

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
1 <u>02/28/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>03/03/2025</u>	I was wondering if the OCPL change removing all punitive fines (2021) also applied to the Newport Public Library? Thank you	Thank you for checking with us. The Orange County Public Library system is a separate library system. We do still maintain a fine structure for late materials. The following webpage Using the Library, goes through this structure ... If you have any questions, please feel free to let us know. Best regards.
2 <u>03/03/2025</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/03/2025</u>	I am a resident of Newport Beach. I use your online library a lot. I love it. Can you please provide access to a subscription to MasterClass? I'd love to stream their "Gut Health" miniseries. Very informative from top industry leaders.	Thank you so much for taking the time to fill out a comment card at the Central Library. I appreciate your feedback and I'm so glad you find our online library helpful. I reached out to MasterClass to see if they offer subscriptions to public libraries and unfortunately, they do not. If they ever add that to their service model, I would be happy to consider adding it to our resources. Please don't hesitate to reach out with any other comments or suggestions. Thank you.
3 <u>03/03/2025</u> <u>Comment Card</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>03/03/2025</u>	[I like the] variety [at Newport Beach Public Library]. Jasmin, Librarian, [is] awesome [and] helpful!	Thank you for taking the time to fill out a comment card at the Central Library. I'm glad to hear that our librarian Jasmin was helpful! I will make sure to pass along your kind words of praise. I'm also happy to hear that you are pleased with our collections, facility, and services. We really appreciate the feedback. Please don't hesitate to reach out with any other comments or concerns.
4 <u>03/03/2025</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/03/2025</u>	The printer for computer print jobs does never print a receipt. Quite unusual!	Rebecca responded to the patron by phone and left a voicemail message. She apologized for the inconvenience and let him know Reference staff could print those receipts for him.
5 <u>03/03/2025</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>03/04/2025</u>	We are part of the gaming business unit within HP Inc. located in Fountain Valley. We are looking for any volunteer opportunities around the area. Does this library or any other OC library have any volunteer activities that we could participate in?	Thank you for your interest in volunteering at the Newport Beach Public Library. We offer a variety of volunteer positions for students in seventh through twelfth grade and ages 12 to 18 years old. To apply, please complete the online application. A link to the online application is available at ... For information about all other Newport Beach Public Library volunteer opportunities, please visit our website ... If you have any further questions, I welcome you to email me directly.
6 <u>03/05/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/05/2025</u>	Do you have a list of donations you're interested in? Other than books & DVDs?	Thank you for thinking of us for your donations. The Friends of the Library accept donations on our behalf. You can find a list of items they accept on our website ... Here is an excerpt from that page ... I hope that helps! If you have any questions regarding the donation process, you can reach the Friends at 949-759-9667. Thank you.
7 <u>03/06/2025</u> <u>Email</u> <u>Julie Duncan</u> <u>Senior Library Clerk</u> <u>03/06/2025</u>	I would like to come by and get my passport renewed. I have my California real ID birth certificate and a previous passport, but it is older than 15 years so I can't use the mail service. Can I make an appointment ...	I am happy to assist you in making an appointment. We are here Monday through Thursday from 10 a.m. until 3 p.m. Our next available appointment is Thursday March 20, 2025, at 10:00 a.m. Beyond that there are several appointments available March 25, 2025, and beyond. Is there a day and time you prefer? You can reply to me or make an appointment online using this link ... You will need to bring the following to your appointment ... Thank you for contacting us and we look forward to assisting you with the application process.

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<u>8</u> <u>03/07/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/10/2025</u>	I am reaching out with curiosity regarding any potential job openings at the library. I [have] several years of experience in Talent Acquisition for the Arts & Entertainment industry, but am looking to pivot out and am interested in learning more about opportunities at this library. Please let me know if there is a particular person that I can reach out to regarding potential part-time and full-time help, as I know this platform is not meant for job applications. Thank you and looking forward to hearing back from you soon!	Thank you for your interest in working for the library! All our job openings are posted on the City's website here ... You can also fill out a job interest card on the City's website to be notified by email whenever a new job in the library is posted ... I hope that helps! Please let me know if you have any other questions. Thank you.
<u>9</u> <u>03/09/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/10/2025</u>	I have some old books I don't use anymore. Does the library take donations? If not, where could I donate these books? Thank you.	Thank you for thinking of us for your donations. The Friends of the Library accept donations on our behalf. You can find a list of items they accept on our website ... I hope that helps! If you have any questions regarding the donation process, you can reach the Friends at 949-759-9667. Thank you.
<u>10</u> <u>03/12/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/12/2025</u>	I would like to pass on some sad news, and I know there are people there who would want to know. [A person] worked in the literacy program for several years, and was really devoted to helping people. Well, he died on March 8th, suddenly and unexpectedly. I am a hot mess, and not ok, so would appreciate any prayers from anyone. We moved to Alaska, which is why he stopped doing the program, but he really loved helping people there. Thank you for your time.	I'm so sorry for your loss. Please accept our deepest condolences on behalf of Project Adult Literacy and the Newport Beach Public Library as a whole. [He] will be deeply missed. Take care.
<u>11</u> <u>03/12/2025</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>03/12/2025</u>	I would like to know how to volunteer in the library.	Thank you for your interest in volunteering at the Newport Beach Public Library. We offer a variety of volunteer positions for students in seventh through twelfth grade. To apply, please complete the online application. A link to the online application is available at ... For information about other Newport Beach Public Library volunteer opportunities, please visit our website ... If you have any further questions, I welcome you to email me directly.
<u>12</u> <u>03/13/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/13/2025</u>	My name is ... and I was wondering if you have any job positions available, particularly in the children's library? Please let me know. Thank you so much.	Thank you for your interest in working for the library! All our job openings are posted on the City's website here ... You can also fill out a job interest card on the City's website to be notified by email whenever a new job in the library is posted ... I hope that helps! Please let me know if you have any other questions. Thank you.
<u>13</u> <u>03/17/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>03/18/2025</u>	My name is ... I am a 17 year old filmmaker based in Santa Ana. I am a senior at Orange County School of the Arts. I specialize in Film & Television, and for my senior thesis film I am making a 10 minute coming of age film that needs a library to film at. I humbly ask to see if that is possible to come true at your Newport Beach Central Library location. We were hoping to shoot March 23rd. If this date works for you please let me know. If you have any questions or concerns feel free to ask! I hope we can work something out! Thank you!	Thank you for reaching out. Could you elaborate on what would be involved with your filming? We need to ensure that no other patrons would be impacted. Thank you.