



## CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach City Hall (via Zoom)  
100 Civic Center Drive, Newport Beach, CA 92660

Monday, September 21, 2020 - 5:00 PM

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

Paul Watkins, Chair  
Douglas Coulter, Vice Chair  
Kurt Kost, Secretary  
Barbara Glabman, Board Member  
Janet Ray, Board Member

**Staff Members:**

Tim Hetherton, Library Services Director  
Francine Jacome, Administrative Support Specialist

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**SPECIAL NOTICE REGARDING COVID-19**

On March 4, 2020, Governor Newsom proclaimed a State of Emergency in California as a result of the threat of COVID-19. On March 12, 2020, Governor Newsom issued Executive Order N-25-20, which allows the Board of Library Trustees to attend Board of Library Trustees meetings by electronic means. Please be advised that to minimize the spread of COVID-19, Board of Library Trustees may attend this meeting either electronically or telephonically.

Also, please be advised that on March 17, 2020, Governor Newsom issued Executive Order N-29-20, which allows for the public to participate in any meeting of the Board of Library Trustees telephonically or by other electronic means. Given the health risks associated with COVID-19, the City of Newport Beach will conduct this meeting via Zoom. As a member of the public, if you would like to participate in this meeting, you can participate via the following options:

1. You can submit your questions and comments in writing for the Board of Library Trustees to consider. Please send them by email to the Library Services Department at [LibraryBoard@newportbeachca.gov](mailto:LibraryBoard@newportbeachca.gov) by Friday, September 18, 2020, at 4:00 p.m. to give the Board of Library Trustees time to consider your comments. All emails will be made part of the record.

1. You can connect with a computer by joining through Zoom. Click the link below to register for the meeting using a valid email address. You will receive a confirmation email allowing you to join the meeting:

<https://zoom.us/j/93225618292?pwd=eDBpVVRsMIIMQ0lqc3hFRDJsWk9yUT09>

2. Or you may connect by Phone/Audio Only by calling: (669)-900-9128. The meeting ID is 932 2561 8292#.

Please know that it is important for the City to allow public participation at this meeting. While the City does not expect there to be any changes to the above process for participating in this meeting, if there is a change, the City will post the information as soon as possible to the City's website.

The City of Newport Beach thanks you in advance for continuing to take precautions to prevent the spread of the COVID-19 virus.

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 of Library Trustees 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. PLEDGE OF ALLEGIANCE**

**IV. NOTICE TO THE PUBLIC**

*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.*

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

**A. Consent Calendar Items**

**1. Minutes of the August 17, 2020 Board of Library Trustees Meeting (pp. 5-12)**

[DRAFT MINUTES](#)

**2. Patron Comments (pp. 13-18)**

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

[PATRON COMMENTS](#)

**3. Library Activities (pp. 19-26)**

Monthly update of library events, services and statistics.

[AUGUST ACTIVITIES](#)

**4. Expenditure Status Report (pp. 27-28)**

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

[EXPENDITURE REPORT](#)

**5. Board of Library Trustees Monitoring List (p. 29)**

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

[MONITORING LIST](#)

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Expressive Use Areas Policy (NBPL 9) Review (pp. 30-38)**

Staff requests that the Board review the Expressive Use Areas policy (NBPL-9); and designate and approve the placement of an Expressive Use Area for the new CDM Branch.

[EXPRESSIVE USE AREAS POLICY REPORT](#)

[EXPRESSIVE USE AREAS POLICY REPORT-ATTACHMENT A](#)

[EXPRESSIVE USE AREAS POLICY REPORT-ATTACHMENT B](#)

**7. Literacy Services Update**

Literacy Coordinator Cherall Weiss will give an oral report on the Literacy program and events.

**8. Lecture Hall Update**

Staff will report on activities related to the Library Lecture Hall project.

**9. COVID-19 Closure Update and Reopening (pp. 39-40)**

Staff will update the Trustees on the Library's activities during the COVID-19 closure and on reopening plans.

[COVID-19 UPDATE](#)

**10. Library Services**

Report of Library issues regarding services, patrons and staff.

**B. Monthly Reports**

**11. Library Foundation Liaison Reports**

- A. Library Foundation Board - Report on the most recently attended meeting.
- B. Library Live Lectures Committee - Report on the most recently attended meeting.
- C. Witte Lectures Committee - Report on the most recently attended meeting.

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

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

**13. Literacy Services Liaison Report**

Trustee update on the most recently attended Literacy Services Advisory Board 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. Attendees must raise their hand in the Zoom module if they would like to speak. If attending by phone, press \*9 to raise hand.*

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

**IX. ADJOURNMENT**

CITY OF NEWPORT BEACH

Board of Library Trustees  
Newport Beach City Hall (via Zoom)  
100 Civic Center Drive, Newport Beach, CA 92660  
Meeting Minutes  
August 17, 2020 – 5:00 p.m.

I. **CALL MEETING TO ORDER** – Chair Watkins called the meeting to order at 5:01 P.M.

II. **ROLL CALL** – Roll Call by Administrative Support Specialist Francine Jacome

Trustees Present: Chair Paul Watkins, Vice Chair Douglas Coulter, Secretary Kurt Kost, Board Member Barbara Glabman, Board Member Ray

Trustees Absent: None

Staff Present: Tim Hetherton, Library Services Director  
Francine Jacome, Administrative Support Specialist  
Melissa Hartson, Acting Library Services Manager and Circulation & Technical Processing Coordinator  
Rebecca Lightfoot, Adult Services Coordinator  
Evelyn Rogers, Balboa Branch Librarian  
Debbie Walker, Branch and Youth Services Coordinator  
Annika Helmuth, Corona del Mar Branch Librarian  
Avery Maglinti, Information Technology Applications Supervisor

III. **PLEDGE OF ALLEGIANCE** – Vice Chair Coulter

IV. **NOTICE TO THE PUBLIC**

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the July 20, 2020 Board of Library Trustees Meeting**

Jim Mosher requested the Minutes reflect that Library Services Director Hetherton agreed to look into grants mentioned by the American Library Association (ALA) in response to his comment. Based on his calculations, the July circulation data presented in the Library Activities report seems high.

2. **Patron Comments**

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

Vice Chair Watkins commended Acting Library Services Manager and Circulation & Technical Processing Coordinator Melissa Hartson and Adult Services Coordinator Rebecca Lightfoot for their replies to patrons and Library Services Director Hetherton for his professionalism in handling a patron's request to access the Library during the closure.

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 Vice Chair Coulter, seconded by Board Member Ray, and carried (5-0-0) to approve the Consent Calendar.

AYES: Watkins, Coulter, Kost, Glabman, Ray

NOES:

ABSTENTIONS:

ABSENCES:

## VI. **CURRENT BUSINESS**

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

6. **Library Technology Update**  
IT Applications Supervisor Avery Maglinti will update the Board on Library information and technology activities

Information Technology (IT) Applications Supervisor Avery Maglinti reported over the past year, IT staff has responded to 970 daily support tickets; installed new self-checkout stations at Mariners and Balboa Branches and technology infrastructure at the new Corona del Mar Branch; implemented Microsoft Teams, Office 365, software to streamline the volunteer process, and the new Integrated Library System (ILS); conducted a Citywide security audit of personal computers and infrastructure; helped launch the new Library mobile app; facilitated curbside service, remote meetings, and remote work; and developed the new website. Projects for Fiscal Year (FY) 2020-2021 include potentially replacing CASSIE software, integrating an archive of the *Daily Pilot*, installing new receipt printers, and testing software that filters Library web content.

Board Member Glabman appreciated the user-friendliness of the new Library app.

In reply to Secretary Kost's question, IT Applications Supervisor Maglinti clarified that staff was sharing logins for the previous ILS because of the configuration of the ILS.

In answer to Chair Watkins' questions, IT Applications Supervisor Maglinti explained that the City and Library networks had to be separated so that the Library could allow wider access to web content than City staff is allowed. IT staff has turned off the current filtering software for the Library. Over the next two months, staff will test an upgrade of the current filtering software to ensure it filters web content appropriately.

Jim Mosher expressed concern regarding the security of patron information because a unique password is not required to log into the ILS. Perhaps staff could explore a catalog feature that allows patrons to see virtually the books adjacent to a particular book or the entire shelf.

IT Applications Supervisor Maglinti advised that the patron's pin is his password. The 9999 pin is a temporary password that allows patrons to access their accounts in the new ILS and change the password. Acting Library Services Manager and Circulation & Technical Processing Coordinator Melissa Hartson added that patrons are encouraged to change their passwords after the first login. Without a temporary password, patrons would have been locked out of their accounts when the new ILS went live. The new ILS does not offer call number browse, but staff can submit a request for this enhancement in the future.

**7. Collection Development Policy**

Staff requests that the Board review the Newport Beach Public Library Collection Development Policy. Staff does not have any recommended changes.

Adult Services Coordinator Rebecca Lightfoot did not recommend any changes to the Collection Development Policy.

Jim Mosher remarked that the Collection Development Policy is more of a statement than a policy. The policy does not provide guidelines for adding materials to the collection or strengthening or de-emphasizing areas; explain the use of checkout history, provide a link to the form to suggest materials, or address the de-selection of materials, the balance between physical and digital materials, or donation of materials.

Chair Watkins noted the public can suggest additions to the Library using the Customer's Request for Evaluation of Library Resources form.

Motion made by Vice Chair Coulter, seconded by Secretary Kost, and carried (5-0-0-0) to approve the Collection Development Policy as proposed.

AYES: Watkins, Coulter, Kost, Glabman, Ray

NOES:

ABSTENTIONS:

ABSENCES:

**8. Balboa Branch Update**

Branch Librarian Evelyn Rogers presents an overview of Balboa Branch's activities and resources

Balboa Branch Librarian Evelyn Rogers reported the Branch offers two special collections: the Nautical Collection and the 3D Blu-Ray Collection. Storytime is offered twice a week, and a special children's program is offered once per month. Since the closure, staff has created virtual Storytimes. The Balboa Branch is staffed with one full-time Librarian, one part-time Library Assistant, two part-time Clerks, and one part-time Page. Library administration and Public Works have addressed major building issues, including roof and window leaks. Ongoing issues include lack of power outlets, lack of study space, and inadequate shelf space. The Branch's collection consists of 32,100 items, and staff

continually weeds and updates the collection. Staff has completed an inventory of adult nonfiction and removed outdated and damaged books from the catalog. Between March 2019 and February 2020, patrons checked out 45,000 items; staff responded to 5,508 reference questions; 839 children attended Storytime, and 559 children attended special programs. Curbside service and reference counts increased significantly from May to June and decreased slightly in July. During the seven-week 2019 Summer Reading Program, 311 people attended special programs; and 105 children, 10 teens, and 7 adults registered for the Summer Reading Program. During the 2020 Summer Reading Program, 58 children, 1 teen, and 5 adults registered for the program. Test proctoring services were suspended in March 2020. Between March 2019 and February 2020, staff proctored 238 tests, which was 91 more than the previous year.

In answer to Board Member Glabman's questions, Balboa Branch Librarian Rogers stated an hourly fee of \$25 is charged for proctoring tests. The majority of proctoring services were provided to college students for assessments, midterms, and finals.

Jim Mosher inquired whether circulation has returned to pre-COVID levels. The Library views test proctoring as a revenue-generating service, but government agencies are not supposed to generate profits.

Library Services Director Hetherton indicated the City Council approved the Capital Improvement Plan, which contains a FY 2022-2023 project for initial design and public input for a new Balboa Branch. In July 2021, the Board of Library Trustees may appoint an ad hoc subcommittee to manage public engagement and search for a contractor and architect.

Chair Watkins noted the problems caused by herons at the Balboa Branch and has asked Library Services Director Hetherton to explore solutions.

#### **9. Public Service Hours at Balboa Branch Library**

Staff recommends that the Board of Library Trustees approve eliminating night hours on Mondays and Wednesdays at the Balboa Branch. Staff recommends scheduling additional children's programming during daytime hours.

Branch and Youth Services Coordinator Debbie Walker proposed eliminating night hours on Mondays and Wednesdays at the Balboa Branch so that staff can increase programming. Reference transactions on Monday and Wednesday nights have steadily decreased from 2016 to early 2020. Staff responded to an average of 5.4 reference questions per night in 2016 and 3.9 reference questions per night in 2019. The cost per reference transaction in 2019 is \$20.60, which is fairly high. Checkouts averaged seven items per hour during night hours in FY 2017-2018 and 5.3 items per hour in the current fiscal year. The Branch averages approximately 3.75 visits per hour during evening hours. With the extremely low volume of reference questions, visits, and circulation, Monday and Wednesday night hours are no longer cost-effective. Eliminating these hours would allow staff to offer additional children's programming. Test proctoring is a very popular service at the Balboa Branch and does not occur during evening hours. On many occasions, test takers have been turned away due to insufficient staffing.

Motion made by Secretary Kost, seconded by Board Member Glabman, and carried (5-0-0-0) to approve the change in operating hours for the Balboa Branch.



AYES: Watkins, Coulter, Kost, Glabman, Ray  
NOES:  
ABSTENTIONS:  
ABSENCES:

**10. Corona Del Mar Branch Update**

Branch Librarian Annika Helmuth presents an overview of Corona del Mar Branch's activities and resources.

Corona del Mar Branch Librarian Annika Helmuth reported the Corona del Mar Branch opened on September 17, 2019 following reconstruction. Library Assistant Daisy Hernandez has been promoted to Library Clerk. The new facility is functioning well, and the Friends of the Library reading porch is a valuable addition to the Branch. A new exterior book drop was installed in January 2020. The Friends of the Library and the Newport Beach Public Library Foundation donated approximately 11,000 new items to the Branch upon its opening. The Branch maintains extensive DVD, children's, and adult fiction collections. New service hours of Monday through Saturday 9:00 a.m. to 6:00 p.m. have been very popular, and heavy usage occurs during the additional Monday hours. Books and Babies and Preschool Storytimes are offered each week. A pilot program, Sensory Play Saturday, began in January 2020 and attained a significant following in the two months prior to the Library closure. During the 2019 Corona del Mar Christmas Walk, 700 walkers visited the Branch. In February 2020, second graders from Newport Coast Elementary were the first class to tour the new facility.

In response to Chair Watkins' question, Corona del Mar Branch Librarian Helmuth related that the Friends of the Library reading porch is used throughout the day.

**11. Donation from Friends of the Newport Beach Library**

Staff recommends the Board of Library Trustees accept a donation of \$10,000 from the Friends of the Newport Beach Library. These funds will be used to furnish and stock the new Passport Office and Gift Shop.

Chair Watkins advised that the donation will be used to furnish and stock the new Passport Office and Gift Shop.

Motion made by Vice Chair Coulter, seconded by Secretary Kost, and carried (5-0-0-0) to accept the donation from the Friends of the Newport Beach Library.

AYES: Watkins, Coulter, Kost, Glabman, Ray  
NOES:  
ABSTENTIONS:  
ABSENCES:

**12. Donation Acceptance from Newport Beach Public Library Foundation on Behalf of the Victor Klein Trust**

Staff recommends the Board of Library Trustees accept a \$25,000 donation from the Newport Beach Public Library Foundation on behalf of the Victor Klein Trust.

Library Services Director Hetherton indicated the Victor Klein Trust has stipulated the donation is to be used for children's services.

Motion made by Board Member Glabman, seconded by Board Member Ray, and carried (5-0-0-0) to accept the donation from the Newport Beach Public Foundation on behalf of the Victor Klein Trust.

AYES: Watkins, Coulter, Kost, Glabman, Ray  
NOES:  
ABSTENTIONS:  
ABSENCES:

**13. Lecture Hall Update**

Trustee Janet Ray will report on activities related to the Library Lecture Hall project.

Board Member Ray reported a meeting with architect Bob Coffee is scheduled for September.

In reply to Chair Watkins' question, Board Member Ray indicated the Library Foundation is fundraising, but an ad hoc committee has not been appointed.

**14. COVID-19 Closure Update**

Staff will update the Trustees on the Library's activities during the COVID-19 closure.

Library Services Director Hetherton reported the Newport Beach Public Library remains closed in compliance with guidance from the California Department of Public Health. No timeline has been issued for reopening; however, the Library is prepared to reopen as allowed. Patrons' use of curbside service, digital resources, and virtual programming has increased substantially since April 2020. Returned items are now quarantined for four days prior to staff checking them into the system. Staff uses the actual date of return to check-in items so that late fees are not assessed for items returned on time.

Chair Watkins appreciated the quality of virtual programming prepared by staff.

In reply to Board Member Glabman's questions, Library Services Director Hetherton indicated Storytimes are virtual only at this time. Virtual programming is available on the Library's website and YouTube channel.

Jim Mosher urged the Board of Library Trustees to develop COVID guidelines and enforceable procedures before the Library reopens. He suggested staff create outdoor experiences to facilitate social distancing and increase public access to the internet by providing additional hotspot devices for checkout.

Library Services Director Hetherton agreed with Mr. Mosher in that access to the internet will need to be expanded, which could include purchasing additional hotspots.

**15. Library Services**

Report of Library issues regarding services, patrons and staff.

Library Services Director Hetherton explained that the impact of the COVID-19 closure will be reflected in the 2022 Star Library report. The new mobile app is remarkable, and patrons should download it to their cell phones.

**B. Monthly Reports**

**16. Library Foundation Liaison Reports**

**A. Library Foundation Board** – Report of the most recently attended meeting.

Board Member Ray reported the Library Foundation Board met on August 3, 2020. The Foundation remains financially healthy, and the Board will focus on fundraising. Despite the Library closure, the Foundation will launch a new website and programming, including a writing contest, for the fall/spring season.

Meg Linton, Library Foundation Chief Executive Officer, advised that the Foundation's website should list programming for the upcoming season by September. A new series, Studio Chats, will be interviews with artists, architects, and designers.

**B. Library Live Lectures Committee** – Report of the most recently attended meeting.

Board Member Glabman reported email communications during the Committee's hiatus indicate the Committee is preparing virtual lectures for the fall, and three authors have agreed to present lectures.

**C. Witte Lectures Committee** – Report of the most recently attended meeting

Secretary Kost advised that the Committee is discussing the format of lectures, which will be virtual instead of in-person.

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

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

Vice Chair Coulter reported the Friends of the Library is looking forward to accepting book donations and conducting book sales in the Friends Room. The Friends did not meet in August. The Friends have 885 members. July revenues were comprised of \$532 from Amazon sales, \$175 from membership dues, and \$1,190 from PBA auctions.

In response to Board Member Ray's query, Vice Chair Coulter explained that book sales have not occurred because the Friends do not have space to quarantine books or to sort and price books while practicing social distancing.

Jim Mosher supported outdoor book sales, and suggested the Friends utilize the Friends Room to store or quarantine donated books.

**18. Literacy Services Liaison Report**

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

Chair Watkins stated the bimonthly newsletter, Literally Speaking, went out in August. The Advisory Board met on July 14, 2020, and will meet again on September 10, 2020. ProLiteracy has a bank balance of \$432,000, 83 active tutors, and 129 active learners. A virtual happy hour is planned for this fall. A new online contest, COVID Diaries, is underway.

**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)**

Chair Watkins invited Board Members to attend the presentation of the Friends of the Library donation to the City Council on September 8, 2020. Library expenditures should be monitored carefully because donations will likely be less than in previous years.

**IX. ADJOURNMENT – 6:31 P.M.**

| NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS   |   |  | AUGUST 2020 |
|--|---|--|-------------|
| Comment #<br>Date Received<br>Source of Comment<br>Staff Member<br>Staff Member Title<br>Date Responded to Patron                          | Comment   | Response   |             |
| <u>1</u><br><u>8/3/2020</u><br><u>Email</u><br><u>Rebecca Lightfoot</u><br><u>Library Services Manager, Acting</u><br><u>8/3/2020</u>      | <p>Hello! (1) New Items: Does the new system have a place where new music, new CD books, and new items generally, are listed? The "new items" list in the previous system was extremely helpful. (2) Updating Personal Information: I have relocated my home since my library card/account was established/opened. I read the instructions for updating my information (changing my address), but I did not find an "edit" function that would permit me to update my address. Can you answer these questions? Thank you very much...Thank you very much for your very rapid message! Your diligence and helpfulness to patrons is part of what makes NBPL the best library in the world!...well, my world anyway!! I will search as you recommend! Thank you too for offering to help me update my "personal information"; I tried, but did not succeed. My new home address is...I will (try to) pay my outstanding fines now. If I fail and need help, I will submit a new request. Thank you very much. Best regards.</p> | <p>In order for those lists to show up in the new catalog, there are still a few more things we have to configure on the back end that we are working on. We hope to have those new lists available again soon! In the meantime, you can run a search in the new catalog and sort so the newest items come to the top. Don't put anything in the search bar and click on the orange "Search" button. In the "Collection" facet on the left, select "View all" and then choose the genre you would like to see and click "Include" up at the top of the box. Then click on "Sort By" up in the upper right hand corner and choose "Publication Date - Descending". The list will then sort the newest items on top. I hope that helps until we get those lists up again. If you send me your new address, I will update your personal information. Please let me know if there is anything else I can help you with. Thank you.</p> |             |
| <u>2</u><br><u>8/8/2020</u><br><u>Email</u><br><u>Debbie Walker</u><br><u>Branch &amp; Youth Services Coordinator</u><br><u>8/10/2020</u>  | <p>I am looking for a job in Newport Beach. I will be a Chapman student and I am moving into one of the houses that is very close to the Public Library. It would be ideal for me to be able to work at the library. Thank you for your time.</p>   | <p>Although we currently do not have any job openings for the Library I have included the link to the City of Newport Beach Job Opportunity page that not only includes links to all current openings but also provides a link to sign up for notification for all future employment opportunities: <a href="https://www.newportbeachca.gov/government/departments/human-resources-department/job-opportunities">https://www.newportbeachca.gov/government/departments/human-resources-department/job-opportunities</a>. We wish you all the best in your job search.</p>  |             |
| <u>3</u><br><u>8/10/2020</u><br><u>Email</u><br><u>Debbie Walker</u><br><u>Branch &amp; Youth Services Coordinator</u><br><u>8/11/2020</u> | <p>I'm a college student who unfortunately is not allowed back on campus this fall, so I'll be taking classes here at home for the foreseeable future. After taking classes online this spring and summer, I've found that what I really miss is a good study space. I find that I am not very productive in my house, but of course, all the coffee shops and libraries are closed. I was wondering if there was any possibility of opening a socially distant study space either indoors or outdoors, where students like me can work out of the house with free Wi-Fi. We are lucky to have such mild weather, so an outdoor space would be quite nice, but I think using the indoor library space could be safe if well monitored and cleaned. I understand the cross contamination risk of opening libraries for book loan-outs, but perhaps desks and chairs would not be much trouble to maintain?</p>   | <p>Unfortunately due to current State and County guidelines all Newport Beach Library locations are currently closed to the public for computer usage and study space. At this time we do not have a firm date for reopening. We are offering Curbside Service at all locations which allows pick-up of materials that have been placed on reserve. At the Central Library on Avocado there is a patio space located outside the upstairs entrance toward City Hall that may be used. There is no electrical power, but there is Wi-Fi and seating is available. We wish you all the best in your studies and we are also eager for the time that we may be open to the public again.</p>  |             |
| <u>4</u><br><u>8/11/2020</u><br><u>Personal</u><br><u>Tim Hetherton</u><br><u>Library Services Director</u><br><u>8/11/2020</u>            | <p>I received a very nice comment from a long time patron about the incredible service she has received during the closure. She praised staff for their positive attitude, quick response time to inquiries, and commitment to service. Thanks as always.</p>   | <p>Tim thanked the patron for her positive feedback.</p>   |             |

| NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS   |   |   | AUGUST 2020 |
|--|---|---|-------------|
| Comment #<br>Date Received<br>Source of Comment<br>Staff Member<br>Staff Member Title<br>Date Responded to Patron                          | Comment   | Response  |             |
| <u>5</u><br><u>8/11/2020</u><br><u>Email</u><br><u>Rebecca Lightfoot</u><br><u>Library Services Manager, Acting</u><br><u>8/17/2020</u>    | <p>Thank you for your recent help in updating my account address. Your involvement with NBPL is part of what makes being an NBPL patron so enjoyable and edifying! Just now, when going to log out, I was shown a screen telling me to empty my cache. This apparently was not required under the previous system, and frankly, I don't know what to do. Can you give me a little information about this "clear the cache" process? Many thanks for your continuing courtesies and help! Stay safe and healthy!</p> | <p>That message is really only if you are on a shared computer. If you're at home on your own computer, you don't need to worry about it. But if you do want to clear your cache, it depends on which browser you are using. For instance, in Chrome, you would click on the "customize" Chrome button on the top right, and then "History", and then "clear browsing history". It just deletes the information you entered into the forms. I hope that helps! Thank you.</p> |             |
| <u>6</u><br><u>8/13/2020</u><br><u>Email</u><br><u>Debbie Walker</u><br><u>Branch &amp; Youth Services Coordinator</u><br><u>8/13/2020</u> | <p>I have several books (hardcover and paperback) that I would like to donate to the library. Is this possible at this time? If it is, what is the recommended procedure? Thank you.</p>  | <p>Unfortunately, the Friends of the Library are unable to accept donations at this time due to COVID-19 restrictions. We do appreciate your interest in the Library and offer to donate.</p>   |             |
| <u>7</u><br><u>8/19/2020</u><br><u>Email</u><br><u>Rebecca Lightfoot</u><br><u>Library Services Manager, Acting</u><br><u>8/19/2020</u>    | <p>I am wondering if you have any suggestions on how I can get a copy of a book that is no longer in print? I do not see a copy in the catalog. Thank you for suggestions and thank you for curbside pickups...so appreciate all you guys are doing to get thru this crazy time!</p>  | <p>We could try to get it through another library using Interlibrary Loan. There is a non-refundable \$5 charge for each request, and it can take 2-8 weeks for us to receive the item from the lending library. If you would like to pursue this option, just let me know. You can pay the \$5 fee online using a credit card. Thank you.</p>  |             |
| <u>8</u><br><u>8/20/2020</u><br><u>Email</u><br><u>Rebecca Lightfoot</u><br><u>Library Services Manager, Acting</u><br><u>8/20/2020</u>    | <p>I am trying to access Kanopy, but it says I need to update my library card. Thank you so much!</p>   | <p>After you log into Kanopy using your username and password you previously created, you will see a box in the upper right hand corner, asking you to update your library card. Re-enter your library card number, and 9999 as your password (which is the default for our new catalog system, unless you've already changed it). Kanopy should then be able to verify your account with the new catalog. Please let me know if you have any other questions. Thank you.</p> |             |

| NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS   |  |  | AUGUST 2020 |
|--|--|--|-------------|
| Comment #<br>Date Received<br>Source of Comment<br>Staff Member<br>Staff Member Title<br>Date Responded to Patron                              | Comment  | Response   |             |
| <u>9</u><br><u>8/20/2020</u><br><u>Email</u><br><u>Debbie Walker</u><br><u>Branch &amp; Youth Services Coordinator</u><br><u>8/21/2020</u>     | <p>How do you search for books appropriate for a 3 year old and a 5 year old? I'm not sure what the "reading levels" (1.1, 1.2, etc...) mean.</p>  | <p>The reading levels you see in the summary and description of a book (1.1, 1.2) are Accelerated Reading Levels (AR) and represent the fact that the words in the book (not necessarily the content or subject matter) have been judged to be something a first grader in the first month of first grade (1.1) or second month (1.2) could read. A book with an AR level of 5.3 for instance would indicate it could be read by a fifth grader in the third month of school, etc. In terms of books that would be of interest to a 3 year old or 5 year old, if you are doing a subject search and not a directed search where you know the title and/or author, you can narrow your search down using the bar on the left that says "Limit Search Results." There you can limit it to Children's materials only in the "Audience" category and under the "Collection" category you can limit it to the type of book. Generally in our collection for a 3 and 5 year old that would be picture books, easy readers, and even board books. The other tool the Children's Librarians have made to assist our patrons in finding appropriate books for their children is to look at the many booklists they have put together for children of all ages. Just go to <a href="http://www.newportkids.org">www.newportkids.org</a> and click on the Booklists link and you will find many options to choose from. The lists are categorized by grade level, subject (especially for picture books), genres, etc. All lists link directly to the catalog so that you can search for what is available. Finally you may always call any of our libraries during our business hours (currently Monday through Saturday from 9:00-5:00) and ask to speak to the Children's staff where they will gladly assist you in finding materials that would be of interest. Once these are available you can arrange curbside pick-up at any location during those hours to check out your items. We appreciate your use of the Library and thank you for taking the time to contact us.</p> |             |
| <u>10</u><br><u>8/25/2020</u><br><u>Email</u><br><u>Rebecca Lightfoot</u><br><u>Library Services Manager, Acting</u><br><u>8/25/2020</u>       | <p>I was exploring the course offerings in Udemy. It appears that only a select portion of course offerings are available, only business education, and not the creative/art segment of courses offered by Udemy. Is this correct and is there a way to access the creative/art segment of Udemy through my Newport Beach account?</p> | <p>While the library does subscribe specifically to Udemy for Business, many of the other classes are also available to you. If you find a course that you would like to take and it is not part of the library's subscription, you can fill out a form to suggest Udemy add it to our courses, and they will take it under consideration. <a href="https://ufbsupport.udemy.com/hc/en-us/requests/new?ticket_form_id=610488">https://ufbsupport.udemy.com/hc/en-us/requests/new?ticket_form_id=610488</a>. I hope that helps! Please let me know if there is anything else I can help you with. Thank you.</p>  |             |
| <u>11</u><br><u>8/26/2020</u><br><u>Email</u><br><u>Melissa Hartson</u><br><u>Circ. &amp; Tech. Processing Coordinator</u><br><u>8/26/2020</u> | <p>How many times can you renew a book assuming no one is waiting?</p>   | <p>Most books are eligible for four renewal periods if no one has placed a hold on the book. Thank you for your inquiry.</p>   |             |



| NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS  |  |  | AUGUST 2020 |
|---|--|--|-------------|
| Comment #<br>Date Received<br>Source of Comment<br>Staff Member<br>Staff Member Title<br>Date Responded to Patron                 | Comment  | Response   |             |
| 12<br><u>8/31/2020</u><br><u>Email</u><br><u>Rebecca Lightfoot</u><br><u>Library Services Manager, Acting</u><br><u>8/31/2020</u> | Is it possible to sign up for RB Digital using my library account? | <p>Yes, you can use your Newport Beach Public Library card to check out magazines from RB Digital. Go to the eBranch page on our website, and click on "eMagazines", then the RB Digital icon. <a href="https://www.rbdigital.com/newportbeach/ca/service/magazines/landing">https://www.rbdigital.com/newportbeach/ca/service/magazines/landing</a>. In the upper right hand corner, there is a link to "Create a New Account". Click on that and enter your library card number. Once you have created your account, you can download magazines or read them directly in your web browser. There is also an app you can download so you can enjoy magazines on your mobiles devices. I hope that helps! Please let me know if there is anything else I can help you with. Thank you.</p> |             |



**Newport Beach Public Library**  
**Patron Email Exchange**  
**8/1/2020**

Patron 1:

I have a drive to Oregon tomorrow to move my 96-year-old mother into assisted living. I've decided to do the entire drive in one day to restrict my exposure to C19, but it is a very long drive (over 700 miles). Under regular circumstances, I would get some books on tape to play in the car from the library, but all the libraries are closed. I wonder if anyone has some books on cd that I might borrow?

Patron 2:

The Newport Library is open for curbside. We've survived on it to get our library fix. We've been doing once a week runs to pick up and/or return books. Everyone in the family looks forward to it. If you aren't currently a member of the library, I'm not sure if new Library Cards can be created online. Here's the page with that info: FAQ Page about Library Operations during the pandemic:

<https://www.newportbeachlibrary.org/about/library-closure-faq>

Liz Aaron:

I'm a librarian at Newport Beach Public Library. While we're closed, [this is how to get a library card](#) if you don't already have one. You can call the library at 949-717-3800 and ask to speak to reference; they can help you select 10 books on CD to come check out curbside. The library is open today until 5:00 pm. Good luck.

Patron 2:

LOL! You all deserve it! We love libraries and fully support UCI's, Irvine's, and Newport's too. Public access to information is critical for all Americans. :) Thank you for all you do!

Patron 3:

As a librarian myself (many moons ago—but once a librarian, always a librarian, right?), you're extremely helpful (and detailed) response to this query truly warmed my heart. Thank you!

Patron 4:

Agreed!! Don't know how my family could survive this without the availability of so many books digitally or hard copy!!! THANK YOU!!

Patron 1:

The Newport Beach Library is great. Many thanks to Liz, the thoughtful and kind librarian, and the reference desk (Andrew Page). I am on my way to pick up my books on cd. As per the many questions and suggestions I have received, I don't have working Bluetooth in the car, and I don't want to use my phone for entertainment as it needs to be used for safety and calling instead (plus, it is no fun trying to listen to anything off an iPhone without the car speakers in action--too much ambient noise from the car itself). Many thanks to all, my problem has been solved.

**Newport Beach Public Library**  
**Patron Comment**  
**9/3/2020**

Patron:

Marketing of the Library is essential? I don't need a reply or even an explanation, just know this reflects poorly on the City and people are talking and sharing screenshots of this as an example of tone deaf leadership.

Tim Hetherton, Library Services Director:

I am contacting you in regard to your recent communication to City Council regarding Newport Beach Public Library's current recruitment for a Library Marketing Specialist position.

We require a staff person with marketing skills to increase awareness of the Library's value and to expand its user base. It is one of many ways in which the Library can demonstrate its relevancy to the community and engage new users. Marketing connects library users' needs with NBPL's resources and services. Library marketing is critical to keeping our users and potential users informed about resources, collections, programs, and services that match their needs and interests. This position is necessary to inform the public about the all amenities available to them at the Library.

Even though Newport Beach Public Library attracts 15,000 visitors a week and is the second most popular destination in the City after the beaches, and has over 29,000 subscribers to our email newsletters, we are still obligated, as a public service, to inform residents of services and resources that can improve their quality of life. Through marketing and outreach, we attempt to inform the public that we literally have something for everyone. During the closure due to the pandemic, these services include curbside pickup of Library materials, curriculum support for online learning, virtual programming, and outdoor wi-fi access. Many library users have commented that these services have proven to be an essential element in their ability to cope with the effects of the pandemic. These services were actively marketed, with the following results:

- From April 1 to July 31, the Library has circulated 114,888 physical items through curbside services. Curbside circulation increased by 21% from April to May, 52% from May to June, and 12.5% from June to July.
- In the same period, NBPL patrons searched Library databases from their home or office 520,427 times and asked 18,459 reference questions over the telephone or through e-mail.
- Library patrons have downloaded 75,479 e-books and e-magazines during this period and streamed 4,389 films. 16,340 patrons enjoyed NBPL's virtual programming, which includes video of recent Library programs and new content developed exclusively for at-home viewing. In that same period, there has been 14,339 total views on the NBPL YouTube channel.

The Library has a story to tell. The Central Library and three branch locations are important community hubs, and, in normal times, maintain a rich and varied calendar of events. In Fiscal Year 2019-2020, Library programs attracted nearly 70,000 guests. These events included everything from the Witte lecture series, which has presented Pulitzer Prize winning authors, to children's story times. The Library features a Media Lab, a sound recording studio, a bistro, a gift shop, and a passport office. We have an active Literacy Services department, a Friends of the Library used bookstore that generates an annual gift to the Library of over \$200,000, and a Library Foundation that presents over \$600,000 in programming a year, in addition to an annual gift. We maintain an e-Branch, with online access to subscription databases and downloadable content, open 24 hours a day and 7 days a week. Why not promote these services and resources?

Thanks and best regards.

## **NEWPORT BEACH PUBLIC LIBRARY**

To: Board of Library Trustees  
From: Tim Hetherton, Library Services Director  
Re: Report of Library Activities – September 21, 2020 meeting

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### **TIM HETHERTON -LIBRARY SERVICES DIRECTOR**

*"A library is not a luxury but one of the necessities of life."*

-Henry Ward Beecher

#### **COVID-19 Closure update**

If we have learned anything during this pandemic, it is that access to libraries and online services ameliorates health, education, work, and economic security. As homes become schools and workplaces, the Library plays an important role in promoting and supporting quality of life. For those without access to broadband at home, public libraries are a potential lifeline.

Curbside service for the month of August decreased from July, but even in ordinary circumstances, patron usage statistics tend to decrease in August due to vacations and "last gasp" summer activities.

Virtual programming remains popular and will persist until restrictions on public gatherings and building capacities are lifted. NBPL will continue to offer Wi-Fi, accessible outdoors, from 6 a.m. to 10 p.m., seven days a week.

#### **Friends indeed!**

On September 8, City Council accepted a gift from the Friends of the Library for \$200,000. These funds will be used to purchase books, audiobooks, and DVDs system wide. The donation will also fund adult and juvenile programming for Fiscal Year 2020-2021.

The Friends resumed accepting donations on Tuesday, September 15, and are making plans to resume selling used books and materials from the Friends Room and Bamboo Courtyard on Friday, September 25.

#### **Corona del Mar Branch**

I am pleased to share with the Board that the Corona del Mar Branch Library is featured in the September/October issue of *American Libraries*, the magazine of the American Library Association (ALA). The issue is the annual design showcase for new Library buildings. CDM is listed under "shared spaces", due to its innovative dual-purpose functionality and efficiency.



## **Wheelhouse List for Trustees**

- Newport Beach Public Library Foundation check presentation  
Tuesday, October 27, 4 p.m.  
City Council Chambers
- Literacy Services proclamation  
Tuesday, October 27, 4 p.m.  
City Council Chambers

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

### **Branches**

Curbside service continued at all Branch locations and Summer Reading ended on Saturday, August 8. Staff at all locations continued to become familiar with the new ILS. Andy Kachaturian, as a member of the implementation team, spent much time running reports and making sure the various components of the software were functioning properly.

### **Youth Services**

Although SRP numbers were understandably down from previous years, the entire Youth Services Team felt that considering the circumstances of the closure, SRP was a success. Patrons were very pleased to have it available and it was another way to enhance Curbside Service to all ages. Nearly a thousand children registered for the Kids version, and staff gave out over 600 welcome kits and prize books. We collected over 800 book reviews, and the totals for programming (a streaming Wild Wonders animal program and three separate craft kits) were well over 900. The numbers of Adult SRP participants was very close to last year with only ten less finishers than 2019. Tune-in Tuesday videos continued to be a success and expanded to include a simple themed craft in addition to the story and songs that are shared. The Youth Services group also met in mid-August via Microsoft Teams to evaluate SRP and to come up with ideas for virtual and curbside related programming for the months of September through November.

### **Teen Services**

Although the numbers of participants in the Teen version of SRP were not extremely high (a total of 50 registrants for all locations) they posted almost 180 web reviews up from 49 in 2019.

### **Facilities**

On August 4, Eddie Flores and I met with Tom Sandefur from Public Works, Mike Wojciechowski from IT, Tonee Thai from the Building Division, Fong Tse (from DMS Consultants) and two people from Design West Engineering, to discuss the Control/Security project. This is a CIP project that is being financed by Public Works and the City. With this plan, various entrances at Central (exterior and interior) will become accessible with a key card. Although the same alarm pad will be used to arm and disarm the building, this will provide greater ease of entrance for staff and allow for remote access to the system if any issues should arise. A motor was replaced at Central with the HVAC system and pricing given for another HVAC project that needs to be done soon. The Mariners HVAC system had some very minor issues but operated well overall.

All locations participated in the annual physical inventory of "Fixed Assets and Property Control Items" required by the Finance Department. This involves accounting for all tagged items (primarily furnishings,

computers, etc.) valued at over \$500 and reporting if they are still at the location, have been surplus, or disposed of, etc.

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

##### **Budget**

Finance has set up recurring monthly meetings to review the Library's revenues during COVID-19 pandemic. While revenues are down, the Library continues to take in some fees and fines from overdue materials and the yearly gifts from the Foundation and Friends. The Library will also receive the annual California Library Literacy Services (CLLS) Grant this fall.

#### **REBECCA LIGHTFOOT, ADULT SERVICES COORDINATOR**

##### **Databases**

ProQuest partnered with the California State Library to provide several new databases at no extra cost to Newport Beach Public Library patrons:

- **eLibrary** – General reference aggregation of periodical and digital media content with editorial guidance for novice researchers. Two unique interfaces available. ***(Grades 6+)***
- **SIRS Discoverer** – Selected content for novice researchers, especially elementary and middle school students and educators. ***(Grades 3-9)***
- **SIRS Issues Researcher** – Curriculum-aligned database of content organized by complex issues, ideally for middle and high school students and educators. ***(Grades 6+)***
- **ProQuest Research Companion** – Information literacy tools and tutorials to help develop critical thinking. ***(Grades 8+)***
- **School & Educators Complete** – eBook subscription database (over 12,000 titles) to support multiple subject areas (English Language Arts, Science, Math, Social Studies, Health, Physical Education, Information Literacy and Technology). ***(Grades 9+, possibly some content for Middle School, also includes professional development content for faculty)***

##### **Programming**

Local Author and educator Kim Cox's interview was posted on August 10 and garnered 465 views for the month.

### Proquest Articles Retrieved 2020-2021

|                        | Jul  | Aug  | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | AVG. |
|------------------------|------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| Business Databases     | 861  | 837  |      |     |     |     |     |     |     |     |     |     | 849  |
| Newspapers--Current    | 982  | 816  |      |     |     |     |     |     |     |     |     |     | 899  |
| Newspapers--Historical | 1621 | 1058 |      |     |     |     |     |     |     |     |     |     | 1340 |
| Magazines              | 17   | 30   |      |     |     |     |     |     |     |     |     |     | 24   |

| Database FY Comparisons          | JUL<br>2020 | AUG<br>2020 | SEP<br>2020 | OCT<br>2020 | NOV<br>2020 | DEC<br>2020 | JAN<br>2021 | FEB<br>2021 | MAR<br>2021 | APR<br>2021 | MAY<br>2021 | JUN<br>2021 | YTD<br>20/21 |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| <b>Tracked by #searches</b>      |             |             |             |             |             |             |             |             |             |             |             |             |              |
| A to Z Databases                 | 517         | 1252        |             |             |             |             |             |             |             |             |             |             | 1769         |
| Ancestry                         | 2366        | 5105        |             |             |             |             |             |             |             |             |             |             | 7471         |
| AskART                           | 32          | 14          |             |             |             |             |             |             |             |             |             |             | 46           |
| Biography In Context             | 39          | 44          |             |             |             |             |             |             |             |             |             |             | 83           |
| Britannica School Edition        | 37          | 0           |             |             |             |             |             |             |             |             |             |             | 37           |
| Facts on File Ancient History    | 4           | 0           |             |             |             |             |             |             |             |             |             |             | 4            |
| Gale Archives Unbound            | 3066        | 876         |             |             |             |             |             |             |             |             |             |             | 3942         |
| Gale Directory Library           | 9           | 1           |             |             |             |             |             |             |             |             |             |             | 10           |
| Gale Elementary ( Kids InfoBits) | 50          | 9           |             |             |             |             |             |             |             |             |             |             | 59           |
| Gale Virtual Reference Library   | 127         | 31          |             |             |             |             |             |             |             |             |             |             | 158          |
| HeritageQuest                    | 2396        | 2792        |             |             |             |             |             |             |             |             |             |             | 5188         |
| Legal Information Ref Center     | 9           | 23          |             |             |             |             |             |             |             |             |             |             | 32           |
| Literature Resource Center       | 48          | 49          |             |             |             |             |             |             |             |             |             |             | 97           |
| National Geographic              | 26          | 18          |             |             |             |             |             |             |             |             |             |             | 44           |
| National Geographic Kids         | 24          | 31          |             |             |             |             |             |             |             |             |             |             | 55           |
| NewsBank (OC Register)           | 1411        | 1609        |             |             |             |             |             |             |             |             |             |             | 3020         |
| NovelList Plus                   | 69          | 85          |             |             |             |             |             |             |             |             |             |             | 154          |
| NovelList K-8 Plus               | 15          | 17          |             |             |             |             |             |             |             |             |             |             | 32           |
| Opposing Viewpoints              | 46          | 69          |             |             |             |             |             |             |             |             |             |             | 115          |
| ProQuest                         | 2568        | 2280        |             |             |             |             |             |             |             |             |             |             | 4848         |
| Reference USA Business           | 903         | 828         |             |             |             |             |             |             |             |             |             |             | 1731         |
| Reference USA Residential        | 8           | 40          |             |             |             |             |             |             |             |             |             |             | 48           |
| World Book Online                | 2           | 13          |             |             |             |             |             |             |             |             |             |             | 15           |
| <b>Tracked by #sessions</b>      |             |             |             |             |             |             |             |             |             |             |             |             |              |
| ScienceFLIX                      | 0           | 0           |             |             |             |             |             |             |             |             |             |             | 0            |
| Testing & Education Ref. Center  | 29          | 4           |             |             |             |             |             |             |             |             |             |             | 33           |
| <b>Tracked by #page views</b>    |             |             |             |             |             |             |             |             |             |             |             |             |              |
| Consumer Reports                 | 3137        | 3941        |             |             |             |             |             |             |             |             |             |             | 7078         |
| CultureGrams                     | 45          | 81          |             |             |             |             |             |             |             |             |             |             | 126          |
| Morningstar                      | 44184       | 31804       |             |             |             |             |             |             |             |             |             |             | 75988        |
| NetAdvantage                     | 6262        | 4216        |             |             |             |             |             |             |             |             |             |             | 10478        |
| RealQuest                        | 72          | 136         |             |             |             |             |             |             |             |             |             |             | 208          |
| Tumblebooks                      | 160         | 78          |             |             |             |             |             |             |             |             |             |             | 238          |
| Value Line                       | 11076       | 9740        |             |             |             |             |             |             |             |             |             |             | 20816        |
| <b>Tracked by courses</b>        |             |             |             |             |             |             |             |             |             |             |             |             |              |
| Udemy                            | 1721        | 2316        |             |             |             |             |             |             |             |             |             |             | 4037         |
| <b>Tracked by Hours Used</b>     |             |             |             |             |             |             |             |             |             |             |             |             |              |
| Rosetta Stone                    | 95.6        | 97.1        |             |             |             |             |             |             |             |             |             |             | 192.7        |

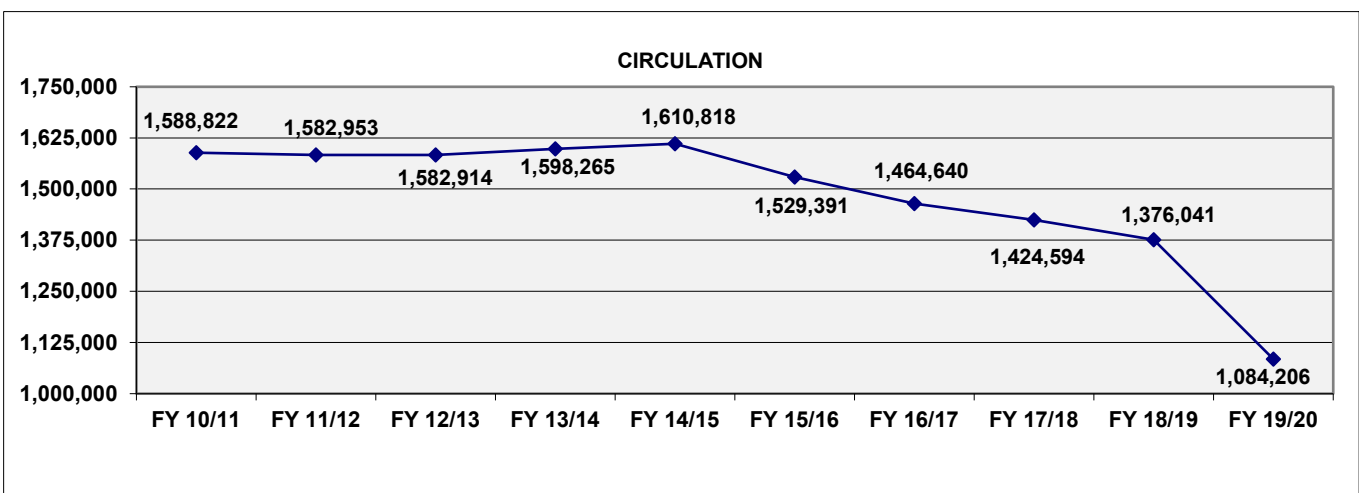
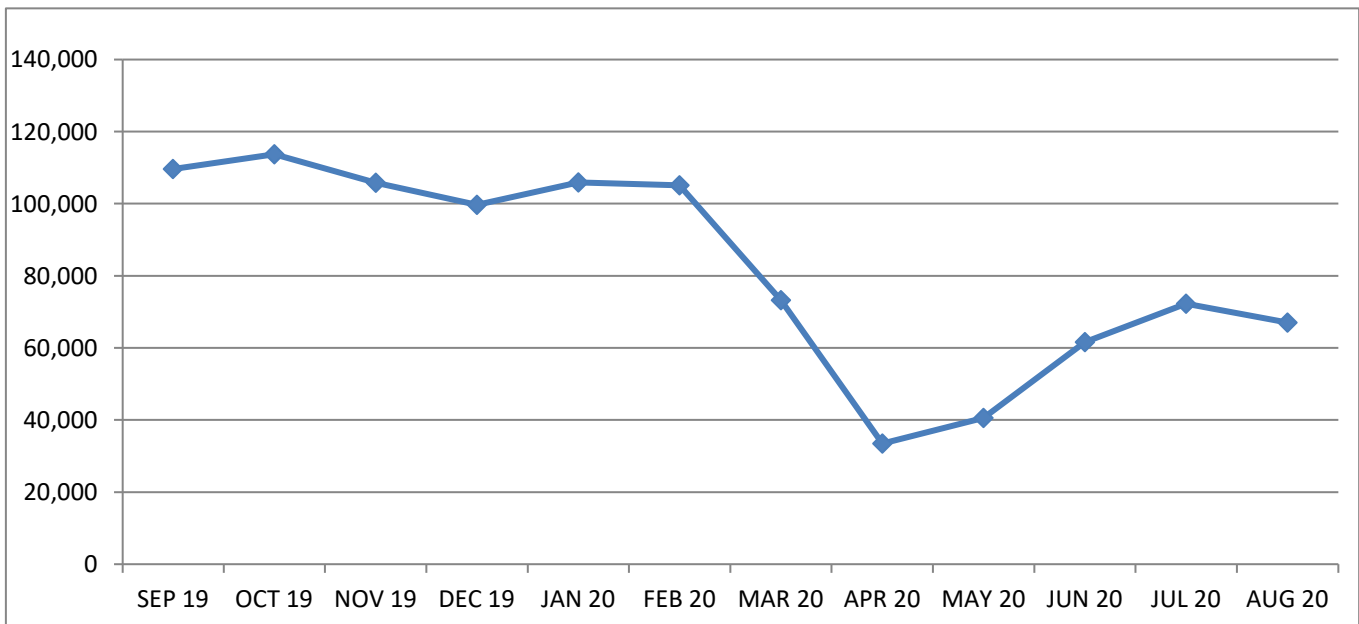
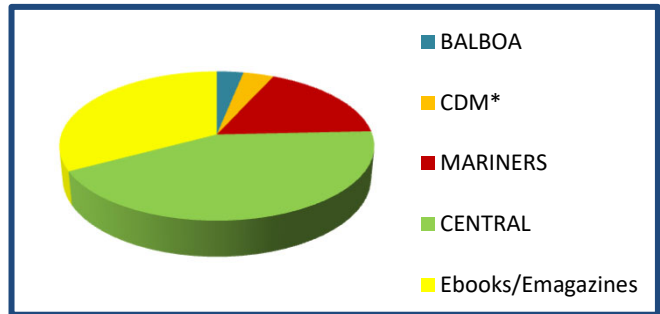
Notes:

## NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2020

### CIRCULATION

LIBRARY CLOSED MAR 16 - AUG 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.

|                   | AUG 20        | YTD 20/21      | YTD 19/20      |
|-------------------|---------------|----------------|----------------|
| BALBOA            | 2,132         | 7,117          | 11,892         |
| CDM*              | 2,442         | 5,993          | 48             |
| MARINERS          | 11,707        | 26,231         | 51,111         |
| CENTRAL           | 28,773        | 65,294         | 144,412        |
| Ebooks/Emagazines | 21,976        | 34,618         | 28,016         |
| <b>TOTAL</b>      | <b>67,030</b> | <b>139,253</b> | <b>235,479</b> |



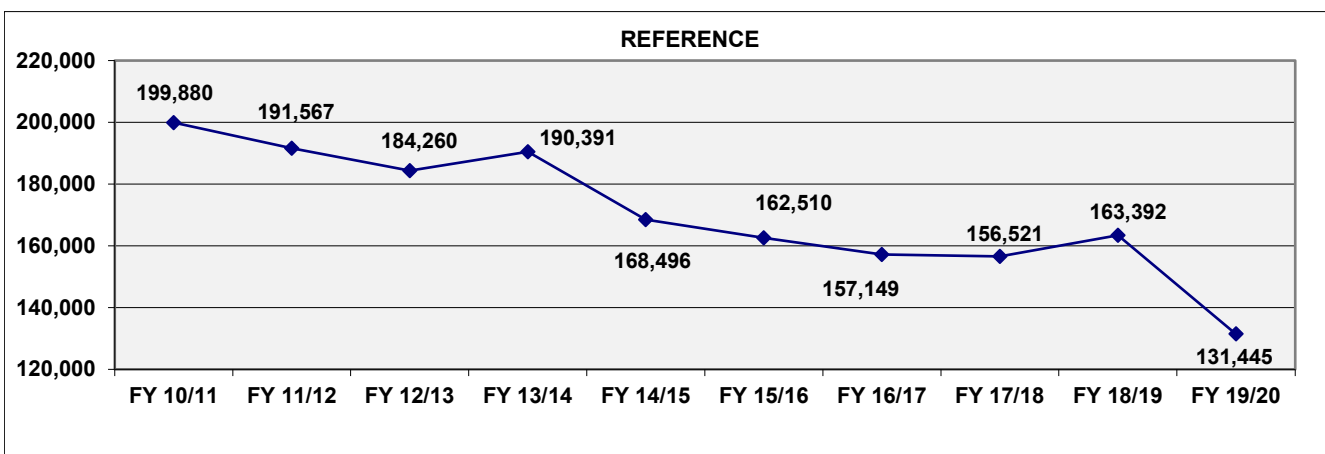
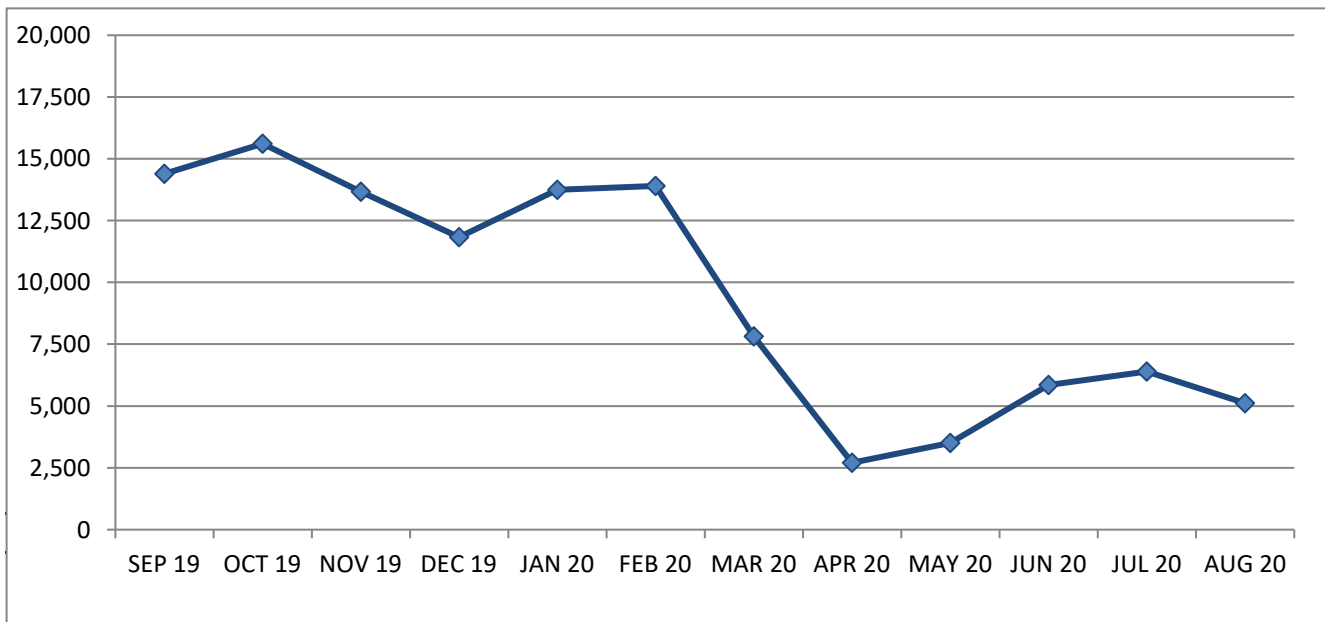
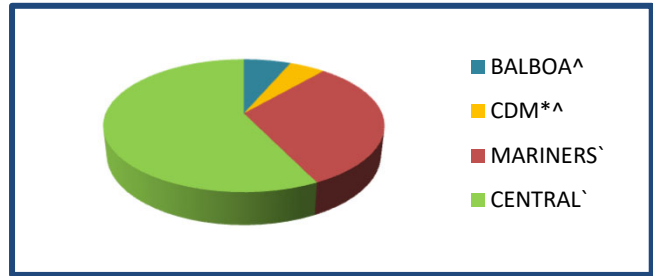
\* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

## NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2020

### REFERENCE

LIBRARY CLOSED MAR 16 - AUG 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.

|              | AUG 20       | YTD 20/21     | YTD 19/20     |
|--------------|--------------|---------------|---------------|
| BALBOA^      | 331          | 709           | 1,077         |
| CDM*^        | 253          | 656           | 0             |
| MARINERS`    | 1,603        | 3,442         | 6,628         |
| CENTRAL`     | 2,929        | 6,705         | 20,731        |
| <b>TOTAL</b> | <b>5,116</b> | <b>11,512</b> | <b>28,436</b> |



\* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

^ Includes reference phone calls and curbside phone calls.

` Includes reference phone calls, curbside phone calls, reference emails, and curbside emails.

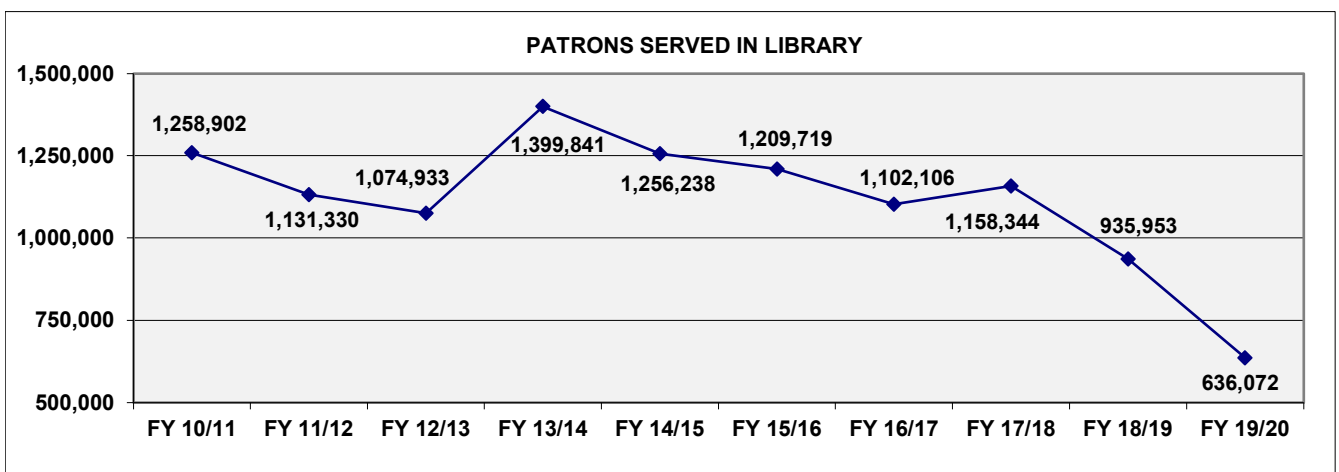
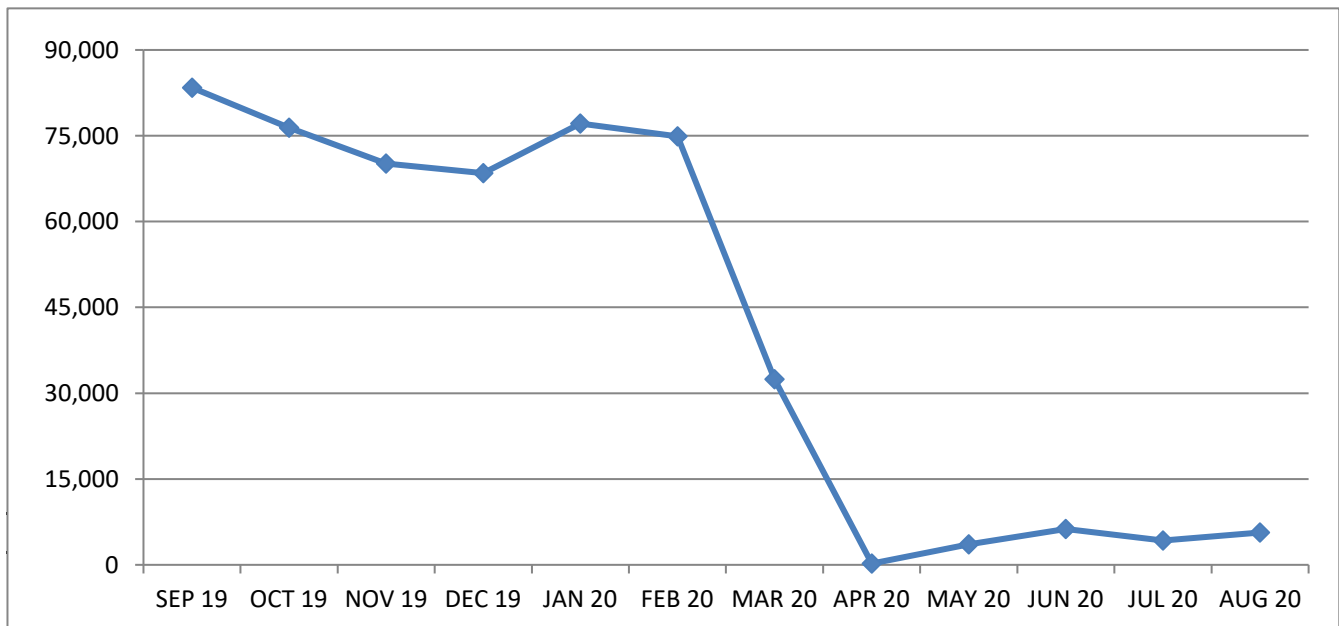
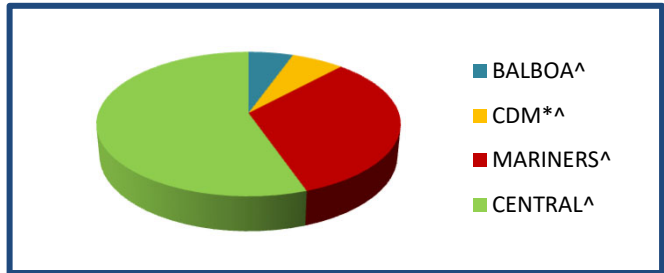


## NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2020

### PATRONS SERVED IN LIBRARY

LIBRARY CLOSED MAR 16 - AUG 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.

|              | AUG 20       | YTD 20/21    | YTD 19/20      |
|--------------|--------------|--------------|----------------|
| BALBOA^      | 310          | 604          | 8,405          |
| CDM**^       | 364          | 718          | 0              |
| MARINERS^    | 1,841        | 3,653        | 39,002         |
| CENTRAL^     | 3,119        | 4,884        | 95,686         |
| <b>TOTAL</b> | <b>5,634</b> | <b>9,859</b> | <b>143,093</b> |



\* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

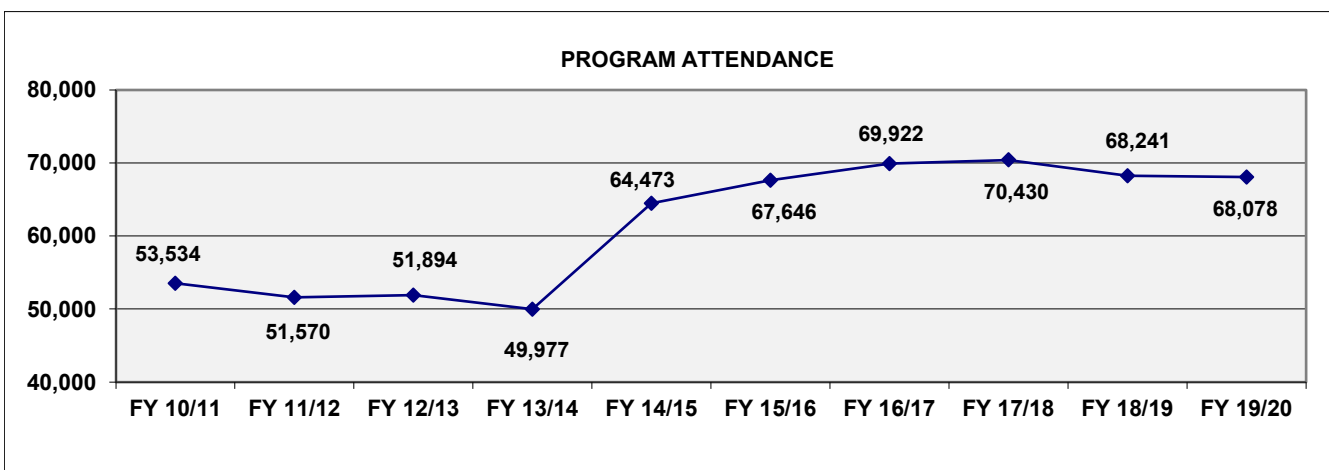
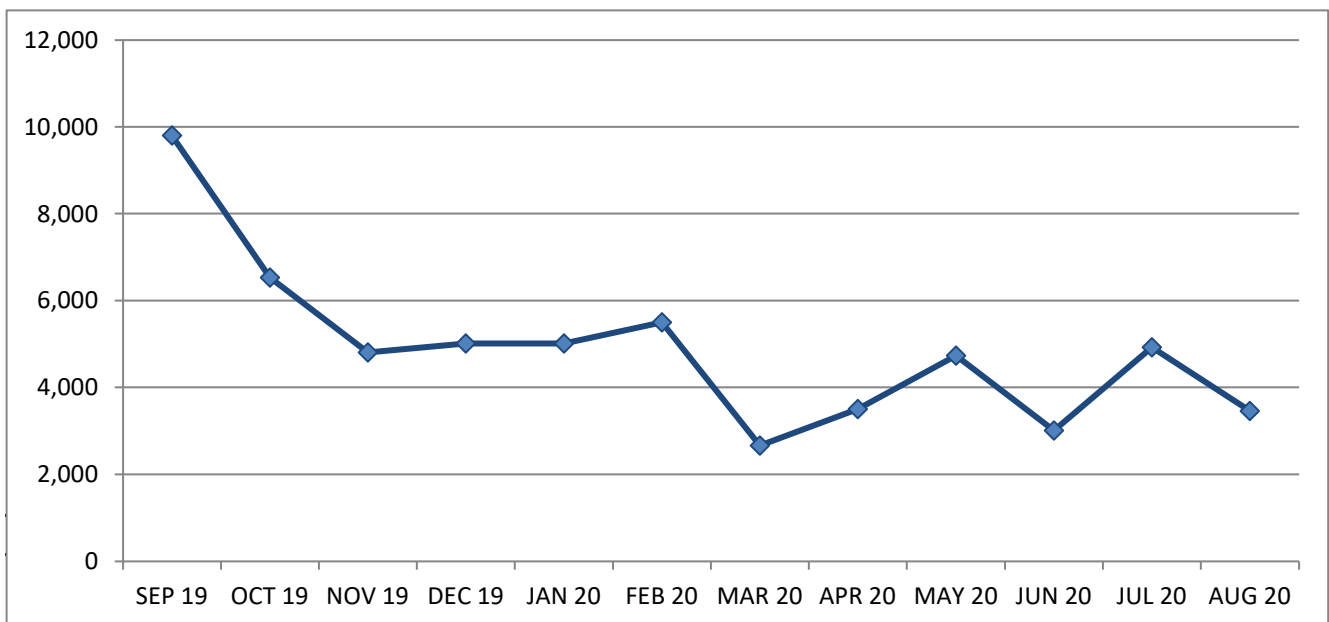
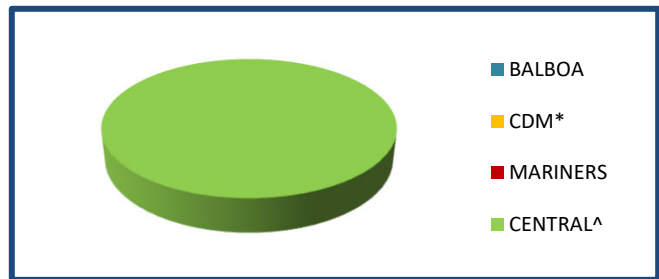
^ The number of curbside pickups at this location is being used to represent the number of patrons served.

## NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2020

### PROGRAM ATTENDANCE

*LIBRARY CLOSED MAR 16 - AUG 31 TO MINIMIZE SPREAD OF COVID-19; PROGRAMS CANCELED STARTING MAR 12.*

|              | AUG 20       | YTD 20/21    | YTD 19/20     |
|--------------|--------------|--------------|---------------|
| BALBOA       | 0            | 0            | 395           |
| CDM*         | 0            | 0            | 300           |
| MARINERS     | 0            | 0            | 2,107         |
| CENTRAL^     | 3,454        | 8,381        | 14,706        |
| <b>TOTAL</b> | <b>3,454</b> | <b>8,381</b> | <b>17,508</b> |



\* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

^ Includes video views and programs conducted online.

**LIBRARY EXPENDITURES**

(September 1, 2020)

**FY 2020-21**

| <b>ACCOUNT DESCRIPTION</b>            | <b>ORIGINAL<br/>APPROP</b> | <b>REVISED<br/>BUDGET</b> | <b>YTD<br/>EXPENDED</b> | <b>MONTHLY<br/>EXPENDED</b> | <b>AVAILABLE<br/>BUDGET</b> |
|---------------------------------------|----------------------------|---------------------------|-------------------------|-----------------------------|-----------------------------|
| <b>I        SALARY &amp; BENEFITS</b> |                            |                           |                         |                             |                             |
| SALARY FULL-TIME REGULAR              | 2,933,536                  | 2,933,536                 | 329,302                 | 206,157                     | 2,604,234                   |
| SALARY PART-TIME                      | 1,044,147                  | 1,044,147                 | 91,783                  | 57,415                      | 952,364                     |
| BENEFITS                              | 2,086,990                  | 2,086,990                 | 284,814                 | 226,906                     | 1,802,176                   |
| <b>SALARY &amp; BENEFITS TOTAL</b>    | <b>6,064,673</b>           | <b>6,064,673</b>          | <b>705,899</b>          | <b>490,477</b>              | <b>5,358,774</b>            |
| <b>II       MAINT &amp; OPERATION</b> |                            |                           |                         |                             |                             |
| PROFESSIONAL SERVICE*                 | 164,393                    | 171,535                   | 969                     | 873                         | 170,566                     |
| UTILITIES                             | 271,491                    | 271,491                   | 26,275                  | 25,023                      | 245,216                     |
| PROGRAMMING                           | 5,500                      | 5,500                     | 186                     | 186                         | 5,314                       |
| SUPPLIES**                            | 81,970                     | 82,736                    | 3,438                   | 1,142                       | 79,298                      |
| LIBRARY MATERIALS                     | 619,740                    | 620,222                   | 191,676                 | 66,028                      | 428,546                     |
| FACILITIES MAINTENANCE                | 184,686                    | 184,871                   | 19,242                  | 2,039                       | 165,630                     |
| TRAINING AND TRAVEL                   | 10,681                     | 10,681                    | 0                       | 0                           | 10,681                      |
| GENERAL OPERATING EXPENSES***         | 24,202                     | 24,202                    | 852                     | 727                         | 23,350                      |
| PERIPHERALS                           | 5,000                      | 5,000                     | 0                       | 0                           | 5,000                       |
| INTERNAL SERVICE FUNDS                | 1,858,439                  | 1,858,439                 | 154,870                 | 154,870                     | 1,703,569                   |
| OFFICE EQUIPMENT                      | 2,000                      | 2,000                     | 0                       | 0                           | 2,000                       |
| <b>MAINT &amp; OPERATION TOTAL</b>    | <b>3,228,102</b>           | <b>3,236,677</b>          | <b>397,508</b>          | <b>250,887</b>              | <b>2,839,169</b>            |
| <b>LIBRARY BUDGET TOTAL</b>           | <b>9,292,775</b>           | <b>9,301,350</b>          | <b>1,103,407</b>        | <b>741,365</b>              | <b>8,197,943</b>            |

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

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

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

**LIBRARY EXPENDITURES****FY 2020-21**

(August 3, 2020 (REVISED September 1, 2020))

| <b>ACCOUNT DESCRIPTION</b>                | <b>ORIGINAL<br/>APPROP</b> | <b>REVISED<br/>BUDGET</b> | <b>YTD<br/>EXPENDED</b> | <b>MONTHLY<br/>EXPENDED</b> | <b>AVAILABLE<br/>BUDGET</b> |
|---|----------------------------|---------------------------|-------------------------|-----------------------------|-----------------------------|
| <b>I            SALARY &amp; BENEFITS</b> |                            |                           |                         |                             |                             |
| SALARY FULL-TIME REGULAR                  | 2,933,536                  | 2,933,536                 | 123,145.80              | 123,146                     | 2,810,390                   |
| SALARY PART-TIME                          | 1,044,147                  | 1,044,147                 | 34,367.96               | 34,368                      | 1,009,779                   |
| BENEFITS                                  | 2,086,990                  | 2,086,990                 | 57,907.64               | 57,908                      | 2,029,082                   |
| <b>SALARY &amp; BENEFITS TOTAL</b>        | <b>6,064,673</b>           | <b>6,064,673</b>          | <b>215,421</b>          | <b>215,421</b>              | <b>5,849,252</b>            |
| <b>II           MAINT &amp; OPERATION</b> |                            |                           |                         |                             |                             |
| PROFESSIONAL SERVICE*                     | 164,393                    | 164,393                   | 95.61                   | 96                          | 164,297                     |
| <b>UTILITIES</b>                          | <b>271,491</b>             | <b>271,491</b>            | <b>1,252.41</b>         | <b>1,252</b>                | <b>270,239</b>              |
| PROGRAMMING                               | 5,500                      | 5,500                     | 0                       | 0                           | 5,500                       |
| SUPPLIES**                                | 81,970                     | 81,970                    | 2,296.64                | 2,297                       | 79,673                      |
| LIBRARY MATERIALS                         | 619,740                    | 619,740                   | 125,648.44              | 125,648                     | 494,092                     |
| FACILITIES MAINTENANCE                    | 184,686                    | 184,686                   | 17,202.42               | 17,202                      | 167,484                     |
| TRAINING AND TRAVEL                       | 10,681                     | 10,681                    | 0                       | 0                           | 10,681                      |
| GENERAL OPERATING EXPENSES***             | 24,202                     | 24,202                    | 125.28                  | 125                         | 24,077                      |
| PERIPHERALS                               | 5,000                      | 5,000                     | 0                       | 0                           | 5,000                       |
| INTERNAL SERVICE FUNDS                    | 1,858,439                  | 1,858,439                 | 0                       | 0                           | 1,858,439                   |
| OFFICE EQUIPMENT                          | 2,000                      | 2,000                     | 0                       | 0                           | 2,000                       |
| <b>MAINT &amp; OPERATION TOTAL</b>        | <b>3,228,102</b>           | <b>3,228,102</b>          | <b>146,621</b>          | <b>146,621</b>              | <b>3,081,481</b>            |
| <b>LIBRARY BUDGET TOTAL</b>               | <b>9,292,775</b>           | <b>9,292,775</b>          | <b>362,042</b>          | <b>362,042</b>              | <b>8,930,733</b>            |

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

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

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

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

| BOARD OF LIBRARY TRUSTEES MONITORING LIST |  |   |                       |
|---|--|---|-----------------------|
| Previous Agenda Date                      | AGENDA ITEM  |   | Scheduled Agenda Date |
| Ongoing                                   | Lecture Hall Update  |   | Ongoing               |
| Ongoing                                   | COVID-19 Update  |   | Ongoing               |
| Ongoing                                   | Policy Review (See List Below)   |   | Ongoing               |
| Sep 16, 2019                              | Literacy Program Update  |   | Sep 21, 2020          |
| Oct 21, 2019                              | Branch Update - Mariners   |   | Oct 19, 2020          |
| Oct 21, 2019                              | Youth Services Update  |   | Oct 19, 2020          |
| Jan 21, 2020                              | Review Holidays / Meeting Schedule 2021  |   | Jan 19, 2021          |
| Jan 21, 2020                              | Newport Beach Public Library eBranch & Database Review   |   | Jan 19, 2021          |
| Feb 24, 2020                              | Annual Budget - Preliminary Review   |   | Feb 16, 2021          |
| Feb 24, 2020                              | Arts & Cultural Update   |   | Feb 16, 2021          |
| Apr 20, 2020                              | Annual Budget - Approval   |   | Apr 20, 2021          |
| Apr 20, 2020                              | Library Material Selection & Downloadable Services   |   | Apr 20, 2021          |
| June 15, 2020                             | Media Lab Update   |   | Jun 14, 2021          |
| June 15, 2020                             | Marketing Update & Social Networking Update  |   | Jun 14, 2021          |
| June 15, 2020                             | Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June) |   | Jun 14, 2021          |
| June 15, 2020                             | Adult and Reference Services Update  |   | Jun 14, 2021          |
| Jul 20, 2020                              | Election of Board of Library Trustees Officers/Trustee Liaisons                                |   | Jul 19, 2021          |
| Jul 20, 2020                              | Proposed Library Closures for Winter Holidays 2020   |   | Jul 19, 2021          |
| Aug 17, 2020                              | Information Technology Update  |   | Aug 16, 2021          |
| Aug 17, 2020                              | Branch Update - Balboa   |   | Aug 16, 2021          |
| Aug 17, 2020                              | Branch Update - CDM  |   | Aug 16, 2021          |
| LAST REVIEWED                             | POLICY REVIEW  |   |                       |
| Sep 17, 2018                              | NBPL 9   | Expressive Use Areas  | Sep 21, 2020          |
| Nov 13, 2018                              | NBPL 6   | Media Lab Use Policy  | Nov 16, 2020          |
| Nov 13, 2018                              | NBPL 7   | Sound Lab Use Policy  | Nov 16, 2020          |
| Jan 22, 2019                              | NBPL 10  | Laptop/Use Borrowing Policy   | Jan 19, 2021          |
| Jan 22, 2019                              | NBPL 5   | Newport Beach Public Library Internet Use Policy (formerly City Council Policy I-8) | Jan 19, 2021          |
| Jan 22, 2019                              | NBPL 11  | Rules for Acceptable Use of Wireless Internet Connections                           | Jan 19, 2021          |
| Feb 19, 2019                              | NBPL 8   | Display and Distribution of Materials Policy  | Feb 16, 2021          |
| Mar 18, 2019                              | NBPL 1   | Library Use Policy (formerly City Council Policy I-2)                               | Mar 15, 2021          |
| Mar 18, 2019                              | NBPL 4   | Children in the Library Policy (formerly City Council Policy I-6)                   | Mar 15, 2021          |
| Apr 23, 2019                              | NBPL 13  | Study Room Policy   | Apr 19, 2021          |
| Apr 23, 2019                              | NBPL 14  | Friends Meeting Room (formerly City Council Policy I-7)                             | Apr 19, 2021          |
| Jan 21, 2020                              | NBPL 3   | Library Gift and Donor Policy (formerly City Council Policy I-4)                    | Jan 17, 2022          |
| Jun 15, 2020                              | NBPL 12  | Circulation Policy  | Jun 20, 2022          |
| Jul 20, 2020                              | CC I-1   | Library Services Policy (Council Policy I -1)                                       | Jul 18, 2022          |

**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, Library Services Director

**TITLE:** Expressive Use Areas Policy (NBPL 9) Review

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**RECOMMENDATION:**

Staff recommends no changes to the existing policy, and requests that the Board of Library Trustees:

1. Review the Expressive Use Areas policy; and
2. Approve a designated area for expressive activities at the Corona Del Mar branch.

**DISCUSSION:**

A public library is inherently a marketplace of ideas, and Newport Beach Public Library encourages and protects the rights of members of the public to express divergent viewpoints and opinions on matters of concern. At the same time, the Library expects that persons engaging in expressive activity will demonstrate civility, concern for the safety of persons and property, respect for Library activities and for those who may disagree with their message, and compliance with the Newport Beach Public Library Use Policy. The purpose of the Expressive Use Area policy (see Attachment A) is to provide for expressive activity to be conducted on the grounds of the Library in a manner consistent with these principles.

Staff recommends no changes to the current policy. However, staff proposes an expressive use area for the new Corona del Mar Branch Library (see Attachment B).

Placement of the area in the right corner of the stroller parking area at the front entrance assures unimpeded access to the branch while concurrently providing a suitable space for engaging the public. The proposed area will accommodate a small table and chair that will facilitate Expressive Activity such as soliciting signatures for ballot initiatives, distributing leaflets or flyers, or providing information on matters of community interest. Based on observed patterns of usage, staff thinks that this placement will have minimal impact on patron's ability to park strollers.

**NOTICING:**

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

ATTACHMENT A – Expressive Use Areas Policy (NBPL 9)

ATTACHMENT B – Proposed Corona del Mar Branch Library Expressive Use Area

## Expressive Use Areas

### Expressive Use Area locations:

**Central Library** [Lower Level \(A\)](#) & [Upper Level \(A2\)](#) | [Mariners \(B\)](#) | [Balboa \(C\)](#) | [Corona del Mar \(D\)](#)

The City of Newport Beach Libraries have been designed and are operated for the purpose of meeting the educational, cultural and literary needs of Newport Beach residents. The library has received requests from the public to engage in Expressive Activity such as soliciting signatures for ballot initiatives, distributing leaflets or flyers, or providing information, on matters of community interest. The Board of Library Trustees recognizes the public's interest in communicating with library customers in a manner that does not obstruct or interfere with the customers' desire to use the library facilities and grounds for quiet reading, research, and contemplation.

The Board of Library Trustees desires to adopt reasonable regulations:

1. To accommodate the public's desire to engage in Expressive Activity outside City Libraries and on City Library grounds in a manner compatible with Library purposes;
2. To protect Library customers' rights to access and use City Libraries and library grounds for their intended purposes;
3. To maintain City Libraries and library grounds in a manner that is without visual clutter, which may detract from or be incompatible with the design of the Library and use of library grounds;
4. To maintain safe and convenient circulation for customers with walkway access directly into City Libraries and Library grounds without obstruction or interference, and,
5. To comply with the State and Federal Constitution and interpretive case law to allow for Expressive Activity in a manner which is compatible with the intended purpose of City Libraries without suppressing speech on the basis of content.

THEREFORE, the Board of Library Trustees adopts the following rules and regulations for Expressive Activity at City Libraries:

1. All persons desiring to use the Expressive Activity Area shall report to the Library Services Director or designee prior to use.
2. Expressive Activity inside City Libraries is prohibited. All Expressive Activity outside City Libraries, on library grounds shall be limited to the designated Expressive Activity Area shown in the attached Exhibits "A", "A2", "B", "C" and "D".
3. Only one (1) chair and one (1) small table, not to exceed three feet by three feet (3' by 3'), are permitted. No other tables, chairs, umbrellas, or other furniture are permitted.
4. Posters not to exceed six square feet in size are permitted so long as posters are held by a person or placed on, leaned against or hung from the permitted table.
5. The benches, bike racks, public telephones and book drops located within the library grounds are intended for library customer use only. Access to the use of City Libraries and library grounds by customers shall not be obstructed in any manner.

6. Loud talking, shouting, or yelling in a manner that is unreasonably disruptive to use of City Libraries and Library grounds by customers and other person(s) is prohibited. Person(s) using the Expressive Activity Area shall not approach customers outside the designated area.
7. Commercial activity is prohibited. No peddlers or vending of any merchandise or services is permitted.

**Adopted November 16, 1999**

**Revised March 18, 2003**

**Revised August 17, 2004**

**Revised February 6, 2012**

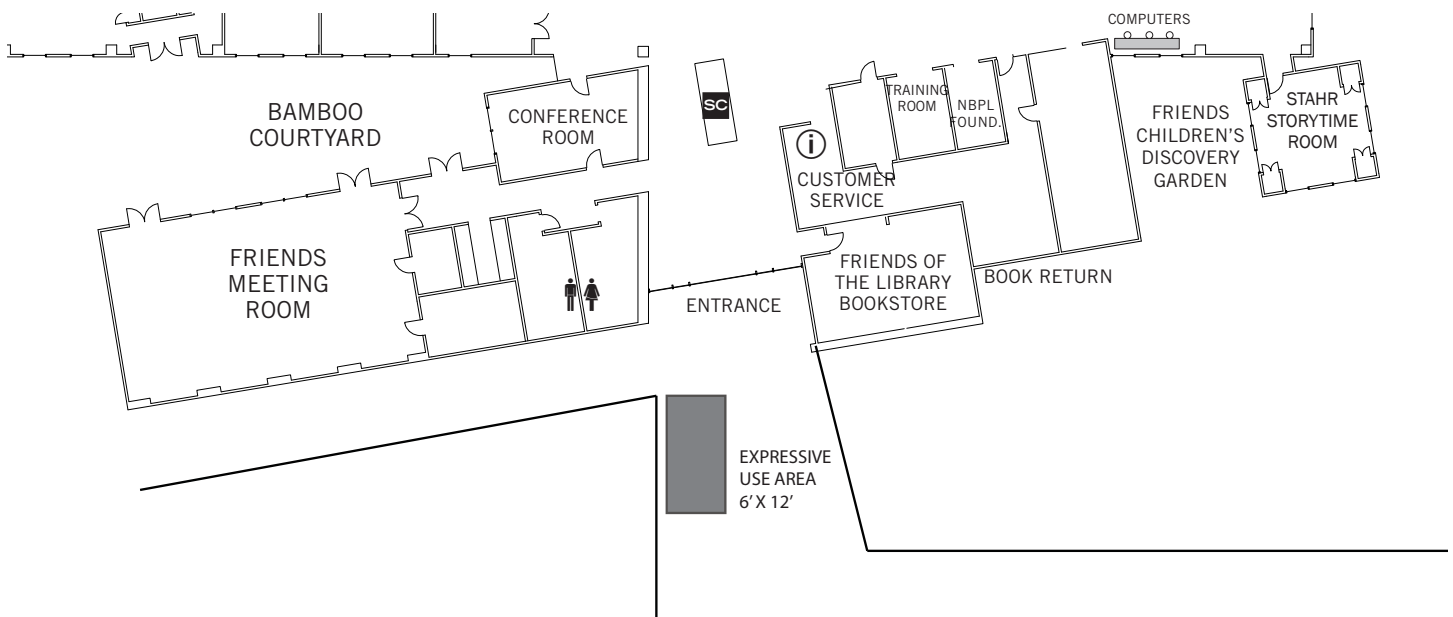
**Amended and approved by the Board of Library Trustees on December 15, 2014**

**Amended and approved by the Board of Library Trustees on September 17, 2018**

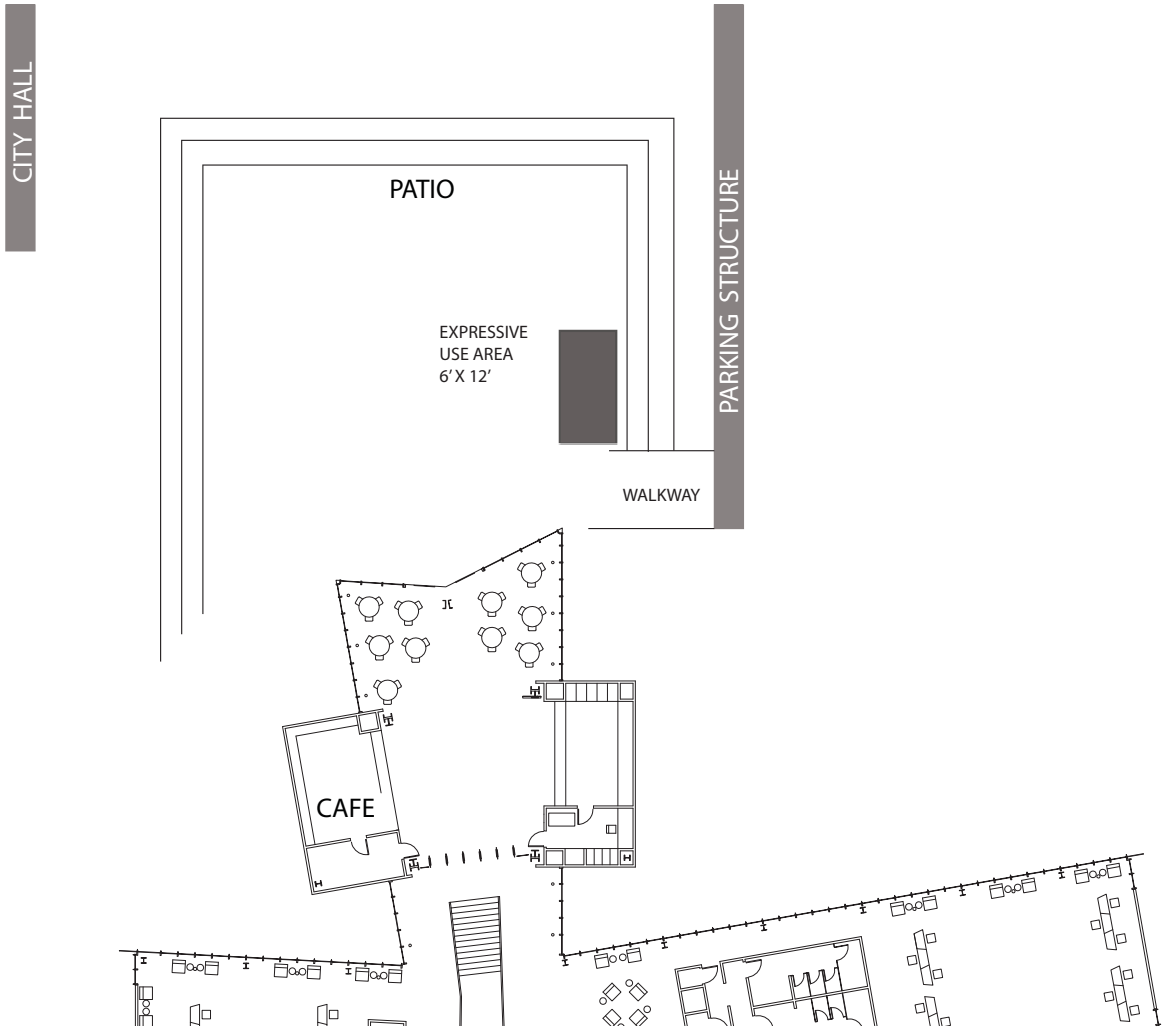
*This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on September 17, 2018.*



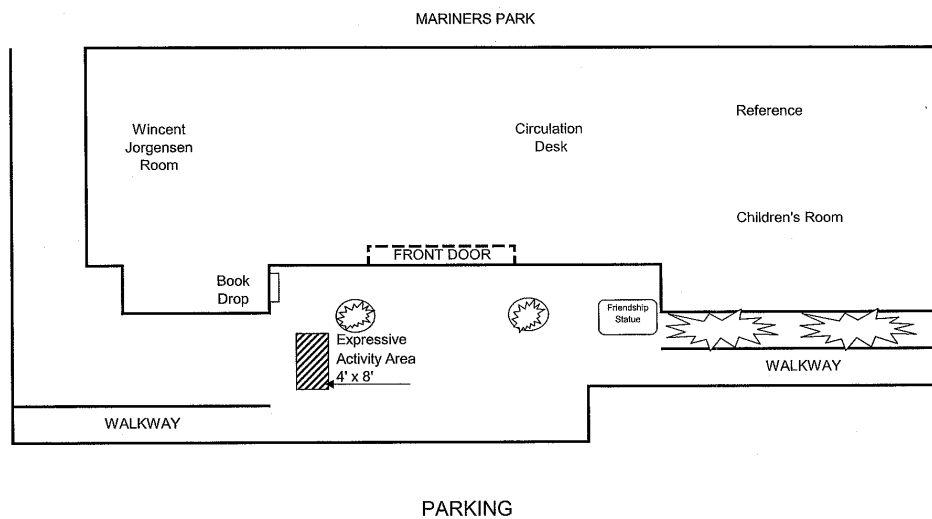
## Central Library - Expressive Use Area Lower Level



# Central Library - Expressive Use Area Upper Level

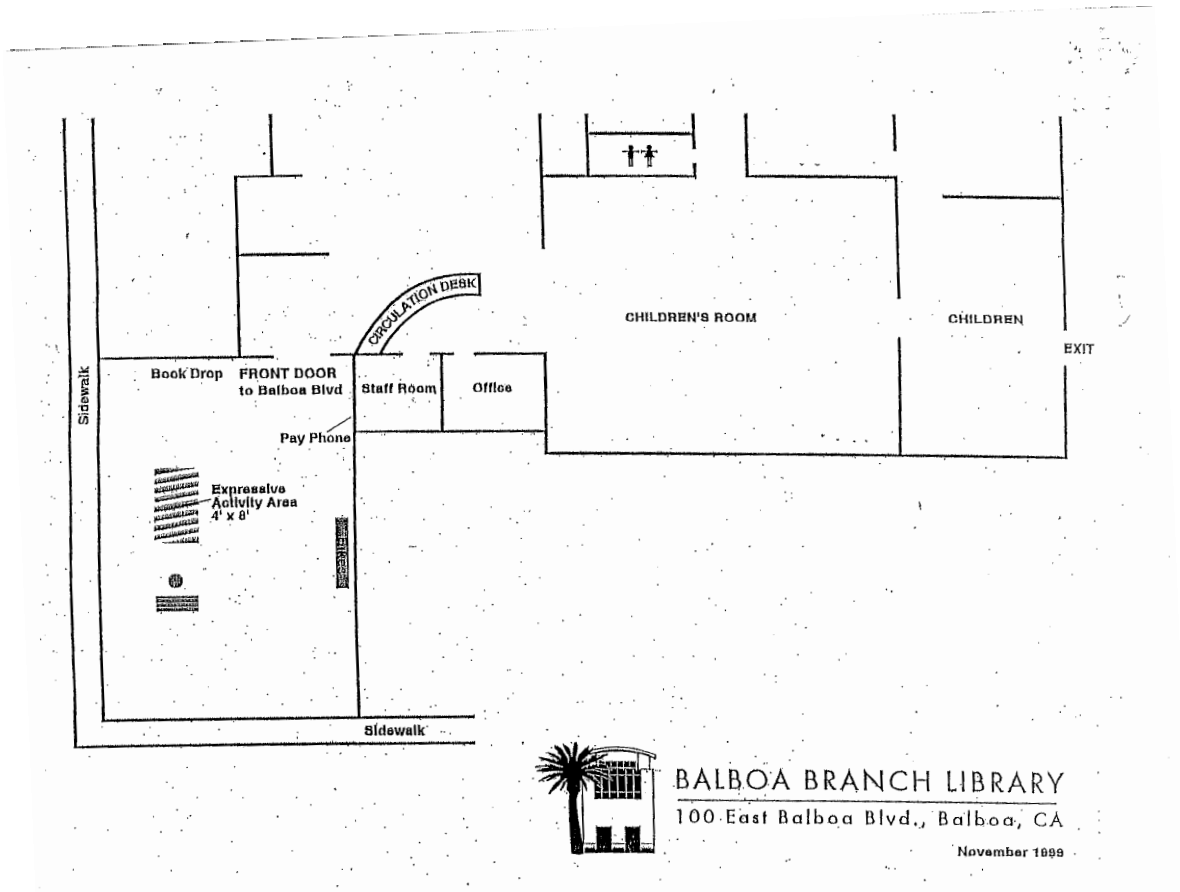


# Mariners Branch Library - Expressive Use Area

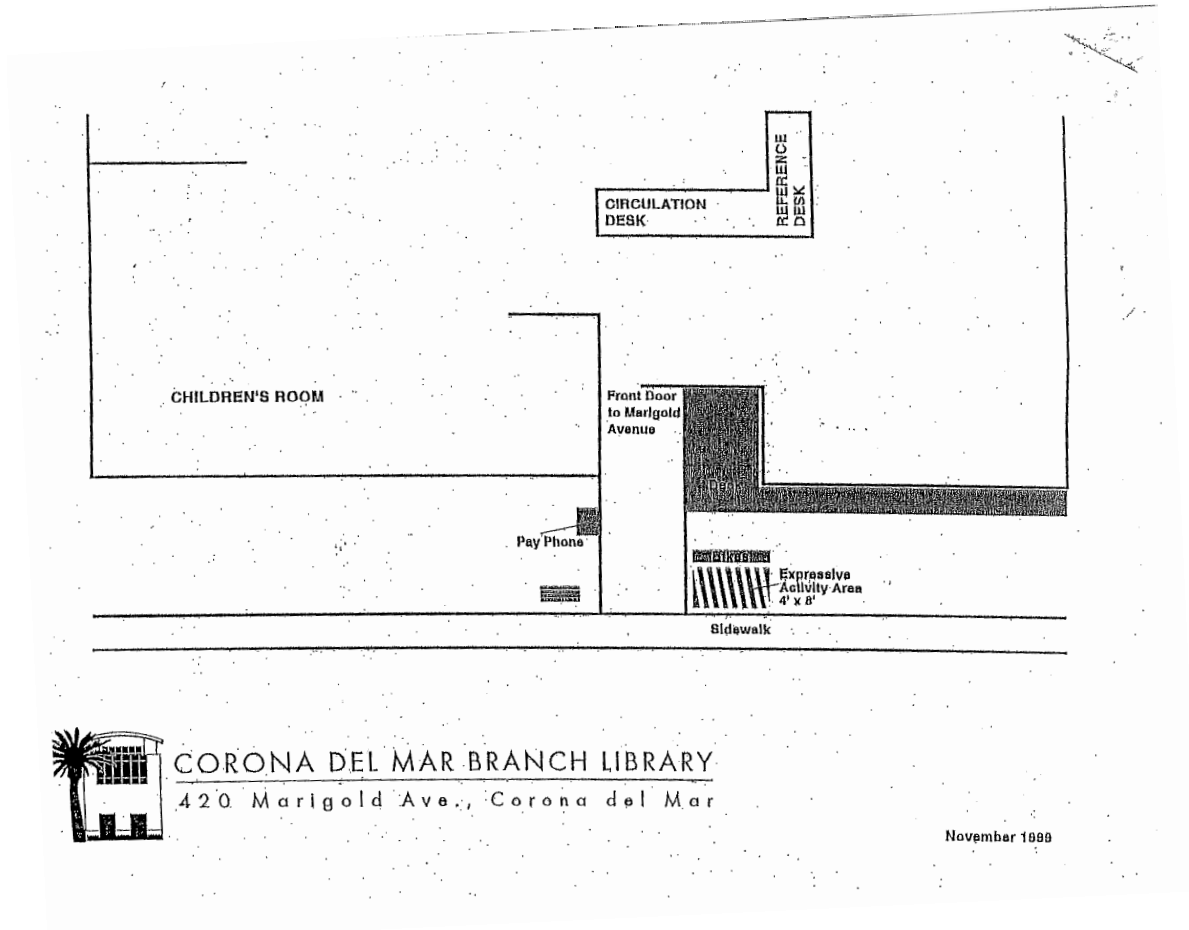


**DONNA AND JOHN CREAN MARINERS BRANCH LIBRARY**  
1300 Irvine Avenue, Newport Beach

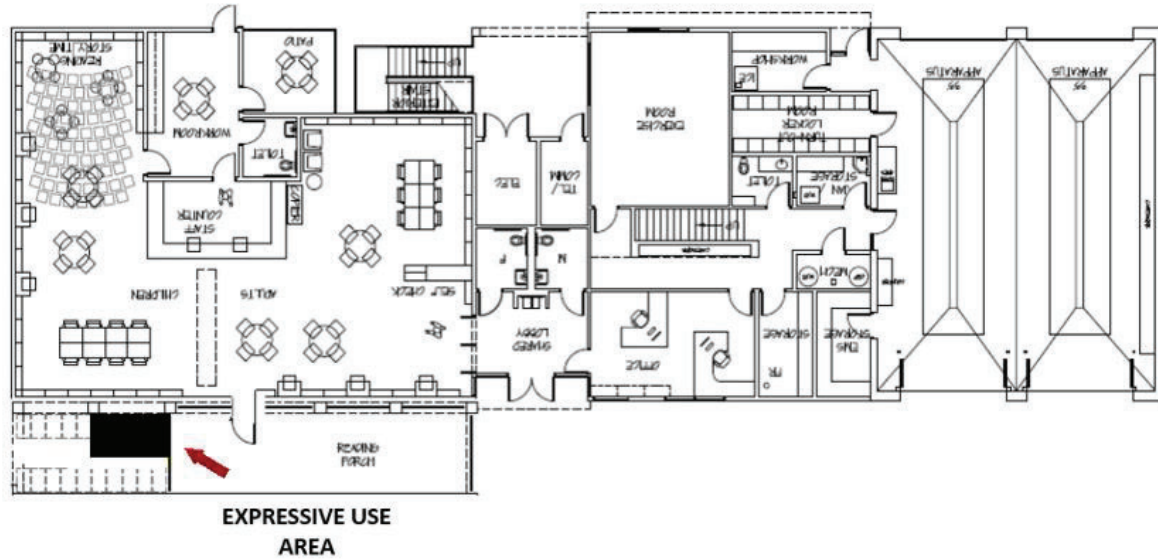
## Balboa Branch Library - Expressive Use Area



## Corona del Mar Branch Library - Expressive Use Area



ATTACHMENT B:  
Proposed Expressive Use Area for CDM Branch



**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, Library Services Director

**TITLE:** COVID-19 Closure Update and Reopening

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**DISCUSSION:**

The Newport Beach Public Library will reopen the Central Library to the public with modified hours and services on Monday, September 21. The Crean Mariners Branch, Corona del Mar Branch and the Balboa Branch will remain closed due to limited space for social distancing and staffing considerations. The three branches will continue to offer Curbside Service.

Following the State guidelines for the *New Blueprint for Safer Economy Plan*, the Library will begin restarting in-person services incrementally. Occupancy will be limited to a capacity of 100, staff included. Staff will monitor capacity at the 1<sup>st</sup> floor entry. Face masks will be required for both staff and the public entering the Library.

The Library will offer a “grab and go” business model. Initial services offered will allow patrons to browse the shelves, check out materials, and manage accounts. Public computers will be available by appointment. Until restrictions on gatherings and building capacity are lifted, the use of seating areas, study rooms, and program spaces will be prohibited. As restrictions ease, the Library will offer more services.

In accordance with guidelines from the State of California, Newport Beach Public Library is implementing a variety of precautions to make the environment as safe as possible for staff and the public upon reopening. The Central Library is equipped with Plexiglass barriers at public service desks, social distancing demarcation signage, and hand-sanitizers. Staff has arranged increased janitorial services, including the use of day porters. Staff will monitor capacity through a door monitoring system. The Library continues to encourage patrons to use Curbside Service, telephone reference and the Library e-Branch to facilitate social distancing at the Library. No programs will be offered at this time.

The Library Administration Team met with the City Manager’s office and chose Monday, September 21 as the reopening date. This date provided management enough time to prepare staff for reopening procedures. It also provided a degree of maneuverability should the rate of infection spike after the Labor Day holiday and a further adjustment of our plan is required.

In June, the Board reviewed and approved a plan for reopening NBPL. While the basic plan remains unchanged, management has had to make a few adjustments, primarily because of changes in staffing. Hours of operation are dependent on the number of employees available for on-site work. A significant number of staff who are currently telecommuting are unavailable to report to work due to childcare/eldercare issues or chronic health conditions. A handful of staff with chronic health conditions

fill positions in which telecommuting is not possible. We have also lost several positions due to attrition. These are positions that we cannot fill in the short-term due to a City-wide hiring freeze.

The number of staff unavailable for in-person service is much greater than anticipated.

Consequently, because of its larger capacity, Central Library will open to the public with limited services. Mariners, Balboa, and CDM will continue to offer curbside services. Hours for Mariners and Balboa will be 9 a.m. to 6 p.m., Monday through Saturday. Because of staffing shortages, and its proximity to Central Library, CDM branch will not offer curbside service on Saturdays. Central Library patrons who prefer to use curbside services can have their materials transferred to Mariners, Balboa, and Corona del Mar for pickup.

**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).