

<b>Comment #</b> <b>Date Received</b> <b>Source of Comment</b> <b>Staff Member</b> <b>Staff Member Title</b> <b>Date Responded to Patron</b>	<b>Comment</b>	<b>Response</b>
1 <u>11/12/2024</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>11/13/2024</u>	Several single outlets along the wall (where one can see the new construction) have no power and it's inconvenient to plug in our computers especially if our cords are not long enough to reach the outlets with power. Would you kindly have these outlets turned on please? They were working fine last week. Thank you.	Sorry for the inconvenience and thank you for letting us know. We had our Facilities Specialist check this morning, and it appears everything is functioning once again. If you continue to have any problems, please let someone at the Reference Desk know so that they can mark the specific outlet and we can investigate further.
2 <u>11/14/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/14/2024</u>	I hope you're doing well ... I'm an Outreach Manager at Redhead Digital Agency. I'm interested in exploring a collaboration with your website and would like to know if you accept sponsored posts with do-follow links. Could you please share the next steps and any relevant guidelines? Thank you for your time, and I look forward to hearing from you.	Thank you for thinking of us, but we are not looking to add any content to our website.
3 <u>11/14/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/14/2024</u>	I would love to know if you're hiring right now? I was looking for opportunities on your page but couldn't find any. Thank you so very much for your time!	Thank you for your interest in working for the library! All our job opportunities are listed on the City's website. You can find them here ... I hope that helps. Please let me know if you have any other questions.
4 <u>11/18/2024</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/18/2024</u>	[I like] almost everything, [the] vast collection of resources and accommodating librarians. With respect, the two monitors downstairs, at least, are horrible, 20+ years old, not helpfully organized, and [have] a disappearing cursor which we must hunt to find every new search. Please try this by yourself. I may be wrong.	Thank you for taking the time to fill out a comment card at the Central Library. We appreciate your feedback and are always looking for ways to improve our services and offerings. I'm so glad to hear that our librarians have been helpful. I reached out to City IT regarding the catalog computer issues you experienced. Hopefully they will be able to fix those issues quickly. Please don't hesitate to reach out with any other comments or concerns.
5 <u>11/19/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/19/2024</u>	We are [interested] in using the library and surrounding grounds for a commercial photoshoot for our water bottles. Is this available by permit? Would you be able to share costs and availability? Thank you so much!	Thank you for your interest in filming at the library. The City requires film permits for commercial activity. You can find out more information on the City's website here ... If you have any questions, you can call the City at 949-644-3141.
6 <u>11/20/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/20/2024</u>	I have used the GoPro a few times and would like to figure out if I can reserve it for a specific time? My whole family is coming in town December 5 to 9, and I would like to check the GoPro out for that weekend if possible. Is there a way to do that? Can I get on the list now and then if it comes up earlier pass? Any guidance or help would be [greatly] appreciated. Thanks!	You can place a hold on an item and then suspend it, which will pause your hold until you are ready to reactivate it. However, there is no guarantee that you would be able to have your hold filled in time. It depends on when the item is returned by the previous patron. I hope that helps. Please don't hesitate to reach out if you have any other questions. Thank you.
7 <u>11/21/2024</u> <u>Comment Card</u> <u>Annika Helmuth</u> <u>Branch &amp; Youth Services Coordinator</u> <u>11/21/2024</u>	[I like the] people [at NBPL]. Requesting a children's step stool available under sink. Children's [restroom] was busy. Kids can't wait. Three of us with children all experienced the same dilemma. Thank you!	Thank you for taking the time to share you feedback with us through a comment card at the Central Library. We value your input as it helps us improve our services and provide the best experience possible. We are actively working on adding step stools to the restrooms. Again, we are grateful for your suggestion and we hope that we can meet your needs on a future visit. Please don't hesitate to reach out with any further questions or concerns.

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<p align="center">8  <u>11/21/2024</u>  <u>Email</u>  <u>Rebecca Lightfoot</u>  <u>Library Services Manager</u>  <u>11/21/2024</u></p>	<p>I noticed on the Flipster app that new magazines are not showing on the home page. I had to manually log out and log in again to be able to see new magazines. In the past the app used to prompt me to put in my library card and password but it is no longer doing that. Is anyone else having this issue? Thank you.</p>	<p>I apologize for the inconvenience. Due to some technical issues on the backend, third party vendors such as Flipster are now accessing our information in a different way. Now that you've logged out and logged back in, it should work correctly, but please let me know if you continue to experience issues so I can notify the City's IT department. Thank you.</p>
<p align="center">9  <u>11/25/2024 &amp; 11/26/2024</u>  <u>Email</u>  <u>Rebecca Lightfoot</u>  <u>Library Services Manager</u>  <u>11/25/2024 &amp; 11/26/2024</u></p>	<p>[Regarding inability to display scholarship promotional materials from Friends of Oasis]: Thank you for getting back to me. I am volunteering at the Oasis Senior Center tomorrow but will be available after 1 p.m. tomorrow or all day on Wednesday. Are you available to meet in person either day? I would welcome the opportunity to further discuss this at your convenience. Thank you for your consideration as we move together to help students and our seniors achieve mutual goals ... Thank you for your timely response. I appreciate your position on this matter. Going forward, it appears that my next step is to directly address the board of trustees. When and where do they meet and how can I arrange to speak with them directly in regard to this request? Thanks for your help, and have a Happy Thanksgiving ... Please keep the flyers and I will be in on Monday to retrieve them. Thanks.</p>	<p>I appreciate your dedication and passion for this wonderful program, but the Board of Library Trustees has set the policy on displaying materials in the Library, and as such we are bound to follow them. Please note section B ... Since the materials are not from a government agency and are not from a Library support group, I am sorry they do not meet the guidelines in place. Thank you again for thinking of us, and best of luck to you ... You are welcome to come to one of their meetings, they are open to the public and held at the City Council Chambers on the third Monday of every month at 5 p.m. They have an agenda item for public comments on non-agenda items. If there are any changes to their schedule, it will be posted on our calendar here ... Please let me know if you have any other questions. Thank you.</p>
<p align="center">10  <u>11/26/2024</u>  <u>Email</u>  <u>Rebecca Lightfoot</u>  <u>Library Services Manager</u>  <u>11/26/2024</u></p>	<p>I recently upgraded to iOS 18.1.1 and the library App seems to be slow and/or having problems. I have removed and reinstalled but it still does not seem to work correctly. It may not be related to the iOS because I don't use the App more than a few times a month.</p>	<p>I do apologize for any inconvenience with the app. All my colleagues with iPhones who have updated to iOS 18.1.1 report that the app is working normally. I can escalate it to City IT staff and see if they can get to the bottom of it. Can you be a little more specific about what exactly is going wrong? Is it just slow, or are there other issues? Thank you.</p>
<p align="center">11  <u>11/26/2024</u>  <u>Comment Card</u>  <u>Rebecca Lightfoot</u>  <u>Library Services Manager</u>  <u>11/26/2024</u></p>	<p>[NBPL is a] great source. The outdoor seats are inappropriate for posture and study. [They are] better for a pool. [Also] need better seats for handicapped and seniors.</p>	<p>Thank you for taking the time to fill out a comment card at the Central Library. I'm sorry that you are dissatisfied with the new patio furniture. I've copied Justin Schmillen on this email, he is the Deputy Director of Recreation and Senior Services, who purchased the chairs for the City. Please let me know if there is anything else I can help you with ... [From Justin Schmillen:] Thanks for sharing your feedback on the new patio furniture. The new material was selected to withstand the outdoor elements because it remains in place throughout the year 24 hours a day. Our selection was also guided by our positive feedback and experience with this type of furniture at Marina Park and the OASIS Senior Center; it [has] served our patrons for a variety of uses for 9 plus years. Happy Holidays!</p>
<p align="center">12  <u>11/29/2024</u>  <u>Greeting Card</u>  <u>Allison Sarnowski</u>  <u>Administration Support Technician</u>  <u>12/02/2024</u></p>	<p>This is a small token of our thanks for your professionalism and kindness in assisting us in securing the Sword Conference Room for our Monday evening meetings. Happy Thanksgiving!</p>	<p>Thank you so much for your kind note and the box of chocolates. We really appreciate your thoughtfulness. It's great to know the Sword Room works so well for your regular group meetings. We are happy to accommodate you as often as we can. As we approach the end of another year, we wish you a very happy holiday season and all the best in 2025. Thanks again!</p>

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13 <u>11/30/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>12/02/2024</u>	Do you have a player/adapter for Mini DV tape conversion to digital files??	I'm so sorry, we do not. It looks like the Orange County Public Library does at their Memory Lab in Tustin ... I hope this information helps. Please let me know if there is anything else I can assist you with. Thank you.

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<u>1</u> <u>12/06/2024</u> Email <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>12/09/2024</u>	I lost a Logitech computer mouse with a lemon pattern, and I believe I may have left it at the library on Thursday (12/6) on the 2nd floor on the study area. Please let me know if you have a computer mouse that fits the description in your lost [and] found. Thank you for your time.	I am sorry. I have checked our lost and found but do not see a mouse matching that description. Please do feel free to check with us again on your next visit and if I do see anything come through similar to this, I will be sure to get back in touch.
<u>2</u> <u>12/07/2024</u> Email <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>12/09/2024</u>	I have not used my library card in at least five years, and the card I possess was issued more than twenty years ago. Is my old card still good to use at the library, or do I need to update it with a new one before checking out material? Many thanks!	Andy spoke with this patron over the phone. He said the patron still has his card, so all is well.
<u>3</u> <u>12/10/2024</u> Email <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>12/10/2024</u>	I'm living outside of the residence but would love sign up for a library card, happy to pay fees to gain access. Can you [please] advise what's the next step I can do? Thanks.	That's great to hear and we would love to have you join our library. Library card registrations must take place in person. If you can stop by any of our locations, please be sure to bring in a valid photo ID such as a driver's license. If your photo ID does not have your current address, please also be sure to bring along something that does—a piece of mail or a postcard would suffice. Library cards are free to anyone in California and \$10 a year for anyone outside of California, but unfortunately again, the registration must be in person. We do offer a temporary library card that has limited access to some of our databases in case that might help you in the meantime. The databases that can use temporary cards are marked with an asterisk. I hope this information is helpful and we hope to see you soon.
<u>4</u> <u>12/10/2024</u> Email <u>Annika Helmuth</u> <u>Branch &amp; Youth Services Coordinator</u> <u>12/11/2024</u>	I am the Marketing assistant at The Old Spaghetti Factory in Newport Beach. We are always looking for ways we can connect and partner with our community and I am thrilled to be able to offer Free Kids Meal Coupons to attendees of the Valentine's Day Crafts Event on February 13th! If this is something that may be of interest please don't hesitate to reach out via email for more information! Thank you!	Thank you for thinking of us. We are not currently looking to partner with any organizations for the Valentine's Day Crafts at Mariners as marketing materials for this program are already in progress. We appreciate your email.
<u>5</u> <u>12/12/2024</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>12/12/2024</u>	"The Grey Wolf" by Louise Penny--Currently, there are 72 holds for the book, one owned by the library and one on order. I purchased the book a number of weeks ago because I would have been #47 in the hold queue. I have read it and it is in mint condition. By donating this book (not for the Friends bookstore) my intention is to decrease the wait time for all those whose holds are pending. I plan to visit the Central library on Saturday. [Please] advise. [Thanks].	Thank you for thinking of us. We would be happy to accept and add another copy to the collection. While we do own 5 copies with 8 more on order, we can certainly help bring down the list with another copy. You can leave it at Central for me. Just give it to the Customer Service desk up front and they will make sure I receive it. Thank you.

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<p><u>6</u>  <u>12/12/2024</u>                      Email  <u>Rebecca Lightfoot</u>  <u>Library Services Manager</u>  <u>12/13/2024</u></p>	<p>Please let me know if there are any chess meetup[s] at the Newport Beach Library at 1000 Avocado. Thanks.</p>	<p>Unfortunately, there are no chess meetups here at the Central Library, at least nothing that is library sponsored. I looked for chess meetups online at meetup.org, and I found a few in Orange County ... The Orange County Public Library system hosted chess club this year. While there aren't any more on their current calendar, you might contact them to see if they are planning on carrying it over to 2025 ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p><u>7</u>  <u>12/15/2024</u>                      Email  <u>Annika Helmuth</u>  <u>Branch &amp; Youth Services Coordinator</u>  <u>12/16/2024</u></p>	<p>I am a sophomore at Newport Harbor High School and I am interested in volunteering at this library. I was wondering if you have open spots available?</p>	<p>Thank you for your interest in volunteering at the Newport Beach Public Library! We value the contributions of local students and offer a variety of volunteer positions for teens to learn valuable work-life skills and give back to their community. To apply, please complete the online application. A link to the online application is available on our website ... Applications are accepted on a first-come, first-served basis. If you have further questions about available teen volunteering, I welcome you to email <a href="mailto:teenservices@newportbeachca.gov">teenservices@newportbeachca.gov</a>.</p>
<p><u>8</u>  <u>12/30/2024</u>                      Email  <u>Rebecca Lightfoot</u>  <u>Library Services Manager</u>  <u>12/30/2024</u></p>	<p>I was finishing up a downloaded audiobook and I'm no longer able to access it. It's due tomorrow but I wanted to finish it. Is the system down?</p>	<p>I'm sorry to hear you're experiencing an issue with your audiobook. Can you tell me the title so I can investigate it further with OverDrive's technical support? Thank you.</p>