



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Central Library
1000 Avocado Avenue, Newport Beach, CA 92660

Monday, September 20, 2021 - 5:00 PM

Board of Library Trustees Members:

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

Staff Members:

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

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 attendees.

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 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 by Sunday, September 19, 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 City of Newport Beach's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, we will attempt to accommodate you in every reasonable manner. Please contact Tim Hetherton, Library Services Director, at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 717-3801 or thetherton@newportbeachca.gov.

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 August 23, 2021 Board of Library Trustees Meeting (pp. 5-13)**

[DRAFT OF MINUTES](#)

- 2. Patron Comments (p. 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.

[AUGUST ACTIVITIES](#)

- 4. Expenditure Status Report (p. 24)**

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

[AUGUST EXPENDITURES](#)

- 5. Board of Library Trustees Monitoring List (p. 25)**

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. Resolution Honoring Assistant City Manager Carol Jacobs (p. 26)

The Board of Library Trustees will honor Carol Jacobs for her contributions to the Library and the City prior to her retirement on October 8, 2021.

[RESOLUTION](#)

7. Literacy Services Update (p. 27)

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

[LITERACY UPDATE](#)

8. Lecture Hall Update

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

9. Balboa Branch Replacement Update

Trustee Ray will report on activities related to the Balboa Branch Replacement project.

10. COVID-19 Update (p. 28)

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

[COVID-19 UPDATE](#)

11. Library Services

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

B. Monthly Reports

12. 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.

13. Friends of the Library Liaison Report

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

14. 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 Central Library
1000 Avocado Avenue, Newport Beach, CA 92660
Meeting Minutes
Monday, August 23, 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 Camille Escareal-Garcia, Cultural Arts Assistant

Trustees Present: Chair Paul Watkins, Vice Chair Kurt Kost, Secretary Barbara Glabman, Trustee Douglas Coulter,

Trustees Absent: Trustee Janet Ray (excused)

Staff Present: Tim Hetheron, Library Services Director
Rebecca Lightfoot, Adult Services Coordinator/Acting Library Services Manager
Camille Escareal-Garcia, Cultural Arts Assistant
Debbie Walker, Youth & Branch Services Coordinator
Melissa Hartson, Circulation & Technical Processing Coordinator

Staff Absent: Francine Jacome, Administrative Support Specialist (excused)

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

IV. **NOTICE TO THE PUBLIC**

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

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

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.

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 Secretary Glabman, seconded by Vice Chair Kost, and carried (4-0-0-1) to approve the Consent Calendar.

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

VI. CURRENT BUSINESS

A. Items for Review

6. Review of The Friends Meeting Room Policy (NBPL 14)

Staff recommends that the Board of Library Trustees review and approve revisions to Library Policy NBPL 14, The Friends Meeting Room.

Chair Watkins stated he submitted a draft of NBPL 14, which was circulated to staff for input. Upon review, Chair Watkins agreed with the changes made by staff.

Library Services Director Hetherton agreed with Chair Watkins' summation.

Chair Watkins called for BLT comments and questions on NBPL 14.

In response to Secretary Glabman's question about Category 2 and community non-profits Library Services Director Hetherton explained that in many scenarios Library Services will make judgement calls to accommodate groups that provide community amenities and are open to the public.

Secretary Glabman confirmed that the room could be booked for open events, not ticketed ones.

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

Motion made by Trustee Coulter, seconded by Secretary Glabman, and carried (4-0-0-1) to approve the revisions to Library Policy NBPL 14, The Friends Meeting Room.

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

7. Information Technology Update

Staff will update the Board of Library Trustees on Library information technology activities.

Library Services Director Hetheron reported on behalf of IT. During the pandemic closure IT demonstrated its value to the City. City business was conducted during the closures via Zoom and Microsoft Teams and facilitated by IT. Over the past year IT completed the following projects in addition to 940 requests for help:

- 1) completed first major ILS upgrade with SirsiDynix,
- 2) replaced the scanner at Central Library,
- 3) set up the IT in the new passport and gift shop,
- 4) helped with the Library website redesign,
- 5) installed receipt printers at all branches,
- 6) implemented a web content filtering software,
- 7) added wireless access point upgrades,
- 8) upgraded all software on the Media Lab Max,
- 9) provided website content management training for Library staff, and
- 10) reconfigured and reloaded the public computer reservation system.

Next year IT plans the following projects:

- 1) upgrade the iOS before the end of the year,
- 2) new security cameras at Central Library,
- 3) replacement of all Media Lab and public computers at Central Library,
- 4) CASSIE replacement, and
- 5) Library website update.

Chair Watkins called for BLT comments and questions.

In response to Vice Chair Kost's question about the replacement schedule for computers Library Services Director Hetheron said he thought it was three years.

Circulation & Technical Processing Coordinator Melissa Hartson could not recall the exact schedule but stated that there was a schedule, and the staff and public computers were scheduled to be replaced.

In response to Secretary Glabman's question about washing and donating the old computers Library Services Director Hetheron stated he did not know, but that he assumed the public computers had significant share of wear and tear.

Chair Watkins called for the public comment, but there was none. The Board received and filed the report. He also thanked IT for its great work during the pandemic.

8. Adult and Reference Service Update

Adult Services Coordinator Rebecca Lightfoot will provide the annual update on reference services, and collections and programming for adult patrons.

Adult Services Coordinator Rebecca Lightfoot shared a story about a gentleman in Nova Scotia with a book from the 1930's that contained a name, address on Balboa Island, and was dated 1937. She researched the resident, a Mr. Hopkins, for the Nova Scotia gentleman and was able to provide information on Mr. Hopkins, his residence, children, and other matters.

Chair Watkins thanked Adult Services Coordinator Lightfoot for the interesting story.

Adult Services Coordinator Lightfoot said that helping people find information is very important to librarians. She reported the Library is almost fully staffed with three part-time library assistant vacancies filled in March, they promoted a page to an assistant, transferred two staff members over from Parks and Recreation, and the new Librarian I for Adult Services starts the week of August 30, 2021. Staff was able to move to virtual programming during the pandemic with the help of IT and are getting back to in person programming. Author Robin Jones Gunn, a Newport Beach resident, has a program in November. Sunday Musicales return in September. Staff conducted training while they were open for curbside service and closed to the public. Four staff members attended notary training, two took their oaths already, and the passport office is open and very busy. The wait on a passport is approximately 18 weeks at this point.

In response to Vice Chair Kost's question about expediting passports Adult Services Coordinator Lightfoot said they do both expedited service and hand carry services.

Circulation and Technical Processing Coordinator Melissa Hartson explained that the hand carry service is when a customer uses a courier which causes the application to be handled in a different manner and carries an extra fee. It is currently taking up to 18 weeks for normal applications and 12 for expedited processing.

Adult Services Coordinator Lightfoot reported they added several new online databases over the past year including Brainfuse JobNow & VetNow, ABC Mouse, and ArtistWorks. ArtistWorks offers online musical instruction.

In response to Vice Chair Kost's question about how to use the databases Adult Services Coordinator Lightfoot explained patrons could use Overdrive, which is the downloadable eBook and audiobook service. It can be accessed through the Libby app on mobile devices. The services are free with library membership.

Adult Services Coordinator Lightfoot stated they also added ComicsPlus to the databases. Finally, they added Beanstack, which was made possible with a grant from the California Library Association in conjunction with the California State Library. Staff received extensive training and Beanstack has been very popular.

Chair Watkins confirmed that Beanstack encourages and tracks higher levels of participation for popular library programs including summer reading, winter reading, and 100 Books Before Kindergarten.

Adult Services Coordinator Lightfoot agreed and explained it was an alternate way to view summer reading. Other libraries have used Beanstack for years and recommended it. Finally, they upgraded the Integrated Library System (ILS) in July 2020 during the time they were closed to the public. Reference staff had to do a lot of phone and email tech support for patrons learning to use the new catalog system online. The mobile app was introduced and has been popular.

Chair Watkins called for Board and public comments and questions, but there were none. He thanked Adult Services Coordinator Lightfoot and received and filed the report.

9. Lecture Hall Update

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

Library Services Director Hetherton reported that Trustee Ray updated him and that he would share it with the BLT. The Lecture Hall Design Committee met, and the Memorandum of Understanding (MOU) is being reviewed by the City and is moving forward. The Design Committee also recommended that the Irvine Company explore the “fin design.” All other aspects of the project were approved by the Irvine Company and the Design Committee approved it to go to Council.

In response to Chair Watkins’ inquiry on the “fin design” Library Services Director Hetherton stated he felt it was attractive, it is stainless steel fins that radiate off the front of the building and serve a functional purpose as sunshades.

Chair Watkins asked if the “fin design” was graphically presented.

Trustee Coulter said it was graphically presented months ago but the Design Committee shifted to the “sea foam design.”

Chair Watkins asked Library Services Director Hetherton to share the design with the BLT and he stated he would do so. He called for comments and questions from the BLT.

Secretary Glabman stated confusion about the “sea foam design” and the “fin design” as she thought each was on its own side of the building.

Trustee Coulter explained that even with the fins the concern is about sunset light, so it is still a work in progress.

Chair Watkins said the BLT looked forward to receiving the concept from Library Services Director Hetherton. The Board received and filed the report.

10. COVID-19 Update

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

Library Services Director Hetherton reported no change from past months. Even though there has been a spike in cases it has not changed the Library response. Vaccinated people can go mask less and unvaccinated should be masked with patrons self-attesting. Story times are being held outdoors with two rainouts. Story times have been popular with both parents and children.

In response to Chair Watkins question regarding other libraries mask requirements Library Services Director Hetherton said that other places are interpreting the restrictions more strictly and have scaled back on hours and live programming. There has been a spike in City employees getting sick, but none of those have been Library employees.

Chair Watkins called for BLT or public comments and questions, but there were none. The Board received and filed the report.

11. Library Services

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

Library Services Director Hetherton reported that Los Angeles Public Library is going fine free. Other libraries in Orange County have also gone fine-free or are planning to do so soon. Newport Beach is not the same as many of the communities in Los Angeles County. NBPL treats our patrons as individuals and human beings. If a patron expresses a life catastrophe such as illness or job loss then the Library works with them and may decrease, or waive fines at staff's discretion. The Library can both be compassionate and encourage patrons to return items promptly.

Trustee Coulter agreed with Library Services Director Hetherton's thoughts.

In response to Secretary Glabman's question about revenue from fines Library Services Director Hetherton said it was over \$100,000.

Circulation & Technical Processing Coordinator Melissa Hartson explained that in a typical year it could be upward of \$140,000. The past two years have been different and in 2020 they implemented the new ILS system with automatic renewals, which has dropped the intake of fines dramatically. Now that the Library is reopened and operating normally the fines are increasing but will not reach \$140,000 because of the automatic renewals.

Chair Watkins called for BLT questions and comments.

Vice Chair Kost agreed with Trustee Coulter on Library Services Director Hetherton's position on fines.

Chair Watkins said the fine policy was common sense and that he appreciated Library Services Director Hetherton's moderation or discretion where needed. His point of view was that people who borrow things should be expected to return them.

Library Services Director Hetherton reported the Library received its Reseller's Permit for the gift shop so merchandise can be sold as soon as it arrives. The merchandise is custom made and expected within the next few weeks. Two staff members are certified as notaries with a third awaiting retest and a fourth taking the test in September.

Chair Watkins requested "maximum splash" for the gift shop opening so that it would be well patronized.

In response to Trustee Coulter's question about the restaurant Library Services Director Hetherton explained it was open from 10:00 a.m. to 2:00 p.m. The restaurant is having staffing issues.

Library Services Director Hetherton announced that the 8/24/21 ProLiteracy Proclamation is at 5:00 p.m. in Council Chambers. The new name is Project Adult Literacy (PAL). On September 14, 2021, the Friends will present a check to City Council at 4:00 p.m. in Council Chambers. On September 8, 2021, is International Literacy Day in the Friends Room at 10:00 a.m.

Chair Watkins called for BLT questions and comment, but there was nothing further. He called for the public comment, but there was none. The Board received and filed the report.

B. Monthly Reports

12. Library Foundation Liaison Reports

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

Vice Chair Kost stated he was unable to attend the last meeting due to travel.

Library Foundation Board Member Dorothy Larson stated that although there was no August meeting the Newport Beach Public Library Foundation (NBPLF) had been very busy reviewing and revising the donor levels. Jerold Kappel created new Board policies and resolutions, an updated chart of accounts, and an ethical donor relations and fundraising report.

Mr. Jerold Kappel, NBPLF Board Member, reported that they were catching up and are ready to announce the Witte Lecture series and Library Live. There are two contracts yet to be confirmed. The programs will not start until January which is advantageous because all Orange County presenting and performing arts organizations will require audience vaccination. Medicine in our Backyard, book discussion group, and financial literacy all start in September and will be announced following Labor Day. The Leadership Reception in the Bamboo Court is on 10/6/21. BLT members are invited, and invitations will go out by the end of the week. The Ethical Donor Fundraising Policy was updated and includes a Donor Bill of Rights. Upon approval by the Board, it will be sent to the BLT for their understanding. The Financial Management Policy has been updated and will be sent to the BLT.

In response to Chair Watkin's question about the Ethical Policy Mr. Kappel said it identified how the Board will account for gifts, discusses how all federal and state regulations will be followed, and discusses agreements with the City. It is approximately nine pages and covers all aspects of an ethical way to solicit, accept, and recognize contributions.

Chair Watkins called for BLT comments.

In response to Trustee Coulter's question about the vaccine requirements Mr. Kappel stated that they did not have to follow the suggestion, but noted their events take place in public spaces. The organizations that announced are all private 501c3s. Since those organizations have the largest audiences and broadest reach it would be something that would impact everyone.

Chair Watkins called for further comments or questions.

Mr. Kappel said that the Foundation and the Trustees can work together cooperatively to advance the mission of the Library.

In response to Trustee Coulter's question about the utilities and the City's responsibility Chair Watkins stated that was an argument and that Library Services Director Hetherton

was aware of it. There are several members of Council that may take a hardline stance on the funding.

Trustee Coulter stated that the sewer discussion would be important.

Mr. Kappel was concerned that until they got working to size and out to bid they did not know the cost of the building. Right now with materials scarcity and other issues the cost of building now is greater than building in two years. Until the City puts the project for bid they do not know the hard costs.

Chair Watkins stated the Board received and filed the report.

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

Chair Watkins stated that in January the lectures begin. The first Library Live Committee meeting is in September.

Mr. Kappel said they hoped to have a new Chair by September.

Chair Watkins said the January lectures were great news. There was no further report from the Library Live Lectures Committee.

C. Witte Lectures Committee – Report on the most recently attend meeting.

Secretary Glabman stated that she had not attended a Witte meeting yet.

Mr. Kappel stated there would be a Witte meeting in September. When the contracts come back they can begin promoting and fundraising.

Chair Watkins requested the BLT be notified of the meeting date.

13. Friends of the Library Liaison Report

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

Trustee Coulter reported that the Friends bookstore stayed open despite the pandemic, every other similar organization in the County closed. The bookstore continues to have weekly specials for its customers. The total bookstore sales, online, membership, and donations for July were \$19,723. Because the bookstore was closed, last July's revenue of \$1,570 was from membership and Amazon sales. The Friends have worked hard to move back into the bookstore and are generating revenue.

Chair Watkins called for further questions and comments, but there were none. The Board received and filed the report.

14. Literacy Services Liaison Report

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

Chair Watkins called for the PAL report from Library Services Director Hetherton.

Library Services Director Hetherton reported the name change from Newport/Mesa ProLiteracy to Project Adult Literacy (PAL). Marketing Specialist Maria Nicklin is helping rebrand and develop the new logo. Program Director Cherall Weiss and the PAL Board think the new name is clean, catchy, and easy to identify. Literacy classes are resuming in person. The full schedule will be up in September. On September 8, 2021, at 10:00 a.m. International Literacy Day will proceed. On October 9, 2021, there is a happy hour with Maggie Shipstead. Finally, several new Board Members joined PAL.

Chair Watkins called for BLT and public comments and questions, but there was none. The Board received and filed the report.

Library Services Director Hetherton stated that last month Chair Watkins activated a Balboa Branch Ad Hoc Committee. It was not included in the packet and that would be rectified, but Trustee Ray provided a report for him to read.

Chair Watkins called for the report.

Library Services Director Hetherton reported that the Ad Hoc Committee was appointed to explore options for the Balboa Branch. Trustee Ray is chairing the committee with Secretary Glabman as a member. Staff support is provided by Library Services Director Hetherton, Debbie Walker, Evelyn Rodgers, and Annika Helmuth. Trustee Ray is looking to reach out to the community near the branch and consult with the firemen. He suggested staff complete a needs assessment. The first meeting of the committee will be in late September or October.

Chair Watkins called for BLT comments or questions, but there were none. There was no public comment, so the Board received and filed the report. He further instructed Library Services Director Hetherton to place the item on the monitoring list.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Ms. Dorothy Larson commented on how well run the Library is and thanked the BLT and staff for their work.

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

None.

IX. ADJOURNMENT – 6:00 P.M.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

AUGUST 2021

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>8/5/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>8/5/2021</u>	I was not sure the status of allowing the public into the library. Can we come in to use the library?	Yes, all four branches of the Newport Beach Public library have fully reopened to the public with normal operating hours. All seating and public computers are once again available. You can find more information about our hours and locations here on our website: https://www.newportbeachlibrary.org/about/hours-and-locations . Please let me know if you have any other questions! Thank you.
<u>2</u> <u>8/9/2021</u> <u>Email</u> <u>Debbie Walker</u> <u>Library Services Manager, Acting</u> <u>8/9/2021</u>	Looking for a book. Title: Tree of Rivers: The Story of the Amazon (New York, 2008) Author: John Hemming. Is this available to borrow from another library?... Thank you so much for your quick reply! I will get it from the OCPL. Happy Monday!	We do not have the book you mentioned in our collection, but it does appear to be available at the Irvine Heritage Park Library. They are part of the Orange County Public Library (OCPL) system and here is their contact information: 14361 Yale Avenue, Irvine, CA 92604 / 949-936-4040 / ocpl.heritage@occr.ocgov.com . If you already have a card with the County system you can contact Heritage Park directly to make sure that they have the book. They would be able to transfer it to the closest County Library to you. If you do not have a County card you may get that at any OCPL Library for no charge and then would be able to check out the book.
<u>3</u> <u>8/16/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>8/16/2021</u>	I remember seeing something about being able to access Rosetta Stone when we were in the branch a few weeks ago. I cannot seem to find a link that tells me more about how to access the information. Would you be able to send me in the right direction? Thank you.	You can find the link to the Rosetta Stone database on our website under eBranch, Databases: https://www.newportbeachlibrary.org/ebranch/databases . Under Lifelong Learning Tools, click on Rosetta Stone. You will then need to create an account. It is free to use with your Newport Beach Public Library card. I hope that helps! Please let me know if you have any other questions. Thank you.

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetheron, Library Services Director
Re: Report of Library Activities – September 20, 2021 Meeting

TIM HETHERON, LIBRARY SERVICES DIRECTOR

“Don't join the book burners. Don't think you're going to conceal faults by concealing evidence that they ever existed. Don't be afraid to go in your library and read every book...”

- Dwight D. Eisenhower

Children's Reading Challenge "Back-to-School Bingo"

Children's Services will have a Back-to-School-Bingo Challenge on Beanstack beginning on September 20 and running through October 16. Children's staff will provide printed Bingo cards so kids can track their reading on paper, but in order to participate in the challenge, participants will need to enter their reading logs on Beanstack. Children are encouraged to complete as many activities as they can for a chance to win a prize. Every 5 activity badges earned is an entry into a prize drawing. Kids can earn more badges for more chances to win. Badges and activities do not need to be earned in order. For children ages 0-12. There are different levels and drawings that will be held at the end of the program, with prizes to be determined. For more information, visit:

<https://www.newportbeachlibrary.org/Home/Components/Calendar/Event/67505/12972>

Friends Gift Shop/Foundation Passport Update

Staff has ordered custom Library-branded merchandise which is scheduled to ship on September 30. City Finance is still working on the reseller's permit and tax implications. Staff who have passed the notary course are awaiting certification.

WHEELHOUSE LIST FOR LIBRARY TRUSTEES

- **City Council Study Session: Library Lecture Hall**
Tuesday, September 28
Council Chambers
4 p.m.

- **Newport Beach Public Library Foundation Library Leadership Donor Reception**
Wednesday, October 6
Bamboo Courtyard, Central Library
5 p.m. to 7 p.m.

- **Project Adult Literacy Happy Hour with author Maggie Shipstead**
Saturday, October 9
Reception: Bamboo Courtyard, Central Library, 6 p.m.
Presentation: Friends Room, 7 p.m.

- **Board of Library Trustees meeting**
Monday, October 18
Mariners Branch Library
5 p.m.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Story times continued to be well received at all locations during the month. Mariners in particular saw a steady increase in circulation and public computer usage.

The Mariners Branch team welcomed newly hired Library Page Noel Chalmers who replaced Rachel Savage. Rachel resigned her position to accept full-time employment outside the City. Rachel will be missed and is wished well in her new endeavor. In addition to Noel, Library Page Courtney Eldridge trained at Mariners and then began her permanent assignment at Balboa Branch, which had not had a regular Page for several months. At Corona del Mar Branch, Pages Erika Hartman and Nicole Osterman began a rotation as regular Pages at that location. Mariners and Balboa branches are still short part-time Clerks, but the recruitment process is still active and staffing needs continue to be filled with Central staff.

Youth Services

As experienced at the Branches, outdoor story times at Central are a popular draw. Toddler story time on Wednesday mornings has particularly strong numbers. Marketing Specialist Maria Nicklin created a rack card advertising outdoor story times which has been a welcome addition to the other marketing and publicity pieces used by Youth Services.

Teen Services

A teen Volunteer Orientation program held on Monday, August 23 was extremely popular. Danielle Doi and Annika Helmuth welcomed at least 26 teens and 11 parents who learned about opportunities available, volunteer guidelines, background checks, etc. Omar Ordiano, a part-time Library Assistant in Reference, was asked to assist Danielle with YAAC (Young Adult Advisory Council), which will resume meetings in September. Prior to being hired by the Library, Omar was with the Recreation & Senior Services Department in the City and has much experience working with young adults. He will be a welcome addition to the YAAC team.

Facilities

At Corona del Mar Branch, plants were removed from the Reading Porch and stroller parking area. They were constantly getting damaged and not doing well. The openings left were filled in and re-paved and look great. At Central, window shades in the main part of the Friends Bookstore were repaired.

The Fire Department performed its yearly inspection. They noted that an inspection of the fire sprinklers was overdue and should be completed by mid-September. That process is in the works. Caliber Signs installed signage for the Passport Office/Giftshop both above the opening and on the stairway.

A water main break at Central early on the morning of August 17 made it necessary to temporarily close the building to the public until repairs could be made. The Utilities Department was very responsive and had the repairs done by noon so that the Library could re-open.

Finally, on the last day of the month, Crown Building Services, who wash and service our windows, brought in a lift and repaired the gaskets around 10 windows on the second floor at Central that face the Bamboo Courtyard area.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

Staff Vacancies

Kat Martinez, hired as a P/T Library Clerk, began training at the Central Library this month. We await clearance on background and fitness checks for two additional candidates and continue to conduct interviews to fill three more P/T Library Clerk vacancies.

We continue to work with HR to fill several Library Page vacancies. After conducting second round interviews, we are moving forward on one candidate who will need to pass background and fitness checks before beginning their training. HR is scheduling another round of interviews for September.

REBECCA LIGHTFOOT, ADULT SERVICES COORDINATOR

New Librarian I

The library welcomed Jasmin Avila to the Adult Services team at the end of August. Jasmin was a librarian in Chula Vista and will serve as the new Homebound and Adult Volunteer Coordinator.

One-Day Rental Movies

We were able to start buying and circulating one day rental DVDs and Blu-rays again. Web Team has made a list of these popular items that is featured on the homepage of the catalog.

Marketing

Marketing Specialist Maria Nicklin has been working on cleaning up the email marketing list and creating lists targeted for specific audiences. This will allow us to send more relevant emails to our patrons.

Training

Librarian I Laurie Sanders started a Reader's Advisory class through the Library Juice Academy.

Proquest Articles Retrieved 2021-2022

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	758	1023											891
Newspapers--Current	762	759											761
Newspapers--Historical	3015	2169											2592
Magazines	17	36											27

Database FY Comparisons	JUL 2021	AUG 2021	SEP 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022	APR 2022	MAY 2022	JUN 2022	YTD 21/22
Tracked by #searches													
A to Z Databases	1456	1224											2680
Ancestry	459	114											573
AskART	63	55											118
Brainfuse JobNow/VetNow	21	90											111
Britannica School Edition	22	14											36
Facts on File Ancient History	0	33											33
Gale Archives Unbound	219	1534											1753
Gale Directory Library	7	14											21
Gale in Context: Biography	6	0											6
Gale in Context: Elementary	2	0											2
Gale in Context: Opposing View	11	18											29
Gale Literature Resource Center	12	5											17
Gale Virtual Reference Library	23	66											89
HeritageQuest	1602	1895											3497
Legal Information Ref Center	12	34											46
National Geographic	114	36											150
National Geographic Kids	57	20											77
NewsBank (OC Register)	1060	1146											2206
NoveList Plus	79	64											143
NoveList K-8 Plus	24	28											52
ProQuest	1858	2459											4317
Proquest eLibrary	1	12											13
Reference USA Business	539	486											1025
Reference USA Residential	96	55											151
SIRS Discover	0	0											0
SIRS Issues Researcher	413	185											598
World Book Online	7	22											29
Tracked by #page views													
Consumer Reports	2054	2291											4345
CultureGrams	0	21											21
Morningstar	5070	5727											10797
RealQuest	36	12581											12617
Tumblebooks	19	7											26
Value Line	14720	12441											27161
Tracked by courses													
Udemy	2316	1523											3839
Tracked by Hours Used													
ABC Mouse	26.25	39.43											65.7
Rosetta Stone	67.32	68.5											135.8

Notes:

NBPL Website Usage 2021-2022

Metric	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Total Users	40325	40067											40196	80392
New Users	35072	34955											35014	70027
Sessions	73733	73195											73464	146928
Pageviews	249347	242176											245762	491523
Sessions Per User	1.83	1.83											1.83	--
Pages Per Session	3.38	3.31											3.35	--
Avg. Session Dur. (min)	2.68	2.70											2.69	--
Bounce Rate (%)	54.90	55.57											55.24	--

Cassie Wireless (Spot) Total Number of Sessions 2021-2022

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	225	256											241	481
CdM	121	191											156	312
Mariners	933	1229											1081	2162
Central	12055	11896											11976	23951
Total	13334	13572											13453	26906

Cassie Wireless (Spot) Total Length of Sessions (min) 2021-2022

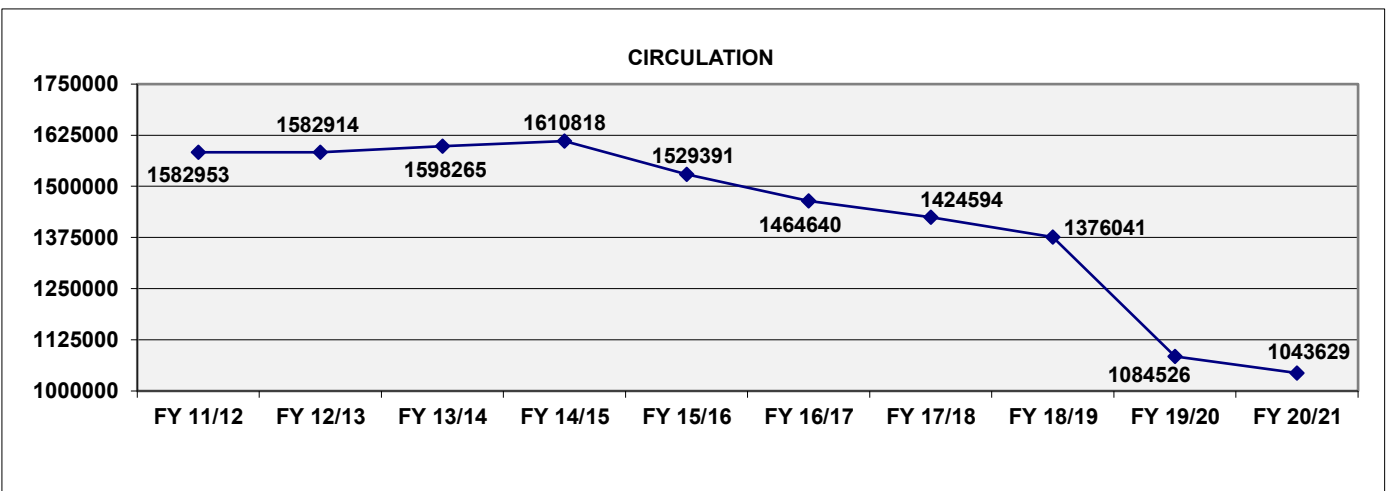
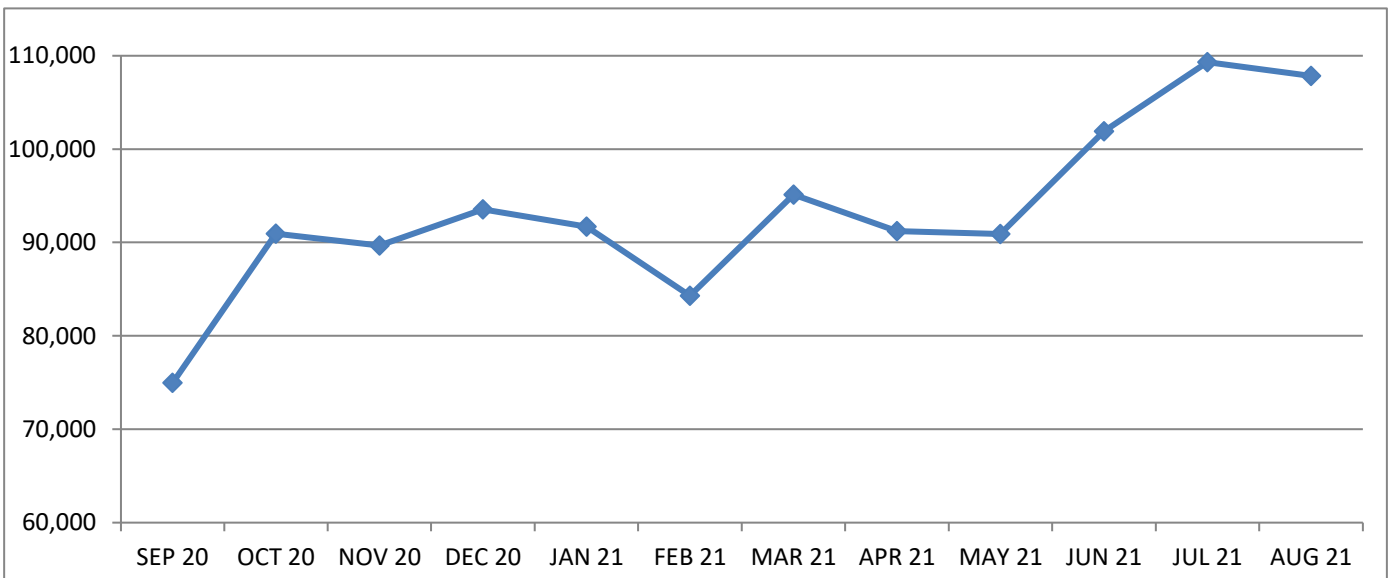
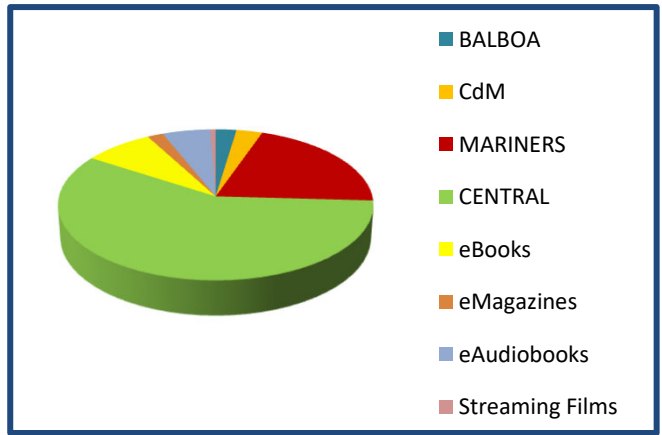
Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	18534	27214											22874	45748
CdM	9508	17717											13613	27225
Mariners	100962	142648											121805	243610
Central	1711361	1626605											1668983	3337966
Total	1840365	1814184											1827275	3654549

Cassie Wireless (Spot) Average Length Per Session (min) 2021-2022

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	82.37	106.30											95.11	--
CdM	78.58	92.76											87.26	--
Mariners	108.21	116.07											112.68	--
Central	141.96	136.74											139.37	--
Total	138.02	133.67											135.83	--

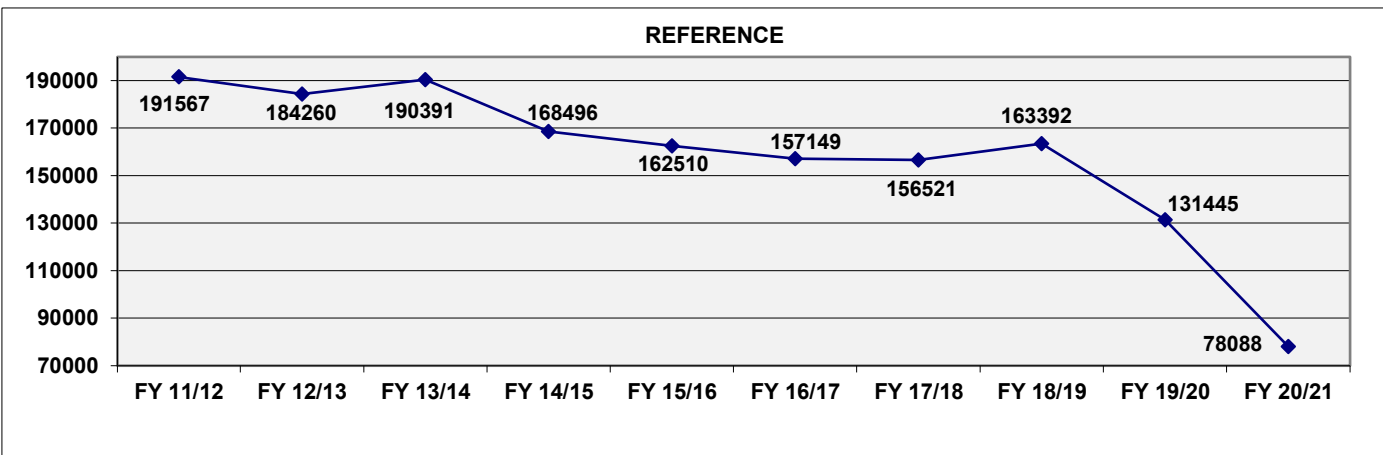
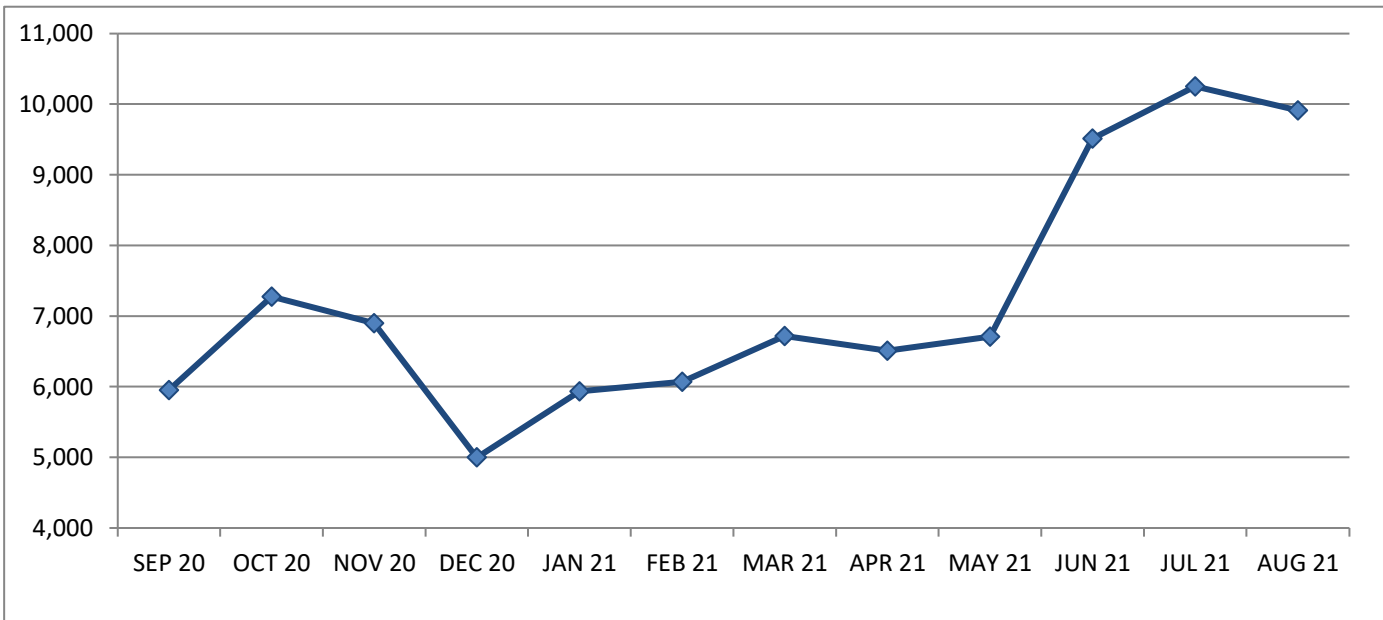
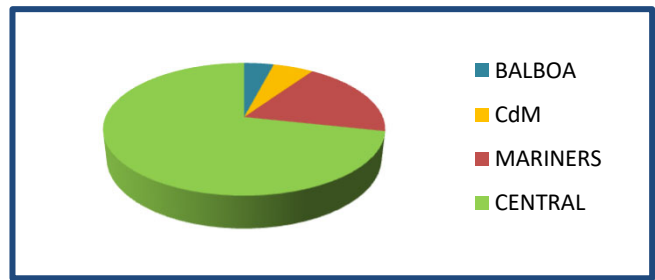
NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2021 CIRCULATION

	AUG 21	YTD 21/22	YTD 20/21
BALBOA	2,555	5,058	7,117
CdM	3,204	5,916	5,993
MARINERS	22,142	44,553	26,231
CENTRAL	62,815	127,296	65,294
eBooks	8,586	17,231	13,846
eMagazines	1,949	3,945	10,751
eAudiobooks	5,916	11,766	8,442
Streaming Films	660	1,380	1,700
TOTAL	107,827	217,145	139,374



NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2021 REFERENCE

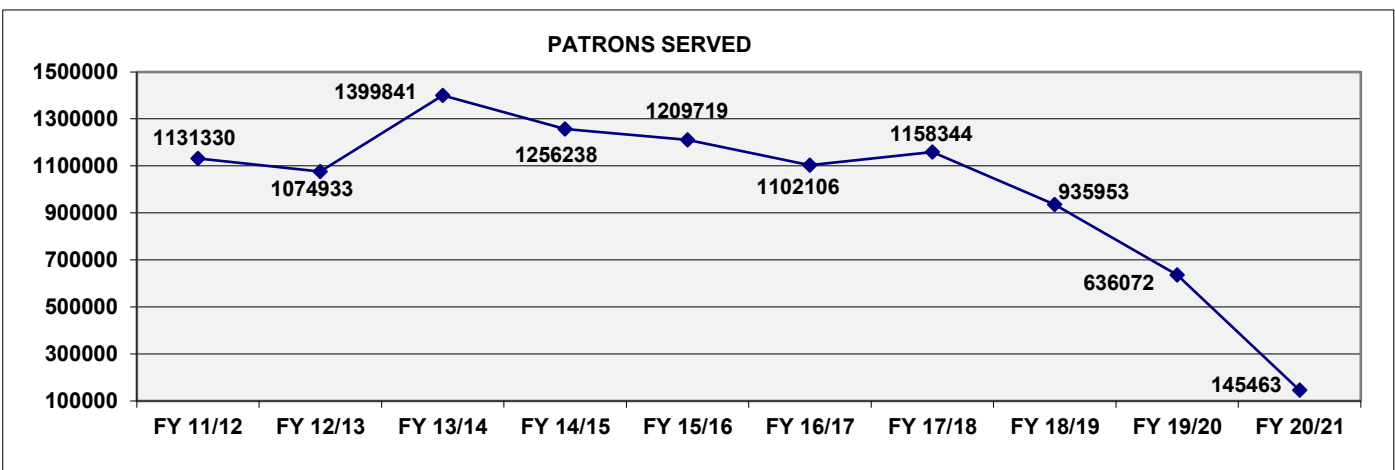
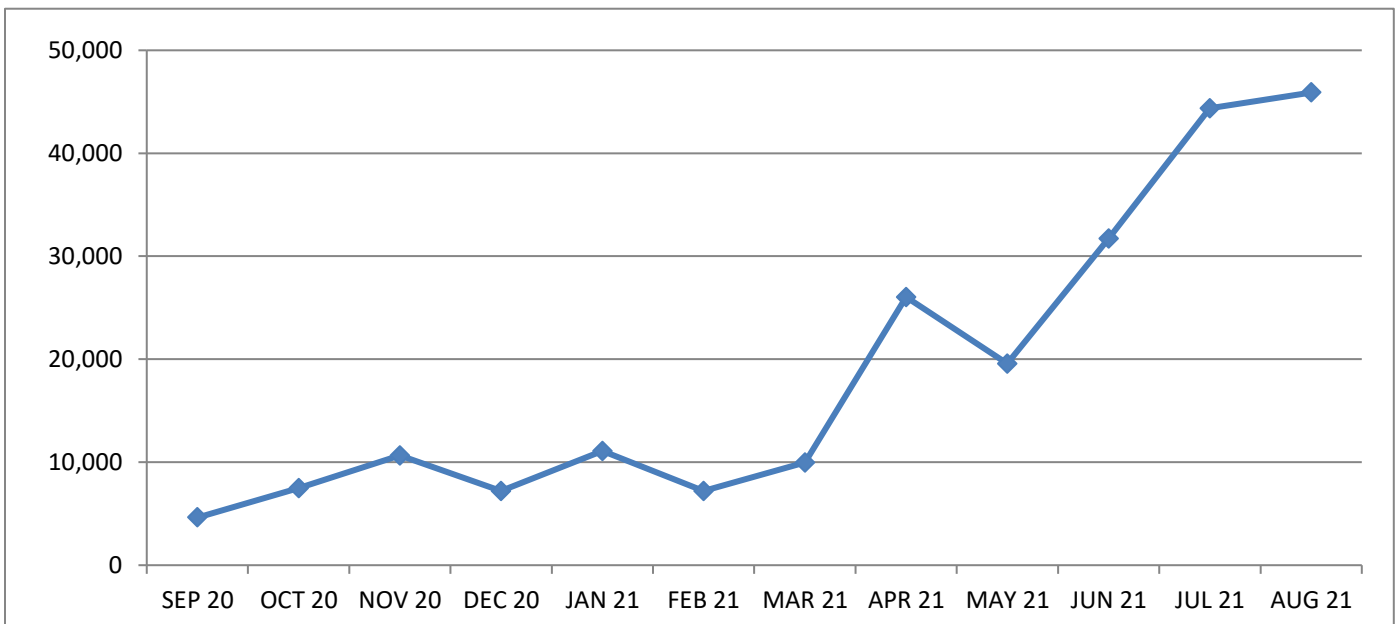
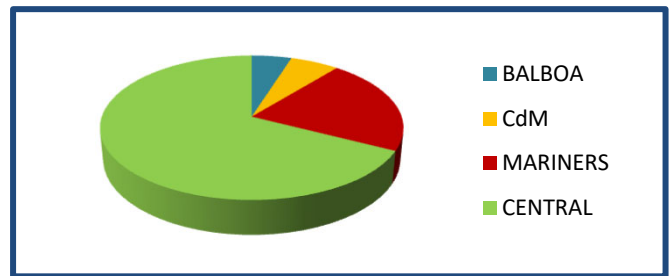
	AUG 21	YTD 21/22	YTD 20/21
BALBOA	403	689	709
CdM	548	1,033	656
MARINERS	1,863	3,686	3,442
CENTRAL	7,096	14,753	6,705
TOTAL	9,910	20,161	11,512



NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2021

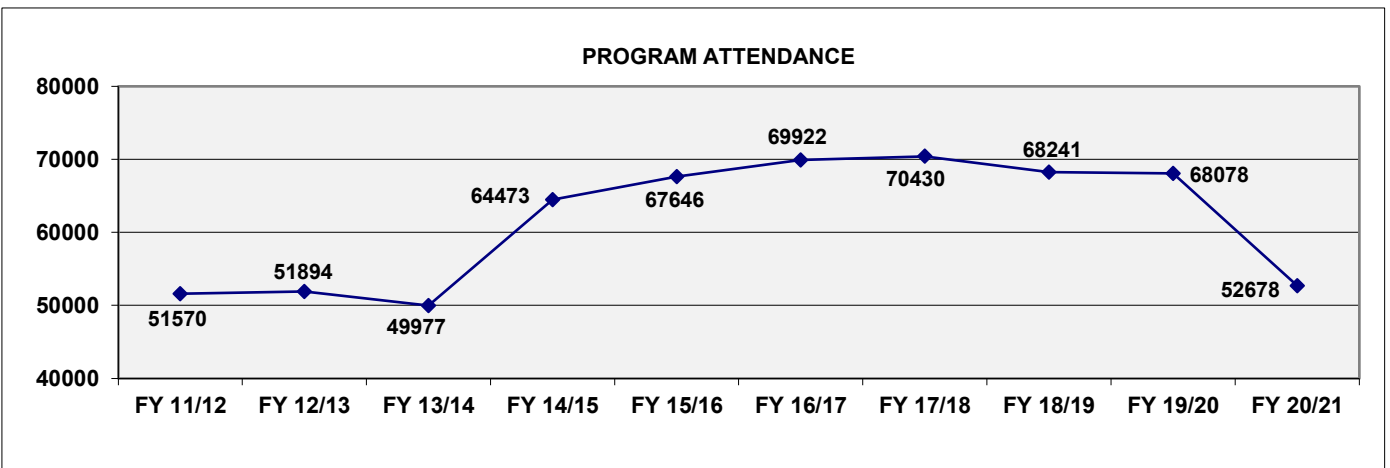
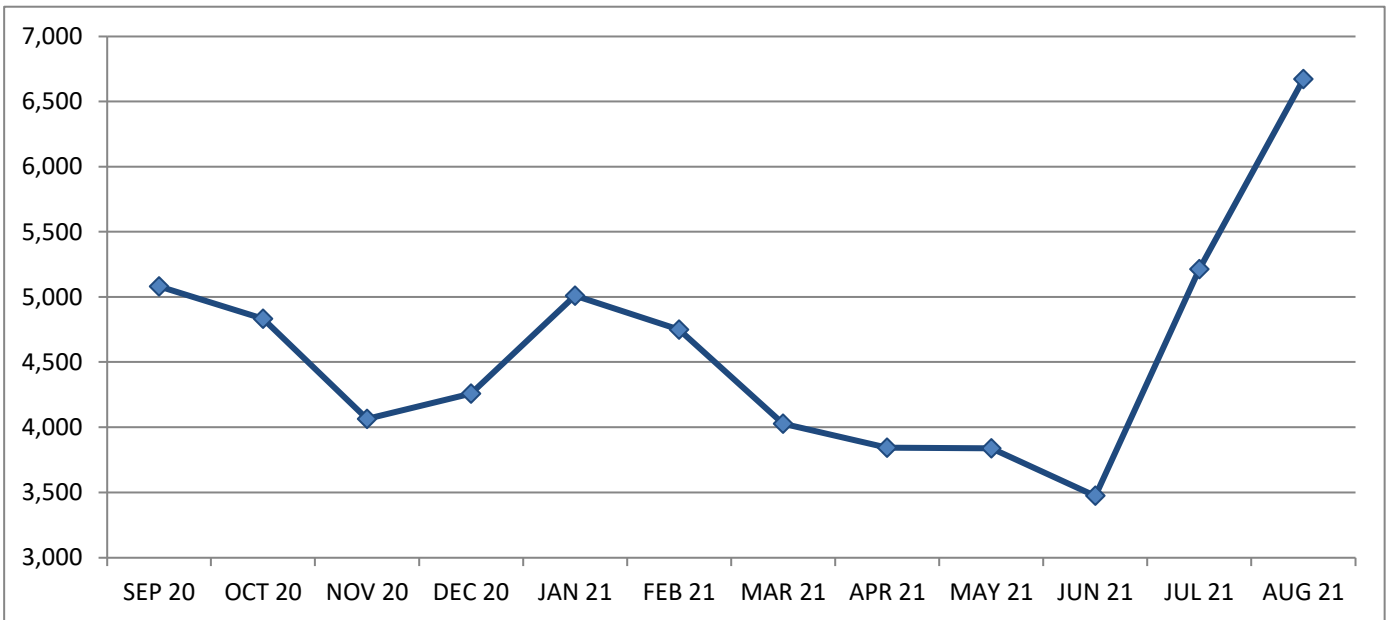
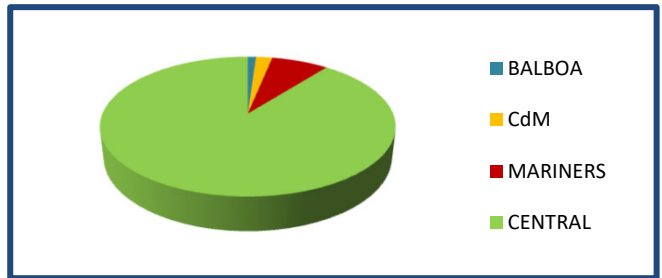
PATRONS SERVED

	AUG 21	YTD 21/22	YTD 20/21
BALBOA	2,262	4,238	604
CdM	2,769	6,356	718
MARINERS	9,886	18,003	3,653
CENTRAL	31,009	61,697	4,884
TOTAL	45,926	90,294	9,859



NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2021 PROGRAM ATTENDANCE

	AUG 21	YTD 21/22	YTD 20/21
BALBOA	72	163	79
CdM	142	343	100
MARINERS	497	1,017	412
CENTRAL	5,961	10,362	8,912
TOTAL	6,672	11,885	9,503



LIBRARY EXPENDITURES**FY 2021-22**

(September 2, 2021)

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MONTHLY EXPENDED	AVAILABLE BUDGET
I SALARY & BENEFITS					
SALARY FULL-TIME REGULAR	2,954,186	2,805,398	431,600	317,040	2,373,798
SALARY PART-TIME	1,162,634	1,166,634	123,427	94,230	1,043,207
BENEFITS	2,143,211	2,109,251	421,257	368,419	1,687,994
SALARY & BENEFITS TOTAL	6,260,031	6,081,283	976,283	779,689	5,105,000
II MAINT & OPERATION					
PROFESSIONAL SERVICE*	164,393	198,621	12,676	1,665	185,945
UTILITIES	284,373	284,373	70,390	68,875	213,983
PROGRAMMING	5,500	2,500	160	160	2,340
SUPPLIES**	81,970	67,074	10,837	6,182	56,237
LIBRARY MATERIALS	619,740	621,030	193,213	62,744	427,817
FACILITIES MAINTENANCE	184,686	187,568	17,213	14,357	170,355
TRAINING AND TRAVEL	10,681	9,431	25	25	9,406
GENERAL OPERATING EXPENSES***	24,202	24,339	1,920	1,354	22,419
PERIPHERALS	5,000	15,980	0	0	15,980
INTERNAL SERVICE FUNDS	1,758,054	1,758,671	439,668	439,668	1,319,003
OFFICE EQUIPMENT	2,000	2,000	0	0	2,000
MAINT & OPERATION TOTAL	3,140,599	3,171,587	746,102	595,030	2,425,486
LIBRARY BUDGET TOTAL	9,400,630	9,252,870	1,722,385	1,374,719	7,530,485

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previous Agenda Date	AGENDA ITEM		Scheduled Agenda Date
Ongoing	Lecture Hall Update		Ongoing
Ongoing	COVID-19 Update		Ongoing
Ongoing	Policy Review (See List Below)		Ongoing
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
Jun 21, 2021	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)		Jun 20, 2022
Jun 21, 2021	Branch Update - CDM		Jun 20, 2022
Jul 19, 2021	Election of Board of Library Trustees Officers/Trustee Liaisons		Jul 18, 2022
Jul 19, 2021	Proposed Library Closures for Winter Holidays 2021		Jul 18, 2022
Aug 23, 2021	Information Technology Update		Aug 15, 2022
Aug 23, 2021	Adult and Reference Services Update		Aug 15, 2022
LAST REVIEWED	POLICY REVIEW		
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
Jan 19, 2021	NBPL 5	Newport Beach Public Library Internet Use Policy	Jan 17, 2023
Jan 19, 2021	NBPL 11	Rules for Acceptable Use of Wireless Internet Connections	Jan 17, 2023
Feb 16, 2021	NBPL 8	Display and Distribution of Materials Policy	Feb 21, 2023
Mar 15, 2021	NBPL 1	Library Use Policy	Mar 21, 2023
Apr 19, 2021	NBPL 13	Study Room Policy	Apr 17, 2023
Jun 21, 2021	NBPL 4	Children in the Library Policy	Jun 19, 2023

City of Newport Beach Board of Library Trustees

Resolution In Appreciation For Outstanding Public Service By Carol Jacobs

WHEREAS, Carol Jacobs has served as Assistant City Manager for the City of Newport Beach since 2015, after a long and varied career in other municipalities, providing the City and the Newport Beach Public Library with exceptional leadership and counsel; and

WHEREAS, Carol Jacobs used her expertise to assist staff and various City departments, including the Newport Beach Public Library and its Board of Library Trustees with thoughtful, cogent, and wise counsel; and

WHEREAS, Carol Jacobs has brought respect, honor, and integrity to the City of Newport Beach, by leading by example, exhibiting the highest level of ethics; and

WHEREAS, Carol Jacobs worked numerous hours in counseling the Board of Library Trustees, incurred personal sacrifice, and exhibited outstanding dedication in her service which greatly added to the Library's success, while maintaining a demeanor which all Library personnel admired and appreciated; and

WHEREAS, Carol Jacobs' ongoing support and commitment to our public Library has made a substantial contribution to the betterment of the Library and our City.

NOW, THEREFORE, BE IT RESOLVED that the Board of Library Trustees does hereby commend Carol Jacobs for her legacy of dedication, enthusiasm and outstanding public service given to the City of Newport Beach and to the Library System.

ADOPTED this 20th day of September, 2021.



Paul Watkins
Chair

project adult literacy

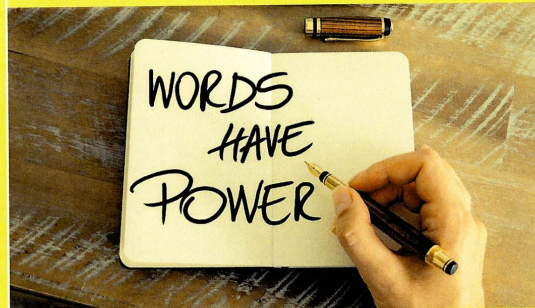
A program of the
Newport Beach Public Library

In Our Own Words

Project Adult Literacy



VOLUME XIV



Diverse Stories From Diverse Lives

International Literacy Day 2021



Join us on Saturday,
October 9 for happy
hour with best-
selling author
Maggie Shipstead.

Maggie will be discussing
her Booker Prize longlisted
novel, *Great Circle*, and the
global adventures that
prompted the story.

Wine, beer and light hors d'oeuvres
will be served in the Bamboo
Courtyard at 6 pm, followed by a
7 pm presentation in the
Friends Room. Tickets are \$35 and
available at newportliteracy.org.

*Funds raised support Project Adult Literacy, a
program of the Newport Beach Public Library.*

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: COVID-19 Update

DISCUSSION:

Newport Beach Public Library will continue to follow Orange County guidance for in-person services, and guidance published by the State of California for the retail sector.

Unvaccinated members of the public and unvaccinated employees are still required to wear masks inside City facilities. Many vaccinated staff members have opted to continue to wear face coverings. The Orange County Health Care Agency recommends that, regardless of an individual's vaccination status, to wear a mask if indoors, around someone at risk, or with people whose vaccination status is unknown.

Staff continues to hold story times outdoors to help provide a safe environment for our youngest patrons. Attendance remains robust.

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).