

| Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron | Comment | Response |
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| 1 <u>05/06/2025</u> <u>Phone & Email</u> <u>Allison Sarnowski</u> <u>Administrative Support Technician</u> <u>05/06/2025</u> | Thanks so much for sharing this information about the Expressive Use areas. I see that we need to report to the Library Services Director prior to use. How far in advance do we need to check in with them, and is this best to do in person or via email before arriving? | You will need to visit the Library Administration Office in person on the actual day right before you plan to set up. Thanks! |
| 2 <u>05/07/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>05/07/2025</u> | I was wondering if you are checking out California State Park Parking passes? If so which branches have them available for checkout? | Yes, we are checking out the California State Park Passes here at the Newport Beach Public Library. All of our branches have a stock of these, though they are quite popular. You can check the catalog here at any time to see which location might be best one to visit for a pass ... Thank you for checking with us. |
| 3 <u>05/09/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>05/09/2025</u> | I am a current student at Santa Ana College in the Library Technology program. We just completed a unit on book repair, and I was wondering if your branch would be willing to allow me to observe the book repair process. It's one thing to know how to do it in theory, but quite another to see it being done in person. Thank you. | It is good to hear from you and it is interesting to hear that Santa Ana College is offering instruction in book repair. Unfortunately, our Technical Processing department does not formally repair items beyond gluing a spine together from time to time. This is a process that has dwindled in the last decade. We tend to replace items that are still recent that have become damaged as true book repair and mending is no longer as prevalent as it once was in libraries. I am sorry we cannot offer an opportunity to observe the practice here, but I have attached a list of companies in Orange County that are still classified as Book Binders in case you would like to approach one of them. Hope this helps. |
| 4 <u>05/16/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/16/2025</u> | Hey! I'm a student from the Associated Student Body at Corona Del Mar Middle/High School. I'm contacting you guys today because earlier in the year, my committee hosted a fundraiser where students donated books from home to us. My committee and I were wondering if you would like for us to donate the books to you guys! Please let me know when is a good time to allot the books to you guys. | Thank you for thinking of us for your donations. The Friends of the Library accept donations on our behalf. You can find a list of items they accept on our website ... Here is an excerpt from that page ... I hope that helps! If you have any questions regarding the donation process, you can reach the Friends at 949-759-9667. Thank you. |
| 5 <u>05/19/2025</u> <u>Email</u> <u>Nadia Dallstream</u> <u>Branch Librarian</u> <u>05/19/2025</u> | In 2020, "Library Adds Udemy to eBranch" (see below from NB website). I do not see and cannot find a drop down on the current website for the Udemy technology classes. Please advise ... | In 2023, the Library made the decision to stop subscribing to Udemy. We are currently subscribing to LinkedIn Learning, which offers a much wider variety of classes that we felt would appeal to a more general audience. You can find out more information about LinkedIn Learning here, under Lifelong Learning ... Thank you. |
| 6 <u>05/20/2025</u> <u>Email</u> <u>Terry Sanchez</u> <u>Library Programs Specialist</u> <u>05/21/2025</u> | Although I haven't been able to attend the last few workshops this spring, I wanted to take a moment—on the eve of the final class—to say thank you. The experience has been incredibly valuable and deepened my understanding of storytelling in ways I'm still discovering. Recently, a number of my fiction pieces have been published, and several others made it to the final rounds of well-regarded contests—signs, I think, that my work is finding its way. This summer, I'm thrilled to be attending the Community of Writers novel workshop in Olympic Valley. I truly believe this momentum wouldn't have been possible without your generous guidance, Chris—your expertise, warmth, and your continual encouragement to write vulnerably and create characters who do the same. I'm so grateful. | Thank you so much for taking the time to write this email. It's so wonderful to hear the direct impact the writing workshops have had on your work. Congratulations on your recent successes! Feedback like yours confirms that all of the planning and efforts it takes to make it happen is well worth it. It is much appreciated. Your words describing Chris are spot on. The library is lucky to have him. Thanks again. |

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| <u>7</u> <u>05/21/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/21/2025</u> | Just a quick note to say that I noticed you've got my book, <i>Perseverance, Life and Death in the Subarctic</i> , in your catalogue. Thank you so much! It is very much appreciated, and I hope it will circulate well when it arrives! | What wonderful and exciting news! We're so glad we were able to add your title. Congratulations! |
| <u>8</u> <u>05/21/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/22/2025</u> | Do you accept donations of books and DVD[s]? If yes when and where can I drop them[?] | Thank you for thinking of us for your donations. Yes, we do accept donations of books and DVDs. The Friends of the Library accept donations on our behalf. You can find a list of items they accept on our website ... You can drop off your donations at any of our four locations during normal business hours. I hope that helps! If you have any questions regarding the donation process, you can reach the Friends at 949-759-9667. Thank you. |
| <u>9</u> <u>05/21/2025</u> <u>Email</u> <u>Terry Sanchez</u> <u>Library Programs Specialist</u> <u>05/23/2025</u> | I don't know who needs to hear this, but I would like to contact you regarding Chris Epting's Writer's Group, today being the last day of the latest session. I cannot recommend the Writer's Group enough. Each individual who participated brought their best offerings every time and it made for a fascinating experience both as listener and participant. From immigrant stories to fiction chapters of novels, accounts of spellbinding interactions with everyday people, to humorous takes on childhood memories, each 2 hour class was filled with surprises. After each reading Chris provided the professional and emotional scaffold to create support and make everyone feel welcome to be as honest and vulnerable as possible. He conveyed writing as a brave act, and in some ways it is. He had an uncanny way of giving insightful and thoughtful feedback that was encouraging, but also nudged us towards something better. He was always kind, respectful and a consummate diplomat when it came to tricky subjects. Folks in the group offered their ideas and I received valuable feedback each time and walked away with more than what I carried in. There are not many places that you can say that about! The time spent at the Newport Beach Public Library facility within the writing program has been invaluable. Signing up for classes made me accountable to prepare something worthy to present to the group ... I owed them that much. That deadline prompted me to gather just the right words, weave them together to cover thoughts and emotions like I have never done before. Memories came out of me from 25 years ago and beyond. I was lucky enough to start in the Memoir Writing class of 3 sessions in 2024 and that created the need to explore this form of expression further. Chris presented a clear, interesting and "doable" approach to the writing process that has left a positive effect on my writing ever since. Even if it's just for a thank you note. I do not know who to thank for making this program possible, but please know that Chris Epting is an absolute treasure. It is imperative that writing, real human interaction and creativity continue to flourish. Thanks to you as well Terry for managing the program. | Thank you for taking the time to email me your feedback on the Writers Group and Storytellers. I'm very happy to know that you benefitted from them in such tangible ways. Your participation and contribution in both your writing and your feedback to others added to the success of the groups. I will pass along your feedback. We look forward to seeing you in future writing programs at NBPL! |

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| <p>10 <u>05/25/2025</u> <u>Email</u> <u>Terry Sanchez</u> <u>Library Programs Specialist</u> <u>05/27/2025</u></p> | <p>I recently completed this year's Writers Workshop with Chris Epting. I'd like to commend you, Chris and the Newport Beach Public Library for investing the time and effort to establish and sustain programs like these. As artificial intelligence and advancing technology rapidly begin to preempt local opportunities for creative interaction, the library becomes an essential force in encouraging community building and fellowship. Your diligence in managing these programs with such dedication and vision merits the gratitude of everyone who takes advantage of these opportunities. I feel grateful to live in a city that offers such high quality programs and services through an institution that vigorously promotes continuing personal development.</p> | <p>Thank you for taking the time to write this email and for your very kind words. It delights me to know that you valued participating in writers programs here. Your contributions in the class including sharing your writing and providing insights to others' work contributed to the quality of the program greatly. We look forward to seeing you in future programs at NBPL.</p> |
| <p>11 <u>05/26/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>05/27/2025</u></p> | <p>I might have returned a Turtle Rock Elementary library book to your library. Did you by chance find it? ...</p> | <p>I have checked with our branches and unfortunately no one has found this title returned to us. I will keep your contact information handy in case it does turn up. Thank you for checking with us.</p> |
| <p>12 <u>05/27/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>05/27/2025</u></p> | <p>How can I apply to work at this library if ... any openings [are] available[?] I have experience working in a library.</p> | <p>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.</p> |
| <p>13 <u>05/29/2025</u> <u>Email</u> <u>Annika Helmuth</u> <u>Branch & Youth Services Coordinator</u> <u>06/03/2025</u></p> | <p>I wanted to reach out and introduce myself. I am the manager for Caltech's Kerckhoff Marine Laboratory in Corona del Mar. We have been performing marine research at this facility for nearly 100 years and are currently starting to open our door to include more education and outreach opportunities. This includes field trips, science workshops, public events, etc. With the Newport Beach Public Library so close, I thought it would be worth exploring opportunities for both organizations to collaborate on various programs for the local community. If you could pass along this info to whoever would be best to speak on this I would greatly appreciate it!</p> | <p>Thank you for your interest in the Newport Beach Public Library. My name is Annika Helmuth and I am the Branch and Youth Services Coordinator for the Library. The library hosts a variety of programs that complement or enhance the Library's mission as the cultural, educational, and informational heart of Newport Beach. Library programs are free, open to the public, and held during library hours. Current youth program schedules have been established through the end of the year, however, if you are interested in hosting an afterschool program in Winter or Spring 2026, please let us know. I'd be happy to discuss general recommendations for youth program consideration. Library staff are also available to attend off-site events in an outreach capacity. During outreach events, staff share information about library services and resources, issue library cards, and can offer library giveaways. Please don't hesitate to reach out if you have any questions. We look forward to hearing from you.</p> |

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| <p align="center">1 <u>06/04/2025</u> Email Rebecca Lightfoot Library Services Manager <u>06/04/2025</u></p> | <p>I hope this message finds you well. Would the Newport Beach library be interested in setting aside some time/space for a meetup of local audiophiles? The event is mostly older folks. Activities would essentially include discussing audio gear, demoing portable audio gear (headphones, earphones), [and] optionally, snacks and drinks. This is a mellow bunch interested in meeting up to discuss a hobby. I realize that this might be an odd inquiry, but I figured I may as well ask. Thanks for your time.</p> | <p>Depending on how many people are in your group, you might find the Sword Meeting Room serves your needs. You can reserve the room for up to 20 people up to four weeks in advance. You just need a valid Newport Beach Public Library card, which is free for all California residents, to book the room. You can read about it here on our website ... I hope that helps. Please let me know if you have any other questions. Thank you.</p> |
| <p align="center">2 <u>06/09/2025</u> Email Rebecca Lightfoot Library Services Manager <u>06/09/2025</u></p> | <p>In 1985/1986 there was a very fancy/expensive restaurant in Newport Beach. It was down by Lido/Cannery Village. I thought it was called Ambrosia. Does anyone there remember the actual name? It was very fancy – suit and tie required for men; ladies menu had no price shown. Thank you; any help appreciated.</p> | <p>Yes, you are correct. Ambrosia served Newport Beach for 10 years until they moved to Costa Mesa in 1983. They filed for bankruptcy in November of 1985. I've included a newspaper article discussing the bankruptcy from the Los Angeles Times. I've also included an article from the Orange County Register that talks about Ambrosia's heyday. Thank you.</p> |
| <p align="center">3 <u>06/09/2025</u> Email Rebecca Lightfoot Library Services Manager <u>06/09/2025</u></p> | <p>What did is your next book sale?</p> | <p>I spoke with one of the volunteers in the Friends Bookstore and they haven't determined a date for the next book sale yet. They are anticipating it to be the first weekend in November. As we get closer, you can check back with us or visit the Friends' page on our website ... Please let me know if you have any other questions. Thank you.</p> |
| <p align="center">4 <u>06/10/2025</u> Email Rebecca Lightfoot Library Services Manager <u>06/10/2025</u></p> | <p>Is your facility in need of janitorial services? Exceptional Cleaners specializes in providing such services and we would be happy to offer you a free quote.</p> | <p>Thank you for reaching out. All our janitorial services are handled by the City. There is an RFP (Request for Proposal) process whenever the City is searching for a new vendor. There is more information on the process on the City's website ... Thank you.</p> |
| <p align="center">5 <u>06/13/2025</u> Email Rebecca Lightfoot Library Services Manager <u>06/13/2025</u></p> | <p>Do you have book clubs? If not, do you know of some? Thank you.</p> | <p>Yes, our Newport Beach Public Library Foundation holds monthly book discussion groups. They don't run in the summer months, but they should resume in the Fall. Here is a link on their website, as well as contact information for their Director of Programs ... Please let me know if you have any other questions. Thank you.</p> |

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| <p>6 <u>06/14/2025</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>06/18/2025</u></p> | <p>I am a rising high school senior. I am reaching out with a program idea I believe aligns with the library's mission to support learning and community connection. I would like to propose a free, open-to-the-public discussion series held in one of the library's meeting rooms. The goal of this program is to create a respectful, inclusive space where participants can engage in guided conversations around political topics—not to debate or persuade, but to better understand differing perspectives and find common ground. During times of increasing political polarization, I believe this initiative could foster empathy, critical thinking, and the opportunity to find common ground. The program would be nonpartisan, moderated, and follow structured guidelines to ensure a safe and productive environment for all attendees. I'd love the opportunity to further discuss how this might work within the library's programming guidelines and policies. Please let me know if this idea might be of interest or if I should complete a proposal form. Thank you very much for your time and consideration!</p> | <p>Thank you for your correspondence. I appreciate your initiative to invite the community to participate in a moderated conversation series surrounding political topics. While a program series such as this does not align with our current program offerings, I want to let you know that the Central Library has a room that may suit your purposes for you to host a group of people. The Charles Sword Meeting Room is available, free of charge, for you to reserve with your library card. To use the room, your group must be a minimum of six people and the space can accommodate up to 20. Advanced reservations are required and you may reserve the room up to four weeks in advance. You may also consider renting the Central Library's Friends Meeting Room, however due to the current construction of Witte Hall, there is limited room capacity and availability. Here is a link with more information regarding the Meeting Rooms at the Central Library. Another option that may interest you is the City's Recreation and Senior Services Department, which manages several rental facilities throughout the City. Here is a link to their Facility Rental Packet for more information ... Best regards.</p> |
| <p>7 <u>06/16/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>06/16/2025</u></p> | <p>I recently checked out a book and took it with me on a trip to my girlfriend's parents' house in the SF bay area. I accidentally left the book there, and when we returned to their house a couple months later, we couldn't find the book. I apologize for this. Is there a process for reporting a book as lost? I assume there is a penalty or a fee to pay for the lost book. What should happen if I eventually do recover the lost book a few months from now (the next time we are there)? Best wishes.</p> | <p>I am sorry to hear that, but we do appreciate you letting us know. Ordinarily, we do recommend waiting until the book is designated as "lost" after about 40 days from the due date as the late charge would be less than a full replacement. I see it has been renewed the maximum number of times and is coming due on Wednesday. If you would like us to mark the book lost now so that you can pay for it online, please just let us know. The total price will be \$25.99. If you think there is a change it might still turn up in the next few weeks, you can certainly wait and only pay any resulting overdue charges at \$0.25 a day. It would max out at the same price to replace. Please just let us know what you would prefer. Best regards.</p> |
| <p>8 <u>06/18/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/19/2025</u></p> | <p>It seems like recently (in the last few months), something in your Fortinet network settings changed so that I can no longer use a VPN on the library network. I have tested with Wireguard, NordVPN, and Tailscale. This is a very strange policy to impose, as it is a public network, and a VPN allows for additional security on public networks. It also makes it much more difficult to do any work at the library, when I need to access work or home networks. Please reconsider and revert the network settings if possible to allow VPN use at the library.</p> | <p>Thank you for reaching out. I do apologize for the inconvenience. I have reached out to the City's IT department for clarification regarding VPN access and I will follow up with you when I have heard back from them. Thank you.</p> |
| <p>9 <u>06/24/2025</u> <u>Email</u> <u>Andy Kachaturian</u> <u>Adult Services Coordinator</u> <u>06/25/2025</u></p> | <p>I am a library card holder. I believe I may have accidentally returned the book "Exploring Dinosaurs"—which I borrowed from the Newport Library—to the Tustin Library by mistake. I recently contacted the Tustin Library, and they mentioned that they had likely sent the book back to your library already. It's been two days since the due date, and I wanted to check if the book has been received on your end. I understand it might take some time to process, but I'd appreciate it if you could kindly check and let me know the status when possible. Thank you so much for your help! Best regards.</p> | <p>Yes, I do see the title "Exploring Dinosaurs" still checked out on your account. I have renewed this until July 16. When items are returned to surrounding library systems like the Orange County system, they get returned to a centralized location and not directly to other library systems like our library, so this may take a little time to reach us. I believe the renewal date should be plenty of time. If you continue to see this on your account in a week or two, please feel free to reach back out and we can do a bit more investigating. Thank you for letting us know and I hope you have a great day. Best regards.</p> |

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| <u>10</u> <u>06/26/2025</u> <u>Phone</u> <u>Allison Sarnowski</u> <u>Administrative Support Technician</u> <u>06/30/2025</u> | [My senior living community would like to partner with the library and sponsor programs (e.g., a senior book club) to provide information about our organization.] | Thank you for reaching out to the Newport Beach Public Library. Although we are not able to offer library event sponsorship opportunities, here is a link to our Expressive Use Area policy: https://www.newportbeachlibrary.org/about/using-the-library/library-policies/expressive-use-areas . You may want to consider using these designated spaces to share information about your organization with the public. We do not take reservations for use of the space. It is available on a first-come, first-served basis during Library hours ... Please note the following guidelines ... I hope this helps. Please let me know if you have any questions. |
| <u>11</u> <u>06/27/2025</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager</u> <u>06/30/2025</u> | I was wondering if you have any jobs in the library in your Crean Mariners Branch or Central Library. 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. |