



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Civic Center Council Chambers
100 Civic Center Drive, Newport Beach, CA 92660

Tuesday, January 21, 2025 - 5:00 PM

Board of Library Trustees Members:

Chase Rief, Chair
Antonella Castro, Vice Chair
Dorothy Larson, Secretary
Lauren Kramer, Trustee
Meghan Murray, Trustee

Staff Members:

Melissa Hartson, Library Services Director
Francine Jacome, Administrative Support Specialist

The Board of Library Trustees meeting is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Commission and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Chair may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

The public can submit questions and comments in writing for the Board of Library Trustees to consider. Please send them by email to the Library Services Department at LibraryBoard@newportbeachca.gov by Monday, January 20, at 5:00 p.m. to give the Board of Library Trustees time to consider your comments. All emails will be made part of the record.

The City of Newport Beach's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, we will attempt to accommodate you in every reasonable manner. Please contact Melissa Hartson, Library Services Director, at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 717-3801 or mhartson@newportbeachca.gov.

NOTICE REGARDING PRESENTATIONS REQUIRING USE OF CITY EQUIPMENT

Any presentation requiring the use of the City of Newport Beach's equipment must be submitted to the Library Services Department 24 hours prior to the scheduled meeting.

I. CALL MEETING TO ORDER

II. ROLL CALL

III. PLEDGE OF ALLEGIANCE

IV. NOTICE TO THE PUBLIC

The City provides a yellow sign-in card to assist in the preparation of the minutes. The completion of the card is not required in order to address the Board of Library Trustees. If the optional sign-in card has been completed, it should be placed in the tray provided.

The Board of Library Trustees of Newport Beach welcomes and encourages community participation. Public comments are generally limited to three (3) minutes per person to allow everyone to speak. Written comments are encouraged as well. The Board of Library Trustees has the discretion to extend or shorten the time limit on agenda or non-agenda items. As a courtesy, please turn cell phones off or set them in the silent mode.

V. CONSENT CALENDAR

PAll matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. Board of Library Trustees have received detailed staff reports on each of the items recommending an action. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees request specific items to be discussed and/or removed from the Consent Calendar for separate action. Members of the public who wish to discuss a Consent Calendar item should come forward upon invitation by the Chair.

A. Consent Calendar Items

1. **Minutes of the Nov 18, 2024, Board of Library Trustees Meeting** (pp. 5-12)

[DRAFT OF MINUTES](#)

2. **Patron Comments** (pp. 13-17)

Monthly review of evaluations of library services through suggestions and requests received from patrons.

[PATRON COMMENTS](#)

3. **Expenditure Status Report** (pp. 18-20)

Monthly expenditure status of the library's operating expenses, services, salaries, and benefits by department.

[EXPENDITURES](#)

4. **Board of Library Trustees Monitoring List** (p. 21)

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

5. **Internet Use Policy (NBPL 5)** (pp. 22-28)

Staff recommends that the Board of Library Trustees review and approve minor changes to Library Policy NBPL 5, *Internet Use Policy*.

[STAFF REPORT](#)

[ATTACHMENTS A-C](#)

6. Rules for Acceptable Use of Wireless Internet Connections (NBPL 11) (pp. 29-32)

Staff recommends that the Board of Library Trustees review and approve minor changes to Library Policy NBPL 11, *Rules for Acceptable Use of Wireless Internet Connections*.

[STAFF REPORT](#)
[ATTACHMENTS A-C](#)

7. Circulation Policy (NBPL 12) (pp. 33-53)

Staff recommends that the Board of Library Trustees review minor changes to Library Policy NBPL 12, *Circulation Policy*.

[STAFF REPORT](#)
[ATTACHMENTS A-C](#)

8. NBPL eBranch, Database, and Downloadable Services Update (pp. 54-55)

Staff will provide an update and review of the Library eBranch, database, and downloadable services.

[STAFF REPORT](#)

9. Library Activities (pp. 56-74)

Monthly update of library events, services, and statistics.

[STAFF REPORT](#)

B. Monthly Reports

10. Library Foundation Liaison Report (pp. 75-76)

Trustee update of the most recently attended Library Foundation Board meeting.

[FOUNDATION REPORT](#)

11. Friends of the Library Liaison Report

Trustee update of the most recently attended Friends of the Library Board meeting.

12. Pals4pal Liaison Report

Trustee update of the most recently attended Pals4pal meeting.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Public comments are invited, and non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

VIII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION ACTION OR REPORT (NON-DISCUSSION ITEM) OR RECONSIDERATION

IX. ADJOURNMENT

CITY OF NEWPORT BEACH

Board of Library Trustees
Civic Center Council Chambers
100 Civic Center Drive, Newport Beach, CA
Meeting Minutes
Monday, November 18, 2024 – 5:00 PM

I. CALL TO ORDER

Vice Chair Antonella Castro called to order the Board of Library Trustees meeting for November 18, 2024.

II. ROLL CALL

Trustees Present: Vice Chair Antonella Castro, Secretary Dorothy Larson, Trustee Lauren Kramer, Trustee Meghan Murray

Trustees Absent: Chair Chase Rief (excused)

Staff Present: Melissa Hartson, Library Services Director
Rebecca Lightfoot, Library Services Manager
Andrew Kachaturian, Adult Services Coordinator
Francine Jacome, Administrative Support Specialist

Staff Absent: Annika Helmuth, Branch and Youth Services Coordinator

III. PLEDGE OF ALLEGIANCE

Vice Chair Castro introduced Alex Denisova of the Mayor's Youth Council, who led the Pledge of Allegiance.

IV. NOTICE TO THE PUBLIC - Waived

V. PATRON APPEALS OF DIRECTOR'S DECISIONS

Appeal Hearing of "Grandad's Pride" by Harry Woodgate.

The Board of Library Trustees will conduct an appeal hearing for the Director's Decision of "Grandad's Pride" by Harry Woodgate.

Appellant Haley Jenkins presented her reason for appealing the Director's decision to keep "Grandad's Pride" in the children's collection based on the changes made to the rules in Library Policy NBPL 2, *Collection Development Policy*, in June regarding suitability of illustrations and information contained in the material. The book contains illustration of two men wearing sexual attire while embracing and kissing, and has an intended reading audience of 3 to 6 year olds. Ms. Jenkins requested the book be moved to a different area within the Library and that staff review the changes made within the Policy for age appropriateness.

Library Services Director Hartson provided background information on the original Director's decision to keep the book "Grandad's Pride" in the children's picture book collection. Resources

used in making that decision were provided, along with information on the awards the author and book have received. It is a 2024 Rainbow List Top Ten Titles for younger readers. The illustrations in the book are not sexually graphic or violent in nature. Professional reviews profile the book as suitable for children ages three to eight, or in first through fourth grades.

Vice Chair Castro opened Public Comments.

Paul Watkins provided commentary about his decision not to back the Director's original decision and felt the book should be relocated out of the Children's collection.

Sydni Webb commented regarding the current Policy for the Children's Collection and questioned how the book was perceived appropriate for three year olds.

Linda Barker provided comment about her history as an educator and felt the Director's decision should not have been to keep the book in the Children's collection. The book contains very complex situations that young children would not yet understand; situations that deserve thoughtful discussion amongst family members. The book should be moved to the adult section so parents can choose when to introduce the material to their families.

Patty provided comment regarding her background as an educator and suggested the book is inappropriate for young children and should be moved to the adult section of the Library.

Jim Mosher provided comment regarding Mariners Branch versus Central Library and children utilizing the Library without parental supervision and suggested the Board be mindful of the diversity of material while also staying within the guidelines of the Policy for the Children's Collection. Mr. Mosher noted that in a past appeal, the appellant had requested to move a book to the adult collection and the book was removed from the Library completely, indicating an evenhanded approach by the Director.

Vice Chair Castro closed Public Comment and brought the discussion back to the Board.

Trustee Lauren Kramer commented that she felt the illustrations were sexual in content and not appropriate for young children; it's a kids picture book and they totally missed the mark on the book's age appropriateness and believed the book should be removed from the children's collection.

Trustee Meghan Murray commented that the goal is to find a solution. There is reference in the book to AIDS, bondage, transexual children, nazi era criminal codes and others that are beyond the comprehension of most first graders, and she believed the book should be removed from the children's collection and suggested creating a "Sensitive Subject" area.

Secretary Dorothy Larson provided comment in favor of the Director's Decision and noted it is in a section that requires parents to accompany their children; she had a difficult time reconciling

the description of the book with what she read. If the book is viewed through the eyes of children, it has warm pictures and is heartfelt story about a grandfather who has a very loving relationship with his partner. She believed it was fine where it currently sits.

Vice Chair Castro inquired how long the book had been in the collection. Library Services Director Hartson answered it was added to the collection in fall of 2023. There had been one request for evaluation during that time period.

Vice Chair Castro stated she read the book and found it in the children's collection at Barnes and Noble. She liked the story and had to look at the illustrations a few times to review it's compliance with the Policy. Visual literacy was recently added to the Policy, and she expressed an interest in voting with the majority.

Motion made by Trustee Lauren Kramer, seconded by Trustee Meghan Murray, and carried 3-1-0-1 to relocate the book to the Adult Nonfiction section in an area that is categorized for this type of topic.

AYES: Castro, Kramer, Murray
NOES: Larson
ABSTENTIONS:
ABSENCES: Rief

VI. CONSENT CALENDAR

Administrative Support Specialist Francine Jacome read the Consent Calendar Notice to the public.

Vice Chair Castro inquired whether any Trustees had requests to pull an item from the Consent Calendar.

2. Minutes of October 21, 2024 Board of Library Trustees Meeting

Trustee Kramer noted on handwritten page 18, top of page, please change harsh comment to "hostile comment". Vice Chair Castro submitted the written edits that Mr. Mosher sent in. On handwritten page 19, please change student news to Stu News Newport; handwritten page 20, please change Motion made by Vice Chair Kramer to Trustee Kramer on item 9.

3. Patron Comments

Monthly review of evaluations of library services through suggestions and requests received from patrons.

4. Expenditure Status Report

Monthly expenditure status of the library's operating expenses, services, salaries, and benefits by department.

5. Board of Library Trustees Monitoring List

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Vice Chair Castro opened the item to public comments, there were none.

Vice Chair Castro received and filed the report.

Motion made by Trustee Lauren Kramer, seconded by Vice Chair Castro, and carried 4-0-0-1 to approve the Consent Calendar Items 2-5 with the above mentioned edits to the October draft minutes.

AYES: Castro, Kramer, Larson, Murray
NOES:
ABSTENTIONS:
ABSENCES: Rief

VI. CURRENT BUSINESS

A. Items for Review

6. Library Use Policy (NBPL 1)

Staff recommend the Board of Library Trustees review and approve changes to Library Policy NBPL 1, Library Use Policy.

Library Services Director Hartson reported on the edits made to the Library Policy NBPL 1, *Library Use Policy*, which ensure public access to the collections, programs and resources of the Library and sets the expectations for public behavior to preserve and promote access in a safe and welcoming environment. Simple modifications have been made to reflect updates to terminology and broaden the scope of patron's behavior when using the Library based on recent Newport Beach Municipal Code changes. Library Services Director Hartson covered the modifications for the Board, which included: adding the term "vaping" to the no smoking policy, small changes to both broaden and lessen the scope of occupying space on furniture in the correct manner, limiting eating and drinking around electronic equipment and in the media and sound labs, adding clarity to the clothing standards of tops and bottoms, addressing safety concerns of the use of wheeled equipment in the Library, utilizing Mr. Mosher's comments to revise the use of devices with or without headphones, revisions to the list of prohibited soliciting, addressing the size of wheeled conveyances used while utilizing the Library (i.e. guitar case, amplifiers), addressing recent municipal code changes regarding unattended personal belongings, misusing of electrical outlets, and broadening the scope of lack of personal hygiene.

Vice Chair Castro commented regarding the use of the term "limited restrictions".

Trustee Larson suggested adding "public areas" as suggested by Dr. Mosher.

Secretary Kramer suggested making the change "all members of the public" can utilize the libraries providing they abide by library policies.

Vice Chair Castro asked if anyone had suggestions regarding prohibiting soliciting.

Secretary Kramer commented that it could mean the front of the Library, and suggested re-wording it to “soliciting is prohibited unless authorized by the Library Services Director”.

Some of the Board members expressed concern of Friends of the Library being considered solicitors. Library Services Director Hartson responded that staff consider Friends as an organization not a patron.

Vice Chair Castro opened the item for public comments.

Jim Mosher, Newport Beach resident, commented that Item 22 is redundant and in Item 10 soliciting is a very broad term that could generate controversy. It would be helpful to say that they were trying to limit soliciting or raising funds by patrons, adding unless authorized by city staff would be appropriate.

Jerry Kappel, CEO of the Library Foundation, commented that he was concerned about the solicitation policy as the Foundation has brochures and fliers throughout the libraries for Witte Hall. Caution should be used in how it’s worded. He anticipated that it would be clear that the institutions and foundations of the Library are not banned from providing the support they continue to provide. He recommended they rework it a bit before they finalize it with approval.

Vice Chair Castro closed public comments.

Library Services Director Hartson stated the original iteration of Item 10 covered the organizations such as the Foundation and Friends of the Library.

Motion made by Trustee Lauren Kramer, seconded by Vice Chair Castro, and carried 4-0-0-1 to approve staff recommendations on Item 14, the addition of Mr. Mosher’s suggestions for the changes of Items 8, 16, 17, and restoring the original language on item 10, in the Policy, as discussed.

AYES: Castro, Kramer, Larson, Murray
NOES:
ABSTENTIONS:
ABSENCES: Rief

7. Media Lab Use Policy (NBPL 6)

Staff recommend that the Board of Library Trustees review Library Policy NBPL 6, Media Lab Use and approve minor changes to the policy.

Library Services Manager Rebecca Lightfoot reported that there were no changes other than adding it was reviewed in keeping with the two year review of all policies.

Vice Chair Castro opened the item to public comments, there were none.

Vice Chair Castro received and filed the report.

Motion made by Vice Chair Castro, seconded by Secretary Dorothy Larson, and carried 4-0-0-1 to approve staff recommendation for NBPL 6.

AYES: Castro, Kramer, Larson, Murray
NOES:
ABSTENTIONS:
ABSENCES: Rief

8. Sound lab Use Policy (NBPL 7)

Staff recommend that the Board of Library Trustees review Library Policy NBPL 7, Sound Lab Use and approve minor changes to the policy.

Library Services Manager Lightfoot stated the same applied for this policy, the only change was to note it was reviewed according to the two year policy review.

Vice Chair Castro opened the item for public comments.

Jim Mosher, Newport Beach resident, commented that his impression was this was used by a single person or a collaboration of people and when they are in the sound lab, they are making sound, it doesn't make sense to require electronic devices to be muted.

Library Services Manager Lightfoot responded that the Policy is meant to include the hallway, while cell phone use is allowed in the sound lab, it is discouraged in the hallway.

Vice Chair Castro closed public comments.

Motion made by Trustee Lauren Kramer, seconded by Trustee Murray, and carried 4-0-0-1 to approve staff recommendation for NBPL 7.

AYES: Castro, Kramer, Larson, Murray
NOES:
ABSTENTIONS:
ABSENCES: Rief

9. Review Holidays and Meeting Schedule

Staff requests that the Board of Library Trustees review the Library's holiday and meeting schedule for 2025 and approve as presented.

Library Services Director Hartson reviewed the Library Board of Trustees meeting schedule for calendar year 2025.

Vice Chair Castro opened the item to public comments, there were none.

Vice Chair Castro received and filed the report.

Motion made by Trustee Lauren Kramer, seconded by Secretary Dorothy Larson, and carried 4-0-0-1 to approve staff recommendation.

AYES: Castro, Kramer, Larson, Murray
NOES:
ABSTENTIONS:

ABSENCES: Rief

10. Library Activities

Monthly update of library events, services, and statistics.

Library Services Director Melissa Hartson reported on staff updates; Andrew Kachaturian has been reassigned to the Adult Services Coordinator position. They will look to fill his prior role. Christina Smith was promoted to the Literacy Coordinator position. The Project Adult Literacy Holiday Potluck will be held Saturday, December 7, at 10 a.m. in the Friends Room at Central Library. The Corona del Mar Branch will be open Sunday, December 8, from 11 a.m. – 4 p.m. for the Holiday Open House.

Secretary Larson asked if that coincided with the Corona del Mar Christmas Walk. Library Services Director Hartson responded that it does.

Vice Chair Castro opened the item to public comments, there were none.

Vice Chair Castro received and filed the report.

B. Monthly Reports

11. Library Foundation Liaison Reports

Trustee update on the most recently attended Library Foundation Board meeting.

Jerry Kappel, Foundation CEO, provided an in-depth report that was included in the packet.

Secretary Larson inquired if the date for the January Foundation Board meeting was correct. Mr. Kappel responded that the meeting is on Monday, January 13, the date was a typo and should be corrected on handwritten page 61. The report included Witte and Library Live, and both have had more ticket sales for this time of year than ever before.

Vice Chair Castro opened the item to public comments, there were none.

Vice Chair Castro received and filed the report.

12. Friends of the Library Liaison Report

Trustee update on the most recently attended Friends of the Library Board meeting.

Trustee Murray reported there is nothing new to report.

13. Pals4pal Liaison Report

Trustee update of the Pals4pal Board meeting.

Vice Chair Castro stated Pals4pal is dissolving so there is no report.

XI. PUBLIC COMMENTS ON NON-AGENDA ITEMS – Three Minutes per speaker

Jim Mosher, Newport Beach Resident, commented that on Handwritten page 26, the January meeting anticipated a day late could be rescheduled to January 24 as the circulation policy reviewed in January 2023 is on track to be reviewed again at the January 2025 meeting, as the state law goes into effect on January first. Under the new policy they will be receiving Director determination reports as an Agenda Item in the consent calendar to be received and filed, which could inhibit the appeal process as members of the public don't call consent items up for review, only Board Trustees. That is currently absent in the Collection Development Policy which is not due to be reviewed until 2026. The Board may want to review it sooner.

Trustee Kramer responded there had been case law that states you can't be a judge in your own appeal, which is why they don't call the appeals up for review.

Library Services Director Hartson explained that the appeal policy was reviewed by the City Attorney's office.

Mr. Mosher explained that a Call For Review is used by City Council and Planning Commission.

XII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION ACTION OR REPORT (NON-DISCUSSION ITEM)

Vice Chair Castro asked to add an item regarding creating an ad hoc subcommittee to explore creating a special section in the Children's Library for books on sensitive subjects.

Library Services Director Hartson read the bylaws for creating subcommittees which indicated the Chair appoints all subcommittee members.

XIII. ADJOURNMENT – 6:21 p.m.

The next meeting will be December 16, 2024.

<p>Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron</p>	<p>Comment</p>	<p>Response</p>
<p>1 <u>11/12/2024</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>11/13/2024</u></p>	<p>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.</p>	<p>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.</p>
<p>2 <u>11/14/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/14/2024</u></p>	<p>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.</p>	<p>Thank you for thinking of us, but we are not looking to add any content to our website.</p>
<p>3 <u>11/14/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/14/2024</u></p>	<p>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!</p>	<p>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.</p>
<p>4 <u>11/18/2024</u> <u>Comment Card</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/18/2024</u></p>	<p>[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.</p>	<p>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.</p>
<p>5 <u>11/19/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/19/2024</u></p>	<p>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!</p>	<p>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.</p>
<p>6 <u>11/20/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/20/2024</u></p>	<p>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!</p>	<p>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.</p>
<p>7 <u>11/21/2024</u> <u>Comment Card</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>11/21/2024</u></p>	<p>[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!</p>	<p>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.</p>

<p>Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron</p>	<p>Comment</p>	<p>Response</p>
<p>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>9 <u>11/25/2024 & 11/26/2024</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>11/25/2024 & 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>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>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>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>

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
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.

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<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 & 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.

<p>Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron</p>	<p>Comment</p>	<p>Response</p>
<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 & 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 teenservices@newportbeachca.gov.</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>

LIBRARY EXPENDITURES
(December 3, 2024)

ACCOUNT DESCRIPTION	FY 2024-25		REVISD BUDGET	MONTHLY EXPENDED	YTD 2024-25 EXPENDED	AVAILABLE BUDGET	YTD 2-24-25 % EXPENDED	YTD 2023-24 EXPENDED
	ORIGINAL APPROP							
I SALARY & BENEFITS								
SALARY FULL-TIME REGULAR	3,346,020	3,346,020	487,892	1,194,348	2,151,672	35.7%	1,148,860	
SALARY PART-TIME	1,419,780	1,459,640	280,635	358,175	1,101,464	24.5%	344,020	
BENEFITS	2,305,496	2,459,924	205,014	902,181	1,557,742	36.7%	894,667	
SALARY & BENEFITS TOTAL	7,071,297	7,265,584	973,542	2,454,704	4,810,879	33.8%	2,387,547	
II MAINT & OPERATION								
PROFESSIONAL SERVICE*	215,453	215,453	35,917	71,940	143,513	33.4%	56,708	
UTILITIES	383,009	383,009	39,540	163,671	219,339	42.7%	163,327	
PROGRAMMING	2,000	2,500	41	1,134	1,366	45.4%	2,548	
SUPPLIES**	82,800	82,800	10,964	37,830	44,970	45.7%	31,103	
LIBRARY MATERIALS	669,740	690,424	55,569	439,150	251,274	63.6%	459,989	
FACILITIES MAINTENANCE	248,450	271,455	39,034	99,693	171,762	36.7%	99,035	
TRAINING AND TRAVEL	10,681	10,681	125	816	9,865	7.6%	1,094	
GENERAL OPERATING EXPENSES***	24,202	28,202	2,369	14,903	13,299	52.8%	8,526	
PERIPHERALS & SOFTWARE	5,000	5,000	151	151	4,849	3.0%	28	
INTERNAL SERVICE FUNDS	1,849,173	1,704,825	159,228	757,263	947,562	44.4%	705,582	
OFFICE EQUIPMENT	2,000	2,000	64	64	1,936	3.2%	379	
MAINT & OPERATION TOTAL	3,492,508	3,396,349	343,003	1,586,613	1,809,735	46.7%	1,528,318	
LIBRARY BUDGET TOTAL	10,563,804	10,661,932	1,316,544	4,041,318	6,620,615	37.9%	3,915,865	

*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

LIBRARY EXPENDITURES

(January 2, 2025)

FY 2024-25

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	MONTHLY EXPENDED	YTD 2024-25 EXPENDED	AVAILABLE BUDGET	YTD 2-24-25 % EXPENDED	YTD 2023-24 EXPENDED
I SALARY & BENEFITS							
SALARY FULL-TIME REGULAR	3,346,020	3,346,020	487,892	1,536,538	1,809,483	45.9%	1,381,516
SALARY PART-TIME	1,419,780	1,459,640	68,614	468,560	991,080	32.1%	409,155
BENEFITS	2,305,496	2,459,924	205,014	1,121,891	1,338,033	45.6%	1,067,973
SALARY & BENEFITS TOTAL	7,071,297	7,265,584	761,521	3,126,988	4,138,596	43.0%	2,858,644
II MAINT & OPERATION							
PROFESSIONAL SERVICE*	215,453	215,453	35,917	91,134	124,319	42.3%	75,760
UTILITIES	383,009	383,009	39,540	167,926	215,084	43.8%	187,823
PROGRAMMING	2,000	2,500	41	1,199	1,301	48.0%	2,520
SUPPLIES**	82,800	82,800	10,964	46,406	36,394	56.0%	35,121
LIBRARY MATERIALS	669,740	690,424	55,569	490,095	200,329	71.0%	485,718
FACILITIES MAINTENANCE	248,450	271,455	39,034	113,761	157,694	41.9%	111,463
TRAINING AND TRAVEL	10,681	10,681	125	966	9,715	9.0%	2,264
GENERAL OPERATING EXPENSES***	24,202	28,202	2,369	17,891	10,311	63.4%	9,854
PERIPHERALS & SOFTWARE	5,000	5,000	151	151	4,849	3.0%	28
INTERNAL SERVICE FUNDS	1,849,173	1,704,825	159,228	898,134	806,690	52.7%	846,698
OFFICE EQUIPMENT	2,000	2,000	64	64	1,936	3.2%	379
MAINT & OPERATION TOTAL	3,492,508	3,396,349	343,003	1,827,728	1,568,621	53.8%	1,757,629
LIBRARY BUDGET TOTAL	10,563,804	10,661,932	1,104,523	4,954,716	5,707,217	46.5%	4,616,273

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**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

FRIENDS

FY 2024-25

(January 2, 2025)

DATE FUNDED	AMOUNT	PURPOSE	AMT EXPENDED		NOTES
				YTD	
JULY 2024		WISH LIST			
	150,000	NEW MATERIALS		0	SPENDING TO BEGIN IN THIRD QUARTER
	50,000	PROGRAMMING		0	SPENDING TO BEGIN IN THIRD QUARTER
TOTAL	200,000			0	

FOUNDATION

DATE FUNDED	AMOUNT	PURPOSE	AMT EXPENDED		NOTES
				YTD	
JULY 2024		WISH LIST			
	19,000	LIBRARY MATERIALS		0	SPENDING TO BEGIN IN THIRD QUARTER
	6,000	FURNITURE		6,206	SPENDING IS COMPLETE
JAN 2024	15,000	PROGRAMMING		5,062	IN PROGRESS
TOTAL	40,000			11,268	

BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previous Agenda Date	AGENDA ITEM		Scheduled Agenda Date
Ongoing	Policy Review (See List Below)		Ongoing
Jan 16, 2024	Newport Beach Public Library eBranch, Database and Downloadable Services Review		Jan 21, 2025
Feb 26, 2024	Annual Budget - Preliminary Review		Feb 24, 2025
Feb 26, 2024	Arts & Cultural Update		Feb 24, 2025
Mar 18, 2024	Branch Update - Balboa		Mar 17, 2025
Apr 15, 2024	Performance Review of Library Services Director (Closed Session)		Apr 21, 2025
Apr 15, 2024	Library Material Selection		Apr 21, 2025
May 20, 2024	Annual Budget - Approval		May 19, 2025
May 20, 2024	Media Lab Update		May 19, 2025
May 20, 2024	Marketing Update & Social Networking Update		May 19, 2025
Jul 15, 2024	Branch Update - CDM		Jun 16, 2025
Jun 17, 2024	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget		Jun 16, 2025
Jul 15, 2024	Election of Board of Library Trustees Officers/Trustee Liaisons		Jul 21, 2025
Jul 15, 2024	Proposed Library Closures for Winter Holidays		Jul 21, 2025
Aug 19, 2024	Information Technology Update		Aug 18, 2025
Aug 19, 2024	Adult and Reference Services Update		Aug 18, 2025
Sep 16, 2024	Literacy Program Update		Sep 15, 2025
Oct 21, 2024	Branch Update - Mariners		Oct 20, 2025
Oct 21, 2024	Youth Services Update		Oct 20, 2025
Nov 18, 2024	Review Holidays / Meeting Schedule		Nov 17, 2025
LAST REVIEWED	POLICY REVIEW		
Jan 17, 2023	NBPL 12	Circulation Policy	Jan 21, 2025
Jan 17, 2023	NBPL 5	Internet Use Policy	Jan 21, 2025
Jan 17, 2023	NBPL 11	Rules for Acceptable Use of Wireless Internet Connections	Jan 21, 2025
Feb 21, 2023	NBPL 8	Display and Distribution of Materials Policy	Feb 24, 2025
Apr 17, 2023	NBPL 13	Study Rooms/Charles Sword Meeting Room Policy	Apr 21, 2025
Jun 19, 2023	NBPL 4	Children in the Library Policy	Jun 16, 2025
Aug 21, 2023	NBPL 14	The Friends Meeting Room	Aug 18, 2025
Dec 11, 2023	NBPL 10	Laptop Borrowing Policy	Dec 15, 2025
Mar 18, 2024	NBPL 3	Library Gift and Donor Policy	Mar 16, 2026
Jun 17, 2024	NBPL 2	Collection Development Policy	Jun 15, 2026
Jul 15, 2024	CC I-1	Library Services Policy (Council Policy I -1)	Jul 20, 2026
Sep 16, 2024	NBPL 9	Expressive Use Areas	Sep 21, 2026
Nov 18, 2024	NBPL 1	Library Use Policy	Nov 16, 2026
Nov 18, 2024	NBPL 6	Media Lab Use Policy	Nov 16, 2026
Nov 18, 2024	NBPL 7	Sound Lab Use Policy	Nov 16, 2026



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES STAFF REPORT

January 21, 2025
Agenda Item No. 5

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3801, mhartson@newportbeachca.gov

PREPARED BY: Rebecca Lightfoot, Library Services Manager

TITLE: Internet Use Policy (NBPL 5)

RECOMMENDATION:

Staff recommends that the Board of Library Trustees review and approve minor changes to Library Policy 5, *Internet Use Policy*.

DISCUSSION:

The *Internet Use Policy* establishes the expectations regarding use of the Library's internet.

Staff recommends adding the term "caregivers" to each reference of "parents and guardians" listed in the policy. Staff is also recommending that the review timeline be consistent across all Library policies.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ATTACHMENT A: Internet Use Policy (NBPL 5) – original
ATTACHMENT B: Internet Use Policy (NBPL 5) – redlined
ATTACHMENT C: Internet Use Policy (NBPL 5) – final

Internet Use Policy

The Newport Beach Public Library ("Library") information resources include access to the World Wide Web ("internet"). Access to the internet supports the Library's mission to serve as the cultural, educational, and informational heart of Newport Beach. The internet enables the Library to supplement its collection by providing information of a serious literary, artistic, political, or scientific value to patrons beyond the Library's physical collection.

Use of the Library's internet requires a Library card number. Those ineligible for a free Library card, for example, out-of-state visitors, may be issued a free computer use only" (no borrowing privileges) card by presenting valid identification. Guest passes are also available on a temporary basis. Guest passes will not be issued to patrons under the age of 18 and require identification.

The internet and its available resources contain a wide variety of material and opinions from varied points of view. The Library does not monitor and has no control over the information on the internet. Not all sources on the internet provide accurate, complete, or current information. Library patrons may need to question the validity of the information they find. In offering internet access, the Library cannot control access points which often change rapidly and unpredictably. Library patrons access the internet as they deem appropriate, and the Library is not responsible for any access points they reach. Library patrons access the internet and Library computers, laptops, or other electronic devices on an "as-is" basis and at their own risk. The Library is not responsible for any harm or offense that may arise out of such use, including but not limited to, fraud, loss of private or personal information, viruses and malware, or other harmful misconduct.

Internet filtering software is utilized by the Library and is designed to block content harmful to minors. The Library cannot guarantee, and therefore does not assume responsibility for, the reliability or accuracy of the filtering software. Any adult Library patron who is unable to access a lawful website that is not harmful to minors may request Library staff to unblock access to that website. Library staff shall respond to requests regarding the filtering software promptly.

Use of the Library's internet, computers, laptops, or other electronic devices may be suspended or revoked pursuant to the procedures set forth in the NBPL Use Policy (NBPL 1), available on the Library's website, if the user engages in any activity that violates any applicable law, rule, regulation, or policy. Materials obtained or copied on the Library's computers or over the Library's internet may be subject to copyright laws. Library patrons assume all risk associated with his or her use of the Library's internet, computers, laptops, or other electronic devices. The Library is not responsible for any misuse of the Library's internet or the Library's computers, laptops, or other electronic devices.

The Internet and Children

As with other Library materials, parents, and guardians of children, not the Library, are responsible for their children's use of the internet. While it is the responsibility of parents and guardians to establish rules for their children's use of the internet, the Library has taken steps to assist parents and guardians in this task. The Library has installed internet filtering software on all public

computers that is designed to prevent content harmful to minors from being accessed. This service has proven to be reliable in blocking such material from appearing on these devices.

However, due to the fact that some content providers deliberately attempt to thwart blocking programs, some children seek to overcome blocking programs, and because the filtering software may not recognize all content that should be blocked, the Library does not guarantee that content harmful to minors will not be accessed by children. Appropriate use of the Library's internet must be the responsibility of parents and guardians. Parents are encouraged to read <https://www.consumer.ftc.gov/topics/protecting-kids-online> and view the resources for parents and guardians at <http://www.netismartz.org/Parents>.

Approved by the Board of Library Trustees - November 11, 1996

Adopted - February 24, 1997

Amended & Reassigned – April 8, 2003

Amended & Reassigned – August 17, 2004

Amended & Reassigned – May 7, 2012

Revised and Amended - January 22, 2019

Revised and Amended – January 19, 2021

Revised and Amended – January 17, 2023

Formerly I-22

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on January 17, 2023.

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~~Revised and~~ Amended - January 22, 2019

~~Revised and~~ Amended - January 19, 2021

~~Revised and~~ Amended - January 17, 2023

Amended - January 21, 2025

Formerly I-22

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The internet and its available resources contain a wide variety of material and opinions from varied points of view. The Library does not monitor and has no control over the information on the internet. Not all sources on the internet provide accurate, complete, or current information. Library patrons may need to question the validity of the information they find. In offering internet access, the Library cannot control access points which often change rapidly and unpredictably. Library patrons access the internet as they deem appropriate, and the Library is not responsible for any access points they reach. Library patrons access the internet and Library computers, laptops, or other electronic devices on an "as-is" basis and at their own risk. The Library is not responsible for any harm or offense that may arise out of such use, including but not limited to, fraud, loss of private or personal information, viruses and malware, or other harmful misconduct.

Internet filtering software is utilized by the Library and is designed to block content harmful to minors. The Library cannot guarantee, and therefore does not assume responsibility for, the reliability or accuracy of the filtering software. Any adult Library patron who is unable to access a lawful website that is not harmful to minors may request Library staff to unblock access to that website. Library staff shall respond to requests regarding the filtering software promptly.

Use of the Library's internet, computers, laptops, or other electronic devices may be suspended or revoked pursuant to the procedures set forth in the NBPL Use Policy (NBPL 1), available on the Library's website, if the user engages in any activity that violates any applicable law, rule, regulation, or policy. Materials obtained or copied on the Library's computers or over the Library's internet may be subject to copyright laws. Library patrons assume all risk associated with his or her use of the Library's internet, computers, laptops, or other electronic devices. The Library is not responsible for any misuse of the Library's internet or the Library's computers, laptops, or other electronic devices.

The Internet and Children

As with other Library materials, parents, guardians, and caregivers of children, not the Library, are responsible for their children's use of the internet. While it is the responsibility of parents, guardians, and caregivers to establish rules for their children's use of the internet, the Library has taken steps to assist parents, guardians, and caregivers in this task. The Library has installed internet filtering software on all public computers that is designed to prevent content harmful to

minors from being accessed. This service has proven to be reliable in blocking such material from appearing on these devices.

However, due to the fact that some content providers deliberately attempt to thwart blocking programs, some children seek to overcome blocking programs, and because the filtering software may not recognize all content that should be blocked, the Library does not guarantee that content harmful to minors will not be accessed by children. Appropriate use of the Library's internet must be the responsibility of parents, guardians, and caregivers. Parents, guardians, and caregivers are encouraged to read <https://www.consumer.ftc.gov/topics/protecting-kids-online> and view the resources for parents, guardians, and caregivers at <http://www.netsmartz.org/Parents>.

Approved - November 11, 1996

Adopted - February 24, 1997

Amended– April 8, 2003

Amended– August 17, 2004

Amended – May 7, 2012

Amended - January 22, 2019

Amended – January 19, 2021

Amended – January 17, 2023

Amended – January 21, 2025

Formerly I-22

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on January 21, 2025.



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES STAFF REPORT

January 21, 2025
Agenda Item No. 6

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3801, mhartson@newportbeachca.gov

PREPARED BY: Rebecca Lightfoot, Library Services Manager

TITLE: Rules for Acceptable Use of Wireless Internet Connections (NBPL 11)

RECOMMENDATION:

Staff recommends that the Board of Library Trustees review and approve minor changes to Library Policy NBPL 11, *Rules for Acceptable Use of Wireless Internet Connections*.

DISCUSSION:

The *Rules for Acceptable Use of Wireless Internet Connections* policy establishes the expectations regarding patrons' use of the Library's wireless internet connection.

Staff recommends no substantial changes to the policy. Staff is recommending that the review timeline be consistent across all Library policies.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ATTACHMENT A: Rules for Acceptable Use of Wireless Internet Connections (NBPL 11) – original

ATTACHMENT B: Rules for Acceptable Use of Wireless Internet Connections (NBPL 11) – redlined

ATTACHMENT C: Rules for Acceptable Use of Wireless Internet Connections (NBPL 11) – final

Rules for Acceptable Use of Wireless Internet Connections

Regardless of whether Wi-Fi source originates from the Library premises or outside the Library, patrons are subject to the library's Internet Use Policy.

1. Wireless users who do not follow the Internet Use Policy may be asked to stop using the wireless connection inside the Library, be excluded from all City libraries and/or be prosecuted.
2. The Library's wireless connection is unencrypted. Use of the wireless connection is at the user's own risk. By using this connection, users acknowledge that security errors and hacking are an inherent risk associated with any wireless service. For that reason, users expressly agree that they knowingly assume such risk, and further agree to hold the Library harmless from any claim or loss arising out of, or related to, any such instance of hacking or other unauthorized use or access into the user's computer.
3. The Library accepts no responsibility for any software downloaded and/or installed, email opened, or sites accessed while patrons are on the wireless internet connection. Any damage done to the user's equipment or self from viruses, identity theft, spyware, plug-ins, or other internet-borne programs is the sole responsibility of the user; and the user indemnifies and holds harmless the Library from any such damage.
4. The Library accepts no responsibility regarding the ability of user-owned equipment to connect to the wireless network. Library staff will not change settings on user's equipment.
5. Unauthorized downloading of copyrighted material(s) is strictly forbidden and will result in suspension or revocation of Library privileges and may result in formal notification to the appropriate local law enforcement office.

Notice: Warning of Copyright Restrictions

As a Library user, your ability to post or link to copyrighted material is governed by United States copyright law. The Library reserves the right to delete or disable any post or link that, in the judgment of Library staff, violates copyright law. In accordance with 17 U. S. Code Section 512 (i)(1)(A), the Library may terminate a patron's access to the system or network for disrespect of the intellectual property rights of others, or for repeat infringements of copyright. The Library has adopted this policy and will make all reasonable effort to enforce it in appropriate circumstances.

Adopted by the Board of Library Trustees on February 21, 2017

Amended by the Board of Library Trustees on January 22, 2019.

Amended by the Board of Library Trustees on January 19, 2021.

Amended by the Board of Library Trustees on January 17, 2023.

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on January 17, 2023.

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- ~~Amended by the Board of Library Trustees on~~ January 22, 2019.
- ~~Amended by the Board of Library Trustees on~~ January 19, 2021.
- ~~Amended by the Board of Library Trustees on~~ January 17, 2023.
- Amended – January 21, 2025

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Adopted - February 21, 2017

Amended - January 22, 2019

Amended - January 19, 2021

Amended - January 17, 2023

Amended – January 21, 2025

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CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES STAFF REPORT

January 21, 2025
Agenda Item No. 7

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3801, mhartson@newportbeachca.gov

PREPARED BY: Andrew Kachaturian, Adult Services Coordinator

TITLE: Circulation Policy (NBPL 12)

RECOMMENDATION:

Staff recommends that the Board of Library Trustees review and approve minor changes to Library Policy NBPL 12, *Circulation Policy*.

DISCUSSION:

The purpose of the *Circulation Policy* is to present guidelines for maintaining accurate, efficient, and consistent service procedures throughout the Newport Beach Public Libraries. The Board of Library Trustees last amended this policy in January 2023 to update California Government Code § 7927.105.

Staff recommends no substantial changes to the current policy. Staff is recommending that the review timeline be consistent across all Library policies

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ATTACHMENT A: Circulation Policy (NBPL 12) – original

ATTACHMENT B: Circulation Policy (NBPL 12) – redline

ATTACHMENT C: Circulation Policy (NBPL 12) – final

Circulation Policy

1.0 Library Patron Cards

Individual Library patron cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card.

1.01 Under the State Universal Borrowing Agreement (California Education Code § 18731), individual Library patron cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" Library card with no material borrowing privileges may be issued to persons who wish to use the Library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New Books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Lucky Day Books – High demand fiction and non-fiction books available for immediate checkout.

2.07 Rental DVDs/Blu-rays - High demand DVDs/Blu-rays available for a rental fee.

2.08 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.09 DVDs/Blu-rays - Circulating films: feature, documentary, and instructional.

2.10 Video Games - Circulating games requiring a dedicated console with a video interface.

2.11 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

2.12 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.13 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.14 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.15 Interlibrary Loan (abbreviated “ILL”) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the Library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.16 Laptops– Circulating computers that may be used in the Library.

2.17 Tech Toys – Circulating media and technology equipment such as a GoPro camera or USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below. Eligible items will automatically renew for four additional loan periods if the item has not been reserved.

3.01 Reference Materials, including newspapers and the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. Current issues and bound volumes of Periodicals may not be checked out.

3.05 The loan period for New Books is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.06 The loan period for Lucky Day Books is 7 days and may not be renewed.

3.07 The loan period for Rental DVDs/Blu-rays is 1 day and may not be renewed.

3.08 The loan period for Compact Discs is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.09 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.10 The loan period for Video Games is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.11 The loan period for eBooks is 7, 14, or 21 days.

3.12 The loan period for streaming video is 3, 5, or 7 days.

3.13 The loan period for Laptops is 1 hour and may be renewed for 20-minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP USE policy for more details.

3.14 Loans of certain materials are made to teachers for classroom use and to the homebound, with a loan period of 4 weeks.

3.15 The loan period for ILL items is determined by the lending library.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library patrons are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

4.02 Library patrons are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to patrons registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to patrons who abuse Library privileges. Such patrons may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A patron whose record shows unpaid fines and fees of \$5.00 or more.

5.02 A patron who has ten overdue items outstanding.

5.03 A patron who has moved without notifying the Library of the current correct address.

6.0 Placing of Reserves

Library patrons are permitted to place reserves on General Materials, New Books, Paperbacks, Compact Discs, eBooks, Tech Toys, Non-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for these materials, which are “on order”.

7.0 Confidentiality of Patron Records

Library employees must refer all court-ordered requests to the Library Services Director.

The Library shall, at all times, abide by California Government Code § 7927.105, which provides as follows:

California Government Code § 7927.105

(a) As used in this section, the term “patron use records” includes both of the following:

(1) Any written or electronic record that is used to identify a library patron and is provided by the patron to become eligible to borrow or use books and other materials. This includes, but is not limited to, a patron's name, address, telephone number, or email address.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources. This includes, but is not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources, information requests, or inquiries.

(b) This section does not apply to either of the following:

(1) Statistical reports of patron use.

(2) Records of fines collected by a library.

(c) All patron use records of a library that is in whole or in part supported by public funds shall remain confidential. A public agency, or a private actor that maintains or stores patron use records on behalf of a public agency, shall not disclose those records to any person, local agency, or state agency, except as follows:

(1) By a person acting within the scope of the person's duties within the administration of the library.

(2) By a person authorized in writing to inspect the records. The authorization shall be from the individual to whom the records pertain.

(3) By order of the appropriate superior court.

(Added by Stats. 2021, Ch. 614, Sec. 2. (AB 473) Effective January 1, 2022. Operative January 1, 2023, pursuant to Sec. 7931.000.)

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the Rental DVD/Blu-ray collections. These fees are established by the Board of Library Trustees and reviewed on a biennial basis.

8.02 Patrons must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum

- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Lucky Day Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video Games - \$1.00/day to Maximum
- Laptop - \$5.00/hour to Maximum
- ILL - \$0.25/day to Maximum
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Lucky Day Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video Games - \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks (mass market) - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, CDs and Video Games - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00

- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

Approved January 19, 1988

Amended February 16, 1988

Amended July 19, 1988

Amended Nov. 21, 1989 - Effective January 2, 1990

Amended March 19, 1991 - Effective July 1, 1991

Amended August 13, 1992 - Effective October 1, 1992

Amended April 20, 1993 - Effective July 1, 1993

Amended August 17, 1993 - Effective September 1, 1993

Amended November 2, 1993 - Effective January 1, 1994

Section 9.04 - Effective July 1, 1995

Amended November 21, 1994 - Effective January 1, 1995

Amended August 15, 1995 - Effective October 1, 1995

Amended September 19, 1995 - Effective October 1, 1995

Amended August 19, 1997 - Effective October 1, 1997

Amended November 17, 1998 - Effective January 1, 1999

Amended December 19, 2000 - Effective January 1, 2001

Section 6.02 (reevaluate September 2001)

Amended March 20, 2001 - Effective April 1, 2001

Amended July 20, 2004 - Effective September 30, 2004

Amended June 20, 2006 - Effective June 21, 2006

Amended October 17, 2006 - Effective October 18, 2006

Amended March 16, 2010 - Effective May 15, 2010

Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011

Final Approval by the Board of Library Trustees on February 6, 2012

Amended and Approved by the Board of Library Trustees on September 4, 2013

Amended and Approved by the Board of Library Trustees on September 22, 2014

Amended and Approved by the Board of Library Trustees on February 16, 2016

Amended and Approved by the Board of Library Trustees on February 27, 2018

Amended and Approved by the Board of Library Trustees on June 15, 2020 – Effective July 13, 2020

Amended and Approved by the Board of Library Trustees on June 20, 2022

Amended and Approved by the Board of Library Trustees on January 17, 2023

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on January 17, 2023.

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7.0 Confidentiality of Patron Records

Library employees must refer all court-ordered requests to the Library Services Director.

The Library shall, at all times, abide by California Government Code § 7927.105, which provides as follows:

California Government Code § 7927.105

(a) As used in this section, the term “patron use records” includes both of the following:

(1) Any written or electronic record that is used to identify a library patron and is provided by the patron to become eligible to borrow or use books and other materials. This includes, but is not limited to, a patron's name, address, telephone number, or email address.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources. This includes, but is not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources, information requests, or inquiries.

(b) This section does not apply to either of the following:

(1) Statistical reports of patron use.

(2) Records of fines collected by a library.

(c) All patron use records of a library that is in whole or in part supported by public funds shall remain confidential. A public agency, or a private actor that maintains or stores patron use records on behalf of a public agency, shall not disclose those records to any person, local agency, or state agency, except as follows:

(1) By a person acting within the scope of the person's duties within the administration of the library.

(2) By a person authorized in writing to inspect the records. The authorization shall be from the individual to whom the records pertain.

(3) By order of the appropriate superior court.

(Added by Stats. 2021, Ch. 614, Sec. 2. (AB 473) Effective January 1, 2022. Operative January 1, 2023, pursuant to Sec. 7931.000.)

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the Rental DVD/Blu-ray collections. These fees are established by the Board of Library Trustees and reviewed on a biennial basis.

8.02 Patrons must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum

- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Lucky Day Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video Games - \$1.00/day to Maximum
- Laptop - \$5.00/hour to Maximum
- ILL - \$0.25/day to Maximum
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Lucky Day Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video Games - \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks (mass market) - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, CDs and Video Games - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00

- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

~~Approved-Adopted~~ - January 19, 1988

Amended - February 16, 1988

Amended - July 19, 1988

Amended - ~~November~~, 21, 1989 - Effective January 2, 1990

Amended - March 19, 1991 - Effective July 1, 1991

Amended - August 13, 1992 - Effective October 1, 1992

Amended - April 20, 1993 - Effective July 1, 1993

Amended - August 17, 1993 - Effective September 1, 1993

Amended - November 2, 1993 - Effective January 1, 1994

Section 9.04 - Effective July 1, 1995

Amended - November 21, 1994 - Effective January 1, 1995

Amended - August 15, 1995 - Effective October 1, 1995

Amended - September 19, 1995 - Effective October 1, 1995

Amended - August 19, 1997 - Effective October 1, 1997

Amended - November 17, 1998 - Effective January 1, 1999

Amended - December 19, 2000 - Effective January 1, 2001

Section 6.02- (reevaluate September 2001)

Amended - March 20, 2001 - Effective April 1, 2001

Amended - July 20, 2004 - Effective September 30, 2004

Amended - June 20, 2006 - Effective June 21, 2006

Amended - October 17, 2006 - Effective October 18, 2006

Amended - March 16, 2010 - Effective May 15, 2010

Amended ~~by the BLT~~ - December 5, 2011 - Approved by City Attorney December 22, 2011

~~Final Approval by the Board of Library Trustees on~~ Approved - February 6, 2012

Amended ~~and Approved by the Board of Library Trustees on~~ - September 4, 2013

Amended ~~and Approved by the Board of Library Trustees on~~ - September 22, 2014

Amended ~~and Approved by the Board of Library Trustees on~~ - February 16, 2016

Amended ~~and Approved by the Board of Library Trustees on~~ - February 27, 2018

Amended ~~and Approved by the Board of Library Trustees on~~ - June 15, 2020 – Effective July 13, 2020

Amended ~~and Approved by the Board of Library Trustees on~~ June 20, 2022

Amended ~~and Approved by the Board of Library Trustees on~~ January 17, 2023

Amended – January 21, 2025

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on January ~~17, 2023~~21, 2025.

Circulation Policy

1.0 Library Patron Cards

Individual Library patron cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card.

1.01 Under the State Universal Borrowing Agreement (California Education Code § 18731), individual Library patron cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A “computer use only” Library card with no material borrowing privileges may be issued to persons who wish to use the Library’s public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New Books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Lucky Day Books – High demand fiction and non-fiction books available for immediate checkout.

2.07 Rental DVDs/Blu-rays - High demand DVDs/Blu-rays available for a rental fee.

2.08 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.09 DVDs/Blu-rays - Circulating films: feature, documentary, and instructional.

2.10 Video Games - Circulating games requiring a dedicated console with a video interface.

2.11 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

2.12 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.13 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.14 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.15 Interlibrary Loan (abbreviated “ILL”) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the Library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.16 Laptops– Circulating computers that may be used in the Library.

2.17 Tech Toys – Circulating media and technology equipment such as a GoPro camera or USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below. Eligible items will automatically renew for four additional loan periods if the item has not been reserved.

3.01 Reference Materials, including newspapers and the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. Current issues and bound volumes of Periodicals may not be checked out.

3.05 The loan period for New Books is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.06 The loan period for Lucky Day Books is 7 days and may not be renewed.

3.07 The loan period for Rental DVDs/Blu-rays is 1 day and may not be renewed.

3.08 The loan period for Compact Discs is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.09 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.10 The loan period for Video Games is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.11 The loan period for eBooks is 7, 14, or 21 days.

3.12 The loan period for streaming video is 3, 5, or 7 days.

3.13 The loan period for Laptops is 1 hour and may be renewed for 20-minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP USE policy for more details.

3.14 Loans of certain materials are made to teachers for classroom use and to the homebound, with a loan period of 4 weeks.

3.15 The loan period for ILL items is determined by the lending library.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library patrons are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

4.02 Library patrons are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to patrons registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to patrons who abuse Library privileges. Such patrons may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A patron whose record shows unpaid fines and fees of \$5.00 or more.

5.02 A patron who has ten overdue items outstanding.

5.03 A patron who has moved without notifying the Library of the current correct address.

6.0 Placing of Reserves

Library patrons are permitted to place reserves on General Materials, New Books, Paperbacks, Compact Discs, eBooks, Tech Toys, Non-rental DVDs/Blu-rays, and Video Games in the collection. Reserves may also be placed for these materials, which are “on order”.

7.0 Confidentiality of Patron Records

Library employees must refer all court-ordered requests to the Library Services Director.

The Library shall, at all times, abide by California Government Code § 7927.105, which provides as follows:

California Government Code § 7927.105

(a) As used in this section, the term “patron use records” includes both of the following:

(1) Any written or electronic record that is used to identify a library patron and is provided by the patron to become eligible to borrow or use books and other materials. This includes, but is not limited to, a patron’s name, address, telephone number, or email address.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources. This includes, but is not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources, information requests, or inquiries.

(b) This section does not apply to either of the following:

(1) Statistical reports of patron use.

(2) Records of fines collected by a library.

(c) All patron use records of a library that is in whole or in part supported by public funds shall remain confidential. A public agency, or a private actor that maintains or stores patron use records on behalf of a public agency, shall not disclose those records to any person, local agency, or state agency, except as follows:

(1) By a person acting within the scope of the person's duties within the administration of the library.

(2) By a person authorized in writing to inspect the records. The authorization shall be from the individual to whom the records pertain.

(3) By order of the appropriate superior court.

(Added by Stats. 2021, Ch. 614, Sec. 2. (AB 473) Effective January 1, 2022. Operative January 1, 2023, pursuant to Sec. 7931.000.)

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the Rental DVD/Blu-ray collections. These fees are established by the Board of Library Trustees and reviewed on a biennial basis.

8.02 Patrons must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Lucky Day Books - \$0.25/day to Maximum

- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video Games - \$1.00/day to Maximum
- Laptop - \$5.00/hour to Maximum
- ILL - \$0.25/day to Maximum
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Lucky Day Books, and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video Games - \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks (mass market) - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, CDs, and Video Games - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

Adopted - January 19, 1988

Amended - February 16, 1988

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Amended - November 2, 1993 - Effective January 1, 1994
Section 9.04 - Effective July 1, 1995
Amended - November 21, 1994 - Effective January 1, 1995
Amended - August 15, 1995 - Effective October 1, 1995
Amended - September 19, 1995 - Effective October 1, 1995
Amended - August 19, 1997 - Effective October 1, 1997
Amended - November 17, 1998 - Effective January 1, 1999
Amended - December 19, 2000 - Effective January 1, 2001
Section 6.02 (reevaluate September 2001)
Amended - March 20, 2001 - Effective April 1, 2001
Amended - July 20, 2004 - Effective September 30, 2004
Amended - June 20, 2006 - Effective June 21, 2006
Amended - October 17, 2006 - Effective October 18, 2006
Amended - March 16, 2010 - Effective May 15, 2010
Amended - December 5, 2011 - Approved by City Attorney December 22, 2011
Approved - February 6, 2012
Amended - September 4, 2013
Amended - September 22, 2014
Amended - February 16, 2016
Amended - February 27, 2018
Amended - June 15, 2020 – Effective July 13, 2020
Amended - June 20, 2022
Amended - January 17, 2023
Amended – January 21, 2025

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on January 21, 2025.



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES STAFF REPORT

January 21, 2025
Agenda Item No. 8

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3801, mhartson@newportbeachca.gov

PREPARED BY: Rebecca Lightfoot, Library Services Manager

TITLE: eBranch, Database, and Downloadable Services Update

ABSTRACT:

The eBranch component of the Newport Beach Public Library consists of databases and downloadable eBooks, audiobooks, magazines, and streaming video. The eBranch is promoted as the 24/7/365 resource that is accessible anywhere and at any time. Many patrons take advantage of the services provided under the eBranch.

DISCUSSION:

Databases and online materials remain essential and well-used resources for the community and staff. The Library is proud to offer over forty databases that specialize in topics that appeal to all age groups and interest levels. Several databases have over 1,000 uses a month, including NewsBank, ProQuest, Consumer Reports, Morningstar, and Value Line.

Staff is always on the lookout for ways to improve database selections, evaluating new databases for possible purchase and existing ones to see if they still meet the needs of the community.

eBranch

Service Provided	Vendor
eBooks and audiobooks	OverDrive
eMagazines	Flipster and OverDrive
Streaming Video	Kanopy

Downloadable eBooks and audiobooks: The Library saw an uptick in circulation of eBooks and Audiobooks in 2024, with a combined total of 173,138, compared to 164,687 in 2023. In 2012, when Amazon started allowing libraries to circulate Kindle books, eBooks surpassed audiobooks. While audiobooks still have not caught up, they are closing the gap. In 2020, the difference between eBooks and audiobooks was over 38,000, in 2021, it was 26,000, and in the last three years, it was 14,000. This trend seems to suggest that patrons are exploring different options for audiobooks as traditional CD players are no longer as prevalent as they used to be.

The Library also subscribes to Comics Plus, which offers over 20,000 graphic novels, manga, and traditional digital comic books for readers of all ages. Books checked out through Comics Plus are simultaneous use, meaning there are never any wait times, and more than one patron can check out the same title at one time.

Streaming Video: The Library introduced Kanopy, a streaming video service, in December of 2017. Kanopy offers access to over 27,000 films, ranging from documentaries to feature films, indie, and foreign films. The Kanopy collection includes titles from PBS, The Criterion Collection, and The Great Courses. In August 2021, Kanopy added major motion pictures from Warner Bros., MGM, and Lionsgate to their downloadable offerings. OverDrive acquired Kanopy, and as of September of 2022, no longer offers their own separate streaming movie service. In November of 2023, Kanopy moved to a different model, tickets rather than play credits, which allows libraries greater flexibility for allocating funds.

Downloadable Magazines: The Library offers a collection of over 5,000 magazines through OverDrive, which are accessible through the popular Libby app. The Library also continues to subscribe to Flipster, another downloadable magazine service, that offers a different range of magazines than OverDrive.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES STAFF REPORT

January 21, 2025
Agenda Item No. 9

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3801, mhartson@newportbeachca.gov

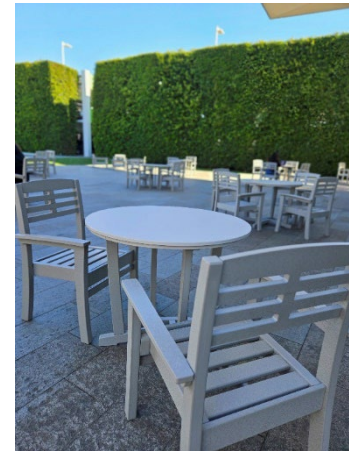
PREPARED BY: Melissa Hartson, Library Services Director

TITLE: Report of November Library Activities – January 21, 2025 Meeting

MELISSA HARTSON, LIBRARY SERVICES DIRECTOR

Patio Furniture

In November, the City replaced the patio furniture at the second floor entrance of the Central Library. The new furniture offers more seating and tables in a variety of styles. The material was chosen for its durability to withstand the outdoor elements and high usage among the public. These same furniture styles and material have served a variety of uses by the public at both Marina Park and the OASIS Senior Center for the past nine years.



WHEELHOUSE LIST FOR LIBRARY TRUSTEES

- Library Holiday Hours
Tuesday, December 24, all locations close at 1 p.m.
Wednesday, December 25, all locations closed
December 26, 27 & 30, all locations close at 6 p.m.
Tuesday, December 31, all locations close at 1 p.m.
Wednesday, January 1, all locations closed
- Board of Library Trustees Meeting
Tuesday, January 21, 2025, 5 p.m.
City Council Chambers, Civic Center

REBECCA LIGHTFOOT, LIBRARY SERVICES MANAGER

Literacy

All learner-/tutor matches have been finalized, so all our learners have been matched with tutors and are actively meeting. We have a total of 46 matched learners/tutors.

Reservations for the upstairs Literacy Lab are now virtual. This new reservation system is easier, more efficient, and less confusing for staff. By streamlining and simplifying this reservation process, it allows tutors to schedule their tutoring sessions in advance and at the click of a button.

Prepare for the upcoming Annual Literacy Holiday Potluck on December 7, where the entire Project Adult Literacy community is invited to come and celebrate PAL's successes over the past year.

Programming

In November, the Library continued the twice-a-month Writers Workshop (which was recently renamed The Writers Group). It has proved to be a success, offering writers a place to bounce ideas off each other and sharpen skills. It continues to hit capacity each week. Feedback has been enthusiastic with many participants repeatedly mentioning that no other library offers such high caliber writing instruction.

The Library also had the pleasure of hosting a Meet the Author event featuring, Michael Cannivet and his book *The Four-Minute Retirement Plan*. The educational presentation was engaging, informative and thoughtful. Many in the audience were fervently taking notes and pictures of the slides. Mr. Cannivet fielded several questions during Q&A and was very generous and sensitive in his responses. He somehow was able to make what could be a dry and intimidating topic, heartfelt. We received many comments on how great the presentation was from attendees on their way out.

November's Sunday Musicale featured solo pianist Victor Shlyakhtenko. He gave a beautiful performance and received a standing ovation. There were 176 in attendance.

ANNIKA HELMUTH, BRANCH AND YOUTH SERVICES COORDINATOR

Branch Activities

At Mariners Branch (Mariners), *Library Bingo*, storytime, and *LEGO Wednesdays* were popular. The Seed Library continues to see significant use, with November bringing total checkouts for the new collection to over 1,000 since launching in April 2024. The Balboa Branch hosted *Outer Space Crafts* for kids and *BARK: Read to a Dog*, the latter predominantly attended by Newport Elementary students. And this month's *Sensory Play* at Corona del Mar Branch (CdM) featured jingle bells; baking instruments; and ice cream cones mixed into a variety of sensory materials including rice; oatmeal; and cotton balls.

Youth Services

November's *Crafternoon* and *STEAM Lab* programs at the Central Library (Central) were well-attended. *Crafternoon* celebrated fall with an owl craft; a thankful sunflower; a paper bag scarecrow; and a paper caramel apple, and *STEAM Lab* kicked off the holiday season early by using engineering skills to construct pop-up greeting cards.

Class Visits

At Central, 70 first graders from Newport Heights visited for a tour. In two groups, they were shown different sections of the children's area and the book return conveyor belt; learned the rules of the library; listened to a story; received library cards; and checked out books. CdM hosted three first-grade classes from Eastbluff Elementary. Each class rotated through an interactive discussion and storytime with the librarian; a tour of the Library and Fire Station 5.

Outreach

The Library Mayor's Youth Council mentee, Alex Denisova, attended the November Board of Library Trustees meeting and dutifully led the Pledge of Allegiance. Staff also prepared a PowerPoint presentation to be readily available for future offsite parent group presentations.

Special Programs

November marked the conclusion of the highly anticipated In-N-Out *Cover to Cover* reading program. Upon completion of reading five books or 300 minutes, each child participant earned a free hamburger or cheeseburger, with the option to earn three total awards. A record 872 patrons registered this year (compared to 623 in 2023), and staff issued 1,675 achievement awards.

Personnel

Sara Bert joined the Mariners staff as a Library Page this month. Also at Mariners, Library Clerk Piers Brown, Senior Library Clerk Liz McKibbin, and Library Clerk Mikaela Malsy completed online trainings related to their positions. CdM Branch Librarian Nadia Dallstream completed a City sponsored training: *LCW - Maximizing Performance Through Documentation, Evaluation and Corrective Action*.

ANDREW KACHATURIAN, ADULT SERVICES COORDINATOR**Teen Services**

Thirteen members of the current Young Adult Advisory Council met on November 13. They discussed books that they are currently reading, films that they are interested in, and topics from English classes such as a discussion on Shakespeare's *MacBeth*. There were refreshments and a trivia game that they found engaging and worked together in groups on. They also participated in a thoughtful Red Cross campaign to create holiday cards for military personal and veterans called *Holidays for Heroes*.

Staffing

Current recruitments include two part-time Library Assistant positions, one full-time Library Assistant, and four Library Pages. Interviews for all seven positions are scheduled for December.

Facilities

Issues with the exterior lighting at Mariners have been resolved and all lights are once again operating correctly. We are working with the City to have a technician investigate one remaining issue with the lighting control systems for any future programming needs.

Public Works began remodeling the Central Library kitchenette. It will be under construction through December. We look forward to the completion of this project.

Proquest Articles Retrieved 2024-2025

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	1279	1530	1636	1740	1907								1618
Newspapers--Current	1285	1161	1426	1277	1671								1364
Newspapers--Historical	3576	2019	1982	2675	2151								2481
Magazines	17	56	44	82	18								43

Database FY Comparisons	JUL 2024	AUG 2024	SEP 2024	OCT 2024	NOV 2024	DEC 2024	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	YTD 24/25
Tracked by #searches													
A to Z Databases	684	644	411	436	972								3147
Alexander Street	730	168	478	664	93								2133
Ancestry	588	514	290	249	201								1842
AskART	14	18	15	12	11								70
Brainfuse JobNow/VetNow	158	79	15	55	13								320
Britannica School Edition	1	119	1979	50	57								2206
Exploring Race in Society	2	5	29	32	30								98
Gale Archives Unbound	284	236	143	284	29								976
Gale Directory Library	16	36	78	75	16								221
Gale in Context: Biography	14	5	316	286	56								677
Gale in Context: Elementary	3	3	63	2	2								73
Gale in Context: Environmental	0	0	20	74	12								106
Gale in Context: Opposing View	1	2	343	233	765								1344
Gale Interactive: Science	0	0	0	0	0								0
Gale Literature Resource Center	20	18	50	89	64								241
Gale Virtual Reference Library	19	29	51	154	186								439
HeritageQuest	150	50	121	55	114								490
Legal Information Ref Center	103	86	68	44	39								340
National Geographic	14	26	60	143	60								303
National Geographic Kids	8	13	30	150	35								236
NewsBank	770	1638	1939	1159	1092								6598
NoveList Plus	81	23	64	31	45								244
NoveList K-8 Plus	41	6	22	26	22								117
ProQuest	3058	3526	4107	4074	4783								19548
Proquest eLibrary	4	34	39	18	8								103
Reference Solutions Business	325	359	366	211	274								1535
Reference Solutions Residential	33	9	17	5	37								101
SIRS Discoverer	2	16	120	283	410								831
SIRS Issues Researcher	856	740	1317	1884	549								5346
World Book Online	34	19	187	90	99								429
Tracked by #page views													
Artist Works	3	4	2	1	5								15
Consumer Reports	2442	2585	1928	2089	2527								11571
CultureGrams	23	48	183	12	108								374
Morningstar	5545	4471	3207	9879	5902								29004
RealQuest	57	29	12	32	38								168
Tumblebooks	3	126	7	10	5								151
Value Line	12179	10816	12942	14370	11729								62036
Tracked by courses													
LinkedIn Learning	291	257	332	405	312								1597
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Beanstack	9161	3189	3875	3256	2728								22209
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ABC Mouse	45.00	46.23	42.58	12.72	16.93								163.46
Beanstack	5385	445	280	265	144								6519
Rosetta Stone	58.01	53.38	63.06	25.70	7.23								207.38

NBPL Website Usage 2024-2025

Metric	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Total Users	31175	32341	28123	25891	24631								28432	142161
New Users	23890	24747	20174	17388	16099								20460	102298
Sessions	49426	50616	47008	44470	40519								46408	232039
Pageviews	106254	111503	106163	105742	92678								104468	522340
Sessions Per User	2	2	2	2	2								2	--
Pages Per Session	2	2	2	2	2								2	--
Avg. Session Dur. (min)	5	6	6	6	6								6	--
Bounce Rate (%)	60	62	59	56	61								60	--

Today's Business Solutions Wireless (TBS): Total Data Transferred (GB) 2024-2025

Location	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	152	125	155	147	132								142	710
CdM	190	131	160	245	132								172	858
Mariners	2000	1640	1900	1870	1570								1796	8980
Central	12550	13050	12600	13180	10860								12448	62240
Total	14892	14946	14815	15442	12694								14558	72789

Today's Business Solutions Wireless (TBS): Total Unique Patrons 2024-2025

Location	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
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CdM	406	308	320	403	279								343	1716
Mariners	1343	1286	1420	1464	1333								1369	6846
Central	8624	8913	9314	9920	8539								9062	45310
Total	10758	10830	11334	12079	10413								11083	55414

Today's Business Solutions Wireless (TBS): Average Number of Patrons Per Day 2024-2025

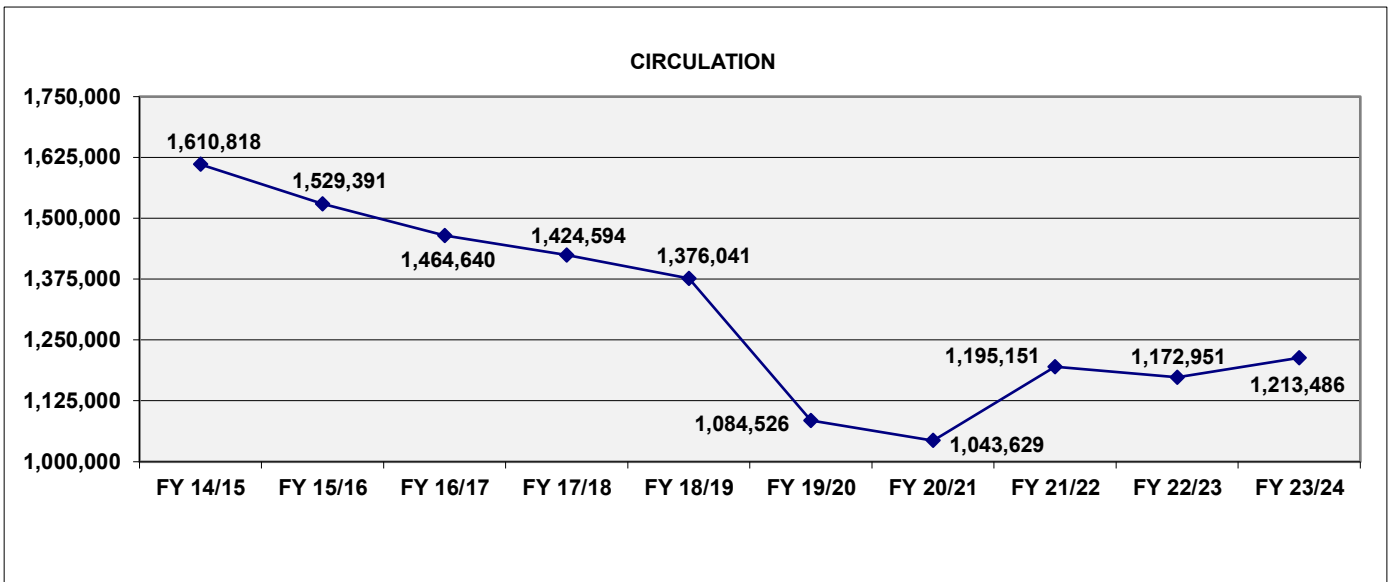
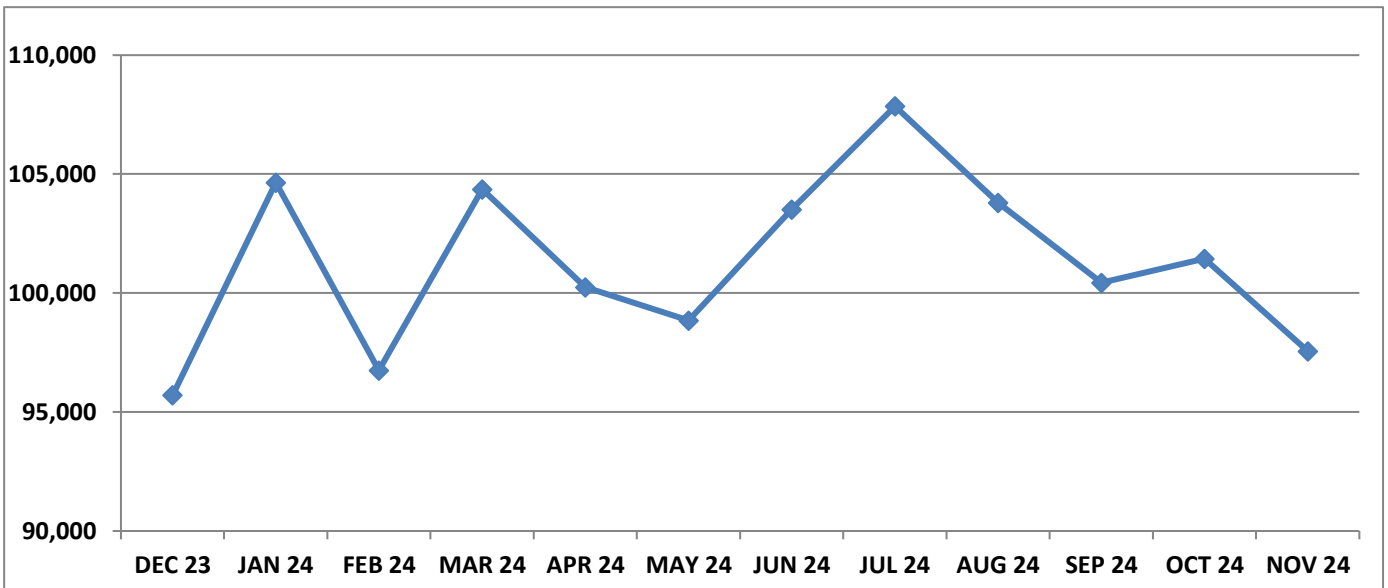
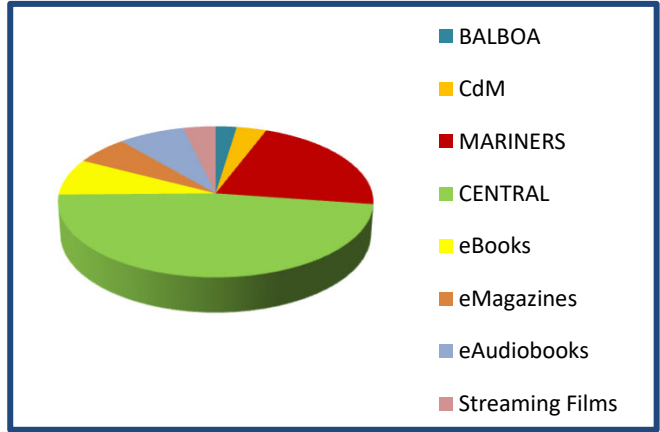
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CdM	24	20	20	26	19								22	109
Mariners	110	102	124	138	107								116	581
Central	665	628	673	692	549								641	3207
Total	835	778	842	882	699								807	4036

Today's Business Solutions Wireless (TBS): Average Usage Per Patron (MB) 2024-2025

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Balboa	404	397	566	514	516								479	2397
CdM	479	436	513	623	483								507	2534
Mariners	1520	1300	1370	1310	1200								1340	6700
Central	1490	1500	1380	1360	1300								1406	7030
Total	3893	3632	3829	3807	3499								3732	18661

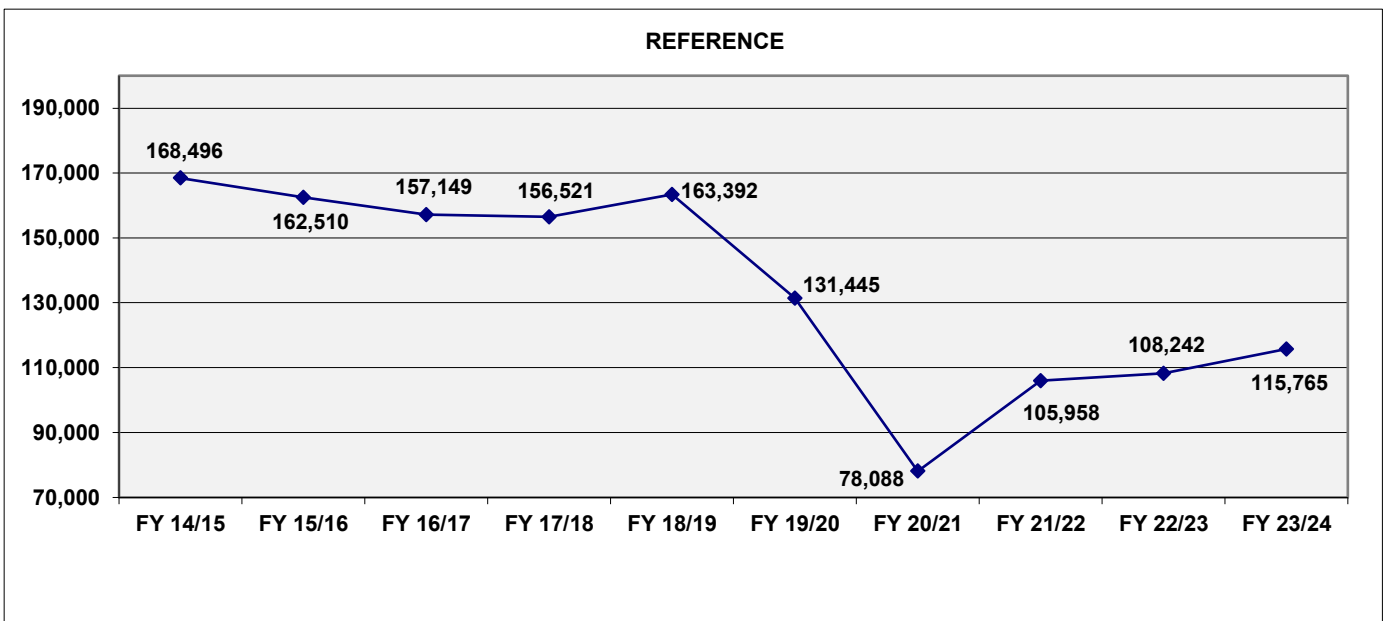
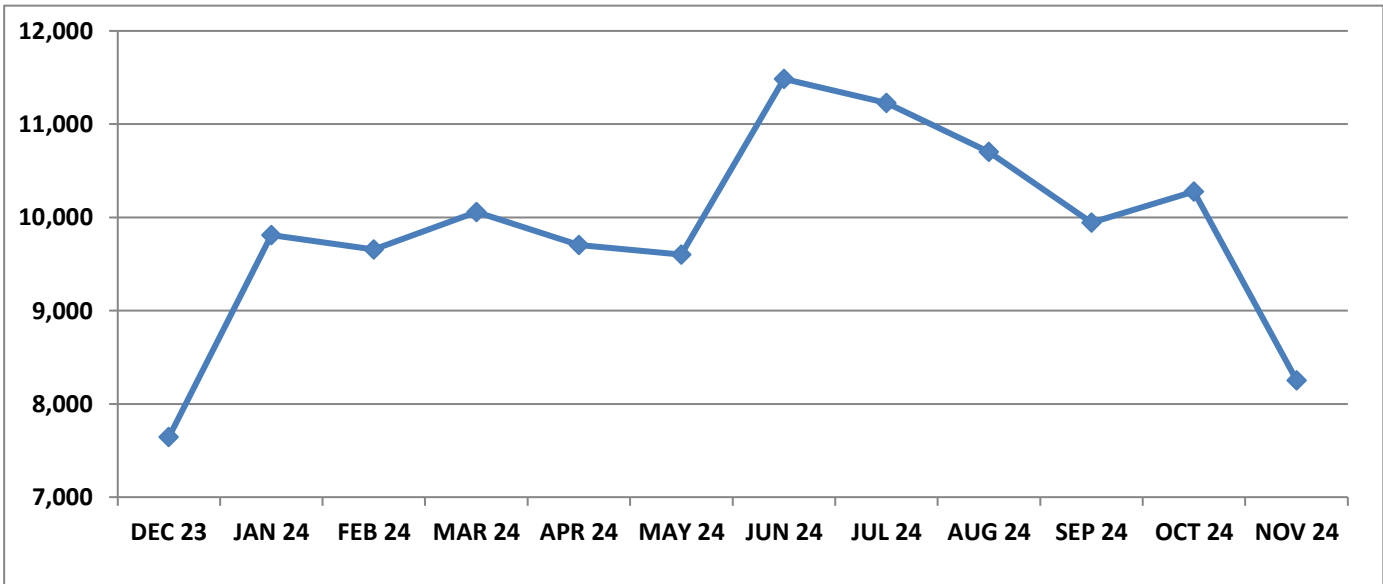
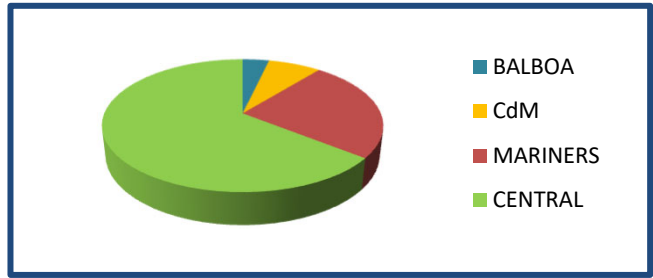
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2024 CIRCULATION

	NOV 24	YTD 24/25	YTD 23/24
BALBOA	2,338	13,727	11,268
CdM	3,340	19,030	19,128
MARINERS	20,930	106,060	109,368
CENTRAL	46,286	252,088	272,980
eBooks	7,650	39,748	38,613
eMagazines	5,944	25,702	18,683
eAudiobooks	7,453	37,560	31,418
Streaming Films	3,604	17,157	7,972
TOTAL	97,545	511,072	509,430



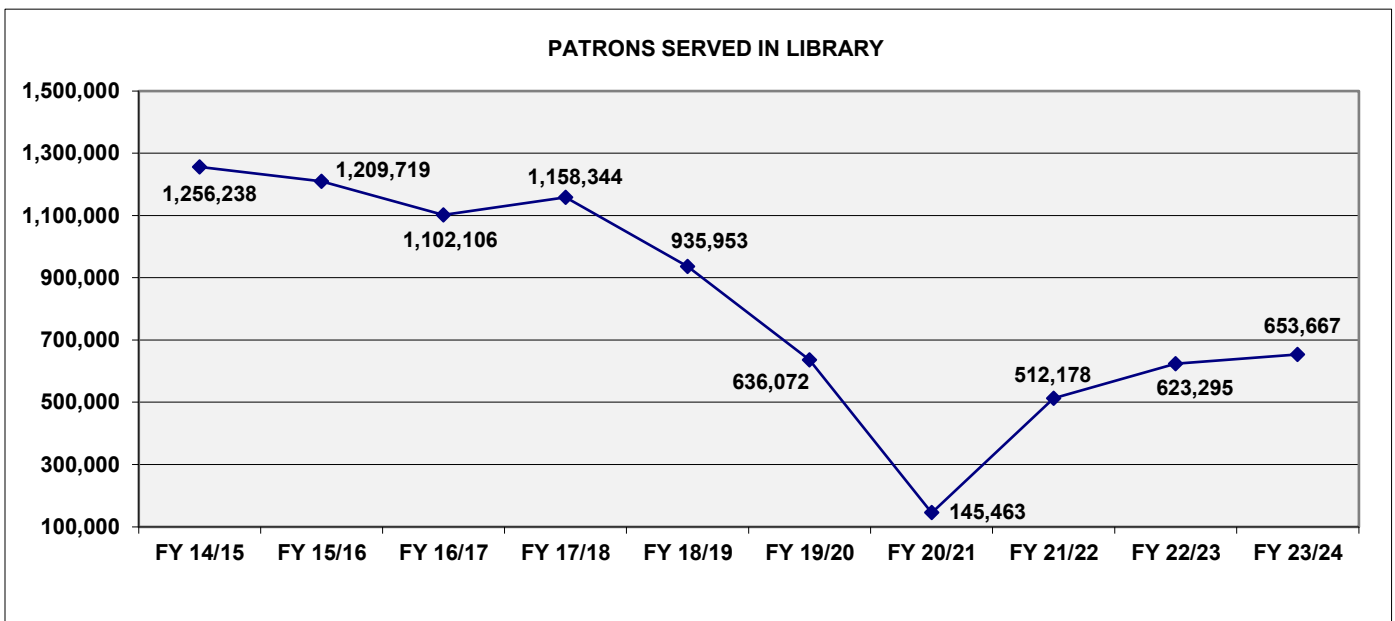
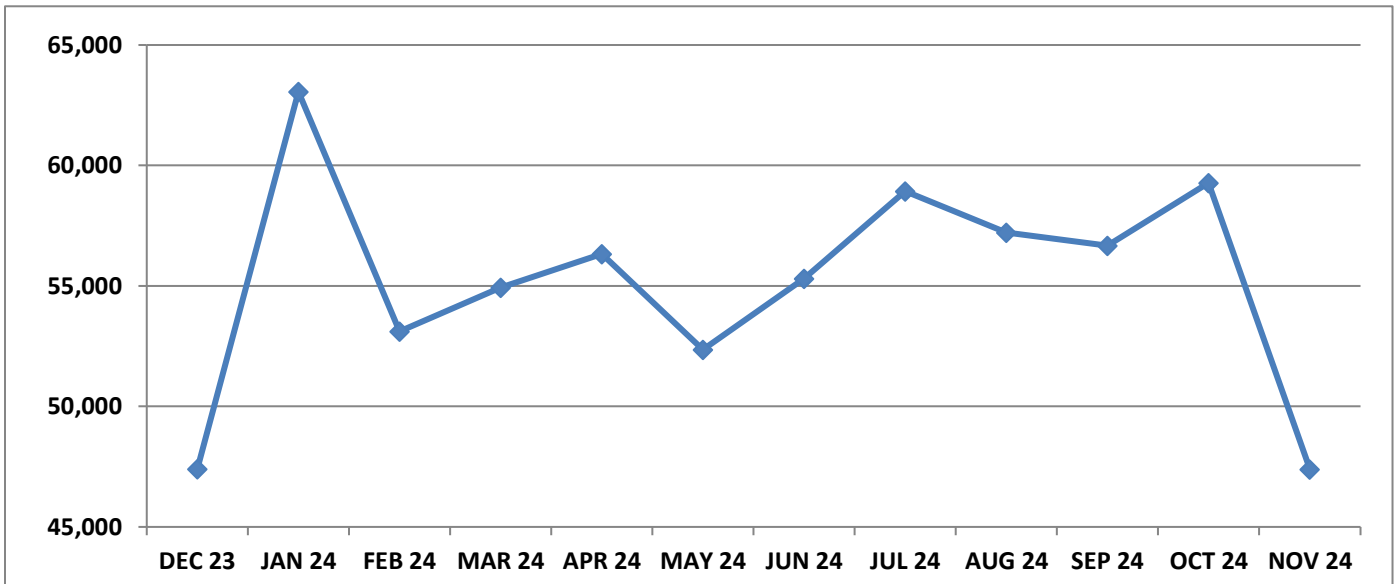
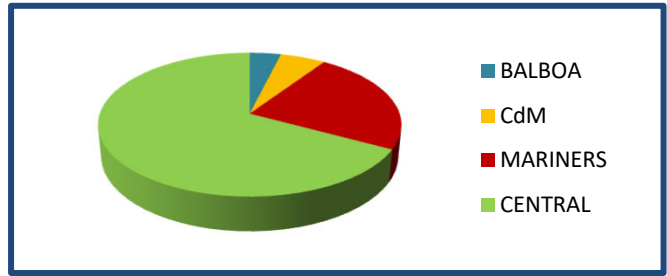
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2024 REFERENCE

	NOV 24	YTD 24/25	YTD 23/24
BALBOA	299	1,918	1,948
CdM	600	3,653	3,076
MARINERS	2,042	10,551	10,192
CENTRAL	5,311	34,280	32,591
TOTAL	8,252	50,402	47,807



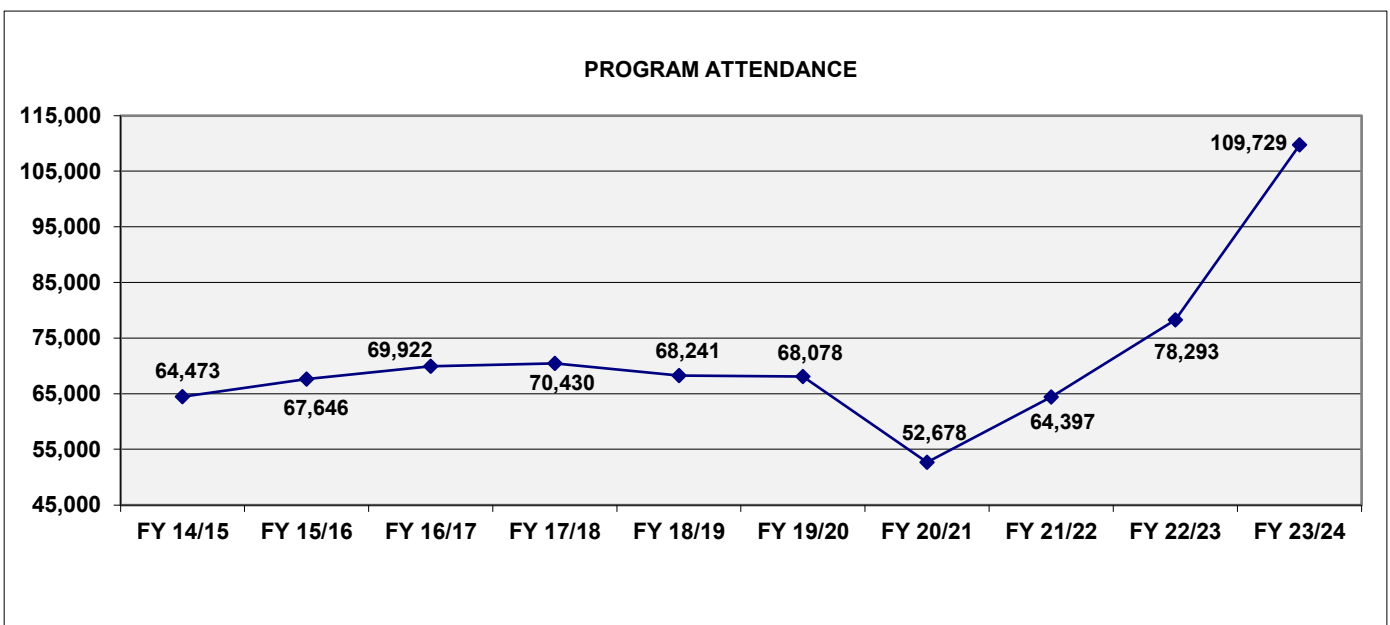
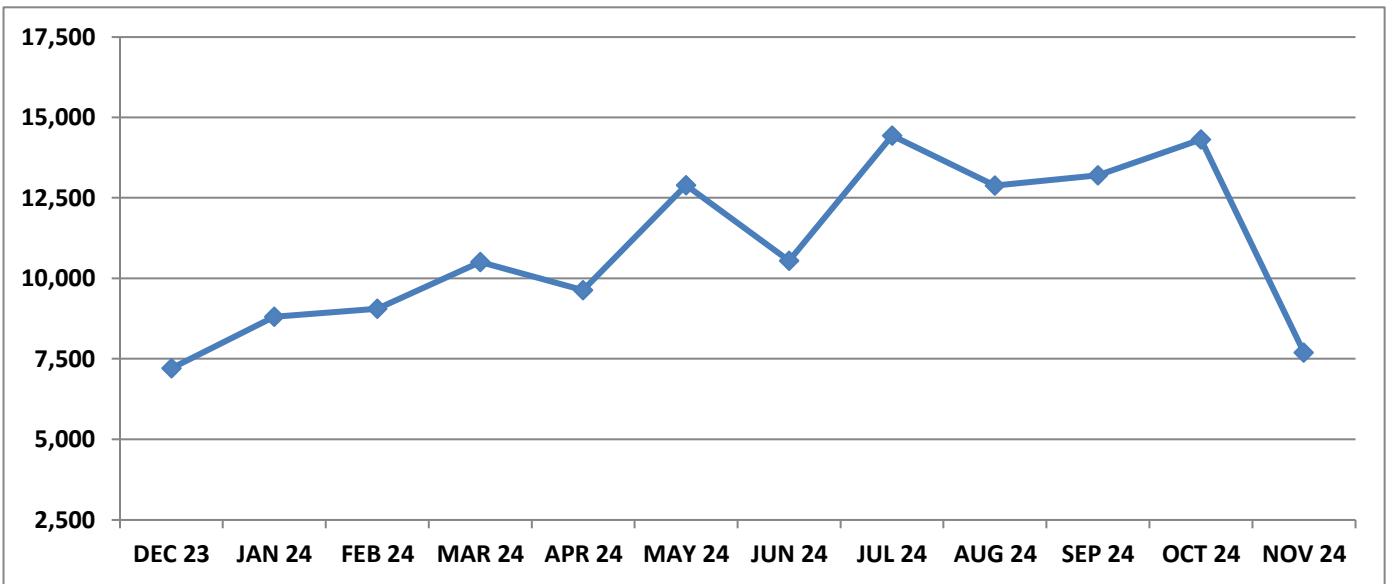
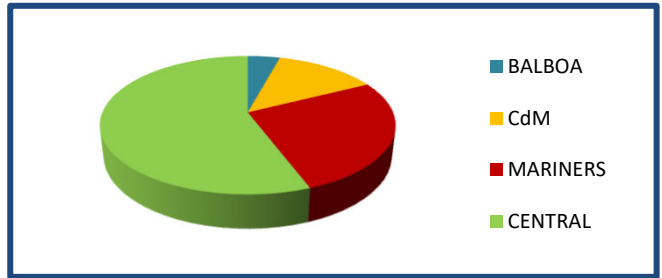
NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2024 PATRONS SERVED

	NOV 24	YTD 24/25	YTD 23/24
BALBOA	1,825	11,500	10,466
CdM	2,653	16,452	15,154
MARINERS	11,095	62,250	61,184
CENTRAL	31,815	189,272	184,396
TOTAL	47,388	279,474	271,200



NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2024 PROGRAM ATTENDANCE

	NOV 24	YTD 24/25	YTD 23/24
BALBOA	324	2,024	979
CdM	1,026	6,223	3,678
MARINERS	2,051	11,005	4,838
CENTRAL	4,288	43,274	31,596
TOTAL	7,689	62,526	41,091





CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES STAFF REPORT

January 21, 2025
Agenda Item No. 9

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3801, mhartson@newportbeachca.gov

PREPARED BY: Melissa Hartson, Library Services Director

TITLE: Report of December Library Activities – January 21, 2025 Meeting

MELISSA HARTSON, LIBRARY SERVICES DIRECTOR

2024 Year in Review

The Library had an eventful 2024. Here is a review highlighting some of the accomplishments from the past year.

- The Central Library celebrated its 30th anniversary in July. The Library hosted an Open House and saw over 650 patrons celebrate with us, sharing their appreciation of the importance and impact the Library has had on their lives.
- Mariners Branch introduced the *Seed Library* with a special seed planting program. To introduce the program, families were invited to start growing with seeds, soil, and containers provided at potting stations set up on the grass behind the branch. The event was well attended, and the *Seed Library* continues to generate interest. From April to December, a total 1,064 seed packets were checked out.
- Corona del Mar Branch's annual *Fire Station Storytime* was another tremendous success with almost 240 in attendance. In partnership with Fire Station 5, patrons enjoyed a storytime with Fire personnel followed by a station tour and presentation of the fire truck and equipment.
- Balboa Branch launched a new program, *Toy Train Thursdays*. Offered weekly, *Toy Train Thursdays* is a creative building program where the Library supplies wooden trains, tracks, and other building pieces. Participation totaled 427 for the year.
- In August, the Central Library offered the first *STEAM Lab* which gave participants the opportunity to learn about the visible light spectrum and saturation. Other themes included engineering mazes and roads; plant life cycles; and constructing pop-up greeting cards.
- A record 872 patrons registered for the 2024 In-N-Out *Cover to Cover* reading program (compared to 623 in 2023), and staff issued 1,675 achievement awards.
- In response to the numerous requests for a writers' working group, the Library introduced *The Writers Group*. It is designed for participants who completed the popular *Storytellers Writing Workshop* to foster the continued exchange of feedback and accountability in their writing projects.

- The Newport Beach Public Library Foundation donated \$55,000 to fund the *Seed Library*, continue the State Parks Pass lending program, provide database subscriptions to LinkedIn Learning and VetNow/HelpNow, expand children's program offerings providing funds for a projector and screen, and fund a new catalog stand for patrons' use.
- The Friends of the Library contributed \$200,000 to support the purchase of materials in a variety of formats for all age groups and provide funding for mainstay programs such as storytimes, craft programs, college-prep workshops, Summer Reading Program, Meet the Author, and Sunday Musicales.
- Project Adult Literacy (PAL) transitioned to the America Learns platform for data management, helping to streamline the annual California State Library reporting process, and allowing tutors and volunteers to report their service hours in an efficient manner. Tutors and volunteers served over 2,000 hours. PAL hosted more than 210 classes and events helping nearly 60 active learners.
- Outreach totaled an over 90% increase over the previous year, reaching 12,022 community members over 49 total outreach events (compared to 36 in 2023). Newly attended events included the *Spirit Run*; the *City's Touch a Truck* event; the *CdM Scenic 5k*; the Newport-Mesa Unified School District's *Back to School Resource Fair*; and Big Newport's *Kids Day* for the release of *The Wild Robot*.
- The City Arts Commission proposed moving from a two-year display to a three-year display for ongoing phases of the Sculpture Exhibition. City Council approved the proposal, which included extending the exhibition period for the existing sculptures currently in Civic Center Park.
- The Library added a new mobile app in April. The app is user friendly and has a strong visual interface with greater customization capabilities.
- Launched online passport appointment reservations allowing for convenient scheduling, streamlined oversight of appointments, and automated reminders with links to helpful information. Similarly, reservations for the PAL Lab are now virtual allowing tutors to schedule their learner-tutor sessions in advance.
- September was *Library Card Sign-up Month*, which is held annually at the beginning of the school year. This year's initiative saw the addition of 1,136 new library card registrations, a 27% increase over last September's 897 new registrations.
- The Library opened 9,235 new library card accounts and checked out 1,212,986 items in 2024!
- Looking back at 2024 also provides a glimpse for an exciting future. In February, the City held a groundbreaking ceremony for Witte Hall, and in May, City Council approved a design concept for the new Balboa Branch Library and Fire Station No. 1 replacement project.

WHEELHOUSE LIST FOR LIBRARY TRUSTEES

- Sunday Musicale: Duo Duoro
Sunday, January 19, 3 p.m.
Friends Room, Central Library
- Friends Used Book Sale
Friday, February 7, 1 – 4 p.m. (Members Only)
Saturday, February 8, 9 a.m. – 2 p.m.
Friends Room, Central Library
- Witte Lecture: Bret Stephens
Friday, January 24, 7 p.m.
Saturday, January 25, 2 p.m.
Friends Room, Central Library
- Sunday Musicale: Yuki Shibamoto
Sunday, February 16, 3 p.m.
Friends Room, Central Library
- Medicine in Our Backyard: Integrative Health
Monday, January 27, 7 p.m.
Friends Meeting Room, Central Library
- Board of Library Trustees Meeting
Tuesday, February 18, 5 p.m.
City Council Chambers, Civic Center

REBECCA LIGHTFOOT, LIBRARY SERVICES MANAGER

Catalog Enhancements

Based on patron and staff suggestions, the library added a “Add to Lists” button to the results display in the catalog. We are hopeful that having the button in a more prominent location will bring more awareness about this valuable feature.

Literacy

Project Adult Literacy hosted its Annual Literacy Holiday Potluck on December 7. Over 60 volunteers, tutors, learners, board members, family and friends enjoyed the food, conversation, and fun door prizes.

ANNIKA HELMUTH, BRANCH AND YOUTH SERVICES COORDINATOR

Branch Activities

At the Mariners Branch Library (Mariners), a popular drop-in fall leaf decorating activity concluded with 181 children participating. The Balboa Branch offered *Winter Wonderland* crafts with holiday cards, festive bookmarks, and colorful winter trees. And December test proctoring requests were high at the Corona del Mar Branch (CdM) with end of semester exams.

Special Events

CdM hosted a Holiday Open House event with 600 patrons visiting during the annual Corona del Mar Christmas Walk. The library was decorated for the holidays and offered a wide assortment of cookies, pastries, coffee, hot cocoa, tea, chocolates, and candies for patrons. Fun activities for adults and children included games, contests, crafts, a photo area, and two Holiday Storytimes. Board of the Library Trustee Vice Chair Antonella Castro and her daughter Palomma were guest readers during the afternoon Holiday Storytime. Many patrons were happy to have a family-friendly spot to relax amidst the hustle and bustle of the main event.

Youth Services

Five festively dressed dogs visited the Central Library (Central) during December's Read to a Dog program. With so many dogs, several participants were able to practice reading with each of the different dogs. And

a highlight of the month was Central's December *Crafternoon* event. The *Winter Treats* themed Crafternoon included gingerbread house making, mug and gingerbread man crafts, and candy cane creations. Patrons also enjoyed candy cane treats and hot cocoa packets to take home.

At the end of the month, Youth Services took a programming break for the holidays. This break allows staff time to catch up on other projects.

Class Visits

Fifty first graders from Lincoln Elementary visited Central for a tour. In two groups, they were shown different sections of the children's area and the circulation workroom. This behind the scenes look included a demonstration of the book return conveyor belt. Students also learned the rules of the library and listened to a story.

Outreach

Library Mayor's Youth Council mentee, Alex Denisova, attended the December City Council meeting, getting a first-hand view of the certification of general municipal election results and the annual City Council reorganization process.

Personnel

Mariners part-time Clerk Mikaela Malsy accepted a promotion to part-time Library Assistant. Mikaela joins the Balboa Branch team following a vacancy at the branch in October.

ANDREW KACHATURIAN, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR

Teen Services

Members of the Young Adult Advisory Council met on December 11. With the holidays looming, there was a smaller group of seven teens for this meeting. They discussed new movie releases that they were looking forward to as well as books that they were reading. They played games and participated in a book exchange. There was also a discussion about preferred times for the Teen Snack and Study event held across three days at the Central Library in December.

The Teen Snack and Study was held in the Sword Room on the second floor of the Central Library on Thursday 12/12, Saturday 12/14, and Sunday 12/15 with a total of 45 students participating. The collective study space is proving to be popular with teens. There are light refreshments offered to those attending.

Staffing

Part-time Library Assistant Melinda Moss, who started with the library in 2018, was promoted to full-time Library Assistant. She will move into her new role in January. She has been a valuable member of the Reference department, and we look forward to her additional contributions.

Anthony Duhamel was promoted from Library Page to part-time Library Assistant and relocated from Corona del Mar Branch to Central Library where he will join the Reference department. We are still recruiting for one more part-time Library Assistant, one part-time Library Clerk, and five Library Pages.

Facilities

The Central Library kitchenette work has been progressing as expected and we expect to see this completed in early January.

Proquest Articles Retrieved 2024-2025

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	1279	1530	1636	1740	1907	4548							2107
Newspapers--Current	1285	1161	1426	1277	1671	1266							1348
Newspapers--Historical	3576	2019	1982	2675	2151	1601							2334
Magazines	17	56	44	82	18	13							38

Database FY Comparisons	JUL 2024	AUG 2024	SEP 2024	OCT 2024	NOV 2024	DEC 2024	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	YTD 24/25
Tracked by #searches													
A to Z Databases	684	644	411	436	972	419							3566
Alexander Street	730	168	478	664	93	296							2429
Ancestry	588	514	290	249	201	453							2295
AskART	14	18	15	12	11	8							78
Brainfuse JobNow/VetNow	158	79	15	55	13	10							330
Britannica School Edition	1	119	1979	50	57	8							2214
Exploring Race in Society	2	5	29	32	30	4							102
Gale Archives Unbound	284	236	143	284	29	209							1185
Gale Directory Library	16	36	78	75	16	8							229
Gale in Context: Biography	14	5	316	286	56	62							739
Gale in Context: Elementary	3	3	63	2	2	8							81
Gale in Context: Environmental	0	0	20	74	12	1							107
Gale in Context: Opposing View	1	2	343	233	765	37							1381
Gale Interactive: Science	0	0	0	0	0	0							0
Gale Literature Resource Center	20	18	50	89	64	49							290
Gale Virtual Reference Library	19	29	51	154	186	18							457
HeritageQuest	150	50	121	55	114	58							548
Legal Information Ref Center	103	86	68	44	39	12							352
National Geographic	14	26	60	143	60	42							345
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New Users	23890	24747	20174	17388	16099	14804							19517	117102
Sessions	49426	50616	47008	44470	40519	39329							45228	271368
Pageviews	106254	111503	106163	105742	92678	98196							103423	620536
Sessions Per User	2	2	2	2	2	2							2	--
Pages Per Session	2	2	2	2	2	3							2	--
Avg. Session Dur. (min)	5	6	6	6	6	8							6	--
Bounce Rate (%)	60	62	59	56	61	61							60	--

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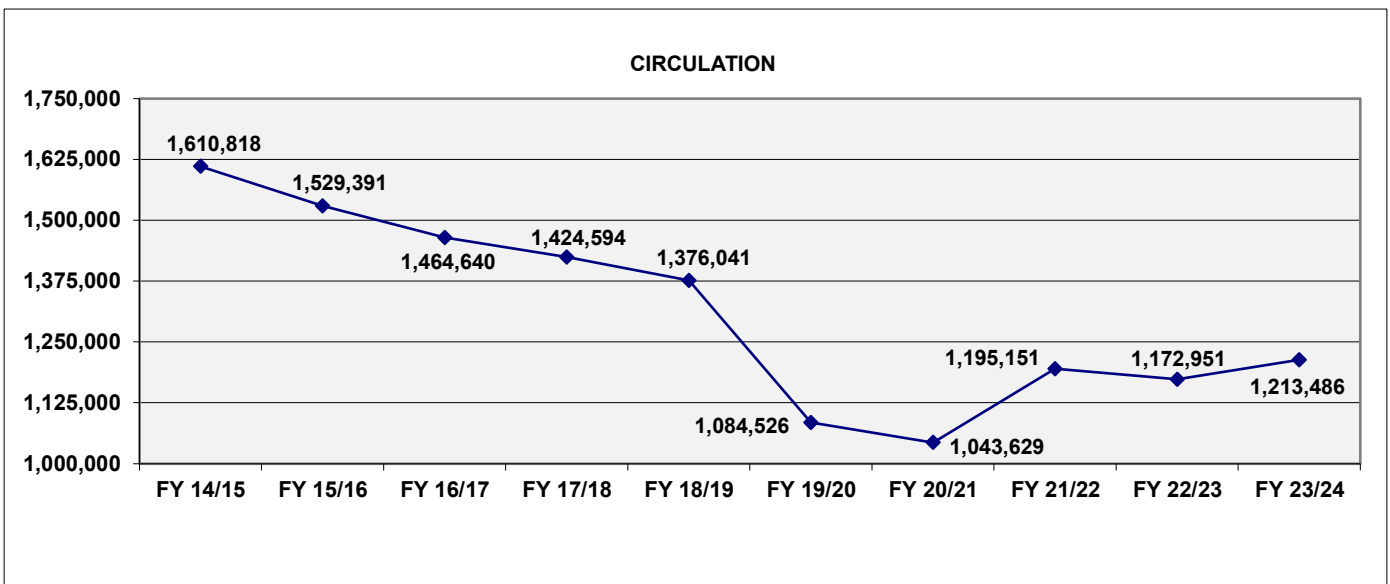
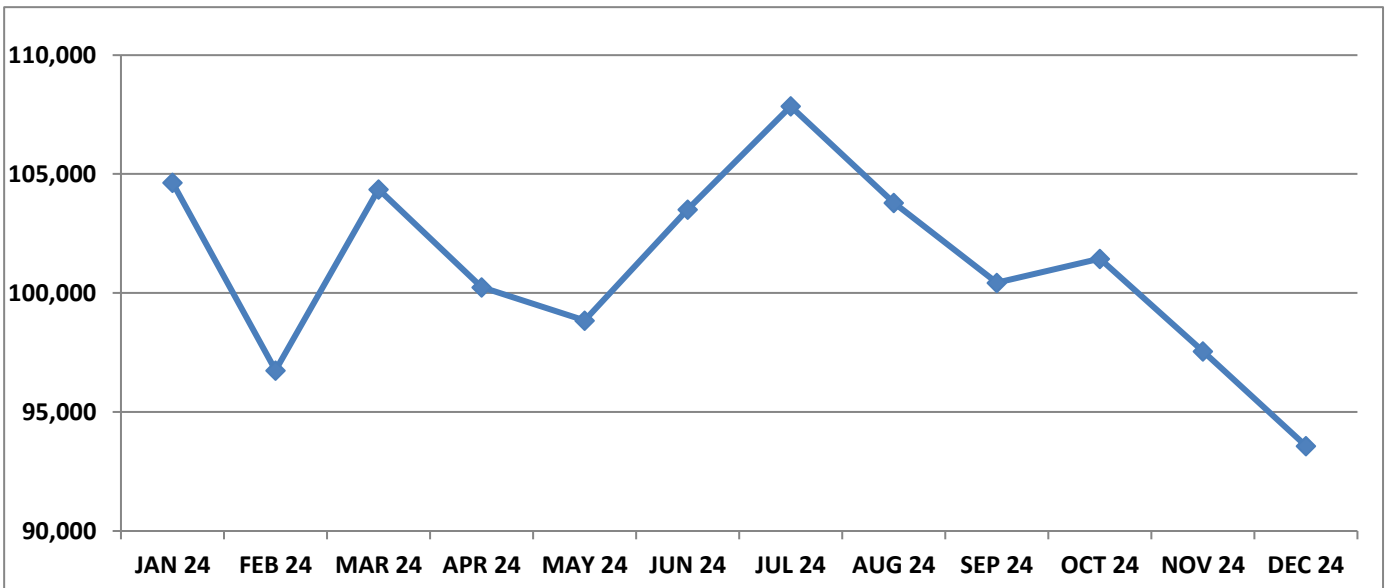
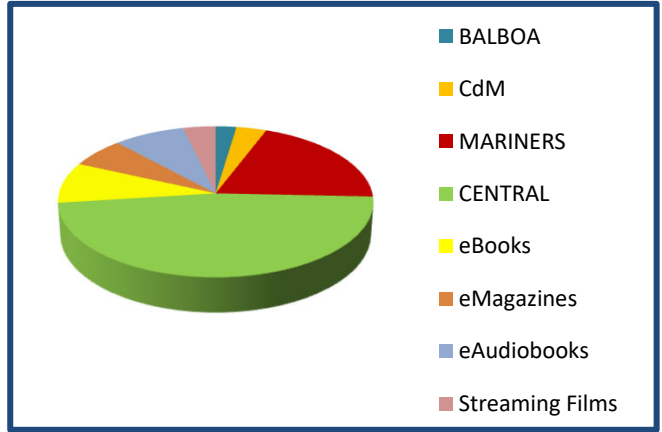
Location	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
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CdM	479	436	513	623	483	577							518	3110
Mariners	1520	1300	1370	1310	1200	1300							1333	8000
Central	1490	1500	1380	1360	1300	1280							1385	8310
Total	3893	3632	3829	3807	3499	3733							3732	22393

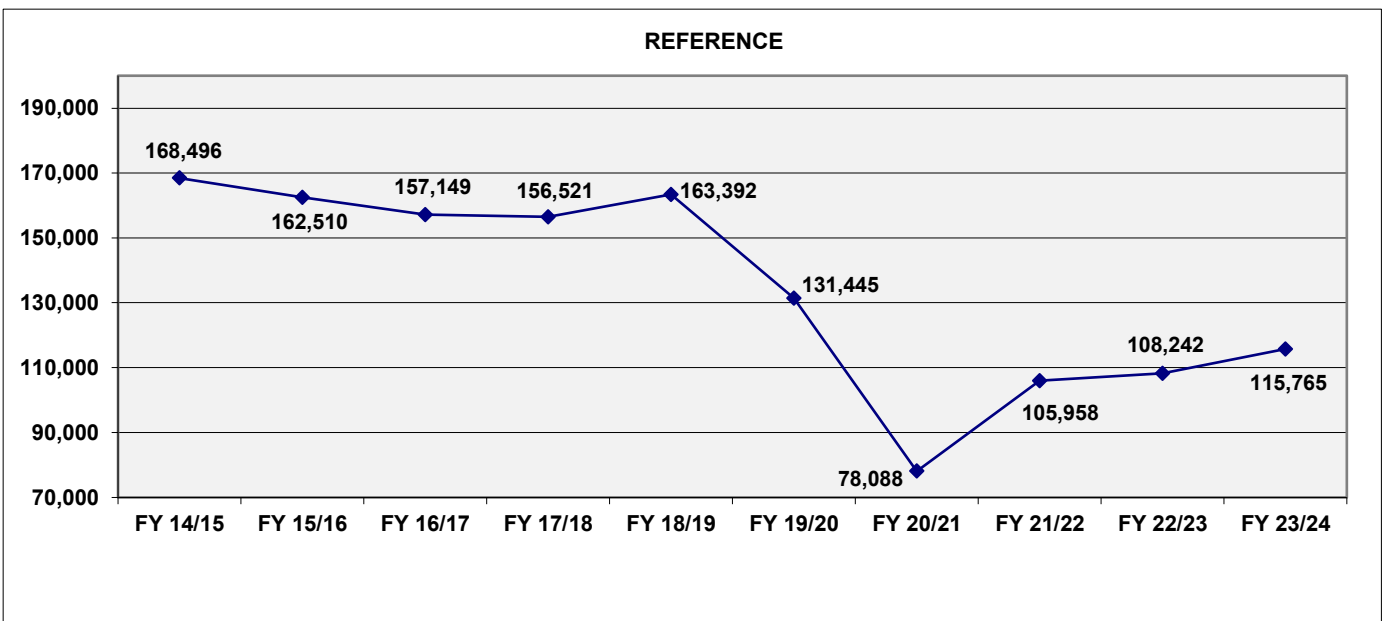
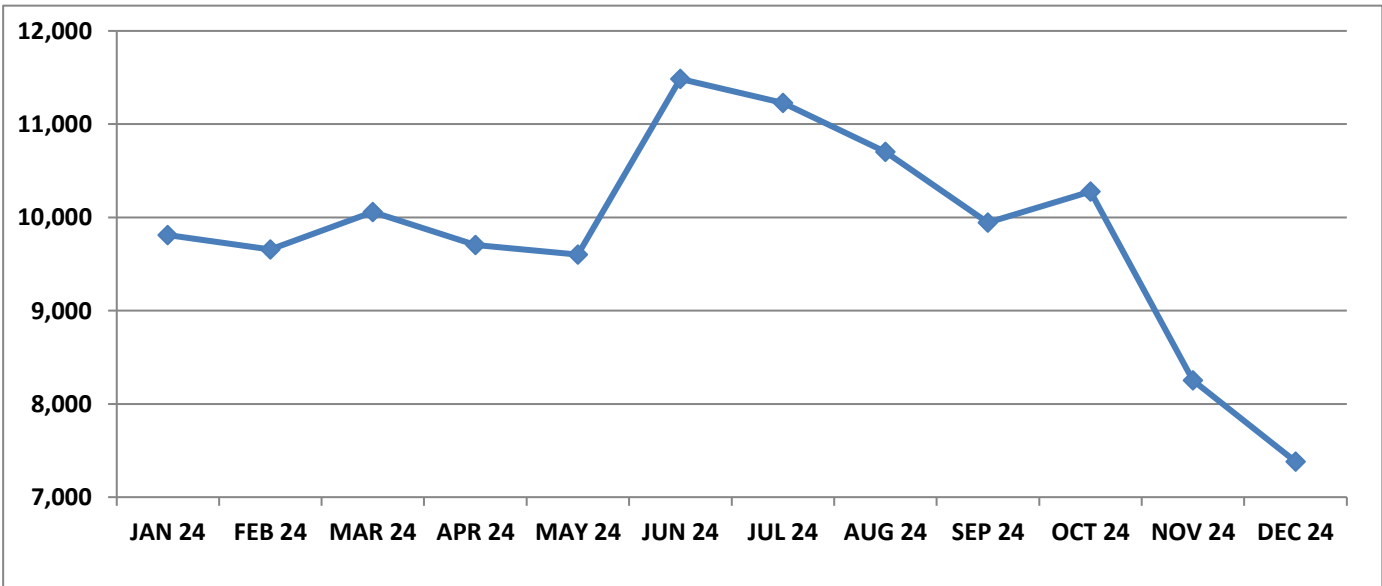
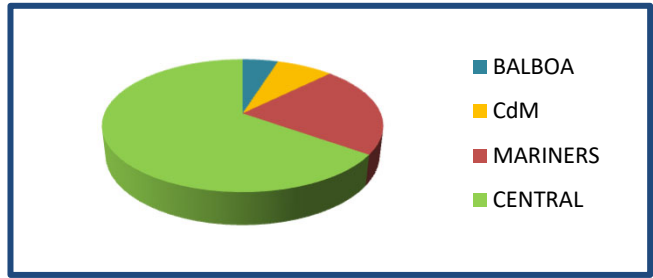
NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2024 CIRCULATION

	DEC 24	YTD 24/25	YTD 23/24
BALBOA	2,213	15,940	13,390
CdM	3,231	22,261	22,562
MARINERS	18,582	124,642	127,611
CENTRAL	44,283	296,371	321,332
eBooks	8,179	47,927	46,328
eMagazines	5,945	31,647	24,851
eAudiobooks	7,654	45,214	37,588
Streaming Films	3,484	20,641	11,481
TOTAL	93,571	604,643	605,143



NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2024 REFERENCE

	DEC 24	YTD 24/25	YTD 23/24
BALBOA	360	2,278	2,269
CdM	573	4,226	3,542
MARINERS	1,634	12,185	11,845
CENTRAL	4,814	39,094	37,796
TOTAL	7,381	57,783	55,452

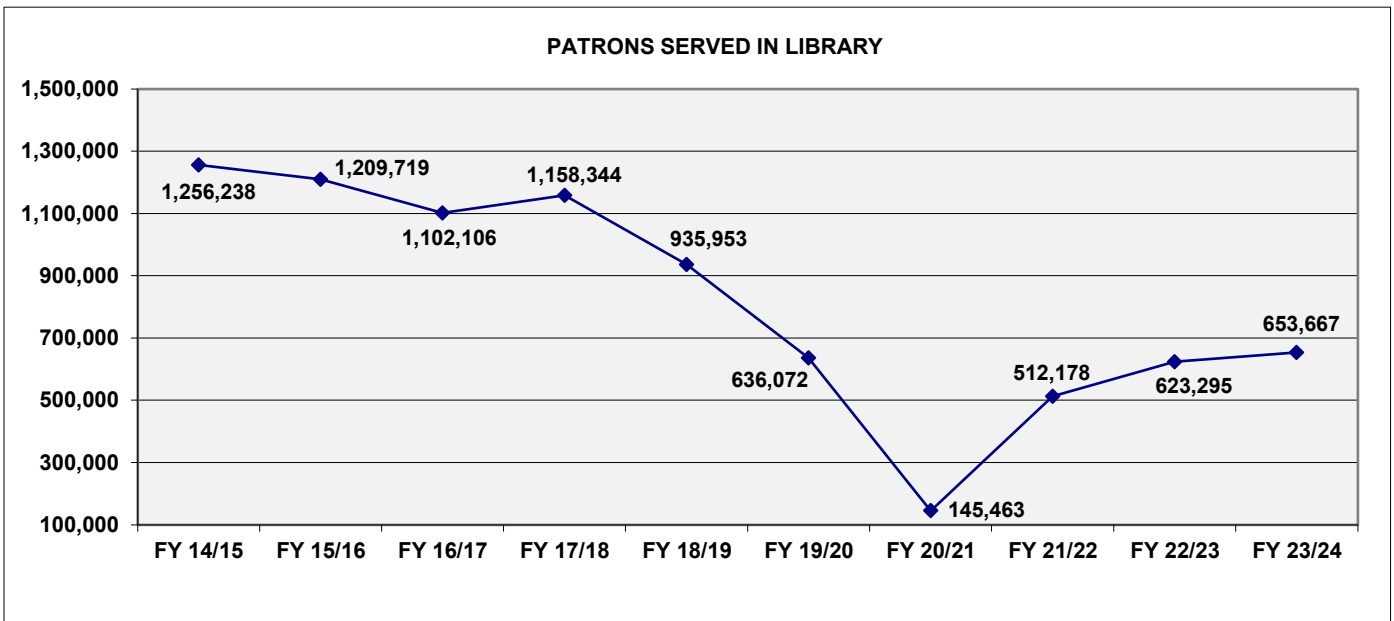
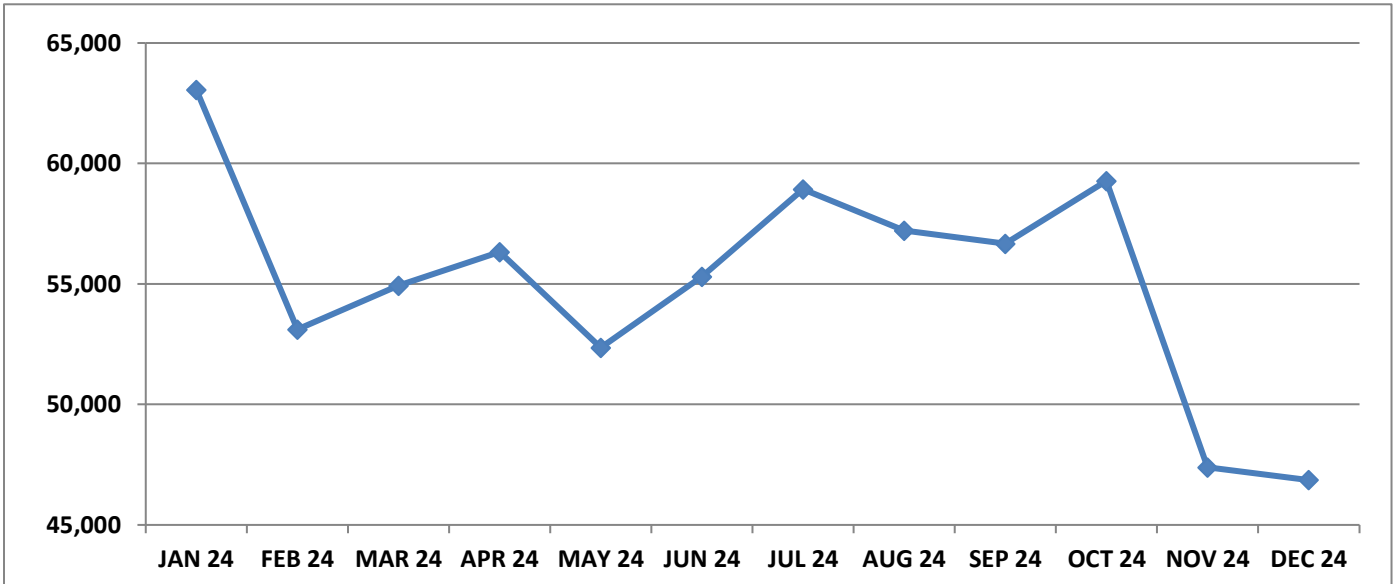
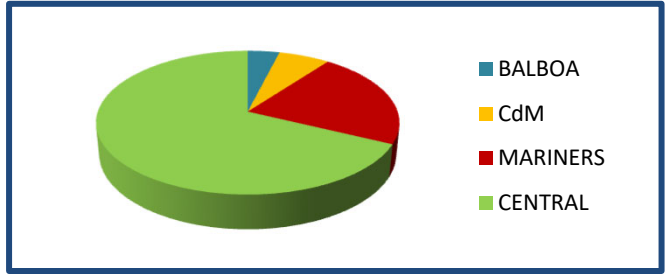


NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2024 PATRONS SERVED

BALBOA
CdM
MARINERS
CENTRAL

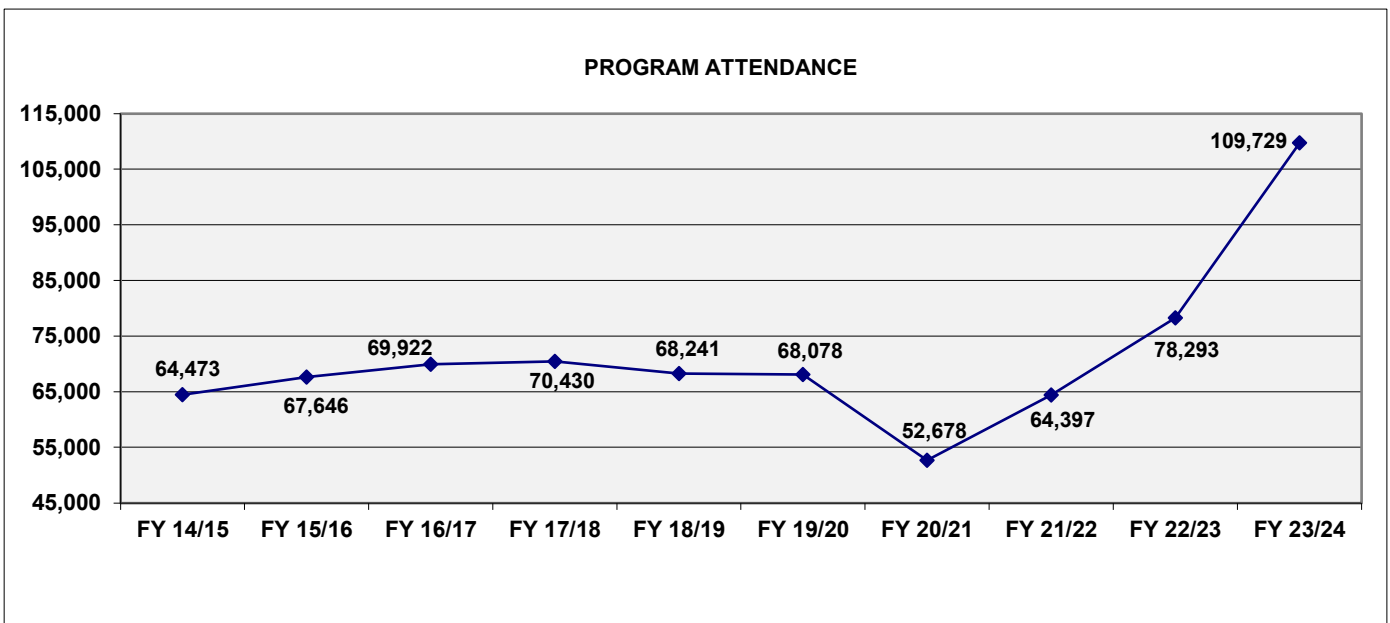
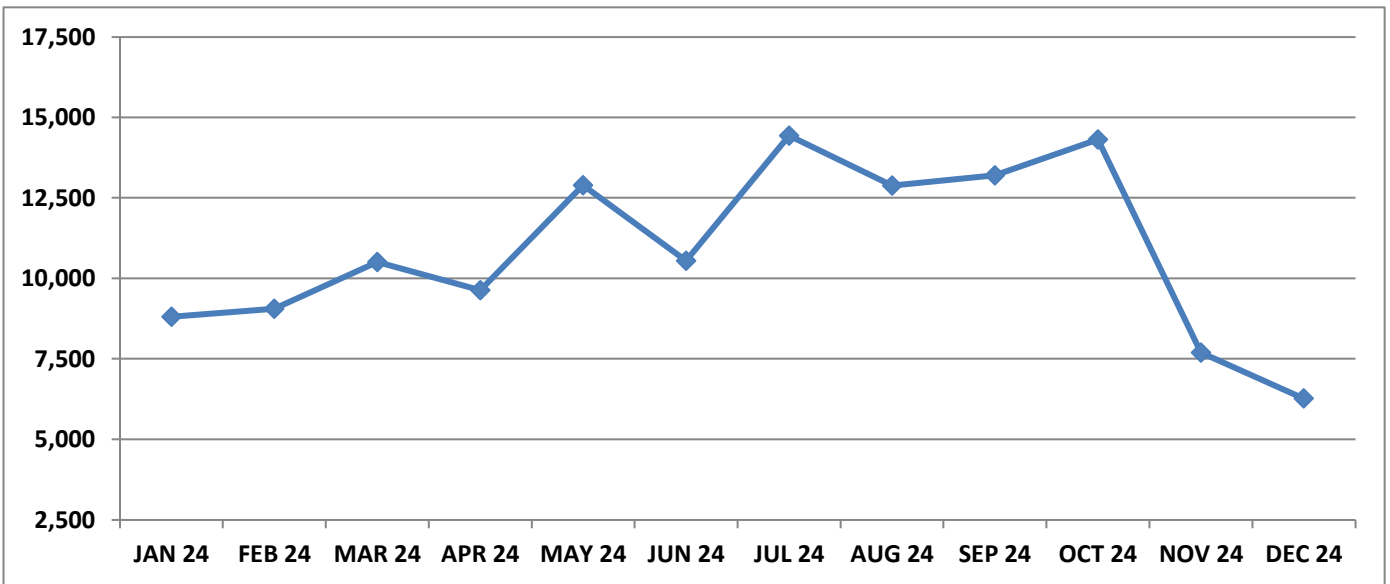
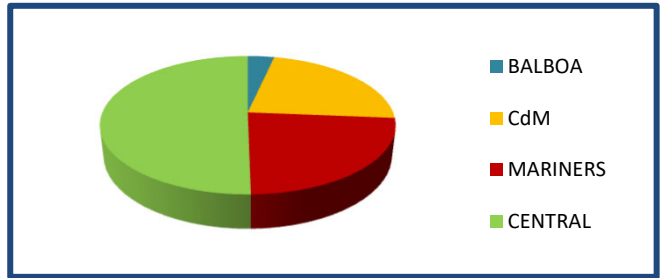
TOTAL

DEC 24	YTD 24/25	YTD 23/24
1,841	13,341	12,311
2,967	19,419	18,501
10,258	72,508	72,397
31,794	221,066	215,383
46,860	326,334	318,592



NEWPORT BEACH PUBLIC LIBRARY - DECEMBER 2024 PROGRAM ATTENDANCE

	DEC 24	YTD 24/25	YTD 23/24
BALBOA	217	2,241	1,132
CdM	1,431	7,654	5,395
MARINERS	1,467	12,472	6,323
CENTRAL	3,150	46,424	35,445
TOTAL	6,265	68,791	48,295



Jerold D Kappel, CEO

Newport Beach Public Library Foundation

Memo

To: Library Trustees
From: Jerold D Kappel, CEO
Date: January 15, 2025
Re: Library Foundation Report

1. The January 2025 Board Meeting was held on January 13. As reported earlier, there was no December meeting, but a reception for the Board and Library Trustees. Trustee Chair Chase Rief gave a detailed overview of the Library—funding, services, programs, and patrons served. The Foundation Board of Directors highly appreciated it.
 - a. The next Foundation Board meeting is scheduled for Monday, February 10, 2025.
2. The Foundation has matched \$299,000 of the \$500,000 anonymous matching gift challenge. With current and future committed contributions, the Foundation has raised \$10,250,000 towards its agreement to fund \$11,750,000 towards the construction of Witte Hall.
 - a. The Foundation's Witte Hall tab on its website has a video showing the construction progress which is updated weekly.
3. The Pals4Pal organization is still working with the California Attorney General on its dissolution. We anticipated that it would be final by this time. The Foundation has filed all necessary documents for the transition.
4. Programming
 - a. The Witte Lecture Series presentations with Bret Stephens for January 24 and 25

- b. are both sold-out with a waiting list for both lectures. The remaining Witte Lectures are selling well, and we anticipate selling out for all six remaining (Friday evening and Saturday afternoon for the three remaining lectures).
 - c. Both Library Live presentations in the Fall—Bonnie Garmus and Rosanna Xia—were sold out. The Garmus event attracted over 500 people on the Civic Center Green. The Spring lectures by Javier Zamora and Viet Thanh Nguyen have very few tickets remaining.
 - d. The free Medicine in Our Backyard lectures return with a presentation on Integrative Health, Nutrition, Food Allergies and You, with Kiran Sachdev, MD from UCI Health, on Monday January 27, 2025. There will be five lectures this Spring. Average attendance is +/- 70.
 - e. The six Spring free Finance Literacy Workshops that focus on estate planning return on March 24. The Foundation’s finance workshops are the most highly attended of any site that presents these workshops.
 - i. A reminder that no presenters at these workshops are licensed to sell any financial products. The presenter does not receive any attendee contact information.
 - f. The free Book Discussion Group has over 40 readers attending. The January book was *Solito* by Library Live speaker Javier Zamora. The Book Discussion Group runs monthly through May.
 - g. The free Spotlight on Science will feature Spring Spotlight will feature Dr. Grant MacGregor on CRISPR (gene editing) and renowned seismologist Lucy Jones on California tectonic activity (earthquakes.)
5. I am monitoring issues with California and federal funding of libraries. There is mounting concern that the incoming Congress and administration will zero out funding for the Institute of Museum and Library Services. California receives \$15 million from IMLS as a pass-through grant annually, the largest grant in the nation. The federal funding is about one-third of the total funding for libraries in the state.
6. Bookmark, winter 2025 edition, has been published and mailed to over 1400 donors and key community leaders. It has also been distributed throughout the four branches and other public buildings. It includes a reprint of then Mayor Will O’Neill’s speech at the September Library Leadership Reception, Councilmember Robyn Grant’s presentation at the beam signing ceremony, a page on Project Adult Literacy and a reprint of Mercedes Adrián Sanz essay in “In Our Own Words”, Library events, a special thank you to the Friends of the Library, and the Foundation’s annual report.
- a. It is noted in the report that the Foundation contributed \$199,625 to the Newport Beach Public Library for free community programs, direct grants to the Library, and capital campaign expenses for the construction of Witte Hall. When you include the ticketed lectures of Library Live and Witte Lectures, the total support for the Library is \$384,718.