

**LIBRARY BOARD OF TRUSTEES' MEETING AGENDA  
WEDNESDAY, SEPTEMBER 15, 2010  
4:00 P.M.**

**North Valleys Library  
1075 North Hills Boulevard, #340  
Reno, NV 89506**

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](http://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 August 18, 2010
- 4. Old Business
  - \* A. Staff Report Regarding the Library Budget for Fiscal Year 2010/11
  - B. Discussion and Action Regarding the Recommendation of Individuals to Serve on the Citizens' Advisory Committee on the Future of the Washoe County Library System
  - C. Discussion and Possible Direction to Staff Regarding the September 28, 2010 Joint Meeting of the Library Board of Trustees and the Washoe County Board of Commissioners
- 5. New Business
  - A. Discussion and Action Regarding the Library Director's Authority to Approve Short-Term Library Closures or Hours Reductions

- \* B. Staff Report Regarding the Investigation of Koha as a Possible Replacement for the SirsiDynix Symphony Integrated Library System
- C. Staff Report on North 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. Board Comment - Limited to Announcements or Issues Proposed for Future Agendas and/or Workshops
  
- \*11. Adjournment

# LIBRARY BOARD OF TRUSTEES' MEETING MINUTES

August 18, 2010

ITEM 3

The Board met in regular session at the Incline Village Library, 845 Alder Avenue, Incline Village, Nevada. Chair Judy Simon called the meeting to order at 4:00 p.m.

## ROLL CALL

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

Board Member Absent: Dianne Drinkwater

Library Staff Present: Nancy Keener, Grace Fuller, Amy Levy, Arnie Maurins, Pam Rasmussen, Dianne Varnon and Rocky Badolato

County Staff Present: Deputy District Attorney Herb Kaplan

Friends of Washoe County  
Library Present: Len Crocker, Lois Crocker and Lucina Moses

## PUBLIC COMMENT

There was no public comment.

## SECRETARY'S REPORT

On motion by Mr. Cornell, seconded by Dr. Stoess, which motion duly carried, the Board approved the minutes of the July 21, 2010 meeting. There was one abstention.

## OLD BUSINESS

### Library Budget for Fiscal Year 2010/11

Mr. Maurins advised the Board of the following:

- The Washoe County Employees' Association approved a wage reduction of 3.34% for supervisory staff and 3.44% for non-supervisory staff, which resulted in a savings to the Library System of approximately \$400,000 and the avoidance of layoffs
- Other WCEA contract modifications:
  - Post-97 employees are now eligible for retiree health insurance
  - Employees hired after July 1, 2010 will not be eligible for retiree health insurance
  - Domestic partners registered with the State of Nevada are now eligible for health insurance benefits and are now considered "immediate family" for the purpose of employee sick leave use

- The County and WCEA have agreed to allow 90 days to work through the contract language that deals with reduction in force
- There is a revised projection on the Expansion Fund, which he distributed to the Board, and noted that the wage savings resulting from the wage concession also impacts the Expansion Fund, so it may remain out of the red through 2013/14

### **Status of the Application Process for the Citizens' Advisory Committee on the Future of Washoe County Library**

Mr. Maurins reported the following:

- The application is now available on line, both on the Library and County web sites, and at all Library sites
- A press release has been issued and the information has been sent to various business organizations
- The deadline, as discussed at the last meeting, is September 7 and could be extended if a sufficient number of applications is not received by then

Mr. Cornell stated that he would send the information to one of the Washoe County School District Trustees, and Ms. Simon agreed that the Library Board should use their networks to encourage people to apply.

### **NEW BUSINESS**

#### **Projection vs. Collected Fine-and-Fee Revenues During FY 2009/10**

The Library Board reviewed the information submitted in the packet.

Mr. Maurins reviewed the information, noting the following:

- The total fines and fees collected was less than projected for 2009/10, with overdue fines and meeting room fees being substantially less than anticipated
- Approximately \$10,000 in overdue fees was waived as part of the annual Food for Fines drive
- The projection for the current year has been decreased, based upon the revenue from the previous year

#### **Most Visited Library Web Site Pages During FY 2009/10**

The Library Board reviewed the information submitted in the packet.

Mr. Maurins advised the Board that the data supplied is from fiscal year 2009/10 from Google Analytics.

#### **Joint Meeting of the Library Board of Trustees and the Washoe County Board of County Commissioners**

The Library Board reviewed the information submitted in the packet.

Mr. Maurins added the following:

- The meeting has been set for September 28 at 9:00 a.m. until approximately 10:00 a.m., probably in the Caucus Room
- The Board of County Commissioners discussed the bill drafts at the August 10 meeting, and both Commissioner Breternitz and Commissioner Weber stated that they would prefer to have the joint meeting before aggressively pursuing any changes in the legislation

Following discussion, on motion by Mr. Lokken, seconded by Dr. Stoess, the Board approved the following possible topics for the joint meeting agenda:

- Improving ongoing communication between the two Boards, including the appointment of a BCC liaison to the Library Board
- Review and discussion of the Library Board's statutory authority as it relates to the Board of County Commissioners
- Overview of the Citizens' Advisory Committee, including its charge, the status of the application process and the selection of one Commissioner to serve on the Committee
- The changing role of libraries to include the historical and increased use of volunteers in the last 18 to 24 months, acknowledgment of Friends and community support to be supported by statistics and noting that the Balanced Scorecard supports that changing role
- Key message: Impact of the budget cuts in loss of hours, service and staff

Mr. Cornell would like to see if NLA has done a national study of public libraries to ascertain if they are similar to Nevada libraries.

### **Staff Report on Incline Village Library Activities and Operation**

The Library Board reviewed the information submitted in the packet.

Pam Rasmussen, Incline Village Library Managing Librarian, thanked the Board for attending. She introduced Amy Levy, Programming Outreach and Youth Services Librarian, who presented an oral report on the community focus and involvement at the library.

Ms. Levy highlighted the following steps the Incline Village Library has taken to reach the Balanced Scorecard goals:

- Incline Village Library is a member of the North Tahoe Library Coalition with all the local schools and Sierra Nevada College, whereby all the librarians have come together to provide programming for the community at various locations as a cost-saving measure for all:
  - Eight computer classes for adults were held in the computer lab of the local private school
  - Book sales are held so the members of the collaboration can fund the programming and new books
- A Staff Pick Area has been developed, which is a reader's advisory, but does not require staff to leave a service desk
- Tax assistance was provided
- After-school tutoring was provided through a collaboration with the local Washoe County School District from a grant it received; Incline Village Library provides the venue, but not the staff
- Census testing was held in the meeting room
- The highlight of the year was the June 26 celebration of the library's 5<sup>th</sup> birthday in the current building

Mr. Maurins presented a five-year County service certificate to Amy Levy and a ten-year County service certificate to Grace Fuller.

### **LIBRARY ADMINISTRATION REPORT TO THE BOARD**

The Library Board reviewed the information submitted in the packet.

Mr. Maurins added the following:

- He will attend the Sierra Arts board meeting on August 25 to fill the seat vacated by Nancy Cummings
- A press release was distributed regarding The Second Century Endowment Program

## **FINANCIAL REPORTS**

The Library Board reviewed the information submitted in the packet.

## **MONTHLY LIBRARY USAGE STATISTICS REPORT**

The Library Board reviewed the information submitted in the packet.

## **PUBLIC COMMENT**

Ms. Simon stated that she has been asked to make a public comment about the passing of Norm Rosenberg, who was very instrumental in the building of the new Incline Village Library building and served as a Trustee for two terms. Barbara Pearlman-Wyman is working with Pam Rasmussen, Incline Village Library Managing Librarian, to find a fitting memorial for him.

Ms. Rasmussen advised the Board that the Young People's Library is named after Mr. Rosenberg, and he also very much wanted, and got, a room in the library building for after-hours use and for noisy fun for the children. She feels it would be appropriate to use his memorial fund for something for the children and distributed a photograph of a life-size statue of children in a tree as an example of something that is large enough for the children to climb and something that will last for the lifetime of the building. She stated that she is more than happy to entertain any ideas the Board may have.

## **BOARD COMMENT**

Mr. Lokken advised that there is a new Washoe County School District Strategic Plan. The plan does not include the Library System, and he feels the Board should discuss what can be done to remedy the situation.

Following discussion, the Board would like to review the fines and fees at the next meeting. Mr. Maurins will assess the staff time commitment to provide data on all of the items. He suggested the Board may want to consider the proctoring, meeting room and headphone fees together, then consider the rest at a later meeting.

## **ADJORNMENT**

Ms. Simon adjourned the meeting at 5:04 p.m.

**TO:** Library Board of Trustees  
**FROM:** Arnie Maurins, Director  
**RE:** Library Information in the FY 2010-11 County Budget Book  
**DATE:** September 8, 2010

**Background:** Attached is the Library information that will appear in the County's FY 2010-11 Budget Book. This annual publication is used as a financial and planning guide to the various County departments. There are separate pages for the Library's General Fund and Expansion Fund.

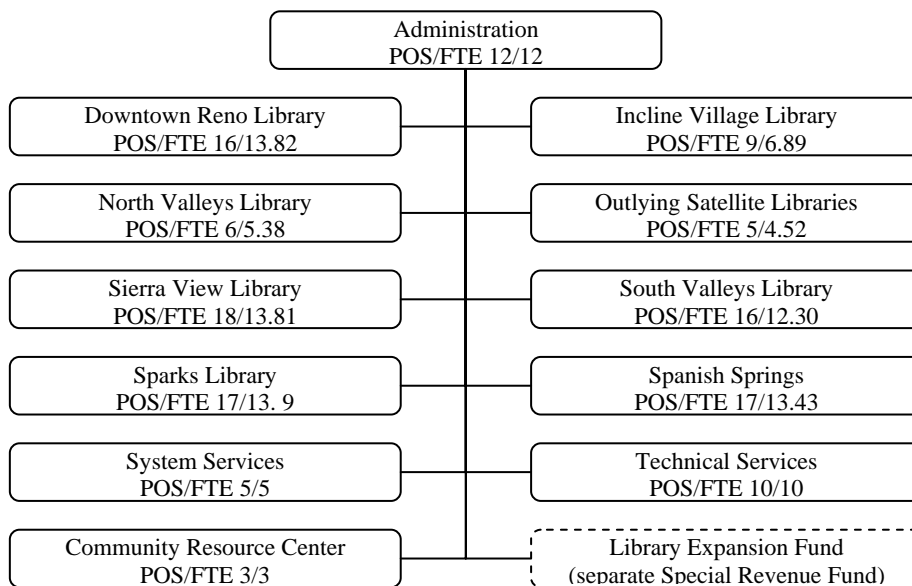
Both sets of pages include trend information from FY 2004-05 to the present in the areas of expenditures and full-time equivalent (FTE) staffing. The Expansion Fund section also has separate charts illustrating revenue trends and fund-balance history.

The General Fund section lists the Library System's long-term goals, its goals for the 2010-11 fiscal year, and its major accomplishments during FY 2009-10. The final portion of the General Fund contains a chart summarizing the Library's key objectives over the last four fiscal years, how the measures of those objectives have tracked in the recent past, and where those measures are expected to land in the current year.

At the Board meeting, I will be happy to answer any questions you may have regarding the Library's "Budget Book" information.

**Recommendation and Suggested Motion:** No action required. This material is informational only.

## LIBRARY



**Total Funded Positions/Full Time Equivalents 134/114.05 \***

\*Excludes Library Expansion. Pooled positions reported in Administration.

**Mission** The mission of the Washoe County Library is to serve as a cultural center offering lifelong enrichment opportunities through access to ideas, information, and the arts.

**Description** The Washoe County Library System serves all of Northern Nevada through its 12 locations, including the Senior Center Library and Partnership Libraries at three Washoe County schools. Library staff provides: programming for children, youth and adults; library materials in a variety of print, audio-visual and electronic formats; free Public Internet computers; community rooms and other meeting spaces; outreach to underserved areas; reference services--in-person, by telephone and via Internet; periodicals; and special collections.

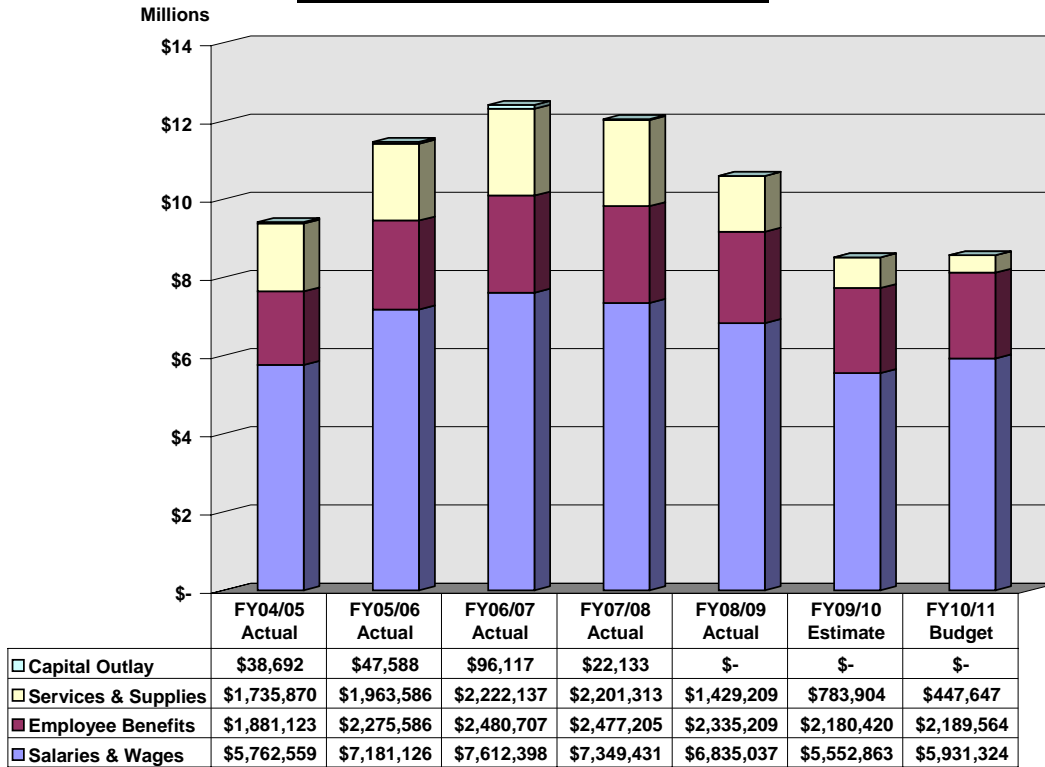
**Statutory Authority:** NRS 379 Public Libraries

### Programs and Fiscal Year 2010-2011 Budgeted Costs

Administration	1,425,378
Downtown Reno Library	841,374
Incline Village Library	551,783
North Valleys Library	453,777
Outlying Satellite Libraries	526,872
Sierra View Library	1,221,716
South Valleys Library	800,388
Spanish Springs Library	992,349
Sparks Library	976,700
System Services	436,703
Technical Services	765,685
Wage and benefit budgeted reductions	<u>(424,192)</u>
Department Total	\$ 8,568,535

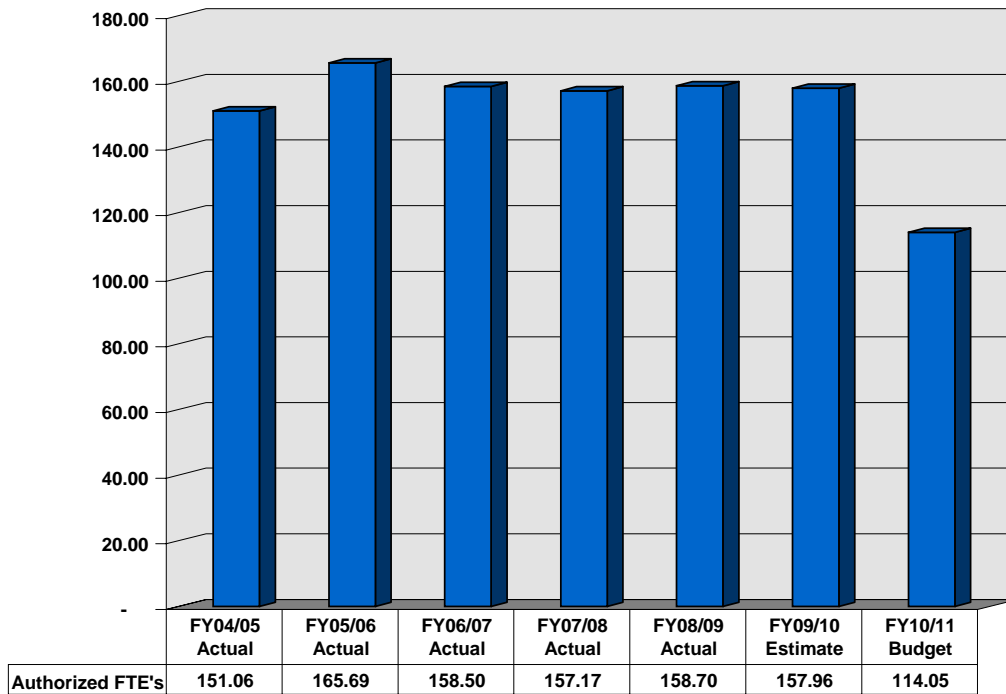
Note: *Wage and benefit budgeted reductions.* As part of balancing the FY10/11 budget, the Board required \$9.365 million in negotiated wage and benefit reductions in the General Fund. Approximately 43% (\$4 million) of the reduction will come from reducing the amount of funding for long-term liability costs for retiree health benefits in FY10/11. The reduction amount shown here is this department's targeted reduction amount based on the labor cost composition for the department and includes the long-term retiree health benefit liability reduction attributable to the department. Savings ultimately achieved will be based on negotiated agreements and Board approval.

**Department Trend of Total Expenditures**



Sources: Comprehensive Annual Financial Report(s) Fiscal Years 2005 thru 2009; Washoe County Final Budget Fiscal Year Ended June 30, 2011.

**Department Trend of Full Time Equivalent Positions**



Note: Authorized full-time equivalent positions (FTE's) are positions approved by the Board of County Commissioners. Due to budget reductions in previous years an authorized FTE may not have been funded. Beginning FY10/11, the Board of County Commissioners directed that an authorized FTE is a funded FTE, and all unfunded FTE's were eliminated. Therefore the comparison to prior years may be skewed.

### **Long Term Goals**

- Continually improve service-delivery methods.
- Develop stable sources of funding for core resources, services and operational needs, including library materials, technology, programming and staff training.
- Supplement budgetary funding for library materials and other resources and services by developing a strategic plan for obtaining outside funding.
- Demonstrate cost-effective use of funding sources to citizens, stakeholders and community groups.
- Integrate Technology Plan goals and objectives into the Library's overall Strategic Plan.
- Provide an online catalog/circulation system that effectively meets the short-term and long-range needs of both public and staff.

### **Goals for Fiscal Year 2010-2011**

- Continue increasing awareness of and appreciation for the Library's services, as measured by usage statistics and completed online "value" surveys, showing how much money people save by making use of library resources and services.
- Assist more individuals through the Community Resource Center (target of 25% increase over FY 2009-10) by expanding service provision and marketing, within the confines of existing staffing.
- Demonstrate improved management of the library's book and media collections by increasing collection turnover (checkouts divided by collection size) by 5%.
- Improve the public's computer competencies by utilizing staff and/or volunteers as teachers for computer classes, building on the curriculum developed by grant-funded instructors in 2009.
- Improve staff's ability to effectively assist users of the Library's subscription databases and public computers (including both Windows-based and open-source machines), by providing in-house training and also mechanisms for sharing "good ideas" among employees.
- Increase both the number of Library volunteers and the number of contributed hours by 10%.
- Increase the Library web site's value by continually adding useful features, content and navigational aids, and also by surveying users to gauge satisfaction and collect ideas to improve the site.
- Compile a list of desired features and functionality, from both staff and the public, for an online catalog/checkout system that would eventually replace the current "Symphony" system.

### **Accomplishments for Fiscal Year 2009-2010**

- The Library System launched a new website in July 2009 with numerous user-friendly changes including easier navigation, banners highlighting upcoming programs and events, a fully integrated calendar of events, separate pages for seniors, teens and kids, and a library news site. Website visits are on pace to exceed 740,000 for FY 2009-10, a 50% increase over the prior year.
- The Library System is benefiting greatly from the assistance provided by approximately 100 regular volunteers supplemented by numerous one-time or special-project volunteers. Through May 2010 volunteers contributed 9,766 hours of their time to support various library branches and administration, which projects to more than 10,650 hours for the entire fiscal year.
- Obtained grant funding to provide Washoe County library users with two valuable online services: (1) tutor.com, featuring free homework help, real-time tutoring, and job-hunting assistance; and (2) mangolanguages.com, a language-learning system which includes self-paced instruction in over 20 foreign languages, plus English as a Second Language.
- Offered, via grant funding, a series of conversation-based English-language learning sessions designed for non-native English speakers who would like to improve their speaking skills. Sessions were held from February through July 2010 at the Sparks Library, and will be continued by regular paid staff into the new fiscal year.
- Began providing, at 11 branches, grant-funded software and hardware add-ons for use on public computers by individuals with vision-related and other disabilities.
- Expanded access to the downloadable audio-book service by enabling patrons to search and download titles via a mobile device-optimized website.
- Offered a variety of informational and cultural programs through partnerships with UNR, KNPB, Washoe County Legal Services, Nevada Fight Fraud Taskforce and others, at no cost to the Library System.

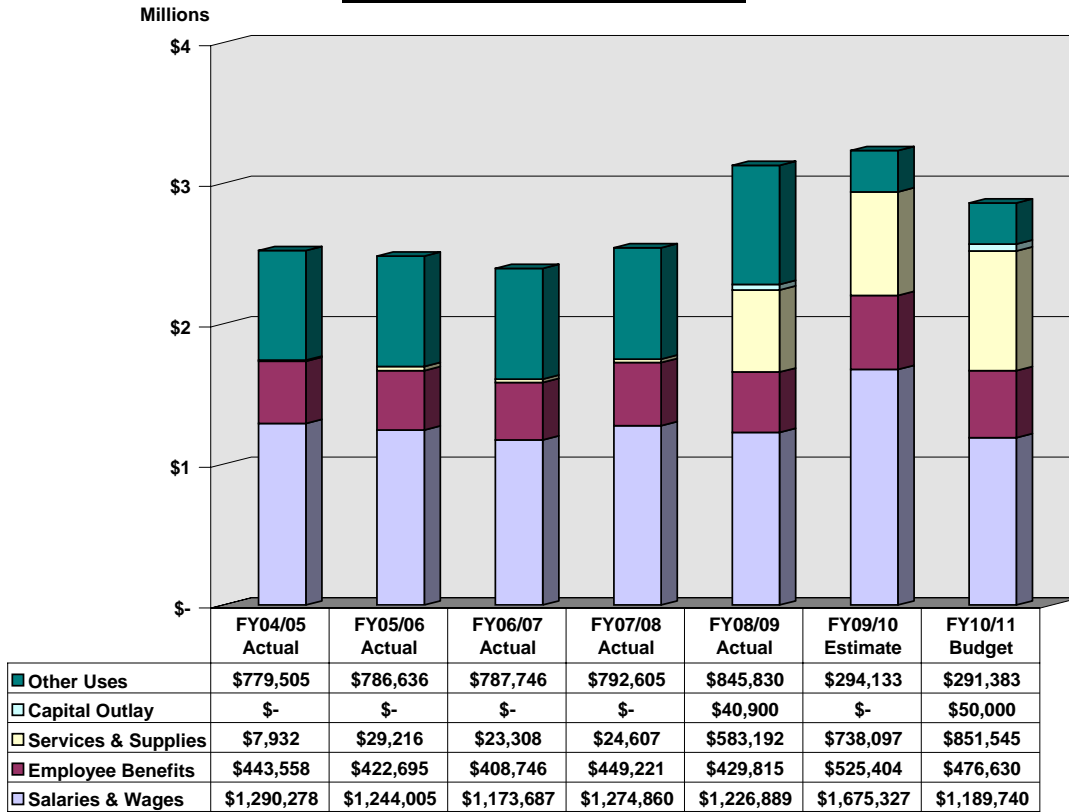
- Partnered with University of Nevada Cooperative Extension to provide information to the public on subjects related to home, gardening, sustainability, home safety and community. Articles in various Saturday issues of the *Reno Gazette-Journal* included lists of relevant resources available at Washoe County libraries.
- Participated in the 2010 Northern Nevada Reads program, a community reading project featuring *The Basque Hotel* by Robert Laxalt. Events at libraries included book discussion groups, a program on “Growing Up Basque,” and displays on Laxalt’s life and career.
- Partnered with AARP and the Volunteer Income Tax Assistance program to provide free income tax help to 3,260 people at nine County libraries, with preference given to senior citizens and low-income individuals.
- Delivered an estimated 11,660 donated and discarded books to deposit collections at local schools and nonprofit agencies, including homeless shelters and child welfare organizations.
- In October 2009, the Library System was recognized by Truckee Meadows Tomorrow’s “Accentuate the Positive” program with Silver Stars in two categories, based on its activities in FY 2008-09: (1) Community Involvement in Education - the library offered 3,000 programs attended by over 82,000 people; and (2) Literate Community – the Library’s Community Resource Center helped 2,700 people with educational pursuits, job hunting and other life skills needs.

<b>Department Objective</b>	<b>Measure</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Actual</b>	<b>FY 09-10 Estimate</b>	<b>FY 10-11 Projected</b>
Meet customer needs and interests with valued services	Library Visits per Open Hour	62.3	70.7	73.5	75.7
Improve management of book & media collections	Items Borrowed per Open Hour	84.1	89.9	121.8	126.8
Provide sufficient public computers, bandwidth and staff help when needed	Computer Uses per Open Hour	15.3 (est.)	16.7	13.8 *	15.2
Increase value of Library web site	Web Site Visits per Hour (24/7)	Not Avail.	56.3	84.4	101.3
Meet customer needs and interests	Average Attendance per Program	28.6	31.2	26.5	28.0
Improve management of book & media collections	Collection Turnover	2.35	2.43	2.56	2.69

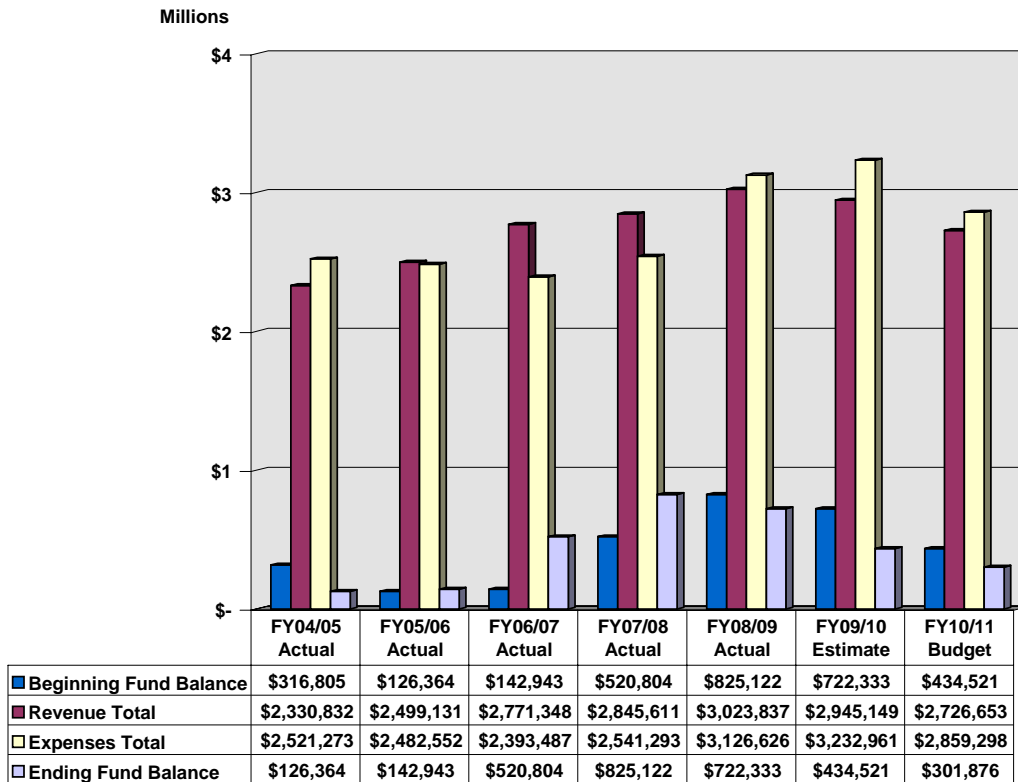
\* Downtown Reno Library public internet was down in October/November for the equivalent of about 6 weeks due to problems with the wireless network. Several branches have also experienced occasional public-internet outages of varying lengths due to network issues, inclement weather affecting commercial data lines, and technical problems with the new automated sign-up system for public computers.



### Department Trend of Expenditures

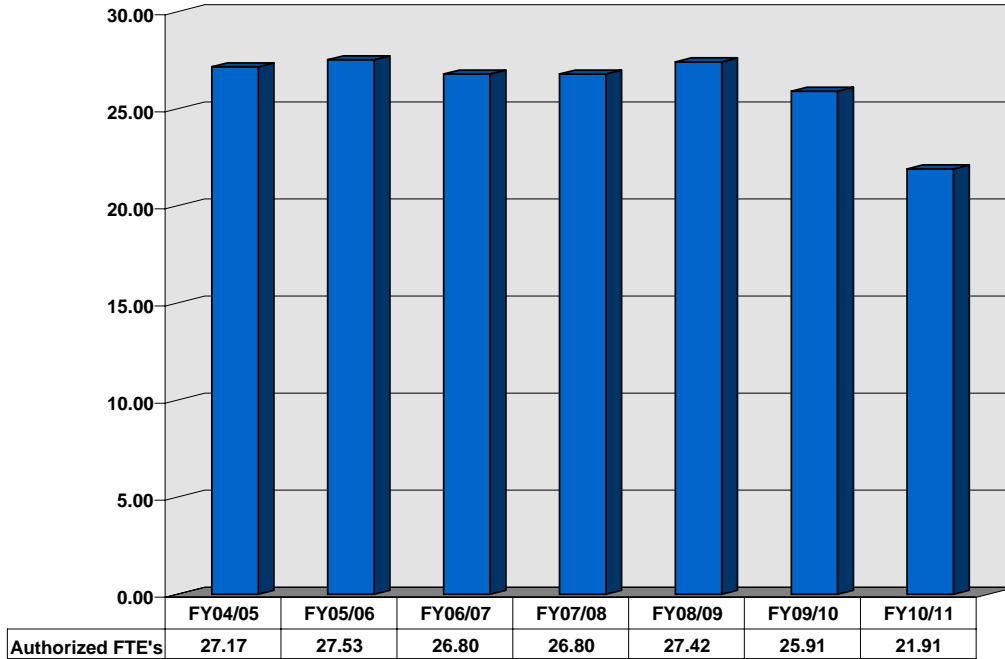


### Department Trend of Total Revenues, Expenses, and Fund Balance



Sources: Comprehensive Annual Financial Report(s) Fiscal Years 2005 thru 2009; Washoe County Final Budget Fiscal Year Ended June 30, 2011.

**Department Trend of Authorized FTE's**



Note: Authorized full-time equivalent positions (FTE's) are positions approved by the Board of County Commissioners. Due to budget reductions in previous years an authorized FTE may not have been funded. Beginning FY10/11, the Board of County Commissioners directed that an authorized FTE is a funded FTE, and all unfunded FTE's were eliminated. Therefore the comparison to prior years may be skewed.

**TO:** Library Board of Trustees  
**FROM:** Arnie Maurins, Director  
**RE:** Recommendation to the Board of County Commissioners of Selected  
Individuals to Serve on the Citizens' Advisory Committee on the Future of  
WCLS  
**DATE:** September 8, 2010

**Background:** You have had an opportunity to individually review the applications that were submitted for the Citizens' Advisory Committee. At previous Board meetings, you agreed that 15 to 17 would be a suitable number of committee members. With four of the Committee slots set aside for Nancy Cummings, Martha Gould, a Library Trustee and a County Commissioner, that leaves approximately 11 to 13 members for you to select at the September 15<sup>th</sup> Board meeting. The entire group of 15 to 17 individuals will be forwarded to the BCC in October for its consideration and approval.

At the Board meeting, please be ready to ratify those individuals, in addition to the four pre-selected persons, whom you wish to recommend to the BCC for membership on the Citizens' Advisory Committee. In addition, you will need to select a Trustee to fill the committee slot designated for a Library Board member. To assist you in your deliberations, I will be glad to offer my opinions regarding any of the applicants.

**Recommendation and Suggested Motion:** Select the desired individuals as potential members of the Citizens' Advisory Committee on the Future of the Washoe County Library System, and direct staff to forward the entire list of recommended members to the Board of County Commissioners.

***DRAFT worksheet 9/28/10***

**COUNTY COMMISSIONERS**

David Humke, Chairman  
Bonnie Weber, Vice-Chairman  
John Breternitz  
Kitty Jung  
Bob Larkin

**COUNTY MANAGER**

Katy Simon

**ASSISTANT  
DISTRICT ATTORNEY**

Paul Lipparelli

**AGENDA**

**WASHOE COUNTY COMMISSION CAUCUS ROOM  
JOINT MEETING WITH WASHOE COUNTY LIBRARY BOARD OF TRUSTEES  
1001 E. 9<sup>TH</sup> Street, 2<sup>ND</sup> Floor, Room A205, Reno, Nevada  
September 28, 2010 @ 9:00 a.m.**

**COMMISSION CHAMBERS  
WASHOE COUNTY COMMISSION ONLY  
1001 E. 9<sup>TH</sup> Street, Reno, Nevada  
September 28, 2010 @ 10:00 a.m.**

**NOTE:** Items on the agenda without a time designation may not necessarily be considered in the order in which they appear on the agenda. Items may be moved to or from the Consent Agenda at the beginning of the Board Meeting or may be voted on in a block.

The Washoe County Commission Chambers are accessible to the disabled. If you require special arrangements for the meeting, call the County Manager's Office, 328-2000, 24-hours prior to the meeting.

***Public Comment*** during the Commission Meeting on September 28, 2010 will be for all matters, both on and off the agenda, and be limited to two minutes per person. Additionally, public comment of two minutes per person will be heard during individual action items on the agenda. Persons are invited to submit comments in writing on the agenda items and/or attend and make comment on that item at the Commission meeting.

The Chairman and Board of County Commissioners intend that their proceedings should demonstrate the highest levels of decorum, civic responsibility, efficiency and mutual respect between citizens and their government. The Board respects the right of citizens to present differing opinions and views, even criticism, but our democracy cannot function effectively in an environment of personal attacks, slander, threats of violence and willful disruption. To that end, the Nevada Open Meeting Law provides the authority for the Chair of a public body to maintain the decorum and to declare a recess if needed to remove any person who is disrupting the meeting, and notice is hereby provided of the intent of this body to preserve the decorum and remove anyone who disrupts the proceedings.

The County Commission can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment period, speakers may address matters listed or not listed on the published agenda. The Open Meeting Law does not expressly prohibit responses to public comments by the Commission. However, responses from Commissioners to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Commission will consider, Commissioners may choose not to respond to public comments, except to correct factual inaccuracies, ask for County staff action or to ask that a matter be listed on a future agenda. The Commission may do this either during the public comment item or during the following item: **"\*Commissioners'/Manager's Announcements, Requests for Information, Topics for Future Agendas and Statements Relating to Items Not on the Agenda"**.

Pursuant to NRS 241.020, the Agenda for the Commission Meeting has been posted at the following locations. Washoe County Administration Building (1001 E. 9<sup>th</sup> Street, Bldg. A), Washoe County Courthouse-Clerk's Office (Court and Virginia Streets), Washoe County Central Library (301 South Center Street) and Sparks Justice Court (630 Greenbrae Drive). At the meeting after salute to the flag and roll call, the Board of County Commissioners may vote on the following items as the Board and, ex-officio, as the Board of Fire Commissioners for the Truckee Meadows Fire Protection District, as the Board of Fire Commissioners for the Sierra Fire Protection District, and/or the Board of Trustees of either the Lawton/Verdi or South Truckee Meadows General Improvement Districts.

Support documentation for the items on the agenda, provided to the Washoe County Board of Commissioners is available to members of the public at the County Manager's Office (1001 E. 9<sup>th</sup> Street, Bldg. A, 2<sup>nd</sup> Floor, Reno, Nevada) and on the County's website at [www.washoecounty.us](http://www.washoecounty.us).

Unless otherwise indicated by asterisk (\*), all items on the agenda are action items upon which the Board of County Commissioners will take action.

The Washoe County Board of Commissioners may take a short break every 1 1/2 hours.

***The Board of County Commissioners will begin its meeting at 9:00 a.m. in the Caucus Room (#A205) located on the 2<sup>nd</sup> Floor of Building A at 1001 E. 9<sup>th</sup> Street, Reno.***

- 9:00 a.m.**
- \*1. Salute to the flag.
  - \*2. Roll call.
  - \*3. Public Comment. Comment heard under this item will be limited to two minutes per person and may pertain to matters both on and off the Commission agenda. The Commission will also hear public comment during individual action items, with comment limited to two minutes per person. Comments are to be made to the Washoe County Library Board of Trustees and the Washoe County Commission as a whole.
  4. Discussion and possible action regarding ways to improve ongoing communications between the Board of County Commissioners and the Library Board of Trustees, including, but not limited to, the possible appointment of a County Commissioner as a liaison to the Library Board of Trustees.
  5. Discussion regarding the changing roles of the County's public libraries and possible direction to staff.
  6. Update on the Citizens' Advisory Committee on the Future of the Washoe County Library System, including its charge, the status of the application process and the selection of one Commissioner to serve on the Committee; and, possible direction to staff concerning same.
  7. Discussion and possible direction to staff regarding next steps.

***Following Item #7 above, the Board of County Commissioners will recess and reconvene at 10:00 a.m. in the Washoe County Commission Chambers located at 1001 E. 9<sup>th</sup> Street, Reno, for the remainder of the County Commission Agenda.***

**TO:** Library Board of Trustees  
**FROM:** Arnie Maurins, Director  
**RE:** Joint Meeting of the Library Board of Trustees and the Board of County Commissioners  
**DATE:** September 9, 2010

**Background:** At last month's Board meeting, the following messages were identified as points to be communicated at the upcoming joint meeting of the Trustees and the County Commissioners:

- The Library's increased use of volunteers over the last few years, as its budget has shrunk
- Other impacts of budget cuts, such as loss of hours and services resulting from fewer staff and a reduced materials budget
- Importance and value of the financial support provided by the Friends of Washoe County Library

In support of these points, please see the attached documents that will be included in the joint-meeting packet or handed out at the meeting.

If there are other messages you wish to convey to the Commissioners, please bring them forward at the Library Board meeting. You may also, as needed, direct staff to put together suitable supporting statistics or other documentation that you wish the Commissioners to review. As one possible message, there is the fact that the Library is maintaining essentially the same schedule as last year (actually three hours more), but it has approximately 25 fewer filled positions than it did 18 months ago. An additional item could be the Library's efforts to evaluate and utilize open-source software as a cost-saving measure, both at the macro level (Koha integrated library system) and the micro level (in-house self-service checkout units, OpenOffice desktop software).

**Recommendation:** Approve any additional messages you wish to communicate at the joint meeting with the County Commissioners, and, as needed, direct staff to compile any pertinent supporting materials.

**Library System - Budget Impacts:**

- Materials budget cut by 51% (\$1.23 M down to \$600,000).
- 72 positions lost to resignations or retirements; have been taken “off the books” and converted to inactive status; if we want to fill any of them, we will have to justify the requests to a County committee
- Mendive Library closed May 2008
- Mobile Library and homebound-services van taken off the road January 2010
- Hours at other libraries reduced by a total of about 25%
- Number of programs reduced by 22% (FY 2009-10 vs. FY 2008-09)
- Friends now providing support for basic services (materials), instead of supplementing our regular budget
- Expansion Fund has absorbed some of the spending normally taken from the General Fund (materials, some contracts and supplies).

**Additional Notes:**

- Volunteer hour totaled 10,852 in FY 2009-10, an increase of 42.5% in three years
- During FY 2009-10, WCLS received over \$10,000 in donations to maintain certain magazine subscriptions; the campaign is being repeated this year
- Sierra View and North Valleys were kept open as a result of major lease concessions from landlords
- Total hours for FY 2010-11 actually increased by a net of three (one additional day open at Sierra View).
- Patrons may experience longer waits at times; staff is monitoring feedback to see if reduced time-per-customer is serious enough to re-evaluate public hours
- Staff is feeling stretched, even with re-evaluation of task priorities and streamlining of certain procedures. When possible, they are giving priority to direct public service.
- Staff is using webcams and webinars to conduct certain meetings and trainings
- If further cuts are required, Library will have to lay off employees, which will mean additional reductions in services and hours, and/or closure of additional branches

<b>FRIENDS OF WASHOE COUNTY LIBRARY ALLOCATIONS</b>	
<b>December 2009</b>	
Programming	\$7,500.00
Materials	\$67,000.00
Broadband upgrade - public internet	\$12,500.00
Campaign-001	\$16,155.00
<b>Total</b>	<b>\$103,155.00</b>
<b>December 2008</b>	
Programming	\$13,000.00
Materials	\$59,582.00
Equipment	\$19,125.00
Furniture	\$6,880.00
Supplies	\$6,599.00
<b>Total</b>	<b>\$105,186.00</b>
<b>December 2007</b>	
Programming	\$20,000.00
Materials	\$19,461.20
Equipment	\$22,240.00
Furniture	\$1,989.00
Training	\$3,000.00
Gallery support	\$7,600.00
"Wishing Wells"-General use	\$6,000.00
<b>Total</b>	<b>\$80,290.20</b>

**TO:** Library Board of Trustees  
**FROM:** Arnie Maurins, Director  
**RE:** Director's Authority to Approve Short-Term Branch Closures and/or Reductions in Hours  
**DATE:** September 9, 2010

**Background:** NRS 379.027 provides that the librarian--i.e. Library Director--of any county library "shall administer all functions of the library, employ assistants and carry out the policies established by the trustees of the library, and may recommend policies to the trustees." Section 379.025 includes this statement: "The trustees may . . . do all acts necessary for the orderly and efficient management and control of the library."

The Library's legal counsel believes that it is consistent with these NRS provisions for the WCLS Library Director to authorize, without Board approval, short-term closures of, or hours reductions in, library branches within the system. Counsel has also recommended, however, that it would be advisable for the Library Board to officially sanction this administrative control regarding short-term closures/hours reductions, in order to make it clear that the Board acknowledges the authority of the Director to approve such measures in the interests of safety, proper administration of library functions and/or "efficient management" of the Library System. (For simplicity, in the remainder of this report the term "closure" means "closure and/or reduction in hours.")

Historically, the WCLS Director has approved closures of libraries due to weather-or facility-related emergencies without first seeking Board approval, due to the urgency inherent in such situations. Where the need for a temporary closure has stemmed from a holiday observance, a special event held at a particular library or a planned building repair or renovation, the Director has typically asked for Board approval. What I am requesting is that the Board officially acknowledge the Director's ability to approve closures in the latter category--those tied to holidays, special event or facility improvements--as part the administrative authority granted in NRS 379.027. Such an acknowledgment would also fall within the "acts [by trustees] necessary for the orderly and efficient management and control of the library" (NRS 379.025).

As somewhat of an aside, a potential labor issue has arisen regarding holidays that the County observes on Mondays and Fridays. Depending on the ultimate resolution of this issue, Library management may recommend to me that certain WCLS branches close on the days immediately preceding or following the observed holidays. I can provide more information on this issue at the Board meeting. Should the Board acknowledge the Director's authority to approve temporary closures, this situation is one that could result in closures that the Director approves without seeking Board action.

**Recommendation and Suggested Motion:** Acknowledge the Director's authority to approve temporary branch closures and/or hours reductions linked to holiday observances, special events, facility repairs or improvements, or other similar needs.



Koha Investigation  
WCLS and WCLL  
09/03/10

Washoe County Library System (WCLS) and Washoe County Law Library (WCLL) use an Integrated Library System (ILS) called Symphony. An ILS is the backbone of all library functions from patrons searching for items, placing holds, and checking items out, to library staff purchasing new materials, creating catalog records and billing for lost and overdue items.

The current SirsiDynix Symphony ILS, purchased in 2007, has consistently underperformed in terms of functionality and reliability, causing library patron dissatisfaction and requiring constant staff intervention, and has proven to be too expensive (last maintenance increase 12%) to maintain and grow services.

Both libraries are investigating Koha, an open source ILS as a possible replacement. Developed through a collaborative community of users, Koha was first released in 2000 and continues to evolve and expand to meet the needs of its user base. WCLS's and WCLL's investigation of Koha will determine if this ILS contains the features and functions expected to be available in a modern ILS.

Because Koha can be managed by Library and County Technology Services (TS) staff, it will reduce high vendor maintenance costs and give the Library more control over upgrading its features. The creation of in-house ILS management will increase employee skills thereby supporting Washoe County Strategic Priority #4 and will give patrons greater satisfaction with Library service, supporting County Strategic Priority #2. The Library has purchased disc space on a virtual server in the County Data Center for Symphony that can be used to test Koha for both libraries.

The goal of this investigation project is to determine if Koha will meet the needs of WCLS and the Law Library, and to evaluate the ability of the County TS department to supply the support necessary for migration from our existing system and for long-term maintenance of the software. This will be accomplished by assembling a group of library and TS staff with administration, user and programming experience. The group will import the program, configure the various modules and test it against a list of functions and features created by the group. The testing and recommendation will be completed by the end of the 2010 calendar year.

***Washoe County Strategic Priority #4 Sustainable Economic, Natural, Organizational, and Social Resources***  
***Washoe County Strategic Priority #2 High quality of life***

### **Koha Project Scope Statement**

The following documentation provides a description of functions and components that Koha should include to determine if moving the Washoe County Library System and the County Law Library towards the adoption of this ILS is prudent. It represents a common understanding of the desired outcome of the Koha project and allows for the defining of the project as a whole to all stakeholders. Members of the Koha group will test features in their individual areas of expertise. Testing will involve using a test version of Koha with patron and

bibliographic data. Demo instances of Koha are available at ByWater and PTFS vendor web sites. The team will also test catalogs of other libraries already using Koha. The costs expected for this project are limited to staff time. When all features have been documented as functional or not, the group will meet to draw up a recommendation regarding adoption.

## **Deliverables**

The following is a list of features Koha must provide, broken down by components.

### **The Patron component must include:**

Name (first, middle, last) in individual fields  
Address (street, city, state, zip code, company, email) in individual fields, (allows multiple addresses)  
Phone #  
Birth Date  
Profile Code  
Status  
Notification method  
Check out  
Check in  
Items on Hold  
Unfilled item holds  
Overdue items  
Claims returned/lost  
Lost item  
Notes  
Alert history  
Hold history  
Bill history  
Checkout history  
Patron Barcode #  
PIN Number  
Patron categories  
Extended information (name, phone number)  
Privilege Expiration Date  
Privilege Fee

### **The Item component must include:**

Itype code  
Item price  
Date created  
Home location code  
Status or current location code  
History (number of uses/last use)  
Item categories  
Patrons on hold  
Circulation - Yes or No indicator  
Permanent – Yes or No indicator  
Shadow a call number at the item level

**The Acquisitions component must include:**

Vendors  
Funds  
Orders  
Invoices  
History  
Holding Codes  
EDI/9XX electronic ordering

**The Cataloging component must include:**

MARC records fields  
Indexes  
Authority Records  
Ability to add/edit items to catalog  
Z39.50 record search and import  
FTP cataloging records to ILS server  
Add local holdings  
Shadowing items  
Dewey and Library of Congress Classification Types  
Handles RDA or the new AACR2

**The Serials component must include:**

Predictions  
History  
Claiming issues not received  
Claiming schedules  
Electronic ordering/claiming  
Status – Active, Cancelled, Lapsed, etc.  
OPAC display option for MARC holdings (for serial items like pocket parts).  
Marc Holdings Data  
Distribution – Add to Marc Holdings Yes or No  
Distribution – Add to Holdings Yes or No  
Extended info tab use Name field for supplement type; prefer Conser Marc Holdings capability.  
Extended info tab use Notes to create a checkin alert (ex. Cancelled subscription do not checkin)

**The Circulation component must include:**

Transiting items  
Pulling, trapping, placing holds including the ability to suspend, modify and transfer hold location  
Expire holds not picked up  
Shuffle Hold Queue  
Search for items  
Take payment for overdue/lost material  
Take payment for circulation card  
Accept payments via credit or debit cards (most likely through a 3<sup>rd</sup>-party product such as PayPal)  
Check items in and out  
Renew Items  
Place holds on items  
Edit Item records  
Add brief titles that self delete on return  
Offline circulation

Renew circulation privilege  
Statuses: Active, Delinquent, Blocked, Suspended,  
Display items currently checked out  
User ID - Barcode

**The Reports component must include:**

Daily and weekly maintenance tasks  
Statistics  
Send overdue, bill and holds notices via email and telephone (TM3)

**The Self Check component must include:**

Using a SIP2 connection  
Patrons check out their own material  
Patrons renew their own material

**The OPAC component must include:**

Search for items  
Placing holds on items  
View number of existing holds on an item  
Renewing items  
Viewing of checked out items  
Creating and saving lists of items  
Viewing eBook records with links to overdrive site

**The Administration component must include:**

Create and setup library branches  
Create non-circulation branches  
Set holiday and closed dates  
Set user access  
Set user policies  
Adequate security  
Set locations  
Set billing amounts and reasons  
Create circulation rules  
Create circulation maps  
Create loan periods  
Create payment types  
Create hold maps  
Create floating circulation map  
Perform daily, weekly and monthly maintenance

**Vendor Compatibility:**

Talking Tech – TM3 telemessaging  
3M Self Check  
Envisionware  
OverDrive  
Clio  
Baker & Taylor  
Book Wholesalers

**Stakeholders:**

WCLS and WCLL library boards

Arnie Maurins, Library Director, Project Sponsor

Cory Casazza, Chief Information Management Officer, Project Supporter

Nancy Keener, Systems and Access Services Librarian, Project Manager

Technology Services Department, Supporting Agency

**The Koha group, Project Team Members:**

Nancy Keener, Margaret Spicher, William Carlin, Todd Goatley, Max Conelly, Judy Chalmers,

Cecil Hillyard, Turi Becker, Marc Tiar, John Crockett, Stephanie Church, Sharmin Kamal, Brian Takemoto

**Customers:** WCLS, WCLL staff and Patrons

**Mentor:** Carrie Valdes, Library Director Grand County Public Library (Koha Library)

**The scope statement needs approval by:**

Nancy Keener, Project Manager

**Any project changes will be approved by:**

Nancy Keener, Project Manager

**Project Deliverables will be approved by:**

The Koha group, Project Team Members

**Recommendation made by:**

The Koha group, Project Team Members

The recommendation of the Koha Group will be presented first to the Director of the Library, the Chief Information Management Officer, Law Library officials, and then to the Library Board of Trustees at their January meeting.

**North Valleys Library  
Branch Report for Library Board  
September 15, 2010**

With the new fiscal year just beginning, we feel very fortunate to be able to keep our doors open to serve the North Valleys communities. With our serious budget situation, we have been so grateful for the generosity of our Lessor, Mercy Springs, in reducing our rent for the second straight year and to our Library Board for giving us the opportunity to continue to serve the patrons of the North Valleys. Tuesdays, our busiest day, we have seen an average for the past six months of 540+ patrons come through our doors. Library hours have remained the same as the last fiscal year. We are open 5 days a week, Tuesday-Saturday for a total of 30 hours per week. We serve 10 elementary schools, 2 middle schools, and 1 high school as well as Sierra Nevada Academy and Job Corps students.

***Changes we have seen in our library the past few months:***

- More and more patrons are using our internet service rather than paying for the service in their homes.
- We have seen a large increase in the number of patrons using the internet for the purpose of looking for jobs and filling out applications. Many have requested extra time to complete their applications.
- We have seen an increase in the number of patrons with laptops using WIFI throughout our library.
- More patrons are using our library for family entertainment. For example, they are checking out DVD's, videos, books on CD/tape in place of going to the movies or renting them, and coming to library programs such as story times and special programs that are offered through the generosity of the Friends. We hear comments from patrons that reading for pleasure has become more important to them as they see more stress in their lives. Our book sales have also increased as patrons indicate they are not going to book stores like they use to.
- Patrons are using the library more and more as a "commons" area. Young families are meeting here, reading to their kids together and just enjoying the children's area.
- We have seen many more donations each month – possibly because many are having to move. We have noticed a number of address changes being made.
- We have received two additional Linux computers for a total of four and they are being used constantly.
- We cancelled our Tuesday evening Pajama Story Time due to low attendance.
- We have continued our Summer Reading Program into the month of August. (In years past, we have always stopped at the end of July.)

***Staffing Levels and Volunteer Usage:***

- As of July, we have lost a part-time Library Assistant II. She was reassigned to Sparks Library due to the realignment of staff at each branch. With the loss of that position, we were in need on Tuesdays (our busiest day) of another staff member. Spanish Springs Library is sharing a Library Assistant II on Tuesdays with us, which has been a blessing. We currently have six FT employees, one PT Library Aide and the one additional staff member from Spanish Springs on Tuesdays.
- We currently have nine adult and two youth volunteers and are hoping to add two more by fall. Since the beginning of the year, our volunteers have increased by over 40%. Among their numerous tasks are: shelving, mending, setting up for programs, shelf reading, and helping with the weeding process. Since NV has only one shelper, these volunteers along with staff, have been invaluable to our operation. We appreciate their dedication enormously.

**Collaborations:**

- For the past five summers we have been in collaboration with the North Valleys High School AP teachers. (American History and History of Western Society) They give summer assignments to upcoming students. We house their books in our library. Students come in to the library, give us their library card (which the teacher requires they have, and we give them the book (in house use only). When they return the book to us, we give them their card back.
- I continue to be the library coordinator/committee member with the WCSD for the NYRA book selection committee. We place holds on all of the nominated books and they are housed at NV until the final vote is taken in April. I establish dates for our monthly meetings at NV with the NYRA president. I keep sign in sheets for those members working towards CEU credits when attending meetings or coming into the library to read the books. All times must be carefully logged. At the conclusion, I turn in all time sheets to the North Valleys High School Librarian for credit verification.

## LIBRARY ADMINISTRATION REPORT

### August-September 2010

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#### **LIBRARY ADMINISTRATION**

- Capital Improvement Program (CIP) funding in the amount of \$1,125,000 has been approved to upgrade the heating, ventilation and air-conditioning system in the Downtown Reno Library. Public Works staff will be working to finalize the design with the goal of putting the project out to bid in early 2011.

#### **COLLABORATIONS, PROGRAMS AND ACTIVITIES**

- The U.S. Census Bureau recently recognized the Washoe County Library System for its partnership in the successful **Nevada Census 2010 Campaign**. David Byerman, Chief Government Liaison for Nevada, presented me with a plaque which will be displayed at participating library branches over the next few months. Washoe County libraries distributed census information and forms, housed Questionnaire Assistance Centers, and provided locations for census-worker testing. The plaque reads:

*“Thank you for helping to paint the new portrait of America.*

*The US Census Bureau hereby recognizes Washoe County Library System as a valued partner and offers appreciation for your support in raising awareness of and inspiring participation in the 2010 Census.*

*Your efforts to help achieve a complete and accurate census count have made a lasting impact on the nation.*

*Dr. Robert M. Groves*

*Director, US Census Bureau”*

- A new poster and bookmarks about the **Paws to Read** program have been distributed to the branches. Paws to Read takes place at seven libraries and offers children an opportunity to improve their reading skills while reading to a trained, gentle therapy dog.
- KNPB is presenting an 8-week series of **workshops on estate planning** at two libraries: Sierra View on Tuesdays (Sept. 21 – Nov. 9) and Downtown Reno on Wednesdays (Sept. 22 – Nov. 10).
- **“One Man’s Experience in Afghanistan,”** a behind-the-headlines perspective on that Middle-Eastern country, will be presented by Bob Knapp at three libraries between September 22<sup>nd</sup> and September 29<sup>th</sup>.
- Dick Dreiling will do a program on **“Exploring Reno’s History through Postcards”** at several libraries between now and October 27<sup>th</sup>.
- WCLS will participate in the statewide **“Library Snapshot Day”** on Wednesday, October 20<sup>th</sup>. On that day, staff will collect usage statistics, take photos of library activities and gather quotes from individual patrons to demonstrate the value of libraries. Once the materials are compiled, they will be posted on the Nevada Library Association web site and be available for lobbying and advocacy efforts.

***FRIENDS OF WASHOE COUNTY LIBRARY ([www.washoelibraryfriends.org](http://www.washoelibraryfriends.org))***

- This year's **Booksale Bonanza** will be held October 29-November 7, once again at the old Excel building at 5205 Mill Street. Thanks go to the Washoe County Flood Project for continuing to allow the Friends to utilize this building for the sale.
  
- The John Ben Snow Memorial Trust awarded a grant to the Friends in the amount of \$18,000 towards the subscription cost for Downloadable Audio Books and eBooks.

***MEDIA/INTERNET COVERAGE - see back of packet for print copies***

- WCTV Channel 17, the Washoe Channel, filmed a public service announcement about the Community Resource Center will also do one on the Conversation Corner.

***Arnie Maurins***  
***Library Director***

**WASHOE COUNTY LIBRARY SYSTEM**

**DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT**

8-Sep-10

F/Y 2010 / 2011

**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	\$ 5,931,324	\$ 1,004,337	\$ 4,926,987	17%	\$ 5,185,018	\$ 982,454	\$ 4,202,564	19%
EMPLOYEE BENEFITS	\$ 2,189,564	\$ 384,741	\$ 1,804,823	19%	\$ 2,521,691	\$ 371,423	\$ 2,150,268	15%
SERVICES & SUPPLIES	\$ 452,155	\$ 50,611	\$ 401,544	11%	\$ 401,154	\$ 60,082	\$ 341,072	7%
CAPITAL OUTLAY								
<b>TOTAL:</b>	<b>\$ 8,573,043</b>	<b>\$ 1,439,689</b>	<b>\$ 7,133,354</b>	<b>17%</b>	<b>\$ 8,107,863</b>	<b>\$ 1,413,959</b>	<b>\$ 6,393,904</b>	<b>17%</b>

**WASHOE COUNTY LIBRARY SYSTEM**

**DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT**

**WC-1**

**8-Sep-10**

**F/Y 2010 / 2011**


**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	\$ 1,189,740	\$ 195,240	\$ 994,500	16%	\$ 1,329,922	\$ 225,087	\$ 1,104,835	17%
EMPLOYEE BENEFITS	\$ 476,630	\$ 80,316	\$ 396,314	17%	\$ 494,268	\$ 88,765	\$ 405,503	18%
SERVICES & SUPPLIES	\$ 889,219	\$ 168,170	\$ 721,049	19%	\$ 1,150,070	\$ 83,286	\$ 1,066,784	7%
CAPITAL OUTLAY								
<b>TOTAL:</b>	<b>\$ 2,555,589</b>	<b>\$ 443,726</b>	<b>\$ 2,111,863</b>	<b>17%</b>	<b>\$ 2,974,260</b>	<b>\$ 397,138</b>	<b>\$ 2,577,122</b>	<b>13%</b>

# Washoe County Library System

## Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2009-2010/2010-2011

	Accumulative														
	Checkouts			Library Visits			Patron Computer Use			Program Attendance			Internet Library		
	2009 - 2010	2010 - 2011	% Change	2009 - 2010	2010 - 2011	% Change	2009 - 2010	2010 - 2011	% Change	2009 - 2010	2010 - 2011	% Change	2009 - 2010	2010 - 2011	% Change
July	177,157	186,393	5.21%	119,423	118,916	-0.42%	19,734	21,994	11.45%	4,947	4,505	-8.93%	58,740	47,896	-18.46%
August	177,814	185,090	4.09%	117,435	119,631	1.87%	24,238	22,695	-6.37%	4,849	4,403	-9.20%	48,974	45,548	-7.00%
September	179,386	0	0	112,046	0	0	24,000	0	0	4,911	0	0	65,105	0	0
October	178,650	0	0	115,190	0	0	22,374	0	0	6,151	0	0	69,008	0	0
November	165,016	0	0	98,989	0	0	16,039	0	0	3,683	0	0	59,122	0	0
December	163,860	0	0	98,857	0	0	19,777	0	0	4,448	0	0	64,443	0	0
January	185,116	0	0	115,390	0	0	21,107	0	0	4,691	0	0	66,087	0	0
February	172,991	0	0	111,491	0	0	20,388	0	0	4,469	0	0	61,714	0	0
March	194,307	0	0	122,871	0	0	23,263	0	0	4,613	0	0	71,951	0	0
April	184,535	0	0	119,431	0	0	21,952	0	0	5,446	0	0	68,349	0	0
May	179,822	0	0	105,530	0	0	20,972	0	0	4,918	0	0	70,476	0	0
June	184,616	0	0	114,716	0	0	21,257	0	0	4,071	0	0	76,342	0	0
<b>Totals</b>	<b>2,143,270</b>	<b>371,483</b>	<b>4.65%</b>	<b>1,351,369</b>	<b>238,546</b>	<b>0.71%</b>	<b>255,101</b>	<b>44,689</b>	<b>1.63%</b>	<b>57,197</b>	<b>8,908</b>	<b>-9.06%</b>	<b>780,311</b>	<b>93,444</b>	<b>-13.25%</b>
Totals to Date	354,971			236,858			43,972			9,796			107,714		

**Note 1:** FY 10/11 Checkout totals including all partnership/Collection Development: 372,138

**Note 2:** FY 10/11 GRAND TOTAL (includes Library, Partnership, Coll. Dev., Downloadable Book, and Read & Share Checkouts): 392,415


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 2010-2011

For The Month Of: **AUGUST**

	Library Visits		Checkouts		Patron Computer Use		Program Attendance			
	# visits	YTD	# checkouts	YTD	# signups	YTD	Adult		Youth	
							# adult	YTD	# youth	YTD
Duncan/Traner	1,463	2,476	2,035	2,703	556	1,096	0	0	0	0
Incline	6,959	14,136	8,044	16,908	985	2,047	50	52	51	209
Mobile Library 1	0	0	0	0	0	0	0	0	0	0
North Valleys	8,416	16,830	15,237	30,439	1,248	2,537	9	21	320	569
Northwest	14,417	29,652	25,542	54,283	2,301	4,447	24	40	932	1,974
Reno	19,178	35,463	24,716	45,579	6,085	11,009	0	0	134	273
Senior Center	3,778	7,000	1,799	3,347	503	890	116	127	0	0
Sierra View	19,547	40,155	24,780	51,910	3,877	8,155	0	15	421	844
South Valleys	14,497	31,251	23,720	48,633	1,308	2,839	160	348	594	1,469
Spanish Springs	13,012	23,630	23,545	44,587	1,887	3,590	78	123	878	1,447
Sparks	17,842	36,781	34,606	71,060	3,907	7,967	116	154	513	1,223
Verdi	522	1,173	1,066	2,034	38	112	0	0	7	20
<b>Total:</b>	<b>119,631</b>	<b>238,546</b>	<b>185,090</b>	<b>371,483</b>	<b>22,695</b>	<b>44,689</b>	<b>553</b>	<b>880</b>	<b>3,850</b>	<b>8,028</b>
Gerlach (total)	0	25	60	129	School checkouts included above					
<i>School hours:</i>										
Duncan/Traner	0	0								
Verdi	0	0								
Collection Devel.			285	526						
Downloadable Books			2,638	5,559						
Read & Share			7,256	14,718						
<b>TOTAL</b>	<b>0</b>	<b>25</b>	<b>10,239</b>	<b>20,932</b>						
<b>GRAND TOTALS</b>	<b>119,631</b>	<b>238,571</b>	<b>195,329</b>	<b>392,415</b>	<b>22,695</b>	<b>44,689</b>	<b>553</b>	<b>880</b>	<b>3,850</b>	<b>8,028</b>
<b>Internet Library</b>										
Total number of Site Hits		45,548								

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