



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, FEBRUARY 22, 2017
4:00 P.M.**

**Sparks Library
1125 12th Street
Sparks, NV 89431**

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) 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.
- 3) Approval of Meeting Minutes
 - a. *For Possible Action:* Approval of Minutes from the Library Board Meeting of January 18, 2017
- 4) Old Business
None
- 5) New Business
 - a. *For Possible Action:* Library Director's Self-Evaluation and Direction to Trustees and Selected Staff to Complete the Evaluation of Performance Form
 - b. *For Possible Action:* Approval of Revised Library Card and Materials Borrowing Policy
 - c. *For Possible Action:* Approval of Revised Meeting Room Policy
 - d. *Discussion:* Discussion and Recommendations Regarding the Annual Review of the Library Board's Strategic Plan
 - e. *For Possible Action:* Approval of Library CIP/Budget Requests to Washoe County
- 6) Reports
 - a. Library Director's Presentation to Include System Programs and Activities, and Friends Report for January 2017
 - b. Tacchino Trust Expenditure update
 - c. Sparks Library Programs, Activities and Operations
 - d. Overview of the Longstanding Partnership Between the Washoe County Library System and the Washoe County School District
 - e. Update on Strategic Communication Plan Proposal
 - f. Report on Collection Trends
 - g. Financial Statements to Include the Monthly Expenditure Comparison and Gift Fund Balances for January 2017
 - h. Monthly Library Usage for January 2017
- 7) 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.
- 8) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 9) Adjournment

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, JANUARY 18, 2017**

The Board met in regular session at the Downtown Reno Library, 301 S. Center Street, Reno, Nevada.

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

1) ROLL CALL

Board Members Present: Wendy Alderman, Zanny Marsh, Sara Sattler, Derek Wilson

County Staff Present: Assistant District Attorney Dania Reid

Public Present: Kyle Waxman (FWCL), Dan Erwine (FWCL), Sheree Garcia (FWCL), Keith Judson (FWCL), Mary Jones (FWCL), Roxie Naphan (FWCL), Terry Kirschenheiter (FWCL)

2) PUBLIC COMMENT

Jonnica McClure, North Valleys Managing Library, invited the Trustees and those in attendance to the North Valleys Open House on Wednesday, January 25, 2017. The ribbon cutting ceremony is scheduled for 5:30 pm and the Open House is open from 5:30-7:00 pm.

Chair Wilson noted the arrival of Trustee Stoess at 4:03 pm.

3) APPROVAL OF MEETING MINUTES

a) APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF NOVEMBER 16, 2016

On motion by Trustee Stoess, seconded by Trustee Alderman, motion which duly carried, the Board approved the meeting minutes from the Library Board of Trustee meeting of November 16, 2016. All in favor, none opposed.

b) APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF DECEMBER 7, 2016

On motion by Trustee Stoess, seconded by Trustee Alderman, motion which duly carried, the Board approved the meeting minutes from the Special Library Board of Trustee meeting of December 7, 2016. All in favor, none opposed.

4) OLD BUSINESS

None

5) NEW BUSINESS

a) ACKNOWLEDGEMENT OF DONATIONS RECEIVED BETWEEN 10/1/16 AND 12/31/16

Director Scott referred to the Staff Report and the intent to recognize all the donors from the Give the Gift of Reading Campaign attending the Board meeting (none were in attendance). He stated the Library intended to recognize the donors at the North Valleys Library Open House as well.

Trustee Alderman stated it was great that the Library met their goal.

b) ACKNOWLEDGE A DONATION IN THE AMOUNT OF \$125,000 FROM THE FRIENDS OF WASHOE COUNTY LIBRARY, WHICH DEMONSTRATES ITS CONTINUED SUPPORT OF LIBRARIES, LITERACY, THE ARTS, AND CULTURAL ENRICHMENT THROUGHOUT THE COMMUNITY.

Beate Weinert, Programs and Collaborations, introduced the Friends of Washoe County Library (FWCL) members present and invited them to a photo opportunity with the Board and big check acknowledging their donation in the amount of \$125,000 to the Washoe County Library. She also noted that FWCL donated over \$14,000 to the Gift of Giving Campaign.

Trustee Sattler expressed her sincerest gratitude to FWCL.

c) UPDATE OF LIBRARY DIRECTOR'S ANNUAL REVIEW FOR JANUARY 8, 2016 THROUGH DECEMBER 13, 2016.

Tami Gaston, Administrative Secretary Supervisor, summarized the Library Director Review process as outlined in the Staff Report and supporting documents. She highlighted the following:

- The first step of the Board approved process is completion of the Self Evaluation form by the Library Director. Once completed, the form will be sent to Chair Wilson and agendaized for discussion at the February Board meeting.
- At the February Board meeting, Chair Wilson will provide the Self Evaluation Form to the Trustees for review and questions. Following discussion, the Chair will instruct the Trustees and listed anonymous staff to complete the Performance Evaluation Form provided by Tami Gaston. The Chair will provide a deadline that allows him time to complete a synopsis based upon received evaluation forms.
- All evaluation forms will be sent to Tami Gaston. This can be done either by providing a hard copy or be sent electronically. The forms remain anonymous as there is not a place to provide a name of the rater. Ms. Gaston will keep the forms separate and grouped by either "employee" or "Trustee" as they are received, maintaining confidentiality.
- The synopsis completed by Chair Wilson will be agendaized the following meeting for review and to make any changes or modifications as deemed appropriate by the Board.

d) AUTHORIZATION FOR DIRECTOR TO USE UP TO \$222,000 OF WASHOE COUNTY LIBRARY GIFT FUNDS TO PURCHASE RADIO FREQUENCY IDENTIFICATION (RFID) ENABLED SELF-CHECKOUTS, COLLECTION MANAGEMENT, AND SECURITY SYSTEMS AT ITS 12 BRANCHES (APPROVED BY THE BCC ON 12/13/16)

Director Scott provided a brief overview of the County Request for Proposal process, noting that Bibliotheca won the bid for the project. He stated that the Library was working with the vendor to tag all library materials by July 1, 2017. The Library filed an LSTA Grant Application that will go to the purchase of more RFID equipment.

Upon questioning by the Board, Director Scott:

- Stated that he touched upon the RFID project at the Joint BCC/LBOT meeting, as well as, the going through the County Request for Proposal process to select a vendor. He believes the Commissioners understood that RFID will create a more efficient process.

- He would review plans to confirm the Sierra View Library plans included RFID equipment at the outside book drop.
- Confirmed that the RFID equipment checks items in by sensor.
- Agreed to provide a tour when the project is complete.

On motion by Trustee Sattler, seconded by Trustee Marsh, which motion duly carried, the Board authorized the Director to use up to \$222,000 out of Washoe County Gift Funds toward the RFID project. All in favor, none opposed.

e) **APPROVAL TO MOVE THE FEBRUARY LIBRARY BOARD OF TRUSTEE MEETING TO WEDNESDAY, FEBRUARY 22, 2017.**

The Board did not note any issues with the date change for the February meeting.

On motion by Trustee Alderman, seconded by Trustee Stoess, which duly carried, the Board approved to move the February Library Board of Trustee meeting from February 15, 2017 to February 22, 2017, to be held at the Sparks Library at 4 pm. All in favor, none opposed.

6) **REPORTS**

a) **LIBRARY DIRECTOR'S PRESENTATION TO INCLUDE SYSTEM PROGRAMS AND ACTIVITIES, AND FRIENDS REPORT FOR NOVEMBER AND DECEMBER 2016**

Director Scott provided a PowerPoint presentation updating the Board on Library System programs and activities, outreach and operations for the month of November and December 2016.

b) **TACCHINO TRUST EXPENDITURE UPDATE**

Director Scott referred to the Staff Report provided with the Board packet. He noted that the report included the Downtown Reno proposal with preliminary design plans provided by the vendor. He stated that the actual costs will likely be lower as the Library will decrease the furniture shown in the plans. He specifically pointed out the two single stall restrooms in the new Children's area and that all computer access will be in the lowest level of the branch with the archives. Director Scott informed the Board that he has met with County Capital Projects and branch lighting costs are already included the County budget.

Upon questioning by the Board, the Director noted that the project will begin mid-2018 pending supplemental grants being awarded.

c) **FINANCIAL STATEMENTS TO INCLUDE THE MONTHLY EXPENDITURE COMPARISON AND GIFT FUND BALANCES THROUGH DECEMBER 2016**

The Library Board reviewed the information submitted in the packet.

d) **MONTHLY LIBRARY USAGE FOR NOVEMBER AND DECEMBER 2016**

The Library Board reviewed the information submitted in the packet.

Upon questioning by the Board, Director Scott noted the following:

- The numbers for Duncan-Traner and Verdi Libraries are starting to increase and we expect to continue to see growth in these branch statistics.
- The Library and Board need to continue paying attention to the Partnership libraries. Issues associated with these branches and statistical data will not go away. It is a better practice to keep them in regular discussion so that any future decision involving them is not a surprise to the public.
- For the record: It is likely that the decrease in Meeting Room Use at the Spanish Springs Library can be attributed to the Pyramid Highway road construction project so that the numbers are not taken out of context while the project is ongoing.

7) PUBLIC COMMENT

None

8) BOARD COMMENT

Trustee Stoess contacted the Washoe County Board of Commissioners to find out who would be the liaison to the Library this calendar year. She was informed that this agenda item would be placed on the January 31, 2017, meeting agenda.

Upon questioning by the Board, Director Scott confirmed that some of the agenda items requested by the Board were pushed to the February Board meeting to better focus on the agenda items presented and alleviate an extended meeting.

9) ADJOURNMENT

Chair Wilson adjourned the meeting at 4:48 pm

TO: Library Board of Trustees

FROM: Tami Gaston, Administrative Secretary Supervisor

RE: Library Director's Self-Evaluation and Direction to Trustees and Selected Staff to Complete the Evaluation of Performance Form

DATE: February 22, 2017

Background: Appended to this staff report is the self-evaluation form completed by Director Scott following the January meeting for Board review. Any comments regarding his performance will be agendaized for discussion at the next meeting.

Direction by Chair Wilson for Trustees and Anonymous Staff, as outlined in the Library Director Annual Review Process, to complete the Performance Evaluation Form. Chair Wilson will request all forms be submitted to Tami Gaston by Thursday, March 2, 2017. Ms. Gaston will send an electronic Performance Evaluation form to all raters on Thursday, February 23, 2017. On Friday, March 8, 2017, Ms. Gaston will forward all completed Performance Evaluation forms to Chair Wilson. These forms will be separated by "Employee" and "Trustee" without any name or identifiers included. Chair Wilson will prepare a summary of the ratings and comments for use during the agenda item regarding the Library Board's evaluation of the Library Director during the March Library Board meeting

Recommendation: The Board Chair requests that Trustees and designated staff complete the Evaluation of Performance form and send it to Tami Gaston by Thursday, March 2, 2017.

(Submit this form to the Board Chair for inclusion in the Summation Form that will be used during the face-to-face appointment with the Director.)

SELF EVALUATION OF PERFORMANCE: LIBRARY DIRECTOR

DATE OF EVALUATION: JANUARY 2017

DIRECTOR'S NAME: JEFF SCOTT

(To be completed by Director)

1. Summarize your major accomplishments – goal-related and other – over the past year. If certain goals were not achieved, please explain why.

Early Literacy

- Grants Awarded State Collection Development \$7,000, Summer Reading Program (Stay and Play) \$2800 (May, Nov 2016)
- 1,000 Books Before Kindergarten Launch (September 2016)
- Children's Book Fundraiser (Give the Gift of Reading) (Nov/Dec 2016) (raised over \$34,000)
- Reno Bighorns Charity of the Night (Dec. 2016)
- Washoe County School District Library Cards (Every Student issued card, Opt-in) (Dec 2016)
- Child Fine Free Card (Dec. 2016)

Makerspaces

- NCLabs Coding Camp (June/July 2016) Start-up School (April 2016)
- MT-1 (Feb-Apr 2016)
- Chromebook Labs/Training (Dec. 2016)
- 3D Printer Coding starting (Dec. 2016)

Renovations

- North Valleys Renovation (Nov/Dec 2016)
- Tacchino Trust plans (\$900,000 for renovation of Downtown Reno, Sparks, and Northwest and to expand Children's Collections post renovations). (Nov/Dec 2016)

Operational

- Monday Hours, 35 more weekly hours (January 2016)
- Establishment of Lucky Day Collection (February 2016)
- Added new searchable & filterable online events platform (LibCal) (April 2016)
- Establishment of In-Service Days (April 2016)
- Celebration of 50 Year Anniversary of the Downtown Reno Library (May 2016)
- Programming Retreat (July 2016)
- ALA/NLA Membership for Staff (July 2016)
- Java Lounge established at Spanish Springs Library (July 2016)
- Programming services restored at Partnership Libraries (June/July 2016)
- Restoration of Reference Team and Marketing Team (August 2016)
- IMLS National Medal Nomination (Oct. 2016)

- LSTA Grant submitted (AMH) (Nov 2016)
- Repair Sierra View Library HVAC, restoration of bathrooms. (July, December 2016)
- Collection Development Changes (Reduction of Wait Times, increase funding towards children's materials, emphasize digital presence). (2016)

Technology

- Launched Basic Computer Skills classes at SC (January 2016 following November 2015 reconfiguration)
- Added new searchable & filterable online events platform (LibCal) (April 2016)
- Partnership with Koios to show library availability on Amazon and Google via browser plugin (May 2016)
- Social Media for Seniors pilot program w/ AARP Nevada (May 2016) – 47 attended at RN & SC. Hope to launch as regular AARP Nevada program in 2017. 586 attended; 80 classes offered.
- New website launched (June 2016)
- Koha Cloud Hosted (Nov. 2016)

2. How have your job duties changed during the past year?

Job duties have not changed.

3. What are your expectations for this job during the next year? Are there any areas in which you see a need for improvement? Are there any ways you would like your job to be restructured to better suit your needs or goals?

Upcoming

- RFID Implementation 2017
- Libraries close consistently at 6pm M-Th (Jan 2017)
- Sierra View Seven Day Service (January 2017)
- Duncan Traner five day service (January 2017)
- Core Team Retreat (January 2017)
- 3D Coding Camp Partnerships with UNR (February 2017)
- Leadership Team Retreat (March 2017)
- Customer Service Training (February 2017)
- Helen Barr Exhibit (Holocaust) April 2017
- Three Year Technology Plan (Spring 2017)
- MPLA/NLA at South Lake Tahoe (October 2017) (Time to show off)
- Reno Aces Summer Reading Program Partnership/Library Day (August 2017)
- Strategic Plan Process (Fall 2017)
- Downtown Reno Library Renovation Project (Fundraising in conjunction with Tacchino Trust)(Fall 2017)
- Washoe County Library Foundation project (2017)
- Makerspace Consortia (2017)
- CIPA Compliance/ERATE (2018)
- IMLS Gold Medal (nominated, awaiting notice)

Possibilities

- Book Bike Outreach
- Bike Lockers with Bike Repair kits (Downtown Reno, Sparks)
- Biggest Little Book Festival (October 2018)
- Renown Early Literacy Program (2017)
- Outreach to Early Literacy Centers (2017)
- New North Valleys Library (2020)
- New Sierra View Library (2024)

4. Do you have any comments or suggestions on how the organization can be run more effectively?

Not at this time. I am making some suggestions for staffing changes. Reclassifying certain position (without above board budget requests) so that their titles better match their duties.

5. Is there any aspect of your job situation that could be changed to improve your job satisfaction or performance?

Library budget increase for collection development, technology, and facilities.

6. Comment on the Board's effectiveness in providing guidance, feedback and support, and give suggestions for improvement.

Board has been clear and supportive of my efforts to lead the library. I have appreciated the comments at board meetings as well as other discussions. The opinions of the board are very critical to our operations. Being new to the area, the background, history, and current events in Washoe County are critical to make good decisions on how best serve our patrons.

7. What are your organizational and professional goals for the next twelve months? Wherever possible, explain how your achievement of each goal will be measured.

Upcoming

- RFID Implementation 2017
- Libraries close consistently at 6pm M-Th (Jan 2017)
- Sierra View Seven Day Service (January 2017)
- Duncan Traner five day service (January 2017)
- Core Team Retreat (January 2017)
- 3D Coding Camp Partnerships with UNR (February 2017)
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8. Other comments.

EVALUATION OF PERFORMANCE: LIBRARY DIRECTOR

DATE OF EVALUATION: _____

DIRECTOR'S NAME: _____

(To be completed by the Library Board of Trustees)

Purpose of Evaluation

This is an implementation tool to identify an employee's strengths and area(s) of improvement directly relating to job performance, development and progress.

AREAS OF IMPROVEMENT/GROWTH OVER THE PAST YEAR

Rating Definitions

The following rating system should be applied as objectively as possible within each area:

E-Excellent = Individual performs all tasks in an exceptional manner. Requires little or no supervision. Exceeds all standards all the time.

G-Good = Individual performs many tasks well and all other tasks adequately. Requires little or no supervision. Meets all standards and frequently exceeds standards – goes above and beyond the call of duty at times.

S-Satisfactory = Performs all task satisfactorily. Requires normal supervision. Meets the standards of the position – does what is expected the way it is expected to be done. Occasionally may fall below the standard, but lapses are offset by occasionally exceeding the standards.

F-Fair = Performs most tasks satisfactorily, although not all. Requires more than normal supervision. Meets the standards much of the time, but there are occasional lapses where performance falls below standard. Lacks consistency in meeting standards.

U-Unsatisfactory = Fails to perform many tasks well. Requires close and constant supervision. Fails to meet the standards much of the time. Frequent coaching and supervision required.

NR-No Rating = Rater has no knowledge.

Form Instructions

1. Each Board member should individually respond to this form.
2. In responding to the form, Board members could refer to the Strategic Plan, Board minutes, usage statistics, program results or other information sources from the year.
3. Submit this form to the Board Chair for inclusion in the Summation Form that will be used during the face-to-face appointment with the Director.

Area of Organizational Health

Rating

Customer Service & Community Relations

- | | | | | | | |
|--|---|---|---|---|---|----|
| • Level of patron satisfaction | E | G | S | F | U | NR |
| • Customer service received by patrons | E | G | S | F | U | NR |
| • Consistent application of policies that affect the public | E | G | S | F | U | NR |
| • Services are communicated to the public effectively | E | G | S | F | U | NR |
| • Working relationships and cooperative arrangements with government officials, community groups and organizations | E | G | S | F | U | NR |
| • Awareness of community needs | E | G | S | F | U | NR |
| • Mechanisms are in place to hear from patrons and the community-at-large | E | G | S | F | U | NR |
| • Library is being marketed to the community | E | G | S | F | U | NR |

Comments: _____

CS & CR TOTALS: E _ G _ S _ F _ U _ NR _

Organizational Growth

- | | | | | | | |
|--|---|---|---|---|---|----|
| • The Library is making progress on its Strategic Plan | E | G | S | F | U | NR |
| • Services to meet the goals and objectives of the Strategic Plan are carried out with staff and Trustee involvement | E | G | S | F | U | NR |
| • Goals and objectives are evaluated regularly | E | G | S | F | U | NR |
| • Creativity and initiative are demonstrated in creating new services/programs | E | G | S | F | U | NR |
| • Collection is responsive to community needs | E | G | S | F | U | NR |
| • The Library is responsive to changes in the community | E | G | S | F | U | NR |
| • Staff are aware of Library's Strategic Plan, policies and activities | E | G | S | F | U | NR |
| • There is a working knowledge of significant developments and trends in the field | E | G | S | F | U | NR |
| • Building and grounds are kept up and needed repairs and maintenance are done on a timely basis | E | G | S | F | U | NR |

Comments: _____

OG TOTALS: E _ G _ S _ F _ U _ NR _

Administration & Human Resource Management

- Work is effectively assigned, appropriate levels of freedom and authority are delegated E G S F U NR
- Job descriptions are developed, regular performance evaluations are held and documented E G S F U NR
- Personnel policies and state and federal regulations on workplaces and employment are effectively implemented E G S F U NR
- Policies and procedures are in place to maximize volunteer involvement E G S F U NR
- Staff development and education is encouraged E G S F U NR
- Staff understands how its role at the Library relates to the mission E G S F U NR
- Library climate attracts, keeps and motivates a diverse staff of top-quality people E G S F U NR
- Attends professional development opportunities to broaden knowledge and skills

Comments: _____

A & HRM TOTALS: E__G__S__F__U__NR__

Financial Management, Legal Compliance & Fundraising

- Adequate control and accounting of all funds takes place, Library uses sound financial practices E G S F U NR
- Budget is prepared with input from staff and Trustees, the Library operates within budget guidelines E G S F U NR
- Official documents and records are maintained, Library is in compliance with federal, state and local regulations and reporting requirements E G S F U NR
- Positive relationships with government, foundation and corporate funders are in place E G S F U NR
- Positive relationships with individual donors is established E G S F U NR
- Funds are disbursed in accordance with budget, contract/grant Requirements and donor designations E G S F U NR

Comments: _____

FM, LC & F TOTALS: E__G__S__F__U__NR__

Board of Trustee Relationship

- Appropriate, adequate and timely information is provided to the Board E G S F U NR
- Support is provided to Board committees E G S F U NR
- The Board is informed on the condition of the organization and all important factors influencing it E G S F U NR
- The Director works effectively with the Board E G S F U NR

Comments: _____

BTR TOTALS: E _ G _ S _ F _ U _ NR _

Additional Comments:

LIBRARY DIRECTOR ANNUAL REVIEW PROCESS

The Washoe County Library Director's performance will be evaluated on an annual basis during the month of his/her anniversary date as provided by the Department of Human Resources. The evaluation will be held in accordance with applicable provisions of the Open Meeting Law.

Library Director Self Evaluation Form

At least six (6) weeks prior to the Library Director's anniversary date, the Library Director will submit a completed Self Evaluation Form (*attachment A*) to the Chair of the Library Board of Trustees (LBOT) in writing. The Director will agendize the Self Evaluation Form for Board discussion at the meeting preceding the month in which the Director's anniversary date falls.

LBOT agenda item "Discussion of Library Director Self Evaluation Form and Direction to Trustees for completion of Performance Evaluation Form" (Possible Action).

- 1) Self Evaluation Form will be provided to the Library Board of Trustees for review and questions in accordance with Open Meeting Laws
- 2) The Chair will open the agenda item for discussion for evaluators.
- 3) Following discussion of Self Evaluation Form, the Chair will instruct LBOT members and selected staff to complete the Performance Evaluation Form (*attachment B*) and provide ratings and comments in those sections about which they feel qualified to provide input. The Chair will provide a deadline for submission.
- 4) Anonymous Staff who complete the Performance Evaluation form include:
 - Northwest Managing Librarian
 - Reno Managing Librarian
 - Sierra View Managing Librarian
 - Sparks Managing Librarian
 - South Valleys Managing Librarian
 - Spanish Springs Managing Librarian
 - Incline Village Managing Librarian
 - North Valleys Managing Librarian
 - Senior Public Services Librarian
 - Development Officer
 - Systems and Access Services Librarian
 - Any others whom the LBOT deem appropriate.
- 5) Evaluation forms received will be compiled separately and grouped by Trustees, WCLS Staff and, if applicable, 360 Forms.

Performance Evaluation Forms

At least three (3) weeks prior to the Board meeting at which the Director's Evaluation is being addressed, the Chair will prepare a confidential synopsis of the ratings and comments provided on the "Evaluation of Performance" form of ratings and comments for the meeting packet.

LBOT agenda item "Presentation of Summary from Evaluation Forms for Library Director's Annual Review with Possible Direction to Staff (Action)."

- 1) The Board will review the summary during its deliberations on the Director's performance in conformance with Nevada's Open Meeting Law.
- 2) The Trustees will identify desired modifications (if any) to the Chair's summary and, as they see fit, discuss appropriate issues and future goals with the Director.

- 3) Following the meeting, the Chair will prepare a letter summarizing the Board's overall evaluation and deliver it to the Director; a copy of the letter will also be placed in the Director's personnel file.

Retention of Library Performance Evaluation Summary and documents

Evaluation summaries will be retained, separately, by Library Administration

Created: August 2014

Updated: September 2014

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Approval of Revised Library Card and Materials Borrowing Policy
DATE: February 22, 2017

Background: The Policy Review and Leadership Teams recommend approval to the revisions completed to the Library Card and Materials Borrowing Policy. Key changes are as follows:

- Clarified that borrowing privileges are extended to “physical” formats.
- Added a statement that “WCLS provides access to electronic resources to residents of Washoe County in accordance with vendor licensing agreements.”
- Removed the entire “E-Card” paragraph as there is no process currently in which users can apply for and gain immediate access to materials or place holds. Additionally, removal of the last two bullets under this section places WCLS in a position to ensure violations are not made to vendor agreements without verifying residency.
- Links have been removed from the electronic version of the policy; however, will be available on the library website

Recommendation and Suggested Motion: Approve the Library Card and Materials Borrowing Policy, effective February 23, 2017.



Library Card and Materials Borrowing Policy

STANDARD CARD: Library cards are issued without charge to Washoe County residents, students attending school in Washoe County, non-residents working or owning real property in Washoe County.

RECIPROCAL BORROWER'S CARD: ~~and r~~Residents of jurisdictions whose libraries issue free cards to Washoe County residents may apply for a borrower's card from Washoe County. Users may have some access to electronic resources.

~~All other individuals may obtain annual borrower cards, which carry a fee according to the Fines, Fees and Charges Policy.~~

ANNUAL CARD: A card issued to someone living and working outside Washoe County in a jurisdiction whose library does not issue free cards to Washoe County residents, which carry a fee according to the Fines, Fees and Charges Policy. Users may have some access to some electronic resources.

CONDITIONAL LIBRARY CARD: A card issued in lieu of a standard Library Card pending acceptable documentation. Conditional cards carry a limit of two items at a time and expire three months from issue.

~~**ECARD:** A card can be obtained on the Library website for immediate access through the website to:~~

- ~~• Request items to be held for pickup

 - ~~○ You will be required to upgrade to a standard library card to check out physical items~~
 - ~~○ Bring photo ID and verification of address~~~~
- ~~• Check out downloadable ebooks and audiobooks~~
- ~~• Access electronic resources, including databases~~

**** All applicants must present a current, valid government-issued photo ID and verification of current address. ****

Borrowing privileges are extended to all physical formats of library materials.

By applying for and accepting a library card, users accept responsibility for all materials checked out and are bound by Washoe County Library System (WCLS) policies and procedures. The *Fines, Fees and Charges Policy* outlines charges and restrictions associated with borrowing physical materials.

WCLS respects the rights of children to select their own library materials. It is the responsibility of the parents to monitor the materials their children borrow or use in the Library.

Transacting business requires verification of the account holder's identity. See the Washoe County Library System *Confidentiality Policy*.

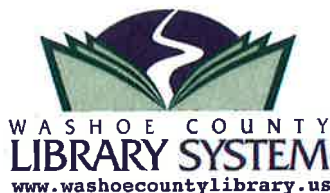
WCLS reserves the right to limit the total number of items per library card, the number of items within a specific category or format and the length of lending period(s) for materials and formats.

WCLS provides access to electronic resources to residents of Washoe County in accordance with vendor licensing agreements.

A list of Acceptable Documents serving as proof of current address is available at all WCLS libraries and on the WCLS website

APPROVED: ~~June 16, 2010~~ May 22, 2014

REVISED: ~~May 22, 2014~~ February 23, 2017



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APPROVED: May 22, 2014

REVISED: February 23, 2017

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Approval of Revised Meeting Room Policy
DATE: February 22, 2017

Background: The Policy Review and Leadership Teams recommend approval to the revisions completed to the Meeting Room Policy. Key changes are as follows:

- Modified the payment due statement, giving 7 days to allow for mailing option.
- Removed any procedural statements about “how” a room can be reserved
- Removed entire paragraph under #6 as most of the information was moved to the preamble and the “application” is built into the reservation module.
- Renumbered remaining paragraphs

Recommendation and Suggested Motion: Approve the Meeting Room Policy, effective February 23, 2017.



MEETING ROOM POLICY

The community meeting rooms provided by the Washoe County Library System are for Library-sponsored programs, for carrying out the mission and goals of the Library System and for use by other governmental agencies.

When a Library or other governmental agency is not using these meeting rooms, they are available for use by the public. Social events are prohibited. Use of Library facilities may be subject to special conditions imposed by the Library or by the branch in charge of a meeting room/auditorium facility. Fees for each meeting room reservation will be charged according to the Fines, Fees and Charges Policy. Refunds cannot be made for reservations not kept.

The Washoe County Library System is an institution dedicated to free expression of and access to ideas representing all points of view. Accordingly, subject to all applicable laws and Library policies, the Library System's meeting rooms are available for the activities of individuals or groups. Permission to use Library facilities, in and of itself, does not constitute an endorsement or sponsorship by an individual library, the Library System, the Library Board of Trustees or Washoe County. By submitting a room reservation request, users agree to abide by all applicable laws and library policies, and release Washoe County and Washoe County Library System from all liability.

1. Meeting rooms may be used any time during the regular business hours of the Library. Some Library facilities have separate entrances to meeting rooms and can be reserved for meetings that may begin prior to or end after Library hours.
2. All programs and meetings must be free and open to the public. Meeting room users, groups and individuals may not charge or solicit fees, dues or donations as a condition of attending any meeting or program.
3. All Library-sponsored and Friends of Washoe County Library-sponsored meetings/programs take first priority on all meeting room schedules. The Library reserves the right to reschedule an existing reservation.
4. Reservations will be on a first-come, first-served basis. Non-Library related groups may schedule up to 24 meetings per library in a calendar year (January through December). Meeting rooms may be reserved no more than six months in advance; exceptions may be made at the discretion of the Library Manager or designee. ~~If a room is available, groups can book for the same day, without affecting their 24 uses in a calendar year.~~
5. Payment is required ~~at the time the reservation is made or~~ within ~~five~~ seven (57) days ~~thereof~~ booking. The reservation is confirmed at the time payment is made and is tentative until that time.
- ~~6. All first-time groups using the Library meeting rooms and auditoriums must fill out the Application for Use of Library Facilities form. Rooms may be reserved by telephone, but the completed forms must be turned in to the appropriate library within five days of the booking to confirm the reservation or the reservation will be cancelled. The applications will remain on file, but must be updated yearly, or as needed, to keep information current.~~
- ~~7.6.~~ More than two no shows or cancellations within a twelve-month period may result in the loss of privileges. Reservations will be held for 20 minutes, unless the group has notified the Library that it will be late.
- ~~8.7.~~ Groups and individuals using the meeting room may not disrupt the use of the Library by others. Persons attending meetings or programs are subject to all applicable Library and County policies. Washoe County Library System reserves the right to revoke meeting room privileges when

policies or procedures are not followed. Print copies of Library policies are available upon request or at our website.

9.8. Food and non-alcoholic beverages may be served upon the approval of the Library Manager or his/her designee. Alcoholic beverages may be served outside of the Library's public hours upon the approval of the Library Director or his/her designee.

10.9. Pursuant to Library policy, no child aged nine or under may be left unattended elsewhere in the Library while a parent or guardian attends a meeting or program in the meeting room. Library staff cannot assume liability for children who are left unattended.

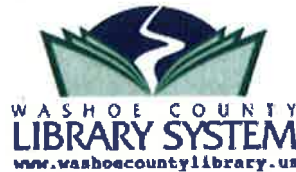
11.10. Groups must provide proof of adequate liability insurance coverage when any of its meetings or programs has more than 106 attendees.

12.11. Set up and clean-up are the responsibility of the group. If either of these is necessary, the program or meeting starting time should be scheduled at least one-half hour after the Library opens and meeting ending time should be scheduled at least one-half hour before the Library closes, unless the facility allows for after-hours meeting room use. When scheduling, groups or individuals should include the full time they will need access to the room.

13.12. Activities that create substantial risk of damage to or destruction of Library property are prohibited in the Library meeting rooms. Meeting rooms must be left in a clean and orderly condition. Groups will pay the cost for repair of any damages to facilities or equipment for which the group is responsible. The Library will not be responsible for materials or equipment left in the building by groups.

Approved: ~~February 15, 2006~~ October 16, 2014

Revised: ~~October 16, 2014~~ February 23, 2017



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5. Payment is required within seven (7) days of booking. The reservation is confirmed at the time payment is made and is tentative until that time.
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Approved: October 16, 2014

Revised: February 23, 2017

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Discussion and Recommendations regarding Annual Review of the Library Board's Strategic Plan
DATE: February 22, 2017

Background: The most current version of the Library Board of Trustee Strategic Plan resulted from workshop scheduled on January 15, 2014. This workshop expanded most of the objectives, providing more detailed activities for each objective listed on the Strategic Plan dated January 19, 2011 as well as consolidating two related objectives into one. On April 16, 2014, the Board formally approved the current Library Board Strategic Plan.

The Strategic Plan (Objective 7) includes performance of a semi-annual review of the current Strategic Plan for review and update as desired by the Board.

The Library's current Strategic and Technology Plans have been included in this packet for the Library Board to review and align the Library Board Strategic Plan as deemed necessary.

Recommendation and Suggested Motion: That the Board 1) approve the Library Board Strategic Plan as written or 2) schedule a Strategic Planning Workshop to discuss revisions and updates to the current Plan.

LIBRARY BOARD STRATEGIC PLAN

Objective 1: Remain actively involved in the community

Activity 1: Attend Library and community events.

Activity 2: Attend BCC meetings or contact BCC as needed.

Activity 3: Promote Library as a core element of the community – a meeting and gathering place.

Activity 4: Initiate and coordinate fundraising events.

Activity 5: Support and join library committees and collaborations: partnership, friends, planning, etc.

Objective 2: Enhance media awareness of the Library

Activity 1: Encourage media coverage of the Library

Objective 3: Encourage Trustee participation in Library organizations

Activity 1: Attend NLS and other regional and national conferences.

Activity 2: Keep informed on current library trends. Be familiar with and receptive to innovative programs adopted by other Libraries.

Activity 3: Be familiar with and support Friends of the Washoe County Library activities.

Activity 4: Promote collaboration with other Library organizations.

Objective 4: Provide opportunities for continuous professional development

Activity 1: Be aware of changing professional requirements.

Activity 2: Maintain the Library Board Scholarship Fund.

Activity 3: Increase staff training budget.

Activity 4: Support continued professional development of Library Director.

Objective 5: Support employee recognition programs

Activity 1: Establish Board gift funds for employee recognition programs.

Activity 2: Develop criteria for recognition.

Objective 6: Assure the process for reviewing Library policies is in place

Activity 1: Perform annual review of Library policies, practices, and bylaws.

Activity 2: Perform a monthly review of library programs. Read updates offered at Trustee Meetings or look online.

Objective 7: Support the Library's long range plans

Activity 1: Perform semi-annual review of Technology Plan.

Activity 2: Perform semi-annual review of Strategic Plan.

Activity 3: Solicit input from Library staff on planning goals.

Activity 4: Provide input on future library structure, needs, and services.

WASHOE COUNTY LIBRARY SYSTEM FY 2014/15-FY 2018/19 STRATEGIC PLAN

BACKGROUND

STATE AND FEDERAL DEFINITIONS OF “PUBLIC LIBRARIES”

The Washoe County Library System (WCLS) operates under the parameters established for public libraries by the Nevada legislature and by the federal Institute of Museums and Library Services.

Nevada Revised Statutes (NRS) 379.002: Goal of public libraries and information centers. It is the goal of the State’s publicly supported libraries and information centers to provide the resources and trained staff to meet the informational needs of all citizens.

NRS 379.0057: “Public library” defined. “Public library” means a consolidated, county, district, city or town library, a group of libraries which have entered into an interlocal agreement or any other library predominantly supported by public money.

According to the U.S. Institute of Museums and Library Services, a public library is established under state enabling laws or regulations to serve a community, district, or region, and provides at least the following:

1. An organized collection of printed or other library materials, or a combination thereof;
2. Paid staff;
3. An established schedule in which services of the staff are available to the public;
4. The facilities necessary to support such a collection, staff, and schedule, and
5. Is supported in whole or in part with public funds.

CONSIDERATIONS FOR THE WCLS STRATEGIC PLAN

The Washoe County Library System has experienced a nearly 43% reduction in its General Fund revenues since 2007, with an equivalent reduction in staffing. The outlook for the next several years is for flat or only slightly increasing revenues. Library Expansion Fund expenditures—currently just over \$2.3 million per year, including \$700,000 that has been transferred from the General Fund—must, by the year 2025, either be allocated back to the latter fund, or else eliminated. Given these conditions, over the next several years WCLS faces the challenge—and the opportunity—to work smarter with its available resources in order to provide the benefits of library service to as much of the County as possible, while also exploring options to gain additional sustained funding. WCLS must plan for and deliver the services that best align with both community needs and the Library’s resources—financial, human and organizational.

To be successful, the strategic plan must:

- Align with the WCLS mission: To connect people with information, ideas and experiences to support an enriched and engaged community, one person at a time.
- Serve as a blueprint for progress towards the WCLS vision: All Washoe County residents benefit from the Library's support of literacy and self-education.
- Lead to meaningful outcomes that translate into benefits desired by both individual users and the community as a whole

The plan also needs to be consistent with the values that were developed with the input of all levels of staff within the Library System:

Learning and Literacy

We uphold lifelong learning as the core foundation of our service, and promote reading as a fundamental life skill.

Inclusiveness

We make enriching cultural and intellectual resources available to all.

Customer Service

We deliver high-quality, personal 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

As a forward-thinking organization, we are responsive 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 appropriate partnerships with individuals, public and nonprofit agencies, educators, community groups and businesses.

As in any planning process, the Library System is choosing among alternative paths. When implemented, those selected paths should lead to meaningful, responsive, changes in how WCLS meets its mission and make progress towards its vision. A useful way in which to view these potential changes is by considering the following four dimensions of library service, and where WCLS needs to position itself within each one in order to continue providing high value to as much of its user community as possible:

1. Physical ↔ Virtual: What types and levels of library service will the Library System provide: (a) within buildings and through face-to-face interactions and a collection of tangible materials; and (b) online via a web site, social media, and related methods?
2. Individual Focus ↔ Community Focus: To what degree will WCLS cater to the needs of: (a) individual users; and (b) groups and the community-at-large?
3. Collection ↔ Creation: To what extent will WCLS: (a) continue to collect and make available content produced by external sources (library as supermarket) and (b) facilitate the creation of content by its own user community (library as kitchen)?
4. Archive ↔ Portal: How much content will the Library System provide that is owned and controlled by: (a) the System itself; and (b) external entities?

In broad terms, WCLS is currently more:

1. Physical than virtual
2. Focused on individuals than on the greater community;
3. Collection- than creation-oriented; and
4. Archive- than portal-oriented.

To enable WCLS to better respond to patrons' needs (as those are currently understood), the plan outlined below will move it more towards the center within each of the above four continuums, so that it becomes:

1. Somewhat more virtualized, but retaining a strong physical presence
2. Focused more on serving groups and the community, while maintaining personalized service to individuals
3. Somewhat more creation-facilitating, while still offering a substantial collection of externally produced books, media and digital materials
4. More portal-based than at present, providing greater access to externally controlled content while fine-tuning the types of material that it archives

The plan as presented below maintains the same overall strategic objectives that are in place during the current fiscal year. The strategic objectives are listed here for convenience.

Customer Perspective

- Reach more people through alternative methods of service delivery (in the current year's plan, "expanded" was used instead of "alternative")
- Deliver resources and services that meet individual and community needs
- Make libraries the "third place" (after home and work)

Organizational Perspective

- Build a healthy, engaged, sustainable Library organization
- Foster open, two-way communication between the community and the Library

WASHOE COUNTY LIBRARY SYSTEM – STRATEGIC PLAN, FY 2014/15-FY-2018/2019

Notes: “(T)” denotes initiatives that are included in the WCLS Technology Plan
 “2016” means Fiscal Year 2015-16, “2017” means Fiscal Year 2016-17, etc.

Strategic Objectives	Guiding Strategies	Goals in 2014/15	Performance Measures in FY 2014/15	Goals: 2015/16-2018/19
<p>Reaching more people through alternative methods of service delivery</p> <p><i>Supporting the County Objective of:</i> Safe, secure and healthy communities</p>	<p>(1) Serve people where they are</p> <p>(2) Offer more do-it-yourself services at library facilities</p>	<ul style="list-style-type: none"> Continue implementing outreach plan (developed in FY 13/14) Complete responsive-design work on website (makes site scalable to any device) (T) Fully deploy mobile devices for staff (T) Lend tablets & e-readers (T) Enable online payments (T) Evaluate effectiveness of initial pick-up locker 	<ul style="list-style-type: none"> Establish FY baseline number of contacts Website visits ↑ 3% Staff are using mobile devices system-wide Tablets & e-readers are being lent Online payments via the internet are being made 	<ul style="list-style-type: none"> Continue plan implementation; modify as needed (ongoing) Continue modifying website content and links in response to identified needs (ongoing) Expand use of lockers-2016 (T) Consider off-hours reference service-2016(IM/phone) Expand Self-Service Kiosk (SSK) capabilities: other County services, etc. - 2017 (T) Develop and implement plan for off-site SSK's- 2017 (T)
<p>Delivering resources and services that meet individual and community needs</p> <p><i>Supporting the County Objective of:</i> Economic development and diversification</p>	<p>Maintain a well-used mix of print, digital and other types of resources</p>	<ul style="list-style-type: none"> Develop/implement plan to expand content-creation services (cont. from FY 13/14) Integrate e-books & databases into Koha catalog (T) Evaluate options for offering music & movie downloads (T) Consider substituting tablets for certain public PCs (T) 	<ul style="list-style-type: none"> Content-creation service plan is created and initiated Borrowing of e-books ↑ Usage of databases ↑ 	<ul style="list-style-type: none"> Investigate: <ul style="list-style-type: none"> Lending of “non-traditional” items--tools, equipment, etc. (2015→) Multimedia computers for “MakerSpaces” (2015→) (T) Collection-management software (2016)
	<p>Enhance technology training and assistance</p>	<ul style="list-style-type: none"> Continue classes on basic computer skills; continue drop-in help for patrons owning mobile devices 	<ul style="list-style-type: none"> Number of class attendees; 80% satisfaction rating # of patrons helped via drop-in 	<ul style="list-style-type: none"> Training lab at SC lib. (2016) (T) Develop focused training for seniors (2016) Offer classes for iPad, Android (2016) (T)

<p>Making libraries the "third place" (after home and work)</p> <p>Supporting the County Objective of: Safe, secure and healthy communities</p>	<p>Build collaborations with community organizations to help meet other needs</p> <p>Maintain safe, welcoming environments</p> <p>Continue delivering programs that support reading, and that educate and enrich</p> <p>Expand usage of meeting rooms</p>	<ul style="list-style-type: none"> • Support WCSD's "Striving Readers" grant • Investigate having Social Services worker on site at an urban library • Explore collaboration options to better serve job seekers and small business owners • Provide advanced safety training to staff • Continue revamping layouts to reduce safety risks and enhance users' experiences • Work with Co. staff on security "audits" of selected libraries • Obtain updated Facility Study • Yes-or-no decision on presenting an exhibit of national or state interest • Participate at agreed-upon level in Nevada's 150th anniversary celebration • Offer after-hours use to students, other groups • Reevaluate reservation fee 	<ul style="list-style-type: none"> • # of students assisted • Progress made on investigation of other collaborations • % of staff trained in safety tactics ↑ • # of incidents involving threats to safety ↓ • # of programs per open hour ↑ • Attendees per program ↑ • # of people using rooms ↑ 	<ul style="list-style-type: none"> • Continue supporting WCSD grant • Move forward with Social Services project (if a go) (2016) • Move forward with economic-development collaborations (ongoing) • Explore libraries as satellite sites for other Co. services (ongoing) • Carry out security-improvement plans based on audit recommendations (ongoing) • Implement recommendations from the Facility Study relating to security and the "user experience" (2016→) • Procure General Fund line-item funding for programming (in place by FY 2017)
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Strategic Objectives	Guiding Strategies	Goals in 2014/15	Performance Measures in FY 2014/15	Goals: 2015/16-2018/19
<p>Build a healthy, engaged, sustainable Library organization</p> <p><i>Supporting the County Objectives of:</i></p> <p>Sustainability of our financial, social and natural resources</p> <p>Public participation and open, transparent communication</p> <p>Valued, engaged employee workforce</p>	<p>Provide well-trained, motivated staff</p>	<ul style="list-style-type: none"> Continue implementing training plan (created in FY 13/14) Include new topics as needs are identified 	<ul style="list-style-type: none"> % of employees receiving requisite and desired training 	<ul style="list-style-type: none"> Modify training plan as needed Increase training & travel budgets within the General Fund (beginning in FY 2016)
	<p>Improve the long-term health of the Library's tax-based funding sources</p>	<ul style="list-style-type: none"> Conduct another all-staff meeting focused on training (everyone given the chance to participate) 	<ul style="list-style-type: none"> Meeting is held; 75% of staff indicate it was worthwhile 	<ul style="list-style-type: none"> Conduct all-staff meetings once a year (ongoing)
		<ul style="list-style-type: none"> Request above-base General Fund dollars to absorb Expansion Fund expenditures; and/or As opportunities arise, move Expansion Fund expenditures into the General Fund 	<ul style="list-style-type: none"> Exp Fund balance ↑ at least 10%/year % of total operational expenses allocated to General Fund ↑ 	<ul style="list-style-type: none"> Continue requesting above-base dollars to absorb Exp Fund expenditures (ongoing) Work toward a new ballot measure to extend the Exp Fund (2016→)
	<p>Achieve a sustainable mix of branches/hours supplemented by other service points</p>	<ul style="list-style-type: none"> Obtain an updated Master Facilities Study Draft a plan to implement the Study's recommendations 	<ul style="list-style-type: none"> Study is procured and accepted by Library Board Implementation plan is approved by the Board 	<ul style="list-style-type: none"> Modify service-point configuration pursuant to Study recommendations, staffing changes and service needs (2016→)
	<p>Use comparative statistics as a guide for planning</p>	<ul style="list-style-type: none"> Determine ranking of WCLS within recognized national indices (during FY 2014/15) 	<ul style="list-style-type: none"> Rankings are completed 	<ul style="list-style-type: none"> Use rankings as baseline for future strategic planning (in FY 2015/16 and beyond) Revise WCLS's relative rankings as indices are updated (ongoing)
	<p>Plan for future workforce-development needs, e.g. succession planning, new required job skills</p>	<ul style="list-style-type: none"> Begin drafting a workforce-development plan 	<ul style="list-style-type: none"> Plan outline and draft of first-priority section is completed by 12/31/14 	<ul style="list-style-type: none"> Complete final plan by 6/30/15; begin implementation in 2015/16

Strategic Objectives	Guiding Strategies	Goals in 2014/15	Performance Measures in FY 2014/15	Goals: 2015/16-2018/19
<p>Build a healthy, engaged, sustainable Library organization [continued]</p>	<p>Use information technology to help improve service and operate more cost-effectively</p>	<ul style="list-style-type: none"> Evaluate alternatives to existing public-PC/printing-management software Improve network performance between libraries and Data Center Create staff wi-fi networks in large branches (for tablets) Investigate thin-client workstations at circulation desks and for public catalogs. 	<ul style="list-style-type: none"> Decision on software made (keep/replace, and if replacing, product is selected) Number of network slowdowns ↓ Staff is using wi-fi networks on a daily basis Thin clients are installed and working where appropriate 	<ul style="list-style-type: none"> Implement new management software (2016) (T) Investigate Radio Frequency ID technology for materials management (2015-16→) (T) Evaluate feasibility of building security gates in-house (2017)(T)
<p>Foster open communication between the community and the Library <i>Supporting the County Objective of: Public participation & open, transparent communication</i></p>	<ul style="list-style-type: none"> Deliver consistent messaging incorporating mission, vision, values Gather and apply public feedback Build relationships with library users 	<ul style="list-style-type: none"> Implement communications plan (with possible assistance from a PR/marketing firm) 	<ul style="list-style-type: none"> Plan is implemented; any newly identified measures and targets are tracked 	<ul style="list-style-type: none"> Continue communications-plan efforts

Washoe County Library Technology Plan
FY 2014/15 – FY 2018/19
October 2014 Update

Executive Summary: *In order to better align with the Washoe County Library System’s Strategic plan, this document will first address technology for patrons or customers in the first half, and then technology as it can be used by the library to improve and sustain itself as an organization in the second half. Not all items mentioned in the plan can or will be completed. Some will turn out to be placeholders, some will be evaluated and completed, and others will be found to be impractical. In essence, this is a technology road map that the Library will use in support of its mission and vision. The Library will not be limited to only the items included in the plan, but will use the plan to provide a well-thought-out-solution to certain known needs. The plan was created through brainstorming sessions by staff, and by thinking of possibilities, not just realities.*

Washoe County Library System Mission Statement: *Our Mission is to connect people with information, ideas and experiences to support an enriched and engaged community, one person at a time.*

Washoe County Library System Vision Statement: *Our Vision is that all Washoe County residents benefit from the Library’s support of literacy and self-education.*

Background on current state of library technology: *The Library is trying to function with about one-half the technology budget it had in 2007. It is necessary to rely on grants and Friends of Washoe County Library (FWCL) yearly allocations to do anything beyond maintaining what we have. Since we expect this situation to continue into the near future, the Library has employed “open source” solutions, wherever it seems feasible, to make our institution more sustainable.*

We are faced with upgrading 356 Windows XP public computers, with the County’s Technology Services Department only willing to replace 91 with new machines. The end-of-life of Windows XP in April of 2014 makes upgrading mandatory.

Branches are reporting a dramatic increase in patrons bringing their own mobile devices and making use of our wireless service. There is a real need for public printing from all types of mobile devices.

We have two busy branches in leased spaces that need more bandwidth and better infrastructure. At present, North Valleys has no affordable solution to a low-bandwidth problem

for staff and public networks, yet their demand for internet access remains high. Sierra View has maxed out its ability to add power and data connections. Wiring at Sierra View gets wet during rainy weather, and sand bags are often needed to prevent water from entering the building.

The Library's Technology Goals and Objectives concerning patrons:
Connecting people with services

Kiosks, In-House, and Remote:

<ul style="list-style-type: none"> • <i>Use Self Service Kiosks with online payment, and other options in the branch; may offer access to other county services</i> 	<p>Online payments began June 2015 and are currently only available via the Koha OPAC</p>
<ul style="list-style-type: none"> • <i>Remote Self Service Kiosks serve as PACs to reserve items, renew, pay, and pick up, and return. Possible use for lower-volume existing branches or new underserved locations</i> 	<p>Lockers, cell phone users</p>
<ul style="list-style-type: none"> • <i>Lockers serve as after-hours pick up locations, making it more convenient for patrons – first deployment goes online in Jan 2014</i> 	<p>Downtown Reno has a working locker as of January 2014. In May 2015 a locker was ordered for Verdi library and is due to arrive October 2015.</p>
<ul style="list-style-type: none"> • <i>Self-registration at OPAC stations will allow patrons to enter their own information and staff can verify and issue a card very quickly.</i> 	<p>February 2014 Sierra View library and two other branches are using this option as a test. Auto generation of standard patron barcodes still being worked on October 2015 Not right yet, but close</p>
<ul style="list-style-type: none"> • <i>Public copiers become public printers for all devices, solving the problem of low use on public copiers and allowing for cheaper printing.</i> 	<p>Completed May 2014 and patrons are using it very successfully</p>

<ul style="list-style-type: none"> • <i>Meeting room technology upgrade and standardization for public and staff use.</i> 	<p>Completed June 2014 using LSTA grant money for Spanish Springs, Sparks, South Valleys, Incline Village and Northwest libraries. They have sound systems, large screen TVs with multiple device hookup options. SV and NV</p>
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Virtual Branch:

<ul style="list-style-type: none"> • <i>Improve access to and usage of library resources</i> 	
<ul style="list-style-type: none"> • <i>Test, select, and implement new content management system (CMS) as part of the County’s Internet Working Group CMS Subcommittee – May, 2014</i> 	<p>Cascade was selected as the content management system for the county and library. Implementation is in process. Beta and go-Live May 2016</p>
<ul style="list-style-type: none"> • <i>Complete look and feel redesign of library website – May, 2014</i> <ul style="list-style-type: none"> ▪ <i>Dovetail with WC redesign</i> ▪ <i>Consult with KPS3</i> ▪ <i>Implement responsive designed theme which will allow users to view the full library website on any sized screen (smartphone, tablet, laptop/desktop)</i> ▪ <i>Updated theme will also ensure cross-browser compatibility</i> ▪ <i>Allow patrons to subscribe to RSS feeds to learn about new catalog materials, news, and events</i> ▪ <i>Allow patrons to sign up to receive reminders about library events</i> ▪ <i>Implement website translator for viewing in Spanish and other languages</i> ▪ <i>Implement single search box with options to search the catalog, e-books, or the website</i> 	<p>Project is ongoing. Anticipating a completion date in January, 2016.</p> <p>New site design is completed as of May 2015. Implementation and integration with county’s new CMS projected to be complete by November 2015.</p> <p>Currently working with ByWater Solutions to resolve RSS issues in public catalog.</p> <p>Decision was made to include a dedicated Spanish-language landing page instead of unreliable whole-site translation services. Plan is to add landing pages for other top-spoken languages in Washoe County (Tagalog, Mandarin, Russian).</p>

<ul style="list-style-type: none"> • <i>Implement Overdrive API in Koha to view availability of e-books and number of holds from within the catalog – Spring, 2014</i> 	<p>Working on this in conjunction with other catalog enhancements.</p>
<ul style="list-style-type: none"> • <i>Implement database APIs in Koha to improve database use and discovery – Spring, 2014</i> 	<p>Taking a different approach by offering integrated search results to include databases by using Ebsco Discovery Service.</p>
<ul style="list-style-type: none"> • Increase access to Virtual Branch services <ul style="list-style-type: none"> ▪ <i>Implement patron self-registration from the OPAC – February, 2014</i> <ul style="list-style-type: none"> ▪ <i>Implement online payment of fines and donations – have been waiting on the County for 2+ years</i> ▪ <i>Revise Research Databases pages – May, 2014</i> ▪ <i>Revise Children’s and Teens pages to feature useful homework tools including live tutor service – May, 2014</i> ▪ <i>Assist patrons at point of need</i> <ul style="list-style-type: none"> ▪ <i>Create database and catalog instructional tutorials in a variety of formats including handouts, screen casts, and pathfinders – May, 2014</i> ▪ <i>Online summer reading program – participants can sign up and log their reading time at the library website – June, 2014</i> ▪ <i>Track progress, write reviews</i> • <i>Online meeting room reservations – allow patrons to view available meeting and study rooms and to reserve them online – June, 2014</i> 	<p>Online fine payments have been live since June 2015. Revision of research database pages and Children’s and Teen’s pages concurrent with website redesign.</p> <p>Instructional tutorials are on hold due to lack of staff time to devote to the project. Also looking at possible vendor-provided solutions.</p> <p>Niche Academy and Free Online Creation and Editing software Use Go to Meeting screen captures</p> <p>Online Summer Reading program was live for the first year in 2015.</p> <p>Vendors have been identified that would allow this functionality. Will continue to explore funding options.</p>
<ul style="list-style-type: none"> • Facilitate content creation <ul style="list-style-type: none"> ▪ <i>Revise Lifescapes website – February, 2014</i> <ul style="list-style-type: none"> ▪ <i>Feature titles on browseable bookshelves</i> ▪ <i>Allow readers to add comments</i> ▪ <i>Allow authors to create profiles</i> 	<p>Lifescapes content will be fully integrated into the new website. Eventually, Lifescapes titles will be converted to e-Book formats to allow</p>

<ul style="list-style-type: none"> ▪ Add e-commerce feature to sell Lifescapes titles and anthologies ▪ Create WCLS micropublishing platform – October, 2014 • add e-books of local authors to our catalog and loan them to patrons 	<p>integration with other digital collections.</p> <p>Currently exploring options for an e-book publishing platform that would also work to provide local author e-books.</p>
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Use Koha patron request features to capture and streamline purchase of popular materials

Library users discover and learn about current technologies

Training Labs:

<ul style="list-style-type: none"> • A permanent, stationary lab with regularly scheduled public computer classes, that can be used as public Internet stations when not having training classes, and also provide a holds pick-up and drop off station (Senior Center) SP oldest laptops ADA stations not used 	<p>Remodeling is underway with a 12 seat lab and large screen TV. The Senior Center Library has reduced its holdings to popular fiction and holds pick-ups. The lab can be used by patrons during regular library hours as public internet stations. An ADA computer, 2 self-checks, a public copier and a small circ desk remain. Basic Computer classes will begin in January 2016. Funded by the Friends of Washoe County Library.</p>
<ul style="list-style-type: none"> • Convert an existing small branch, or create a new one to just handle training 	
<ul style="list-style-type: none"> • 2 Mobile laptop labs with new laptops used on public wireless only, can be reserved, or use multiple 4G hotspots for anywhere deployment of the mobile lab. 	<p>As of Jan 2014, the Sparks library has a Windows 7 laptop lab stationed at their branch, enabling them to give classes when they can. Sierra View library has a Chromebook lab, and gives weekly classes on using the internet.</p>
<ul style="list-style-type: none"> • Dual-boot machines to use Windows 7 and Linux for public Windows and Linux based classes or offer Windows 10 	<p>Chromebooks for public use(checkout) Outreach, database training Rolling out Win 10 for public</p>
<ul style="list-style-type: none"> • Mobile device lending program Checkout Nooks and Kindles to patrons 	<p>4 pre-loaded Kindles for Teens offered February 2014. 12 additional Kindles purchased September 2015 for Adult circulation, funded by the Friends of Washoe County Library. Not well used</p>

Public: education or technical training

<ul style="list-style-type: none"> Expand training on computers (Windows and Linux), Internet use, email, searching catalog and databases 	Revision of Window 7 curriculum slated for March 2015. Training on searching the catalog and databases is targeted for the schools Need Win 10 curriculum
<ul style="list-style-type: none"> Linux public workstations need a printing solution 	Linux public workstations being converted to Windows 7 due to some extra licenses. Oct 2015 Decided to phase out Linux workstations
<ul style="list-style-type: none"> Increased digital content downloading 	Magazines
<ul style="list-style-type: none"> Download music and movies added to digital content offerings 	
<ul style="list-style-type: none"> Training classes on Android OS and iPad 	Downtown Reno, South Valleys, Spanish Springs and Senior Center libraries currently offer "Tech Cafés", for patrons to get one-on-one for their mobile devices. A "Tablet Training" series offered at South Valleys Spring 2015 and Fall of 2015, and Spring 2016.
<ul style="list-style-type: none"> Makerspaces 	The Makerspace library team has had ongoing meetings. On August 24th Spanish Springs Library had a very successful Maker Faire. An LSTA grant made it possible to offer rotating "Idea Boxes" where patrons can create.

EZ Proxy - Single login

Replace and Enhance Aging Public Computers:

<ul style="list-style-type: none"> Find a way to replace aging public computers Still using used county computers 	Completed by the April 2014 deadline to be off Win XP. Computers replaced with a combination of new and used Windows 7 computers. We are still struggling with the new Windows licensing model.
<ul style="list-style-type: none"> Offer tablets and possibly Chrome books for public in-house use to replace some Windows workstations 	Summer 2014 Spanish Springs and Sierra View libraries have been experimenting with having a "tech bar" for the public to try out various mobile devices.
<ul style="list-style-type: none"> Create public use multimedia workstations 	June 2015 Incline Village has an iMac multimedia computer for teens

<i>that may be a starter Makerspace, providing photo and video editing</i>	Not often used
<ul style="list-style-type: none"> • <i>Create Skype public use workstations</i> 	
<ul style="list-style-type: none"> • <i>Create dedicated teen gaming computers, with added upgraded video cards</i> 	September 2015 Sierra View has Minecraft SV has coding for kids
<ul style="list-style-type: none"> • <i>Create a teen hacker space</i> 	

The Library’s Technology Goals and Objectives concerning the organization:

The Library becomes even more sustainable

Mobile Staff:

<ul style="list-style-type: none"> • <i>Purchase mobile devices for use out in the stacks</i> 	More tablets for staff purchased May 2015 and paid for by the Friends of Washoe County Library Working on tablet/Bluetooth scanners
<ul style="list-style-type: none"> • <i>Staff uses tablets for answering questions, finding stuff, checking out to patrons</i> 	Spring 2014 Staff currently use tablets on the public network to do reference and story-time. Not all are using the tablets
<ul style="list-style-type: none"> • <i>Staff “sells” our products, (Home Depot/ Mac Store model)</i> 	
<ul style="list-style-type: none"> • <i>Tablets with 4G connections may give our outreach programs more connectivity</i> 	2015 The Library has purchased 4 Verizon Hot Spots with 4G wireless connectivity for use at outreaches with tablets and laptops and for any other event. They have been used to give wireless service at the Reno Mini Maker Faire.
<ul style="list-style-type: none"> • <i>Go-To-Meeting or Google Hangout can be used for virtual meetings and online collaboration.</i> 	We are currently using Go To Meeting for Web Tech Team, Koha Team and for vendor presentations.
<ul style="list-style-type: none"> • <i>SharePoint (County purchases newest version) has many online work and collaboration options 2014</i> 	The County purchased the software in 2014 and as of the fall of 2015, we are still waiting to test and use Still waiting May 2016

RFID: Investigation with possible multi-year implementation – 2016

<ul style="list-style-type: none"> • <i>RFID Can: Check out items to patrons on mobile devices, Scan multiple items at self-checks, and security gates.</i> <i>RFID Can: Get rid of red bayonets in DVDs and Music CDs</i> <i>RFID Can: Handle inventory control using a wand to record items on the shelves and will give efficient searching for missing items and to identify items out of place</i> 	<p>2014 gathering information from vendors. Project was cancelled due to high cost.</p> <p>2015 project was revived due to decrease in expected costs. Investigation continuing. Looking for funding source.</p> <p>2 yr. project year 1 – tagging Year 2 gates, self-checks, materials handling LSTA?</p>
<ul style="list-style-type: none"> • <i>RFID returned materials management offers the ability to auto separate returned items by their type, such as a DVD vs. a book. Decreases staff workload. <u>Phase two</u> of the RFID project</i> 	

Koha:

<ul style="list-style-type: none"> • <i>Improve acquisitions module</i> 	<p>Several improvements were made in the 3.18 upgrade in July 2015. Working on a development to streamline ordering with Baker & Taylor</p>
<ul style="list-style-type: none"> • <i>Give public training on searching</i> 	<p>We will be targeting schools Tutorials</p>
<ul style="list-style-type: none"> • <i>Video tutorials on Koha use to be incorporated into public computer classes</i> 	<p>There are plans to make custom videos for our catalog searches</p>
<ul style="list-style-type: none"> • <i>Formalize improvement suggestions and training for staff</i> 	
<ul style="list-style-type: none"> • <i>Need to find a new way to deliver staff training, using video tutorials, video cameras</i> 	<p>Who does this?</p>
<ul style="list-style-type: none"> • <i>Catalog clean up, Marcive, or using Koha on-board tools</i> 	<p>Clean-up underway using Koha tools. Will consider Marcive clean up at a later time</p>
<ul style="list-style-type: none"> • <i>Employ RDA for cataloging, giving end user better searching</i> 	<p>?</p>
<ul style="list-style-type: none"> • <i>Responsive design for the public catalog, scaling to fit any mobile device</i> 	<p>Oct 2014 This ability to scale for any mobile device came with our Koha upgrade October</p>
<ul style="list-style-type: none"> • <i>Koha database, some staff learn MYSQL to be able to create new reports</i> 	<p>Systems staff member working on new reports. May 2015 Shawn</p>

More Open Source Software:

<ul style="list-style-type: none"> Investigate Libki (open source) and other vendors as a possible replacement for Envisionware to enable time management for operating systems other than just Windows 	Libki does not manage patron printing and we have since added another Envisionware piece of software for printing. Still a possibility as Envisionware modules costs soar.
<ul style="list-style-type: none"> Improve wireless printing by testing Paper Cut that will manage printing across all operating systems including mobile devices 	May 2014 proved not to be possible with this software. Dec 2014 Purchased wireless printing software from Envisionware using Friends of Washoe County Library Funds Expensive
<ul style="list-style-type: none"> Investigate creating our own security gates - 2017 	No
<ul style="list-style-type: none"> Look at CamCage for making video tutorials, desktop video capture 	Yes and others
<ul style="list-style-type: none"> Use Mantis (open source) to track and manage Systems work requests 	June 2014 Systems began using Request Tracker, which was provided by the County.

Wyse Thin Clients:

<ul style="list-style-type: none"> Investigate using thin clients as circulation workstations with central server management 	Testing Raspberry Pi, small appliance for self-check next gen- Spring 2015. Does not support printing. Testing another "bare bones" mini PC October 2015 Will use used 790 comps.
<ul style="list-style-type: none"> Use thin clients as PACs (Public Access Catalogs), informational screen savers with central server management 	Used repurposed Dell 745s included in Envisionware for updating software and slideshows centrally-Spring 2015
<ul style="list-style-type: none"> Find a solution for printing from PACs 	Can do this via Envisionware-Spring 2015

Network Improvements:

<ul style="list-style-type: none"> Create a staff wireless network in larger branches for mobile devices (8 branches have Charter public wireless) 	Completed at all 8 branches using Charter broadband Spring 2015
<ul style="list-style-type: none"> Test using 4G mobile network for 	September 2015 the Library has a total of 5

<i>emergency and outreach use (purchase more?)</i>	Verizon Hot Spots to provide wireless internet service out in the field. The devices have proved to be very useful and may be used in emergency situations by other county departments.
• <i>Work with Technology Services to improve our connection to the data center</i>	Ongoing
• <i>Need a proxy server solution to prevent illegal downloading by patrons using our wireless service</i>	September 2014 – May 2015 The 8 larger branches using Charter for internet service were upgraded to Stonegate firewalls that prevent illegal downloading.
• <i>Incline Charter build out to the branch approx. \$50,000?</i>	Charter internet install completed in Dec 2014 for \$12,000 with funding provided by the Friends of Washoe County Library Duncan Traner
• <i>Need a library network map to better troubleshoot problems</i>	Systems staff still awaiting Stonegate firewall training for network troubleshooting
• <i>North Valleys needs a network solution (partner with others for a Charter build out) or move to a better, County-owned location</i>	Charter internet install will be completed by Dec 2014 for \$5,200 with funding provided by the Friends of Washoe County Library

Collaboration:

• <i>Join local group, test products. Reno Bridgewire</i>	No interest
• <i>Continue pushing ITOSC (Information Technology Open Source Committee) county open source group</i>	No interest
• <i>Collaborate with Senior Services</i>	Senior Center Library will house a permanent 12 seat lab where seniors can learn computer skills on an ongoing weekly basis. Completion Nov/Dec 2015

Library staff enhances current technical skills and learn new ones

Staff Enhanced Skills:

• <i>Training on basic computer skills (a high priority in light of people leaving and skills lost)</i>	Lynda.com purchased in the summer of 2015 gives library staff on demand computer training
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• <i>Koha searching, purchased database searching</i>	Ebsco Discovery is still under configuration
• <i>Downloading and troubleshooting digital books</i>	2014 Library staff has been working on this as a goal for this year.
• <i>Training on use of mobile devices</i>	Ongoing 2015
• <i>Staff tutorials on SharePoint</i>	Delayed
• <i>Staff collaborative work space, links for reference using "SharePoint"</i>	Delayed
• <i>Use staff technology competencies for baseline training</i>	Meetings with supervisors have been conducted by the assistant director 2015
• <i>Train all staff to have more technology skills (formerly Wizards)</i>	Ongoing informally
• <i>We need another DCAS (or other technical position)</i>	Yes
• <i>We need a librarian position devoted to training</i>	Yes

Glossary of terms

4G Mobile Network – fourth generation mobile phone network

API – Application Program Interface, specifies how some software components should interact with each other

BridgeWire – Bridgewire is a member-funded makerspace/hackerspace workshop located in Sparks, NV.

CamCage – Video system

Hot Spot – Verizon mobile internet 4 G service, using a small chargeable device

KPS3 - Vendor hired by the county to create new website

Libki – Open source time management system for public computers

OPAC – Online Public Access Catalog

Open source software - Collaborative software with free source code, freely available for use and modification

OverDrive – Vendor providing downloadable audio and eBook content

Paper Cut – Print management software

SharePoint – Microsoft's web-based intranet content management software

***Prepared by Nancy Keener – Systems Librarian and John Andrews – Internet Librarian
December 2013***

Updated October 2014


Updated May 2015

Updated October 2015

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Approval of Library CIP/Budget Requests to Washoe County
DATE: February 22, 2017

Background: Washoe County Library System submits Capital Improvement Projects Requests to the county on an annual basis. Last year, we submitted for a new North Valleys Library (\$10 million). This year, we are still requested a new North Valleys Library and a match for the Tacchino Trust for Downtown Reno, Northwest, and Sparks Library (\$600,000)

Recommendation and Suggested Motion: Approve CIP Requests to Washoe County.



WASHOE COUNTY
LIBRARY SYSTEM


Washoe County Library System Monthly Report

January 2017

Connect Gather Explore

Friends of Washoe County Library

- Friends Booksale Feb 4-Feb 12 (Poetry Themed)
- FWCL volunteers gave 10,512 hours!
- Next Meeting March 1 @4:30pm
- Next Booksale April 1-9



Programs

Branches

- Downtown Reno
 - HRPS: Reno's Mid-Century Modern Properties (Library included)(90 attendees)
- Northwest
 - ME2Lab
 - Bob Stapp USAID slide show on Afghanistan
- South Valleys
 - STEAM Aeronautics: Jets, Plans, Shuttles by Experimental Aircraft Association
 - Exhibit: National Parks, Art Reception January 14
- Spanish Springs
 - Fourth Annual Young Writer's Workshop



Programs

System-wide

- January is National Radon Action Month
 - Nevada Radon Education Program of University of Nevada Cooperative Extension (UNCE) offers an informational presentation and free radon test kits:
 - Northwest Reno Library (37)
 - Spanish Springs Library (16)
 - South Valleys Library (Feb)
 - Sierra View Library (Feb)
 - Sparks Library (Feb)
- Historic Reno Preservations Society (HRPS) presents: Sharon Honig-Bear on Reno's Mid-Century Properties
 - January 29 Downtown Reno (90)



Collection Development

- RFID Program Planning Begins
- Vendor, Bibliotheca, has begun working with project leads
- Currently working on test environment with South Valleys being lead
- All items scheduled to be tagged by June 30th
- Gates and equipment installed by December 31st
- Awaiting word on Automated Materials Handler Grant (\$96,000)



Washoe County Library in the News

- 1,000 Books Before Kindergarten (KOLO8)
- Sierra Sun: Tahoe-Truckee Lib Loop: Start the new year off right at the local library
- Sierra Sun: Tahoe-Truckee Lib Loop: Combine art and creativity at the library



- Reno News and Reviews: Washoe County Library Promoting 1,000 Books Before Kindergarten

Outreach

- Project Homeless: engaged 250 people, issued 19 library cards
- South Valleys: Sensory Storytime at Marvin Picollo Elementary
- Parent University at North Valleys Library
- Desert Heights Elementary School visit from North Valleys
- Nevada Museum of Art Second Saturday



Operational

- Belarus Librarians Visit Downtown Reno Library
- Vacancy at Incline Village Library
- Storytime at Nevada Museum of Art
- North Valleys Open House
- New Zone Service Model North Valleys
 - Increase in operational questions
 - More Space for Storytime at North Valleys
 - STEAM Programs
- Self-Service Coffee Java Lounge at Spanish Springs



Ongoing Issues

- Mental Health Challenges at Downtown Reno Library
- Incline Village closures due to blizzards, avalanches, and snow removal issues
- Snow Removal



Budget Requests

- Capital Improvement Projects:
 - North Valleys Library: \$10 million
 - Tacchino Trust Match: \$600,000
- Collection Development: \$260,000
- Technology Services: \$120,000



Upcoming

Operational/Promotional

- February In-Service Day focus on Customer Service
- Nevada Reading Week Participation (Feb 24-25)
- 30 Million Word Deficit Display will officially end its system-wide tour at the FWCL April Book Sale
- WCSD Parent University Family Access Day (Feb 25)

Upcoming Programs

- Tahoe Talks: Civil Rights
- You Can't Eat Freedom: Struggles for Social Justice After the Civil Rights Movement by UNR Professor of African American History Greta de Jong
 - Saturday, February 4, 1pm @ the Northwest Reno Library ~ 35 in attendance
 - Saturday, February 11, 3pm @ the Sparks Library
 - Wednesday, February 15, 6:30pm @ the Incline Village Library
 - Sunday, February 19, 2pm @ the Downtown Reno Library

Helene Berr Exhibit @ Northwest Library

- March 1st to April 30th
- March 9th Opening Reception @6pm
- March 11th History of the Jews in France under the Vichy Regime (For Teachers and Educators all day workshop)
- March 22nd Origami Peace Cranes
- April 1st From Hollywood to Nuremberg: John Ford, Samuel Fuller, and George Stevens: Screening of Film with discussion with filmmaker
- April 5th Authors Leon Malméd & Julie Oversloot
- April 22nd Book Discussion for The Journal of Helen Berr, Elie Wisel's Night, and Diary of Anne Frank
- April 24 Movie Marathon for Holocaust Remembrance Day





Thank you!

Connect

Gather

Explore

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Tacchino Trust Update
DATE: February 22, 2017

Background: The Tacchino Trust requests regular updates to ensure the Trust schedule is being complied with and the Library Board of Trustees agreed upon regular updates on the status of expenditures out of the Tacchino Trust bequeathment to the Washoe County Library System. The Library System decided to include the Tacchino Trust Updates as a monthly update provided with the Library Board of Trustee meetings.

There were no expenditures from Tacchino Trust funds for the month of January 2017

Update: We have requested matching funds through the Capital Improvement Project process with Washoe County. We are beginning to implement fundraising plans for the match. We are also awaiting the end of the NV Legislative Session to determine grant opportunities.

Recommendation and Suggested Motion: No motion is needed, this is a monthly update on the Tacchino Trust progress.

Sparks Library Highlights 2016

We were able to purchase 4 lounge chairs with the generous donation from the Friends of Washoe County Library Second Century endowment. Two are in the Nevada section making this cozy hang out spot.

The other two are in the freshly painted teen zone.

With the help of facilities by way of the paint shop, we refreshed the Teen zone this year.

Sparks Staff and some patrons donated items for a mitten tree. Popular items included shoelaces, mittens, scarves, socks, hats and individual trail mix packets. We also put children's books under the tree to be taken.

October Spell Book Craft:

Using donated books and a few basic craft supplies, families made spell books. Pictures of animal eyes are enhanced with a cabochon. We were pleased to have the Community to Aid Abused Women bring a group of women and children for the craft. With the help of the Internet Services Librarian, we had step by step instructions posted on the website and Facebook in case people wanted to do it at home.

1000 Books before Kindergarten

To promote 1000 books before kindergarten during story time a display of 365 books was set up to give parents a visual of how achievable the goal is over 3 years. By providing a second story time, one staff was able to talk to parents and get them signed up while the children were occupied. From all the children who signed up for the challenge, these three young men won a T-shirt.

Santa and his elf handed out candy canes and helped take photos after story time in December. Craft time keeps them busy while they are waiting to see Santa. We were pleased to have a new volunteer for Santa this year.

The magnetic wall in the STEAM center continues to be popular. We offer homework help, some directed activities and free activities. We have at least one family that uses the center as a visitation area. It's a fabulous gathering place for children and families. Homeschool groups use it as well.

October also brought Spellbinders back with close-up magic. Always popular with the children and adults. We love the way they promote early literacy during their shows.

Diversity in Action in April featured crafts in the STEAM center, Japanese Ikebana flower arrangements, and guest story tellers all reading the three little pigs in different languages. It was a great way to demonstrate that languages often have words in common, and the repetitiveness of the story let the children anticipate words through context.

During the last week of Winter Break, The Amazing Race came to Sparks. Teams competed during the day with roadblocks, detours and challenges designed to explore the library and its resources. Several teams competed at different times during the day (there was a time penalty for running in the library) and a winning team was awarded donated movie tickets. The activity was set up in such a way that it can be easily duplicated with very little staff time in the future.

Studio 775 had several maker boxes through the space, with Making Music and the Tinker Box being the most popular. We look forward to additional activities this year.

The Friends of Washoe County Library joined staff for an outreach with the Galaxy Theaters for the showing of "The Jungle Book". The library received a small proceed which was appreciated!

Programs with animals are always favorites with families. We enjoy these immensely.

Thank you.

Sparks Library Highlights

2016

Second Century Endowment expenditure



Teen Zone Refresh Before



Teen Zone Refresh After



Mitten Tree



October Spell Book Craft



1000 Books before Kindergarten



Santa Storytime



STEAM Center



Spellbinders



DIA: Diversity In Action



The Amazing Race: Sparks Library Edition



Studio 775 Makerspace



Unique Outreach

Partnered with Galaxy
Theaters for a showing of
"The Jungle Book"



Wild Things 2016



So you want a pet snake



Thank you!



TO: Washoe County Library Board

FROM: Beate Weinert, Programs and Community Collaborations, and Nancy Keener, Systems Librarian

RE: Overview of the Longstanding Partnership Between the Washoe County Library System and the Washoe County School District

DATE: February 22, 2017

Background: Upon request from the Library Board of Trustees, following is an overview of the longstanding partnership between the Washoe County Library System (WCLS) and the various entities throughout the Washoe County School District (WCSD), which are in direct support of the following WCLS as well as Washoe County (WC) Strategic Objectives:

WCLS: Reaching more people through alternative methods of service delivery
Supporting the County Objective: *Safe, secure and healthy communities*

WCLS: Delivering resources and services that meet individual and community needs
Supporting the County Objective: *Economic development and diversification*

WCLS: Foster open communication between the community and the Library
Supporting the County Objective: *Public participation & open, transparent communication*

As their tagline boasts, WCSD strives toward *Every Child, By Name and Face, to Graduation*. In addition, WCSD's Mission is *To create an education system where all students achieve academic success, develop personal and civic responsibility, and achieve college and career-readiness for the 21st century*, both of which align with WCLS's Mission *To connect people with information, ideas and experiences to support an enriched and engaged community, one person at a time*. As is recognized, public libraries support academic and personal achievement throughout an individual's life. Thus, the collaborative relationship between WCLS and the various entities throughout the school district support WCSD Strategic Plan Goal 3: *To engage family and community members in strong relationships and provide meaningful opportunities to increase their educational expertise, trust, and to share responsibility for student success*. For an overview of Envision WCSD 2020, please see attached document.

As highlighted in the aligning Missions and Strategic Objectives of both organizations, WCLS has not only partnered with WCSD for numerous years in a variety of capacities, but has also directly enriched students, their families, as well as our district colleagues with the following FREE opportunities throughout our greater Washoe County communities:

- Early Literacy—Toddler Times, Story Times, Paws 2 Read, Tumblebooks, Head Start classroom visits followed by WCLS informational presentations to parents and caregivers
- K-12 Literacy—All age Summer Reading Program; the now expended Striving Readers Grant [which allowed for the expansion of Parent University/WCLS workshops, public library tours for the entire family, and added the school-wide card-carrying project (Kiss the Pig)],—which paved the path for the 1st Grade Card Carrying Initiative in response to the Statewide *Read by 3 Initiative*; *Tumblebooks
 - i. *New and improved TumbleBooks: Popular among educators and students, WCLS provides access from all WCSD schools without the need to provide authentication, and includes access for teachers to a wide range of curriculum support materials that help educators better use TumbleBooks in the classroom. Additionally, this program gives WCLS and WCSD users more content, including resources for upper grades.
- Curriculum support—materials in a variety of formats, BrainFuse online tutoring/homework help, lynda.com, research databases including Learning Express, Mango/Little Pim, and online encyclopedias and periodicals
- Arts, Cultural and Educational programming experiences
- Places to gather, create, invent and learn at various library makerspaces, known as Studio775
- Exploration of new technologies, new skills and new experiences through interactive and hands-on STEAM activities
- Assistance to parents—topical library materials; Parent University (presentations as well as serving as venues)
- Professional development for teachers and school librarians
 - o Lynda.com online video training
 - o Multiple presentations throughout the school year to K-12 Library Services keeping school librarians abreast of WCLS resources and activities. Please see attached WCSD infographic highlighting the duties of a school librarian, with emphasis on the following: Collaborate with school staff, library community, Washoe County Library System
 - o WCLS is well represented on the NV Reading Week Committee as well as at the annual Conference, providing workshops in addition to a library information booth
 - o WCLS welcomes any and all opportunities to present workshops to Professional Learning Community Sessions (PLC's), Saturday Cafés, conferences, faculty and administrative meetings
- Partnership libraries at Duncan Elementary, Verdi Elementary, Gerlach K-12

As demonstrated, a primary focus for WCLS is to strengthen relations through a focused engagement with our K-12 school districts, inclusive of ALL students and learners from pre-kindergarten through graduation. WCLS actively seeks opportunities to visit schools to share stories and public library information, resources, and edutainment. Library representatives welcome invitations to multiple classroom presentations for any age, including but not limited to supporting the 1st-grade initiative; Kinder Fairs; Literacy Nights; Family Engagement Events; Morning Mugs/Second Cup parent gatherings; PTA meetings; Science Nights; Career Events; Summer Activities Fairs; Reading Weeks; Back to School Nights and more.

Administratively, WCLS staff fosters ongoing dialogue with Kindra Fox, Linda Mitchell, Holly Esposito, Maria Fernandez and D'Lisa Crain, our school district colleagues in Curriculum and Instruction, Library Services, and Family-School Partnerships/Council on Family Engagement (Parent University) respectively, to reinforce the WCSD-WCLS relationship. Furthermore, WCLS welcomes another invitation to present to the WCSD Board of Trustees, which last transpired in January 2016.

In closing, these on-going efforts in striving for more equitable public library access have culminated in WCLS and WCSD formalizing this collaborative partnership with a *Memo of Understanding* (please see attached document), signed by both organizations in November 2016, allowing for the district-wide Card Carrying Initiative to begin with pre-registration for the upcoming 2017-2018 school year. Through WCSD's on-line Infinite Campus registration, every student throughout the district will be offered the opportunity to get a WC Library Card. Systems Librarian, Nancy Keener and her counterparts at WCSD along with their respective Information Technology gurus are feverishly working out the details and challenges to successfully activate every child within the district to offer access to a Washoe County Library card so all students are provided the opportunity to Connect Gather Explore at their local libraries.

Recommendation and Suggested Motion: This agenda item is informational in nature and does not require a motion.



STRATEGIC PLAN

Envision WCSD 2020

Vision

As a courageous, innovative leader in education, Washoe County School District (WCSD) will be one of the nation's top performing school districts, graduating all students college- and highly-skilled career ready.



Mission

To create an education system where all students achieve academic success, develop personal and civic responsibility, and achieve college and career-readiness for the 21st century.



Core Beliefs

We believe:

- All students can learn and be successful.
- The achievement gap can be eliminated by ensuring every student is challenged to learn at or above grade level.
- Effective teachers and principals, dedicated support staff, rigorous curriculum, culturally responsive practices, measurable outcomes, timely interventions, ongoing monitoring and assessment, collaboration, professional development, and a culture of continuous improvement ensures classroom success for all students.
- We will achieve superior performance through clear goals that set high expectations and standards for all students and employees.
- Student academic success and character building requires family, student, school, and community engagement.
- Leadership and passion, together with accountability and transparency, are keys to reform and success.
- A strong education system ensures the well-being of a community.

Goal 1

To ensure annual student academic growth through a system of curriculum, instruction, and assessment that is aligned, rigorous, and relevant. Instruction will be designed to meet the needs of every child in our diverse student population. [More...](#)

Goal 2

To develop and retain highly effective personnel who are driven to support students and their academic success as well as the success of the District. WCSD will accomplish this goal through recruitment, selection, professional development, and accountability. [More...](#)

Goal 3

To engage family and community members in strong partnerships and provide meaningful opportunities to increase their educational expertise and trust, and to share responsibility for student success. [More...](#)

Goal 4

To establish a system that is effective, efficient, transparent, and accountable by using meaningful structures and processes. [More...](#)

Goal 5

To ensure our schools are safe, secure, supportive, and welcoming environments where students and staff are able to succeed academically and professionally at the highest possible levels. [More...](#)



Strong Libraries Build Strong Students!

Research shows that students with good school libraries learn more, read more, get better grades, have better attendance and score higher on standardized tests.

WCSD School Librarians:

88% answer questions about technology tools

68% participate with teachers in professional learning communities

86% train teachers how to locate resources

92% biggest part of job is teaching students

A Librarian's Daily Duties

- Assist patrons with research and locating library materials
- Teach 21st Century Competencies
- Find the perfect book for every reader
- Collaborate with school staff, library community, Washoe County Library System
- Manage organization and cataloging of materials
- Maintain bulletin boards, volunteers, budgets
- Connect with school and local communities
- Maintain technology in library
- Provide safe and welcoming space
- Plan programs and events (e.g. story time, information literacy, book fairs, parent nights, etc.)
- Teach information and digital literacy
- Support school programs and specific class projects

Librarians are here to:



empower, help, aid, assist, support, teach, enthuse, catalog, facilitate, arrange, organize, find, discover, promote, display, interact, develop relationships, intrigue, amaze, amaze, instill wonder, help, protect resources, provide differing viewpoints, engender thought, create conversation, research, offer choices, provide the best answer possible, match the answer to the inquirer, and buffer a local community, a school, an organization, a country, the world.

Database Searches

EBSCO
35,132
searches in
2016

World Book
48,802
searches for the
2015-2016
school year

Teaching
Books.net
16,326
searches
Aug-Nov
2016

Benefits of a trained Librarian:



#1

Librarians collaborate with school staff and community to provide instruction and enhanced learning experiences.

#2

Librarians use technology in their school community to assist teachers and students use new research, information and technology.

#3

Librarians who possess and provide software, combine creativity and expertise to succeed in teaching library lessons.

#4

Librarians are instructional specialists providing a well-developed and current collection of resources to meet curricula and personal-learning needs.

#5

Librarians are instructional partners developing best practices, providing support and assisting in supporting the academic curriculum and state standards.

School librarians empower teachers and ensure students have the best chance to succeed.

Library Lessons Taught

"Your school librarians can help you update and re-teach lessons that focus on the evaluation of sources and information probing, and share with it a discipline you may need to succeed in college and the workplace."
Kimberly Shivers (2017)
Academic Teacher of the Year



Library Awareness 61.0%, Critical Reasoning 28.31%, 21st Century 10.69%

Source: Oregon, K-12, Why Having the Best Librarian Matters
http://www.libraryjournal.org/2015/05/15/why-having-the-best-librarian-matters/

**DATA SHARING MEMORANDUM OF UNDERSTANDING BETWEEN THE
WASHOE COUNTY SCHOOL DISTRICT AND THE WASHOE COUNTY LIBRARY
SYSTEM**

This MEMORANDUM OF UNDERSTANDING ("Agreement") is made and entered into this [insert date] by and between the WASHOE COUNTY SCHOOL DISTRICT ("WCSD"), and the WASHOE COUNTY LIBRARY SYSTEM ("WCLS"), for the sharing of student data subject to the following terms and conditions:

1. PURPOSE AND LEGAL AUTHORITY

The purpose of this Agreement is to establish the overarching confidentiality requirements and treatment of data shared with the WCLS and to enable the WCSD to share confidential student directory information for the purpose of issuing WCLS library cards to WCSD students. This data sharing agreement is authorized for such purposes by, is subject to, and shall be construed in a manner consistent with relevant federal and Nevada state laws and regulations regarding data privacy and confidentiality, including but not limited to CFR Title 34, Part 99 and Title 45, Subtitle A, Subchapter A, Part 46, and others as appropriate for the Parties' official duties.

2. AUTHORIZED USERS

Only authorized users of WCSD and WCLS shall have access to shared data. WCSD reserves the right to limit the number of authorized users to the number of authorized users that it determines is necessary to fulfill the data sharing objective, which each party acknowledges must be for legitimate educational purposes only. WCLS will designate and identify the contact person responsible for receiving the confidential information. WCLS acknowledges that the WCSD will expect the WCLS to establish methods of using shared data that minimize the number of persons having remote or other access (for allowing one person in a workgroup or department access rather than permitting access to the entire department or workgroup if unnecessary).

All authorized users shall be required to be trained in and adhere to relevant federal and Nevada state laws and regulations regarding data privacy and confidentiality, including but not limited to CFR Title 34, Part 99 and Title 45, Subtitle A, Subchapter A, Part 46, and others as appropriate for the Parties' official duties. WCLS shall also be responsible for promptly notifying WCSD whenever an authorized user no longer requires access to shared data and when new persons become authorized users. Use of an authorized user's access to shared data by another of WCLS' employees who do not have a legitimate educational interest in the student data or by any other person is prohibited and shall be grounds for the immediate termination of this Agreement.

3. USE OF SHARED DATA

Upon parent approval through the Infinite Campus registration system, the following student information will be shared with the WCLS for the purpose of issuing WCLS library cards to WCSD students:

- Student ID
- Student Name
- Date of Birth
- Mailing Address, City, State, Zip
- Home phone
- Email address
- Parent or Guardian name

WCLS agrees that it will use personally identifiable information from education records only to meet the purpose of issuing library cards. Under no circumstances will individually-identifiable data be shared with entities outside WCLS. All identifiable data will be physically and virtually protected from breaches by way of physically securing the servers on which the data resides and utilizing technologies such as encryption and firewalls. WCLS will perform internal privacy audits and maintain compliance with all federal and state regulations regarding privacy, including but not limited to The Health Insurance Portability and Accountability Act (HIPAA), The Family Educational Rights and Privacy Act (FERPA), the Children's Online Privacy Protection Rule ("COPPA"), and Nevada Revised Statute 392.029. WCLS shall not use the shared data in any manner not permitted by appropriate governing federal and state regulations. Access to the information received by the WCLS pursuant to this agreement shall be limited to those with a need to access it for the specific purposes detailed in the specific data sharing agreements.

4. WARRANTY AND INDEMNIFICATION

WCLS represents and warrants that, in receiving data, such data shall be used solely for purposes authorized by law and described in this agreement. WCLS acknowledges that they agree to not use shared data for any other purpose.

In providing the shared data each Party makes no representations or warranties of any kind regarding said data, including specifically but not by way of limitation, any warranty of fitness for the other's use for any purpose, or any warranty as to the quality or correctness of the shared data. Each Party shall indemnify and hold harmless the other against any suits, claims, actions, complaints or liability of any kind, including legal costs, which relate to the other Party's use of or reliance on shared data.

5. CONFIDENTIALITY SAFEGUARDS

Any shared data is confidential pursuant to appropriate state and federal regulations, including but not limited to Nevada Revised Statute 392.029, and all confidentiality requirements thereby required are hereby incorporated into and made a part of this Agreement.

The WCLS agrees to establish appropriate administrative, technical and physical safeguards to safeguard the confidentiality of the shared data supplied by the WCSD and to prevent unauthorized use of or access to it. Only authorized users shall be allowed access to the shared data, and their access shall only be for the purposes authorized by law and described in this agreement.

WCLS agrees to store all shared data in a place that is physically secure from access by unauthorized persons. Additionally, WCLS agrees to store and process shared data supplied in an electronic format, such as magnetic tapes or discs, in such a way that unauthorized persons cannot obtain the data by any means. WCLS shall undertake precautions to ensure that only authorized personnel are given access to shared data stored in computer systems. If the data is shared via access to a computer data base, WCLS agrees not to store or allow its employees to store any confidential information received from the other Party on any portable storage media or peripheral device (e.g., laptops, thumb drives, hard drives, etc.) or to print out any shared data except to the extent that printed data is essential to the authorized use of shared data.

WCLS shall instruct all personnel having access to shared data about the confidentiality and security requirements affecting the shared data and shall ensure that they adhere to those requirements and procedures required under the terms of this Agreement.

WCLS shall be responsible and liable for ensuring that the confidentiality of shared data received is maintained as required under both federal and state laws, and shall indemnify and hold harmless the WCSD against any suits, claims, actions, complaints, liability of any kind, or legal costs, related to or arising from any breach of the confidentiality of shared data or the misuse of shared data. Under no circumstances shall shared data be used for any type of solicitation without the express written approval of the WCSD for that specific purpose.

WCLS agrees to fully and promptly report to the WCSD any infraction or violation of the confidentiality or security requirements set forth in this Agreement, and agrees to take appropriate disciplinary action against anyone found to have violated the terms of this Agreement or applicable federal or state law.

6. ADMINISTRATIVE TERM OF AGREEMENT

This Agreement shall be in effect as of the date the agreement is fully executed and shall renew automatically unless otherwise modified. All Parties are signatory to this agreement when signing. Any party signatory to this agreement may terminate participation upon thirty days' written notice to all other signed parties to the Agreement. All provisions of this Agreement concerning confidentiality and restrictions on data use shall survive the expiration of this Agreement.

7. ACKNOWLEDGEMENT

By this Agreement, the WCLS acknowledge that all personnel who will have access to shared data have been instructed about the confidentiality requirements of this Agreement, that they will adhere to these confidentiality requirements and procedures, and hereby agrees to report any infraction of these requirements fully and promptly.

THUS DONE AND SIGNED on the date(s) shown below.

**WASHOE COUNTY SCHOOL DISTRICT,
a political subdivision of the State of Nevada**

BY: _____
Traci Davis, Superintendent

Dated: _____

WASHOE COUNTY LIBRARY SYSTEM,

BY: _____
Jeff Scott, Library Director

Dated: _____

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Update on Strategic Communication Plan Proposal
DATE: February 22, 2017

Background: Strategic Communication Plan Overview

- Plan created by students from UNR Reynolds School of Journalism and presented to the Board February 2016.
- Intent of the plan is to target UNR students and up-and-coming business leaders and entrepreneurs.
- Expected outcomes include attendance at events geared toward target audiences and increase library card registration and online resource usage by members of the target audiences.
- Strategies include targeted social media marketing, online advertising, special events, and local partnerships to incentivize library use.
- Also recommended are revisions to library logo and branding.
- WCLS was given the opportunity to use journalism students as interns to assist with implementation of the plan.

Strategic Communication Plan Progress to date

- Targeted Facebook ads promoting the North Valleys Library renovation fundraiser and the Give the Gift of Reading campaign
- Good ROI: \$50 spent on targeted advertising immediately resulted in an additional \$175 in donations and \$500 over the remainder of the campaign for a 900% return on the initial advertising investment. Additionally, the message was delivered to over 10,000 local facebook users and engaged over 600 (a more typical post reaches ~500 and engages fewer than 50).
- One intern was selected for Summer 2016 and assisted with creating a collection of licensed images for use by staff in marketing efforts.
- The Library had no applicants for the intern position in Fall 2016 but will be working to recruit an intern for Fall 2017 to assist with continued implementation.
- Social media engagement

Strategic Communication Plan: Next Steps

- Currently launching an Instagram ad-hoc team to expand social media presence to Instagram, which is more popular among younger target audiences.
- Development Officer to work with the Friends of Washoe County Library to identify and recruit businesses for strategic partnerships.
- Library is working to recruit a journalism student to work as an intern to complete these next steps in Fall 2017.
- Beginning of conversation surrounding changes to library logo and branding.

Recommendation and Suggested Motion: No motion is needed. This report is an update on the WCLS Marketing and Communication Plan.

TO: Library Board of Trustees
FROM: Debi Stears, Resources Librarian
RE: Report on Collection Trends
DATE: February 22, 2017

There is no written material on this item.
A presentation will be done at the meeting

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

GENERAL FUND

FY 2016 / 2017

8-Feb-17

TITLE	CURRENT YEAR			PRIOR YEAR			
	BUDGET	EXPENDITURE	BALANCE	BUDGET	EXPENDITURE	BALANCE	
						%	
SALARIES/WAGES	\$ 5,450,444	\$ 3,189,753	\$ 2,260,691	\$ 5,467,684	\$ 3,109,498	\$ 2,358,186	57%
EMPLOYEE BENEFITS	\$ 3,003,191	\$ 1,791,460	\$ 1,211,731	\$ 2,296,996	\$ 1,345,436	\$ 951,560	59%
SERVICES & SUPPLIES	\$ 857,140	\$ 483,315	\$ 373,825	\$ 496,386	\$ 421,471	\$ 74,915	85%
CAPITAL OUTLAY							
TOTAL:	\$ 9,310,775	\$ 5,464,528	\$ 3,846,247	\$ 8,261,066	\$ 4,876,405	\$ 3,384,661	59%

ITEM 6g

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1 / EXPANSION FUND

FY 2016 / 2017

8-Feb-17

PRIOR YEAR

CURRENT 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	\$ 868,989	\$ 502,712	\$ 366,277	58%	\$ 1,064,278	\$ 425,851	\$ 638,427	40%
EMPLOYEE BENEFITS	\$ 450,274	\$ 267,598	\$ 182,676	59%	\$ 445,296	\$ 174,928	\$ 270,368	39%
SERVICES & SUPPLIES	\$ 1,103,603	\$ 711,600	\$ 392,003	64%	\$ 1,152,423	\$ 623,712	\$ 528,711	54%
CAPITAL OUTLAY	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
TOTAL:	\$ 2,422,866	\$ 1,481,910	\$ 940,956	61%	\$ 2,661,997	\$ 1,224,491	\$ 1,437,506	46%

ITEM 6g

GIFT FUND BALANCE AS OF JANUARY 31, 2017

ITEM 6g

<u>BRANCH</u>	<u>TOTAL</u>	<u>DESIGNATED RESTRICTED USE</u>	<u>AVAILABLE GENERAL</u>
CHILDREN'S COORDINATOR	\$ 10,000.00	\$ 1,000.00	\$ 9,000.00
DOWNTOWN RENO	\$ 17,729.87	\$ 6,863.11	\$ 10,866.76
DUNCAN / TRANER	\$ 7,370.09	\$ 7,093.40	\$ 276.69
GERLACH	\$ 500.00	\$ 500.00	\$ -
INCLINE	\$ 9,186.13	\$ 3,879.63	\$ 5,306.50
INTERNET	\$ -	\$ -	\$ -
NORTHWEST	\$ 14,394.28	\$ 795.63	\$ 13,598.65
NORTH VALLEYS	\$ 2,667.60	\$ 2,600.85	\$ 66.75
SENIOR CENTER	\$ -	\$ -	\$ -
SIERRA VIEW	\$ 9,856.35	\$ 1,225.51	\$ 8,630.84
SOUTH VALLEYS	\$ 11,096.77	\$ 1,997.27	\$ 9,099.50
SPANISH SPRINGS	\$ 23,474.74	\$ 2,829.55	\$ 20,645.19
SPARKS	\$ 21,235.90	\$ 23.23	\$ 21,212.67
SYSTEMS OFFICE	\$ 53,516.40	\$ 53,379.96	\$ 136.44
SYSTEMWIDE	\$ 640,034.07	\$ 639,416.86	\$ 617.21
SYSTEMWIDE INTEREST	\$ 64,816.27	\$ -	\$ 64,816.27
TECHNICAL SERVICES	\$ 106,008.96	\$ 105,947.85	\$ 61.11
VERDI	\$ 2,393.48	\$ -	\$ 2,393.48
TOTALS:	\$ 994,280.91	\$ 827,552.85	\$ 166,728.06

Washoe County Library System

Monthly Statistics By Branch / Cumulative By Month / Resulting In Yearly Total Thru January

System Total Comparison For Fiscal Years 2015-2016 / 2016-2017

	Meeting Room Use					
	2015-2016	2016-2017	% Change	2015-2016	2016-2017	% Change
	# of Meetings	# of Meetings	# of Meetings	Attendance	Attendance	Attendance
Administration Outreach						
Digital Branch						
Duncan/Traner	0	0	0.00%	0	0	0
Gerlach						
Incline	45	21	-53.33%	648	489	-24.54%
North Valleys	10	5	-50.00%	99	246	148.48%
Northwest	27	11	-59.26%	328	126	-61.59%
Reno	74	19	-74.32%	1,157	344	-70.27%
Senior Center	0	0	0	0	0	0
Sierra View	8	7	-12.50%	102	681	567.65%
South Valleys	150	47	-68.67%	3,481	858	-75.35%
Spanish Springs	100	27	-73.00%	2,302	506	-78.02%
Sparks	18	8	-55.56%	293	154	-47.44%
Verdi	0	0	0	0	0	0
Totals	432	145	-66.44%	8,410	3,404	-59.52%

ITEM 6h

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