

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

DECEMBER 2021

| Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron | Comment | Response |
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| <u>1</u> <u>12/03/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/03/2021</u> | How many desktops for public use do you have there? How about laptops to check out for in-library use? Thank you. | Between the four libraries, we have 50 desktops for public use. The Corona del Mar location only has laptops, no desktops. Between the four libraries, we have 23 laptops available for checkout. There is more information about the computers available here on our website: https://www.newportbeachlibrary.org/services/computers-and-wifi . I hope that helps! Please let me know if you have any other questions. Thank you. |
| <u>2</u> <u>12/10/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/10/2021</u> | I have a library card. I would like to access the NY Times and want to find out about video editing with Final Cut Pro (Apple). Thank you. | You can read current and back issues of the New York Times online through our ProQuest database. Go to the Databases page on our website, located under eBranch, and scroll down to "Magazines and Newspapers", then click on ProQuest. You will have to enter your valid Newport Beach Library card. Under "Publications", enter "New York Times". You can then read each individual issue or search for specific articles. https://www.newportbeachlibrary.org/ebranch/databases . Our Media Lab is equipped with computers that have Final Cut Pro. You can make a reservation to use a Media Lab computer here: https://www.newportbeachlibrary.org/services/media-lab/media-lab-reservations . I hope that helps! Please do not hesitate to contact me if you have any other questions. Thank you. |
| <u>3</u> <u>12/12/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/13/2021</u> | Today I attempted to book a study room at approximately 2:27 pm on December 12th and was informed that all rooms had been booked through the end of day. Needless to say I was disappointed because it was my understanding that rooms are booked on a first come first serve basis and no sooner than 2 hours prior to prevent rooms from sitting idle due to last minute cancellations. I would like to suggest that the policy be changed back to a first come basis to prevent people who are currently present at the library from being denied access to a room that is readily available. | I apologize for the misunderstanding regarding reserving the study rooms. You can make a reservation same day, in person, at any time of day for later on that day. The room is then reserved for a two hour time limit. You can find the complete policy on our website: https://www.newportbeachlibrary.org/services/study-meeting-rooms . Please do not hesitate to contact me with any other questions or concerns. Thank you. |
| <u>4</u> <u>12/21/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/22/2021</u> | I wanted to know if the library will ever have cloud library? It's another ebooks and audio books several libraries have this service. Thank you and have great day. | While we don't currently subscribe to Cloud Library, it's certainly possible we might in the future. For now we feel like the selection on OverDrive is a better fit for our patrons' needs. Please don't hesitate to contact me with any other questions or concerns! Thank you. |
| <u>5</u> <u>12/22/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/23/2021</u> | While using study room 2 tonight, December 22nd at approximately 5:50 pm a local pc user knocked on the door to tell me that I was being too noisy while ending a phone call. What is an acceptable noise level and are library patrons allowed to use cell phones in study rooms for meetings, etc.? | The study rooms are not sound proof, so we do ask that users be mindful of the fact that they might be heard outside of the room. You may certainly use your cell phone in the study room at a level that does not interfere with other patrons' use of the library. Please do not hesitate to contact me or any other staff member at the desk if you have any questions or concerns. Thank you. |

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| <u>6</u> <u>12/23/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/23/2021</u> | <p>Does 'First of a Series' mean the library has or intends to purchase the other books in the series?</p> | <p>We always try to purchase the entire series as the titles come out and replace missing volumes in a series if we can. The "First in Series" tag in the catalog and on the books is a just a helpful way to let patrons and staff know which book was first, since everyone usually wants to read the series in order. I hope that helps! Please let me know if you have any other questions. Thank you.</p> |
| <u>7</u> <u>12/23/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/23/2021</u> | <p>I would like to reserve a private meeting room for Monday and Tuesday of next week. I saw that I need to do the day of. Where do I reserve that specifically and is their a way to do in advance at all if its charity work ? Thank you.</p> | <p>You are correct, the study rooms on the second floor of the Central Library can only be reserved same day, in person, for a two hour block of time. The library opens at 9 a.m. and you may come in any time after we open to reserve the room for later on that day. You make the reservation upstairs at the reference desk, and you will need a valid library card. I hope that helps! Please let me know if you have any other questions. Thank you.</p> |
| <u>8</u> <u>12/26/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/27/2021</u> | <p>Does the media lab have a Full size (8x10-ish) flat bed film scanner?</p> | <p>Yes, the Media Lab does have an 8.5 X 11 flatbed film scanner. The scanner is attached to one of the Mac workstations. You can make a reservation to use that particular computer on this page of the website: https://www.newportbeachlibrary.org/services/media-lab/media-lab-reservations. I hope that helps! Please let me know if you have any other questions. Thank you.</p> |
| <u>9</u> <u>12/29/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/29/2021</u> | <p>Not sure what happened to my hold on "Regenesiis : how synthetic biology will reinvent nature and ourselves" by George Church. Been a while. Thanks.</p> | <p>I see you placed a hold on "Regenesiis" on December 19, 2021. The book was checked out on December 14, 2021, to another patron, before you placed your hold. It is due back on January 4, 2022. You will be notified once it is returned. Please let me know if there is anything else I can help you with! Thank you.</p> |
| <u>10</u> <u>12/30/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/30/2021</u> | <p>I own the classical music education company, Elite Musique. We are looking to rent some venues this upcoming year to have some in-person performances again. Would someone please respond or reach out to me regarding availability? If you call and no one answers, please leave a message.</p> | <p>I'm sorry, but we don't have a space to rent for in-person performances. If you are interested in participating in our Sunday Musicale Program series, you can contact our programming librarian, Terry Sanchez, at tsanchez@newportbeach.ca.gov or by calling 949-717-3895. Thank you.</p> |

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| <u>11</u> <u>12/30/2021</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Adult Services Coordinator</u> <u>12/30/2021</u> | Do you accept book donations? I live near the Mariners branch and have a ton of best sellers from popular authors and am looking to donate them. | Yes the Friends of the Library does take donations of books on behalf of the Library. I've copied the information regarding donations from their website and included it here. You can find more information about the Friends organization at: https://www.newportbeachlibrary.org/about/friends-of-the-library . BOOK DONATIONS Please help by following these guidelines for donations: 1. We prefer that donations be in small or medium size boxes. 2. A maximum of 6 boxes may be dropped off at any one time. If you have a larger donation, please call the Bookstore at 949-759-9667 and leave a message for Paul or Amy to set up an appointment. We have a dolly available and can supply boxes if needed. 3. All books need to be in good, resellable condition. Books should be clean with no tears, foxing (spotting around/on edges), broken spines, missing pages, etc. 4. Fiction & non-fiction should preferably be from the last 6-10 years except for classics and history. 5 We do take DVDs, CDs, DVD games, vinyl records, and jigsaw puzzles. 6. We do not accept: • Encyclopedias unless they're 100 years old or older. • Reader's Digest condensed books. • Medical books, health books, law books, and travel books older than 8 years. • VHS or cassette tapes. If you have questions, email us at nblibfriend@gmail.com . A donation receipt will be provided if desired. You can drop the donations off at Mariners and they will pass them along to the Friends. Please let me know if you have any other questions! Thank you. |
| <u>12</u> <u>12/31/2021</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>12/31/2021</u> | Are you open today, 1/31? Thanks. | Yes, we are open today until 1 p.m. Thanks. |