

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

OCTOBER 2025

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>10/02/2025</u> <u>Phone</u> <u>Allison Sarnowski</u> <u>Administrative Support Technician</u> <u>10/02/2025</u>	[I'm calling to say thank you for the wonderful service I receive from Evelyn and Mike at Balboa and Greg at Central. I am very happy with the Library facilities and services. One special request is to please obtain the 1966 movie "Hawaii" on DVD. I think I already put in a request for this item, so hopefully you are considering it. Thanks!]	We thanked this patron for his kind feedback. He opted not to provide his contact information. The compliments and request were shared with the appropriate Library staff members.
<u>2</u> <u>10/04/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>10/06/2025</u>	Would it be possible for you to have a viewing of this documentary ["The Librarians"]? I would go to a screening, but it is not playing close to me. Thank you!	Unfortunately, no, that movie is still showing in the theaters and we would be unable to host a screening. Hopefully, it will be available to stream or purchase on DVD soon so you can see it. Thank you.
<u>3</u> <u>10/06/2025</u> <u>Phone</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>10/06/2025</u>	[I am very happy with the service provided by Leah over this past weekend at Mariners. I cannot speak more highly of the service she provided as well as the services the Library offers to the community at large. Leah has an ability to navigate a busy moment at the library with the utmost respect and professionalism. She was cordial and patient while ensuring the needs of each patron were met. She really took care of everybody and was so kind while doing so.]	We thanked this patron for the positive feedback about Leah and our services. The compliments were shared with the appropriate Library staff members.
<u>4</u> <u>10/08/2025</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>10/09/2025</u>	I returned my books on Sunday morning at the Central Library. It is stating they are overdue. I hope this clears up! Thank you!	Thank you for your inquiry. I have checked your account and all items have cleared from your account. The courtesy overdue email goes out three days before items are due, so there may have been some overlap between receiving the email and you returning the items. Please let me know if there is anything else I can assist with. Thank you.
<u>5</u> <u>10/10/2025</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>10/10/2025</u>	There is construction at my house which is very stressful to my dog. Are well-behaved, leashed dogs allowed in the library?	Thank you for your inquiry. Bringing animals into the Library, except service animals as specified and in compliance with the Americans with Disabilities Act, is prohibited. However, the Library has outdoor seating with tables, chairs, and Wi-Fi access where you may bring your leashed dog. This space is located outside the second-floor entrance. Also, there is a dog park at the north end of the Civic Center Campus and Park that has two separate areas of play for big and small dogs. Best regards.

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<u>6</u> <u>10/12/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>10/13/2025</u>	I hope this email finds you well ... I am a student representative from Tuned In, a music club at University High School. I am reaching out to inquire about hosting a concert at the Newport Beach Library on any available date in November or December. We would specifically like this to be at the library. It will be around an hour long concert, with live music from our musicians at University High School. We will bring everything that is needed, all we ask is that you provide us with a space for our performance! Thank you so much, and we look forward to hearing back from you.	Thank you for your inquiry about space at the Newport Beach Public Library for a musical performance. The Friends Meeting Room is a rental space available at the Central Library. However, due to ongoing construction, room capacity has been limited to no more than 49 people, which includes attendees, staff, and any volunteers. Construction is slated to continue through the spring of 2026, at the earliest. We would be unable to accommodate an event of the size you are proposing at this time. Please don't hesitate to reach out if you have any other questions. Thank you.
<u>7</u> <u>10/13/2025</u> <u>In Person</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>10/13/2025</u>	[I'm here with my daughter to praise Bernadette for the awesome job she did at storytime this morning. We had a wonderful time ... We'll be back on Wednesday!]	We thanked this patron for his kind words. The positive feedback was shared with the appropriate Library staff members.
<u>8</u> <u>10/14/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>10/14/2025</u>	At one time the NB library had an active book club that published the books that they were reading and the meeting days. I am unable to find this information on the library website. If still in existence, would you direct me to this resource? Thank you.	The Newport Beach Public Library Foundation hosts a monthly book discussion group. You can find out more information about the dates and titles here on their website ... I hope that helps! Please let me know if you have any other questions. Thank you.
<u>9</u> <u>10/22/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>10/22/2025</u>	I am trying to put book[s] on hold, but they all say not available. Do you know why this is? [It is] all of the Freida McFadden books.	Sorry to hear that you are having issues placing holds on this author's titles. I was able to log in and successfully place some titles on hold—can you please let me know which titles or formats you had issues with? We do own a number of her titles in eBook form, so it is possible that is the issue. If that is the case, please let me know and I can investigate that as well. If you have a list of titles you would like placed on hold, I would be happy to do that for you—please just let me know which titles, what format you prefer, and which pickup location you would like. Best regards.
<u>10</u> <u>10/22/2025</u> <u>Comment Card</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>10/22/2025</u>	Oh my gosh. Jeremy was an absolute life saver. He is knowledgeable, kind, patient, [and] helpful! I am so grateful he was here before I almost lost my work. He is an asset to this library. Thank you!!	We tried to reach this patron using the contact information provided, but we were unable to connect. The positive feedback was shared with the appropriate Library staff members.

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<u>11</u> <u>10/25/2025</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>10/27/2025</u>	I.T. Dept: Computer PC# 4 Needs "Wiping": There's a Google User (presumably your IT Personnel) stuck logged into this Workstation, PLUS all of the Desktop and Other Settings are STUCK Personalized to that Network User. Therefore, I believe this computer needs to be Wiped to be standardized with all the others. But while I'm asking, on behalf of many, [I] ask that you add a minimum of 15 minutes to the Unattended Logout Timeout period currently set. It's currently not enough time particularly because when [the] upstairs bathroom becomes full, we have to spend maybe 5-10 minutes waiting or having to go to another restroom. This phenomenon is frequent and the library cannot otherwise fix the latter. Thank you.	Thank you for reporting the issue with Computer #4. Staff logged into the computer station this morning to check its settings. The default settings have been restored. Also, thank you for your suggestion to improve our services. We will work with our IT Department to evaluate and assess our options to extend the time when you lock the computer. Best regards.
<u>12</u> <u>10/27/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>10/28/2025</u>	For my college class, History of Orange County at UC Irvine, we are assigned to interview someone who works in an Orange County history capacity—a volunteer with a local historical society; [a] city or county librarian or archivist; [a] local author; [a] history professor or high school history teacher; ANYONE involved in chronicling a part of Orange County's past. So, I would absolutely love to be able to interview a librarian or historian about their role—what they do, [what are] the challenges involved in teaching Orange County history, etc. This project is due November 3rd, so I would absolutely love to do so before then. Please reach out if this is a possibility!	Thank you for reaching out! Unfortunately, I don't think we're the best ones to answer your questions. Have you reached out to the Sherman Library? They specialize in the history of this region ... Another good avenue might be Newport Beach Historical Society ... I hope that helps. Best of luck on your project.
<u>13</u> <u>10/28/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>10/28/2025</u>	I see that California State Library resources are available through "Palace Project" phone app. Are they available through desktops? Thank you.	I'm sorry, no, the Palace Project's content is only available through mobile devices, there is not a dedicated desktop application. The intent was to bring eBooks and audiobooks from different streaming platforms together under one single umbrella to improve usability. The Palace Project creators chose to focus on a mobile app. Please let me know if you have any other questions. Thank you.