

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<p>1 01/02/2026 Comment Card Rebecca Lightfoot Library Services Manager 01/05/2026</p>	<p>I stopped by administration and you were off today, so [I] let [the] front desk know. I arrived at the library central branch at about 9:15 a.m. I parked right outside [the] entrance. When I left to return to my car at 11:25 a.m., I noticed that gas had been stolen from my fuel tank. I am reporting this because this has occurred 2-3 times in [the] last month and [I'm] concerned also for others having their gasoline stolen. Feel free to contact me if necessary.</p>	<p>Thank you for taking the time to let us know about your experience recently at the Central Library. I'm sorry to hear about the fuel being stolen from your gas tank. I would recommend contacting the police at their non-emergency number, 949-644-3717, the next time this happens. Please let me know if you have any other questions or concerns. Thank you.</p>
<p>2 01/04/2026 Email Andy Kachaturian Adult Services Coordinator 01/05/2026</p>	<p>I just requested a transfer hold for <i>Better Call Saul</i>, Season 2 DVD, pickup at Mariners. Would you please ensure that the DVD is transferred from CDM branch? The DVDs at Central in my experience for this series were too scratched to read. Thank you so much!</p>	<p>Thank you for letting us know—we will be sure to get our copy at Central cleaned and we will make sure you get the Corona del Mar copy to fill your hold until our other copy has been attended to. Have a great day.</p>
<p>3 01/07/2026 Email Annika Helmuth Branch & Youth Services Coordinator 01/07/2026</p>	<p>Our company ... is an education company. Our students are currently participating in ... a global initiative ... that encourages girls to engage in STEM learning, leadership, and community outreach. As part of this challenge, students are required to collaborate with influential community organizations, such as libraries, to promote STEM education and create meaningful community impact ... Because of the library's important role as a community hub for education and lifelong learning, we would be honored to explore a partnership ... We hope to work with Newport Beach Public Library to make [STEM] experiences accessible to local students and inspire them to embrace the "Girl Powered" spirit in STEM. We would greatly appreciate the opportunity to discuss this collaboration further and tailor the program to best serve your community. Thank you for your time and for your continued support of education and community development. We look forward to the possibility of working together.</p>	<p>Thank you for your interest in the Newport Beach Public Library. Your program proposal will be shared with the youth programming committee for consideration in future program seasons. Youth programs are planned with a six- to eight-month lead time, and we are currently evaluating programs for Fall 2026. The committee evaluates proposals based on several factors, including: the needs and interests of the community; relevance and compatibility with the Newport Beach area; reference recommendations; suitability of format, subject, and style for the intended audience; availability of space, equipment, and staff; and how well the program supports the Library's mission and complements the existing schedule of events. Programs must comply with Library policy and may be limited by space, budget, staff, or equipment availability. Should an opportunity to present your program become available, I will be sure to reach out.</p>
<p>4 01/07/2026 Email Rebecca Lightfoot Library Services Manager 01/08/2026</p>	<p>I was wondering if the library were hiring for any positions. I would be interested in volunteering as well, but do need some part time work. I am a very dedicated writer, and would be a great representative for the library. I am talented at sales as well as sponsorships. Please let me know if I can send a resume over for a position and or come by. Thank you!</p>	<p>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.</p>
<p>5 01/08/2026 Email Miranda Gentry Circulation Coordinator 01/08/2026</p>	<p>What is the daily rate on overdue books? Thank you.</p>	<p>Thank you for your inquiry to the Newport Beach Public Library. Fines on overdue material varies depending on the item. For general items, the daily fee is \$0.25/day to a maximum fee of \$10.00. Here is a link to our circulation policy that lists all items and fines in more detail ... Please let us know if you have any further questions.</p>

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<p><u>6</u> <u>01/10/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>01/12/2026</u></p>	<p>I was wondering if you guys offer free Wi-Fi or do people purchase a library card to access Wi-Fi? My laptop only can connect with Wi-Fi, so I was wondering about that. Thank you!</p>	<p>The library's Wi-Fi is free to use and does not require a library card to access it. You can find a list of our locations and information about the computers, printing, and Wi-Fi here on our website ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p><u>7</u> <u>01/12/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>01/12/2026</u></p>	<p>When I use the NBPL app it requires two forms of identification, "Barcode" and password. When I use the NBPL website, it requires "Library Card Number" and password. My Google password manager makes it easy to use the website, but it can't help me with the app. I know of no other app that I use which requires scanning a barcode as the primary form of user identification. Is there any solution to this issue on the app which I might have overlooked? Thank you.</p>	<p>The login screen on the app gives you the option to type in your barcode manually or scan the barcode using your camera. As you can see in this screenshot, I have started to type my barcode in, so you have that option ... I hope that helps. Please feel free to bring your device into the library if you would like some additional help. Staff would be happy to assist you. Thank you.</p>
<p><u>8</u> <u>01/12/2026</u> <u>Comment Card</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>01/13/2026</u></p>	<p>I was impressed with Josie who assisted me with tech support. She assisted me with a website I had difficulty signing up for. She was excellent with every detail helping me to meeting my deadline. She made my day. I just want Josie to know how much I appreciate her kind and most helpful assistance. 5 stars.</p>	<p>Thank you so much for taking the time to fill out a comment card at the library regarding the service Josie provided to you. We are so very pleased that she was able to assist you and leave such a positive impression upon you. We will be sure to share this with Josie as these interactions do make such a lasting difference. Thank you so much.</p>
<p><u>9</u> <u>01/14/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>01/14/2026</u></p>	<p>[I] want to re activate my account. [I] have been away for many years. I still have same address, same drivers license number, [and the] same phone number. Do I have to apply in person? Thanks ...</p>	<p>Thank you for the information you have provided. Yes, you do still have an active account in our system. Do you have possession of the library card? If so, the number on the back allows access to your account as well as access to our online resources. Please let me know if you have any other questions.</p>
<p><u>10</u> <u>01/15/2026</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>01/16/2026</u></p>	<p>I'm a junior in high school organizing a free flash fiction writing competition for adults as part of my Girl Scout Gold Award project, which focuses on promoting creative writing and literacy. I'm reaching out to ask if it would be possible to display a flyer about the competition at your library. The contest is open to all adult writers, with a March 15th deadline for 300-word submissions. I'd be happy to send over the digital flyer for review if you're able to help! Would this be something you could support? I'd really appreciate any help in getting the word out to writers. Thank you for considering this, and please let me know if you have any questions!</p>	<p>Thank you for considering us to assist with your unique project to promote creative writing and literacy. The Library's Display and Distribution of Materials Policy establishes the criteria for the types of flyers eligible to be displayed. Materials from non-governmental agencies are not permitted on our designated display shelves so this competition flyer is not something we would put out for display. Thank you again for contacting us and I wish you the best in accomplishing your goal to earn the Girl Scout Gold Award.</p>

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<u>11</u> <u>01/19/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>01/20/2026</u>	<p>I left my book on the airplane and it hasn't been returned yet. Can I purchase a new one and bring it to you? [The book is titled] <i>West with Giraffes</i> . I'm so sorry.</p>	<p>While we do not accept replacements for items, I can let you know the options we have for you to consider. The item "West with Giraffes" currently has two more available renewals that we can exhaust before you pay for the item if you think there is a chance that it will be returned to you. Those renewals will be for three weeks each so that potentially gives another six weeks to hope for its return. The other option is to mark the item lost and charge the cost of the item to your account, which will be \$24.95 plus a \$10.00 processing fee totaling \$34.95. Please note that after you pay for the item, if you do gain possession of it within one year, you can return it to the library, and you will be refunded \$24.95. I will say that this is not the first library book to want to continue traveling! Thank you for letting us know. Please let me know how you would like to proceed or if you have any other questions.</p>
<u>12</u> <u>01/19/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>01/20/2026</u>	<p>To start with, I want to thank you for your article, here ... I found your page while searching for online safety tips for my grandma. She was recently targeted by scammers online but, luckily for her, she asked me what to do and I stopped her from giving the scammers any money. That's when I realized how vulnerable she is to scams, and I wanted to find ways to help her stay safe online. Unfortunately, seniors are one of the most unguarded groups on the internet and I believe we have to do our best to keep them safe. During my research, I found an article that helps seniors understand how they can stay safe online with some really good tips and clear explanations. It's a very complete and accessible resource that I think could be a great addition to your page. You can find it here ... I hope you and your readers will find value in the article should you decide to share it on your page!</p>	<p>Thank you for thinking of us, but we are not looking to add any content to our website.</p>
<u>13</u> <u>01/21/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>01/22/2026</u>	<p>I'm reaching out from The AI Social Club. We run hands-on AI workshops here in Newport Beach that teach people practical skills like building custom ChatGPT assistants, automating tasks, and using AI tools confidently in everyday life. We'd love to reach library patrons who might benefit from learning AI in a supportive, in-person environment. Could you share information about advertising opportunities in your newsletter? I'd love to know about rates, deadlines, and any submission rules. Thanks so much for your time!</p>	<p>Thank you for reaching out. Unfortunately, the library is unable to offer this kind of advertising opportunity. You might try reaching out to Stu News, Greet and Stroll, or the Patch. They are local area newsletters that offer advertising. Here are links to their information ... I hope this helps. Please let me know if there is anything else I can help you with. Thank you.</p>
<u>14</u> <u>01/28/2026</u> <u>Email</u> <u>Mary-Kay Lutgen</u> <u>Reference Librarian</u> <u>01/29/2026</u>	<p>I am inquiring [about] how I can volunteer at the Newport Beach library. I am a Corona Del Mar resident that is semi-retired and I am a (library) card carrying member that would like to learn about available volunteer opportunities. Thank you.</p>	<p>Thank you for your interest in volunteering with the library! We have three different volunteer opportunities available. Adults can volunteer through the library's Homebound Delivery service, providing monthly book deliveries to Newport Beach library patrons who are unable to visit the library; Project Adult Literacy, supporting adult learners through one-on-one tutoring; or through our support organization, the Friends of the Library, working in the Friends' Bookstore and helping with upcoming book sales. Each opportunity has different training requirements and time commitments. To learn more about these opportunities, please visit ... Please feel free to reach out if you have any other questions. Best regards.</p>

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<p><u>15</u> <u>01/31/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>02/02/2026</u></p>	<p>I'm wondering if you are accepting field study applicants from UCI as a part of their field study program. If so, I am interested! Thanks!</p>	<p>This email inquiry was forwarded to our City Human Resources department.</p>