

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
1 <u>05/02/2026</u> <u>Greeting Card</u> <u>Nadia Dallstream</u> <u>Branch Librarian</u> <u>05/02/2026</u>	I am writing to formally recognize two of your staff members, Sara and Michaela, for the exceptional service they provided during my visit to your library last week. Both were incredibly kind, professional, and eager to assist me with my needs. I would like to express my sincere appreciation for the help these two individuals provided, as their support made my visit a very positive experience. It is a pleasure to see such dedicated staff members representing your library. Thank you for your time and for maintaining such a helpful team. Great job ladies! It was my pleasure speaking with you both.	This positive feedback was shared with staff and the Admin Team. Nadia left the patron a voicemail message to say thank you. Later, she had the opportunity to meet the patron and extend our gratitude in person while providing curbside service at the CdM Branch Library.
2 <u>05/03/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>05/04/2026</u>	I left a bottle (plastic cola bottle) with change at the library yesterday and want to see if you are able to hold it for me. I did not realize and see that you don't open until later today. I did call but couldn't leave a message. I can stop by later today. Thank you for your help.	I received word that this item was picked up yesterday (Sunday 5/3). If I can be [of] any further assistance, please let me know. Thank you.
3 <u>05/04/2026</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/04/2026</u>	THANKS VERY MUCH for new Sound Lab equipment.	The patron was thanked in person for her appreciation of the Sound Lab.
4 <u>05/04/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/04/2026</u>	Do you take classical records/CDs/tapes for donation?	Thank you so much for thinking of us for your donations! The Friends of the Library handle our donations. They do accept CDs and Vinyl records, but unfortunately, they cannot take tapes. There is more information on this page of the website ... You can reach out to the Friends at 949-759-9667 if you have any questions or need assistance with your donation. Thank you.
5 <u>05/12/2026</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>05/13/2026</u>	I am reaching out ... to see if it is possible for us to connect about joining any of your upcoming events and providing a free activity. We have an upcoming summer camp for kids ages 10-16 and we'd love the opportunity to connect with the students in your area since we are close by! Looking forward to hearing from you!	Thank you for your interest in the Newport Beach Public Library. We do not currently have any upcoming events to join, but we are in the process of reviewing youth program proposals for the upcoming school year (September 2026-May 2027). Please note that youth programs are typically planned with a six- to eight-month lead time. For youth program consideration, please review the following guidelines ... Please don't hesitate to reach out if you have any questions.
6 <u>05/13/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>05/13/2026</u>	I have a question for you. I'm new to this library. I just rented 3 movies - one DVD and two Blu-Rays. Online it says you can't renew Rental DVDs, but in person as I was checking out, the librarian told me that I will get an automatic renewal. Can you explain the difference between normal DVD/Blu-Ray vs. Rentals? Am I able to renew my 3 discs longer than one week, or do I need to bring them back by then? And if I want to renew, I can simply do so online, right? How many times can I do that before I get a late fee? Thanks for answering all of my questions! I love this library so far.	First, welcome to NBPL! Thank you for reaching out. Yes, there is a difference between rental DVDs and non-rental DVD/Blu-Rays. Rental DVDs cost \$1.00, check out for one day, and there are no renewals. These are typically high demand DVD/Blu-rays. There are a few ways to tell the difference between a rental DVD and non-rental DVD ... I looked at your account, and you have checked out regular, non-rental DVDs. All three are due on 5/20 and may be renewed up to four times as long as there are no holds at the time of the renewal ... Please let me know if you have any other questions. I'm happy to help. Thank you again for being part of the Newport Beach Public Library.

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<p>7 <u>05/13/2026</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/14/2026</u></p>	<p>What date is the next book sale that you have three times a year?</p>	<p>Our Friends of the Library are holding their next big book sale on [June 5 and 6, 2026]. For more information about the Friends and all that they do to support the library, you can visit their website here ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p>8 <u>05/16/2026</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/18/2026</u></p>	<p>I have about a dozen of these [old Life magazines] from the 1930s in average condition and [I am] wondering if the Library has any interest in these?</p>	<p>Thank you for thinking of us for your donation. Unfortunately, we would not be able to accept magazines. I'm afraid I don't know of anywhere locally that does take magazines. There are some national charities that will accept them. I've included links to two of them below ... I hope that helps. Please let me know if you have any other questions. Thank you.</p>
<p>9 <u>05/16/2026</u> Email <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>05/18/2026</u></p>	<p>I was wondering if I can get loans from Los Angeles Public Library through you and if so, how can I do that?</p>	<p>Thank you for checking in with us regarding our Interlibrary Loan service. The Interlibrary Loan process does cost \$5 per request with a maximum of 5 active requests. We place a request out to a list of libraries and work with the one that is most responsive to our request, so it may not necessarily be a specific library like the Los Angeles Public Library. This process can also take some weeks to complete as we are dependent upon the participating library to process the request. If there is a specific book that you are interest in, we would be happy to give it a look and see if another library near us might own it if we do not. We have additional information posted online here ... If we can be of any other help, please let us know. Best regards.</p>
<p>10 <u>05/17/2026</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/18/2026</u></p>	<p>I heard there is going to be a lecture on John Williams on August 13, but it's not on your calendar. How can I get a ticket to the lecture? Thank you.</p>	<p>The Library Foundation of Newport Beach is hosting the Library Live event on August 13. I don't see tickets on sale just yet, but you can reach out to them at 949-717-3892 and they should be able to tell you when they expect registration to go live on their website ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p>11 <u>05/21/2026</u> Email <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>05/21/2026</u></p>	<p>I returned a Blu-ray from my local OCPL to Newport Central library by mistake. The title was called 'Shoplifters' ...</p>	<p>Thank you for reaching out. We do return items that belong to OCPL to their distribution center on Thursdays. The item you dropped here may have been in that bin that was delivered today. I would recommend calling your local OCPL library or watching your OCPL account online to see if the item gets checked in. Please let me know if I can be of further assistance.</p>
<p>12 <u>05/21/2026</u> Email <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>05/22/2026</u></p>	<p>I am a Junior at American High School in Fremont, CA. I also serve as the student CEO at a registered 501(c)(3) nonprofit org, Micro Lessons Academy ... This will be my fourth year teaching a Math preparatory course for Elementary & Middle school students ... The course is completely FREE, fully online, two 1-hour sessions each per week and designed to help students retain their Math skills through the summer ... I would be deeply grateful if you could share the attached flyer on your library's noticeboard. The flyer includes all the details for signing up. Thank you so much for your time and consideration.</p>	<p>Thank you for thinking of our library to share your services. Unfortunately, our Display and Distribution of Materials policy prevents us from displaying non-governmental materials in our libraries. You can read the full policy here ... We wish you continued success in your program! Best regards.</p>

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<p>13 <u>05/24/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/26/2026</u></p>	<p>I'm in Newport this summer between my 2nd and 3rd years at UCSB and I'm wondering if there are any job opportunities mid June to mid August? Let me know who I can contact. 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>14 <u>05/28/2026</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>05/28/2026</u></p>	<p>Yesterday when I was at the Central branch I had the best experience thanks to Terry and another young woman which I cannot recall her name ... They both went above and beyond to help me with a printing issue and I walked out feeling better than when I walked in. You never know what people are going through and when someone makes an effort to go out of their way it does make a difference.</p>	<p>Thank you for sharing your feedback regarding your experience at the Central Library yesterday afternoon. I am pleased to hear Terry and Lucero were able to assist you with your print job. I will be sure to pass along the positive impact they had and the difference they made in your day. Best regards.</p>
<p>15 <u>05/28/2026</u> <u>Email</u> <u>Terry Sanchez</u> <u>Programs Specialist</u> <u>05/29/2026</u></p>	<p>[Regarding] a grand opening and a surf legend, please reserve 1 entrance on July 11, 2025 ... I will be there.</p>	<p>Thank you for your interest in attending the grand opening of Witte Hall presenting Shaun Tomson. Registration for this event opens on June 2nd at 4 p.m. On June 2nd after 4 p.m., you may register online using the link on the email you received, going to our website calendar listing, or clicking on the link I will paste below ... Please feel free to reach out if you have any further questions. Kind regards.</p>