



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Public Library

Mariners Branch, 1300 Irvine Avenue, Newport Beach, CA 92660

Monday, October 16, 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. PUBLIC COMMENTS ON CONSENT CALENDAR

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 September 18, 2017 Board of Library Trustees Meeting

[9-18-17 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.

[FINANCIALS](#)

5. Board of Library Trustees Monitoring List

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

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

6. Mariners Branch Report

Staff will provide the annual overview of Mariners Branch operations.

[MARINERS BRANCH REPORT](#)

7. Youth Services Report

Staff will provide the annual overview of Youth Services.

[YOUTH SERVICES REPORT](#)

8. Donation to the NBPL

Staff requests that the Board accept a \$100 donation made to the Newport Beach Public Library.

[DONATION REPORT](#)

9. Corona del Mar Project Update

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

[CDM UPDATE](#)

10. Library Services

Report of Library issues regarding services, customers and staff.

B. Monthly Reports

11. Friends of the Library Liaison Report

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

12. Library Foundation Liaison Report

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

13. Witte Lectures Committee Liaison Report

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

VII. 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.

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

IX. ADJOURNMENT

DRAFT

CITY OF NEWPORT BEACH

**Board of Library Trustees
Newport Beach Public Library
1000 Avocado Avenue, Newport Beach 92660
Meeting Minutes
September 18, 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 Jerry King, Board Member Doug Coulter

Trustees Absent: none

Staff Present: Library Services Director Tim Hetherton
Administrative Support Specialist Elaine McMillion
Support Services Coordinator Melissa Kelly
Branch & Youth Services Coordinator Debbie Walker
Circulation & Technical Processing Coordinator Melissa Hartson

- 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)**

Chair Johnson-Tucker recommended moving this item to the end of the agenda for future meetings.

Board Member Watkins announced Walter Stahr's presentation on Mr. Stanton, President Lincoln's Secretary of War, is scheduled for October 2. The ProLiteracy Luncheon was held the prior week. Carmen Caicedo presented awards to Negar Pourasad and Melissa Kelly. He recognized Greg Johnson for excellent presentations regarding the Media Lab and lynda.com at Digital Saturday on September 16. He suggested future agendas include a calendar of Library events within the Board of Library Trustees' wheelhouse. Board Members can give a brief description of the events they attend.

Chair Johnson-Tucker concurred with the suggestion and requested Library Services Director Hetherton provide Board Members with reminders of events. She suggested that new Board Members attend meetings of groups the Board monitors to learn about them.

Vice Chair Ray felt reporting on these events could overwhelm Board meetings.

Board Member Watkins recommended that he and Library Services Director Hetherton develop a calendar of significant events, which Board Members might attend on a voluntary basis.

V. PUBLIC COMMENTS

Jim Mosher remarked that the Board of Library Trustees could use the City's Open Data portal to track expenses and compare the current year to previous years. Perhaps someone from the Finance Department can give a presentation to the Board.

VI. CONSENT CALENDAR

A. Consent Calendar Items

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

Chair Johnson-Tucker and Board Member Watkins incorporated Mr. Mosher's suggested changes to the Minutes.

2. Customer Comments

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

Chair Johnson-Tucker noted comments about eating in the Library and suggested that staff can be proactive and walk through the Library to enforce policy.

Library Services Director Hetherton indicated staff performs two sweeps of the area per shift, and he will request they perform more sweeps and be conscious of activities, such as eating, particularly at the library's computers or other library equipment.

In response to Board Member Watkins' request, Library Services Director Hetherton reported the ILS vendor and the City's IT Department are investigating the online registration issue. Apparently, hackers have compromised Lynda.com through the Library's portal. Circulation and Technical Processing Coordinator Hartson clarified that Llynda.com is unable to authenticate the Library's 14-digit bar code numbers, which contributed to the data breach. A new ILS may resolve the problem, but Lynda.com will need to update its authentication security.

Library Services Director Hetherton advised that customers can register online, but they have to come into the Library to pick up the card and activate the account. Customers outside the area can pay \$10 for staff to mail the card to them.

3. Library Activities

Monthly update of library events, services and statistics.

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.

Chair Johnson-Tucker recommended the Board review policies in November.

Motion made by Board Member Watkins, seconded by Board Member Coulter, and carried (5-0-0-0) to approve the Consent Calendar with the Minutes revised as noted.

AYES: Johnson-Tucker, Ray, Watkins, King, Coulter

NOES:

ABSTENTIONS:

ABSENCES:

VII. CURRENT BUSINESS

A. Items for Review

6. Literacy Program Update

The Library's Literacy Coordinator, Cherall Weiss and Newport/Mesa ProLiteracy's Board President, Farah Mozaffar, will give an oral report on the Literacy program and the events.

Farah Mozaffar shared the Mission of Newport/Mesa ProLiteracy and statistics regarding staff, learners, and volunteers. She thanked the Board for its support.

Cherall Weiss reported classes have expanded over the past year to two or three classes each day, Monday through Thursday. All classes are full at the current time. She will be promoting literacy to Head Start teachers. ProLiteracy has formed a collaboration with Hoag Family Resource Center to provide classes. Career Online High School has seven active students. They will reach out to Newport Beach residents who do not have high school diplomas to determine interest in programming. Literacy Happy Hour, the first of which is scheduled for Saturday, October 22 at 6:00pm in the Friends Room, is a fundraising event with local authors. ProLiteracy will be search for three new Board Members in the coming months. The ProLiteracy Board has two primary goals: fundraising and outreach. They are looking for people with social media and finance skills.

Board Member Watkins stated the Literacy Luncheon was very moving.

7. CLLS Literacy Grant

Staff requests that the Board accept the California Library Literacy Services (CLLS) grant for Literacy Services.

Support Services Coordinator Melissa Kelly reported a CLLS grant funds the Library's literacy programs. The Board needs to accept the grant for \$18,000. Another grant will be awarded later in the year.

Motion made by Board Member Watkins, seconded by Board Member Coulter, and carried (5-0-0-0) to accept the CLLS grant.

AYES: Johnson-Tucker, Ray, Watkins, King, Coulter
NOES:
ABSTENTIONS:
ABSENCES:

8. Facility Needs for Central Library and the Mariners and Balboa Branch libraries

In response to a request by the Board at their August 21, 2017 meeting, staff will present a list of short-term, medium-term, and long-term needs for Central, Mariners, and Balboa.

Library Services Director Hetherton indicated interior paint and new carpet are the immediate needs at Central Library.

Chair Johnson-Tucker remarked that the carpet shows stains.

In response to Board Member King's query, Library Services Director Hetherton explained that staff meets with the Public Works Director in January of each year, to discuss capital improvement needs. The City seems to be willing to paint the interior of Central Library. Staff will also request new carpet for Central Library and the Mariners Branch.

Chair Johnson-Tucker felt the stairwell paint looks bad. Perhaps the color should be slightly darker.

Library Services Director Hetherton continued that the medium-term need is replacing the concrete in the Bamboo Courtyard. The long-term need is replacing the office furniture and cubicles in workrooms and offices. At Mariners Branch, the short-term need is replacing the carpet. Medium-term needs are construction of a new Jorgenson Room and repurposing and reconfiguring the current space for public seating, programming, a study room, office space, a larger story room, and more self-check kiosks.

Chair Johnson-Tucker suggested the list of needs be ongoing and flexible. She and Staff discussed parking and the tennis courts. Chair Johnson-Tucker requested parking be added as a medium-term need.

In reply to Vice Chair Ray's inquiry, Library Services Director Hetherton advised that staff would request new carpet for Mariners Branch.

Library Services Director Hetherton reported the long-term need is expanding the building, perhaps into Mariners Park next to the Mariners Branch. Balboa Branch short-term needs are replacing the front windows and painting the exterior.

Branch & Youth Services Coordinator Debbie Walker suggested a medium-term need of refreshing the staff area.

Library Services Director Hetherton hoped the Mariners Branch would be renovated in a few years.

Chair Johnson-Tucker suggested performing a walk-through of Mariners Branch as part of the October meeting and beginning the meeting at 4:45 or 4:30 rather than 5:00.

Library Services Director Hetherton stated the Mariners Branch is well used and the staff is top-notch.

Jim Mosher noted flooding occurs in the Mariners parking lot during heavy rain.

9. Corona del Mar Project Update

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

Board Member Watkins reported the changing table has arrived and is ready to be installed.

Library Services Director Hetherton advised that painting would begin in the next week. ABM will clean the carpet and upholstery. The branch should not look shabby while the City Council determines whether to construct a new building. Addressing these maintenance items is an appropriate use of budget.

10. Review of Request to Close Libraries for Staff Training

Staff offers an alternative to closing the Library system on December 7, 2017, for an all-staff training session. Staff proposes that training coincide with a scheduled closure date resulting from the implementation of a new Integrated Library System in summer 2018.

Library Services Director Hetherton proposed closing the Library for staff training when the new Integrated Library System (ILS) is implemented. The Library will not be open for public service when the ILS is installed, possibly in the summer of 2018. He agreed with the Board's prior comments about closing in December 2017.

In response to Board Member Coulter's query, Library Services Director Hetherton explained that technological services would not be available when the ILS is implemented, and staff can attend training. Including part-time staff in training will not increase costs.

Chair Johnson-Tucker supported the proposal for closing and for having a facilitator.

Board Member Watkins recommended staff emphasize to customers that the closure is not for training only but also for ILS implementation.

Library Services Director Hetherton reported Staff did not receive any complaints about the closure in December 2016.

11. Newport Beach Public Library Staffing

Staff provides an overview of employee job classifications and specifications. A current organizational chart is included.

Library Services Director Hetherton reported the Library employs 41 part-time and 36 full-time employees. There are four types of employees: Librarian, Library Assistant, Clerk, and Page. There are a few special positions such as Facilities Manager, Marketing

Specialist, Literacy Coordinator, and administrative support. The Librarian class is broken down into Librarian I, Librarian II, and Librarian III, and includes the Library Services Manager and the Library Services Director. He related the responsibilities for Librarian I, II, and III, administrative support, Librarian Assistant, Clerk, and Page. Pages do not necessarily have college degrees.

In reply to Board Member King's question, Library Services Director Hetherton advised that cross-training staff has increased productivity and efficiency. Staff also moves among the branches.

In response to Chair Johnson-Tucker's inquiry, Library Services Director Hetherton stated a number of full-time position have been replaced with multiple part-time positions to reduce pension liability and to increase coverage and flexibility.

Chair Johnson-Tucker recommended the report and chart be placed in the packet for new Board Members.

Jim Mosher remarked that the Cultural Arts position has not been filled.

12. Lecture Hall Update

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

Chair Johnson-Tucker indicated the Library Foundation Board is excited about advancing a lecture hall. She and Library Services Director Hetherton met with Dorothy Larson, Chair of the Foundation Board, and Lizanne Witte. Mayor Muldoon has suggested the Board of Trustees learn more about the parameters of a lecture hall before presenting it to the City Council. Library Services Director Hetherton has drafted a list of topics to address with the public and City Council and potential questions and responses to support building a lecture hall.

Board Member King expressed interest in learning of other civic organizations that use a lecture hall. Perhaps outreach can be done to learn the interest of other organizations.

Chair Johnson-Tucker stated she and Library Services Director Hetherton met with Amy Hunt of the Friends, who presented information to the Friends Board. The Friends Board supports a lecture hall even though they have a few concerns. Lizanne Witte contacted Cathy Simon, a San Francisco architect, and Ms. Simon agreed to brainstorm the project.

Board Members Watkins, Coulter, and Ray supported Chair Johnson-Tucker in her efforts and requested she continue with her lecture hall efforts.

Chair Johnson-Tucker was thinking of contacting potential donors to kick-start a fundraising campaign. She and Library Services Director Hetherton are attempting to cover all questions that the City Council could raise.

13. Library Services

Report of Library issues regarding services, customers and staff.

Library Services Director Hetherton reported volunteers support the Library in many ways. Staff tracks volunteer hours. Librarians Jana Colver and Helen Medina arranged an event

recognizing Library Volunteers, and Page David Black performed for guests.

A new trend for public libraries is the provision of automated branches. They have a collection and a catalog and can handle "hold requests" for patrons. Automated branches would be a Wi-Fi hotspot. They can be placed in high-traffic areas to expand Library services in a cost-efficient manner.

In reply to Chair Johnson-Tucker's questions, Library Services Director Hetherton reported potential locations could be Newport Coast, West Newport, near the airport, Fashion Island, and Balboa Island. To prevent loitering, Wi-Fi could be switched off. Most people seem to be happy with automated branches. He will provide Board Members with a link to the vendor's website.

B. Monthly Reports

14. 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 held a 3-for-1 hardcover book sale. The Friends received a donation of 450 copies of *The New York Times* dated 1860-1914. An early offer of \$20 for the newspapers fell through, and the Friends later sold all copies for \$150. In August, the Friends collected \$18,981 through book sales. The Friends are developing a program to hold donated books for students to purchase.

13. Library Foundation Liaison Report

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

Chair Johnson-Tucker reported that the Foundation discussed staff positions, Library Services Director Hetherton's report of peer libraries, and Library programming.

14. Witte Lectures Committee Liaison Report

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

Vice Chair Ray reported Witte lectures have not been announced.

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher commented regarding Council changes to Council Policies and the City Clerk's archive of Council Policies. The Board should discuss the fact that the archive indicates Library policies have been repealed.

Library Services Director Hetherton advised that the Library's website had been updated to make finding Library policies easier.

IX. ADJOURNMENT – 6:36 p.m.

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

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>1</u> <u>8/31/2017</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/1/2017</u></p>	Hi, I would like to know if any of the Newport Beach public library locations have current licenses for engineering modeling softwares, such as Solidworks, ProEngineer, Creo. Thank you	Thank you for contacting the Newport Beach Public Library regarding engineering software. Unfortunately, the library does not have any of the software you mentioned. The closest software we have available is AutoCAD, which is on computers in the Media Lab at the Central Library. I checked the UC Irvine library and they do have Solidworks available for the public. I did not see ProEngineer or Creo listed. The Langston Library at UCI may be contacted at (949) 824-6842. Please let me know if we may be of further assistance. Sincerely
<p><u>2</u> <u>9/1/2017</u> <u>Comment Card</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/15/2017</u></p>	Love everything! Book Club! I have always joined Book Clubs but can't here because they are held at 9:30am! Please! Please! Add another discussion group on Saturdays or at 6:00pm!	Thank you for taking the time to complete a customer comment card for the Newport Beach Public Library regarding book groups. We are looking in to options for adding another book group in the evening in 2018. We recognize that people may not have the availability to attend the Wednesday morning book group. Please let me know if we may be of further assistance and thank you for the suggestion.
<p><u>3</u> <u>9/4/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>9/5/2017</u></p>	Why are some books ineligible for 'freeze'? I request, then hold to remind me I want to read book! Thanks	The freeze option will only activate if there are not any available copies to fill your hold. In the case of several titles in your current hold queue, there are copies available to fulfill your request. One possible solution to this would be to utilize the "My Lists" feature. You may add titles to a list for future reading within your library account. You could then place a hold on it from your list when you are ready to read it. Thank you for your inquiry.
<p><u>4</u> <u>9/6/2017</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/6/2017</u></p>	I need to get a Library Card so that I can Log In to Lynda.com for School. I'm limited on time and am hoping to be able to get a Card Online. Is this possible?	Thank you for contacting the Newport Beach Public Library regarding Lynda.com. At this time, the online registration is unavailable for issuing library cards. Please come to any of the four NBPL locations to obtain your full-access library card. Please bring a valid California photo ID. Library cards are free for all California residents, and are \$10.00 for non-California residents. Your full-access library card will allow you to use Lynda.com free of charge. Please let me know if we may be of further assistance.

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>5</u> <u>9/6/2017</u> Email <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/11/2017</u>	Is there a service for ask a librarian 24/7? Almost all colleges have them but if you are not enrolled in a university is there a public one?	Thank you for contacting the Newport Beach Public Library. Due to our hours of operation we do not offer 24/7 reference service. You may contact us via the link below to reach staff. Staff will respond within one business day. Please select "reference Services" in the Attention field. Here is the link: http://www.newportbeachlibrary.org/about/contact-us I also located the service below, which is a true 24/7 reference service, administered by the California State Library: http://www.247ref.org/portal/access2.cfm?lib=Public Please let me know if we may be of further assistance
<u>6</u> <u>9/7/2017</u> Email <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/11/2017</u>	Hello. I am a full-time caregiver for my mom. I need to improve my Excel skills. I used to be OK, but am now very rusty. Does the library have any Excel classes I can take online from home? Thank you for making the NB Library a wonderful place.	Thank you for contacting the Newport Beach Public Library regarding online Excel classes. We subscribe to two databases that offer Excel classes, Lynda.com and Universal Class. Both databases are free to use with a valid NBPL library card, and they may be accessed from home. Please use the link below to access the databases: http://www.newportbeachlibrary.org/ebranch/databases Lynda.com and Universal Class are located in the "Lifelong Learning" section of the Databases page. Please let me know if we may be of further assistance.
<u>7</u> <u>9/8/2017</u> Email <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/11/2017</u>	Do you have any sort to tape player that I could use for a short time? I have some unlabeled tapes that I would love to listen to. Thank you in advance for your response.	Thank you for contacting the Newport Beach Public Library regarding a tape player. There is a cassette workstation in the Central Library's Media Lab, which is free to use. You may make a reservation for the workstation for up to four hours by following this link: http://www.newportbeachlibrary.org/services/media-lab/media-lab-reservations You will need to either bring your own headphones or purchase them from staff at the Reference desk. Please let me know if we may be of further assistance
<u>8</u> <u>9/15/2017</u> Comment Card <u>Rebecca Lightfoot</u> <u>Mariners Branch Librarian</u> <u>9/18/2017</u>	Not allowing "back issues" of magazines to be checked out. I.E. Sports Illustrated	I'm sending a comment card that was left here at Mariners on Friday. I called the customer back, since he didn't list an email address and spoke with him regarding his concern. He doesn't believe magazines should be allowed to be checked out. I thanked him for taking the time to fill out the comment card and told him I was sorry the back issues were all checked out, I could understand how frustrating that is. I thanked him again for his thoughts and told him to feel free to contact me if he had any other questions or concerns. Thanks, Rebecca

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<u>9</u> <u>9/17/2017</u> <u>Email</u> <u>Debbie Walker</u> <u>Branch & Youth Services Coordinator</u> <u>9/17/2017</u>	I would like to donate some kids (baby) books . How do I make a Donation? Should I just bring in the books to the library ?	All donations are made to the Friends of the Library. They are always happy to receive any donations and children's books are much appreciated. You may drop your books off at any of the Newport Beach Public Library locations and staff will make sure that the Friends receive them. If you visit the Central Library on Avocado you may give the donation directly to the Friends of the Library volunteers during bookstore hours which are 10:30 – 4:30 pm Monday through Saturday and 1:00 – 4:00 pm on Sunday.
<u>10</u> <u>9/17/2017</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/26/2017</u>	When Apple updates to 11.0 your patrons won't be able to use your NBPL APP on iPhones, iPads until your techies upgrade. I get message about this issue every time I log on your app.	Thank you for contacting the Newport Beach Public Library regarding Apple 11.0. I have contacted the City's IT staff to investigate this issue. I will contact you as soon as we have further information.
<u>11</u> <u>9/18/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>9/18/2017</u>	Hi, I was wondering if the air conditioning can be turned down? Its really cold everyday I come here. Thank you.	We will check the HVAC system and adjust as needed. We try to keep the temperature levels between 72-74 degrees. During the recent heat wave some registers may have been set lower in an effort to keep the building cool.
<u>12</u> <u>9/18/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>9/18/2017</u>	Hello, I've been doing some house cleaning and have a number of books I don't need and can donate, do you accept books like that?	You may drop off your book donations to the Central Library or any of our three branch libraries. If needed, you can receive a receipt for tax purposes. Your book donations will go to our Friends of the Library Bookstore where the money from the sale of books is donated to the Library to support programs and collections. Thank you for considering us for your donations.
<u>13</u> <u>9/25/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>9/25/2017</u>	How do you cancel a book that is ready to be picked up, and is there a fine if you don't pick it up	There are multiple ways to cancel your holds. You may cancel them through your account online, call us at 949-717-3800 and press option 3, fill out our Contact Us form, or come into any of our locations to cancel your holds. A fine isn't charged to your account if you do not pick up a hold. Thank you for your inquiry.
<u>14</u> <u>9/27/2017</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/29/2017</u>	When we use the printer upstairs with our credit card it is billed on our statement as "Newport Beach Library Fast Food Restaurant" This has created a problem with credit card.	Thank you for taking the time to complete a comment card regarding the printer and credit card statement. I have contacted out City IT department to see if they can fix the issue. I apologize for any inconvenience.

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p>15 9/28/2017 Email Tim Hetherton Library Services Director 9/28/2017</p>	<p>I recently brought up with a NBPL rep at the reference desk that the DVD & Blu-Ray Discs that are tagged as "Rental" physically on the disc(s) do not contain the full content of the movie release. Confused, the rep stated that DVD & Blu-Ray titles that are new and for \$1/night rental are listed as "Rental" or "Rental Copy" on the online description of the item. I would like you to know and be aware that the rep was not correct in his reply, and this affects the NBP Library's acquisition VALUE. What I have found to be true is that while not all DVD & Blu-Ray Discs that are tagged as "Rental" show online in their description as being the reduced content "Rental" copies (which are common to business models such as Redbox Rentals), all of these library purchased acquisitions are not full release copies of their titles. PLEASE consider avoiding purchases or acquisitions of these reduced-content "Rental" items, which are discerned by the all caps word "RENTAL" physically tagged on the disc(s). While some copies may help reduce costs of a new, highly requested item, these reduced-content versions are not valuable for future library archive shelving and patron check-out. My hope is simply to: (1) make reduced-content "Rental" copies clear in the difference to the regular release, (2) clarify ambiguities and differentiate between library items description that read as "Rental" from the \$1/night rental service you offer, and (3) help you come to a better strategy, if possible, as concerns purchasing regular full releases and reduced-content "Rental" copies, particularly for the long-term library items offered (I have rented older DVDs and BDs no longer on the \$1/night rental program that are physically tagged on the disc(s) as "RENTAL" and lack the full content of the regular release of the title). If you have questions, or would like me to present library asset examples, I would be happy to find time somewhere to accommodate. :) Thank you for giving me a listening ear about this matter and for your ongoing hard work and assistance - it makes NBPL the best - let's make it even better!!!</p> <p>*****</p> <p>Thank you for your prompt response, Tim. I figured there was SOMETHING happening; thanks for explaining a bit of it to me. I look forward to NBPL working this out in due time, if at all possible. There seemed to be confusion discussing it on the floor, which I did not mean to bring when I asked if there were any "non-rental" versions of a title. Perhaps this will prompt discussion on the difference between content-reduced Rental copies that are somewhat Warner Bros. specific and the excellent \$1/night new release DVDs and BDs that NBPL offers us patrons! It's always been a pleasure speaking with you. And thank you for your assistance.</p>	<p>Thanks for your suggestion! Unfortunately, our vender, Baker & Taylor, can only sell us "Rental Ready" copies of the newly released Warner Brothers DVDs and Blu-rays when they are initially released.</p> <p>We are unable to pre-order or purchase retail editions, which would have special features and additional content, of Warner Brothers until after B&T's stock of rental ready copies is depleted.</p> <p>Ordering rental ready copies ensures we have them available for our customers to check out on their release dates.</p> <p>One current example is the film Chips. This movie was released in June and Baker & Taylor still has rental ready copies for sale. If we were to wait to purchase the retail edition, we still would not have it in our collection.</p> <p>However, the Library Administration will coordinate with our Technical Processing department so we can work with Baker & Taylor to enhance our catalog records to indicate when a title is a rental ready edition.</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – October 16, 2017 Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

International Literacy Day

The Library celebrated International Literacy on Thursday, September 14 with a party honoring the program participants. The event highlighted the tremendous strides our adult learners have made in reaching their goals. It is a day of celebration as tutors, learners and special guests share dishes from their home countries and come together to honor literacy program participants. The adult learner who exemplifies the mission of the program, Negar Pourasad, was honored as the Rochelle Hoffman Memorial Award winner. This award was established in memory of Rochelle Hoffman, a dedicated tutor who passed away in 2004, and is presented each year by Rochelle Hoffman's daughters, Renee and Risa.

Newport Beach City Councilman Will O' Neill read a City proclamation designating September 14, 2017 as Literacy Awareness Day in Newport Beach. Adult learner Carmen Caicedo shared the story of her home country, Venezuela, clearly illustrating the struggles the country faces today. Orange County Supervisor, Michelle Steel, presented a special award honoring the Library's Support Services Coordinator, Melissa Kelly, for her many years of work and dedication to Literacy Services. Michelle Steel also recognized and awarded two learners, Keyhan Zaker and Maria Alvarez, who became citizens this past year. In addition to Supervisor Michelle Steel, District Representative Tim Whitacre, City Councilmen Will O' Neil and Jeff Herdman, presented award-winner Negar Pourasad with certificates recognizing her achievements, goals and many accomplishments since joining the program. The inspiring program emphasized the importance of literacy skills in our society as well as the valuable link between literacy and libraries.

Another special part of the day is the presentation of the book *In Our Own Words*, which is a collection of stories, essays and poems written by the learners of the program. International Literacy Day is the Library's way of recognizing the efforts of volunteers and the progress of our adult learners. By improving literacy skills, we strengthen our community, and applaud these dedicated people than by supporting their efforts.

NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

Digital Saturday

Marketing Specialist Katherine Mielke coordinated and facilitated the Digital Saturday event, which was well attended. Staff led classes featuring the Media Lab, Sound Lab, databases, and eBooks. Representatives from Axis 360 interacted with the public, and donated an iPad to raffle off to the attendees. Special thanks to Library Assistants Greg Johnson, Sarah Emmerson and Ammi Bui for presenting classes to the public. To recap:

- Adult programs—176+ attendees
- Children's database programs—8 attendees
- Raffle entries—259 entries
- Customer interactions at the information table and Axis 360 table – 92+
- Digital Saturday Reference questions—84 @ Pop desk and 174 @ Reference Desk
- Digital Saturday technology questions—12 @ Pop desk and 29 @ Reference Desk, 28 phone calls

Leadership Training for Public Agencies

Senior Library Clerk Liz McKibbin has been selected to attend the CSU Fullerton Leadership Development for Public Agencies program. Liz begins her classes the first week of October.

Staff Training

Several employees attended a City-sponsored workshop on Constructive Conflict. Librarians Jana Colver, Hannah Carrier and Helen Medina, along with Library Assistants Annika Helmuth and Greg Johnson, and Library Clerk Debbie Williams-Lopez participated in exercises to hone their conflict resolution skills.

Wi-Fi licenses

Staff partnered with the City IT staff to add 40 more wi-fi licenses. The public now has access to the wi-fi service during peak times of library usage.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Nothing new to report.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

With school back in session things were a bit quieter in Children's at all locations but programs included fall crafts at CDM and Mariners. Balboa hosted its annual "Talk Like a Pirate Day" event with fun games, crafts and stories. Attendees were encouraged to come decked out in pirate gear.

Four comfortable easy chairs inherited from Central helped to freshen up the Adult reading area at CDM and Mariners got six new laptops in late September.

Youth Services

On Monday, September 11 Preschool storytime started at the Marina Park Recreational facility. The storytime was planned and presented by PT Library Assistant Melinda Vogel. This storytime will be offered on a weekly basis and is seen as a great way to strengthen the Library/Recreation Department partnership. On Thursday, September 21, in keeping with a back to school theme, a special event based on the *My Weird School* series was offered at Central. This popular event gave attendees the chance to hear a reading from one of the books and the opportunity to make their own slime.

Teen Services

YAAC met again after taking off the months of July and August. Nadia Dallstream and Ammi Bui, staff coordinators, welcomed new and old members with some fun ice-breakers and the opportunity to do some team building. ACT and SAT practice tests were well attended and those who participated in a College Essays and College Admission class found it very helpful. The first STARS volunteer completed training and has already been offering drop-in and read-to-me sessions. The Teen Photoshop course held in the Media Lab was met with mixed success. Plans to offer these types of courses for teens will be re-evaluated.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

Staffing

Last month, Margery Thais retired. She worked for the library for 30 years, beginning as a Library Page and quickly advancing to a Library Clerk. During her tenure, she worked at all of our library locations, developing good relationships with customers and staff. She is already missed.

I am pleased to report that Library Page, Chris Hennigan, was promoted to a F/T Library Clerk I this month.

Newly hired Library Pages, Acacia Bonura, Amanda Costigan and Kevin Holley, began working for the library. They are all assigned to work at Central.

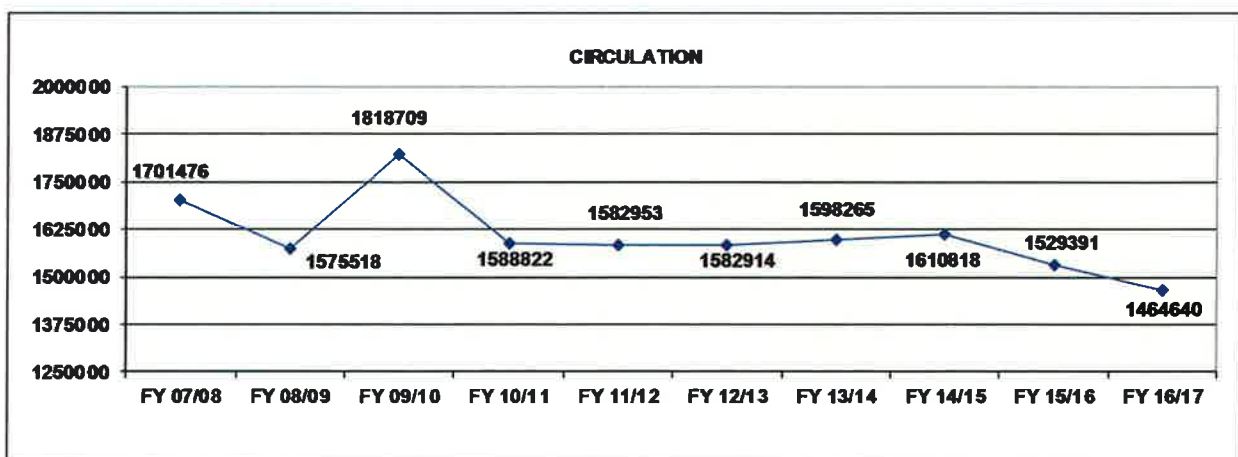
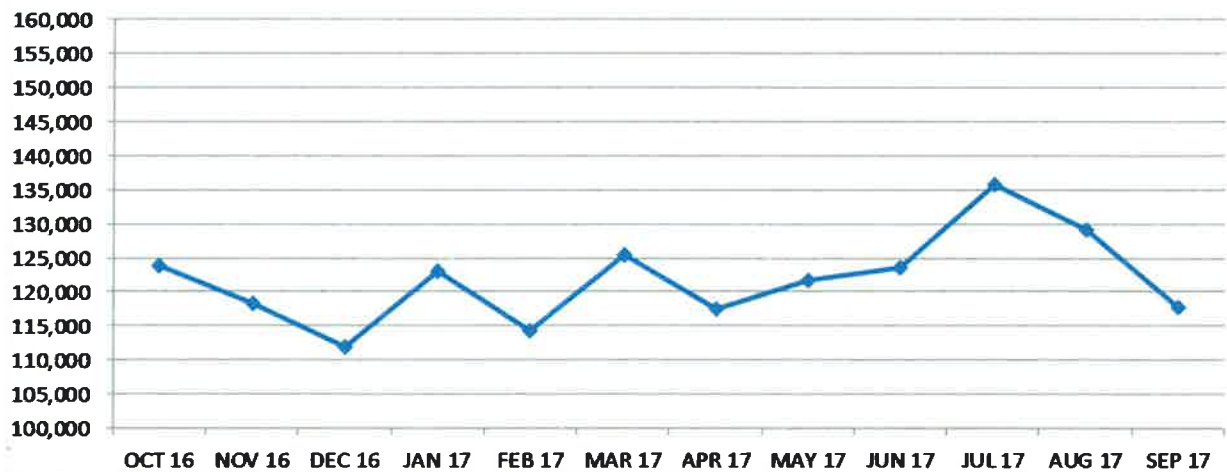
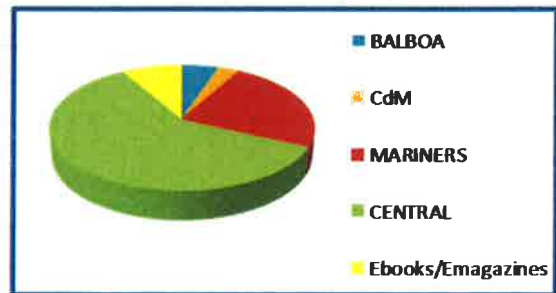
Proquest Articles Retrieved

	July	Aug	Sept	AVG.
Business Databases	430	196	125	250
Newspapers--Current	595	303	600	499
Newspapers--Historical	627	352	1741	907
Magazines	6	6	26	13

Database FY Comparisons	JUL 2017	AUG 2017	SEP 2017	YTD 17/18
Tracked by #searches				
Ancestry	3989	3234	2107	9330
A to Z Databases	175	274	239	688
AskART	28	287	59	374
BioResCtr*	15	39	59	113
FoF Ancient Hist	18	47	42	107
GDL	27	17	10	54
GVRL	33	52	72	157
HeritageQuest	3049	1852	2302	7203
Kids InfoBits	53	4	25	82
Lynda.com	21181	25073	17173	63427
LitResCtr	21	105	37	163
Opposing Vpts*	140	45	55	240
Nat Geo	20	20	12	52
Nat Geo Kids	11	10	9	30
NoveList Plus	176	185	216	577
NoveList K-8 Plus	28	21	106	155
ProQuest	1322	875	1462	3659
Ref USA Bus.	1907	1469	1459	4835
Ref USA Res.*	41	58	96	195
ScienceFLIX	15	6	10	31
Tumblebooks	51	116	184	351
World Book Online	8	45	22	75
Tracked by #sessions				
Cypress Resume	11	12	10	33
Testing & EdRefCtr		82	45	127
Universal Class	133	111	205	449
Tracked by #page views				
Consumer Reports		1405	1133	2538
CultureGrams	239	561	161	961
Morningstar	22380	3474	16425	42279
NetAdvantage	2964	2624	2879	8467
RealQuest	248	1014	81	1343
Value Line	14635	15129	16918	46682
Tracked by Hours Used				
Rosetta Stone		297.4	323.2	620.6

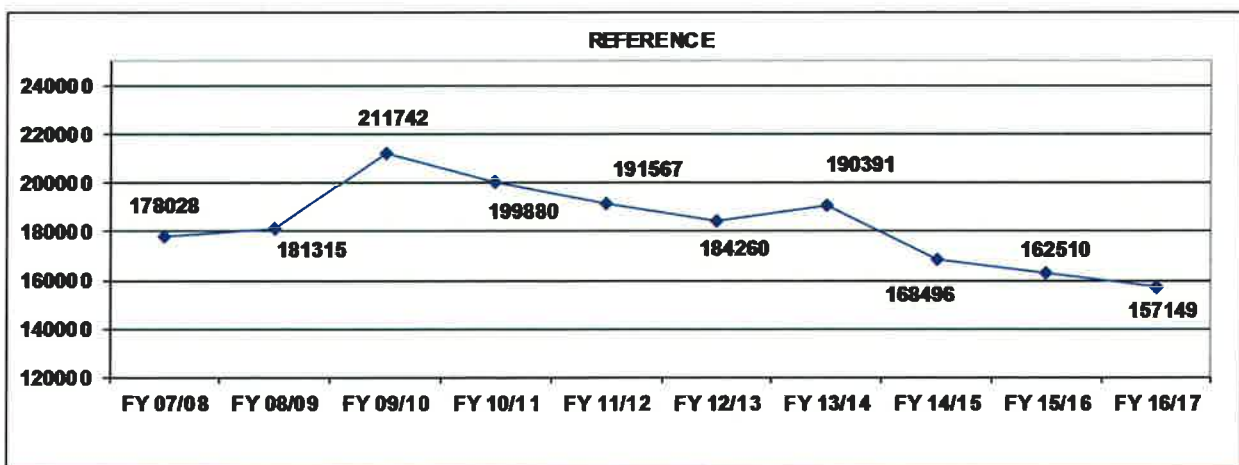
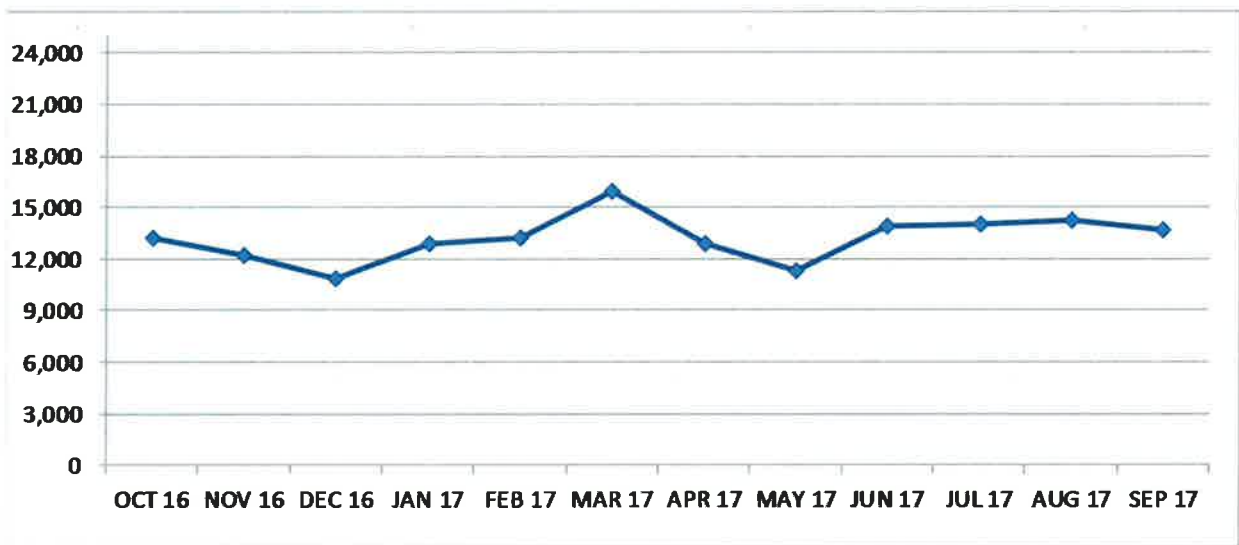
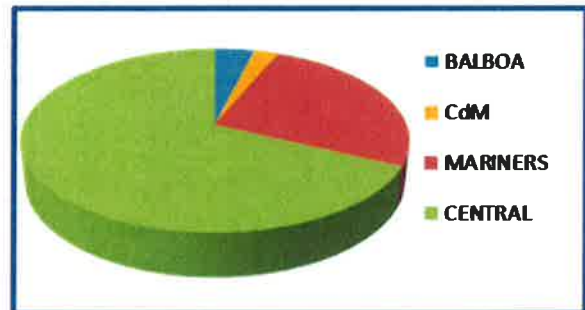
NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2017 **CIRCULATION**

	Sep-17	YTD 17/18	YTD 16/17
BALBOA	6,008	20,209	20,771
CdM	3,551	11,959	13,269
MARINERS	28,145	90,333	93,661
CENTRAL	70,178	229,259	227,564
Ebooks/Emagazines	9,925	30,795	29,634
TOTAL	117,807	382,555	384,899



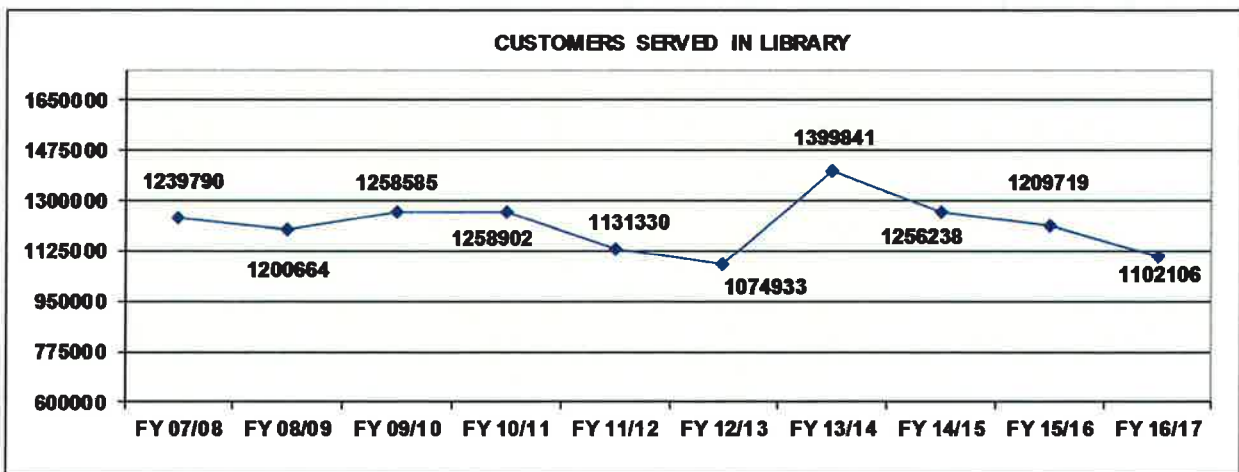
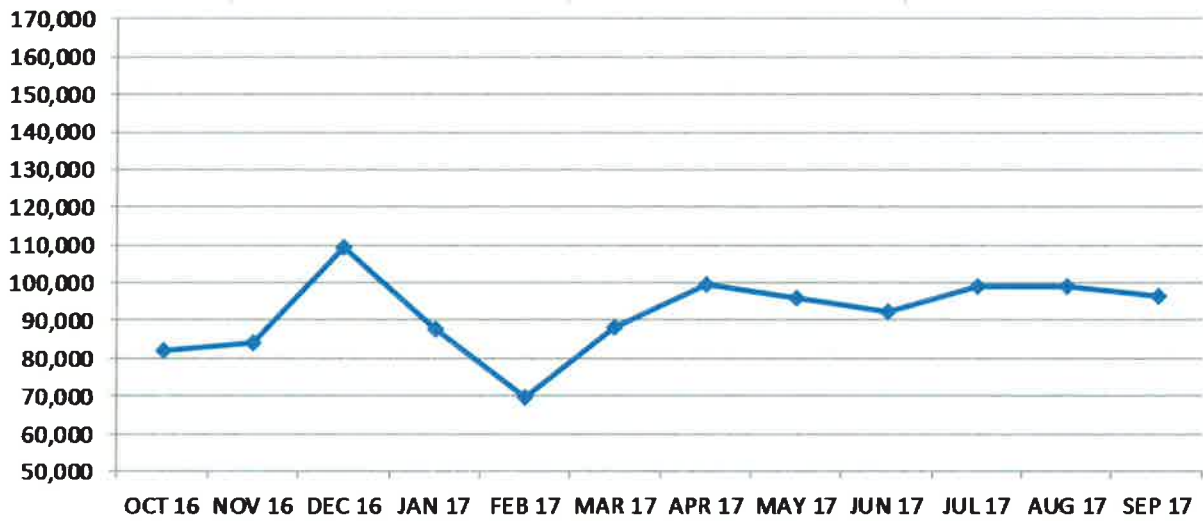
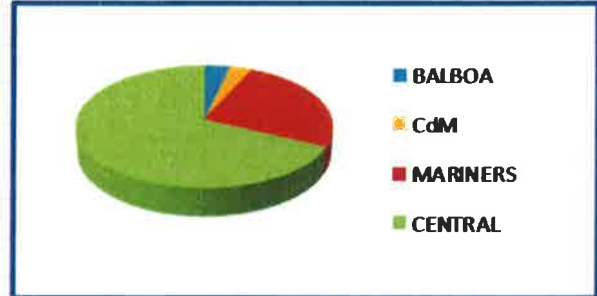
NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2017 **REFERENCE**

	Sep-17	YTD 17/18	YTD 16/17
BALBOA	530	1,561	1,746
CdM	331	1,306	1,530
MARINERS	3,526	10,120	8,428
CENTRAL	9,255	28,924	29,030
TOTAL	13,642	41,911	40,734



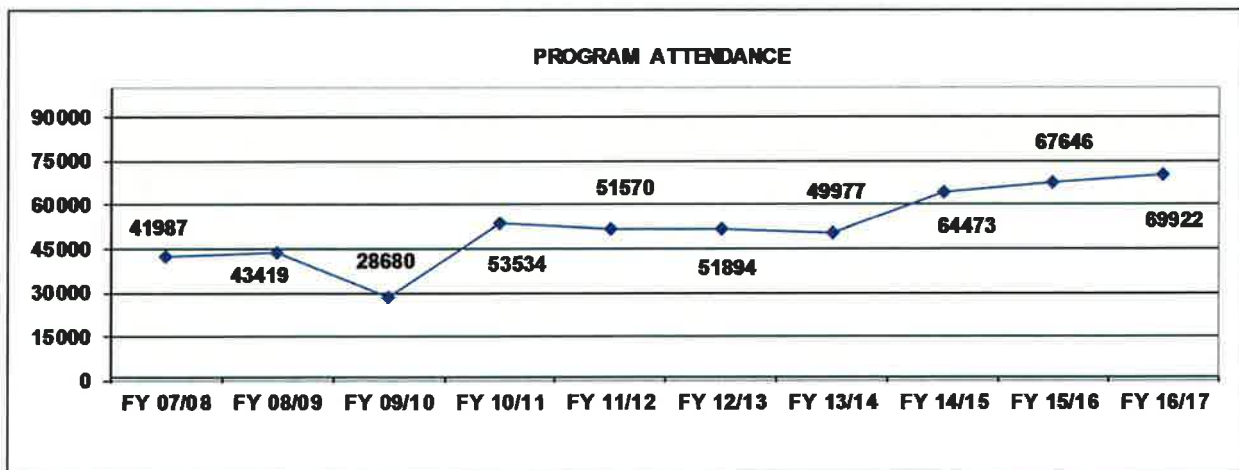
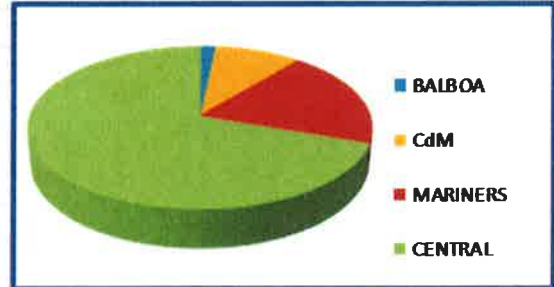
NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2017 **CUSTOMERS SERVED IN LIBRARY**

	Sep-17	YTD 17/18	YTD 16/17
BALBOA	3,518	12,512	14,464
CdM	3,097	9,585	9,959
MARINERS	24,331	69,029	57,741
CENTRAL	65,690	203,543	211,158
TOTAL	96,636	294,669	293,322



NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2017 **PROGRAM ATTENDANCE**

	Sep-17	YTD 17/18	YTD 16/17
BALBOA	104	432	372
CdM	581	1,695	1,974
MARINERS	1,201	3,491	3,164
CENTRAL	4,330	13,365	17,699
TOTAL	6,216	18,983	23,209



LIBRARY EXPENDITURES

2017-2018

10/2/2017

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,718,341	2,718,341	555,798	2,162,543
SALARY PART-TIME	994,727	1,014,930	177,362	837,568
BENEFITS	2,297,473	2,297,473	357,801	1,939,672
SALARY & BENEFITS TOTAL	6,010,541	6,030,744	1,090,961	4,939,783
PROFESSIONAL SERVICE*	137,577	137,577	32,418	105,159
UTILITIES	274,350	274,350	89,410	184,940
PROGRAMMING	5,500	11,900	1,358	10,542
SUPPLIES**	82,170	83,272	20,801	62,471
LIBRARY MATERIALS	619,740	621,381	299,491	321,890
FACILITIES MAINTENANCE	174,747	174,747	39,247	135,500
TRAINING AND TRAVEL	15,075	18,352	81	18,271
GENERAL OPERATING EXPENSES	24,200	24,251	1,724	22,527
PERIPHERALS	7,500	7,500	123	7,377
INTERNAL SERVICE FUNDS	993,745	993,745	0	993,745
MAINT & OPERATTION TOTAL	2,334,604	2,347,075	484,653	1,862,422
& OPERATING EXPNSES TOTAL	8,345,145	8,377,819	1,575,614	6,802,205
CAPITAL OUTLAY	2,000	2,000	0	2,000
LIBRARY BUDGET TOTAL	8,347,145	8,379,819	1,575,614	6,804,205

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

FOUNDATION

FY 16-17

9/30/2017

WISH LIST FOR 16-17

Date Funded	Amount	Purpose	Amt Expended YTD		Notes
9/27/16		Wish List			
	\$ 20,000	Daily Pilot Digitization	\$ 20,000	Complete	
	\$ 40,000	eBook content & platform	\$ 40,000	Complete	
	\$ 10,000	Zinio	\$ 10,000	Complete	
	\$ 13,125	Lynda.com	\$ 13,125	Complete	
	\$ 3,400	Media Lab Technology	\$ 3,400	Complete	
	\$ 7,500	Sword Room Repurposing	\$ 7,500	Complete	
	\$ 8,000	Study Carrel Improvements	\$ 8,016	Complete	
	\$ 4,400	Computer Area Branding	\$ 4,400	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		\$ 115,064		

DESIGNATED GIFTS

Date Funded	Amount	Purpose	Amt Expended YTD		Notes
2/28/17	\$ 5,000	Large Print Books	\$ 5,000	Complete	
	\$ 250	Balboa Branch	\$ 250	Complete	
	\$ 500	Children's Books	\$ 500	Complete	
	\$ 3,550	Literacy Program	\$ 3,550	Complete	
Total	\$ 9,300		\$ 9,300		

FOUNDATION

FY 17-18

9/30/2017

WISH LIST FOR 17-18

Date Funded	Amount	Purpose	Amt Expended YTD	Notes
9/2017		Wish List		
	\$ 50,000	eBook Content & Platform	\$ 2,990	In Progress (subscription fee payable in January)
	\$ 13,125	Lynda.Com Subscription	\$ 13,125	On Order
	\$ 20,000	Daily Pilot Digitization	\$ 3,000	In Process
	\$ 11,000	Mariners Popular Library		In Proccess
	\$ 3,000	Balboa Branch Fixtures		
	\$ 25,000	Wayfinding Kiosk		
	\$ 9,500	Signage		
	\$ 5,400	Blinds	\$ 5,400	Complete
	\$ 13,000	AWE Early Literacy Stations		In Process
	\$ 5,000	Adult Literacy Program	\$ 5,000	Complete
Total	\$155,025		\$ 29,515	

FRIENDS

FY 16-17

As of 9/30/17

Date of Gift	Amount	Purpose	Amt Expended YTD	Notes
07/2016		Wish List		
	\$50,000	Audio Visual materials	\$ 50,000	Complete
	\$50,000	New releases	\$ 50,000	Complete
	\$30,000	Children's & YA materials	\$ 30,000	Complete
	\$15,000	CDM Opening Day Collection		On Hold
	\$55,000	Programming (SRP, etc.)	\$ 55,000	Complete
	\$5,000	Literacy	\$ 5,000	Complete
	 \$205,000		 \$ 190,000	

FRIENDS

FY 17-18

As of 9/30/17

Date of Gift	Amount	Purpose	Amt Expended YTD		Notes
7/2017		Wish List			
	\$60,000	Audio Visual materials			In Process
	\$65,000	New releases			In Process
	\$50,000	Children's & YA materials			In Process
	\$55,000	Programming (SRP, etc.)			
	\$10,000	Flipster			
	\$5,000	Lucky Day Collection			
	\$5,000	Literacy	\$	5,000	Complete
	\$250,000		\$	5,000	

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
Oct 17, 2016	Branch Update - Mariners	Oct 16, 2017
Oct 17, 2016	Youth Services Update	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
May 15, 2017	Media Lab Update	May 14, 2018
May 15, 2017	Marketing Update & Social Networking Update	May 14, 2018
Jun 19, 2017	Branch Update - Corona del Mar	Jun 18, 2018
Jun 19, 2017	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 18, 2018
Jun 19, 2017	Adult and Reference Services Update	Jun 18, 2018
Jul 17, 2017	Statistical Comparison Report of Peer Libraries/Meeting Spaces	Jul 16, 2018
Jul 17, 2017	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 16, 2018
Jul 17, 2017	Proposed Library Closures for Winter Holidays 2018	Jul 16, 2018
Aug 21, 2017	Information Technology Update	Aug 21, 2018
Sep 18, 2017	Literacy Program Update	Sep 17, 2018

10-12-2017

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Rebecca Lightfoot, Mariners Branch Librarian

TITLE: Crean Mariners Branch Report October 2016 –October 2017

The Crean Mariners Branch of the Newport Beach Public Library opened in April of 2006, with 15,305 square feet. This branch is unique in Newport Beach as it is a joint use facility with the adjoining Mariners Elementary School. During the school year, when school is in session, the school portion of the library is closed to the public and library staff members are on hand to retrieve items for the public. We have a built in after school audience for our afternoon programs, so we get large crowds of school children heading over to the library once school lets out to do homework and take advantage of other library resources. This also gives us a wonderful outreach opportunity, since we don't have to go off site to visit with students.

We are a busy branch, open 71 hours a week, the same number as Central. We offer five popular storytimes every week, a once a week afternoon Lego program, and once a month we have a special family event such as a craft or performer.

Personnel

There were not many changes this year. Two pages resigned and were replaced. All other staff remains the same.

Facility Maintenance

For several months, starting in November of 2016, we hosted a "Cows for Camp" sculpture out front. Customers were generally delighted to see the unique artwork and took pictures of themselves posing with the Milk Bus Cow.



In March of 2017, City Landscaping crews removed the dying rose bushes out front and planted escallonia, a native shrubbery that is heartier and should fare better.

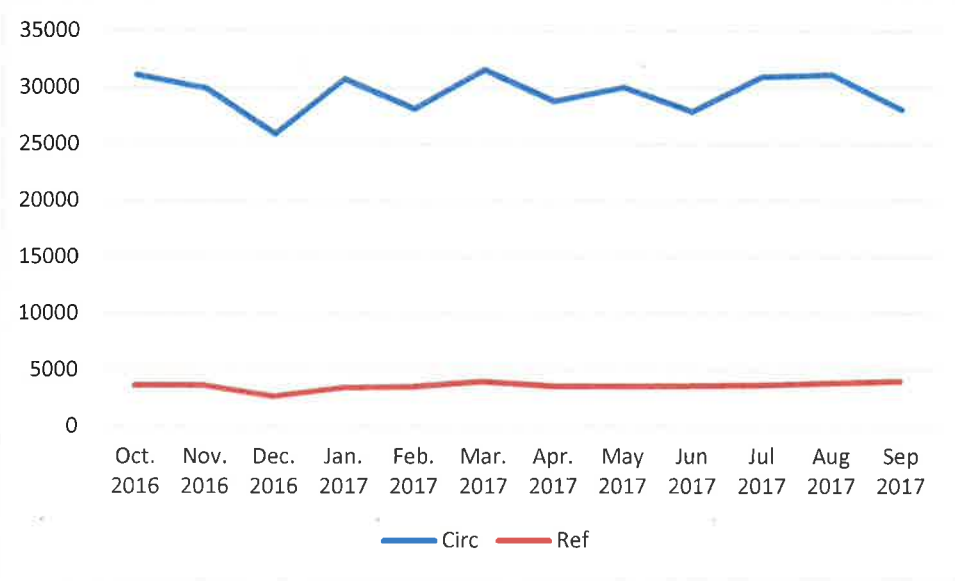
The public restrooms were remodeled starting in May of 2017 and concluding in July. We have gotten many compliments on how much brighter and fresher they look, and adding hand dryers was a great idea to save on paper towels.

The City slurry sealed and restriped the parking lot in June of 2017.

Public Service

Circulation and Reference Services

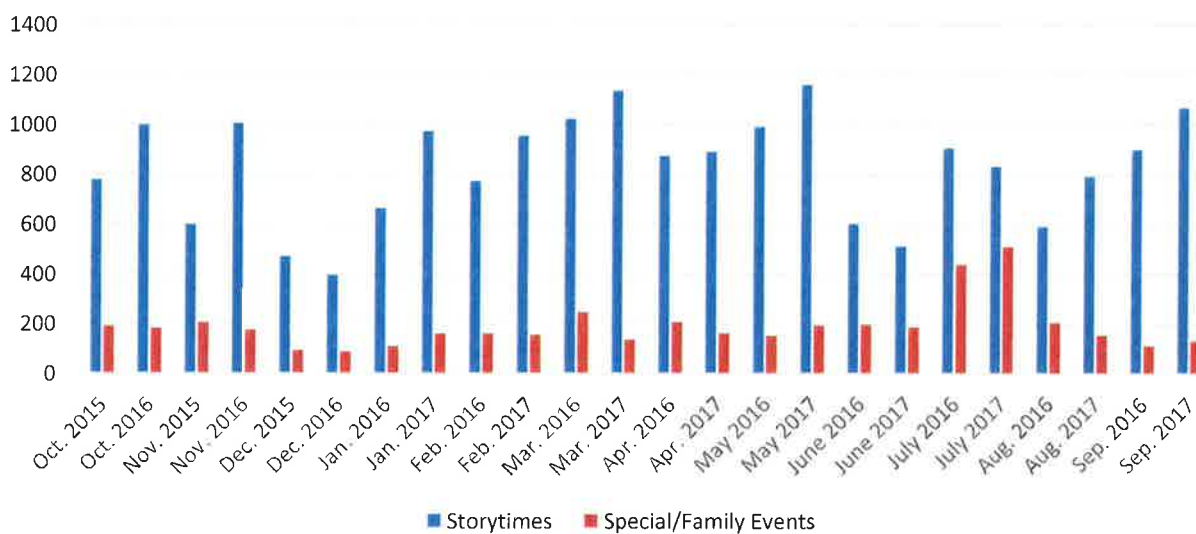
Our service population is 17,043, although we get many visitors from neighboring areas. 355,098 circulations occurred from October of 2016 through September of 2017, and we had 43,437 reference questions for the same period. We are consistent throughout the year, and not much change from the previous year (369,859 circulation and 42,771 for reference).



Program Attendance

We currently have 338 active participants in the 1000 Books before Kindergarten program between the four branches. We have had 17 children finish the program here at Mariners.

In January of 2016, we added two storytimes a week to our rotation. We had 10,719 attendees at storytimes this year, compared to 9,169 attendees last year. We had 2,244 attendees at our craft and other special programs, such as our weekly Lego Block Parties. Our Lego Block Parties usually average around 35 people every week. As the chart below demonstrates, our storytimes have generally increased every month as we draw in new audiences.



Summer Reading Program

We had a very successful Summer Reading Program this year. We had seven weeks of special programs during the summer, with a total attendance of 807. We had two performances each for our three performer programs, and we were at room capacity for most of these shows. We added an additional final day program with one performance that was well attended.

Class Visits

We hosted six classes from Kaiser Elementary school in June, talking to 160 third graders about using the library and passing out new cards. They were all very excited to get to check out their first books. We spoke to 770 students from Mariners Elementary in June, promoting the Summer Reading Program.

Other Programs

We started a Coding for Kids program, hosting our first hands on training event in November of 2016. We had a second well-attended program in May of 2017, and we are planning at third this upcoming November. This program has been well received and we are hoping to expand it in 2018.

The Foundation has held two of their popular Making Memories for Children: BARK! (Beach Area Dogs Reading with Kids) events in the Jorgensen room over the last year. We are so grateful the Foundation thought of our library as a venue for these fun and well attended events.

Mariners' Elementary School

Library Media Clerk Jennifer Gotcher continues to run the school side of the library during school hours.

The Mariners School PTA donates \$3,000 twice a year from their Book Fair Fundraiser to our children's collection. Librarian Christine Chapel went to the Book Fair this year to select the titles to be added to the collection.

Collection Maintenance

Our collection is currently around 69,891 items. We continue to shift collections around to make the most of the space we have. Branch Coordinator Debbie Walker and Branch Librarian Rebecca Lightfoot recently met with Yamada Enterprises to discuss adding shelving to the existing shelving units as well as replacing some shelving with a different configuration that will provide better access to the materials and refresh the look of the Popular Area. We are grateful to the Foundation for providing the funding for this project, which is expected to be completed within the next few months.

Comments

Having the public bathrooms remodeled was a wonderful enhancement to the branch. We are looking forward to getting the new shelving units in the Popular Library area, and potentially reconfiguring the public computer areas in the future. This library is well used and much loved by the community, so it is

always nice to have the opportunity to change things in order to better serve our customers. The display walls in the children's room were all redone this year. We are also excited to offer some different types of programs here: the Coding for Kids programs as well as hosting the Foundation's program Making Memories for Children: BARK! These events have proven to be popular, fun, and educational. It has been an eventful, busy year full of changes and we are eagerly looking ahead to what the future has in store for this branch.

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

PREPARED BY: Debbie Walker, Branch and Youth Services Coordinator

TITLE: Youth Services Report

This report is an overview of Youth Services, which encompasses not only the Juvenile component of the Library collection and programming but Teen Services as well. It should also be noted that the Youth Services team includes staff who are assigned to the Branches in addition to staff at Central, all of whom plan a myriad of storytimes and other programs throughout the year. The period covered in this narrative is primarily from November 2016 to early October 2017.

Staffing:

At Central Library, the staffing component continues to be two full-time Children's Librarians and three part-time Library Assistants. Ammi Bui, the newest of the Library Assistants, came on board in April of this year. The Mariners Youth Services team includes the Branch Librarian, one full-time Librarian, a full-time Library Assistant and two part-time Library Assistants while at Balboa, the Branch Librarian is responsible for programming with help from a part-time Library Assistant. The full-time Library Assistant at CDM creates and presents the storytimes and craft programs at that location.

Children's Librarian Nadia Dallstream and Ammi Bui provide teen Services at Central, which includes not only teen programming, teen volunteers and coordinating YAAC (Young Adult Advisory Council). Annika Helmuth, the full-time Library Assistant at Mariners oversees teen services and volunteers at Mariners. The Branch Librarian at Balboa and Library Assistant at CDM oversee teen services at the two smaller branches respectively.

General Programming (including funding):

With the exception of children's programming offered by Making Memories (funded by the Foundation), all programming is funded by the Friends of the Library. This includes everything from the supplies and marketing for Summer Reading Program, storytimes, stand-alone themed craft events, author visits, weekly Lego building (Mariners), drop-in crafts, in addition to 1000 Books Before Kindergarten and first grade class visits.

Storytimes continue to be the main staple of Youth Services programming at all locations and a source of great pride as just last month the publication *Parenting OC* announced that Newport Beach Public Library was named the 2017 Editor's Choice for "Best Library Storytelling Time" in their 15th Annual Reader's Choice Guide. The storytimes aimed at the youngest customers (Books & Babies, Toddler) continue to draw the largest audiences on a weekly basis. Beginning Monday, September 11, part-time Library Assistant Melinda Vogel began

presenting a weekly Preschool story time at Marina Park. This has been well received and even though the service only commenced at the beginning of September, attendance has been steady.

1000 Books Before Kindergarten continues to attract new families to the program and has seen several young readers reach the goal of 1000 books. Finishers not only receive a book to keep but a certificate of completion signed by the Library Director. **National Library Week** again offered the opportunity for the Library Board Trustees and City Leaders to participate in storytimes and other Library Programming. This annual ALA sponsored program was held from April 9 – 15 and themed “Libraries Transform.” For seven weeks, this summer from Saturday, June 24 to Saturday, August 12, library customers of all ages participated in **Summer Reading Program (SRP)**, which was themed “Reading by Design.” Over 2600 children and their families attended one of 38 programs offered at all locations, over 2000 game sheets were distributed and almost 800 finished the program, collecting a book to keep and a chance to enter the grand prize drawing. Close to 1500 book reviews were submitted and many put on display on bulletin boards and walls at each branch. Teen volunteers were a great help at all locations assisting with sign-ups, prize distributions and the special programs scheduled each week. The teen version of SRP had over 220 sign-ups with 70 finishers. Teens also submitted reviews that were posted and allowed them to select a book to keep and a chance for weekly drawings.

Outreach:

First Grade Class Visits: All first graders attending Newport Mesa Public schools that are located in the city of Newport Beach are eligible to visit the library of their choice. The Friends of the Library pay for bus transportation and one paperback book per student. Principals and first grade teachers are notified by mid-September to call or e-mail to set up tours. Teachers have already begun scheduling their visits for the current school year with the first school (Harbor View) scheduled on Wednesday, October 18.

Nadia and Ammi, with the help of Adult Reference Librarian Hannah Haase visited Ensign Intermediate and Newport Harbor High in the spring to distribute free paperbacks and tell them about Teen SRP. All members of the Youth Services team visit the Newport Beach elementary schools just prior to SRP to spread the word about the program and distribute flyers and other materials.

Materials Collection/Accelerated Reader/Booklists:

The current Juvenile materials collection contains over 96,000 items. Although the Juvenile collection includes categories found in the Adult collection: fiction, non-fiction, graphic novels, DVDs, audiobooks, downloadable eBooks and audiobooks, and music CDs, the items unique to Children’s are picture books, board books, easy readers, phonics readers and kits (this is a picture book that includes a CD with an audio version of the story). Non-fiction items make up the largest percentage of the collection with picture books close behind. Picture books and DVDs tend to have the largest circulation numbers.

The Librarians who select for both the juvenile and teen collections use a variety of resources to assist them. These include review journals, library related websites, listservs, newspaper and magazine reviews, customer and fellow staff suggestions in addition to making sure that choices reflect school curriculum needs, current trends and events in popular culture as well as classics in fiction and non-fiction. All print materials are currently ordered through Brodart, DVDs and music CDs with Baker & Taylor. Downloadable eBooks and audiobooks are

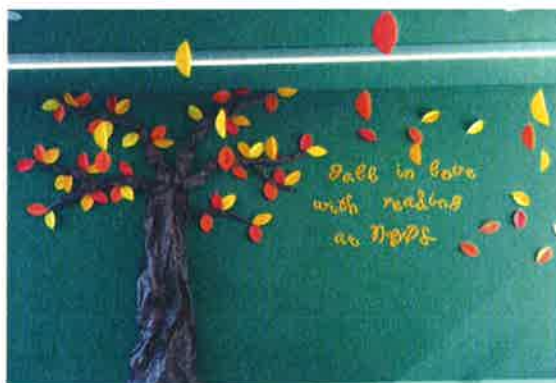
purchased from and offered on the Axis 360 and Overdrive platforms. Print items and media arrive for the most part “shelf ready” and the vendors large inventory of materials guarantee that library customers get the items they are looking for.

At this time of the year, staff created Booklists are in the process of being reviewed and revised. The Booklists have proven to be a valuable resource and learning tool not only for Library customers but for staff as well. During the revision process, the categories of Booklists are analyzed for effectiveness and content. Older categories are deleted as seen fit and new ones added to fill the informational needs of customers and staff. All revisions will be reflected on the website when the process is completed in late October. The booklists incorporate books and other media and are arranged by reading level, genre and topics. All of the lists link directly to the online catalog. Hannah Haase works with other members of the Youth Services staff to maintain an extensive set of booklists for YA readers as well.

Accelerated Reader (AR) levels continued to be added to the Juvenile collections at all locations. Newly purchased items arrive already labeled while older items are labeled by staff on a continual basis. Again, this has proven to be an effective tool in assisting customers and staff when selecting in fiction and non-fiction.

Conclusion:

The Youth Services department continues to be a vital and busy component of the Newport Beach Public Library system. Very recently while I helped staff a table at the Orange County Festival of Books at OCC, I lost count of the many individuals and families who took the time to stop and let us know how wonderful they think the library is and that they visit the library frequently to attend one of the many storytimes and programs we offer. In addition to programming, at Central we have the added luxury of space which makes it an extremely inviting place for families to come to read, attend a storytime or special program, play with toys and puzzles or just bond with other children and parents who are there for the day. In addition, our engaged and dedicated staff at all locations, and the support for materials and resources that we receive from the Friends and Foundation, contribute to the success of the Youth Services division.



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

PREPARED BY: Melissa Kelly, Library Support Services Coordinator

TITLE: Donation Acceptance in Honor of Neil Perlman

Recommendation:

Staff recommends the Board of Library Trustees approve the acceptance of a donation of \$100 from Joann L. Data, MD and The Data Cantrell Living Trust to enhance the Library's materials collection.

Discussion:

Neil Perlman is a Library user and volunteer. The donation was made in Mr. Perlman's name as a gift for his birthday. The Library will use the funds to purchase books.

Staff recommends the acceptance of this donation by the Library Board of Trustees. If accepted the donation will be allocated into Library Materials operating account.

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

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Corona del Mar Branch Project Update – October 2017

DISCUSSION:

The plan detailed in the June 2017 Board report to address some of the deferred maintenance of the Corona del Mar Branch Library has begun.

- **PAINT:** Painting will commence on October 20 and conclude by October 24. In order to minimize disruption of Library customers, the painters have agreed to paint the interior on Sunday, October 22, and Monday October 23, when the branch is closed.
- **CHANGING TABLE:** City staff installed the Koala Kare changing table and it is in service at the branch.
- **PARKING LOT:** Staff submitted a work order in September and is waiting for MOD to re-paint the stripes in the lot.
- **CLEANING:** ABM Janitorial is scheduled to clean the carpet and upholstery in the next few weeks, after interior painting is completed.

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