

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, MARCH 15, 2017**

The Board met in regular session at the Sparks Library, 1125 12th Street, Sparks, Nevada.

Chair Wilson call the meeting to order at 4:01 pm

1) ROLL CALL

Board Member Present: Wendy Alderman, Sarah Sattler, Jean Stoess, Derek Wilson

County Staff Present: Assistant District Attorney Dania Reid

Public Present: Mary Jones (FWCL)

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF FEBRUARY 22, 2017

Upon questioning by Trustee Alderman regarding the Technology Plan agenda item tabled at the last meeting but not included in this meeting's agenda, Director Scott stated that the Technology Plan will be done in process with the Strategic Plan and that he will touch on that more under agenda item 4b.

On motion by Trustee Alderman, seconded by Trustee Stoess, motion which duly carried, the Board approved the meeting minutes from the Library Board of Trustee meeting of February 22, 2016. All in favor, none opposed.

4) OLD BUSINESS

a. EVALUATION OF LIBRARY DIRECTOR'S JOB PERFORMANCE

Tami Gaston noted that the packet included all the submitted responses. Upon request by Trustee March, the evaluation response rate was a return of 80% from Trustees and 55% from Staff. All responses were submitted to Trustee Wilson to summarize responses.

Chair Wilson reminded the Board that the summary is a compilation of responses and did not include any analysis or edit.

Once the Board began discussion on the process, Legal Counsel Dania Reid, advised that this agenda item is not about the process but the review of the Director.

Board comment on the review of the Library Director included:

- Chair Wilson stated he felt the results were well thought out and complete
- Trustee Alderman noted she liked the overall detail in the responses, stating this was a good starting point.
- Trustee Sattler asked if the Director had seen the evaluation form prior to self-evaluation.

- o Director Scott stated that he did not and was not aware of the specifics of what he was being rated on.

On motion by Trustee Alderman, seconded by Trustee Stoess, which motion duly carried, the Board moved to accept the results and move to create a final summary of performance letter to be approved by the Board and delivered to the Director. All in favor, none opposed.

b. PRESENTATION OF DRAFT TECHNOLOGY PLAN 2018-2021 AND WCLS EDGE ASSESSMENTS FOR 2016 AND 2017, FOR DISCUSSION AND FEEDBACK AND POSSIBLE APPROVAL OF GOALS LISTED IN THE DRAFT TECHNOLOGY 2018-2021

Director Scott noted there are two parts to this agenda item; the draft of the Technology Plan and assessment results that give the Board an idea of where WCLS sits nationally in a variety of categories.

The Edge assessment was completed in 2014 and recently in 2017. The results show improvement in comparison with peer libraries and overall WCLS is rated above average as far as the Technology Plan over three years ago.

The information provided by the assessment is put into the new Technology Plan and WCLS is moving forward in the process to ensure we do the things we must do in order to remain competitive with other libraries. This draft plan will be presented for feedback to the Leadership Team and Administration team to make sure that staff has the training and opportunities to take training to make sure we can move forward with it. WCLS has already begun the training process with staff training such as the all staff computer troubleshooting training in 2016.

One of the weaknesses working with assessment is determining the needs of the communities. WCLS is looking to do a survey to better determine where we should be going with public computers and technology. In looking at current reports, WCLS can see that Downtown Reno, Sierra View and Sparks Libraries have high computer usage, where South Valleys has higher wireless internet access.

Responding to the question from Trustee Sattler, Director Scott informed the Board that the assessment responses were provided by Joan Dalusung, Nancy Keener and he.

Upon questioning by Trustee Alderman, Director Scott responded to a several specific Assessment examples. There were a few in which he stated he did not have the context of assessment responses provided in 2014, but was able to respond in 2017 with what WCLS is currently doing. For a couple of the technology questions, he noted changes in technology or available resources as the difference in response.

In response to the Board regarding patron survey, Director Scott stated WCLS will do research to determine the best mechanisms to create a variety of surveys and will bring the information back to board.

Upon questioning by Trustee Stoess regarding Assessment responses, Director Scott clarified the following:

- WCLS does not provide medical database access and is not able to determine what the response in 2014 was referring to.
- WCLS does not provide presentation equipment for business services such as microphones as was done in 2014. Access to this type of item requires a high amount of staff time to keep up and with changing technology, WCLS has found that provided equipment tends to not be exactly what the patron desires or may not be compatible with devices and the Library System is not necessarily able to meet the expectation of providing extended technological support for the meeting room user.
- WCLS does not provide computer terminals set up for extended sessions. Computer users may be extended on a case by case basis by Library staff, but no computers are designated for this function.

Upon questioning by Trustee Sattler, Director Scott confirmed that this information was a base when creating the current draft of the new Technology Plan

Trustee Marsh arrived at 4:14 pm

Trustee Wilson stated that he was pleased that WCLS scored above average. He noted that, strategically, we need to highlight how WCLS is doing “more with less” and should highlight areas that improvement and support is needed, such as where we are not being funded.

Director Scott agreed, noting that WCLS is unable to sustain some of the things needed in order to be competitive and compliant.

Upon questioning by the Board to determine if a motion is required, Legal Counsel Dania Reid, queried the Library about the intent of this agenda item. Director Scott stated that the intent was to receive input from the Board for further direction as the plan is not ready for approval as written. He further clarified that, while WCLS is collecting input, he welcomes insight to anything that may be missing.

Upon request by Trustee Alderman, Director Scott highlighted the key points as training for the public and training of staff. Staff need to know what the expected competencies are to meet them.

5) **NEW BUSINESS**

a. **REVISION OF LIBRARY DIRECTOR ANNUAL REVIEW PROCESS**

Upon request by legal counsel, Tami Gaston opened this agenda item requesting that it be tabled due to the following reasons:

- Legal Counsel wants to ensure any revised process meets all Open Meeting Law requirements prior to Board approval.
- Tami Gaston will ensure common Human Resources practices are included.
- If the Board elects to structure the process similar to other County Director Evaluation processes for consistency as discussed in the past, those processes need to be reviewed before proposing changes to the current process.

Upon request by Chair Wilson, Legal Counsel Dania Reid, agreed that the agenda item, as written, allows for discussion of what the Board would like to see included in any revision.

Board discussion included:

- Chair Wilson stated that he believed the results were comprehensive and had room for feedback. He noted that Al Stoess contacted him for Public Comment, stating that he liked the form, but was not pleased with the response rate. Chair Wilson also compared the response rate to a sampling error, where only the highly motivated evaluators responded.
- Trustee Alderman noted that there were a number of questions that she was unable to rate personally and would like access to information in which she would be able to respond to them.
- Trustee Sattler stated she believes that the Director should be rating himself in all the categories the evaluators will be rating him in. This approach ensures that he knows what he is being rated on and can rate himself accordingly as well as give evaluators something to work from.
- Trustee Marsh with the percentage of responses because she felt it was more difficult to interpret whether staff is engaged in the process or if something else is suppressing responses. She was encouraged that responses were received from a spectrum of raters, but wants to explore how to reach those who did not participate or who would have been more moderate in their assessments.

Tami Gaston informed the Board that all future Library Director Evaluations will be distributed to selected raters through a survey type mechanism such as Survey Monkey. This may help in receiving a higher response rate while being consistent with how Washoe County completes other Director Evaluations through Human Resources.

Legal Counsel, Dania Reid, further noted the following:

- In current and past evaluations, Human Resources has not been a part of this process as they have in other Washoe County Director evaluations who are governed by boards.
- Human Resources staff ensure a wide range of obligations and requirements are met to include: Open Meeting Law application, proper handling and storage of materials, and ensuring the appropriate constituency for a better response rate.
- Once the process is approved, the Board will always have a voice in the substance, while the process is set and conforms to County standards and meets requirements as noted above.

After review of options provided by Ms. Reid, the Board unanimously agreed to have the Board Secretary work with Human Resources personnel to create the evaluation and return the updated process to them for approval.

6) **REPORTS**

a. **LIBRARY DIRECTOR'S PRESENTATION TO INCLUDE SYSTEM PROGRAMS AND ACTIVITIES, AND FRIENDS REPORT FOR FEBRUARY 2017**

Director Scott provided a PowerPoint presentation updating the Board on Library System programs and activities, outreach and operations for the month of February 2017.

Upon questioning by the Board, South Valleys Managing Librarian, Julie Ullman, provided information on the All Girl Tech Challenge Team at South Valleys. The team won at the

Robotics Regionals and one of the girls is now volunteering at Coding Camp at South Valleys. She confirmed she would invite them to a future Board meeting.

Director Scott corrected the date for the North Valleys Library upcoming event "Cook the Book" from March 18th to the April 29, 2017.

b. TACCHINO TRUST EXPENDITURE UPDATE

Director Scott informed the Board that no expenditures have come out of Trust funds for the month of February and that Washoe County CSD is in the process of doing a cost assessment. They have been to the Spark and North Valleys Libraries with Downtown Reno still to go.

c. FINANCIAL STATEMENTS TO INCLUDE THE MONTHLY EXPENDITURE COMPARISON AND GIFT FUND BALANCES FOR FEBRUARY 2017

The Library Board reviewed the information submitted in the packet. Corrected Statements were provided at the beginning of the meeting for review.

d. MONTHLY LIBRARY USAGE FOR FEBRUARY 2017

The Library Board reviewed the information submitted in the packet. Corrected Statistics were provided at the beginning of the meeting for review.

7) PUBLIC COMMENT

None

8) BOARD COMMENT

Trustee Sattler informed the Board that she attended the Helene Berr exhibit, noting that a great job was done by all.

Trustee Sattler also noted that she checked out 3D printer and loved it.

Trustee Sattler asked if the Board had been receiving the electronic newsletters. Most confirmed that they had.

Upon request from Trustee Marsh to look into TedX licensing and livestream, Director Scott stated he would provide an update at the next meeting.

9) ADJOURNMENT

Chair Wilson adjourned the meeting at 5:12 pm.