

**LIBRARY BOARD OF TRUSTEES' MEETING AGENDA
WEDNESDAY, AUGUST 19, 2009
4:00 P.M.**

**Incline Village Library
845 Alder Avenue
Incline Village, NV 89451**

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.washoelibrary.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 July 15, 2009
- 4. Old Business
 - * A. Staff Report Regarding the Budget Reduction Plan for Fiscal Year 2009/10
 - B. Discussion and Possible Action on the Budget Reduction Plan for the Remaining Target Amount to Include Possible Transfer of Gift Funds to the General Fund
 - C. Discussion and Possible Action Regarding the WCLS Technology Plan
 - * D. Staff Report Regarding the Library's Balanced Scorecard Strategic Plan
- 5. New Business
 - A. Discussion and Action Regarding the Expenditure of Incline Village Library Gift Funds for Interior Signage in the Approximate Amount of \$7,700

- B. Discussion and Action Regarding a Change of Date for the October Board Meeting
- * C. Staff Report on Incline Village Library Programs, Activities and Operations
- * 6. Library Administration Report to the Board to Include Library Administration, Library Programs and Activities, Volunteers/Community Collaborations and Media Coverage
- * 7. Financial Reports to Include the Monthly Expenditure Comparison Reports and Gift Fund Report
- * 8. Monthly Library Usage Statistics Report
- * 9. Public Comment and Discussion Thereon – Five Minute Time Limit Per Person
- *10. Board Comment - Limited to Announcements or Issues Proposed for Future Agendas and/or Workshops
- *11. Adjournment

LIBRARY BOARD OF TRUSTEES' MEETING MINUTES
July 15, 2009

The Board met in regular session at the North Valleys Library, 1075 North Hills Blvd. #340, Reno, Nevada. Chair Fred Lokken called the meeting to order at 4:03 p.m.

ROLL CALL

Board Members Present: June Burton, Dianne Drinkwater, Fred Lokken, Judy Simon and Al Stoess

Library Staff Present: Brenda Baxter, Shelley Brant, Tammy Cirrincione, Patti Day, Jessica Edelson, Nancy Keener, Carol Lloyd, Julie Machado, Jennifer Oliver, Arnie Maurins, Bonnie Saviers, Margaret Spicher, Dianne Varnon, Linda Weagel, Beate Weinert and Lorna Grasso

County Staff Present: Deputy District Attorney Herb Kaplan

PUBLIC COMMENT

There was no public comment

SECRETARY'S REPORT

On motion by Ms. Simon, seconded by Ms. Drinkwater, which motion duly carried, the Board approved the minutes of the June 17, 2008, meeting with one abstention.

OLD BUSINESS

Budget Reduction Plan for Fiscal Year 2009/2010

Mr. Maurins updated the Board on the budget reduction plan and previously requested information about the debt service schedule within the expansion fund.

- The final payment on Northwest Reno Library debt service was made on June 30, 2009 in the amount of \$653,750.
- The debt service final payment on Incline Village is scheduled for June 30, 2025 in the amount of \$282,150.
- The projected expansion fund revenue for fiscal year 2009/2010 is a little over \$2,900,000 and the ending balance on June 30 of 2010 is projected to be \$300,000.
- The North Valleys Library lease was approved by the Board of County Commissioners on June 23, 2009.

He also reported as follows:

- The Sierra View Library lease will be on the BCC agenda for August 11, 2009. The owner is going to donate an amount equal to the lease payments for the year to the Friends of the Library, who will gift it to the County and designate it be used for the lease payments.
- The relocation of staff has begun to help balance out staffing and maintain the new hours.

- The Downtown Reno Library is currently reorganizing the physical layout of the building by consolidating service desks and moving computers and furniture to better utilize staff.
- The remaining reduction plan target amount will be confirmed by the end of July, which will allow for development of a concrete plan to achieve the \$180,000 to \$200,000 shortfall. Any amount left after wage concessions and Friends fundraising would be met by initiating a reduction in force.

Upon questioning by the Board, Mr. Maurins noted that even though October 1, 2009 is the deadline, he would like to have a plan by the middle of August. The reconsideration of some fee increases is still a possibility.

Library's Balanced Scorecard Staff Report

Mr. Maurins distributed the Fiscal Year 2008-2009 Balanced Scorecard Plan and reviewed the accomplishments and progress made on the Customer, Resources, Organizational and Financial Perspectives. A draft five-year plan will be presented to the Board in August or September as part of a planned workshop.

Upon questioning by the Board, Mr. Maurins explained that "Read and Share" consists of uncataloged items in the branches, which do not require staff to check out. Satellite collections are outside of the libraries.

Upon further questioning by the Board, Mr. Maurins reported that there will be publicity on the new website and a consultant is currently assisting with the public meetings to communicate this information to the public.

The Board suggested that a summary of the highlights of accomplishments and progress made by the library be reported to the County Commissioners. Mr. Maurins also plans to send the information out to staff to acknowledge everyone's contributions made this year.

Mr. Maurins also reported that the library computer system was recently upgraded. He will provide a report in the near future.

NEW BUSINESS

Animals in the Library Policy

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

Following discussion, on motion by Ms. Drinkwater, seconded by Dr. Stoess, which motion duly carried, the Board approved the Animals in the Library Policy as recommended by staff, effective September 1, 2009.

Draft Technology Plan

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

Nancy Keener, Systems Librarian, reported the draft Technology Plan should carry the Library through the next two to three years. The plan is divided into five basic categories and is modeled on the Balanced Scorecard Plan.

Upon questioning by the Board, Ms. Keener explained that wireless internet is available to the public inside and outside the buildings and computer passes are available for patrons without library cards. Patrons using the wireless internet are not tracked. The Board urged the Library to consider a future security audit. The Board requested a glossary or dictionary of terminology to accompany reports.

DRAFT

Demonstration of New Library Web Site

Margaret Spicher, Acting Internet Librarian, presented a demonstration of the new library web site that launched on Monday, July 13.

At the Board's suggestion, Ms. Spicher will add Library Board of Trustee meetings to the Calendar of Events on the front page of the website. Upon questioning by the Board, Ms. Spicher reported that issues with the catalog search function have been repaired. The Board may contact her directly if they experience problems.

Staff Report on North Valleys Library

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

Patti Day, North Valleys Library Interim Branch Manager, added that Jonathan Stier, Mercy Springs property manager, visited the Library and he was presented with thank you notes from patrons and pictures drawn by the children in gratitude of the reduction in rent to help keep the library open.

Mr. Lokken noted the wonderful programs that have been provided with money from the Friends.

LIBRARY ADMINISTRATION MONTHLY REPORT TO THE BOARD

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

Mr. Maurins added that 10 people attended the first of the public meetings. Beate Weinert, Programming Coordinator, noted that the meetings were scheduled in tandem with existing programming in hopes of obtaining input from families.

Mr. Maurins invited the Board members to attend one of the next two meetings.

Mr. Lokken recognized the importance of the Silver Star awards as a recognition well deserved.

FINANCIAL REPORTS

Mr. Maurins reported the fiscal year closed today. As a result, the June Financial Reports will be presented at the next Board meeting.

MONTHLY LIBRARY USAGE STATISTICS REPORT

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

Upon questioning by the Board, Mr. Maurins reported that we now have a full year of statistics gleaned from the new system.

PUBLIC COMMENT

Jennifer Oliver, Development Officer, announced that Model Dairy donated over 1000 cups of ice cream for the Summer Reading Club parties.

DRAFT

BOARD COMMENT

Upon questioning by the Board, Mr. Maurins announced that the Board of County Commissioners appointed Thomas Cornell as the new Library Trustee. Mr. Cornell will start his term with the August meeting.

A discussion was held regarding cancelling the August Board meeting. The Library Director will advise.

ADJORNMENT

Mr. Lokken adjourned the meeting at 5:13 p.m.

TO: Washoe County Library Board
FROM: Arnie Maurins, Library Director
RE: Staff Report Regarding the Budget Reduction
Plan for Fiscal Year 2009/10
DATE: 14 August 2009

There is no written material on this agenda item.

Staff will make an oral report at the meeting.

TO: Washoe County Library Board
FROM: Arnie Maurins, Library Director
RE: Budget Reduction Plan for the Remaining Target
Amount
DATE: 14 August 2009

There is no written material on this agenda item.

Information will be sent to the Library Board and counsel
by email prior to the meeting.

PLAN FOR ACHIEVING REMAINING TARGET REDUCTION

August 17, 2009

All amounts below are estimates subject to verification

TARGET AMOUNT: \$420,500

	Savings in General Fund	Add'l Charges to Expansion Fund
1. Gift Fund Interest	\$120,000	\$0
2. Pooled Positions (i.e. Temp Pool) - Zero out the line item	\$15,215	\$0
3. Charge positions at So. Valleys and/or Spanish Springs to Expansion Fund - Oct 2009-June 2010 * Example: Expensing the 2 manager positions in this way would yield:	\$158,000	\$158,000
4. Charge Program Coordinator to Expansion Fund - Oct 2009-June 2010	\$71,700	\$71,700
5. Reclass Two (2) Incline 15-hour Lib Aides to 19-hour Lib Assistant II's and Charge to Expansion Fund - Oct 2009 thru June 2010 <i>Charge these positions to Expansion Fund even if reclasses are not approved</i>	\$23,250	\$30,000
6. Resignation of 1 LA II (pending - not official): Mar 2010-June 2010 <i>If resignation does not occur, then charge additional position(s) to Expansion Fund</i>	\$19,000	\$0
7. Friends fundraising campaign	\$20,000	\$0
8. Reduce spending authority in Expansion Fund materials budget (\$611,000 --> \$536,000)	\$0	-\$75,000
TOTALS:	\$427,165	\$184,700

*** Other Options:**

Wage concession from WCEA - Example: 1 furlough day per month for 6 months	\$150,000	
Layoffs - Library Aide class - 18 positions as of 10/1/09 would yield approximately:	\$162,000	
New fines/fees, or increases to existing ones	?	
OR, Some combination of the above		

	FY 09-10 Estimated Revenue
Approved January 2009	
Overdues, Adult - .15 to .20/day	\$30,000
Eliminate grace period	\$15,000
Inter-Library Loan Fees	\$6,000
Copier charges	\$12,000
Printing fees	\$22,500
Exam proctoring fees	\$3,750
Approved April 2009	
Overdues, Children's - .00 to .10/day	\$40,000
Replacement Library Cards	\$11,000
Headphone sales	\$10,000
Meeting Room Reservations	\$37,500
TOTAL:	\$187,750

TO: Library Board of Trustees
FROM: Arnie Maurins, Director
RE: Budget Reduction Plan for the Remaining Target Amount
DATE: August 18, 2009

Background: Below are explanations of the items listed in the budget-reduction spreadsheet I sent you Monday afternoon.

Line 1: Gift Fund Interest - \$120,000

Since 2003, the Library has earned approximately \$120,000 in interest on its gift-fund dollars. The Gift Fund Policy states that this interest is to be allocated to the various branch and division gift accounts in proportion to how large each account is relative to the others. The recommendation is for the Board to override the policy and contribute the interest towards the Library's budget-reduction effort.

Line 2: Pooled Positions - \$15,215

There is currently \$15,215 of spending authority in the Pooled Positions line item. We recommend that this amount be removed from the Library's budget. The impact will be that there is no money to pay temp-pool workers, resulting in fewer opportunities to send permanent employees to trainings or other outside activities.

Lines 3-5: Charging Position Costs to the Expansion Fund – Total of \$259,700

Line 3: The recommendation is to charge \$150,000 to \$160,000 of payroll costs from South Valleys and/or Spanish Springs Libraries to the Expansion Fund, during the period 10/1/09-6/30/10. One way of accomplishing this would be to expense the two manager positions to the Expansion Fund. Library Administration requests the option to select other positions at one or both branches in order to meet the \$150,000-\$160,000 amount.

Line 4: The Programming Coordinator position (\$71,700 in payroll costs between October and June) was added to the Library several years ago as an acknowledgement of the importance of quality programming, planned and coordinated at the system level. The Library System's long-range goal is to expand the level and variety of programming it offers, based on input from the public and on increasing the amount of money available to pay performers and related costs.

Line 5: If the two 15-hour Library Aide positions at Incline were upgraded to 19-hour Library Assistant II's, it would provide more consistency in scheduling and would alleviate the need to continuously request extra hours, temp help or assistance from staff in the valley for absences due to vacation, sick leave, trainings, and meetings. If charged to the Expansion Fund from October 1st through June 30th, the cost would be about \$30,000. If the re-classes are not approved by the BCC, Administration recommends that these two positions still

be charged to the Expansion Fund between October and June, saving \$23,250 in the General Fund.

The downside to charging all of these additional positions to the Expansion Fund is that the fund balance will decrease even more than it would under the current situation, in which over \$940,000 of payroll, materials and other General-Fund expenses are already being paid out of the Expansion Fund. If the Board approves this reduction plan, the Expansion Fund ending balance on June 30, 2010 will be approximately \$410,000, versus a projected ending balance of \$594,700 under current conditions. A decreasing fund balance, in turn, will mean less money available in coming years for new library construction, major capital projects, or other efforts to expand library services. The longer that costs normally borne by the General Fund are instead charged to the Expansion Fund, the greater the negative impact will be on the latter funding source.

Line 6: Resignation of a Library Assistant II

A Library Assistant II at one of the branches has expressed an intention to resign in early 2010. If this person were to leave at the end of February and the position remained unfilled, the anticipated salary-and-benefit savings would be approximately \$19,000.

Line 7: Friends Fundraising

To date, the Friends have raised just under \$11,000 in their "Campaign 001" effort. The estimate of \$20,000 as the total to be applied towards the budget reduction is intentionally on the conservative side.

Line 8: Reduce Library Materials spending authority in the Expansion Fund by \$75,000

In order to lessen the impact of the additional payroll costs (referenced in Lines 3 through 5 above) being charged to the Expansion Fund, it is recommended that the spending authority for library materials (all of which currently resides in the Expansion Fund) be decreased by \$75,000. This reduction may be offset in whole or part by what the Friends choose to donate as part of their annual allocations to the Library, using money earned from their book sales.

Library Administration recommends approval of this plan, with its use of additional Expansion Fund dollars, as essentially a "last stand." If the Library System is required to make any additional cuts for the current or next fiscal year, due to less-than-anticipated revenue or other factors, I believe that layoffs will be necessary, with the number of positions determined by the magnitude of cuts required and the period of time in which the savings have to be realized.

Recommendation and Suggested Motion: Approve the budget-reduction plan for the remaining target amount as proposed by Library Administration.

Washoe County Library System Technology Plan, 2009-2012

August 2009

Executive Overview

The mission of the Washoe County Library System is to be “a cultural center, offering lifelong learning enrichment opportunities through access to ideas, information and the arts.” In pursuit of this mission, Washoe County Library System pursuing a new focus in adopting and using technology to provide services to its patrons. Many of the projects and initiatives listed below will involve “open source” or “collaborative” software that is being introduced gradually in other departments in the county. This software is available at little or no cost, is constantly improved by its users, and is being successfully implemented by business and government entities. Our plan concentrates on moving forward and saving money. In accordance with the Washoe County Library’s “Balanced Scorecard” plan and Washoe County’s mission, the Library’s technology goals for the next three years are as follows:

1. Save the Library and the County Money Whenever Possible

- Investigate, with the goal of implementing an open source ILS (Integrated Library System) software called Koha.
- Use older computers to create “open source” workstations for patron use, replacing the Windows operating system with Linux, offering “Open Office”, and a wide variety of “open source” educational and recreational programs.
- Explore extending the life of library computers by introducing a Linux operating system in partnership with the County’s Technology Services Department. (Linux does not require the memory and computing power that Windows does.)
- Add a Power Point show displaying new books as a screen saver on the public access catalogs in all the branches.
- Implement remote desktop support for Systems staff to better manage over 500 library computers.
- Implement remote updating of public computers.
- Use special devices to allow four users and four monitors and keyboards using one computer for patrons using the Internet.
- Collaborate with outside entities to raise money for joint technology projects.

2. 24/7 Self-Serve for Patrons and Other Patron Services

- Acquire broadband upgrade for public internet.

- Provide remote kiosks to pick-up, drop off materials, place holds and apply for a library card.
- Read and exchange stations at remote locations that advertise library services.
- Offer downloadable music and videos.
- Drop ship preprocessed new books directly to first patron on the holds list.
- Provide wireless printing.
- Offer web site/catalog/database training for patrons using laptop lab at branches, and online tutorials.
- Create a more user-friendly library catalog.
- Offer open-source computer training along with traditional computer training.
- Activate inbound-calling for patrons to renew items over the phone using existing Talking Tech Phone Notification System.
- Offer e-commerce services enabling individuals to pay fines/bills and donate to the library online.
- Provide office and computer supply vending machines for patron use in the branches.
- Offer an online meeting room reservation system.
- Enhance standardized meeting room equipment with items such as smart-boards, projectors, laptop, and PolyCom phones.
- Clean-up extraneous and/or duplicated information in the library online catalog to improve search results.

3. Enhance the Library Web Site

- Add genealogy links and/or database resources for patrons.
- Institute an Americans with Disabilities Act informational page with a listing of adaptive technology offerings at the branches.
- Offer online story times and other children's programs.
- Provide eLearning tutorials on using computers, the Internet, featuring WCLS web site, catalog and databases.

- Provide links to ESL (English as a second language) online learning.
- Increase links to outside information offerings.
- RSS feeds, informing patrons of library events and news.
- Offer patrons opportunities to submit feedback.
- Provide a page for Linux and open source resources.

4. Community Partnerships

- Become a technology partner with the Children’s Museum.
- Research businesses and build partnerships to advertise library services.
- Implement a small Koha ILS project for another non-profit organization.
- Join the Truckee Meadows Wireless Consortium.

5. Increase Staff Knowledge and Abilities

- Use Dimdim, or comparable open source meeting software for online meetings and training.
- Institute an advice and advocacy column, “ASK CHET” (similar to the current “Dear Mandi” used for administrative questions) that will answer staff’s technology concerns.
- Increase number of tech-support “wizards” at all branches.
- Obtain or develop ongoing tech education via online training.
- Acquire mobile devices (phones or computers) for circulation and reference staff.
- Acquire mobile devices (computers) for Administration, Branch Managers and DCASs.
- Revamp staff wiki.
- Develop staff’s ability to assist in web site content updating.

The New Library Technology Goals Will Help Meet the Following Library Balanced Scorecard Strategic Goals.

- Customer: Increased access to library services.
- Resources: Greater public proficiency in the use of computers and the internet.
An automated system that effectively meets the long-range needs of both public and staff.
- Organization: Motivated and well-trained staff to meet customer needs and provide excellent service. Continuous improvement in delivery of primary services. Productive community collaborations and partnerships with local businesses.
- Finance: Additional outside funding for special projects and initiatives.

The New Library Technology Goals Will Help Meet the Following County Strategic Priorities:

- Preserve and Enhance Our Quality of Life
- Provide Excellent Public Service
- Improve Efficiency and Financial Stability
- Develop Our Workforce

Current Technology Overview

8 servers in the County Data Center, using Windows and, Red Hat Linux
517 computer workstations (220 public, 297 staff) running Windows XP and Microsoft office 2003
SirsiDynix ILS Symphony, version 3.2.1.2.29
Envisionware Internet Reservation and Public Printing System
DSL connections for public internet use at most branches
Staff/County network and public network are separate
Traveling laptop lab with 11 laptops and projector

<p>2009-10 Category 1</p>	
<p><u>Saving the Library and the County Money Whenever Possible</u></p>	<ul style="list-style-type: none"> • Use older computers to create “open source” workstations for patron use, replacing the Windows operating system with Linux, offering “Open Office”, and a wide variety of “open source” educational and recreational programs. • Add a Power Point displaying new books as a screen saver on the PACs. • Implement remote updating of public computers. • Collaborate with outside entities to raise money for joint technology projects.
<p>2009-10 Category 2</p>	
<p><u>24/7 Self-Serve for Patrons and Other Patron Services</u></p>	<ul style="list-style-type: none"> • Offer a specialized Library Toolbar for patrons to use when they are online. • Provide wireless printing. • Offer web site/catalog/database training for patrons using laptop lab at branches, and online tutorials. • Create a more user-friendly library catalog. • Offer open source computer training along with traditional computer training. • Activate inbound-calling for patrons to renew items over the phone using existing Talking Tech Phone Notification System. • Offer e-commerce services enabling individuals to pay fines/bills and donate to the library online.
<p>2009-10 Category 3</p>	
<p><u>Library Web Site Additions</u></p>	<ul style="list-style-type: none"> • ADA informational page with a listing of adaptive technology offerings at the branches. • ESL (English as a second language) links to online learning. • Increased outside information offerings. • RSS feeds. • Patron feedback opportunities.

2009-10 Category 4	
<u>Community Partnerships</u>	<ul style="list-style-type: none"> • Research businesses and build partnerships to advertise library services. • Join the Truckee Meadows Wireless Consortium.
2009-10 Category 5	
<u>Increasing Staff knowledge and Abilities</u>	<ul style="list-style-type: none"> • ASK CHET: email personality and advocate similar to MANDI that will answer staff's technology concerns. • More wizards at all branches. • Mobile devices for Admin, Branch Managers and DCASs. • Revamp staff wiki. • Develop staff's ability to assist in web site content updating.
2010-11 Category 1	
<u>Saving the Library and the County Money Whenever Possible</u>	<ul style="list-style-type: none"> • Explore extending the life of library computers by introducing a Linux operating system with the consent of the county Technology Services Department. • Use special switches to allow four users and four monitors and keyboards using one computer for patrons using the Internet.
2010-11 Category 2	
<u>24/7 Self-Serve for Patrons and Other Patron Services</u>	<ul style="list-style-type: none"> • Acquire broadband upgrade for public internet. • Remote kiosks to pick-up, drop off materials, place holds and apply for a library card. • Office/computer supply vending machines in the branches. • Read and exchange stations at remote locations that advertize library services. • Online meeting room reservation system. • Clean-up of library online catalog to improve search results. • Drop ship preprocessed new books directly to first patron on the holds list.

2010-11 Category 3	
<u>Library Web Site Additions</u>	<ul style="list-style-type: none"> • Offer online story times and other children’s programs. • Provide eLearning tutorials on using computers, the Internet, featuring WCLS web site, catalog and databases
2010-11 Category 4	
<u>Community Partnerships</u>	<ul style="list-style-type: none"> • Become a technology partner with the Children’s Museum.
2010-11 Category 5	
<u>Increasing Staff knowledge and Abilities</u>	<ul style="list-style-type: none"> • Develop ongoing tech education via online training. • Use open source online meeting software for online meetings and training.
2011-12 Category 1	
<u>Saving the Library and the County Money Whenever Possible</u>	<ul style="list-style-type: none"> • Remote desktop support for Systems staff to better manage over 500 library computers.
2011-12 Category 2	
<u>24/7 Self-Serve for Patrons and Other Patron Services</u>	<ul style="list-style-type: none"> • Downloadable music and videos. • Enhanced standardized meeting room offerings such as smart-boards, projectors, laptop, PolyCom phones.
2011-12 Category 3	
<u>Library Web Site Additions</u>	<ul style="list-style-type: none"> • Genealogy links and/or database resources for patrons.
2011-12 Category 4	
<u>Community Partnerships</u>	<ul style="list-style-type: none"> • Do a small Koha ILS project for another non-profit organization
2011-12 Category 5	
<u>Increasing Staff knowledge and Abilities</u>	<ul style="list-style-type: none"> • Provide mobile devices for circulation and ref staff.

Glossary

Broadband: High speed data transmission (public Internet) where multiple pieces of data are sent simultaneously to increase the effective rate of transmission via DSL or cable.

DCAS: Department computer application specialist.

Dimdim: Open source meeting software for online meetings and training

eCommerce: The buying and selling of products or services over electronic systems such as the Internet and other computer networks.

Koha ILS: First open source ILS (Integrated Library System) created in 1999 by Katipo Communications for the Horowhenua Library Trust in New Zealand.

Linux: Open source computer operating system for running desktop computers and servers.

Open Office: An office application suite available for a number of different computer operating systems. It is distributed as free software.

Open source software: Computer software that is developed in a public, collaborative manner. Development of source code for the software is peer reviewed and made available for free public use. The source code may be altered or improved by anyone.

PolyCom phone: Used for groups to communicate on a single phone line.

RSS feed: A web feed used to publish frequently updated works via the Internet to requestors.

Prepared by Nancy Keener, Systems Librarian

TO: Washoe County Library Board
FROM: Arnie Maurins, Library Director
RE: Staff Report Regarding the Library's Balanced
Scorecard Strategic Plan
DATE: 14 August 2009

There is no written material on this agenda item.

Information will be sent to the Library Board and counsel
by email prior to the meeting.

Washoe County Library System
BALANCED SCORECARD, FY 2010-2014: CUSTOMER PERSPECTIVE
Focus: Ensure quality customer service

Goals	Actions	Measure & Target for Success	Branch Support	By When	Who Is Accountable	Progress (%)
Increase access to library services, especially for non-traditional populations (2,4,5)	Provide adaptive technology for selected computers via LSTA grant	Establish baseline usage of public computers outfitted with new adaptive technologies		FY 2010	Systems	
	Publicize availability of the adaptive technology			FY 2010	Marketing, Systems	
	Maintain current public hours	Establish baseline for public hours		FY 2010	Library Admin, Branch Managers	
	Develop and distribute survey for adaptive-technology users	Establish baseline satisfaction level of adaptive-technology users		FY 2011	Marketing, Systems	
	Collect public feedback regarding hours; adjust schedules as needed and as resources allow	User satisfaction with public hours is at least 80%		FY 2011	Library Admin,	
	Evaluate options and implement additional Comm. Res. Ctr. services	Increase use of CRC by 25%		FY 2011	CRC Staff, Library Admin	
	Inventory existing satellite & read-and-share collections; develop action plan	10% increase in material added to satellite and read-and-share collections		FY 2012	Collection Development, Outreach Coordinators	
	Expand service to homebound and senior facilities	Establish baseline for library activity conducted at outside facilities		FY 2013	Mobile Services, Outreach	
Greater community appreciation of the Library's services (2,5)	Engage all staff as ambassadors	% of users having a positive experience increases		Ongoing	Management	
	Distribute library information to non-users via outreach (physical and virtual)	Increase number of library cards issued by 10%, using established baseline from FY08/09		FY 2010	Marketing, Outreach, Systems	
	Provide software that includes computation of individual value & tax-dollars per capita	Establish baseline of number of library users who complete "Value software" template		FY 2010	Library Admin, Systems	
	Simplify Scorecard for public presentations	Public understands Library's goals; Visitors per hour open increases by 5%		FY 2010	BSAC	
	Develop comprehensive marketing campaign utilizing staff, as well as social networking tools			FY 2011	Marketing, Library Admin, Management	
	Educate non-users through outreach			FY 2013	Mobile Services, Outreach	

Washoe County Library System

BALANCED SCORECARD, FY 2010-2014: RESOURCES PERSPECTIVE

Focus: Products and Services

Goals	Actions	Measure & Target for Success	Branch Support	By When	Who Is Accountable	Progress (%)
Anticipate and meet diverse interests of library users (1,2,3,4,5)	Continually update and revise web site content and features	Increase hits per capita on WCLS website by 10%		FY 2010	Systems /Internet Librarian	
	Provide survey to measure user satisfaction	Establish baseline satisfaction level with the website		FY 2010	Systems /Internet Librarian	
	Plan and implement Tier 2 Database Boot camp	Continue staff database training		FY 2011	Information Services Team	
	Develop and offer public training	Increase database usage by 10%		FY 2010	Information Services Team	
	Distribute database information to public			FY 2010	Information Services Team/Marketing	
	Continue at current level	Maintain FY 2008 baseline programming		FY 2010	Programming Coordinator/Programming Team	
	Survey public on programming interests	Plan for future programming expansion		FY 2010	Programming Coordinator/Programming Team	
	Compile survey results			FY 2010	Programming Coordinator/Programming Team	
	Adjust program offerings based on survey results			FY 2011- Ongoing	Programming Coordinator/Programming Team	
Improve the public's computer competencies	Continue classes with staff as trainers based on LSTA funded computer classes	Offer computer classes to the public		Begin in FY 2010-ongoing	Information Services Team	
	Provide open-source software on selected public computers	Usage of and satisfaction with public computers containing open-source software		FY 2010	Systems	
	Survey users on o-s software			FY 2010	Systems/Marketing	
	Investigate community collaborations for volunteer trainers for computer classes			Begin in FY 2010-ongoing	Systems/ LOVE	
	Improve staff's ability to provide assistance			Begin FY 2010-ongoing	Systems/ Information Services	
Relevant and well-used collections	Refine centralized selection procedures	Overall usage increases and collection turnover increases		FY 2010-FY 2011	Centralized Selection Team	
	Develop and maintain collections			FY 2010 and Ongoing	Managers and staff	
An automated system that effectively meets the short-term and long-range needs of both public and staff (5,6)	Survey public and staff users	System consistently operational; % of satisfied users increases (both public and staff)		Begin in FY 2010-ongoing	Systems	
	Evaluate options and identify best alternative			FY 2010-FY 2011	Systems	
	Implement selected alternative			FY 2012	Systems	

Washoe County Library System

BALANCED SCORECARD, FY 2010-2014: ORGANIZATIONAL PERSPECTIVE

Focus: Do what we need to do internally to better meet the needs of our customers

Goals	Actions	Measure & Target for Success	Branch Support	By When	Who Is Accountable	Progress (%)
Continue improving service-delivery methods (5, 6)	Share additional materials: Music CDs, DVDs	Provide material availability by expanding Shared Collections by 10%	Weeding and collection management	FY 2010	Collection Development Coordinator	
	Share large print new books, some non-fiction and youth materials		Weeding and collection management	FY 2010	Collection Development Coordinator	
	Add periodicals ordering and receiving to centralized-selection process	Less branch staff time spent on handling periodicals	Work with Tech Services	FY 2010	Technical Services	
	Evaluate feasibility of library kiosks	Yes-or-no decision made; if yes, deploy at least one kiosk		FY 2013	Mobile Services, Outreach, Systems	
Supplement staff by recruiting and retaining productive volunteers (2,5,7)	Integrate WCLS volunteer efforts into county program	Work with Community Relations, Human Resources	Volunteer coordinator at each Branch	FY 2010	LOVE Group (Ad-hoc)	
	Increase # of volunteers by 10%	Continue volunteer recruitment	Document # of volunteers at branches	FY 2010	LOVE Group (Ad-hoc)	
	Increase average hours per volunteer worked by 10%	Utilize volunteers effectively	Document # of volunteer hours at branches	FY 2010	LOVE Group (Ad-hoc)	
Motivated and well-trained staff to meet customer needs and provide excellent service (5,7)	Staff completes Tier-2 customer service training	Continue Customer Service Training for 40% of WCLS staff with desk duties	Branch supervisors enable employees to attend training	FY 2011	OLE Service Team	
	Increase computer competencies with 33% of WCLS staff trained on basic computer competencies	Update basic computer competencies to enhance customer service	Branch supervisors enable employees to attend training	FY 2011	Systems Team & OLE Service Team	
	Staff completes Meeting on Common Ground training	Introduce diversity awareness with 25% of staff attending Washoe County training	Branch supervisors enable employees to attend training	FY 2011	OLE Service Team	
	Continue staff database training	Plan and implement Tier 2 Database Boot camp	Branch supervisors enable employees to attend training	FY 2011	Information Services Team	
	Staff completes Open Source Software training	Begin Open Source Software training with 20% of staff	Branch supervisors enable employees to attend training	FY 2012	Systems Team	

Washoe County Library System
BALANCED SCORECARD, FY 2010-2014: FINANCE PERSPECTIVE
Focus: Ensure adequate funding and manage it effectively

Goals	Actions	Measure & Target for Success	Branch Support	By When	Who Is Accountable	Progress (%)
Develop stable sources of long-term funding for core services and needs (5,6)	Develop standard(s) for programming funding	Funding level for programming is determined and achieved		FY 2010	Programming Coordinator	
	Obtain necessary funds for programming			FY 2012	Library Management	
	Develop standard(s) for funding	Funding level for technology is determined and achieved		FY 2010	Systems Librarian	
	Obtain necessary funds for technology			FY 2012	Library Management	
	Increase spending on library materials to 9% of total expenditures	Meet State Standards for Material Budget Expenditures (10%)		FY 2011	Library Director	
	Increase spending on library materials to 10% of total expenditures			FY 2013	Library Director	
	Develop standard(s) for funding	75% of staff will attend at least one conference or outside training per year		FY 2011	OLE Team ?	
	Obtain additional funding for travel and training			FY 2014	Library Management	
Make materials budget more responsive and efficient (5, 6)	Add periodicals ordering and receiving to centralized selection	Increase turnover rate (checkouts div. by collection size) by 10%		FY 2010	Centralized Selection Team	
	Add all selected collections to the shared-collections program	Increase usage (checkouts + in-house use) per materials dollar spent by 10%		FY 2012	Library Management	
Supplement funding for library materials and other services and supplies (5,6)	Develop a designated donation program	List of special projects and initiatives is used to obtain outside funding		FY 2010	Development Officer	
	Create living document containing special projects and initiatives to be funded by supplemental sources.			1st edition by FY 2011	Development Officer with Library Management and Trustees	
	Create Development Committee for staff involvement	Increase in annual monetary donations by 10% (baseline to be determined)		FY 2013	Development Officer	
	Develop a strategic plan for outside funding			FY 2014	Development Officer	
Demonstrate cost-effective use of funding sources to citizens, stakeholders and community groups (6)	Manage inputs (human and monetary) to increase efficiency and cost-effectiveness	Return on Funding increases by 10%		Ongoing	Library Management	
	Devise plan to sustain the ROF reporting process	Plan in place to sustain ROF reporting process		FY 2012	Library Director	

TO: Library Board of Trustees
FROM: Pam Rasmussen, Incline Village Library Manager
RE: Request to Approve the Expenditure of Incline Village Library Gift Funds for Interior Signage in the Approximate Amount of \$7,700
DATE: 10 August 2009

Background: When the new Incline Village Library facility was built in 2005, no funds were budgeted for interior signage. Although some gift funds remained to be used for the new building, I delayed ordering signage until we had some time in the building to "discover" unexpected needs. Over the past four years, both construction gift monies and undesignated gift funds were used to acquire needed equipment, such as acoustic panels for the meeting room, mechanical shades for the main library, window shades for the meeting room and west side of the library and additional computers and furniture.

In the meantime, we have rearranged certain collections, fine-tuning the layout and making the library more user-friendly. The final step of that plan is installation of interior signage, comprised of directional markers for materials collections, customer service desks, new items, restrooms, meeting room and informational signage on the front doors.

In accordance with Washoe County Library System's Gift Fund Policy, individual purchases requiring more than \$3,000 of gift monies must be approved by the Washoe County Library Board of Trustees. I am requesting that the Library Board approve the purchase of signage from Innerface Architectural Signage in the amount of approximately \$7,700, including shipping and handling. This company is a long-standing vendor for Washoe County and has provided the signage for both the South Valleys and Spanish Springs libraries. The materials have been approved by the County painting supervisor in charge of facility signage and installation, and it was his recommendation to use this company. If approved, the purchase would be paid out of two separate gift accounts: \$4,561.30 from a fund that was designated for materials and library enhancements (zeroing out that fund) and \$3,138.70 from Incline Village Library's undesignated gift fund (leaving a balance of approximately \$4,900).

Recommendation and Suggested Motion: Approve the expenditure of up to \$7,700 from Incline Village Library gift funds as described in the staff report for the purchase of interior signage from Innerface Architectural Signage.

TO: Library Board of Trustees
FROM: Arnie Maurins, Director
RE: Change of Date for the October Board Meeting
DATE: August 14, 2009

Background: I have scheduled an arthroscopic surgery for Wednesday, October 21st. I wanted to have the surgery done in the latter part of October, and the 21st was the only day available. Since that is when the October Board meeting would normally occur, I am requesting that you change the date of that meeting to Tuesday, October 20th, or to another day prior to the 21st that is convenient for you.

Recommendation and Suggested Motion: Change the date of the October 2009 Library Board meeting to Tuesday, October 20th [or to another specified date prior to October 21st].

TO: Washoe County Library Board
FROM: Arnie Maurins, Library Director
RE: Staff Report on Incline Village Library
Programs, Activities and Operations
DATE: 14 August 2009

There is no written material on this agenda item.

Pam Rasmussen, Incline Village Library Manager, will
present her report at the meeting.

LIBRARY ADMINISTRATION REPORT July-August 2009

LIBRARY ADMINISTRATION

- Due to the budget situation, I reluctantly notified the Nevada Discovery Museum that Library Administration staff would be unable to relocate to the empty space in the Museum within a timeframe that would fit their construction schedule. (Grand opening is set for mid-2011.)
- WCLS will wait until the second wave of broadband-upgrade stimulus funding is released in the fall before filing a grant application. The pricing we have obtained so far is for connections that would not provide any appreciable improvement in public-internet bandwidth over our current DSL lines. Staff will continue to work with potential vendors and Technology Services to come up with a viable proposal.

LIBRARY PROGRAMS AND ACTIVITIES

- Our new website has a link to the WCLS fan page on Facebook, <http://www.facebook.com/home.php#/washoecountylibrary?ref=ts>. This enables the library system to use this increasingly popular social medium to disseminate information to the public. As of August 13, WCLS has 183 Facebook fans, and the number is growing every day.
- Approximately 20 patrons participated in “Designing Your Future Library: A Community Conversation” sessions at three libraries. Attendees offered their ideas and suggestions to help define the future of library programs and services. Individuals can also submit their thoughts and comments through the Library System’s new website, on our Facebook page, or on posters on display at eight libraries, the Senior Center, Washoe County Administration Building and two Truckee Meadows Boys and Girls Club locations.
- Washoe County Library System is partnering with the Parks Department to publicize the exhibit, “Sherlock Holmes and the Clocktower Mystery,” running at Wilbur D. May Museum through September 20. Libraries are distributing bookmarks and flyers about the exhibit. Library book clubs, especially the mystery clubs, have been asked to consider group visits to the May Museum and/or to read a Sherlock Holmes book.

VOLUNTEERS/COMMUNITY COLLABORATIONS

- Downtown Reno Library hosted the Truckee Meadows Tomorrow “CEO Forum” on July 30. County Manager Katy Simon, along with Jim Miller, president of Renown Health, and TMT President Steve Mulvenon led participants in an interactive exercise to help shape the actions that will improve our community’s Quality of Life indicators in areas such as health, lifelong learning, cultural vitality and the environment.
- WCLS and the Friends will both participate in Washoe County’s volunteer-recruitment fair, scheduled for September 12 at Meadowood Mall.

MEDIA COVERAGE

- Tammy Cirrincione, manager of South Valleys Library, did an interview with a reporter for Galena Times, a newspaper mailed to about 2,000 homes in the Galena area. The reporter indicated that South Valleys events would be featured in the publication on an ongoing basis.
- Erin Breen of KTVN Channel 2 did a story on some neighborhood children selling brownies and lemonade to raise money for the library. She also interviewed Jennifer Oliver.

http://www.ktvn.com/Global/story.asp?S=10731796&nav=menu549_2

- Ms. Breen also wrote about the boys' fundraising efforts and their love for the library in her Sunday column in the Reno Gazette-Journal. The boys, Paul and Jeremy Novak, followed with a letter to the editor.

<http://www.rgj.com/article/20090728/OPED02/907280337/1098/OPED>

- Channel 4 came to the Community Conversations sessions at SO and RN and did stories:

<http://www.mynews4.com/story.php?id=3387&n=80>

<http://www.mynews4.com/story.php?id=3650&n=80>

Media “impressions” – July

Reno Gazette-Journal:	89 calendar listings, 2 news stories,
Sparks Tribune:	167 calendar listings, 2 photos, 1 news story, 1 Friends article
N. Lake Tahoe Bonanza:	4 calendar listings, 2 news stories, 1 editorial

Arnie Maurins
Library Director

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

20-Jul-09

F/Y 2008 / 2009

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	\$ 7,270,016	\$ 6,834,936	\$ 435,080	94%	\$ 8,058,357	\$ 7,349,277	\$ 709,080	91%
EMPLOYEE BENEFITS	\$ 2,543,755	\$ 2,335,300	\$ 208,455	92%	\$ 2,741,403	\$ 2,477,203	\$ 264,200	90%
SERVICES & SUPPLIES	\$ 1,655,794	\$ 1,276,425	\$ 379,369	77%	\$ 2,070,715	\$ 1,737,917	\$ 332,798	84%
CAPITAL OUTLAY								
TOTAL:	\$ 11,469,565	\$ 10,446,661	\$ 1,022,904	91%	\$ 12,870,475	\$ 11,564,397	\$ 1,306,078	90%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1

20-Jul-09

F/Y 2008 / 2009

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	\$ 1,354,730	\$ 1,225,940	\$ 128,790	90%	\$ 1,366,489	\$ 1,274,860	\$ 91,629	93%
EMPLOYEE BENEFITS	\$ 479,355	\$ 429,801	\$ 49,554	90%	\$ 480,459	\$ 449,221	\$ 31,238	93%
SERVICES & SUPPLIES	\$ 903,648	\$ 624,090	\$ 279,558	69%	\$ 29,956	\$ 24,607	\$ 5,349	82%
CAPITAL OUTLAY								
TOTAL:	\$ 2,737,733	\$ 2,279,831	\$ 457,902	83%	\$ 1,876,904	\$ 1,748,688	\$ 128,216	93%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

10-Aug-09

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	\$ 495,836	\$ 4,689,182	10%	\$ 7,270,016	\$ 586,268	\$ 6,683,748	8%
EMPLOYEE BENEFITS	\$ 2,521,691	\$ 184,539	\$ 2,337,152	7%	\$ 2,543,755	\$ 200,680	\$ 2,343,075	8%
SERVICES & SUPPLIES	\$ 401,154	\$ 30,048	\$ 371,106	7%	\$ 1,655,794	\$ 164,872	\$ 1,490,922	10%
CAPITAL OUTLAY								
	=====	=====	=====	=====	=====	=====	=====	=====
TOTAL:	\$ 8,107,863	\$ 710,423	\$ 7,397,440	9%	\$ 11,469,565	\$ 951,820	\$ 10,517,745	8%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1

10-Aug-09

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	\$ 112,961	\$ 1,216,961	8%	\$ 1,354,730	\$ 102,758	\$ 1,251,972	8%
EMPLOYEE BENEFITS	\$ 494,268	\$ 43,737	\$ 450,531	9%	\$ 479,355	\$ 36,286	\$ 443,069	8%
SERVICES & SUPPLIES	\$ 1,150,070	\$ 63,126	\$ 1,086,944	5%	\$ 903,648	\$ 3,863	\$ 899,785	1%
CAPITAL OUTLAY								
TOTAL:	\$ 2,974,260	\$ 219,824	\$ 2,754,436	7%	\$ 2,737,733	\$ 142,907	\$ 2,594,826	5%

GIFT FUND BALANCE AS OF JUNE 30, 2009

<u>BRANCH</u>	<u>TOTAL</u>	DESIGNATED RESTRICTED USE	AVAILABLE GENERAL
CHILDREN'S COORDINATOR	\$ 40.23	\$ -	\$ 40.23
COMMUNITY RESOURCE CENTER	\$ 5,109.77	\$ 5,000.00	\$ 109.77
DOWNTOWN RENO	\$ 67,024.11	\$ 60,384.73	\$ 6,639.38
DUNCAN/TRANER	\$ 2,415.38	\$ 1,432.14	\$ 983.24
INCLINE VILLAGE	\$ 18,067.74	\$ 9,981.46	\$ 8,086.28
MOBILE LIBRARY	\$ 18.68	\$ -	\$ 18.68
NORTH VALLEYS	\$ 5,823.46	\$ -	\$ 5,823.46
NORTHWEST RENO	\$ 15,195.21	\$ 16.35	\$ 15,178.86
SENIOR CENTER	\$ 896.82	\$ -	\$ 896.82
SIERRA VIEW	\$ 34,189.46	\$ 28,408.35	\$ 5,781.11
SOUTH VALLEYS	\$ 22,477.35	\$ 9,491.74	\$ 12,985.61
SPANISH SPRINGS	\$ 37,465.87	\$ 31,382.33	\$ 6,083.54
SPARKS	\$ 13,674.53	\$ 515.95	\$ 13,158.58
SYSTEMS OFFICE	\$ 12,805.83	\$ 12,610.00	\$ 195.83
SYSTEMWIDE	\$ 266,667.83	\$ 149,926.35	\$ 116,741.48
TECHNICAL SERVICES	\$ 1,162.61	\$ -	\$ 1,162.61
VERDI	\$ 3,351.06	\$ 2,712.65	\$ 638.41
TOTALS:	\$ 506,385.94	\$ 311,862.05	\$ 194,523.89

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	175,632	-7.62%	148,264	119,423	-19.45%	34,970	19,734	-43.57%	7,284	4,375	-39.94%	41,505	58,740	41.53%	
August	173,638	0	0	146,386	0	0	35,605	0	0	5,153	0	0	40,808	0	0	
September	175,573	0	0	143,115	0	0	35,300	0	0	6,144	0	0	39,910	0	0	
October	183,513	0	0	183,013	0	0	36,394	0	0	13,182	0	0	40,266	0	0	
November	173,787	0	0	130,662	0	0	31,969	0	0	11,118	0	0	37,168	0	0	
December	168,200	0	0	129,680	0	0	31,942	0	0	5,116	0	0	36,305	0	0	
January	192,154	0	0	147,207	0	0	34,685	0	0	6,703	0	0	42,381	0	0	
February	182,819	0	0	142,370	0	0	33,037	0	0	6,267	0	0	39,914	0	0	
March	203,360	0	0	158,490	0	0	35,348	0	0	6,601	0	0	45,627	0	0	
April	188,635	0	0	147,051	0	0	36,063	0	0	5,626	0	0	45,101	0	0	
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	175,632	-7.62%	1,750,166	119,423	-19.45%	413,521	19,734	-43.57%	84,214	4,375	-39.94%	493,217	58,740	41.53%	
Totals to Date	190,110			148,264			34,970			7,284			41,505			

Note 1: FY 08/09 Checkout totals including all partnership/Collection Development: 175,984

Note 2: FY 08/09 GRAND TOTAL (includes Library, Partnership, Coll. Dev., Downloadable Book, and Read & Exchange Checkouts): 184,812


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 2009-20010

For The Month Of: JULY

	Library Visits		Checkouts		Patron Computer Use		Program Attendance			
	# visits	YTD	# checkouts	YTD	# signups	YTD	Adult		Youth	
							# adult	YTD	# youth	YTD
Duncan/Traner	1,282	1,282	1,186	1,186	210	210	0	0	0	0
Incline	7,769	7,769	8,823	8,823	1,930	1,930	152	152	153	153
Mobile Library 1	125	125	562	562	0	0	61	61	48	48
North Valleys	8,603	8,603	12,162	12,162	2,320	2,320	9	9	447	447
Northwest	14,804	14,804	27,042	27,042	1,952	1,952	43	43	822	822
Reno	18,568	18,568	19,523	19,523	4,393	4,393	0	0	243	243
Senior Center	4,240	4,240	1,994	1,994	387	387	13	13	0	0
Sierra View	18,287	18,287	25,628	25,628	3,704	3,704	0	0	332	332
South Valleys	15,096	15,096	23,847	23,847	1,170	1,170	206	206	481	481
Spanish Springs	12,330	12,330	22,869	22,869	2,790	2,790	107	107	599	599
Sparks	17,864	17,864	31,203	31,203	850	850	18	18	607	607
Verdi	455	455	793	793	28	28	0	0	34	34
Total:	119,423	119,423	175,632	175,632	19,734	19,734	609	609	3,766	3,766
Gerlach (total)	32	32	101	101						
<i>School hours:</i>										
Duncan/Traner	815	815								
Verdi	0	0								
Collection Devel.			251	251						
Downloadable Books			2,263	2,263						
Read & Exchange			6565	6565						
TOTAL	847	847	2,615	9,180						
GRAND TOTALS	120,270	120,270	178,247	184,812	19,734	19,734	609	609	3,766	3,766
Internet Library										
Total number of Site Hits		58,740								

* ML1 no longer offering public internet use