

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>02/25/2026</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/04/2026</u>	I love this library, [but a] safety concern needs improvement. [The] safety hazard [is] in your parking lot. Almost all the parking lot lights are out! There is no reason for this in this wealthy city ... right next to City Hall! This is outrageous. Please remedy this immediately. Thank you.	Thank you for taking the time to fill out a comment card at the Central Library recently. Please rest assured we will work with the City's Public Works department to get the lighting situation rectified as quickly as possible. Thank you for letting us know and expressing your concerns. We appreciate you. Take care.
<u>2</u> <u>02/28/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/02/2026</u>	I am looking to inquire about a job here, if you are hiring. Do you offer any positions such as organizing books, etc. for under 18?	Thank you for your interest in working at the library! All open positions are posted on the City website, which you can find here ... If you click on the Employment Opportunities link, it will take you to Government Jobs, which allows you to view open positions, read job descriptions, and start the application process. You can also sign up to be notified when new positions are posted. The Library Page position is one that does not require a high school diploma and would be suitable for someone under the age of 18. I hope that helps! Please let me know if you have any other questions. Thank you.
<u>3</u> <u>03/02/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>03/02/2026</u>	Will you be having any zine events this year? Thank you.	Thank you for taking the time to write to us to check in about the zines this year. Due to lagging participation in the last few years, we decided to not include the zines with our Summer Reading Program this year but focus on some other fun events for patrons. We are planning a scavenger hunt when the program begins and to have a wrap up party including a book discussion this year. If the zines do return in the future, we will be sure to promote them as part of the program again so that the word gets out there. Thank you.
<u>4</u> <u>03/04/2026</u> <u>Comment Card</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>03/04/2026</u>	[I like the] selection of books. [I suggest you] have a display of books of local authors [and] have four-six local authors speak about their book[s].	Andy phoned this patron to express thanks for the suggestions and provide information about upcoming Library programs.

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<u>5</u> <u>03/05/2026</u> <u>Email</u> <u>Danielle Yang</u> <u>Reference Librarian</u> <u>03/05/2026</u>	<p>I just applied to volunteer at Mariners. I would like to volunteer starting this summer, but the summer reading program isn't available to sign up to volunteer for yet. Do you know when it will be available to sign up? Thank you.</p>	<p>Thank you for your email and submitting your online application! In order to volunteer at the Mariner's Branch during our Summer Reading Program we recommend attending our Teen Volunteer Orientation at Mariners on 5/21 from 7-8 p.m. in the Jorgensen Meeting Room. Please feel free to register through the link on our calendar page here ... Attendance at one of our Teen Volunteer Orientations is mandatory for all teens who would like to volunteer with us during our Summer Reading Program. At the meeting, we will discuss how to sign up for summer reading shifts, volunteer expectations, and other volunteer opportunities that we offer at the Library. I am also attaching our 2026 Volunteer Agreement for you and your parent/guardian to sign and return to us in person at your closest Newport Beach Public Library branch. Thank you.</p>
<u>6</u> <u>03/05/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>03/06/2026</u>	<p>I'm ... a student currently in a Masters program at Cal Poly Pomona. I am conducting research on the digitization of modern library services and the subsequent effect this has on the work/responsibilities of library staff. May I stop by this weekend to observe staff at work for my research? I would also really appreciate if I could have the opportunity to speak to a few staff members to learn their insight and thoughts on the matter. Any help would be greatly appreciated! Please let me know if this would be possible. Thank you!</p>	<p>I am afraid we will not have time to set something up this weekend and we do not typically have administration staff available over the weekends. If you would like to get in touch again, perhaps we can work out something this coming week or another time that is convenient time for you? Best regards.</p>
<u>7</u> <u>03/06/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>03/06/2026</u>	<p>I am researching a historical address in Newport Beach and was hoping the library might be able to assist. I am trying to locate a city directory listing for the following residents ... Based on property records, they lived at this address approximately between 1961 and 1965. If possible, could you please check Newport Beach city directories for those years and let me know ... A scanned copy or photo of the directory listing would be extremely helpful. I am gathering documentation to verify a historical address for a California unclaimed property claim, so any confirmation of their residence at that address during the early 1960s would be greatly appreciated. Thank you very much for your time and assistance. Best regards.</p>	<p>I was able to find their names with this address in the April 1965 Luskey's Criss Cross Directory. I am attaching three pictures ... If you need us to check any alternative years, please just let us know. If you happen to come into the library, these directories are in our locked Local History collection and library staff would be happy to assist you. Best regards.</p>
<u>8</u> <u>03/06/2026</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>03/09/2026</u>	<p>I hope this message finds you well. I recently applied to Newport Public Library's Support Services Aide position. I would like to inquire if the position is still available, or if you have the hiring manager's contact information? I can email my résumé, if needed. Thank you so much! Best regards.</p>	<p>Thank you for your interest in working at the Newport Beach Public Library. For inquiries regarding this job recruitment, please contact the Human Resources Department at 949-644-3300. Their office is open Monday through Thursday from 7:30 a.m. to 5:30 p.m. and Friday from 7:30 a.m. to 4:30 p.m. Best regards.</p>
<u>9</u> <u>03/09/2026</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>03/09/2026</u>	<p>I'm a CSUSM student working on a capstone project where our team is providing market research consultation for a local children's book author, and I was hoping you'd be willing to help us out by answering a few questions about the annual Orange County Children's Book Festival. Thank you for your time and I look forward to hearing from you.</p>	<p>Thank you for your inquiry. I would be happy to answer your questions and am available to coordinate a mutually convenient time. Please feel free to provide dates and times for consideration, or contact me directly. Thank you again for your interest.</p>

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<p>10 03/12/2026 Email Andy Kachaturian Adult Services Coordinator 03/12/2026</p>	<p>Just letting you all know that the copies of "The Fellowship of the Ring" Blu-ray you all carry don't play all the way. I've checked them out before and I can never finish it.</p>	<p>Thank you for letting us know that our copies of "The Fellowship of the Ring" on Blu-ray are not able to play all the way through. We can have these discs cleaned to ensure that they will play successfully. Please let me know if you would like [one] placed on hold ... once it has been cleaned ... Thank you.</p>
<p>11 03/15/2026 Email Rebecca Lightfoot Library Services Manager 03/16/2026</p>	<p>I built iPhone Concierge (iphoneconciierge.com) — a free, step-by-step guide that helps seniors master their iPhones. No app to install, no sign-up required. How it works: a patron visits the site, picks a topic (privacy, accessibility, emergency features, storage), and the guide opens the exact Settings screen on their iPhone automatically — one step at a time, at their own pace. It's funded by optional donations from users who find it helpful. No ads, no sponsors. The guides are always free. I'd love for you to share it with your patrons/residents — in a newsletter, at a tech help session, or in a welcome packet. Happy to answer any questions.</p>	<p>Thank you for thinking of us but we would not be able to share this with our patrons. Please don't hesitate to reach out with any other questions. Thank you.</p>
<p>12 03/24/2026 Email Annika Helmuth Branch & Youth Services Coordinator 03/24/2026</p>	<p>I am a Community Engagement Specialist for the Orange County Registrar of Voters. The Registrar of Voters is a nonpartisan government agency that runs elections in Orange County. We continuously seek new opportunities to connect with the community and provide information about upcoming elections including important dates, voter registration, and job opportunities. We are interested in setting up an informational booth at the 'Spring Planting Festival' event on April 25th. I believe our participation would benefit the community. Please let us know if our participation is something that your organization would be open to, and we would be happy to discuss next steps. Thank you for your consideration. We look forward to hearing from you.</p>	<p>Thank you for your email regarding participation in the upcoming Spring Planting event at the Mariners Branch. The Newport Beach Public Library provides designated Expressive Use Areas on library grounds that may meet your needs, provided activities align with Library policy. Please review the Expressive Use Areas policy ... If you wish to proceed, please contact Alex Johnkins, the Mariners Branch Librarian, to coordinate use of the designated area. Alex can be reached at (949) 717-3840.</p>
<p>13 03/25/2026 Email Miranda Gentry Circulation Coordinator 03/25/2026</p>	<p>I will be visiting your area from out of town [and] wanted to know if you have a non-resident borrowing program for short term borrowing of books.</p>	<p>Yes, we do have an option for non-residents to get a library card. A non-resident library card costs \$10.00 and will allow you to check out material and access online resources for one year. To sign up, please visit any of the Newport Beach Public Library locations and show your out-of-state driver's license/ID card. Let me know if you have any further questions. Thank you for reaching out to the Newport Beach Public Library.</p>
<p>14 03/26/2026 Email Rebecca Lightfoot Library Services Manager 03/26/2026</p>	<p>I am interested in shifting my career towards working at a library. Since you are my favorite local library, I am reaching out to see if you have any job openings available! I currently work as an instructional aide at a Corona del Mar High School, have experience with retail, and am a quick and motivated learner. If interested, I would love to send you a copy of my resume so you may become more acquainted with my background and experience. Thank you for your time, and I hope to hear from you soon!</p>	<p>Thank you for your interest in working at the library! All open positions are posted on the City website, which you can find here ... If you click on the Employment Opportunities link, it will take you to Government Jobs, which allows you to view open positions, read job descriptions, and start the application process. You can also sign up to be notified when new positions are posted. I hope that helps! Please let me know if you have any other questions. Thank you.</p>

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<u>15</u> <u>03/30/2026</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>03/30/2026</u>	<p>I'm a local photographer. I'm reaching out because I'm currently planning a senior portrait session for a high school student who is a massive book lover. When we started discussing locations that truly represent her personality, her first thought was the library, as it's always been such a special place for her. I wanted to check and see if it might be possible for us to stop by for a brief photo session. We would love to capture a few shots of her among the stacks or in a quiet reading nook to celebrate her love for literature. I want to be very respectful of your space and the patrons, so I plan to work only with my handheld camera and no bulky equipment or outside lighting that would get in anyone's way. We'll make sure to stay tucked away so we don't disturb the peaceful environment. Please let me know if there are any specific policies we should follow or if there is a particular person I should speak with to coordinate a date. Thank you so much for considering this and for providing such a beautiful space for our community.</p>	<p>You are welcome to take some photos at the library. We ask that you do not capture others in your pictures and thank you in advance for considering the setting so as not to disturb others. Best regards.</p>
<u>16</u> <u>03/31/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>04/01/2026</u>	<p>I'm a Junior at Tarbut v'Torah. I'm reaching out because I would like to run a workshop at your organization to help students learn about behavioral economics and core financial concepts. This would be done through a brief lecture and a competitive game to help students apply this knowledge. If you are interested, would you be open to scheduling a call within the month to discuss how this proposal would be helpful for your students? I am available 03/04-03/11. I would also be happy to share the workshop materials with you.</p>	<p>Thank you for reaching out to us. We are not looking to add any programming at this time, but we appreciate you considering the library in the scope of your workshop and with you the best of luck.</p>