



**LIBRARY BOARD OF TRUSTEES SPECIAL MEETING AGENDA
WEDNESDAY, September 27, 2017
4:00 P.M.**

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

PURSUANT TO NRS 241.020, THE AGENDA FOR THE TRUSTEES MEETING HAS BEEN POSTED AT THE FOLLOWING LOCATIONS: WASHOE COUNTY COURTHOUSE, WASHOE COUNTY ADMINISTRATION BUILDING, DOWNTOWN RENO LIBRARY, INCLINE VILLAGE LIBRARY, NORTH VALLEYS LIBRARY, NORTHWEST RENO LIBRARY, SIERRA VIEW LIBRARY, SOUTH VALLEYS LIBRARY, SPANISH SPRINGS LIBRARY AND SPARKS LIBRARY. FURTHER, IN COMPLIANCE WITH NRS 241.010, THIS NOTICE HAS BEEN POSTED ON THE OFFICIAL WEB SITE FOR THE WASHOE COUNTY LIBRARY SYSTEM AT www.washoecountylibrary.us; and <https://notice.nv.gov>.

SUPPORT DOCUMENTATION FOR ITEMS ON THE AGENDA PROVIDED TO THE LIBRARY BOARD OF TRUSTEES IS AVAILABLE TO MEMBERS OF THE PUBLIC AT THE DOWNTOWN RENO LIBRARY ADMINISTRATION OFFICE, 301 SOUTH CENTER STREET, RENO, NEVADA AND MAY BE OBTAINED BY CONTACTING TAMI GASTON AT 327-8343 OR tgaston@washoecounty.us. WE ARE PLEASED TO MAKE REASONABLE ACCOMMODATIONS FOR MEMBERS OF THE PUBLIC WHO ARE DISABLED AND WISH TO ATTEND MEETINGS. IF YOU SHOULD REQUIRE SPECIAL ARRANGEMENTS FOR ANY TRUSTEE MEETING, PLEASE CONTACT OUR OFFICE AT 327-8341 24 HOURS PRIOR TO THE DATE OF THE MEETING.

THE LIBRARY BOARD CAN DELIBERATE OR TAKE ACTION ONLY IF A MATTER HAS BEEN LISTED ON AN AGENDA PROPERLY POSTED PRIOR TO THE MEETING. DURING THE PUBLIC COMMENT PERIOD, SPEAKERS MAY ADDRESS MATTERS LISTED OR NOT LISTED ON THE PUBLISHED AGENDA. THE OPEN MEETING LAW DOES NOT EXPRESSLY PROHIBIT RESPONSES TO PUBLIC COMMENTS BY THE BOARD. HOWEVER, RESPONSES FROM TRUSTEES TO UNLISTED PUBLIC COMMENT TOPICS COULD BECOME DELIBERATION ON A MATTER WITHOUT NOTICE TO THE PUBLIC. ON THE ADVICE OF LEGAL COUNSEL AND TO ENSURE THE PUBLIC HAS NOTICE OF ALL MATTERS THE TRUSTEES WILL CONSIDER, TRUSTEES MAY CHOOSE NOT TO RESPOND TO PUBLIC COMMENTS, EXCEPT TO CORRECT FACTUAL INACCURACIES, ASK FOR LIBRARY STAFF ACTION OR TO ASK THAT A MATTER BE LISTED ON A FUTURE AGENDA. THE BOARD MAY DO THIS EITHER DURING THE PUBLIC COMMENT ITEM OR DURING THE FOLLOWING ITEM: "BOARD COMMENT – LIMITED TO ANNOUNCEMENTS, STRATEGIC PLAN ACTIVITY UPDATES OR ISSUES PROPOSED FOR FUTURE AGENDAS AND/OR WORKSHOPS."

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

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

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) New Business
 - a. *For Possible Action:* Approval of the Washoe County Library System Strategic Planning Process for 2018-2020
- 4) Staff Announcements - 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.
- 5) 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.
- 6) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 7) Adjournment

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Approval of the Washoe County Library System Strategic Planning Process for 2018-2020

DATE: September 27, 2017

Background: In the December 2015 Library Board of Trustee Meeting, the Board approved the updated Library's Three-Year Strategic Plan which takes the Library System into 2018. To plan for the future, the Library System will be using a new process to create the Washoe County Library System Strategic Plan for 2018-2020. The process is called "Planning for Results" and the Library system will be using a modified version of this process, which was created by the Public Library Association. The modified process has been included for review and approval.

Interview results will be reviewed and a strategic plan will be drafted and presented at the October Board Meeting.

Recommendation and Suggested Motion: Approve the Planning for Results process as presented, including any additional points of contact the Board feels should be noted.

Washoe County Library System Strategic Planning Process for 2018-2020

Introduction

Nevada State Library, Archives, and Public Records requires each library in the state of Nevada to have a two year strategic plan. Washoe County Library System's current plan takes us into 2018. Now is the time to start planning for our future. Washoe County Library System will use the Planning for Results process. Planning for Results was developed by the Public Library Association and provides support through training and guidebooks. We will be using a modified version of this process considering there is a large geographic area we need to cover. Our goal is to ensure that we are addressing the most critical needs of the community while at the same time being good stewards of the public trust.

First Phase: Plan to Plan

The first steps in this plan is informing library staff about the process and to get them engaged. Washoe County Library System staff are very connected with the community which makes them perfect experts to inform administration what the best course of action should be. Each member of the Leadership Team (which consists of Branch Managers and System-level administrators) will select at least three stakeholders in the community. Team members will then either meet with these stakeholders in person, or assigned two library staff for the interview. The purpose of these meetings will be to get a community perspective on critical community needs.

They will ask the following questions:

What would your community look like in five years if it solved all of its problems?

What are the roadblocks?

What are the opportunities?

What should the library's role become?

Part Two Public Library Service Responses

All of the interview information will be reviewed for major themes and put into a document identifying those major issues. It will then be divided into categories developed by the Planning for Results process. There are eighteen different service areas where the library can focus its

resources. Library staff will then connect the major themes from the interview with services already provided. Part of the intent of this process is to focus resources. A library that first begins this process will often do a little bit of each of the eighteen service areas. A library is more effective when it decides on a clear direction and focuses on only a few service areas. A library the size of Washoe County Library System should pick three to five service areas.

Be an Informed Citizen: Local, National, and World Affairs

Build Successful Enterprises: Business and Nonprofit Support

Celebrate Diversity: Cultural Awareness

Connect to the Online World: Public Internet Access

Create Young Readers: Early Literacy

Discover Your Roots: Genealogy and Local History

Express Creativity: Create and Share Content

Get Facts Fast: Ready Reference

Know Your Community: Community Resources and Services

Learn to Read and Write: Adult, Teen, and Family Literacy

Make Career Choices: Job and Career Development

Make Informed Decisions: Health, Wealth, and Other Life Choices

Satisfy Curiosity: Lifelong Learning

Stimulate Imagination: Reading, Viewing, and Listening for Pleasure

Succeed in School: Homework Help

Understand How to Find, Evaluate, and Use Information: Information Fluency

Visit a Comfortable Place: Physical and Virtual Spaces

Welcome to the United States: Services for New Immigrants

Part Three Putting the Plan Together

Leadership Team will work to put together goals and objectives from the service areas determined to be the most important by the community. A draft of this plan will then be shared by library staff for edits and suggestions. Once staff is satisfied, final plan will be brought before Washoe County Library System Library Board of Trustees for final approval.

Initial Timeline:

August 31st Library Director sends out plan to Leadership Team

September 19th Leadership Tasked to conduct Interviews pending LBOT approval

September 20th Plan is approved by LBOT

Interviews due by October 18th

October Leadership Team review data and connect with available Service Area categories

Develop Goals and Objectives for 2018-2020 Timeline

Draft completed and sent to all staff for input/discussion/include branch meetings for input

November LBOT approve 2018-2020 Library Strategic Plan

Possible Asks:

United Way	Incline Village	Discovery Museum
Boys and Girls Club	Washoe County	Reno Gazette Journal
WCSD	EDAWN	Sundance
Maker	PBS	Barnes and Noble
UNR	NNLC	E.L. Cord Foundation
TMCC	Renown	E.L. Cord Foundation
NV Humanities	Educational Alliance	Neil J. Redfield Foundation
City of Reno	Arts Commission/Consortium	
City of Sparks	Holland Project	