

**LIBRARY BOARD OF TRUSTEES' MEETING AGENDA
WEDNESDAY, MAY 19, 2010
3:30 P.M.**

**South Valleys Library
15650A Wedge Parkway
Reno, NV 89511**

PURSUANT TO NRS 241.020, THE AGENDA FOR THE TRUSTEE MEETING HAS BEEN POSTED AT THE FOLLOWING LOCATIONS: WASHOE COUNTY COURTHOUSE, WASHOE COUNTY ADMINISTRATION BUILDING, DOWNTOWN RENO LIBRARY, INCLINE VILLAGE LIBRARY, NORTH VALLEYS LIBRARY, NORTHWEST RENO LIBRARY, SIERRA VIEW LIBRARY, SOUTH VALLEYS LIBRARY, SPANISH SPRINGS LIBRARY AND SPARKS LIBRARY. FURTHER, IN COMPLIANCE WITH NRS 241.020, THIS NOTICE HAS BEEN POSTED ON THE OFFICIAL WEBSITE FOR THE WASHOE COUNTY LIBRARY SYSTEM AT www.washoecountylibrary.us

SUPPORT DOCUMENTATION FOR ITEMS ON THE AGENDA PROVIDED TO THE LIBRARY BOARD OF TRUSTEES IS AVAILABLE TO MEMBERS OF THE PUBLIC AT THE DOWNTOWN RENO LIBRARY ADMINISTRATION OFFICE, 301 SOUTH CENTER STREET, RENO, NEVADA. WE ARE PLEASED TO MAKE REASONABLE ACCOMMODATIONS FOR MEMBERS OF THE PUBLIC WHO ARE DISABLED AND WISH TO ATTEND MEETINGS. IF YOU SHOULD REQUIRE SPECIAL ARRANGEMENTS FOR ANY TRUSTEE MEETING, PLEASE CONTACT OUR OFFICES AT 327-8341 24 HOURS PRIOR TO THE DATE OF THE MEETING.

Unless otherwise indicated by an asterisk (*), all items on the agenda are action items upon which the Library Board of Trustees will take action.

- * 1. Roll Call
- * 2. Public Comment and Discussion Thereon – Five Minute Time Limit Per Person
- 3. Approval of Minutes from Board Meeting of April 21, 2010
- 4. Old Business
 - * A. Staff Report Regarding the Budget Reduction Plan for Fiscal Year 2010/11
 - B. Discussion and Action Regarding Formation of a New Citizens' Advisory Committee on the Future of the Washoe County Library System
- 5. New Business
 - A. Discussion and Action Regarding Disposition of the Mobile Library and Homebound Services Vehicles
 - B. Discussion and Action Regarding Revision of the Collection Development Policy
 - C. Discussion and Action Regarding Rescission of the Gift of Books and Library Materials Policy
 - D. Discussion and Action Regarding Revised Public Hours
 - * E. Staff Report on South Valleys Library Activities and Operation

- * 6. Library Administration Report to the Board to Include Library Administration, Collaborations, Programs and Activities, Friends of Washoe County Library and Media/Internet Coverage
- * 7. Financial Reports to Include the Monthly Expenditure Comparison Reports
- * 8. Monthly Library Usage Statistics Report
- * 9. Public Comment and Discussion Thereon – Five Minute Time Limit Per Person
- 10. Closed Personnel Session Pursuant to NRS 241.030(1) to Review the Performance and Professional Competence of the Library Director
- *11. Board Comment - Limited to Announcements or Issues Proposed for Future Agendas and/or Workshops
- *12. Adjournment

LIBRARY BOARD OF TRUSTEES' MEETING MINUTES
April 21, 2010

The Board met in regular session at the Sparks Library, 1125 – 12th Street, Sparks, Nevada. Chair Fred Lokken called the meeting to order at 4:00 p.m.

ROLL CALL

Board Members Present: Tom Cornell, Fred Lokken and Al Stoess

Board Member Absent: Dianne Drinkwater and Judy Simon

Library Staff Present: John Andrews, Brenda Baxter, Joy Betton, Kristin Cannard, Max Conelly, Tammy Cirrincione, Patti Day, Corinne Dickman, Debbie Gunderman, Judy Hansen, Nancy Keener, Barbara Lentz, James Linebaugh, Julie Machado, Arnie Maurins, Jana MacMillan, Jennifer Oliver, Bonnie Saviers, Jori Trimbell, Dianne Varnon, Scottie Wallace, Beate Weinert and Rocky Badolato

County Staff Present: Deputy District Attorney Herb Kaplan

Public Present: Len Crockett, Lois Crockett and Martha Gould, Friends of Washoe County Library

NEW BUSINESS

Recognition of Volunteers Who Have Contributed a "Milestone" Number of Hours to the Library

Arnie Maurins, Library Director, made the following presentation in honor of Library volunteers, noting that the Washoe County Library System has benefitted from the generous spirit of this community through volunteerism for decades.

He first acknowledged and thanked the Library Board of Trustees for its dedication to and stewardship of the Washoe County Library System.

He then acknowledged the Friends of Washoe County Library as an organization run completely by dedicated volunteers, whose sole purpose is to support the Library System. In 2009, over 140 Friends volunteers dedicated nearly 12,800 hours of service, from coordinating book sales and running the Secondhand Prose store to basic administrative tasks necessary to keep the organization running. Its efforts were recognized recently when Truckee Meadows Tomorrow awarded it a Silver Star for philanthropy and volunteerism. We are happy to acknowledge the Friends and thank them for their support.

Finally, he stated his pleasure in acknowledging the hard work of the volunteers who work within our libraries, assisting staff and the public. WCLS receives applications from residents all over the community who want to help. In 2009 over 100 volunteers contributed a grand total of 10,500 hours. It is a testament to the character of this community and those individuals and greatly appreciated. As a certifying organization of the President's Volunteer Service Award Program, Washoe County Library System is a part of a national recognition program whose purpose is to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service. This award recognizes individuals, families and groups who have achieved a certain standard, measured by the number of hours of service over a twelve-month period. There are 39 volunteers who qualified for a Presidential award, approximately half of whom are present, and those names are denoted below with an asterisk.

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Mr. Maurins presented awards as follows:

- Bronze Award Recipients (young people 14 and under who have contributed between 50 and 74 hours of service)
 - Iain Keese* North Valleys
 - Sonny Knowles* North Valleys
- Bronze Award Recipients (young adults between the ages of 15-25 who have contributed between 100 and 174 hours of service)
 - Arianna Catmull* Northwest Reno
 - Cara Field* Spanish Springs
 - Ana Manzano Sparks
 - Hannah Munoz Spanish Springs
- Bronze Award Recipients (adults who have contributed between 100 and 249 hours of service)
 - Joan Atkinson* Spanish Springs
 - Carol Bohlool Spanish Springs
 - Albert Branker* Senior Center
 - Joyce Cox* Spanish Springs
 - Sue Durst* North Valleys
 - Judy Fitzgerald Northwest Reno
 - Judy Forsmo Incline Village
 - Leone Gates Sierra View
 - Margaret Griffin* Sierra View
 - Judy Kelly* Spanish Springs
 - Helen Mizzen Senior Center
 - Thanh Nguyen* Spanish Springs
 - Mae Obata* Sierra View
 - Hoa Orender Spanish Springs
 - Patricia Owens Incline Village
 - Jean Peters* Spanish Springs
 - Marcia Powell* Sierra View
 - Jocelyn Ray North Valleys
 - Janet Ross* Sparks
 - Ginny Schroeder* South Valleys
 - Bruce Seaver Spanish Springs
 - Janet Soderman* North Valleys
 - Linda Tubman* South Valleys
 - Jackie Viviano* Incline Village
 - Jean Wells Sierra View
 - Sandy Whitten Spanish Springs
 - Allegra Willison Incline Village
- Silver Award Recipients (individuals who have contributed 250 to 499 hours of service)
 - Albert Clanton Senior Center
 - Teri Clanton Senior Center
 - Andrew Ivanov* Northwest Reno
 - Sandy Lesourd* Sierra View/Technical Services
 - Julia Mitchell* Senior Center
 - Mary O'Donnell Incline Village

Mr. Maurins offered his congratulations to all recipients and announced that the Board of County Commissioners will issue a proclamation in honor of National Volunteer Week at its meeting on Tuesday, April 27 at 10:00 a.m. All volunteers are invited to attend. Any volunteers interested in attending were instructed to leave their names with Jennifer Oliver, Development Officer.

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PUBLIC COMMENT

There was no public comment.

SECRETARY'S REPORT

On motion by Dr. Stoess, seconded by Mr. Cornell, which motion duly carried, the Board approved the minutes of the March 17, 2010, meeting, with the following correction: Remove Carol Lloyd as "retired" Library staff present.

OLD BUSINESS

Formation of a New Citizens' Advisory Committee on the Future of the Washoe County Library System

The Library Board reviewed the information submitted in the Board packet.

Mr. Lokken invited Martha Gould, who participated in the Blue Ribbon Committee, to make any comments or suggestions.

Mrs. Gould advised the Board of the following:

- The Board of County Commissioners empowered the Library to form the Blue Ribbon Committee
- Applications were created with the assistance of Human Resources, but included a paragraph about the reason for wanting to be on the committee and what the commitment was to the Library System
- A newspaper ad was placed using gift funds, public service announcements were sent out and application forms were available at all library branches
- The applications were reviewed by the Library Board, then sent with recommendations to the Board of County Commissioners for final approval, and noted that there were more applications than appointments
- Emphasis was placed on finding citizens who understood municipal finance, demographics, planning and human resource issues
- Several experts were brought in pro bono to help the Committee understand the tax structure, discuss and explain growth issues, demographics, human resource issues, staffing quotas, library branch functions and operating funds
- The entire process lasted approximately 18 months, with meetings held monthly
- A clerical person was hired using an LSCA grant to take minutes and prepare the final report
- Once the final report was accepted and approved by both the Library Board of Trustees and Board of County Commissioners in 1987, it was used as the official guide for all of the budgets and strategic planning that followed

She added that she would be happy to serve on any new citizens committee in an advisory capacity to share the history and experience she has, both a member for the original Blue Ribbon Committee and as a retired Library Director, and she is sure former Library Director Nancy Cummings would feel the same.

Mrs. Gould further suggested that the charge to the committee be broad enough to encompass issues and incorporate ideas during the committee deliberations that may develop during the process that have not yet been thought about.

Mr. Cornell recommended the following:

- Configuration B

- If Nancy Cummings or Martha Gould are selected as at-large members, they should be ex-officio and non-voting, unless they are appointed by the County Commissioners as an individual from the community

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- The Commissioners should both nominate and appoint members
- Appointment of citizens that do not have biases influenced by their career

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Mr. Cornell advised the Board that Bonnie Weber has indicated to him that she would like to see a Commissioner formally appointed as liaison to the Library Board of Trustees. Mr. Lokken agreed that it was a good idea and something we have requested in the past.

On questioning by the Board, Mr. Maurins stated that there was general support from the Commissioners regarding the formation of a citizens committee.

Mr. Lokken recommended the following:

- Contact the County Manager's Office to determine if there is Commissioner interest in having a role in the appointment or if they prefer to confirm names that are recommended
- Make the 1987 Blue Ribbon Committee Report available electronically
- Provide space on the Library web site for committee business, including the members of the committee, a contact person if there should be any questions and posting the agendas, minutes and supporting documents
- Since the committee may make recommendations about library closures, each branch should have an opportunity to have a voice, and that could come via public or staff meetings
- Consider the possibility of conducting some of the meetings at the City of Reno and City of Sparks chambers in order to obtain public television access for more citizen awareness
- The committee is being initiated by the Library Board of Trustees and should have a voice in determining the makeup of the membership, but should seek Commission approval

Mr. Maurins also indicated that staff could work on a draft application.

On questioning by the Board, Mr. Kaplan advised that citizen committee meetings would fall under the Open Meeting Law.

On motion by Dr. Stoess, seconded by Mr. Cornell, which motion duly carried, the Board tabled this item to a later meeting in order to have all Trustees in attendance.

Mr. Maurins noted that the agenda for the May meeting is filling up, so this matter may be on the June agenda.

NEW BUSINESS

Use of Gift Funds to Obtain Increased Public Internet Bandwidth for Selected Library Branches

The Library Board reviewed the information submitted in the Board packet.

Mr. Maurins advised the Board the Northwest Reno and Spanish Springs contributions have remained the same, but some revised figures to be taken from each of the other gift funds are as follows:

Systemwide	\$ 1,700
Downtown Reno	\$ 3,700
Northwest Reno	\$ 1,000
Spanish Springs	\$ 2,000
Sparks	\$ 1,500
Sierra View	\$ 1,000
South Valleys	\$ 3,700

On motion by Mr. Cornell, seconded by Dr. Stoess, which motion duly carried, the Board approved the expenditure of \$14,600 in gift funds based on the amounts listed in the staff report, as modified above, for the implementation of upgraded public broadband service at the six designated libraries.

Expiration of Trustee Dianne Drinkwater's Term of Service in June 2010

The Library Board reviewed the information submitted in the Board packet.

Dr. Stoess moved to approve the request as submitted.

Mr. Cornell abstained, but was advised by legal counsel that he could not abstain from a vote unless there is a conflict.

Mr. Lokken seconded the motion.

Mr. Cornell stated while he thinks Dianne is a fine person, he did not realize the Trustees could make recommendations for other Trustees and believes the recommendation belongs solely in the hands of the Board of County Commissioners.

Mr. Lokken called for a vote, and the Board approved to request, through the Library Director, that the Board of County Commissioners appoint Dianne Drinkwater to a new four-year term on the Library Board of Trustees, effective July 1, 2010. One opposed.

Following discussion by the Board, Ms. Badolato advised that historically Trustees whose terms were expiring sent a letter to the Board of County Commissioners. A few years ago, Nancy Cummings and another department head worked on a standard procedure the County could use for all County Board appointments, but it was never implemented. Mr. Maurins added that the last reappointment was done by submitting a request as a Board of County Commissioners agenda item, sans the letter from the prospective appointee.

Distribution of Information Used in the Performance Evaluation of the Library Director

Mr. Maurins advised the Board that his performance evaluation is due in May, the anniversary of his appointment. The evaluation is handled in a closed personnel session, so rather than include documentation in the packet, he will email a copy of the letter that was signed last year to the Board. He will also check the transcript from the last closed session to see if criteria were developed at that time and, if so, will send a copy of that to the Board as well.

On questioning by the Board, Mr. Maurins advised that the procedure is as follows:

- The closed personnel session is near the end of the agenda
- The Chair adjourns the regular meeting to go into the closed personnel session
- The Chair reconvenes the regular meeting following the closed personnel session to discuss and take action on the merit due, if any

Staff Reports on Duncan/Traner and Sparks Libraries

The reports were distributed at the meeting.

Julie Machado, Managing Librarian of the Sparks Library, welcomed the Board, reviewed her report and added the following:

- It seems to get busier every day, with an average of 100 people coming in the door every hour, handled by approximately half of the staff it once had.

- As a Manager, she is extremely proud of the Sparks staff. They have stepped up and done a great job with all the changes and the increases in everything except budget. She further commended her staff for their excellent customer service and knowledge, as is evidenced by the support and affection shown to them by the public.
- Processes are being streamlined as much as possible to run things better, faster, cleaner and easier for everybody, both staff and public. There are new processes for dealing with damaged items, shelving and the way the books are laid out.
- Lifescapes Senior Writing Program now has seven locations and more members than ever and is flourishing due to the Library support it receives. She invited the Board to the Spring Swing Fling on Sunday May 2 at the California Building from 4:00-7:00 p.m., celebrating the 10th anniversary of the Lifescapes program.

Debbie Gunderman, Managing Librarian of the Duncan/Traner Library reviewed her report and invited the Board to visit the newly “spruced up” building.

LIBRARY ADMINISTRATION MONTHLY REPORT TO THE BOARD

The Library Board reviewed the report submitted in the Board packet.

Mr. Maurins added that he is looking forward to implementing some of the things learned by him and other staff that attended the Public Library Association Conference recently.

Mr. Cornell stated his pleasure with Mr. Maurins’ attendance at the Men’s Breakfast Club to discuss the Library System. Mr. Maurins stated that his goal is to attend at least one civic club or meeting per month to discuss Library services.

FINANCIAL REPORTS

The Library Board reviewed the reports submitted in the Board packet.

MONTHLY LIBRARY USAGE STATISTICS REPORT

The Library Board reviewed the report submitted in the Board packet.

PUBLIC COMMENT AND DISCUSSION

Mrs. Gould made the following statement: “I would just like to mention that, over the years, the staff of the Washoe County Library has absolutely been fantastic, through good times and bad times, and I really would like to commend them now for the manner and the professionalism that they have shown during what I consider to be dire times. We are very fortunate, not only in the Administration and in the Branch Managers, but in the staff themselves. They’re really extraordinary.”

Mr. Lokken concurred.

BOARD COMMENT

Mr. Cornell clarified that it was not his intention to vote against the reappointment of Dianne Drinkwater, but against the process of having a Trustee endorse another Trustee for reappointment. He feels Dianne is a wonderful Trustee, but is just not comfortable as a Trustee endorsing another Trustee.

Mr. Lokken again thanked the Friends for their continuous support, noting that every meeting contains a report about something we are able to do because of the work of the Friends. Their efforts were so appreciated during the good times, and we do not know what we could do without them you in the bad times.

ADJOURNMENT

Mr. Lokken adjourned the meeting at 5:06 p.m.

TO: Library Board of Trustees
FROM: Arnie Maurins, Library Director
RE: Staff Report Regarding the Budget Reduction Plan for
Fiscal Year 2010/11
DATE: 14 May 2010

There is no written material on this agenda item.

I will make an oral report if new information is available.

TO: Library Board of Trustees
FROM: Arnie Maurins, Director
RE: Formation of a New Citizens' Advisory Committee on the Future of the Washoe County Library System
DATE: May 14, 2010

In accordance with the Library Board's direction in April, I contacted County Manager Katy Simon regarding the role that the Board of County Commissioners might want to play in the selection of members for the new Citizens' Advisory Committee on the Future of WCLS. Ms. Simon recommended that this issue be addressed at an upcoming BCC meeting. Accordingly, and unless the Library Board directs otherwise, I will be asking that the selection process for the Committee be placed on the agenda for the County Commissioners meeting on June 22nd. (The June 8th meeting has been cancelled.)

TO: Library Board of Trustees
FROM: Brenda Baxter, Librarian III
THROUGH: Arnie Maurins, Library Director
RE: Disposition of Mobile Library and Homebound Services Vehicles
DATE: May 14, 2010

Background: In December, the Library Board approved the removal from service of Mobile Library I and the Homebound Services van effective January 4th, with the understanding that both vehicles would either be sold or re-deployed to other uses. The Library System has received good news regarding the potential sale of the Mobile Library vehicle (a.k.a. the “bus”). Because a Library Services and Technology Act (LSTA) grant funded 40% of the original vehicle cost, it was necessary to receive permission from the grantor, through the Nevada State Library, to sell the bus. That permission has been granted on the condition that the Library spends the sale proceeds in fulfillment of one or more LSTA objectives. We are currently developing a plan to spend the proceeds on various library materials and/or online resources. Library materials fit within the LSTA guidelines, and the extra funds for materials will be most welcome.

Farber Specialty Vehicles (Columbus, Ohio), the company from whom WCLS purchased the bus, has offered to buy it back with a preliminary offer of \$30,000-\$35,000. The next step would be for Dave Gonzales, the County Equipment Services Manager, to contact Farber to ascertain the exact amount they will pay. This should be a simple transaction whereby WCLS will garner the money from the sale relatively quickly. The alternative is to sell the bus on the auction market which is not recommended due to the variables and additional staff time involved, plus the fact that there is no guarantee that we would receive as much as Farber is willing to pay. It is the recommendation of WCLS Administration to proceed with the sale of the Mobile Library vehicle to Farber.

Regarding the Homebound Services van (manufactured in 1995 and donated to WCLS by Nevada Security Bank in early 2006), the Friends of Washoe County Library have indicated they could use it to transport donated books and materials. Mr. Gonzales has advised us that the County could transfer ownership of the vehicle to the Friends without having to first put it up for auction. Pending verification of the Friends’ willingness to take ownership of the Homebound Services van and of Mr. Gonzales’ advice regarding the acceptability of donating it, Administration recommends that WCLS proceed with donating the van to the Friends.

Recommendation: Approve the sale of the Mobile Library vehicle to Farber Specialty Vehicles and the donation of the Homebound Services van to the Friends of Washoe County Library, with the donation contingent on the Friends’ willingness to accept the van and on the permissibility of said transaction within County ordinances and regulations.

TO: Library Board of Trustees
FROM: Corinne Dickman, Chair
Policy Review Service Team
RE: Revision of the Collection Development Policy
DATE: 12 May 2010

Background: The previous Collection Development Policy was approved by the Library Board of Trustees in 2004. Since that time, available formats for library materials has expanded, and will continue to expand. In addition, the selection and retention of library materials is clearly aligned with Washoe County Library System's Mission and Vision Statements, rather than an archival collection.

Materials donated to the Library are subject to the same guidelines and addressed as such in the new policy, eliminating the need for a separate policy for gifts, which is the next agenda item. This policy is more concise than the previous version, aligns the overall collection management with the Library's mission and clearly states the process for a request for reconsideration of library materials.

Recommendation: That the Board of Trustees approve the revised Collection Development Policy, including the new title of Collection Development and Management Policy, effective immediately.

COLLECTION DEVELOPMENT AND MANAGEMENT POLICY

Collection Development is the ongoing process of assessing the materials available for purchase or licensing and making decisions about their inclusion and retention within the Library.

Scope of the Collection

The library materials collection, one of Washoe County Library System's (WCLS) major assets, is developed and managed to meet the informational, educational, cultural and recreational needs of Washoe County Library customers. Since library systems cannot possibly acquire all print and non-print materials, they must employ a policy of selectivity in acquisitions. The Library System provides, within its financial limitations, a general collection of materials embracing broad areas of knowledge and literary and cultural genres. Included are works of enduring value and timely materials on current issues. Within the framework of these broad objectives, selection is based on community demographics and evidence of areas of interest.

Collections are reviewed and revised on an ongoing basis to meet contemporary needs. Collections are current and popular, not archival, and materials are not needlessly duplicated. Collections provide general coverage of subjects and reflect the characteristics of the community. Materials are withdrawn from the collection to maintain the collection's usefulness, currency and relevance. Withdrawn materials may be sold or used in collaboration with community agencies.

Other community resources and area library resources are taken into consideration when developing collections. Through Interlibrary Loan, librarians may obtain materials from other institutions for the use of WCLS patrons. Information may also be obtained through electronic access and the internet. Information sources made available electronically will be selected using the same principles that are applied to books and other formats. New formats will be considered when a significant portion of the community creates a demand.

The Library supports the individual's right to access ideas and information representing all points of view. To this end, the Library welcomes and solicits patron suggestions, comments and ideas about the collection and its development. The Washoe County Library Board of Trustees has adopted the American Library Association's Library Bill of Rights, Freedom to Read Statement and Freedom to View Statement. The Library recognizes and respects intellectual property rights and conforms to legislative mandates regarding copyright protections.

Collection Development and Management Criteria

To build and maintain a collection of merit, materials are evaluated according to one or more of the following criteria. An item need not meet all of these criteria in order to be acceptable.

- Current and potential relevance to community needs
- Suitability of subject and style for intended audience
- Attention by critics and expert reviewers
- Cost
- Requests by the public
- Comprehensiveness
- Skill, competence, purpose of author
- Reputation and significance of author
- Objectivity
- Authenticity of history or social setting
- Consideration of the work as a whole
- Representation of diverse points of view
- Suitability in physical form for library use
- Technical quality

Gifts of Library Materials

WCLS will accept unrestricted, irrevocable gifts of books and other library materials. Gifts and donations are accepted with the understanding that they will be evaluated by the same criteria used to select and purchase materials for addition to the collection. If gifts do not meet these criteria, they may be conveyed to the Friends of Washoe County Library for sales to benefit the Library System, used for Read and Exchange collections, recycled or otherwise disposed of.

Collection Structure

The placement of materials within the libraries is determined by several factors. The Library uses the Dewey Decimal Classification scheme which divides materials by subject. Professional catalogers use Dewey and Library of Congress subject headings to place materials into the proper subject areas and assign them to Adult, Juvenile, Young Adult, Reference or other specific areas of the Library. Reviews by professionals in the field and the librarians' expertise contribute to the proper placement of material.

Washoe County Library respects the rights of children to choose their own materials. It is the responsibility of parents to monitor the materials their children borrow or use in the Library.

Collection Responsibilities

Staff responsibility for the collection rests with the Library Director, who operates within the framework of the Washoe County Library Collection Development and Management Policy. The Director delegates to staff members authority to interpret and apply this policy in daily operation.

Staff in a centrally organized collection development unit provides continuity in the collections through an organized structure for planning, selecting, acquiring and managing library materials. All staff contributes to the development of collections driven by customer needs and expectations by:

- Engaging in open, continuous communication with customers
- Handling all requests equitably
- Understanding and responding to continually changing demographics, as well as societal and technological changes
- Recognizing that materials of varying complexity and format are necessary to satisfy diverse needs

Intellectual Freedom

A democracy presupposes an informed citizenry, and the public library has an integral role in achieving that goal. The Library provides a neutral environment in which individuals and their interests are brought together with the universe of ideas and information spanning the spectrum of knowledge and opinions. The American Library Association's Library Bill of Rights, Freedom to Read and Freedom to View statements are cornerstones of this policy and guide the acquisitions and management of the collection.

Collection development and management decisions are based on the merit of the work as it relates to the Library's mission and its ability to meet the needs and interests of the community. Decisions are not made on the basis of any anticipated approval or disapproval of the material. The inclusion of an item in the Library collection is in no way an endorsement of its contents. Materials are not marked or identified to show approval or disapproval of the contents.

The Library recognizes that some materials may be controversial and that any given item may offend some. Only the individual can define what materials are consistent with her/his own values. Individuals can apply those values to the use of library materials only for themselves. Parents and legal guardians have the responsibility for monitoring their children's use of library materials.

Reconsideration of Library Materials

A singular obligation of the public library is to reflect within its collection differing points of view. Individuals may request reconsideration of a selection decision of library materials by submitting a written request for reconsideration to any Washoe County Library using the form appended to this policy. The Library Director will respond in writing to an individual's written request.

The Washoe County Library Board of Trustees, upon written request to the Board Chair, will hear appeals of the Library Director's written response. Decisions on appeals are based on this policy, the material, careful review of the objection and the American Library Association's Bill of Rights, Freedom to Read Statement, Freedom to View Statement and Guidelines on Intellectual Freedom. The final decisions on appeals rest with the Washoe County Library Board of Trustees.

APPROVED: December 15, 2004

REVISED: May 19, 2010

CITIZEN REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS AND ARTWORK

Author/Artist _____

Title _____

Book _____ Periodical _____ Other _____ Publisher/Date _____

Please state the reason for your request. _____

Have you read/viewed/listened to this work/exhibition in its entirety? _____

What are the positive points of this material? _____

What would you like the Library to do about this work? _____

In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject? _____

Have you read the Washoe County Library Collection Development [and Management](#) Policy? _____

Have you read the Washoe County Library Public Use of Bulletin Boards, Exhibit Spaces and Display Spaces Policy? _____

Request initiated by: _____

Address _____

State _____ Zip _____ Phone _____

Do you represent:

Yourself
 Organization (name) _____

Date: _____ Signature of Patron: _____

Date: _____ Received by Staff Member: _____

COLLECTION DEVELOPMENT POLICY

Introduction

The Board of Trustees of the Washoe County Library System has adopted the following Collection Development Policy to guide librarians and to inform the public about the principles upon which library collections are developed and maintained.

The library collection supports the Mission of the Washoe County Library System (WCLS).

“The Library is a gateway to our heritage and to our future, offering, through knowledgeable staff and broad resources, boundless opportunities for enrichment and discovery.”

The WCLS acquires and makes available materials that inform, educate, entertain and enrich individuals within the County. Since no library can possibly acquire all print and non-print materials, every library must employ a policy of selectivity in acquisitions. The Library provides, within its financial limitations, a general collection of reliable materials embracing broad areas of knowledge. Included are works of enduring value and timely materials on current issues. Within the framework of these broad objectives, selection is based on community demographics and evidence of areas of interest.

Other community resources and area library resources are taken into consideration when developing collections. Through interlibrary loan, librarians may obtain materials from other sources. Additional information may be obtained through electronic access and the Internet. Information sources made available to the public through the Internet will be selected using the same principles that are applied to books and other formats. New formats will be considered for the collection when a significant portion of the community population has the necessary technology to make use of the format.

Impartiality and judicious selection will be exercised in all materials acquisitions practices. Allocation of the materials budget and the number of items purchased for each area of the collection will be determined by indicators of use, the average cost per item and objectives for development of the collection as expressed in the WCLS Collection Development Plan.

The Library supports the individual's right to access ideas and information representing all points of view. To this end, the Library welcomes and solicits patron suggestions, comments and ideas about the collection and its development. The Board of Trustees of the Washoe County Library System has adopted the American Library Association's Library Bill of Rights, The Freedom to Read Statement and Freedom to View Statement.

Library Roles

WCLS serves a community comprised of a wide range of ages, ethnic backgrounds, educational levels and interests. To meet this diversity, the library must fill a number of services roles in the community. After considering building and materials use, current and past strengths, local demographic trends, citizen expectation as expressed in surveys, other library resources in the area and current resources of the Library, the Washoe County Library System chooses to emphasize the following service roles:

CURRENT TOPICS AND TITLES – The library helps to meet our public's need for information about popular cultural and social trends as well as their desire for satisfying recreational experiences.

LIFELONG LEARNING – The library helps address our public's desire for self-directed personal growth and development opportunities.

GENERAL INFORMATION – The library helps to meet our public’s need for information and answers to questions on a broad array of topics related to work, school and personal life.

COMMONS – The library provides an environment and space that helps our public meet and interact with others and to participate in public discourse about community issues.

Collection Development Objectives

- Provide materials that meet the patrons’ interest and needs in a timely manner.
- Provide materials for preschool and grade school children to encourage and promote continued use of the library.
- Provide a broadly based and diverse collection that can support the roles of the Library as a popular materials center, a reference center and an independent learning center.
- Provide a variety of viewpoints on all subjects in its collections.
- Participate in cooperative collection development programs.

Material Selection Plan

Responsibility for Selection

Ultimate responsibility for material selection rests with the Director who operates within the framework of policies determined by the Board of Library Trustees.

- The Collection Development Librarian oversees the selection process and provides professional support for material selectors.
- Managers oversee the selection of materials that meet the Material Selection Plan and the Collection Development Plan. They are responsible for choosing, replacing and deselecting materials that reflect community demand and library service roles, while keeping the collection in good condition.
- The Internet Services Librarian oversees the information sources made available to the public through the Internet.

Placement of Material

The placement of material within WCLS is determined by several factors. The library uses Dewey Decimal Classification. This classification scheme divides material by subject. Professional catalogers using Dewey Decimal Classification and Library of Congress subject headings place materials ordered in the proper subject area and assign them to Adult, Juvenile, Young Adult, Reference, etc. areas of the library. Reviews by professionals in the field recommending age appropriateness of material aid Librarians in choosing and locating material.

Although the library facilities are divided into sections such as Juvenile, Reference, Fiction, Non-fiction, etc. for the convenience of the public, patrons of any age may use all parts of the Library. The classification scheme,

reviews by professionals and the librarians' expertise contribute to the proper placement of material. It is the responsibility of the parents, not the library staff, to monitor library use by children. Various material formats other than print materials are purchased by WCLS. To offer ease of use to our patrons, these formats are usually shelved in separate areas from print materials. These collections may include audiobooks, videocassettes/DVDs, video and computer games, multimedia kits, music CDs and cassettes, maps, vertical files and magazines and newspapers.

Methods for Selection

Selection is a discerning and interpretive process, involving a general knowledge of the subject and recognition of the needs of the community. Material is judged on the basis of the content and style of the work as a whole, not by selected portions or passages. The library strives to collect and make available differing points of view. Among standard criteria applied are: literary merit, enduring value, accuracy, authoritativeness, social significance, importance of the subject matter to the collection, cost, scarcity of material on the subject and availability elsewhere. Quality and suitability of the format are also considered. Specific considerations for each area of the collection are noted in the Collection Development Plan. At all times selectors should select material that will build a well-rounded collection, which includes varying viewpoints and opinions that will meet supplementary study needs.

Material Format

Material is purchased in the most appropriate format for library use.

Textbooks may be purchased in areas where there is little or no material in any other format or where they add substantially to the collection. WCLS does not necessarily buy the textbooks used by the local schools regarding it as the responsibility of the school, community college or university library to provide copies of these course materials for their students.

Non-book materials, such as audiocassettes, CDs, videos, DVDs, video games, CD-ROM discs, microforms and electronic databases are selected and deselected according to the same criteria as book materials, in line with library roles.

New formats will be considered for purchase as demand and use dictates. Some titles may be purchased in several formats in order to serve the most patrons. Availability of items in the format, the cost per item and the Library's ability to acquire and handle the items will also be factors in determining when a new format will be collected. Similar considerations will influence the decision to delete a format from the library's collection.

Assessment of Collection

In order to maintain a collection of current, relevant library materials that meets the needs of our diverse, changing constituents, WCLS engages in an ongoing process of continual assessment. WCLS has established a set of criteria, the Collection Development Plan, to determine when an item should be transferred from one location to another or removed from the collection entirely.

The collection needs continuous evaluation in order to be sure that the library is fulfilling its Mission to provide material in a timely manner to meet patrons' interests and needs.

Gifts of Library Materials

Gifts added to the collection must meet the same selection criteria as materials purchased for the collection. If gifts do not meet this criteria, they may be conveyed to the Friends of Washoe County Library, sold or otherwise disposed of.

WCLS accepts unrestricted, irrevocable gifts of books and other library materials. Gifts are accepted with the understanding that they will be considered for addition to the collection in accordance with the Material Selection Plan (see above). The library reserves the right to sell or otherwise dispose of gifts and donated

materials through branch book sales, the Friends of the Library book sales and stores, Read and Exchange services, recycling or disposal services.

WCLS will not assign a value to donated gift materials. However, the library will make available to patrons a receipt for X number of books, books-on-tape, etc., which can be used for tax purposes.

Monetary Donations

Gifts of money are always welcome and appreciated. Specific recommendations from the donor are honored as far as the suggestions enhance subject areas of need within the collection and are in accordance with the Material Selection Plan.

Special Collections

WCLS will not establish a "Rare Book Room," however, the library may maintain special collections. A special collection is defined as a collection of materials that focuses on one topic to provide more in-depth coverage of that topic than may otherwise be found in the general public library collection. In general, special collections will be limited to topics that fulfill a specific community need or library role. Priority will be given to maintaining those special collections that the library has a contractual or special commitment to maintain. Individual branches may collect materials in subject interests to their local constituents and will be developed to the extent that space and budget allow.

Reconsideration of Library Material

A singular obligation of the public library is to reflect within its collection differing points of view. WCLS does not endorse particular beliefs or views, nor does the selection of an item express or imply endorsements of the viewpoint of the author. Library material will not be marked or identified to show approval or disapproval of the contents, nor will items be sequestered, except for the purpose of protecting them from theft or damage.

Comments from members of the community about the collection or individual items in the collection frequently provide librarians with useful information about interest or needs that may not be adequately met by the collection. The library welcomes expression of opinion by patrons, but will be governed by the Collection Development Policy in making additions to or deleting items from the collection.

Patrons who request the reconsideration of library material will be asked to put their requests in writing by completing and signing a form, appended to this policy, entitled "**Request for Reconsideration of Library Material.**"

Upon receipt of a formal written request, the Director will ask for background information from the Library staff as to criteria used in ordering the material in question, its place in the collection and reasons for having the material in the collection. Outside consultants may be asked for additional information as is pertinent to the subject in question.

The Director will, at the earliest possible date, study the information provided by the library staff and respond, in writing, to the person who initiated the request for reconsideration. The Director will keep the Board of Library Trustees informed of all requests for reconsideration of library material and disposition of their requests.

In the event that the person(s) who initiated the request is not satisfied with the decision of the Director, he/she may request a meeting before the Board of Library Trustees by making a written request to the Chair of the Board. Upon receipt of the request, the Board may make the request an agenda item and the person(s) will be notified of the time and place of the Board meeting. The Board of Library Trustees reserves the right to limit the length of presentation and number of speakers at the meeting.

After hearing from the person(s) making the reconsideration request, the Board will determine whether the request for reconsideration has been handled in accordance with stated policies and procedures of WCLS, will review the background information provided by the Library staff, will review the position of the patron and will

also review the decision of the Director. Based on the information presented, the Board may vote to uphold or override the decision of the Director.

Collection Development Plan

Washoe County is an area of diversity with congested urban areas and large tracts of rural land. Its people vary greatly in age, ethnic background and in educational and economic levels.

The Washoe County Library System is the largest public library system in Northern Nevada. The Library System consists of three major libraries - Downtown Reno, Sierra View and Sparks; two community libraries - Incline Village and North Valleys; seven partnership libraries - Billingshurst Community Library, Duncan/Traner Community Library, Galena Community Library, Gerlach Community Library, Mendive Community Library, Senior Center Community Library and Verdi Community Library. The University of Nevada, Sierra Nevada College and Truckee Meadows Community College are within Washoe County, as are smaller business colleges. There is great diversity between areas served. Gerlach is located 100 miles north of Reno and is a small community of ranchers and industrial workers. Incline Village is located in the Sierra Nevada Mountains by Lake Tahoe and has a larger professional population.

Because of these diversities in culture, economics and location, the libraries of the Washoe County Library System must provide many different levels and quantities of material. Other area libraries are available to provide additional library services to the community. The Washoe County Library System does not need to collect "in-depth" in certain areas because of the complementary collections of the area libraries.

The site collections will strive to meet the needs of the patrons in their service areas. It is also the responsibility of the Managers, coordinating with the Collection Development Librarian, to meet the needs of all patrons of Washoe County to provide a full range of information. Each library has system responsibilities requiring that information important to the needs of the patrons will be purchased and made available through Interlibrary Loan.

The Collection Development Plan will describe the Dewey Decimal categories, will offer a plan for retention and weeding and will also provide a development plan for each section of the Dewey. The Plan will assess the System's collections based on the collection levels described below. Managers will determine to what level they wish to collect material and will write their own Collection Development Plan, using the criteria in the System Collection Development Plan. These individual policies and procedures will be used by the Managers and the Collection Development Librarian to manage each library's collection so it will meet the needs of the patrons in their service areas. (See attached examples and timeframe.)

Definition of Collection Levels

The definitions for collection levels used in this plan have been adapted from the collection levels in the American Library Association's Guidelines for the Formulation of Collection Development Policies,^{1st} edition. Since these definitions are designed for academic libraries, they were modified for use with the Washoe County Library System's collection. The definitions were modified to describe the dual nature of public library collections that have materials on subjects that can fit into an academic scheme of learning from introductory through advanced interest and that also have materials on popular non-technical, high-interest subjects that do not readily lend themselves to systematic, hierarchical study. For example, subjects such as logic, chemistry, linguistics, architecture, etc., can be studied in an organized manner that leads the learner from a basic level through to an advanced interest level of study. Material can be selected on all of these levels. In contrast, subjects such as cooking, woodworking, fiction, etc., are explored in a less structured manner, and the material selected to support this type of use cover a broad spectrum, but do not necessarily follow a progression of increasing difficulty. In areas such as cooking or woodworking, advanced interest would include material for persons employed in the area or involved at the avid hobbyist level.

- **Basic Level**

A highly selective collection that serves to introduce and define the subject and to indicate the varieties of information available elsewhere. The emphasis is on popular material and/or material which provides a general overview. It includes popular titles, significant works or classics, some major reference work and a few periodicals in the field. Growth and development are kept at a minimal level.

- **General Interest/Study Level**

A collection that is adequate to support general interest and initial study or a popular collection of material that will have a selection of the important current titles that are consistently weeded. The emphasis is on developing a collection that meets general community needs. It includes a judicious selection from currently published titles supported by selected retrospective significant titles, a broad selection of works of more important writers, a limited selection of the most significant works of secondary writers, a selection of major journals and current editions of the most significant reference tools and bibliographies pertaining to the subject.

- **Advanced Interest/Study Level**

A collection that is adequate to support study at post-high school or practitioner levels or sustained independence study that is adequate to maintain knowledge of a subject required for student or occupational needs of less than research intensity or a popular collection of materials that has a large and diverse number of titles representing many aspects of the subject and some titles that will be kept for historical value. The emphasis is on developing a comprehensive collection that will support special users in the community, but will also cover the needs of a wide range of users. It includes a broad spectrum of current and retrospective material, complete collections of the works of more important writers, composers, performers or artists, selections from the works of secondary writers, a selection of representative journals, specialized and older reference and bibliographic tools pertaining to the subject.

Each section in the Dewey will be included in each library's plan, as well as Reference, Biography, Periodicals, Government Documents, Vertical File, Fiction, Mystery, Science Fiction, Western, Foreign Languages, Large Type Books, Popular Paperbacks, Software, Special Collections, LP Records, CDs, Music Cassettes, Audiocassettes and Videocassettes. The Children's Libraries will follow the same plan as the Adults and will include the same areas and may also include Picture Books, Ready Readers and Parent's Shelf. Each class will include a description, a retention and weeding schedule, a plan for future development, a collection level and an assessment of current holdings.

Example

SUBJECT: 000 Generalities

Description: Titles on computers and communications sciences are the highest interest items in this Dewey area. The Library Science material includes classic works and practical manuals. Other material in the area is older editions of general encyclopedias and other standard works. In journalism, popular writing manuals and major histories and commentaries on journalism and journalists are collected. As a basic level collection, only popular materials and those offering a general overview will be collected.

Retention: Titles on computer science are rapidly outdated and are weeded continuously.

Weeding: Few computer materials more than five years old should be retained. Weeding must be heavy in a basic level collection.

Development: The demand is for computer books. This section will stay about the same size. Material purchased will be of the popular type. There will be heavy turnover in the 005 section.

Collection Assessment Plan

	BASIC	GENERAL	ADVANCED
000 Generalities			
005 Computers			
010 Bibliography			
020 Library and Information Science			
030 Encyclopedias			
050 Serial Publications			
060 General Organizations			
070 Journalism			
080 General Collections			
090 Manuscripts and Book Rarities			

This Collection Development Plan will be used as a guide to help the Libraries and the Collection Development Librarian complete the following goals:

1. To write a Collection Development Plan for each Library's collection.
2. To assess each Library's collection.
3. To weed each Library's collection.
4. To select material to satisfy each Library's recognized needs.

This Collection Development Plan will be used to ensure that each Library's collection is growing and is serving the needs of the patrons in the Library System's service area. This Plan will be revised and updated as the Library System's service area changes.

Schedule for Implementation

January	000's to 200's	July	900's
February	300's	August	Reference
March	400's to 500's	September	Fiction
April	600's	October	Biographies
May	700's	November	Videocassettes, Audiocassettes, CDs
June	800's	December	Periodicals, Government Docs, Misc.

The staff of each Library, working with the Collection Development Librarian, will follow this schedule to implement the goals listed above. Once the initial Plan is written and the collection assessment is completed, Managers can plan their materials budget accordingly to meet identified assessment needs. This schedule will be followed each year so the collections continue to meet the needs of the patrons.

APPROVED: December 15, 2004

TO: Library Board of Trustees
FROM: Corinne Dickman, Chair
Policy Review Service Team
RE: Rescission of the Gift of Books and Library Materials Policy
DATE: 12 May 2010

Background: The background for the rescission of this policy is the same as in the previous agenda item, which, if approved, will eliminate the need for a separate policy.

Recommendation: That the Board of Trustees approve the rescission of the Gift of Books and Library Materials Policy, effective immediately.

GIFTS OF BOOKS AND LIBRARY MATERIALS POLICY

Gifts of print or non-print materials are accepted by the Washoe County Library System with the understanding that if the materials cannot be used in the Washoe County Library System's collections, they will be made available to other libraries or institutions or disposed of in the best interests of the Washoe County Library System.

1. If the title is already in the collection, it will be added only if it is in good condition, if a duplicate is needed, if copies need replacement and if the title has not been superseded.
2. If the title is not in the collection, it will be evaluated on the following points: (1) currency and reliability of information; (2) adequacy of the Library collection in the subject field or the author's work; (3) historical value; (4) local interest.
3. Generally, collections of books cannot be accepted with restrictions which necessitate special housing or which prevent integration of the gift into the general Library collections.

Donors may specify the division where gift materials are to be placed and will carry the name of the donor on a gift bookplate if he so wishes.

The Washoe County Library System will not assign a value to any gift material. However, the Library will make available to patrons a receipt for x-number of books, records, boxes of books, with comment on condition.

APPROVED: October 20, 1993

TO: Library Board of Trustees
FROM: Dianne Varnon, Associate Director
THROUGH: Arnie Maurins, Director
RE: Recommendation for Changes to Public Library Hours of Operation for Fiscal Year 2010-2011
DATE: May 14, 2010

Background: In March 2010, during budget deliberations for Fiscal Year 2010-2011, the Library Board of Trustees determined that the highest priority is to maintain public access at all eleven library locations (plus Gerlach). In keeping with this decision, Library management and staff are committed to providing as many hours of access as possible, recognizing that access is a key element in providing quality service to our community. The attached proposed schedule for public hours takes into account the following:

- 3,800 survey responses from the public indicating hours preferences
- Analysis of patron visit and usage statistics to identify high patron activity hours
- Careful review of our personnel resources and allocations
- Use of volunteers
- Positive impacts of streamlined processes on workflows

With some reallocation of staff and continued increased use of volunteers, we believe we will be able to maintain our current total hours of access under present budget conditions. The proposed schedule shows adjusted (but not reduced) hours at certain individual locations in response to public preferences.

In addition, the proposal would increase the number of hours at the Sierra View Library by three, to include Monday afternoons to meet the significant public demand for computer access on Mondays. In so doing, we are maximizing the use of the donated leased space at no additional cost to the County, while meeting the need for additional computer access for the public.

There will likely be some negative impacts on service levels resulting from operating within the proposed schedule. Patrons will sometimes experience longer wait times, in person and on the telephone, for responses to questions and assistance with library resources. They may also receive less time in direct service per individual, as employees find themselves having to deal with large number of patrons at various times. On the positive side, patrons will continue to receive service from staff members committed to delivering their best.

The proposed schedule is submitted with the understanding that any future loss of personnel through resignations and/or layoffs will require a reconsideration of the

number of hours and days that libraries can be open to the public. Although the overall budget situation is holding steady at this time, the need for layoffs could arise as early as July, and layoffs could take effect as early as September.

Recommendation: That the Library Board approve the proposed schedule of public hours for fiscal year 2010-2011, with the understanding that further budget cuts and/or reductions in staff could require a reduced schedule of public hours as early as September 2010.

DRAFT PROPOSED WCLS PUBLIC HOURS OF OPERATION FY 10-11									
Recommended version 5-14-10	Mon	Tue	Wed	Thur	Fri	Sat	Sunday	Total Hours	Change
Urban Libraries									
Downtown Reno	9-5	9-5	9-5	9-5			10-5	39	
previous schedule	9-5	9-5	9-5	9-5			10-5	39	
Sierra View	12-5	11-7	10-6	10-6	10-6	12-5		42	+3
previous schedule		11-7	11-7	10-6	10-6	10-5		39	
Sparks		11-7	10-6	10-6	10-6	10-5		39	
previous schedule		11-7	11-7	10-6	10-6	10-5		39	
Suburban Libraries									
Northwest Reno		11-7	12-8	10-6	10-6	10-5		39	
previous schedule		11-7	11-7	10-6	10-6	10-5		39	
South Valleys		11-7	11-7	10-6	10-6	10-5		39	
previous schedule		11-7	11-7	10-6	10-6	10-5		39	
Spanish Springs	10-6	12-8	12-8	10-6			10-5	39	
previous schedule	11-7	11-7	10-6	10-6			10-5	39	
Smaller Suburban									
Incline Village		12-6	12-6	12-6	10-4	10-4		30	
previous schedule		12-6	12-6	12-6	12-6	12-6		30	
North Valleys		11-7	11-5	11-5	11-4	11-4		30	
previous schedule		11-7	11-5	11-5	11-4	11-4		30	
Partnership Libraries									
Duncan/Traner		3-5:30	3-5:30	3-5:30	3-5:30			10	
previous schedule		3-5:30	3-5:30	3-5:30	3-5:30			10	
Gerlach	8-2	5:30-7:30	8-2	8-2	8-2			26	
Senior Center	9-2	9-2	9-2	9-2				20	
previous schedule	9-2	9-2	9-2	9-2				20	
Verdi		3-7				10-4		10	
previous schedule		3-7				10-4		10	
TOTAL NEW HOURS:								363	+3

South Valleys Library
Branch Report to
Library Board of Trustees
May 2010

Since the Board's visit to South Valleys Library last May, the unprecedented economic conditions and severe budget cuts we have sustained have impacted our community, our patrons and our services. These difficult financial realities have produced many observable changes in our libraries; so what is different at South Valleys?

- In July of this fiscal year, when the Library was forced to cut its public hours, South Valleys hours were reduced by 22%, and we were no longer open on Mondays. Directly related to the loss of one day of service, we have experienced a small decrease in library visits (6%) however, patron visits per hour have increased by 20%. Our checkouts have remained steady with a 1% increase and our library program attendance is up 5%. Our early childhood literacy programs—Preschool Story Time and Toddler Time have increased in attendance, we average 120 toddlers and parents per week in Toddler Time. While our hours may have been reduced the demand for our educational program services has not.
- We have worked with four vacant positions this year, so one change we have made is to increase our use of volunteers by 55%. We have been able to continue to offer special programs through the use of volunteers. Our book discussion group, knitting group, bridge group and Lifescapes Senior writing programs are all run by volunteer participants. Without their help and dedication we would not be able to offer these programs. In addition to helping with programs, we have a group of regular volunteers who assist with a variety of other background tasks freeing our staff to better serve our patrons.
- At this year's Public Library Association conference, the director of the South Carolina State Library was quoted as saying "Americans will go back to work at their public library." That same thing can be said for our library as well. Assisting people with their employment concerns has been one of the most observable changes in what we do. The frequency with which we hear from patrons about their severe economic circumstances has increased remarkably. When the down turn first started we heard the occasional story of loss of job, home or business, cut backs in life style and bankruptcy, but now it is daily. Job searching, the application process and filing for unemployment are all taking place online. Even when the initial contact with a potential employer is made in traditional ways through print ads, telephone or in person, the process for application and submission of resumes and qualifications takes place online. That's why our library computers are so valuable to the community. We assist patrons in setting up email accounts, navigating the Internet, filing job applications and filing for unemployment. Many people are coming in looking for help to upgrade their computer skills. Even in what appears to be an affluent part of the community, we hear daily of how our patrons are struggling to cope with the economic downturn. They have lost their jobs, they can no longer afford their computer, they are barely hanging on to their homes or they've just closed their business. Some of the stories we hear from our patrons are heart wrenching-- perhaps people are more open about their circumstances now or the need to talk to someone is so great, but with every one of these personal stories there is a thank you and appreciation for what the library offers, how critical our Internet access is and how much we are making a difference to help them get through this difficult period in their lives.
- We've seen our role of providing educational support increase this year as we observe more individual and group tutoring sessions taking place throughout the library. The table in the Teen

Zone is particularly popular for group study projects. One of the most frequent comments we received from patrons during the Hours survey was how valuable the library is as a resource to meet their kids' educational needs. Our study rooms are busier than ever with many adults using the rooms to study and use their laptops. Many of these students come from the TMCC Redfield and University of Phoenix campuses which are half a mile and three miles respectively from here. The number of people with laptops using WIFI throughout the library continues to increase. We have many regulars who are here every day working on their computers. This spring our "resident author" Shawn Grady began working on his second book in the back corner of the library.

- The concept of the library as a "Third Place" is more observable than ever before here at South Valleys. Our open spaces and attractive mountain views provide a positive alternative place to gather and to be. We've become more of a community center than ever before. We are seeing more people coming when we open, staying for hours—some stay until we close. They move from the periodicals area after reading newspapers and magazines to use the computers and then browse the stacks and new books to find things to check out. We've also notice more people just sitting reading for several hours in the quieter areas of the library or seated on the floor in the aisles of the stacks. In fact, in the mornings when the teens are in school, the Teen Zone has become a popular place for seniors to sit and read.

One element of the library as "Third Place" is that our facility provides a place for groups to gather and participate in their community, so charging a fee for meeting reservations was another change that occurred this fiscal year that presented possible impacts to our community. We were not certain how this might affect the use of our meeting room, but the room continues to be heavily used, and we have collected over \$3,000 in reservation fees. Many of the special employment related activities associated with the 2010 US Census were held in this room this year. We received the following thank you from them: "Thank you so much for letting us use the room for the US Census. We really appreciate all your help in helping the community in the search for jobs." Because of our location and our ability to offer after hours meetings, this library has been able to serve the County with convenient meeting space. South Valleys has four County Citizen Advisory Boards that hold their regular meetings here; and as in previous election years, this year we will be an early voting site and a polling place for the upcoming elections.

To close, I'd like to share with you a letter we received this year; we found it on a table in the library:

"Dear South Valleys,

I am a nine year old girl named Natalie. I just want to ask if you could open the library on Sundays. I come here almost every Sunday with my family because of my dad's baseball team the Sultanes. I get very bored and I once went to the library but discovered it wasn't open on Sundays. So I really hope you could open the library on Sundays.

Sincerely,

a book Lover named Natalie "

Of course the reality is that we won't be open on Sundays, and our hours may be even fewer this next year, but her request was so sincere I wanted to share it. It demonstrates the great need for the library in this community, so while our budgets and hours are shrinking our value and importance in the community is not.

Thank you.

Tamera L. Cirrincione, Managing Librarian, South Valleys Library

LIBRARY ADMINISTRATION REPORT April-May 2010

LIBRARY ADMINISTRATION

- On May 11, I joined other department heads in a meeting with the Board of County Commissioners to review the **new County strategic plan** which will take effect in Fiscal Year 2010-11, pending adoption by the BCC on May 17th. The new plan's strategic objectives include: Safe, Secure and Healthy Communities; High Quality of Life; Regional Collaboration; Sustainable Resources; and Regional Prosperity.

COLLABORATIONS, PROGRAMS AND ACTIVITIES

- **Free income tax help** was provided at nine Washoe County libraries by AARP and IRS Certified volunteer preparers. A total of 3,260 individuals took advantage of this valuable service, which has been offered at our libraries for several years.
- More than 2,300 young people signed up for the **Winter/Spring Reading Program**, "Be Cool @ Your Library." Staff received many thank-yous from parents for getting their children excited about reading and helping them improve their reading skills. The **Summer Reading Program** runs from May 1st until August 1st. This year's themes are "Make a Splash--Read @ Your Library" for younger children and "Make Waves @ Your Library" for teens.
- On May 2nd, the "**Spring, Swing, Fling**" dance and ice cream social celebrated the 10th anniversary of the Lifescapes senior writing program. Held in the California Building at Idlewild Park, the event was sponsored by the City of Reno, OLLI, Washoe County Library System, Friends of WCLS, Lifescapes, NV Humanities, City of Sparks and Model Dairy. The Friends generously paid for live dance music by the Erika Paul Carlson Trio. "Spring, Swing, Fling" is put on annually as part of Older Americans Month.
- In collaboration with Nevada Humanities, **Young Chautauqua performances** featuring prominent 20th century figures are being held at five WCLS branches throughout the month of May, and Chautauqua workshops will be offered June 23-26 at four libraries.
- **Early voting** for the Primary Election will be offered at Incline Village, Northwest Reno and South Valleys Libraries May 22-June 4. The Downtown Reno, South Valleys and Sparks branches will be voting sites on Primary Election Day, June 8.
- **Spanish Springs Library will celebrate its 5th anniversary** with various activities and programs on Sunday, May 23rd.

FRIENDS OF WASHOE COUNTY LIBRARY (www.washoelibraryfriends.org)

- The **Booksale Bonanza** brought in \$39,500 this year, down about \$3,500 down from the sale last April. The Friends wish to acknowledge Trader Joe's for donating

refreshments and the Secondhand Prose volunteers who helped out on the first night of the sale. New memberships from the Member preview day totaled \$1,045.

- The **Friends are looking for volunteers** for the Secondhand Prose bookstore, and in public relations to assist with Booksale events.

MEDIA/INTERNET COVERAGE (see back of packet for print copies)

- In its April 22nd edition, the *Sparks Tribune* published a story about the proposed Citizens' Committee on the Future of the Washoe County Library System.
- On Sunday, May 2nd, the *Reno Gazette-Journal* featured an extensive article on library volunteers, focusing on the dedicated people who help out at the Sparks Library. The article also mentioned the many committed individuals who donate their time and efforts at other branches, along with the volunteers who assist with the activities and operations of the Friends of Washoe County Library.

Arnie Maurins
Library Director

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

7-May-10

F/Y 2009 / 2010

CURRENT YEAR

PRIOR YEAR

<u>TITLE</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>
SALARIES/WAGES	\$ 5,185,018	\$ 4,513,530	\$ 671,488	87%	\$ 7,270,016	\$ 5,736,310	\$ 1,533,706	79%
EMPLOYEE BENEFITS	\$ 2,521,691	\$ 1,812,518	\$ 709,173	72%	\$ 2,543,755	\$ 1,959,300	\$ 584,455	77%
SERVICES & SUPPLIES	\$ 401,154	\$ 302,113	\$ 99,041	75%	\$ 1,655,794	\$ 1,147,870	\$ 507,924	69%
CAPITAL OUTLAY								
TOTAL:	\$ 8,107,863	\$ 6,628,161	\$ 1,479,702	82%	\$ 11,469,565	\$ 8,843,480	\$ 2,626,085	77%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1

7-May-10

F/Y 2009 / 2010


CURRENT YEAR

PRIOR YEAR

<u>TITLE</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>
SALARIES/WAGES	\$ 1,329,922	\$ 1,440,424	\$ (110,502)	108%	\$ 1,354,730	\$ 1,022,261	\$ 332,469	75%
EMPLOYEE BENEFITS	\$ 494,268	\$ 436,094	\$ 58,174	88%	\$ 479,355	\$ 358,418	\$ 120,937	75%
SERVICES & SUPPLIES	\$ 1,150,070	\$ 523,781	\$ 626,289	46%	\$ 903,648	\$ 556,198	\$ 347,450	62%
CAPITAL OUTLAY								
TOTAL:	\$ 2,974,260	\$ 2,400,299	\$ 573,961	81%	\$ 2,737,733	\$ 1,936,877	\$ 800,856	71%

Washoe County Library System

Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2008-2009 / 2009-2010

	Accumulative														
	Checkouts			Library Visits			Patron Computer Use			Program Attendance			Internet Library		
	2008 - 2009	2009 - 2010	% Change	2008 - 2009	2009 - 2010	% Change	2008 - 2009	2009 - 2010	% Change	2008 - 2009	2009 - 2010	% Change	2008 - 2009	2009 - 2010	% Change
July	190,110	177,157	-6.81%	148,264	119,423	-19.45%	34,970	19,734	-43.57%	7,284	4,947	-32.08%	41,505	58,740	41.53%
August	173,638	177,814	2.41%	146,386	117,435	-19.78%	35,605	24,238	-31.93%	5,153	4,849	-5.90%	40,808	48,974	20.01%
September	175,573	179,386	2.17%	143,115	112,046	-21.71%	35,300	24,000	-32.01%	6,144	4,911	-20.07%	39,910	65,105	63.13%
October	183,513	178,650	-2.65%	183,013	115,190	-37.06%	36,394	22,374	-38.52%	13,182	6,151	-53.34%	40,266	69,008	71.38%
November	173,787	165,016	-5.05%	130,662	98,989	-24.24%	31,969	16,039	-49.83%	11,118	3,683	-66.87%	37,168	59,122	59.07%
December	168,200	163,860	-2.58%	129,680	98,857	-23.77%	31,942	19,777	-38.08%	5,116	4,448	-13.06%	36,305	64,443	77.50%
January	192,154	185,116	-3.66%	147,207	115,390	-21.61%	34,685	21,107	-39.15%	6,703	4,691	-30.02%	42,381	66,087	55.94%
February	182,819	172,991	-5.38%	142,370	111,491	-21.69%	33,037	20,388	-38.29%	6,267	4,469	-28.69%	39,914	61,714	54.62%
March	203,360	194,307	-4.45%	158,490	122,871	-22.47%	35,348	23,263	-34.19%	6,601	4,613	-30.12%	45,627	71,951	57.69%
April	188,635	184,535	-2.17%	147,051	119,431	-18.78%	36,063	21,502	-40.38%	5,626	5,446	-3.20%	45,101	68,349	51.55%
May	180,934	0	0	134,230	0	0	33,816	0	0	5,853	0	0	41,600	0	0
June	189,094	0	0	139,698	0	0	34,392	0	0	5,167	0	0	42,632	0	0
Totals	2,201,817	1,778,832	-2.89%	1,750,166	1,131,122	-23.38%	413,521	212,422	-38.48%	84,214	48,208	-34.14%	493,217	633,493	54.89%
Totals to Date	1,831,789			1,476,238			345,313			73,194			408,985		

Note 1: FY 09/10 Checkout totals including all partnership/Collection Development: 1,782,963

Note 2: FY 09/10 GRAND TOTAL (includes Library, Partnership, Coll. Dev., Downloadable Book, and Read & Share Checkouts): 1,873,171


ITEM 8

**PLEASE NOTE:
 CHECKOUT TOTALS
 a. Reflect only public hours for Partnership Libraries
 b. Do not reflect Gerlach or Collection Development

Washoe County Library System

Monthly Statistics Report for Fiscal Year 2009-2010

For The Month Of: APRIL

	Library Visits		Checkouts		Patron Computer Use		Program Attendance			
	# visits	YTD	# checkouts	YTD	# signups	YTD	Adult		Youth	
							# adult	YTD	# youth	YTD
Duncan/Traner	1,524	14,823	1,696	19,796	559	5,490	0	0	0	702
Incline	6,309	64,853	7,801	78,547	1,184	12,525	159	1,205	157	1,504
Mobile Library 1	0	1,532	0	5,032	0	0	0	877	0	247
North Valleys	8,214	81,828	14,140	133,620	1,218	14,115	10	140	367	4,310
Northwest	15,538	142,192	26,916	254,201	2,240	22,141	312	969	1,222	8,147
Reno	16,395	175,513	23,262	214,439	5,040	45,637	0	0	198	1,399
Senior Center	3,258	35,248	1,806	19,033	0	3,435	18	132	0	278
Sierra View	19,399	184,914	25,754	247,295	4,002	37,793	0	212	567	3,839
South Valleys	14,990	141,998	24,723	234,833	1,439	15,107	192	2,043	850	7,554
Spanish Springs	10,529	110,554	22,068	233,482	2,000	22,783	133	1,377	750	7,440
Sparks	22,727	171,362	34,492	319,923	3,763	32,973	20	309	423	4,227
Verdi	548	6,305	1,877	18,631	57	423	0	0	68	1,122
Total:	119,431	1,131,122	184,535	1,778,832	21,502	212,422	844	7,264	4,602	40,769
Gerlach (total)	72	1,143	126	1,339	<div style="background-color: #cccccc; padding: 5px;"> School checkouts included above </div>					
<i>School hours:</i>										
Duncan/Traner	1,730	23,477								
Verdi	3,138	20,091								
Collection Devel.			261	2,792						
Downloadable Books			2,375	24,181						
Read & Share			8123	66,027						
TOTAL	4,940	44,711	10,885	94,339						
GRAND TOTALS	124,371	1,175,833	195,420	1,873,171	21,502	212,422	844	7,264	4,602	40,769
Internet Library										
Total number of Site Hits		68,349								

NOTE: Mobile Library out of service effective 01/04/2010