



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, December 16, 2015
4:00 P.M.**

**Downtown Reno Library
301 S. Center Street
Reno, NV 89501**

PURSUANT TO NRS 241.020, THE AGENDA FOR THE TRUSTEES 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 241.010, THIS NOTICE HAS BEEN POSTED ON THE OFFICIAL WEB SITE FOR THE WASHOE COUNTY LIBRARY SYSTEM AT www.washoecountylibrary.us; and <https://notice.nv.gov>.

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 AND MAY BE OBTAINED BY CONTACTING TAMI GASTON AT 327-8343 OR tgaston@washoecounty.us. 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 OFFICE AT 327-8341 24 HOURS PRIOR TO THE DATE OF THE MEETING.

THE LIBRARY BOARD 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 BOARD. HOWEVER, RESPONSES FROM TRUSTEES 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 TRUSTEES WILL CONSIDER, TRUSTEES MAY CHOOSE NOT TO RESPOND TO PUBLIC COMMENTS, EXCEPT TO CORRECT FACTUAL INACCURACIES, ASK FOR LIBRARY STAFF ACTION OR TO ASK THAT A MATTER BE LISTED ON A FUTURE AGENDA. THE BOARD MAY DO THIS EITHER DURING THE PUBLIC COMMENT ITEM OR DURING THE FOLLOWING ITEM: "BOARD COMMENT – LIMITED TO ANNOUNCEMENTS, STRATEGIC PLAN ACTIVITY UPDATES OR ISSUES PROPOSED FOR FUTURE AGENDAS AND/OR WORKSHOPS."

THE BOARD OF LIBRARY TRUSTEES CONDUCTS THE BUSINESS OF THE WASHOE COUNTY LIBRARY SYSTEM DURING ITS MEETINGS. THE PRESIDING OFFICER MAY ORDER THE REMOVAL OF ANY PERSON WHOSE STATEMENT OR OTHER CONDUCT DISRUPTS THE ORDERLY, EFFICIENT OR SAFE CONDUCT OF THE MEETING. WARNINGS AGAINST DISRUPTIVE COMMENTS OR BEHAVIOR MAY OR MAY NOT BE GIVEN PRIOR TO REMOVAL. THE VIEWPOINT OF A SPEAKER WILL NOT BE RESTRICTED, BUT REASONABLE RESTRICTIONS MAY BE IMPOSED UPON THE TIME, PLACE AND MANNER OF SPEECH. IRRELEVANT AND UNDULY REPETITIOUS STATEMENTS AND PERSONAL ATTACKS WHICH ANTAGONIZE OR INCITE OTHERS ARE EXAMPLES OF SPEECH THAT MAY BE REASONABLY LIMITED.

THE LIBRARY BOARD OF TRUSTEES MAY TAKE AGENDA ITEMS OUT OF ORDER, CONSIDER TWO OR MORE ITEMS IN COMBINATION, REMOVE ONE OR MORE ITEMS FROM THE AGENDA OR DELAY DISCUSSION ON AN ITEM.

Administration
301 South Center Street
P.O. Box 2151, Reno, Nevada 89505
(775) 327-8341
www.washoecountylibrary.us

The Board of Trustees may take action only on the items below that are preceded by the words "For Possible Action." The Board will not take action on any other items.

- 1) Roll Call
- 2) Introduction of Jeff Scott as the New Director of the Washoe County Library System
- 3) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 4) Approval of Meeting Minutes
 - a. *For Possible Action:* Approval of Minutes from the Library Board Meeting of November 18, 2015
- 5) Old Business
 - a. *For Possible Action:* Approval of the Library System's updated Five-Year Strategic Plan
 - b. *For Possible Action:* Authorizing One Trustee to Represent the Board at Upcoming Public Meetings that Address the Revised South Valleys Regional Park Plan
- 6) New Business
 - a. Presentation by Director Maurins on the Library's Mission, Goals, Current Activities, Challenges and Opportunities
 - b. *For Possible Action:* Approval to Change Wednesday Public Hours at the Verdi Community Library from 3:00-7:00 pm to 2:30-6:30 pm, Effective January 4, 2016
- 7) Reports
 - a. *For Possible Action:* Library Director's Report to Include Administration and Collaborations, Programs and Activities; Direction to Staff Regarding Content of Future Director's Reports
 - b. Downtown Reno Library Programs, Activities and Operation
 - c. Friends Activities
 - d. Financial Statements to Include the Monthly Expenditure Comparison and Gift Fund Balances
 - e. Monthly Library Usage
- 8) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 9) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 10) Adjournment

**LIBRARY BOARD OF TRUSTEE MEETING MINUTES
WEDNESDAY, NOVEMBER 18, 2015**

The Board met in regular session at the North Valleys Library, 1075 North Hills Blvd. #340, Reno, Nevada

Chair Stoess called the meeting to order at 4:00 p.m.

ROLL CALL

Board Members Present: Wendy Alderman, Zanny Marsh, Al Stoess, Derek Wilson
Sara Sattler arrived at 4:07 p.m.

County Staff Present: Assistant District Attorney Dania Reid, Workforce
Development Manager Kathy Hart

Public Present: Mary Jones, Kristina Hoferer-Smith

PUBLIC COMMENT

No public comment

APPROVAL OF MINUTES FROM THE LIBRARY BOARD STRATEGIC PLAN MEETING OF OCTOBER 21, 2015

On motion by Trustee Marsh, seconded by Trustee Alderman, which motion duly carried, the Board approved the meeting minutes from the Library Board Strategic Plan Meeting from October 21, 2015. All in favor, none opposed.

APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF OCTOBER 21, 2015

On motion by Trustee Wilson, seconded by Trustee Marsh, which motion duly carried, the Board approved the meeting minutes from October 21, 2015. All in favor, none opposed.

APPROVAL OF MINUTES FROM THE SPECIAL LIBRARY BOARD MEETING OF NOVEMBER 4, 2015

Director Maurins referred the Board to the handout provided prior to the meeting noting a correction on page two, changing "Sara Scott" to "Sara Booth".

Friends Recorder Mary Jones noted that the Second Century Fund under Friends in the Strategic Plan meeting was incorrectly noted as 20th Century.

On motion by Trustee Alderman, seconded by Trustee Wilson, which motion duly carried, the Board approved the meeting minutes from October 21, 2015 with the changes noted above. All in favor, none opposed.

APPROVAL OF A LETTER OF SUPPORT FOR A PROPOSED ICE ARENA NEAR THE SOUTH VALLEYS LIBRARY

Director Maurins provided a brief summary of the staff report and asked the Board for further direction.

Trustee Sattler arrived at 4:07 p.m.

Upon questioning by the Board, South Valleys Managing Librarian Julie Ullman provided the following information:

- Stakeholders for this project included representatives from two soccer leagues, two little leagues, Ryder Homes, lacrosse and wrestling leagues, the Parks department and EDAWN.
- The South Valleys Regional Park plan has not yet changed. Of the three original proposed plans, two are being combined as a final alternative. Once the decision is made, the drafts will go to the Parks commission. A final decision will not be made until January.
- Reno Ice is aware of the importance this project has for South Valleys Library expansion.

When asked if Reno Ice project plans took Library Expansion plans into consideration, Director Maurins reminded the Board that the project was set to be completed in two phases and that he was unaware if any areas were marked for expansion at this time.

Board discussion regarding information in the draft letter presented included:

- Current formatting and information in the letter is good, but would like the Library to include reminder of Library expansion needs in with the support.
- Four Trustees agreed the wording should be changed to express the size of the expansion in accordance with the recommendations in the Facility Master Plan.

Director Maurins noted he would make these changes in the document.

On motion by Trustee Alderman, seconded by Trustee Marsh, motion duly carried, the Board approved the letter of support for Reno Ice with the proposed changes. All in favor, none opposed.

APPOINTMENT OF JEFF SCOTT AS THE NEW LIBRARY DIRECTOR, WITH A PROPOSED STARTING DATE OF DECEMBER 14, 2015, AND AN INITIAL SALARY OF \$125,008; PROPOSED STARTING DATE IS CONTINGENT ON COUNTY MANAGEMENT'S APPROVAL TO OVERFILL THE DIRECTOR POSITION, AND ON THE AMOUNT OF FUNDS AVAILABLE TO OVERFILL THE POSITION.

Director Maurins introduced Jeff Scott (present at the meeting). He informed the Board that a job offer letter was sent and acceptance response was received. He confirmed the County approved the start date of December 14, 2015.

Trustee Wilson noted his pleasure at Mr. Scott's presence. He also stated that consensus confirmed the Board selected the right candidate.

Trustees Sattler and Alderman concurred.

On motion by Trustee Marsh, seconded by Trustee Alderman, which motion duly carried, the Board approved the appointment of Jeff Scott as the new Library Director, with a starting date of December 14, 2015 and an initial salary of \$125,008. All in favor, none opposed

APPROVAL OF REVISED FINES, FEES & CHARGES POLICY

Director Maurins provided a brief summary of the recommended changes, which included:

- Clarification that fines accrue during closed days.

- Adults could be fined a total of \$18 maximum for late charges, \$9 for the original check out period and an additional \$9 for one renewal.
- Minors could be fined a total of \$4 maximum for late charges, \$2 for the original check out period and an additional \$2 for one renewal.
- E-reader overdue fees apply to both adult and minor card holders.
- Lost items are items that overdue for 54 days.
- "Materials damaged beyond repair" clarified to mean any item that cannot be returned to circulation.
- E-readers were generalized under charges and not by specific brand name(s).

Corinne Dickman, Policy Review Acting Chair, noted the changes also included the removal of the one dollar fee for not picking up a hold item within the 10-day hold period.

Upon questioning by the Board, Director Maurins informed them the no-pickup fee was removed at his request due to the amount of staff time involved for the small amounts collected. He explained that if an item is not picked up within the hold period, it will either go back on the shelf or to the next patron in line on hold for that item.

On motion by Trustee Sattler, seconded by Trustee Wilson, which motion duly carried, the Board approved the revised Fines Fees, & Charges policy as written. All in favor, none opposed.

REPORT BY STAFF WHO REPRESENTED WCLS AT THE NORTHERN NEVADA BUSINESS SUMMIT

Director Maurins informed the Board that although this agenda item was noted as an action item, it was more informational and did not require a motion. He noted that the conference was extremely informational. He informed the Board that the following two attendees, Corinne Dickman and Morgan Tiar, were present to answer any questions.

Upon questioning by the Board, Corinne Dickman, Sparks Managing Librarian, stated that the lack of available collateral to promote WCLS Resources was more of a timing issue on her part. She stated that although they did not get materials in advance, that she and Development Officer Jennifer Oliver have some ideas for moving forward.

Jennifer Oliver, Public Information and Development Officer, informed the Board that the Library has collateral materials that list business services provided by the Library for promotion to business owners.

Upon questioning by the Board, Corinne Dickman advised the Board that one of the mechanisms in place for community ease of information is that WCLS uses only one email address for requesting information. This alleviates issues of trying to remember multiple addresses and staff associated with them.

LIBRARY DIRECTOR'S REPORT TO INCLUDE ADMINISTRATION AND COLLABORATIONS, PROGRAMS, AND ACTIVITIES

Director Maurins handed out a copy and briefly summarized the following:

- The Senior Center re-model was completed last week. There are more computers available with a condensed browsing section. He thanked all the staff listed in the staff report for their part in getting the branch ready to re-open on November 12.

- Recent outreaches included:
 - John Crockett and Julie Machado, managing librarians at Sierra View and Spanish Springs, respectively, attended at the UNR Latino Research Center's "Day of the Dead" Celebration. They promoted the Library's Spanish-language and bilingual books, Mango languages, bilingual Storytime at Sierra View Library, e-books and Tumblebooks.
 - Brent Collamer of Sierra View Library and Beate Weinert of Administration representing the Library at the Washoe County School District Career Expo.
- Director Maurins and Beate Weinert attended the kick-off meeting of agencies and organizations invited by United Way of Northern Nevada and the Sierra to collaborate on the "Grade Level Reading" Initiative.
- The Northwest Reno Library is one of 14 libraries nationwide selected to host a national tour of the "Explore Tech: Engineers Make a World of Difference" exhibition. The exhibit will run from April–September 2016 with an itinerary available mid-December.
- The Library staff who attended the Nevada Library Institute workshop last month have named themselves the "Catalyst Crew" and are working on their assignment of engaging more meaningfully with the Washoe County School District. Crew members will be manning an interactive booth featuring WCLS information and STEAM activities at Sparks High School at the Nevada Reading Week Conference in February 2016.

Regarding the exhibit at the Northwest Reno Library, Public Information and Development Officer Jennifer Oliver stated that the library applied for the exhibit, and the application required an outline of a marketing plan. The Library received a \$1,000 stipend and wants this exhibit opportunity to extend to the Gerlach and Nachez communities.

Trustee Alderman suggested that Ms. Oliver add contact with Boys and Girls club to this plan as they have transportation. She asked to be kept informed on how many students attend.

Chair Stoess moved Agenda Item 6c up due to Trustee Marsh leaving to attend another engagement.

FRIENDS ACTIVITIES

Trustee Marsh stated that the last Friends Board Meeting was on November 4th and that she attended the Annual Meeting that immediately followed it. Upcoming events include:

- FWCL November Book Sale from November 14-22.
- Secondhand Prose 11th Annual Holiday Open House on December 5th from 10-3 pm. The open house includes music, book-themed gift baskets and gifts for all ages.

Other meeting highlights included:

- Amazon book sales have raised \$57,910.38 and sold 1,218 books since March 2011. The first book sold through Amazon in 2011 sold for \$27.99.
- The Friends Board voted for their new officers.
- There will be no December meeting.
- Friends will be awarding Washoe County Library System \$125,000 to for 2016.

Friends Recorder, Mary Jones, was present at the meeting and received a "Thank you" from the Board for their support.

Director Maurins noted that an additional \$15,000 from Friends will be going to the Second Century Endowment Council for eventual grants to WCLS. He also noted that Friends of the

Washoe County Library Board was recognized by the Community Foundation of Western Nevada for the 100% Board Giving Award.

Jennifer Oliver, Public Information and Development Officer, informed the Board that Friends of Washoe County Library was also recently recognized by NV Energy at their Annual Charitable Foundation Grant Reception for 2015.

Trustee Marsh left at 4:40 p.m.

NORTH VALLEYS LIBRARY PROGRAMS, ACTIVITIES AND OPERATION REPORT

Patti Day, North Valleys Managing Librarian, referred the Board to her report in the packet. She provided an update on the Community Connect data for her area. North Valleys has a service population over 61,000 people and is the fourth largest area by population for the Washoe County Library System. Their largest population segments are Aspiring Young Families (15%) and Up and Coming Families (14%) for nearly a third overall of their segments embracing young families. To reach into these populations, North Valleys Library has implemented the following activities:

- Purchased a kids car with STEM grant funds. This car has become the most popular item in the Children's area.
- Increased evening hours and programs on Wednesdays.
- Opened up more space and seating for Wi-Fi users, and removed the Linux computers.

Ms. Day updated the Board on the Halloween Trick or Treat turnout stating it was the largest event of the year. During this event, all the merchants in the shopping center participate and there were over 700 patrons this year. Most of the candy provided by the Library is donated by patrons.

FINANCIAL STATEMENTS TO INCLUDE THE MONTHLY EXPENDITURE COMPARISON AND GIFT FUND BALANCES REPORT

The Library Board reviewed the information submitted in the packet.

Upon questioning by the Board, Director Maurins explained that the bulk of expenditures from the Expansion Fund are for salaries, which now includes seven new positions. Any expenditures shifted between personnel and services/supplies require County approval. He reminded the Board that he received approval and has allocated 150,000 of personnel funds towards materials. Expansion Funds are dedicated to the Library System and any unused amounts return to the fund balance as the end of the fiscal year.

MONTHLY LIBRARY USAGE REPORT

The Library Board reviewed the information submitted in the packet.

Trustee Alderman requested the following:

- Provide a three-year comparison for statistics by branch, due to concerns in decreasing percentages.
- Add a column under Program/Outreach Attendance that includes the total number of programs that corresponds to the attendance numbers.

Director Maurins noted that the programs numbers are less than last year's because we do not have Early Voting events this year. All the Early Voting attendance numbers were recorded under programs last year.

Trustee Wilson recommended scheduling a workshop that focuses on where Library statistics come from and what they actually represent.

Director Maurins stated that a statistical discussion would be good to revisit with newer Trustees having been on the Board now for a while.

PUBLIC COMMENT

Mary Jones, Friends Recorder, invited the Board to the Secondhand Prose Open House where there will be refreshments and 100 different gift baskets.

Tammy Cirrincione, Assistant Library Director, thanked the staff who participated in the Senior Center re-model and noted that the re-model supports goals in the County Strategic Plan.

Ms. Cirrincione also advised the Board that the Sierra View Library held a community Trick or Treat and had 1100 participants. Sierra View also had 180 attendees during Storytime and 150 photos were taken at the Photobooth Makerspace.

John Crockett, Sierra View Managing Librarian, thanked the Systems Team and Resources Librarian Debi Stears for their assistance in getting Senior Center up and running and for the new Lucky Day Collection

Ms. Stears provided the following information on the Lucky Day Collection, giving credit for the idea to Scottie Wallace, the Downtown Reno Managing Librarian.

- The Lucky Day collection is intended to decrease wait times on popular materials and get them to patrons faster.
- Holds cannot be placed on these items; they are walk-in/check-out only.
- These items cannot be checked out by staff.
- There is a maximum 2-item maximum with a 14-day check out period.

Ms. Stears also noted that October 2015 marks the first month that more audio books were checked out through Overdrive than via physical copies. This is significant because the collection holds three times as many copies on CDs than are available on Overdrive.

Jennifer Oliver, Public Information and Development Officer, handed Director Maurins copies of multiple year comparison statistics from 2013/14-2014/15.

As the topic of statistical data continued to come up during this agenda item, Legal Counsel Dania Reid cautioned the Board that topics not agendized should not be discussed. She also noted that Board and Public Comments sections of an agenda are intended for discussion as defined by the Open Meeting Law.

BOARD COMMENT

Trustee Alderman printed out a summary from the Pew Center's Library at the Crossroads report, which provides interesting information and an overall picture of what libraries are now doing.

Trustee Wilson informed the Board that when he was at the Reno Bike Project on 4th street, he met their marketing coordinator who was interested in his involvement and connection with the Library System.

Chair Stoess closed Board Comment and re-opened Public Comment.

PUBLIC COMMENT

Beate Weinert, Programs Coordinator, stated that the Library has an established relationship with the Reno Bike Project.

Chair Stoess closed Public Comment and re-opened Board Comment

BOARD COMMENT

Trustee Wilson is part of a group that was organized by Katy Simon along with the Children's Cabinet. This group is looking at coordinating social services within the County more effectively and would like the Library to be a part of that.

Chair Stoess adjourned at the meeting at 5:05 p.m.

TO: Library Board of Trustees
FROM: Arnie Maurins, Director
RE: Approval of the Library System's updated Five-Year Strategic Plan
DATE: December 16, 2015

Background: Appended to this memorandum is the final draft of the Washoe County Library System's updated Five-Year Strategic Plan. The draft incorporates feedback from last month's Board meeting as well as input from the Library's Leadership Team.

The Strategic Plan aligns with the Library System's values, which are listed on the introductory page. The Plan includes services targeted to specific audiences—such as entrepreneurs, senior citizens and young readers—as well as to the general population of library users.

Once approved by the Board, the Strategic Plan will be submitted to the State Council on Libraries and Literacy, in accordance with the Minimum Public Library Standards for Nevada.

Recommendation: Approve the Washoe County Library System's updated Five-Year Strategic Plan.

WASHOE COUNTY LIBRARY SYSTEM VALUES

Education

We uphold education as the core foundation of our service, and promote reading and information literacy as fundamental life skills.

Inclusiveness

We make enriching cultural and intellectual resources available to all.

Customer Service

We deliver high-quality service based on appreciation of diversity, respect for individual privacy and support of intellectual freedom.

Community

We believe in the power of coming together, and provide opportunities for people to meet, exchange ideas, and participate in the life of their community.

Staff

We recruit and retain qualified employees, provide them with timely training and development opportunities, and recognize that they are our most valuable resource.

Fiscal Responsibility

We manage the human and financial resources entrusted to us in a cost-effective manner, and support only those facilities and services that are sustainable within the realities of our financial limits.

Adaptability

We respond to our users' needs and interests, continuously adapting what we do and how we do it.

Collaboration

We believe in the power of coming together, and expand our impact in the community through partnerships with individuals, public and nonprofit agencies, educators, community groups and businesses.

WASHOE COUNTY LIBRARY SYSTEM STRATEGIC PLAN

The WCLS Mission is to connect people with information, ideas and experiences to support an enriched and engaged community, one person at a time. Based on local needs and the County’s strategic priorities, the Library System will carry out its mission over the next two or more years by delivering focused services to small businesses, entrepreneurs, job seekers, young readers, individuals 18 to 35 years old, and senior citizens—while continuing to offer personal enrichment and engagement opportunities to all residents of Washoe County.

CUSTOMER EXPERIENCE OBJECTIVES		INITIATIVES	
	2015/16	2016/17 – 2019/20	
Increase educational and enrichment opportunities for all library users	Expand Maker Services (separate plan) Increase public hours Enhance materials collections and online resources	Continue identifying ways to increase library hours using the fewest possible new staff positions. Obtain systematic increases to the Library’s materials and technology budgets, in order to better meet patrons’ reading, listening, viewing and technology needs.	
Support literacy needs of children in grades 1-3	Expand library-card outreach to more 1 st graders Follow up with 2 nd graders (both with and without cards) Support United Way’s “Read at Grade Level” initiative	Revise outreach activities to emphasize the most effective tactics; work with school district, home-schooling groups and other educational entities to identify other ways in which libraries can help improve reading skills of young children.	
Enhance user experiences as influenced by physical and virtual environments	Obtain space planning for two libs. Continue safety & security improvements Replace worn-out furnishings Roll out redesigned website	Complete security audits for all County-owned or -leased libraries by 2017/18. Complete space planning by 2017/18, and implement recommendations as plans are completed; modify and supplement “library as place” initiatives as needs change; identify and implement new initiatives as needs are identified. Obtain budget authority to purchase new furnishings as needs are identified.	
Support businesses and job hunters (<u>County Goal: Be responsive and proactive to pending economic impacts</u>)	Offer entrepreneurial programs Provide Manufacturing Tech- 1 classes Offer lynda.com online training Provide co-working spaces Implement outreach to business community	Modify existing services as needed; continue building collaborations to expand the Library’s support of economic development.	

ITEM 5a

<p>Improve library services to seniors (<u>County Goal: Keep senior services on pace with rising senior population</u>)</p>	<p>Open Senior Center Lib on Mondays Offer computer classes and 1-on-1 technology assistance Develop outreach in conjunction with Senior Services' rural meal deliveries</p>	<p>Modify technology classes and assistance as needs change; expand afternoon hours at Senior Center Library; identify and implement other services the Library can provide to meet seniors' needs, e.g. services to the homebound</p>
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<p>INITIATIVES</p>					
	<p>2015/16</p>	<p>2016/17</p>	<p>2017/18</p>	<p>2018/19</p>	<p>2019/20</p>
<p>INTERNAL SUPPORT OBJECTIVES</p> <p>Raise awareness of the Library's value, resulting in greater use of its services and increased funding</p>	<p>Develop and implement a communication plan geared to 20- to 30-year olds (UNR project)</p>	<p>Continue implementing the communication plan; develop a marketing plan (including expanded use of social media and patron testimonials) promoting how WCLS services benefit users and the community, and how to access those services; consider additional positions devoted to marketing, and/or budget funds to outsource relevant projects .</p>			
<p>Provide effective leadership to support the Library's strategic objectives</p>	<p>Utilize knowledge, skills and abilities of management positions more effectively; develop a Succession Management Plan</p>	<p>Carry out the Succession Management Plan; Identify and implement related strategies as needed ; obtain coordinator-level positions for full-time marketing and emerging technology/tech training</p>			
<p>Allocate human and financial resources cost-effectively to improve services</p>	<p>Apply Expansion Fund to impactful projects (e.g. space planning, public-use technology) Evaluate vendors who provide patron-behavior data</p>	<p>Allocate more staff time to higher-level services and outreach by obtaining an RFID self-checkout/materials handling system via a phased acquisition process. Continue impactful projects; transfer Exp. Fund spending authority to General Fund. Identify best vendor for patron-behavior data; obtain funding to procure it; use the data to plan services, delivery methods, and locations for new library facilities</p>			
<p>Meet the community's future library-service needs</p>	<p>Adopt an implementation plan for the Facility Master Plan (FMP), to include optimization of library services along South Virginia Street corridor</p>	<p>Design a new N. Valleys Library Gather public input re: viability and goals of a capital campaign Implement FMP</p>	<p>Construct new N. Valleys Library Carry out capital campaign Implement FMP</p>	<p>Continue carrying out FMP Continue capital campaign as needed Begin formal work to place a new Library-funding initiative on the ballot by or before 2024</p>	

TO: Library Board of Trustees
FROM: Arnie Maurins, Director
RE: Authorizing One Trustee to Represent the Board at Upcoming Public Meetings that Address the Revised South Valleys Regional Park Plan
DATE: December 16, 2015

Background: On January 5th, the Washoe County Parks Commission will review the Draft Conceptual Plan for the South Valleys Regional Park (appended to this staff report). The Parks Commission is expected to forward a recommendation regarding the Plan to the Board of County Commissioners for its January 12th meeting.

These two meetings are the final steps in a process which also included reviews of the Conceptual Plan by the South Truckee Meadows/Washoe Valley Citizen Advisory Board on December 10th, and by the City of Reno Ward 2 Neighborhood Advisory Board on December 15th.

As previously noted, the Conceptual Plan includes an ice arena near the South Valleys Library. The arena's proposed location should allow for a future library expansion of up to approximately 25,000 square feet--yielding a total building size of roughly 42,500 square feet—based on a two-story addition being joined to the existing structure. Such an expansion would be in line with Options 1 and 3 in the Library's Facility Master Plan, which recommended an additional 25,500 square feet in either one or two phases. (Options 2 and 4 call for additional space of nearly 37,000 square feet, yielding a library of over 54,000 total square feet.)

On November 18th, the Board approved a letter of support for the ice arena project (also appended to this report). The letter, which I forwarded to County officials before the final draft Park Plan was released, includes a statement that the Trustees wish to work with the relevant parties to preserve the South Valleys Library's views and expansion potential. Now that the draft Park Plan has been published, the Board may wish to provide additional comments to the Parks Commission and/or County Commission regarding the proposed location of the area.

Recommendation: Determine whether to:

- Authorize a specific Trustee to represent the Board at the January 5th Parks Commission and the January 12th BCC meetings; if yes, designate that Trustee.
- Submit additional official comments regarding the ice arena's proposed location; if yes, identify the points you wish to make. If a Trustee is not selected to represent the Library Board, a Library staff member could deliver the comments to the Parks and County Commissions.



November 24, 2015

Subject: Proposed Ice Arena near the South Valleys Library

To Whom It May Concern:

The Washoe County Library Board of Trustees supports the construction and operation of an ice arena on the land north of the South Valleys Library, as proposed by the Greater Reno Community Ice Skating Association (GRCISA) and included in draft revisions of the South Valleys Regional Park Master Plan. In addition to providing a needed venue for ice hockey and skating, the proposed arena would also offer opportunities for collaborations on programs and services, and it would likely include parking spaces that could be shared with library users.

In accordance with its legally mandated responsibilities (NRS 379.025), the Library Board wants to ensure that the ice arena, if constructed, does not impede the operation of the South Valleys Library or negatively impact the potential for expanding the library. Therefore, the Board looks forward to working with Library Administration, City of Reno and County staff, GRCISA and other relevant parties to ensure that the arena's location:

- Maintains the primary views that are currently available from the north-facing windows of the library; and
- Allows for a future library expansion of up to 25,500 additional square feet, in accordance with viable options in the Library's Facility Master Plan (accepted by the Library Board in January 2015).

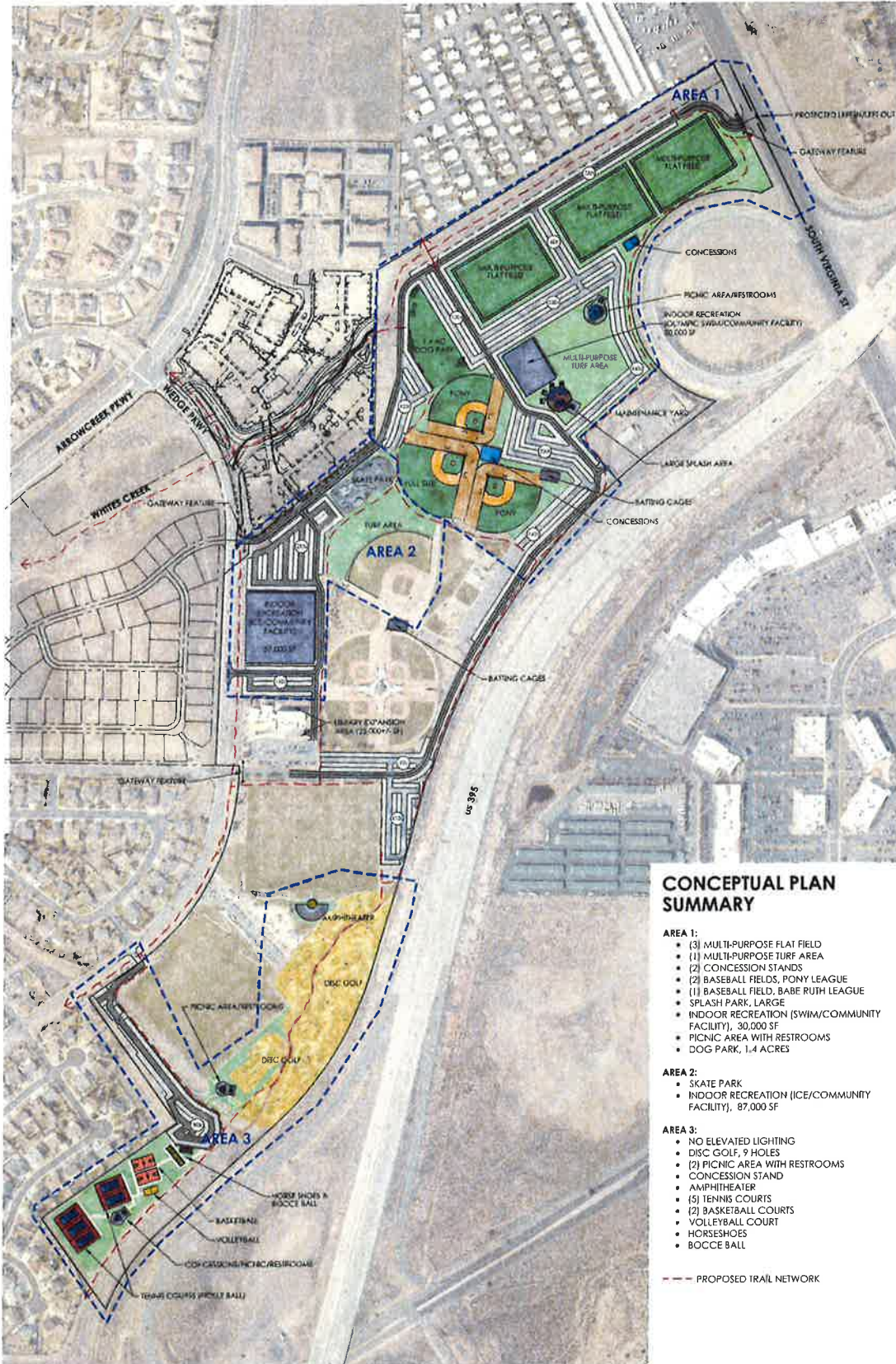
Sincerely,

A handwritten signature in blue ink, appearing to read "Al Stoess", is written over a horizontal line.

Al Stoess
Chairman, Washoe County Library Board of Trustees

DRAFT CONCEPTUAL PLAN WASHOE COUNTY SOUTH VALLEYS REGIONAL PARK

RENO, NV
NOVEMBER, 2015



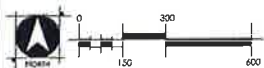
CONCEPTUAL PLAN SUMMARY

- AREA 1:**
- (3) MULTI-PURPOSE FLAT FIELD
 - (1) MULTI-PURPOSE TURF AREA
 - (2) CONCESSION STANDS
 - (2) BASEBALL FIELDS, PONY LEAGUE
 - (1) BASEBALL FIELD, BABE RUTH LEAGUE
 - SPLASH PARK, LARGE
 - INDOOR RECREATION (SWIM/COMMUNITY FACILITY), 30,000 SF
 - PICNIC AREA WITH RESTROOMS
 - DOG PARK, 1.4 ACRES

- AREA 2:**
- SKATE PARK
 - INDOOR RECREATION (ICE/COMMUNITY FACILITY), 87,000 SF


- AREA 3:**
- NO ELEVATED LIGHTING
 - DISC GOLF, 9 HOLES
 - (2) PICNIC AREA WITH RESTROOMS
 - CONCESSION STAND
 - AMPHITHEATER
 - (5) TENNIS COURTS
 - (2) BASKETBALL COURTS
 - VOLLEYBALL COURT
 - HORSESHOES
 - BOCCIE BALL

--- PROPOSED TRAIL NETWORK







APPROXIMATE ADDITIONAL PARKING PROVIDED: 1,800 SPACES

① APPROXIMATE PARKING COUNTING



Washoe County Library System
Arnie Maurins, Director


Presentation to
Library Board of Trustees
December 16, 2015

 Connect  Gather  Explore 


Legislative Authority – NRS 379





- ____-002: The "goal of the State's publicly supported libraries... [is] to provide the resources and trained staff to meet the informational needs of all citizens."
- ____-010: Enables the board of county commissioners to "set apart an amount of money for the purpose of operating and maintaining [a public] library."
- ____-020: The board of county commissioners "shall appoint five competent persons who are residents of the county to serve as county library trustees."
- ____-025-026, -040: Powers and duties of library trustees—hire the director; approve public hours and policies, submit annual budgets, oversee gift funds.

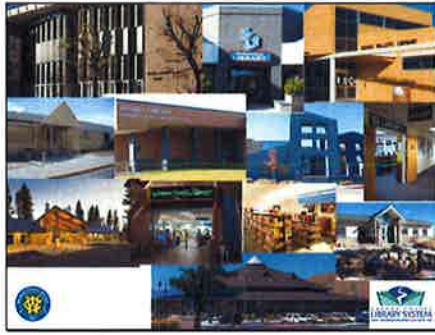
 Connect  Gather  Explore 




- Serving Washoe County citizens since 1904
- 12 branches
- www.washocountylibrary.us






 Connect  Gather  Explore 



 Why is the Library here?



- To connect people with information, ideas and experiences to support an enriched and engaged community, one person at a time.
- To improve literacy
- To elevate our quality of life



 **Connect** Gather Explore 

Connect

- Outreach to 1st grades—80% / 959 cards
- New website – early 2016
- Senior Center Library computer lab
- Entrepreneur and job training
- Wireless printing
- lynda.com and Flipster

 **Connect** Gather Explore 

Gather



- Increased hours at six branches (January)
- Space to read, study, surf, meet with others
- Updated meeting rooms
 - Family Game Nights
 - Co-working spaces
 - Galleries

Connect Gather Explore



Explore



- Classes and programs
- Maker Services – Idea & Experience Boxes
 - STEAM Activities
- Book and media collections



Connect Gather Explore



Partnerships

- Friends of Washoe County Library
- United Way – Read by 3
- UNR Journalism students – Marketing Plan
- Northern Nevada Literacy Council
- EDAWN (Entrepreneurship and MT-1 job training)
- Community Foundation of W. Nevada & KNPB
- Food Bank of Northern Nevada
- Washoe County School District
- Reno Mini-Maker Faire
- Education Renaissance of Nevada Initiative
- UNR Performing Arts Series/Pioneer Ctr Youth Programs
- And many more!

Connect Gather Explore







Opportunities


- Soon to be "Under New Management"
- Funding
- Succession planning/workforce development
- Raising awareness of Library System's value

 Connect  Gather  Explore 





Future Plans

- Building improvements
- New North Valleys Library (FY 2017/18)
- Greater investments in technology
- New funding sources – capital & operating

 Connect  Gather  Explore 



Questions, Comments?

 Connect  Gather  Explore 

TO: Library Board of Trustees
FROM: Arnie Maurins, Director
RE: Approval to Change Wednesday Public Verdi Hours at the Verdi
Community Library from 3:00-7:00 pm to 2:30-6:30 pm, Effective
January 4, 2016
DATE: December 16, 2015

Background: Verdi Elementary School Librarian Heather Cooke has requested that the Verdi Library open to the public on Wednesdays at 2:30 pm instead of 3:00 pm. The school generally has an “early release” schedule on Wednesdays, with the school day ending at 2:30 rather than the usual 2:50. Ms. Cooke believes that the earlier opening time would enable and encourage more parents and students to use the library immediately after school. Verdi Community Council representative Anthony Domoe has met with me to discuss the Verdi Library, and he agrees that a 2:30 opening time on Wednesdays would be beneficial.

Very few patrons have been using the library between 6:30 and 7:00 pm, so if Ms. Cooke is correct the earlier schedule should result in a net increase in library usage. In addition, shifting to a 2:30-6:30 Wednesday schedule would not adversely impact WCLS staff or operations. Sierra View Managing Librarian John Crockett, who oversees the staff assigned to Verdi, is in favor of the proposed change.

Staff members who work at the Verdi Community Library monitor visitor traffic by the hour. Should the Board approve the revised schedule, staff will continue to track visitors to determine the effect of the earlier opening time.

Recommendation: Approve the change in Verdi Community Library’s Wednesday hours from 3:00-7:00 pm to 2:30-6:30 pm, effective January 4, 2016.

TO: Library Board of Trustees
FROM: Arnold Maurins, Library Director
RE Library Director's Report to Include Administration and Collaborations,
Programs and Activities; Direction to Staff Regarding Content of Future
Director's Reports
DATE: December 16, 2015

There is no written material on this item.
An oral report will be made at the meeting

Annual Report to the WCLS Library Board of Trustees
Downtown Reno (RN) Branch
2014-15

1. *Branch safety awareness:* Safety and incident prevention continue to be uppermost in my mind and, I know, in the minds of the staff for whom I'm responsible. It is, therefore, much of what this report will cover.

- Within the past two weeks, a contractor hired by Washoe County Technology Services, began an extensive wiring upgrade project here. It is important to note that wiring is being done within RN's interior, and also on the *exterior* (W wall) of the library that faces the alley that runs S to N between Liberty Street and Ryland Avenue.
- While the upgrades will surely enhance public and staff *computing* experiences at RN, it will also, *if we fund it*, support the safety of staff and public who are a part of RN by enabling both access control into different zones within the building, and surveillance via nine cameras – 7 internal, 2 external. WC Technology Services is carrying the financial burden for the planning and installation of the wiring, and the library system will need to commit to funding for the cameras, card readers and associated hardware (exit motion devices, door contacts serve as examples of hardware). Any asbestos mitigation, if required, would also be the library's responsibility. In October 2015 the WC Security Electronics Administrator, Dan Lutterman, provided me with copies of proposals from two companies to cover this and the costs range from \$39,533 to \$46,759.
- Your RN staff has worked deliberately and diligently to build positive and effective relationships with law enforcement downtown*. This was a direct result of our work with Dan (mentioned above) and Bob Dorsey, Program Manager for Northern Nevada Regional Intelligence Center. RN staff made multiple overtures to supply law enforcement with whatever we had that they believed they could make use of. Over time, WC Sheriff's deputies have increased their visits to us as they cross our turf from county courts on Virginia Street to Social Services directly across from us on Center Street. Often deputies stop in their walk-throughs to visit with staff, sometimes asking library-related questions, and sometimes just offering friendly chat.
 - This past spring, RN was finally able to find a way to return a favor to law enforcement. Working with WCSO supervisors, RN was approved as a site for a special ops training. After we closed to the public for the night on April 29th, a dozen or so WC deputies accompanied by 5 K-9s converted RN into a training facility. Narcotics were planted throughout RN. Deputies acting as criminals donned bite-proof suits and hid in the bomb shelter tunnels beneath the library. And then the dogs, one at a time, were brought through RN's front doors by their respective handlers to 'work' the building, including having to be lowered down a slim metal ladder to the dark bomb shelter tunnels below the gardens. It was an extraordinary experience and we're honored to have been a part of it. Since that April evening, we've passed through acquaintance status and have become friends with the deputies and their canine partners.

*Reno Police Department typically responds to incidents outside this facility, while WC Sheriff's deputies typically respond to situations inside RN.

- In addition to reports such as this annual one to you, we staff also write Incident Reports whenever necessary. While over the years, I've written hundreds of these, to date, in 2015, we've written some 30+ here. These reports cover incidents or events that are outside the range of expected and accepted behaviors inside a public library, admittedly subjective but policy-grounded. Whenever possible, we provide a copy of the reports to individual(s) involved. This year's RN reports cover a wide range of events to include: multiple cases of visitors who were discovered unconscious (head injury after a fall, drug/alcohol abuse, illness), a domestic violence incident, and inappropriate physical and verbal scuffles between patrons. The reports are sent to library administration and copies are also kept in my office.
2. *Branch or department highlights, accomplishments, significant changes:*
 - Library visitors love the movies offered at RN twice a month: "Sunday Movie Matinees". This service, like computer instruction and the Tech Café, continues to rise in popularity.
 - RN has now joined other WCLS branches in becoming a Paws to Read site. I can only describe it as FABULOUS. These volunteers and their wonderfully trained dogs delightfully and effectively support literacy.
 3. *Staffing/volunteers/support:*
 - RN is hoping to fill our one remaining staff vacancy soon after the New Year. This is an existing 15 hour Library Assistant II position.
 - RN needs more volunteers and after the first of the year we'll work toward that goal.
 4. *Facility-related projects completed or in progress*
 - The asbestos abatement project was completed this fall on Levels 1, 2 and 3. With the exception of the children's books, all books, thousands of them, were moved at least once over the course of this project. Although we received our asbestos all-clear in August, we still had weeks' worth of work ahead as we arranged and rearranged entire ranges of print materials.
 - There was an instance of water damage to 280+ books caused by the abatement company. Estimated damages are approximately \$7200 and WC Facilities' staff is working on a settlement.
 5. *Statistics caveat:* As noted earlier, the vast majority of the print collection housed in RN was unavailable several times during the asbestos project; therefore, the statistics for circulation have questionable meaning for RN for a significant portion of summer/fall 2015.
 6. *Thanks:* RN owes sincere thanks to those branches, managing librarians, and divisions who jumped into the fray to help us during the asbestos mitigation mess – often with little, if any, notice at all. We needed help, we asked for help, and we received help in every single instance. WCLS knows how to come together in a crunch.

Submitted by Scottie Wallace, Managing Librarian

TO: Washoe County Library Board
FROM: Zanny Marsh, Friends Liaison
RE: Friends Report
DATE: December 16, 2015

There is no written material on this agenda item.

An oral report will be made at the meeting.

Washoe County Library System

Monthly Statistics Report for Fiscal Year 2015-2016

For The Month Of: NOVEMBER



	Library Visits		Checkouts		Patron Computer Use		Program/Outreach Attendance						
	# visits	YTD	# checkouts	YTD	# signups	YTD	Adult		Youth				
							# adult	YTD	# youth	YTD			
BRANCH ACTIVITY													
Duncan/Traner (Public Hours)	265	2,037	98	1,028	80	496	0	0	0	0	0	0	0
Gerlach (Public & School Hours)	58	210	120	497									
Incline	3,717	25,497	4,646	27,362	269	2,148	175	532	319	1,564			
North Valleys	0	0	10,586	59,195	793	5,320	23	140	131	2,419			
Northwest	8,141	50,247	18,654	102,396	1,206	7,944	135	641	580	4,226			
Reno	12,266	61,244	19,404	101,368	4,849	25,753	61	334	283	1,259			
Senior Center	1,419	10,020	933	4,697	166	1,648	0	75	0	0			
Sierra View	9,987	70,392	17,025	91,261	4,391	26,833	259	703	255	1,549			
South Valleys	12,083	68,897	19,994	114,449	580	3,666	148	1,564	860	6,071			
Spanish Springs	8,176	44,309	13,436	72,264	1,343	7,173	98	537	1,603	7,076			
Sparks	10,851	66,223	21,437	120,632	5,233	28,988	54	378	1,067	3,105			
Verdi (Public Hours)	267	1,528	606	2,668	3	41	0	0	0	0			
Total:	67,230	400,604	126,939	697,817	18,913	110,010	953	4,904	5,098	27,269			
ADMINISTRATION OUTREACH													
ONLINE ACTIVITY													
Downloadable Materials (ebooks, audiobooks, magazines)			21,316	100,819									
Digital Visits (includes website, catalog, online services)	188,732	980,548											
Database Usage			8,639	52,116									
Social Media Reach											12,576	56,740	0
Total:	188,732	980,548	29,955	152,935							12,576	56,740	0
MISCELLANEOUS													
Read & Share			4,644	212,401									
Total:			192,099	1,218,756									
GRAND TOTALS	255,962	1,381,152	348,993	2,069,508	18,913	110,010	13,529	61,744	5,098	27,269			

NOTE: Due to equipment malfunction, there is no gate count for NV

ITEM 7e

Washoe County Library System

Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2014-2015/2015-2016

WASHOE COUNTY LIBRARY SYSTEM	Accumulative													
	Checkouts			Library Visits			Patron Computer Use			Program Attendance			Digital Visits	
	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change	2015 - 2016	% Change
July	166,953	145,188	-13.04%	98,714	80,867	-18.08%	25,347	22,764	-10.19%	6,956	6,406	-7.91%	160,421	0.00%
August	157,069	137,408	-12.52%	94,781	89,571	-5.50%	22,807	22,562	-1.07%	6,308	5,206	-17.47%	218,167	0.00%
September	155,234	142,445	-8.24%	91,907	77,877	-15.27%	23,022	22,900	-0.53%	5,379	5,965	10.89%	207,273	0.00%
October	163,330	145,837	-10.71%	111,021	85,059	-23.38%	23,360	22,871	-2.09%	21,231	8,545	-59.75%	204,974	0.00%
November	142,699	126,939	-11.04%	79,964	67,230	-15.92%	20,666	18,913	-8.48%	6,749	6,051	-10.34%	188,732	0.00%
December	140,348	0	0	81,286	0	0	21,187	0	0	5,407	0	0	0	0.00%
January	161,353	0	0	92,700	0	0	22,790	0	0	6,116	0	0	0	0.00%
February	142,907	0	0	87,713	0	0	20,447	0	0	7,545	0	0	0	0.00%
March	151,184	0	0	95,841	0	0	22,988	0	0	10,615	0	0	0	0.00%
April	146,691	0	0	91,129	0	0	23,070	0	0	8,682	0	0	0	0.00%
May	143,844	0	0	82,361	0	0	21,919	0	0	7,299	0	0	0	0.00%
June	137,787	0	0	85,910	0	0	22,678	0	0	5,871	0	0	0	0.00%
Totals	1,809,399	570,878	-11.16%	1,093,327	333,374	-15.90%	270,281	91,097	-3.64%	98,158	26,122	-34.49%	790,835	0.00%
Totals to Date	642,586			396,423			94,536			39,874			0	

Note 1: School checkouts are now being tracked separately from public hour checkouts, which will decrease the numbers in FY 15/16. FY 14/15 checkouts included school and public hours together. FY 15/16 reflects only public hour checkouts.

Note 2: 'Website Visits' has been changed to 'Digital Visits', which now includes website, catalog, and online services visits. FY 15/16 will establish base figures so there will be no comparisons.

**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 By Branch / Cumulative By Month / Resulting In Yearly Total -- Thru November									
System Total Comparison For Fiscal Years 2014-2015 / 2015-2016									
Meeting Room Use									
	2014-2015	2015-2016	% Change	2014-2015	2015-2016	% Change	2014-2015	2015-2016	% Change
	# of Meetings	# of Meetings	# of Meetings	Attendance	Attendance	Attendance	Attendance	Attendance	Attendance
Administration Outreach									
Duncan/Traner	0	0	0.00%	0	0	0	0	0	0
Gerlach									
Incline	33	32	-3.03%	416	479	15.14%			
North Valleys	4	10	150.00%	95	99	4.21%			
Northwest	21	19	-9.52%	248	234	-5.65%			
Reno	60	53	-11.67%	914	738	-19.26%			
Senior Center	0	0	0	0	0	0			
Sierra View	3	7	133.33%	7	97	1285.71%			
South Valleys	95	114	20.00%	1,872	2,564	36.97%			
Spanish Springs	64	63	-1.56%	1,436	1,125	-21.66%			
Sparks	8	12	50.00%	109	178	63.30%			
Verdi	0	0	0	0	0	0			
Totals	288	310	7.64%	5,097	5,514	8.18%			

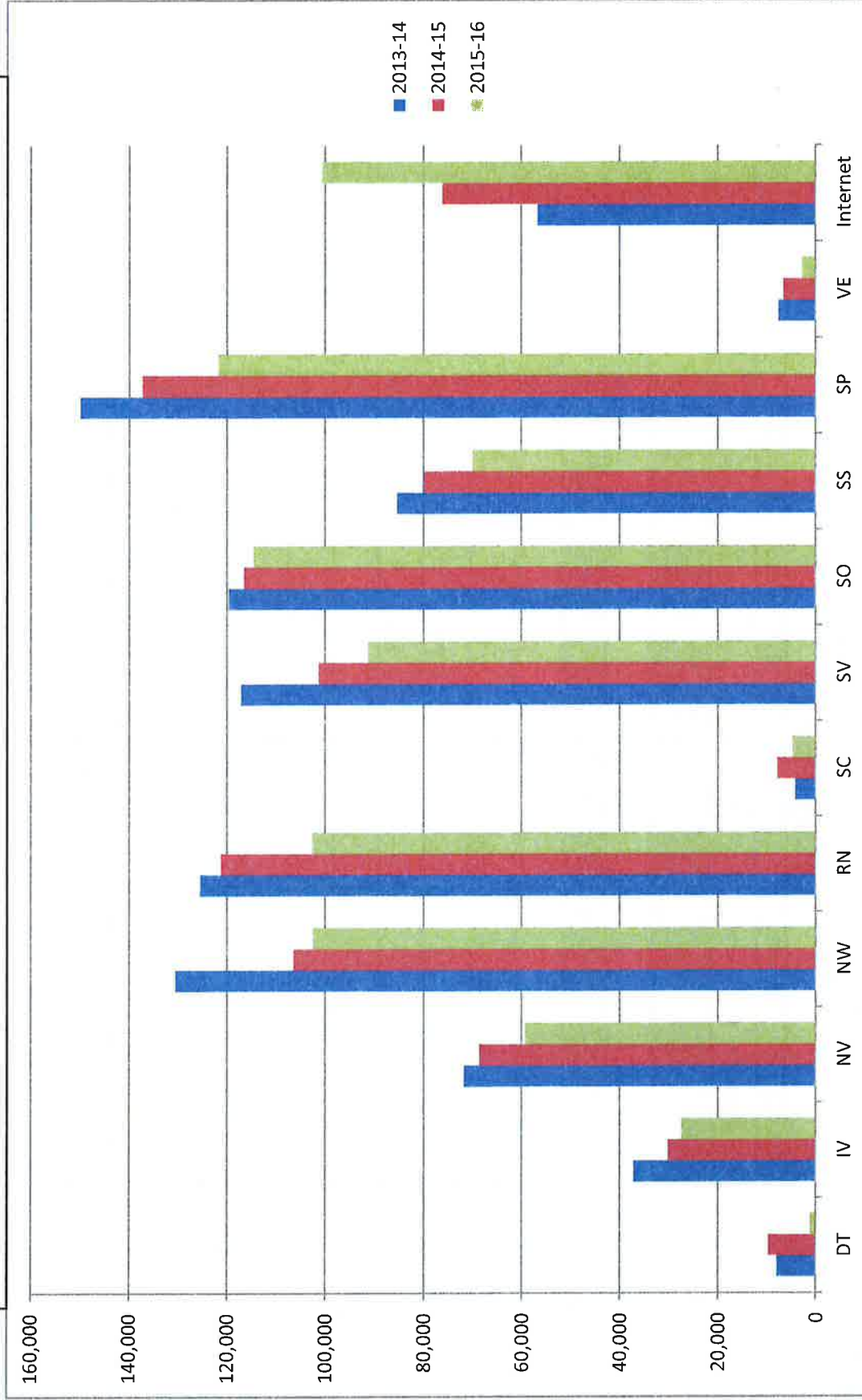
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**PLEASE NOTE:
CHECKOUT TOTALS
a. Reflect only public hours for Partnership Libraries
b. Do not reflect Gerlach or Collection Development

Year-to-Date Circulation by Branch FY2013 – FY2015

July – November

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*Internet branch includes OverDrive, Tumblebooks, and Flipster magazines