leased by the Credit Union of Southern California.

**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 meeting.
3. **Library Foundation Liaison Report** – Trustee Johnson-Tucker's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **Witte Lectures Committee Liaison Report** - Secretary Palk's update of the most recently attended Witte Lectures 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).*

CITY OF NEWPORT BEACH

**Board of Library Trustees  
Meeting Minutes  
April 20, 2015 – 5:00 p.m.**

---

**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 Chair Robyn Grant

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

Staff Present: Library Services Director Tim Hetheron, Library Services Manager Dave Curtis, Administrative Support Specialist Elaine McMillion, Support Services Coordinator Melissa Kelly, Youth Services and Branch Coordinator Debbie Walker, Adult Services Coordinator Natalie Basmacyan, Marketing Specialist Katherine Mielke, Principal Civil Engineer Fong Tse, Deputy Public Works Director Mark Vukojevic

3) **PUBLIC COMMENTS**

Elizabeth Stahr noted some Corona del Mar history and the reason she is in attendance.

City Arts Commission Vice-Chair Arlene Greer introduced herself and announced the upcoming City Art Exhibition and noted that the Commission is seeking artists for this event.

Karen Carlson expressed her support for what Elizabeth noted. She also noted her concerns regarding the viability and size of the Corona del Mar Library. She noted the growth of children's programs and that the Library is a tremendous resource for the City. She commended staff and stated she was hoping for a pet-friendly area or patio at the Corona del Mar Library.

Bruce Beardsley, a Corona del Mar Residents Association board member, introduced himself.

Jim Mosher hoped that the public would have additional opportunities to comment and address the Board about the Corona del Mar Branch after the report is given. He noted Agenda Item 5) A.3. Advertising & Public Relations expenditures and tracking the money spent each month. He suggested that staff revise this report to show the actual period expenditures in that column. He spoke regarding the Corona del Mar Branch and suggested that staff research innovative library designs, online. He added that he would like to see the integration of inside and outside even though it's a small space with windows and ambient light.

The Board agreed to allow additional public comments after Agenda Item B.1. has been presented.

4) **APPROVAL OF MINUTES** – *Draft March 16, 2015 Minutes*

Chair Grant referenced corrections to the minutes submitted, in writing, by Mr. Mosher.

**Motion** made by Vice Chair Prichard and seconded by Trustee Johnson-Tucker and carried (5-0-0-0) to approve the minutes of March 16, 2015, with revisions as noted in the written public comments.

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

ABSTENTION: None  
ABSENT: None

**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, including Friends of the Library and Foundation donations.
4. **Board of Library Trustees Monitoring List** - List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Support Services Coordinator Melissa Kelly explained the Expenditure Status Report noting that the City looks at expenditures by accounting period. She added that the City will be changing to a new system in July 2015 and that Library staff does not have to use "canned" reports but may be able to develop a more-appropriate system of reporting.

**Motion** made by Trustee Johnson-Tucker and seconded by Secretary Palk and carried (5-0-0-0) to approve the Consent Calendar, as discussed.

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

**B. ITEMS FOR REVIEW AND POSSIBLE ACTION**

1. **Corona del Mar Branch Project Update** – Kelley Needham of WLC Architects will discuss the planning and design process of the Library/Fire Station joint facility in Corona del Mar. (Committee liaisons: Vice Chair Prichard, and Trustee King)

Deputy Director of Public Works Mark Vukojevic reported that the City recently awarded the design contract to WLC Architects and that originally, Mr. Needham of WLC Architects was scheduled to present but was unable to attend tonight's meeting. He will therefore, be scheduled for a future meeting. Deputy Director of Public Works Vukojevic added that the plan is to present to the Board and subsequently schedule community meetings for increased outreach.

Brief discussion followed regarding the schedule presented during the last City Council meeting and other opportunities for the public to provide feedback.

Trustee Johnson-Tucker hoped for an increase in the proposed size with an upstairs loft, a second floor, an outdoor area and that it fit with the neighborhood, aesthetically.

Karen Carlson asked regarding the relationship, in terms of design, of the Library and the Fire Station.

Vice Chair Prichard commented on parking and the allocation of space.

Discussion followed regarding maximizing all available parking, the possibility of additional parking spaces, the Library being a "pedestrian" library, parking encroachment by local businesses, bank parking, current parking restrictions, the proposed shared lobby, public restrooms and a waiting area. It was noted that the shared lobby may be wasted space.

Trustee King commented on the need for a second floor for support facilities and the importance of meeting City codes. He opined that the City should be an example in meeting Code requirements for its facilities.

Discussion followed regarding exterior stairs in the back and the possibility of using that space for the Library and a requirement to have a certain percentage for open space.

Chair Grant opened public comments.

Karen Carlson encouraged the use of funds for the Corona del Mar Library and stated that Corona del Mar is a walking community. She added that she has never had a problem with parking and spoke in support of having a second-floor loft for the Library as well as an outside area. She encouraged increasing light and windows as well as keeping the design comparable to the neighborhood.

Elizabeth Stahr commented on beach houses in Corona del Mar and commented on changes to the area in terms of increased traffic and the need for more parking.

Jim Mosher commented on the facade of a library in the City of Anaheim. He commented positively on their Children's Theater and offered his opinion regarding other library facilities presented as examples. Additionally, he commented on the proposed site plan.

Bruce Beardsley, a retired Fire Captain, commented on the proposed design and noted that there are features that are pertinent in a Fire Station that are lacking in the proposed design. He commented on elements needed for the safety of equipment and fire fighters and felt there is a lot of information missing.

Deputy Director of Public Works Vukojevic reiterated that a thorough presentation will be provided to the Board, next month, and noted that the Board's June meeting will be held at the Corona del Mar Library.

It was noted that every time a library is improved, use increases.

Trustee King suggested that staff distribute printed documents, before the next meeting, so that Trustees can have the opportunity to study them prior to the next meeting. Additionally, he suggested stamping the plans as "preliminary" so that readers may understand that it is a work in process.

Support Services Coordinator Melissa Kelly suggested developing preliminary plans for the public to review.

Deputy Director of Public Works Vukojevic addressed next steps.

Trustee King commented on the changing demographics for the area and the importance of getting as much outside input as possible.

Library Services Director Tim Hetheron reported that Mr. Needham will present to the Board in May and commented on trying to get as much community input as possible.

2. **Marketing Update** – *Library Marketing Specialist Katherine Mielke will present an overview of NBPL marketing activities for 2015.*

Marketing Specialist Katherine Mielke provided an overview of Newport Beach Public Library marketing activities for 2015 and addressed library users, reaching the public, goals, and a summary of events,

cultural arts events, literacy events and major projects. The latter include the e-branch, Media Lab, Library Exhibit/Display, publicity, public relations, NBTv, printed materials, electronic marketing, social marketing and community outreach. She added that the Library has developed a lot of partnerships with different organizations and provided an overview of marketing goals for next year including a survey to obtain feedback regarding the Library website.

3. **Annual Wish Lists to Support Groups** – *Staff will present funding requests for the Friends of the Library and Newport Beach Public Library Foundation for Board approval.*

Library Services Manager Dave Curtis presented funding requests for the upcoming fiscal year for the Friends of the Library and Newport Beach Public Library Foundation. He explained the difference between what is listed under "support" and what is listed under "wish list".

Discussion followed regarding the requests made last year for each category.

Library Services Manager Curtis addressed expenditures to date, changes to the layout of furnishings, databases and expansions to the Media Lab, and details of additional requests.

Discussion followed regarding requests categorized as audio/visual.

**Motion** made by Secretary Palk and seconded by Vice Chair Prichard and carried (5-0-0-0) to accept the wish list for the Friends of the Library and the Library Foundation, as presented.

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

4. **Acceptance of Art** - *The City Arts Commission requests that the Library accept two paintings donated from the Gene and Diane Dixon Crain collection for display in Central Library.*

Library Services Director Hetherington reported that Gene Crain is a local attorney and art aficionado who approached the Arts Commission offering to donate paintings by Rex Brandt and Joan Irving-Brandt, with the stipulation that they be displayed in a public area and identified in memory of Rex and Joan's daughter, Joan Scarborough and her husband, Clark Scarborough.

Discussion followed regarding whether these are to be donated to the City or the Library and whether there is a separate Library collection. Clarification was made that the paintings are being donated to the City for display in the Central Library and to be maintained by the City rather than the Library.

City Arts Commission Vice Chair Arlene Greer provided additional details of the donation process and the Crain's efforts promoting the arts in the City. She described the two paintings for donation to the City.

Discussion followed regarding the terms of the request, contents of the plaque, City policy relative to donations and acceptance of the art in perpetuity.

City Arts Commission Vice Chair Greer noted that the Arts Commission is planning a Joan Irving-Brandt Centennial Celebration in March, 2016.

**Motion** made by Secretary Palk and seconded by Vice Chair Prichard and carried (5-0-0-0) to recommend acceptance of two paintings donated from the Gene and Diane Dixon Crain collection for public display, in accordance to City Council Policy I-11 and as specified in the staff report, for presentation to and per approval by City Council.

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

**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.*

Library Services Director Hetherington commented on the development of retail space and reported there is a suitor that has expressed interest in leasing the space as a credit union and which would also provide an ATM. He stated that the matter will be placed on the agenda for the Board's meeting in May.

He provided an update on the restoration of "Seagulls in Flight" and reported speaking with representatives of Big Canyon Spy Glass on the Hill who commented positively on the Library and its services.

Director Hetherington announced the promotion of the Balboa Branch Librarian Rebecca Lightfoot to the Mariners Branch Librarian position.

2. **Friends of the Library Liaison Report** - *Trustee King's update of the most recently attended Friends of the Library Board meeting.*

Trustee King reported there was less than full attendance at the most recent Friends of the Library Board meeting and noted that book sales are well attended and profitable. There was discussion regarding donations and Trustee King thanked Library staff for providing the Friends with additional space for checking in and pricing their book donations, as this would free up much needed space in the bookstore workroom.

Discussion followed regarding the donation of 800 cookbooks from a local chef and which were priced and sold quickly.

3. **Library Foundation Liaison Report** – *Trustee Johnson-Tucker's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.*

Trustee Johnson-Tucker reported that the Foundation cancelled their meeting last month so there is nothing to report.

4. **DSLIS Liaison Report** - *Secretary Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.*

Secretary Palk provided an update of the recent Distinguished Speakers Lecture Series Committee's monthly meeting and lectures. Additionally, she reported that some speakers for 2016 have already been chosen, and that the series is being referred to now as The Witte Lectures.

5. **Auditorium Planning Subcommittee** – *Trustee Johnson-Tucker's and Vice Chair Prichard's update on planning.*

Trustee Johnson-Tucker reported that the Committee has not met yet but that she has spoken with various people and suggested it may be time to consider doing a feasibility study.

Discussion followed regarding funds needed for a feasibility study, whether there is opposition or acceptance by City Council and the possibility of making a presentation to Council at a future meeting.

Library Services Director Hetherington reported he will write something up for the meeting in May with various funding options and for the Board's action at that time.

**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)**

Support Services Coordinator Melissa Kelly will present the City's new system for Expenditure Status Reporting in either May, June or July.

Additionally, the May agenda will include a report as discussed under C.5. above, for the Board to act on a request to approach Council regarding a feasibility study.

The June meeting of the Board will be held at the Corona del Mar Branch Library.

The May agenda will include a presentation by staff with details on the vacant space upstairs in the Central Library.

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

Jim Mosher spoke regarding the Facilities Financing Plan, and suggested displaying art in the library including Mariners, Corona del Mar and Balboa Branches.

Youth Services and Branch Coordinator Debbie Walker thanked Board Members who participated in the *National Library Week at Storytimes*.

**8) ADJOURNMENT – 7:10 p.m.**

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

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
APRIL 2015**

<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 align="center">1 <u>4/1/2015</u> Comment Form - Written <u>Dave Curtis</u> Library Services Manager 4/2/2015</p>	<p>I love the service, material available and atmosphere of Newport Beach Library, Central Branch. Also, like the new arrangement. Really miss a small desk or shelf for taking notes and to place library materials I am considering while searching on computer. Bih loss! There is plenty of unused space to allow for some kind of shelving.</p>	<p>Good Morning, Thank you for your comment card. I am so glad you enjoy the Library and like the re-done Popular Library. I understand your issues with the catalog computer arrangement. The lack of surface area is something that we are looking at addressing. We don't have a specific solution in mind just yet, but we understand that the current set up is not terribly convenient. We will be evaluating solutions and hope to have a good option identified in the near future. Thanks again for the input and helping us provide great service,</p>
<p align="center">2 <u>4/1/2015</u> Comment Form - Written <u>Dave Curtis</u> Library Services Manager 4/2/2015</p>	<p>The Library is gorgeous and big! Google "Is sitting dangerous? And you'll see a great many articles on the dangers of sitting for hours on end. Many people are moving to stand-up work stations or height adjustable desks. I've stood up to work for two years now and have much more energy when I do. I searched the whole library and found zero stand up work stations. I'd like to suggest putting some in (so I don't need to stack books up on a short desk. Thank you! I know it may take awhile for this trend to catch on but the medical evidence is growing and someday we will see a lot more stand up work stations!</p>	<p>Good Morning, Thank you for the comment card and the nice words. The prospect of stand up work stations is very interesting. I appreciate your sharing this info and suggestion with us. As we move forward and have opportunities to address seating and space needs, we will certainly keep stand up options in mind. Many thanks again for helping us think more broadly about improving service,</p>
<p align="center">3 <u>4/3/2015</u> Comment Form - Written <u>Natalie Basmacıyan</u> Adult Services Coordinator 4/6/2015</p>	<p>What I like most about the Newport Beach Public Library? Architecture and just simply everything! Carry "Vertical" magazine for helicopter owners and pilots.</p>	<p>I spoke to this customer in person today and discussed his suggestion to subscribe to Vertical magazine. I explained that I reviewed the magazine and website and determined the magazine was too specialized for our collection. He thanked me for looking into his request and said he understood my decision. He said he had no problem continuing to purchase them magazine on his own. I thanked him for his other kind comments and we parted ways.</p>
<p align="center">4 <u>4/2/2015</u> Comment Form - Email <u>Natalie Basmacıyan</u> Adult Services Coordinator 4/3/2015</p>	<p>Does the Balboa Branch have free wif?</p>	<p>Thank you for taking the time to contact the Newport Beach Public Library regarding wi-fi. All four library locations provide free wi-fi access. If you are a California resident, you may obtain a free library card to access the wi-fi. If you have out-of-state ID, you may obtain a free guest pass to access the wi-fi. Please let me know if we may be of further assistance. Sincerely</p>
<p align="center">5 <u>4/3/2015</u> Comment Form - Email <u>Dave Curtis</u> Library Services Manager 4/3/2015</p>	<p>Attn: Renewal Desk Balboa Branch. I have tried to renew the two books I have checked out but was unable because they have already been renewed twice. Please make an exception to your renewal policy as I have been in Chile for the past three weeks and am now in in Mendoza, Argentina so am unable to visit the Library. I plan to return to Huntingyon Beach Apr 20 and will return the books then. Muchas gracias. Bill Garrett</p>	<p>Good Afternoon, Mendoza, Argentina is a long ways from here. Thanks for contacting us so that we can get your checked out items fixed up. The new due date on those two items is now the 24th. Diviértase,</p>

6

<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><u>6</u> <u>4/5/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/6/2015</u></p>	<p>Hello. :) Is the Newport Beach library is opened to Irvine residents?</p>	<p>Newport Beach Public Library offers library cards to all California residents at no charge. To apply for card, please bring picture ID and proof of current address to any of the NBPL locations. We will be glad to have you as a customer. Thank you.</p>
<p><u>7</u> <u>4/7/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/7/2015</u></p>	<p>I have recently borrowed Good Son by Micheal Gruber, I couldn't down load the book. CD-3 gets stuck at track 22, it won't go any further. I just wanted to bring it to your attention. Thank you.</p>	<p>Thank you for letting us know that there is a problem with this disc. We will pull it and have it checked. Thank you for using the Library.</p>
<p><u>8</u> <u>4/13/2015</u> <u>Comment Form - Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>4/14/2015</u></p>	<p>I placed a hold on a book Saturday morning and it wasn't ready on Sunday afternoon when I went to the library and was told it would probably not be available until Tuesday, 4 days after the hold was placed! I took a chance and I just went the library, today, Monday and I walked to the front desk to ask about the book I had on hold. All three people working there, when I went up to ask a question, suddenly all looked down at their computer, like they were suddenly busy...I approached one of the people and asked them about the book on hold and he called someone in the back and she said it was back there. He left to go get the book and I told him I would be right back. A couple of minutes later, I came back to the counter and he stood 10 feet away and facing me, talking to another employee, completely ignoring me. A few minutes went by and he walked over to the counter and I thought great, he is coming to help. No...He walked up to the desk, not looking at me once, then walked back to talk to the other employee. I waited a minute, then I walked up to him and asked "did you find my book on hold?" He looked at me and said, yeah it's over there, pointing to the counter(not going to help me)... I went back to the counter and asked the nice lady with gray hair and she rummaged around and found it and I checked it out. I left thinking, that except for the one nice lady, no one wanted to help, made an effort to help, could be bothered to ask if they could help and all of these people work there and get paid! Yet if you go into the Friend's of the library bookstore, where they are all volunteers, they are cheerful and go out of their way to help you! As a business owner, I would say that when there is bad service, someone in management is to blame. What do you think?</p>	<p>Good morning Mr. Shaw,  Please accept my sincere apology for the poor service you received yesterday afternoon. I can assure you that Library management has high expectations for our staff and this series of customer service breakdowns will be addressed. We believe that our primary product is service and it is discouraging that so many of your transactions with us were mishandled. We strive to maintain a customer-centered philosophy and moreover, to treat our customers in the manner in which we would like to be treated, and I am disappointed that we failed in our interactions with you.  I appreciate that you contacted me about these issues. Again, I'm very sorry, and I can assure you, we will work with staff to prevent these problems in the future.  Thank you,</p>
<p><u>9</u> <u>-</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u></p>	<p>I absolutely love the library. It's beautiful and has great resources and programs. I often use the women's restroom, and I noticed that when I flush the toilet, it uses a lot of water. I was wondering if you will consider installing low flush toilets instead. Also manual toilets are better than the current automatic toilets. Right now, when I get close to the toilet, it starts flushing. So it flushes 2 times, even though I only used it once. The sensor is too sensitive to movement. It would really help conserve water in this drought. Other than that, the library is terrific. Thank you.</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><u>10</u> <u>4/16/2015</u> <u>Comment Form - Email</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>4/16/2015</u></p>	<p>Hello, I volunteer with an organization called the Harry Potter Alliance, and each year we do a massive book drive and collect books for various literacy charities. My chapter of this organization has been very successful in our book collection efforts and so I am looking for various places to donate the books. I read online that your library accepts donated books, and I wanted to see if this is actually the case or not. If so, would be the latest I could drop off books this coming Saturday? Please let me know, and thank you in advance for your response.</p>	<p>Good Morning Amy, Congrats on your book drive success to support literacy. Our Friends of the Library accepts donations, and supports our Literacy Program. However, this awesome group does not have a lot of space to process and sell donated books. I am concerned about what kind of volume you are thinking about here and ask that you be conscious of those concerns as you are distributing your donated books. Feel free to share how many books you are considering for our Friends group and I can reply with whether we can accommodate. Thanks so much for thinking of the Newport Beach Public Library and supporting</p>
<p><u>11</u> <u>4/22/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/22/2015</u></p>	<p>I am a new resident to Newport (don't have my library card yet!) and I am in need of of 6 feet length of near to 12" hard bound books for a faux panel in my new home library. I obviously don't want to cut down something precious, so if there were books that are missing pages, have damaged pages, etc. that would be okay if the hardback covers and spines a in good condition. Do you have books that you set aside for this sort of thing or books that you segregate from the sale for these issues? I need them ASAP as we are finishing up to move in. My mobile vxcvzb Thank you.</p>	<p>Welcome to Newport Beach and the Library. The Friends of the Library have a used bookstore at the Central Library, located just inside the 1st floor entrance. They may have the types of books that you are looking for. Here is the phone number and hours of operation for the store. The Friends Bookstore is located in the Newport Beach Central Library: 1000 Avocado Avenue, Newport Beach, CA 92660 (949) 759-9667 OPEN DAILY Monday - Saturday 10:30-4:30pm Sunday - 1:00-4:00pm We hope look forward to having you as a customer.</p>
<p><u>12</u> <u>4/23/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/23/2015</u></p>	<p>hi, I have a few hardbound books on how to setup a network, program CISCO routers and so on. The books are in like new condition and I hate to toss them out. Is this something you can use or sell in the used book store? Thanks.</p>	<p>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 using the Library.</p>
<p><u>13</u> <u>4/26/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/27/2015</u></p>	<p>I have some very nice books I would like to donate. Do you take used books? Thank you.</p>	<p>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 using your Library.</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>14 3/31/2015 <u>Comment Form - Email</u> Dave Curtis Library Services Manager 4/1/2015</p>	<p>More than once have I placed on hold a specific season of TV DVD's and received the wrong season. I am told this cannot happen, yet it does. Once I brought it up to the desk (the wrong season) and was told I must have ordered it since my name and bar code was on it. We pulled up my holds and I did not hold that particular season, they then looked around and saw my correct season hold and said the wrong tag must have been on it. Today this happened again, I placed on hold Shameless season 2 and Weeds season 3 but the holds that came back to me were Shameless season 3 and Weeds season 4. The male clerk told me "well you must have ordered them because I don't make mistakes and I put the tags on them" and "besides they came from the main library and they wouldn't have pulled these other seasons unless you placed a hold on them."</p> <p>We then checked my hold list and the correct seasons I originally ordered were listed, yet the holds pulled for me were incorrect seasons. The male clerk kept insisting the holds couldn't have been incorrectly pulled for me and tagged, that I must have ordered them, even though we both were looking at his computer screen which clearly said I ordered Shameless season 2 and Weeds season 3, yet received the wrong seasons. He said I must have ordered two seasons of both. Again, I referred him to the computer screen which clearly shows I only ordered one set of each DVD above and NOT the other seasons. He raised his voice arguing with me that he doesn't make mistakes, and either does the main library (by mistakenly pulling the wrong season) or the tag scan printout.</p> <p>I asked if he could call the main library and ask them to please check the seasons when transferring them to Mariners so that the right tag and hold of the DVD will get to me. He said it doesn't matter and won't do any good, they won't pull it if it isn't the right DVD, yet clearly either they did or somehow someone else ordered those two seasons and I ordered my two seasons of the same movies and they got mixed up and tagged wrong. He was very rude and screamed at me "what's the big deal, they are still on hold (my original holds) and that he would just check these others in. I said the big deal is that I don't want to wait two weeks or longer for my holds and then have this same thing happen again, getting the wrong seasons of my holds, that I wanted to find out how this error happened so it would not happen again.</p> <p>He kept telling me it can't happen and I told him it did happen, not just tonight but previously. I know no one is perfect, myself included and that mistakes can happen, whether the mistake was in the tag marking or the accidentally pulling the wrong season and entering it into the computer as the hold was sent to Mariners. I just want to find out how the problem happened so it does not continually happen. I felt he was defensive and rude and caused a big scene, raising his voice at me wherein I in turn raised my to him; when all I wanted to do was notify him of an error so we can try to fix it so it does not happen again and again. He was irritated and did not want to address it, he just kept telling me if I got the wrong season, well I must have ordered it, even though the hold list we both looked at said differently. It is now 8:00 p.m. on Tuesday, March 31st, 2015. I do not know his name but he is late 30's or early 40's blondish brown hair and fairly tall and working the front desk. Perhaps you can find out how the holds are getting mixed up, maybe someone is just looking at the titles and not the seasons and somehow this is still able to be entered incorrectly and processed as if it were entered correctly. Thank you.</p>	<p>Good Afternoon, Thank you for sharing your experience with us. I am so sorry it was not better. Please be assured that providing great service is our priority. We are not completely sure how the wrong seasons were sent to fulfill your holds, but we will be aware that there may be a glitch and address it as best we can. I understand that you were upset with how your interaction was handled and we are addressing that as well. I again want to thank you for your input. I hope your future visits are consistently positive.</p>

## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetheron, Library Services Director  
Re: Report of Library Activities – May 18, 2015 Board of Library Trustees Meeting

---

### TIM HETHERTON, LIBRARY SERVICES DIRECTOR

*“When you are growing up there are two institutional places that affect you most powerfully: the church, which belongs to God, and the public library, which belongs to you.”*

— Keith Richards

At the April 14 City Council Study Session, Mayor Selich proclaimed the week of April 12<sup>th</sup> to 18<sup>th</sup> as National Library Week and urged residents to take advantage of the many library resources available in our community and the special programs planned for National Library Week at the Newport Beach Public Library. National Library Week was a huge success with special programming and great attendance. This year's theme was "Unlimited possibilities @ your library."

On April 22, Dave Curtis and I represented the Library at the Corona del Mar Town Meeting & Expo at the Sherman Library & Gardens. The CDM Resident's Association had another great turnout, and we appreciated the opportunity to visit with our residents, promote our services and collections, and discuss the Fibrary project.



Tina Watson, longtime Office Assistant for the Library Administration, retired on April 5<sup>th</sup>. Tina is first and foremost a great friend. She is very funny once you get to know her, with a quick wit and even quicker laugh. She had the complexities of arranging our insurance and scheduling the Friends Room down to a science. Her desk often served as the vanguard of customer interaction and she handled these transactions with efficient grace. She always looked out for me and helped make my first year as Director a lot easier. I'm really going to miss her, and she deserves a rich and rewarding retirement.

Restoration of the Seagulls in Flight statue at the Corona del Mar Branch commenced on April 20 and was completed on April 24. It is great to have this piece in "like new" condition for when the new

branch opens in Spring 2017. Lanzini Art Restoration did a fabulous job – the “before” photo is on the left and the “after” photo is on the left:



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

The last major piece of the Pop Library renovation, the Pop Desk, was delivered and immediately put in service. Staff and customers alike love the addition.

The Library has been working with Human Resources on multiple recruitments. We have a need to hire pages, and we are also recruiting for 2 Librarian I positions. Debbie Walker's update below explains developments at the branches that have resulted in a Children's Librarian vacancy at Central.

SJSU student, Jamie Hook, finished her internship with NBPL in April. She was extremely helpful with the Library's partnership project with Sherman Library and Gardens. She added the first Sherman holdings records into our catalog database and gave us a baseline of how the rest of the project can go. Her contributions are very much appreciated.

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

#### **Facilities**

Fong Tse of Public Works conducted a pre-bid meeting with vendors who will be submitting bids for replacing generators in various locations throughout the City. Eddie Flores and I were on hand to answer potential questions. Here at the Central Library they will be replacing our small manual start

generator for one that will turn on automatically if the power goes out. This generator is only for the continual operation of the sump pump and it will not provide power to other parts of the Library.

### **Finances**

Tim Hetheron, Dave Curtis and I met with representatives from Finance, City IT and Human Resources to discuss work flow using the City's new finance software systems. We identified Library staff members who will use the system on a regular basis and submitted their names to be scheduled for training in May and/or June.

### **Circulation**

The Library clerks held their quarterly meeting/training session at the end of April. The discussion included a review of credit card acceptance and handling for payment at service points including the self-check machines. In order to refresh the group's customer service skills they took a tour of the Library's website with an emphasis on the eBranch offerings.

New recruitment was started to fill vacant Library Page positions.

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

### **Branches**

April is always a special month as it is when libraries celebrate National Library Week. This year the celebration began on Sunday, April 12 and ended on Saturday, April 18. All locations did something to commemorate those days. City Council member Tony Petros was the guest host of Preschool Storytime at Mariners while Library Board Trustee Jill-Johnson Tucker joined Preschool Storytime at CDM and Trustee John Prichard sang and exercised during Songs and Stories also at CDM. The small branches also hosted a magician (CDM) and Jack-in-the Beanstalk puppet musical (Balboa). The always entertaining Balloon storyteller Annie Banannie presented a fun program at Mariners on the final day.

In branch personnel news, Rebecca Lightfoot, who had been the Branch Librarian at Balboa for the past year, applied for and was selected to fill the position of Branch Librarian at Mariners. Rebecca begins her official day-to-day duties at Mariners on Monday, May 4. Children's Librarian Evelyn Rogers was selected as Branch Librarian for Balboa and will begin her official duties there on Tuesday, May 5. Both Rebecca and Evelyn are very excited about beginning their new ventures.

### **Youth Services**

Long distance swimmer and author Lynne Cox kicked off National Library Week events at Central on Sunday, April 12. Ms. Cox talked about her writing and most interestingly, her remarkable feats of swimming. Library Board Chair Robyn Grant co-hosted Pajama Storytime on Monday evening, City Council members Diane Dixon and Ed Selich (Mayor) guest presented on Wednesday and Thursday respectively and Library Board trustee Ellie Palk finished the week on Friday, reading and exercising at Songs and Stories. In conjunction with Whale of a Tale book store, well-known and popular children's author Dan Gutman appeared at the Central Library in the Children's room on Tuesday, April 28<sup>th</sup>. Over 100 children and their adults were delighted to hear Mr. Gutman read his latest book, share a PowerPoint presentation on the life of an author and get the opportunity to ask a variety of questions. Mr. Gutman signed books at the end of the program.

### **Teen Services**

YAAC did not meet in April due to spring break holidays. They will resume meeting in May.

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

### **Anaheim WonderCon Outreach**

Thanks to generous funding from the Foundation, staff conducted outreach at the Anaheim WonderCon event from April 3-5. The staff interacted with over 1,400 attendees to review services, library locations and collections. 126 new library cards were opened.

### **Celebrate UCI Outreach**

On April 18<sup>th</sup>, staff conducted outreach at the Celebrate UCI festival on the UC Irvine campus. New and prospective UCI students learned about NBPL and the services offered. 36 new library cards were opened.

### **Manuscripts Book Discussion Group**

There were 48 people who participated in the *Manuscripts* book discussion group. *A Charmed Life: Growing up in Macbeth's Castle* by Eliza Campbell generated a lively discussion about family dynamics, Scottish history, and the pitfalls of privilege. This event was open to the public, free, and sponsored by the Foundation.

Database FY Comparisons	YTD 14/15	YTD 13/14	JUL 2014	AUG 2014	SEP 2014	OCT 2014	NOV 2014	DEC 2014	JAN 2015	FEB 2015	MAR 2015	APR 2015	YTD 14/15
<b>Tracked by #searches</b>													
Ancestry	13185	12113	1015	1116	772	2036	1586	865	920	1420	1815	1640	13185
A to Z Databases	3427			264	394	346	385	285	210	281	491	771	3427
BioResCtr*	716	800	22	58	156	101	56	81	112	51	53	26	716
FoF Ancient Hist	591	473	35	3	149	32	33	29	17	24	94	175	591
GDL	221	230	21	20	10	60	10	0	31	12	43	14	221
GVRL	1398	945	41	34	463	154	84	46	119	177	180	100	1398
HeritageQuest	7305	8997	841	481	496	255	507	401	662	321	1908	1433	7305
Kids InfoBits	259	333	6	6	15	17	5	5	21	30	147	7	259
LitResCtr	2428	3958	60	30	139	113	132	112	123	88	1167	464	2428
Opposing Vpts*	1307	1067	51	23	72	117	431	267	45	141	140	20	1307
Nat Geo	209	187	21	10	46	16	9	21	16	10	36	24	209
Nat Geo Kids	28	76	0	4	2	0	4	5	1	4	7	1	28
NovelList Plus	2101	1588	219	162	184	219	131	169	183	253	277	304	2101
NovelList K-8 Plus	586	494	70	20	66	236	55	35	20	18	32	34	586
ProQuest	28641	33007	2544	2692	3277	2208	2807	2684	2273	2346	4176	3634	28641
Ref USA Bus.	21838	37811	2261	2998	2627	2230	2100	1915	2257	1826	1433	2191	21838
Ref USA Res.*	1440	1381	222	150	105	286	64	63	189	84	160	117	1440
Tumblebooks	9906	12765	493	365	665	1215	1212	1283	830	1432	1499	912	9906
World Book Online	531	986	8	6	92	87	43	77	70	33	76	39	531
<b>Tracked by #sessions</b>													
Cypress Resume	85	141	9	25	7	5	7	10	6	7	5	4	85
LiveHomework	195	288	13	4	12	32	27	18	13	26	32	18	195
Testing & EdRefCtr	396	567	59	34	48	35	45	32	28	30	68	17	396
Universal Class	514	642	92	47	36	32	19	57	91	57	40	43	514
<b>Tracked by #page views</b>													
Consumer Reports										964	1102	104	2170
CultureGrams	1741	5156	35	89	874	108	172	49	74	122	140	78	1741
Morningstar	52931	47389	5150	6000	5276	5340	5340	5121	5183	5242	6181	4098	52931
NetAdvantage	32969	15541	5862	7445		5215	2198	2103	2119	2130	3310	2587	32969
RealQuest	8058	5610	131	83	372	6360	242	333	94	126	242	75	8058
Rocket Languages	567	655	169	45	50	19	14	45	70	25	84	46	567
Value Line	114387	200241	8751	9053	9932	10463	12119	11408	12754	13422	12605	13880	114387

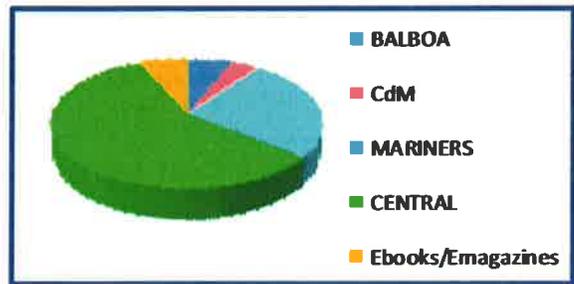
**Proquest Articles Retrieved**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	AVG.
Business Databases	299	1151	400	566	628	539	497	468	912	1271	673
Newspapers--Current	995	1535	3004	1622	1234	910	597	739	1901	1412	1395
Newspapers--Historical	3831	2824	2142	2145	2497	2639	2368	2445	3968	4085	2894
Magazines	43	56	86	50	90	84	39	94	143	128	81

## NEWPORT BEACH PUBLIC LIBRARY - APRIL 2015

### CIRCULATION CURRENT

	Apr-15	YTD 14/15	YTD 13/14
<b>BALBOA</b>	8,114	74,775	85,018
<b>CdM</b>	5,178	51,046	58,862
<b>MARINERS</b>	34,125	340,602	352,716
<b>CENTRAL</b>	76,466	784,392	842,333
<b>Ebooks/Emagazines</b>	8,806	85,442	74,285
<b>TOTAL</b>	132,689	1,336,257	1,413,214



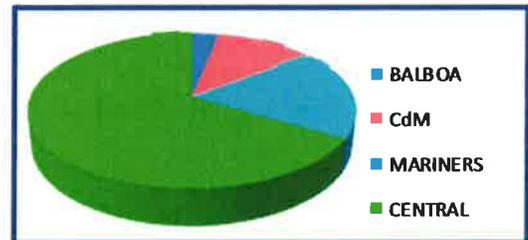
### 12 Month Comparison

MAY 14	138,226
JUN 14	138,412
JUL 14	151,739
AUG 14	142,418
SEP 14	135,153
OCT 14	138,156
NOV 14	129,009
DEC 14	123,763
JAN 15	130,556
FEB 15	118,735
MAR 15	134,039
APR 15	132,689
<b>TOTAL</b>	<b>1,612,895</b>



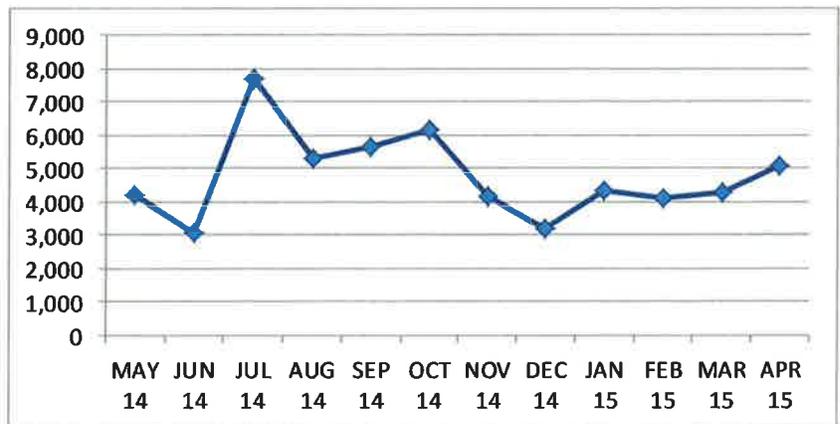
### PROGRAM ATTENDANCE CURRENT

	Apr-15	YTD 14/15	YTD 13/14
<b>BALBOA</b>	159	1,014	2,391
<b>CdM</b>	591	5,762	6,205
<b>MARINERS</b>	958	8,325	7,744
<b>CENTRAL</b>	3,392	34,837	26,378
<b>TOTAL</b>	<b>5,100</b>	<b>49,938</b>	<b>42,718</b>



### 12 Month Comparison

MAY 14	4,201
JUN 14	3,058
JUL 14	7,706
AUG 14	5,326
SEP 14	5,619
OCT 14	6,153
NOV 14	4,180
DEC 14	3,169
JAN 15	4,305
FEB 15	4,100
MAR 15	4,280
APR 15	5,100
<b>TOTAL</b>	<b>57,197</b>

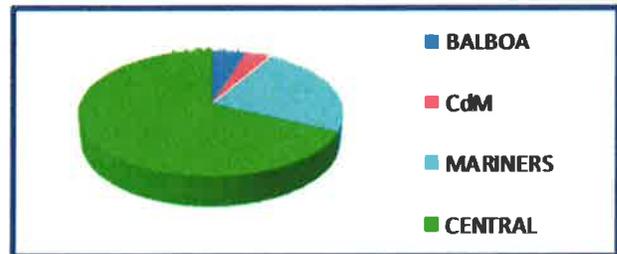


## NEWPORT BEACH PUBLIC LIBRARY - APRIL 2015

### CUSTOMERS SERVED IN THE LIBRARY

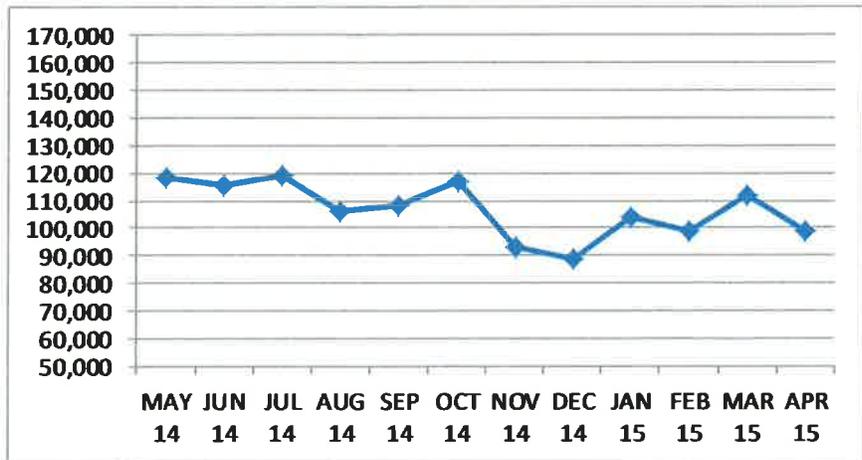
#### CURRENT

	Apr-15	YTD 14/15	YTD 13/14
<b>BALBOA</b>	4,847	46,428	51,163
<b>CdM</b>	3,583	34,741	39,632
<b>MARINERS</b>	23,213	245,520	233,418
<b>CENTRAL</b>	67,134	718,680	841,946
<b>TOTAL</b>	<b>98,777</b>	<b>1,045,369</b>	<b>1,166,159</b>



#### 12 Month Comparison

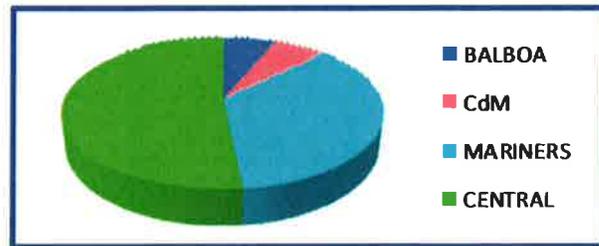
MAY 14	118,276
JUN 14	115,406
JUL 14	119,069
AUG 14	105,858
SEP 14	108,480
OCT 14	116,853
NOV 14	92,770
DEC 14	88,732
JAN 15	103,773
FEB 15	99,216
MAR 15	111,841
APR 15	98,777
<b>TOTAL</b>	<b>1,180,274</b>



### REFERENCE

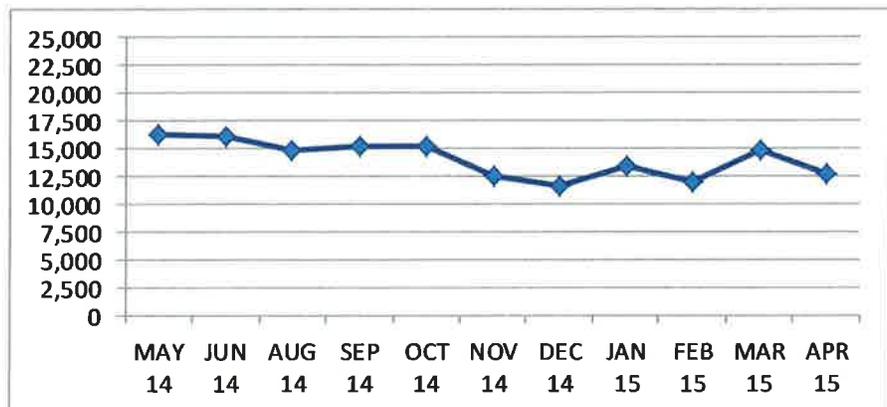
#### CURRENT

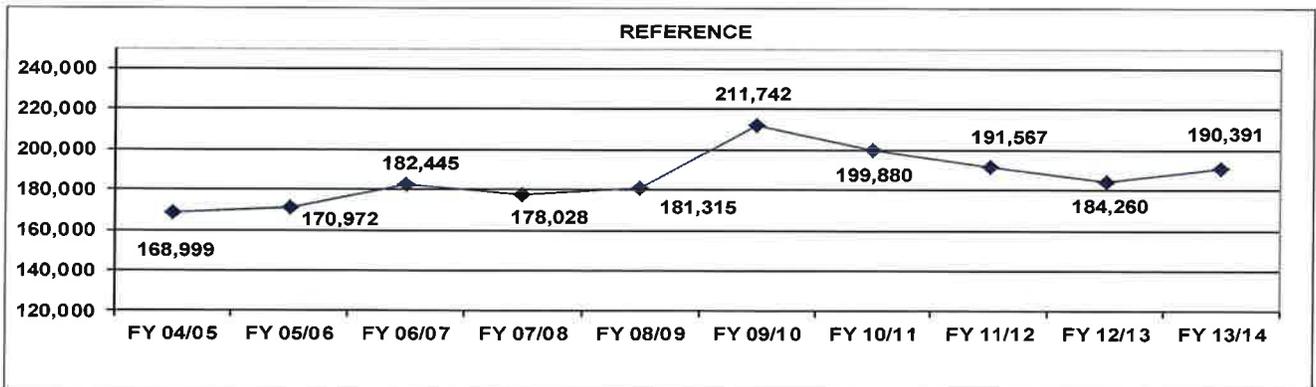
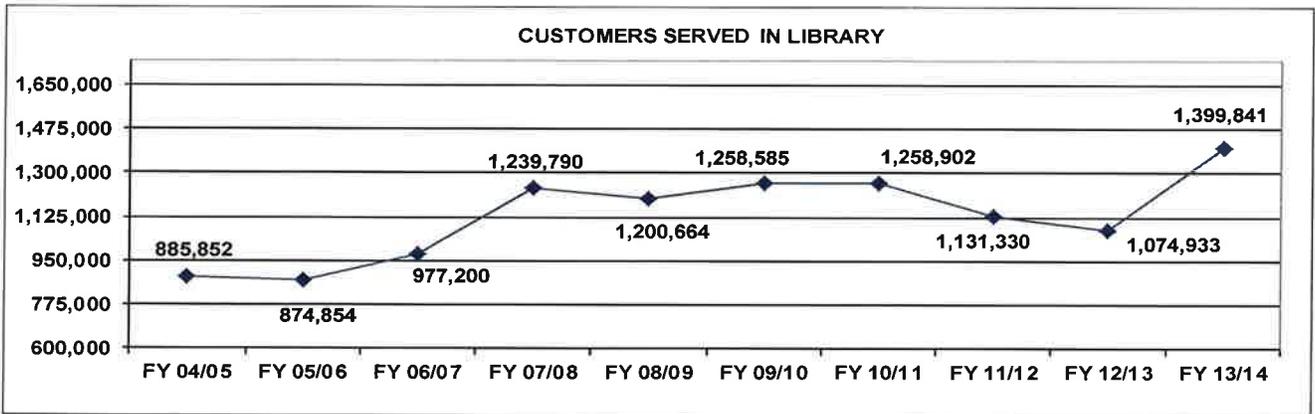
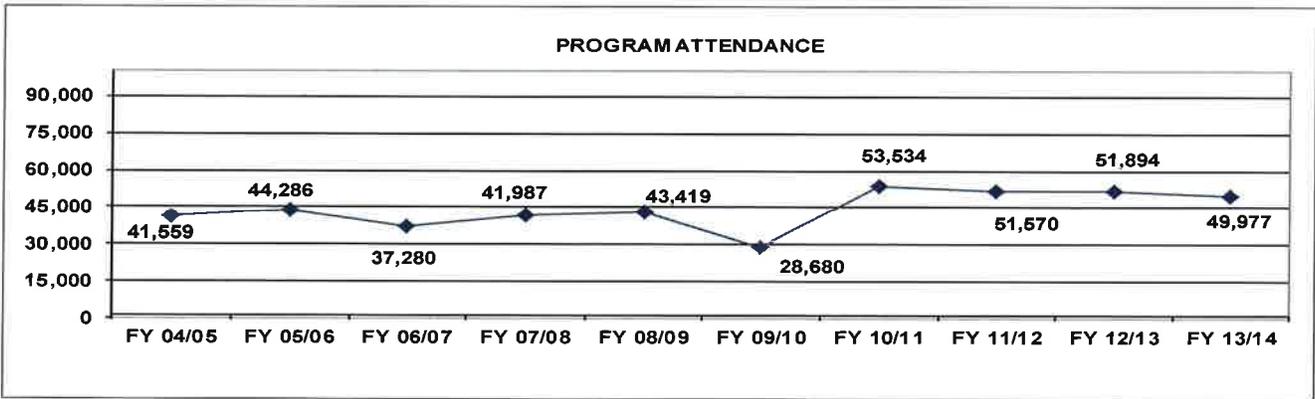
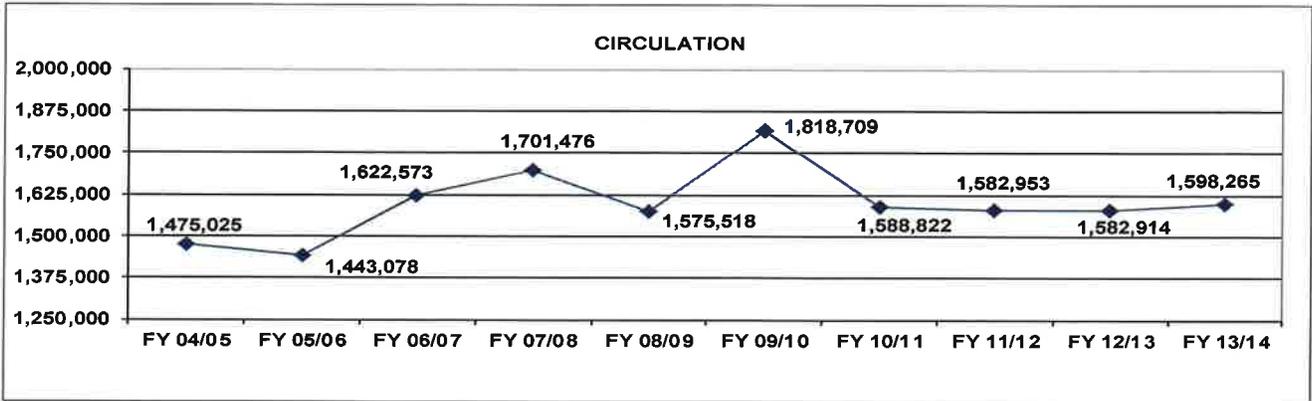
	Mar-15	YTD 14/15	YTD 13/14
<b>BALBOA</b>	813	7,970	6,864
<b>CdM</b>	815	6,721	7,114
<b>MARINERS</b>	4,507	48,402	50,432
<b>CENTRAL</b>	6,557	75,014	93,604
<b>TOTAL</b>	<b>12,692</b>	<b>138,107</b>	<b>158,014</b>



#### 12 Month Comparison

MAY 14	16,290
JUN 14	16,087
AUG 14	14,905
SEP 14	15,184
OCT 14	15,250
NOV 14	12,598
DEC 14	11,672
JAN 15	13,358
FEB 15	12,007
MAR 15	14,870
APR 15	12,692
<b>TOTAL</b>	<b>142,221</b>





SUNGARD PENTAMATION  
 DATE: 05/11/2015  
 TIME: 15:36:31

CITY OF NEWPORT BEACH  
 EXPENDITURE STATUS REPORT

PAGE NUMBER: 1  
 EXPSTA11

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key\_orgn between '4040' and '4060'  
 ACCOUNTING PERIOD: 10/15

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	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
7000	SALARIES - MISC	1,572,186.40	111,642.46	.00	1,260,340.94	311,845.46	80.16
7020	SALARIES - PART TIME	238,189.55	25,977.61	.00	296,489.17	-58,299.62	124.48
7030	SALARIES - SEASONAL	477,031.56	17,314.49	.00	187,005.56	290,026.00	39.20
7040	OVERTIME, MISC & 1/2 TIM	150.00	11.70	.00	607.78	-457.78	405.19
7062	NIGHT DIFF, MISC	8,574.00	573.75	.00	6,613.95	1,960.05	77.14
7114	CELL PHONE STIPEND EXP	.00	73.86	.00	221.58	-221.58	.00
7210	HEALTH/DENTAL/VISION FT	456,769.55	33,094.10	.00	366,676.12	90,093.43	80.28
7211	HEALTH/DENTAL/VISION PT	6,700.00	3,076.69	.00	29,895.28	-23,195.28	446.20
7223	ANNUAL OPEB COST	81,088.59	6,757.39	.00	67,573.90	13,514.69	83.33
7227	RHS \$2.50 CONTRIB	19,410.04	1,444.62	.00	22,494.09	-3,084.05	115.89
7290	LIFE INSURANCE	2,464.64	193.88	.00	1,994.25	470.39	80.91
7295	EMP ASSISTANCE PROGRAM	555.40	46.69	.00	472.59	82.81	85.09
7370	WORKERS' COMP, MISC	43,147.00	3,595.59	.00	35,955.90	7,191.10	83.33
7373	COMPENSATED ABSENCES	55,026.52	4,585.54	.00	45,855.40	9,171.12	83.33
7425	MEDICARE FRINGES	32,637.78	2,587.14	.00	29,087.10	3,550.68	89.12
7439	PERS MISC EE CNTRBN	137,679.82	9,453.32	.00	108,402.43	29,277.39	78.74
7440	PERS MISC ER CNTRBN	143,182.42	12,561.45	.00	111,413.90	31,768.52	77.81
7445	MISC RETIRE CONTRIB	-190,999.92	-14,129.04	.00	-146,607.82	-44,392.10	76.76
7446	UNFUNDED LIABILITY-MISC	194,588.51	12,103.65	.00	150,671.08	43,917.43	77.43
7460	RETIREMENT PART TIME/TEM	17,888.68	1,124.12	.00	13,885.76	4,002.92	77.62
	TOTAL SALARIES & BENEFITS	3,296,270.54	232,089.01	.00	2,589,048.96	707,221.58	78.54
1ST SUBTOTAL-800 OPERATING EXPENSES							
8010	ADVERT & PUB RELATIONS	500.00	.00	.00	192.82	307.18	38.56
8012	PROGRAMMING	16,538.00	2,945.96	.00	4,840.90	11,697.10	29.27
8030	MAINT & REPAIR - EQUIP	5,300.00	.00	.00	606.40	4,693.60	11.44
8033	PRINTER MAINT/SUPPLIES	500.00	.00	.00	.00	500.00	.00
8040	MAINT & REPAIR - BUILDIN	93,000.00	5,235.35	.00	92,173.14	826.86	99.11
8060	PUBLICATIONS & DUES NOC	500.00	.00	.00	377.98	122.02	75.60
8070	RENTAL/PROP & EQUIP NOC	400.00	40.17	.00	252.59	147.41	63.15
8080	SERVICES-PROF & TECH NO	1,000.00	.00	.00	607.40	392.60	60.74
8081	SERVICES - JANITORIAL	100,500.00	7,199.09	.00	74,816.81	25,683.19	74.44
8100	TRAVEL & MEETINGS NOC	575.00	19.12	.00	23.20	551.80	4.03
8105	TRAINING	500.00	506.70	.00	506.70	-6.70	101.34
8112	UTILITIES - TELEPHONE	1,125.00	185.63	.00	1,781.13	-656.13	158.32
8114	UTILITIES - NATURAL GAS	12,500.00	1,028.86	.00	8,835.52	3,664.48	70.68
8116	UTILITIES - ELECTRICITY	202,800.00	17,186.01	.00	195,707.74	7,092.26	96.50
8118	UTILITIES - WATER	18,500.00	1,034.88	.00	10,957.52	7,542.48	59.23
8140	SUPPLIES- OFFICE NOC	10,400.00	247.15	.00	8,217.26	2,182.74	79.01
8143	OFFICE SUPPLIES-CHILD PR	2,250.00	.00	.00	703.77	1,546.23	31.28
8144	SUPPLIES- COPY MACHINE	1,800.00	.00	.00	259.66	1,540.34	14.43
8150	SUPPLIES- JANITORIAL NOC	25,500.00	2,377.54	.00	24,062.01	1,437.99	94.36
8160	MAINT & REPAIR NOC	7,000.00	839.34	.00	3,418.16	3,581.84	48.83
8260	LIBRARY MATERIALS	5,600.00	475.14	.00	2,327.37	3,272.63	41.56
8318	IT ISF OPERATING CHARGE	174,827.13	14,568.93	.00	145,689.30	29,137.83	83.33
8319	IT ISF STRATEGIC CHARGE	86,030.45	7,169.20	.00	71,692.00	14,338.45	83.33

21

SUNGARD PENTAMATION  
 DATE: 05/11/2015  
 TIME: 15:36:31

CITY OF NEWPORT BEACH  
 EXPENDITURE STATUS REPORT

PAGE NUMBER: 2  
 EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key\_orgn between '4040' and '4060'  
 ACCOUNTING PERIOD: 10/15

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	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
8340	GENERAL INSURANCE	33,830.00	2,819.17	.00	28,191.70	5,638.30	83.33
	TOTAL OPERATING EXPENSES	801,475.58	63,878.24	.00	676,241.08	125,234.50	84.37
	TOTAL LIBRARY SERVICES	4,097,746.12	295,967.25	.00	3,265,290.04	832,456.08	79.69
TOTAL REPORT		4,097,746.12	295,967.25	.00	3,265,290.04	832,456.08	79.69

## BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previous Agenda Date	AGENDA ITEM	Scheduled Agenda Date
Ongoing	Review / Possible Revisions to the City Council Policies for the Library	Ongoing
Ongoing	Corona del Mar Branch Project Update	Ongoing
	Library Emergency Plan	May 18, 2015
Dec 15, 2014	Adult and Reference Services Update (Every June and December)	Jun 20, 2015
Jun 16, 2014	Branch Update - Corona del Mar	Jun 20, 2015
	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 20, 2015
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
Aug 18, 2014	Information Technology Update	Aug 17, 2015
Sep 22, 2014	Branch Update - Mariners	Sep 21, 2015
Sep 22, 2014	Children Services Update	Sep 21, 2015
Sep 22, 2014	Newport Beach Public Library Website & Social Networking Update	Sep 21, 2015
Oct 20, 2014	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 19, 2015
Nov 17, 2014	Literacy Program Update	Nov 16, 2015
Jun 20, 2015	Adult and Reference Services Update (Every May and November)	Nov 16, 2015
Dec 15, 2014	Review Holidays / Meeting Schedule	Dec 21, 2015
Jan 20, 2015	Critical Review of Online Database Resources & Services / Database Usage Report	Jan 18, 2016
Feb 17, 2015	Annual Budget Update	Feb, 15 2016
Feb 17, 2015	Review of Library Expansion Donor Wall Naming / NBPL Foundation	Feb, 15 2016
Feb 17, 2015	Arts & Cultural Update	Feb, 15 2016
Feb 17, 2015	Downloadable Services	Feb, 15 2016
Mar 16, 2015	Branch Update - Balboa	Mar 21, 2016
Mar 16, 2015	Media Suite Update	Mar 21, 2016
Mar 16, 2015	Library Material Selection	Mar 21, 2016
Apr 20, 2015	Marketing Update	Apr 18, 2016

**TO:** BOARD OF LIBRARY TRUSTEES

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

**PREPARED BY:** Tim Hetherton, Library Services Director

**TITLE:** Corona Del Mar Branch Project update

---

**DISCUSSION:**

On March 24, City Council approved the Professional Service Agreement with WLC Architects for the design of the Corona del Mar Library/Fire Station.

WLC Architects, Inc. provides complete architectural services, urban and regional master planning, and interior design. WLC is proud to be considered one of the leaders in the design of educational, community, civic, and religious facilities in California. Based in Rancho Cucamonga, WLC has been in business for 41 years and has experience with both Library and Fire Station design. Past projects include the Haskett Branch Library in Anaheim, the Robbie Waters Pocket-Greenhaven Library in Sacramento, and the Victoria Gardens Cultural Center in Rancho Cucamonga.

As part of the design process, Public Works and WLC Architects will prepare several outreach opportunities to the surrounding community, the Board of Library Trustees, and Library staff. These opportunities will give the public and end users the opportunity to meet with the Project Team to discuss the features, aesthetics, and/or other elements to make the project a success for the entire Community.

Kelly Needham, AIA, who will serve as the architect for the project, will be in attendance at the April 20 Board of Library Trustees meeting. Mr. Needham joined WLC Architects in April 1986, and has been a Principal since 2003. He has a wide variety of experience and expertise in project design. His work has a strong emphasis on human needs and how to integrate these needs into the built environment. He has experience in a wide variety of project types but has specialized in the design of civic, educational and essential service facilities.

Mr. Needham will address the design process, potential design elements, a preliminary layout and opportunities for resident input.

**NOTICING:**

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the City Arts Commission considers the item).

**TO:** LIBRARY BOARD OF TRUSTEES

**FROM:** Library Services Department  
Melissa Kelly, Library Support Services Coordinator  
949-717-3852, [mkelly@newportbeachca.gov](mailto:mkelly@newportbeachca.gov)

**PREPARED BY:** Melissa Kelly, Library Support Services

**TITLE:** Library's Emergency Response Plan

---

The Library's Emergency Response Plan has been broken down into three parts, before, during and after an emergency. The Plan describes how staff has prepared, how they are ready to respond during and what happens after a major event.

### Before an Emergency

Proper emergency procedures begin with advance planning and training. The Libraries, like other City facilities, are at risk of hazards such as fires, earthquakes, hazardous materials exposures, power outages, flooding, civil disturbances, and workplace violence, to name a few. Emergency planning and training is necessary so each person can react safely to an emergency situation and know what role they play in the event of a disaster. During planning and training, methods of communication, proper exit routes, assembly areas, all-clear signals, and lines of authority are established.

All Employees are considered to be "disaster service workers" pursuant to provisions of State law. Each Employee shall fully comply with his/her duties and responsibilities pursuant to any emergency operations plan approved by the City Council and/or City Manager as well as any directive issued by a supervisor during an emergency.

The Library, as a part of the City, comes under the prevue of the City's Emergency Management Plan and library staff participates in City wide drills, monthly Emergency Operation Planning meetings and periodic Emergency Response Team meetings. The Libraries all participate in the annual City evacuation drill. Additionally, employees receive mandatory training on the National Incident Management System (NIMS) concepts.

Depending on the nature of an event, the Library may or may not be able to depend on other City departments and emergency personnel to assist during an emergency. Until assistance is available the Library staff operates on its own. The Library has established an Emergency Procedures manual for staff. These procedures are kept at all service desks and offices for the staff to refer to. New staff members are introduced to these manuals during their orientation and receive instructions regarding evacuations and contacting emergency services during their initial training.

### During an Emergency

The Library's major objectives in the case of an emergency are to:

1. Provide for the safety of the public and staff in the Library Buildings

2. Address possible injuries
3. Take charge of unaccompanied minor children until released into official hands
4. Evacuate the building safely, if so authorized
5. Secure the building, if so authorized

The Library's Emergency Procedures manual holds information that staff needs during an emergency situation. It outlines the Library's objectives, staff responsibilities, check lists of supplies and information specific to each location. It also holds specific instructions on reporting an incident, what to do when an earthquake strikes, managing during a power outage, how to use equipment such as a fire extinguisher and shutting down utilities.

As a part of the City's Emergency Operations Team, designated Library staff may be called to report to the Emergency Operations Center. These staff members are assigned to assist the Public Information Officer and to do Volunteer Coordination. Library staff may also be used to answer the City's hotlines during and/or post emergency.

#### After an Emergency

The Library will resume normal operations as quickly as possible following any type of emergency situation. The Library buildings and collections will be assessed for damage and staff will attempt to ensure that collections, equipment and furnishings are protected against further damage.

In some cases it may not be possible to return to normalcy in a short amount of time. As a department of the City of Newport Beach, the Library has established priorities for a post-emergency Continuity Plan. Under those provisions, the Library's most important role will be as an information outlet to the community. The Library would strive to provide internet access and internet searching assistance. If and/or when the Library buildings are available for public use, we would provide a space for people to gather, research, read and use electronic devices. The Libraries are not slated to be shelters for the community, but may be used as office space by City staff.

The Library works with City IT to ensure the maintenance of computer hardware, software and data for the Library. City IT performs a daily backup and off-site storage of the business files, documents and emails in case the information needs to be restored. The Library's Millennium database (catalog records and customer records) is currently being backed up to tape daily, but IT is working on a migration to a new state of the art backup system that will back it up to hard disk and replicate it offsite in case of a local disaster.

City IT has a hardware maintenance contract for the database server with an outside vendor. In the event of a catastrophic failure, such as a fire, which destroys the entire server, the replacement will be within 10 - 15 days. Innovative Interface provides support for the Millennium database software. In the event of a catastrophic failure which involves loss of hardware or disk failure, the software and catalog would be restored within 24 - 48 hours of the installation of the new server hardware.

**TO:** BOARD OF LIBRARY TRUSTEES

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

**PREPARED BY:** Tim Hetherton, Library Services Director

**TITLE:** Feasibility Study for Library Lecture Hall/Auditorium

---

**RECOMMENDATION:**

Staff requests that the Board of Library Trustees approve a proposal from the Auditorium Planning Subcommittee to seek City Council funding for a study to examine the feasibility of a constructing a lecture hall/auditorium on the Central Library site.

**DISCUSSION:**

The Central Library Friends Room continues to be in high demand for Library programs, City meetings, and public events. The Newport Beach Public Library Foundation has expressed that the present capacity of the Friends Room cannot always accommodate the number of people who wish to attend Foundation events.

At March 16 Board of Library Trustees meeting, Chair Grant appointed Trustees Johnson-Tucker and Prichard as the Auditorium Planning Ad Hoc Subcommittee. This Subcommittee was tasked to explore the potential of constructing an auditorium at the Newport Beach Central Library site. The Ad Hoc Subcommittee examined usage patterns and attendance statistics of the Friends Room and found that the space is in almost constant daily use and frequently at capacity.

The Auditorium Planning Ad Hoc Subcommittee recognizes that building an appropriate auditorium at the Central Library site presents something of a challenge. The proposed building must accommodate a capacity of 300 to 350 people while occupying a relatively small footprint. The Subcommittee paid particular attention to examining other public libraries similar in size to NBPL that offered auditoriums and lecture halls. The Ruby G. Schulman Auditorium at Carlsbad Public Library proved to be a suitable analog in terms of square footage and capacity. Trustee Johnson-Tucker visited the San Diego Public Library auditorium and determined that their auditorium also provided an example worth emulating. With a 5,000 square foot layout and 350 seats, the San Diego Central Library Auditorium in the Joan A. Irwin Jacobs Common is a state-of-the-art auditorium that expands into an outdoor courtyard. While not associated with a library, the Gerald Daniel Recital Hall at California State University Long Beach is another good example of this type of facility.

The Auditorium Planning Ad Hoc Subcommittee concludes that a feasibility study to determine the viability of the Central Library site for a lecture hall/auditorium is warranted. A study will also assist in indentifying feasible options that will lead to the development of other project documentation such as a business case, a project execution plan and a strategic brief. Initial research indicates that the cost for such a study ranges between \$5,000.00 for a simple study and about \$10,000.00 for an in-depth study.

At the May 12 regular City Council meeting, Trustee Johnson-Tucker requested that Council consider adding funding to the 2015/16 budget for a feasibility study for a lecture hall on the Central Library site, pending the approval of the Board of Library Trustees. Newport Beach Public Foundation Chair Dorothy Larson, also in attendance at the meeting, expressed the Foundation's support of the feasibility study.

Staff requests that the Board of Library Trustees approve the proposal to seek Council funding of the feasibility study.

**NOTICING:**

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the City Arts Commission considers the item).

**TO:** BOARD OF LIBRARY TRUSTEES

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

**PREPARED BY:** Tim Hetherton, Library Services Director

**TITLE:** Retail Space on the Second Floor Expansion

---

**RECOMMENDATION:**

Staff requests that the Board of Library Trustees recommend to City Council that the retail space on second floor expansion be leased to the Credit Union of Southern California.

**DISCUSSION:**

The retail space across from Bistro 24 on the second floor expansion has been vacant since the Civic Center opened in May 2013. The space was initially planned to house the Newport Beach City Employees Federal Credit Union, who ultimately opted not to relocate to the Library site. The City's Community Development Department has been approached by a handful of potential lessees, none of whom seemed to be a good fit for the Library. The Board of Library Trustees has always favored a lessee whose operations support the Library's mission; unfortunately, these types of entities lack the financial resources to lease the space. At the March 16 meeting, the Board of Library Trustees approved a plan to use the space as a community gallery managed by staff for the display of art and collections.

In April 2015, however, the Credit Union of Southern California (CUSC) approached the City about leasing the retail space. CUSC offers a full range of financial products (e.g., home loans, auto loans, commercial loans, no-fee Visa loans, no-fee checking, certificates of deposit, money market accounts, and financial planning services). They were chartered 60 years ago; have over \$900 million in assets, 15 branches, 30,000 no-surcharge ATMs through the CO-OP network, almost 8,000-shared branches (in which the credit union shares a location with another facility), 77,000 members, and the highest possible financial rating from Bauer Financial. CUSC has almost twice the required reserve level to be considered well capitalized. In terms of customer service, CUSC answers roughly 75% of all incoming calls within one minute and does not use an automatic call attendant, and callers are not required to select options to speak with a representative. CUSC has consistently produced a Net Promoter Score, a loyalty score that a growing number of Fortune 500 companies and financial institutions are using, of over 80%. Banks and credit unions are currently averaging 8% and 58%, respectively; CUSC's score in 2014 was 84%.

The Credit Union of Southern California would make a suitable tenant of the space for the following reasons:

- The Credit Union of Southern California will be open to members of the public. In addition, the Credit Union of Southern California is merging with the Newport Beach City Employees Federal Credit Union (the space's originally intended tenant), so City staff will have quick and convenient access to all credit union services.

- The Credit Union will install a full-service, deposit taking and cash dispensing ATM. The addition of an ATM is an oft-requested amenity from Library customers. The ATM would be installed through the outer wall of the branch in order for it to be available during hours that the branch would not be open. In addition, CUSC will also ensure that two or more employees are on-site at the branch during operating hours (Monday through Friday from 9:00 AM to 6:00 PM and Saturdays from 9:00 AM to 1:00 PM).
- The Credit Union intends to join and support the Newport Beach Chamber of Commerce and participate and support a variety of Newport Beach community events. CUSC will also generate revenue that will help fund Library and Cultural Arts programs. In addition, CUSC has expressed willingness to donate to various community organizations. Over the last 2 decades, the Credit Union of Southern California has donated \$1 million to the communities it serves.
- The Credit Union of Southern California has financial literacy and financial education programs for adults and students of all ages, which complements the Library's mission. They have expressed a willingness to work with the library to offer programming or to enhance any existing programs in place.
- The retail space was specifically designed and is currently configured to accommodate a credit union.

The retail space was initially designed and outfitted as a credit union at a cost of \$48,000. This amount includes the installation of custom cabinetry and specialized electrical work for the staff work stations. The cost of removing the millwork and cabinetry, painting and patching the walls, repairing the carpet, and rerouting the electrical wiring is estimated at \$5,000.00. Moreover, removing the fixtures and millwork installed for a credit union or financial services tenant will require City approval, in accordance with the initial Request for Proposal (RFP) for the retail space issued in January 2013. The RFP stipulates that any further improvements or modifications to the space need to be consistent with the architectural specifications of the new Civic Center. Reconfiguring the space is conservatively estimated at \$20,000. The project would include graphics, paint, display cases, and secure art hanging hardware. Finally, additional costs for insurance will be incurred, as will staff costs.

**NOTICING:**

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the City Arts Commission considers the item).