

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

**June 2, 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, Nancy Cummings, Martha Gould, Bill Hartman, Amy Levy, Carol Lloyd, Fred Lokken, Lucina Moses, Arnie Maurins (non-voting), Robert Mulvana, Kathryn Murders, Carola Naumer, Michelle Quevedo, James Umbach, Kris Wells, Derek Wilson, Roy Young

County Staff Present: Tammy Cirrincione, Scottie Wallace and Lorna Grasso

**PUBLIC COMMENT**

No public comment.

**MEETING MINUTES**

On motion by Mr. Lokken, seconded by Ms. Moses, which motion duly carried, the Committee approved the minutes of the May 5, 2011 meeting.

**SUBCOMMITTEE BREAK-OUT MEETINGS**

Mr. Hartman noted the following before breaking into subcommittees:

- When subcommittees meet separately from the general meeting, individual agendas will need to be posted. Topics of discussion need to be sent to him early enough to meet notice requirements.
- A new chair needs to be elected for the Services and Technology Committee
- Myndi Clive has resigned as she has taken a job with the Maricopa County Law Library in Arizona

The subcommittees broke into groups and reconvened at 7:55 p.m. to report on the recommendations they are considering as follows:

**Funding Subcommittee**

- Minutes from their May 23, 2001 meeting were reviewed. Notes were distributed using a format suggested by Mr. Hartman that can be used as a template to determine action items for

recommendations. This format will help pull together key components of the recommendations and he suggested it be used by all subcommittees.

- Ms. Lloyd reviewed their recommendations as follows:
  - Initiate a review of the tax override and look at the possibility of raising the cap
  - Determine current status of federal funds that already come to the Library needing to be matched with state or local dollars as well as grants that can be applied for
  - Establish a Library Speakers Bureau that will give people from the community the tools to speak about the Library. Ms. Lloyd discussed an article in American Libraries by Jamie LaRue that gives specific point by point directions on how to do this with supporting documentation on why it works.
  - Develop a marketing strategy for fundraising
  - Research the possibility of creating a Library District
  - It was suggested the subcommittee add researching the use of credit cards for online payments and donations to their list

### **Facilities Subcommittee**

- Mr. Wilson reported short-term and long-term phases were determined. Short-term with current budget issues and long-term for the future of the Library:
  - Short-term goals would include:
    - Reduce expenses and library hours as needed to meet the available dollars
    - Tie short range goals into long range by using internet technology to make things more accessible and create kiosk-type services
  - Long range goals would include:
    - Provide fewer but more full-service, “iconic” branches instead of having small underfunded branches in store fronts, and create transitional depot sites
    - Combine Downtown Reno Library and Sierra View Library at a new location such as the old Park Lane Mall site.
    - Gradual replacement or upgrade of aging or inadequate facilities.
    - North Valleys, as a leased site, needs to be closed and relocated; discuss designated library property
    - Close partnerships
    - Target services by location; look at where they are most effective
    - Create a living strategic plan document that summarizes the vision of this Committee and develop a marketing strategy
    - It was suggested the subcommittee look at the future of virtual library space as a critical component to the Library’s future

### **Services and Technology Subcommittee**

- Ms. Wells announced she was elected Chair of the Services and Technology Subcommittee and reviewed their discussion:
  - Have a main library people can almost always go to with expanded hours and days of the week

- Bring library services to the community, such as storytime in malls
  - Find out what the public needs from the library and develop a plan around those needs
  - Add new materials and take another look at shorter lending periods and review the collection development policy
  - It was suggested children's services, programming and materials be looked at as a vital part of public library service
  - The suggestion was made to investigate partnerships with statewide programs like Ready for Life and Born to Learn. Born to Learn is a program targeted to decrease the drop-out rate in Nevada and Born to Learn is an early childhood literacy program.
- Mr. Lokken noted that after the meeting with the Board of County Commissioners, community partnerships may not be a workable option. He also noted that virtual services may allow us to reduce the number of facilities, which would be one of the savings the BCC is looking for.

Mr. Hartman suggested dollar amounts be assigned to subcommittee recommendations as this will be important information going forward.

Ms. Moses spoke on behalf of the Friends of Washoe County Library. Joining is one way to support the Library and she brought membership applications if needed. Friends' membership is close to 1000 people and considers this a message to the BCC of the community support for the Library.

Upon questioning by the Committee, Ms. Moses reported there are fees associated with online services and it has been suggested to start with the use of PayPal.

Ms. Gould reminded the Committee of the Endowment with the Friends and suggested anything to do with funding be done in cooperation with the Friends.

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

The Committee reviewed the report included in the packet.

Mr. Maurins noted that his report was prepared before the Governor announced the final budget. A copy of the press release on the estimated impact to the County was sent to Committee members.

The estimated up to \$25,000,000 hit from the State has been reduced to approximately half that amount. Most of the impact will be in the form of state services that are pushed down to the County or that the State will no longer provide funding for. The departments continue to work on contingency budgets, although the impact on the Library budget is still unknown.

Mr. Maurins will present the Library's proposals to the Library Board of Trustees at their next meeting spelling out which branches would remain open and the available FTE's at each branch.

Upon questioning by the Committee, Mr. Maurins reported that the Committee's recommendations for the first two years will be blended into the recommendations from the Organizational Effectiveness Committee.

Upon further questioning by the Committee, Mr. Maurins noted he will make sure the OEC has a good description of what this Committee is doing.

Mr. Maurins reported the Committee's list of accomplishments that is included in the packet was presented to the Library Board of Trustees at their May meeting, and it will be used as public education.

Ms. Cummings suggested increasing the dollar amount shown for volunteers to that of the national standard of \$20.85. This standard is based upon the Independent Sector Research Corporation and is used by non-profits for their volunteer dollar projections.

#### **JOINT MEETING OF THE BOARD OF COUNTY COMMISSIONERS AND THE LIBRARY BOARD OF TRUSTEES**

Mr. Hartman reported that all information the Committee provided in the April update was delivered to the County Commissioners. He considers the suggestion the Library not be hit with further budget cuts was an error. He noted the Chairman of the County Commissioners felt the Committee had not been very creative even though a lot of information was presented. Mr. Hartman suggested future reports be presented to the BCC in a balance sheet format so the Commissioners can see actual numbers.

#### **POTENTIAL OUTSOURCING OF LIBRARY SERVICES RECOMMENDATION TO LIBRARY BOARD**

The Committee reviewed the report in the packet.

Mr. Hartman read a prepared statement into record (Attachment A). The Committee agreed with the recommendation to include the LSSI information in the final report as information only. The Library's legal counsel reported to Mr. Maurins that the decision to pursue LSSI would be a Library Board of Trustees decision. Mr. Maurins will submit Mr. Hartman's statement to the Library Board.

#### **PUBLIC COMMENT**

Scottie Wallace, Downtown Reno Manager, gave her support to the usage of debit/credit cards. Mr. Maurins noted that credit card usage for payment of fines or donations gets the most requests. He also mentioned the County is working to have one vendor handle card payments for all departments.

Upon questioning by the Committee, Mr. Maurins said the Library might have to absorb transaction fees as by Statute these cannot be passed on to the public and minimum transaction amounts would have to be considered.

Meeting adjourned at 7:55 a.m.

**Meeting notes for Item 8 - June 2, 2011**

**Item 8 – Discussion and possible recommendation to the Library Board regarding the potential outsourcing of library services**

The library Director and I discussed placing this item on the agenda to bring perspective to it's status. Please note the idea of a recommendation at this time is outside of the timeline we have established for making recommendations.

In your packet Item 8 is a synopsis of the discussion from our May 5<sup>th</sup> meeting. Since that meeting I attended the Library Board meeting on May 18<sup>th</sup> and had the opportunity to discuss the LSSI information notes and the five points listed in Item 8. It is obvious from all discussions there are many considerations regarding numerous aspects of social responsibility when it involves outsourcing. Regardless of who is ultimately responsible for making the decisions that may impact the library's cultural contribution, operations and staff, it is my opinion nothing further should be done until all decision makers thoroughly discuss critical factors.

The original intent concerning LSSI was to acquire as much information as possible and to create an awareness of this alternative. Based on feedback to date both intents have been fulfilled. The idea LSSI put forth for the Library to provide information for further analysis was premature on their part. In addition, the budget environment has changed in the last couple of days. I don't interpret this as a signal to ease up, but more of an opportunity to continue reviewing how to change with perhaps less stress.

Since I raised this issue earlier in the year I am compelled to offer a solution. I believe this information should be placed alongside all other information previously gathered, and to be gathered, as part of our learning experience to be included with the final report as information only.