



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

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

Monday, December 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**

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

The 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, December 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. [ge 1](#)

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

V. CONSENT CALENDAR

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. 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 upon invitation by the Chair.

A. Consent Calendar Items

1. Minutes of the Nov. 15, 2021 Board of Library Trustees Meeting (pp. 5-14)

[DRAFT OF MINUTES](#)

2. Patron Comments (p. 15)

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

[PATRON COMMENTS](#)

3. Library Activities (pp. 16-24)

Monthly update of library events, services, and statistics.

[NOVEMBER ACTIVITIES](#)

4. Expenditure Status Report (p. 25)

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

[NOVEMBER EXPENDITURES](#)

5. Board of Library Trustees Monitoring List (p. 26)

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

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

6. Review of the Library Lecture Hall Policy (NBPL 15) (pp. 27-42)

Staff recommends that the Board of Library Trustees review and accept revisions to Library Policy NBPL 15, *Library Lecture Hall*.

[LIBRARY LECTURE HALL POLICY \(NBPL 15\)](#)

[LIBRARY LECTURE HALL POLICY \(NBPL 15\)-ATTACHMENT A](#)

[LIBRARY LECTURE HALL POLICY \(NBPL 15\)-ATTACHMENT B](#)

[LIBRARY LECTURE HALL POLICY \(NBPL 15\)-ATTACHMENT C](#)

7. Review of the Laptop Borrowing Policy (NBPL 10) (pp. 43-46)

Staff recommends that the Board of Library Trustees review and accept revisions to Library Policy NBPL 10, *Laptop Borrowing*.

[LAPTOP BORROWING POLICY \(NBPL 10\)](#)

[LAPTOP BORROWING POLICY \(NBPL 10\)-ATTACHMENT A](#)

[LAPTOP BORROWING POLICY \(NBPL 10\)-ATTACHMENT B](#)

[LAPTOP BORROWING POLICY \(NBPL 10\)-ATTACHMENT C](#)

8. Fine Elimination in Public Libraries (pp. 47-50)

Staff will present as a current library topic of interest - for information only - a report on fine elimination in some public libraries.

[FINE ELIMINATION REPORT](#)

[FINE ELIMINATION REPORT-ATTACHMENT A](#)

9. Lecture Hall Update

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

10. Balboa Branch Replacement Update (pp. 51-54)

Trustee Ray will report on activities related to the Balboa Branch Replacement project, and staff will present a public survey concerning Balboa Branch services- and resources for review and approval.

[BALBOA BRANCH REPLACEMENT SURVEY](#)

[BALBOA BRANCH REPLACEMENT SURVEY-ATTACHMENT A](#)

11. Review Holidays and Meeting Schedule (pp. 55-56)

Staff requests that the Board of Library Trustees review the 2022 holidays and meeting schedule.

[HOLIDAYS AND MEETING SCHEDULE](#)

[HOLIDAYS AND MEETING SCHEDULE-ATTACHMENT A](#)

12. COVID-19 Update (p. 57)

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 (p. 58)

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

[LIBRARY LIVE NOTES](#)

15. Friends of the Library Liaison Report

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

16. Literacy Services Liaison Report

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

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Public comments are invited and 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, November 15, 2021 – Closed Session 4:00 p.m. / Regular Meeting 5:00 p.m.

I. **CONVENE IN OPEN SESSION** – 4:05 P.M.

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

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

Trustees Absent:

Staff Present: Tim Hetherton, Library Services Director
Francine Jacome, Administrative Support Specialist
Tara Finnigan, Deputy City Manager

III. **PUBLIC COMMENTS**

Jim Mosher, Newport Beach resident, noted that the City has scheduled the Aviation Committee meetings for the same time as the Board of Library Trustee (BLT) meetings. He commented that Tim Hetherton is an excellent Library Services Director and should receive a favorable recommendation. He did not believe that the Brown Act prevented the BLT from reporting on a favorable recommendation.

IV. **CLOSED SESSION**

1. **Discuss the Library Services Director's Appointment, Employment and Evaluation of Performance (Government Code § 54957).**

Chair Watkins announced the BLT would enter a closed session and reconvene at 5:00 P.M. Administrative Support Specialist Francine Jacome and Library Services Director Tim Hetherton stepped out for the discussion.

V. **RECESS** – 4:57 P.M.

VI. **RECONVENE AT 5:00 P.M. FOR REGULAR MEETING**

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

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

Trustees Absent:

Staff Present: Tim Hetherton, Library Services Director

Francine Jacome, Administrative Support Specialist
Rebecca Lightfoot, Adult Services Coordinator
Melissa Hartson, Circulation & Technical Processing Coordinator
Debbie Walker, Youth & Branch Services Coordinator/Acting
Library Services Manager
Evelyn Rogers, Balboa Branch Librarian
Annika Helmuth, Children's Librarian II
Jasmin Avila, Children's Librarian I

VIII. CLOSED SESSION REPORT

Chair Watkins reported that during the closed session the BLT evaluated the Library Services Director's performance over the past year.

IX. PLEDGE OF ALLEGIANCE – Led by Vice Chair Kost

X. NOTICE TO THE PUBLIC

XI. CONSENT CALENDAR

A. Consent Calendar Items

2. Minutes of the October 18, 2021, Board of Library Trustees Meetings

Chair Watkins called for comments on the Consent Calendar, but the BLT and the public had none. Chair Watkins noted necessary changes to the minutes as follows:

- Handwritten Page 11, Change "Newport Beach Visitor's Association" to "Newport Beach & Company."

3. Patron Comments

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

4. Library Activities

Monthly update of library events, services, and statistics.

5. Expenditure Status Report

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

Chair Watkins reported that a third of the way through the Fiscal Year (FY) they are 2% under budget.

6. 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 Trustee Coulter, seconded by Vice Chair Kost, and carried (5-0-0-0) to approve the Consent Calendar with edits to the minutes of October 18, 2021.

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

XII. CURRENT BUSINESS

A. Items for Review

7. Review and Adoption of the Library Lecture Hall Policy (NBPL 15)

Staff recommends that the Board of Library Trustees review, approve, and adopt Library Policy NBPL 15, *Library Lecture Hall*.

Chair Watkins thanked Library Services Director Tim Hetherton and Administrative Support Specialist Francine Jacome for their work on Veteran's Day in order to prepare the amended agenda.

Library Services Director Hetherton reported that NBPL 15 is like the policy for the Friends Room. It provides information on what is required to use the room and establishes priority of usage. Policy must be refined at times and that is the reason it comes before the BLT.

Chair Watkins called for BLT comments, questions, or proposed changes to NBPL 15. Hearing none he requested the following edits:

- Handwritten Page 29, after "applicability" add "except as otherwise specifically provided to the contrary herein," then continuing "following this policy shall not apply..."
- Handwritten Page 32, the hours of use of the Library Lecture Hall would be 9:00 a.m. to 10:00 p.m. Friday through Saturday to accommodate the Witte Lecture Series and other programs.
- Handwritten Page 32, in J instead of "may be made" change to "must be made."

In response to Trustee Ray's question about planning events and having to wait until 90 days prior to reserve the room Library Services Director Hetherton explained that the time period rules applied to third and fourth priority users. Witte, Library Live, and other programs have different reservation procedures.

Chair Watkins explained the Newport Beach Public Library Foundation (NBPLF) was exempt from the conditions applied to third and fourth priority users. Additionally, the Library Services Director has discretion to adjust the scheduling and rules for use. Hearing no further input from the BLT he called for the public comment.

Jim Mosher, Newport Beach resident, suggested revising Program G on Page 32 since the NBPLF was exempt from the rules. Further on Page 29 the entire paragraph about Applicability should be deleted as the information is covered in other sections. On Pages 32 and 33 the final three paragraphs are legalize that refer to documents inaccessible by the public and are therefore not valuable to the reader and should be removed.

Chair Watkins called for a Motion including the suggested changes.

In response to Secretary Glabman's request for clarification of the amendments Chair Watkins indicated he was speaking of his amendments, not those suggested by Mr. Mosher.

Motion made by Trustee Ray, seconded by Trustee Coulter, and carried (5-0-0-0) to approve the adoption of Library Policy NBPL 15, *Library Lecture Hall*, as amended.

AYES: Watkins, Coulter, Kost, Glabman, Ray

NOES:

ABSTENTIONS:

ABSENCES:

8. Lecture Hall Update

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

Trustee Ray reported the ad hoc committee had not met since her last report. Robert Coffee Architects are moving forward on the plans. The proposed new layout of the seats changed the number of seats in each row. There will be permanent seating of 275, with folding chairs 299 people can be accommodated. The Memorandum of Understanding (MOU) is under construction.

Chair Watkins said that since they approved the Library Lecture Hall Policy the MOU should proceed smoothly on November 30, 2021. He called for BLT or public comments and questions, but there were none. The BLT received and filed the report.

9. Balboa Branch Replacement Update

Trustees Ray and Glabman will report on activities related to the Balboa Branch Replacement project.

Trustee Ray instructed the BLT to look at Page 34 and noted the statistics were compiled by staff to illustrate the trends. COVID has impacted the process.

Library Services Director Hetherton reported that the committee wanted to provide the BLT with an overview of the Branch's use. The public survey can be presented to at the December BLT meeting. The statistics show a decline in usage in several key areas, but the support for the branch in the community is high. The usage tends to follow the Library as a whole. Statistics have declined because when the economy goes well library usage goes down. Public transportation and other services see a similar decline. In 2010 there was a plan to move the branch to Marina Park which received significant public pushback. He believed that public sentiment remains, and the branch is being used. There is a broad array of things that could be planned in the facility in the future that would boost usage numbers. City staff has discussed placing a tot lot in to draw people into the facility. For those reasons he suggested the BLT not be too swayed by the numbers.

Trustee Ray explained that she often drives by the library and commended staff for setting up curbside service.

Library Services Director Hetherton said that the curbside service was well received. Balboa also did virtual programming during COVID.

Chair Watkins called for BLT questions.

In response to Vice Chair Kost's inquiry about the city's timeline for the new branch and fire station Library Services Director Hetherton replied that the project should be completed by 2025. He is meeting with Public Works on November 30 about the Capital Improvement Program (CIP) timeline and will advocate for the project. The design phase is in 2023-2024 and the construction would be 2024-2025.

Trustee Ray stated that she would like to see the schedule accelerated.

Library Services Director Hetherton agreed and stated that there had been a lot of deferred maintenance over the years.

Chair Watkins requested that Library Services Director Hetherton update the BLT in December on his meeting with Public Works Director David Webb. He would attend the CIP summit and make a pitch for accelerating the schedule. He requested Trustee Ray attend as well.

Library Services Director Hetherton said that he would make the BLT aware of the date for the CIP and would report back on the meeting on November 30.

Chair Watkins called for further BLT input, but there was none. He commented that Trustee Ray and Secretary Glabman are the members of the ad hoc subcommittee and will serve until June 30, 2022. Trustee Ray chairs the committee, assigns meeting dates, and is advised by Library staff. The ad hoc subcommittee is to advise and report to the BLT on the possible replacement of the Balboa Branch and Fire Station and will be dissolved or extended on June 20, 2022. He has reviewed the public survey and believes it to be very well done. He called for a Motion to approve the survey unless there were comments, questions, or changes to the document.

Library Services Director Hetherton explained the survey was not agendaized so the BLT could not take formal action.

Chair Watkins suggested that the item return on the December agenda.

Library Services Director Hetherton agreed.

Chair Watkins called for the public comment.

Jim Mosher, Newport Beach resident, thanked the BLT for the clarification of the purpose of the ad hoc subcommittee. He is in favor of the Library expanding its neighborhood branches. The previous proposal to close the Balboa Branch and move it to Marina Park came when the City Manager thought physical libraries were not a part of the future. The proposed Marina Park Branch was a kiosk where patrons could pick up materials. That was the basis of much of the community pushback.

Chair Watkins called for further public comments, but there were none. The BLT 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 that indoor storytimes resumed earlier that day with good results. Storytimes are being run in a hybrid model with Corona del Mar and Mariners hosting outdoor events. Indoor storytimes are being held at Central and Balboa. He also hosted a tour of the library earlier that day and the library was busy. People appear to be returning to their pre-pandemic routines including the library. The Library continues to follow State and County guidance to make the staff and community feel safe.

Chair Watkins called for BLT or public comments and questions, and several Trustees stated that the Library did a great job throughout COVID-19. He instructed staff to keep the COVID-19 Update on the agenda for at least another month. The BLT received and filed the report.

11. Library Services

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

Library Services Director Hetherton reported they were unable to locate the original MOU between the Friends of the Library and either the BLT or the City. The document is important because it allows the Friends of the Library to conduct business. The City Attorney's Office is working with the Friends of the Library to draft a new MOU. The MOU will go to the Friends of the Library for review and then the BLT. If the MOU needed to go to Council, it would require a BLT recommendation. He showed physical examples of some of the merchandise that will be sold in the Friends Gift Shop.

In response to Vice Chair Kost's question about when the Gift Shop could be stocked Library Services Director Hetherton explained that they could not sell anything without the MOU.

Vice Chair Kost suggested stocking the Gift Shop to build excitement.

Library Services Director Hetherton agreed and said he would speak with staff. All merchandise is produced in the United States.

In response to Secretary Glabman's question about the displays, Library Services Director Hetherton explained that they were mostly set. The space is nice, and the passport side is open and conducting business.

Library Services Director Hetherton announced a City Council Meeting on November 30 at 5:00 p.m. in chambers and noted the Library Lecture Hall concept approval and MOU would be on the consent calendar. The Holiday Open House is part of the Corona del Mar Christmas Walk and Trustees are encouraged to attend. The next BLT meeting is on Monday, December 20.

Youth & Branch Services Coordinator/Acting Library Services Manager Debbie Walker introduced Children's Librarian I Jasmin Avila to the BLT.

Chair Watkins said that he was advised the BLT did not need a robust turnout for the Council Meeting on November 30 as it is not expected to be controversial. However, he will attend the meeting. He called for the public comment, but there was none. He indicated the BLT would receive and file the report.

B. Monthly Reports

12. Library Foundation Liaison Reports

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

Vice Chair Kost reported they met on November 1 via Zoom. The donor party was attended by 79 people and was very successful. The Foundation was a co-presenter at the Newport Beach Film Festival which was good publicity. They are looking to partner on a production of *Our Town* with the South Coast Repertory, which would be another event they could present at. The next issue of *Newport Navigator* will advertise the Library Live and Witte Lectures. Tickets are already on sale. *Bookmark* was recently sent out to 10,000 residents. The Foundation is looking to update the “donate now” page of the website to improve it and get more monthly donations instead of annual donations. The Foundation received \$22,000 in donations in October. They also received a \$15,000 California Relief Grant. Marilyn Krahe is the new Foundation member on the Board.

Jerold Kappel, CEO of NBPLF, added that for the first time ever the Foundation completed an annual report.

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

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

Chair Watkins stated that the *Bookmark* was well written and that he enjoyed Library Services Director Hetherton’s prolog. He also enjoyed the descriptions of the Library Live and Witte speakers, Mr. Kappel’s budget analysis, and the artwork. The Committee met by Zoom on November 2. Speakers and dates have been announced. If patrons purchase two tickets to all the Friday night Witte Lecture Series and Thursday night Library Live Lectures the total cost is \$720. Tickets went on sale November 10 and will be capped at 200 per event. The Committee also discussed eight or so authors and additional programs for 2023. NBPLF Board members Johanna Kim and Tammy Tang are the new co-chairs of the Committee and the next meeting is scheduled for December 7. He called for BLT or public comments or questions, but there were none. The BLT received and filed the report.

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

Secretary Glabman reported the Committee met on November 4 in person and discussed the upcoming season. Ezra Klein of the New York Times is the first speaker and will discuss polarization and American politics, Eddie Glaude, Jr. will be on February 11 and 12, Suzanne Simard will speak March 18 and 19, Charlotte Alter is the final speaker on

April 8 and 9. Currently there are 22 donors for the series. Ticket revenue covers less than a third of the cost of the series. The Friends Room only holds 200 people so the Committee is looking for community partners in the Witte Lecture series. The Committee is already brainstorming for the 2023 lecture series, both topics and speakers.

Chair Watkins stated that on Fridays there was a supper with wine available after the lecture included in the ticket price. He was not sure what was available on Saturday.

Secretary Glabman said that coffee and cookies are served.

Chair Watkins called for Board comments or questions, but there were none. He then called for the public comment.

NBPLF C.E.O. Jerold Kappel stated they have already sold 200 tickets for Ezra Klein.

In response to Secretary Glabman's question about being sold out, NBPLF C.E.O. Jerold Kappel explained that there were two presentations.

In response to Secretary Glabman's question about partnering with South Coast Repertory Mr. Kappel explained they were staging *Our Town*, so the plan was to have a book discussion. They have had similar successful partnerships prior to the pandemic. They have also reached out to the Environmental Nature Center and they will do a campaign with bike shops and clubs in Orange County. Targeting organizations is a good way to get publicity.

Secretary Glabman confirmed they were working on creating community synergy between organizations.

Chair Watkins announced the BLT received and filed the report.

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 of the Library did not meet in November. He attended the volunteer luncheon with Library Services Director Hetherton on November 9th in recognition of the people who work in the Friends store. The Friends brought in \$19,493 in October. The membership stands at 723. He announced the fall book sale scheduled for November 19 and 20.

Chair Watkins Chair Watkins called for Board comments or questions.

Secretary Glabman asked if the bookbags could be sold at the Friends book sales.

In response to Library Services Director Hetherton's question about how many bookbags they had available, Adult Services Coordinator Rebecca Lightfoot said they did not have many.

Trustee Coulter explained that the Friends supply the bags for the sale.

Secretary Glabman explained that the bookbags would be for sale.

Trustee Coulter explained that they could not use a larger bag to get the \$3 per bag sale price.

Secretary Glabman stated that she understood.

Trustee Coulter said the sale was \$3 per bag of books.

In response to Vice Chair Kost's question about whether or not the books were preselected, Trustee Coulter explained that patrons select their own purchases. The sale is for members only on Friday and is open to the public on Saturday.

Chair Watkins stated the BLT received and filed the report.

14. Literacy Services Liaison Report

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

Trustee Ray reported there are 67 active tutors and 10 waiting to be tutors. There are 101 active learners and 17 waiting to be learners. The numbers are increasing as the learner orientation and tutor training are now in person. They hope to return to pre-COVID numbers by the end of the FY. Literacy circulated a survey to learners to help develop new classes with over a 50% response. The reimaged classes started in October. The Maggie Shipstead Happy Hour was very successful, but there were some comments about masks and vaccination confirmation. December 4th at 10:00 a.m. will be the annual vote on the Advisory Board for 2022. Those interested in attending should RSVP. Board Member Jan Oates is terming out after six years. Eve Marie Kuntzman is also terming out as President. The planning of the Gift of Literacy Luncheon is underway for 2022 after being canceled in 2020 and 2021 for COVID.

Chair Watkins called for BLT comments and questions. Literacy Coordinator Cherall Weiss had reported they made \$4,500 off the Maggie Shipstead Happy Hour. He called for the public comment, but there was none. The BLT received and filed the report.

XIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jerold Kappel, CEO of NBPLF, announced that at 7:00 p.m. that evening is Medicine in Our Backyard. There are 147 people signed up to hear Dr. David Lee of UCI discuss prostate cancer. Normal attendance is 100 to 110 people, so 150 people is an improvement. The program will remain on Zoom until March when they plan to go live.

Jim Mosher, Newport Beach resident, noted that Mariners Library has a large collection of cookbooks. The previous Library Services Director was interested in culinary arts and hosted a program called "What's Cooking at the Library" which attracted large audiences. He suggested the BLT consider revive the program.

Chair Watkins said that with Library Live they investigated hosting chefs as part of the program.

XIV. 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 congratulated Annika Helmuth on the recent interview in Stu News. He also requested that the Balboa Branch Update Survey be added to the agenda for December 20, 2021.

XV. ADJOURNMENT – 6:00 P.M.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

NOVEMBER 2021

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>11/02/2021</u> <u>Email</u> <u>Debbie Walker</u> <u>Library Services Manager, Acting</u> <u>11/03/2021</u>	Librarian shout-out: Andrew Kachaturian kept the library clean and safe. Please acknowledge my kudos and keep up the great work.	I am responding to your email regarding Andrew Kachaturian and the fact that he keeps the library clean and safe. I have let Mr. Kachaturian know about the compliment. Newport Beach Public Library staff does pride itself in offering the best customer service possible for our patrons and hope to make their experience using the Library a positive one. Again we appreciate that you contacted us to acknowledge staff.
<u>2</u> <u>11/21/2021</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>11/22/2021</u>	Long time Newport Beach resident here. I was thinking of reaching out to residents of Newport Beach to create a regular "board game" night at the NB library - that is assuming you would be interested in having people come to play (during regular open hours) and had a room that we could use for the weekly event. If someone could let me know, that would be appreciated.	Thanks for your suggestion. Because of space limitations and programming obligations, we do not have a room available for a regular board game night.
<u>3</u> <u>11/21/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>11/22/2021</u>	I am currently looking for a room to go record in and I came across a post on Reddit about your sound lab. I'd like more info about it. Is it a room where I'd be able to bring my own equipment into or is it more of a shared space?	The Sound Lab is a private space that checks out for a four hour block of time on your valid Newport Beach Public Library card. You are welcome to bring in your own equipment. The room is equipped with some recording equipment. There is more information on what exactly is in the Sound Lab as well as instructions on how to make a reservation on our website: https://www.newportbeachlibrary.org/services/media-lab . I hope that helps! Please let me know if you have any other questions. Thank you.
<u>4</u> <u>11/24/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>11/24/2021</u>	No WiFi after hours? Friends, I happened to be near the Mariners Branch this morning shortly after 7:30 a.m., and hoped to download a file. After completing the WiFi login and selecting an ID, I received only a "Library is closed" message and no connection. Has NBPL reverted to its "WiFi only when library is open" policy? Or was this inadvertent?	I do apologize for the inconvenience. The WiFi hours should be the same at all four locations, 6 a.m. until 10 p.m. I have contacted City IT and asked them to correct the issue. Hopefully it will be resolved quickly. Please don't hesitate to let me know if you have any other questions or concerns. Thank you.

NEWPORT BEACH PUBLIC LIBRARY

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

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

“The public library is where place and possibility meet.”

- Stuart Dybek

Star Library 2021

Newport Beach Public Library has once again been named as a Star Library in the 14th edition of the national ranking compiled by Library Journal. The Library has attained 3-Star status, according to the 2021 Library Journal Index of Public Library Service and Star Library ratings.

In 2021, 5,846 U.S. public libraries were scored, based on data from 2019, on the Index of Public Library Service. The index compares spending peers in seven areas: usage of online content, physical circulation, circulation of electronic materials, library visits, program attendance, public internet computer use and Wi-Fi sessions. Keith Curry Lance, who compiled the index, originally intended to add library website visits to the LJ Index criteria in 2021, in order to offer a well-rounded picture of library use. Because so many libraries opted not to include this data, the addition of this data was deferred to the 2022 edition.

Newport Beach Public Library is the only Star Library in Orange County, and 1 of nine in California. This is the twelfth time in fourteen years that Newport Beach Public Library has been named a Star Library.

Library Journal’s Design Institute

On Tuesday, November 30, Librarian II Annika Helmuth attended the Library Journal Design Institute, a comprehensive online virtual event featuring noted architects and vendors in library design who addressed design trends, spotlighted case studies, and answered pressing questions from the field. Annika reports that, “Library Journal’s Design Institute brought library professionals together with notable architects to provide an in-depth examination of trends in library design. Through moderated panel discussions, architects from various library design projects across the United States highlighted key considerations for existing and new library projects. There was a call for flexibility and discussions on the importance of identifying under-utilized spaces to reimagine, for example, computer labs and mobile stacks as spaces for programming. It was noted that design should account for evolving service needs and create adaptable spaces with decentralized service desks and pop-up items that can easily assemble and disassemble. Professionals recognized the need to rethink library stacks from linear warehouses to fluid and inviting spaces with consolidated collections and a shifted focus towards collection performance. There was a consensus on designing with regard to biophilia, bringing the outdoors in, creating more space for light and increased connectivity with the natural environment. Many spoke about sustainability considerations, to turn, for example, outdoor spaces into community gardens or charging stations for vehicles or bicycles. When planning a re-design, presenters spoke

to the need for relationship-driven environments, to create spaces that allow for partnership and collaboration, for active learning that goes beyond maker spaces and promotes project-based learning with self-directed and experimental learning spaces. Speakers also highlighted post-COVID reflections including Wi-Fi availability outside, spaces to be together, separately, and the needs of an evolving workforce with demands, for example, more meeting rooms. Key ideas such as the necessity for both connectivity and choice, approachability and awe reigned the discussion and further stressed the importance of designing libraries for people and community just as much as the books themselves.”

WHEELHOUSE LIST FOR LIBRARY TRUSTEES

- **Board of Library Trustees meeting**
Tuesday, January 18
Small Conference Room, Central Library
5 p.m.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

On November 15, Central and Balboa branch began offering indoor storytimes while Mariners and CdM branches continued to offer the outdoor options. In staffing news, Balboa welcomed part-time Clerk Tina Quan to the team and Fabian Vazquez, Central Page, began working Fridays and Saturdays at CdM.

On November 4, an ad hoc subcommittee, comprised of Tim Hetherton, me, Children’s Librarian Annika Helmuth, Balboa Branch Librarian Evelyn Rogers and Board of Library Trustees Janet Ray and Barbara Glabman, met at Balboa to discuss various issues regarding the project to replace and rebuild the Balboa Branch and adjacent fire station.

Youth Services

In mid-November the decision was made to move storytimes at some locations indoors. Masks are required for children ages 2 and up and unvaccinated adults, with the recommendation that masks be worn by all attendees for an indoor event. All locations completed the popular In-n-Out Cover to Cover Library Reading Program on Saturday, November 13 with a collective total of almost 600 registrants. Eastbluff Elementary School once again brought artwork from their annual Reflections contest to Central to be displayed in the Children’s room for the first two weeks of November. Annika was our celebrity of the month when she was featured in an article by Amy Senk in Stu News. Annika had the opportunity to share what she does as a Children’s Librarian and what wonderful services and materials we have to offer our younger patrons.

Teen Services

Young Adult Advisory Council (YAAC) members had a productive meeting in the Children’s room on November 10, where in addition to regular business, they began planning the decorations they would be making for the Central Children’s room to enhance the Winter Wonderland display. On November 4, an in-person program co-hosted with Strive to Learn discussed the UC Application process and was well attended and well received.

Facilities

Central thankfully had a quiet month in terms of general facility related issues. Early in the month, Cal Building systems completed their inspection of the fire sprinkler system which was the final piece needed to complete Central's annual sign-off from the Newport Beach Fire Department. The key card security entry system at Central was in full swing by the first of the month and is proving to be very popular with staff. At Mariners, at least one meeting was held to discuss issues involved with the outside lighting project being coordinated by the Public Works Department, and Western Allied resolved an issue with a duct detector. At CdM, a non-functioning fan was replaced in the men's public restroom.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR**Staff Vacancies**

Five new people joined the NBPL Circulation Staff this month. Breanna Davenport and Tina Quan began their P/T Library Clerk training. Doug Cox, Melissa Langston, and Tyler Taketa are newly hired Library Pages. All are assigned to Central with the exception of Tina Quan who will work at Balboa once her training is completed.

We continue to work with HR to fill the remaining staff vacancies. Second round Page interviews took place mid-month. We are moving forward and checking references for five candidates. Two P/T Clerk vacancies remain unfilled.

REBECCA LIGHTFOOT, ADULT SERVICES COORDINATOR**Programming**

On November 3, Strive to Learn presented an in-person teen workshop on the UC Application process, the first in-person teen event since the pandemic. The event was well attended and both teens and their parents expressed appreciation for the timely event.

On November 9, the first in-person author event was held. Author Robin Jones Gunn shared her experience of having three of her award-winning Christmas novels turned into the highest rated Hallmark Channel movies at the time of their airing. There were 162 people in attendance. Thanks to the generosity of the Friends of the Library, we were able to raffle off a book and DVD bundle as a door prize. Creating Conversations Bookseller was on hand to sell copies of Ms. Gunn's novels.

The November 14 Sunday Musicale featured a flute and piano duo with a guest cellist for two of the pieces. There were 154 people in attendance.

Notary

The Library's notary services went live on November 15.

Online Resources

Librarian Alex Jenkins started a new feature on the Library's website in November. Every month, a different online resource will be highlighted, with staff writing a detailed guide on how to use the resource. For November we spotlighted Brainfuse's JobNow/VetNow database and uses of that database tripled during the month. We are excited to be able to call attention to all the wonderful online offerings we have over the upcoming months.

Proquest Articles Retrieved 2021-2022

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	758	1023	1108	1036	977								980
Newspapers--Current	762	759	1060	867	1326								955
Newspapers--Historical	3015	2169	1776	1915	2472								2269
Magazines	17	36	53	2905	45								611

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	2805	1906	1492								8883
Ancestry	459	114	185	288	252								1298
AskART	63	55	15	13	11								157
Brainfuse JobNow/VetNow	21	90	348	149	368								976
Britannica School Edition	22	14	93	64	27								220
Facts on File Ancient History	0	33	65	1	36								135
Gale Archives Unbound	219	1534	7687	3942	14030								27412
Gale Directory Library	7	14	14	21	39								95
Gale in Context: Biography	6	0	39	19	5								69
Gale in Context: Elementary	2	0	3	4	7								16
Gale in Context: Opposing View	11	18	10	36	1170								1245
Gale Literature Resource Center	12	5	20	8	27								72
Gale Virtual Reference Library	23	66	151	44	97								381
HeritageQuest	1602	1895	935	1879	857								7168
Legal Information Ref Center	12	34	18	48	18								130
National Geographic	114	36	38	18	60								266
National Geographic Kids	57	20	21	10	35								143
NewsBank (OC Register)	1060	1146	1188	1120	934								5448
NoveList Plus	79	64	195	49	68								455
NoveList K-8 Plus	24	28	46	27	27								152
ProQuest	1858	2459	3029	5780	2884								16010
Proquest eLibrary	1	12	24	12	9								58
Reference USA Business	539	486	360	216	354								1955
Reference USA Residential	96	55	433	37	39								660
SIRS Discover	0	0	10	11	60								81
SIRS Issues Researcher	413	185	501	3188	3143								7430
World Book Online	7	22	25	67	53								174
Tracked by #page views													
Artist Works	14	23	11	13	8								69
Consumer Reports	2054	2291	1714	1772	2185								10016
CultureGrams	0	21	171	132	28								352
Morningstar	5070	5727	5600	5902	6254								28553
RealQuest	36	12581	8192	27	63								20899
Tumblebooks	19	7	27	14	66								133
Value Line	14720	12441	14510	16072	17351								75094
Tracked by courses													
Udemy	2316	1523	1266	2097	1925								9127
Tracked by Hours Used													
ABC Mouse	26.25	39.43	33.65	25.15	27.02								151.5
Rosetta Stone	67.32	68.5	58.87	63.05	32.85								290.6

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	40500	39931	36865								39538	197688
New Users	35072	34955	35426	35046	31947								34489	172446
Sessions	73733	73195	72935	72310	66539								71742	358712
Pageviews	249347	242176	244237	248891	228139								242558	1212790
Sessions Per User	1.83	1.83	1.80	1.81	1.80								1.81	--
Pages Per Session	3.38	3.31	3.35	3.44	3.43								3.38	--
Avg. Session Dur. (min)	2.68	2.70	2.62	2.70	2.63								2.67	--
Bounce Rate (%)	54.90	55.57	56.18	56.28	55.67								55.72	--

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	224	241	269								243	1215
CdM	121	191	102	163	142								144	719
Mariners	933	1229	1262	1040	1196								1132	5660
Central	12055	11896	11283	11617	9990								11368	56841
Total	13334	13572	12871	13061	11597								12887	64435

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	21891	25375	30679								24739	123693
CdM	9508	17717	9806	14939	13867								13167	65837
Mariners	100962	142648	139271	114620	128143								125129	625644
Central	1711361	1626605	1511287	1581285	1370595								1560227	7801133
Total	1840365	1814184	1682255	1736219	1543284								1723261	8616307

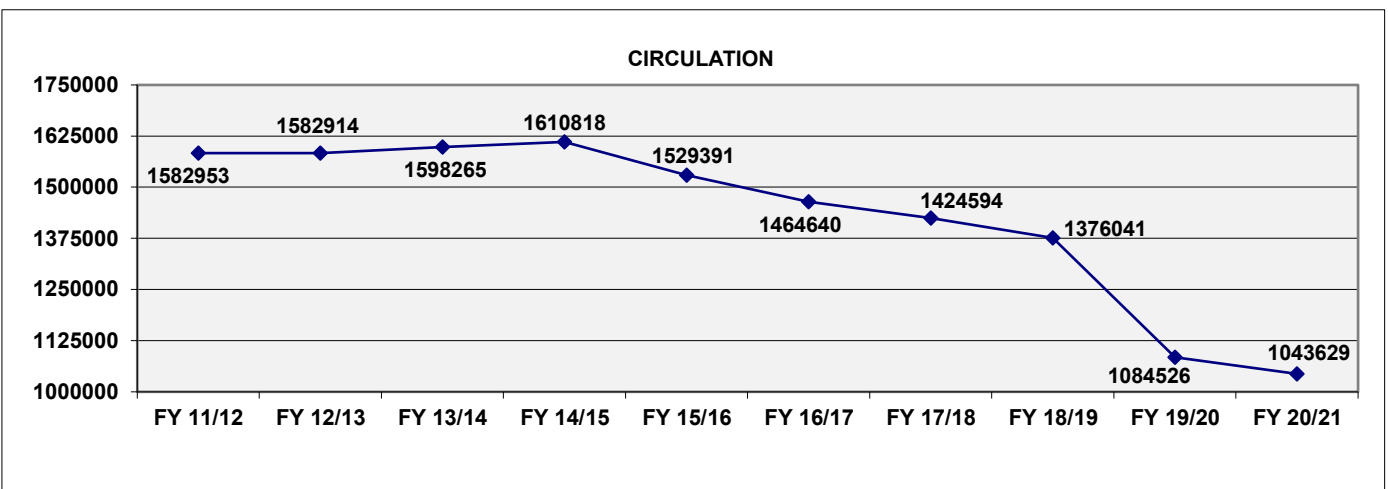
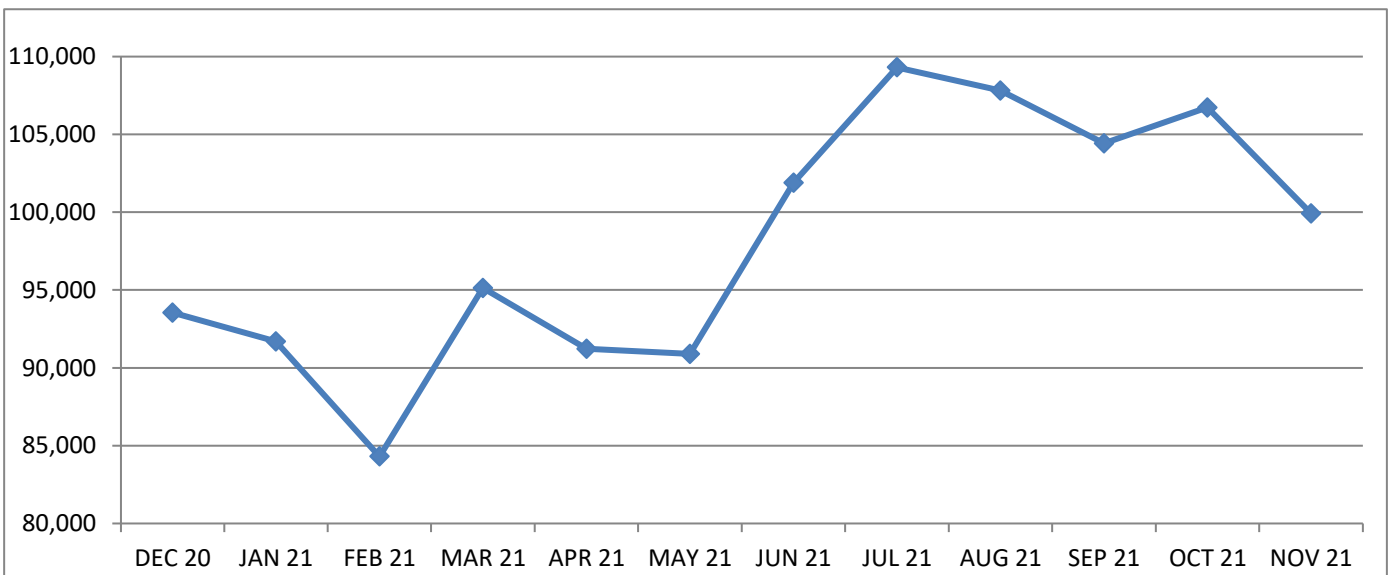
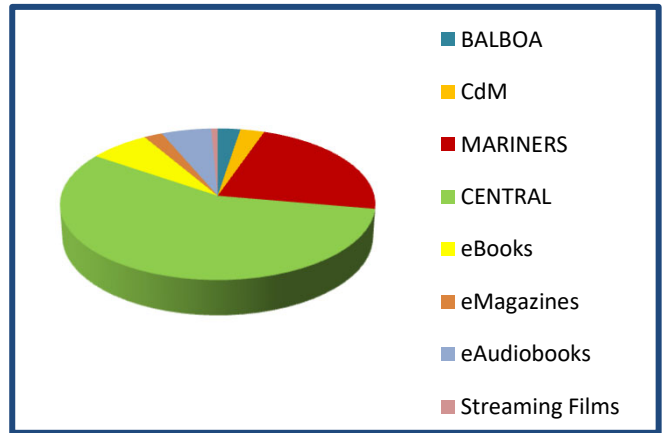
Cassie Wireless (Spot) Average Length Per Session (min) 2021-2022

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	82.37	106.30	97.73	105.29	114.05								101.80	--
CdM	78.58	92.76	96.14	91.65	97.65								91.57	--
Mariners	108.21	116.07	110.36	110.21	107.14								110.54	--
Central	141.96	136.74	133.94	136.12	137.20								137.24	--
Total	138.02	133.67	130.70	132.93	133.08								133.72	--

NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2021

CIRCULATION

	NOV 21	YTD 21/22	YTD 20/21
BALBOA	2,583	12,123	13,492
CdM	2,752	14,703	12,088
MARINERS	22,396	114,170	66,850
CENTRAL	56,714	305,083	205,136
eBooks	6,928	38,880	40,096
eMagazines	2,117	10,719	28,362
eAudiobooks	5,690	28,992	24,978
Streaming Films	740	3,547	3,924
TOTAL	99,920	528,217	394,926

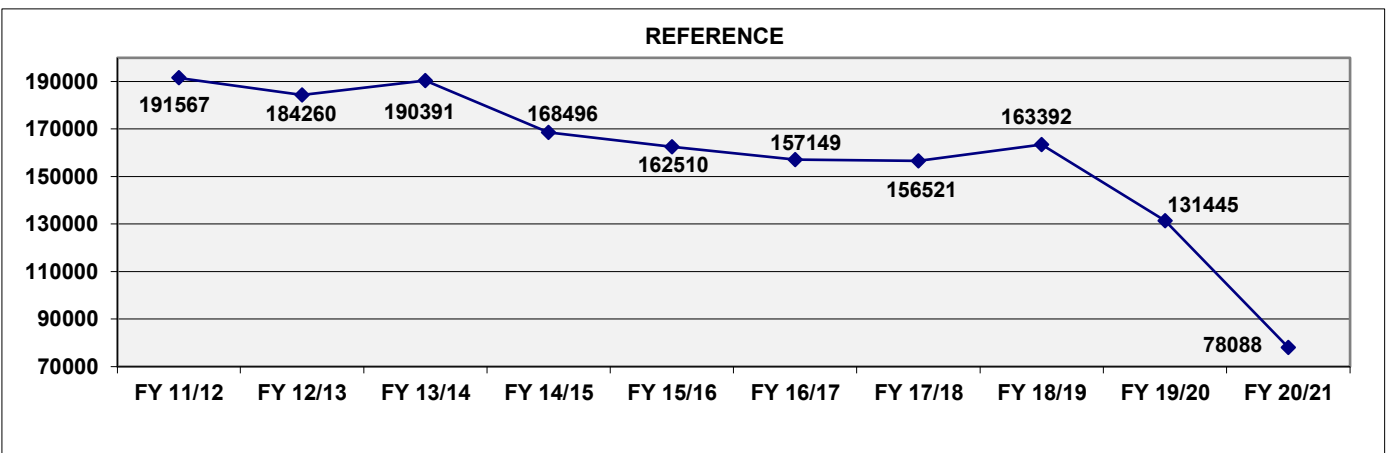
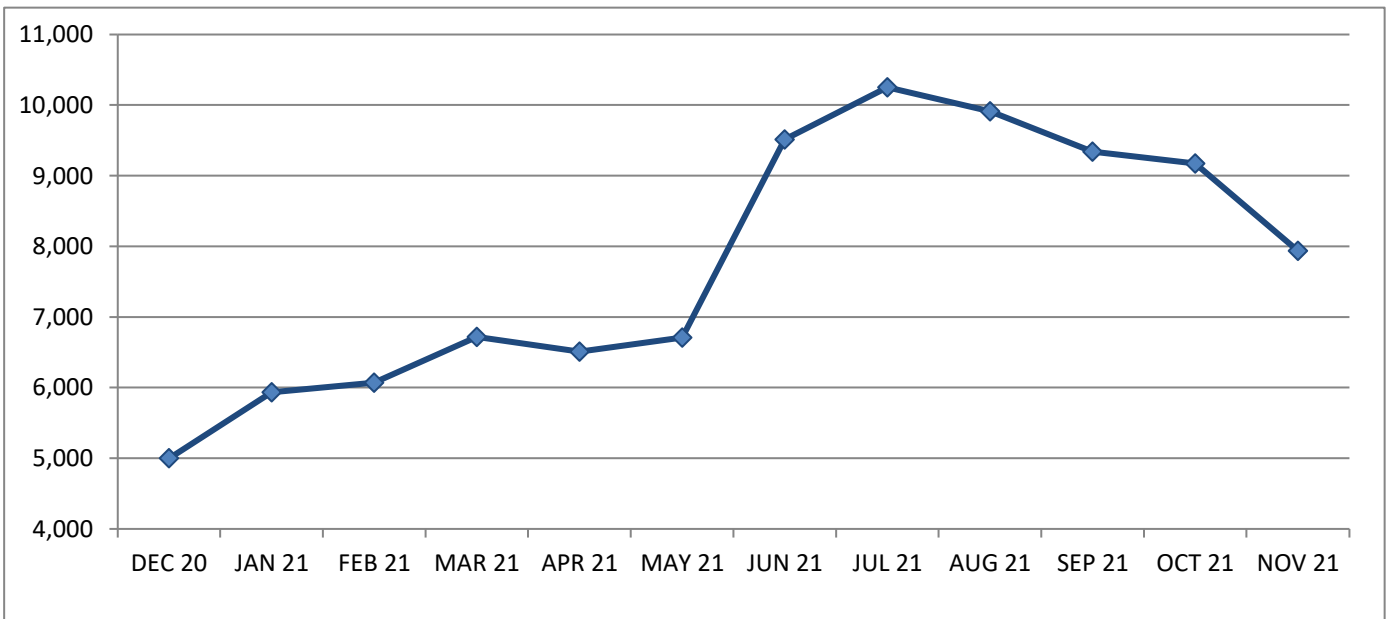
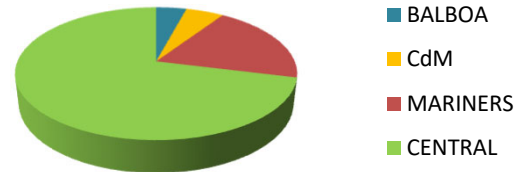


NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2021

REFERENCE

BALBOA
CdM
MARINERS
CENTRAL

NOV 21	YTD 21/22	YTD 20/21
331	1,674	1,596
412	2,220	1,440
1,549	9,334	8,299
5,646	33,383	20,303
TOTAL	7,938	46,611



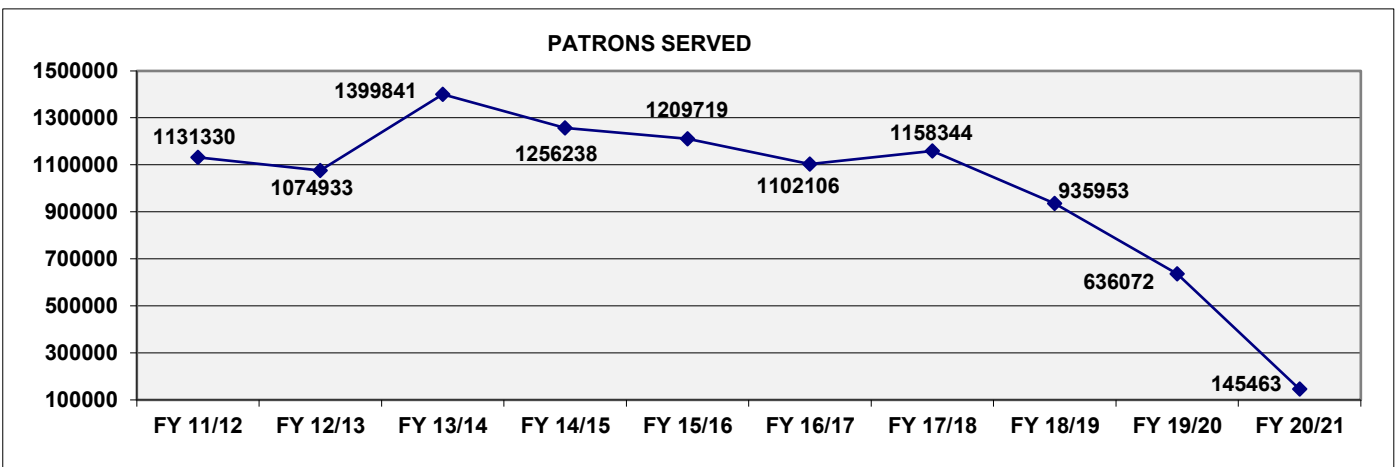
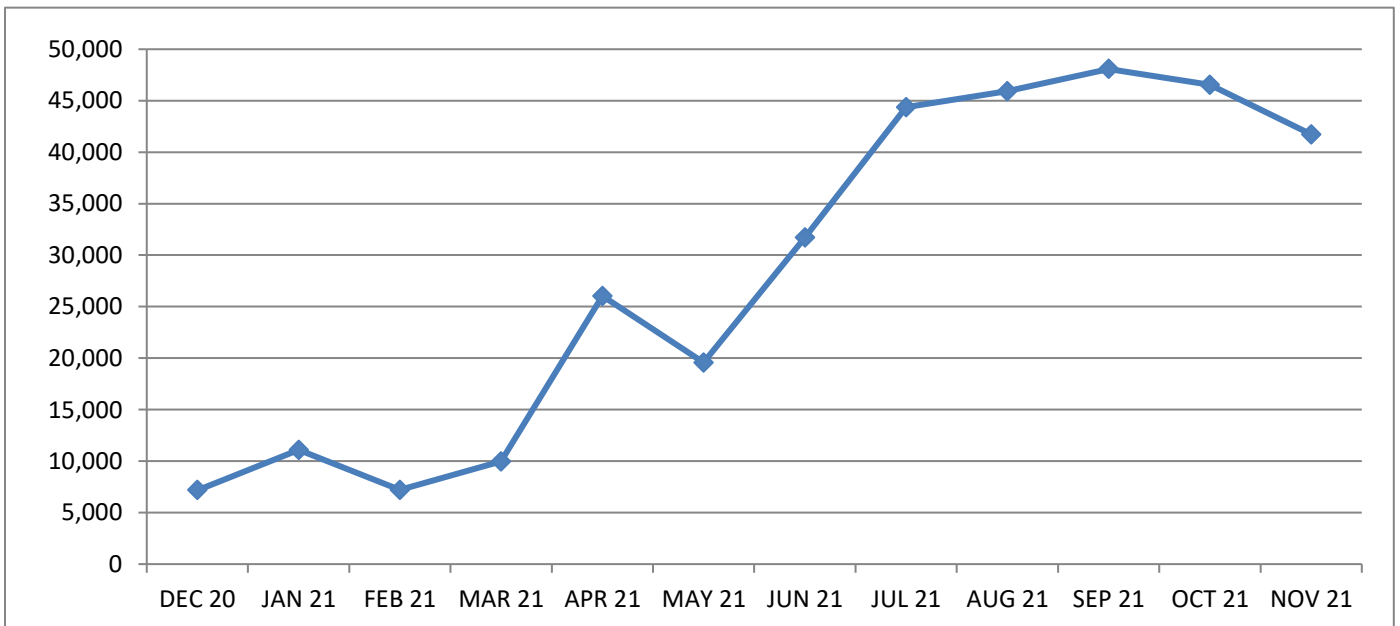
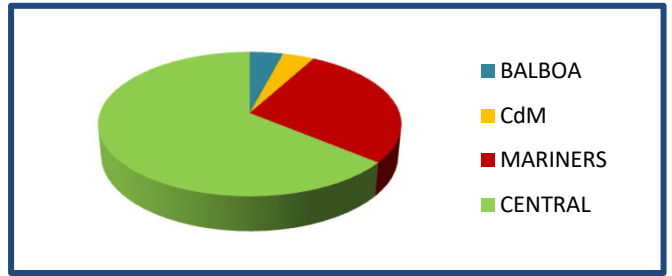
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2021

PATRONS SERVED

BALBOA
CdM
MARINERS
CENTRAL

TOTAL

NOV 21	YTD 21/22	YTD 20/21
1,723	9,846	1,432
1,630	15,516	1,574
11,641	52,206	9,123
26,736	149,104	20,502
41,730	226,672	32,631



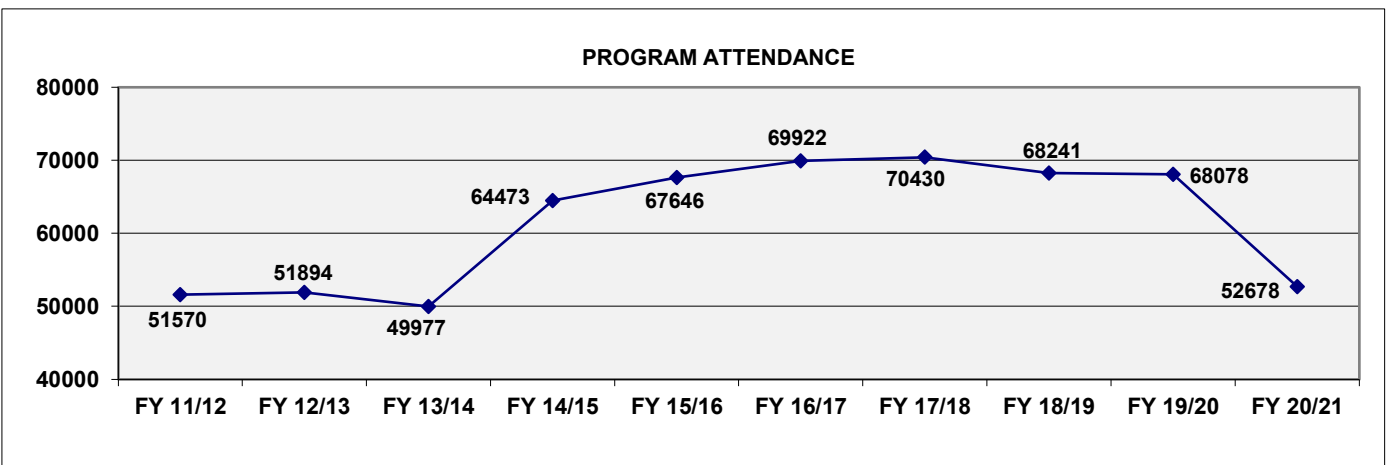
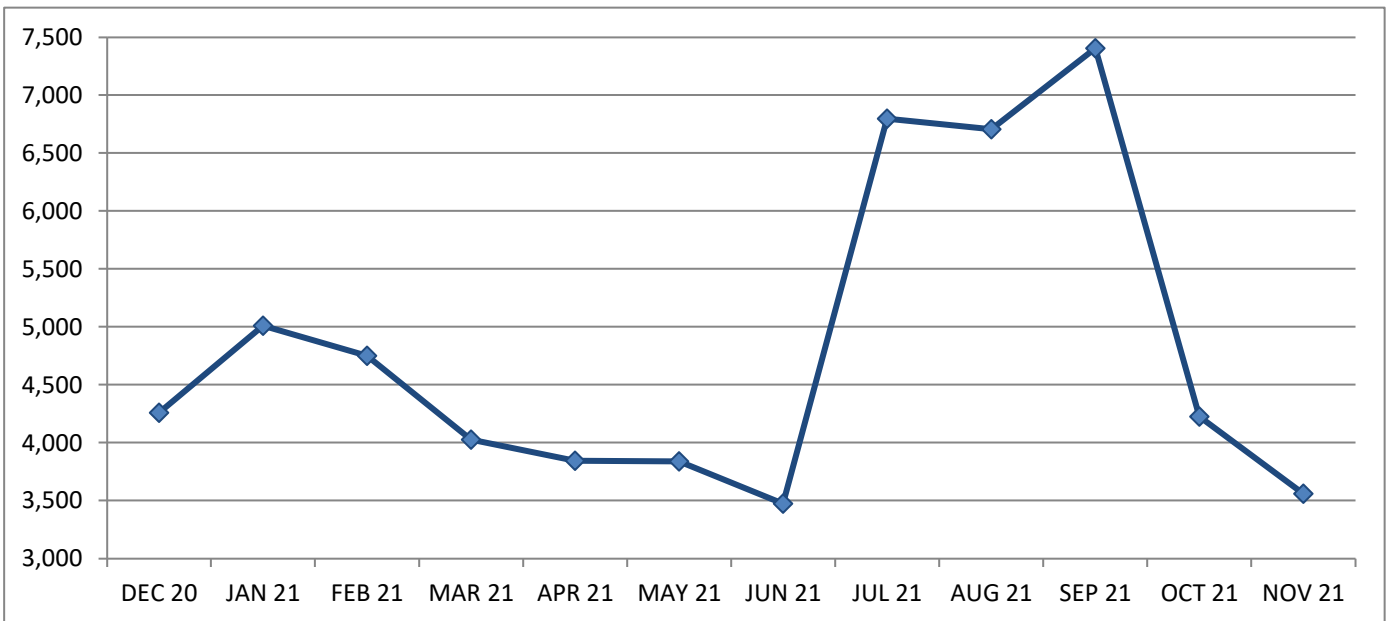
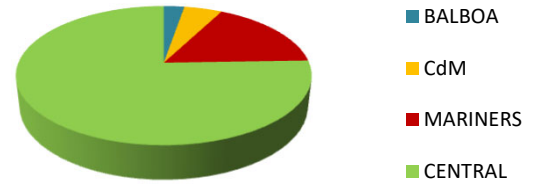
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2021

PROGRAM ATTENDANCE

BALBOA
CdM
MARINERS
CENTRAL

TOTAL

NOV 21	YTD 21/22	YTD 20/21
96	413	170
177	1,076	173
598	2,703	622
2,688	24,503	22,516
3,559	28,695	23,481



LIBRARY EXPENDITURES

(December 2, 2021)

FY 2021-22

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	LAST MONTH YTD	MONTHLY EXPENDED	AVAILABLE BUDGET
I SALARY & BENEFITS						
SALARY FULL-TIME REGULAR	2,954,186	2,817,948	1,066,323.15	855,881	210,442	1,751,625
SALARY PART-TIME	1,162,634	1,166,634	310,622.93	247,529	63,094	856,011
BENEFITS	2,143,211	2,249,334	911,381.19	670,220	241,161	1,337,953
SALARY & BENEFITS TOTAL	6,260,031	6,233,916	2,288,327	1,773,630	514,697	3,945,589
II MAINT & OPERATION						
PROFESSIONAL SERVICE*	164,393	198,621	74,527.82	65,947	8,581	124,093
UTILITIES	284,373	284,373	135,345.26	110,172	25,173	149,028
PROGRAMMING	5,500	5,000	852.96	478	375	4,147
SUPPLIES**	81,970	66,807	28,134.71	20,641	7,494	38,672
LIBRARY MATERIALS	619,740	620,440	292,209.23	279,209	13,000	328,231
FACILITIES MAINTENANCE	184,686	181,764	57,616.41	47,319	10,297	124,148
TRAINING AND TRAVEL	10,681	9,581	461.76	398	64	9,119
GENERAL OPERATING EXPENSES***	24,202	23,694	7,764.65	5,695	2,070	15,929
PERIPHERALS & SOFTWARE	5,000	27,891	795	795	0	27,096
INTERNAL SERVICE FUNDS	1,758,054	1,758,671	879,335.64	586,224	293,112	879,335
OFFICE EQUIPMENT	2,000	2,000	1,514.49	1,514	0	486
MAINT & OPERATION TOTAL	3,140,599	3,178,842	1,478,558	1,118,393	360,165	1,700,284
LIBRARY BUDGET TOTAL	9,400,630	9,412,758	3,766,885	2,892,023	874,862	5,645,873

*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	Balboa Branch Replacement Update		Ongoing
Ongoing	COVID-19 Update		Ongoing
Ongoing	Policy Review (See List Below)		Ongoing
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
Sep 20, 2021	Literacy Program Update		Sep 19, 2022
Oct 18, 2021	Branch Update - Mariners		Oct 17, 2022
Oct 18, 2021	Youth Services Update		Oct 17, 2022
Nov 15, 2021	Performance Review of Library Services Director (Closed Session)		Nov 21, 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
Aug 23, 2021	NBPL 14	Friends Meeting Room	Aug 21, 2023
Nov 15, 2021	NBPL 15	Library Lecture Hall	Nov 21, 2023

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: Review of the Library Lecture Hall Policy (NBPL 15)

RECOMMENDATION:

Staff recommends that the Board of Library Trustees review and accept revisions to Library Policy NBPL 15, Library Lecture Hall.

DISCUSSION:

Library Policy NBPL 15, *Library Lecture Hall*, establishes procedures for processing and approving or disapproving requests from private persons, groups, or organizations for permission to use the proposed Library Lecture Hall. The policy states priorities for the use of the Lecture Hall to ensure its availability to Library support groups, the City and its officers, and employees, and to resolve any conflict related to requests for use by others. It provides standards and criteria for the use of the Library Lecture Hall. The policy delineates standard conditions for use of the facility. Procedures for reserving the room have also been established.

Revisions to the policy include the addition of the City of Newport Beach as a first priority user of the facility, for official City business and/or City sponsored programming, and a minor revision of the language dealing with the building's legal occupancy.

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 – *Library Lecture Hall* policy (NBPL 15)
ATTACHMENT B – *Library Lecture Hall* policy (NBPL 15) red-lined
ATTACHMENT C – *Library Lecture Hall* policy (NBPL 15) updated

The Library Lecture Hall

Background

The auditorium at the Newport Beach Central Library is known as the Library Lecture Hall (“LLH”).

The Library Board of Trustees and the Library Services Department administer the Library and the LLH. The LLH is an important source of meeting space for Library, Library-related, Library-affiliated, City of Newport Beach (“City”) and outside lectures, programs, and activities. It is not unusual for Library and City officers and employees to have a need to use the LLH for Library and City business on short notice. Moreover, use of the LLH takes Library staff away from their normal duties and, if uncontrolled, can interfere with the public’s use and enjoyment of the Library.

Applicability

Except as otherwise specifically provided to the contrary herein, this Policy shall not apply to First Priority and Second Priority uses (as defined below) of the LLH as provided below, although the users of such Priorities are required to complete in advance an Application For Use form for such uses. So long as they complete and file in advance the Application For Use form, such users shall be entitled to use the LLH with the permission of and subject to confirming availability with the Library Services Director. Moreover, it shall be permissible for such users to place an advance hold on recurring regularly scheduled dates of use by such users, e.g., the first Thursday morning of each month at 7:30 AM.

Purpose

The purpose of this Policy is to establish:

- A. Procedures for processing and approving or disapproving requests from applicable groups or organizations for permission to use the LLH;
- B. Priorities as set forth below for the use of the LLH and to resolve any conflict related to requests for use; and
- C. Standards and criteria for the use of the LLH to insure there is no significant impact on the workload of staff.

Priorities of Use

The mission of the Library is to be the cultural, educational, and informational heart of Newport Beach (the “Library Mission”). Subject to the Library Mission, to this Policy, and to all related terms and conditions, the LLH is available for use as provided herein. The fact that a group or organization is granted permission to use the LLH in no way constitutes endorsement of the policies or beliefs of that organization by the Library or the City. Even following an advance reservation pursuant to a completed Application For Use, NBPL has a right to preempt any event for a Library or Library-related event; in such rare instances, Library will use its reasonable efforts to assist the group in reserving another date for use of the LLH. The numerical listing below a particular Priority (e.g.,

First Priority) shall indicate the preference or priority within the stated Priority, e.g., First Priority A.1. shall have preference over First Priority A.2.

A. FIRST PRIORITY

1. The Newport Beach Public Library Foundation (the "Foundation") and, thereafter, other NBPL support groups including but not limited to The Friends of the Library and Project Adult Literacy.
2. Any official Library sponsored, co-sponsored, and/or conducted programs and activities that are directly related to the Library Mission and the Library's functions and purposes.

B. SECOND PRIORITY

1. Any meeting or activity of (i) the Newport Beach Chamber of Commerce, (ii) the Corona Del Mar Chamber of Commerce, (iii) Speak Up Newport, or (iv) any other local non-profit organization or entity which organization or entity is based in or around the City and whose meeting or activity is primarily and substantively designed to educate and inform the local community on current issues. With respect to subsection (iv), the Director shall have the discretion to determine whether an organization or entity meets the qualifications set forth in subsection (iv) and whether a meeting or activity meets the qualifications set forth in subsection (iv).
2. Any meeting or activity by local non-profit organizations or entities which organizations or entities are based in or around the City. The Director shall determine whether an organization or entity qualifies as a local non-profit organization or entity for purposes of Second Priority status.

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2. Recreational, social, or civic organizations and/or groups that are promoted and sponsored by City residents or City non-profit organizations that are open to the public and have fifty percent (50%) or more of their memberships held by Newport Beach residents.
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- H. The provision of insurance should be general liability, naming the Library and City and their officers, agents, officials, employees, and volunteers as additional insureds, providing coverage in the amount of not less than \$1,000,000 for any claim, loss, injury, damage, or other casualty that is in any way related to the use and/or occupancy of the LLH by the permittee authorized to use the LLH pursuant to this Policy.
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TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Review of the Laptop Borrowing Policy (NBPL 10)

RECOMMENDATION:

Staff recommends that the Board of Library Trustees review and accept revisions to Library Policy NBPL 10, *Laptop Borrowing*.

DISCUSSION:

The Library has circulated laptops to the public since 2004. The laptops also augment the fixed public computer terminals and help alleviate wait times when demand is high. The Corona del Mar Branch, because of its size and service model, offers laptops exclusively.

Incidents of damage and theft have been rare. Other public libraries both nationally and regionally have emulated the Newport Beach Public Library model of providing laptops for use in the Library.

Revisions to the policy are minor: some small grammatical and capitalization errors have been addressed, and the term “customers” has been changed to the preferred “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).

ATTACHMENT A – *Laptop Borrowing* policy (NBPL 10)
ATTACHMENT B – *Laptop Borrowing* policy (NBPL 10) red-lined
ATTACHMENT C – *Laptop Borrowing* policy (NBPL 10) updated

Laptop Borrowing Policy

1. Patrons who use circulating Library laptops are subject to the library's Internet Use Policy.
2. Laptops can be checked out to current Newport Beach Public Library (NBPL) cardholders whose accounts meet use requirements. These devices are for use within the Library building.
3. The loan period for laptops is 1 hour. Laptops can be renewed for 20-minute increments through the CASSIE print and PC management software as long as there is no waiting list.
4. Laptops may be checked out at the reference desk at the Central Library, from the circulation desk at Balboa branch, and from the reference desks at Mariners and Corona del Mar branches.
5. Customers must present a valid NBPL card and be current in the Library's circulation system. All customers will be required to provide a valid photo identification that will be held at the desk where the customer checked out the laptop. Student IDs will be accepted as valid identification as long as they have a photograph and are current.
6. Customers are limited to one checkout of a laptop per library cardholder.
7. Laptops will be checked out on a first come, first served basis. Laptops returned late will be assessed a late fee as set forth in the Library's Circulation policy.
8. Laptops are due at the Reference Desk at Central or Circulation Desks at the branches 30 minutes before closing.
9. When laptops are checked in, they must be returned with all peripherals.
10. There is a replacement charge for damage or loss of the laptop and/or its peripherals of up to \$1,200.
11. This policy is subject to review and change as authorized by the Board of Library Trustees.

Adopted by the Board of Library Trustees on October 7, 2013.

Amended by the Board of Library Trustees on January 22, 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 January 22, 2019.

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TO: BOARD OF LIBRARY TRUSTEES

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

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

TITLE: Fine Elimination in Public Libraries

DISCUSSION:

Last month, the Orange County Board of Supervisors approved a request from the Orange County Public Library (OCPL) to eliminate fines on overdue library materials.

OCPL joins a growing list of public libraries, including the San Diego Public Library, the Los Angeles County Public Libraries, the San Francisco Public Library, the Pasadena Public Library, the Brooklyn Public Library, New York Public Library, and many others that have eliminated overdue fines. Locally, Santa Ana Public Library eliminated fines in July 2021, and Buena Park Library District did the same in September 2020. Orange Public Library and Mission Viejo Public Library are both exploring the elimination of late fees.

In 2018, a poll of Urban Libraries Council (ULC) member libraries found that 54 percent of responding libraries had eliminated fines in order to increase access for low-income users and children. In January 2019, the city of San Francisco issued the *Long Overdue Report* which detailed the impact of fines on the mission of libraries, and the costs of eliminating fines on libraries, users, and the city and county of San Francisco. The report recommended the elimination of overdue fines throughout the public library system. At their midwinter meeting in 2019, the American Library Association formally resolved that monetary fines are a form of social inequity.

Generally, public libraries that eliminate fines cite the following reasons:

1. Fines are punitive and create barriers to access, especially in low-income communities.
2. Fine elimination improves patrons' relationship to the library.
3. Removing fines improves staff morale.
4. Eliminating fines frees library staff to perform more meaningful work.
5. Eliminating fines will increase circulation and patron visits.

While reasons 1 through 4 are fairly subjective and difficult to quantify, reason 5 can be subjected to simple data analysis. Circulation and patron visit statistics are prime indicators of library use, and access.

On July 1, 2018, San Diego Public Library (SDPL) eliminated fines. The following table shows circulation and patron visit statistics prior to fine elimination and after elimination in 2018.

SAN DIEGO PUBLIC LIBRARY		
FISCAL YEAR	CIRCULATION	PATRON VISITS
15-16	6,840,359	5,448,526
16-17	6,322,664	6,591,169
17-18	7,743,970	6,772,535
18-19	8,037,305	6,996,143
19-20	6,196,778	5,377,801

SOURCE: California State Library Public Library Statistics Portal: https://ca.countingopinions.com/index.php?page_id=3

In Fiscal Year 2018-19, circulation at SDPL increased by 3.5%. Patron visits increased by a little more than 3%. Statistics in these categories for Fiscal Year 2019-20 are lower; like most public libraries, SDPL's statistics were affected by the COVID-19 stay-at-home order and facility closures.

On September 16, 2019, San Francisco Public Library (SFPL) also eliminated overdue fines. The table below shows that the change in policy had little effect on circulation, with circulation decreasing by a little more than 3%.

SAN FRANCISCO PUBLIC LIBRARY		
FISCAL YEAR	CIRCULATION	PATRON VISITS
15-16	10,677,967	6,362,573
16-17	10,763,108	6,210,525
17-18	11,092,406	6,123,244
18-19	11,730,624	5,921,679
19-20	10,866,519	3,817,570

SOURCE: California State Library Public Library Statistics Portal: https://ca.countingopinions.com/index.php?page_id=3

The data sample is admittedly small for both SFPL and SDPL. Because fine elimination is a relatively recent phenomenon at these specific libraries, it is difficult to establish a trend using annual statistics. Fluctuation in circulation and patron visits is also influenced by other factors, such as library closures resulting from COVID-19 in 2020. Staff recommends that NBPL monitor circulation and patron visit statistics at public libraries that have eliminated fines (particularly libraries in Orange County that have eliminated fines) to help determine if it is indeed a factor in increasing circulation and patron visits.

From an administrative standpoint, staff is concerned by the following potential scenario: patrons who take out materials and don't return them when they are due may not be more likely to return the items because the Library eliminated the fines. Conversely, patrons may be more likely to return the item(s) when they receive the bill for the replacement cost. At NBPL, notices and billing for lost materials won't go out for at least 40 days after the item is due. This essentially creates a situation in which the material(s) won't be on the shelves for 6 weeks or more.

In this scenario, the public bears the cost of fine elimination. Patrons who simply want to read a high demand book or require materials for a school project won't be able to read or borrow the item because it hasn't been returned to the shelves. More affluent patrons will purchase the materials they require, but poor or working-class patrons will simply go without. Circulation patterns indicate that the most popular materials are those that are most likely to go missing. NBPL will either spend additional funds buying more copies, or library patrons will have to do without the materials they want or require. Processing payments

for lost items and replacing these items are much more staff-intensive than simply processing an overdue fine. Lastly, patron accounts with lost item fees are blocked from checking out Library materials until the fees are paid.

Another staff concern: fine elimination not only denies access to publicly owned resources but also offers very little to patrons who choose to comply with return dates. Overdue and missing items cause frustration for the public and librarians alike, when they request items – items purchased with public funds and maintained as a shared resource for the community - only to find they are overdue, or lost, and unavailable. The best intentions matter little if fine elimination hurts the majority of library users.

NBPL certainly doesn't want to discourage struggling individuals or families from using the Library, as access to Library collections helps to foster opportunities, including the opportunity for economic growth. Our task has always been providing access to materials and resources in a fair and equitable manner. This includes the effective management of tax dollars while maintaining a fair and accommodating mindset toward each individual patron. Our approach is to recover assets, while preserving patron dignity and fostering goodwill. Our current Integrated Library System (ILS) automatically renews checked out items on patron accounts as long as there are no holds on the item, rather than charging a fine. We hire staff with good judgement, and we empower our supervisors to make thoughtful and compassionate decisions for patrons with excessive fines. The Library will continue to waive fines on a case-by-case basis; the Library Administration currently waives fines accrued or exacerbated by circumstances such as job loss, financial situation, illness, theft, and accidents. We also enable staff to restructure fines to pose less of a burden on 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).

ATTACHMENT A – Public Comments

ATTACHMENT A

Hetherton, Tim

From: Walter Stahr
Sent: December 08, 2021 11:47 AM
To: Watkins, Paul
Subject: No Fines

Dear Paul,

I gather that the library trustees are going to be considering a “no fine” policy for the library.

Please put me down as someone who believes Newport Beach should “go slow” on this issue.

I have concerns about material being checked out for many months, and perhaps never coming back to the library.

And then, in some cases at least, the library would have to purchase another copy of a book.

I would want, before we make a change, to see results from some of the other districts that have gone to “no fine” systems; are they losing more material forever?

If you want to share with your colleagues on the board, please do.

Best, Walter Stahr

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: Balboa Branch Replacement Survey

RECOMMENDATION:

Staff requests that the Board of Library Trustees review the attached survey and approve it for dissemination.

DISCUSSION:

Surveys can be an extremely useful means of efficiently gathering data about the Library users' attitudes, knowledge, behavior, and experiences. Libraries typically develop surveys for three reasons: to gauge user satisfaction, to assess users' needs (usage), or to learn more about outcomes—that is, the end results of using the library. Satisfaction survey questions are designed to determine what the library is doing well in its users' opinions and what areas can be improved. Usage refers to patrons' behaviors (e.g., "How often do you use the library in a typical month?"). Outcomes can be described as what was accomplished or gained by using the library.

In preparation for the design phase of the Balboa Branch Library replacement, staff has created a public survey to solicit input from branch users. Pending approval, the survey will be disseminated online and in print. Staff will also craft a press release to publicize the survey in local media and provide a link to the survey.

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 – Draft of Balboa Branch replacement survey.

Public Survey – Balboa Branch Library replacement

The Balboa Branch Library is scheduled for replacement in 2025. Before the City enters the design phase for the new facility, the Newport Beach Board of Library Trustees is interested in engaging the public about their satisfaction, use, and experiences.

Section 1: Please check one answer for each of the following:

1. Do you have a library card?

Yes

No

☐☐

2. On average, how often do you visit the Balboa Branch Library?

Daily

Weekly

Monthly

Less than
once a
month

Never

☐☐☐☐☐

3. How would you rate each of the following library services at the Balboa Branch?

Excellent

Good

Fair

Poor

Don't
know/Not
applicable

Customer service

☐☐☐☐☐Collection (books, DVDs, music,
newspapers, etc.)☐☐☐☐☐

Programs (classes, storytimes, etc.)

☐☐☐☐☐Online services (website, catalog,
research databases, etc.)☐☐☐☐☐

ILL (Inter-library loan)

☐☐☐☐☐

Library policies

☐☐☐☐☐

Computers and printers

☐☐☐☐☐

Internet access

☐☐☐☐☐

Facilities

☐☐☐☐☐

Hours of operation

☐☐☐☐☐Overall, how would you rate the
library?☐☐☐☐☐

Public Survey – Balboa Branch Library replacement

4. How important is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference (research assistance from librarians)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, storytimes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help using computers, printers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study rooms/reading areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community meeting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspapers and magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how important is the library to you and your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Public Survey – Balboa Branch Library replacement

Section 2: We value your opinions. Please answer the following questions:

5. What do you value most about the Balboa Branch Library?

6. How could the Balboa Branch Library or its services be improved, if at all?

7. How does the Balboa Branch Library benefit you or the community?

Thank you for your time! If you have questions about this survey or about the library, please contact us at @newportbeachca.gov.

TO: BOARD OF LIBRARY TRUSTEES

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

PREPARED BY: Francine Jacome, Administrative Support Specialist

TITLE: Holiday and Meeting Schedule for 2022

RECOMMENDATION:

Staff requests that the Board review the Library's holiday and meeting schedule for 2022 and approve as presented:

BLT MEETING SCHEDULE			
HOLIDAY CLOSURES		BLT MEETING DATES	
New Year's Day	SAT, JAN 1		
Martin Luther King Day	MON, JAN 17	JANUARY	18
Presidents' Day	MON, FEB 21	FEBRUARY	22
		MARCH	21
Easter	SUN, APR 17	APRIL	18
Memorial Day	MON, MAY 30	MAY	16
		JUNE	20
Independence Day	MON, JUL 4	JULY	18
		AUGUST	15
Labor Day	MON, SEP 5	SEPTEMBER	19
		OCTOBER	17
Veterans' Day	FRI, NOV 11		
Thanksgiving Day	THU, NOV 24		
Day-After Thanksgiving	FRI, NOV 25	NOVEMBER	21
Christmas Eve	SAT, DEC 24		
Christmas Day	SUN, DEC 25		
New Year's Eve	SAT, DEC 31	DECEMBER	19

Per the Board of Library Trustees By-Laws (Article IV – Meetings) Section 1:

"The regular meetings shall be held on the third Monday of each month commencing at 5:00 p.m. at the Central Library or at a specified branch library, unless noticed otherwise. In the event the third Monday of the month is a holiday observed by the City, such regular meeting shall be held on the next business day commencing at 5:00 p.m. at the Central Library unless noticed otherwise. Special meetings may also be held subject to compliance with the provisions of the Ralph M. Brown Act."

Because both the Martin Luther King and President's Day holidays fall on the third Monday of January and February respectively, the BLT will hold their January and February meetings on the following Tuesday.

NOTICING:

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Board of Library Trustees 2022 Meeting Schedule

JANUARY 18, 2022**

JULY 18, 2022

FEBRUARY 22, 2022**

AUGUST 15, 2022

MARCH 21, 2022

SEPTEMBER 19, 2022

APRIL 18, 2022

OCTOBER 17, 2022

MAY 16, 2022

NOVEMBER 21, 2022

JUNE 20, 2022

DECEMBER 19, 2022

** HELD ON A TUESDAY BECAUSE OF THE HOLIDAY

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 continues to follow Orange County guidance for in-person services, and guidance published by the State of California for the retail sector.

On Monday, December 13, California Health and Human Services Secretary Dr. Mark Ghaly announced that all Californians will be required to wear masks when indoors at public places starting December 15 and ending January 15, citing an increase in COVID-19 case rates following Thanksgiving.

This is a statewide indoor mask mandate and means that masks will be required inside all City facilities. City employees will be required to wear face coverings when leaving their assigned work location and when six feet of social distancing cannot be maintained. Signage will also be posted at City facilities notifying the public of the state mandate.

NOTICING:

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Chair Watkins' report: Library Live Committee Notes for Tuesday, December 7, 2021 Meeting, 9:30 AM via Zoom:

Here are the highpoints of the Library Live Committee Zoom Meeting on Tuesday, December 7, 2021, 9:30 AM:

- (1) Co-chaired by Johanna Kim and Tammy Tang. Committee members in attendance: Lindsay Means and Dorothy Larson. Also attending were Jerry Kappel, Karen Clark, and Paul Watkins.
- (2) We are at about 80% of needed budget for 2022. The "Myers Grant" was very helpful.
- (3) Library Live program ticket sales as of December 7, 2021:
 - (i) Walter Stahr 89 sold, 111 still available (program, February 24, 2022)
 - (ii) Brit Bennett 51 sold, 149 still available (program, March 3, 2022)
 - (iii) Adin Dobkin 34 sold, 166 still available (program, March 24, 2022)
 - (iv) Charles Yu 24 sold, 176 still available (program, April 28, 2022)
- (4) Discussion of nine potential authors for 2023 programs. Kunga will reach out RE pricing/availability.
- (5) Discussion of two to three possible additions to Committee, including a male. (What are we, chopped liver?)

Meeting adjourned at 10:30 AM.

Paul K. Watkins, BLT Liaison