

## NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

APRIL 2026

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
1 <u>04/01/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>04/01/2026</u>	I noticed a passport office in your building, top floor. Do you have a contact number for them? I need to renew my passport.	Yes, the Library does offer passport services and can be contacted at 949-717-3831. We are more than happy to speak with you about options that best fit your situation. Additional passport services information can be found on our website ... Information on the renewal process can be found on the U.S. Department of State's website ... We look forward to hearing from you.
2 <u>04/09/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>04/09/2026</u>	On your website (Media Lab/Services) it was indicated that the software AutoCAD was available on PC #2. But I cannot reserve it in the Media Lab reservation portal, I don't even see a PC #2. Is it available on another PC that I can use? Thank you.	I'm so sorry for the inconvenience. I will have to ask our IT department to investigate the reservation page and determine why PC #2 isn't showing up as available. In the meantime, I would be happy to make the reservation for you on the staff side. Just let me know when you wanted to use it and I'll take care of it. Thank you.
3 <u>04/10/2026</u> <u>In Person</u> <u>Allison Sarnowski</u> <u>Administrative Support Technician</u> <u>04/10/2026</u>	Andy knocked it out of the park today while helping upstairs at the Reference Desk.	Allison thanked the patron for his kind words. The compliment was shared with Andy and the Library Admin team. Andy explained that he helped track down an article for this patron.
4 <u>04/11/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>04/13/2026</u>	All the items I checked out where stolen from [a] friend's van. I filed a police report that I'm sending you as well.	Thank you for letting us know. Yes, as you mentioned, please provide us with a copy of the police report. You may attach the report in reply to this email.
5 <u>04/13/2026</u> <u>Greeting Card</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>04/13/2026</u>	ENORMOUS COMPLIMENTS to Chris Hennigan and Mary-Kay Luitgen on their rescue operation ... [I had] 25 year old cassettes/tapes ... Any equipment there to transfer and consolidate specific songs, one by one, onto two or three CDs? Mary-Kay made inquiries and arrangements ... for me in the Media Lab. Chris instructed me on an Apple computer and program with which I had no experience, and then repeatedly came to my aid from departments all over the Library. So patient! I am positive both went way beyond limits assisting me, a very tech-challenged person. I am SO APPRECIATIVE and GRATEFUL, and told them so. Wanted you to know THEY WERE WONDERFUL!	This positive feedback was shared with Mary-Kay, Chris, and their supervisors. Andy phoned the patron and left a message to express thanks for her kind words.

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6 <u>04/18/2026</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>04/20/2026</u>	Got milk? or general information about the new food court shop? Thanks.	Thank you for your inquiry. KIT at the Library has launched their soft opening. Attached is a copy of their menu offerings. While normal hours of operation are still being determined, this week's hours are 9 a.m.-3 p.m., Monday, 4/20 through Saturday, 4/25.
7 <u>04/19/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>04/20/2026</u>	In checking some new titles, it appears that books on CD are now giving way to eBooks. Are you discontinuing books on CD at this point, or was it just that the titles I'd checked did not have the CD version available for order at this time? Thank you for your help.	We are still ordering physical books on CD; however, publishers have cut back on the number of titles issued in this format over the last few years as streaming audiobooks have gained popularity. If there are specific titles you would like to see on CD, please feel free to reach out and let us know. We have a "Suggest a Title" form on our website ... We will do our best to acquire the titles if they are available for us to purchase. Please don't hesitate to reach out if you have any other questions. Thank you.
8 <u>04/21/2026</u> <u>Email</u> <u>Terry Sanchez</u> <u>Programs Specialist</u> <u>04/22/2026</u>	Attached are two possible presentations on a fascinating topic. I will be submitting the article for the "Time of Reckoning" to the American Federation of Astrologers for publication in their magazine, <i>Today's Astrologer</i> . If interested, let me know.	Thank you for your interest in the Newport Beach Public Library. I appreciate you taking the time to submit your program proposals. After careful consideration, we've determined that the topic does not align with our current programming needs, and we are not pursuing programs on astrology at this time.
9 <u>04/23/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>04/24/2026</u>	I was trying to make a reservation to use the Media Lab, and saw that there are two options for the computers--PCs and VHS converters. If I want to use a Mac with Adobe Illustrator, would I just choose the PC option? Thank you for your time!	I apologize. Our online booking system appears to be having an issue displaying each available computer, which I have reported to our IT department. If you would like to email me back with your library card and your preferred date and time, I can try to book that for you. You are welcome to call us at 949-717-3800 and speak to the Reference Desk and we can help you over the phone as well in case you had multiple dates you were interested in reserving. Thank you for reaching out to check.
10 <u>04/24/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>04/24/2026</u>	I was wondering if Newport Beach Public Library offers a free LingoPie account like Alhambra, and if not, can I request it? Thank you for your time!	Thank you for checking with us regarding the availability of the database LingoPie. We do not currently subscribe to this language-learning database, but we do offer access to the Rosetta Stone database for this purpose. Access does require a Newport Beach Public Library card, and we have instructions posted on the library's database page for using this on the web or with their mobile app. Staff at the Reference Desk can also provide assistance. You can find that information on this page ... If we can be of any further help, please let us know.

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<p><u>11</u> <u>04/27/2026</u> Email Rebecca Lightfoot Library Services Manager <u>04/27/2026</u></p>	<p>Could you tell me which 3D printer models are available at the library? I was told we can use them for an hour max and I'd like to make sure my model isn't too long. Thank you.</p>	<p>I'm sorry, the Newport Beach Public Library does not offer 3D printers. There are a few local libraries that do offer 3D printers, including the Laguna Niguel branch of the Orange County Public Library, the Anaheim Public Library, and the Huntington Beach Public Library ... There is also a Newport Public Library in Newport, Rhode Island. Perhaps they were the ones you were trying to reach? ... I hope that helps. Please let me know if you have any other questions. Thank you.</p>
<p><u>12</u> <u>04/27/2026</u> Email Rebecca Lightfoot Library Services Manager <u>04/28/2026</u></p>	<p>PC #14 had many of its security features disabled and the websites that I frequent were filled with phishing and other malicious elements. The browser VPN was also disabled.</p>	<p>Thank you for letting us know. I will alert the City's IT department so they can investigate the issue and hopefully have it resolved soon. Please don't hesitate to reach out with any questions or concerns.</p>
<p><u>13</u> <u>04/28/2026</u> Email Rebecca Lightfoot Library Services Manager <u>04/29/2026</u></p>	<p>When bringing up Web Developer in both Firefox and Chrome a number of questionable connections were shown. I downloaded the HAR file to send to you, but when I put it on the desktop moments later it was reduced to zero kb. I then took a video of another download showing the difference, one was 93mb and the other zero kb. I believe the first had its contents removed without deleting the document. Hopefully you can look in to this asap. The computer was PC #2 and the incident occurred between 5:25 p.m. [and] 5:46 p.m. [on] 4/28/2026.</p>	<p>Thank you for letting us know. I will ask our City's IT department to investigate and hopefully get the issue resolved quickly. Please don't hesitate to reach out with any questions or concerns.</p>
<p><u>14</u> <u>04/29/2026</u> Email Rebecca Lightfoot Library Services Manager <u>04/29/2026</u></p>	<p>I am new to Newport Beach, having recently moved here ... I am in the art and design business for many years and owned two art galleries in Venice Beach and Miami. I am also an art consultant and curator. Can you please let me know how I can join the Art committee? Here is my LinkedIn profile link ... I have a public art company and a nonprofit 501(c)(3) Art Fund, and this is my website ... Please let me know please how I can join the Art Committee. I truly believe that I can contribute to the City's aesthetics and overall beauty with my knowledge and ideas. Looking forward to hearing from you.</p>	<p>Applications for the Arts Commission are accepted through the City Clerk's office. This page of the City's website had a link to the application ... There is currently one vacancy, and applications are due by 5 p.m. tomorrow, Thursday, April 30. Please see the attached flyer for more information ... I hope that helps. If you would like additional information on the process, you can call the City Clerk's office at 949-644-3005. Thank you.</p>