

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
1 <u>07/02/2026</u> <u>Email</u> <u>Jeremy Rodriguez</u> <u>Reference Librarian</u> <u>07/02/2026</u>	If the Sackett books by Louis L'Amour are still available, please reserve them for me. Thank you.	Thank you for contacting the Newport Beach Public Library. My name is Jeremy Rodriguez and I am the Fiction selector for the Central Library. Were the Sackett books you were referring to in relation to the Friends of the Library email that was sent yesterday evening, July 1st? If so, I wanted to inform you that the books had already been reserved by another patron earlier this morning. I spoke with our bookstore volunteers to confirm. The Library does carry 12 of the 17 books in the Sacketts series, in addition to two novellas. I would be happy to place any of these titles on hold for you. Please let me know at your earliest convenience how you would like to proceed, and if you have any questions.
2 <u>07/07/2026 & 7/10/2026</u> <u>Email</u> <u>Miranda Gentry & Rebecca Lightfoot</u> <u>Library Admin Team</u> <u>07/07/2026 & 7/10/2026</u>	I am currently traveling in China and will not be able to return the book <i>Homes</i> today. I received the notice that it could not be automatically renewed. Would it be possible to renew it for me, or let me know if there are any other options? If it cannot be renewed because another patron has placed a hold on it, I completely understand. I will return the book as soon as I return to the United States. Thank you very much for your understanding ... Thank you for your email. I will be back in the United States on July 18. I would appreciate it if I could keep the item until then. Thank you for your understanding and help. Best regards.	Our renewal policy allows each item to be renewed up to four times. After the fourth renewal, the item will begin accruing late fees. Late fees are \$.25 per day and are capped at \$10 total. I've reviewed your account, and it appears this item has already been renewed the maximum number of times. About how much longer will you need to keep it? Will you be back in the United States within the next three weeks? Let me know, and I'll be happy to look into the best options we have to help ... I see the title <i>Homes</i> on your account has a due date of July 28, 2026, so it was renewed on July 7. All your items are due on July 28. Please let me know if you have any other questions. Safe travels!
3 <u>07/08/2026</u> <u>Comment Card</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>07/08/2026</u>	You need to fix the email receipt function on the self checkout kiosk. It would be better for users and the environment.	Thank you for your recent comment card concerning our self-check machines and the availability of emailed receipts. This is a function we had been enjoying for some time, but a software update from the manufacturer has prevented this feature from working as intended. Our City IT Department is currently working with the manufacturer to identify and solve the issue, and we fully expect this feature to be reinstated as soon as possible. Thank you for your use of the library and for reporting an issue like this to us. Best regards.
4 <u>07/08/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/08/2026</u>	I had some USBs seemingly stolen from your library. There were about 6-10 of them and they were mostly small 4-10 GB capacity USBs that were in an evidence zip bag. This theft occurred post-July 4th and occurred in and around the upstairs computers by the Reference Desk (likely when I went to go get the items I had printed). The disturbing thing about this theft is that there were more valuable devices available but the data on these small drives is of importance to an ongoing case - that involves the theft of my information from your library. Specifically, one of the USBs - a California Wolf Center USB - was used to collect HAR file information about malicious domains and erroneous remote connections allowed by your security team. It also was evidence of the use of malicious JavaScripting and other illegal actions. While there are other examples of this behavior, the targeting of these USBs is of great concern to me and should be of great concern to you. Do you have available to you the contact information for those who watch the Bosch cameras in this part of the library? Do you know where I can get that information? Thank you!	I am very sorry to hear about the loss of your USBs. I would encourage you to reach out to the Newport Beach Police Department to file a report. They would also be able to retrieve any camera footage that might be pertinent to your case. You can reach their front desk at 949-644-3681 from 8 a.m. until 6 p.m., seven days a week, to file a report. You can also visit them in person at 870 Santa Barbara Dr., or file a report online using this link from their website ... I hope that helps. Thank you again for letting us know.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

JULY 2026

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<u>5</u> <u>07/09/2026</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/09/2026</u>	Keep Media Lab & Audio Lab open till 8:30 p.m.	Thank you for taking the time to fill out a comment card recently at the Central Library. We value your feedback and appreciate the opportunity to improve our services. We will take your suggestion under consideration. Please don't hesitate to reach out with any questions or concerns. Thank you for using the library!
<u>6</u> <u>07/15/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>07/16/2026</u>	What is the library's policy on lost books? I lost a book that I checked out. Is there a fine I need to pay or can I replace the lost book?	Thank you for reaching out about a lost item on your account. Lost item charges include the replacement cost of the item along with a \$10 processing fee. According to your account, you currently have one book checked out. If that is the item you are referring to, it is eligible for one additional renewal. If you would like, I can renew it to give you a little more time to continue looking for it. If you are certain the item has been lost, I can update your account to reflect the replacement cost plus the processing fee. Once the charges are applied, you may pay the balance online through your library account or in person at any of our branches. Please let me know how you'd like to proceed, and I'll be happy to help.
<u>7</u> <u>07/21/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>07/21/2026</u>	I would like to get a library card but my photo ID (driver's license) still shows my previous address (not in NB). Is there other proof of residency that is acceptable? Thank you.	Library cards are issued to California residents who present a valid form of identification. Based on the information you have provided, it sounds like you are still a California resident and have a current California driver's license with a previous address on it. If that's correct, we simply ask that you inform us of your current address when applying for your library card. To apply for a Newport Beach Public Library card, please visit any of our three open locations, present your California photo ID, and complete a brief application form. Thank you for contacting the Newport Beach Public Library. Please let me know if you have any other questions.
<u>8</u> <u>07/23/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/23/2026</u>	I am inquiring if you are currently hiring or will be hiring in the near future. I live locally and would like to know what requirements are needed for a position at your location. I can send my resume upon request. Thank you for your time.	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.
<u>9</u> <u>07/23/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/24/2026</u>	I'm betting that it's hard to get Emily Wilson's translation of <i>The Odyssey</i> now, but could you hold it for me when it comes in? Thank you.	I have added your name to the waiting list for Emily Wilson's translation of <i>The Odyssey</i> . You will be notified when it is ready for you to pick up at CdM. Thank you.

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10 <u>07/27/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>07/27/2026</u>	[A staff member] from the library from [the] desk area was very rude ... I had just asked him for the park pass. [When] I went to get my license which was less then 20 feet away, [he] gave it to someone else. He was extremely rude about it making the experience here unpleasant.	Thank you for taking the time to share your feedback regarding your recent visit. I appreciate you bringing this matter to my attention, and I apologize for the experience that you had. If you are still interested in a park pass, I would be happy to see if one is currently available for check out? We hope to have the opportunity to provide you with a more positive experience in the future.
11 <u>07/27/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/27/2026</u>	Do you give away or sell magazines after [a] new issue comes out? In your magazine section, [I'm] curious what happens to the previous month's magazine after a new one comes out to replace it. Do you sell or give them away by any chance? [I'd] love to be able to pick some up once in a while.	Thank you for reaching out about our magazines. Unfortunately, the discard process for City-owned items does not allow us to give them away, and we cannot sell them as our Friends do not sell magazines. Please let me know if you have any other questions. Thank you.
12 <u>07/27/2026</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/28/2026</u>	[Please add a] standalone monitor showing [the] audio room status, [and in the] Media Lab put a 3-5" block in front of the ceiling lights 4' tubes, so light doesn't shine into computer users' eyes.	Thank you for taking the time to leave a comment card at the Central Library regarding the Media and Sound Lab. We appreciate your feedback. We can certainly explore options for the lighting in the Media Lab. We may be able to adjust the brightness and hopefully that will help with glare issues. Regarding the Sound Lab monitor showing its status, you can see if the room is in use or vacant online on our website here ... At this time, a more comprehensive view of the Sound Lab's availability isn't something that the vendor can provide, but we will continue working with them to improve the functionality of the booking system. Please don't hesitate to reach out with any other questions or concerns. Thank you.
13 <u>07/27/2026</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>07/28/2026</u>	[I like] staff who helped me find books that I liked. [Please add] a 3D printer [and] more bike racks.	Thank you for taking the time to leave a comment card at the Central Library. I'm so glad our staff was able to help you find books that you like! We love to help connect readers with books, so keep your questions coming. Thank you for the suggestions regarding more bike racks and a 3D printer. We are happy to take them under consideration and discuss them. Please don't hesitate to reach out if you have any other questions or comments. Thank you again for using the Newport Beach Public Library.
14 <u>07/30/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>07/30/2026</u>	Hope you're having a wonderful summer! First of all, we would like to thank you for letting us use your facilities for our educational needs. We are truly grateful for your support and dedication to serving the community the way you do. Thank you! We're reaching out to you as we have encountered some not so good experiences lately; and it gets more graphic throughout the day (files attached). These actions makes us feel uncomfortable to be around sharing the same space specifically when parents with their small children use the study rooms and/or walk around that traffic area. Thank you in advance for your time and consideration to this matter. Best regards.	We are very glad to hear that you are enjoying your use of the Library. Thank you for bringing this to our attention. We will certainly do our best to keep an eye on the situation and address it appropriately. If you do encounter an issue while you are here, please also feel free to let staff at the nearest service desk know and hopefully we can resolve it more quickly. Best regards.