



# CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Public Library Corona del Mar Branch - 420 Marigold  
Avenue, Corona del Mar, CA 92625

Monday, June 20, 2016 - 5:00 PM

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

**Jerry King, Chair**  
**John Prichard, Vice Chair**  
**Jill Johnson-Tucker, Secretary**  
**Robyn Grant, Board Member**  
**Janet Ray, Board Member**

## **Staff Members:**

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

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

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

## **NOTICE REGARDING PRESENTATIONS REQUIRING USE OF CITY EQUIPMENT**

Any presentation requiring the use of the City of Newport Beach's equipment must be submitted to the Library Services Department 24 hours prior to the scheduled meeting.

## **I. CALL MEETING TO ORDER**

## **II. ROLL CALL**

## **III. NOTICE TO THE PUBLIC**

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

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

## **IV. PUBLIC COMMENTS**

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

**V. CONSENT CALENDAR**

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

**A. Consent Calendar Items**

**1. Minutes of the May 16, 2016 Board of Library Trustees Meeting**

[DRAFT 05-16-2016](#)

**2. Customer Comments**

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

[06-2016 - MAY BLT Customer Comments](#)

**3. Library Activities**

Monthly update of library events, services and statistics.

[MO REPORT FY 2015-16 - JUN 2016 PACKET \(May Info\)](#)

**4. Expenditure Status Report**

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

[2016-06-20 Expenditure Report](#)

**5. Board of Library Trustees Monitoring List**

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

[2016-06-20 BLT Monitoring List](#)

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Corona del Mar Branch Update**

Staff will provide the annual update on Corona del Mar Branch services.

[2016-06-20 Staff Report - CdM Branch Report](#)

**7. Financial Report Comparison of the Beginning Budget to the End of Year Amended Budget**

Staff will report on Budget Amendments for Fiscal Year 2014-2015.

[2016-06-20 Staff Report - Board Staff Adjusted Budgets 15-16](#)

[2016-06-20 Staff Report - Board Report Amended Budget 15-16](#)

**8. Adult and Reference Services Update**

Staff will provide an update on Library Adult Services.

[2016-06-20 Staff Report - Reference and Adult Services Update 2016](#)

**B. Monthly Reports**

**9. Library Services**

Report of Library issues regarding services, customers and staff.

**10. Friends of the Library Liaison Report**

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

**11. Library Foundation Liaison Report**

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

**12. Witte Lectures Committee Liaison Report**

Trustee update of the most recently attended Witte Lectures Committee's monthly meeting.

**VII. BOARD/COMMITTEE/COMMISSION ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

**VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS**

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

**IX. ADJOURNMENT**

**DRAFT**

**CITY OF NEWPORT BEACH**

**Board of Library Trustees  
Meeting Minutes  
May 16, 2016 – 5:00 p.m.**

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

II. **ROLL CALL** – Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Jerry King; Vice Chair John Prichard; Secretary Jill Johnson-Tucker; Janet Ray

Trustee Absent: Robyn Grant

Staff Present: Library Services Director Tim Hetheron; Administrative Support Specialist Elaine McMillion; Support Services Coordinator Melissa Kelly; Branch & Youth Services Coordinator Debbie Walker; Adult Services Coordinator Natalie Basmacyan

NBPL Foundation: Executive Director, Tracy Keys; Foundation Board Member Toby Larson

CNB Staff Present: Public Works Finance Director Steve Montano; Senior Accountant Theresa Schweitzer

**NOTICE TO THE PUBLIC**

Other than Board of Library Trustees members, Chair King requested that the other attendees introduce themselves.

III. **PUBLIC COMMENTS**

Chair King opened public comments.

Jim Mosher commented that upon reviewing the Library's Expenditure Report, it seemed that the Library is a little under budget. However, he noted that a citywide budget was released indicating that the expenditures of the Library may be over-budgeted. He suggested that the Board look into it and see where the discrepancy is coming from.

Chair King closed public comments.

**IV. CONSENT CALENDAR**

**1. Minutes of the April 18, 2016, Board of Library Trustees Meeting**

**2. Customer Comments**

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

**3. Library Activities**

Monthly update of library events, services and statistics.

Mr. Prichard noted the increase in programming trends over the past 5 years. He asked if the decrease in the reference statistics was due to the availability for customers to perform online reference work and researching.

Library Services Director Tim Hetheron replied by stating that reference is moving away from print collections and the Library is incorporating digital research capabilities to handle this business. He also stated that under-utilized print materials can be removed in order to create additional space for new collections and public space.

**4. Expenditure Status Report**

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

**5. Board of Library Trustees Monitoring List**

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

Vice Chair Prichard asked if the Financial Report Comparison is referring to last year's budget.

Melissa Kelly, Support Service Coordinator explained that per the request of the Library Trustee Committee, staff was instructed to create a comparison list showing fund allocations from the beginning of the year to the end of the year. The report currently being reviewed shows the difference in this year's numbers as opposed to last year's numbers. She will produce additional information showing the differences in fund allocation in more detail.

**Motion** made by Vice Chair Prichard and seconded by Board Member Ray, and carried (3-0-1-1) to approve the Consent Calendar with revisions in written public comments to be accepted. Secretary Johnson-Tucker abstained from voting due to not being present for the April 18, 2016 Board of Library Trustees meeting.

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

**V. CURRENT BUSINESS**

**A. Items for Review**

**6. NBPL Foundation Update**

Newport Beach Public Library Foundation Executive Director Tracy Keys will report on Foundation activities and provide an update on Library Expansion Donor Wall naming.

Ms. Keys reported that \$272,032 was invested in programming to support the Library's mission to be the cultural, educational, and informational heart of the City, in addition to wish list gifts and other donor restricted gifts received. The funds invested for programming were allocated to the following programs:

- Witte lectures – Five speakers
- Library Live – Seven authors
- Children programs
  - Children's authors
  - Bunny Logo Contest
  - Fancy Nancy with Robin Preiss Glasser
  - Bunnies & Books for Kids Festival – Approximately 400 in attendance
- It's Your Money / It's Your Estate Workshops – 100-130 in attendance at each workshop

Ms. Keys also reported that cash given to the Library totaled \$236,605 and since July 1, 2015, a total of \$508,637 has been provided in cash and programs for the Library.

Ms. Keys reported that the Foundation provides marketing support for the Medicine in Our Backyard program which has been well attended. The Foundation hired Susan Groux as their new Program Director. Ms. Keys also stated that the Foundation has three new board members; Jason Sherr, Lisa Edwards and Rebecca Gonzalez. Currently, the Foundation has 11 board members.

The Board of Library Trustees noted their appreciation of all that the Foundation has accomplished, including how Library Live has taken off. Ms. Keys also noted that if the Foundation has to pay the author presenting, then tickets will be required. However, it will be nominal. In response to questions from the Board on what Ms. Keys next goal is, Ms. Keys stated it was naming the remaining five areas in the Central Library.

Vice Chair Prichard asked how the naming process works.

Ms. Keys stated that she has a document she refers to that provides information regarding the process, such as number of characters, size, et cetera. This was previously approved by the Board of Library Trustees.

Chair King stated that while attending an event at Corona del Mar High School, he was questioned by a student regarding attending the Board of Library Trustee meetings. Chair King referred the student to Mr. Hetherton who will follow up with the request.

Chair King opened for public comments

Mr. Mosher was curious to know how long the wall names remain up for viewing in the library, and asked if programming has a fundraising objective to it, or does the Foundation have a dual role of being a fundraiser and a programmer.

Tracy replied and referred to the Foundation's mission statement which includes "Public Programs."

Chair King closed public comments.

**7. Library Meeting Room Fee Update**

Staff requests that the Board recommend the meeting room fees as described in the staff report. Upon the Board's recommendation, staff will present these fees as part of the wider fee schedule recommendation to the Finance Committee on Thursday, June 16, 2016, for their approval, and ultimately City Council in summer 2016.

Theresa Schweitzer, Senior Accountant, reported on the Library room fee update.

Ms. Schweitzer reported that Council Policy I-7 allows for fees to be charged for the use of the library room. Ms. Schweitzer stated that Council approves the meeting room fees, based on a recommendation from the Board of Library Trustees.

Ms. Schweitzer reported that Municipal code dictates that cost recovery for user services shall be 100 percent unless otherwise specified in the Code or statute. Ms. Schweitzer stated the City has contracted with a fee study consultant, MGT of America to perform a fee study on each department on a rotating basis every three to five years. The last Library study conducted by the City was in 2011. The purpose of the study is to determine the expense to the City to provide various library related services to users. The following describe the recommended changes to the fee schedule:

- Cancellation Charge rather than two fees on the fee schedule – Staff proposing to delete the Refund Charge and increase the Cancellation Charge fee from \$31.00 to \$59.00 to reflect the full cost of service. This fee has not been increased since 2011, at which time it was increased by \$1.00.
- Reducing the refundable cleaning deposit from \$105.00 to \$96.00 to reflect pass through cost of an unscheduled cleaning service.
- Staff recommends the removal of the setup and cleanup fee for the use of the kitchen. Currently, there is no additional cost billed by the cleaning company to clean the kitchen, unless it is an unscheduled cleanup. If, however, additional cleanup is required after a rental, staff will deduct the funds from the refundable cleaning deposit. The fee is increasing from \$75.00 to \$114.00 to reflect current staff cost. This fee has not been changed for over 10 years.
- Staff recommends the removal of the energy surcharge fee. Historically, this fee has not been charged.
- Staff recommends no changes to the remaining fees such as the deposit for the use of the PA system and the facility use fees.

In response to Chair King's question regarding whether or not the deposit fee is for a particular room where cleanup could be greater depending on the usage, Ms. Schweitzer answered in the affirmative. Ms. Schweitzer also stated that the fee is calculated based on a two-hour, two-people cleanup fee.

Pertaining to the historically no charge comment, Vice Chair Prichard and Secretary Johnson-Tucker asked for clarification on the no charge comment. Ms. Kelly answered that it was due to staff's discretion as the fee has never been used, therefore can't justify usage fee.

Conclusion, upon recommendation from the Board, staff will present to the Finance Committee the cost of service fees and the proposed department study at their June 16<sup>th</sup> meeting. Upon Finance Committee's approval the document will be forwarded to City Council.

Chair King opened public comments.

Mr. Mosher stated that it would have been helpful for the Finance Department to present the actual cost of the services rather than the proposed charges, and compare it to what the costs are for use of the City Community Room, which is a similar space. He questioned the fees and whether or not they are actually providing a cost recovery of one percent, per the City ordinance.

**Motion** made by Vice Chair Prichard and seconded by Secretary Johnson-Tucker, and carried (4-0-0-1) to approve the Library Meeting Room Fee update as presented.

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

**8. NBPL Friends of the Library Wish List for Fiscal Year 2016/2017**

Staff requests that the Board of Library Trustees approve the wish list for submission to the Friends of the Library.

Tim Hetherington reported on the NBPL Friends of the Library Wish List for Fiscal Year 2016/2017. Mr. Hetherington stated that on an annual basis, the Library Admin Team presents wish lists for funding opportunities to the Board of Library Trustees. If the Trustees approve the lists, they are then presented to the two Library support groups for final approval.

Mr. Hetherington reviewed this wish list which focuses on collections and programs with a request for materials for the new Corona del Mar Branch. Staff will be submitting funding requests for new releases system wide for adult, teen, and children's collections. Funds for the Corona del Mar Branch opening day collections, programming and Literacy Program were also requested. Upon the Board's approval, these recommendations will be sent to the NBPL Friends of the Library at their June meeting.

**Motion** made by Secretary Johnson-Tucker and seconded by Vice Chair Prichard, and carried (4-0-0-1) to approve the NBPL Friends of the Library Wish List for Fiscal Year 2016/2017.

AYES: Ray; Prichard; King, Johnson Tucker  
NOES: None  
ABSTENTION: None  
ABSENT: Grant

**9. NBPL Foundation Wish List for Fiscal Year 2016/2017**

Staff requests that the Board of Library Trustees approve the wish list for submission to the Library Foundation

Mr. Hetherton reported that the while the NBPL Friends of the Library focuses on funding materials, the NBPL Foundation funds collections as well as technology and enhancements to the building. Mr. Hetherton noted that the Library is proposing that the Foundation fund a conversion of the back copies of the Daily Pilot, the Newport Balboa News, and the Harbor Ensign to a digital format. Mr. Hetherton stated that he believes converting to digital will not only be important for the customers to be able to access files digitally but will also help staff in locating various documents and thus improve customer service.

The Board questioned why the Library would undertake the conversion rather than accessing back copies through the Daily Pilot. Mr. Hetherton noted that the Daily Pilot does not provide discs and only retains digital files for a period of time. In response to the Board's question as to how long it's been since digital files were sent to the library by the Daily Pilot, staff stated that the Daily Pilot converted to digital format in 2003 and then to microfilm in 2007.

Mr. Hetherton reported on the repurposing of the Charles Sword room. Mr. Hetherton stated the room is not being used to its maximum potential, and that the goal for the room is to convert it into a meeting space, such as a study group, conference room or any purpose suitable for large crowd.

Chair King asked if changing the room equates to additional space for staff, and if it would be used for special occasions. Mr. Hetherton replied that the room will not be used for private seating, but for meetings.

Mr. Hetherton reported on the Media Lab enhancement. Library staff has requested additional sound recording equipment, tablets, and an iPad 4, for the facility.

Mr. Hetherton reported that the library has had a relationship with Score114 since 2008. Mr. Hetherton also reported that the program brings in a lot of adults. Mr. Hetherton stated that the program is geared towards business topics such as social media and technology.

Chair King questioned if the target audience were business startups or existing businesses looking to make changes in technology. Mr. Hetherton replied in the affirmative to both.

Chair King opened public comments.

Mr. Mosher stated that he does not like the idea of spending \$7,500 to repurpose the Sword room. Mr. Mosher stated if the reason is to have maximum usage of available square footage, and that he is not sure there is a valid reason to change the room. Mr. Mosher suggested converting the teen area for adult usage.

Chair King replied by stating that how the rooms are being utilized is up to the Library Services Director.

Chair closed public comments.

**Motion** made by Vice Chair Prichard and seconded by Board Member Ray, and carried (4-0-0-1) to approve the NBPL Foundation Wish List for Fiscal Year 2016/2017. Board Member Johnson-Tucker stated that she is undecided on the Sword Room conversion but will support recommending that the NBPL Foundation study it further while considering the funding request. Thus, she voted in favor of the full package.

AYES:	Prichard; King, Ray, Johnson Tucker
NOES:	None
ABSTENTION:	None
ABSENT:	Grant

**B. Monthly Reports**

**10. Library Services**

Report of Library issues regarding services, customers and staff.

Mr. Hetherington reported that the library hired a part time Library Assistant and a full time Children's Librarian. Mr. Hetherington stated that comments from the public are very favorable regarding the new hires. Mr. Hetherington also reported that two staff members attended the Public Library Conference in Denver. The purpose of the staff attending the conference is to gather information and ideas to be discussed and hopefully implemented.

**11. Friends of the Library Liaison Report**

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

Chair King reported that with the addition of 13 new members, Friends of the Library membership now stands at 855. Chair King reported that they had \$14,000 in sales for the month of April and continues to receive generous contributions of materials.

**12. Library Foundation Liaison Report**

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

Secretary Johnson-Tucker thanked Tracy Keys for her update which covered most of the Foundation news. Foundation Board Member Toby Larson stated that the Library Live program is growing by leaps and bounds and that they are working on getting more sponsors, and doing more fundraising.

Chair King asked if all positions from the board are filled. Foundation Executive Director Tracy Keys stated that three positions have been filled. Secretary Johnson-Tucker noted that thanks to the Foundation Board member Karen Clark, many revisions have been made to the by-laws and they are also working on creating guidelines to ensure that all committee members are on the same page regarding what's expected from each board member.

**13. Witte Lectures Committee Liaison Report**

Trustee update of the most recently attended Witte Lectures Committee's monthly meeting.

Vice Chair Prichard reported that recent discussion is centered on popular speakers and higher fee levels. He noted that 2017 will be a good season.

He also reported that the committee had a very successful 2016 season. They budgeted for a net income of \$7,600 and ended up with net income of \$63,000, the remainder of which will roll into the 2017 series. It was reported that the funds are restricted to the Witte Lecture Series and can't be used for any other events. Mr. Prichard stated that the committee works very well together and the interaction, functioning and success of the committee is very impressive.

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

None

**VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS**

Chair King opened public comments.

Paul Watkins stated that the first Thursday of the month, Wake Up Newport is held. Mr. Watkins stated that Wake Up Newport consists of panelists, campaigns and debates. He stated that at the Sunday musicale it was difficult to see the performers, and noted that setting up a stage would help. Mr. Hetherington will follow up.

Mr. Mosher commented on copyright issues in the event the library decided to convert to digital. Mr. Mosher also stated that staff might be interested in archiving the minutes and have them be searchable for future use.

Chair King closed public comments.

**VIII. ADJOURNMENT – 6:15 p.m.**

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

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
MAY 2016**

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p align="center"><b>COMMENT</b></p>	<p align="center"><b>RESPONSE</b></p>
<p align="center">1 <u>5/10/2016</u> <u>Comment Card</u> <u>Natalie Basmaciyan</u> <u>Adult Services Coordinator</u> <u>5/10/2016</u></p>	<p>I least like that others sleep in the Library and lounge on the couch as well as verbally loud. Would like to see improved safety for those who come here due to above.</p>	<p>Hi, I spoke with this customer regarding the comment card she left us. I told her that NBPL has a Library Use Policy and to let any staff member know about customer issues. She said she woke up a sleeping customer a few weeks ago and the customer yelled at her. I said she simply needs to let us know and we will handle the situations. She then asked if we "kick people out" of the Library. I said we monitor compliance to the Use Policy and can take progressive steps to correct behavior as needed. She said she was pleased to know that, and said we have a great Library.</p>
<p align="center">2 <u>5/10/2016</u> <u>Comment Card</u> <u>Natalie Basmaciyan</u> <u>Adult Services Coordinator</u> <u>5/10/2016</u></p>	<p>Would like to see a dish with a router through the building to improve cell phone connection. People get important business calls when they are here.</p>	<p>Thank you for completing a customer comment card regarding cell phone reception at the Central Library. I will contact the City IDT department and see if they have any recommendations for improving the reception inside the building. Thank you for using the Library. Sincerely.</p>
<p align="center">3 <u>5/19/2016</u> <u>Comment Card</u> <u>Natalie Basmaciyan</u> <u>Adult Services Coordinator</u> <u>5/24/2016</u></p>	<p>I like that the Library that it is well-organized, clean, internet accessible, and user friendly. In the teen section on the 2nd floor, please have a shelf for classics. The current collection is overwhelmingly contemporary, focused on sex, relationships, and fantasy. What about a SEPARATE section with Jane Austen, Dickens, and Shakespeare, etc.? The customer then responded via email to Natalie, "Thanks".</p>	<p>Thank you for completing a customer comment card regarding the Teen Center. The Librarian responsible for the collection has created a "classics" display based on your suggestion. Hopefully, this display will make your browsing and selecting of materials more enjoyable. Please let me know if we may be of further assistance. Thank you for using the Newport Beach Public Library. Sincerely.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>4</u> <u>5/11/2016</u> <u>Comment Card</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>5/11/2016</u></p>	<p>What do you like most about the NBPL? Too numerous to list on these brief lines. Leave CdM as is. Central computer at Central Library sends out reserved book notices with no time allowed to pick up before book given to another.</p>	<p>I apologize for the delayed hold pick up notification that you received last week. I noted that the printing date on the notice was April 26th. After the notices are printed they go to City Hall for postage and mailing. I am not sure why this notice was not stamped by the City until April 28th, causing a delay in delivery, but I will check with the City's mail clerk to see if we can resolve that problem in the future. The Library does keep items on the hold shelf for 7 days from the date of check in before moving them on in the system. Relying on regular US mail for notification will lag a bit behind those receiving emails, but if systems are working correctly we should be able to get the notice to you at least 4 days before the pickup expiration date. Again, I am sorry that the system did not work for you and I thank you for your continuing use of the Library.</p>
<p><u>5</u> <u>5/11/2016</u> <u>Comment Card</u> <u>Natalie Basmacıyan</u> <u>Adult Services Coordinator</u> <u>5/11/2016</u></p>	<p>I think it's the homeless people using the computers. Computer area and systems has bad BM odor. Please clean once a day. God bless.</p>	<p>A voicemail was left in order to review the use policy. And customer was asked to please approach staff with any concerns.</p>
<p><u>6</u> <u>5/11/2016</u> <u>Comment Card</u> <u>Natalie Basmacıyan</u> <u>Adult Services Coordinator</u> <u>5/11/2016</u></p>	<p>I love everything about this library. I recently received a Kindle and didn't know how to use it. Alex and Leah both took extra time helping me get established. I want them to get <u>extra credit</u>.</p>	<p>No contact information was given. Alex and Leah were given a copy of this.</p>
<p><u>7</u> <u>5/24/2016</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Adult Services Coordinator</u> <u>5/31/2016</u></p>	<p>Do you have microfiche for New York Post circa 1980?</p>	<p>Thank you for contacting the Newport Beach Public Library. We only keep microfilm for the local newspapers. You may, however, be able to request specific New York newspaper microfilms through the Interlibrary Loan service. Please contact Library Assistant Jeremy Rodriguez at (949) 717-3814 to discuss if this service is an option for you. Sincerely.</p>

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
8 5/15/2017 Comment Card No contact info given	Thank you, Friends of the Library, for today's outstanding concert featuring the Orange County Guitar Orchestra. This was a professional show with highly trained young musicians. Please bring them back in the future. They are an Orange County asset.	
<u>9</u> <u>5/19/2016</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Adult Services Coordinator</u> <u>5/19/2016</u>	Are you still working with Lynda.com where if you have a library card you have access to Lynda.com for free. There used to be a link.Thank you. *****Cust omer sent a reply to the reply as follows: Thank you! It worked.	Thank you for contacting the Newport Beach Public Library regarding Lynda.com. We still subscribe to the database. The databases are all available under the "eBranch" tab on the website. You will need to enter your NBPL library card number at the Lynda.com home page. Here is the link to get to Lynda.com: <a href="https://www.lynda.com/portal/patron?org=newportbeachlibrary.org">https://www.lynda.com/portal/patron?org=newportbeachlibrary.org</a> Please let me know if we may be of further assistance. Sincerely.

## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetherton, Library Services Director  
Re: Report of Library Activities – June 20, 2016 Meeting

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### **TIM HETHERTON, LIBRARY SERVICES DIRECTOR**

“Bad libraries build collections, good libraries build services, great libraries build communities.”  
–R. David Lankes

#### **NBPL Survey**

The Library Services survey is live and accessible at [www.newportbeachlibrary.org](http://www.newportbeachlibrary.org).



As of Wednesday, June 15, over 400 customers have responded. The survey was also disseminated through the Library email blast, which has over 19,000 subscribers.

#### **Library Services Manager Recruitment**

43 interested parties from throughout California submitted applications for the Library Services Manager position before it closed on Thursday, June 8. Interviews are scheduled for Wednesday, July 13.

#### **Friends of the Library luncheon**

The Friends of the Library held their annual luncheon on Tuesday, June 14. Author Susan Meissner talked about her new novel, *Stars Over Sunset Boulevard*, and entertained questions about her life as a writer. In addition, the Friends installed their new leadership:

- Amy Hunt, President
- Pam Crook, 1st VP/Programs
- Elena Yuasa, 2nd VP/Membership
- Susan Caine, Treasurer
- Linda Baldwin, Secretary
- Virginia Hayter, Historian/Publicity
- Nancy Acone, Bookstore Manager
- Wendy Frankel, Volunteer Coordinator
- Jerry King, Library Board Liaison

The Friends also presented the Library with a generous gift of \$205,000. These funds will be used to enhance collections, services, and programs that will benefit our community.



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

### **Facilities**

Southern California Edison scheduled a power outage in the area surrounding and including the Central Library for the night of May 27<sup>th</sup>. The Library prepared by turning off all electronics, notifying the alarm company and cleaning service and hoping that the new backup generator with the automatic switch turned itself on when the power went out. The power went out shortly after 11:00 pm as planned and was restored early the next morning. Eddie Flores came in at 6:30 am to check to ensure that all systems were up and running. We were very pleased to find that the generator worked the pumps continued to operate properly and the basement was dry.

### **Literacy**

The Newport/Mesa ProLiteracy's Gift of Literacy luncheon was a great success. Participants enjoyed a lovely lunch at the Pacific Club and were entertained by the guest speaker, Greg Hurwitz. We were honored to have Mayor Diane Dixon speak at the luncheon and appreciate the support from Library Board member, Janet Ray who was in attendance.

The proceeds will support the Library's literacy program in the coming year.



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

### **Branches**

May was a relatively quiet month for all locations primarily because the Youth Services team is working hard on getting everything ready to launch Summer Reading Program later in June. Mariners did host a program making crafts that honored space exploration while Balboa's event highlighted pets and CDM offered a variety of butterfly and spring related crafts.

William Kingsland, a page at Mariners gave his notice and will be leaving in late June.

### **Youth Services**

The big event at Central in May was the Foundation sponsored Bunnies and Books for Kids Festival (part of the Making Memories series of programs) that was held on Saturday, May 14. For the third year in a row attendance climbed steadily with well over 300 children and adults enjoying a bunny themed Family Storytime, face painting, a variety of crafts and games and a chance to meet "Harvey" a large Flemish rabbit brought in by a local rabbit rescue group. Bistro 24 Café once again offered bunny themed lunches as part of their regular menu on that day. Library staff and Foundation volunteers received many positive comments and compliments regarding the festival, which also sported two costumed rabbits who patrolled the area posing for pictures and participating in the games and crafts.

### **Teen Services**

After taking the month of April off, YAAC met in May and even welcomed two new YAAC members. Greg gave a presentation about Tech Toys and a volunteer sheet was passed around recruiting Council members to assist with SRP in June. The next meeting in June will be the last one before taking a break in July and August.

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

### **Tech Toys Collection**

The new Tech Toys collection began circulating on May 9<sup>th</sup>. There have been 35 checkouts, and many items have a hold list. The digital camera has the most checkouts and the most holds. Additional pieces of equipment will be ordered in the coming weeks. This collection is generously funded by the NBPL Foundation.

### **Tuesdays @ 2**

Librarian Alex Jenkins hosted a new class for the Tuesdays @ 2 on May 31<sup>st</sup>. The topic was Self-Publishing Basics and 7 people attended. The survey feedback for the class was positive. This class will be offered again in 2017.

### **Let's Talk Tech**

The Let's Talk Tech classes continue to draw new customers to the Media Lab. Topics this month included VHS conversion and Audio Editing. The Lynda.com tutorials are featured in all the classes. Library Assistants Greg Johnson and Helen Medina lead the instruction.

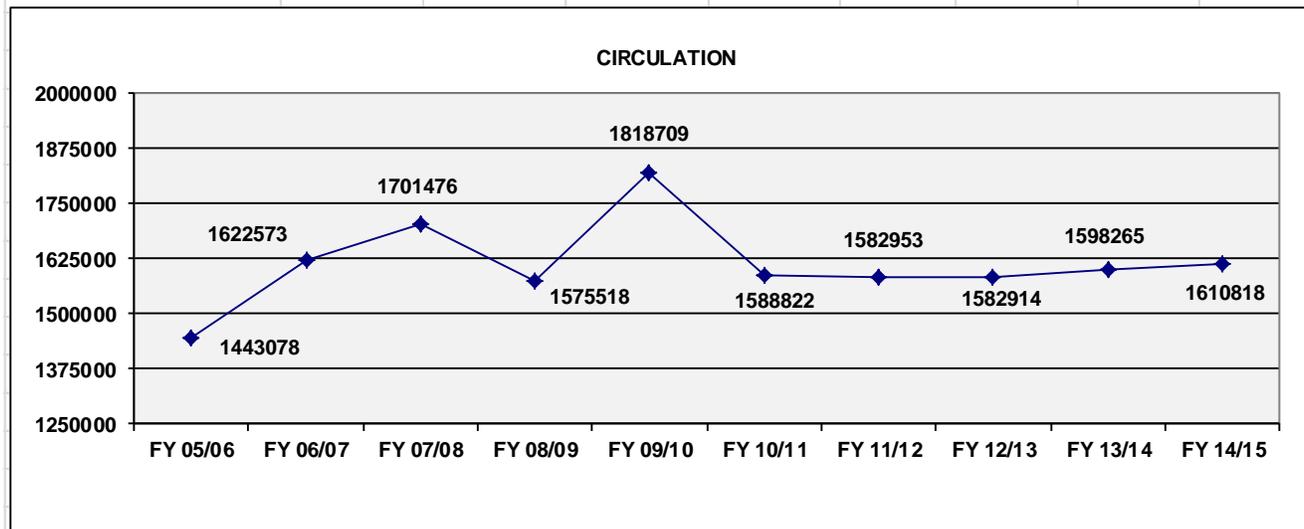
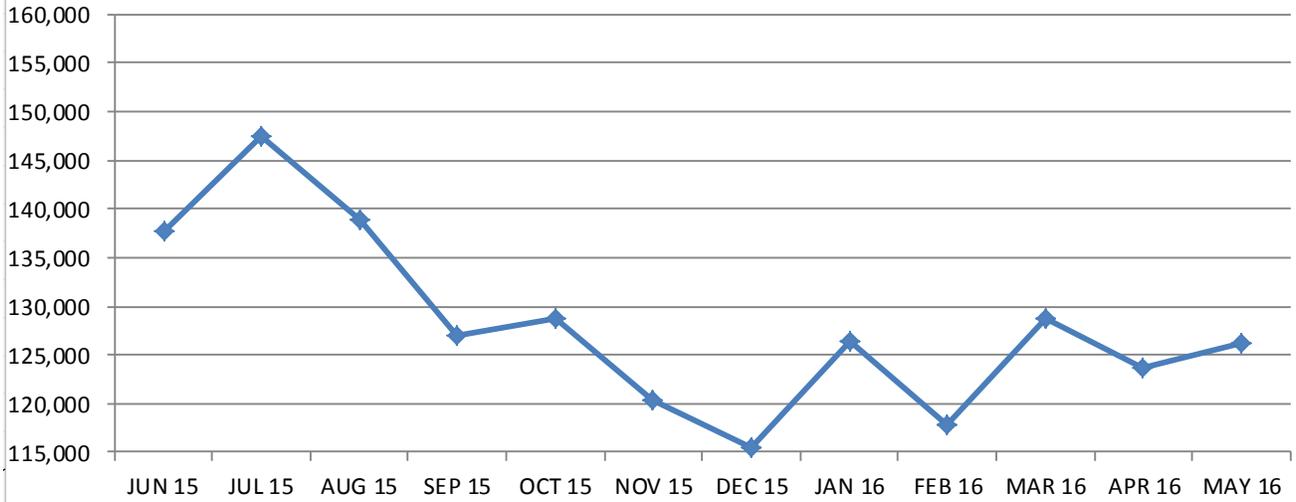
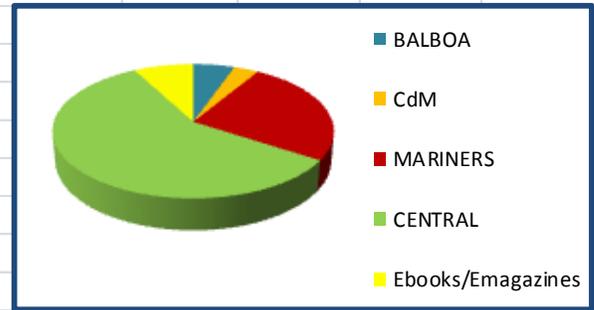
Proquest Articles Retrieved												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	AVG.
Business Databases	299	1151	400	566	628	539	497	468	912	1271	765	681
Newspapers--Current	995	1535	3004	1622	1234	910	597	739	1901	1412	1293	1386
Newspapers--Historical	3831	2824	2142	2145	2497	2639	2368	2445	3968	4085	2677	2875
Magazines	43	56	86	50	90	84	39	94	143	128	96	83

Database FY Comparisons	YTD 15/16	YTD 14/15	JUL 2015	AUG 2015	SEP 2015	OCT 2015	NOV 2015	DEC 2015	JAN 2016	FEB 2016	MAR 2016	APR 2016	MAY 2016	YTD 15/16
<b>Tracked by #searches</b>														
Ancestry	11882	13568	838	650	850	1173	1300	947	1983	917	1044	355	1825	11882
A to Z Databases	3395	3841	573	390	546	123	300	186	260	258	208	255	296	3395
AskART	564	26	10	32	70	123	14	5	52	143	23	31	61	564
BioResCtr*	594	865	55	32	34	85	25	25	18	38	69	134	79	594
FoF Ancient Hist	626	678	20	9	69	121	27	42	15	69	36	136	82	626
GDL	120	364	4	12	7	14	27	9	2	12	6	8	19	120
GVRL	1859	2058	70	75	100	129	163	212	43	95	414	180	378	1859
HeritageQuest	27911	8256	1777	2316	4150	3373	2623	2214	1585	1898	2845	2245	2885	27911
Kids InfoBits	399	292	161	20	0	20	13	1	8	91	27	43	15	399
Lynda.com	44431	1713	372	2313	3156	3895	3222	3842	4363	5485	4806	6336	6641	44431
LitResCtr	3101	6760	102	30	63	47	145	51	60	115	369	895	1224	3101
Opposing Vpts*	1473	1551	351	5	17	30	43	100	54	93	121	543	116	1473
Nat Geo	462	355	3	12	26	56	28	34	24	55	160	25	39	462
Nat Geo Kids	122	29	62	5	0	4	4	8	4	2	4	20	9	122
Novelist Plus	2002	2427	217	115	139	190	284	160	186	107	177	276	151	2002
Novelist K-8 Plus	789	627	43	66	86	61	182	29	29	77	82	112	22	789
ProQuest	40950	31807	1030	2903	3605	3475	4110	2848	4813	4413	5083	5070	3600	40950
Oxford Art Online	81	208	1	0	26	13	9	3	2	3	21	3		81
Ref USA Bus.	23942	23442	2038	1833	3688	2622	1552	1421	1337	2540	2492	2187	2232	23942
Ref USA Res.*	1574	1545	87	68	138	25	202	102	81	164	219	366	122	1574
ScienceFLIX														
Tumblebooks	3336	11114	184	265	409	357	234	232	475	371	328	254	227	3336
World Book Online	349	590	14	16	17	18	39	25	45	49	19	91	16	349
<b>Tracked by #sessions</b>														
Cypress Resume	90	103	7	5	11	5	10	9	8	9	7	7	12	90
LiveHomework	56	213	8	1	18	19	10							56
Testing & EdRefCtr	539	431	74	84	74	49	30	36	20	38	39	49	46	539
Universal Class	1668	575	285	205	177	94	66	41	90	152	172	245	141	1668
<b>Tracked by #page views</b>														
Consumer Reports	21077	4179	1398	1884	2187	2090	2587	1720	2182	1735	1724	1630	1940	21077
CultureGrams	2745	3803	336	74	167	107	11	101	162	1068	358	212	149	2745
Morningstar	51515	58597	4896	4881	9022	7452	5631	3825		6175		5277	4356	51515
NetAdvantage	38346	44402	4585	3217	4962	5351	2720	2920	3692	2670	2435	3054	2740	38346
RealQuest	5693	8296	99	64	284	174	99	160	195	80	141	146	4251	5693
Rocket Languages	316	642	104	32	63	4	9	5	17	3	3	25	51	316
Value Line	186311	129738	14688	13442	14608	15712	17084	18204	19007	18662	17448	18105	19351	186311

## NEWPORT BEACH PUBLIC LIBRARY - MAY 2016

### CIRCULATION

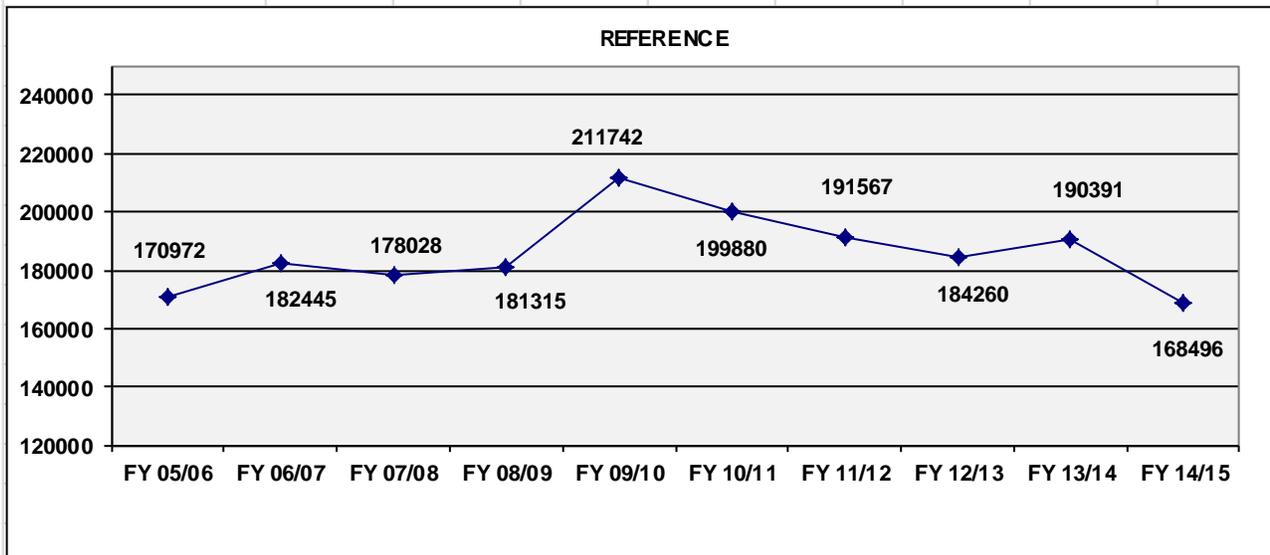
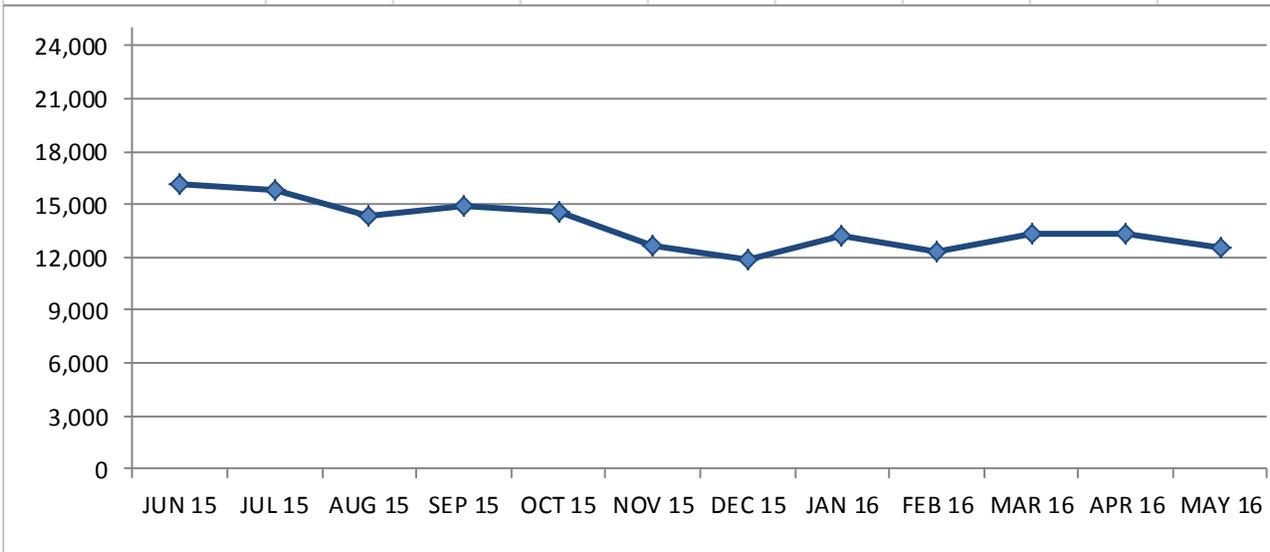
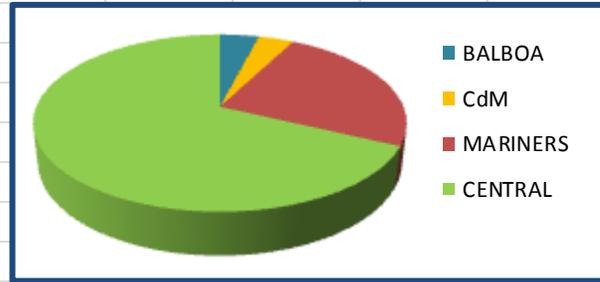
	May-16	YTD 15/16	YTD 14/15
BALBOA	6,886	76,453	82,731
CdM	4,114	50,653	56,457
MARINERS	32,067	347,921	374,860
CENTRAL	73,241	823,349	864,602
Ebooks/Emagazines	9,925	102,493	94,370
<b>TOTAL</b>	<b>126,233</b>	<b>1,400,869</b>	<b>1,473,020</b>



## NEWPORT BEACH PUBLIC LIBRARY - MAY 2016

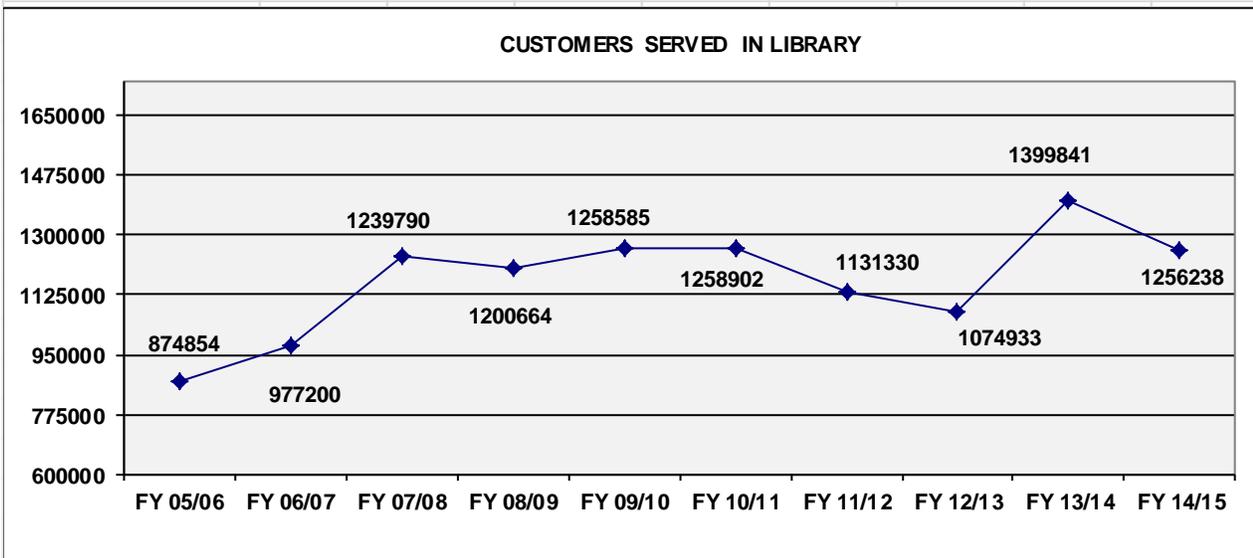
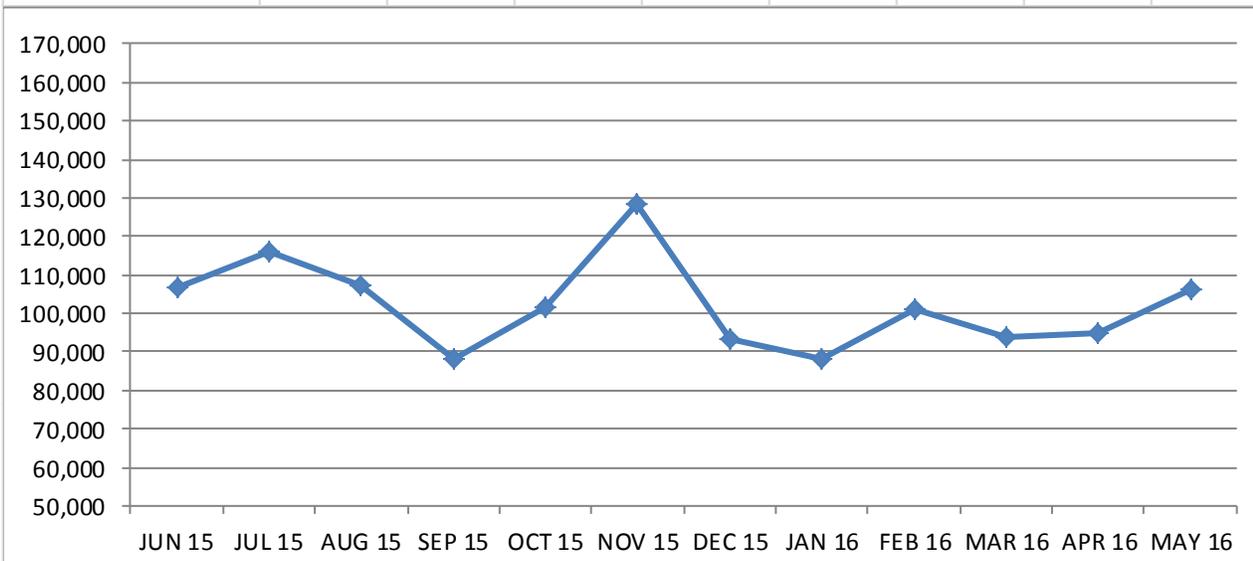
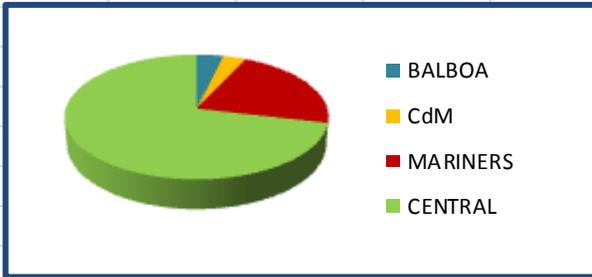
### REFERENCE

	May-16	YTD 15/16	YTD 14/15
<b>BALBOA</b>	507	6,745	8,665
<b>CdM</b>	456	6,357	7,505
<b>MARINERS</b>	3,039	41,648	53,061
<b>CENTRAL</b>	8,500	94,169	83,139
<b>TOTAL</b>	<b>12,502</b>	<b>148,919</b>	<b>152,370</b>



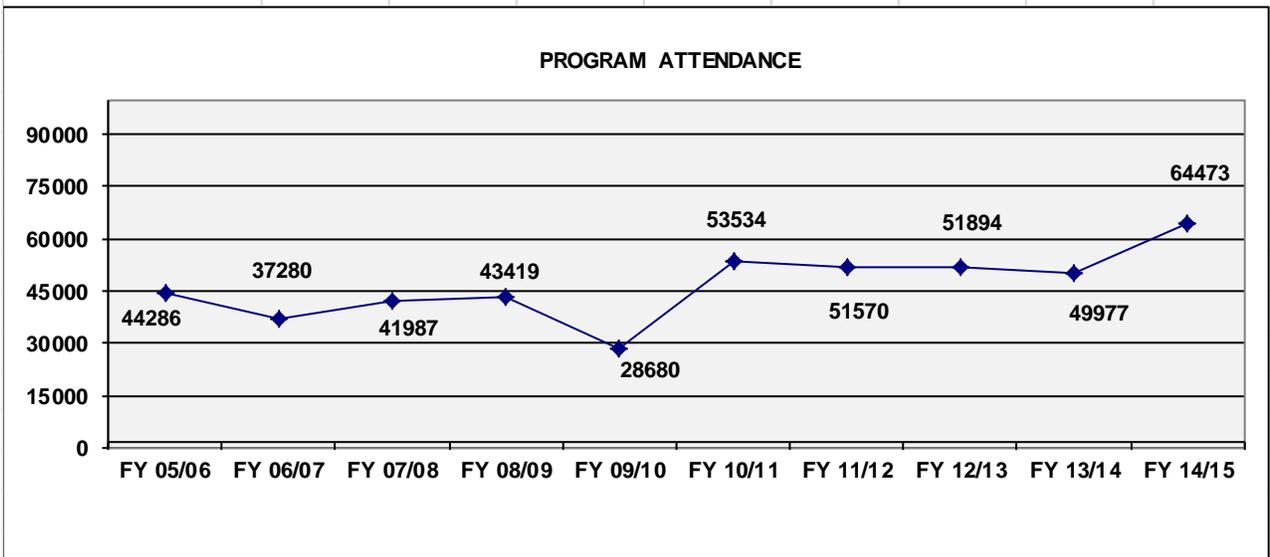
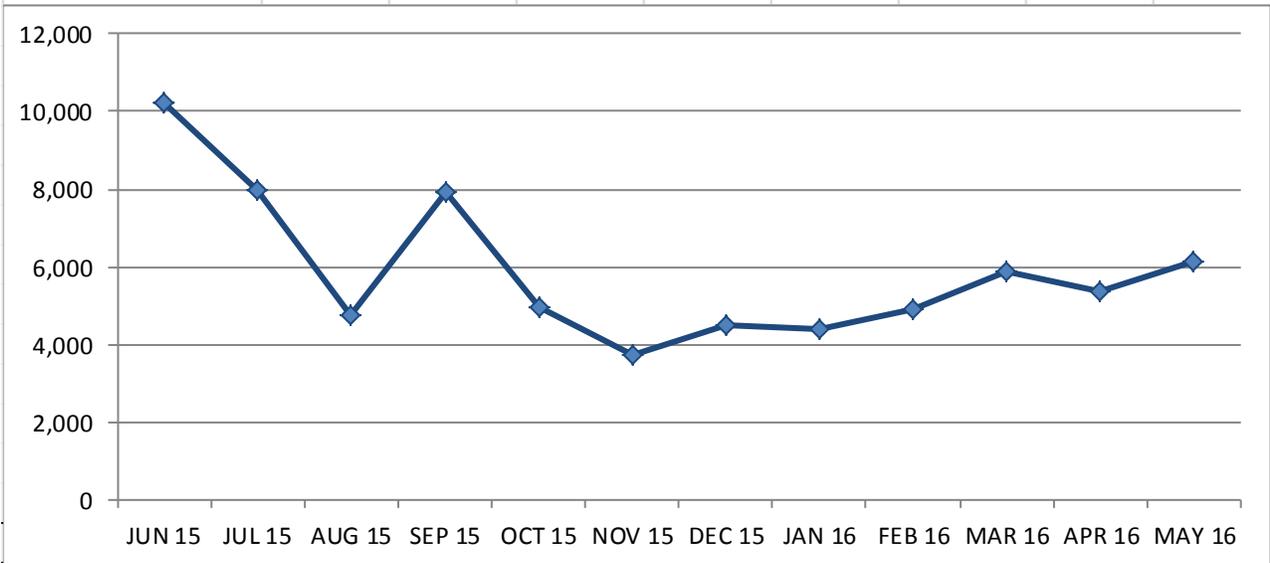
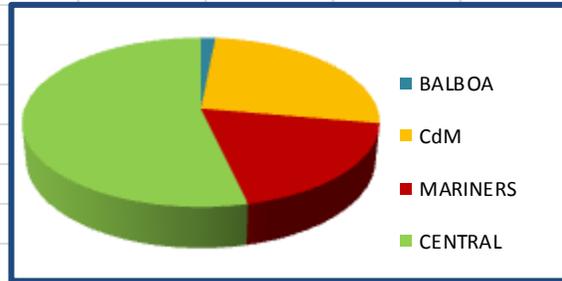
## NEWPORT BEACH PUBLIC LIBRARY - MAY 2016 CUSTOMERS SERVED IN LIBRARY

	May-16	YTD 15/16	YTD 14/15
BALBOA	4,028	47,185	51,048
CdM	3,377	38,444	38,426
MARINERS	23,099	253,794	269,772
CENTRAL	75,876	785,871	790,433
<b>TOTAL</b>	<b>106,380</b>	<b>1,125,294</b>	<b>1,149,679</b>



## NEWPORT BEACH PUBLIC LIBRARY - MAY 2016 PROGRAM ATTENDANCE

	May-16	YTD 15/16	YTD 14/15
BALBOA	94	1,363	1,128
CdM	1,611	7,618	6,438
MARINERS	1,142	10,179	9,091
CENTRAL	3,289	41,458	37,567
<b>TOTAL</b>	<b>6,136</b>	<b>60,618</b>	<b>54,224</b>



**LIBRARY EXPENDITURES***As of June 1, 2016*

<b>ACCOUNT DESCRIPTION</b>	<b>ORIGINAL APPROP</b>	<b>REVISED BUDGET</b>	<b>YTD EXPENDED</b>	<b>AVAILABLE BUDGET</b>
SALARY FULL-TIME REGULAR	2,613,458	2,613,458	2,457,204	156,254
SALARY PART-TIME	175,933	219,838	614,170	-394,331
SALARY SEASONAL****	645,278	645,278	124,185	521,093
BENEFITS	1,828,216	1,870,847	1,798,601	72,246
<b>SALARY &amp; BENEFITS TOTAL</b>	<b>5,262,885</b>	<b>5,349,421</b>	<b>4,994,160</b>	<b>355,262</b>
PROFESSIONAL SERVICE*	131,589	131,589	102,609	28,980
UTILITIES	294,976	294,976	253,711	41,266
PROGRAMMING	6,500	19,419	4,531	14,888
SUPPLIES**	82,570	84,268	73864	10,404
LIBRARY MATERIALS	619,740	624,373	580,248	44,125
FACILITIES MAINTENANCE	149,221	149,221	110,334	38,877
TRAINING AND TRAVEL	15,125	18,926	8,972	9,953
GENERAL OPERATING EXPENSES***	24,200	24,408	15,003	9,376
PERIPHERALS	3,500	3,500	534	2,966
INTERNAL SERVICE FUNDS	718,274	718,274	658,418	59,856
<b>MAINT &amp; OPERATTION TOTAL</b>	<b>2,045,695</b>	<b>2,068,954</b>	<b>1,808,224</b>	<b>260,691</b>
<b>SALARY &amp; OPERATING EXPNSE TOTAL</b>	<b>7,308,580</b>	<b>7,418,375</b>	<b>6,802,384</b>	<b>615,953</b>
<b>CAPITAL OUTLAY</b>	<b>2,000</b>	<b>2,000</b>	<b>644</b>	<b>1,356</b>
<b>LIBRARY BUDGET TOTAL</b>	<b>7,310,580</b>	<b>7,420,375</b>	<b>6,803,028</b>	<b>617,309</b>

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

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

\*\*\*INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

\*\*\*\* City is paying all Part-Time salaries out of 1 account and are no longer using the P-T Seasonal Account

## 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
Jun 15, 2015	Branch Update - Corona del Mar	Jun 20, 2016
Jun 15, 2015	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 20, 2016
Jun 15, 2015	Adult and Reference Services Update	Jun 20, 2016
Sep 21, 2015	Election of Board of Library Trustees Officers/Trustee Liaisons	July 18, 2016
Jul 20, 2015	Statistical Comparison Report of Peer Libraries/Meeting Spaces	July 18, 2016
Jul 20, 2015	Proposed Library Closures for Winter Holidays 2015	July 18, 2016
Aug 17, 2015	Information Technology Update	Aug 15, 2016
Oct 19, 2015	Branch Update - Mariners	Oct 17, 2016
Oct 19, 2015	Children Services Update	Oct 17, 2016
Oct 19, 2015	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 17, 2016
Nov 16, 2015	Literacy Program Update	Nov 21, 2016
Jan 19, 2016	Review Holidays / Meeting Schedule	Jan 16, 2017
Jan 19, 2016	Newport Beach Public Library eBranch & Database Review	Jan 16, 2017
Feb 16, 2016	Annual Budget Update	Feb 20, 2017
Feb 16, 2016	Arts & Cultural Update	Feb 20, 2017
Mar 21, 2016	Branch Update - Balboa	Mar 20, 2017
Mar 21, 2016	Media Lab Update	Mar 20, 2017
Mar 21, 2016	Library Material Selection & Downloadable Services	Mar 20, 2017
Apr 18, 2016	Marketing Update & Social Networking Update	Apr 17, 2017
May 16, 2016	Review of Library Expansion Donor Wall Naming / NBPL Foundation	



**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:** Andrea Jason, Corona del Mar Branch Librarian

**TITLE:** Corona del Mar Branch Report

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The Corona del Mar branch has long been a part of the Newport Beach community. Starting in a CDM storefront in the mid-40's it moved in the 1950's to 501 Dahlia, across the street from Corona de Mar Elementary School. With space still a big issue, in 1957 the Friends of the Library organization was formed to help raise awareness and funds for a new library building. Although a bond issue failed in 1958, the Friends group nevertheless help raise 90% of the \$29,000 cost for the new library. On July 28, 1959 the Corona del Mar branch of the Newport Beach Library opened and subsequently underwent another addition. In 2009 the library celebrated its 50<sup>th</sup> anniversary with a remodeled branch and today we are anticipating the opening of a brand new branch, library/fire station conjoined building in 2017.

The smallest of the four branches, the Corona del Mar library serves local residents of all ages, many of whom walk to the facility. We are open Tuesday through Saturday with evening hours twice per week. The library offers three story times per week including one for babies, for preschoolers and a special Friday *Songs and Stories* for any age. In addition a monthly craft club is held. Legos are provided one day per week for drop in enjoyment and crayons and coloring papers are left out for children to use at any time.

The Corona del Mar branch is anticipating closure of the library in late 2016 for the construction of a new "fibrary" building. We are working on plans for the collection and other items in the building and will finalize these as we get closer to the closure date.

#### PERSONNEL

The Corona del Mar branch is fully staffed with long-time friendly personnel. I am the branch librarian for the CDM library and work at the branch on Tuesdays and Thursdays. I supervise the three branch employees and am in charge of the collection. I am always available at the Central Library on my other work days if anything arises. The rest of our staff includes one full time library assistant, one full time library clerk and a part time library page.

Janice Nikula, the library assistant, has worked for the city for years as well, first as a part time library assistant at the Central and Balboa branches and later assuming full time duties at CDM. She does all of the children’s programming including story times, craft club and special events as well as answering any reference questions and resolving computer issues. Haidee Barker, our full time clerk, has worked for the city for a quarter of a century. She is in charge of the circulation functions of the branch as well as ordering supplies. Laurie Sanders, our page, is also a fixture at the CDM library and takes great pride in keeping our collection in perfect order. We know many of our customers by name as well as by reading and DVD tastes and our customers often ask for recommendations.

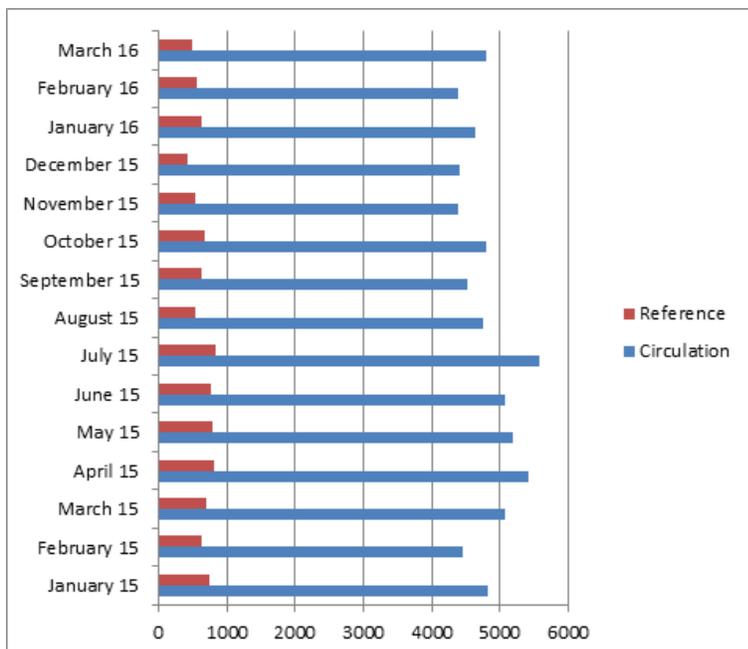
### FACILITY MAINTENANCE

Due to the upcoming closure and demolition of the library anticipated in late 2016 facility maintenance has taken a back seat. Other than fixing what needs to be attended to (such as a non-working thermostat this winter which left us without heat for a few days) we have put off any unnecessary maintenance. Our general daily cleaning and maintenance such as replacing light bulbs are still being performed.

### PUBLIC SERVICE

The Corona del Mar branch serves approximately 2000 residents and other visitors and tourists to the village. The library is open 51 hours per week from Tuesday through Saturday.

### *Circulation and Reference Services*

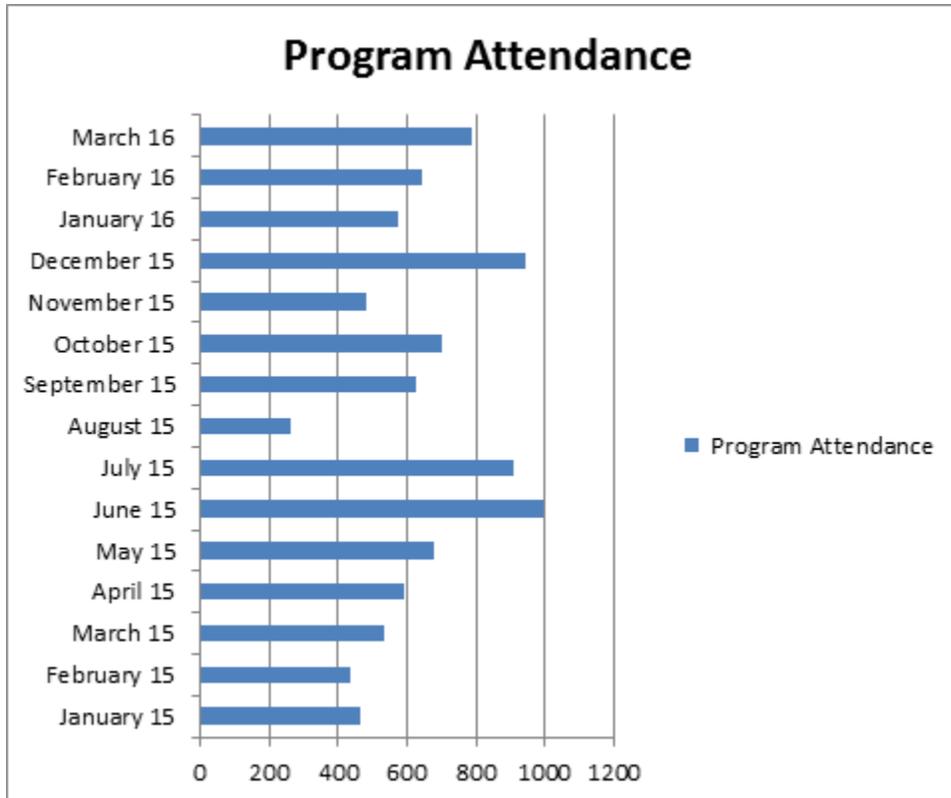


For the twelve month period of April 15 through March 16 we had a total of 57887 checkouts.

In addition for that same period we had 7731 reference questions.

Wireless printing has been enabled at the branch. Although other branches have received new computers, our library will not be receiving them until after the remodel.

### *Program Attendance*

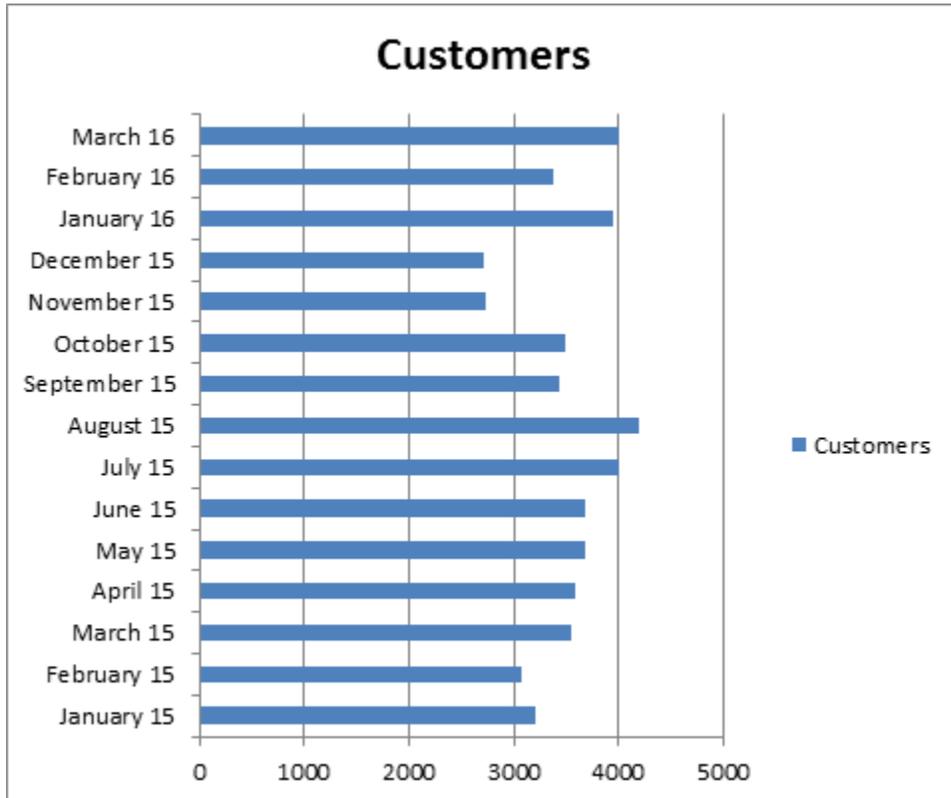


For the twelve month period of April 15 through March 16 we have had 8180 participants in our story times, craft clubs and special events during the Summer Reading Program, National Library Week and the Christmas Walk.

The Corona del Mar branch library has a very large group of story time devotees. Our small library often accommodates large numbers of people particularly for Friday's *Songs and Stories* where we may have over 90 people.

The Corona del Mar Holiday Walk in December is a very special event for us where we offer a large spread of food and drink in addition to having family entertainment during the five hour event. Thanks to the generous support of the Friends of the Library who provide the funds, in 2015 we had 570 people visit the library to enjoy the day.

## Customers



During the 12 month period of April 15 through March 16 the branch had 42896 customers at the library.

## COLLECTION MAINTENANCE

Corona del Mar's collection approximates about 17,000 volumes which may be slightly lower now due weeding. Since the library branch closing will be happening in the next few months, I have begun a systematic weeding of the adult and media collections. We do not yet know where the existing collections will end up so I have begun moving those items which are currently not at another branch to the Central Library. The children's librarians have weeded that part of the collection, too. As we are so limited in space in the library it helps the shelves look less crowded.

As we had items which were also weeded from the collection, I asked if we could keep a Friends sale cart at the branch. Each book on it is \$1.00 and includes items such as fiction, biography, non-fiction as well as some donated items. We have had much success with this and have raised over \$150 so far.

I have also looked at the Reference collection to see which items can be deleted or not replaced after we reopen. With so much information now available on the internet we find many of our reference collection books are not used as much as they have in the past.

#### COMMENTS

Although this branch is only one mile from the Central Library, it is highly regarded by its users. Young moms who come to story times, elderly residents who walk to the branch and even visitors from Marriott timeshares frequent our library on a regular basis. It is a beloved part of the community and our patrons are looking forward to having a new branch library in the next year.

**TO:** BOARD OF LIBRARY TRUSTEES

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

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

**TITLE:** Budget Amendments for Fiscal Year 2015-2016

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**ABSTRACT:**

The Library budget for fiscal year 2015-2016 was approved by City Council in the amount of \$7,310,581. Throughout the year this bottom-line figure has increased by the addition of donations and grants to the Library. These added funds have increased the Library's budget by \$487,413 to a total of \$7,797,994.

**DISCUSSION:**

The Library's Materials and Operations Budget is amended when we receive funds from Grants, donations and gifts. Most of the additional funding is received from the Friends of the Newport Beach Library and the Newport Beach Public Library Foundation. In this past year the FOL added \$205,000 to fund materials and programming. The NBPLF added \$221,225 to cover "wish list" items and \$26,844 in designated gifts for a total of \$247,969.

Another area of the Library's budget that is substantially altered from initial budget to the year end is in the Library Literacy Program. The initial 2015-2016 budget allocation for the Library Literacy Program was \$44,438 which covers approximately one-third of the cost to operate the program. The balance of the funding for this comes from the California State Library Literacy grant, donations and Newport/Mesa ProLiteracy fundraising. The current expenditure budget for Literacy is now \$112,824.

An additional source of funding this fiscal year came from our local Library Consortium, Santiago Library System who received funding from the California State Library on behalf of the consortium members. \$778.00 was added to the expenditure budget in October for the purchase electronic materials. An additional amount of \$1,123 was recently received. Since it is late in the spending year, it will be deposited in the current year's budget, but will be carried over to the next fiscal year for the purchase of electronic materials.

The final addition of funding was from a private donation of \$200 in March which was added to the Library Materials budget.

The attached spread sheet shows the accounts into which these additional funds were allocated to cover expenditures.

**NOTICING:**

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

Attachment: Budget Amendment Report

15-2016 Amended Budget

UNIT	FUND	LIBRARY'S ORIGINAL		REVISED BUDGET	SOURCE*
		APPROP	AMT ADDED		
Library Administration	Library Materials	619,740	2,101	621,841	SLS/PVT
Literacy	Salary Part-Time	34,611	43,905	78,516	CSLL/NMPL/NBPLF
	Benefits	8,827	3,000	11,827	CSLL/NMPL/NBPLF
	Programming	0	12,919	12,919	NMPL/FOL/NBPLF
	Office Supplies	0	1,698	1,698	NMPL/NBPLF
	Library Materials	0	3,655	3,655	NBPLF/FOL
	Travel & Meetings	0	3,801	3,801	NMPL/NBPLF
	Advertising	0	184	184	NMPL
	Publications & Dues	0	25	25	NMPL
Foundation	Programming	6,500	3,000	9,500	NBPLF
	Special Departmental Supplies	15,500	20,500	36,000	NBPLF
	Library Materials	619,740	70,725	690,465	NBPLF
	Hardware & Peripherals	3,500	3,500	7,000	NBPLF
	Maint & Repair of Facilities	119,621	8,000	127,621	NBPLF
	Office Furniture/Fixtures	0	110,400	110,400	NBPLF
	Literacy (see above)	5,000			
Friends	Programming	6,500	55,000	61,500	FOL
	Library Materials	619,740	145,000	764,740	FOL
	Literacy (see above)	5,000			
<b>*SOURCE</b>					
SLS	Santiago Lib Sys/CA State Library				
CSLL	CA State Library Literacy Funding				
NBPLF	Newport Beach Library Foundation				
FOL	Friends of the Library				
NMPL	Newport/Meas ProLiteracy				
PVT	Private Donations to the Library				

**TO:** BOARD OF LIBRARY TRUSTEES

**FROM:** Library Services Department  
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**PREPARED BY:** Natalie Basmaciyon, Adult Services Coordinator

**TITLE:** Adult and Reference Services Update

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**ABSTRACT:**

The Newport Beach Public Library offers myriad services, programs, and collections to the public. Dedicated, professional staff ensures customer needs are met and customer expectations are exceeded. From hiring and training staff to providing access to resources, the Newport Beach Public Library focuses on the community and the customer experience.

**DISCUSSION:** This past year has been quite active in the promotion and hiring of staff in the Adult Services department. Two Librarians, Hannah Haase and Alex Jenkins, were promoted from Library Assistant. 7 external recruits were hired as Part-Time Library Assistants as well. Several staff attended professional conferences, including the American Library Association, Public Library Association, and Internet Librarian conferences. Librarian Melissa Hartson is set to complete the CSU Fullerton Leadership for Public Agencies class this spring.

Two new collections added, thanks to generous funding from the NBPL Foundation, are the circulating Nooks at the branches and the Tech Toys collection. Librarian Rebecca Lightfoot added twelve Nooks loaded with new release titles in February 2016. New content has been added recently to ensure this collection remains popular with customers. Adult Services Coordinator Natalie Basmaciyon introduced the Tech Toys collection in May 2016. This collection includes digital cameras, media converters, and camcorders which may be checked out for seven days. Additional equipment has been ordered to meet the demand for this collection.

Classes and lectures continue to draw high attendance throughout the year. Librarian Andrea Jason facilitated the very popular Medicine in Your Own Backyard series and the Beyond the Canvas art lectures. Library Assistants Greg Johnson and Helen Medina host the Let's Talk Tech classes, featuring Lynda.com. Class topics include Photoshop, audio editing, and Pro Tools. The Tuesdays @ 2 classes remain well-attended. New topics introduced this year are Digital Storytelling and Introduction to Self-Publishing.

The electronic village area of the Central Library was renovated in April 2016, thanks to generous funding from the NBPL Foundation. Customers now enjoy individual carrels, new computer equipment, and comfortable desk chairs. Customers have commented positively on the improvements in comfort and privacy.

Passport Services processed 732 applications from July 2015 to May 2016, and completed photo-only appointments as well. Each Passport Acceptance Agent recertified their credentials and the Passport Office passed a detailed audit for recertification.

Staff pursued other initiatives this past year which befitted customers. Reference staff participated in creating public service announcements for NBTv. The eBranch, Media Lab, and Children's were highlighted in the spots. The ScienceFLIX database was added, thanks to a recommendation from Librarian Evelyn Rogers and funding from the NBPL Foundation. Librarian Andrew Kachaturian hosted a contest to celebrate the release of *Captain America: Civil War*. Customers voted for their favorite character, entered a raffle for Port Theatre gift cards, and enjoyed displays of Graphic Novels featuring Marvel Comics. Over 150 customers participated in the contest.

Newport Beach Public Library remains positioned to develop new services, learning opportunities, and resources for the community to enjoy. Staff participation and ongoing development are essential to creating the vibrant, innovative environment our customers expect.

**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).