

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

AUGUST 2025

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>08/03/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>08/04/2025</u>	I recently had a friend that rented an ice/snow cone machine from her local library and I was wondering if you guys had them on loan too? Thank you!	Libraries all tend to offer different items for checkout and unfortunately, snow cone machines are not something we circulate. We do, however, have a Tech Toys collection ... Thank you so much for reaching out. Please don't hesitate to let me know if you have any other questions.
<u>2</u> <u>08/06/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>08/06/2025</u>	I want to renew [a] book on the app, but ... failed. The name is "Bob the Railway Dog." Can you help me?	The reason the renewal on "Bob the Railway Dog" failed is because another patron has a hold on that item. Please return it to any of our locations at your earliest convenience. Staff can certainly assist with placing a hold for you once it's been returned. Thank you.
<u>3</u> <u>08/08/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>08/11/2025</u>	If I get a library card from one of the Newport Beach libraries, can I also get a California beach parking pass? Thanks.	The California State Library has been offering Park Passes and the Newport Beach Public Library does participate in this program. We have passes available for checkout at all four of our libraries. If you would like to stop by to apply for a card, please just bring a valid photo ID and proof of address and we can get you started right away. It might be helpful to check our catalog to see which branch may have a park pass available as they are very popular ... From that catalog link you will also see some other hyperlinks to read more about the passes and what parks accept them. I hope this helps and we look forward to getting you a library card. Best regards.
<u>4</u> <u>08/11/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>08/11/2025</u>	I see there's an accruing fine for one of the books I still have. I haven't lost it or damaged it. I am planning on returning it soon. I thought charging a fee for a late return is not allowed in California though? I've never been charged a late fee on late return at my local public library in Costa Mesa. Just wanted to clarify. Thanks.	The Newport Beach Public Library does still have a fine structure for items returned late. The Orange County system that you referenced and some others within Orange County have indeed moved away from charging fines for late items, but this does remain part of our policy. The following page lists some more helpful information ... We do have an automated renewal system which helps prevent items from becoming overdue. You can also try to renew at any time by our website, our app, by phoning, emailing, or here in person. Provided an item is renewable and not on hold for another patron, you can renew it up to four times. I hope this helps, but if you have any questions we can help with, please let us know. Best regards.
<u>5</u> <u>08/15/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>08/15/2025</u>	My husband and I have quite a few music CDs to donate. Can you use them?	Thank you for thinking of the library. The donations we receive largely go to our Friends of the Library Bookstore to raise money for the library. If you would like to drop them off at the Central Library, the bookstore is near the main entrance downstairs. If you have a large number of boxes, you might call ahead at 949-759-9667 as they have a dolly and boxes as needed. They are open 10:30 a.m.-3 p.m. Monday through Saturday. Thank you very much. Best regards.

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>6</u> <u>08/19/2025</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>08/20/2025</u>	Could NBPL add things like 3D printing engraving like Huntington Beach?	Thank you for taking the time to share your feedback with us at your most recent visit to the Central Library. We appreciate hearing from our community on ways we can enhance what we offer. We can certainly investigate the idea of adding 3D printing to our services. Thank you again for the suggestion and please don't hesitate to reach out with any other comments or questions. Take care.
<u>7</u> <u>08/20/2025</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>08/21/2025</u>	Outstanding reference assistance and checkout service ... [Need] light covers replaced in Sound Lab. Can't video as is. Too bright and [there is] glare. Need green screen for podcast, etc.	Thank you for taking the time to fill out a comment card at your most recent visit to the Central Library. We appreciate hearing from the community and are always looking for ways to improve the services that we offer to our patrons. I'm so glad that you are happy with our reference and checkout services. Thank you for your suggestions regarding improving the Sound Lab. Thanks to the generosity of our support organization, the Newport Beach Public Library Foundation, we are planning on buying podcast equipment for the Sound Lab in the near future. We will investigate ways to improve the lighting as well. Thank you again for your valuable feedback and please don't hesitate to reach out if you have any other comments or questions.
<u>8</u> <u>08/20/2025 & 8/22/2025</u> <u>Email</u> <u>Francine Jacome</u> <u>Administrative Support Specialist</u> <u>08/21/2025 & 8/25/2025</u>	I hope this email finds you well ... I am a student representative from Tuned In, a music club at University High School. I am reaching out to inquire about hosting a concert for the community at Newport Beach Library in September and October, preferably Fridays at 3 p.m.-6 p.m. It will be around an hour long concert, with live music from our musicians at University High School. We will bring everything that is needed; all we ask is that you provide us with a space for our performance! Thank you so much, and we look forward to hearing back from you ... Thank you for your timely response. From what I understand, you are suggesting that our club request a rental space, however, our club is not interested in renting facilities but instead would like to perform at the library specifically. In the past, our club has performed at libraries such as University Park Library in Irvine. I hope you are able to consider our request. Best wishes.	Thank you for your inquiry about space at the Newport Beach Public Library for a musical performance. The Friends Meeting Room is a rental space available at the Central Library. However, due to ongoing construction, room capacity has been limited to no more than 49 people, which includes attendees, staff, and any volunteers. Construction is slated to continue through the spring of 2026, at the earliest. As another option, the City's Recreation and Senior Services Department (RSS) manages several other rental facilities throughout the City that may also suit your needs. I've attached their RSS Facility Rental Packet for your reference. You can reach the RSS directly by calling 949-644-3151. Please don't hesitate to contact me directly if you have any further questions, or you can call the Administration line at 949-717-3801 ... Unfortunately, we are not able to waive fees for the use of the Friends Meeting Room. And, as previously indicated, due to ongoing construction, room capacity has been limited ... We hope you're able to find a suitable alternate site for your performances. Have a pleasant day.
<u>9</u> <u>08/22/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>08/25/2025</u>	I was working at the library today (8/22) and stepped outside on the patio area for a meeting. I forgot the library closed early on Fridays and as I was outside, I didn't hear the closing reminder/announcements so I couldn't get back in after 6 p.m. My electronics were with me but the remainder of my personal items were still inside at the desk I was working at. It was one of the 2 standing desks on the second floor, the one facing towards the help desk/stairs of the library. I had my blue tote bag, coca cola lunch box, whiteboard/marker, and black laptop charger. Unfortunately I cannot be there early tomorrow morning but I will try to call right at 9 a.m. to relay this information, but I also wanted to send an email in case it is seen sooner to make sure the items are kept safe/in the lost and found. I will be by in the afternoon tomorrow. Sorry for the trouble and thank you so much.	I believe you may have already stopped by to retrieve your items but did want to check in to verify. Please let us know if you would like us to check our lost and found for anything. Best regards.

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>10</u> <u>08/23/2025</u> <u>Comment Card</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>08/25/2025</u>	Outstanding Library services ... I [have been a] library patron, [even] in your old building, since [the] 1980s! Jeremy at the Reference Desk is outstanding. He provided invaluable assistance to me today. Hats off to him! Best public library in all of Orange County!	Thank you so much for taking time out of your day to leave a positive comment regarding the service you were provided by Jeremy and your satisfaction with the library since the 1980s! It is always such a delight to hear that our services were of help and made an impact for someone. Jeremy is a tremendous lead in our Reference department, and we will be sure he hears your feedback. We look forward to seeing you on your next visit. Thank you for being with the library all these years—that's amazing! Best regards.
<u>11</u> <u>08/26/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>08/26/2025</u>	My husband and I have just moved to Newport Beach from Atlanta. He has started an orthopedic fellowship at Hoag institute. We are currently renting a house on Balboa Peninsula and would love to obtain library cards if possible. Could you please help me get this process started? We currently both hold Georgia drivers licenses, so we do not have California IDs. Thank you in advance!	California residents can apply for a library card with the Newport Beach Public Library for free. If your Georgia IDs are current, you can present that as proof of ID and bring something that has been mailed to you at your current address, then those will suffice for a free library card. A bill or even a postcard would work. Our Balboa branch is likely fairly close to you on the peninsula but you can visit any of our branches in order to apply for your card ... Please let us know if you have any other questions and we look forward to seeing you. Best regards.
<u>12</u> <u>08/26/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>08/26/2025</u>	I am a current MLIS student. I am also the current Worlds Miss California Tourism pageant titleholder with a community service platform focused on improving youth literacy rates in Southern California. All of this to say, I am currently working on a project that I have titled "Reading Across California", where I visit ten of the most unique/popular libraries throughout Southern California and share what makes them special on my social media pages (this includes programs offered, collections, and other services). Your library was one of those top ten! I was hoping to connect with someone to inquire about setting up a tour. I would love to hear first-hand about your library operations, and to be able to share about its offerings with our community. This would also be incredibly useful towards my MLIS, as my current career pathway is that of Public Librarianship. Please let me know who to best get in touch with regarding this project and I look forward to hearing from you soon!	I would be happy to arrange a tour of our Central Library for you. Please feel free to reach out to me directly to set up a time. Thank you.
<u>13</u> <u>08/28/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>08/28/2025</u>	Do you still have Passport Services? If so, [what are the] days [and] hours of operation?	Yes, the library does offer Passport appointments Mondays through Thursdays from 10 a.m. to 3 p.m. You can find out more about it here as well as make an appointment ... I hope that helps! Please let me know if you have any other questions. Thank you.
<u>14</u> <u>08/30/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>09/02/2025</u>	I'm researching our 1999 grand opening of Gelato Paradiso at 952 Avocado Ave (Corona del Mar Plaza). Could you please help pull Daily Pilot/Orange Coast Pilot clippings (and any photos) from Jan 1, 1999-Dec 31, 2000 that mention Gelato Paradiso or the address? Leads I've found in your archives include: 1999-04-03 (page shows "952 Avocado Ave/(949) 640-9256") and 1999-04-29 (shows "Gelato Paradiso" listing). If possible, please email 300-dpi PDFs of the full pages and note page/section numbers. I'm happy to cover any fees. We are reopening that location next month and I would love to show our customers then and now as well as our history. Thank you!	How fun. Absolutely. I have asked several of our librarians to start working on this and we'll let you know what we can find this week. If you need anything else, please let us know. Best regards.