

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>06/01/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>06/01/2026</u>	I returned <i>The Artist Way</i>, <i>The Cookbook</i>, and <i>Dear Debbie</i>, but they are still showing as checked out.	Thank you for contacting the library regarding your account. I do see that those items are still currently checked out on your account. I have generated a search for those three items. We will conduct 3 searches in 3 weeks at all of our locations. If found, the items will be checked in and cleared from your account. In the meantime, if you want to double-check your car, home, backpack, et cetera. An easy way to see any updates would be to monitor the status of the account online or please feel free to email me in the coming weeks for an update. Can you tell me when you returned the books and which library you returned them to? I can do a quick shelf check for those items as well. Thank you.
<u>2</u> <u>06/03/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>06/04/2026</u>	Hello! I read on your website I can apply for a library card with a fee. Am I able to do this via email? Thank you!	Thank you for contacting the Newport Beach Public Library. We do issue non-resident cards upon payment of a \$10.00 annual fee. However, the guidelines for new patrons applying for a non-resident card require presentation of identification in person in order to receive a library card. Please let me know if you have any other questions. Thank you.
<u>3</u> <u>06/05/2026</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>06/05/2026</u>	I am a professional Santa in Southern California. I can provide a CV and references. Can you tell me, do you hire entertainers for children's programs? If so, can you tell me what the process is to apply to do something like that?	Thank you for reaching out and for your interest in working with the Newport Beach Public Library. The Library does engage performers for events through a Youth Program proposal review process. While we do not currently have a need for your services, we appreciate the opportunity to learn more about your work. The committee evaluates proposals based on several factors ... We will keep your information on file and review it as future programming opportunities are considered. If a suitable opportunity arises, we would be pleased to reach out. I would also be happy to review your references. Thank you again for thinking of the Library.
<u>4</u> <u>06/08/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>06/08/2026</u>	Will the zine exchange program be back in Summer 2026? ... Last year I participated in the zine exchange program and had a great time! I am wondering if the program will be making a return this year?	Thank you for writing in and expressing your appreciating for the zine exchange program that we hosted last year. Unfortunately, we have been seeing less participation in the last few years and decided to take this year away from it. If we continue to receive favorable feedback, we will certainly consider adding this back in the future. In the meantime, we are offering a Teen Summer Reading Book Club and an Adult Supper Reading Wrap Party. We hope you can make it!
<u>5</u> <u>06/09/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/10/2026</u>	I was wondering if you are hiring. I have 7 years of administrative experience. Thank you.	Thank you for your interest in working at the library! All open positions are posted on the City website, which you can find here ... If you click on the Employment Opportunities link, it will take you to Government Jobs, which allows you to view open positions, read job descriptions, and start the application process. You can also sign up to be notified when new positions are posted. I hope that helps! Please let me know if you have any other questions. Thank you.

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<u>6</u> <u>06/14/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/15/2026</u>	Do you accept book donations? ... I have some book collections from a passed book writer. I don't have room [for] those books so I wonder if your library accepts book donations. Please let me know. Thanks.	Thank you so much for thinking of us for your donations! The Friends of the Library handle our donations and they would be happy to have the books. There is more information on this page of the website ... You can reach out to the Friends at 949-759-9667 if you have any questions or need assistance with your donation. Thank you.
<u>7</u> <u>06/15/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/15/2026</u>	I'm trying to locate the date, time, and chosen book for the September 2026 meeting of the Newport Library's Book Club. I can only find 2025 selections online. Have the books for 2026 been chosen? Thanks.	It looks like the Library Foundation hasn't yet posted the titles for their upcoming book discussion groups. You could try reaching out to them at 949-717-3892 or signing up for their email marketing list. There is a link on their homepage to sign up ... I hope that helps! Please let me know if you have any other questions. Thank you.
<u>8</u> <u>06/15/2026</u> <u>Email</u> <u>Miranda Gentry</u> <u>Circulation Coordinator</u> <u>06/15/2026</u>	[I] just got a text notification that the book "Questions 27 & 28 : a novel by Karen Tei Yamashita" is waiting for me to pick up, but I can't see a location. I live closest to CdM branch, so [I'm] hoping it's there. I signed in to check, and that title doesn't show up on my hold list, hmm ... Can you please clarify? And is it possible to have it brought to CdM branch? Thank you!	This hold was set to be picked up at Marina Park, but we can send it over to CdM instead for you to pick up there. Our delivery to CdM has already been completed for today, so this book will be sent with tomorrow's delivery. It will be available for you to pick up tomorrow (6/16) afternoon. Please let me know if you have any other questions.
<u>9</u> <u>06/16/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>06/16/2026</u>	You have a great pre-publication notification service that I now use. How do I add an author to that list?	Glad to hear that you are enjoying the Author Alerts and want to make more use of this feature. The easiest way to get started is to search in our online catalog for an author that you are interested in. You should see an Add Author Alert button to the right of the item's jacket image. That button is available either at a browse or when you click into the title for the full details. Please note, however, that this feature is not available when viewing ebooks or downloadable audiobooks ... From there, once you click on that Add Author Alert button, you will be redirected to the Author Alerts page where you can either create an account or sign back in if you have an account. Once you are signed in, it should then be added to your list. Once you are signed in, you can also manually add author alerts by entering first and last names ... You can also review your existing alerts, authors recently added by other users, and the most popular authors added if you are you looking for inspiration. If you do use OverDrive/Libby for ebooks or downloadable audiobooks, the Libby app has a similar feature labeled Notify Me. If you have any questions on this feature, please let me know and I can provide screenshots of that process as well. Have a great day.

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<u>10</u> <u>06/16/2026</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>06/17/2026</u>	My aunt is in her 70s in Newport Beach. She loves visiting the library. Is it possible for me to email the library with the list of a few books that she would like to pick up, if they are available, and you can set them aside ... ? She primarily uses a wheelchair but could get a ride to the library. Thank you!	We do have a variety of ways to place holds for pickup. You can place holds at any time through our online catalog or through our app. You can also email us at muniref@newportbeachca.gov to place items on hold. However, if the items are on the shelf and she is planning to come in that day, I would recommend giving us a call at 949-717-3800 and choose either the Central Library reference desk or the branch of your choice. This would ensure that we would have the holds ready by the time she arrives. Any of our branches can offer that service. If it ever becomes more difficult for your aunt to reach the library, we do have a Homebound service to Newport Beach residents where we match people up with volunteers that deliver materials to their home. This website offers more information about this service ... We also do offer a huge collection of ebooks and downloadable audiobooks that you can enjoy without even having the visit the library. This service is called OverDrive and their app is called Libby. Any of our reference librarians would be happy to help you guys get started with that if you are still visiting the library and would like some help. Best regards.
<u>11</u> <u>06/29/2026</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>06/30/2026</u>	[I am] a co-founder of ... a student-led nonprofit organization based in Newport Coast dedicated to inspiring the next generation of girls in the scientific field. We're reaching out because we would love the opportunity to establish a partnership to offer free, hands-on STEM workshops for the girls in your community every week. More specifically, we are looking to collaborate with the library to promote our activities and also build connections through your community's network. It would be great if you can introduce girls from the children/teen's program to our events ... If this sounds like something that could help your community, we'd love to schedule a brief meeting or phone call to discuss in detail how we can work together ...	Thank you thinking of the Newport Beach Public Library to share your services. Unfortunately, our Display and Distribution of Materials policy prevents us from displaying non-governmental materials in our libraries ... We are, however, in the process of reviewing proposals for youth programs for the upcoming school year (September 2026 - May 2027.) We'd be happy to review and learn more about your program ... For youth program consideration, please consider the following guidelines ... We look forward to reviewing your proposal and please don't hesitate to reach out in the meantime should you have any questions.