



# CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Public Library - MARINERS BRANCH  
1300 Irvine Avenue, Newport Beach, CA 92660

Monday, October 15, 2018 - 5:00 PM

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

Janet Ray, Chair  
Paul Watkins, Vice Chair  
Douglas Coulter, Secretary  
Kurt Kost, Board Member  
Jill Johnson-Tucker, 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 given to the Administrative Support Specialist.*

*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 September 17, 2018 Board of Library Trustees Meeting**

[02 MINUTES](#)

**2. Customer Comments**

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

[03 CUST COM](#)

**3. Library Activities**

Monthly update of library events, services and statistics.

[04 LIB ACTIVITIES](#)

**4. Expenditure Status Report**

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

[05 EXPENDITURES](#)

[06 FOL DONATIONS](#)

[07 FOUND DONATIONS](#)

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

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

[08 MON LST](#)

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Mariners Branch Update**

Staff will provide the annual overview of Mariners Branch operations, to include review of parking issues.

[09 MARINERS UPDATE](#)

**7. Youth Services Update**

Staff will provide the annual overview of Youth Services.

[10 YOUTH SERV UPDATE](#)

**8. Corona del Mar Branch Project Update**

Staff will update the Board on the Corona del Mar Branch Library replacement project.

[11 CDM UPDATE](#)

**9. CLLS Literacy Grant**

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

[12 LITERACY GRANT](#)

**10. Donation to the Newport Beach Public Library**

Staff requests that the Board accept a \$25 donation made to the Newport Beach Public Library.

[13 NBPL DONATION](#)

**11. Lecture Hall Update**

Trustee Johnson-Tucker will provide an update on activities related to efforts to integrate a lecture hall on the Central Library site.

**12. Library Services**

Report of Library issues regarding services, customers and staff.

**B. Monthly Reports**

**13. Friends of the Library Liaison Report - DC**

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

**14. Library Foundation Liaison Report - JJT**

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

**15. Witte Lectures Committee Liaison Report - KK**

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

**16. Literacy Services Liaison Report - TH & PW**

Trustee update of the most recently attended Literacy Services Advisory Board meeting.

**17. Library Live Lectures Liaison Report - JR**

Trustee update of the most recently attended Library Live Lectures Committee's 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**

## CITY OF NEWPORT BEACH

Board of Library Trustees  
Newport Beach Public Library  
1000 Avocado Avenue, Newport Beach 92660  
Meeting Minutes  
September 17, 2018 - 5:00 p.m.

I. **CALL MEETING TO ORDER** – 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: Chair Janet Ray, Vice Chair Paul Watkins (departed at 6:09 p.m.),  
Secretary Douglas Coulter, Board Member Jill Johnson-Tucker,  
Board Member Kurt Kost

Trustees Absent: None

Staff Present: Tim Hetheron, Library Services Director  
Elaine McMillion, Administrative Support Specialist  
Natalie Basmacyan, Library Services Manager  
Melissa Hartson, Circulation & Technical Processing Coordinator  
Debbie Walker, Branch & Youth Services Coordinator  
Cherall Weiss, Literacy Coordinator

III. **NOTICE TO THE PUBLIC**

IV. **PUBLIC COMMENTS**

None

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the August 20, 2018 Board of Library Trustees Meeting**

Vice Chair Watkins incorporated Mr. Mosher's suggested revision of September 13 for International Literacy Day in Item VI.B.16 on page 5.

Motion made by Board Member Coulter, seconded by Board Member Kost, and carried (3-0-2-0) to approve the Minutes of the August 20, 2018 meeting.

AYES: Ray, Coulter, Kost

NOES:

ABSTENTIONS: Watkins, Johnson-Tucker

ABSENCES:

**2. Customer Comments**

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

Vice Chair Watkins disagreed with the customer comment dated July 30, 2018 regarding use of the tables in the dining area. Additional tables in the dining area would be good. The space should not be limited to dining. Anyone should be able to use the tables for any Library-related purpose. Library Services Director Hetherton had shared with him that additional tables and chairs will be placed in the dining area. With respect to the customer comment dated August 27, 2018 regarding the genealogy series, Library Services Director Hetherton had advised that a new Adult Services Coordinator or other staff may take on the role in the future. With respect to the August 29, 2018 comment regarding parking at Mariners Branch, Library Services Director Hetherton had suggested a parking study. Parking is a recurring problem.

Library Services Director Hetherton suggested he speak with Public Works Director Webb to request a Mariners parking study. City staff has ordered additional tables and chairs, and some of them will be placed in the patio and indoor dining area. The dining area is important for tutoring.

Chair Ray suggested additional parking at the Mariners Branch Library could enhance customers' experience of the Library.

Board Member Johnson-Tucker remarked on the possibility of expanding Mariners Branch parking into the adjacent park.

Chair Ray thanked staff for responding to customer comments.

**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.

Vice Chair Watkins remarked that Mr. Mosher's comments regarding Library Activities, Expenditure Status Report, and the Monitoring List were not well taken. If Mr. Mosher cared to comment orally, Vice Chair Watkins would respond.

Board Member Johnson-Tucker noted the lack of items on the Monitoring List for November and December. Library Services Director Hetherton indicated staff could present additional policies for review.

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to approve Consent Calendar Items V.A.2–V.A.5.

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

NOES:

ABSTENTIONS:

ABSENCES:

## VI. **CURRENT BUSINESS**

### A. **Items for Review**

#### 6. **Literacy Program Update**

Literacy Coordinator Cherall Weiss and Newport/Mesa ProLiteracy's Board President Eve-Marie Kuntzman will give an oral report on the Literacy program and events.

Literacy Coordinator Cherall Weiss reported that members of ProLiteracy are actively trying to connect with other organizations, businesses, and the community. In addition, members are increasing the use of social media. ProLiteracy is varying the mix of classes and adding workshops for public speaking, financial literacy, legal issues, and docent tours of museums. Currently, ProLiteracy has 132 active learners, 101 active tutors, and 25 other volunteers. Because the Library has limited space available for learners and tutors to work, the dining area has been a godsend, and additional tables and chairs are welcome. Literacy Day was an amazing event, where learners' writings were shared. The third annual Happy Hour featuring Aimee Bender is planned for October. The annual luncheon sold out prior to the event and netted slightly less than \$25,000. The Career Online High School program had ten original scholarships, and four learners graduated the prior week. ProLiteracy will be obtaining more scholarships for potential high school graduates.

In response to questions, Literacy Coordinator Weiss related that the accredited Career Online High School program is part of ProLiteracy. The program is offered jointly by the Library and ProLiteracy and costs about \$1,500 per student. The State matches funds raised for the program. ProLiteracy is promoted to the community through articles, mailers, and social media and works with the State to market the high school program. Over the past two years, fundraising for ProLiteracy has been good such that all programs are funded. Companies have funded scholarships for the Career Online High School program. Joanna Ordonez has replaced previous Literacy Assistant Victoria Okolo.

Board Member Kost suggested the café offer a food discount to tutors.

#### 7. **Study Room Policy Review**

Staff requests that the Board review the Study Room Policy.

Library Services Director Hetherington reported the Study Room Policy is working well as written, and he sees no reason to modify it.

Vice Chair Watkins remarked that Mr. Mosher made some good points in his comments. The dates of adoption and revision should be added at the end of the policy, and the number of the policy should be added in the upper right-hand corner of the policy.

In response to Chair Ray's query, Board Member Johnson-Tucker the subcommittee work is complete.

Board Member Johnson-Tucker recommended the first sentence of the policy be revised to "there are three study rooms available." In the second sentence of the second paragraph, "a use" should be "use."

In reply to Board Member Johnson-Tucker's inquiry, Library Services Director Hetherington indicated the Charles Sword Meeting Room is reserved for groups of six or more who want to hold discussions. The Library does not have a separate policy for it, but staff can develop one.

After some discussion of groups going to the reference desk, as stated in paragraph 3, and the purpose of going to the reference desk, Board Members agreed that the final sentence should read "a representative of the group must go to the reference desk before their scheduled session to check in."

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to adopt revisions to the Study Room Policy as discussed during the meeting and to direct staff to present a revised policy to the Board of Library Trustees in October for approval.

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

Jim Mosher commented that the absence of study rooms at Branches has been often noted, and study rooms at all Branches would be nice.

**8. Expressive Use Areas Policy Review**

Staff requests that the Board review the Expressive Use Areas policy and designate and approve the placement of an Expressive Use Area for the new Corona del Mar Branch.

Library Services Director Hetherington did not recommend any changes to the Expressive Use Areas Policy. An Expressive Use Area will be designated for the Corona del Mar Branch when it is complete and ready to open. In reply to Mr. Mosher's comments, Library Services Director Hetherington stated the Library Services Director has the authority to deny use under certain circumstances. During weekend and evening hours, staff has a designated person in charge (PIC) who can grant permission to use the area. The user checks in and staff reviews the policy with them. In case of rain, staff allows the user to move the table beneath the overhang. As long as there are no negative impacts on other Library users then the designated areas may be used.



Vice Chair Watkins recommended the label NBPL 9 and the revision and adoption dates be added to the policy. In Item 3 of the policy, the comma between "Library" and "use" should be deleted. On the website, the location links should be labeled to correspond to Item 2 in the policy. Item 8 about banners will be deleted.

Following a discussion of the use of banners and retaining a written banner policy for staff's use and the Board's reference, the Board of Library Trustees determined Item 8 should be deleted from the Expressive Use Areas Policy and inserted into the Library's operational policy.

In answer to Chair Ray's inquiry, Library Services Director Hetherington explained that the area is located to the side of the entryway so that patrons can access the Library.

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to incorporate revisions to the Expressive Use Areas Policy as discussed during the meeting

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

**9. Corona del Mar Branch Project Update**

Staff will update the Board on the Corona del Mar Branch library replacement project.

Library Services Director Hetherington announced that the construction project is four months ahead of schedule and under budget. The Public Works Department had the contractor install a layer of cork in the second-floor hallway near the fire station living quarters and replace the vinyl composition, floor tiles with carpet.

Board Member Coulter shared his conversation with Mark Vukojevic wherein Mr. Vukojevic agreed to arrange a tour of the project for the Board of Library Trustees.

Board Member Kost remarked that this project would help to lay the foundation for rebuilding the Branch on the Peninsula in similar format.

In reply to Chair Ray's question, Branch & Youth Services Coordinator Debbie Walker reported that there are two children's programs per week scheduled at the Community Youth Center.

**10. Library Journal Three-Star Libraries Comparison**

Staff will present a comparison of library Journal Three-Star Libraries.

Library Services Director Hetherington reported the Library is in the middle of the rankings for three-star libraries of the same expenditure group with the exception of the library visits category. The number of library visits shows the Library is well used and a desirable place to be. Compared to four-star libraries of the same expenditure group, the Library is consistently number two with the exception of public computer use. The Library is very competitive with four-star libraries. He attempted to find the algorithm for ranking libraries,

but the Library Journal had closed their website. He will search again when the Library Journal names the new star libraries in December. Staff will continue their efforts to improve. Mr. Mosher's suggestion of counting minutes of computer use rather than sessions is a good one, as many continue their computer sessions when no one else is waiting. If the Library Journal added a category for Wi-Fi sessions, the Library would rank highly.

In response to questions from Board Members, Library Services Director Hetherington advised that he had not contacted the Library Journal to ask why the Library received three rather than four stars. Staff is compiling the data for 2017 to submit to the Library Journal and can prepare a comparison of 2015 data and 2017 data. Populations for the cities reported are not always comparable.

Board Member Johnson-Tucker remarked that three stars is not shabby. Newport Beach residents purchase books rather than check them out from the Library. Perhaps the Library's data is not exactly comparable to data reported by other libraries.

Board Member Coulter found it interesting that grouped libraries, such as Irvine, are not on the list.

Director Hetherington noted that a large percentage of local homeowners have internet service in their homes so do not need to visit the Library's public computers.

Vice Chair Watkins suggested staff invite staff from the Library Journal to lunch and ask how the Library can improve. He concurred with Mr. Mosher's suggestion to provide Policy Binders at Central Library and each Branch and requested staff confirm the correct Mission Statement is shown on the Library website.

Vice Chair Watkins departed the meeting at 6:09 p.m.

Jim Mosher agreed that the reporting of statistics may not be uniform across libraries. Allowing lengthy sessions on public computers may not benefit the Library's statistics. He questioned whether staff responds to the State and Federal surveys independently or whether one survey utilizes the data reported to the other survey.

Circulation & Technical Processing Coordinator Melissa Hartson explained that the Library Journal gives specific instructions for gathering and reporting data. The State report contains information from the Federal report.

#### **11. Lecture Hall Update**

Board Member Johnson-Tucker will provide an update on activities related to efforts to integrate a lecture hall on the Central Library site.

Board Member Johnson-Tucker reported the team met with the architects the prior Friday. The architects explored three possible sites and suggested the area near the donor wall as the preferred location. Two sites were not preferred because one would block the Stahr Room in the Children's section and the other is not quite large enough. The preferred site is located near the donor wall. This location would eliminate 18 parking spaces. However, adding spaces near the chiller yard might be a solution. There were concerns about making the side wall attractive. Trustee Johnson-Tucker will speak with the Newport

Beach Library Foundation Board, and the focus group members formed by the Assistant City Manager. The next steps include obtaining more information. The plans could then be prepared for public for comment.

In response to questions, Board Member Johnson-Tucker explained that the plans call for a one-story structure. The San Diego lecture hall seats approximately 300; whereas, the preferred site could seat 348. She had visited with the Irvine Company, but they were not receptive to a location near their employee parking area adjacent to the Central Library parking area. The primary challenges for the project are parking and funding.

Chair Ray noted the preferred site connected to the Library entry and the bamboo garden was a plus. Visitors to the lecture hall would arrive through that area.

Toby Larson advised that use of a rooftop deck on the structure would be dependent upon the weather during the events.

Board Member Kost suggested reorienting the building so that the entryway flows into the Library and the lecture hall.

Jim Mosher remarked that a lecture hall on the preferred site should complement the Library entry. The need for a lecture hall is not great enough to justify detracting from the welcoming appearance of the Library.

**12. Library Services**

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

Library Services Director Hetherington reminded Board Members that ProLiteracy's Happy Hour with Aimee Bender is scheduled for October 6. Library Administration staff's retreat is planned for November 9. He will present staff's customer service goals to the Board for comment in after the retreat. Branch & Youth Services Coordinator Debbie Walker is preparing events to celebrate Central Library's 25th anniversary in 2019. An open house scheduled September 20 from 7:30 – 9:00am for City staff will help introduce them to the various library services; Board Members are invited.

**B. Monthly Reports**

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

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

Board Member Coulter reported the Friends of the Library bookstore sales have increased 5.2 percent compared to 2017, and net income has increased 6 percent. Income from Amazon sales has increased 35.8 percent and averages \$24 per book. Sales from the bookstore and quarterly sale in August totaled \$20,412. Membership now totals 884.

**14. Library Foundation Liaison Report**

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

Toby Larson, Newport Beach Public Library Foundation Board Member, announced that the new Foundation Program Director is Kunga Wangmo-Upshaw. He thanked the Board of Library Trustees who attended the Foundation's donor event.

**15. Witte Lectures Committee Liaison Report**

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

Nothing new to report.

**16. Literacy Services Liaison Report**

Trustee update of the most recently attended Literacy Services Advisory Board meeting.

Nothing new to report

**17. Library Live Lectures Liaison Report**

Trustee update of the most recently attended Library Live Lectures Committee's meeting.

Nothing new to report.

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

None

**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)**

None

**IX. ADJOURNMENT – 6:50 p.m.**

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
SEPTEMBER 2018**

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p align="center">COMMENT</p>	<p align="center">RESPONSE</p>
<p align="center"><u>1</u> <u>9/5/2018</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/6/2018</u></p>	<p>Hello. I used to live in Northern California, where they had a lawyer at the public library one day a week for a few hours giving law advice. Is that available at this library?</p>	<p>Thank you for contacting the Newport Beach Public Library regarding law advice and resources. I have been in contact with the Orange County Public Law Library to begin such a service. The OC Public Law Library is in the process of hiring a new Director and is not staffed to provide this service yet. Please feel free to contact the OC Law Library directly to receive law advice. Their contact information is:</p> <p align="center">Orange County Public Law Library 515 North Flower Street Santa Ana, CA 92703 (714) 338-6790</p> <p>Please let me know if we may be of further assistance. Sincerely.</p>
<p align="center"><u>2</u> <u>9/5/2018</u> <u>Email</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/6/2018</u></p>	<p>Hello, I am a frequent visitor of the library but I can't seem to find recycling and composting bins inside the library. Does the Newport Beach Library not recycle?! Regards,</p>	<p>Thank you for contacting the Newport Beach Public Library regarding recycling. The City of Newport Beach requires the trash contractor, CR&amp;R, to sort all refuse to remove items for recycling. Rest assured that anything you place in a City trash receptacle will be sorted for recycling. Here is the link to the City's information page:</p> <p align="center"><a href="https://www.newportbeachca.gov/government/departments/public-works/municipal-operations/trash-recycling/waste-services#Recycling">https://www.newportbeachca.gov/government/departments/public-works/municipal-operations/trash-recycling/waste-services#Recycling</a></p> <p>Please let me know if we may be of further assistance. Sincerely.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>3</u> <u>9/6/2018</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>9/6/2018</u></p>	<p>Hi, I am an architecture student at Cal Poly Pomona. I am doing a case study project on your library. I was wondering if you had the actual floor plans of the building. Thank you for your time and help. Sincerely.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding the library floorplans. Here is the link for the Central Library floorplan:</p> <p><a href="https://www.newportbeachlibrary.org/about/hours-and-locations/central-library/central-library-floorplan">https://www.newportbeachlibrary.org/about/hours-and-locations/central-library/central-library-floorplan</a></p> <p>Here is the link for the Balboa branch floorplan:</p> <p><a href="https://www.newportbeachlibrary.org/home/showdocument?id=52171">https://www.newportbeachlibrary.org/home/showdocument?id=52171</a></p> <p>Here is the link for the Mariners branch library:</p> <p><a href="https://www.newportbeachlibrary.org/Home/ShowDocument?id=53237">https://www.newportbeachlibrary.org/Home/ShowDocument?id=53237</a></p> <p>The Corona del Mar branch library is being rebuilt. The floorplan will be available in Spring or Summer of 2019 on the library's website. You may find all the floorplans under the "About Us" tab at <a href="http://newportbeachlibrary.org">newportbeachlibrary.org</a>. Please let me know if we may be of further assistance. Best wishes at Cal Poly Pomona! Sincerely.</p>
<p><u>4</u> <u>9/14/2018</u> <u>Email</u> <u>Helen Medina</u> <u>Reference Librarian</u> <u>9/14/2018</u></p>	<p>Where can I find in the website to reset my password? I forgot my password</p>	<p>Thank you for contacting the library. In order to reset your password for Lynda.com, please contact the Lynda.com Customer Service department at (888) 335-9632. Unfortunately, library staff cannot reset a password and there is not an online reset process, either. This phone number is located on our eBranch Databases page if you ever need to look it up again: <a href="https://www.newportbeachlibrary.org/ebranch/eresources">https://www.newportbeachlibrary.org/ebranch/eresources</a>. Sincerely.</p>
<p><u>5</u> <u>9/17/2018</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circ &amp; Tech Proc Coord</u> <u>9/17/2018</u></p>	<p>Dear librarians, I would please like to know how to pay online for late books. Could you please email me back what to do.</p>	<p>You may pay your fees through the library's website, <a href="http://www.newportbeachlibrary.org">www.newportbeachlibrary.org</a>. There is a "My Account" link located at the top of the home page. You will be prompted to enter your last name and library card # when you click on the "My Account" link. After you login, you will click on the amount owed and follow the prompts to enter your payment.</p> <p>Thank you for your inquiry.</p>

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>6</u> <u>9/17/2018</u> <u>Comment Card</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/19/2018</u>	Greetings, I've got a library account and I'm not able to find the LYNDA.COM path through your website. Will you direct me to the correct website to initiate this new account please? Thank you for your time.	Good morning, and thank you for contacting the Newport Beach Public Library regarding Lynda.com. To access Lynda.com, please follow these steps: <ul style="list-style-type: none"> <li>• go to newportbeachlibrary.org</li> <li>• click on the eBranch tab</li> <li>• click on Databases</li> <li>• click on Lifelong Learning</li> <li>• click on Lynda.com</li> <li>• you then set up a profile using your NBPL library card number</li> </ul> You have free, unrestricted access to Lynda.com if you follow this path. Please let me know if you have any questions. Sincerely.
<u>7</u> <u>9/10/2018</u> <u>Comment Card</u> <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>9/10/2018</u>	Jeremy and Camille went out of the way to help me with a large print job and scanning. I appreciate their help and willingness to step up!	Natalie thanked the customer for the nice compliment.

COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<u>8</u> <u>9/24/2018</u> <u>Comment Card</u> <u>Debbie Walker</u> <u>Youth &amp; Branch Services Coord</u> <u>9/24/2018</u>	The children's section and programming are great!! Especially liked the Kids and Adult Summer Reading Programs. I would love for the parenting display section to return to the children's section. I have three little kids and rarely get the chance to go upstairs (as they are too loud for the adult sections) please bring it back !!	<p>I received your comment form stating that you would love the parenting display to return to the Children's section. You also mentioned that you appreciated the programming and Summer Reading Program (SRP) for Children and Adults.</p> <p>We do appreciate the compliments for programming and SRP. Staff strives to make sure that everyone who visits the library has a pleasant and productive experience.</p> <p>In terms of the parenting display, we found that when we were required to re-arrange furnishings and materials when some of the carpeting was redone during the summer, the new arrangement of tables, couches, puzzle tables, etc. worked best without the large display unit that was being used for those materials. The very large crowds we have coming to several of the storytimes have made it necessary to have more room for strollers, adult caregivers, etc. Removal of the unit also improved sight lines to that section giving staff and customers entering the room a clearer view of the programming area.</p> <p>We do appreciate your input though and will definitely take your request into consideration as we look at future room arrangements and addition of furnishings. In the meantime please do not hesitate to talk to Children's Room staff to check with Reference upstairs regarding any parenting books you may be looking for. They can call upstairs and have staff pull items for you so that you can quickly and easily pick them up and not worry about your children disturbing others.</p> <p>Again we thank you for your use of the library, your kind comments regarding programming and your suggestions regarding parenting materials.</p>



## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetherton, Library Services Director  
Re: Report of Library Activities – October 15, 2018 Meeting

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

*“A book, too, can be a star, a living fire to lighten the darkness, leading out into the expanding universe.”*

- Madeleine L'Engle

#### **Literacy**

During the week of September 24, California Library Literacy Services (CLLS) held a conference in Sacramento for all Literacy Program Coordinators around the state. With 108 library literacy programs and over 80 new Coordinators, attendees were able to share best practices, new systems, ideas and resources.

NBPL's Cherall Weiss provided presentations on three topics: theories and practices on increasing vocabulary; creating a learner publication and using it for public relations; and the annual writing competition, *Writer 2 Writer*. Cherall came back from Sacramento with new many new ideas to implement in our own program.

The Literacy Program recently hired Joanna Ordonez as a Departmental Assistant. Welcome aboard Joanna!

#### **Credit Union of Southern California**

The Credit Union of Southern California ceased operations and vacated their space in the Central Library on October 3. Community Development, the City entity that manages leases, is interested in the Library's perspective concerning how the space will be used in the future.

#### **LJ Star Library follow-up**

Keith Curry Lance is best known in the public library community as the co-creator of the Library Journal Index of Public Library Service and a long-time state and national leader in the development and use of public library statistics. Mr. Lance is available to help libraries get the most out of the LJ Index project. I contacted Mr. Lance and informed him of NBPL's desire to move from three-star status to four-star status. Mr Lance responded:

*Tim,*

*Thanks for writing.*

*While your goal is an admirable one, it's an almost impossible one to engineer on purpose. And, frankly, that's almost by design. The reason for this is that Star status is based on ever-moving targets from year to year—the average on each statistic for your spending peer group. Some issues to consider:*

*1. Whether or not a library is a Star library is not just a matter of what's going on with its own statistics, but very largely a matter of what's going on with all the other libraries in its spending peer group.*

2. *With Star status going to less than 3% of the nation's libraries each year, the statistical differences that move a library from 3 to 4 Stars are often subtle, if not razor-thin.*

3. *Another issue to keep in mind is that there are many ways for a library to excel in the LJ Index formula. Just consider the extremes: Because equal weight is given to all 5 statistics, a library can earn a high score by either a) excelling on all or most of the 5 statistics or b) excelling to an extraordinary degree on only 1 or 2 of the 5 statistics. (One of the things my longtime colleague, the late Ray Lyons, and I agreed about early on was that we were not interested in making value judgements about one type of library use being any more important than the others.)*

4. *There's also the potential wrinkle of a library's spending changing in such a way that it moves from one spending peer group to another from one year to the next.*

5. *And the really big wrinkle for the next few years is that we expect there to be an additional statistic coming into the formula each year—a total game-changer!*

*All this said, you've raised an interesting topic, and I would be delighted to speak with you about it sometime. If nothing else, it might be a productive conversation for both of us to discuss how you are looking at, and using, your library's Star status and the data underlying it.*

*Looking forward to hearing further from you.*

*Regards,  
Keith*

### **Library Administration Annual Retreat**

In preparation for the annual Library Administration retreat on November 9, I have asked Natalie and each of our three Coordinators to develop a customer service initiative for 2019. Here's what they have come up with:

Adult Services Coordinator Rebecca Lightfoot:

#### **Reference Collection Evaluation and Redesign**

"Print reference is becoming obsolete as publishers cease printing traditional reference books and move to an online format. The Newport Beach Public Library subscribes to a great number of databases that offer our customers a myriad of options regarding their reference needs.

Online databases provide more up to date information than print materials. Databases have become more user friendly, allowing customers who enjoy doing research on their own to search and find relevant results with greater ease than before. Our job as librarians has become more about showing customers how to use resources than finding information for them. The new, easier search options allow those customers to utilize those resources like never before, while also giving us as librarians better tools in order to do our jobs more efficiently.

We never have to replace online resources because unlike physical items they are never lost or damaged. Databases also allow multiple customers to use the same resource at the same time, providing greater access to more people.

Reference staff will evaluate the print collection. We will determine duplicate resources in databases we already own and withdraw obsolete items. We will then evaluate new databases that are available that could further allow us to better serve our customers' reference needs, such

as Chilton's, Nolo, and Britannica.

The cost of print materials continues to climb. This project would have minimal impact on the library's budget, as any savings we would recoup from not ordering print materials could go towards the cost of new databases.

Doing a thorough, hands on evaluation of the reference collection, both print and online, would also benefit the librarians who work at the reference desk, allowing them to become more familiar with our offerings and better able to answer customer inquiries.

Space is also a consideration as our print collection of circulating materials continues to grow. Removing a portion of the print reference collection would allow us to utilize the stacks for other collections, or perhaps even rethink the area and add more seating or other fixtures."

Branch and Youth Services Coordinator Debbie Walker:

### **Outreach**

"The initiative I am putting forward is one that will expand the outreach we offer groups who wish to bring children and/or teens to the library. Currently, thanks to a generous donation by the Friends of the Library, all first grade classes of Newport Mesa Elementary schools located in Newport Beach are invited to visit the library during the regular school year. The Friends pay for bus transportation for the classes and a book for each student. Every September a letter packet is sent to each principal describing the offer and how to book the visit. The Branch and Youth Services Coordinator is the contact for this and makes the bookings. This outreach program would continue.

Other youth related groups (other schools, scouts, home-schoolers, etc.) who wish to have tours do contact the library directly. However, with this proposal, the goal is that the process will become more streamlined and will empower staff to direct those individuals or groups requesting library visits to a specific page on the website that will accommodate this request.

Here is the proposal:

- A "Services to Teachers and Educators" webpage would be created as part of this initiative;
- The webpage would offer choices of tours and visits available;
- A form would be created to be housed on this page to allow the customer to fill out pertinent information regarding their visit. Here is a sample of how we might build the form based on the service offered by the Skokie Public Library in Illinois:
  - <https://skokielibrary.info/services/teachers-schools/kindergarten-tour/>
  - The NMUSD schools who are currently eligible for the Friends 1<sup>st</sup> grade tour offer will be encouraged to book their future visits through the website;
- A similar form would be created for those groups or organizations who would be interested in the library going out to them;
- The requests made (either to visit the Library or to have Librarians go out to the community) from the form would be sent to an e-mail address created by IT (like the Muniref account we currently have);
- Although one staff person would be assigned to monitor the requests and respond accordingly, several members of the Youth Services team would have access as back-up to assure that requests were answered and dealt with in a timely manner;

- A secondary goal related to making outreach requests and opportunities more accessible and visible to the public would be to expand the members of staff who can help with visits either to or outside the Library. Depending on the size, age and interest level of those making the request, Adult Reference staff would be asked to assist and/or handle requests in addition to the Youth Services team. This would create more numerous outreach opportunities and expand the pool of staff available to fulfill the requests.”

Circulation and Technical Processing Coordinator Melissa Hartson

### **Library Card Registration**

“With the introduction of a new ILS, we have the opportunity to incorporate new library card registration features into our sign up process. We can reach more customers and expedite the registration procedure.

The new ILS will have Circulation app functionality, allowing staff to use the mobile tablets we already own to register customers for library cards. We will have the ability to meet customers where they are. Throughout the year, we host numerous library programs where we can setup a staffed table to register customers for library cards when they attend one of our programs. Additionally we conduct off-site story times, attend community outreach events, and hold a number of programs on the Civic Green. Each of these produces opportunities to interact with a variety of people in their element. We can engage with customers by meeting them in moments like these.

The library registers nearly 12,000 new cardholders on an annual basis. Utilizing the tablets for registration will decrease the time it takes to register a new library card. The data from the tablet synchronizes automatically with our ILS and eliminates the need for staff to interpret the information on hand-written forms.

There will not be a cost factor as we have the equipment necessary to download and use the ILS app once we implement the new ILS.”

Library Services Manager Natalie Basmaciyon:

### **The Big Picture**

“The Newport Beach Public Library provides myriad resources, services, and programs for the community. Delivering high-quality library services requires a trained, educated staff to engage the public with the library. This 2019 customer service initiative focuses on training staff at minimal expense while providing professional development and a broader understanding of how NBPL functions.

The Board of Library Trustees (BLT) meet once a month to review library policy and activities, approve future enhancements, and provide a public forum for discussion. The BLT agenda packet, a public document, contains staff reports, financial and statistical reports, and operational information. This document, also available online, serves as a valuable training tool for staff.

Assigning full-time staff to read and report on the BLT agenda packet each month provides insights into the full scope of library services. Staff development ultimately benefits the customers in that they receive thoughtful, complete answers about how the library functions. For example, staff may explain how a challenge to the Collection Development policy was resolved via the Customer Comments section. Staff will be more confident explaining how the various policy changes come about to better serve the community. Educating staff on the roles of the

Administrative team will result in seamless customer transfers to supervisors.

The cost to fund this initiative is minimal, staff training time, and the benefit remains a well-informed unified staff. Customers benefit when staff delivers poised, professional, consistent interactions. Supervisors will schedule staff 1-2 hours per month to read the BLT agenda packet, take notes, and communicate with her or his supervisor about the takeaways for the month. Supervisors, in turn, may identify new interests among the staff based on what they discovered in the BLT agenda packet. A side benefit of this training and customer service initiative involves the staff learning about how City Boards, Commissions, and Committees function to support staff and the public.

The Board of Library Trustees agenda packet provides a detailed, comprehensive view of how the Newport Beach Public Library continues to function as the cultural, educational, and recreational heart of Newport Beach. Training staff via this readily available tool builds the future leaders and thinkers for the Newport Beach Public Library.”

### **BLT Wheelhouse List**

- **Dr. Serge Dedina**  
**Thursday, October 25 @ 7:00pm**  
**Friends Room, Central Library**

Ocean conservationist, author, and Southern California beach town mayor, Dr. Serge Dedina will discuss innovative ways being used to restore and protect some of the world’s most important coastal and marine ecosystems and the wildlife that thrive in them.

- **Jonathan Bloom**  
**Thursday, November 8 @ 7:00pm**  
**Friends Room, Central Library**

Jonathan Bloom is a journalist and author of *American Wasteland: How America Throws Away Nearly Half of Its Food (and What We Can Do About It)*. He interviewed numerous experts, from famed chef Alice Waters to Nobel Prize winning economist Amartya Sen, to find out not only why and how we waste, but what we can do “to keep our Earth and its inhabitants physically and morally healthy.”

### **NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER**

#### **Librarian III Recruitment**

Rebecca Lightfoot earned the promotion to Librarian III as the Adult Services Coordinator. Rebecca began her NBPL career in December 2008 as a Librarian I at the Central Library. She transferred to the Balboa branch library laterally and gained valuable branch, PIC, and facilities experience. Rebecca earned the promotion to Librarian II as the branch librarian at Mariners in April 2015. Rebecca joins the administrative team, effective October 2<sup>nd</sup>, and will relocate to the Central Library.

#### **Dr. Lucy Jones event**

Dr. Lucy Jones, the world-renowned seismologist, appeared at the library on Saturday September 8<sup>th</sup> to speak about the impact of world disasters on human history. 250 people attended the lecture. The event was promoted to coincide with the City’s Disaster Preparedness Expo and National Disaster Preparedness Month. NBTV filmed the lecture. Dr. Jones signed 60 books for customers and was engaging and informative. The Friends of the Library generously funded this event.

### **City Staff Open House**

The Central Library hosted a City Staff Open House on Thursday September 20<sup>th</sup>, from 7:30AM-9AM. 82 people attended and 62 completed a tour of the building to win an NBPL-branded prize. The theme of the event was Take a Spin Around the Library. Thank you to all the staff who came in early to greet and engage with our City partners.

### **Star Wars Digital Saturday event**

The Central Library hosted Star Wars Digital Saturday on September 29<sup>th</sup>. Approximately 450 people attended the day's events. Costume characters from a volunteer organization interacted with the public and posed for photos. The day featured an online safety session with Officer Gary Clemente from NBPD, crafts, staff presentations on digital resources and a Jedi training session. Children's Librarian Nadia Dallstream was the coordinator of the well-attended event. The Friends of the Library generously funded this event.

### **Orange County Children's Book Festival**

Library Services Manager Natalie Basmacyan and Youth and Branch Services Coordinator Debbie Walker staffed a booth at the Orange County Children's Book Festival at Orange Coast College on Sunday September 30<sup>th</sup>. Staff interacted with approximately 1,000 people and opened 31 new library cards. Customers learned about library services and won prizes. This event is the largest children's book festival in the country. The Friends of the Library generously funded this event.

### **Sunday Musicale**

Soul Language performed on Sunday September 30<sup>th</sup>. 126 people attended the lively concert, which featured Brazilian harmony and melody.

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

### **Branches**

Programs at branches included a video game craft program at Mariners and the ever popular "Talk Like a Pirate Day" event at Balboa which featured a magician and crafts and was attended by 71 children and their adults. CDM storytimes held at the CYC continued to draw good crowds as the new library and fire station building is going up at a fast and furious pace and shows all indications of being completed ahead of schedule.

Mariners had the most personnel news with a new page starting in mid-September and at the end of the month, Rebecca Lightfoot, Branch Librarian promoting up to the Librarian III Adult Services Coordinator position. Librarian II Andy Kachaturian will take over the Branch Librarian position in early October. Everyone is very excited for Rebecca as she takes on this new endeavor and grateful for the strong and productive leadership she provided in her years at Mariners as Branch Librarian.

### **Youth Services**

Annika hosted the first of three Coding for Kids programs on Tuesday, September 11. These popular programs give younger users a hands-on experience in computer coding. On Friday, September 28<sup>th</sup> a crowd of over 60 had the opportunity to meet author Trudi Trueit and herpetologist, snake wrangler, toxinologist and National Geographic explorer Zoltan Takacs. Ms. Trueit is the author of the new National Geographic Explorer Academy fiction series for middle grades and Mr. Takacs travels around the world collecting venom from poisonous creatures which is then converted into life-saving medicines. Ms. Trueit and Mr. Takacs both appeared courtesy of Whale of a Tale Bookshoppe. Books were sold and the special guests signed copies and posed for pictures. On Saturday, September 29 as part of Digital Saturday, Star Wars characters and Star Wars themed stories and crafts were a huge hit at the first ever Star Wars Day for NBPL. Nadia coordinated the very popular event and worked with staff from all departments to assure the program went off without a hitch.

### **Teen Services**

To assist high school students with early-admission applications, college prep programs were offered every weekend in September. Topics included a College Essay workshop, Common App workshop and US App Workshop where students worked on their own essays and applications with tips and guidance from a college counselor from Collegewise. Practice ACT and SAT test programs were also offered. YAAC met for the first time since the summer break and new PT Library Assistant Kristie Bailey joined Nadia in hosting the event. New members and old from 7<sup>th</sup> grade to 12<sup>th</sup> and a mix of schools including CDM, NHHS, Sage Hill, Harbor Day, etc. enjoyed trivia, pizza and a chance to share ideas regarding teen programming and upcoming volunteer opportunities.

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

#### **Staffing**

Craig Chamberlain joined the NBPL team this month. He is a Library Page assigned to work at the Mariners Branch Library.

We are continuing to work with Human Resources on recruitments for additional Library Page and P/T Library Clerk vacancies.

Proquest Articles Retrieved 2018-2019				
	July	Aug	Sept	AVG.
Business Databases	1433	1359	908	1233
Newspapers--Current	1005	1008	989	1001
Newspapers--Historical	1579	1255	1639	1491
Magazines	212	781	171	388

Database FY Comparisons	JUL 2018	AUG 2018	SEP 2018	YTD 18/19
<b>Tracked by #searches</b>				
Ancestry	520	547	434	1501
A to Z Databases	1005	2362	1180	4547
AskART	228	262	185	675
BioResCtr*	35	61	58	154
FoF Ancient Hist	260	73	52	385
GDL	31	14	39	84
GVRL	43	31	384	458
HeritageQuest	2183	2343	2670	7196
Kids InfoBits	28	113	56	197
Lynda.com	6214	8231	8030	22475
LitResCtr	13	69	24	106
Opposing Vpts*	6	54	730	790
Nat Geo	9	21	22	52
Nat Geo Kids	6	27	5	38
NoveList Plus	197	170	186	553
NoveList K-8 Plus	15	81	73	169
ProQuest	4069	3731	3108	10908
Ref USA Bus.	1868	1259	1431	4558
Ref USA Res.*	87	103	84	274
World Book Online	6	15	38	59
<b>Tracked by #sessions</b>				
Cypress Resume	10	11	14	35
Kanopy	565	691	670	1926
ScienceFLIX	4	14	23	41
Testing & EdRefCtr	46	64	49	159
Universal Class	83	65	51	199
<b>Tracked by #page views</b>				
Consumer Reports	1263	X	989	2252
CultureGrams	154	590	247	991
Morningstar	20950	8675	6152	35777
NetAdvantage	4391	7341	6348	18080
RealQuest	112	41	184	337
Tumblebooks	186	142	123	451
Value Line	14836	13507	14724	43067
<b>Tracked by Hours Used</b>				
Rosetta Stone	40.1	17	12.7	69.8

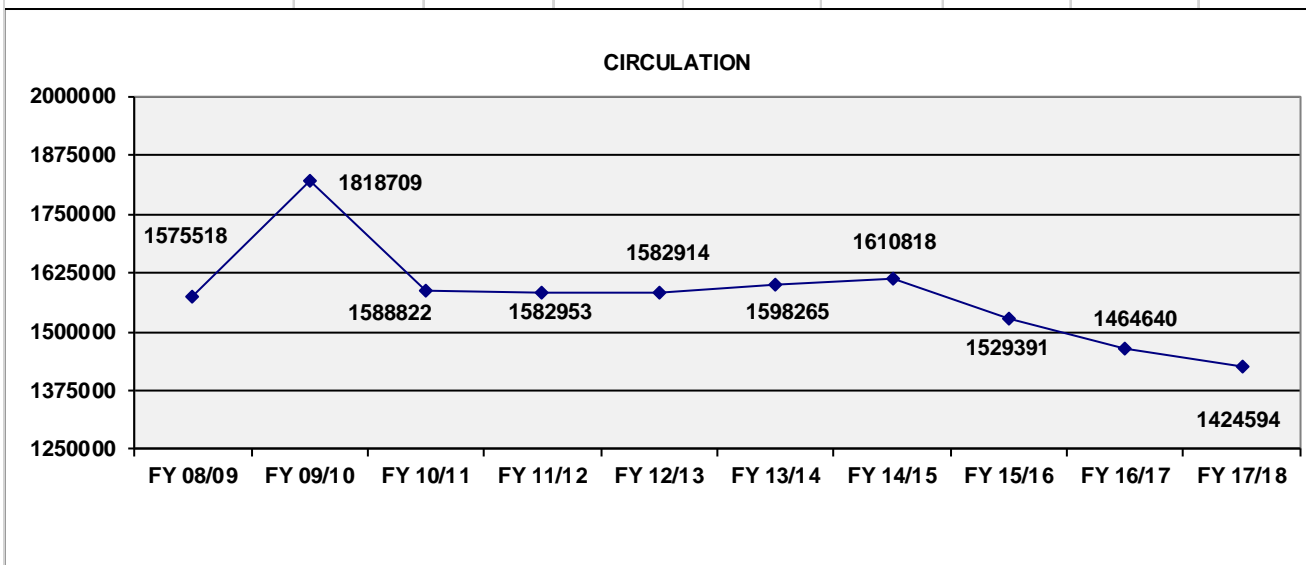
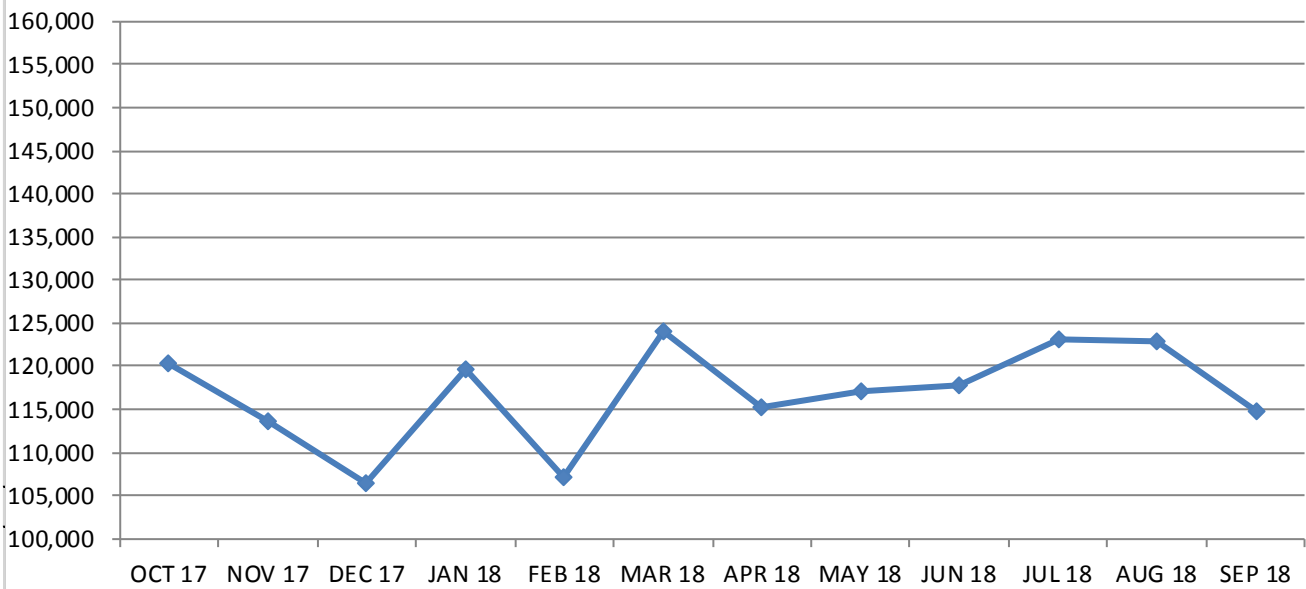
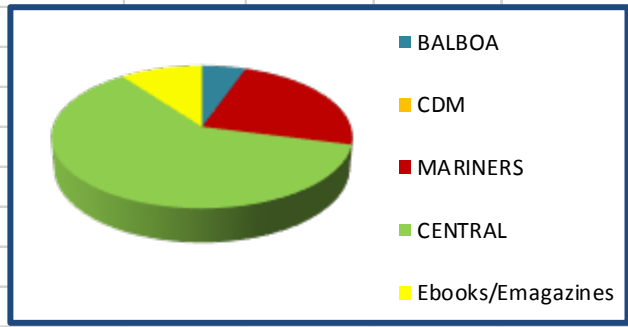
Notes: Consumer Reports data unavailable for August 2018



## NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2018

### CIRCULATION

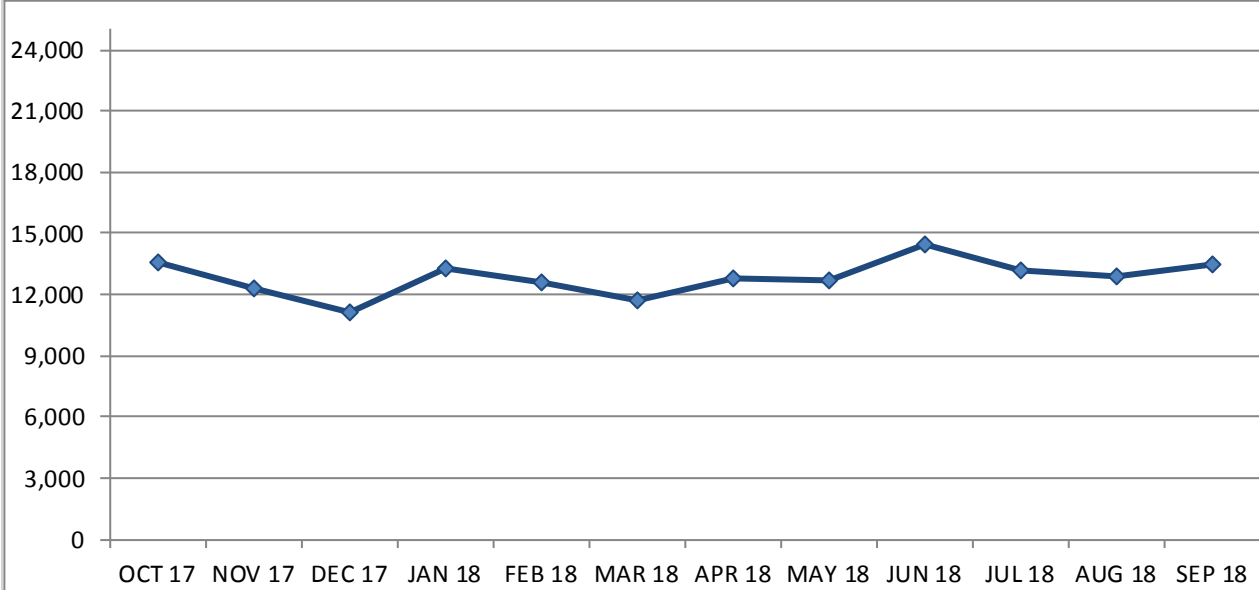
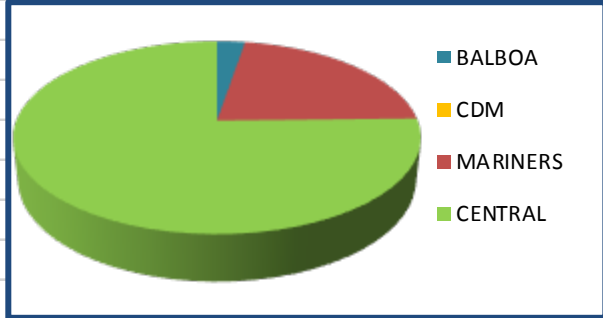
	Sep-18	YTD 18/19	YTD 17/18
BALBOA	6,198	20,242	20,209
CDM	8	23	11,959
MARINERS	27,043	74,313	90,333
CENTRAL	69,876	229,971	229,259
Ebooks/Emagazines	11,681	36,382	30,795
<b>TOTAL</b>	<b>114,806</b>	<b>360,931</b>	<b>382,555</b>



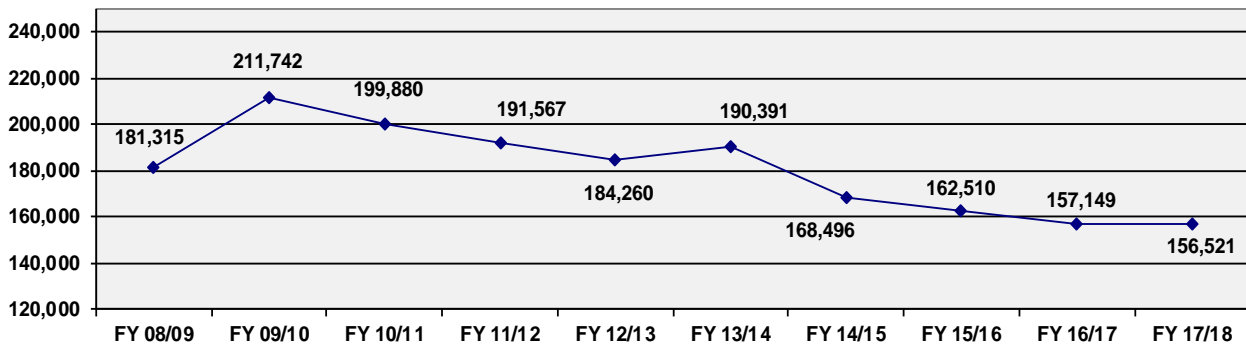
## NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2018

### REFERENCE

	Sep-18	YTD 18/19	YTD 17/18
BALBOA	357	1,266	1,561
CDM	0	0	1,306
MARINERS	2,972	8,246	10,120
CENTRAL	10,178	30,091	28,924
<b>TOTAL</b>	<b>13,507</b>	<b>39,603</b>	<b>41,911</b>

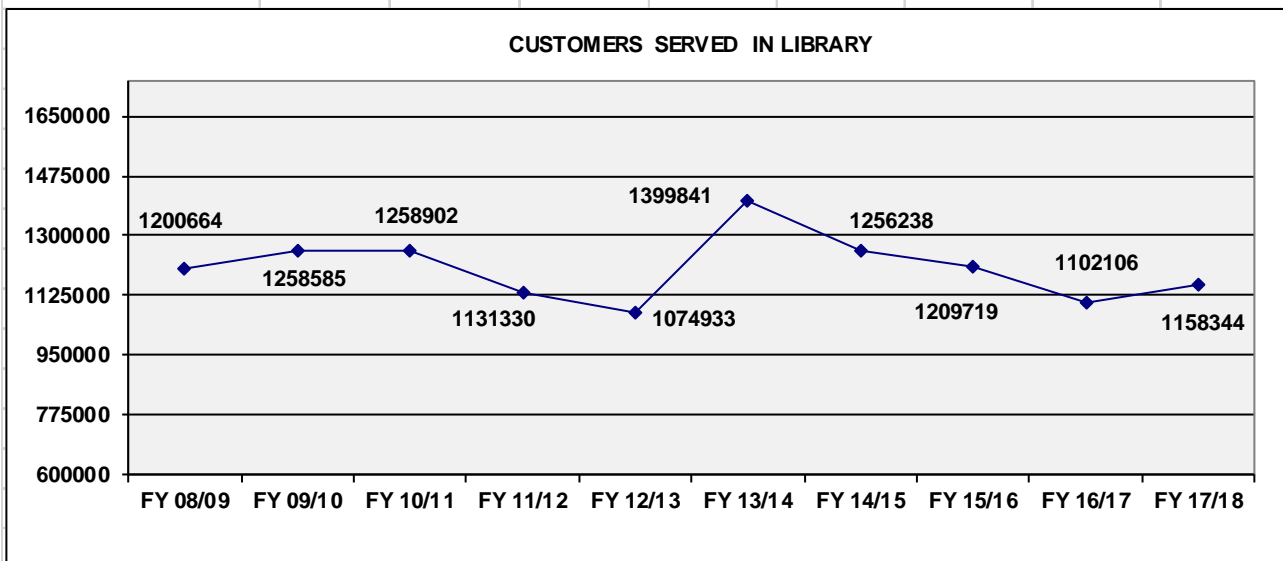
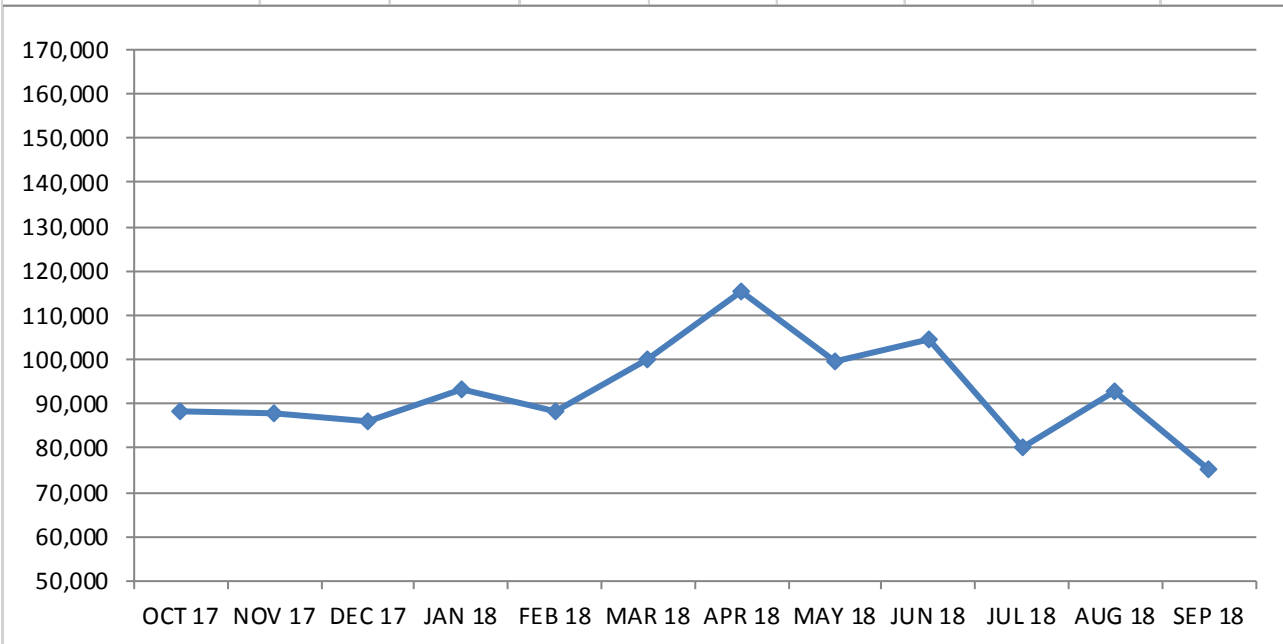
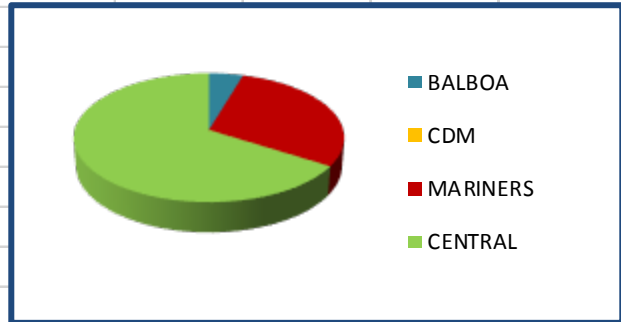


### REFERENCE



**NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2018**  
**CUSTOMERS SERVED IN LIBRARY**

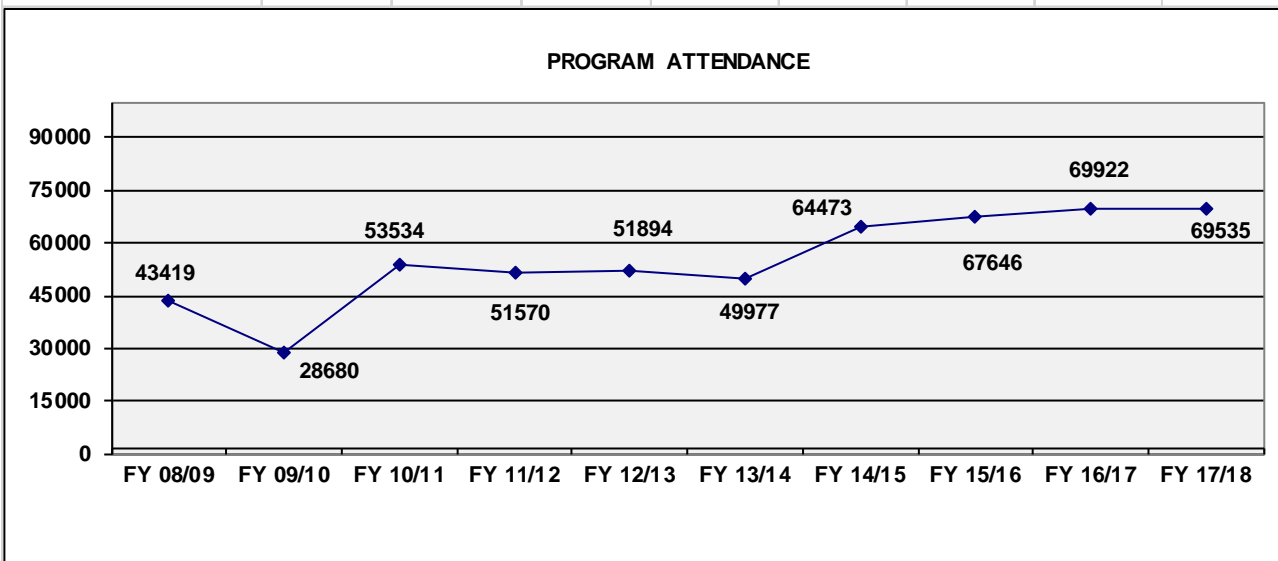
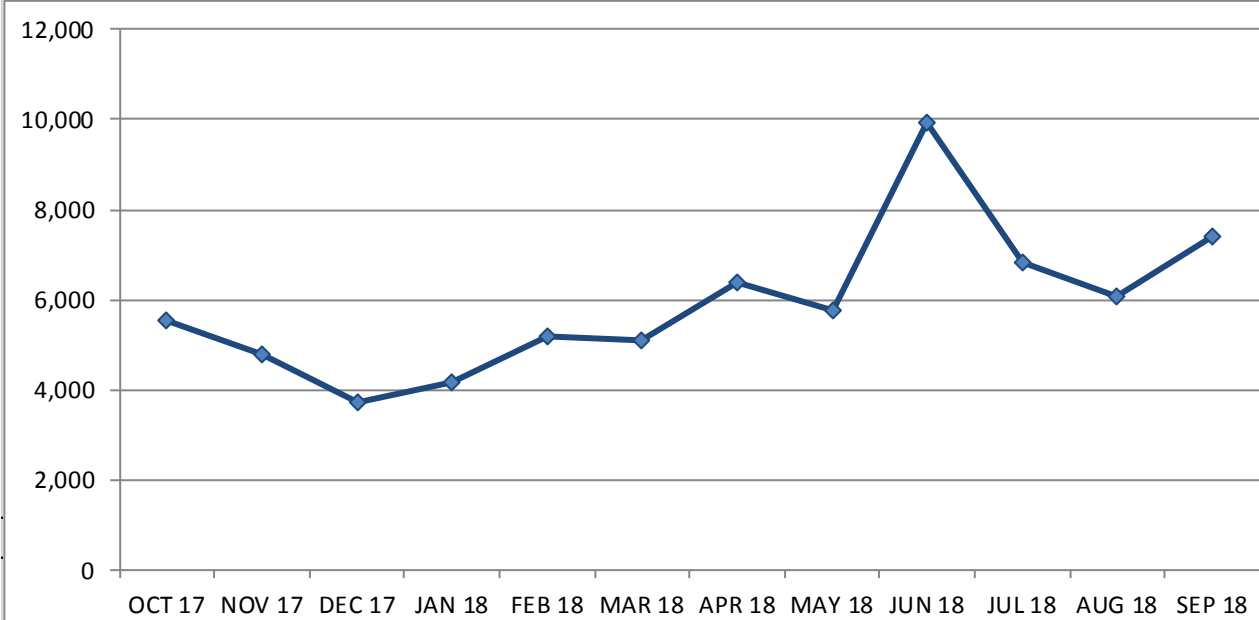
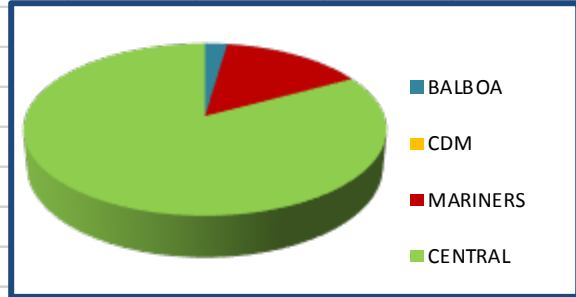
	Sep-18	YTD 18/19	YTD 17/18
BALBOA	3,440	12,349	12,512
CDM	0	0	9,585
MARINERS	22,085	49,983	69,029
CENTRAL	49,565	185,691	203,543
<b>TOTAL</b>	<b>75,090</b>	<b>248,023</b>	<b>294,669</b>



## NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2018

### PROGRAM ATTENDANCE

	Sep-18	YTD 18/19	YTD 17/18
BALBOA	170	563	432
CDM	0	0	1,695
MARINERS	1,097	2,730	3,491
CENTRAL	6,134	17,006	13,365
<b>TOTAL</b>	<b>7,401</b>	<b>20,299</b>	<b>18,983</b>



**LIBRARY EXPENDITURES****2018-2019**

(October 1, 2018)

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MONTHLY EXPENDED	AVAILABLE BUDGET
<b>I SALARY &amp; BENEFITS</b>					
SALARY FULL-TIME REGULAR	2,768,340	2,768,340	542,399	202,913	2,225,941
SALARY PART-TIME	967,642	969,642	157,070	58,631	812,572
BENEFITS	2,278,603	2,281,103	434,951	296,424	1,846,152
<b>SALARY &amp; BENEFITS TOTAL</b>	<b>6,014,585</b>	<b>6,019,085</b>	<b>1,134,420</b>	<b>557,968</b>	<b>4,884,665</b>
<b>II MAINT &amp; OPERATION</b>					
PROFESSIONAL SERVICE*	137,577	137,577	785	218	136,792
UTILITIES	274,885	274,885	77,004	37,275	197,881
PROGRAMMING	5,500	5,500	826	826	4,674
SUPPLIES**	83,170	83,961	23,225	7,325	60,736
LIBRARY MATERIALS	619,740	624,555	281,929	51,840	342,626
FACILITIES MAINTENANCE	174,951	174,951	16,060	4,851	158,891
TRAINING AND TRAVEL	15,075	15,075	424	424	14,651
GENERAL OPERATING EXPENSES***	24,200	24,200	1,993	854	22,207
PERIPHERALS	5,000	5,000	0	0	5,000
INTERNAL SERVICE FUNDS	1,419,637	1,419,637	0	0	1,419,637
OFFICE EQUIPMENT	2,000	2,000	0	0	2,000
<b>MAINT &amp; OPERATION TOTAL</b>	<b>2,761,735</b>	<b>2,767,341</b>	<b>402,247</b>	<b>103,614</b>	<b>2,365,094</b>
<b>LIBRARY BUDGET TOTAL</b>	<b>8,776,320</b>	<b>8,786,426</b>	<b>1,536,667</b>	<b>661,582</b>	<b>7,249,759</b>

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

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

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

## FRIENDS

**FY 18-19**

*As of Sep 30, 2018*

**Date Funded**

**Wish List**

**Amt Expended**

Jul 2018

**Amount**

**Purpose**

**YTD**

**Notes**

\$55,000	New Adult Print Materials	\$ 10,000	In Process
\$45,000	Programming	\$ -	Begin Spending in 2nd Qtr
\$40,000	A/V Materials and Sound Recordings	\$ 4,000	In Process
\$35,000	Children's & YA materials	\$ 2,000	In Process

**Total**

\$175,000

\$

16,000

## FOUNDATION

**FY 18-19**

*As of Sep 30, 2018*

**Date Funded**

**Wish List**

**Amt Expended**

Sep 2018

<b>Amount</b>	<b>Purpose</b>	<b>YTD</b>	<b>Notes</b>
\$ 60,000	eBook Content & Platform	\$ -	Spending to Begin 2nd Qtr
\$ 25,000	Flipster Subscription	\$ -	Invoiced in 2nd Qtr
\$ 20,000	CdM Opening Day Collection	\$ -	Hold for Branch Opening
\$ 13,125	Lynda.Com Subscription	\$ 13,125	Complete
\$ 10,000	AWE Early Literacy Stations	\$ -	Hold for Branch Opening
\$ 10,000	Daily Pilot Digitization	\$ 10,000	Complete
\$ 10,000	Kanopy Streaming Films	\$ 2,636	In Process
\$ 5,000	Adult Literacy Program	\$ 5,000	Complete

**Total**

\$153,125

\$

30,761

**BOARD OF LIBRARY TRUSTEES MONITORING LIST**

<b>Previous Agenda Date</b>	<b>AGENDA ITEM</b>		<b>Scheduled Agenda Date</b>
Ongoing	Corona del Mar Branch Project Update		Ongoing
Ongoing	Lecture Hall Update		Ongoing
Ongoing	Policy Review (See List Below)		Ongoing
Oct 16, 2017	Branch Update - Mariners		Oct 15, 2018
Oct 16, 2017	Youth Services Update		Oct 15, 2018
Jan 16, 2018	Review Holidays / Meeting Schedule		Jan 22, 2019
Jan 16, 2018	Newport Beach Public Library eBranch & Database Review		Jan 22, 2019
Feb 27, 2018	Annual Budget - Preliminary Review		Feb 19, 2019
Feb 27, 2018	Arts & Cultural Update		Feb 19, 2019
Mar 19, 2018	Branch Update - Balboa		Mar 18, 2019
Mar 19, 2018	Annual Budget - Approval		Mar 18, 2019
Mar 19, 2018	WiFi Usage Compared to Other Libraries		Mar 18, 2019
Mar 19, 2018	Assign a Lecture Hall Capital Campaign Committee		Mar 18, 2019
Mar 19, 2018	Review of San Diego Library's Proposed Library Fines Policy		Mar 18, 2019
Apr 16, 2018	Library Material Selection & Downloadable Services		Apr 15, 2019
Apr 16, 2018	Further Review of Library Fines		Apr 15, 2019
May 21, 2018	Media Lab Update		May 20, 2019
Jun 18, 2018	Marketing Update & Social Networking Update		Jun 17, 2019
CLOSED 2018	Branch Update - Corona del Mar		Jun 17, 2019
Jun 18, 2018	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)		Jun 17, 2019
Jun 18, 2018	Adult and Reference Services Update		Jun 17, 2019
Jul 16, 2018	Statistical Comparison Report of Peer Libraries/Meeting Spaces		Jul 15, 2019
Jul 16, 2018	Election of Board of Library Trustees Officers/Trustee Liaisons		Jul 15, 2019
Jul 16, 2018	Proposed Library Closures for Winter Holidays 2018		Jul 15, 2019
Aug 20, 2018	Information Technology Update		Aug 19, 2019
Sep 17, 2018	Literacy Program Update		Sep 16, 2019
<b>LAST REVIEWED</b>	<b>POLICY REVIEW</b>		
Jun 16, 2014	NBPL 5	Newport Beach Public Library Internet Use Policy (formerly City Council Policy I-8)	Nov 19, 2018
Feb 21, 2017	NBPL 11	Rules for Acceptable Use of Wireless Internet Connections	Nov 19, 2018
Oct 07, 2013	NBPL 10	Laptop Borrowing Policy	Nov 19, 2018
Feb 03, 2014	NBPL 3	Library Gift and Donor Policy (formerly City Council Policy I-4)	Nov 19, 2018
Oct 10, 2006	CC I-7	<i>Library Meeting Rooms Policy (Council Policy I-7)</i>	Dec 17, 2018
Jun 16, 2014	NBPL 6	Media Lab Use Policy	Dec 17, 2018
Jun 16, 2014	NBPL 7	Sound Lab Use Policy	Dec 17, 2018
Feb 17, 2015	NBPL 8	Display and Distribution of Materials Policy	Jan 21, 2019
May 12, 2015	NBPL 1	Library Use Policy (formerly City Council Policy I-2)	Feb 18, 2019
Jan 17, 2017	NBPL 4	Children in the Library Policy (formerly City Council Policy I-6)	Mar 18, 2019
	CC I-1	<i>Library Service Policy (City Council Policy I-1)</i>	Aug 19, 2019
Feb 27, 2018	NBPL 12	Circulation Policy	Feb 17, 2020
Aug 20, 2018	NBPL 2	Collection Development Policy (formerly City Council Policy I-3)	Aug 17, 2020
Sep 17, 2018	NBPL 9	Expressive Use Areas	Sep 21, 2020
Sep 17, 2018	NBPL 13	Study Room Policy	Sep 21, 2020



**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:** Rebecca Lightfoot, Adult Services Coordinator

**TITLE:** Crean Mariners Branch Report October 2017 – October 2018

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

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

### **Personnel**

Full time Library Assistant Annika Helmuth was promoted the Corona del Mar branch librarian and left to take her new post in January of 2018. Library Assistant Janice Nikula transferred over to Mariners from CdM. New Branch Librarian Andy Kachaturian came onboard on October 8<sup>th</sup>.

Our two part time Library Assistants left early in 2018 for full time positions with other library systems. We have two new part time Library Assistants who have become part of the team. We also had several pages join the Mariners' team.

### **Facility Maintenance**

This was a very exciting year for the Mariners' branch. In January the Foundation provided funding for a new music CD shelving unit, extra shelves for the existing DVD units, and a new Holds Shelf. These new shelving units allowed us to reconfigure the area by the circulation desk to provide better visibility and ease of browsing the music CDs.



In July of 2018 we were closed for two weeks to facilitate the re-carpeting of the entire branch. It was a big project, involving different vendors and City personnel. Happily, the project was finished on time and the branch was able to reopen on schedule. Customers and staff alike are pleased with how nice the new carpeting looks. (Please see Appendix A for photos of the carpeting project).

## **Public Service**

### *Circulation and Reference Services*

Our service population is 24,073, although we get many visitors from neighboring areas. 325,568 circulations occurred from October of 2017 through September of 2018, and we had a total of 41,424 reference questions for the same time period. The numbers are down slightly this year because of the two week closure for the carpeting (last year we had 355,098 circulation and 43,437 for reference).

### *Program Attendance*

We currently have 440 active participants in the 1000 Books before Kindergarten program between the four branches. We have had 27 children finish the program here at Mariners.

We had 10,682 attendees at storytimes this year, compared to 10,719 attendees last year. We had 2,227 attendees at our craft and other special programs, such as our weekly Lego Block Parties. Our Lego Block Parties usually average around 35 people every week.

### *Summer Reading Program*

We had a very successful Summer Reading Program this year. We had seven weeks of special programs during the summer, with a total attendance of 760. We had two performances each for our three performer programs, and we were at room capacity for most of these shows.

### *Class Visits*

We hosted six classes from Kaiser Elementary school in June, talking to a total of 173 third graders about using the library and passing out new cards. They were all very excited to get to check out their first

books. We spoke to 581 students from Mariners Elementary in June, promoting the Summer Reading Program.

### *Other Programs*

We were excited to host the two Teen Exam prep classes here at Mariners in September, one for the SAT test and one for the ACT. Both events were at capacity with 55 attendees. There is already another test prep program planned for February.

### *Mariners' Elementary School*

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

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

### **Collection Maintenance**

Our collection is currently around 69,891 items. We are grateful for the new shelving units and additional shelving that the Foundation funded, which allowed us to make better use of the space and shelve more items in a more attractive fashion. The two week closure for the carpeting necessitated us having to move nearly every book off the shelf, which gave us a great opportunity to balance the shelves when we put items back. We ended up moving all the juvenile Spanish books to one location for ease of browsing, and separated Large Print Fiction and Mystery, which had previously been combined.

### **Comments**

The new shelving units for the music CDs and Holds Shelf are positive customer amenities. Everyone was very pleased with how well the carpeting turned out, and I was extremely proud of how well staff was able to help customers picking up holds and Summer Reading prizes in the lobby during the closure. Everyone was appreciative of the services we were able to provide while the rest of the building was closed. We are looking forward to potentially reconfiguring the public computer areas in the future. This library is well used and much loved by the community, so it's always nice to have the opportunity to change things in order to better serve our customers. It has been an eventful, busy year full of changes and we're eagerly looking ahead to what the future has in store for this branch.

**Appendix A – Carpeting Photos**



Nonfiction



Public Computer Area



Nonfiction



Children's Area



Nonfiction Book Trucks / Holds  
Pickup/Temporary Circ desk in Lobby



Circ Area



Nonfiction Book Trucks



Staff Workroom

**NOTICING:**

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

**TO:** BOARD OF LIBRARY TRUSTEES

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

**PREPARED BY:** Debbie Walker, Branch & Youth Services Coordinator

**TITLE:** Youth Services – Library Board Report – October 2018

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This report is an overview of Youth Services which encompasses the Juvenile component of the Library collection and programming in addition to Teen Services. The Youth Services team includes staff assigned to Central in addition to the Branches. All members contribute to the planning and presentation of a variety of programs including, but not limited to storytimes, craft events, test preparation, etc. The time period covered in this report is primarily from late October 2017 to mid October 2018.

## **Staffing**

At Central the staffing component continues to be two full-time Children’s Librarians and three part-time Library Assistants. Kristie Bailey, the newest of the Library Assistants, came on board in late August of this year. An additional member of the Central team is Annika Helmuth, Branch Librarian for CDM who currently reports to Central until the opening of the new branch facility in mid-2019. Annika has been assigned the direct supervision of the three part-time Library Assistants in the interim. The Mariners Youth Services team includes one full-time Librarian and a full-time Library Assistant while at Balboa, the Branch Librarian is responsible for programming with help from a part-time Library Assistant.

Teen Services at Central, which includes not only Teen programming, teen volunteers and coordinating YAAC (Young Adult Advisory Council), is provided by Children’s Librarian Nadia Dallstream and Kristie. Janice Nikula, the full-time Library Assistant at Mariners, oversees teen services and volunteers at Mariners. Teen services at Balboa is overseen by the Branch Librarian.

## **General Programming**

With minor exceptions, Youth Services programming is funded by a generous donation from the Friends of the Library. The Bunnies and Books Festival is one of those exceptions as it is sponsored by the NBPL Foundation. Children’s Author visits arranged by the Whale a Tale Bookshoppe are the other exception as the author’s come free of charge as they are on book tours and appreciate the opportunity to speak about their latest publications. The Friends funding covers everything including the supplies and marketing required for Summer Reading Program, storytimes, stand-alone themed craft events, weekly Lego building (Mariners), drop-in crafts, in addition to 1000 Books Before Kindergarten and first grade class visits. Some stand-out programs from the past several months have included a Halloween Extravaganza, Butterfly Release this past April, a three part “Coding for Kids,” and Star Wars Digital Saturday which was a combined children’s/teen and adult event held on the last Saturday of September.

Teen programming has had an especially strong emphasis on college and test preparation. Throughout the year prep classes have been offered in ACT, SAT and Advanced Placement Class testing as well as tips on college essay writing. These events were only held at Central in the past but are now held at Mariners as well.

**Storytimes** continue to be the main staple of Youth Services programming at all locations. During the closure of CDM these past few months the storytimes normally held at that facility have been moved to the CYC in Grant Howald Park (Tuesdays and Thursdays) and Central (Fridays). Annika Helmuth, the Branch Librarian for CDM presents the CYC storytimes and rotates the Friday program at Central with other Youth Services staff. The Monday morning Preschool storytime offered at Marina Park took a hiatus during the summer to accommodate summer classes offered by the Recreation Department but resumed on Monday, September 10. The storytimes aimed at the youngest customers (Books & Babies, Toddler) continue to draw the largest audiences on a weekly basis at all locations.

**1000 Books Before Kindergarten** continues to be a steady ongoing program tailored for the youngest of library users. Finishers receive a book to keep and a certificate of completion signed by the Library Director.

**National Library Week** offers the opportunity for the Library Board Trustees and City Leaders to participate in storytimes and other Library Programming. This past year this annual ALA sponsored program was held from April 8 – 14 and themed “Libraries Lead.” This year **Summer Reading Program (SRP)** was themed “Reading Takes You Everywhere!” and ran for seven weeks from Saturday, June 23 to Saturday, August 11<sup>th</sup>. As in the past library customers of all ages participated. Although the number of total participants in the Children’s program was down the tiniest bit (3 less than last year), all other numbers were well over those of 2017 (programming, prizes given out, etc.) including a very significant jump in the percentage of finishers which went from 37% last year to 43% this year. Teen registrants and finishers were also up from the previous year. Teen volunteers continued to be an important component in assuring the success of SRP, assisting at all locations with sign-ups, prize distributions and the special programs scheduled each week.

## Outreach

**First Grade Class Visits:** This outreach opportunity, funded by the Friends, has continued to be an effective way to promote library services to all first graders attending Newport Mesa Public schools that are located in the city of Newport Beach. The funding provided pays for bus transportation and a paperback book per student.

**SRP School Visits:** From late May to early June, Youth Services staff are scheduled at Newport Beach Elementary school assemblies to present a quick and fun program about SRP. Brochures about the Children’s program are distributed to grades K – 5 while the 6<sup>th</sup> graders learn about Teen SRP.

**Scout and other School Tours:** This past year Scout troops (boys and girls) and private schools have also contacted the Children’s Library staff to set up tours of the library and have the opportunity to learn about library resources. These tours are tailored specifically to the needs and size of the groups.

**Teen Outreach:** In addition to the Paperback Giveaways done at Corona del Mar High, Newport Harbor High and Ensign this past spring, in late October, 2017, Nadia attended a teacher in-service session for the Social Studies Department to share information about the eBranch and other Library resources. Almost 100 library cards were also processed for Newport Harbor High AVID students.

## **Materials Collection/Accelerated Reader/Booklists**

The current Juvenile materials collection contains 89,888 items. Although the Juvenile collection includes categories found in the Adult collection: fiction, non-fiction, graphic novels, DVDs, audiobooks, downloadable eBooks and eAudiobooks, and music CDs, the items unique to Children's are picture books, board books, easy readers, phonics readers and kits (this is a picture book that includes a CD with an audio version of the story). Fiction items make up 65% of the collection and nonfiction makes up 35% of the collection. Board Books, Easy Readers, and Graphic Novels tend to have the largest use with each item checking out an average of more than eight times per year. DVDs and Blu-Rays also continue to be popular items.

The Librarians who select for both the juvenile and teen collections use a variety of resources to assist them. These include review journals, library related websites, listservs, newspaper and magazine reviews, customer and fellow staff suggestions in addition to making sure that choices reflect school curriculum needs, current trends and events in popular culture as well as classics in fiction and non-fiction. All print materials are currently ordered through Brodart, DVDs and music CDs with Baker & Taylor. Downloadable eBooks and eAudiobooks are purchased from and offered on the Axis 360 and Overdrive platforms. Print items and media arrive for the most part "shelf ready" and the vendors large inventory of materials guarantee that library customers get the items they are looking for.

As is the case every September and October, staff created Booklists are in the process of being reviewed and revised. The Booklists have proven to be a valuable resource and learning tool not only for Library customers but for staff as well. All revisions will be reflected on the website when the process is completed in late October. The booklists incorporate books and other media and are arranged by reading level, genre and universal topics. All of the lists link directly to the online catalog. Hannah Haase works with other members of the Youth Services staff to maintain an extensive set of booklists for YA readers as well.

Accelerated Reader (AR) levels continued to be added to the Juvenile collections at all locations. Newly purchased items arrive already labeled while older items are labeled by staff on a continual basis. The online catalog actually offers a search feature that allows users to search by various AR levels.



## **Conclusion**

Even with changes in staffing and programming, the Youth Services department continues to be a vital and important component of the Newport Beach Public Library system. Each member of the staff constantly strives to think of new and creative ways to serve our youngest customers whether through the materials they are selecting for check-out or the programs and events they plan throughout the year. It is truly a privilege and pleasure to be part of such a fabulous team.



## **NOTICING:**

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

**TO:** BOARD OF LIBRARY TRUSTEES

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

**PREPARED BY:** Tim Hetherton

**TITLE:** Corona Del Mar Branch Update

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**DISCUSSION:**

Project Manager Peter Tauscher of Public Works reports that the project remains ahead of schedule. Crews are preparing the building for winter, and the building has been subjected to a great deal of waterproofing.

Workers completed the last structural observation during the week of October 8, and are now preparing to work on the interior of the building.

Windows will be delivered towards the end of October and will be installed at that time. All lathing and plastering will also be completed in October, depending on other trades and the weather. Crews are installing the fire suppression system and this work should be completed in November.

Branch Librarian Annika Helmuth reports that story times are back on the normal schedule now that summer has concluded, and story time attendance totals have almost doubled from 144 to 282. Recreation staff at Community Youth Center at Grant Howald Park, where the Library provides story times, continue to do a fantastic job of transitioning the room from recreation program use to library program use each week.

A meeting with Brodart, one of the Library's primary material vendors, to discuss the opening day collection, is scheduled for November.

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The Friends of the Library have graciously offered to fund an opening day collection (\$110,000) for the branch. The collection will include print materials for adults and children, as well as DVDs, CDs, and audiobooks. In addition, the Friends have offered to purchase teak patio furniture (\$6,400) for the reading porch. Staff has prepared a formal request to Friends for \$116,400.00 for the purchase of these items, which will be submitted to Friends of the Library on Tuesday, October 16, pending Board approval.

**NOTICING:**

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

**TO:** LIBRARY BOARD OF TRUSTEES

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

**PREPARED BY:** Melissa Hartson

**TITLE:** Grant Acceptance from California Library Literacy Services

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### **Recommendation**

Staff recommends the acceptance of a grant in the amount of \$18,000 from the California Library Literacy Services to support the Newport Beach Library Adult Literacy Program. If accepted a budget amendment to allocate the funds will be proposed to City Council at the October 23, 2018 meeting.

### **Discussion**

The Library Literacy Program offers one-on-one tutoring and small group classes to customers with low literacy skills. The Program is partially funded by the City's general fund and partially funded through grants, donations and the fundraising efforts of Newport Mesa ProLiteracy. One of the major funding resources is through the California State Library Literacy Services annual grant program. A grant of \$18,000 has been awarded to the Library to support our high quality Literacy Program. The grant funds will be used towards staffing for the program. This \$18,000 grant represents the California Library Literacy Services first award for FY 2018/2019.

**TO:** LIBRARY BOARD OF TRUSTEES

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

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

**TITLE:** Donation Acceptance from P.E.O. Sisterhood

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**Recommendation**

Staff recommends the Board of Library Trustees approve the acceptance of a donation of \$25 from a local chapter of the P.E.O. Sisterhood to enhance the Library’s materials collection.

**Discussion**

Annika Helmuth, Corona del Mar Branch Librarian, and Julie Duncan, Library Support Supervisor, spoke at the October Chapter QV P.E.O. Sisterhood meeting. They gave a 30-minute presentation promoting the Library and the array of services available. The Chapter donated \$25.00 to the Library as a thank you for participating in the meeting. The Library will use the funds to purchase materials for the collection.

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

**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).