

<p>Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron</p>	<p>Comment</p>	<p>Response</p>
<p><u>1</u> <u>06/02/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/03/2024</u></p>	<p>I want to come to the book sale on June 7th, but it says you have to be a member. If I sign up for a library card, will I be able to attend the Friday sale?</p>	<p>The Friends of the Library have a membership program, that is what the sale is referring to. You can find out more about joining the Friends here on their website ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p><u>2</u> <u>06/05/2024</u> <u>Phone</u> <u>Allison Sarnowski</u> <u>Administrative Support Technician</u> <u>06/05/2024</u></p>	<p>I have a selection of books to donate to the library. What is the process?</p>	<p>Thank you for offering to donate books to the Friends of the Library Bookstore located at the Newport Beach Central Library, 1000 Avocado Avenue, Newport Beach, CA 92660. Book donations are normally accepted Monday-Saturday from 10:30 a.m. - 3 p.m. Since there is a big sale this coming weekend, book donations will not be accepted June 7-8. Here are some additional guidelines, which can also be found here on our website ... A donation receipt can be provided upon request. Please know we really appreciate your support. We could not make our substantial gifts to the Library without your generous donations. If you have any questions, please email nbllibfriend@gmail.com. Thanks again!</p>
<p><u>3</u> <u>06/05/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/06/2024</u></p>	<p>I am a graduate student in Film and Media Studies at UC Irvine. I wanted to know if there were any summer employment positions available such as the test proctoring service? In addition, my area of research at UCI is on digital culture and archival practices, and [I] would be interested in employment related to digital archiving and organization.</p>	<p>Thank you for your interest in working for the Library! All of our job openings are posted on the City's website here ... You can also fill out a job interest card on the City's website to be notified by email whenever a new job in the Library is posted ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p><u>4</u> <u>06/06/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/07/2024</u></p>	<p>I tried to register for the Dare to Prepare: Driving Workshop for Pre-Permit Teens on Aug 10th, but the link wasn't working. Can you please email me the correct link? Happy summer and thank you!</p>	<p>I'm so sorry about the link. We have reached out to AAA, who is taking registrations for that program, and asked them to provide the correct link. Once I have that information I will get it over to you. Thank you.</p>
<p><u>5</u> <u>06/09/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/10/2024</u></p>	<p>Book: "A Hologram for the King" by Tom Hanks--When I looked for a book copy on the library screen, it showed that it was checked out (Blu-ray and DVD copies also listed as available). But when I look for it at home on-line, I find only the Blu-ray and DVD copies available. No book copy shown.</p>	<p>I apologize for the confusion. The book is written by Dave Eggers, and we do have a copy checked in at Central. I have put it on hold for you. Please let me know if you have any other questions. Thank you.</p>

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<p><u>6</u> <u>06/13/2024</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Circ. & Tech. Processing Coordinator</u> <u>06/14/2024</u></p>	<p>Our puppy got the books we had checked out. I have ordered new copies of the books. Do I bring the new ones when we get them to make sure we don't get charged? Thank you!</p>	<p>Oh no! I'm sorry to hear that, but these things do happen and puppies make up for it in the end. We prefer to purchase our items through our existing vendors as they provide cataloging and physical processing for us to make them shelf ready, but if you have already purchased replacement copies, please just bring them to the Customer Service desk and we will do our best to minimize the cost. Thank you for letting us know. Have a great day.</p>
<p><u>7</u> <u>06/13/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/14/2024</u></p>	<p>Please help remind computer #16 to be quiet - music heard through headphones.</p>	<p>Thank you for letting us know. Please don't hesitate to notify staff at the reference desk so we can take care of the situation at that moment.</p>
<p><u>8</u> <u>06/24/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/24/2024</u></p>	<p>I'm not a current cardholder... can I apply for NB Library and use computer lab same day? I need to take an Excel assessment test for a job I'm applying for and I was told I can't use the Google version, etc. Please advise and I really appreciate your help!</p>	<p>Yes, our computers have Microsoft Office Suite, including Excel. They are free to use with your Newport Beach Public Library card. You may use the card the same day you apply for it. Here's some more information about applying for a card, as well as our hours and locations ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p><u>9</u> <u>06/27/2024</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/28/2024</u></p>	<p>Great librarians. Clean and quiet. The New York book highlight is awesome. Thanks.</p>	<p>Thank you for taking the time to fill out a comment card at the Central Library. I'm so happy to hear that you are pleased with our librarians, facility, and services. We really appreciate the feedback. Please don't hesitate to reach out with any other concerns or comments. Thank you.</p>
<p><u>10</u> <u>06/29/2024</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Circ. & Tech. Processing Coordinator</u> <u>07/01/2024</u></p>	<p>I have been a member for several years but am experiencing resistance in accessing ProQuest historical newspapers on library website using my card number ... Is this because ProQuest has changed access procedure or because my card might have expired? If expired, how do I renew? Thanks for assistance.</p>	<p>I was able to successfully log into ProQuest using the card number you provided. Have you continued to have difficulties over the weekend? If so, it does not appear to be related to the card number itself. You might want to try using a different web browser in case your normal web browser is autofilling an incorrect digit. If there is a particular article that you are trying to retrieve from ProQuest, please let us know if you could use some help and our Reference department would be happy to help you search for it with ProQuest or any of our other databases. I hope you were able to log in, but if you need any help please let us know.</p>

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<p><u>11</u> <u>06/29/2024</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Circ. & Tech. Processing Coordinator</u> <u>07/01/2024</u></p>	<p>What are the perks of getting a library card?</p>	<p>This really is one of our favorite questions because the library has so much to offer. In addition to all of our print collections, we still have strong physical media collections such as music CDs, DVDs, Blu-rays, and even 4K Blu-rays. The library offers a Tech Toy collection with items such as GoPro cameras, USB turntables, Wi-Fi hotspots, retro gaming consoles, and many others. We are participating in the California park pass lending program and just started a seed library this year. We also subscribe to many digital collections as well such as OverDrive for eBooks, downloadable audiobooks, and downloadable magazines. We subscribe to Kanopy for streaming movies. We have a very robust "eBranch" page of a great many subscription databases for education such as Rosetta Stone, LinkedIn Learning (formerly Lynda.com), and Gale eBooks. We have strong business resources such as ValueLine, MorningStar, and Hoover's. The library also subscribes to many student databases, reading resources, and offer database products for genealogy, legal research, job-seeking, and children-focused databases. And much much more. You can explore our full list of databases here ... All of our branches have laptops that you can use within the buildings or public computers with the full Microsoft Office suite. The Central Library also has a high-end Media Lab with more specialized software such as Adobe Creative Cloud and AutoCAD, Mac computers with Final Cut Pro, and several workstations to help convert physical media such as VHS, LPs, and cassettes. Additionally, we have a Sound Lab with software to record yourself with Logic Pro, GarageBand, and has specialized equipment for this purpose. All of these resources are available with a library card. If you have any specific questions I might have missed, please let me know. Hope to see you soon.</p>
<p><u>12</u> <u>06/30/2024</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/01/2024</u></p>	<p>I like the staff. Jeremy was most helpful and pleasant! He went out of his way to assist me. I would like to see more eBook availability.</p>	<p>Thank you for taking the time to fill out a comment card at the Central Library recently. We appreciate your feedback. I'm so glad to hear that Jeremy was helpful, I will make sure to pass along your kind words of praise. I will also pass along your suggestion for more eBook content to our selectors. If you have any specific titles you would like us to consider, please don't hesitate to let us know. There's a form on the Suggest a Title page you can fill out, or you can speak to any staff member ... Please feel free to reach out anytime if you have any questions or concerns. Thank you for being a valued member of the Newport Beach Public Library!</p>