



# CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Corona del Mar Branch Library  
410 Marigold Avenue, Corona del Mar, CA 92625

Monday, June 21, 2021 - 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

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**SPECIAL NOTICE REGARDING COVID-19**

The City remains committed to holding public meetings in a transparent manner, with public participation, ensuring City business continues in this challenging environment. Based on recent guidelines from the OC Health Agency, the City of Newport Beach will proceed with the Board of Library Trustees meeting with face coverings required for unvaccinated members of the public in attendance.

The public can submit 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 Sunday, June 20, 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.

The Board of Library Trustees meeting is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Chair may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

The City of Newport Beach's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, we will attempt to accommodate you in every reasonable manner. Please contact Tim 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](mailto: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 May 24, 2021 Board of Library Trustees Meeting (pp. 5-11)**

[DRAFT MINUTES](#)

- 2. Patron Comments (pp. 12-13)**

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

[PATRON COMMENTS](#)

- 3. Library Activities (pp. 14-22)**

Monthly update of library events, services, and statistics.

[MAY ACTIVITIES](#)

- 4. Expenditure Status Report (p. 23)**

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. 24)**

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. Corona del Mar Branch Update (pp. 25-28)**

Branch Librarian Nadia Dallstream presents an overview of Corona del Mar Branch's activities and resources.

[CDM BRANCH UPDATE](#)

**7. Review of the Children in the Library Policy (NBPL 4) (pp. 29-35)**

Staff recommends that the Board of Library Trustees review and approve revisions to Library Policy NBPL 4, *Children in the Library*.

[NBPL 4 REPORT](#)

[NBPL 4 REPORT-ATTACHMENT A](#)

[NBPL 4 REPORT-ATTACHMENT B](#)

[NBPL 4 REPORT-ATTACHMENT C](#)

**8. Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (pp. 36-37)**

Circulation and Technical Processing Coordinator Melissa Hartson will report on Budget Amendments for FY 2020-2021.

[BUDGET AMENDMENT REPORT](#)

[BUDGET AMENDMENT REPORT-ATTACHMENT A](#)

**9. Friends of the Library Wish List (p. 38)**

Staff recommends that the Board of Library Trustees approve the annual wish list request for funding from the Newport Beach Friends of the Library.

[FRIENDS WISH LIST](#)

**10. Grant Acceptance from California Library Literacy Services (p. 39)**

Staff recommends the acceptance of a grant in the amount of \$4,500 from the California Library Literacy Services to support the Newport Beach Adult Literacy Program.

[GRANT ACCEPTANCE REPORT](#)

**11. Lecture Hall Update**

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

**12. COVID-19 Update (p. 40)**

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

[COVID-19 UPDATE](#)

**13. Library Services**

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

**B. Monthly Reports**

**14. 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.

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

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

**16. 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  
100 Civic Center Drive, Newport Beach, CA 92660  
Meeting Minutes  
Monday, May 24, 2021 – 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 (arrived at 5:07 p.m.), Board Member Janet Ray, Board Member Barbara Glabman

Trustees Absent: None

Staff Present: Francine Jacome, Administrative Support Specialist  
Rebecca Lightfoot, Adult Services Coordinator/Acting Library Services Manager  
Debbie Walker, Youth & Branch Services Coordinator  
Melissa Hartson, Circulation & Technical Processing Coordinator  
Maria Nicklin, Marketing Specialist

Staff Absent: Tim Hetheron, Library Services Director (excused)

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

IV. **NOTICE TO THE PUBLIC**

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the April 19, 2021, Board of Library Trustees Meetings**

With respect to the April 19, 2021, minutes Chair Watkins had the following changes:

- Handwritten Page 6, in the last paragraph the seating limit should be 274, not 275.
- In the very last line following the word added it should read “; thus, there is not a net loss in the number of parking spaces.”
- Page 11 of the Agenda Packet, correct the spelling of judgement.
- Page 12, second full paragraph, place a comma after the word “staff.”

2. **Patron Comments**

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

**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.

Chair Watkins noted they are 83% through Fiscal Year (FY) 2020-2021 and are 8% underbudget.

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

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

Chair Watkins called for the public comment, but there was none.

Motion made by Vice Chair Coulter, seconded by Board Member Ray, and carried (4-0-0-1) to approve the Consent Calendar with edits made to the Minutes.

AYES: Watkins, Coulter, Ray

NOES:

ABSTENTIONS:

ABSENCES: Kost

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Media Lab Update**

Acting Library Services Manager Rebecca Lightfoot will update the Board on the Media and Sound Lab at Central Library.

Adult Services Coordinator/Acting Library Services Manager Rebecca Lightfoot reported that the Media and Sound Lab opened in November 2013. It was donated and funded by the Foundation. The Foundation continues to contribute to update software. The Media and Sound Lab is popular but closed in March 2020 with the COVID-19 Stay at Home Order. The Media and Sound lab will be reopened as soon as the COVID-19 restrictions end. IT assures the Library that everything in the Lab is up to date. In addition to the Media and Sound Lab the Library also offers "tech toys" which are circulated collection items such as video game consoles, GoPro cameras, portable sound equipment, and 5 mobile hotspots.

In response to Chair Watkins' question, Adult Services Coordinator/Acting Library Services Manager Lightfoot explained that a mobile hotspot is a device approximately the size of a cellphone, which is set up to connect to a Wi-Fi network. The hotspot comes with a username and password and allows patrons to connect to a Wi-Fi network within the Continental 48 States. This service has been available since February 2020. A few other Orange County libraries have them as well.

Chair Watkins called for Trustee comments and questions but there were none, so he received and filed the report.

**7. Marketing and Social Networking Update**

Marketing Specialist Maria Nicklin will provide the annual briefing on Library marketing and social media activities.

Marketing Specialist Maria Nicklin reported that the overriding goal related to the Library was to communicate its relevance and modern offerings in an intelligent visual way. She is working on a brand refresh and showed the Board the current website, which has been simplified. The website features banner ads.

Chair Watkins informed Marketing Specialist Nicklin that he loved the banner she included in Library Services Director Tim Hetherington's signature line.

In response to Secretary Kost's question, Marketing Specialist Nicklin explained that the banner ads rotate every few seconds and then are changed every few weeks with Library programming.

Marketing Specialist Nicklin showed the Board the Library's brand story and images. She explained that the images and a strong photo library are part of the marketing plan. Email marketing is one of the most effective ways to reach patrons and the Library's list is 26,000 strong. The real advantage to email marketing over social media is that you can reach everyone on your list, whereas with Facebook you must buy access to your entire follower list.

In response to Chair Watkins' questions, Marketing Specialist Nicklin explained that she can see the open rate on email marketing, and she watches the number closely. She also follows clicks, and the Library "staff picks" are popular as are vintage images. She uses this information to tailor future email blasts. She also coordinates the contest with every department in the library system.

Marketing Specialist Nicklin explained that social media is an important and free tool. She is trying to disseminate information in a "smart, hip, cool, modern" library voice. They have also taken older programs and rebranded them with great success; for example, the teen journaling workshop has been turned into "Storytellers." The programs range in capacity from 30 to 100 patrons. The next steps are to continue to improve, polish, and strengthen the marketing message and grow.

In response to Secretary Kost's question, Marketing Specialist Nicklin explained she had previously worked with the Foundation on Bookmark and their recent website update. Since moving to the Library she has not worked with the Foundation. Their information is included wherever possible, and she does work with the Friends of the Library. She was unaware of any plans to extend staffing to the Foundation.

In response to Chair Watkins question, Marketing Specialist Nicklin explained she was a one-person team.

Board Member Ray complimented Marketing Specialist Nicklin on her work. She suggested promoting the teen events and programs earlier so that they are not missed by the public.

Marketing Specialist Nicklin agreed that teens are a challenging demographic. She has a 17-year-old at home and understands how to reach teens.

Chair Watkins called for the public comment.

Jim Mosher appreciated the website refresh but hoped that the structure of the website for information would not change. He gave the Orange County Airport website as an example of a poor website refresh.

Marketing Specialist Nicklin indicated that they have a web team, and the structure of the site has not been changed.

Chair Watkins thanked Marketing Specialist Nicklin and received and filed the report.

#### **8. Lecture Hall Update**

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

Board Member Ray stated that following her lengthy April report they are working on the Memorandum of Understanding (MOU) and a few other things along that line. She emailed Bob Coffee regarding Mr. Mosher's April comments about the wall in the Bamboo Courtyard and learned that the wall was moving closer to Avocado Ave. by about 12 feet. The wall will be about 10 feet tall to provide protection from vehicular noise on Avocado Ave.

Chair Watkins called for the public comment after hearing none from the Board.

Jim Mosher announced that the next day the City Council would hear the planned Capital Improvement Program Budget for the next five years. The amount spent on the Lecture Hall to date has been \$640,000. From July 1, 2021 to June 30, 2022 another \$100,000 will be used for the permitting and environmental approval of the plans. The construction is planned for FY 2022-2023 with an additional budget of \$7,260,000. The City Council expects \$4 million to be contributed by an outside party. The Capital Improvement Program also mentions updating the Balboa branch with the design starting in 2022-2023 and the construction a year later. The branch costs less than the Lecture Hall.

Chair Watkins thanked Mr. Mosher for the information.

#### **9. COVID-19 Update**

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

Adult Services Coordinator/Acting Library Services Manager Lightfoot reported that the previous Wednesday Orange County reached the Yellow Tier, which did not change anything for the Library. The Library is already at 100% capacity. Beginning Monday, June 7, the Central Library resumes pre-pandemic hours including nights and weekends and the Balboa and Corona del Mar branches will open with normal hours. Mariner's Branch will remain at its current hours of operation until July 6 due to staffing vacancies. Staff is



waiting for guidelines from the Division of Occupational Safety and Health (DOSH or Cal/OSHA) regarding social distancing and mask mandates and, until that is received, masks are still required, and social distancing is in place. In person programming and storytimes will return after guidance is received from Cal/OSHA. Friends of the Library are continuing to operate out of the meeting room until they are allowed in the Friends Room.

Mr. Mosher requested clarification about the length of time people can spend in the library and at the computers.

Adult Services Coordinator/Acting Library Services Manager Lightfoot explained there was never a time limit in place for being in the library. The public computers are back to pre-pandemic rules: patrons receive one hour to start, and time is increased if no one is waiting.

Chair Watkins thanked Adult Services Coordinator/Acting Library Services Manager Lightfoot and received and filed the report.

## **10. Library Services**

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

Adult Services Coordinator/Acting Library Services Manager Lightfoot reported they are working on opening the Friends Giftshop and Foundation Passport Office in the former credit union space. Several full time Library Assistants went to notary certification testing on May 15, 2021 and are awaiting results. Signage and library branded merchandise are being prepared for the gift shop. The black and white photocopying fees will be addressed at the next City Council meeting. The next Board of Library Trustees meeting will be held June 21, 2021 with the location to be determined.

In response to Chair Watkins question, Adult Services Coordinator/Acting Library Services Manager Lightfoot stated that before the Passport Office can open it must receive the State Department notice. They hope to have it open as soon as possible but could not provide a firm date.

Chair Watkins opened the item for discussion by the Board and called for the public comment.

Jim Mosher stated that the next Board of Library Trustees meeting is scheduled for the same time and date as the Aviation Committee meeting and that conflict seemed to be ongoing. He suggested one body or the other reschedule.

## **B. Monthly Reports**

### **11. Library Foundation Liaison Reports**

**A. Library Foundation Board** – Report on the most recent activities.

Board Member Ray requested that NBPLF Board Member Dorothy Larson provide the report. Ms. Larson thanked the Board, introduced herself, and announced the new Foundation CEO Jerold Kappel. Mr. Kappel is local, has 40 years' experience running

non-profits and has most recently been a consultant for non-profits. The Foundation is excited for Mr. Kappel to come onboard in mid-June. The Witte and Library Live lectures have concluded, and they were fabulously attended via Zoom. The Foundation completed its annual audit and five of its annual tax returns, so the finances are up to date and in good shape.

Board Members and public had no comment, so the Board received and filed the report.

**B. Library Live Lectures Committee** – Report on the most recent activities.

Board Member Glabman reported the season was over and it was successful. Nancy Dahlfors has stepped down and not yet been replaced.

The public had no comment, so the Board received and filed the report.

**C. Witte Lectures Committee** – Report on the most recent activities.

Secretary Kost stated that the Witte Lectures Committee wrapped its season and is on hiatus for the summer. A subcommittee is pursuing contract pricing and availability of authors for next season. The goal is to have a schedule in place by the middle of June. Events will be both streamed and in person next year due to the successful streaming this year.

Board Members and the public had no comment. The Board received and filed the report.

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

Trustee update on the most recent activities of the Friends of the Library.

Vice Chair Coulter stated that pursuant to Mr. Mosher's question, the Friends of the Library will accept French and Italian books. He reported that the Friends continue to run excellent deals and noted that they currently have many vintage books for sale. The hours are 10:30 a.m. to 3:00 p.m. Monday to Saturday. Donations are taken from 10:30 until 12:00. In April 2021, Friends' ordinary income was \$17,904, and in April 2019, it was \$17,875, which is encouraging due to the pandemic and the limited hours. There is a partnership with Ralph's where community members can link their rewards cards to the Friends of the Library and then the Library receives funds. The Friends membership stands at 748 with 68 new members.

In response to Secretary Kost's question Vice Chair Coulter explained that he was not aware of the percentage, but Ralph's donates for linked rewards cards. He stressed that this type of creativity is common in the Friends group.

Chair Watkins suggested that Vice Chair Coulter communicate with Marketing Specialist Maria Nicklin about publicizing the Ralph's rewards cards.

Vice Chair Coulter suggested that Marketing Specialist Nicklin speak with the Friends directly. Marketing Specialist Maria Nicklin agreed.

Jim Mosher indicated his interest in the Ralph's program. He was pleased to know that Newport Beach's Friends group accept French and Italian books. His comment at the April

meeting was so that all the Friends groups in Orange County could work together and compile a list of which Friends bookstores accept foreign language books.

Vice Chair Coulter explained that the County is not operating a Friends group and that someone needed to lead an effort like that, and it should not be the Newport Beach Friends.

Dorothy Larson thanked the Trustees for their reports on the Witte and Library Live lectures. The seasons were successful, and the committees are already working on next season. She also wanted to announce that community members could link their Amazon accounts to the Newport Beach Public Library Foundation (NBPLF) to generate charitable contributions through Amazon Smile.

The Board received and filed the report.

**16. Literacy Services Liaison Report**

Trustee update on the most recent activities of Literacy Services.

Chair Watkins reported there are currently 70 tutors and 103 learners in the program. The newsletter, *Literally Speaking*, is released every two months. There is \$465,000 in the bank. ProLiteracy has created public service announcements which will broadcast on local radio shortly. The advisory board for the ProLiteracy program is amazing and invested in promoting literacy.

The Board and the public had no comment. The Board received and filed the report.

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

Jim Mosher stated that the Consent Calendar budget report showed that the Library staff is operating below their projected budget. He pointed out that anything underbudget would be returned to the General Fund and not replenished. He stated that items like training might have been prevented by COVID and hoped that Library staff was acting quickly on items that were deferred during the pandemic.

**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 mentioned a visit with his wife to the Field of Honor Exchange Club presentation of flags and recommended the experience.

Chair Watkins announced the next meeting was scheduled for June 21 with a location to be determined.

Vice Chair Coulter recognized Chair Watkins and his wife on the storytime reading for National Library Week.

**IX. ADJOURNMENT – 5:58 P.M.**

## NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

MAY 2021

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>5/3/2021</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>5/3/2021</u>	I was wondering if we are allowed to study at the desks at the library yet? Or if we are just limited to checking out books at the moment. Thank you.	Yes, the Central and Mariners libraries have reopened with limited seating available inside each building. You are welcome to come and study. Our current hours and services are listed here on our website: <a href="https://www.newportbeachlibrary.org/about/library-reopening-20737">https://www.newportbeachlibrary.org/about/library-reopening-20737</a> Please let me know if you have any other questions. Thank you.
<u>2</u> <u>5/8/2021</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>5/10/2021</u>	Will you be taking book donations for the used book store in the near future? Thank you for letting me know.	Yes, the Friends of the Library are currently accepting donations. Here are the guidelines for donating that they are asking everyone to follow: "Bookstore donations will be accepted from 10:30 am until noon, Monday through Saturday, in the Bamboo Courtyard at the Central Library. 1. All donations must be in small or medium size boxes. 2. Maximum of 4 boxes may be dropped off at any one time. 3. All books need to be in better condition. Books should be clean with no tears, foxing, broken spines, missing pages, etc. 4. Fiction & non-fiction should preferably be from the last 6-10 years except for classics and history. 5. We do take CDs & DVDs. 6. We do not accept: • Encyclopedias unless they're 100 years old. • Time/Life books • Reader's Digest condensed books • Medical books, health books, law books, and travel books older than 8 years. • VHS or cassette tapes. If you have questions, email us at <a href="mailto:nblibfriend@gmail.com">nblibfriend@gmail.com</a> . PLEASE do not drop off donations at any other time. They will not be accepted. A donation receipt will be provided if desired. Thank you for your support! We could not make our substantial gifts to the Library without your donations." I hope that helps! Please let me know if you have any other questions. Thank you.
<u>3</u> <u>5/12/2021</u> Email <u>Terry Sanchez</u> <u>Programs Specialist</u> <u>5/12/2021</u>	I want to acknowledge the EXCELLENT program that NBPL created with the Genealogy series. BRAVO!!! I had attended an Intro to Genealogy class with Arlene O'Donnell at the Mission Viejo Library two years and thought to myself there is SO MUCH more to know. The extended program offers so much more information with which to start one's search. Arlene did such an AMAZING job and offered great tips as well. She is stellar!!! I love that she was a female Detective in Maryland and how she used her investigative skills in her genealogy work!!!! I just wanted to extend my sincere thanks for being allowed to participate in this exceptional program. Thank you again.	Thank you for your very kind email. I'm so happy to know that you were pleased with the Genealogy series and found it informative and helpful in your genealogical research journey. I will pass along your kind words to Arlene and we hope to see you in future workshops. Take care.
<u>4</u> <u>5/15/2021</u> Email <u>Debbie Walker</u> <u>Branch &amp; Youth Services Coordinator</u> <u>5/17/2021</u> 12	Do you still have dial-a-story? If so, what is the number?	We have not had Dial-a-Story for a few years now. Although we are still unable to have in-person events at the Library we do have an archive of online storytimes that have been recorded by the Children's staff. You will find them at this website: <a href="http://www.newportkids.org">www.newportkids.org</a> under the Stories and Games link. That will take you to "Video storytimes" where the recordings are located. We do appreciate your interest in the Library.

## NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

MAY 2021

<b>Comment #</b> <b>Date Received</b> <b>Source of Comment</b> <b>Staff Member</b> <b>Staff Member Title</b> <b>Date Responded to Patron</b>	<b>Comment</b>	<b>Response</b>
5 <u>5/17/2021</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>5/17/2021</u>	Can I study/use my laptop inside the library now? Is the Cafe inside the library open now?	Yes, the Central and Mariners libraries have reopened with limited seating available inside each building. You are welcome to come and study. Our current hours and services are listed here on our website: <a href="https://www.newportbeachlibrary.org/about/library-reopening-20737">https://www.newportbeachlibrary.org/about/library-reopening-20737</a> . The Café has not reopened yet. Please let me know if you have any other questions. Thank you.
6 <u>5/18/2021</u> Email <u>Melissa Hartson</u> <u>Circ. &amp; Tech. Processing Coordinator</u> <u>5/18/2021</u>	With the current limited services would I be correct in saying one can renew a lost license, proving ID and residence either by: a) coming in person to the Main Library on Avocado; b) online. In which case how does one do that? Can you share a link with me to help me achieve that? Many thanks for your direction.	You may obtain a replacement library card by visiting our Central Library or Mariners Library. Both locations are open Monday - Saturday, 9 a.m. - 6 p.m. Staff will need to see your photo ID to issue you a replacement card. Thank you for your inquiry.
7 <u>5/25/2021</u> Email <u>Melissa Hartson</u> <u>Circ. &amp; Tech. Processing Coordinator</u> <u>5/25/2021</u>	I wanted to know if in person study space was now open to the public at any library branches for Newport? I am studying for the CA bar exam and wanted to study at a library nearby. Thank you.	Our Central and Mariners libraries have reopened with limited seating available inside each location. You are welcome to come and study at these two facilities. Here is a link with our current hours and service offerings, <a href="#">Library Reopening FAQs</a> . Thank you for your inquiry.

## **NEWPORT BEACH PUBLIC LIBRARY**

To: Board of Library Trustees  
From: Tim Hetheron, Library Services Director  
Re: Report of Library Activities – June 21, 2021 Meeting

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

*"If you want a future of libraries, it is within you, the librarians. If you want a healthy community that seeks out knowledge, and seeks informed conversation, then advocate for it beyond your walls."*

- R. David Lankes

#### **Friends Gift Shop/Foundation Passport Office Update**

Staff continues to plan for the opening of the Friends Gift Shop and the Foundation Passport Office. City Finance is working on obtaining a reseller's permit for the Library so merchandise can be purchased at cost.

Staff is working with a vendor for signage for the retail space.

#### **Friends Meeting Room**

The Friends Meeting Room will reopen for public programming on Monday, July 12, 2021.

#### **Black and White Photocopying Fees**

On Tuesday, June 8, 2021, the City Council agenda included an ordinance amending Exhibit A to the Newport Beach Municipal Code Section 3.36.030 related to cost recovery. This item passed on Consent. This was the first reading of an amendment to the Municipal Code to retain the current NBPL black and white photocopying fee of \$0.15. The second reading will be on the June 22, 2021 City Council agenda.

#### **Newport Beach Foundation – Distinguished Citizen's Program Presentation**

On May 19, 2021 I presented an overview of the Library and Cultural Arts to the Newport Beach Foundation's Distinguished Citizen's Program. The Newport Beach Foundation is a non-profit philanthropic organization strengthening the current and future community leadership through education, research and advocacy thereby enhancing the quality of life for all residents and visitors. The program is designed for young professionals interested in learning more about the key components that form the foundation of the city, with the goal of connecting with other like-minded residents to make a difference in the community.

#### **Debbie Williams-Lopez**

Library Clerk Debbie Williams-Lopez is retiring after 25 years with the Library. Debbie started with the Library in June of 1996 and has worked at all four branches. For the past few years, she has been an essential part of the Balboa Crew. Debbie's kind and helpful nature has resonated with our patrons over the course of her career, and she represented the Library to the community in an exceptional manner. Staff is very grateful to have worked beside Debbie and we wish her nothing but the best in her retirement.

## **WHEELHOUSE LIST FOR LIBRARY TRUSTEES:**

- **Board of Library Trustees meeting**  
Monday, July 19, 2021, 5 p.m.  
Small Conference Room, Central Library

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

### **Branches**

In-person usage at Mariners steadily increased throughout the month as Balboa and CdM continued curbside service. Both of the smaller branches spent the month preparing to open to the public again on Monday, June 7, 2021.

In personnel news it was decided to bring Annika Helmuth back to Central to be the Librarian II in the Children's Department. Nadia Dallstream, a Librarian II in Adult Reference, has been assigned to the CdM Branch Librarian role. This will be effective on June 8, 2021. Both Annika and Nadia are excited about their new assignments.

### **Youth Services**

Between all locations, at least 300 "Spring Surprise" craft kits were given out in the month of May, and preparations for Summer Reading Program (SRP) continued at a fast and furious pace. Youth Services staff at Balboa, Mariners, and Central were responsible for planning and prepping the SRP craft kits, while Daisy at CdM created wonderful prize boxes for participants and Annika videotaped and edited a SRP promotional video that starred the members of the Youth Services team.

As mentioned above, Annika will be taking her place as part of the Central Children's staff in early June. Melinda Knight's Children's Librarian I position, which was made available when Melinda gave her notice last month, will now be filled with a Librarian I for Adult Reference Services.

### **Teen Services**

Session Two of "Storytellers," the teen memoir writing workshop, was held in May. As a reminder, this event was part of the virtual programming initiative ***Learn & Grow @ Your Library*** which began in April 2021. The Young Adult Advisory Council (YAAC) met virtually for their next to last meeting of the school year. Teen volunteers began reporting in person at Central and have been a huge help in prepping SRP welcome bags and craft kits.

### **Facilities**

Eddie Flores kept busy as usual with general painting and maintenance. He painted walls in the Popular Library area in anticipation of the 100% re-opening. He also painted the metal tables that are located in the patio area upstairs between the Library and City Hall. Eric from MOD assisted Eddie with the installation of floating shelves and slatwall in the Passport/Gift Shop area that will be used to display and shelve merchandise. On May 19, there was a pre-bid mandatory site walk for all of the companies competing to get the job for the Central Library Access/Security project that is being coordinated through Public Works. Balport Lock & Key returned this month to fix the locks on the paper towel dispensers located in the upstairs public restrooms at Central.

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

### **Staff Training**

I hosted Clerk Training this month. We reviewed several ILS procedures to refresh and remind staff of best practices. Library Clerk II, Vanessa Magana, assisted with the presentations.

### **Staff Vacancies**

Second round interviews for the part-time Library Clerk vacancies were held the last week in May. We will move forward with four candidates, checking references, conducting background and fitness checks.

First round interviews to fill seven Library Page openings were completed at the end of the month. Second round interviews are set for the beginning of June.

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

### **Programming**

Staff worked on the final preparations for the Adult and Teens Summer Reading Programs.

We wrapped up the Virtual Genealogy series in May. It was very popular and well received. We are hoping to offer another session in the near future.

We finished the second three-part series of Storytellers for Teens Writing Workshop with Chris Epting.

### **Staffing**

Librarian II Nadia Dallstream is moving over to Corona del Mar to take over as Branch Librarian. We are in the process of recruiting for a Librarian I for Adult Services.

### **Databases**

We added a new resource in May: ArtistWorks through OverDrive. ArtistWorks provides world-class instruction for the most popular string and band instruments through self-paced video lessons from professional musicians.



**Proquest Articles Retrieved 2020-2021**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	861	837	888	1376	1009	1095	1339	1411	1285	1266	839		1110
Newspapers--Current	982	816	829	1121	815	888	958	673	608	640	681		819
Newspapers--Historical	1621	1058	2165	3478	4175	2282	1116	1710	2584	2847	4034		2461
Magazines	17	30	49	38	40	44	47	2853	35	29	23		291

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
<b>Tracked by #searches</b>													
A to Z Databases	517	1252	1581	2455	1997	6449	4541	3098	3722	2907	1784		30303
Ancestry	2366	5105	3777	1812	1145	110	886	1133	507	722	1199		18762
AskART	32	14	19	26	9	23	157	34	39	56	29		438
Brainfuse JobNow/VetNow	**	**	**	29	39	234	165	140	46	40	133		826
Britannica School Edition	37	0	0	99	0	87	39	63	118	122	44		609
Facts on File Ancient History	4	0	15	5	1	12	0	9	146	27	3		222
Gale Archives Unbound	3066	876	11169	14235	3270	1095	3504	443	7241	878	663		46440
Gale Directory Library	9	1	19	29	37	1	7	3	25	3	7		141
Gale in Context: Biography	39	44	19	16	39	1	19	15	130	16	8		346
Gale in Context: Elementary	50	9	1	0	2	5	10	8	3	7	0		95
Gale in Context: Opposing View	46	69	74	65	1679	288	300	36	85	54	30		2726
Gale Literature Resource Center	48	49	34	50	40	3	75	46	143	64	17		569
Gale Virtual Reference Library	127	31	19	40	194	25	55	26	53	55	44		669
HeritageQuest	2396	2792	2820	3924	2637	97	4247	4179	1981	2764	2274		30111
Legal Information Ref Center	9	23	15	29	24	25	21	74	114	47	16		397
National Geographic	26	18	12	18	14	58	12	22	42	26	4		252
National Geographic Kids	24	31	6	18	27	35	12	13	26	21	3		216
NewsBank (OC Register)	1411	1609	1237	1276	3074	769	1238	988	1084	1276	1202		15164
NoveList Plus	69	85	55	47	28	4	25	58	149	176	54		750
NoveList K-8 Plus	15	17	20	30	70	19	12	20	63	44	2		312
ProQuest	2568	2280	2709	3677	2748	2748	3281	5774	2621	2740	2159		33305
Proquest eLibrary	*	*	31	4	22	0	8	17	12	2	1		97
Reference USA Business	903	828	842	561	558	4196	3552	1944	997	519	300		15200
Reference USA Residential	8	40	40	22	34	24	36	30	27	33	4		298
SIRS Discover	*	*	16	6	0	1	2	5	0	1	1		32
SIRS Issues Researcher	*	*	12	10	16	6	20	129	279	475	348		1295
World Book Online	24	2	65	59	36	25	40	513	121	117	17		1019
<b>Tracked by #sessions</b>													
Gale Presents: Peterson's Test and	29	4	20	25	34	32	34	24	39	32	26		299
<b>Tracked by #page views</b>													
Consumer Reports	3137	3941	3072	2132	3238	2950	2255	2829	2862	2031	3498		31945
CultureGrams	45	81	85	10	179	192	41	31	33	66	8		771
Morningstar	44184	31804	12785	26047	28354	30254	30104	17631	11956	10141	6148		249408
NetAdvantage	6262	4216	5818	9366	8647	7221	5625	12622	5362	5311	3573		74023
RealQuest	72	136	35	99	193	174	222	76	306	90	74		1477
Tumblebooks	160	78	51	111	25	75	24	115	101	60	71		871
Value Line	11076	9740	10629	13068	14503	11068	9745	10907	12846	15209	17418		136209
<b>Tracked by courses</b>													
Udemy	1721	2316	2124	2083	1470	1987	5715	7220	4925	4253	3191		37005
<b>Tracked by Hours Used</b>													
:	***	***	***	***	***	***	***	***	44.52	72.82	70.33		187.7
Rosetta Stone	95.6	97.1	98.63	55.78	63.05	89.93	103	92.95	57.52	34.98	38.8		827.3

Notes:

- Biography in Context database name changed to Gale in Context: Biography
- Opposing Viewpoints database name changed to Gale in Context: Opposing Viewpoints
- Testing & Education Ref. Center name changed to Gale Presents: Peterson's Test and Career Prep
- \*Proquest eLibrary, SIRS Discover, and SIRS Issue Researcher added Sept 2020
- \*\*JobNow/VetNow added Oct 2020 from the California State Library, adjusted tracking metric to Database Usage in March 2021 instead of submissions (usage was not showing up in "submissions"), adjusted previous months retroactively
- \*\*\*ABCmouse added for remote use Feb 2021 with full usage tracking starting March 2021

**NBPL Website Usage 2020-2021**

Metric	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Total Users	29721	33169	33247	36204	33638	34090	45379	34336	36218	35654	36424		35280	388080
New Users	25824	27006	26917	30022	28399	28786	40305	28989	31291	30644	31776		29996	329959
Sessions	73936	72313	71550	71518	64528	64372	79282	64655	69284	64615	66501		69323	762554
Pageviews	289912	299267	283384	257889	228504	224847	258484	225790	238644	214385	220257		249215	2741363
Sessions Per User	2.49	2.18	2.15	1.98	1.92	1.89	1.75	1.88	1.91	1.81	1.83		1.98	--
Pages Per Session	3.92	4.14	3.96	3.61	3.54	3.49	3.26	3.49	3.44	3.32	3.31		3.59	--
Avg. Session Dur. (min)	3.37	3.27	3.07	2.82	2.70	2.60	2.42	2.70	2.72	2.60	2.62		2.81	--
Bounce Rate (%)	45.83	49.01	49.11	51.97	53.67	54.58	59.52	54.89	54.97	55.42	55.62		53.14	--

**Cassie Wireless (Spot) Total Number of Sessions 2020-2021**

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	136	142	103	142	104	94	128	78	63	24	33		95	1047
CdM	31	23	7	4	10	13	12	7	4	6	4		11	121
Mariners	377	440	412	553	468	470	601	473	556	686	485		502	5521
Central	825	1252	1497	2421	1747	1609	1644	1645	1999	5144	6107		2354	25890
<b>Total</b>	<b>1369</b>	<b>1857</b>	<b>2019</b>	<b>3120</b>	<b>2329</b>	<b>2186</b>	<b>2385</b>	<b>2203</b>	<b>2622</b>	<b>5860</b>	<b>6629</b>		<b>2962</b>	<b>32579</b>

**Cassie Wireless (Spot) Total Length of Sessions (min) 2020-2021**

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	6934	6878	5737	6890	5244	5181	6588	3872	2953	1271	2194		4886	53742
CdM	1323	1127	305	173	331	597	549	282	172	284	128		479	5271
Mariners	17988	20663	20004	27269	23019	23218	30131	23587	27159	37011	50726		27343	300775
Central	40969	64316	75610	119221	86190	78577	81968	82501	97285	328918	801743		168845	1857298
<b>Total</b>	<b>67214</b>	<b>92984</b>	<b>101656</b>	<b>153553</b>	<b>114784</b>	<b>107573</b>	<b>119236</b>	<b>110242</b>	<b>127569</b>	<b>367484</b>	<b>854791</b>		<b>201553</b>	<b>2217086</b>

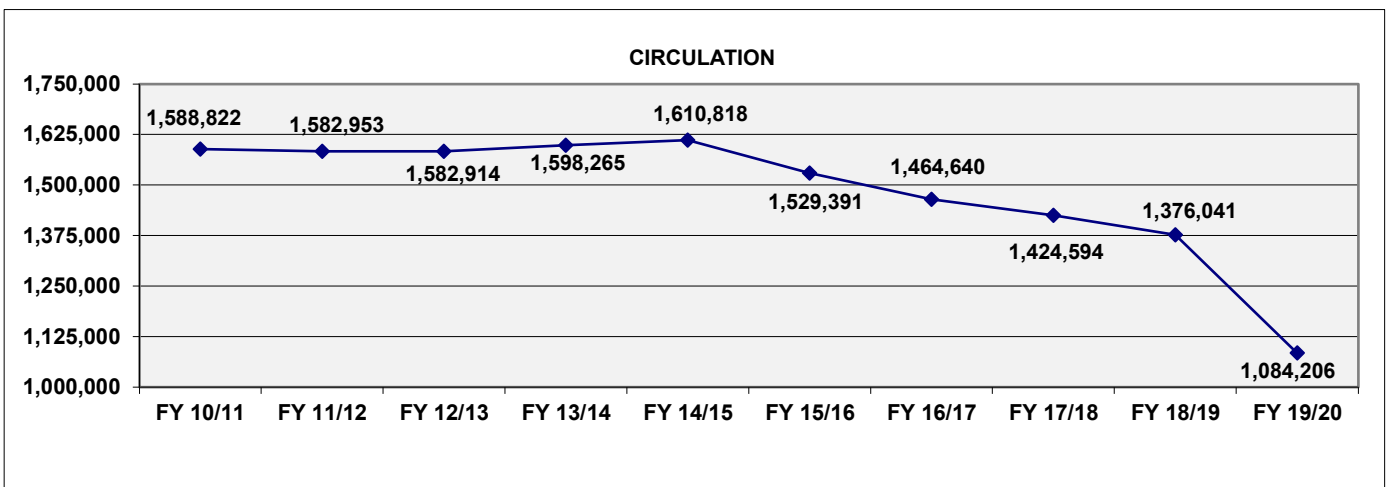
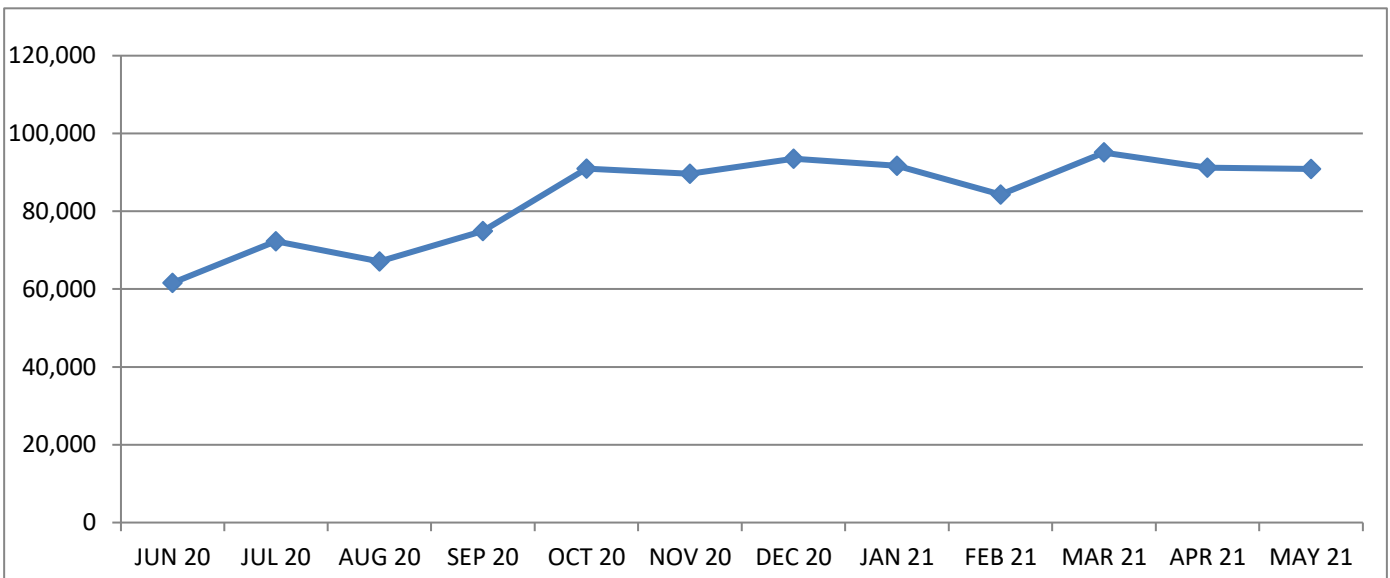
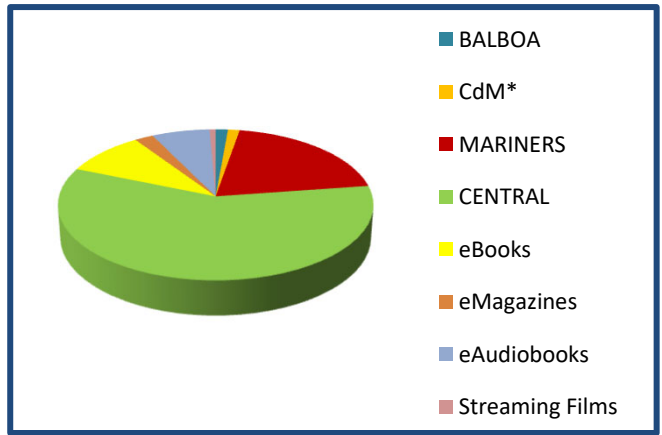
**Cassie Wireless (Spot) Average Length Per Session (min) 2020-2021**

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	50.99	48.44	55.70	48.52	50.42	55.12	51.47	49.64	46.87	52.96	66.48		51.33	--
CdM	42.68	49.00	43.57	43.25	33.10	45.92	45.75	40.29	43.00	47.33	32.00		43.56	--
Mariners	47.71	46.96	48.55	49.31	49.19	49.40	50.13	49.87	48.85	53.95	104.59		54.48	--
Central	49.66	51.37	50.51	49.24	49.34	48.84	49.86	50.15	48.67	63.94	131.28		71.74	--
<b>Total</b>	<b>49.10</b>	<b>50.07</b>	<b>50.35</b>	<b>49.22</b>	<b>49.28</b>	<b>49.21</b>	<b>49.99</b>	<b>50.04</b>	<b>48.65</b>	<b>62.71</b>	<b>128.95</b>		<b>68.05</b>	<b>--</b>

## NEWPORT BEACH PUBLIC LIBRARY - MAY 2021 CIRCULATION

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; IN-PERSON PROGRAMS CANCELED 3/12/20+  
CENTRAL REOPENED 9/21/20; MARINERS REOPENED 3/22/21

	MAY 21	YTD 20/21	YTD 19/20
<b>BALBOA</b>	1,275	24,037	47,333
<b>CdM*</b>	1,206	22,228	29,632
<b>MARINERS</b>	18,174	151,104	209,073
<b>CENTRAL</b>	53,184	538,725	551,612
<b>eBooks</b>	8,463	91,465	80,064
<b>eMagazines</b>	1,946	46,528	41,591
<b>eAudiobooks</b>	6,034	59,553	54,152
<b>Streaming Films</b>	622	8,092	9,470
<b>TOTAL</b>	<b>90,904</b>	<b>941,732</b>	<b>1,022,927</b>

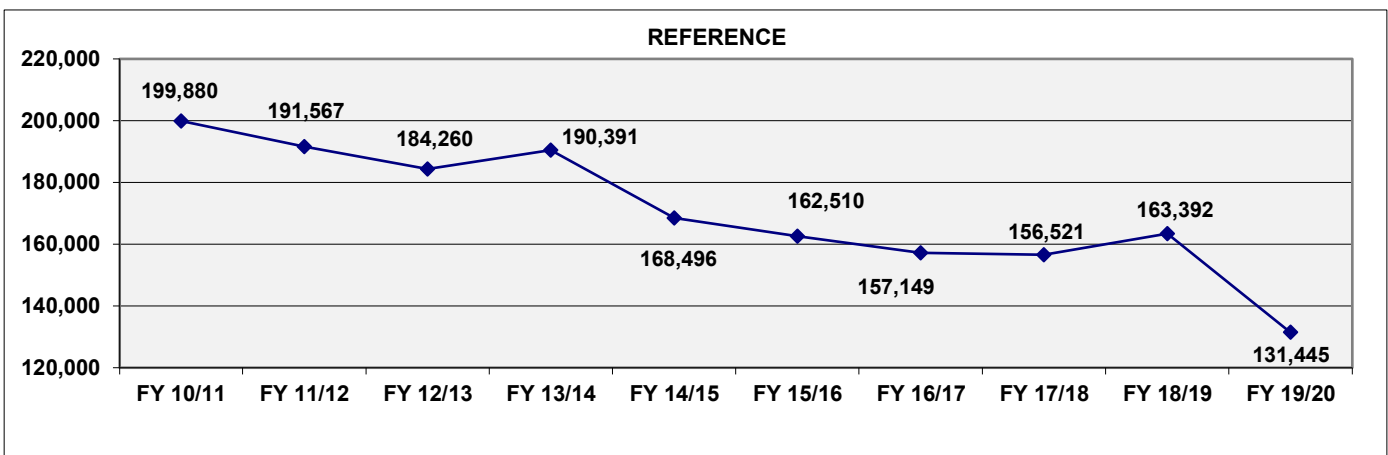
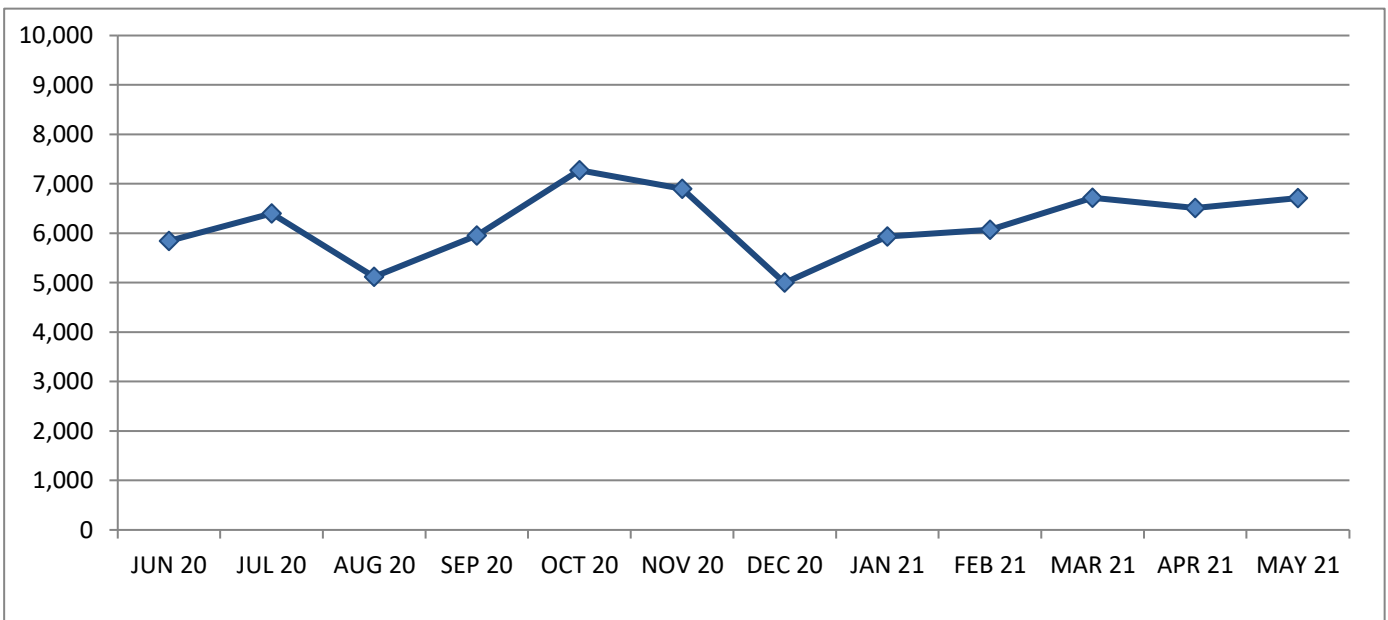
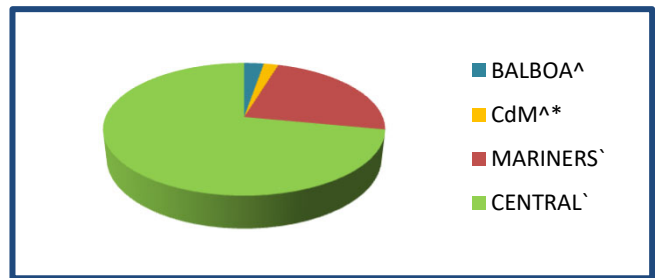


\* Corona del Mar Branch Library was closed for reconstruction from April 2018 to July 2019.

## NEWPORT BEACH PUBLIC LIBRARY - MAY 2021 REFERENCE

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; IN-PERSON PROGRAMS CANCELED 3/12/20+  
CENTRAL REOPENED 9/21/20; MARINERS REOPENED 3/22/21

	MAY 21	YTD 20/21	YTD 19/20
BALBOA <sup>^</sup>	181	2,841	4,233
CdM <sup>^*</sup>	135	2,387	6,937
MARINERS <sup>`</sup>	1,563	16,986	27,513
CENTRAL <sup>`</sup>	4,829	46,364	86,917
<b>TOTAL</b>	<b>6,708</b>	<b>68,578</b>	<b>125,600</b>



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

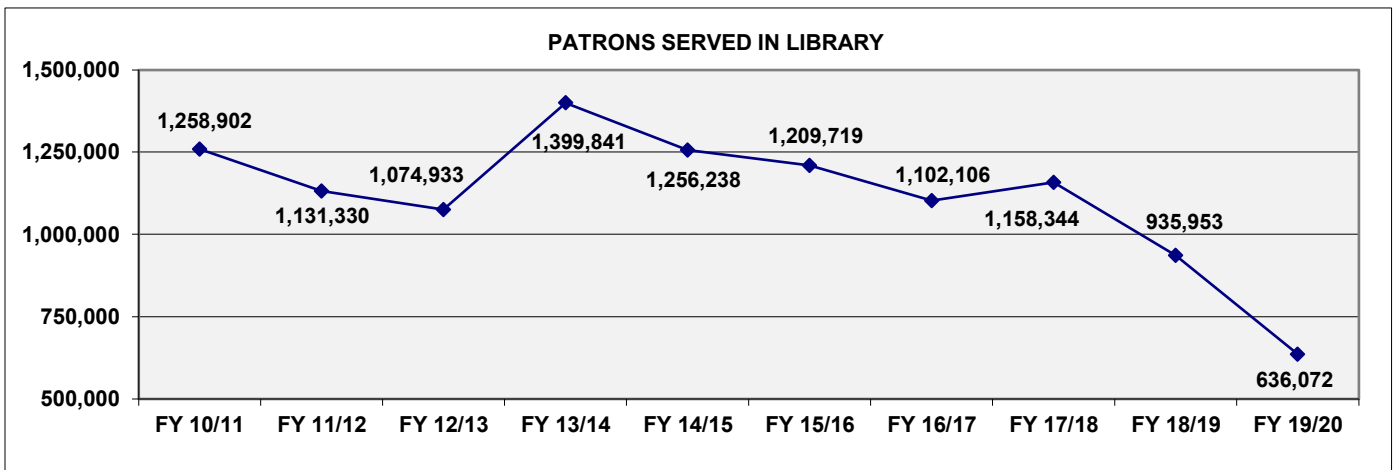
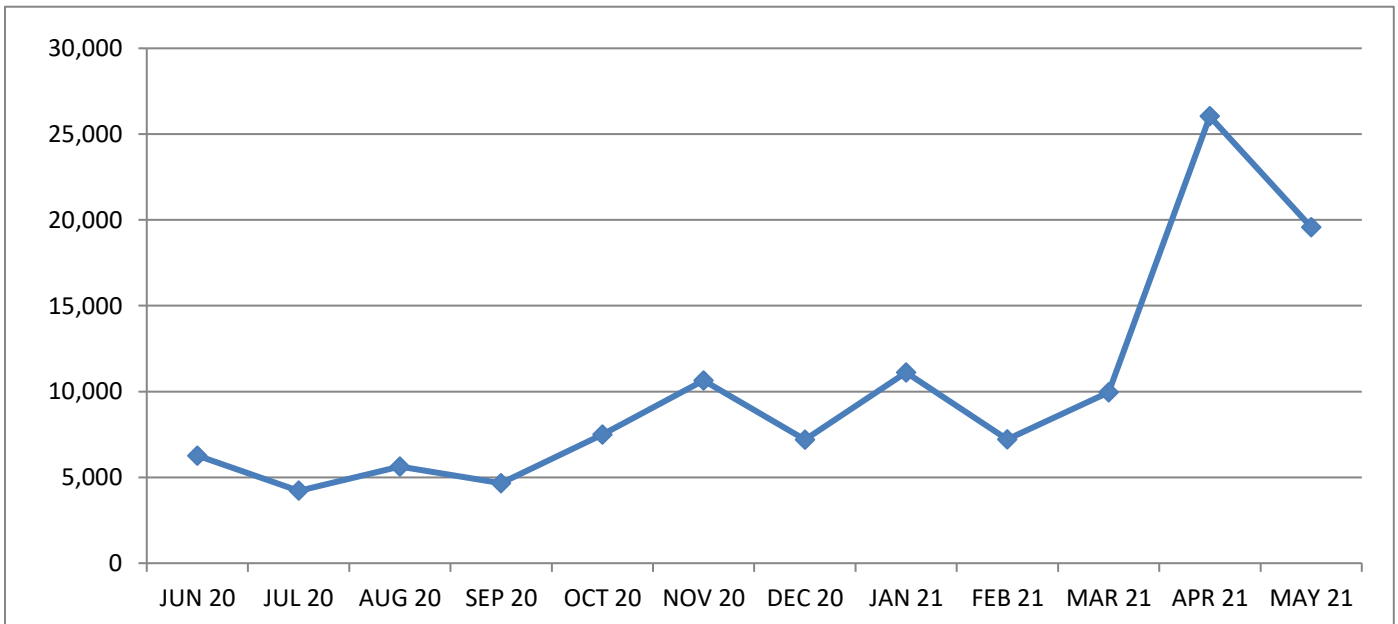
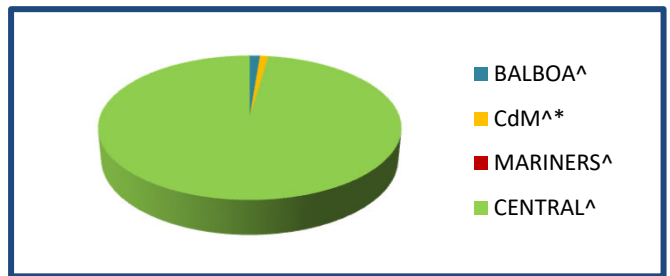
<sup>^</sup> Includes reference and curbside phone calls.

<sup>`</sup> Includes reference and curbside phone calls, reference and curbside emails, and in-person reference transactions.

## NEWPORT BEACH PUBLIC LIBRARY - MAY 2021 PATRONS SERVED IN LIBRARY

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; IN-PERSON PROGRAMS CANCELED 3/12/20+  
CENTRAL REOPENED 9/21/20; MARINERS REOPENED 3/22/21

	MAY 21	YTD 20/21	YTD 19/20
BALBOA^	245	3,081	28,151
CdM^*	210	2,967	32,430
MARINERS^	N/A	27,213	168,328
CENTRAL^	19,125	80,465	400,899
<b>TOTAL</b>	<b>19,580</b>	<b>113,726</b>	<b>629,808</b>



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

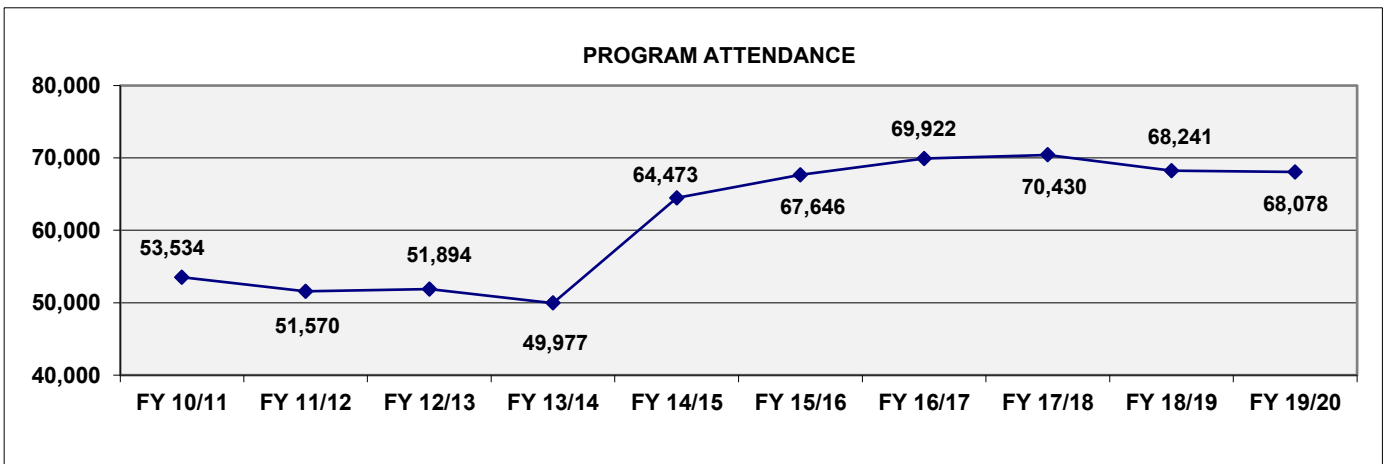
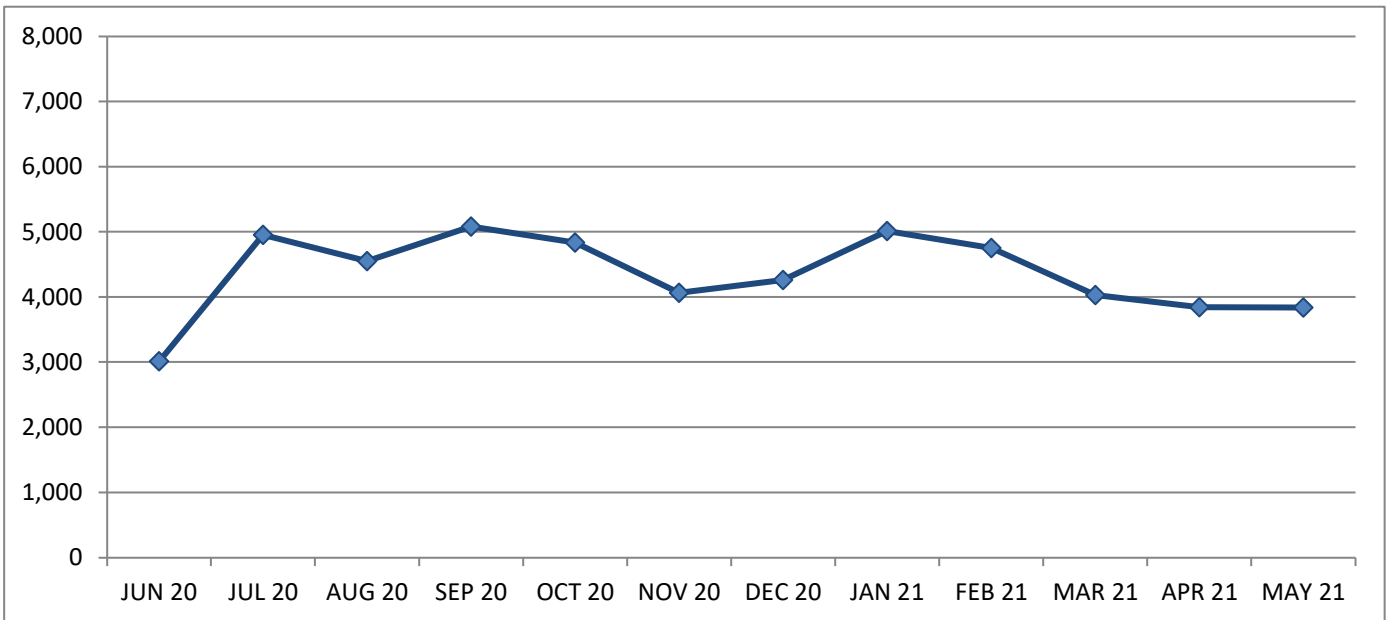
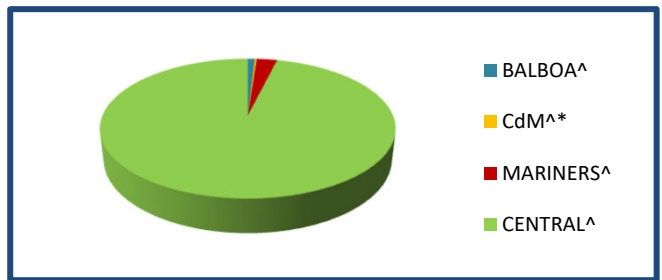
^ Includes curbside pickups.

N/A = Not available.

## NEWPORT BEACH PUBLIC LIBRARY - MAY 2021 PROGRAM ATTENDANCE

COVID-19 CLOSURE 3/16/20+ WITH CURBSIDE SERVICE; IN-PERSON PROGRAMS CANCELED 3/12/20+  
CENTRAL REOPENED 9/21/20; MARINERS REOPENED 3/22/21

	MAY 21	YTD 20/21	YTD 19/20
BALBOA^	35	280	984
CdM^*	10	230	4,105
MARINERS^	102	1,130	8,829
CENTRAL^	3,690	47,564	51,149
<b>TOTAL</b>	<b>3,837</b>	<b>49,204</b>	<b>65,067</b>



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

^ Includes live virtual program attendance, recorded program views, and/or self-directed program participation.

**LIBRARY EXPENDITURES**

(June 1, 2021)

**FY 2020-21**

<b>ACCOUNT DESCRIPTION</b>	<b>ORIGINAL APPROP</b>	<b>REVISED BUDGET</b>	<b>YTD EXPENDED</b>	<b>MONTHLY EXPENDED</b>	<b>AVAILABLE BUDGET</b>
<b>I SALARY &amp; BENEFITS</b>					
SALARY FULL-TIME REGULAR	2,933,536	2,933,536	2,486,549	217,653	446,987
SALARY PART-TIME	1,044,147	1,079,897	622,154	58,548	457,743
BENEFITS	2,086,990	2,224,501	1,922,432	101,202	302,069
<b>SALARY &amp; BENEFITS TOTAL</b>	<b>6,064,673</b>	<b>6,237,934</b>	<b>5,031,135</b>	<b>377,403</b>	<b>1,206,799</b>
<b>II MAINT &amp; OPERATION</b>					
PROFESSIONAL SERVICE*	164,393	171,535	150,242	6,210	21,293
UTILITIES	271,491	271,491	180,276	17,556	91,215
PROGRAMMING	5,500	7,500	1,555	128	5,945
SUPPLIES**	81,970	83,236	40,536	6,008	42,700
LIBRARY MATERIALS	619,740	626,529	578,376	27,157	48,153
FACILITIES MAINTENANCE	184,686	184,871	139,202	15,049	45,669
TRAINING AND TRAVEL	10,681	10,681	631	50	10,050
GENERAL OPERATING EXPENSES***	24,202	24,452	11,186	774	13,266
PERIPHERALS	5,000	5,000	81	0	4,919
INTERNAL SERVICE FUNDS	1,858,439	1,858,439	1,703,569	154,870	154,870
OFFICE EQUIPMENT	2,000	2,000	979	0	1,021
<b>MAINT &amp; OPERATION TOTAL</b>	<b>3,228,102</b>	<b>3,245,734</b>	<b>2,806,632</b>	<b>227,802</b>	<b>439,102</b>
<b>LIBRARY BUDGET TOTAL</b>	<b>9,292,775</b>	<b>9,483,668</b>	<b>7,837,767</b>	<b>605,206</b>	<b>1,645,901</b>

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

\*\*INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

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

**BOARD OF LIBRARY TRUSTEES MONITORING LIST**

<b>Previous Agenda Date</b>	<b>AGENDA ITEM</b>		<b>Scheduled Agenda Date</b>
Ongoing	Lecture Hall Update		Ongoing
Ongoing	COVID-19 Update		Ongoing
Ongoing	Policy Review (See List Below)		Ongoing
June 15, 2020	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)		Jun 21, 2021
Aug 17, 2020	Branch Update - CDM		Jun 21, 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 2021		Jul 19, 2021
Aug 17, 2020	Information Technology Update		Aug 16, 2021
June 15, 2020	Adult and Reference Services Update		Aug 16, 2021
Sep 21, 2020	Literacy Program Update		Sep 20, 2021
Oct 19, 2020	Branch Update - Mariners		Oct 18, 2021
Oct 19, 2020	Youth Services Update		Oct 18, 2021
Nov 16, 2020	Performance Review of Library Services Director (Closed Session)		Nov 15, 2021
Jan 19, 2021	Review Holidays / Meeting Schedule 2021		Jan 18, 2022
Jan 19, 2021	Newport Beach Public Library eBranch, Database and Downloadable Services Review		Jan 18, 2022
Feb 16, 2021	Annual Budget - Preliminary Review		Feb 22, 2022
Feb 16, 2021	Arts & Cultural Update		Feb 22, 2022
Aug 17, 2020	Branch Update - Balboa		Mar 21, 2022
Apr 19, 2021	Annual Budget - Approval		Apr 18, 2022
Apr 19, 2021	Library Material Selection		Apr 18, 2022
May 24, 2021	Media Lab Update		May 16, 2022
May 24, 2021	Marketing Update & Social Networking Update		May 16, 2022
<b>LAST REVIEWED</b>	<b>POLICY REVIEW</b>		
Mar 18, 2019	NBPL 4	Children in the Library Policy	Jun 21, 2021
Apr 23, 2019	NBPL 14	Friends Meeting Room	Aug 16, 2021
Jan 22, 2019	NBPL 10	Laptop/Use Borrowing Policy	Dec 20, 2021
Jan 21, 2020	NBPL 3	Library Gift and Donor Policy	Jan 18, 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
Aug 17, 2020	NBPL 2	Collection Development Policy	Aug 15, 2022
Sep 21, 2020	NBPL 9	Expressive Use Areas	Sep 19, 2022
Nov 16, 2020	NBPL 6	Media Lab Use Policy	Nov 21, 2022
Nov 16, 2020	NBPL 7	Sound Lab Use Policy	Nov 21, 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:** Annika Helmuth, Librarian II

**TITLE:** Corona del Mar Library Annual Report June 2020 – May 2021

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The original Corona del Mar Library dates to the mid-1940's, moving twice to various plots in the neighborhood before finally settling in its current location on Marigold. After over 60 years of service to residents and visitors alike, a completely re-constructed library re-opened in September 2019. A tired but well-loved building was replaced with an innovative joint-use facility equipped to serve community residents for years to come.

### **Personnel**

The Corona del Mar Library is staffed by one full-time librarian, one full-time clerk, and one part-time library assistant with page coverage provided by rotating Central Library staff. Annika Helmuth, Librarian II, served as Branch Librarian through May 2021, whereupon Nadia Dallstream, Librarian II, assumed Branch Librarian duties. Daisy Hernandez remains the facility's full-time Library Clerk. In April 2021, Shannon Pirus joined the Corona del Mar Library team as Library Assistant P/T.

### **Facility Maintenance**

Corona del Mar Library, at 3,801 square feet, though modest in size, is charming and efficient offering myriad services, modern amenities, flexible seating, an outdoor reading porch, and a large parking lot. In anticipation of re-opening for in-person services, Plexiglass panels were installed at the main public service counter and furniture was rearranged to accommodate social distancing and meet required health and safety protocols.

### **Collection Maintenance**

Corona del Mar Library is lucky to benefit from a collection less than two years old in big thanks to generous donations of the Friends of the Newport Beach Library and the Newport Beach Library Foundation. A brand new collection as such requires little more than routine maintenance. The collection is growing, however, from roughly 11,000 to 11,418 items. As the collection matures and grows, staff have taken opportunities to relocate specific collections and materials to accommodate more titles per shelf. In keeping with Collection Development policy, continual review of materials maintains reasonable shelf space for collection growth, ensures equitable access to resources, and certifies a collection is meeting the needs of its patrons.

### **Public Service**

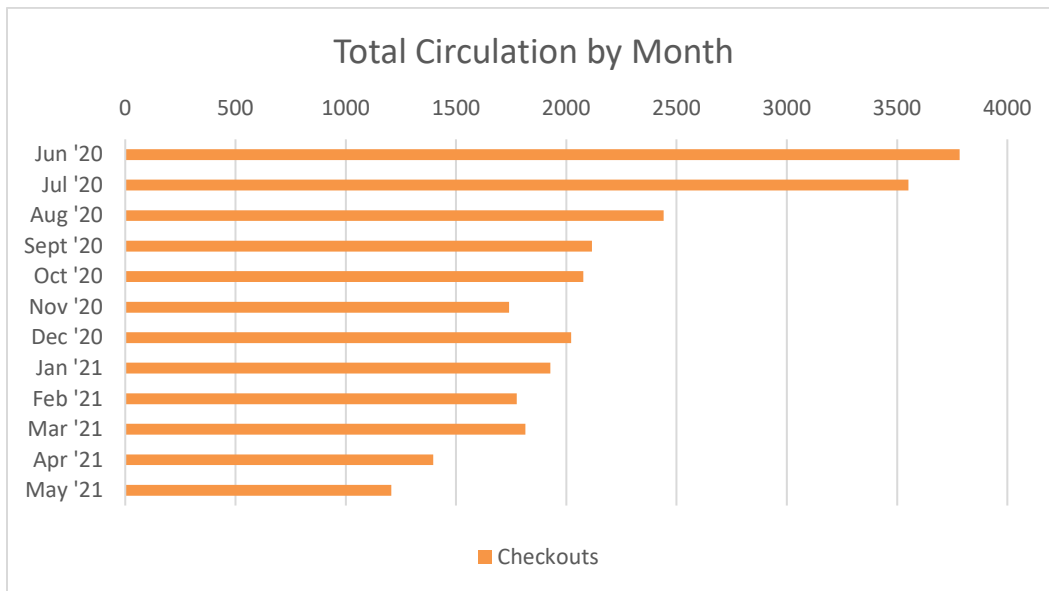
#### *Circulation and Reference Services*

Corona del Mar Library primarily serves Council District 6, with community residents often walking to the facility. Council District 6 includes the Corona del Mar Village, Harbor View, and West Newport Coast neighborhoods with a total population of 11,909 residents. Corona del Mar Library also serves visiting residents from neighboring Districts and cities.

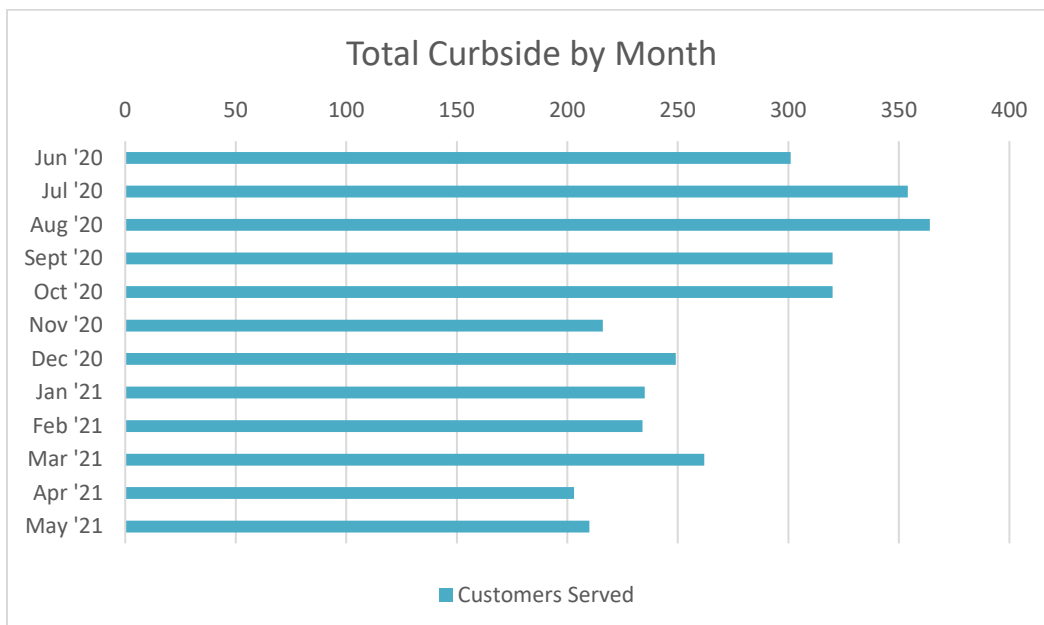
An unprecedented year led to a major change to service models at all locations, Corona del Mar Library included. Public service was swiftly modified from in-person services to a curbside model in order to

meet community needs and ensure the health and safety of patrons and staff alike. Corona del Mar Library began offering curbside services in April 2020, initially with service hours Monday through Saturday 8am-5pm. Upon Central Library re-opening for in-person services and a reallocation of staff in September 2020, Corona del Mar Library curbside service hours changed to Monday through Friday from 9am-6pm. On June 7, 2021, after an almost 15-month closure, Corona del Mar Library re-opened for in-person services and returned to normal operating hours, Monday through Saturday 9am – 6pm (closed Sundays) for a total 54 hours per week.

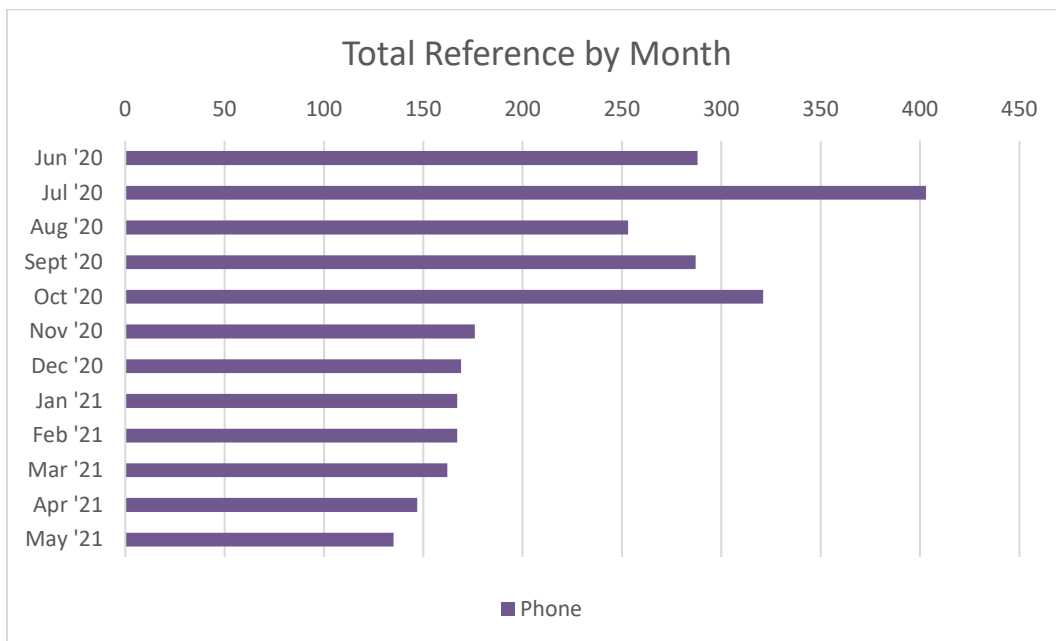
A total of 25,851 items checked out from Corona del Mar Library from June 2020 through May 2021. A month by month breakdown of total circulation during the reporting period is shown below.



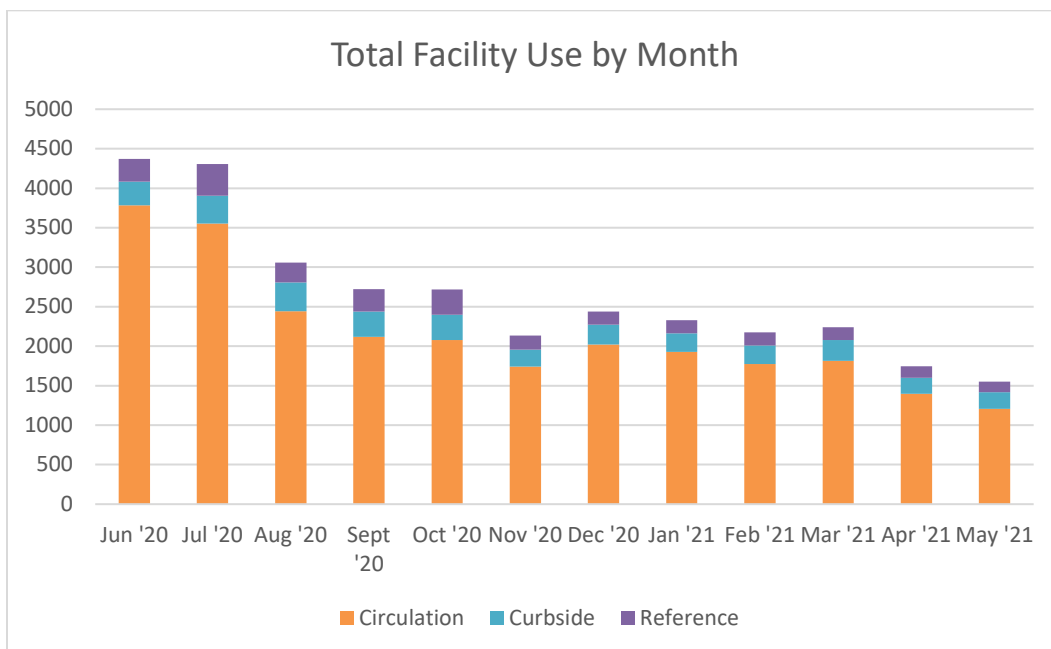
Customers served, as tracked by number of curbside pick-ups, totaled 3,268 for the duration of the reporting periods, June 2020 through May 2021. Curbside pick-ups remained steady with loyal patrons regularly visiting to pick up requested holds. The chart below shows the monthly breakdown of curbside transactions.



For the same time period, Corona del Mar Library answered 2,675 reference questions. Due to the nature of curbside service, all reference questions were received by telephone. Monthly reference interaction totals are represented in the chart below.



Facility use is measured by circulation, customers served, and reference interactions. The chart below notably indicates a drop in facility use after Central Library’s re-opening for in-person services in September 2020.



**Children’s Services and Program Attendance**

Public programs, not immune to system wide pivots in service, shifted from traditional in-person storytimes, specialty craft programs, and live performances to virtual and grab and go self-directed programming. From June 2020 through May 2021, Corona del Mar hosted ten grab and go craft

programs of varying themes, giving out almost 150 self-directed kits complete with supplies and instructions.

Additionally, staffing and service models uniquely situated Corona del Mar Library to serve as backdrop to film virtual storytimes. Tune-In Tuesday Video Storytimes launched in July 2020 with new videos posted online every week and amassed over 900 views in its first month. Videos feature songs, a story, and a themed craft and families continue to enjoy watching their favorite storytime presenters from home each week.

### **Notable Press**

#### *American Libraries Design Showcase*

Corona del Mar Library was selected as a showcased library in the August 2020 Library Design Showcase edition of American Libraries Magazine, featured as a unique “shared space” library.

#### *Library Journal Architectural Issue*

Corona del Mar Library was recognized in the Library Journal “Year in Architecture” November issue, which showcases design trends and celebrates the best new construction and renovation in public and academic libraries across the country.

#### *ASCE Outstanding Sustainable Engineering Project Award*

The Corona del Mar Fire Station No. 5 and Library Replacement Project was selected as the recipient of the American Society of Civil Engineers, Orange County Branch (ASCE OC) 2020 Outstanding Sustainable Engineering Project Award. As noted in recognition, “This innovative project linked two separate and very different city facilities on adjoining properties creating a building superior to any one entity. The site layout and building design conform to the basic functions of a library, which are quiet study, popular library materials, and children’s services and concurrently serve as an essential emergency services facility. The vision, design, and construction are unique to this facility. This project should serve as a model for Southern California where space is costly and limited”.

### **Comments**

In an otherwise difficult year, Corona del Mar Library served as a bright reminder of the importance of community and connection. Pivoting service models adeptly and reimagining library services throughout proved Corona del Mar Library’s commitment to service and its patrons.

### **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 Hetheron, Library Services Director  
(949) 717-3810, [thetheron@newportbeachca.gov](mailto:thetheron@newportbeachca.gov)

**PREPARED BY:** Tim Hetheron, Library Services Director

**TITLE:** Review of the Children in the Library Policy (NBPL 4)

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**RECOMMENDATION:**

Staff recommends that the Board of Library Trustees review and approve revisions to Library Policy NBPL 4, *Children in the Library*.

**DISCUSSION:**

The Board of Library Trustees last updated Newport Beach Public Library's *Children in the Library* (NBPL 4) policy in January 2017. Prior to approval, the Board of Library Trustees requested that staff bring the document to the City Attorney to review section C, "Unattended Children at Closing". The City Attorney's made suggested revisions that were integrated into the policy and approved by the Board. Staff feels that the Boards revisions of the policy in 2017 were well considered and remain an effective tool in providing children's services to the community. Staff recommends no changes to the policy other than minor grammatical revisions.

**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 - NBPL 4, *Children in the Library* (original)  
ATTACHMENT B - NBPL 4, *Children in the Library* (red-lined)  
ATTACHMENT C - NBPL 4, *Children in the Library* (final)

## Children in the Library

The Newport Beach Public Library encourages parents/adult caregivers to bring children to the library whenever possible. The City offers many programs designed to encourage children to use and enjoy the library. The library staff has been trained to help children enjoy the library and the materials it offers; the library is not a babysitting or daycare facility. It is the responsibility of the parent/adult caregiver to supervise and ensure the safety, welfare, and appropriate behavior of his/her children while in the Library.

For purposes of this policy the term disruptive behavior means the creation of loud and unreasonable noise, running, jumping, climbing, fighting or other behavior which could interfere with the rights of other patrons.

Library staff shall administer the following policies relative to the presence of children in the library:

### Children in the Library

The Newport Beach Public Library welcomes children of all ages to use library resources and attend programs. This policy is intended to promote safety for children who use the library and enjoyment by all library patrons. However, parents should be aware that the library is a public building open to all individuals and it is not the library staff's function or purpose to provide supervision or to care for children while parents or caregivers are not in attendance. Parents, guardians, or caregivers are solely responsible for the behavior, safety, and supervision of their children at all times while children are in the library or on library premises.

In order to maintain a safe atmosphere where reading and studying are encouraged, the Newport Beach Public Library has adopted the following policy:

1. **CHILDREN UNDER THE AGE OF TWELVE:** Children under the age of twelve may not be left alone in the Library for any reason and need to be supervised by a responsible caregiver at all times. If it comes to the attention of library staff that a child under the age of twelve has been left unattended, staff shall make a reasonable effort to locate the caregiver in the Library or by phone. If the caregiver cannot be located, the police may be called to escort the child to a safe location until parents can be reached. Library staff will not transport a child nor will a child be allowed to sit in a staff person's vehicle.
2. **CHILDREN TWELVE AND OLDER:** Children twelve and older may use the library on their own, but the parent/adult caregiver assumes responsibility for their behavior. All children must adhere to the Library's standards of conduct and acceptable behavior as stated in the Library Use Policy. Staff may ask children of that age to behave and, if the disruptive behavior continues, an attempt may be made to notify parents/adult caregivers; however, the library assumes no responsibility to do so. As with any violation of Library Use Policy, the police may be contacted in response to non-compliance.
3. **UNATTENDED CHILDREN AT CLOSING:** Parents are responsible for being aware of the Library's hours and for picking up their children on time. If staff is aware of any unaccompanied child under the age of eighteen remaining in the Library or on the Library premises at closing time without a ride home, staff may, but is not required to, make a

reasonable effort to locate the parent/adult caregiver by phone. If the caregiver cannot be located or is unable to pick up the child within 15 minutes after the Library closes, the police may be called to escort the child to a safe location. Under no circumstances will staff transport unattended children, nor will a child be allowed to sit in a staff person's vehicle.

4. Situations may arise when, due to unusual or emergency circumstances, it may be necessary for the Library to close without prior notice. In this event or in case of other emergencies, unaccompanied children under the age of eighteen who cannot transport themselves must be able to reach a parent or responsible adult caregiver for immediate pick-up. As above, if the responsible caregiver cannot be located, within 15 minutes, police may be called to escort the child to a safe location until parents can be reached. Under no circumstances will staff transport unattended children, nor will a child be allowed to sit in a staff person's vehicle.
5. **ADULTS IN THE CHILDREN'S ROOM:** Adults unaccompanied by a child may not use the Children's Room and its restroom at the Central Library or the Children's areas at the branches, unless accompanying or assisting a child, or with the express permission of Library staff (for example, to locate and obtain children's materials).

**Adopted - January 24, 1994**

**Reassigned – April 8, 2003**

**Amended – September 27, 2011**

**Amended- January 17, 2017**

**Formerly I-20**

**Formerly I-6**

**Reviewed – March 18, 2019**

*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 March 18, 2019.*

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For purposes of this policy the term “disruptive behavior” means the creation of loud and unreasonable noise, running, jumping, climbing, fighting or other behavior which could interfere with the rights of other patrons.

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**TO:** BOARD OF LIBRARY TRUSTEES

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

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

**TITLE:** Financial Report Comparison of Beginning Budget to End of the Year Amended Budget

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**ABSTRACT:**

The Library's City Council approved budget for fiscal year 2020-21 was \$9,292,775. Throughout the year, the original appropriation has increased through budget amendments due to the addition of donations and grants to the Library. These funds increased the Library's budget by \$378,307 to a total of \$9,671,082.

**DISCUSSION:**

The Library's Maintenance and Operations Budget is amended when we receive funds from grants, donations and gifts. Most of the additional funding is received from the Newport Beach Friends of the Library and the Newport Beach Public Library Foundation. In this fiscal year, the Foundation added \$113,000, to fund wish list items. This funding included an individual donor gift of \$25,000 to support Children's Materials. The Friends added \$210,000 to fund a wide range of materials and programming.

Another area of the Library's budget that is substantially altered from the initial budget to the year-end is in the Library Literacy Program. The initial 2020-21 budget allocation for the program was \$65,717, which covers approximately 55% of the cost to operate the Program. The balance of the funding comes from the California Library Literacy Services (CLLS) Grant. The CLLS Grant for 2020-21 totaled \$45,000. The Newport Beach Public Library Foundation gave a \$5,000 gift to support the Literacy Program bringing the revised program expenditure budget to \$115,717.

This year, the Library also received a \$5,307 Santiago Library System reimbursement to purchase library materials.

The attached spreadsheet shows the accounts into which these additional funds were allocated to cover expenditures.

Note that the figures in this report do not include the annual budget for the Cultural Arts division nor do they include donated funds or encumbrances rolled over from the previous year.

**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 - Budget Amendment Report

ATTACHMENT A

FY 2020-21 Amended Budget

UNIT	FUND	ORIGINAL GENERAL FUND APPROP	AMT ADDED	REVISED BUDGET
Foundation	Library Materials	619,740	108,000	727,740
	Literacy Part-Time Cafeteria Benefits	0	1,250	1,250
	Literacy Programming	0	2,000	2,000
	Literacy Library Materials	0	1,000	1,000
	Literacy Supplies	0	500	500
	Literacy Publications and Dues	0	250	250
Friends	Library Materials	619,740	150,000	769,740
	Library Programming	5,500	50,000	55,500
Other Donations	Materials	619,740	5,307	625,047
CA Library for Literacy	Literacy Part-Time Salaries	41,012	40,250	81,262
	Literacy Part-Time Cafeteria Allowance and Benefits	0	4,750	4,750

**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:** Friends of the Library Wish List

---

**RECOMMENDATION:**

Staff recommends that the Board of Library Trustees approve the annual wish list request for funding from the Newport Beach Friends of the Library.

**DISCUSSION:**

Founded in 1957 by a small group of volunteers, the Friends of the Library take pride in helping to maintain the excellence of the library system. Annually, staff makes a “wish list” request for funds to supplement the Library’s materials and programming budget.

The Library has requested funds for general materials, including new print releases, Children’s and YA materials, audiobooks, CDs, DVDs.

The Friends of the Library have always provided support for Library programming. These funds are used to present the Summer Reading program, author lectures, Sunday Musicales, the annual Nutcracker performances by Festival Ballet Theatre, National Library Week programming, monthly craft programs, First Grade Class Visits, 1000 Books Before Kindergarten, CDM Christmas Walk, Young Adult Advisory Council (YAAC) activities, Teen Volunteer Supplies and Training, Teen Programs, and the Teen Paperback Giveaway.

**FRIENDS WISH LIST FISCAL YEAR 2021-2022**

**General Materials - \$165,000**

Library patrons continue to expect the latest fiction, mysteries, biographies, and nonfiction in a variety of formats. These funds will allow for purchasing multiple copies of high demand newly released titles, which help maintain our hold queues. In addition, Children’s classics, favorites and newly released books, and titles supporting local school curriculum will be purchased. This funding will also support adding movies, music, and audiobooks for all audiences.

**Programming - \$35,000**

Staff hosts innovative programming at all locations for adults and children. Staff continue to develop innovative programming for the community despite the public gathering restrictions during the COVID-19 pandemic. The requested funds will allow staff to support new ideas as well as traditional programs.

**TOTAL \$200,000**

**NOTICING:**

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**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
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**PREPARED BY:** Melissa Hartson, Circulation and Technical Processing Coordinator

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

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**RECOMMENDATION:**

Staff recommends the acceptance of a grant in the amount of \$4,500 from the California Library Literacy Services to support the Newport Beach Library Adult Literacy Program.

**DISCUSSION:**

The Library Literacy Program offers one-on-one tutoring and small group classes to customers with low literacy skills. The Program is partially funded by the City's general fund and partially funded through grants, donations, and the fundraising efforts of Newport Mesa ProLiteracy. One of the major funding resources is through the California State Library Literacy Services annual grant program. The Library received a check in the amount of \$4,500 from the California State Library. It is the second and final installment from this fiscal year's California State Library Literacy Services Grant. The grant funds will be used to help fund staffing costs.

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**PREPARED BY:** Tim Hetherton, Library Services Director

**TITLE:** COVID-19 Update

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**DISCUSSION:**

On Monday, June 7, 2021 Central Library resumed regular hours of operation, including evenings and Sundays. Also, on June 7, Balboa and Corona del Mar branches re-opened for in-person services with their regular hours of operation. Mariners will resume their regular hours of operation beginning Tuesday, July 6, 2021 to allow for the Library to fill staffing vacancies.

Effective June 15, 2021, in compliance with the State's new face coverings guidance, members of the public who self-attest that they are fully vaccinated will be allowed to enter City facilities, including all Library locations, without having to wear face coverings. The City will require unvaccinated members of the public to wear masks inside City facilities. Additionally, the City will provide information to the public regarding vaccination requirements and permit fully vaccinated individuals to self-attest that they comply prior to entry. The City has received confirmation from California Department of Public Health (CDPH) representatives that this can be accomplished with signage. The City has provided departments with a uniform sign for posting at City facilities. Employees do not need to follow up with members of the public on their vaccination status; those without masks will be assumed to be vaccinated.

City employees must also continue to wear face coverings and socially distance. Cal/OSHA has not changed this requirement. While the State has relaxed social distancing and masking requirements, the City of Newport Beach, as an employer, is subject to the more stringent Emergency Temporary Standards (ETS) adopted by Cal/OSHA. These standards require employees to continue to wear masks and socially distance while at work regardless of the State's re-opening. The Cal/OSHA Board will be meeting on June 17 to review the ETS, and it is hoped the Standards will be amended to align with the State's more lenient guidelines. Staff will update if the Cal/OSHA ETS are amended.

NBPL Admin is planning for the resumption of live story times and public programming.

Newport Beach Public Library will continue to follow the State Library's guidance for the re-opening of public libraries for in-person services. Staff continues to review published library re-opening plans, related public health research, feedback from Library Directors across the state, and guidance published by the State of California for the retail sector.

**NOTICING:**

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