



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Civic Center Council Chambers
100 Civic Center Drive, Newport Beach, CA 92660

Monday, October 19, 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 Hetheron, Library Services Director
Francine Jacome, Administrative Support Specialist

SPECIAL NOTICE REGARDING COVID-19

Given the health risks associated with COVID-19, the City of Newport Beach has decided to proceed with the Board of Library Trustees meeting while strictly adhering to social distancing guidelines. To this end, the meeting will be conducted in the Newport Beach Civic Center Council Chambers. The public is invited to participate in the Community Room next to the Council Chambers. The Community Room is set to provide minimum seating socially distanced. Based on recent guidelines from the OC Health Agency, face coverings are required. You can participate via the following options:

1. You can go to the Community room and participate.
2. 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 by Sunday, October 18, 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.

Special Accommodations: If you are unable to participate in the meeting via the process set forth above, please contact the Library Services Department at (949) 717-3801, or LibraryBoard@newportbeachca.gov, and our staff will attempt to accommodate you. The City remains committed to holding public meetings in a transparent manner, with public participation, ensuring City business continues in this challenging environment. 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 Commission 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 Hetheron, 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 thetheron@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 City provides a yellow sign-in card to assist in the preparation of the minutes. The completion of the card is not required in order to address the Board of Library Trustees. If the optional sign-in card has been completed, it should be placed in the tray provided.

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 Sept. 21, 2020 Board of Library Trustees Meeting (pp. 5-10)

[DRAFT MINUTES](#)

2. Patron Comments (pp. 11-14)

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

[PATRON COMMENTS](#)

3. Library Activities (pp. 15-23)

Monthly update of library events, services and statistics.

[SEPTEMBER ACTIVITIES](#)

4. Expenditure Status Report (pp. 24-25)

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. 26)

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

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

6. Mariners Branch Update (pp. 27-29)

Branch Librarian Andrew Kachaturian will provide the annual overview of Mariners Branch operations.

[MARINERS BRANCH UPDATE](#)

7. Youth Services Update (pp. 30-32)

Acting Library Services manager Debbie Walker will provide the annual overview of Youth Services.

[YOUTH SERVICES UPDATE](#)

8. Lecture Hall Update

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

9. COVID-19 Update and Reopening (pp. 33-34)

Staff will update the Trustees on the Library's resumption on onsite services with COVID-19 restrictions.

[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. As a courtesy, please turn cell phones off or set them in the silent mode.

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

CITY OF NEWPORT BEACH

Board of Library Trustees
Newport Beach City Hall (via Zoom)
100 Civic Center Drive, Newport Beach, CA 92660
Meeting Minutes
September 21, 2020 – 5:00 p.m.

I. **CALL MEETING TO ORDER** – Chair Watkins called the meeting to order at 5:00 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 Janet Ray

Trustees Absent: None

Staff Present: Tim Hetheron, Library Services Director
Francine Jacome, Administrative Support Specialist

III. **PLEDGE OF ALLEGIANCE** – Secretary Kurt Kost

IV. **NOTICE TO THE PUBLIC**

Waived.

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the August 17, 2020 Board of Library Trustees Meeting**

Chair Watkins noted Jim Mosher properly indicated the attachment as the Expression of Concern form at agenda item VI.A.7 during last month’s meeting. There is an additional form on the Newport Beach Library website to request resources be added to the Library collection. He also noted the abbreviation for the company PBA Auctions referenced in last month’s meeting on agenda item VI.B.17 stands for Pacific Book Auctions Galleries. PBA Auctions were responsible for the sales of books for the Friends of the Library.

Chair Watkins congratulated Liz Aaron and Andrew Page for their work that was recognized in an email submitted from a Library patron.

Chair Watkins indicated there were two budget pages with last month’s agenda packet and suggested using handwritten page 28 because it is the more accurate budget, per Library Services Director Tim Hetheron.

2. **Patron Comments**

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

- 3. Library Activities**
Monthly update of library events, services and statistics.
- 4. Expenditure Status Report**
Monthly expenditure status of the library's operating expenses, services, salaries, and benefits by department.
- 5. Board of Library Trustees Monitoring List**
List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Motion made by Board Member Ray, seconded by Board Member Glabman, 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. Expressive Use Areas Policy (NBPL 9) Review**
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.

Library Services Director Hetheron shared Staff requests the Board of Library Trustees review the policy. He noted the verbiage will have a minor change upon finalization changing the "customer" to "patron". A proposed expressive use area has been recommended for the Corona del Mar Branch by Staff, which is located to the left of the front door. This area assures patron access to the Library and its resources while providing the opportunity for demonstrators to express themselves and engage with the public.

Chair Watkins reiterated there have been discussions to revise the word "customer" to "patron", and revise the words "expressive activity area" as opposed to "expressive use area".

In response to Board Member Ray's question, Library Services Director Hetheron indicated attachment B is located on page 35 of the agenda packet.

Jim Mosher thanks Chair Watkins for addressing the difference between expressive activity areas and expressive use areas. He indicated many people prefer to use these areas on the weekends when Library Service Directors are not available. He questioned if Library Staff is aware of their authority to allow the use of these areas.

Motion made by Board Member Ray, seconded by Vice Chair Coulter, and carried (5-0-0) to approve the Expressive Use Areas Policy with alterations.

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

7. Literary Services Update

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

Literacy Coordinator Cherall Weiss thanked the Board of Library Trustees for the opportunity to present on behalf of the ProLiteracy Program. The mission of the ProLiteracy Program is to develop the literacy skills of adults and to empower them to achieve greater success in their lives at home, at work, and in the community. Fiscal Year (FY) 2019-2020 donations increased through private sources, with a \$20,000 donation to help improve the database. FY 2019-2020 budget was 125,000, \$85,000 coming from the City and the State. A major part of the budget is typically raised by private donations at the annual luncheon, which has been canceled this year due to the COVID-19 pandemic. Attendees had the choice this year to donate their purchased ticket price to the Literacy Program or be credited for the next luncheon. Community classes, including financial classes, census classes, and voting workshops, are now being held virtually. Community collaborations scheduled before March 2020 have been postponed. There are approximately 125 active learners, 74 active tutors, and 28 active volunteers. In the last FY, the Literacy Program worked with 147 learners and had 245 out of 420 goals met, including five new United States citizens and three high school graduates. A private graduation ceremony will be held for one of the graduates who was disappointed that graduation had been canceled due to COVID-19. Tickets to local museums have been donated to the learners to help introduce them to cultural arts. Within two weeks, all programming was successfully transitioned to a virtual setting allowing the continuation of services without interruption. Sarah Kim was the advanced writers winner for the Writer to Writer competition. Despite not holding tutor training due to COVID-19, 8,000 volunteer hours have been completed. A virtual happy hour is scheduled for October 24, 2020, featuring Author Julia Phillips. A second virtual happy hour has been scheduled for February 20, 2021, featuring Lily King. The Newport Beach ProLiteracy Program was again awarded a Great Nonprofit Certificate.

Vice Chair Coulter commended Cherall Weiss on holding a private graduation ceremony for one of the individuals that graduated.

In response to Chair Watkins' question, Literacy Coordinator Cherall Weiss shared the private graduation ceremony will be held on Saturday, September 26, 2020, with a limit of ten people.

Chair Watkins announced September is National Literacy month, September 8 is National Literacy Day, and September 22 is the City of Newport Beach Literacy Day. At 5:00 P.M. on September 22, 2020, there will be a resolution by Mayor O'Neill given to Literacy Coordinator Cherall Weiss commemorating the City of Newport Beach Literacy Day.

Chair Watkins shared his admiration for the ProLiteracy Program.

Board Member Glabman thanked Literacy Coordinator Cherall Weiss for bringing attention to how achievements by learners within the ProLiteracy Program also impact their family.

8. Lecture Hall Update

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

Board Member Ray reported the first meeting since March 2020 was held this month. Robert Coffee presented the final layout schemes for the Lecture Hall building. Four of the five members present of the ad hoc subcommittee agreed on one layout scheme. The next meeting will be held after Robert Coffee and the architects finalize the building plans.

Chair Watkins commented on the great progress of the ad hoc subcommittee.

In reply to Chair Watkins' inquiry, Board Member Ray announced there are no plans for fundraising scheduled. Before the COVID-19 pandemic, many people had committed to contributions. At a future public sessions meeting, there will be an opportunity for the public to give their input on the project.

9. COVID-19 Closure Update and Reopening

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

Library Services Director Hetherton announced the Central Library was reopened with limited services on the date of the meeting. Some adjustments were made to the Board-approved plan for reopening due to staffing issues. The number of staff unavailable for in-person services was much greater than originally anticipated. All other branches continue to offer curbside service only. Due to staffing issues, Corona del Mar will be eliminating curbside service on Saturdays. The Central Library will offer a "grab and go" service model that allows patrons to browse the shelves, check out materials, and manage accounts. Public computers are being offered by appointment for one hour.

In reply to Chair Watkins' question, Library Services Director Hetherton indicated there are currently no reopening plans scheduled for the Crean Mariners Branch, Corona del Mar Branch, or the Balboa Branch. The State guidelines for building capacity restrictions would have to be relaxed before opening those branches.

10. Library Services

Report of Library issues regarding services, patrons and staff.

Library Services Director Hetherton reported August circulation decreased from July. Virtual programming will continue until gathering restrictions are lifted. WiFi amenities have been very popular. At the September 8, 2020 City Council meeting, a \$200,000 gift donation was accepted from the Friends of the Library. The Corona del Mar Branch is featured in the September/October issue of American Libraries Magazine. Library Services Director Hetherton apologized for the error he made regarding the date for the Literacy Services Proclamation. It is scheduled for September 22, 2020, at 5:00 P.M. in Council Chambers. The Newport Beach Public Library Foundation will be presenting their check to the City on October 27, 2020, at 4:00 P.M. in Council Chambers.

B. Monthly Reports

11. Library Foundation Liaison Reports

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

Library Services Director Hetherington shared the Library Foundation is searching for new methods to keep the public aware of the Foundation. Donations have declined, but the Board is confident that donations will increase as matters improve with the pandemic. The Library Foundation is pleased with the reopening of the Library and is eager to see the Gift Shop and Passport Office open soon.

In response to Board Member Ray's question, Library Services Director Hetherington stated the Passport Office opening is dependent upon sufficient staffing and relaxed social distancing guidelines to allow for capacity in a smaller space.

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

Board Member Glabman announced the speaker line-up for the Library Live Lectures is confidential until the Newport Beach Public Library Foundation officially announces the details in the near future.

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

Secretary Kost indicated the Witte Lectures Committee had a meeting via Zoom on September 10, 2020. The guests scheduled are confidential until the official announcement. Speakers are scheduled for January, February, March, and April of 2021. Fees for shows will be \$20 for members of the Library Foundation and \$25 for non-members, with a 500-person capacity for all shows.

12. Friends of the Library Liaison Report

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

Vice Chair Coulter shared the Friends of the Library began accepting book donations again on September 14 and are preparing to reopen their Bookstore in a temporary location in the Friends Meeting Room. August's income was \$1,519 stemming from member renewals and Amazon sales. The Friends of the Library has 822 current members. A donation was presented to the Library for \$200,000 from the Friends of the Library.

Library Services Director Hetherington shared that the Friends Bookstore will open on Thursday, September 24, 2020, for members only, and to the general public beginning on September 25, 2020, from 10:30 A.M. to 3:00 P.M., Mondays through Saturdays.

Jim Mosher suggested updating the signs above the outdoor book drops to advise people when and where to donate books.

13. Literacy Services Liaison Report

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

See agenda item VI.A.7.

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 advised the next meeting will be Monday, October 19, 2020.

Chair Watkins congratulated Library Services Manager and current City Homeless Coordinator Natalie Basmacıyan on being named the 2020 Dorothy Palen Employee of the Year.

IX. ADJOURNMENT – 5:48 P.M.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

SEPTEMBER 2020

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<p>1 <u>9/1/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/1/2020</u></p>	<p>I love the new app for Android, but I can't find my lists. Is that feature not supported?</p>	<p>I'm so glad to hear that you are enjoying the new mobile app. Thank you for taking the time to let us know! Unfortunately, the Lists feature is not yet available for the mobile app. It is something we have asked the developer to consider adding as an enhancement. Thank you.</p>
<p>2 <u>9/4/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/4/2020</u></p>	<p>I am just curious. It has been a while since I have logged onto your site. I do not see the access to Lynda.com anymore. Was it terminated? Thank you!</p>	<p>Due to privacy concerns involving LinkedIn Learning, who acquired Lynda.com, the Newport Beach Public Library chose not to renew our subscription to the service. We have recently added Udemy to our collection of digital resources. Udemy offers over 4,000 self-paced classes in a wide variety of subjects. You may sign up for a free account using a Google or Microsoft email account. The Udemy link can be found on our databases page: https://www.newportbeachlibrary.org/ebranch/databases</p>
<p>3 <u>9/6/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/8/2020</u></p>	<p>Stuck at home and searching for more ebook options. I was hoping the NBPL might consider adding Hoopla as an e-service. Libby/Overdrive is okay, but the choices are very limited (unless you like romance novels) and the hold times are often up to 6 months. Thank you for your consideration.</p>	<p>Thank you for the suggestion that the library add Hoopla to its digital services package. I'm sorry you feel the choices on OverDrive are limited. When I log in and search for currently available eBooks, I get over 10,000, only 2,000 of which are Romance. We welcome patron suggestions for book purchases in digital formats, so please feel free to use the recommend for purchase feature on OverDrive so we can evaluate your suggestions and improve our offerings. Please let me know if there is anything else I can help you with. Thank you.</p>
<p>4 <u>9/6/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/8/2020</u></p>	<p>Your updated website totally sucks. You guys used to have a pretty good website. You totally screwed it up.</p>	<p>I am sorry to hear that you find the new catalog lacking. Do you have any suggestions on how we could improve it? We always welcome constructive criticism and patron feedback on how we can make things better. Thank you.</p>
<p>5 <u>9/7/2020</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circ. & Tech. Processing Coordinator</u> <u>9/8/2020</u></p>	<p>I thought the library decided to follow suit and do what other libraries do at this time of Covid: automatically renew books and send notice in time when books are put on hold by other readers. Anyway, I returned the book that was on hold 3 days ago!</p>	<p>The Library introduced automatic renewals in July. Most items are renewable up to 4 times providing the item has not been requested by another patron. Courtesy e-mail notices are sent 3 days prior to an item's due date and renewal e-mail notices are sent the day an item is due indicating if the renewal was successful or not. All returned materials are being held in a 5-day quarantine period before they are removed from your account. We check the items in on the correct date they are returned, so you do not incur any fines for the quarantine period. Thank you for your inquiry.</p>
<p>6 <u>9/8/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/8/2020</u></p>	<p>Do you have to live in Newport to attend a virtual book talk?</p>	<p>No, not at all! Anyone is welcome to watch any of our virtual programs. Thank you.</p>

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

SEPTEMBER 2020

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
7 <u>9/10/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/10/2020</u>	Is the library able to perform passport services right now? looking to get my daughter and myself a passport! Thank you!	Unfortunately the library is not yet open to the public and we have not resumed our passport services. The post office is still doing passports: https://www.usps.com/international/passports.htm I hope that helps! Please let me know if there is anything else I can help you with. Thank you.
8 <u>9/14/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/14/2020</u>	Is it possible to read the New York Times online? If so, how do I do it?	Yes, you can read online through our ProQuest database current and back issues of the New York Times. Go to the Databases page on our website, located under eBranch, scroll down to "Magazines and Newspapers", and click on ProQuest. You will have to enter your valid Newport Beach Library card. Then you can search by title and browse issues or search for specific articles. https://www.newportbeachlibrary.org/ebranch/databases I hope that helps answer your question. If you have any other issues, please do not hesitate to contact me. Thank you.
9 <u>9/14/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/14/2020</u>	We are glad the Library will reopen. Thanks for all your effort and help. Will the Media Lab open as well in the same hours or are there any restrictions? Thanks.	Thank you for your inquiry. Unfortunately, due to size constraints as well as other factors, we will not be reopening the Media Lab at this time. We will have limited public computers available upstairs at the reference desk. Please let me know if you have any other questions. Thank you.
10 <u>9/15/2020</u> Email <u>Melissa Hartson</u> <u>Circ. & Tech. Processing Coordinator</u> <u>9/16/2020</u>	I am currently a student at the Santa Ana College and enrolled in a Library Technologies course. One of our assignments requires that we observe a circulation desk for about an hour to write a paper. It seems like the central library is opening next week and I was hoping I would be able to complete my assignment there, of course masked and while socially distanced. Please let me know if this would be possible. I would be available Monday/Tuesday after 4pm or any time any day Wednesday through Saturday. Thank you.	Due to building capacity limits and social distancing spacing within our circulation staff area, we are unable to accommodate your request when we re-open next week. Thank you for reaching out to us.
11 <u>9/17/2020</u> Email <u>Debbie Walker</u> <u>Youth & Branch Services Coordinator</u> <u>9/17/2020</u>	I would like to pick up some books. What are the hours next week?	The hours at Central will be Monday – Saturday from 9:00 am to 6:00 pm. Balboa and Mariners will have the same hours, but be doing Curbside service only. The CDM Branch will be closed on Saturday for Curbside service. Due to state and county guidelines, Central will be reopening to the public with modified hours and services. I have included the link to the page from the Library website that lays out all of the information including the guidelines for service. https://www.newportbeachlibrary.org/about/library-reopening-20737/-fsiteid-2 We are pleased to be open to the public again and appreciate your use of the Library.
12 <u>9/18/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/18/2020</u>	Are the "It's Your Money" and "It's Your Estate" events archived for later viewing? Please advise.	The Newport Beach Public Library Foundation offers these programs, and it looks like the Fall 2020 "It's Your Money" and "It's Your Estate" workshops will be presented online. You can find more information on their website: https://www.nbpffoundation.org/content/Financial-Workshops.html I hope that helps. Please let me know if you have any other questions. Thank you.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

SEPTEMBER 2020

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
13 <u>9/20/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/21/2020</u>	I'm curious about apparent recent changes to the timing of the library's purchases of new best seller titles, which seems to be delayed. I see titles on the NY Times bestseller lists which the library has ordered, but not yet put in circulation, such as Brad Thor's Near Dark, J.D. Robb Shadows in Death, etc. Is there something new happening with the procurement process? Thanks.	The library tends to order new books 6-8 weeks before the publication date. We did have a bit of a delay as we transitioned to the new catalog system this summer as well as the restrictions placed on ordering after the end of the fiscal year and the beginning of the next, which occurs on July 1. Our materials vendors had to adjust their cataloging process to line up with our new system, and that is what is causing that delay that you are seeing. We should be receiving new titles very shortly. Please let me know if you have any other questions. Thank you.
14 <u>9/21/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/21/2020</u>	I was using the WiFi at the Mariners Branch on Sunday and noticed that access to the City's Laserfiche document collection on its "open data" hub was blocked. I was specifically trying to access past City Council agendas and repeatedly got, after a very long pause, a "site can't be reached"/"check firewall" message. I didn't check if access to the library's own Laserfiche collection of historic local newspaper scans was blocked as well, but I wouldn't be surprised. This problem has happened before (blocking in-library computer access to City files) and I wouldn't be surprised if you find that to be the case today should you try to access the first link above, at least from a public terminal. In the past, reference staff was able to get IT to correct this problem.	Thank you for letting us know about this issue. I have contacted the City's IT department. Hopefully it will be resolved soon. Thank you.
15 <u>9/23/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/23/2020</u>	I logged on to ask about Kanopy and why I no longer have access (I get a Membership blocked" message), but now I am puzzled to see that my account has a fine on it for "Bill associated with migration." I would appreciate some information about both of these things. Thank you.	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. The \$0.25 fine you see on your account was for a book that was returned a day late, "Atomic Habits". When we migrated to the new system in July, the fines migrated, but the fine details did not, so they say "Migrated fine". Please let me know if you have any other questions. Thank you.
16 <u>9/23/2020</u> Email <u>Melissa Hartson</u> <u>Circ. & Tech. Processing Coordinator</u> <u>9/24/2020</u>	Why is Kanopy so difficult? I get an error message asking for pin number. I created one and it doesn't open. I need assistance.	Temporary web registered library cards are not able to utilize our Kanopy services. You may apply for a full access library card at the Central Library. There is a short registration form you will need to complete and we will need to see your valid California driver's license. If you would prefer to pick up your library card at one of our other locations via curbside service, you will need to send an e-mail to nbplcirc@newportbeachca.gov including a completed registration form and a photo or scan of your valid California driver's license. Indicate at which location you will pick up your library card. You will be able to use Kanopy once you have a full access library card. Thank you for your inquiry.
17 <u>9/24/2020</u> Email <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/24/2020</u>	Is the used book store accepting books?	Yes, the Friends of the Library are currently accepting donations from 10 a.m. until 12 p.m., Monday through Saturday, in the Bamboo Courtyard at the Central Library. They ask that all donations be in small or medium sized boxes, and no more than four boxes can be dropped off at one time. You can find more information on the website: https://www.newportbeachlibrary.org/about/friends-of-the-library I hope that helps! Please let me know if there is anything else I can assist you with. Thank you.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

SEPTEMBER 2020

<p>Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron</p>	<p>Comment</p>	<p>Response</p>
<p><u>18</u> <u>9/27/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/28/2020</u></p>	<p>I cannot find the direct link to advanced search for ebooks, mp3,...</p>	<p>On our website, under the eBranch page, click on "OverDrive". This will take you into the collection of downloadable eBooks and audiobooks. https://www.newportbeachlibrary.org/ebranch/ecollection/ebooks I hope that helps. Please let me know if you have any other questions. Thank you.</p>
<p><u>19</u> <u>9/28/2020</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>9/28/2020</u></p>	<p>I borrowed "Jackie Robinson: A Spiritual Biography: The Faith of a Boundary-Breaking Hero" and returned it to the central library on Wednesday 9/23 in the book drop, but it still shows outstanding. Can you check on this? Thank You!</p>	<p>All items returned are being quarantined for 7 days and will be backdated to the date of return so you will not incur any overdue fines. Thank you.</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – October 19, 2020 meeting

TIM HETHERTON - LIBRARY SERVICES DIRECTOR

What is more important in a library than anything else – than everything else – is the fact that it exists.

– Archibald MacLeish

Re-opening

Central Library reopened to the public on September 21. Initial use of the facility has been light, and curbside service at the branches remains popular, as does virtual programming. Patrons have been great about wearing masks and maintaining social distance.

Hérons

The Great Blue Herons nesting in the Eucalyptus tree at the Balboa Branch have been there for as long as Library Clerk Mike Payne can remember. Mr. Payne, a long-time resident on the Peninsula and a veteran member of the Balboa staff, has noticed in recent years that the birds, who in the past arrived in late spring and departed in early summer, are now arriving in February and staying through September.

The Great Blue Heron (*Ardea herodias*) is a large, lean bird that can grow to 5 feet and has a wingspan that can reach 6 feet. The heron's "song" is distinctive deep, harsh croak. It is found in marshes, swamps, streams, shores, tide flats, kelp beds and irrigation ditches. Their nests consist of a platform of sticks built in a tree, often among a colony of other nests. Their eggs, usually coming three to seven in a nest, are bluish-green. They eat fish, frogs and other aquatic life. In late summer, young herons disperse widely and may be found wherever fish are plentiful, including small ponds, mountain waters or even back-yard koi pools. (Sources: "Field Guide to Western Birds," "The Audubon Society Field Guide to North American Birds")

At the height of the nesting season, the birds are responsible for gallons of foul, malodorous droppings. Because of the location of the Eucalyptus tree adjacent to and branching over the parking lot, the asphalt is thick with droppings during the summer months, as are any automobiles that are parked beneath the Eucalyptus tree during nesting season. A few of the spaces in the small lot are unusable due to this problem. Moreover, the smell and the appearance are off-putting.

The Municipal Operations Division (MOD) of Public Works is well aware of the issue, as it is a common problem not just at the Balboa Branch, but throughout the City. Parks and Trees Superintendent Kevin Pekar explained to me that Great Blue Herons are a federally protected species under the United States Migratory Bird Treaty Act. City staff are not allowed to remove existing nests, which the birds reuse and will return to in the spring. The Eucalyptus tree is trimmed during the winter season when the birds are absent. The trimming discourages new nesting. A few years ago, MOD staff planted three Ficus trees on the branch's lawn as "seed trees" to move the nests (under the supervision of a wildlife biologist) if the City were required to remove any of the existing Blue Gum Eucalyptus due to disease. Many of these trees maintained by the City have been found to be unhealthy and at risk of collapsing. The tree in which the herons nest at the Balboa Branch, however, remains healthy. MOD currently power washes the lot weekly.

I also conferred with the City Attorney's Office, who informed me that, pursuant to the Migratory Bird Treaty Act of 1918, it is illegal to take, possess, import, export, transport, sell, purchase, barter, or offer for sale, purchase, or barter, any migratory bird, or the parts, nests, or eggs of such a bird except under the terms of a valid Federal permit. Various herons are also listed under Title 50 of the California Federal Regulations Section 10.13 which make the birds at Balboa Branch fall under this provision.

The City Attorney's Office advised me that it is illegal to remove the nests unless the City has a valid permit with the U.S. Fish and Wildlife Service. The City Attorney's Office also contacted the Animal Control division of the Newport Beach Police Department and found out that it is rare to obtain a permit for this purpose, unless the tree that houses the bird is nearing its death, is extremely ill and/or is at a high risk of falling.

One potential long-term solution to the problem may be realized when the new branch/fire station is constructed at the site. The new facility and its parking lot can be configured in such a way that the tree and the herons no longer pose a problem.

Staffing

Currently, there are a number of positions that the Library Administration has been unable to fill due to a City-wide hiring freeze. The Marketing Specialist recruitment is an exception to the City's hiring freeze because of the essential nature of the work being performed. Interviews for that position were held on October 13.

Because of the number of unfilled positions, the Library is requesting to recruit for these positions in preparation for NBPL's return to normal operating hours and public services. These positions include:

- 3 part-time Library Assistant positions
- 3 part-time Clerks
- 2 part-time Pages
- 1 full-time Department Assistant (Admin/Arts Commission)

Hours of operation are dependent on the number of employees available for on-site work. Presently, a significant number of staff who are currently telecommuting are unavailable to report to work due to childcare issues or chronic health conditions. A handful of staff with chronic health conditions fill positions in which telecommuting is not possible. As schools open and advances are made in preventing and treating the infection, this situation will ameliorate, but in the meantime the Library lacks the part-time staff to make up for the absence of unavailable full-time staff.

Wheelhouse List

Newport-Mesa Pro-Literacy Virtual Happy Hour with Julia Philips

Saturday, October 24, 5:00 p.m.

Zoom meeting

Julia Phillips will talk about her debut novel and National Book Award finalist, "Disappearing Earth."

Foundation check presentation

City Council Study Session

Tuesday, October 27, 4:00 p.m.

Council Chambers

(note: this presentation may be moved to the 5 p.m. regular meeting)

Board of Library Trustees meeting
Monday, November 16, 5:00 p.m.
Site to be determined

DEBBIE WALKER - BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Branches continued Curbside Service throughout the month although, due to staffing needs to successfully open Central Library on September 21, it was decided that it would be more effective to deploy the CDM Saturday crew to Central to assist with coverage as the Curbside numbers for CDM on Saturday were quite low. All branch locations adjusted their hours of service to be 9 – 6. Children's staff continued filming video story times on-site at CDM through mid-September. This gave a large enough backlog of story time programs to last until the regular story time break in mid-December.

Eddie Flores and Eric Foley (from MOD) installed the plexiglass ordered for CDM and Balboa in anticipation of a re-opening to the public in the next few months.

Youth Services

In the past, all locations would have presented some sort of in-person programming to welcome September. This year, after seeing the popularity of the streaming program offered by Wild Wonders during SRP, it was decided to offer patrons another longer experience of animal programming. The program was available for viewing from September 14 through September 27 and had close to 300 views. The biggest change for Central Library Youth Services staff was the re-opening of Central to the public on Monday, September 21. Children and their families were very happy to be back in the Library and almost immediately the backlog of books that had been placed on tops of shelving units started to dwindle as they were checked out in large numbers. Patrons do miss the story times and other programming but seemed very happy to at least have direct access to materials again.

Teen Service

On Wednesday, September 9 YAAC held its first meeting of the year with Danielle and Melinda. This was a virtual meeting and twelve teens joined the event. The attendees helped create Spooktacular prompts for the Teen writing/art program that will be happening in October to celebrate Halloween.

Facilities

On September 8, Eddie and I met with Fong Tse (from DMS Consultants) to do a walk-around with the design team from DesignWest and Holt Architects who will be planning the particulars of the Control/Security project. Emcor, the vendor who replaced the chiller coils for the Central Library HVAC system, installed the condenser unit (which involved the use of a very large crane) and completed that job on Friday, September 18.

Plexiglass was installed at Balboa and CDM by Facilities maintenance Specialist Eddie Flores and Eric Foley (from MOD). In anticipation of Central Library re-opening to the public, locks were installed on the upstairs restrooms, drinking fountains were covered and put out of order, and all tables and chairs cleared to keep usage and need for cleaning to a minimum. A janitorial day porter from Allied Universal (the janitorial company) was hired to work at Central from 10 am – 6 pm each day to ensure that surfaces and restrooms were cleaned throughout the day. The Bamboo Courtyard and the Friends Meeting Room were set up by Eddie to accommodate the temporary Bookstore location and donation center to be used by the Friends of the Library. Book sales began on Thursday, September 24.

MELISSA HARTSON - CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

ILS Update

The ILS Team continues its monthly meetings with our SirsiDynix Project Consultant. The team works with our consultant to further refine and enhance our system's capabilities as staff become more familiar with the new ILS and better understand the system's features.

SirsiDynix offers self-paced training courses and some instructor-led training courses at no charge. Staff continue to participate in these training courses relevant to their position and assignments.

REBECCA LIGHTFOOT - ADULT SERVICES COORDINATOR

Programming

Online programs continue to be popular. Librarian Alex Jenkins' craft videos garnered 253 views in September.

Central Library Reopening to the Public

Central reopened to the public on September 21, and Reference staff was back to providing in person help at the desk in addition to telephone and email.

Proquest Articles Retrieved 2020-2021

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	861	837	888										862
Newspapers--Current	982	816	829										876
Newspapers--Historical	1621	1058	2165										1615
Magazines	17	30	49										32

Database FY Comparisons	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	MAR 2021	APR 2021	MAY 2021	JUN 2021	YTD 20/21
Tracked by #searches													
A to Z Databases	517	1252	1581										3350
Ancestry	2366	5105	3777										11248
AskART	32	14	19										65
Britannica School Edition	37	0	0										37
Facts on File Ancient History	4	0	15										19
Gale Archives Unbound	3066	876	11169										15111
Gale Directory Library	9	1	19										29
Gale in Context: Biography	39	44	19										102
Gale in Context: Elementary	50	9	1										60
Gale in Context: Opposing View	46	69	74										189
Gale Literature Resource Center	48	49	34										131
Gale Virtual Reference Library	127	31	19										177
HeritageQuest	2396	2792	2820										8008
Legal Information Ref Center	9	23	15										47
National Geographic	26	18	12										56
National Geographic Kids	24	31	6										61
NewsBank (OC Register)	1411	1609	1237										4257
NoveList Plus	69	85	55										209
NoveList K-8 Plus	15	17	20										52
ProQuest	2568	2280	2709										7557
Reference USA Business	903	828	842										2573
Reference USA Residential	8	40	40										88
World Book Online	24	2	65										91
Tracked by #sessions													
Testing & Education Ref. Center	29	4	20										53
Tracked by #page views													
Consumer Reports	3137	3941	3072										10150
CultureGrams	45	81	85										211
Morningstar	44184	31804	12785										88773
NetAdvantage	6262	4216	5818										16296
RealQuest	72	136	35										243
Tumblebooks	160	78	51										289
Value Line	11076	9740	10629										31445
Tracked by courses													
Udemy	1721	2316	2124										6161
Tracked by Hours Used													
Rosetta Stone	95.6	97.1	98.63										291.3

Notes:

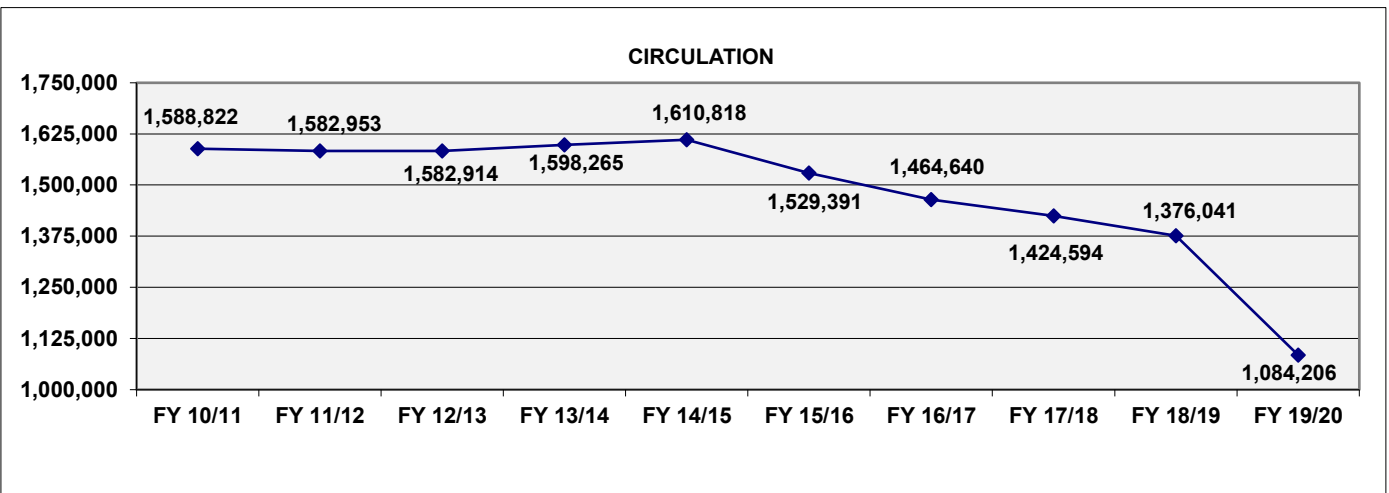
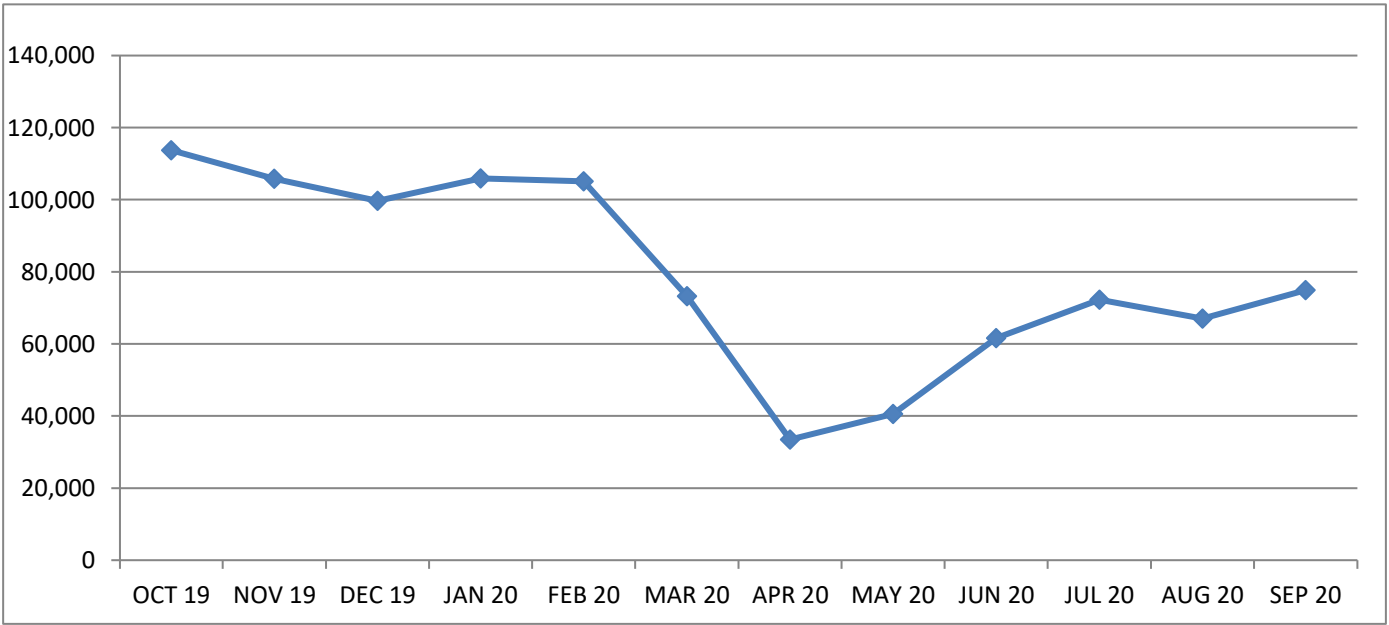
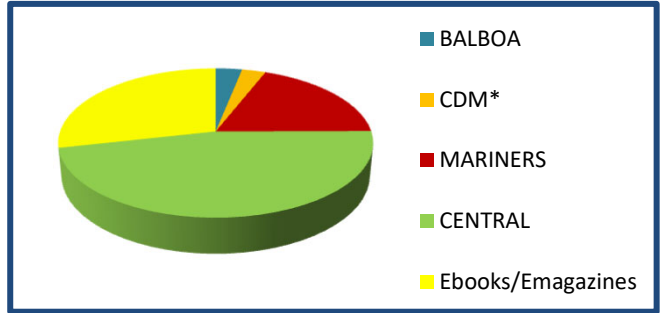
Biography in Context database name changed to Gale in Context: Biography
 Opposing Viewpoints database name changed to Gale in Context: Opposing Viewpoints

NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2020

CIRCULATION

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; CENTRAL REOPENED 9/21/20; IN-PERSON PROGRAMS CANCELED 3/12/20+

	SEP 20	YTD 20/21	YTD 19/20
BALBOA	2,355	9,472	16,818
CDM*	2,117	8,110	2,392
MARINERS	14,184	40,415	74,220
CENTRAL	34,915	100,209	208,485
Ebooks/Emagazines	21,353	55,971	43,229
TOTAL	74,924	214,177	345,144



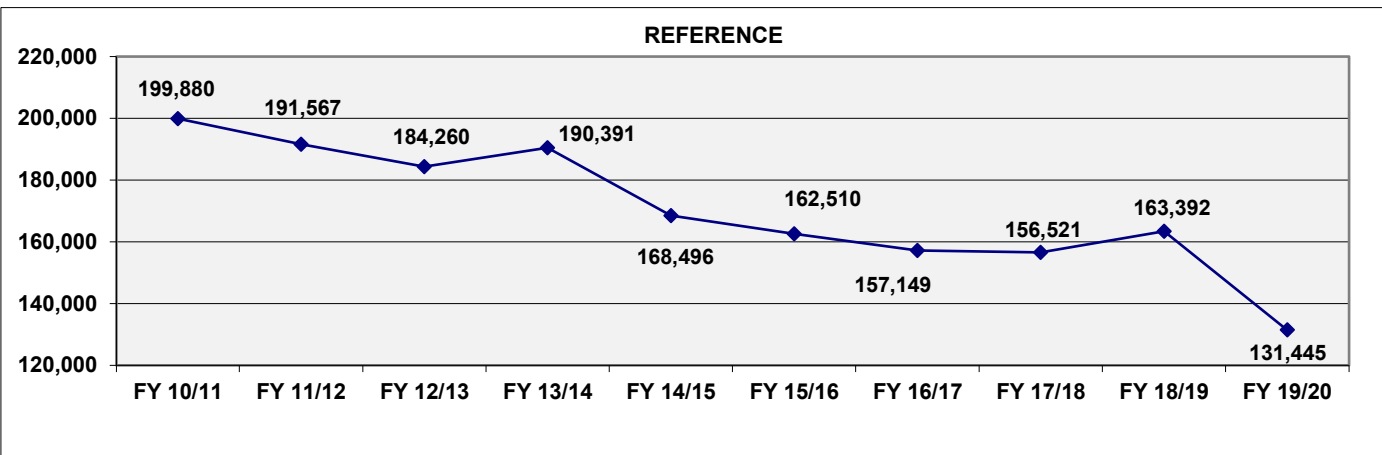
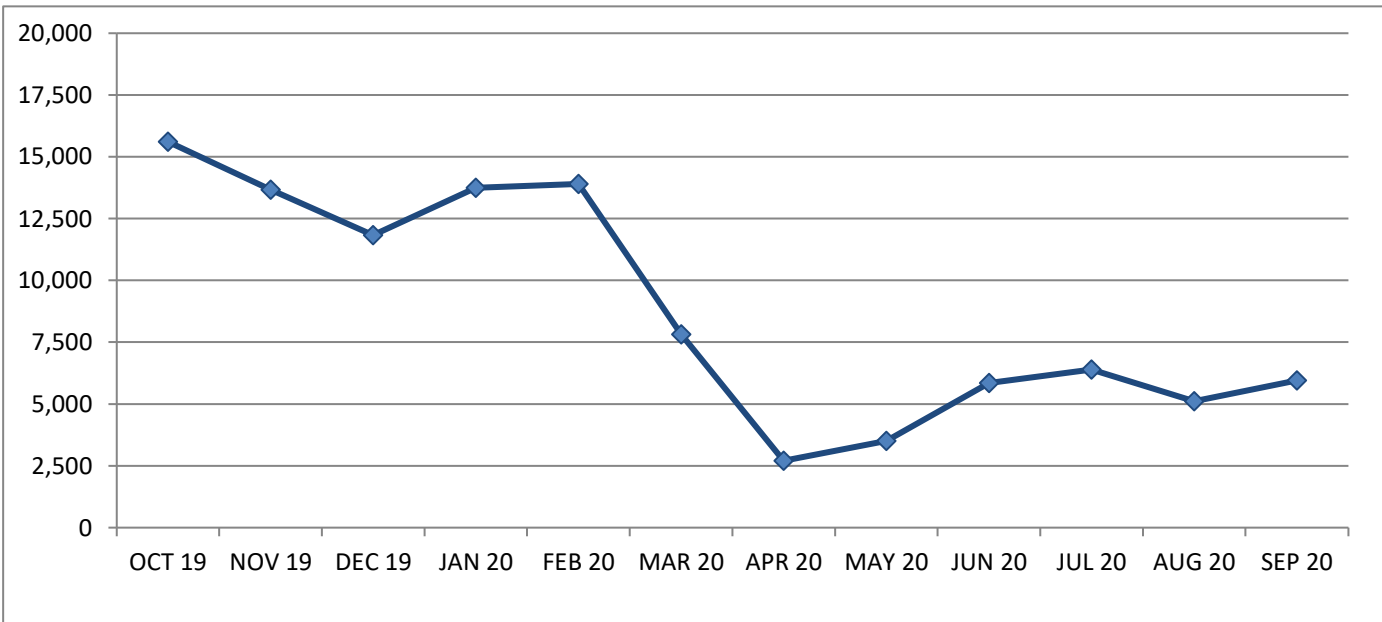
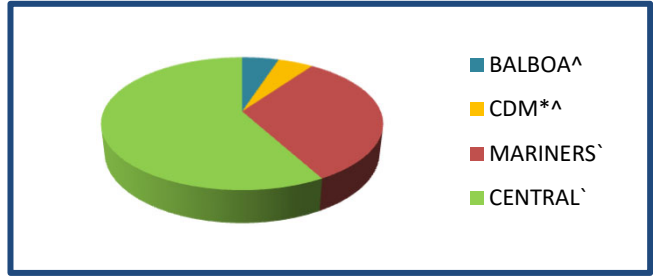
* The Corona del Mar Branch Library was closed for reconstruction from April 2018 through July 2019.

NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2020

REFERENCE

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; CENTRAL REOPENED 9/21/20; IN-PERSON PROGRAMS CANCELED 3/12/20+

	SEP 20	YTD 20/21	YTD 19/20
BALBOA[^]	300	1,009	1,568
CDM*[^]	287	943	767
MARINERS`	1,913	5,355	9,528
CENTRAL`	3,454	10,159	30,967
TOTAL	5,954	17,466	42,830



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

[^] Includes reference phone calls and curbside phone calls.

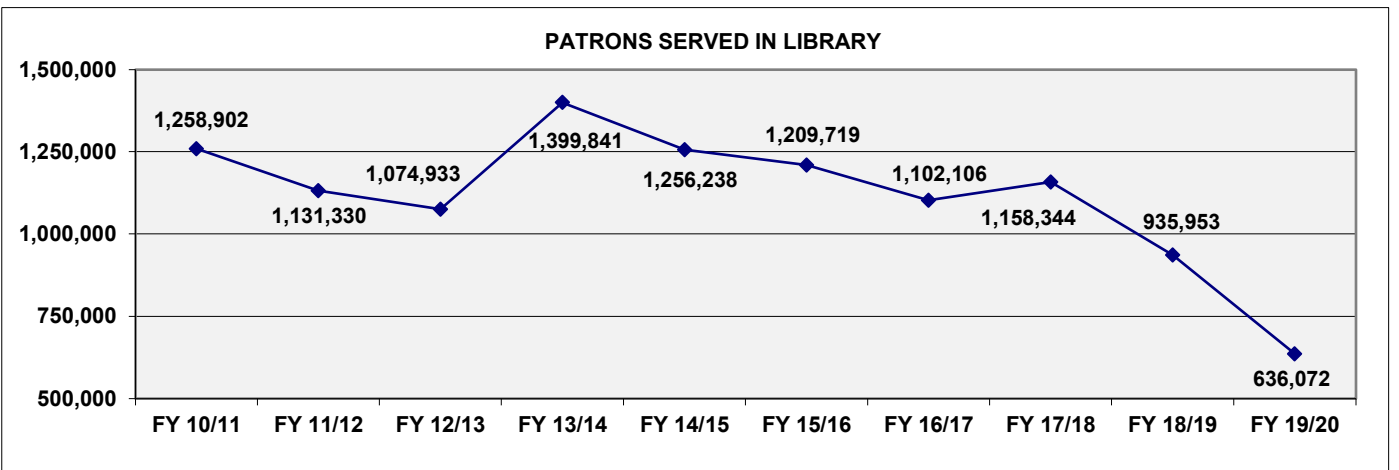
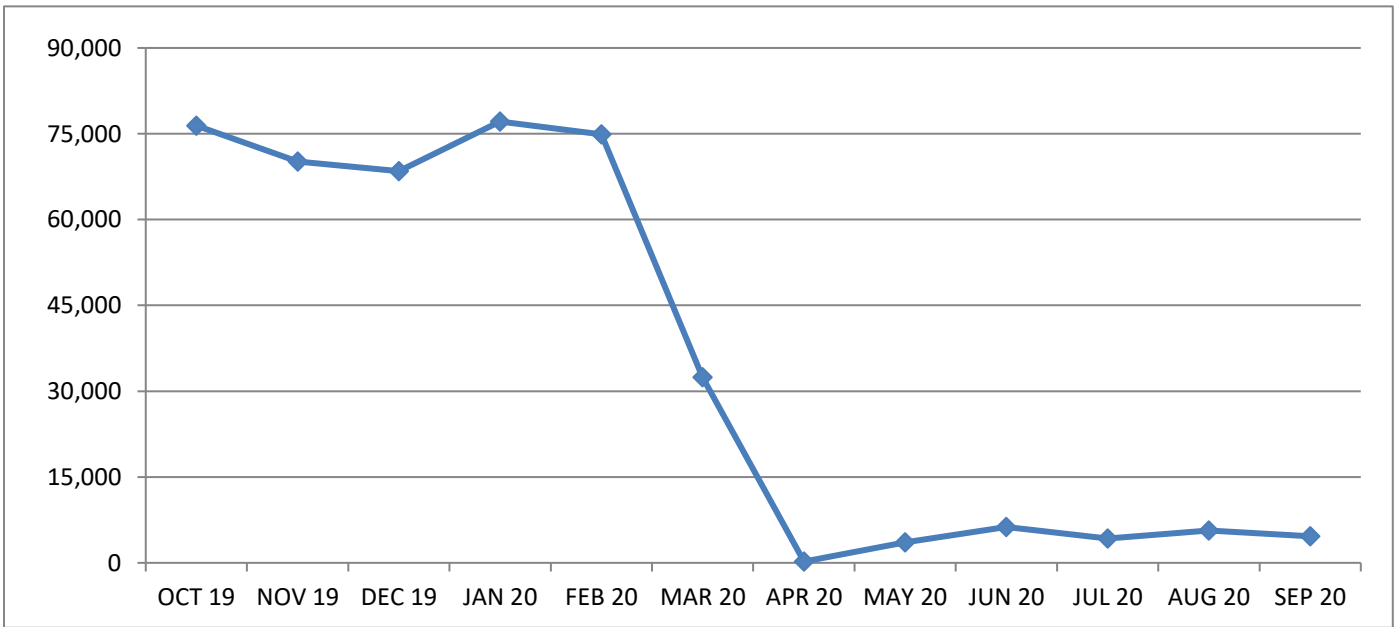
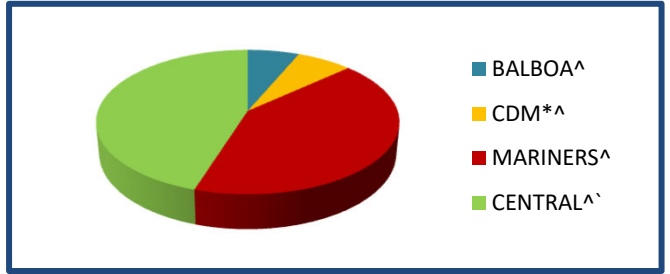
` Includes reference phone calls, curbside phone calls, reference emails, curbside emails, and in-person reference transactions.

NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2020

PATRONS SERVED IN LIBRARY

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; CENTRAL REOPENED 9/21/20; IN-PERSON PROGRAMS CANCELED 3/12/20+

	SEP 20	YTD 20/21	YTD 19/20
BALBOA[^]	297	901	11,599
CDM*[^]	320	1,038	2,923
MARINERS[^]	1,936	5,589	60,189
CENTRAL[^]	2,097	6,981	151,786
TOTAL	4,650	14,509	226,497



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

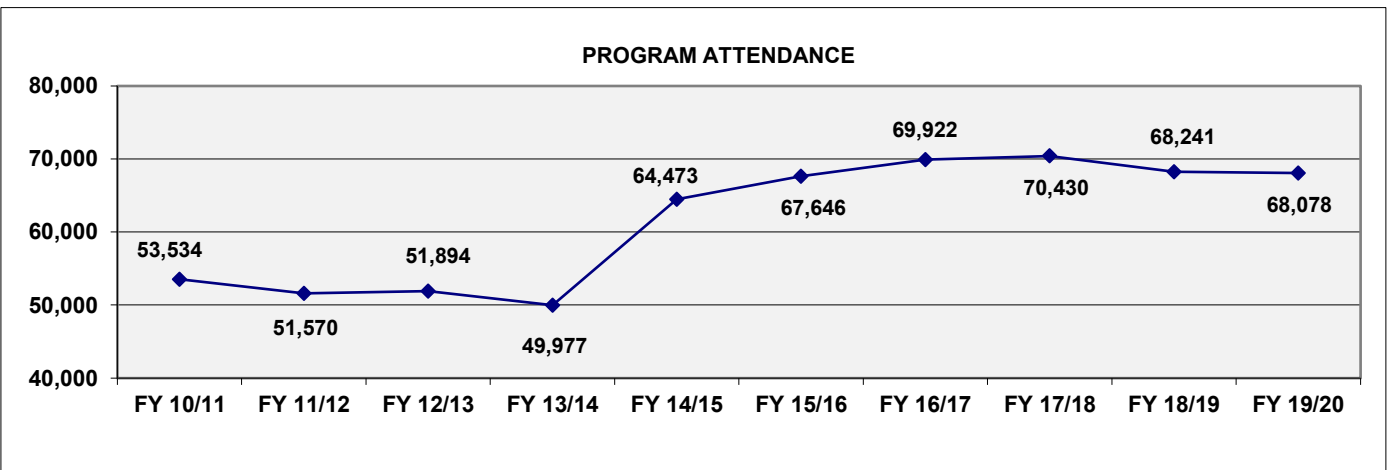
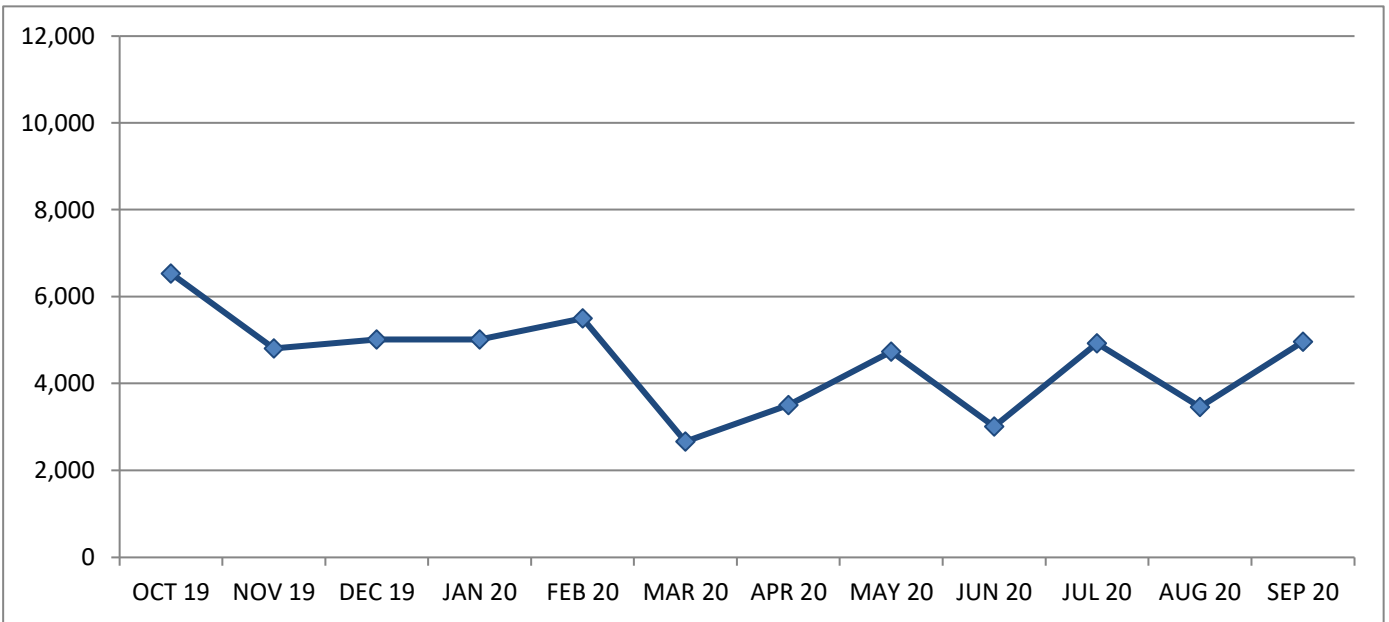
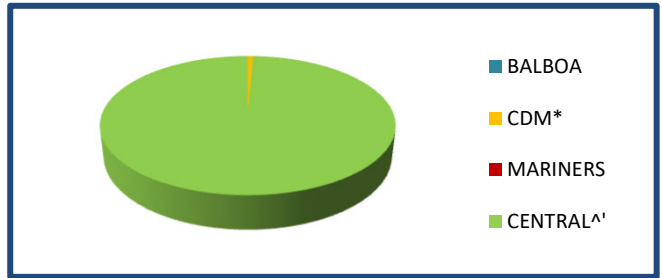
[^] Includes the number of curbside pickups at this location.

[`] Excludes live walk-ins between 9/21/20 and 9/30/20.

NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2020 PROGRAM ATTENDANCE

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; CENTRAL REOPENED 9/21/20; IN-PERSON PROGRAMS CANCELED 3/12/20+

	SEP 20	YTD 20/21	YTD 19/20
BALBOA	0	0	521
CDM*	35	35	477
MARINERS	0	0	3,133
CENTRAL^	4,923	13,304	23,177
TOTAL	4,958	13,339	27,308



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

^ Includes live virtual program attendance and recorded program views.

' Includes an estimated number of views to recorded Sunday Musicale programs between July and September 2020.

LIBRARY EXPENDITURES

(October 1, 2020)

FY 2020-21

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MONTHLY EXPENDED	AVAILABLE BUDGET
I SALARY & BENEFITS					
SALARY FULL-TIME REGULAR	2,933,536	2,933,536	648,361	319,059	2,285,175
SALARY PART-TIME	1,044,147	1,044,147	173,624	81,841	870,523
BENEFITS	2,086,990	2,086,990	551,405	266,592	1,535,585
SALARY & BENEFITS TOTAL	6,064,673	6,064,673	1,373,390	667,491	4,691,283
II MAINT & OPERATION					
PROFESSIONAL SERVICE*	164,393	171,535	30,946	29,978	140,589
UTILITIES	271,491	271,491	49,634	23,359	221,857
PROGRAMMING	5,500	5,500	410	224	5,090
SUPPLIES**	81,970	82,736	6,888	3,450	75,848
LIBRARY MATERIALS	619,740	620,222	230,363	38,687	389,859
FACILITIES MAINTENANCE	184,686	184,871	25,942	6,700	158,929
TRAINING AND TRAVEL	10,681	10,681	0	0	10,681
GENERAL OPERATING EXPENSES***	24,202	24,202	1,676	824	22,526
PERIPHERALS	5,000	5,000	0	0	5,000
INTERNAL SERVICE FUNDS	1,858,439	1,858,439	309,740	154,870	1,548,699
OFFICE EQUIPMENT	2,000	2,000	0	0	2,000
MAINT & OPERATION TOTAL	3,228,102	3,236,677	655,600	258,092	2,581,077
LIBRARY BUDGET TOTAL	9,292,775	9,301,350	2,028,990	925,583	7,272,360

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

FOUNDATION

FY 2020-21

As of Oct 5, 2020

Date	Amount	Purpose	Amt Expended	Notes
Funded		Wish List	YTD	
Oct 2020				
	\$ 43,000	Downloadable Content	\$ -	Begin Spending 2nd Qtr
	\$ 25,000	Digital Magazines	\$ -	Begin Spending 2nd Qtr
	\$ 15,000	Kanopy Streaming Films	\$ -	Begin Spending 2nd Qtr
	\$ 5,000	Literacy Program	\$ -	Begin Spending 2nd Qtr
Total	\$88,000		\$0	
Sep 2020		Designated Gift		
	\$ 25,000	Children's Materials	\$ -	Begin Spending 2nd Qtr
Total	\$ 25,000		\$0	

FRIENDS

FY 2020-21

As of Oct 5, 2020

Date	Amount	Purpose	Amt Expended	Notes
Funded		Wish List	YTD	
Sep 2020				
	\$150,000	New Materials	\$ -	Spending to begin 2nd Qtr
	\$50,000	Programming	\$ -	Spending to begin 3rd Qtr
Total	\$200,000		\$0	
Sep 2020		Designated Gift		
	\$10,000	Passport & Gift Shop	\$ -	Spending to begin 2nd Qtr
Total	\$10,000		\$0	

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
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
Aug 17, 2020	Branch Update - Balboa		Mar 15, 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
Aug 17, 2020	Branch Update - CDM		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
Sep 21, 2020	Literacy Program Update		Sep 20, 2021
LAST REVIEWED	POLICY REVIEW		
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

PREPARED BY: Andy Kachaturian, Mariners Branch Librarian

TITLE: Crean Mariners Branch Report, October 2020

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

We are a busy branch, normally open 71 hours a week, the same number as Central. We typically offer five popular story times every week, a once a week afternoon Lego program, and once a month we have a special family event such as a craft or performer. Due to COVID concerns, Mariners has been closed to the public and offering curbside delivery of materials since April.

Personnel

In addition to the Branch Librarian, Reference staff consists of two full-time Librarians, Jeremy Rodriguez and Christine Chapel who specializes in Children's Services. The reference staff also includes full-time Library Assistant Janice Nikula who also specializes in Children's Services and Part-Time Library Assistants Duncan Kistler and Rokhsan Shafiei.

The Circulation team is headed by Senior Clerk Liz McKibbin who oversees part-time Clerks, Rick Costa, Claire Constantino, Shelley Pricer and Amy Baltin. Piers Brown, Clerk II oversees pages Kevin Holley, Craig Chamberlain, Katrina Kading, and Isabel Wang. Circulation at Mariners is currently down one part-time Clerk position.

During the pandemic, many staff have been out on extended leave. Remaining staff have stepped up and continued to find ways to help library patrons. They have been essential in helping to explain our new software and service model over the phone as well as to help patrons discover new materials, especially materials for schoolwork. Full-time reference staff telecommuted for a time, focusing on implementing the new library software system, Symphony. Full-time Clerk I Autumn Durand from the Central Library and part-time page Rachel Savage from the Balboa Branch library were a tremendous help to us, helping to fill in gaps left by staff vacancies.

Facility Maintenance

Last year, major projects included the replacement of the Donor Wall that is located by the library entrance as well as improvements to outdoor lighting to improve visibility at night. Public Works added parking along Dover Drive.

This year, the Mariners HVAC equipment needed major servicing, which included many projects throughout the year. The HVAC compressor needed to be replaced, several wiring elements needed to be reworked, leaks needed to be investigated and repaired, and a hot water pump was replaced. The HVAC equipment at Mariners has needed constant maintenance over the years and while vendors have been patching issues as they are located, we have identified this equipment as a future candidate for city capital improvement to help limit costs going forward.

The flagpole located between the library parking lot and the tennis courts was a small but successful project this year. When the internal pulley wore out, a vendor was able to replace the faulty equipment and add a solar light, which will help extend the life of the new pulley by limiting the need to raise and lower the flag daily.

Public Service

Circulation and Reference Services

Our service population is 22,748, although we get many visitors from neighboring areas. Mariners was responsible for 170,006 circulations of materials between July 2019 and June 2020, including 3 months of our changed service model during the pandemic. There was a total of 29,126 reference questions for the same time period.

From April through September, as Mariners has been offering curbside pickup of materials to library users, there were 9,364 curbside pickups—an average of 1,561 a month. During the same time period, staff have answered 9,135 reference questions—a monthly average of 1,523 questions.

Program Attendance

Under normal operations, Mariners has a very active story time audience. We ordinarily offer five story time events per week, with large groups of lively participants that have grown very fond of the stories and activities presented by Christine Chapel and Janice Nikula. Over the nine months of programming this year, we held 157 story times with 7,715 attendees—almost 50 people per story time.

Mariners also typically offers weekly “Lego Block Parties” and monthly craft events, which are well-attended. Over the same nine-month period while we were open, there were 37 events with 972 attendees—an average of 26 people per event.

As we were unable to continue in-person programming during COVID-19, Christine and Janice have contributed virtual story times on the library website to help continue serving the community.

Summer Reading Program

The Summer Reading Program proved to be successful despite the pandemic. Mariners had 293 children register. There were 213 welcome kits distributed, 224 prize books given, and 90 children finished the program. Children's staff also prepared take-home bags with crafts that were extremely popular. 207 craft bags were handled out through the program.

Class Visits

Each year, Mariners ordinarily hosts class visits from Mariners Elementary and Kaiser Elementary School. Due to the pandemic, these did not occur this year. We did however host a class visit from Newport Beach Christian School in February 2020 with 48 attendees, helping to promote library services to elementary age children.

Mariners' Elementary School

Jackie Casella returned as Library Media Technician for Mariners Elementary. She runs the school-side of the library during school hours. She has been a great partner for the library and brings an enthusiasm for reading and library services to the children of the school.

The Mariners School PTA donated \$335 from their Book Fair Fundraiser to our children's collection. Librarian Christine Chapel selected items from the Book Fair to be added to the collection.

Collection Maintenance

The Mariners collection currently consists of 69,711 items. Reference staff routinely work to maintain, weed and add to library collections. A library software, CollectionHQ, helps identify less used and worn-out materials. Some of the most popular collections have been the movie selection, audiobooks, children's materials, and general fiction.

Prior to the pandemic, staff had been using the library database, Novelist, to promote materials throughout the library, creating displays based upon materials with a common theme to help patrons learn of related materials. We had also been promoting our digital services to help encourage use of OverDrive eBooks and eAudiobooks.

Comments

2020 has obviously brought many challenges to the community and the library, but we are pleased to see that demand remains strong for our services. Reference staff remain busy throughout the day answering reference questions by email and telephone. Children's staff continue to offer virtual programming and take-home crafts. Circulation staff ensures that materials are ready for curbside pickup. Everyone continues to extend a positive attitude to our patrons, who have been so vocal about their appreciation for the library during these unusual times. We are so pleased to see our patrons still making use of the library and very grateful for their support.

NOTICING:

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

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Debbie Walker, Youth & Branch Services Coordinator

TITLE: Youth Services Update

DISCUSSION:

In light of the unprecedented events in the past almost eight months, this report will outline general Youth Services activities prior to the pandemic but concentrate primarily on what the team has done in response to the closure and cancellation of live in-person programming. As a reminder, Youth Services encompasses the Juvenile and Teen components of the Library collection and programming. The team includes Central Library staff in addition to Librarians and Library Assistants at the Branches. All members contribute to the planning and presentation of a variety of programs including, but not limited to story times, craft events, test preparation, etc. Also, as in years past those programs that require funding are done so with generous donations from the Friends of the Library.

Pre-Closure:

Programming: Story times, which traditionally are the staple and backbone of Youth Services programming continued to be popular and well attended until just prior to the closure. Books and Babies at all locations consistently saw the largest numbers. As a supplement to regular story times, Sensory Saturdays were launched at the new CDM Branch in January and had been seeing steady numbers of patrons up until the closure. Special monthly programs included the third annual Halloween Extravaganza held at Central last October which had at least 350 in attendance and the Noon Year's Eve party on December 31, also at Central, which was attended by over 240 children and adults.

Outreach: First grade class visits to Central began in October 2019 and had been completed just prior to the closure. The second-grade classes from Newport Coast Elementary visited CDM in February of this year. The CDM annual Christmas Walk was also a hugely successful event for the newly re-opened branch with over 700 people coming by to see the new facility, sample holiday treats and enjoy crafts and a magic show.

Teen Services: YAAC (Young Adult Advisory Council) had begun their regular monthly meetings in September and test preparation and college planning programs began and were scheduled to take place throughout 2020. Melinda (Children's Librarian) and Danielle (full-time Library Assistant) attended the NMUSD sponsored College and Career night in mid-October 2019 to talk about Teen services and volunteer opportunities.

Closure:

The closure in mid-March came as two significant Youth Services oriented events/programs were just around the corner and in the planning stages. The first was National Library Week (NLW), which this year was scheduled from April 19 – April 25 and the second was the Summer Reading Program (SRP) scheduled from June 20 – August 8. Up until this point, except in a very limited fashion, programming and other events had always been done entirely in person and now the entire team had to fairly quickly shift gears and face the challenge of how to most effectively connect with our younger patrons and their families in a virtual and technologically driven

way. In order to move readings and story times to a virtual platform the team needed to be sure that the books and materials they were sharing online had permission from the publishers to do so. Annika in particular very quickly began researching this aspect of programming and began coordinating the selection of materials that could be used by staff initially for readings and then ultimately story times. What follows are the various components of service provided by the Youth Services team and how each has been addressed.

Video Story times and Other Virtual Programs:

- In mid-March online video recordings were launched with single book readings only.
- Web-team, which is headed by Rebecca and consists of Reference and Circulation staff, became absolutely vital in making these first readings and eventually story time and craft videos available to be posted on the website and other social media platforms.
- In early June Tune-in Tuesdays launched. These are actual video story times and not just the reading of a single book. All were filmed at CDM by Annika (who did the editing also). They are posted weekly.
- At the end of the traditional end of SRP story time break, Tune-in Tuesdays relaunched with an added themed craft activity.
- “Let’s Talk Books for Kids” began in September. These are weekly staff video book recommendations that are posted every Friday.
- Challenges lie ahead in terms of what we might offer for virtual story times and readings as many publisher online read aloud permission agreements are set to expire. The team is already thinking ahead and working on other ways to make these programs work with the restrictions at hand.

Special Events:

- In honor of NLW, Mayor Will O’Neill, Council Member Diane Dixon, Assistant City Manager Carol Jacobs and other City Staff contributed to our virtual programming mission and all recorded stories. An online Scavenger Hunt and successful Poetry workshop were also offered virtually. At least 28 budding poets ranging in age from 4 to 13 submitted works.
- In early May the Youth Services staff met via Microsoft Teams and began planning the ways to offer SRP virtually and via Curbside Service.
- On June 20, the first day of SRP, over 300 children registered. SRP continued throughout July and early August by offering three separate Grab & Go craft kits that highlighted the theme: “Dig Deeper: Read, Investigate, Discover.” These giveaways were accompanied by supplemental instructional videos (courtesy of Alex Jenkins, Adult Reference Librarian) which currently have over 300 combined views. In lieu of live performers a virtual animal program provided by Wild Wonders was posted and had 350 views.
- SRP ended on August 8. Although the overall statistics were down from previous years, the overwhelming consensus of the Youth Services Team was that it was a resounding success. Over 950 children registered overall, at least 600 welcome kits were given out, over 600 prize books and 600 craft kits respectively were distributed, and book reviews continued to be very popular as in years past.
- Another remote meeting of the Youth Services team in mid-August afforded the opportunity to assess and evaluate the successful components of SRP. These are being adapted for the October and November programs which include themed Craft kits for Halloween and fall, a virtual costume contest and a spooky story/art contest geared to teens.
- Another successful online Wild Wonders program in September acted as a start for fall programming.

Innovative Programming and Outreach:

- In April staff published an “Early Literacy at Home” activity worksheet and began posting staff-evaluated links to resources offering free K – 6 curriculum support as part of the online “Distance Learning Hub.”
- Family Storytime Bundles were introduced in July. These are themed book bundles which include two to three books on a variety of topics including animals, dinosaurs, things that go, concepts, etc. The bundles also include staff suggestions for favorite songs and at-home literacy activities. These have steadily gained in popularity and are checking out at all locations.
- Annika made a presentation via Zoom to the Newport Coast Elementary PTA early in September highlighting our virtual programming and online services and databases. Currently the entire team is exploring ways that we may continue to provide outreach to local schools either through PTA meetings, virtual tours, etc.

Teen Services:

- In-person test and college preparation programs were postponed indefinitely with the closure, but Danielle and Melinda reached out to all teen volunteers just prior to NLW to encourage them to submit essays about their feelings regarding COVID and the lockdown measures in place at the time.
- YAAC had its final in-person meeting in March, took April off per usual and then did not meet again until a Zoom meeting in September. From May on and through the summer everyone kept in touch via email.
- Teen volunteers who normally would have been a huge and necessary addition to traditional SRP have been able to get service hours by submitting book reviews to the Teen website and participating in YAAC.

Conclusion:

Prior to the pandemic closure, the Youth Services team was once again having a successful year. It is with a great sense of pride that I can say that instead of letting the closure defeat the team it brought out so much positive energy and creativity as everyone worked so hard to make virtual programming and curbside SRP not only happen but successfully so. I’ll end with this wonderful and heartfelt tribute that one of our patron’s shared with us when her grandson won one of the SRP grand prize packages (I’m typing it up exactly as he wrote it):

“Thank You Librarian for the 50\$ Target gift card. I bought a remote-control car, walkie talkies, skate board wheels, and a hat. Thank you for the Laffy Taffy, Goldfish [crackers], the ball, notebook, crayons, Playdo, and bubbles. I already ate all the Laffy Taffy and the Goldfish. And we are playing pass at the pool with the ball. I gave the notebook to my sister. I am coloring with the crayons. Playing with the Playdo. I am also blowing bubbles. I am playing with my remote-control car. Playing with the walkie talkies with my sister. Doing awesome tricks on my skateboard. Also, I am wearing my hat everywhere I go.”

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TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton

TITLE: COVID-19 Update and Reopening

DISCUSSION:

On September 21, the Newport Beach Public Library reopened the Central Library to the public with modified hours and services. The Crean Mariners Branch, Corona del Mar Branch and the Balboa Branch remain closed due to limited space for social distancing and staffing considerations. The three branches continue to offer curbside service. Our reopening is based on recommendations from local and national health agencies, social distancing protocols, and critical community needs. The primary consideration in our reopening plan continues to be maintaining the safety of library patrons and staff while finding ways to provide necessary services.

Prior to NBPL’s reopening, staff implemented frequent cleaning and disinfection of public and staff areas. Face masks and social distancing protocols are required for staff and patrons. Staff has resumed most desk functions and programming remains virtual. The number of people allowed in Central Library is limited to a capacity of 100 and staff manages capacity through door monitoring procedures.

Materials handling is one of the most complex areas of operations during the pandemic due to the potential of virus transmission on shared objects such as books and DVDs. As information is disseminated, and we learn more about COVID-19 transmission, the Library has adjusted its quarantine period for returned items. In order to safeguard the health of patrons and staff, Newport Beach Public Library is currently quarantining all items for 7 days after their return.

Internet access is a critical resource for the community especially during times of economic distress. Patrons require internet access to apply for unemployment insurance, access social services, apply for jobs, and access educational resources. Public computers are available by appointment. Patrons can make an appointment online by visiting our website or by calling 949-717-3800 option 2. The Library has also extended public Wi-Fi access to 6 a.m. to 10 p.m., Monday through Sunday.

Many patrons and stakeholders have inquired about the Library’s full-scale reopening. Reopening is based on County data. Every county in California is assigned to a tier based on its test positivity and adjusted case rate. Currently, Orange County is in the red, or “substantial” tier. Counties must remain in a tier for at least 3 weeks before moving to the next lower tier. Data is reviewed weekly and tiers are updated on Tuesdays. To move forward, a county must meet the next tier’s criteria for two consecutive weeks. If a county’s metrics worsen for two consecutive weeks, it will be assigned a more restrictive tier. Even if a county moves into the lowest tier, or “minimal”, there will still be restrictions on services businesses can provide. The Library also relies on guidance from the State Library.

As building capacities are expanded, on-site services at the branches can be resumed. Another criterion affecting the Library's capacity to resume services at all 4 locations is maintaining sufficient staffing to run all the Library's core operations. Limited staffing and social distancing requirements also impact the Library's ability to offer passport services and open the Friends gift shop. The Bistro will not reopen until building capacity is increased and the 2nd floor entrance is open. The 2nd floor restrooms at the Central Library will also be reopened when social distancing requirements are relaxed. Shared items, such as current, non-circulating magazines and newspapers will be available when patrons can remain in the building for longer periods. Furniture will also be made available to the public at that time. Library and City programming will resume when restrictions on public gatherings are lifted or modified.

Maintenance Specialist Eddie Flores has taken advantage of the closure by undertaking and completing maintenance projects, including painting, electrical, and plumbing, at Central Library and the branches. Improvements to the HVAC systems at Central Library and Mariners have been completed during the closure. The Central Library parking lot was slurry coated and restriped in recent months, and roof/ceiling repair and mold abatement measures were completed at Balboa Branch.

The COVID-19 virus has had an unprecedented impact on Newport Beach Public Library and the community we serve. The Library has reimagined services to support patrons and the community at large during the crisis and continues to plan phased preparations for the months ahead.

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