



# CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Library, 1000 Avocado Ave, Newport Beach, Teleconference  
Location Pursuant to GC§54953(B): Royal Kona Resort, Kailua-Kona, HI

Monday, November 20, 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](mailto:thetherton@newportbeachca.gov).

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

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

**I. CALL MEETING TO ORDER**

**II. ROLL CALL**

**III. NOTICE TO THE PUBLIC**

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

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

**IV. PUBLIC COMMENTS**

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

**V. CONSENT CALENDAR**

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

**A. Consent Calendar Items**

**1. Minutes of the October 16, 2017 Board of Library Trustees Meeting**

[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](#)

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Circulation Policy Review**

Staff will present proposed revisions to the Library's Circulation Policy and request approval by the Board of Library Trustees.

[CIRCULATION POLICY REVIEW](#)

**7. Monthly Financial Report "Library Expenditures" Overview**

Staff will provide an overview of how the Library's monthly financial report is prepared.

[MO FIN RPT LIB EXP OVERVIEW](#)

**8. Corona del Mar Project Update**

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

[CDM PROJECT UPDATE](#)

**9. Lecture Hall Update**

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

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

**IX. ADJOURNMENT**

**NOTE : PURSUANT TO GOVERNMENT CODE SECTION 54953(b), THIS MEETING WILL INCLUDE TELECONFERENCE PARTICIPATION BY BOARD OF LIBRARY TRUSTEE PAUL WATKINS FROM THE ADDRESS LISTED ON THE FIRST PAGE. THE NOTICE AND AGENDA WILL BE POSTED AT THE TELECONFERENCE LOCATION AND PUBLIC COMMENT FROM SUCH ADDRESS SHALL BE ALLOWED.**

# DRAFT

## CITY OF NEWPORT BEACH

**Board of Library Trustees  
Newport Beach Public Library  
Mariners Branch  
1300 Irvine Avenue, Newport Beach 92660  
Meeting Minutes  
October 16, 2017 - 5:00 p.m.**

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

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

Trustees Present: Vice Chair Janet Ray, Secretary Paul Watkins, Trustee Douglas Coulter

Trustees Absent: Chair Jill Johnson-Tucker, Trustee Jerry King

Staff Present: Library Services Director Tim Hetheron  
Administrative Support Specialist Elaine McMillion  
Assistant City Manager Carol Jacobs  
Library Services Manager Natalie Basmaciyon  
Children's Librarian Nadia Dallstream  
Children's Librarian Liz Aaron  
Circulation & Technical Processing Coordinator Melissa Hartson  
Branch & Youth Services Coordinator Debbie Walker  
Mariners Branch Librarian Rebecca Lightfoot

III. **NOTICE TO THE PUBLIC**

Administrative Support Specialist Elaine McMillion read the notice.

IV. **PUBLIC COMMENTS**

Jim Mosher commented that the meeting, held in Mariners Branch Library rather than the Central Library, was not well publicized. Secretary Watkins noted that there is ample advance notice of the meeting, its time, and its location on the City website.

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the September 18, 2017 Board of Library Trustees Meeting**
2. **Customer Comments**  
Monthly review of evaluations of library services through suggestions and requests received from customers.

Board Member Watkins complimented Natalie Basmacıyan for going the extra mile to assist a Library patron.

**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.

Motion made by Board Member Coulter, seconded by Board Member Watkins, and carried (3-0-0-2) to approve the Consent Calendar.

AYES: Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: Johnson-Tucker, King

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Mariners Branch Report**

Staff will provide the annual overview of Mariners Branch operations.

Mariners Branch Librarian Rebecca Lightfoot reported that Mariners Branch has been open for 11 years. It is a joint use facility with Mariners Elementary School. The Library is crowded after school with children, and staff performs outreach with the school. In the past year, the City replaced rosebushes with native shrubbery and slurry sealed the parking lot. In addition, the public restrooms were remodeled.

The Library's service population is slightly more than 17,000, which includes many visitors from neighboring areas. From October 2016 through September 2017, the Library circulated more than 350,000 and answered 43,000 reference questions. In January 2016, two storytimes per week were added to programming. Storytime attendance has grown dramatically every month in comparison to the prior year. Seventeen children have completed the *1,000 Books before Kindergarten Program*. The Summer Reading Program was successful with more than 800 people attending performances. The Summer Reading Program ended on a Saturday with a closing day program that was also well attended. Staff introduced 770 students from Mariners Elementary in June and 160 third graders from Kaiser Elementary to library services. The first *Coding for Kids Program* was such a success that a second one was held in May, with a third scheduled for November. The Library Foundation hosted a new program called BARK! (Beach Area Dogs Reading with Kids) in Mariners Branch.

Patrons appreciated not having to drive to Central Library for the *BARK!* Program. Parking does not seem to be an issue for patrons.

Board Member Watkins appreciated the tour and the cleanliness, lighting, and organization of the Branch. He concurred that parking was not a problem.

In response to Vice Chair Ray's question, Branch Librarian Lightfoot advised that all Library Branches serve the elementary schools in Newport-Mesa.

Resident Jim Mosher suggested clear windows at the entry to the Branch would provide more light and be more welcoming for patrons.

Library Services Director Hetherington advised that staff will consider clear glass when the windows are replaced. The frosted glass was a design choice when the building was constructed.

Resident Ronnie Watkins suggested coding classes for adults.

#### **7. Youth Services Report**

Staff will provide the annual overview of Youth Services.

Branch & Youth Services Coordinator Debbie Walker reported that the Children's Services staff is fairly new to the Library with an average service time of approximately two years. The Youth Services team leads storytimes and develops programming. Almost all funding for Children's programs comes from Friends of the Library. Youth Services does some co-programming with the Foundation. Storytime continues to be a very popular program. *Parenting OC* announced that the Newport Beach Public Library has the best story times in Orange County. Youth Services with the Recreation Department began a new storytime at Marina Park just after Labor Day, and attendance is steadily increasing.

In reply to Vice Chair Ray's inquiry, Branch & Youth Services Coordinator Walker explained that the Balboa Branch does not have storytime on Monday, so there is no conflict with Marina Park.

Branch & Youth Services Coordinator Walker reviewed other programs such as *1,000 Books before Kindergarten*, National Library Week, and the annual Summer Reading program. Friends of the Library funds school visits to the Library. Staff visits schools in May/June to talk about Summer Reading. Full-time Librarians select and purchase materials for the collection. The youth collection is the same as the adult collection in terms of fiction, nonfiction, and graphic novels, but also contains books unique to children such picture books, board books, kits, and phonics readers. Staff is currently preparing their Booklists. Staff participated in the Orange County Festival of Books.

Children's Librarian Liz Aaron advised that she hosts storytime for babies through two years old and selects nonfiction materials for children. The majority of programming in the children's department at all branches is storytime. Each Librarian plans her own storytime by choosing a theme and selecting appropriate materials and a craft. She related an experiment regarding early childhood literacy. Storytime provides an opportunity for librarians to share tips with parents. Many parents attend storytime for the socialization aspect of the program.

Children's Librarian Nadia Dallstream indicated she handles much of the teen programming including the Young Adult Advisory Council (YAAC). Teens want educational programs rather than recreational programs. In response to teens' requests, staff implemented programs for practice ACT and SAT tests, which were very well attended. College Wise will provide seminars on financial aid and college admissions.

Board Member Watkins commented regarding the treasure trove of programs.

Library Services Director Hetherton remarked that private coaches for college testing are expensive, and the Library offers these services to teens at no cost.

In response to Ronnie Watkins' questions, Librarian Dallstream advised that students from outside Newport-Mesa can participate in programs.

Librarian Dallstream reported teens did not want more extracurricular activities; they want meaningful volunteer opportunities. In response, staff began programs for book review bloggers, STARS (sitting together and reading stories), and summer reading assistance. Librarian Dallstream shared the general agenda for YAAC meetings.

Board Member Coulter complimented staff for making activities fun for teens.

In reply to Jim Mosher's inquiries, Librarian Dallstream advised that YAAC had not commented about the teen corner in Mariners Branch. She was not aware of the number of YAAC members who utilize the Mariners Branch.

Resident Ronnie Watkins reported she had noticed teens utilizing the Library but not checking out books. Librarian Dallstream suggested teens are reading books outside the library rather than in the library.

**8. Donation to the NBPL**

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

Library Services Director Hetherton requested the Library Board of Trustees approve a donation to the Library for purchase of books.

Motion made by Board Member Watkins, seconded by Board Member Coulter, and carried (3-0-0-2) to

AYES: Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: Johnson-Tucker, King

**9. Corona del Mar Project Update**

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



Library Services Director Hetheron reported exterior painting is scheduled to begin on October 20. The interior will be painted during that time while the Branch is closed. The changing table has been installed. Staff submitted a work order to repaint the stripes in the parking lot and is awaiting a date for work to begin. ABM Janitorial will clean the carpet and upholstery after the interior is painted.

In reply to Board Member Watkins' query, Library Services Director Hetheron indicated he had not received any new information about a new building.

Assistant City Manager Jacobs advised that staff has been directed to review a couple of sites. Hopefully by mid-November, staff will receive some direction as to whether the fire station will move.

In answer to Vice Chair Ray's inquiry, Assistant City Manager Jacobs reported only the Corona del Mar fire station is being considered for relocation.

Jim Mosher reported Council Member Peotter said the City is considering moving the fire station to Pelican Hill Road. The City would fund the new location by selling the library and fire station sites. However, Council Member O'Neill stated the City would never think of moving the Branch.

**10. Library Services**

Report of Library issues regarding services, customers and staff.

Library Services Director Hetheron reported the notable event in September was International Literacy Day. The Newport-Mesa ProLiteracy Foundation is enjoying a great deal of public support. Support Services Coordinator Melissa Kelly was acknowledged for her work with the Literacy program over the years.

Board Member Watkins noted ProLiteracy Happy Hour is scheduled for Saturday.

**B. Monthly Reports**

**11. 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 collected \$14,800 in September and an additional \$776 from new members. Revenue from book sales advertised through an email blast was \$1,059. The Friends have 466 boxes of books ready for the November sale. Friends members are vigilant in collecting revenue from recycling books.

**12. Library Foundation Liaison Report**

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

Library Services Director Hetheron advised that he attended the meeting in Chair Johnson-Tucker's place. The Foundation provided an overview of their strategy for investments and managing funds.

**13. Witte Lectures Committee Liaison Report**

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

Vice Chair Ray reported the Witte Committee is releasing the names of speakers for the coming year. Guest speakers will be David Frum speaking about *Trumpocracy: the Corruption of the American Republic* in February; David Edelman about artificial intelligence in March; Maira Kalman, author of *Beloved Dog*, in April; and Masha Gessen about Russia and cyberthreats in May.

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

Jim Mosher remarked that he did not see an announcement of the Board of Library Trustees meeting while he was in the Mariners Branch earlier in the day.

**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)**

Library Services Director Hetherington requested an agenda item regarding Library hours.

**IX. ADJOURNMENT – 6:07 p.m.**

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

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p align="center"><b>COMMENT</b></p>	<p align="center"><b>RESPONSE</b></p>
<p align="center"><u>1</u> <u>10/2/2017</u> Email <u>Natalie Basmaciyán</u> <u>Library Services Manager</u> <u>10/2/2017</u></p>	<p>Hello, I am a Librarian with the Fullerton Public Library and I had some questions about your Media Lab. We are considering something similar for our library and was wondering if you could tell how often that lab is used and what programs are popular with patrons? Thank you.</p>	<p>Hi, the Media Lab at our Central Library is comprised of two areas. The main Media Lab offers 9 PC and 5 MAC workstations. The Sound Lab has a MAC workstation and recording equipment. The Media Lab has, on average, 3-7 users throughout the day. The Sound Lab, on average, is used all day long by many different groups. Staff teaches classes in the Media Lab throughout the year, such as Tuesdays @ 2 database classes, Let' Talk Tech evening classes, and a genealogy series. The genealogy series has been the most popular class, with attendance in the 30-35 range each class. We also host Open House-style events, and attendance averages about 25 people. The Open House format allows us to review the hardware and software options, field general technology questions, and promote the eBranch services. The Wacom drawing tablets have been very popular with the public, as are the VHS conversion station.</p> <p>Here is the link to the Media Lab page on our website: <a href="http://www.newportbeachlibrary.org/services/media-lab">http://www.newportbeachlibrary.org/services/media-lab</a> Please feel free to contact me with any other questions.</p>
<p align="center"><u>2</u> <u>10/2/2017</u> Email <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/2/2017</u></p>	<p>Do you accept book donations? Do you accept music CD or movie DVD donations? If so, what is the process? Thank you -</p>	<p>The library gladly welcomes your book, music CD and DVD donations. All donations go to our Friends of the Library Bookstore, where the proceeds from the sales are returned back to the library to purchase new materials and support library programming. You may drop your donations off at any of our locations and you can receive a receipt for your tax purposes if needed. Thank you for considering us for your donations.</p>
<p align="center"><u>3</u> <u>10/3/2017</u> Email <u>Natalie Basmaciyán</u> <u>Library Services Manager</u> <u>10/3/2017</u></p>	<p>Is there a coffee cart or other place to grab a cup of coffee while at the library?</p>	<p>Thank you for contacting the Newport Beach Public Library regarding coffee at the library. The Central Library on Avocado Avenue does have Bistro 24 on the 2nd floor. The Bistro serves coffee and other food items. The Corona del Mar library on Marigold Avenue serves Keurig coffee for \$1.00 per cup. The other two locations do not have coffee available. Please feel free to bring your own coffee at Balboa and Mariners. Please let me know if we may be of further assistance.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>4</u> <u>10/3/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>10/4/2017</u></p>	<p>Hello, The NBPL app on my iPhone stopped working after I upgraded to iOS 11. The App shows below error when I try to open the app - "NBPL needs to be updated. The developer of this app needs to update it to work with iOS 11." Is there any plan to fix this issue?</p>	<p>Thank you for contacting the Newport Beach Public Library regarding IOS 11 app. I have already contacted the City IT staff for a resolution to this issue. Please check back in a few days to see if you can access the app.</p>
<p><u>5</u> <u>10/3/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>10/4/2017</u></p>	<p>Hi, Im currently living in Anaheim but saw that you guys have "The Power of Now" with Eckhart Tolle on audiobook that i would love to rent. Would that be possible? Thank you so much.</p>	<p>Good morning, and thank you for contacting the Newport Beach Public Library regarding this audiobook. You may obtain a free Newport Beach Public Library card at any of our four locations with a valid California photo ID. The library card will provide access to all of our holdings, including the audiobook of The Power of Now. Once you obtain your free card, you may place a hold on the audiobook and check the item out for three weeks. Please let us know if we may be of further assistance.</p>
<p><u>6</u> <u>10/6/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/6/2017</u></p>	<p>I have quite of few business books -- hard cover and soft cover -- in very good condition. Do you accept book donations? If so, who do I contact? Thanks!</p>	<p>The library gladly welcomes your book donations. All donations go to our Friends of the Library Bookstore, where the proceeds from the sales are returned back to the library to purchase new materials and support library programming. You may drop your donations off at any of our locations and you can receive a receipt for your tax purposes if needed. Thank you for considering us for your donations.</p>
<p><u>7</u> <u>10/7/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/9/2017</u></p>	<p>Hello how can I Register for a new library card online?</p>	<p>I am sorry we do not have an option to register for a new library card online. Please visit any of our Newport Beach Public Library locations to obtain a full-access library card. California residents are eligible to receive a free card. There is a short registration form to fill out and we will need to see your valid California driver's license or ID. Thank you for your inquiry.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>8</u> <u>10/9/2017</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>10/9/2017</u></p>	<p>Are you aware that your Boopsie iPhone app is outdated and will not work with iOS 11? Are there plans for a new app?</p>	<p>Thanks, we are aware of the issue and we are communicating with Boopsie to gain a resolution. If Boopsie is unable or unwilling to update to IOS 11 we would certainly be interested in working with a new provider. Thanks for your patience.</p>
<p><u>9</u> <u>10/9/2017</u> <u>Comment Card</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>10/13/2017</u></p>	<p>Direct from NBPL app " NBPL needs to be updated the developers of the app needs to update it" to work with iOS!</p>	<p>Thank you for completing a comment card regarding the IOS app. The City's IT department updated the app this week. Please let me know if we may be of further assistance.</p>
<p><u>10</u> <u>10/10/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>10/10/2017</u></p>	<p>Hello, I am angry and frustrated that I COULD NOT AT ALL CONCENTRATE yesterday afternoon. I was on line and there was a young, couple with 2 small children. This couple DID NOT KEEP their babies quiet while, I myself and everyone else was on line! The late afternoon staff did ABSOLUTELY NOTHING about this issue! I and everyone else were angrily glaring at this woman and her husband for not minding their kids. I strongly suggest that people either just leave their young children AT HOME OR JUST TAKE THEM DOWNSTAIRS TO THE CHILDRENS AREA AND JUST STAY THERE UNTIL WHOEVER THEIR FRIEND OR SPOUSE IS USING THE COMPUTER IS DONE AND JUST LET US ALL HAVE OUR COMPUTER TIME UNDISTURBED INDEED! Thank you very much!</p>	<p>Thank you for contacting the Newport Beach Public Library regarding noise in the computer area. Staff makes every attempt to quell noises and disturbances in the library. In the future, please approach staff at the Reference desk so they may speak with the other customers about the noise level and offer alternatives. Please let me know if we may be of further assistance. (Undeliverable because email provided doesn't exist)</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>11</u> <u>10/10/2017</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>10/10/2017</u></p>	<p>DEAR NEWPORT BEACH, PUBLIC LIBRARY, I AM A PATRON, OF THE NEWPORT BEACH, PUBLIC LIBRARY, NEWPORT BEACH, CALIFORNIA, DURING THE LAST DECADE, I WAS STRANDED, IN NEWPORT BEACH, WAITING, FOR MY WRITINGS, OF OVER 50,000 PAGES, "TO PETITION GOVERNMENT FOR REDRESS OF GRIEVANCES", TO RESULT, UNFORTUNATELY, I AM STILL WITHOUT REDRESS, REPLIES, AND OR , REMEDIES, EXCEPT, FOR ONE E. B. T. FOOD ALLOWANCE, OF \$195.00 EACH MONTH, AND, ONE E. B. T. CASH ALLOWANCE, \$00.22 EACH YEAR, TO DISCOURAGE MY LIFE FURTHER, AS THE POLITICAL MUNCH, DOWNED, MORE THAN THIS. TO THIS, MY "NEW LIFE WITH JESUS CHRIST", AND, "GOOD WORKS WITH FAITH", DISPLACED MY LIFE, TO THE SIDEWALKS, AS "BROKE", EXCEPT, FOR MY MASSIVE EFFORT, TO MAKE MY WRITINGS. I WISH, IT WAS EASY, AS I HAD READ, THE PROCLAMATIONS, OF THE UNITED STATES CONSTITUTION: "TO DESTROY DESPOTIC REGIMES", AND, WITH THE LANDMARK CASE: "THE STATE IS RESPONSIBLE FOR COMMUNICATIONS, BETWEEN PUBLIC LIBRARIES, AND COURTHOUSES", BUT IT IS NOT, THE WELL THOUGHT OF PATH. IT IS, OF COURSE, THE DOWNING, OF THE INNOCENT VICTIMIZED CIVILIANS, TO WHICH, I AM, NOW, ONE FACTOR. FROM THIS, I WISH, TO ELEVATE MY INCOME, VIA, THE NEWPORT BEACH, PUBLIC LIBRARY CAREER OPPORTUNITES, I HAVE EARNED EVERY BIT, OF IT. PLEASE, MESSAGE, IF YOU ARE ABLE, CELLULAR TELEPHONE NUMBERS, AS TEXT MESSAGING, IS UNLIMITED, ACROSS CELLULAR TELEPHONE LINKS, TO MY CELLULAR TELEPHONE NUMBER: 202-317-1115, TO FURTHER INSTRUCTIONS, TO LIVE, AND, WORK, IN NEWPORT BEACH, CALIFORNIA, IT IS, OF COURSE, THE DUTY, OF THE GOVERNMENT' S NEWPORT BEACH, CALIFORNIA, LIBRARY, "TO REDRESS MY GRIEVANCES", AND "WORK" SEEMS, TO BE FAIR, FOR ALL. THANK YOU.</p>	<p>Employment opportunities for the Newport Public Library are listed on the City website at <a href="http://www.newportbeachca.gov/government/open-government/job-opportunities">http://www.newportbeachca.gov/government/open-government/job-opportunities</a>. Currently, there are no vacant positions at Library, but please feel free to check the City site periodically for openings.</p>
<p><u>12</u> <u>10/12/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/13/2017</u></p>	<p>Hello. Could someone please check to see why I stopped receiving emails about books available for pick-up, etc. I have received notifications in the past but have not received anything for the last two books I have put on place hold. Thank you.</p>	<p>I have reviewed our recently e-mailed hold notices. According to our account, we successfully sent you a hold notices on October 10 and September 12. We did not receive an "Undeliverable" message back for either of these notices. I recommend adding our e-mail address to your address book to ensure our notifications are not being filtered into a spam folder or blocked by your service provider. Our e-mail address is <a href="mailto:nbplcirc@newportbeachca.gov">nbplcirc@newportbeachca.gov</a>.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>13</u> <u>10/13/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/13/2017</u></p>	<p>Hi I am wondering if I could buy the used children's books for my kids. Last time I saw that there were the shelves filled with the children's books and someone told me that these are on sale. I'd like to know if it is still on sale. Thanks!</p>	<p>Our Friends of the Library Bookstore, located in the Central Library, sells used children's books. They are open Monday – Saturday from 10:30AM – 4:30PM and on Sunday from 1:00PM – 4:00PM.</p>
<p><u>14</u> <u>10/14/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/16/2017</u></p>	<p>Hi my wife and I have library cards and I have replied once regarding this issue before for my wife and NOW it also appears to be happening to my account also. We have NOT been getting hold, late etc notifications from you site for the last 3 months now regarding books and we share the SAME household email account. But I did receive an email reply when I asked for a correction spelling for my street name on my account, and we also just received another email response asking this same thing regarding my wife's courtesy notice on her book due date. This is getting EXTREMELY frustrating as I just noticed as I was putting books on a list for myself that I currently have 2 ready for pick up that I WASN'T NOTIFIED about. In your previous reply regarding this we were asked to make sure to check our spam folder and make sure the library email was allowed in our address book. Well we have done so I actually had a computer guy come buy and check this all out . He says the issue is at your end. Please get this corrected as we never had this issue before and now its becoming very frustrating. We appreciated getting your email notices as it helped us stay on track. Hopefully you can resolve this Sincerely.</p>	<p>I am sorry you are not receiving your hold notifications via e-mail. I have reviewed our recently e-mailed hold notifications. According to our account, we did attempt to e-mail you notices on Tuesday, October 10 and on Friday, October 13. Both of these notifications were returned "Undeliverable." The returned message stated "There's a problem with the recipient's mailbox," as well as "The following organization rejected your message: dnrco-cmedge01.email.RR.com." I will forward this to our IT Department to have them further investigate the issue you are having. Thank you for communicating with us.</p>
<p><u>15</u> <u>10/16/2017</u> <u>Debbie Walker</u> <u>Branch and Youth Services Coord</u> <u>10/16/2017</u></p>	<p>Are there any Halloween or fall events for family on October 28,2017? My nephew, wife and 3 children (8 yrs. and 6yrs old &amp; 2 months) are coming in from Boston looking for inexpensive events we could do on that Saturday. Is there a fee for your library cards? Thank you</p>	<p>We do not have any special Halloween programming planned for Saturday, October 28 although we do have our regularly scheduled Family Storytime at Central Library at 10:30 am. I'm sure they have some fun Halloween stories and crafts planned for that event. On Tuesday, October 31st at Central we are having a "Halloween Extravaganza" program at 4:00 pm that should also be lots of fun. In terms of library cards, there is no fee for residents of California to get a card here at the library. There is a \$10 annual non-resident fee for those who live outside the state. Hope this information will help you in planning your family's visit at the end of the month. We appreciate your interest in the library.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>16</u> <u>10/23/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>10/23/2017</u></p>	<p>Hello, I was wondering if you had proctors at the library? I have to take an online test with a proctor for an online class through Oregon state and if so have one. Is there anything available this week? Thank you for the help.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding test proctoring. We do offer this service at our Corona del Mar branch. You may make a request by emailing <a href="mailto:testproctoring@newportbeachca.gov">testproctoring@newportbeachca.gov</a>. I have included Andrea on this email, and she coordinates the test proctoring service. Please let me know if we may be of further assistance.</p>
<p><u>17</u> <u>10/23/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>10/24/2017</u></p>	<p>Hi, I am from South Korea. I heard that Newport Beach Library has an esl. I want attend to it. So I want to know how to apply for it? Thanks.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding ESL services. The Library does not offer ESL classes. We do, however, offer a Literacy program for people who possess basic proficiency in English. Please feel free to contact the Literacy office at (949) 717-3874 or at <a href="http://newportliteracy.org">newportliteracy.org</a> to see if you qualify for the program. The Literacy Services tab on the website does have links to ESL opportunities in the community: <a href="http://www.newportbeachlibrary.org/about/literacy-services/literacy-services-links">http://www.newportbeachlibrary.org/about/literacy-services/literacy-services-links</a> Please let me know if we may be of further assistance.</p>
<p><u>18</u> <u>10/24/2017</u> <u>Comment Card</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Processing Coord</u> <u>10/26/2017</u></p>	<p>Please consider emailing the library's courtesy warning that an item is overdue on day 1, not day 4, after 4 days of fines have accumulated. Thank you.</p>	<p>* Spoke on the phone* Explained our system processes for sending notifications and verified that he was receiving all of his courtesy notices including the notification sent 3 days prior to his due dates. He understood our process and thanked me for taking the time to speak with him regarding this matter.</p>



<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>19</u> <u>10/26/2017</u> <u>Letter</u> <u>Rebecca Lightfoot</u> <u>Branch Librarian</u> <u>10/30/2017</u></p>	<p>Why is there no LIGHTING over the desk areas? (There is some, I am aware of that) But there are many desk stations that have NO DIRECT LIGHTING. Yet the stacks are brightly lit. One would think the reverse would be preferable. Patrons spend little time in the stacks (enough to browse + obtain books) then go back to chairs or desks to actually READ THEM. What am I missing? This current arrangement seems completely INSANE. Maybe I AM from another planet - Ive been told that before LOL Where I come from, you insure the areas that get the MOST use (seating areas, tables, desks) receive lighting priority, and the less - utilized areas, such as book stacks, would be secondary. Maybe thats "just how we roll" on MARS, LOL BTW - NOT ALL NEGATIVE LOL Staff is great. Generally very quiet. Internet is strong.</p>	<p>Thank you for taking the time to express your concerns over the lighting at Mariners. I appreciate your thoughts. We are hoping to reconfigure some of the areas in the library in the future, and adding lighting is definitely a concern we plan to address. Please do not hesitate to contact me if you have any other questions or concerns.</p>
<p><u>20</u> <u>10/26/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/26/2017</u></p>	<p>I just checked out a game the Lego Jurassic world and it's not working. :(</p>	<p>I am sorry the game you checked out is not working. I have flagged the item so when you return it, we will send it to our Technical Processing department for evaluation. Thank you for reporting this issue to us.</p>
<p><u>21</u> <u>10/27/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation &amp; Tech Proc Coord</u> <u>10/27/2017</u></p>	<p>Just a few minutes ago I tried to suspend 4 holds but I checked the wrong box and canceled them. I can only remember 2 out of the 4 titles. Is there a way you can look at my account history to see what 4 books I just canceled from my hold list this morning?</p>	<p>Here is the list of canceled titles:</p> <ul style="list-style-type: none"> <li>• What you don't know by JoAnn Chaney</li> <li>• Want by Cindy Pon</li> <li>• The woman who couldn't scream by Christina Dodd</li> <li>• Infomocracy by Malka Older</li> <li>• Vulture by Katie Fallon</li> </ul> <p>I have re-placed the holds for you and frozen the ones that can be suspended. There are two, Want and Infomocracy, that are currently on our shelves so they are not available to freeze.</p>
<p><u>22</u> <u>10/27/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>10/27/2017</u></p>	<p>Just a few minutes ago I tried to suspend 4 holds but I checked the wrong box and canceled them. I can only remember 2 out of the 4 titles. Is there a way you can look at my account history to see what 4 books I just canceled from my hold list this morning?</p>	<p>Thank you for contacting the Newport Beach Public Library. The items that are cancelled are: What You Don't Know, Want, Woman who Couldn't Scream, Infomocracy, Vulture . Please let us know if we may be of further assistance.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>23</u> <u>10/29/2017</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>10/30/2017</u></p>	<p>I was just wondering that if you do not carry certain books, can you get them from other sources/Libraries? Titles I am interested in are: Animal Liberation by Peter Singer and, An Unnatural Order by Jim Mason. Thank you.</p>	<p>Thank you for contacting the Newport Beach Public Library. Staff can request books from other libraries through the Interlibrary Loan service. Each request requires a nonrefundable \$5.00 payment at the time the request is placed. The length of checkout and possibility of renewing is determined by the library loaning the materials. Please come to a Reference desk at any of the NBPL locations to request books. Please let me know if we may be of further assistance.</p>
<p><u>24</u> <u>10/31/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Library Support Coordinator</u> <u>11/1/2017</u></p>	<p>I'm thinking of visiting the Central Library. Is it accessible to wheelchairs and are your bathrooms accessible? All my thanks.</p>	<p>Thank you for inquiring about our Central Library. Yes the building is accessible to wheelchairs. Our first floor restrooms were in fact, remodeled this year and meet the newer building codes. If you need assistance while in the building with navigating the physical location or our collections, please speak with the staff and I'm sure they will be able to assist you.</p>

## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetherton, Library Services Director  
Re: Report of Library Activities – November 20, 2017 Meeting

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### TIM HETHERTON, LIBRARY SERVICES DIRECTOR

**“Excellence is always the result of high intention, sincere effort, and intelligent execution.” ~ Aristotle**

**People like us. They really like us.**

On the heels of *Parenting OC*'s declaration that the NBPL offers the best story times in Orange County, *Orange County Weekly* has named NBPL as the county's best library:

### **Best Of :: Shopping & Services**

BEST OF OC /// SHOPPING & SERVICES /// 2017

BEST LIBRARY

**Newport Beach Public Library**

BY OC WEEKLY STAFF



The rich are different from you and me. They read. In addition to reading, they attend one of the best library speakers' series in Southern California at the architectural marvel that is the central branch of the Newport Beach Public Library. From the outside to the inside, you're invited to read lavishly, as calming greenery surrounds the library and the glass architecture allows you to enjoy it without stepping out. This book depot offers you selections for kids, teens, young adults and seniors from biographies to fresh magazines and newspapers. The library has a built-in espresso bar, complimentary wifi and an outer patio. Enjoy a book, a coffee or both, or just take a nap outside.

1000 Avocado Ave., Newport Beach, (949) 717-3800; [www.newportbeachlibrary.org](http://www.newportbeachlibrary.org)

1000 Avocado Ave., Newport Beach, 92660 **MAP**

949-717-3800

[newportbeachlibrary.org/](http://newportbeachlibrary.org/)

But wait, there's more! Yelp.com is a crowd-sourced local business review and social networking site. The site has pages devoted to public amenities where Yelp users can submit a review of their products or services using a one to five star rating system. Yelp also lists Newport Beach Public Library as number one in the County:

# The Best 10 Libraries in Orange County, CA

Orange County > Public Services & Government > Libraries

\$ SS \$\$\$ \$\$\$\$ Open Now Free Wi-Fi All Filters



## 1. Newport Beach Public Library

212 reviews

Libraries

1000 Avocado Ave  
Newport Beach, CA 92663  
(949) 717-3800



One of the best and biggest libraries I've been to yet. Membership is free for Californian residents. You need to show an ID and proof of address. Massive children's area... [read more](#)

## NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

### St Mary Armenian Festival Outreach

Staff hosted an outreach table at the St. Mary Armenian Festival on October 7<sup>th</sup> and 8<sup>th</sup>. Four new library card accounts were opened and library resources were promoted to the attendees. Several people commented that they have been using the library since meeting staff at last year's festival. 65 people interacted with staff over the two days.

## MELISSA KELLY, SUPPORT SERVICES COORDINATOR

### Literacy

The Literacy's Happy Hour program was successful with more than 85 people in attendance. Lisi Harrison was an amusing and dynamic speaker who got the audience entertained. At the end of the evening, Ms. Harrison selected names in a random drawing to receive a bottle of her specially designed "Dirty Book Club" nail polish. One of the lucky winners was our Trustee, Paul Watkins.

On Sunday, October 22, the Los Angeles Times ran a story about a group sending aid to Venezuela. The woman featured in the article, Tere (Carmen) Caicedo is one of the Libraries Literacy students. Carmen spoke at our International Literacy Day event about her personal mission to "pay it forward" and become an active community member.

<http://www.latimes.com/local/lanow/la-fg-venezuela-food-20171022-story.html>

### Integrated Library System

An Integrated Library System (ILS) is an enterprise resource planning system for a library, used to track items owned, orders made, bills paid, and patrons who have borrowed. It is the core of the Library's computerized operations. We installed the current Millennium system in 2008 and the software is becoming outdated. The Library is seeking a new, updated system. The IT department has budgeted for this system upgrade to occur this fiscal year. A committee of Library, IT and Purchasing staff members have been working together for the past few months writing a Request for

Proposal for a new ILS. The RFP committee finalized the bid document. Purchasing will post the request on PlanetBids portal in early November. We look forward to updating you on this project as it progresses.

### **State Report**

The Library's annual report to the California State Library was completed on October 17. The document includes the circulation, reference and programming statistics as well as expenditures and customer use of technology. There was little change in the numbers from last year.

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

### **Branches**

Halloween themed programs proved to be a big success at all locations. In addition, on Sunday, October 22, Mariners was the venue for another highly successful BARK! event sponsored by the NBPL Foundation Making Memories Program.

CDM received a new coat of paint both inside and out, including a blue accent wall on the interior which adds a nice touch of color there. The branch did close mid-day Tuesday, October 24 due to excessive interior temperatures caused by the week of record-breaking heat. Staff deployed to Central or took flex-time for the remainder of the day.

### **Youth Services**

As part of the Fabulous Fridays @ 4 series, Ammi planned and presented an event inspired by Diwali, the Hindu festival of light. The families in attendance enjoyed hearing the origin tale of the holiday in addition to making their own clay lamp and jeweled painting patterned after Hindu artwork. On Halloween over 200 children and their adults came to the Children's Room to take part in a "Halloween Extravaganza." In addition to hearing Liz and Melinda read some not-so-spooky tales, there were several crafts to make, cookies to decorate and a chance to trick-or-treat in the library. Many came in costume and seemed to thoroughly enjoy the festivities. A big shout-out to Liz and Melinda for the great planning and execution of this popular event.

### **Teen Services**

YAAC held their second meeting of the school year and discussed the two-hour service requirement that each member needs to meet over the course of the school year. Other teen related events held during October included an SAT results program and a session for parents devoted to paying for college, giving advice and information on financial aid and scholarships.

## **MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR**

### **Staffing**

Dianna Sahhar joined our team at the beginning of the month. She is a P/T Library Clerk assigned to work at Central.

### **Training**

We held our quarterly Clerk training sessions. We reviewed the Library's Circulation Policy, our public study and conference room procedures, and best practices for customer service. Natalie Basmacyan also did a presentation highlighting the Daily Pilot archives and talked about the Library's Tech Toy collection.

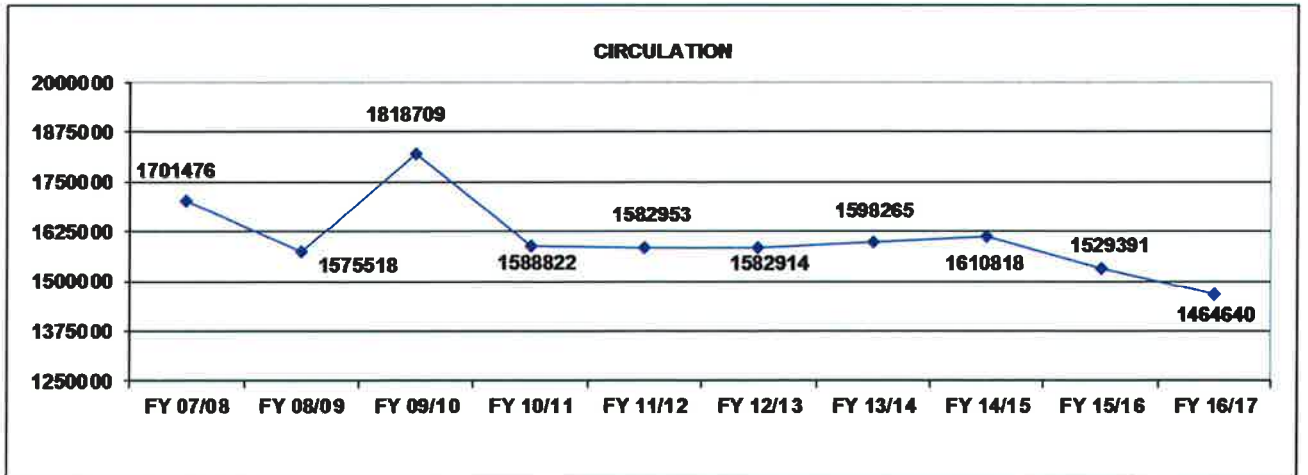
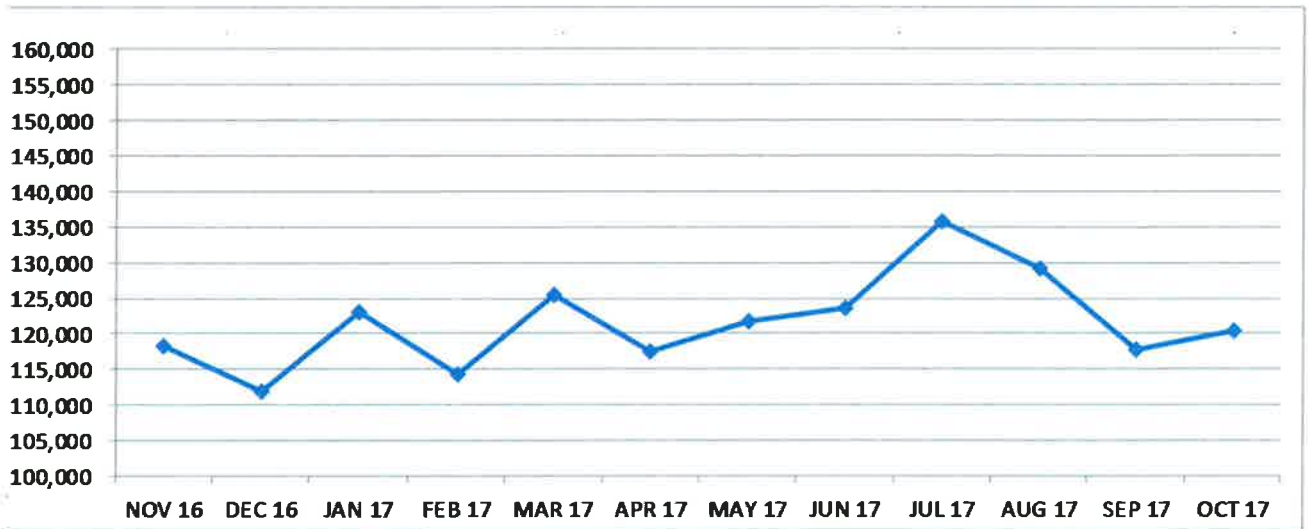
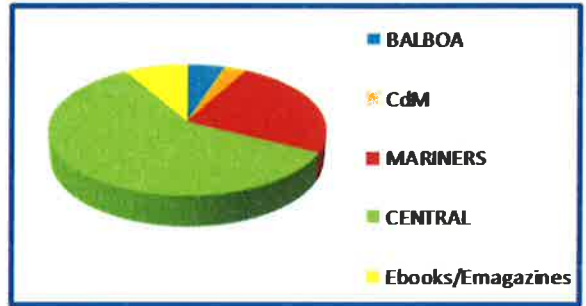
**Proquest Articles Retrieved**

	July	Aug	Sept	Oct	AVG.
Business Databases	430	196	125	282	258
Newspapers--Current	595	303	600	502	500
Newspapers--Historical	627	352	1741	1547	1067
Magazines	6	6	26	42	20

Database FY Comparisons	JUL 2017	AUG 2017	SEP 2017	OCT 2017	YTD 17/18
<b>Tracked by #searches</b>					
Ancestry	3989	3234	2107	716	10046
A to Z Databases	175	274	239	480	1168
AskART	28	287	59	64	438
BioResCtr*	15	39	59	43	156
FoF Ancient Hist	18	47	42	11	118
GDL	27	17	10	3	57
GVRL	33	52	72	147	304
HeritageQuest	3049	1852	2302	1558	8761
Kids InfoBits	53	4	25	63	145
Lynda.com	21181	25073	17173	8077	71504
LitResCtr	21	105	37	27	190
Opposing Vpts*	140	45	55	775	1015
Nat Geo	20	20	12	11	63
Nat Geo Kids	11	10	9	22	52
NoveList Plus	176	185	216	176	753
NoveList K-8 Plus	28	21	106	88	243
ProQuest	1322	875	1462	1668	5327
Ref USA Bus.	1907	1469	1459	7587	12422
Ref USA Res.*	41	58	96	181	376
ScienceFLIX	15	6	10	13	44
Tumblebooks	51	116	184	265	616
World Book Online	8	45	22	24	99
<b>Tracked by #sessions</b>					
Cypress Resume	11	12	10	5	38
Testing & EdRefCtr	46	82	45	62	235
Universal Class	133	111	205	129	578
<b>Tracked by #page views</b>					
Consumer Reports		1405	1133	1158	3696
CultureGrams	239	561	161	331	1292
Morningstar	22380	3474	16425	46200	88479
NetAdvantage	2964	2624	2879	3427	11894
RealQuest	248	1014	81	19	1362
Value Line	14635	15129	16918	18108	64790
<b>Tracked by Hours Used</b>					
Rosetta Stone		297.4	323.2	346.6	967.2

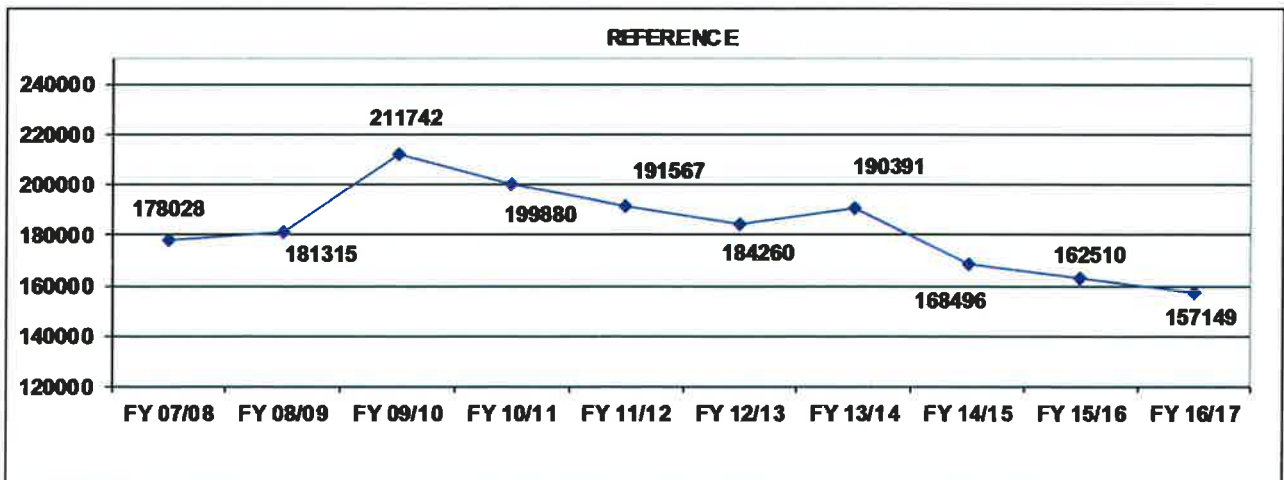
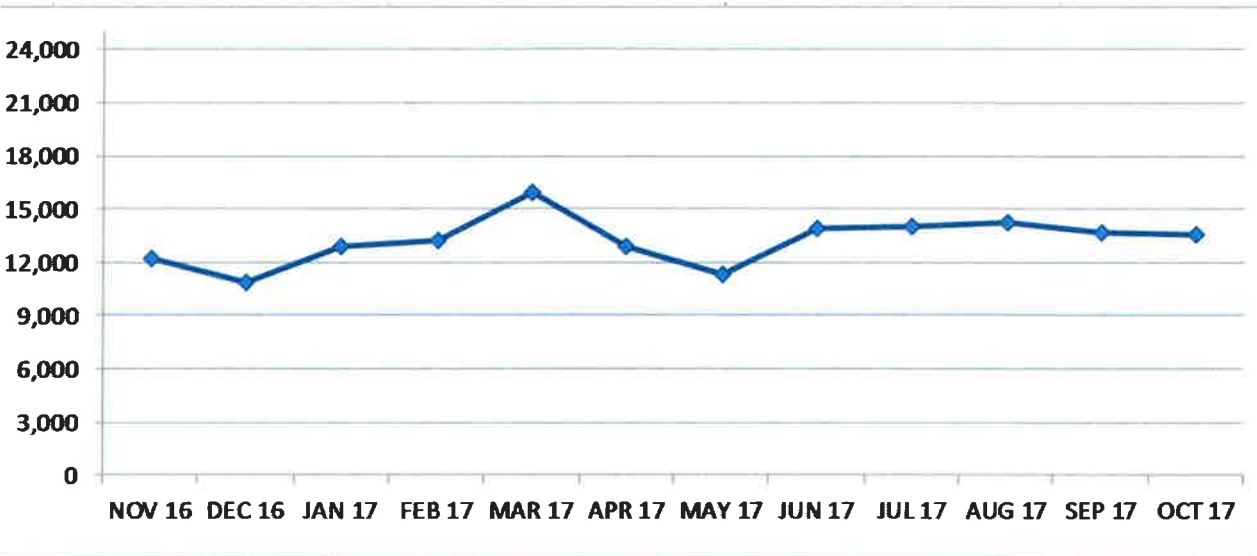
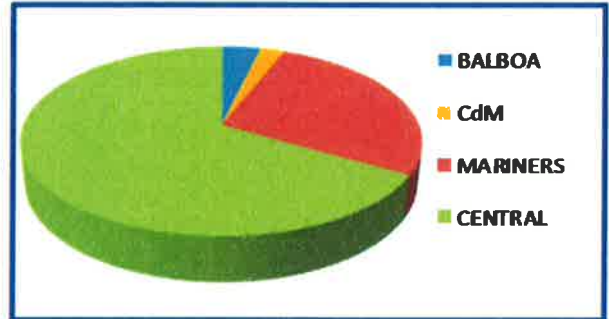
## NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2017 CIRCULATION

	Oct-17	YTD 17/18	YTD 16/17
<b>BALBOA</b>	5,993	26,202	27,496
<b>CdM</b>	3,591	15,550	17,126
<b>MARINERS</b>	29,490	119,823	124,850
<b>CENTRAL</b>	71,246	300,505	300,000
<b>Ebooks/Emagazines</b>	10,028	40,823	39,153
<b>TOTAL</b>	120,348	502,903	508,625



## NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2017 REFERENCE

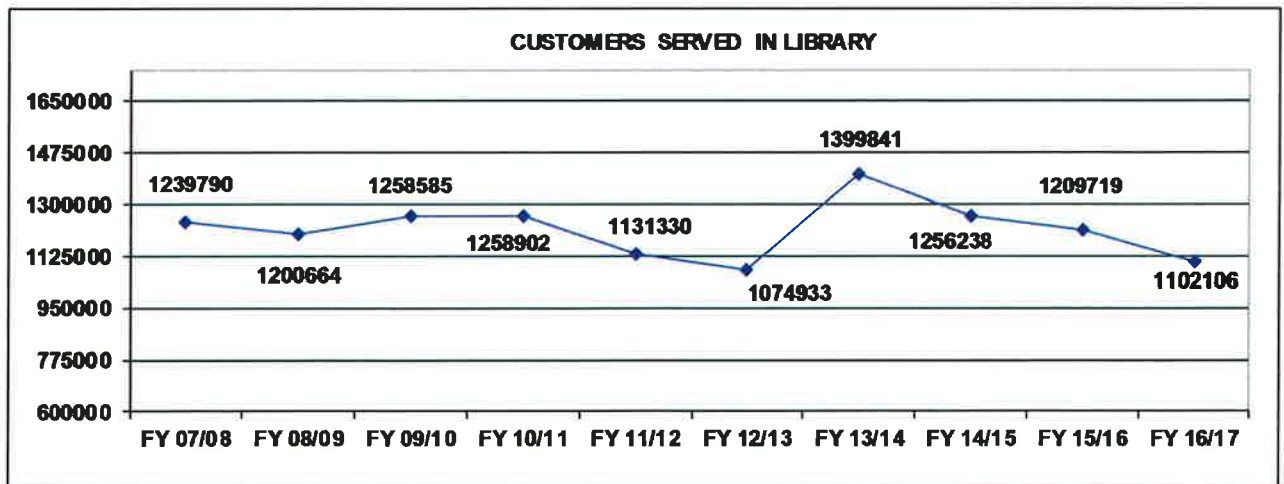
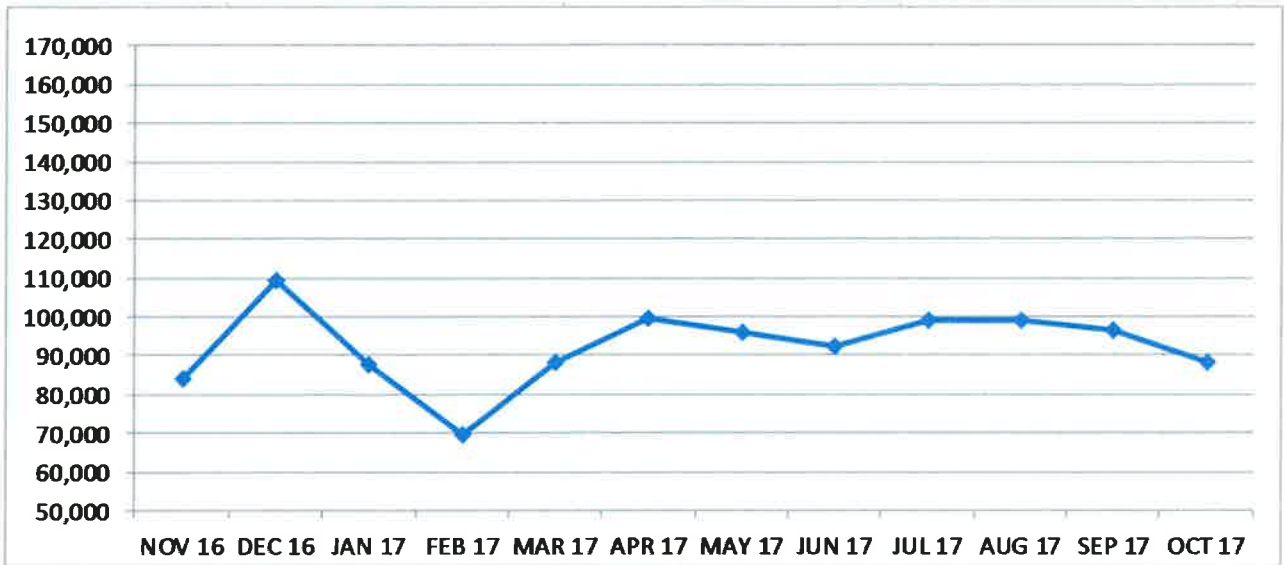
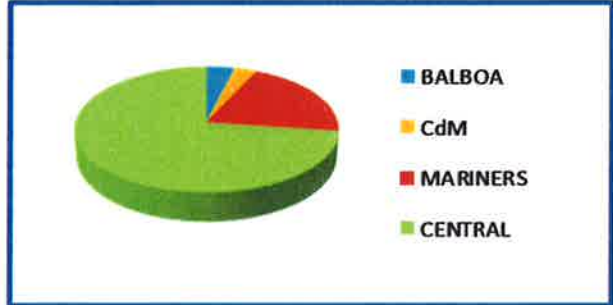
	Oct-17	YTD 17/18	YTD 16/17
BALBOA	498	2,059	2,158
CdM	312	1,618	2,001
MARINERS	3,710	13,830	11,552
CENTRAL	9,051	37,975	38,269
<b>TOTAL</b>	<b>13,571</b>	<b>55,482</b>	<b>53,980</b>





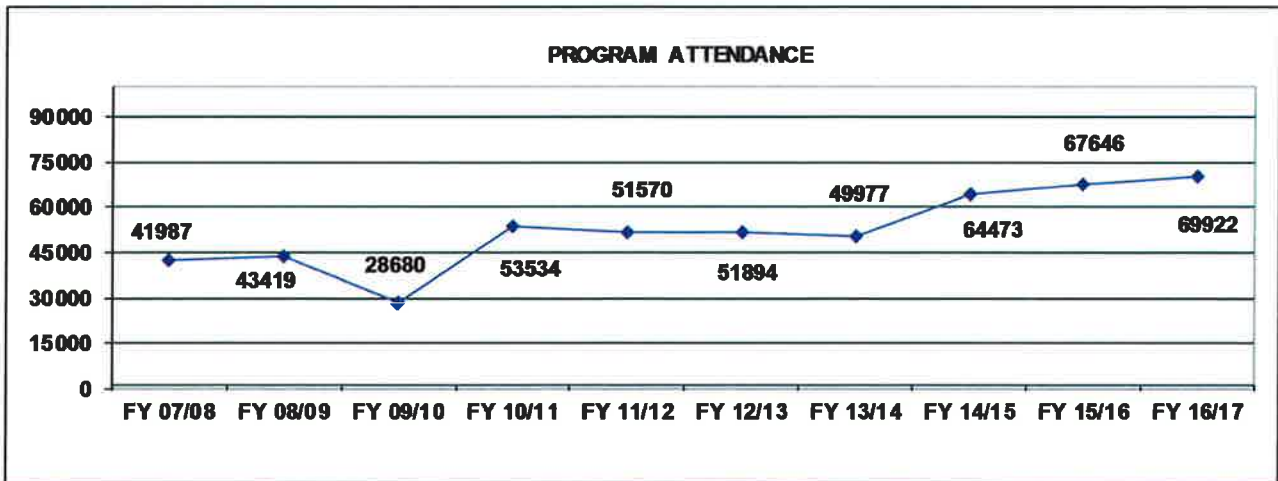
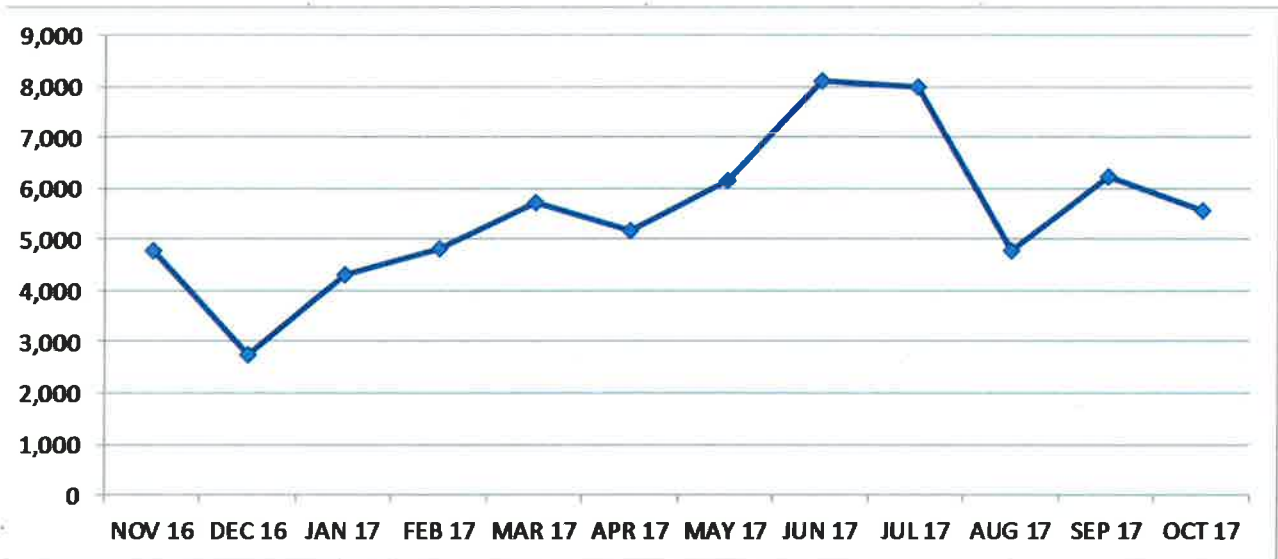
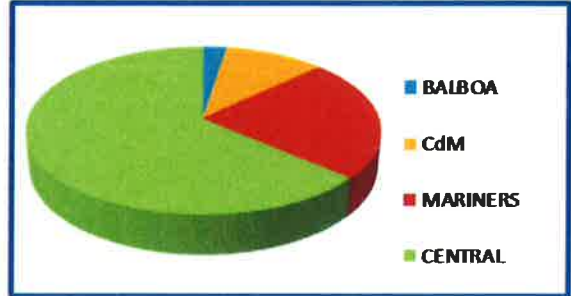
## NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2017 CUSTOMERS SERVED IN LIBRARY

	Oct-17	YTD 17/18	YTD 16/17
BALBOA	3,423	15,935	18,446
CdM	2,827	12,412	12,745
MARINERS	17,701	86,730	78,185
CENTRAL	64,141	267,684	265,754
<b>TOTAL</b>	<b>88,092</b>	<b>382,761</b>	<b>375,130</b>



## NEWPORT BEACH PUBLIC LIBRARY - OCTOBER 2017 PROGRAM ATTENDANCE

	Oct-17	YTD 17/18	YTD 16/17
BALBOA	139	571	518
CdM	582	2,277	2,572
MARINERS	1,298	4,789	4,345
CENTRAL	3,537	16,857	21,210
<b>TOTAL</b>	<b>5,556</b>	<b>24,494</b>	<b>28,645</b>



**LIBRARY EXPENDITURES**  
(July, 2017 through October, 2017)

**2017-2018**

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	OCTOBER 2017	AVAILABLE BUDGET
<b>I</b>					
<b>SALARY &amp; BENEFITS</b>					
SALARY FULL-TIME REGULAR	2,718,341	2,718,341	759,535	203,737	1,958,806
SALARY PART-TIME	994,727	1,032,930	242,162	64,800	790,768
BENEFITS	2,297,473	2,297,473	730,401	372,600	1,567,072
<b>SALARY &amp; BENEFITS TOTAL</b>	<b>6,010,541</b>	<b>6,048,744</b>	<b>1,732,098</b>	<b>641,137</b>	<b>4,316,646</b>
<b>II</b>					
<b>MAINT &amp; OPERATION</b>					
PROFESSIONAL SERVICE*	137,577	137,577	42,227	9,809	95,350
UTILITIES	274,350	274,350	125,302	35,892	149,048
PROGRAMMING	5,500	11,900	2,121	763	9,779
SUPPLIES**	82,170	83,272	28,918	8,117	54,354
LIBRARY MATERIALS	619,740	621,381	351,449	51,958	269,932
FACILITIES MAINTENANCE	174,747	175,271	60,850	21,603	114,421
TRAINING AND TRAVEL	15,075	18,352	2,092	2,011	16,260
GENERAL OPERATING EXPENSES***	24,200	24,251	4,238	2,514	20,013
PERIPHERALS	7,500	7,500	123	0	7,377
INTERNAL SERVICE FUNDS	993,745	993,745	331,248	331,248	662,497
OFFICE EQUIPMENT	2,000	2,000	0	0	2,000
<b>MAINT &amp; OPERATION TOTAL</b>	<b>2,336,604</b>	<b>2,349,599</b>	<b>948,568</b>	<b>463,915</b>	<b>1,401,031</b>
<b>LIBRARY BUDGET TOTAL</b>	<b>8,345,145</b>	<b>8,396,343</b>	<b>2,680,666</b>	<b>1,105,052</b>	<b>5,715,677</b>

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

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

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

## 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
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
Oct 16, 2017	Branch Update - Mariners	Oct 16, 2017
Oct 16, 2017	Youth Services Update	Oct 16, 2017

11-15-2017

**TO:** BOARD OF LIBRARY TRUSTEES

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

**PREPARED BY:** Melissa Hartson, Circulation and Technical Processing Coordinator

**TITLE:** Circulation Policy

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**RECOMMENDATION:**

Staff requests that the Board review, make suggested revisions, and approve the Newport Beach Public Library Circulation Policy.

**DISCUSSION:**

The purpose of the Circulation Policy is to present guidelines for maintaining accurate, efficient, and consistent service procedures throughout the Newport Beach Public Libraries. Periodically, staff will update the Circulation Policy to reflect new collections, to remove policy associated with discontinued collections, and to make revisions to existing policy.

The summaries below address the policy changes as presented in the attached redlined section.

- Section 2.08 - BLU-RAY DISCS: The library began circulating Blu-ray discs in 2011. The Blu-ray is different from a DVD in that it is a high definition disc-based format. This format requires a Blu-ray player to view content, which differs from a DVD player. The Blu-ray player utilizes blue laser technology, which allows the disc to store more content and in turn provides a high definition format allowing viewers to see more depth, color shades and detail while watching it.
- Section 2.11 - STREAMING VIDEOS: The library provides customers the option of checking out streaming videos through our Overdrive service, for which the library is part of a consortium. The loan period for streaming videos, voted on and set by the consortium, is 3, 5, or 7 days.
- Section 3.09 - VIDEO GAMES: Initially, the video game collection was introduced with a 7-day loan period without allowing customers to place holds or renew them. Changing the loan period to 7 days with two renewals and the ability to place holds coincides with the DVD/Blu-ray lending policy, simplifying the circulation process for customers. Letting customers renew video

games provides an opportunity for the gamer to truly delve into the game, enhancing their experience.

- Section 3.10 - EBOOKS: In 2016, the Overdrive consortium of libraries voted to offer a 21-day loan period in addition to the 7 and 14-day loan period options.
- Removal of existing Sections 2.09, 2.17, and 3.16 - BOOK CLUB IN A BAG AND IPOD AUDIO BOOKS: The library introduced the Book Club in a Bag collection in 2011 and added the iPod audio books to the Book Club in a Bag kits in 2012. While circulation statistics were high during the first years for the collection, checkouts have significantly decreased over time and the iPods were not sustainable for the collection.
- Removal of existing Section 3.09 - IPADS: Circulating iPads were repurposed and removed from the Laptop Use Policy in February 2017.
- Section 9.02 - DVD/BLU-RAY MAXIMUM FINES: In September 2013, the Board approved the reduction of daily fines for DVDs and Blu-rays from \$1.00 per day to \$0.25 per day up to the maximum fine. The maximum fine is currently \$20.00. Our ILS (Integrated Library System) is set to post an item's lost charge 40 days after the due date, resulting in a \$10.00 fee at \$0.25 per day. The \$20.00 maximum is not reached with the existing \$0.25 per day fine.

**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).

**ATTACHMENTS:**

- A. Library Circulation Policy
- B. Library Circulation Policy – redlined version
- C. Library Circulation Policy – revised version

# Circulation Policy

## 1.0 Library Customer Cards.

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

## 2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs - Circulating and rental films: feature, documentary, and instructional.

2.09 iPod Audio Books – Audio books pre-loaded on an iPod audio player and circulated with some of the Book Club in a Bag items.

2.10 Video games - Circulating games requiring a dedicated console with a video interface.

2.11 eBooks - Circulating electronic version of a printed book that may be read on a personal computer or hand-held device designed specifically for this purpose.

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops and iPads – Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

2.17 Book Club in a Bag – Circulating zippered bag that contains 10 paperback copies of a book for use by a group. Some of the kits also include an iPod loaded with an audio edition of the titled book.

2.18 Tech Toys – Circulating media and technology equipment such as GoPro camera, USB enabled turntable.

### **3.0 Loan Periods**

Loan periods and renewals for materials vary as stated below.

3.01 Reference materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. 3.05 The loan period for New adult books is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.06 The loan period for rental books is 7 days and may not be renewed. The loan period for a rental DVD is 1 day and may not be renewed.

3.07 The loan period for compact discs is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.08 The loan period for Non-rental DVDs is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.09 The loan period for iPads is 2 hours and may be renewed for two additional 2-hour periods. These devices are for use within the Library building only. See the LAPTOP/IPAD borrowing policy for more details.

3.10 The loan period for Video games is 7 days and may not be renewed.

3.11 The loan period for eBooks is 14 days and may not be renewed.

3.12 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP/IPAD borrowing policy for more details.

3.13 Loans of certain materials are made to teachers for classroom use and to the homebound, with loan period of 4 weeks.

3.14 The loan period for ILL items is determined by the lending library.

3.15 The loan period for an eReader is 21 days and may be renewed for 2 additional 21-day periods if the item has not been reserved.



3.16 The loan period for a Book Club in a Bag is 42 days (6 weeks) and is renewable for 2 additional 42-day periods if the item has not been reserved.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

#### **4.0 Fines and Fees**

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

#### **5.0 Library Privileges**

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees in excess of \$5.00.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

#### **6.0 Placing of Reserves.**

Library customers are permitted to place reserves on general materials and non-rental books, New books, Compact Discs, eBooks, Tech Toys and non-rental DVDs in the collection. Reserves may also be placed for materials which are "on order".

#### **7.0 Confidentiality of Customer Records.**

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

#### **California Government Code § 6267**

*(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)*

Library employees must refer all court-ordered requests to the Library Services Director.

## **8.0 Special Conditions**

### **8.01 Fees for Use.**

Use fees are charged for the DVD and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

## **9.0 Circulation Policies Schedule of Fines/Fees.**

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

### **9.01 Rental Fees**

- Rental DVDs - \$1.00 per day
- Rental Books - \$1.00 for 1 week

### **9.02 Fines for Overdue Materials:**

- General Materials - \$0.25/day to Maximum
- DVDs(non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- Video games and eReader - \$1.00/day to Maximum
- Laptop and iPad - \$5.00/hour
- Book Group in a Bag - \$0.25/day to Maximum
- Tech Toys - \$5.00/day to Maximum

#### **Maximum Fines:**

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs - \$20.00
- CDs - \$10.00
- Video games and eReaders- \$20.00
- Laptops - \$1,200.00
- iPads - \$400.00
- Book Group in a Bag - \$100.00
- Tech Toys - \$100.00

### **9.03 Replacement Cost of Materials - Actual Replacement Cost of Item**

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00

- Periodicals & Paperbacks - \$ 5.00
- DVDs - \$25.00
- CDs - \$20.00
- Video games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- iPad and/or peripherals - \$400.00
- eReader and/or peripherals - \$120.00
- Book Group in a Bag - \$100.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs , Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

#### 9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

**Approved January 19, 1988**

**Amended February 16, 1988**

**Amended July 19, 1988**

**Amended Nov. 21, 1989 - Effective January 2, 1990**

**Amended March 19, 1991 - Effective July 1, 1991**

**Amended August 13, 1992 - Effective October 1, 1992**

**Amended April 20, 1993 - Effective July 1, 1993**

**Amended August 17, 1993 - Effective September 1, 1993**

**Amended November 2, 1993 - Effective January 1, 1994**

**Section 9.04 - Effective July 1, 1995**

**Amended November 21, 1994 - Effective January 1, 1995**

**Amended August 15, 1995 - Effective October 1, 1995**

**Amended September 19, 1995 - Effective October 1, 1995**

**Amended August 19, 1997 - Effective October 1, 1997**

**Amended November 17, 1998 - Effective January 1, 1999**

**Amended December 19, 2000 - Effective January 1, 2001**

**Section 6.02 (reevaluate September 2001)**

**Amended March 20, 2001 - Effective April 1, 2001**

**Amended July 20, 2004 - Effective September 30, 2004**

**Amended June 20, 2006 - Effective June 21, 2006**

**Amended October 17, 2006 - Effective October 18, 2006**

**Amended March 16, 2010 - Effective May 15, 2010**

**Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011**

**Final Approval by the Board of Library Trustees on February 6, 2012**

**Amended and Approved by the Board of Library Trustees on September 4, 2013**

**Amended and Approved by the Board of Library Trustees on September 22, 2014**

**Amended and Approved by the Board of Library Trustees on February 16, 2016**

# Circulation Policy

## 1.0 Library Customer Cards.

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1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

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Library materials are defined as indicated.

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2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs/Blu-rays - Circulating and rental films: feature, documentary, and instructional.

~~2.09 iPod Audio Books – Audio books pre-loaded on an iPod audio player and circulated with some of the Book Club in a Bag items.~~

2.10-09 Video games - Circulating games requiring a dedicated console with a video interface.

2.11-10 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

2.11 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops ~~and iPads~~ – Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

~~2.17 Book Club in a Bag – Circulating zippered bag that contains 10 paperback copies of a book for use by a group. Some of the kits also include an iPod loaded with an audio edition of the titled book.~~

~~2.18-17~~ Tech Toys – Circulating media and technology equipment such as GoPro camera, USB enabled turntable.

### 3.0 Loan Periods

Loan periods and renewals for materials vary as stated below.

3.01 Reference materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. 3.05 The loan period for New adult books is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.06 The loan period for rental books is 7 days and may not be renewed. The loan period for a rental DVD is 1 day and may not be renewed.

~~3.07~~ The loan period for compact discs is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.08 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

~~3.09 The loan period for iPads is 2 hours and may be renewed for two additional 2-hour periods. These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing policy for more details.~~

~~3.10-09~~ The loan period for Video games is 7 days and may ~~not~~ be renewed for two additional 7-day periods if the item has not been reserved.

~~3.11-10~~ The loan period for eBooks is 147, 14, or 21 days ~~and may not be renewed.~~

~~3.11 The loan period for streaming video is 3, 5, or 7 days.~~

3.12 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP/~~IPAD~~ ~~borrowing USE~~ policy for more details.

3.13 Loans of certain materials are made to teachers for classroom use and to the homebound, with loan period of 4 weeks.

3.14 The loan period for ILL items is determined by the lending library.

3.15 The loan period for an eReader is 21 days and may be renewed for 2 additional 21-day periods if the item has not been reserved.

~~3.16 The loan period for a Book Club in a Bag is 42 days (6 weeks) and is renewable for 2 additional 42-day periods if the item has not been reserved.~~

~~3.17-16~~ The loan period for Tech Toys is 7 days and may not be renewed.

#### **4.0 Fines and Fees**

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

#### **5.0 Library Privileges**

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees ~~in excess~~ of \$5.00 or more.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

#### **6.0 Placing of Reserves.**

Library customers are permitted to place reserves on general materials and non-rental books, New books, Compact Discs, eBooks, Tech Toys, and non-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for materials which are "on order".

#### **7.0 Confidentiality of Customer Records.**

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

### **California Government Code § 6267**

*(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)*

Library employees must refer all court-ordered requests to the Library Services Director.

## **8.0 Special Conditions**

### 8.01 Fees for Use.

Use fees are charged for the DVD/Blu-ray and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

## **9.0 Circulation Policies Schedule of Fines/Fees.**

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

### 9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day
- Rental Books - \$1.00 for 1 week

### 9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video games and eReader - \$1.00/day to Maximum
- Laptop and iPad - \$5.00/hour

- ~~Book Group in a Bag - \$0.25/day to Maximum~~
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/~~Blu-rays~~ - ~~\$20.00~~ \$10.00
- CDs - \$10.00
- Video games and eReaders- \$20.00
- Laptops - \$1,200.00
- ~~iPads - \$400.00~~
- ~~Book Group in a Bag - \$100.00~~
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks - \$ 5.00
- DVDs/~~Blu-rays~~ - \$25.00
- CDs - \$20.00
- Video games - \$50.00
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- ~~iPad and/or peripherals - \$400.00~~
- eReader and/or peripherals - \$120.00
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- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/~~Blu-rays~~, Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/~~Blu-ray~~/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

**Approved January 19, 1988**  
**Amended February 16, 1988**



**Amended July 19, 1988**  
**Amended Nov. 21, 1989 - Effective January 2, 1990**  
**Amended March 19, 1991 - Effective July 1, 1991**  
**Amended August 13, 1992 - Effective October 1, 1992**  
**Amended April 20, 1993 - Effective July 1, 1993**  
**Amended August 17, 1993 - Effective September 1, 1993**  
**Amended November 2, 1993 - Effective January 1, 1994**  
**Section 9.04 - Effective July 1, 1995**  
**Amended November 21, 1994 - Effective January 1, 1995**  
**Amended August 15, 1995 - Effective October 1, 1995**  
**Amended September 19, 1995 - Effective October 1, 1995**  
**Amended August 19, 1997 - Effective October 1, 1997**  
**Amended November 17, 1998 - Effective January 1, 1999**  
**Amended December 19, 2000 - Effective January 1, 2001**  
**Section 6.02 (reevaluate September 2001)**  
**Amended March 20, 2001 - Effective April 1, 2001**  
**Amended July 20, 2004 - Effective September 30, 2004**  
**Amended June 20, 2006 - Effective June 21, 2006**  
**Amended October 17, 2006 - Effective October 18, 2006**  
**Amended March 16, 2010 - Effective May 15, 2010**  
**Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011**  
**Final Approval by the Board of Library Trustees on February 6, 2012**  
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# Circulation Policy

## 1.0 Library Customer Cards.

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

## 2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs/Blu-rays - Circulating and rental films: feature, documentary, and instructional.

2.09 Video games - Circulating games requiring a dedicated console with a video interface.

2.10 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

2.11 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops– Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

2.17 Tech Toys – Circulating media and technology equipment such as GoPro camera, USB enabled turntable.

### **3.0 Loan Periods**

Loan periods and renewals for materials vary as stated below.

3.01 Reference materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. 3.05 The loan period for New adult books is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.06 The loan period for rental books is 7 days and may not be renewed. The loan period for a rental DVD is 1 day and may not be renewed.

3.07 The loan period for compact discs is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.08 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.09 The loan period for Video games is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.10 The loan period for eBooks is 7, 14, or 21 days.

3.11 The loan period for streaming video is 3, 5, or 7 days.

3.12 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP USE policy for more details.

3.13 Loans of certain materials are made to teachers for classroom use and to the homebound, with loan period of 4 weeks.

3.14 The loan period for ILL items is determined by the lending library.

3.15 The loan period for an eReader is 21 days and may be renewed for 2 additional 21-day periods if the item has not been reserved.

3.16 The loan period for Tech Toys is 7 days and may not be renewed.

#### **4.0 Fines and Fees**

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

#### **5.0 Library Privileges**

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees of \$5.00 or more.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

#### **6.0 Placing of Reserves.**

Library customers are permitted to place reserves on general materials and non-rental books, New books, Compact Discs, eBooks, Tech Toys, non-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for materials which are "on order".

#### **7.0 Confidentiality of Customer Records.**

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

**California Government Code § 6267***(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)*

Library employees must refer all court-ordered requests to the Library Services Director.

**8.0 Special Conditions****8.01 Fees for Use.**

Use fees are charged for the DVD/Blu-ray and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

**9.0 Circulation Policies Schedule of Fines/Fees.**

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

**9.01 Rental Fees**

- Rental DVDs/Blu-rays - \$1.00 per day
- Rental Books - \$1.00 for 1 week

**9.02 Fines for Overdue Materials:**

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video games and eReader - \$1.00/day to Maximum
- Laptop - \$5.00/hour
- Tech Toys - \$5.00/day to Maximum

**Maximum Fines:**

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video games and eReaders- \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

### 9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- eReader and/or peripherals - \$120.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

### 9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

**Approved January 19, 1988**

**Amended February 16, 1988**

**Amended July 19, 1988**

**Amended Nov. 21, 1989 - Effective January 2, 1990**

**Amended March 19, 1991 - Effective July 1, 1991**

**Amended August 13, 1992 - Effective October 1, 1992**

**Amended April 20, 1993 - Effective July 1, 1993**

**Amended August 17, 1993 - Effective September 1, 1993**

**Amended November 2, 1993 - Effective January 1, 1994**

**Section 9.04 - Effective July 1, 1995**

**Amended November 21, 1994 - Effective January 1, 1995**

**Amended August 15, 1995 - Effective October 1, 1995**

**Amended September 19, 1995 - Effective October 1, 1995**

**Amended August 19, 1997 - Effective October 1, 1997**

**Amended November 17, 1998 - Effective January 1, 1999**

**Amended December 19, 2000 - Effective January 1, 2001**

**Section 6.02 (reevaluate September 2001)**

**Amended March 20, 2001 - Effective April 1, 2001**

**Amended July 20, 2004 - Effective September 30, 2004**

**Amended June 20, 2006 - Effective June 21, 2006**

**Amended October 17, 2006 - Effective October 18, 2006**

**Amended March 16, 2010 - Effective May 15, 2010**

**Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011**

**Final Approval by the Board of Library Trustees on February 6, 2012**

**Amended and Approved by the Board of Library Trustees on September 4, 2013**

**Amended and Approved by the Board of Library Trustees on September 22, 2014**

**Amended and Approved by the Board of Library Trustees on February 16, 2016**

**TO:** Board of Library Trustees  
**FROM:** Tim Hetherton, Library Services Director  
**PREPARED BY:** Tim Hetherton, Melissa Kelly  
**TITLE:** Monthly Financial Report "Library Expenditures" Overview

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**DISCUSSION:**

Staff prepares the monthly financial report (i.e., "Library Expenditures") with figures derived from enterprise resource planning system Tyler-Munis. Designed to encompass a wide range of public sector needs, City staff uses Tyler-Munis to manage municipal accounting, budgeting and procurement.

The financial report separates expenditures into two categories: Salary & Benefits (employees) and Maintenance & Operations (material and services). The Library Budget Total is the sum of these two categories. The Maintenance & Operations line expenditure categories, shown on the report, corresponds and is consistent with the City's grouping of accounts. Staff has pulled out *Library Materials* and *Training and Travel*, to highlight for Board review, since we consider these important elements of our operations. Library staff has derived the names for the categories in Maintenance & Operations from City nomenclature.

The report includes budget information from the most recent completed month; for example, the November financial report will include budget expenditures from October 2017. The financial report shows the following categories: originally appropriated amounts, revised budget, and year-to-date expenditures:

- **Original Appropriation:** The amount that the City puts into the Library's budget after City Council approval. The Library staff works with Finance staff within parameters set by the City Manager to arrive at these amounts.
- **Revised Budget** shows amounts added to the original budget throughout the year. These additions come from several sources including the California State Library Literacy Grant, donations from support groups to the Literacy program, small private donations given directly to the Library, and adjustments made by the City for a distinct purpose. In the first quarter of the fiscal year, there will also be additions to the budget, which come from the rollover of donated and/or grant funds not spent in the previous year. These funds cannot be moved into the City's General Fund at the end of the year since they were provided to the Library from outside sources for particular expenditures. Funds in the Friends and Foundation accounts "roll over" from one fiscal year to the next, whereas any unspent funds originally allocated from the City are returned to the General Fund.

The Board of Library Trustees approves all budget revisions. Gifts provided to the Library from the Friends of the Library and the Newport Beach Public Library Foundation are presented to the Board and the public in separate reports.



- **Year to date Expenditures:** this category refers to the expenditures for the period beginning the first day of the current fiscal year up to the current date.

**Monthly Expenditures:** Secretary Watkins and Library Services Director Hetherington feel that the addition of a fourth column that shows the expenditures for the most recent complete month will be helpful to both the Board of Library Trustees and the public. Because the Library makes some expenditures on a quarterly, semi-annual, or an annual lump sum payment, the financial report will sometimes show wide variation in expenditures from month to month rather than a consistent and predictable monthly pattern. For example, this occurs in the November 2017 report in the Benefits column. Some monthly expenditures will fluctuate since not all accounts are charged on a monthly basis. For example, the Internal Service Funds are only charged quarterly, so there will be no change from the prior month's expenditure for those accounts. Astute observers will also see a large amount expended in the Library Materials budget line during the first quarter of the year and lesser in later months. This is because large payments for subscription services, such as magazines and databases, are paid in the first quarter, thereby depleting a large portion of the budgeted funds.

The financial report includes a line item called Internal Service Funds. The Library uses Internal Service Funds for some expenditures, such as Information Technology and automobiles. The City establishes Internal Service Funds to account for any activity that provides goods or services to other departments on a cost-reimbursement basis. There are two purposes for this line item. The first is that an Internal Service Fund is somewhat akin to a savings account that each City Department places funds into for purchasing vehicles, computer equipment, software, and systems. These purchases are predictable and based on replacement cycles. In the coming year, the Library will purchase an Integrated Library System with funds that have been accruing in the City's IT Internal Service Fund. We will also be replacing the Library van using the Vehicle Replacement fund. The second purpose for Internal Service Funds is to pay for IT support and general liability insurance. The budgets for these funds are calculated using formulas that include staffing numbers, facilities and other usage statistics.

Support group funding is an important element of the Library budget. The funds donated to the Library by the Friends of the Newport Beach Public Library and the Newport Beach Public Library Foundation are expended in separate accounts, and are presented to the Board and the public in separate reports. This facilitates the easy rollover of those funds at the end of the year if staff has not been able to complete every project on the donation list. Staff reports these expenditures to the Board and to the support group on a quarterly basis. Funds raised by the Newport MesaProliteracy group are deposited directly into the operating budgets for the Literacy Program. These are easy to pull out at the end of the year for rollover since they are the only funds left in those account numbers. The funding that is in the City's original budget for Literacy salaries are used in the first part of the year.

If the Library was to receive a large donation outside of a support group, there is an established account that it can be deposited into, but that would only be used for funds that will not be expended in the current year.

**NOTICING:**

The 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](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Tim Hetherton

**TITLE:** Corona Del Mar Branch Update – November 2017

**DISCUSSION:**

At the October 24 regular meeting, City Council directed Public Works to seek new bids for the CDM Branch/Fire Station project.

If the City awards a contract, Public Works will use the design created by Kelley Needham of WLC Architects and approved by the BLT in 2015. The facility will be built on the branch's present site.

Public Works Deputy Director Mark Vukojevic says that the bid will most likely go out in early January 2018, and that the bid could be approved in late January or early February, with the project commencing in March 2018.

Staff will start the process of closing the branch as soon as a contract is awarded.

**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).