

**CITIZENS' ADVISORY COMMITTEE ON THE FUTURE OF  
THE WASHOE COUNTY LIBRARY SYSTEM  
MEETING AGENDA  
THURSDAY, JUNE 2, 2011  
6:00 P.M.**

**Sierra View Library  
Reno Town Mall  
4001 S. Virginia Street  
Reno, NV 89502**

PURSUANT TO NRS 241.020, THE AGENDA FOR THE CITIZENS' ADVISORY COMMITTEE 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 CITIZENS' ADVISORY COMMITTEE 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 COMMITTEE MEETING, PLEASE CONTACT OUR OFFICES AT 327-8341 24 HOURS PRIOR TO THE DAY OF THE MEETING.

A QUORUM OF THE LIBRARY BOARD OF TRUSTEES MAY BE PRESENT AT THIS MEETING, BUT NO LIBRARY BOARD BUSINESS WILL BE CONDUCTED.

Unless otherwise indicated by an asterisk (\*), all items on the agenda are action items upon which the Citizens' Advisory Committee will take action.

\* 1. Public Comment and Discussion Thereon Five Minute Time Limit Per Person

2. Approval of Minutes from the Meeting of May 5, 2011

3. Break-Out Meetings of the Three Subcommittees (*45 minutes*)

A. Facilities

1. Review and Discuss Recommendations for Years One and Two

Preparation of Summary Report for Full Committee

B. Funding

1. Review of Minutes from May 23, 2011 Meeting

2. Review and Discuss Recommendations for Years One and Two

3. Preparation of Summary Report for Full Committee

C. Services & Technology

1. Election of New Chairperson

2. Review and Discuss Recommendations for Years One and Two

Preparation of Summary Report for Full Committee

4. Re-Convene as Full Committee; Sub-Committees Report Back (*5 minutes each – total of 15 minutes*)

5. Director's Update on the County's and Library's Budget Situation (*10 minutes*)

6. Review and Discussion of the May 10, 2011 Joint Meeting of the Board of County Commissioners and the Library Board of Trustees (*15 minutes*)

**CITIZENS' ADVISORY COMMITTEE ON THE FUTURE OF  
THE WASHOE COUNTY LIBRARY SYSTEM  
May 5, 2011**

The Advisory Committee met in regular session at the Sierra View Library, 4001 South Virginia Street, Reno, NV. The meeting was called to order at 6:05 p.m.

**ROLL CALL**

Members Present: John Andrews, Myndi Clive, Nancy Cummings, Bill Hartman, Amy Levy, Carol Lloyd, Fred Lokken, Lucina Moses, Arnie Maurins, Robert Mulvana, Kathryn Murders, Carola Naumer, Michelle Quevedo, James Umbach, Derek Wilson

County Staff Present: Rocky Badolato, Brenda Baxter, Tammy Cirrincione, Marlene Rebori, Donna Smith and Lorna Grasso

**PUBLIC COMMENT**

Rocky Badolato made the following comments:

- Asked that the Committee not lose its focus in the constraints of today's budget crisis, but look forward to the possibilities of tomorrow
- Librarians have the best interests of their patrons in mind and provide the highest quality of service
- The Library System is always on the top of the list for customer satisfaction.
- She is hard put to think of any business or organization that has merged, consolidated or outsourced that effected any improvement at all, except for the profit margin of the company
- It would be a tragedy to turn over management of the Washoe County Library System to a private equity firm in Boston, rather than showing support for the professional and caring individuals who have and continue to provide a high level and quality of service to this community for 107 years with integrity and no thought to profit margin
- LSSI is the only game in town for outsourcing and history has proven that the public is not best served by a monopoly
- Another situation for consideration is the donation and volunteer factor. Many, many donations are received by the library system and I truly doubt that too many folks would be willing to make a donation for the further benefit of a private for-profit company. She has also heard volunteers grumbling about not being willing to donate their hours for someone else's profit.
- I feel much more research and facts, not just claims, are needed before anyone goes charging ahead to entrust the Library System to an outside private entity over and above the known and proven professionals who are now and always have been good stewards of the public trust

**MEETING MINUTES**

Upon questioning by the Committee, Mr. Hartman explained that he has known Ron Dubberly professionally since 1975. He further explained that he has never been in an LSSI-run library and has had no specific knowledge about how they operate but feels information must be obtained and all

avenues must be explored. Upon researching LSSI, he stated they offer the same things Library staff and this Committee is working to accomplish.

He also noted that the Committee's function is to make recommendations on what we would like the Library to be. The actual decisions will be made elsewhere.

On motion by Ms. Moses, seconded by Ms. Naumer, which motion duly carried, the Committee approved the minutes of the May 5, 2011 meeting with the following corrections: Brenda Baxter was in attendance at the meeting and Superintendent Morrison's first name is Heath, not Keith.

## **UPDATE ON THE COUNTY AND LIBRARY BUDGET SITUATION**

The Committee reviewed the information in the packet.

Mr. Maurins gave an update on the following:

- His meeting with the OEC consultant is scheduled for Wednesday, May 11. The consulting firm will also survey county employees to solicit ideas. The OEC's goal is to submit a final report to the BCC in late July with implementation of revised budgets September 1.
- A 90 percent budget would equal a \$1,070,100 reduction; \$821,000 from the general fund and \$250,000 from the Expansion Fund. A 75 percent budget would equal a reduction of \$2,670,000; \$2,047,000 from the general fund and \$623,000 from the Expansion Fund. Either scenario will require lay-offs.
- In response to the Committee's request for a legal opinion on the Expansion Fund, the Commissioners do have the authority to reduce those dollars. The ballot language was written to be "up to 2 cents" per \$100 of value.
- A team of Managing Librarians, senior staff and a representative from our Administrative support staff have been working on reduction plans in increments of 75, 80, 85, and 90 percent in order to have more options. Proposals are not ready to take to the Library Board of Trustees and no decisions have been made. He will have final approval of what is to be presented at the June Board meeting.
- The County Commission and Library Board of Trustees will meet on Tuesday, May 10 at 9:00 a.m. in the Caucus Room. This is an open public meeting and Public Comment is at the beginning.
- Negotiations between the County and employee associations are ongoing regarding wage and/or benefit concessions to achieve \$13.8 million in savings, although that may be reduced

Mr. Maurins asked the Committee for other items to convey at the Joint Meeting:

- Point out citizen's satisfaction with library services in Washoe County surveys as well as the economic value the library provides
- Use the wording: 'enhance economic development' instead of 'attracting potential customers'
- Add 'and safe' to the final bullet when speaking about gathering places as there are not many safe gathering places that are free

## **LSSI TELEPHONE CONFERENCE CALL**

The Committee reviewed the information in the packet.

Upon questioning by the Committee, the following was discussed:

- Ms. Cummings explained that the Library System implemented major changes to its infrastructure following the review done by Ron Dubberly
- John Berkich, Assistant County Manager, noted he is not aware of a statute today that precludes the County from considering outsourcing services
- Current employees would be laid off which would cost the County in buyouts. Mr. Berkich noted that the County would have to negotiate any impacts of the decision due to collective bargaining in place per County ordinances.
- A contract for library services with LSSI would mean a loss of community. Important relationships would be disrupted.
- Mr. Berkich stated that if outsourcing were pursued, there would be a national open and competitive Request for Proposal following the concept of managed competition
- Other issues to consider include databases and technology. How would that be supported and how will the costs be managed?
- Mr. Hartman stated there have been no negotiations with LSSI and it has not been discussed with the Library Board of Trustees or the Board of County Commissioners
- Commissioner Jung stated her concern that LSSI is a sole source provider of library services which is not considered true managed competition
- Mr. Lokken commented on his participation in privatization studies for the City of Sparks where they found quality of service to be an issue and therefore decided against privatization of services. He noted that the cost of privatization needs to be assessed in terms of the promise made to taxpayers to maintain a quality of life in the community.
- The Committee suggested this topic be presented to the Library Board of Trustees for discussion

## **COMMITTEE MEMBERSHIP**

The Committee reviewed the information in the packet.

Mr. Hartman noted the full Committee is down to 15 members. The Services and Technology Subcommittee will need to elect a new Chair.

## **CHAIR'S PROPOSAL REGARDING FUTURE COMMITTEE MEETINGS**

The Committee reviewed the information in the packet.

After breaking into subcommittees for discussion, the Committee was in agreement with the proposal.

Ms. Rebori commented that the members of this committee have the ideas and capacity to keep the libraries running and they are needed in this community. She distributed worksheets to the subcommittees to assist them with the process of documenting information to put into their reports.

## **PUBLIC COMMENT**

Lorna Grasso spoke to the Committee on the value of the library to citizens from a personal perspective.

Mr. Andrews reported that members of the Air Force National Guard came to the Downtown Reno Library as an assignment to take video footage, write a script and produce a story. They interviewed staff and patrons regarding the Downtown Reno Library and its impact on the community. They will send a copy of the video when it is complete which Mr. Andrews will share with the Committee.

## **NEXT FULL COMMITTEE AND SUBCOMMITTEE MEETING**

The next meeting will be June 2, 2011 at Sierra View Library.

## **COMMITTEE MEMBERS' COMMENTS**

Meeting adjourned at 8:09 p.m.

**CITIZENS' ADVISORY COMMITTEE ON THE FUTURE OF  
THE WASHOE COUNTY LIBRARY SYSTEM**

**SUBCOMMITTEE ON FUNDING**

**MEETING AGENDA  
MONDAY, MAY 23, 2011  
4:30 P.M.**

**Friends of Washoe County Library Conference Room  
1301 Cordone Avenue, Suite 120  
Reno, NV 89502**

**Attended:** Carol Lloyd, Bill Hartman, Lucina Moses, Robert Mulvana, Michelle Quevedo

**Public Attended:** Scottie Wallace

**1) Old Business**

**Develop Recommendations on Alternative Funding Options for the Next Two Years, Five Years and Ten Years:**

**Discussion items regarding the next two years relative to funding:**

-Obtaining a list from Arnie Maurins of objective points that the Funding Committee may need to explore was discussed.

-Recommend that work begin to review tax override legislation for increase beyond the current \$0.02/\$100,000 valuation or draft BDR.

-Determine current status of specific Federal Funds grants. It is noted that some grants have requirements of a certain amount of staff members dedicated to executing the guidelines of the grants.

-NLA- Database money is looking like a positive allotment

-Donations and Pledges are needed to subsidize Library shortfall

-Internet Library is a huge marketing focus for the present and future viability for the Washoe County Library

- Need to question Arnie whether CAC can organize fundraising through merchants

-Chamber of Commerce: possibly build a relationship with them to build annual fundraising

-Merchant donation program to have places like supermarkets to collect funds like Whole Foods, Scolari's and/or Raley's

-Need the business community to champion for the Washoe County Public Library System

-Approach the Library Board of Trustees about enacting outreach to the business community and service clubs (Rotary, Kiwanis and etc.) for financial partnerships and/or support

-Make the community aware of the knowledge accessibility the Washoe County Library System offers

-There is a strong need to push the information of library services to the public, instead of expecting them to work at pulling the information themselves

-Sara Jones: Director of Carson City Library whose work is an excellent blueprint for pushing the attributes and services of public libraries

-Find merchant to sponsor a book mobile

\*\*\*Market the Library databases to the business community and the community as a whole

\*\*\*Approach the service clubs for example Rotary, Kiwanas and Etc... for funding relationships

\*\*\*Library Director's Job, Trustees, Administration, et al, draft talking points for funding relationships with the Washoe County Library System and get volunteers to go out and to push these talking points \*\*\*Also brief staff with the talking points so that they can support the questions and send out information again

\*\*\*\*A balance sheet format must be drafted to be included in future updates and the final report to the BCC

\*\*\*\*Recommend exploring more federal grant opportunities.

## **2) Subcommittee Members' Comments – Requests for Future Agenda Items for Either the Subcommittee or Full Committee or Announcements for the Good of the Order**

- Question needed to be answered:

How many volunteers make up the hours have clocked in the Washoe County Library?

-CAC Facebook Page

## **3) Public Comment and Discussion Thereon**

Scottie Wallace - There is a funding crisis for the libraries and much focus is needed to find solutions to keep serving the public, but there is also a parallel task needed to be taken that works on restructuring the entire Washoe County Library system.

**Adjournment – 6:30pm**

**TO:** Citizens' Advisory Committee on the Future of the Washoe County Library System  
**FROM:** Arnie Maurins, Director  
**RE:** Budget Update  
**DATE:** May 31<sup>st</sup>, 2011

Movement on multiple tracks continues, with an unexpected development at the state level causing last-minute scrambling at the State Capitol.

On May 10<sup>th</sup>, the BCC approved a budget that includes \$31.3 million in departmental savings or new revenues. The savings/revenue gap was reduced from \$33.5 million, due primarily to a negotiated decrease in health-insurance costs. Approximately \$11.6 million of the \$31.3 million is projected to come from savings in wage and/or benefit costs which are currently being negotiated by the County and the various employee associations. The approved budget did not account for any potential impacts from legislative action.

On May 26<sup>th</sup>, the State Supreme Court ruled that it was unconstitutional for the legislature to take \$62 million from Clark County's Clean Water Coalition in 2010 to help plug a gap in the state budget. As I write this report, the ramifications of the Court's decision are unknown for the local revenue that Governor Sandoval wants the legislature to divert to the state treasury as part of his proposed 2011-13 budget. The County Manager's office has projected that this diversion of revenue, along with push-down of state services, could result in a \$24 million budget "hit" in each of the next two years.

County departments continue to prepare contingency budgets based on having either 90% or 75% of their current funding, as a way to address possible additional shortfalls resulting from state action. The Library's internal planning team has developed tentative configurations of staffing, open branches and services to be provided with 90%, 85%, 80% and 75% budgets. Because of labor-contract requirements, I am unable to identify specific positions that might be laid off under any of the reduced budgets until the Library's revised budget is set by the County Commissioners. What I will likely bring to the Library Board is a set of proposals that identify which branches would be open or closed under each of the contingency budgets, and approximately how many total positions would be eliminated via layoffs under each budget.

Running parallel with the 90% and 75% budget planning, the County's Organizational Effectiveness Committee (OEC) has been charged with performing a "Fundamental Services Review," guided by the two questions, "What should we (the County) be doing, and how should we do it?" The OEC will make recommendations to the BCC as to what level of budget each department should have next year, and how each department should deliver its services within that budget (e.g. sharing with other agencies, phasing out or eliminating certain services, outsourcing part or all of a department's operation, or other strategies). As part of that effort, I along with three other senior library staff met with a representative from Management Partners (MP), the consulting firm retained by the OEC to recommend service changes and alternative delivery methods. Topics of discussion included:

- WCLS's role as the major regional provider for literacy and educational support ; the need for libraries to serve all socio-economic levels and all major population areas
- Changes in how libraries are being used today—more e-resources; greater emphasis on the library as a “third place”; more engagement with users
- How many more volunteers could be supervised by existing staff?
- Possible collaboration with Parks and Open Space in providing programs
- Friends' assistance and how its importance has grown during hard times
- Agencies or community programs we collaborate with, such as VITA/AARP tax help, WCSD Transitions, Paws to Read.
- Deposit collections at places like Jan Evans Juvenile Justice Center, Record Street homeless shelter
- Geographic distribution of libraries; the cluster in the middle of Reno; leased facilities
- Changes we have recently implemented to save money or operate more efficiently
- Library's Fines and Fees schedule was forwarded to MP for its review
- No mention of outsourcing in this initial conversation

The firm also conducted a survey through May 31<sup>st</sup> that all County employees were invited to fill out, to solicit their ideas on how to deliver service less expensively or generate new revenues.

Upcoming dates of note for the OEC—all of these meetings will be open to the public:

- June 9: Progress report from MP
- June 22: Workshop presented by MP
- July 19: Review of MP's draft final report
- Early August (8/2 or 8/9?): BCC receives MP's final report as approved by the OEC, and issues direction regarding levels of further departmental reductions and alternative service-delivery strategies, which could take effect September 1<sup>st</sup>.

**WASHOE COUNTY LIBRARY SYSTEM  
INITIATIVES TO GENERATE BUDGET SAVINGS OR ADDITIONAL REVENUE, OR  
TO PROVIDE MORE RESPONSIVE SERVICE WITH AVAILABLE RESOURCES  
MAY 2011**

**Initiatives with Readily Identifiable Financial Benefits**

- Increased use of volunteers: 12,000+ hours in 2010; at \$15/hour, total value of \$180,000+
- Amazon Wish List program
- Adopt a Periodical -- \$10,000+ in donated subscriptions in 2010; to be offered again this year
- Grant pending to produce home-grown self-service checkout machines: savings per unit of up to \$16,000 over proprietary products; additional savings from being able to do repairs in-house
- Switching from OCLC to SkyRiver for bibliographic records: estimated savings \$20,000/year
- Migrating from SirsiDynix Symphony Integrated Library System to Koha, an open-source alternative: ongoing savings of \$40,000 or more in the Technology Services budget
- Migration to OpenOffice desktop software in place of proprietary Microsoft software
- Recycling of older County computers as Linux-based public workstations: 30 additional computers have been re-deployed so far; if purchased as new, they would have cost approximately \$36,000
- Leasing networked copier/printer units instead of stand-alone machines: savings of \$15K/year
- Will use web-cams for selected committee meetings: savings in mileage expense and staff time
- Removed Mobile Library and Homebound Services Van from service: savings of \$10,000-\$15,000 in annual maintenance
- Branch Book Sales—\$100,000+ deposited to gift funds every year

**Initiatives Producing More Responsive Service and/or Operating Efficiencies**

- Self-service pick-up of holds, combined with greater promotion of self-checkout
- Upgraded the software used by patrons to self-reserve public computers
- Consolidation of service points, plus alignment of staff scheduling with levels of patron traffic
- De-selection of older, unused books and media, creating more floor space for seating and tables
- Shared collections—fewer bins need transporting; ongoing refreshing of local collections
- Centralized selection and ordering of library materials—more efficient use of staff time, faster turnaround in getting new materials out to the branches
- Centralized handling of periodical subscriptions
- Expand offerings in downloadable e-books and audio-books
- Computer-support staff use cell phones and special software to remotely troubleshoot staff PC's
- Use of gift funds and Friends donation to upgrade public-internet bandwidth

**TO:** Citizens' Advisory Committee on the Future of the Washoe County Library System  
**FROM:** Arnie Maurins, Director  
**RE:** Status of the Investigation into Library Systems and Services, LLC (LSSI) and the Option of Outsourcing Library Services  
**DATE:** May 27, 2011

On May 5<sup>th</sup>, the Committee received a report on an information-gathering telephone call with representatives from LSSI, the only private company currently providing public-library services on a contract basis. The Committee's discussion of the report raised the following issues and recommendations:

1. At this time, budget uncertainty is a constraint on moving forward with consideration of LSSI as a possible option
2. There are concerns relating to NRS provisions pertaining to public-library operations and the Library Director
3. Interest in LSSI as a possible option was expressed by some in attendance, while others are concerned that outsourcing will negatively impact the established culture and service levels
4. Should outsourcing occur, there could be significant costs associated with paying off leave balances of Library staff who would be terminated as County employees
5. No action regarding LSSI will be forthcoming until the budget is set and the relevant decision-makers have an opportunity to assess if further conversations are warranted. More internal discussion is needed among the Library Board, the BCC and County management before any further steps are taken.

In addition to the above points, Commissioner Jung expressed concern about LSSI being a "sole source" for contracted library services.

After the May 5<sup>th</sup> Committee meeting, I obtained an opinion from Herbert Kaplan, the Assistant District Attorney assigned to the Library, that pursuant to NRS 379 the decision as to whether library services should be outsourced rests with the Library Board of Trustees, and not with the Board of County Commissioners.

The Committee may wish to consider a motion formally communicating to the Library Board the issues and/or recommendations it has identified relating to outsourcing.

7. Discussion and Action Regarding the Format of and Preparation Process for (a) Future Updates to the Library Board and/or Board of County Commissioners, and (b) The Committee's Final Report *(15 minutes)*
8. Discussion and Possible Recommendation to the Library Board Regarding Potential Outsourcing of Library Services *(10 minutes)*
- \* 9. Committee Members' Comments – Requests for Future Agenda Items or Announcements for the Good of the Order
- \*10. Public Comment and Discussion Thereon - Five Minute Time Limit Per Person
11. Adjournment