

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetheron, Acting Library Services Director
Re: Report of Library Activities

TIM HETHERTON, LIBRARY SERVICES DIRECTOR (ACTING)/TECHNICAL PROC. COORD.

What a year! 2013 saw the Grand opening of the Library Expansion, the Bistro and the Media Lab and the Sound Lab. The new space in Children's Services is well used and buzzing with activity. The second floor areas for quiet study are always packed. I think that of all of our new amenities, I am most proud of the new study areas. They are functional and aesthetically pleasing. The cubicles offer a nice element of privacy, but the experience is still very communal. It is a perfect example of design complementing utility.

Here's what's going on:

Mara Cota

Library Assistant Mara Cota accepted a position with the San Mateo County Library as a Community Outreach Librarian. Mara started as a part time Library Assistant, was promoted to full time, and earned an MLS degree. We will miss her initiative, enthusiasm, hard work and dedication to Young Adult Services. The Library will recruit for a full time Library Assistant to fill her position.

Millennium upgrade

On November 11th, we upgraded to the latest version of the Millennium Integrated Library software (ILS). We chose the 11th since it was a holiday and the impact upon customers would be minimal. There are no real exciting enhancements for this particular upgrade, but this helps keep us current with software support and enables us to integrate the RFID self check machines fully with the ILS.

Public scanning

The new Book Scan stations have been ordered for Central Library and Mariners. When these are installed, IT will upgrade our current scanners and move them to the CDM and Balboa branches. This is a nice customer service enhancement that works towards our goal of providing the same level of service and amenities at all of our locations.

Sound Lab

The Purchase Order for the Sound Lab equipment went out in early December. City IT hopes to have the equipment installed in January 2014.

Book drop

The Library Admin team is working with Public Works to determine the new placement of the drive up book drop. The book drop's former placement has been ruled out due to safety concerns with traffic on Avocado Avenue, the OCTA bus stop in close proximity, and the costs associated with cutting a turn out into the existing curb. Also, the Library would like to have the book drop situated on the driver's side for easier access.

Concierge service at OASIS

The Library is working with the OASIS Senior Center to provide concierge service at OASIS, Customers will be able to pick up holds and return items. This new service goes live in January.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Facilities

The City has hired an outside agency to inspect all City facilities and give recommendations for repairs and maintenance plans. These inspectors were very professional and respectful. I spoke briefly with them to discuss a few of the issues regarding our buildings. I do not know what the result of this inspection will be, we'll have to wait and see.

Circulation

Staff received training on the City's new employee evaluation system. The session had hands on training with the new format as well as lively discussion about standards and expectations.

Budget

The City has introduced new budgeting software. They conducted an initial training session on the use of the software to enter projections of revenue for the balance of the current fiscal year and to forecast revenues into the next year. These figures become a part of the City-Wide budget in the coming year.

Literacy

Newport Mesa Pro Literacy has announced that their 2014 *Gift of Literacy* luncheon will be held on Friday, June 6, 2014. The speaker will be Lisa See. The date was set by the author to coincide with the release of her latest book *China Dolls*. The price of the luncheon ticket will include a copy of the book.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

On Sunday, December 8th CDM took part in the 34th annual Christmas Walk. Over 500 people came through the doors to enjoy refreshments and entertainment all provided by funding from The Friends of the Library. Kudos to staff-members Andrea Jason, Janice Nikula, Haidee Barker and Laurie Sanders for all of their hard work to assure that a wonderful time was had by all.

Balboa's "How the Grinch Stole Storytime" and Mariners "Elephant and Piggie Party" (based on the popular book series) helped to round out December programming. In staffing news, Annika Helmuth, the new part-time Library Assistant hired for Mariners, trained at Central the last two weeks of December and is scheduled to begin working shifts at Mariners the first week of January.

Youth Services

First graders from Harbor Day School visited Central on Tuesday, December 3. The classes made a lovely card that was sent to staff in appreciation of their trip (which also included a tour of Bristol Farms). Winter Craft Club was held on December 11th and included several holiday and winter themed crafts.

Teen Services

Staff received the news that Mara Cota, the long-time Teen Services staff person, would be leaving the library in late December with decidedly mixed feelings. Mara has been a passionate advocate of teen services and very dedicated to YAAC and other programming. Mona Kobersy, full-time Children's Librarian, was asked to take on YAAC and other teen programming in Mara's absence. Mona attended the December YAAC meeting on the 11th to meet the members and help ease the transition to a new phase of staff involvement. Mona is excited to take on this new assignment and looking forward to working with the group.

NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR

Sunday Musicale

Pianist Vijay Venkatesh, winner of the 2013-14 Beverly Hills auditions, along with his sister violinist Priyanka Venkatesh, herself a Stanford University graduate and full scholarship student at UCI in a Masters program, performed a medley of classics for our Sunday musicale. Each performed as a soloist in addition to playing several pieces together to a most appreciative audience. Over one hundred sixty-five people were in attendance, our largest turnout ever for a Sunday musicale. This event was free and open to the public, and sponsored by the Friends of the NBPL.

Manuscripts Book Discussion Group

Mudbound by Hilary Jordan was the subject of the November Foundation Book group. A story of racism and prejudice in the post World War II Mississippi delta, this debut novel won the Bellwether prize for fiction, founded by Barbara Kingsolver and awarded biennially to an unpublished debut novel that addresses issues of social justice. In addition it won a 2009 Alex Award from the American Library Association. Forty- six people attending the Foundation book group which is free and open to the public.

New Databases

Customers may now access three new databases, Consumer Reports, Oxford Art Online, and Ask Art. Customers may now browse the electronic version of the respected and popular *Consumer Reports* magazine. Oxford Art Online offers a vast collection of images, articles and biographies, while Ask Art offers marketplace information and sources.

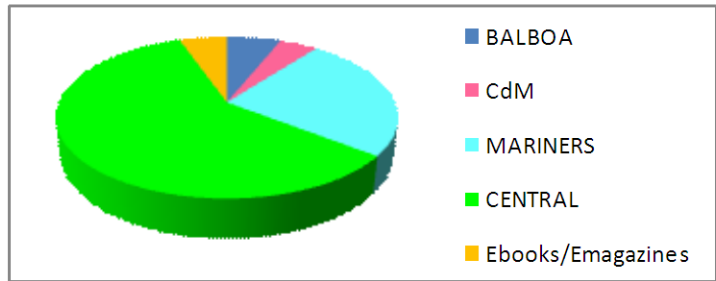
| Database | Nov-13 | Nov-12 | Nov-11 | YTD 13/14 | YTD 12/13 | YTD 11/12 |
|-------------------------------|--------|--------|--------|-----------|-----------|-----------|
| Tracked by #searches | | | | | | |
| Ancestry | 1477 | 939 | 4092 | 6168 | 17966 | 14447 |
| Career Transitions | | N/A | 7 | | 58 | 168 |
| BioResCtr* | 79 | 154 | 70 | 256 | 1646 | 1158 |
| FoF Ancient Hist | 34 | 121 | 59 | 120 | 619 | 338 |
| GDL | 5 | 17 | 28 | 129 | 264 | 178 |
| GVRL | 127 | 125 | 91 | 362 | 1807 | 2119 |
| HeritageQuest | 849 | 79 | 169 | 4705 | 4735 | 3222 |
| Kids InfoBits | 30 | 23 | 5 | 58 | 326 | 125 |
| LitResCtr | 187 | 174 | 53 | 348 | 9620 | 3786 |
| Opposing Vpts* | 55 | 494 | 113 | 214 | 3035 | 725 |
| Nat Geo | 33 | 24 | | 109 | 399 | 0 |
| Nat Geo Kids | 24 | | | 46 | 27 | 0 |
| NovelList | 75 | 143 | 159 | 862 | 2722 | 2032 |
| NovelList K-8 | 28 | 57 | 216 | 152 | 544 | 863 |
| ProQuest | 2826 | 3927 | 3953 | 13676 | 51336 | 40227 |
| Ref USA Bus. | | 3209 | 2395 | 10630 | 59879 | 50546 |
| Ref USA Res.* | | 168 | 97 | 330 | 2587 | 8453 |
| Tumblebooks | 1097 | 976 | 613 | 5579 | 10584 | 7797 |
| World Book Online | 97 | 67 | 115 | 265 | 1156 | 1148 |
| Tracked by #sessions | | | | | | |
| Cypress Resume | 12 | 10 | 12 | 71 | 226 | 132 |
| LiveHomework | 22 | 98 | 327 | 162 | 785 | 2263 |
| Testing & EdRefCtr | 46 | 48 | 43 | 246 | 446 | 498 |
| Universal Class | 45 | 45 | 57 | 313 | 1055 | 640 |
| Tracked by #page views | | | | | | |
| CultureGrams | 201 | 122 | 391 | 525 | 5973 | 2239 |
| Morningstar | 9507 | 3875 | 1970 | 28159 | 100148 | 23463 |
| NetAdvantage | 211 | 1038 | 671 | 8552 | 30584 | 8200 |
| RealQuest | 41 | 1003 | 74 | 4708 | 13127 | 7368 |
| Rocket Languages | 16 | 20 | 24 | 274 | 514 | 755 |
| Value Line | 27920 | 16,432 | 8907 | 114641 | 224744 | 118996 |

NEWPORT BEACH PUBLIC LIBRARY - NOVEMBER 2013

CIRCULATION

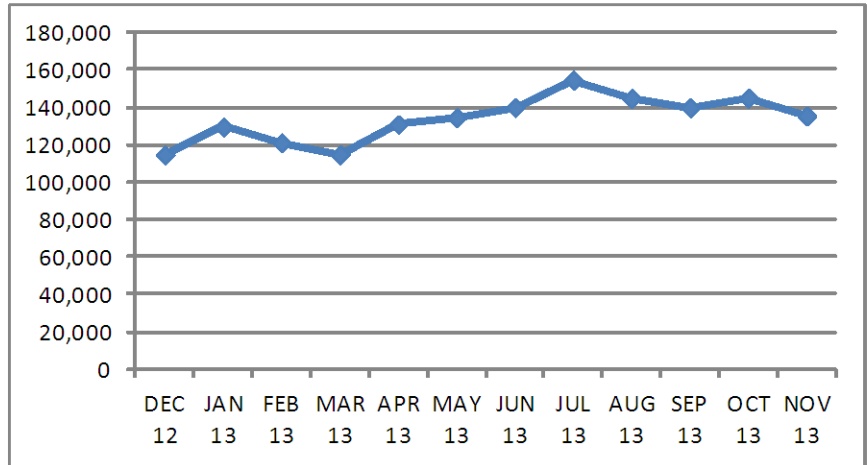
CURRENT

| | Nov-13 | YTD 13/14 |
|--------------------------|----------------|----------------|
| BALBOA | 8,303 | 44,719 |
| CdM | 5,837 | 30,634 |
| MARINERS | 33,944 | 182,616 |
| CENTRAL | 80,204 | 440,398 |
| Ebooks/Emagazines | 7,317 | 35,006 |
| TOTAL | 135,605 | 733,373 |



12 Month Comparison

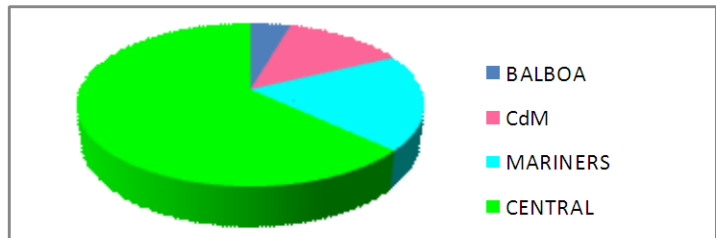
| | |
|--------------|------------------|
| DEC 12 | 114,833 |
| JAN 13 | 129,731 |
| FEB 13 | 121,265 |
| MAR 13 | 114,948 |
| APR 13 | 131,033 |
| MAY 13 | 134,690 |
| JUN 13 | 140,123 |
| JUL 13 | 154,650 |
| AUG 13 | 144,865 |
| SEP 13 | 139,999 |
| OCT 13 | 145,190 |
| NOV 13 | 135,605 |
| TOTAL | 1,606,932 |



PROGRAM ATTENDANCE

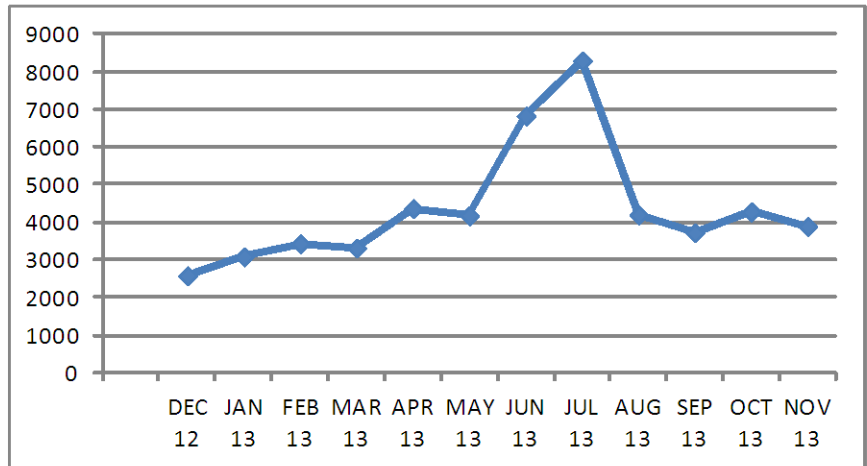
CURRENT

| | Nov-13 | YTD 13/14 |
|-----------------|--------------|---------------|
| BALBOA | 174 | 1,334 |
| CdM | 521 | 2,972 |
| MARINERS | 741 | 4,006 |
| CENTRAL | 2,458 | 16,083 |
| TOTAL | 3,894 | 24,395 |



12 Month Comparison

| | |
|--------------|---------------|
| DEC 12 | 2,586 |
| JAN 13 | 3,084 |
| FEB 13 | 3,435 |
| MAR 13 | 3,321 |
| APR 13 | 4,371 |
| MAY 13 | 4,184 |
| JUN 13 | 6,827 |
| JUL 13 | 8,295 |
| AUG 13 | 4,200 |
| SEP 13 | 3,726 |
| OCT 13 | 4,280 |
| NOV 13 | 3,894 |
| TOTAL | 52,203 |

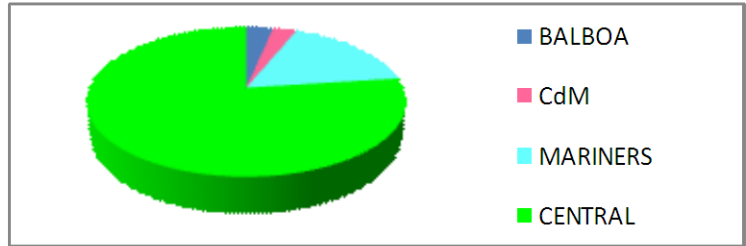


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CUSTOMERS SERVED IN THE LIBRARY

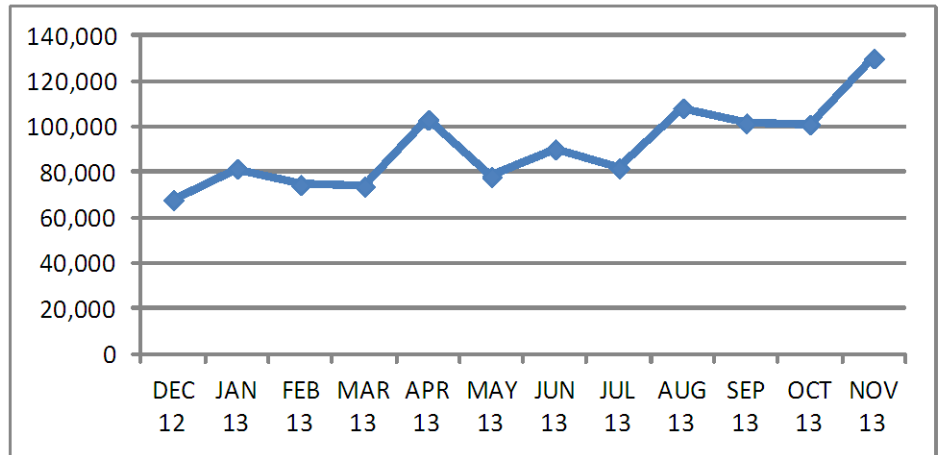
CURRENT

| | Nov-13 | YTD 13/14 |
|-----------------|----------------|----------------|
| BALBOA | 4,279 | 27,092 |
| CdM | 3,725 | 20,330 |
| MARINERS | 21,827 | 118,135 |
| CENTRAL | 100,332 | 357,394 |
| TOTAL | 130,163 | 522,951 |



12 Month Comparison

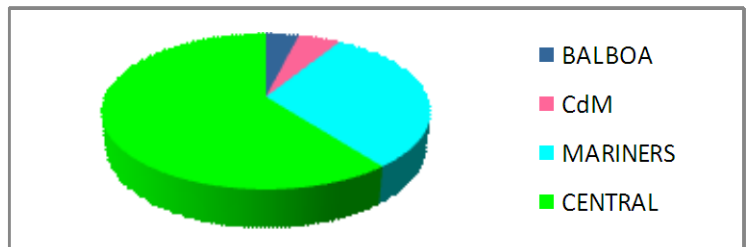
| | |
|--------------|------------------|
| DEC 12 | 67,859 |
| JAN 13 | 81,662 |
| FEB 13 | 74,648 |
| MAR 13 | 73,841 |
| APR 13 | 103,181 |
| MAY 13 | 78,111 |
| JUN 13 | 90,239 |
| JUL 13 | 81,775 |
| AUG 13 | 108,229 |
| SEP 13 | 101,712 |
| OCT 13 | 101,072 |
| NOV 13 | 130,163 |
| TOTAL | 1,092,492 |



REFERENCE

CURRENT

| | Nov-13 | YTD 13/14 |
|-----------------|---------------|---------------|
| BALBOA | 561 | 3,470 |
| CdM | 719 | 3,852 |
| MARINERS | 4,415 | 26,238 |
| CENTRAL | 8,721 | 48,461 |
| TOTAL | 14,416 | 82,021 |



12 Month Comparison

| | |
|--------------|----------------|
| DEC 12 | 10,163 |
| JAN 13 | 14,720 |
| FEB 13 | 13,977 |
| MAR 13 | 12,761 |
| APR 13 | 16,795 |
| MAY 13 | 16,255 |
| JUN 13 | 18,324 |
| JUL 13 | 18,383 |
| AUG 13 | 14,315 |
| SEP 13 | 17,626 |
| OCT 13 | 17,281 |
| NOV 13 | 14,416 |
| TOTAL | 185,016 |

