

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<p>1 <u>02/03/2026</u> Email <u>Miranda Gentry</u> Circulation Coordinator <u>02/03/2026</u></p>	<p>I downloaded the Libby app. However, my library card is very old and was not recognized. Do I need a new library card [and/or a new number]? Thank you for your attention to this matter.</p>	<p>I have searched our system for the card number you provided, and it looks like that library card number is no longer active. Please visit any one of the Newport Beach Library branches to obtain a new library card. You will just need to bring your valid CA photo ID, and we can issue you a new card that will give you access to Libby and all other library resources. Here is a link to our hours and locations to find branch that works best for you ... Please let me know if I can be of further assistance.</p>
<p>2 <u>02/05/2026</u> Email <u>Rebecca Lightfoot</u> Library Services Manager <u>02/05/2026</u></p>	<p>Do you have Enscape software in Media lab?</p>	<p>Thank you for your interest in the Media Lab! Unfortunately, Enscape is not available in the Lab. You can find a list of all software and peripherals available here on our website ... I hope that helps! Please let me know if you have any other questions. Thank you.</p>
<p>3 <u>02/08/2026</u> Email <u>Miranda Gentry</u> Circulation Coordinator <u>02/09/2026</u></p>	<p>I have 2 boxes of comic books (not graphic novels) that I am looking to donate. Does the library accept donations of comic books? Thank you.</p>	<p>The Newport Beach Public Library accepts donations through the Friends of the Library Bookstore. The bookstore is open Monday-Saturday from 10:30-3:00 p.m. and donations may be dropped off during those hours. If you would like to arrange a drop-off appointment, you may do so by calling 949-759-9667. You can find more information about donating to the Friends of the Library Bookstore at this link ... Thank you for considering donating to the Friends of the Newport Beach Public Library.</p>
<p>4 <u>02/10/2026</u> Email <u>Miranda Gentry</u> Circulation Coordinator <u>02/10/2026</u></p>	<p>I checked out a book a few weeks ago, but ended up returning it the same day (I didn't like it). The book doesn't show in my online account as checked out, but I received an email courtesy notice saying it was due ...</p>	<p>Thank you for contacting the library regarding your account. I have generated a search for the juvenile graphic novel "One dead spy : the life, times, and last words of Nathan Hale, America's most famous spy." We will conduct 3 searches in 3 weeks at all our locations. If found, it will be checked in and cleared from your account. In the meantime, if you want to double-check to see if the book made its way to your car, home, or in a backpack, sometimes that happens. 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. I can also tell you that the book is checked out one of your child's library cards, so the account and login information would be unique to that card number. It is possible that's why you did not initially see it on your account if you were logged in with your card number. Please let me know if I can answer any other questions.</p>

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<u>5</u> <u>02/05/2026</u> Email <u>Christina Smith</u> <u>Literacy Coordinator</u> <u>02/11/2026</u>	I'm reaching out to explore a partnership opportunity that could bring professional-level AI education to Newport Beach residents through your trusted community platform ... I'm the founder of The AI Social Club, where we're already delivering in-person AI workshops right here in Newport Beach ... AI literacy is rapidly becoming as essential as digital literacy, but most Newport Beach residents lack access to quality, practical AI education. Libraries are uniquely positioned to democratize this knowledge, and we've already proven the local demand through our existing workshops. I'd love to schedule a brief conversation to discuss how we could structure a partnership that serves your community goals while leveraging your existing program infrastructure and funding ...	Thank you for reaching out to Project Adult Literacy regarding your AI Training to Newport Beach Residents. While we appreciate your offer, we are not looking to add any trainings or workshops at this time.
<u>6</u> <u>02/13/2026</u> Email <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>02/17/2026</u>	I serve as the Research & Insights Lead for the Elder Digital Empowerment Network (EDEN). I'm reaching out on behalf of my organization, as we are interested in arranging an in person community service visit to your library ... We would love the opportunity to collaborate and have our members do meaningful work with your seniors--whether it may be through conversations, reading, arts and crafts, or any other activities that best align with your team's needs and preferences. If your center is interested and would like to discuss this further, we'll be happy to schedule an in-person meeting with one of your team members. Thank you so much for your time and consideration ...	Thank you for introducing yourself and your services to us. Unfortunately, we are not looking to collaborate with another organization at this time, but we wish you the best of luck in your mission.
<u>7</u> <u>02/17/2026</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>02/17/2026</u>	I was wondering if there were any current or potential job openings for this library? I have many fond memories of spending my teenage years here and would love to join the team and help others feel the way I did. Thank you for your time!	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.
<u>8</u> <u>02/19/2026</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>02/20/2026</u>	Any news on when Kit Coffee will open at Central? Thanks!	I reached out to the City employee in Community Development who oversees the project and unfortunately she doesn't have a firm opening date yet. She said we are getting close. If you haven't already signed up for our eNews, I would encourage you to do so by filling out the form located here on our website ... Click on "Subscribe" in the upper right-hand corner to sign up for the emails. We'll be sure to send an update out once we have more information. Thank you.
<u>9</u> <u>02/23/2026</u> Email <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>02/24/2026</u>	The Filtered water dispenser on the top floor near the Reference Desk tastes horrible. It's conceivable that the Elkay Water Filter System is not reporting when the Filter needs to be replaced or otherwise needs replacement. To further avoid this from happening again and to make it exponentially easier to manage all of the Filtered Water Dispensers on the premises, a Retrofit Module can be added to the Elkay Dispensers, made by and for Elkay Machines, that [can] electronically notify you when the filters need to be replaced ... I hope you can get the filter changed ASAP and consider adding these Monitoring Boards some time in the near future so we can have water of suitable taste and quality. Thanks again.	Thank you for alerting us to the quality of the water being dispensed from the second-floor drinking fountain. I will ask our facilities management team to look at the bottle filling station and ensure it's working correctly and replace the filter if needed. I will pass along your suggestion regarding the upgrade kit and monitoring software. Please don't hesitate to reach out if you have any other concerns or questions. Thank you.

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<p><u>10</u> <u>02/25/2026</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>02/25/2026</u></p>	<p>Does Newport Beach library have any national park passes for check out?</p>	<p>The Library offers California State Park Passes for checkout at all our locations but not passes for National Parks. You can find them in our catalog by clicking this link ... The passes check out on a first come, first serve basis and are non-renewable and cannot be placed on hold. The passes are valid at over 200 participating California State Parks. I hope that helps! Please don't hesitate to reach out with any questions. Thank you.</p>