



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Public Library - Central Library
1000 Avocado Avenue, Newport Beach, CA 92660

Monday, April 17, 2017 - 5:00 PM

Board of Library Trustees Members:

Jill Johnson-Tucker, Chair
Janet Ray, Vice Chair
Paul Watkins, Secretary
Jerry King, Board Member
Douglas Coulter, Board Member

Staff Members:

Tim Hetherton, Library Services Director
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.

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

V. 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.

VI. 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 have received detailed staff reports on each of the items recommending an action. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees request specific items to be discussed and/or removed from the Consent Calendar for separate action. Members of the public who wish to discuss a Consent Calendar item should come forward to the lectern upon invitation by the Chair.

A. Consent Calendar Items

1. Minutes of the March 20, 2017 Board of Library Trustees Meeting

[DRAFT MINUTES](#)

2. Customer Comments

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

[CUSTOMER COMMENTS](#)

3. Library Activities

Monthly update of library events, services and statistics.

[LIBRARY ACTIVITIES](#)

4. Expenditure Status Report

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

[EXPENDITURE STATUS 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.

[BLT MONITORING LIST](#)

VII. CURRENT BUSINESS

A. Items for Review

6. Marketing Update and Social Networking Update

Marketing Specialist Katherine Mielke will provide the annual briefing on Library marketing and social media activities.

7. Media Lab Update

Library Services Manager Natalie Basmaciyan will report on Media and Sound Lab usage, resources, and management.

[MEDIA LAB UPDATE](#)

8. Corona del Mar Branch Update

Library Services Director Tim Hetherton will update the Board on Corona del Mar Branch project.

9. Lecture Hall Update

Update on the lecture hall by Chair Jill Johnson-Tucker.

10. Friends of the Library Wish List

Staff requests that the Board of Library Trustees review and approve the Wish List which will be presented to the Friends of the Library.

[FOL WISH LIST](#)

11. Library Foundation Wish List

Staff requests that the Board of Library Trustees review and approve the wish list which will be presented to the Library Foundation.

[NBPLF WISH LIST](#)

12. Library Services

Report of Library issues regarding services, customers and staff.

B. Monthly Reports

13. Friends of the Library Liaison Report

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

14. Library Foundation Liaison Report

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

15. Witte Lecture Committee Liaison Report

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

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

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

IX. ADJOURNMENT

CITY OF NEWPORT BEACH

Board of Library Trustees
Meeting Minutes
March 20, 2017 - 5:00 p.m.

- I. **CALL MEETING TO ORDER** – Chair Johnson-Tucker called the meeting to order at 5:00 p.m.

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

Trustees Present: Chair Jill Johnson-Tucker; Vice Chair Janet Ray; Secretary Paul Watkins; Board Member Doug Coulter

Trustees Absent: Board Member Jerry King

Staff Present: Library Services Director Tim Hetherton
Administrative Support Specialist Elaine McMillion
Assistant City Manager Carol Jacobs
Library Services Manager Natalie Basmaciyan
Circulation & Technical Processing Coordinator Melissa Hartson
Support Services Coordinator Melissa Kelly
Branch and Youth Services Coordinator Debbie Walker
Balboa Branch Librarian Evelyn Rogers
Senior Clerk & Technical Processing Supervisor Julie Duncan
Library Assistant Laurie Sanders

- III. **NOTICE TO THE PUBLIC**

- IV. **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.

- V. **PUBLIC COMMENTS**

None.

- VI. **CONSENT CALENDAR**

- A. **Consent Calendar Items**

1. **Minutes of the February 21, 2017 Board of Library Trustees Meeting**

Board Member Watkins wished to include Mr. Mosher's revisions of "changing to Rosetta Stone" in the final paragraph of Item A.12 and "the Jon Meacham lectures" in the first paragraph of Item B.15 to the minutes.

2. Customer Comments

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

Board Member Watkins recognized Natalie Basmaciyen, Daisy Hernandez, and Helen Medina who were praised in patrons' comments.

3. Library Activities

Monthly update of library events, services and statistics.

In response to Board Member Watkins' inquiries, Library Services Manager Basmaciyen explained that several neighboring libraries recently began offering Lynda.com, and patrons may be going to those libraries to access Lynda.com. Secondly, patrons may have finished their coursework and did not need additional courses on Lynda.com. The lack of data for *Consumer Reports* was a reporting error from the database service.

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.

Motion made by Board Member Coulter, seconded by Board Member Watkins, and carried (4-0-0-1) to approve the Consent Calendar with revisions as discussed.

AYES: Johnson-Tucker, Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: King

VII. CURRENT BUSINESS

A. Items for Review

Chair Johnson-Tucker announced Item 10, Corona del Mar Branch Update, would be heard first.

10. Corona del Mar Branch Update

Trustee Paul Watkins will update the Board on recommended maintenance for the Corona del Mar Branch in lieu of the project deferment.

Board Member Watkins reported he and Library staff met on February 27 to develop a list of necessary maintenance projects with a budget of \$50,000-\$90,000. Thereafter, a final matrix of proposed projects with cost estimates was prepared and submitted. The estimated useful life of the proposed maintenance projects was 3-5 years.

Library Services Director Hetherton advised that he met with Public Works and Municipal Operations representatives to draft a plan of action for the projects. Funding was available

for proposed projects. The first project would likely be termite eradication, for which the Library could be closed for only one day. Unfortunately, not all projects could be accomplished in one timeframe.

Joy Brenner was impressed with the list of projects and the cost.

Mary Lou Hergel was delighted by the proposal for window-mounted air conditioning units, but she was concerned about being able to open and close windows for safety reasons. Tinting the windows would slightly alter the view through windows. She had hoped furniture would be replaced rather than cleaned.

In reply to Vice Chair Ray's question, Support Services Coordinator Kelly indicated that only the library windows would be tinted.

Rhonda Watkins remarked that the ocean breeze could not be relied upon to cool the Library. Several buildings between the Library and the ocean block the breeze.

Board Member Coulter supported the proposed projects because they saved money and improved the Library.

Chair Johnson-Tucker felt the proposed projects were needed even if the building project occurred in three to five years.

In reply to Vice Chair Ray's question, Library Services Director Hetherington indicated the electrical panel would be upgraded if needed.

Motion made by Vice Chair Ray, seconded by Board Member Coulter, and carried (4-0-0-1) to approve the matrix of proposed projects as presented with the electrical panel upgrade if necessary.

AYES: Johnson-Tucker, Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: King

Chair Johnson-Tucker thanked Board Member Watkins and staff for their good work.

6. Balboa Branch Library Report

Branch Librarian Evelyn Rogers will present the annual update on Balboa Branch activities.

Balboa Branch Librarian Rogers shared the history of the Branch, which was open 60 hours per week with late nights on Mondays and Wednesdays. Unique to the Branch were its nautical collection, a 3-D Blu-Ray video collection, and Newport Beach Historical Society displays. The Branch was staffed with one full-time librarian and four part-time positions. The service population was 5,372 people. From March 2016 to February 2017, checkouts totaled 59,846; 7,499 reference questions were received; 851 children attended story time; and 489 children attended special programs. The Branch's collection consisted of 35,527 items. Branch staff cleaned, rearranged, and discarded materials to ensure materials were relevant and useful. Children's services were comprised of two story times

a week and one special program each month. Coloring pages and games were available for children in the Library. Recent special programs included Pokemon play, DIY Make It Fly, and Let's Make Comics. During the summer, 228 people attended special programs, and 79 registered for the summer reading program with 28 completing it.

Jim Mosher noted the Balboa Branch project was not listed as deferred in the facilities financing plan and questioned whether the project would proceed. Library Services Director Hetherton assumed but did not know for sure that the project would be deferred the same as the Corona del Mar project. Assistant City Manager Jacobs did not believe the City Council discussed projects beyond fiscal year 2017/2018. The future of those projects is currently unknown.

In response to Rhonda Watkins' question, Balboa Branch Librarian Rogers advised that special programs were scheduled for 3:30 to allow school children to attend. No one had requested programs be scheduled for weekends.

7. Library Material Selection and Downloadable Services

Circulation and Technical Processing Coordinator Melissa Hartson will provide the annual update on Collection Development activities.

Circulation & Technical Processing Coordinator Hartson reported each collection was maintained by a specific staff librarian. She listed the factors considered in selecting materials, including trends, seasonal demand, current events, curriculum needs, award winners and nominees, and reviews from trade journals. Materials were discarded to ensure collections were current, accurate, and relevant. Discarded materials were sold through the Friends of the Library, Better World Books, or Discover Books. New features were phonics readers, which had been checked out 760 times in the last year; a crime and suspense category for DVDs; and additional streaming video content through the OverDrive service.

In reply to Board Member Watkin's question, Circulation & Technical Processing Coordinator Hartson indicated R-rated DVDs were labeled as R-rated; available to patrons 18 years of age and older; and separated from family-oriented DVDs.

Chair Johnson-Tucker was pleased with the handling of discarded materials.

8. From Order to Shelf

Senior Clerk and Technical Processing Supervisor Julie Duncan will provide a presentation on NBPL materials acquisition.

Senior Clerk & Technical Processing Supervisor Duncan reported the Technical Services Department labeled, barcoded, and cataloged materials found on Library shelves. The majority of materials arrived shelf-ready, so that Library staff received materials, reviewed vendors' work, and ensured materials reached Branches.

In response to Board Member Coulter's inquiry, Senior Clerk & Technical Processing Supervisor Duncan indicated the circulation process ensured materials checked out at one branch and returned at another branch made their way back to the original branch.

In reply to Jim Mosher's question, Senior Clerk & Technical Processing Supervisor Duncan explained that generally materials remained with the Branch that selected them. If material was being discarded, librarians would determine whether another branch could use it.

9. Donations to the Library

Staff recommends that the Board of Library Trustees accept a check in the amount of \$9,300 from the NBPL Foundation for restricted disbursement.

Library Services Director Hetherton recommended the Board accept the donation of funds designated for large-print books, the Balboa Branch, children's books, and the Literacy Program.

Motion made by Board Member Watkins, seconded by Vice Chair Ray and carried (4-0-0-1) to accept the donation of \$9,300 from the Newport Beach Public Library Foundation.

AYES: Johnson-Tucker, Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: King

11. Lecture Hall Update

Update on the lecture hall by Chair Jill Johnson-Tucker.

Chair Johnson-Tucker advised that she had updated the Library Foundation and inquired about their interest in submitting findings to the City Council and raising funds for the project. The Foundation voted to do so. She and staff were compiling information regarding the need for a lecture hall. Hopefully, the City Council will hold a Study Session on the project the following month.

In reply to Jim Mosher's inquiry, Chair Johnson-Tucker indicated the cost could be in the range of \$5 million.

12. Library Services

Report of Library issues regarding services, customers, and staff.

Library Services Director Hetherton suggested the vetting of news stories should include reviewing the authority, the scope, and the time of the story, and cross-checking purported facts with known sources. The Library had a role in empowering citizenry to make good choices.

B. Monthly Reports

13. Friends of the Library Liaison Report

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

Board Member Coulter reported the Friends of the Library, at the last meeting, voted to increase its donation to \$250,000. Friends members now totaled 896. The Friends would have a table at the Oasis volunteer event on April 12-14.

14. Library Foundation Liaison Report

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

Chair Johnson-Tucker reiterated that the Library Foundation voted to support the lecture hall. During the Foundation meeting, Library Services Manager Basmacıyan presented information about the data pilot program; Library Services Director Hetherton provided a wish list; a Foundation Member reported on marketing systems; and the Foundation discussed financial information.

15. Witte Lectures Committee Liaison Report

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

Vice Chair Ray advised that the next lecture by Dr. Wade Davis was scheduled for April 7 and 8. Dr. Davis was featured in a Greg MacGillivray IMAX film, *Grand Canyon Adventure: River at Risk*. She understood Mr. MacGillivray would introduce Dr. Davis on April 7.

Chair Johnson-Tucker noted Isabel Wilkerson, author of *The Warmth of Other Suns*, would be the following speaker.

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Joy Brenner, Friends of the Corona del Mar Library Board Chair, requested the Library Board of Trustees schedule an agenda item regarding support for the Corona del Mar Branch building project at the next meeting. Some City Council Members were in favor of pushing construction forward. The proposed maintenance projects were reasonable for temporary measures.

Mary Lou Hergel concurred with Ms. Brenner's request.

Rhonda Watkins remarked that her school students from Huntington Beach loved Newport Beach Libraries.

Jim Mosher reported the Library Acts mandated free public libraries available to everyone. Funds raised by the Library Foundation were intended to support the Library but was supporting Witte Lectures, which were not free and open to everyone. He suggested Witte Lectures be recorded and made available through the Library.

Chair Johnson-Tucker advised that few speakers allowed recording of their lectures. Older lectures were recorded and made available for viewing.

IX. ADJOURNMENT – 6:11 p.m.

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
MARCH 2017**

<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>1</u> <u>3/1/2017</u> <u>Comment Card</u> <u>Natalie Basmacyan</u> <u>Library Services Manager</u> <u>3/7/2017</u></p>	<p>I like most the fact that you are in my neighborhood and have every resource I need! Need a catalogue computer at seated level for those who have bad backs!</p>	<p>The contact info given was a telephone number. Natalie Basmacyan left a telephone message for this customer, however; the customer never returned Natalie's call.</p>
<p><u>2</u> <u>3/1/2017</u> <u>Email</u> <u>Elaine McMillion</u> <u>Admin Support Spec</u> <u>3/1/2017</u></p>	<p>Do you have any openings for part time or full time workers? The Newport Beach libraries are the greatest. I'm older, college educated and a responsible, hard worker. Please get back to me if you would like to talk regarding this. Thank you for your consideration.</p>	<p>Thank you for your interest in the Newport Beach Public Library.</p> <p>The Newport Beach Public Library's job openings when available are posted on the City of Newport Beach website.</p> <p>To view available jobs through the Library, or other City jobs that you may be interested in, visit the City of Newport Beach website: www.newportbeachca.gov</p> <ul style="list-style-type: none"> • Government • Departments • Human Resources • Job Opportunities <p>The 'Bistro Express' located on the upper floor of the Central Library conducts their own recruitment and hiring, and you may contact them at (949) 467-9631.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>3</u> <u>3/1/2017</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>3/1/2017</u></p>	<p>Dear Mr. Hetherton, Thank you for having these two exceptional team members on your staff: Nadia (Children's section) and Daisy (front desk). After repeatedly searching through your collection of CDs, I couldn't locate either one of the CDs that contains Adele's Rolling in the Deep. With uncertainty, I came to the front desk and asked Daisy for help. I prayed that she wouldn't direct me back to the same CD containers. As a professional, Daisy quickly located those CDs via her computer terminal and walked with me to the very containers that I came from. She couldn't find them either. When I mentioned that one of them was just turned, she quickly went to the back and returned shortly with both of those CDs! Nadia invested similar dedication in locating the lone available CD that contains True To Your Heart (Mulan) for me! As an ardent fan of your excellent library, I am sorry to report that the outstanding customer services provided by these two NBPL team members are not common; quite a few of your staff members would simply ignore my questions and shrugged. This is why I want to take this opportunity to show my appreciation by writing to you. Sincerely.</p>	<p>Thanks very much for your kind words acknowledging both Nadia and Daisy for their exceptional customer service. I am very proud of them and the example they are setting for all of our employees. I will be sure to pass these favorable comments to them. I am disheartened, however, to hear that receiving this type of excellent service is an exception to your usual experience. As a tax funded entity that is dependent on the public for our funding and support, exceptional customer care should be the rule at the Library. We ask Library staff to assist with any request so I am disappointed by the indifferent response you have received on other occasions. I will address this specific issue with staff and we will continue to work with staff to make the customer experience better. Sincerely.</p>
<p><u>4</u> <u>3/2/2017</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>3/2/2017</u></p>	<p>When I signed up I didn't get a chance to indicate my preference for type of email. I'd like to be in your database for notice about the Sunday Musicales. Thank You!</p>	<p>Thanks for your interest in the Library. I have signed you up for the weekly Library newsletter. Best regards.</p>
<p><u>5</u> <u>3/8/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circ and Tech Pro Coordinator</u> <u>3/8/2017</u></p>	<p>Hi, I have a few business text books from University. Accounting and Economics. Do you accept those?</p>	<p>The library welcomes donations. Donations are given to our Friends of the Library Bookstore where the proceeds from the sales help us purchase new materials for our collection. Our Bookstore will eagerly accept your text books and they can provide you a receipt for your tax purposes if needed. Thank you for considering us for your donations.</p>

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>6</u> <u>3/9/2017</u> Email <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>3/9/2017</u>	Hello! I am a recent college graduate and was wondering if there were any possible job opportunities at any of your branches. Please let me know as soon as possible! Thank you!	Thank you for contacting the Newport Beach Public Library regarding job opportunities. All job postings for library positions are located on the City of Newport Beach website. Please follow this link to see current openings: http://www.newportbeachca.gov/government/departments/human-resources-department/job-opportunities You may also create a job interest card, which notifies you when library positions post. Please let me know if we may be of further assistance.
<u>7</u> <u>3/9/2017</u> Email <u>Debbie Walker</u> <u>Youth & Branch Services Coordinator</u> <u>3/9/2017</u>	Does it take a month to fix CDM printer?	The e-mail you sent regarding the printer at the CDM Branch was forwarded to me. We do apologize for the inconvenience this has caused but we are working with the City IT Department to resolve the issue. Initially it was thought that a certain part would solve the problem but once it was installed it was found that was not the case. IT is working with the Library to find a permanent solution to the issue. We are definitely working on a way to more speedily resolve the printing situation but in the meantime please do not hesitate to work the staff at CDM to assist with you any print jobs you might have. Again, our apologies for the inconvenience. We do appreciate your use of the Library.
<u>8</u> <u>3/15/2017</u> Email <u>Tim Hetherington</u> <u>Library Services Director</u> <u>3/23/2017</u>	I witnessed some guy using the sound lab today. I think his name was Satiani. He booked the lab for 4 hours. He was supposed to be in there from 10am to 2pm. At 12 noon to 130pm he disappeared and locked the computer, and left his bag in the room, and left the library> I have been reserving the sound lab from 2pm to 6pm, but if I see the person earlier has left the room, I go in earlier at 130pm. I think it is unfair for people to store their stuff in the room, while doing things elsewhere. The guy came back at 2pm and was very arrogant, like he owned the place, and name dropped a few people like Greg? I think the library facilities are for everyone and people who don't follow the rules should suffer the consequences. Satiani or whatever his name is, interrupted me 3 times, while I was using the sound lab.	Apparently, there was an issue with the reservation software used to manage appointments in the Sound Lab. The gentleman who had the room reserved assumed he could leave as the room was assigned to him. This issue has been addressed. As for customers leaving their belongings in the Sound lab unattended, I have reminded staff that this practice is not allowed. Again, I am very sorry for the poor experience you had and I hope that you will continue to use our services. Sincerely.

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<u>9</u> <u>3/23/2017</u> <u>Email</u> <u>Natalie Basmaciyian</u> <u>Library Services Manager</u> <u>3/24/2017</u>	Are there private study rooms that we can reserve?	Good morning, Thank you for contacting the Newport Beach Public Library. Based on your needs for no background noise, I recommend you book a reservation for the Sound Lab. You may reserve the Sound Lab for a four-hour session. Please use this link to access the reservation system: http://www.newportbeachlibrary.org/services/media-lab/media-lab-reservations . Please let me know if we may be of further assistance. Sincerely.
<u>10</u> <u>3/24/2017</u> <u>Email</u> <u>Natalie Basmaciyian</u> <u>Library Services Manager</u> <u>3/24/2017</u>	The WiFi connections (non-library devices) used to be good to above-average. In the last month, or at least about the time the new system was implemented to use a self-assigned number in lieu of our NBPL card # and PIN, the WiFi services at the Central (Avocado) location is absolutely terrible. Sometimes taking 10 minutes just to connect, getting dropped every 20-30 minutes and generally slow connections. Thank you for your time.	Thank you for contacting the Newport Beach Public Library regarding the wi-fi service. I have forwarded your concerns to the City's IT department for an assessment of the wi-fi hotspots. Hopefully, they can make some adjustments to improve the wi-fi strength. I will email you once I have their update. Sincerely.
<u>11</u> <u>3/28/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circ & Tech Proc Supervisor</u> <u>3/28/2017</u>	I understand that you take book donations, is that correct? If so, to which locations may I bring them?	The library welcomes your donations. They go to our Friends of the Library Bookstore where the proceeds go directly back to the library. You can drop your donations off at any of our libraries and you will be able to receive a receipt for your tax purposes when you drop them off. You may contact the Bookstore directly at 949-759-9667 if you have additional questions. Thank you for your support of the library. Kind regards.

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>12</u> <u>3/28/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>3/29/2017</u></p>	<p>Hi Could I know if there is a list of print and online publications the library subscribes to? I've heard from others that you have Value Line, CapitalQ etc but wanted to confirm if there were anything else? Thank you. r.</p>	<p>Good morning,</p> <p>Thank you for contacting the Newport Beach Public Library regarding business database subscriptions. We subscribe to:</p> <ul style="list-style-type: none"> • Valueline • Reference USA • AtoZ Databases • Morningstar • Standard & Poor's Net Advantage • Hoover's Business Records • Business Plans Handbook • Cypress Resume • RAND California Realquest • ABI?Inform <p>All the databases are free to use with a valid NBPL library card. You may obtain a free card with a valid CA photo ID. If you have out-of-state ID, you may obtain a computer-use only card which can be used with the databases. Please come to any of our four locations to receive your library card.</p> <p>Sincerely,</p>
<p><u>13</u> <u>3/30/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>3/30/2017</u></p>	<p>I forgot to return a book before going out of the country. I responded to an email that I received from you, or thought that it went through. Today I received another email, so perhaps it did not. I called, but was told that all lines were busy- call back. I apologize for the error. I will be returning April 10. Thank you.</p>	<p>Unfortunately, another customer requested the book that is overdue in your account. This is why it did not renew and why you received another courtesy notice. An overdue balance will be assessed when you are able to return the book. Regards.</p>
<p><u>14</u> <u>3/31/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>3/31/2017</u></p>	<p>Thank you so much for your response! I appreciate that you have the resources available! I just seem to have a nich for finding block walls. I will try the tutorials again in the future or call the media lab coach by phone ahead of time to check for updates. Thanks again!</p>	<p>Good morning, Thank you for taking the time to complete a customer comment card regarding the Media Lab at the Newport Beach Public Library. Library staff will review your recommendations for new software so you may fully integrate the Lynda.com tutorials. Please let me know if we may assist you further. Sincerely,</p> <p style="text-align: right;">14 5</p>

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>15</u> <u>3/31/2017</u> Comment Card <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>3/31/2017</u>	Media Lab is outstanding. Need to add more MAC workstations. Media Lab Final Pro needs to be fixed on the workstation. Would like to see lectures on film making.	Thank you for taking the time to complete a customer comment card regarding the Media Lab at the Newport Beach Public Library. The City IT staff is in the process of updating the software on the computers to address your concerns. Library staff recommended several upgrades to improve the customer experience. As for adding more MAC workstations, do you have recommendations for how many we should consider? Please let me know if we may assist you further. Sincerely.
<u>16</u> <u>3/31/2017</u> Comment Card <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>3/31/2017</u>	Like the books, cleanliness, service, and staff. Would like to see an increase in the size of Genealogy class space.	Thank you for taking the time to complete a customer comment card regarding the Genealogy classes. This series is the first we have planned and facilitated and we welcome customer feedback. If we offer the classes again, we will consider using the large Friends Meeting Room. We strive to provide the best customer experience with all of our programs and service. Please let me know if we may assist you further. Sincerely.

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – April 17, 2017 Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

"A library's function is to give the public in the quickest and cheapest way information, inspiration, and recreation. If a better way than the book can be found, we should use it."

Melvil Dewey (1851-1931)

March was in like a lion and out like a rhino - NBPL continues to hum along as the cultural, educational, and informational heart of Newport Beach. The Friends Room remains a heavily used amenity: in March 2017 alone, the room hosted 2 separate lectures in Mademoiselle Jacqueline Hahn's popular art series *Beyond the Canvas*, the Chamber of Commerce's *Wakeup Newport!* morning meeting with Mayor Muldoon, the Foundation's Witte Lecture series with Joe Nocera, a book group discussion on *The Portable Veblen* by Elizabeth McKenzie, the City Arts Commission meeting, the Community Youth Orchestra of Southern California, a Home-Buying Workshop presented by Credit Union of Southern California, Library Live: Book Buzz Night, *Making Memories For Children: Art In The Spring*, a SCORE Workshop: WordPress for Small Business, SAT Test Results Program, Sunday Musicale: Trio Accento, and *Medicine in Our Backyard*. In addition to these public events, the Friends Room also hosted the Newport Beach Police Departments 3 day DUI training, the Newport Beach Historical Society monthly meeting, CERT training, the Literacy Discussion group, and the Community Development Department's Building Division Staff Meeting.

This level of usage is nothing out of the ordinary, but rather fairly typical. NBPL has received high marks from the *Library Journal* for program attendance, and while our attendances for story time and craft and Media Lab classes remain high, the bulk of the Library's varied programming occurs in the Friends Room. The *2015 Public Library Data Service Statistical Report: Characteristics & Trends* (<http://publiclibrariesonline.org/2016/06/featurethe-2015-public-library-data-service-statistical-report-characteristics-trends/>) reports that public libraries have reported "steady increases in both the number of library programs offered and program attendance. Although growth has been reported for the past three years, FY2014 marked the fastest rate – programs offered by public libraries increased by 7.3%, while program attendance increased by 6.3%." This has been especially true at NBPL as increased programming has been a priority. Programs are an important way to demonstrate the Library's value to the community, and an important indicator of community use and support. It also serves as another important arrow in our quiver, along with excellent collections, access to technology, and information services.

NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

Staff Development

Library Services Manager Natalie Basmacıyan and Circulation and Technical Processing Coordinator Melissa Hartson attended the daylong Leadership Academy with other City supervisors. Prior to the Academy, staff completed an assessment of management styles to discuss in class. Participants discussed ways to understand others' work styles in relation to one's own for maximum effectiveness.

Library Services Manager Natalie Basmacıyan, Circulation and Technical Processing Coordinator Melissa Hartson, Branch and Youth Services Coordinator Debbie Walker, and Library Assistant Kristen Sonntag attended the Power to Transform Relationships at Work class. Participants received a copy of Emotional Intelligence 2.0 and completed an EQ survey to discuss in class. Topics presented in the class included, empathy, optimism and personal awareness.

Sunday Musicale: Librarian Andrea Jason hosted the Sunday Musicale featuring Trio Accento. The attendance for this program was the highest recorded for the series with 170 people. Trio Accento features a pianist, cellist, and violinist.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Facilities

The restroom renovations at the Central Library are moving along, but at a slower pace than was expected. The contractor has completed the tile work in the staff restrooms and is working on the on the restrooms in the Children's area. We were hoping to have those done before National Library Week, but there was a hold up with the architectural drawings that put the project slightly behind schedule.

Demolition of the public restrooms should be started before the end of this month. Work on the main restrooms at the Mariners Branch will begin once the Central facilities are completed. We will keep you updated, as more information is available.

Literacy

The Gift of Literacy Luncheon is on Friday, April 21. I hope that you are able to join us.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

March programs at the branches included St. Patrick's Day crafts at CDM, Spring Crafts at Mariners and a Pokemon Clay Party at Balboa. Pokemon was a big draw with 30 kids and adults given the chance to make their favorite Pokemon character to take home and enjoy.

The monthly Board of Library Trustees meeting took place at Balboa. Evelyn Rogers, Balboa Branch Librarian gave a detailed report of branch happenings.

Youth Services

On Thursday, March 2, over 80 children and their adults celebrated Dr. Seuss's birthday and Read Across America Day with a birthday party. There were crafts, games and of course Dr. Seuss books read in celebration of the occasion. The NBPL Library Foundation Making Memories program sponsored an *Art in the Spring* series on March 5, 12 and 19. Budding artists learned painting techniques and created works of art they could take home. On March 11 the Community Youth Orchestra of Southern California performed at Central and on the 25th Festival Ballet presented "Don Quixote for Kids." The ballet was performed outside the library with a crowd of almost 400 enjoying the performance from the Civic Green.

Teen Services

YAAC met on March 8 and in addition to discussing regular business, continued working on the plans for the SRP Science Fair program they will be presenting in July. There will be no YAAC meeting in April due to the Spring Break schedule. An SAT practice test was held on March 18 with a results program on March 22. An AP practice test was held on March 25.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

Staffing

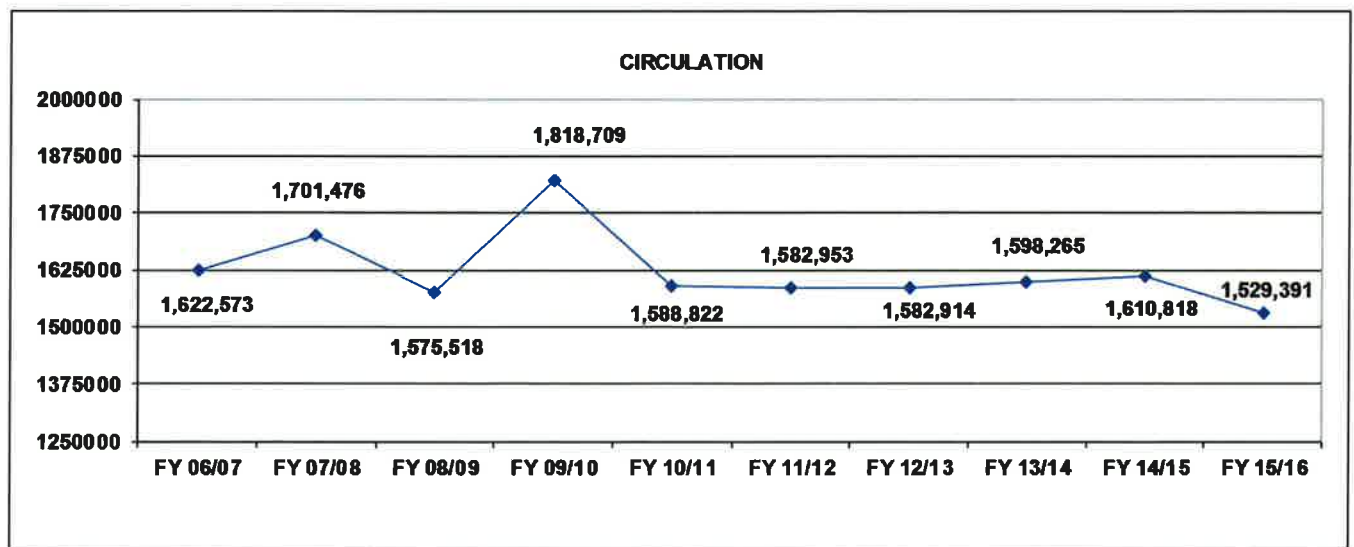
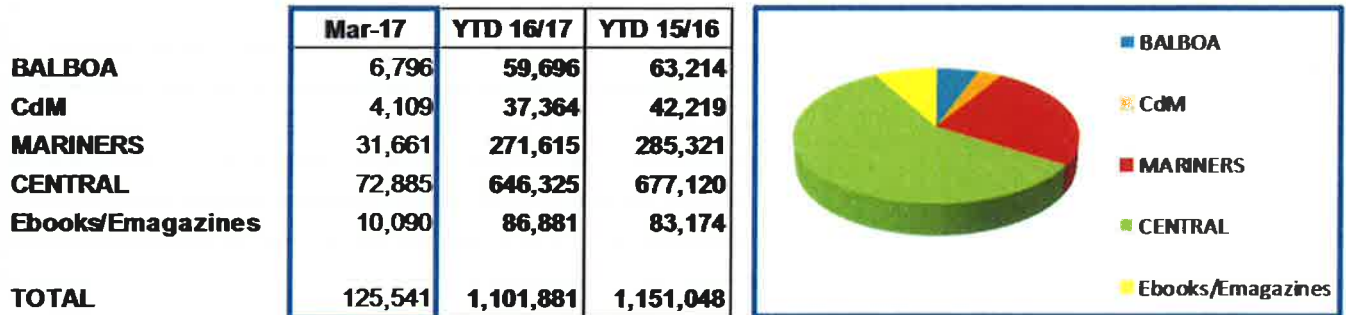
We completed the recruitment process for three positions this month. We look forward to having them begin their employment next month. Devon Hunt starts as a Library Page on 4/6. P/T Library Clerk, Pamela O'Connor, will start on 4/12. Claire Leach will begin on 4/17 as a F/T Library Clerk.

Proquest Articles Retrieved

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	AVG.
Business Databases	589	471	772	520	570	1461	501	996	767	739
Newspapers--Current	1830	1875	892	596	2020	2469	1168	926	2246	1558
Newspapers--Historical	2321	1161	2532	2699	1096	1181	782	1450	3069	1810
Magazines	21	12	110	53	117	462	44	71	55	105

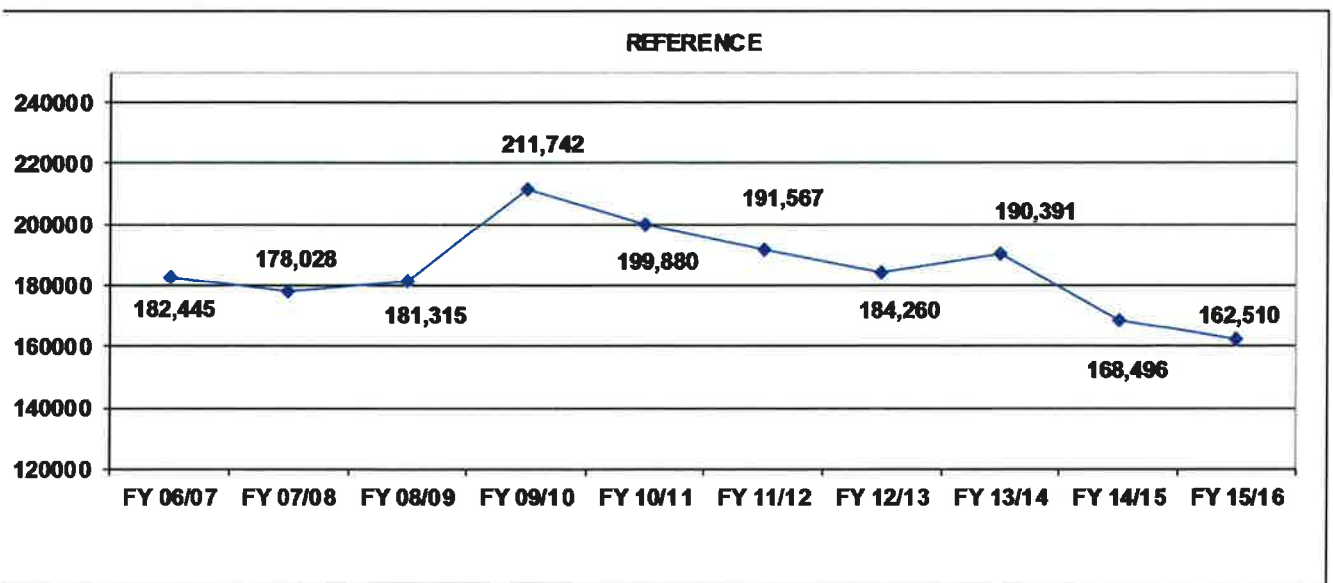
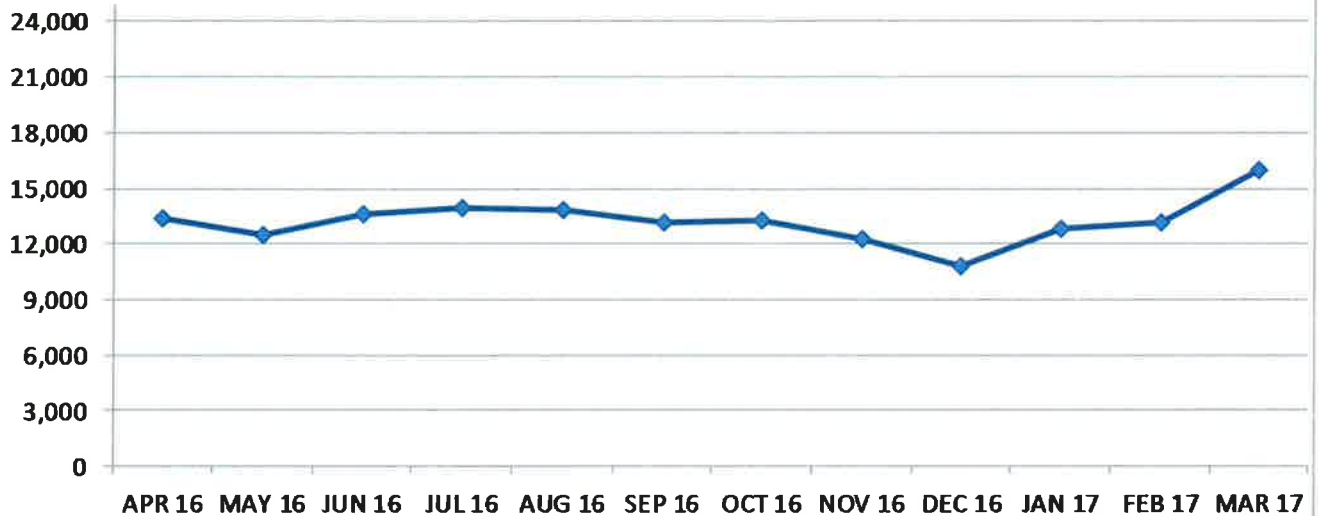
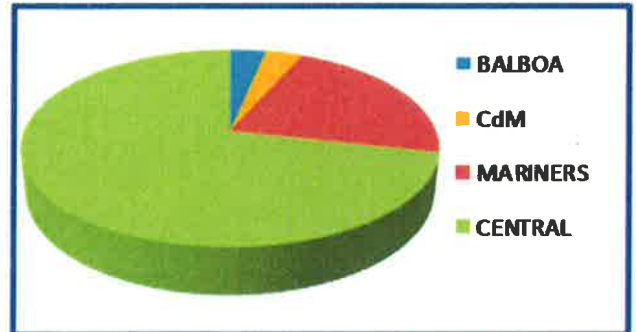
Database FY Comparisons	JUL 2016	AUG 2016	SEP 2016	OCT 2016	NOV 2016	DEC 2016	JAN 2017	FEB 2017	MAR 2017	YTD 16/17
Tracked by #searches										
Ancestry	331	646	995	1448	1287	513	691	1425	810	8146
A to Z Databases	513	684	813	1054	995	525	325	436	323	5668
AskART	14		19	11	9	6	5	4		68
BioResCtr*	2	30	29	41	90	79	22	39	66	398
FoF Ancient Hist	18	7	12	43	114	37	73	61	15	380
GDL	12	25	9	20	17	11	13	3	16	126
GVRL	31	34	83	109	158	109	48	127	160	859
HeritageQuest	3034	2303	1844	2030	3022	1624	2713	2915	2769	22254
Kids InfoBits	6	2	15	9	30	11	12	25	16	126
Lynda.com	646	1085	1589	1552	3321	2443	3584	889	1474	16583
LitResCtr	13	69	38	27	100	190	121	32	1879	2469
Opposing Vpts*	8	21	21	53	959	641	203	135	495	2536
Nat Geo	5	30	14	15	46	14	12	21	25	182
Nat Geo Kids	21	2	11	5	9	3	11	7	11	80
NoveList Plus	167	283	79	108	136	144	196	318	161	1592
NoveList K-8 Plus	58	34	43	63	65	80	32	32	32	439
ProQuest	4516	2686	2867	2625	2859	8179	3144	2891	2862	32629
Oxford Art Online	6	17	25							48
Ref USA Bus.	2137	2586	2452	1755	1387	1037	1291	1913	1731	16289
Ref USA Res.*	125	66	87	101	98	106	106	210	255	1154
ScienceFLIX	17	9	114	34	21	59	46	37	53	390
Tumblebooks	249	196	423	347	344	601	373	377	220	3130
World Book Online	8	12	6	29	37	22	18	261	56	449
Tracked by #sessions										
Cypress Resume	5	23	13	10	10	7	15	15	4	102
Testing & EdRefCtr	52	61	34	55	31	46	19	78	51	427
Universal Class	77	143	231	310	265	71	287	96	333	1813
Tracked by #page views										
Consumer Reports	1514	740	1131	586	1474	1496	892		1645	9478
CultureGrams	64	14	155	110	66	92	360	329	71	1261
Morningstar	4476	11421		3768	4440	2196	10731	3897		40929
NetAdvantage	2249	6292	2115	3685	2656	2932	3273	2861	2992	29055
RealQuest	151	123	380	165	68	131	186	121	101	1426
Rocket Languages	19	30	115	63	60	56				343
Rosetta Stone										
Value Line	17248	16554	17781	18454	19780	18884	19701	17231		145633

NEWPORT BEACH PUBLIC LIBRARY - MARCH 2017 **CIRCULATION**



NEWPORT BEACH PUBLIC LIBRARY - MARCH 2017 **REFERENCE**

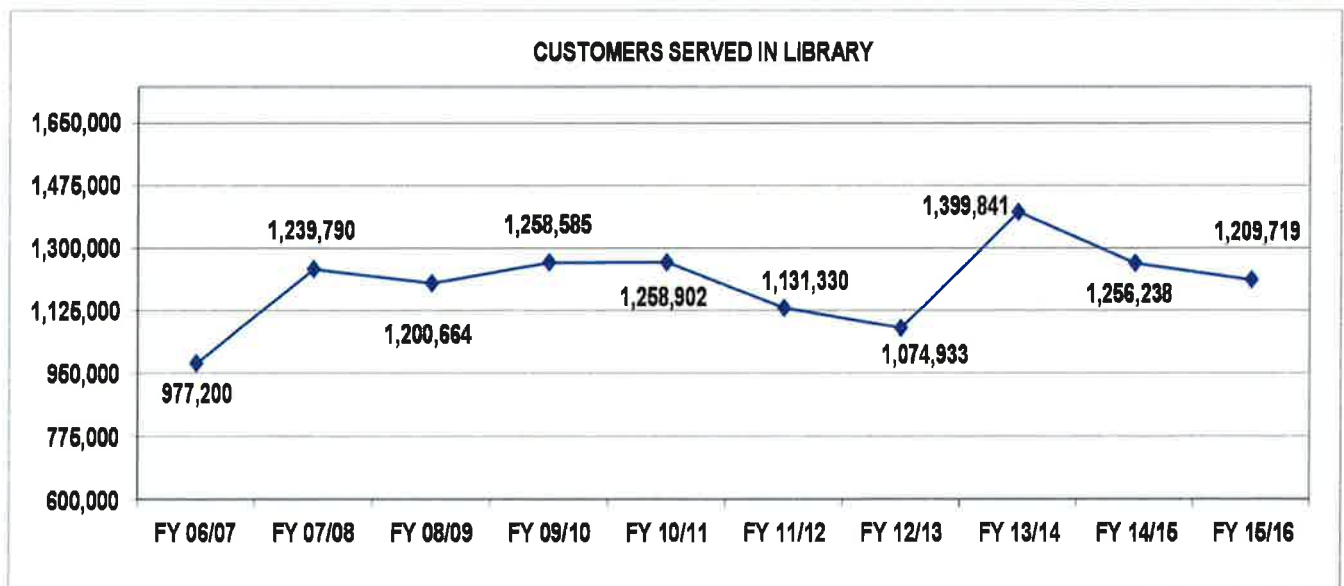
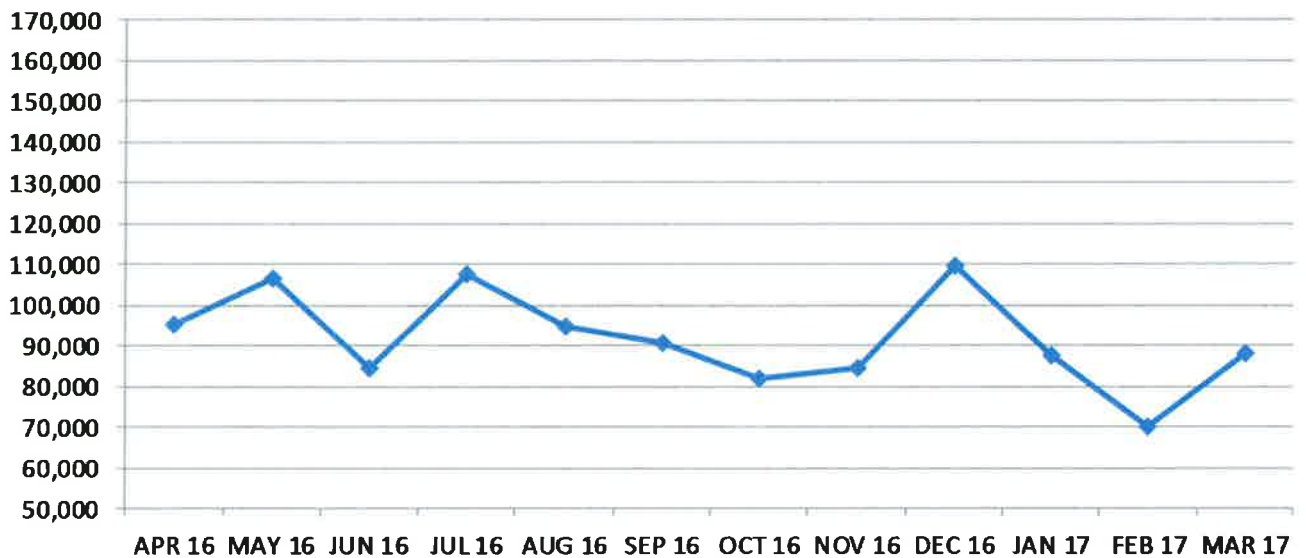
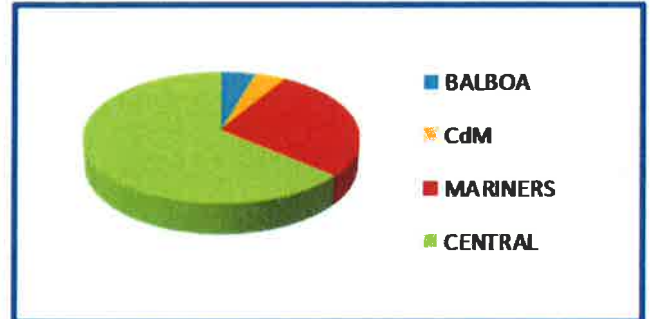
	Mar-17	YTD 16/17	YTD 15/16
BALBOA	527	4,367	5,645
CdM	539	4,242	5,357
MARINERS	3,484	26,612	35,559
CENTRAL	11,430	83,838	76,498
TOTAL	15,980	119,059	123,059



NEWPORT BEACH PUBLIC LIBRARY - MARCH 2017

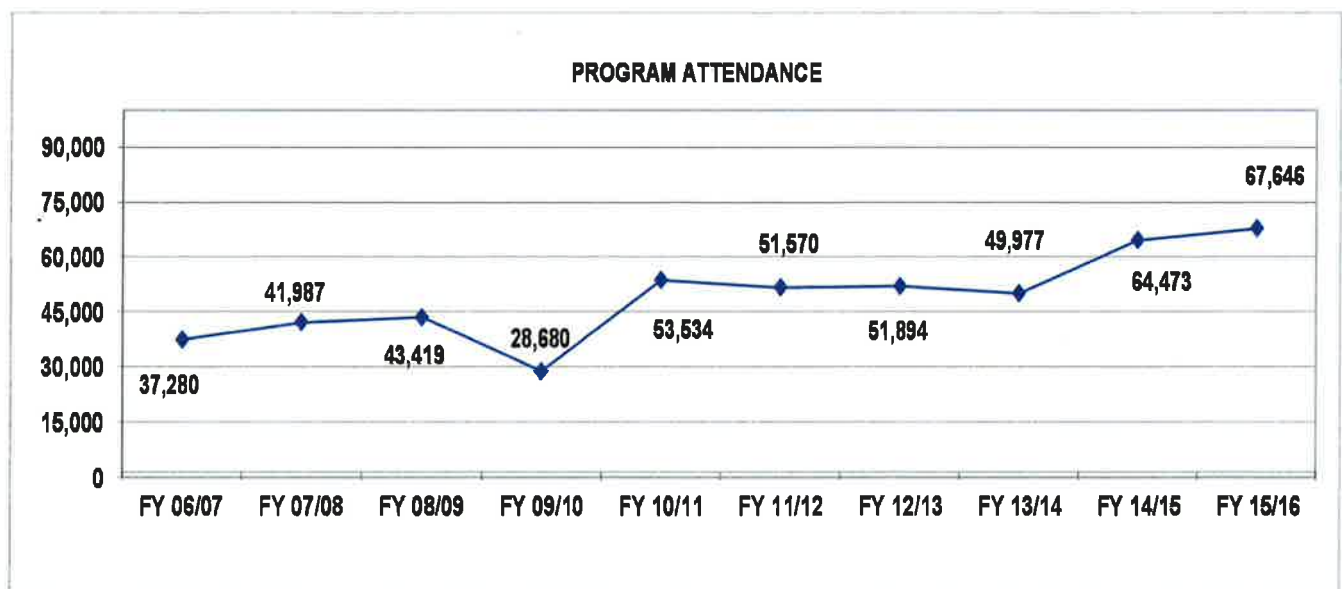
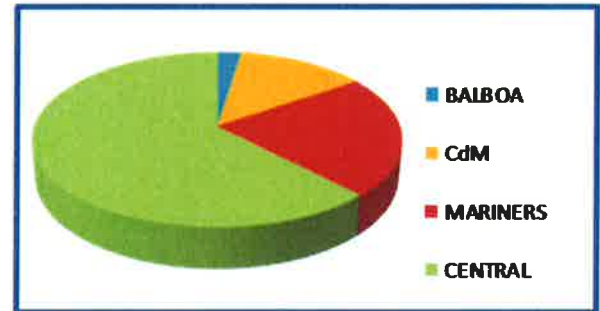
CUSTOMERS SERVED IN LIBRARY

	Mar-17	YTD 16/17	YTD 15/16
BALBOA	4,031	36,531	38,916
CdM	3,560	28,458	31,184
MARINERS	24,435	185,819	206,875
CENTRAL	56,236	563,588	646,959
TOTAL	88,262	814,396	923,934



NEWPORT BEACH PUBLIC LIBRARY - MARCH 2017 PROGRAM ATTENDANCE

	Mar-17	YTD 16/17	YTD 15/16
BALBOA	135	1,144	1,167
CdM	749	5,527	5,917
MARINERS	1,272	9,528	7,954
CENTRAL	3,564	34,811	34,073
TOTAL	5,720	51,010	49,111



LIBRARY EXPENDITURES
2016-2017
3/31/2017

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,715,024	2,715,024	1,828,615	868,410
SALARY PART-TIME	925,007	946,507	588,409	358,098
BENEFITS	1,981,939	1,981,939	1,338,361	643,578
SALARY & BENEFITS TOTAL	5,621,970	5,643,470	3,755,385	1,870,086
PROFESSIONAL SERVICE*	131,589	131,589	85,667	45,922
UTILITIES	234,450	274,050	189,292	84,758
PROGRAMMING	5,500	11,440	10,613	827
SUPPLIES**	82,470	83,548	53,545	30,003
LIBRARY MATERIALS	619,740	622,738	517,490	105,248
FACILITIES MAINTENANCE	169,247	179,247	129,219	50,028
TRAINING AND TRAVEL	15,125	19,363	5,614	13,749
GENERAL OPERATING EXPENSES***	24,200	25,050	12,675	12,375
PERIPHERALS	7,500	10,627	4,762	5,866
INTERNAL SERVICE FUNDS	828,497	828,497	552,331	276,166
MAINT & OPERATION TOTAL	2,118,318	2,186,149	1,561,208	624,942
SALARY & OPERATING EXPENSES TOTAL	7,740,288	7,829,619	5,316,593	2,495,028
CAPITAL OUTLAY	2,000	2,000	84	1,916
LIBRARY BUDGET TOTAL	7,742,288	7,831,619	5,316,677	2,496,944

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

FY 16-17

As of 3/31/17

FRIENDS

Date of Gift	Amount	Purpose	Wish List	Amt Expended YTD	Notes
07/2016	\$50,000	Audio Visual materials		\$ 24,000	In Progress
	\$50,000	New releases		\$ 44,000	In Progress
	\$30,000	Children's & YA materials		\$ 25,000	In Progress
	\$15,000	CDM Opening Day Collection			Holding for CDM Completion
	\$55,000	Programming (SRP, etc.)		\$ 11,188	In Progress
	\$5,000	Literacy		\$ 5,000	Complete
	\$205,000			\$ 109,188	

FY 16-17

3/31/2017

WISH LIST FOR 16-17

FOUNDATION

Date Funded	Amount	Purpose	Amt Expended YTD	Notes
9/27/16		Wish List		
	\$ 20,000	Daily Pilot Digitization	\$ 2,935	In Progress
	\$ 40,000	eBook content & platform	\$ 33,634	In Progress
	\$ 10,000	Zinio	\$ 10,000	Complete
	\$ 13,125	Lynda.com	\$ 13,125	Complete
	\$ 3,400	Media Lab Technology	\$ 3,100	In Progress
	\$ 7,500	Sword Room Repurposing		In Progress
	\$ 8,000	Study Carrel Improvements	\$ 8,016	Complete
	\$ 4,400	Computer Area Branding	\$ 2,460	Complete
	\$ 70,000	CDM Opening Day Collection		Hold for CDM Opening
	\$ 5,000	Literacy	\$ 5,000	Completed
	\$ 3,000	SCORE	\$ 3,000	Completed
	\$ 575	Central Library Lamps	\$ 623	Completed
Total	\$185,000		\$ 81,893	

DESIGNATED GIFTS

Date Funded	Amount	Purpose	Amt Expended YTD	Notes
2/28/17	\$ 5,000	Large Print Books	1,200.00	In Progress
	\$ 250	Balboa Branch		
	\$ 500	Children's Books	300.00	In Progress
	\$ 3,550	Literacy Program		

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
Mar 21, 2016	Media Lab Update	Apr 17, 2017
Apr 18, 2016	Marketing Update & Social Networking Update	Apr 17, 2017
May 16, 2016	Review of Library Expansion Donor Wall Naming / NBPL Foundation	May 15, 2017
Jun 20, 2016	Branch Update - Corona del Mar	Jun 19, 2017
Jun 20, 2016	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 19, 2017
Jun 20, 2016	Adult and Reference Services Update	Jun 19, 2017
Jul 18, 2016	Statistical Comparison Report of Peer Libraries/Meeting Spaces	Jul 17, 2017
Aug 15, 2016	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 17, 2017
Aug 15, 2016	Proposed Library Closures for Winter Holidays 2016	Aug 21, 2017
Aug 15, 2016	Information Technology Update	Aug 21, 2017
Sep 19, 2016	Literacy Program Update	Sep 18, 2017
Oct 17, 2016	Branch Update - Mariners	Oct 16, 2017
Oct 17, 2016	Youth Services Update	Oct 16, 2017
Oct 17, 2016	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 16, 2017
Dec 19, 2016	Review Holidays / Meeting Schedule	Dec 18, 2017
Dec 19, 2016	Newport Beach Public Library eBranch & Database Review	Dec 18, 2017
Jan 17, 2017	Annual Budget Update	Jan 16, 2018
Feb 21, 2017	Arts & Cultural Update	Feb 19, 2018
Mar 20, 2017	Branch Update - Balboa	Mar 19, 2018
Mar 20, 2017	Library Material Selection & Downloadable Services	Mar 19, 2018

March 27, 2017

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Natalie Basmacıyan, Library Services Manager
949-717-3819, nbasmacıyan@newportbeachca.gov

PREPARED BY: Natalie Basmacıyan

TITLE: Media Lab Update

ABSTRACT: The Newport Beach Public Library's Media Lab opened to the public in November 2013 as part of the City Hall project and library expansion. The Media Lab equipment and software provide professional-grade services to meet the needs of the community. This valuable resource, coupled with knowledgeable staff, positions the Library to minimize technological inequality among the public.

DISCUSSION: The Media Lab, which is comprised of computer workstations and the Sound Lab, provides specialized software and equipment. Customers may record music, convert media to digital files, and create digital projects. The age range of the primary users is 15-35 years old, which is a segment of the community that may not have access to these resources at other venues. The use of the Media Lab resources is free, thanks to generous funding from the NBPL Foundation.

The Media Lab has evolved this past year due to new services, classes, and staffing models. The Tech Toys collection of circulating equipment launched in May 2016, and has generated over 280 checkouts. In the past year, the MAC workstations have logged 2,366 sessions, and the PC workstations 2,988. The Sound Lab logged 610 sessions. Staff hosts public training classes in the Media Lab to highlight the resources and maximize use of the venue. The popular Tuesdays @ 2 classes provide overviews of databases and online resources. The Let's Talk Tech classes feature Lynda.com tutorials to teach higher-level topics such as Illustrator and InDesign. Most recently, the staff is presenting an eight-part Genealogy Series to highlight the Library's resources and databases. Over thirty people attend the classes. The staffing model has improved in the Media Lab as well. Repositioning the staff desk provides a more welcoming environment to the public. Every member of the Reference and Children's staff works in the Media Lab to provide service. Some staff provides technical assistance due to their specialized training.

The Media Lab featured a Digital Saturday event in September 2016, and over 170 people attended the sessions. Several Open Houses were presented as a part of the Tuesdays @ 2 classes to introduce customers to the resources. Staff has also led tours of the Media Lab to student groups to generate interest. Updating the Wi-Fi access to unlimited use across multiple devices has enhanced the use of the Media Lab. Customers may simultaneously use a workstation and access files or projects on their devices. Eliminating this barrier to service has benefitted staff and customers alike in that access is equitable and not arbitrary.

The Newport Beach Public Library strives to meet the technological, educational, and recreational needs of the community. Thoughtful programming, trained staff, and unique resources positions the Media Lab as a gem of the Library system.

NOTICING:

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

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: NBPL Friends of the Library Wish List for Fiscal Year 2017/18

RECOMMENDATION:

Staff requests that the Board of Library Trustees review and approve the wish list which will be presented to the Friends of the Library.

DISCUSSION:

Established in 1957, the Newport Beach Friends of the Library take pride in helping to maintain the excellence of the library system. The Friends Bookstore and book sales help provide an annual gift to the library to fund various needs and projects. This year's wish list request focuses on collections and programs, with a special request for a downloadable magazine utility called Flipster.

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 A: Friends Wish List FY 2017/18

FRIENDS WISH LIST FY 17-18

Programming \$55,000

Staff hosts innovative and well-attended programs at all locations for adults and children. The requested funds will allow staff to continue provide these events.

New Releases \$65,000

Library customers continue to want the latest fiction, mysteries, biographies, and nonfiction books in our adult collections. These funds would allow for purchasing multiple copies of the high-demand newly released titles. Additional copies have become a necessity to help maintain our hold queues.

Audio Visual Materials \$60,000

A/V funding would allow us to purchase the newest releases system-wide for our adult, teen, and children's collections. This would enable us to purchase multiple film formats (DVDs and Blu-rays), as well as multiple copies of our audiovisual materials to help reduce wait times for the most popular titles.

Children's and YA Print Materials \$50,000

This funding would allow us to purchase materials that correlate to the local school curriculums (Accelerated Reader, CdMHS Electronic Bookshelf, Common Core Standards, and annual class lessons). We would also focus on emergent readers by buying new phonics sets. Children's classics and favorites would be purchased to replace heavily used and well-worn titles.

Flipster \$10,000

These funds would allow us to acquire this new digital magazine platform. Flipster offers a number of digital magazine subscriptions that our current digital service does not. Subscriptions to magazines such as *People*, *Time*, *Cooking Light*, *Sunset*, *Money*, and *Sports Illustrated* would be purchased.

Lucky Day Collection \$5,000

These funds would allow us to introduce a new service to customers in that the Lucky Day model is a first-come, first-served free collection of popular titles. This collection would complement the popular Rental Book collection.

Literacy Program \$5,000

Newport Beach Public Library Literacy Services offers free, one-on-one tutoring and small group classes in basic literacy to adults who live or work in the Newport Beach area. These funds will support the activities and resources of the Literacy Program; including books and audiobooks, as well as various programs designed to encourage and hone literacy skills.

TOTAL \$250,000**DRAFT APRIL, 2017**

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Newport Beach Public Library Foundation Wish List for Fiscal Year 2017/2018

RECOMMENDATION:

Staff requests that the Board of Library Trustees review and approve the wish list which will be presented to the Library Foundation.

DISCUSSION:

The Newport Beach Public Library Foundation funds valuable library resources and programs and engages the community in cultural and intellectual adventure through the sponsorship of diverse public programs and cutting-edge library enhancements. This year's wish list request focuses on downloadable content, preserving valuable and unique local history assets, adult programming, support for our Literacy program, AWE Early Learning Literacy stations, in addition to an atypical request for some maintenance equipment.

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 A: Foundation Wish List

FOUNDATION WISH LIST FY 17-18

Mariners Branch: Popular Library Refurbishment

\$20,000

For the Popular collection area at Mariners, we are asking for a new Music CD shelving unit, to help improve sightlines as well as provide more shelving in the same amount of floor space and a new Holds shelving unit on the wall in order to better manage our holds as well as improve visibility for customers coming in to retrieve their items. Reconfiguring this area will provide us with a better layout and take advantage of some space we aren't currently utilizing to its fullest. We are also asking for additional shelves for our existing DVD shelving units so we can continue to grow our very popular DVD collection.

eBook content and platform

\$50,000

Downloadable eBooks have become an essential service and continues to grow in popularity. The requested funds will be used to secure the required vendor platform licenses and supplement the content that will be purchased via the Library's regular collection development budgeting. While this is a smaller request than in 2016 (\$68k last year), the Library is committed to building this format into a regular offering. We continue to integrate these collection costs into our materials budget but still feel that the Foundation's support will be extremely helpful as we build the collection to meet the growing demand.

Wayfinding Kiosk

\$25,000

Providing navigation tools for customers enhances the discovery experience. Staff proposes purchasing electronic wayfinding kiosks, which allow for updating floorplans and marketing communications with customers. The kiosk is for the Central Library.

Signage

\$9,500

Displaying uniform and thoughtfully placed signage enhances the visual presentation of the facilities, and provides accurate information. Staff has designated specific enhancements to the signage and fixtures for the library locations.

Daily Pilot Microfilm Digitization

\$20,000

The Newport Beach Public Library is the only repository for the Daily Pilot, a valuable community resource. Digitizing this unique collection will preserve the content while also increasing the searching capabilities of the collection. Phase II of the project will result in 225 rolls of microfilm being digitized.

Lynda.com Remote Access Subscription

\$13,125

The first year of the subscription to Lynda.com has proven to be a well-used and valuable resource for the public and staff alike. NBPL has 1000s of registered users. The monthly usage has increased year over year. The full access, remote service model has resulted in positive customer feedback and steadily increased usage. Staff utilizes the database to teach advanced topics in the Let's Talk Tech series of classes. Lynda.com facilitates staff training as well.

AWE Early Learning Literacy Stations

\$13,000

The AWE Early Learning Literacy stations provide tutorials and educational games for young customers to build essential skills. The requested funds will add AWE stations at the Balboa branch, and add an additional station at the Central Library and Mariners branch.

Media Lab Enhancements

\$5,000

Customers continue to enjoy the Media Lab software and conversion equipment. Some recommended

enhancements include adding an additional MAC workstation, upgrading the Adobe Suite software package, and adding new software based on customer feedback.

Literacy Program

\$5,000

Newport Beach Public Library Literacy Services offers free, one-on-one tutoring and small group classes in basic literacy to adults who live or work in the Newport Beach area. The requested funds will support the activities and resources of the Literacy Program; including books and audiobooks, as well as various programs designed to encourage and hone literacy skills.

SCORE Workshop sponsorship

\$3,000

SCORE (Service Corps of Retired Executives) offers free workshops for both start-up and existing business entrepreneurs. Local business experts conduct training across a variety of relevant subjects including starting a business, business plans, social media, Internet marketing, finance, import/export, human resources, etc. The Central Library hosts SCORE's ten-workshop series. The Foundation has generously sponsored SCORE workshops for a couple of years now, which have been extremely well attended, and provided a great opportunity to promote library services to the local business community. All SCORE events would have the Newport Beach Public Library Foundation branding.

Balboa Branch

\$3,000

The Library would like to create appealing, timely displays at the Balboa Branch. Adding a new book display fixture meets this objective. The Children's music CD collection also would benefit from refurbished fixtures.

Aerial Work Platform

\$14,000

An aerial work platform is an essential maintenance resource for the Central Library. Many repairs and maintenance issues, including light replacement, blind and window repair, and painting require a lift, due to the high ceilings in the Central Library. Genie brand aerial work platforms are an industry favorite due to their ease of use, convenience and flexibility. Their lightweight maneuverability and durable design make them a versatile option for a wide variety of maintenance applications.

TOTAL \$180,625