

**LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, FEBRUARY 19, 2020
4:00 P.M.**

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

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

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

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

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

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

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

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

- 1) Roll Call
- 2) 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 15, 2020
- 4) Old Business
none
- 5) New Business
 - a. *For Possible Action:* Acknowledgement of 2nd Quarter Fiscal Year 2019/2020 Cash and Non-Cash Donation Received by the Library System Between October 1 and December 31, 2019 for a Combined Total of \$37,360.35
- 6) Reports
 - a. Library Director's Report
 - b. Downtown Reno Library Report
 - c. Marcom Presentation
 - d. Collections Update
 - e. Youth Services and Library Events Report
 - f. Tacchino Expenditure Update
 - g. Quarterly Financial Report
 - h. Quarterly Statistical Report
 - i. Board Task Report
- 7) Staff Announcements - Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this comment section until the matter has been specifically included on an agenda.
- 8) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 9) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 10) Adjournment

**LIBRARY BOARD OF TRUSTEE MEETING MINUTES
WEDNESDAY, JANUARY 15, 2020
4:00 PM**

The Board met in regular session at the Sparks Library, 1125 12th Street, Sparks, NV 89431

Chair Holland called the meeting to order at 4:00 pm.

1) ROLL CALL

Board Members Present: Amy Ghilieri, Wayne Holland, Zanny Marsh, Ted Parkhill and Jean Stoess

Board Members Absent: None

County Staff Present: Assistant County Manager David Solaro, Judge Tammy Riggs

Public Present: None

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

a) APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF NOVEMBER 20, 2019

On motion by Trustee Stoess, seconded by Vice-Chair Marsh, motion which duly carried, the Board approved the meeting minutes for the November 20, 2019. All in favor, none opposed.

Upon suggestion by Legal Counsel Herb Kaplan, Chair Holland opened Agenda Item 5a) Presentation on Community Court by the Honorable Judge Tammy Riggs.

5a) NEW BUSINESS: PRESENTATION ON COMMUNITY COURT BY THE HONORABLE JUDGE TAMMY RIGGS

Reno Municipal Court Judge Tammy Riggs introduced herself to the Board and people present. She provided a PowerPoint presentation which highlighted the purpose of Community Court, the history of how it was created, and the importance of working with the stakeholders in Reno to get it started. She informed the Board of her approach to Director Scott and his willingness to support her efforts by providing a venue. They started Community Court in March 2019.

Judge Riggs provided the Board with the goal of the program and information on how the typical nuisance charges and warrants operate and the difference that Community Court provides its defendants while still conforming to legal requirements and standards. She informed the Board that she has a partnership with University of Reno, Nevada (UNR) who is helping to compile statistics and expects to have some numbers reported at the end of the month.

Upon questioning by the Board, Judge Riggs:

- Explained the proposed downtown area in the maps provided in the presentation represent the borders of the business district of Downtown Reno.

- Confirmed she would be willing to come back to the Board with a brief presentation on the statistical data compiled through the partnership with UNR.
- Noted Community Court security on Wednesdays is provided by Reno Municipal Court Marshal staff with one marshal downstairs and one upstairs at the front door.

Judge Riggs completed her presentation with a shout out to Downtown Reno Branch Manager Brenda Owens and staff, noting they are an indispensable part of the process with great de-escalation skills and their willingness to help.

Chair Holland stated that Community Court is doing a great thing building relationships in a relaxed atmosphere and he encouraged the Trustees to go and see how it operates.

Chair Holland returned to Agenda Item 4) Old Business.

4) **OLD BUSINESS**

a) **APPROVAL OF LETTER DRAFTED BY TRUSTEE GHILIERI TO PETITION AGAINST MACMILLAN PUBLISHERS FOR THE EMBARGO ON EBOOKS FOR LIBRARIES AND AUTHORIZE CHAIRPERSON TO SIGN THE SAME ON BEHALF OF THE BOARD**

Trustee Ghilieri noted that the draft in the agenda was missing bullet points and headline.

Legal Counsel Herb Kaplan suggested the Board approve noted formatting and authorize the Board Chair to sign the completed document for the motion. Upon questioning, he stated that once the formatting was completed by Trustee Ghilieri, the draft would be sent to Board Secretary Tami Gaston who would contact Chair Holland to execute the document. Once the letter was signed, it would be returned to Tami Gaston.

Upon questioning by the Board, Director Scott confirmed the final draft of the letter could be posted to the Library website and then sent (by the Library) to the Reno Gazette Journal for publishing.

On motion by Trustee Stoess, seconded by Vice Chair Marsh, motion which duly carried, the Board approved noted formatting on the drafted letter from the Board packet and authorized Chair Holland to sign the final draft on behalf of the Board. All in favor, none opposed.

5) **NEW BUSINESS**

b) **PROCLAMATION TO THANK COMMISSIONER HARTUNG FOR \$2,500 DONATION TOWARDS IMPROVEMENT OF SPANISH SPRINGS LIBRARY**

Director Scott read a proclamation for Commissioner Hartung thanking him for donation of \$2,500 of special district funds to the Spanish Springs Library. These funds are being used to enhance Spanish Springs Library with interactive map. Director Scott handed the proclamation to Assistant County Manager David Solaro for Commissioner Hartung.

c) **SELECT AN OPTION FOR MEETING THE MATERIALS-EXPENDITURE STANDARD PURSUANT TO THE MINIMUM PUBLIC LIBRARY STANDARDS AS SET FORTH BY THE NEVADA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS**

Director Scott provided a brief history on this agenda item and informed that Board the Library recommends Option 1.

Upon questioning by Chair Holland, Director Scott stated the goal set by the Library Board, noted in the staff report, was set prior to his employment with Washoe County. He noted the Library System cannot increase more funding to the collection than currently is allocated because most of the funding is from special property tax. He also stated there is no penalty for not meeting the goal set by the Board or the goal sent to the State of Nevada.

On motion by Trustee Stoess, seconded by Vice Chair Marsh, motion which duly carried, the Board approved selection of Option 1 for meeting the materials-expenditure standard pursuant to the minimum public library standards as set forth by Nevada State Library, Archives and Public Records. All in favor, none opposed.

d) **APPROVAL OF FINES, FEES AND CHARGES POLICY REMOVING VERBIAGE FOR ITEMS DAMAGED BEYOND REPAIR, REMOVAL OF CHARGES FOR FORMATS/ITEMS NO LONGER CARRIED AND CLARIFYING UP TO TWO RENEWALS FOR ITEMS CHECKED OUT TO BE EFFECTIVE FEBRUARY 1, 2020**

Director Scott noted the changes to the Fines, Fees and Charges policies falls in line with the Library System moving to Automated Materials Handling (AMH) units in two branches. He stated that not charging for items damaged is a cost of doing business and with AMH, materials will be automatically checked in.

Upon questioning by the Board, Director Scott:

- Reminded the Board that all fines and fees return to Washoe County General Fund
- It is difficult to track which patrons pay outstanding fines.

On motion by Trustee Ghilieri, seconded by Vice Chair Marsh, motion which duly carried, the Board approved the policy changes noted in the staff report. Trustee Parkhill opposed.

6) **REPORTS**

a) **LIBRARY DIRECTOR'S UPDATE**

Director Scott referred to staff report provided in the Board packet.

He included the following items which were not included in report:

- Commissioner Bob Lucey is the new Board of County Commissioner Chair
- Commissioner Marsha Berkbigler is the new Board of County Commissioner Vice-Chair
- The Library System is working on scheduling a joint meeting for the Board of County Commissioners (BCC) and the Library Board of Trustees (LBOT)

b) MONTHLY TECHNOLOGY UPDATE

Systems Librarian Nancy Keener noted the Automated Materials Handlers were scheduled for install the beginning of Feb 2020 instead of the end of January as anticipated. She expects the installation will take two weeks.

She provided more detail on the information that will be available to the Library System with the recent install of WhoFI stating that we now have way to count wi-fi users based upon the number of devices accessing the network. She informed the Board this access was purchased by the Nevada State Library for all NV libraries. She will be able to bring samples of reports to the next meeting.

c) YOUTH SERVICES AND LIBRARY EVENTS REPORT

Youth Services and Library Events (YSLE) Manager Beate Weinert and Librarian Judy Hansen introduced themselves. They explained that youth covers ages 0-18 and the Library System is supporting teens. As Ms. Weinert operated the computer, Ms. Hansen talked about the website, teen page and resources available. She stated that YSLE has formalized a teen service group consisting of a staff member from each branch in an attempt to reach the teens in our communities.

Upon questioning by Trustee Ghilieri, Ms. Hansen stated that the Library System has moved away from kindle devices and upgraded to showing teens the Libby app as they love digital and audio books and access.

d) MAKER SERVICES PRESENTATION

South Valleys Branch Manager Julie Ullman and Sparks Library Assistant Denise Viss introduced themselves to the Board and provided more detail on the pictures and information provided in the report included with the Board packet.

Ms. Viss informed the Board that she had reached out to coworker for VR equipment and a 3D printer for a 3-day STEAM program where participants attended a coding camp. At the camp, they also received an introduction to Virtual Reality and used the 3D printer to make a Stars Wars character.

Trustee Ghilieri informed the Board that she attended a Nevada Library Association (NLA) Quad Make-Your-Own Swag session and loved it.

e) REFERENCE, TRAINING, AND TECHNOLOGY (RTT) PRESENTATION

Assistant Library Director Joan Dalusung introduced herself to the Board, informing them the RTT Team had created a presentation (included in Board Packet) that included RTT's Mission. She stated the team meets monthly, includes a representative from each branch, and focuses on all things training to include public, technology, and staff training. She said that much of the training is created by team members. She then turned it over to library staff members on the team that were co-presenting with her. (presentation slides 1-3)

Sparks Library Assistant Karen Forrester introduced herself stating she had worked 15 years at the Sparks Library and spoke on her experience of beginning computer classes at Sparks Library and how it has expanded to other branches. (presentation slide 4)

North Valleys Branch Manager Jonnica Bowen stated that North Valleys patronage consists of retirees and a lot of families that need the resources provided by the Library System. Her presentation slide (slide 4) provided quotes from appreciative participants. Ms. Bowen stated this has been a great experience but is a challenge facility wise for North Valleys Library who does not have the meeting room option but intends to keep offering opportunities.

Downtown Reno Librarian Marc Tiar spoke on behalf of the Systemwide Tech cafes which started from an Ebook Café and has since expanded to 6 branches, 5 days a week. (presentation slide 6).

Ms. Dalusung concluded the RTT presentation stating that library staff are always willing to try to help those in need.

f) **TACCHINO UPDATE**

Director Scott noted no expenditures for the Tacchino Trust for November or December 2019.

g) **BOARD TASK REPORT**

Chair Holland noted no changes to the Board Task Report presented in the Board packet after confirming the Director's evaluation metrics would be amended for the February 2020 meeting.

7) **STAFF ANNOUNCEMENTS**

Librarian Judy Hansen passed each Trustee a Winter Explorer Brochure, noting the teens on the cover and that she had marked the page in each explorer that was dedicated for teens.

At the request of Chair Holland, PIO and Development Officer Andrea Tavener provided a brief update on Friends of Washoe County Library (FWCL) to include the following:

- The Library System should be getting information soon on the results for the Give the Gift of Reading.
- FWCL are currently in the middle of a book sale.
- FWCL will be donating \$100k to the Library System and will be presenting the big check at next meeting.
- FWCL membership recently partnered with NV Museum of Art and soon with the Discovery Museum. They are trying to work on a partnership with Fleishmann Planetarium.

8) **PUBLIC COMMENT**

None

9) **BOARD COMMENT**

Trustee Parkhill stated he was glad to be back and thanked all who reached out to him and his family during their family emergency.

Vice-Chair Marsh was advised upon questioning that the TedX update would be at the February 2020 Board meeting.

10) **ADJOURNMENT**

Chair Holland adjourned the meeting at 6:01pm

TO: Library Board of Trustees

FROM: Andrea Tavener, Development Officer and PIO

RE: Acknowledge a Donation in the Amount of \$100,000 from the Friends of Washoe County Library, Which Demonstrates Its Continued Support of Libraries, Literacy, the Arts, and Cultural Enrichment Throughout the Community

DATE: February 19, 2020

Background: Friends of Washoe County Library (FWCL) is a 501 (c) (3) non-profit organization, incorporated in January 1981 with over 700 members dedicated to advocating, fundraising and providing support for the Washoe County Library System (WCLS). Its sole mission is to strengthen public libraries throughout Washoe County. FWCL strives to give children an educational head start, encourage all forms of literacy and foster lifelong learning and recreation for everyone. For the past thirty-eight (38) years, the Friends of Washoe County Library, through their community projects and fundraising efforts, has raised over three million dollars for the Washoe County Library System. This funding has continued to support free library programs, enhance library technology and equipment, provide gift funds for Library materials and augment marketing and training endeavors, which benefit all Library patrons. The Friends community projects and fundraising efforts and managing voluminous donations for book sales which take place in their Reno Town Mall location as well as through their Amazon sales.

In January 2020, the Friends of Washoe County has allocated \$100,000 to the Washoe County Library Gift Fund to assist the 2020 system-wide endeavors in direct support of technology, materials, programming, summer reading prizes, marketing, and staff development and training. The unwavering support of the Friends of Washoe County Library is invaluable as it continues to enhance a multitude of diverse programs and projects benefitting the entire Washoe County Library System.

Recommendation: Staff recommends that the Library Board of Trustees acknowledge the \$100,000 donation from the Friends of Washoe County Library, which demonstrates its continued support of libraries, literacy, the arts and cultural enrichment throughout the community.

TO: Washoe County Library Board
FROM: Andrea Tavener, Development and Public Information Officer
RE: Acknowledgement of 2nd Quarter Fiscal Year 2019/2020 Cash and Non-Cash Donations Received by the Library System Between October 1, 2019 and December 31, 2019 for a Total of \$37,360.35
DATE: February 19, 2020

Background: Washoe County Library System receives monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by Library staff and the public and are normally brought to the Board on a quarterly basis.

In this acknowledgment, the list includes the names of donors from October 1, 2019 – December 31, 2019. The attached document identifies all cash donations and grants totaling \$ 37,360.35 and in-kind support.

Recommendation: Staff recommends that the Trustees accept the attached report and acknowledge the named library supporters for the 2nd Quarter of Fiscal Year 2019-2020.

We receive monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by the Library Board of Trustees, staff and the public. The list includes the names of donors from October 1, 2019 through December 30, 2019.

Cash Donations: \$ 11,972.35

- Build Our Center, Inc. - \$450 (SYS)
- Enrique Carmona - \$20.00 (SO)
- Jack Dalton - \$5,000.00 (IV)
- JoD Davison - \$50.00 (SP)
- Thomas P. Erwin - \$500.00 (to promote reading among children)
- Alec Holland - \$300.00 (SYS)
- Jennifer and Gary Lee - \$3,000.00 (Marketing to print the Explorer)
- Lovas Family - \$50.00 (SO)
- Barbara and Kenton McHenry - \$402.35 (SV)
- Nevada Fiduciary Solutions, R. Tonkins - \$1,000.00 (SC)
- Northern Nevada Claims Association - \$500.00 (SO)
- Kathlin Lee Ray - \$500.00 (SYS)
- Reno Fiber Guild - \$200.00 (SO)

Non-Cash Donations

- Carol Coleman, Historic Reno Preservation Society programs (RN, NW)
- Sage Freidus, National Honor Society Incline High School, Technology program (IV)
- Rob and Kathleen Martens, Glasses Wine Bar for wine and server (IV)
- Michael McStroul for Santa programs (SYS)
- Nadia Noel, University of Nevada, Reno for Radon Education programs (SYS)
- Monica Peterson, University of Nevada Reno Extension – Little Books and Little Cooks program (SYS)
- Larry Wilson, Education Renaissance of Nevada Initiative, Spellbinders programs (SYS)

Grants: \$24,465.00

- LSTA Toddler Stay and Play \$10,000.00
- LSTA State Grant in Aid Award \$14,465.00

GIVE THE GIFT OF READING: \$923.00

Anonymous	\$ 20.00
Stacey and Peter Anderson	\$333.00
Amy Cummings	\$ 20.00
Cathy Dolyak	\$ 20.00
Rebecca Ann Gaul	\$100.00
Wayne and Robin Holland	\$150.00
Priscilla Katz	\$ 20.00
Margie McLaughlin	\$ 20.00
Carolina Ramos	\$100.00
Carol Slater	\$ 40.00
Wendy Wilson	\$100.00

KEY		
CC – Children’s Coordinator	SYS – <u>Systemwide</u>	TECH - Technology
TS – Technical Services	DT- <u>Duncan-Traner</u>	IV – Incline Village
NV – North Valleys	NW – Northwest Reno	RN – Downtown Reno
SC – Senior Center	SO – South Valleys	SP – Sparks
SS – Spanish Springs	SV – Sierra View	VE - Verdi

We strive to ensure that our donors and supporters are recognized accurately. If we have inaccurately not listed you, or if a mistake has been made, please let us know so we can correct it. Thank you!

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Library Director's Update
DATE: February 19, 2020

Automated Materials Handler installation at Sparks and South Valleys Libraries

- Final stages of installation. South Valleys Library Branch Manager Julie Ullman has provided excellent talking points about the project.

Jail Library Services

- Debbie Stears is working with the Detention Center and the Juvenile Detention Center on services. We have collection materials from donations. Her staff will be meeting with them to assess the collection. This might be an LSTA Community Grant
 - Project (\$10,000) for next fiscal year.

Book Bike/ Bookmobile Services

- Project is on hold for now as we discuss issues with Risk Management.
- New Five Year Strategic Plan (2021-2026)
- Initial Leadership Retreat scheduled for February 2020. We have a preliminary calendar structure regarding the Library Tax Renewal for 2024.

2020 Census Support

- We hosted a kickoff event for the Census in January 2020.

2020 Early Voting and Voting Location

- Washoe County Library will host early voting for the upcoming Caucusing. Library staff are prepared for possible increased media attention and usage during this time period.

Libraries in the News for Census, Project Homeless Connect, and the OurTown Project Podcast interviewing homeless patrons and coverage for Community Court!

<https://www.ktvn.com/story/41689553/different-approach-to-court-proceedings>

TEDX Live Stream set for February 29th!

TO: Library Board of Trustees
FROM: Brenda Owens, Downtown Reno Branch Manager
RE: Downtown Reno Library Report
DATE: February 19, 2020

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



Marketing and Communications Team (MarCom)

Presentation for
WCLS Library Board of Trustees
February 19, 2020

MarCom's Mission

THE OVERALL INTENT OF THE MARCOM SERVICE TEAM:

To provide clear, concise, professional marketing and cohesive branding for the library system; and improve library recognition, create trust, build financial value, and inspire both internal and external customers.



What we do:

- Work effectively as a cohesive team to align our efforts with the strategic objectives, missions, and vision of both Washoe County and the Library System.
- Develop written procedures for marketing and communications standards and practices.
- Serve as brand ambassadors in promotion of library events, resources, and value.
- Support community outreach efforts through effective marketing and communication tools.
- Develop creative strategies to effectively tell the library story and increase brand awareness.
- Anticipate changing trends in marketing and communication methods.
- Involvement in the design and production of social media posts, digital slides, posters, flyers, electronic newsletters, and everything that falls under the WCLS "brand."
- Much like all service teams, MarCom accomplishes all of this in addition to regular library-oriented duties and responsibilities.



MarCom Team Goals:

- Regular and effective communication among branches, others service teams, materials selectors, technical services and administration.
- Ongoing review of, and improvements to, marketing and communication strategic planning.
- To create a memorable impression and engage, retain and create new customers.
- Increase library usage and awareness, program attendance, and funding.
- Engage community stakeholders to create a lasting impression for users and non-library users to allow patrons and stakeholders alike to know what to expect from our world class library system.



Introducing The Explorer!

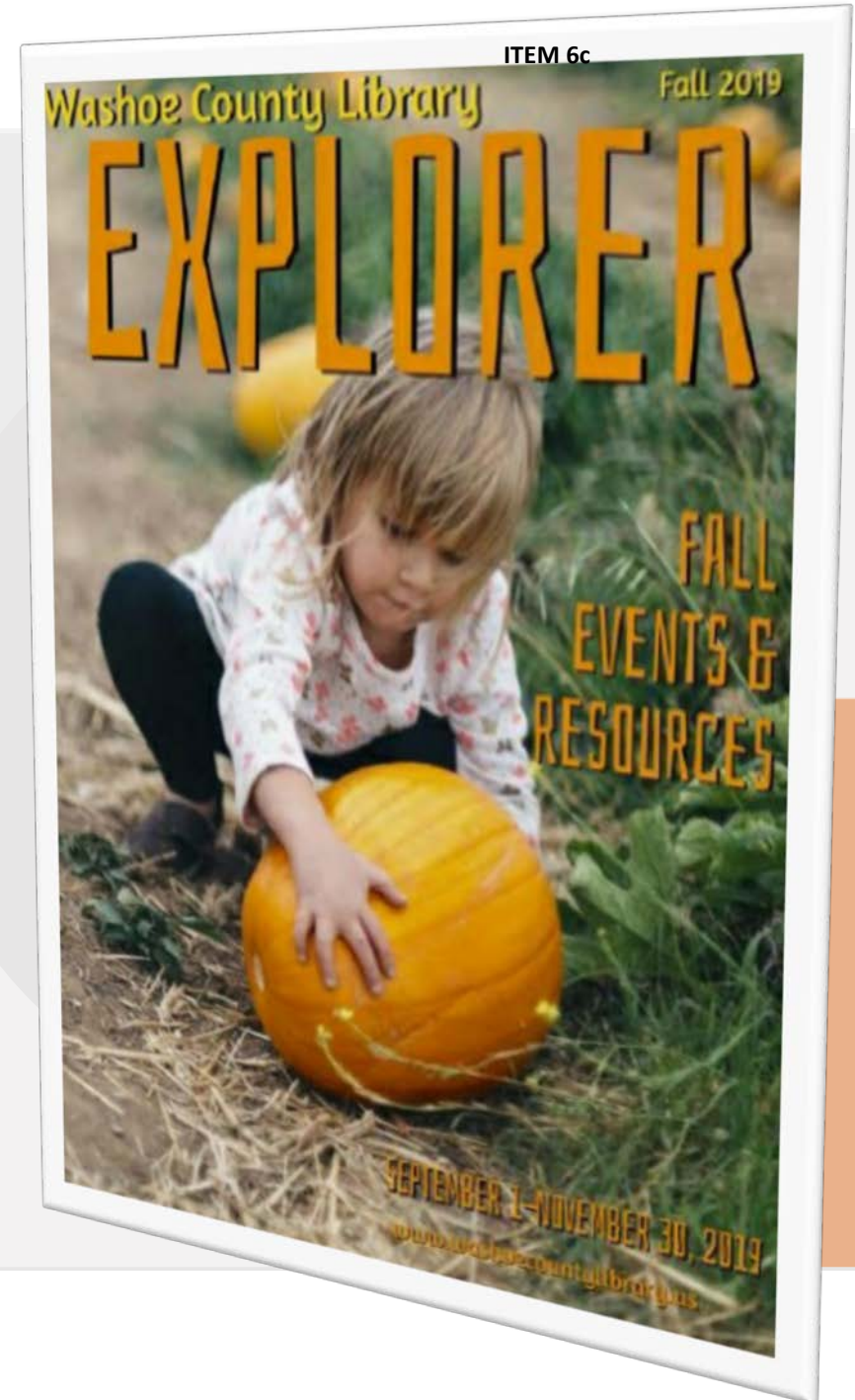
"Our news magazine became a must-read. People started asking when the next issue would be out. We had to order more copies. Library staff and outside partners vie for space in the publication. The news magazine is popular!"

-Angela Hursh, superlibrarymarketing.com



Getting From A to Z

- Assemble your team of volunteers based on interest, availability, and skillset
- Create team roles
- Decide on team deadlines based on the 2-month production timeline
- 8,000 copies of our Summer issue will be in our stakeholder's hands by May 1



It Takes a Talented Village

- **Editors** - Manage production and communication, design the Explorer template, and share responsibilities for design, data entry, editing and production details.
- **Contributors** - Compile and list all branch events by date/time and assist with copy editing.
- **All Branches & Service Teams** - Every branch and service team plays a part in making each issue of The Explorer a reality. From developing and submitting programs for inclusion, to editing and designing the actual document and double checking each issue for accuracy, it takes a village!



MarCom and The Explorer Save Money

- Save money by using System talent
- Our marketing campaigns draw attention from the Media
- Advertising at a fraction of what it used to cost

HOURLY RATES OF FREELANCE GRAPHIC DESIGNER

\$45



AVERAGE

\$150



HIGH-END
(EXPERIENCED DESIGNERS)



The End Result:

A professional looking "magazine-style" publication that successfully markets the Washoe County Library System to its most important stakeholders:

THE LOCAL COMMUNITY



Funding

- Friends of Washoe County Library System
- Donations
- Ad Space – valuable real estate!



FRIENDS
of
Washoe County Library

THE FRIENDS OF WASHOE COUNTY LIBRARY

Backed by a belief that libraries are uniquely democratic, the Friends of Washoe County Library helps to promote, advocate, and seek funding to support the services, programs, and collections of the Washoe County Library System. Through its projects, this organization strives to give children an educational head start, encourages literacy, and fosters lifelong learning and recreation for adults. As an all-volunteer organization, the Friends of Washoe County Library raises money for the library system through periodic book sales, memberships, donations, and investments.

FRIENDS BOOK SALE

The bimonthly book sales are held at the Reno Town Mall, 4001 S Virginia St, Reno, NV 89502 (at the corner of S. Virginia, near the Atlantis Hotel and Casino), inside the mall adjacent to the Sierra View Library. The book sales feature a large selection of books, DVDs, CD's, and VHS tapes at very reasonable prices. Cash and checks only, no credit or debit cards accepted.

Spring 2020 Book Sale Dates
March 14-22
May 9-17

Open every day
week days & weekends
from 10 am-5 pm
admission is free

Early Shopping for Members
Members of the Friends of Washoe County Library are entitled to early shopping on the Friday before each book sale from 3-6 pm. You can join at the door!

1/2 Price Days
1/2 price days are the last Saturday of each book sale. Specially priced books are not included

Bag Days
The last Sunday of each book sale is Bag Day. (We simply fill the bag!)

TO: Library Board of Trustees
FROM: Debi Stears, Collection Manager
RE: Collections Update
DATE: February 19, 2020

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

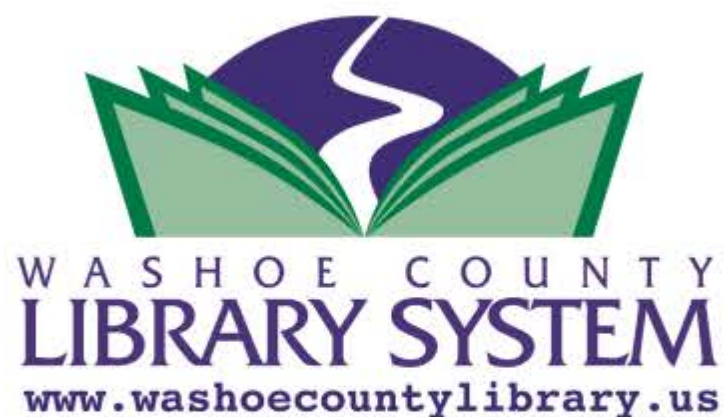
The screenshot shows the Washoe County Library System website. At the top left is the logo for the Washoe County Library System. To the right of the logo is a navigation menu with links for "Locations & Hours", "Books & More", "Resources", "Services", "About the Library", "Events", and "Newsletters". Further right are links for "MY ACCOUNT", "GET A CARD", "ESPAÑOL", and "CONTACT". Below the navigation is a search bar with the placeholder text "Enter a title, author, or keyword ...". Below the search bar is a breadcrumb trail: "HOME » DIGITAL LIBRARY » THE NEW YORK TIMES". The main heading is "The New York Times". Below the heading is a paragraph: "The Washoe County Library System offers free online access to The New York Times, both remotely and in the library. Our subscription allows you to read the current issue and all digital content. (The Times Cooking and Crossword are not included in this subscription.)". Below this paragraph is a section titled "To access The New York Times from outside the library" with a bulleted list of instructions. To the right of the text is a large black and white logo of The New York Times. Below the logo is a section titled "GET THE NEW YORK TIMES APP" with buttons for "Google play" and "Download on the App Store". Below that is a "QUICK LINKS" section with buttons for "lynda.com", "brainfuse", "DIGITAL MAGAZINES", "OverDrive", "MANGO", and "Novel360 Plus". At the bottom is a "RELATED PAGES" section. At the bottom of the page is a button labeled "NEW YORK TIMES REMOTE ACCESS". Below the button is a paragraph: "Once you are logged in, you will receive an email confirming you will receive digital access to The New York Times for 72 hours. Once this access expires, you can simply repeat the process above to get another 72 hours of access. There is no limit to the number of access codes you can redeem, so you can continue to read The Times whenever you want, for as long as you want."

STAY & PLAY

Library Services & Technology Act (LSTA)
\$10,000~FALL 2019



Order, Sort, Deliver



HANDS-ON LEARNING



following Story Times



community connections

imaginative play

family engagement



STEAM toys

developmental toys

all ages welcome

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Tacchino Trust Expenditure Update
DATE: February 19, 2020

Background: The Library Board of Trustees receives regular monthly updates regarding the status of expenditures from the Tacchino Trust bequeathment to the Washoe County Library System.

There were no expenditures for the month of January 2020.

To date, Tacchino Trust funds has expended a total of \$471,768.72 with \$99,999.18 of those funds spent on Children's Materials.

The total Tacchino Trust funds available the beginning of January 2020 is \$440,481.28.

Recommendation and Suggested Motion: This agenda item is informational and does not require any action.

2nd QUARTER FINANCIAL REPORT

October 1 - December 31, 2019

FWCL ALLOCATION GIFT FUND BALANCES		<i>FWCL Allocations are provided annually between Nov and Jan dependent upon yearly book sales totals</i>										
		10/1/2019	Donations			Donation	Expenditures			Expenses	Difference	
			October	Novemehr	December	Total	October	November	December	Total	Balance	
Friends Allocation 2	\$ 100,000.00											
Friends Carryover	\$ 76,328.67											
TOTAL ALL FRIENDS	\$ 176,328.67											
TECH:Technology (38%)												
Carryover	\$ 15,565.83											
2020 Allocation	\$ 38,000.00											
TOTAL START	\$ 53,565.83											
Expenses prior to	\$ 11,903.16											
Makerspace Supplies			\$ -	\$ -	\$ -	\$ -	\$ 460.92	\$ 280.02	\$ 2,099.56	\$ 2,840.50		
Tech Supplies			\$ -	\$ -		\$ -		\$ 50.84		\$ 50.84		
System Office OTHER		See Schedule B										
Totals			\$ -	\$ -	\$ -		\$ 460.92	\$ 330.86	\$ 2,099.56			
	\$ 53,565.83									\$ 2,891.34	\$ 50,674.49	
TS:Materials (32%)												
Carryover	\$ 20,290.50		Technical Services Material Budget encompasses all Friends of Washoe County Library Allocations and donations to Gift Funds for materials for all Library Branches.									
2020 Allocation	\$ 32,000.00		Friends allocations are generally expended between the months of May and July each year when County expenditures cease between fiscal budget years.									
TOTAL START	\$ 52,290.50											
Programs (9%)												
Carryover	\$ 4,882.64											
2020 Allocation	\$ 9,000.00											
TOTAL START	\$ 13,882.64											
Expenses prior to Current Qtr	\$ 9,335.00											
Programs Payments			\$ -	\$ 500.00	\$ -	\$ 500.00			\$ 950.00	\$ 950.00		
Totals			\$ -	\$ 500.00	\$ -		\$ -	\$ -	\$ 950.00			
	\$ 13,882.64					\$ 500.00				\$ 950.00	\$ 13,432.64	
Marketing (7%)												
Carryover	\$ 1,456.55											
2020 Allocation	\$ 7,000.00											
TOTAL START	\$ 8,456.55											
Expenses prior to Current Qtr	\$ 4,064.01											
Program Supplies			\$ 3,000.00	\$ 500.00	\$ 6,600.00	\$ 10,100.00		\$ 69.88	\$ 268.22	\$ 338.10		
Social Media/Subscriptions			\$ -	\$ -	\$ -	\$ -				\$ -		
SWAG			\$ -	\$ -	\$ -	\$ -				\$ -		
Operating Supplies			\$ -	\$ -	\$ -	\$ -		\$ 2,935.17		\$ 2,935.17		
Totals			\$ 3,000.00	\$ 500.00	\$ 6,600.00		\$ -	\$ 3,005.05	\$ 268.22			
	\$ 8,456.55					\$ 10,100.00				\$ 3,273.27	\$ 15,283.28	
FRIENDS SUBTOTAL	\$ 75,905.02	<i>TS Not Inc.</i>								\$ 7,114.61	\$ 79,390.41	

2nd QUARTER FINANCIAL REPORT

October 1 - December 31, 2019

FWCL ALLOCATION GIFT FUND BALANCES		<i>FWCL Allocation are provided annually between Nov and Jan dependent upon yearly book sales totals</i>									
		10/1/2019	Donations			Donation	Expenditures			Expenses	Ending Balance
			October	November	December	Total	October	November	December	Total	
*Training (6%)											
Carryover	\$ 4,532.78										
2020 Allocation	\$ 6,000.00										
TOTAL START	\$ 4,532.78										
Expenses prior to	\$ -										
Donation			\$ -		\$ 6,000.00	\$ 6,000.00				\$ -	\$ -
Training			\$ -	\$ -	\$ -	\$ -		\$ 3,600.00	\$ 2,000.00	\$ 5,600.00	
Totals			\$ -	\$ -	\$ 6,000.00		\$ -	\$ 3,600.00	\$ 2,000.00		
	\$ 4,532.78					\$ 6,000.00				\$ 5,600.00	\$ 4,932.78
CC: *SRP Books (8%)											
Carryover	\$ 153.33										
2020 Allocation	\$ 8,000.00										
TOTAL START	\$ 8,153.33										
Books		\$ 153.33		\$ -	\$ 8,000.00	\$ 8,000.00		\$ 60.00		\$ 60.00	\$ 8,093.33
SRP/Childrens OTHER		See Schedule B									
Totals			\$ -	\$ -	\$ 8,000.00		\$ -	\$ 60.00	\$ -		
FRIENDS SUBTOTAL	\$ 88,591.13									\$ 12,774.61	\$ 92,416.52
SCHEDULE B <i>"Branches" that accumulate FWCL Allocations AND Donations that all combine into one account for expenditures</i>											
		10/1/2019	Donations			Donation	Expenditures			Expenses	Ending Balance
			October	November	December	Total	October	November	December	Total	
(CC)CHILDREN'S Coordinator											
ERWIN	\$ -										
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Totals		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
(TS) TECH SERVICE											
	\$ 44,079.80	\$ 61.11	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 61.11
MATERIALS (INCLUDES FWCL)	\$ 17,387.12			\$ 100.00	\$ 32,000.00	\$ 32,100.00	\$ 137.53	\$ 166.35	\$ 84.75	\$ 388.63	\$ 49,098.49
GMAGS (PERIODICALS)	\$ -					\$ -				\$ -	\$ -
READING CAMPAIGN	\$ 32,152.87			\$ 1,393.12	\$ 5,160.76	\$ 6,553.88	\$ 3,911.98	\$ 3,517.61	\$ 2,572.87	\$ 10,002.46	\$ 28,704.29
Totals			\$ -	\$ 1,493.12	\$ 37,160.76		\$ 4,049.51	\$ 3,683.96	\$ 2,657.62		
(TECH) SYSTEMS OFFICE											
		\$ 136.44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 136.44
Totals			\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		
TOTAL SCHED B		\$ 49,737.54								\$ 10,391.09	\$ 78,000.33
FRIENDS TOTAL	\$ 138,328.67										\$ 170,416.85

2nd QUARTER FINANCIAL REPORT

ITEM 6g

October 1 - December 31, 2019

BRANCH GIFT FUND TOTALS		<i>Gift Funds are not maintained on any cycle, but on a continuous basis, until fully expended</i>									
	Beginning Balance	Beginning Balance	Donations			Donation	Expenditures			Expenses	Ending Balance
		10/1/2019	October	November	December	Total	October	November	December	Total	
(SYS) SYSTEMWIDE	\$ 674,706.29										
UN-DESIGNATED	\$ 1,633.34	\$ 550.00	\$ 100.00	\$ 100.00	\$ 750.00	\$ -				\$ -	\$ 2,383.34
BOOK BAG SALES	\$ 1,768.50	\$ 109.00	\$ 52.00	\$ 54.00	\$ 215.00					\$ -	\$ 1,983.50
DISTRICT 3	\$ 500.00				\$ -					\$ -	\$ 500.00
HEADPHONE SALES	\$ 1,829.00	\$ 127.00	\$ 82.00	\$ 111.00	\$ 320.00					\$ -	\$ 2,149.00
FWCL HOLDING	\$ 728.39				\$ -					\$ -	\$ 728.39
INTEREST	\$ (14,515.50)	\$ 821.62	\$ 1,245.08	\$ 15,594.04	\$ 17,660.74					\$ -	\$ 3,145.24
TACCHINO	\$ 240,481.28				\$ -					\$ -	
FURN, FIX & EQUIP	\$ 240,481.28				\$ -					\$ -	
MATERIALS	\$ 200,000.00				\$ -					\$ -	
TACCHINO TOTAL					\$ -						\$ 440,481.28
WHYMAN (BOOK PAGES)	\$ 1,800.00				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,800.00
Totals		\$ 1,607.62	\$ 1,479.08	\$ 15,859.04		\$ -	\$ -	\$ -			
(RN) DOWNTOWN	\$ 6,039.64										
UN-DESIGNATED	\$ 2,999.73	\$ 47.90	\$ 103.35		\$ 151.25	\$ 69.99		\$ 98.35	\$ 168.34	\$ 2,982.64	
BENNETT	\$ 3,039.91				\$ -				\$ -	\$ 3,039.91	
Totals		\$ 47.90	\$ 103.35	\$ -		\$ 69.99	\$ -	\$ 98.35			
(DT) DUNCAN/TRAI	\$ 2,162.56										
UN-DESIGNATED	\$ 1,173.52		\$ -	\$ -	\$ -	\$ 129.81	\$ 118.41		\$ 248.22	\$ 925.30	
BERKBIGLER	\$ 989.04	\$ -	\$ -	\$ -	\$ -	\$ 103.79			\$ 103.79	\$ 885.25	
Totals		\$ -	\$ -	\$ -		\$ 233.60	\$ 118.41	\$ -			
(IV) INCLINE VILLA	\$ 9,966.52										
UN-DESIGNATED	\$ 6,193.01	\$ 3,231.63	\$ 5,177.44		\$ 8,409.07	\$ 598.16	\$ 192.85	\$ 141.10	\$ 932.11	\$ 13,669.97	
ROSENBERG	\$ 100.00				\$ -				\$ -	\$ 100.00	
SMALLWOOD	\$ 3,673.51				\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,673.51	
Totals		\$ 3,231.63	\$ 5,177.44	\$ -		\$ 598.16	\$ 192.85	\$ 141.10			
(NV) NORTH VALLE	\$ 6,220.13										
UN-DESIGNATED	\$ 2,358.80	\$ 110.50	\$ 149.09		\$ 259.59	\$ 69.51	\$ 109.50	\$ 54.13	\$ 233.14	\$ 2,385.25	
HYDRATION STATION	\$ 1,069.87								\$ -	\$ 1,069.87	
Totals		\$ 110.50	\$ 149.09	\$ -		\$ 69.51	\$ 109.50	\$ 54.13			
(NW) NORTHWEST	\$ 6,219.13										
UN-DESIGNATED	\$ 6,082.93	\$ 675.30	\$ 209.30		\$ 884.60	\$ 234.98	\$ 266.03	\$ 90.61	\$ 591.62	\$ 6,375.91	
GALLERY	\$ 136.20				\$ -		\$ 75.62	\$ -	\$ 75.62	\$ 60.58	
Totals		\$ 675.30	\$ 209.30	\$ -		\$ 234.98	\$ 341.65	\$ 90.61			

FWCL ALLOCATION GIFT FUND BALANCES

	Beginning Balance as of 7/1/2018	Donations July - September	Total	Expenditures July - September	Total	Ending Balance as of 9/30/2
TECH SERVICES						
Materials (32%)						
Carryover	N/A					
2017 Allocation	<u>\$ 38,400.00</u>					
Tech Services OTHER	<i>See Schedule B</i>					

SCHEDULE B - OTHER FUND BALANCES

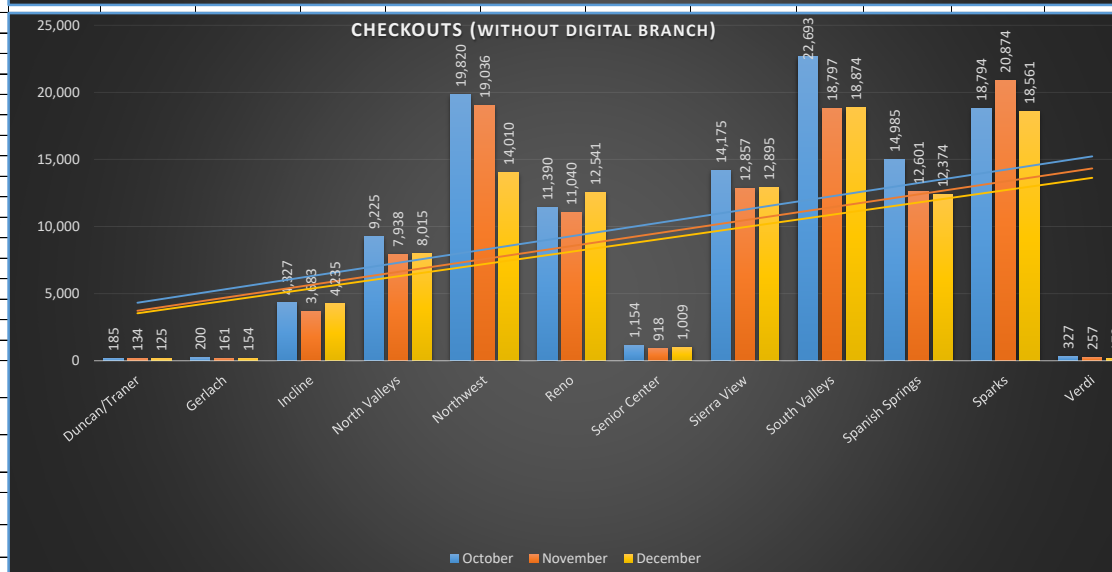
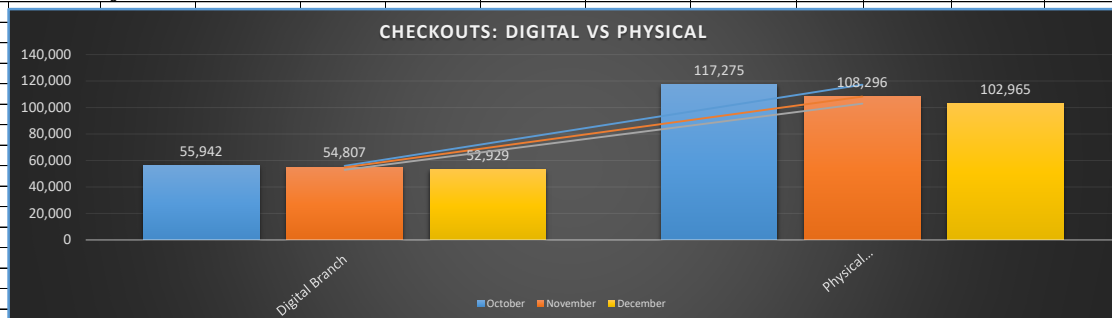
	Beginning Balance	Donations July - September	Total	Expenditures July - September		
	as of 7/1/18					
						\$ 60,584.63
MATERIALS (INCLUDES FWCL)	\$ 11,530.01	\$ -	\$ -	\$ 2,264.36	\$ 2,264.36	\$ 9,265.65
GMAGS (PERIODICALS)	\$ 462.94	\$ -	\$ -	\$ -	\$ -	\$ 462.94
READING CAMPAIGN	\$48,591.68	\$ -	\$ -	\$ 11,109.43	#####	\$37,482.25
Totals		\$ -		\$ 13,373.79		

Washoe County Library System
Wants Residents to Know Their Community

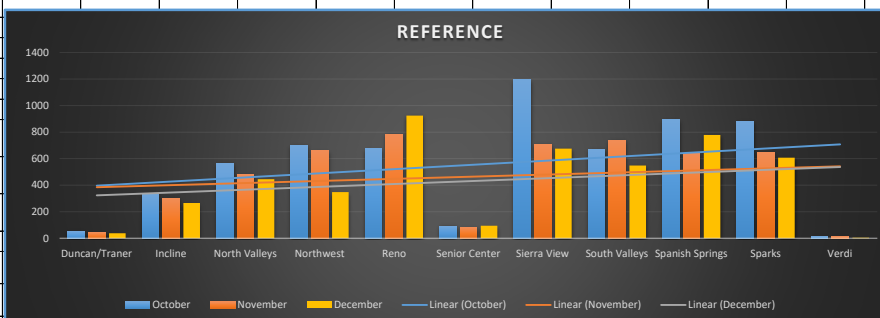
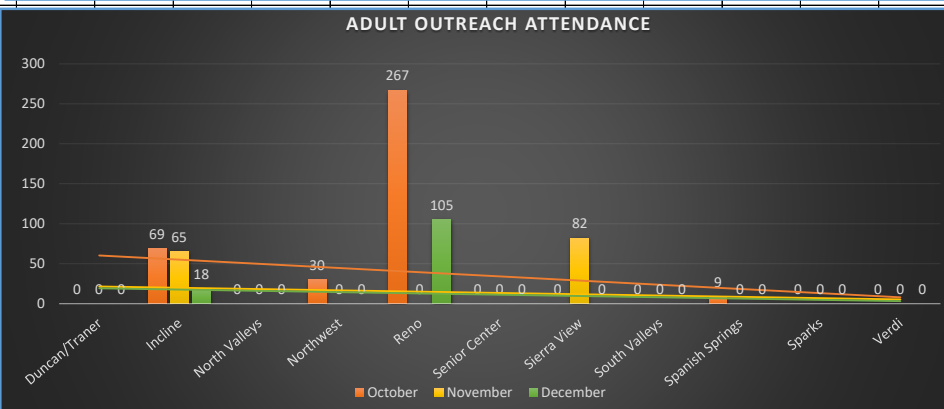
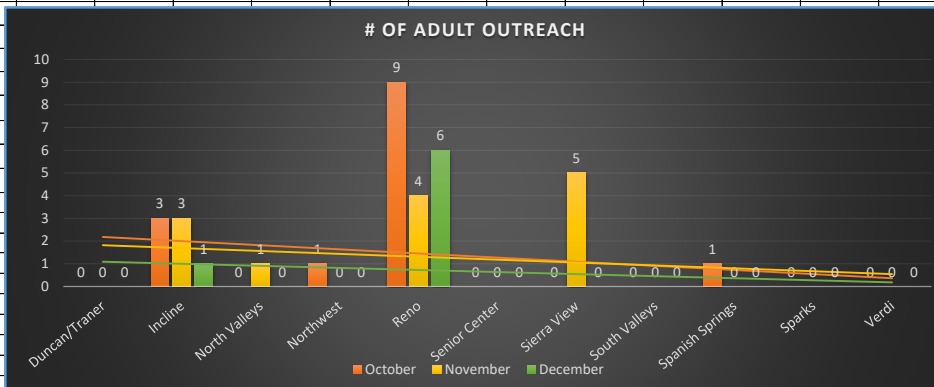
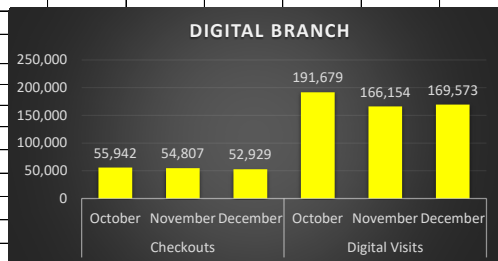


FY 19/20 Second Quarter	Checkouts			Reference			Digital Visits			# of Outreach Adult			Outreach Attendance Adult		
	October	November	December	October	November	December	October	November	December	October	November	December	October	November	December
	BRANCH ACTIVITY														
Digital Branch	55,942	54,807	52,929				191,679	166,154	169,573						
Duncan/Traner	185	134	125	54	46	38				0	0	0	0	0	0
Gerlach	200	161	154	0	0	0				0	0	0	0	0	0
Incline	4,327	3,683	4,235	340	302	266				3	3	1	69	65	18
North Valleys	9,225	7,938	8,015	561	483	446				0	1	0	0	0	0
Northwest	19,820	19,036	14,010	698	663	348				1	0	0	30	0	0
Reno	11,390	11,040	12,541	675	785	925				9	4	6	267	0	105
Senior Center	1,154	918	1,009	92	83	95				0	0	0	0	0	0
Sierra View	14,175	12,857	12,895	1,195	707	676				0	5	0	0	82	0
South Valleys	22,693	18,797	18,874	671	736	549				0	0	0	0	0	0
Spanish Springs	14,985	12,601	12,374	895	638	779				1	0	0	9	0	0
Sparks	18,794	20,874	18,561	879	646	608				0	0	0	0	0	0
Verdi	327	257	172	14	11	4				0	0	0	0	0	0
Total:	173,217	163,103	155,894	6,074	5,100	4,734	191,679	166,154	169,573	14	13	7	375	147	123
Physical checkouts	117,275	108,296	102,965												

NOTE: Administration outreach numbers are now being recorded with the closest branch's service area



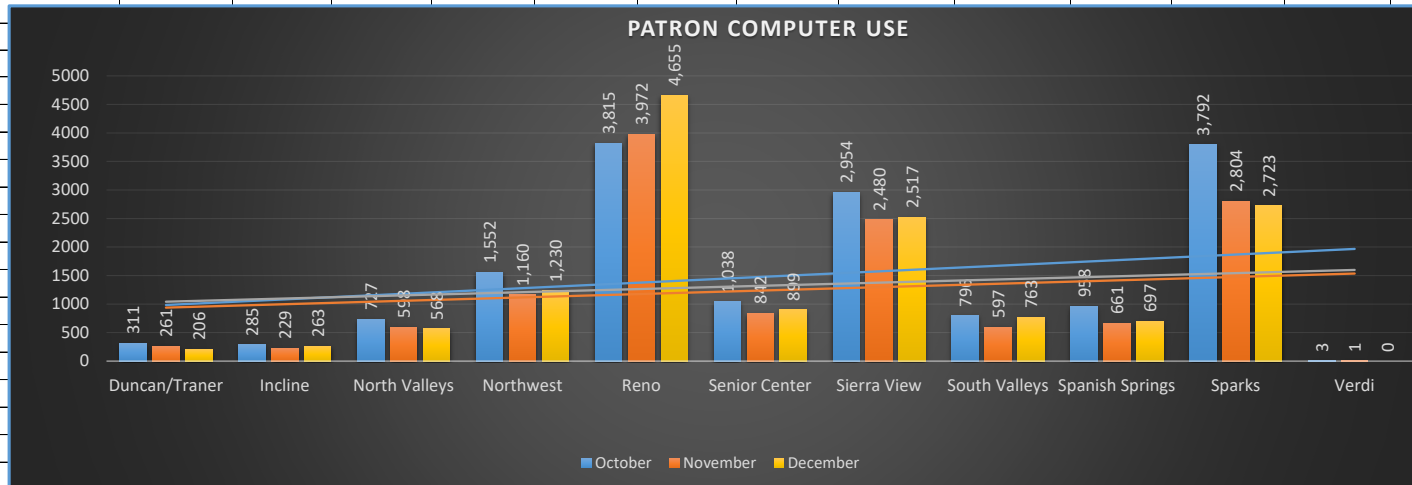
Note: Digital Branch includes ebooks, audiobooks, magazine checkouts
Duncan Traner & Verdi reflect public hours only
Gerlach reflects both public and school hours



Washoe County Library System is a Community Hub



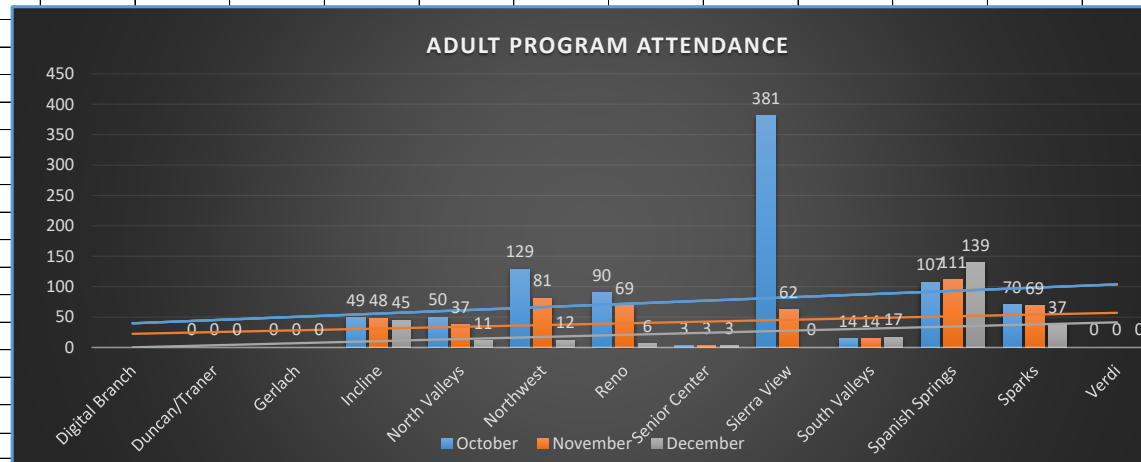
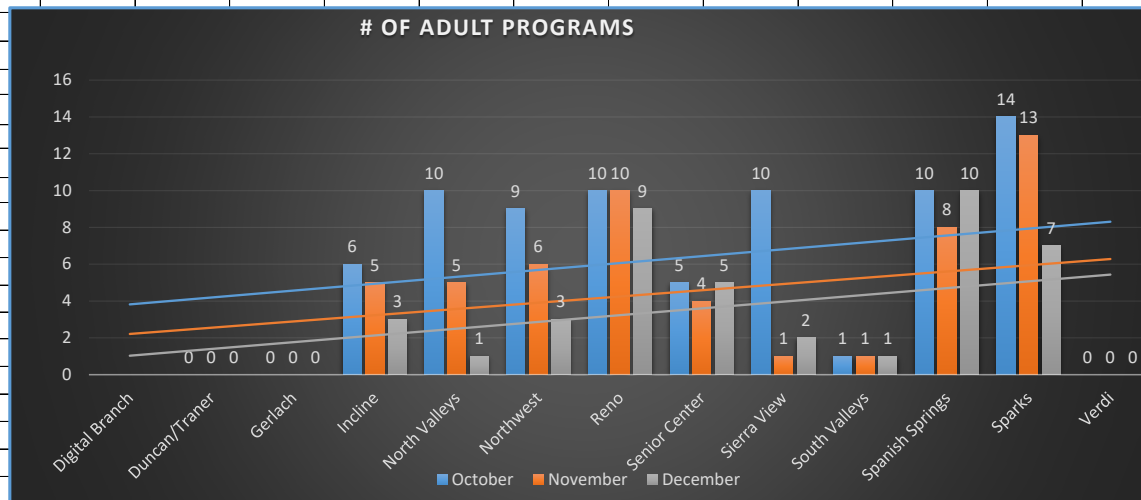
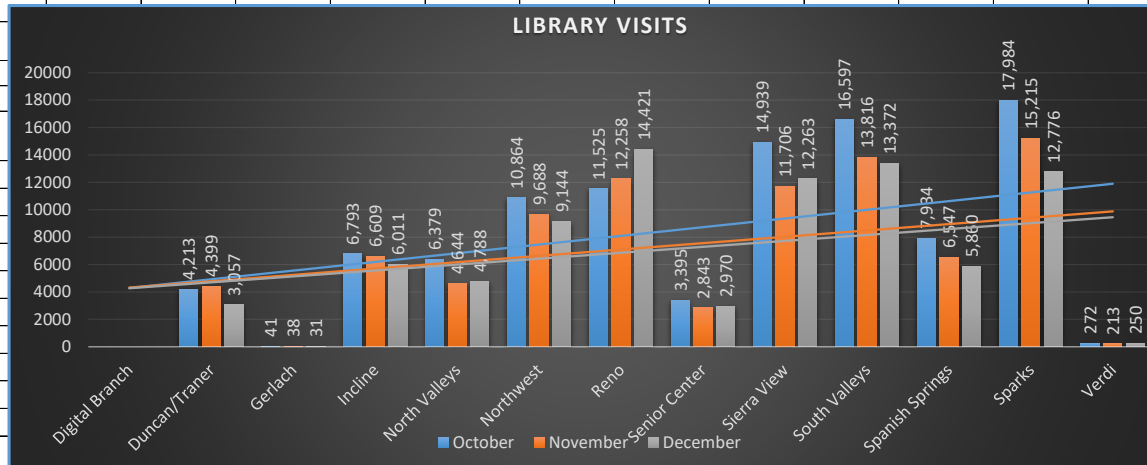
FY 19/20 Second Quarter BRANCH ACTIVITY	Patron Computer Use			Library Visits			# of Programs Adult			Program Attendance Adult		
	October	November	December	October	November	December	October	November	December	October	November	December
	Digital Branch											
Duncan/Traner	311	261	206	4,213	4,399	3,057	0	0	0	0	0	0
Gerlach	0	0	0	41	38	31	0	0	0	0	0	0
Incline	285	229	263	6,793	6,609	6,011	6	5	3	49	48	45
North Valleys	727	598	568	6,379	4,644	4,788	10	5	1	50	37	11
Northwest	1,552	1,160	1,230	10,864	9,688	9,144	9	6	3	129	81	12
Reno	3,815	3,972	4,655	11,525	12,258	14,421	10	10	9	90	69	6
Senior Center	1,038	842	899	3,395	2,843	2,970	5	4	5	3	3	3
Sierra View	2,954	2,480	2,517	14,939	11,706	12,263	10	1	2	381	62	0
South Valleys	796	597	763	16,597	13,816	13,372	1	1	1	14	14	17
Spanish Springs	958	661	697	7,934	6,547	5,860	10	8	10	107	111	139
Sparks	3,792	2,804	2,723	17,984	15,215	12,776	14	13	7	70	69	37
Verdi	3	1	0	272	213	250	0	0	0	0	0	0
Total:	16,231	13,605	14,521	100,936	87,976	84,943	75	53	41	893	494	270



Note: Digital Branch includes ebooks, audiobooks, magazine checkouts

Duncan Traner & Verdi reflect public hours only

Gerlach reflects both public and school hours

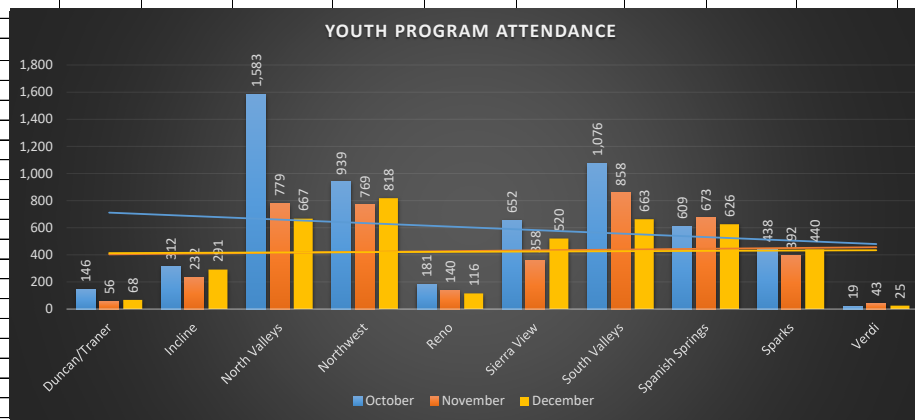
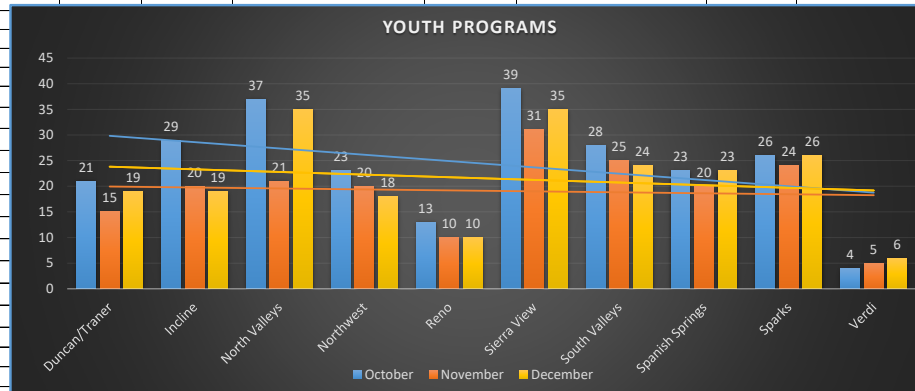


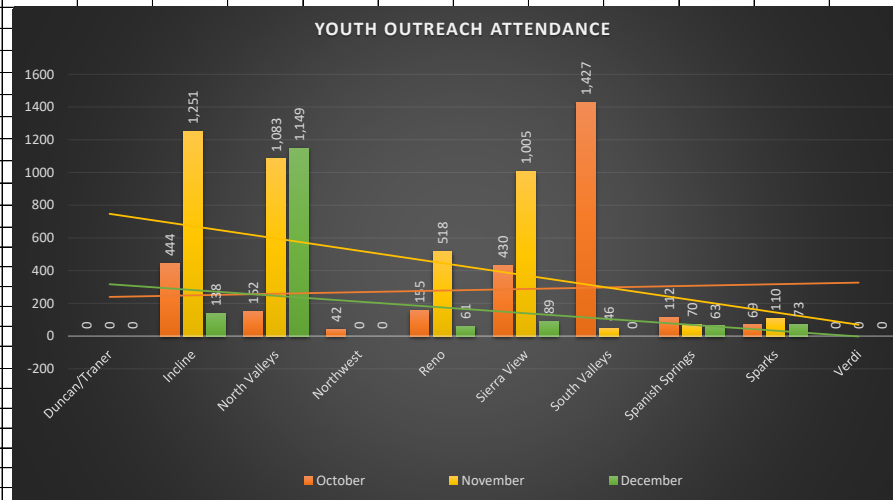
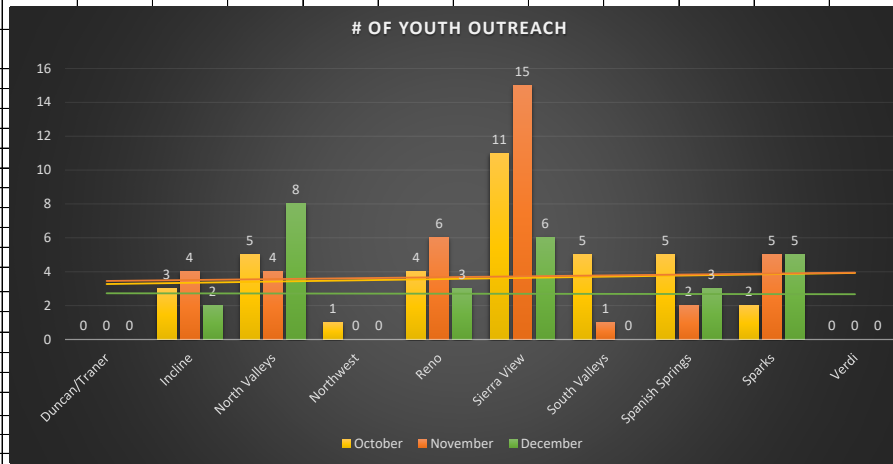
Washoe County Library System
Grows Young Readers



FY 19/20 Second Quarter	# of Youth Programs			Youth Program Attendance			# of Youth Outreach			Youth Outreach Attendance		
BRANCH ACTIVITY	October	November	December	October	November	December	October	November	December	October	November	December
Digital Branch												
Duncan/Traner	21	15	19	146	56	68	0	0	0	0	0	0
Gerlach	0	0	0	0	0	0	0	0	0	0	0	0
Incline	29	20	19	312	232	291	3	4	2	444	1,251	138
North Valleys	37	21	35	1,583	779	667	5	4	8	152	1,083	1,149
Northwest	23	20	18	939	769	818	1	0	0	42	0	0
Reno	13	10	10	181	140	116	4	6	3	155	518	61
Senior Center												
Sierra View	39	31	35	652	358	520	11	15	6	430	1,005	89
South Valleys	28	25	24	1,076	858	663	5	1	0	1,427	46	0
Spanish Springs	23	20	23	609	673	626	5	2	3	112	70	63
Sparks	26	24	26	438	392	440	2	5	5	69	110	73
Verdi	4	5	6	19	43	25	0	0	0	0	0	0
Total:	243	191	215	5,955	4,300	4,234	36	37	27	2,831	4,083	1,573

NOTE: Administration outreach numbers are being recorded with the closest branch's service area



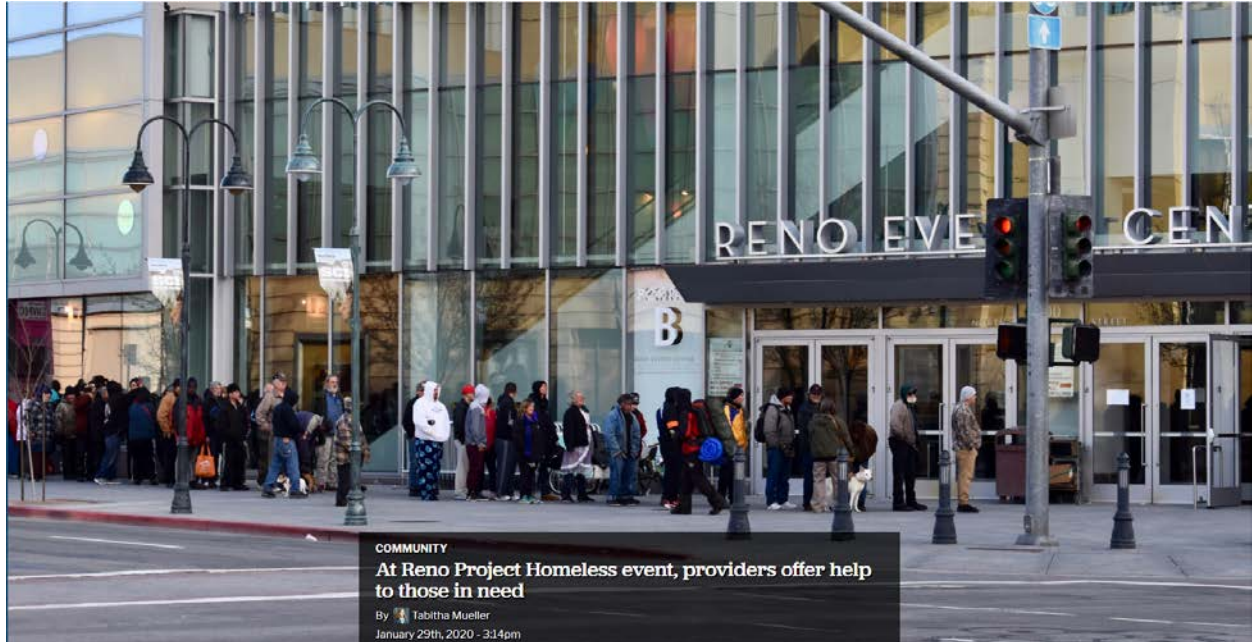


LIBRARY BOARD OF TRUSTEE TASK RECORD/FOLLOW-UP

ITEM 6i

FY2019/20

DATE ASSIGNED	TRUSTEE	TASK / AGENDA ITEM REQUESTED	ANTICIPATED COMPLETION	DATE COMPLETED
9/18/19	Chair Holland	Regular updates on Library progress towards 2024 Tax Initiative	To be determined	
12/19/18	Trustee Holland	Requested a future agenda item on how change of public hours is progressing - moved to August for clearer information since remodel completed June 2019, which affected public hours Postponing this until May 2020 will allow for 1 year of statistical data	None provided – July or August September 2019 May 2020	
12/19/18	(Past) Chair Alderman	Chair Alderman requested baseline metrics for Downtown Reno from now through completion of renovation for comparisons – moved to August for clearer information since remodel completed June 2019 – Postponing this until May 2020 will allow for 1 year of statistical data	August September 2019 May 2020	
9/18/19	Chair Holland	Bylaws to be updated from budget approval to budget acknowledgement in Spring/Summer 2020 when Bylaws updated	May/June 2020	
9/18/19	Vice Chair Marsh	Created Adhoc committee consisting of herself and Trustee Parkhill to determine metric in which Library Director should be evaluation upon to present for recommendation.	October November 2019 February 2020	



A line snaked outside the Reno Events Center on Tuesday morning as volunteers served breakfast, gave haircuts, offered pet checkups and connected people with other same-day services designed to help families and individuals in need.

Organizers estimated that more than 1,000 people came to interact with 85 organizations at the 12th annual Reno Project Homeless and Family Connect event hosted by Catholic Charities of Northern Nevada and The St. Vincent's Programs.

The event was held two days before Reno's point-in-time count, a federally mandated census of sheltered and unsheltered homeless individuals on one night in January. Data from the count is used to determine funding for housing and support programs. Organizers said they opt to hold the event in January in part to encourage people to also participate in the count.

Marie Baxter, the CEO of Catholic Charities, described Project Homeless Connect as a "one-stop-shop" for individuals seeking services. She said placing all the organizations in one location made them more accessible and emphasized the importance of the event, given Reno's high rent prices and lack of affordable housing.

"There are a lot more people experiencing homelessness in our community now than we've ever had. At Catholic Charities, between our warming center and our lunch service that we're providing, we're seeing record numbers of people on a daily basis," she said.

Baxter said she has lived in the Reno area her entire life and views her role at Catholic Charities as a way to give back to the community.

"We all have those rights to dignity and safety and to a hot meal and a place to stay where we feel safe," she said. "That's why I get up every day and why my staff does. We want to be able to offer that in some way to everybody so that we all have that opportunity to feel a sense of community and safety."

Sixty-seven-year-old Carol Anderson said she has lived in Reno for a long time and comes to Project Homeless Connect every year. A self-described animal lover, Anderson said she brought her two emotional support dogs with her to get a checkup at Pets of the Homeless, a nonprofit providing veterinary care and pet food for homeless people.

"I don't think that people realize the connection that people have between their pets. They are like our family. They're just like my children, and that's the way I treat them. And I love them like that," she said as she rubbed her dogs' ears.

Anderson said she appreciates the care and attention her two dogs receive.

"It's always a good experience, and I just love coming here. And the community, I don't think they realize how much of a help they are to senior people and the homeless. They do a lot for us, and I hope they will continue to do so," she said.

Leslie Frost said she came to Project Homeless Connect so her Jack Russell Terrier named Bruno could get his vaccinations.

"I'm diabetic, and it's hard for me to keep a job. So these type of events helped me out with being able to keep an animal with me," she said. "[Bruno] helps me when my sugar level drops at night. He'll wake me up, and he'll help me get my stuff."

Originally from Georgia, Frost said she moved to Reno to be closer to family.

"Family is important because I guess you can survive without family, but it's hard. It's hard to not have anybody. So you try to keep close to your family," she said.

Krystal Wasson, a cosmetology student who expects to graduate in May, said she loved watching people's reactions as they looked at their new haircuts. She and other students provided haircuts to attendees for free.

"The gentleman that just left — his hair was super long, down to his shoulders, and he left with a fade ... It looks amazing," she said.

One of Wasson's instructors, Letoria Ramiro, said one of her passions is giving back to the community, and she hopes to instill that passion in her students. She also said she hopes the haircuts she and her students gave can challenge stereotypes of homelessness and help people feel more confident in themselves.

"A haircut can mean so much for someone just to look beautiful," Ramiro said. "It means a lot when you wake up in the morning, and you can look at yourself and look beautiful. It just gives [people] that self-esteem and extra boost to make it through the day.

Courtney Pugsley said she originally came to the event for breakfast, but then stayed to get more information about applying for services and a Nevada ID.

She said she had not had a haircut in over a year and was looking forward to a shorter style and something that would help her feel more confident after a medical diagnosis which made it difficult for her to work.

"I decided to get a haircut so I could be happier about my life," Pugsley said. "I have a chronic back pain condition. I'm not allowed to lift 15 pounds, so it's hard for me to work. If you're about to get a job or if you're going on a date, just life in general, [getting a haircut] makes you feel more confident."

Pugsley also said since her father moved out of the state and cut off contact, it has been difficult for her to find community.

"It's been hard on me, mentally and physically, realizing that I no longer have a father," she said. "So to come to an event like this and see people who kind of know what I'm going through but not really know what I'm going through, but can lift my spirit and give me a hug, [means a lot]."

John Shine, a 68-year-old disabled Vietnam veteran, said he came out to the event to see what Reno was doing for the homeless and disabled vets.

"I see that they're feeding people, a lot of people are getting help here, and there's a lot of assistance where people can try and do better for themselves," Shine said. "It takes a while for people to come together and learn how to live together and help [each other] out."

He said it was heartening to see the community supporting those in need.

"Well, [people here are] coming for assistance," he said. "Some people just want to get fed. But I mean, there are other people that want to get ahead that are looking for somebody and just need a helping hand. Try to do better, you know?"

Shine said although the event was a great resource, it was not frequent enough.

"We'll have [the Project Homeless Connect] this month, and then we won't have nothing until maybe summertime where people are dehydrated, and they give out water," he said.

Shine also said he was tired of reading about awful occurrences in the news, and wishes more people came out to help each other.

"I've got one leg, and I can stand up and donate my time, feed the homeless. I can do something for somebody and that that's what the world needs better, besides all the trouble. There's too much negativity going on in the world," he said. "I'm looking for things to get better before I leave here."



Washoe County Librarian Tyna Sloan issues a library card to Esther Torres on Tuesday, Jan. 28, 2020. (Tabitha Mueller/The Nevada Independent)

The Washoe County Library System hosted a booth at the event, issuing library cards to anyone who wanted one and waiving fees that prevent people from checking out books.

Washoe County Librarian Tyna Sloan said waiving fees is an opportunity to help people feel comfortable returning to the library and a chance to dispel the myth that if you have overdue payments, you cannot access computers or online resources.

"There's a lot of families with small children. If they have a library card, they have fees on it that actually stops them from going to the library altogether," she said. "You never know what their circumstances are, but it just feels nice [to waive those fees], and people's faces light up, and they're like, 'Oh, I can go back to the library now that I have no fees.'"

Sloan said one of the most memorable moments of the day came when a grandmother stopped by and picked up some books for her grandchildren.

"[The grandmother asked], 'Can I take some books for my grandchildren?' And there's nothing more fantastic going, 'Take as many as you need for those little people'... I mean, how wonderful when she goes to see her grandchildren with these beautiful bags with brand new books inside of them," she said.

Esther Torres stopped by the library booth to get a new library card and said she goes to all the events at the library, checks books out regularly, and uses public computers to access the internet.

She said she especially loves the space the library gives her to relax.

"It's somewhere quiet to go. It's nice and peaceful... I really like the library, so I encourage everybody to go to it... You get quiet, and you can just think, you know, get peace of mind," she said.

Jackie Brown, the lead case manager for Volunteers of America/ReStart, handed out bags of feminine hygiene products and socks at the event.

"We're giving away these products because many of our homeless populations are not able to afford them. I mean, they get food stamps but the food stamp is just for what it says: food stamps. These are the essentials that many of them are lacking," Brown said.

She estimated she gave away 200-300 bags of hygiene products and more than 50 bags of socks.

"I gave one person a pair of socks, and he said, 'Oh, thank you so very much. I really needed this,' and you know, it's just a small thing that we take for granted that seem to be a valuable commodity," she said.

Brown, who has been working in the field for more than 14 years, said every individual has a story and homelessness should not be stigmatized.

"I think it's very important that people look at the homeless populations as being humans. They're not 'these people.' They are down on their luck, and many of them are just looking for a hand up to help them," she said. "Homelessness, it doesn't have a title. It doesn't say that I'm going to skip you and go to you. We can all be homeless at any point in our lives, so we should not label these individuals."



Congratulations Morgan!



We would like to congratulate our new officers for 2020! Tod Colegrove will be our President-Elect, Carla Land will be our new Executive Secretary, and Morgan Tiar will be our new Finance Chair. Thank you all for volunteering your time to the Nevada Library Association.

And thank you to all the members for voting!

Morgan was also selected to attend the Mountain Plains Library Association Leadership Institute (MPLA) in June 2020. This was a competitive application process and she was selected! CONGRATULATIONS MORGAN!

Washoe County Library System Democratic Caucus Early Vote Photos and Coverage

 Scott, Jeff
LIBRARY DIRECTOR

Nevada State Democratic Caucus Early Voting February 15-February 18th at WCLS

Washoe County Democratic Party held Early Voting from February 15-February 18, 2020. Washoe County Libraries were six of the 13 sites. We had heavy attendance with long lines. There was great media coverage of the events including photos. On-site voting estimates are as follows (total based on average gate count subtracted from the gate count from the day):

Saturday, Feb 15

Downtown Reno: 762 (total visitors 1123)

Sparks: 414 (total visitors 1266)

Sierra View: 961 (total visitors 1548)

Sunday, Feb 16

Downtown Reno: 609 (total visitors 1,066)

Spanish Springs: 838 (total visitors 1032)

All sites closed for Presidents Day Monday, Feb 17

Tuesday, February 18

Downtown Reno: 1,277 (total visitors 1,965)

Sierra View: 2,673 (total visitors 3,520)

Northwest: 1,937 (total visitors 2,540)

Spanish Springs: 1,022 (total visitors 1,146)

Incline Village: 1,540 (total visitors 2,016)

TOTAL: 12,033 Early Voters at Washoe County Libraries!

Grand Total Visits: 17,222 for Early Voting Library Sites

Total Estimates Early Voting: 70,000 Statewide

Washoe County Libraries represented 17% of the Statewide Early Vote!

Here is some press coverage:

Big turnout, slim staffing blamed for long lines on first day of early caucusing in Reno

<https://www.rgj.com/story/news/politics/2020/02/15/reno-democrats-brave-long-lines-caucus-early/4772425002/>

Here's how many Nevada Democrats turned out for early voting this weekend

<https://www.rgj.com/story/news/politics/2020/02/17/more-than-26-000-democrats-turned-out-early-voting-weekend/4787763002/>



David Calvert snapped this shot of Early Voting at Sparks Library (made the cover of the Nevada Independent for Sun: 1

Long lines, time-consuming Google Forms snag but do not snarl first day of early caucusing in Nevada

<https://thenevadaindependent.com/article/long-lines-time-consuming-google-forms-snag-but-do-not-snarl-first-day-of-early-caucusing-in-nevada>

Here were the locations.

Downtown Reno Library, 301 S. Center St., Reno 89501

Saturday, February 15: 10:30 am - 2 pm

Sunday, February 16: 10:30 am - 2 pm

Tuesday, February 18: 10:30 am - 6 pm

Incline Village Library, 845 Alder Ave., Incline Village 89451

Tuesday, February 18: 1 pm - 7 pm

Northwest Reno Library, 2325 Robb Drive, Reno 89523

Tuesday, February 18: 12 pm - 5:30 pm

Sierra View Library, 4001 S. Virginia St., Reno 89502

Saturday, February 15: 10 am - 1 pm

Tuesday, February 18: 10 am - 2 pm

Spanish Springs Library, 7100 Pyramid Hwy., Sparks 89436

Sunday, February 16: 3 pm - 5 pm

Tuesday, February 18: 10 am - 2 pm

Sparks Library, 1125 12th St., Sparks 89431

Saturday, February 15: 10:30 am - 5 pm

A big thank you to the library staff who made everything run so smoothly. Plenty of thanks to supervisors who stayed late to make sure everyone who was in line at the time of closure had an opportunity to cast their vote. Assistant Library Director Joan Dalusung was hands-on over the weekend making sure everyone had what they needed. Thank you, everyone!

Jeff Scott

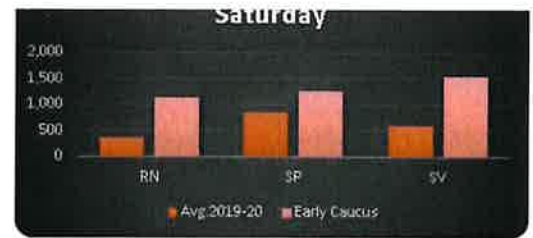
Library Director

Washoe County Library System



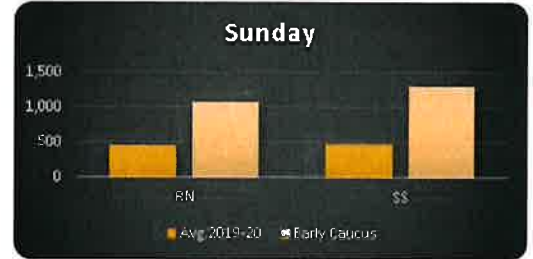
Saturday

	Avg. 2019-20	Early Caucus
RN	361	1,123
SP	852	1,266
SV	587	1,548



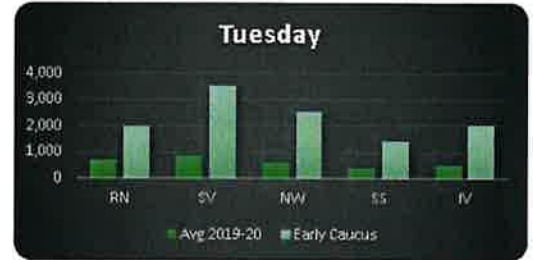
Sunday

	Avg. 2019-20	Early Caucus
RN	457	1,066
SS	464	1,302



Tuesday

	Avg. 2019-20	Early Caucus
RN	688	1,965
SV	847	3,520
NW	603	2,540
SS	394	1,416
IV	476	2,016



Early Caucus Gate Count Compiled by Turi Becker 2/19/20



benjamin challinor
@Jammin27Ben

Check out this winding line at [@WashoeLibrary](#) in Sparks to Early Vote!! Shoutout to [@bluelyon](#) and her amazing site lead skills. #FITW #NVcaucus



Denise López and 6 others

11:25 AM · Feb 15, 2020 from [Sparks Library](#) · Twitter for iPhone

Add a caption

Long lines, with concerning reports, form as they do not snarl first day of early caucusing in Nevada

thenevadaindependent.com

The line of Democrats at Sierra Vista High School Saturday morning snaked through the cafeteria, across the quad, out the front gate and to the parking lot. For some who had hoped to quickly cast their early ballots for the Democratic presidential ca...



More than 26,000 Nevada democrats turned out for early voting this weekend, party says

www.rgj.com

More than 18,000 people voted on Saturday alone.

@sillykarlyie

Early caucusing this morning at the Downtown Reno Library. I've been in line for about 15 minutes and the line is already doubling back on itself. #NVCaucuses #DemocraticPrimary



10:58 AM - Feb 16, 2020 from Washoe County Public Library · Twitter for iPhone

Add a caption



Big turnout, slim staffing blamed for long lines on first day of early caucusing in Reno

www.rgj.com

The state's closely watched presidential caucus got off to an uneven start on Saturday



Spanish Springs Early Voting Line Sun Feb 16



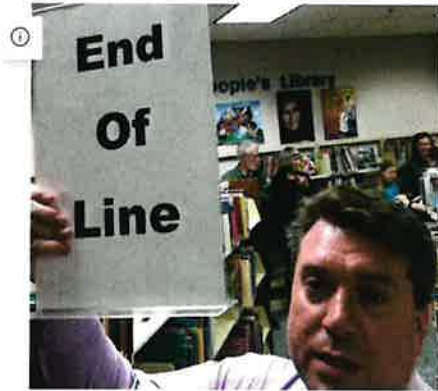
Spanish Springs Library Caucus Location Tues Feb 18



Sierra View Library Caucus Location Tues Feb 18



Downtown Reno Library Caucus Location Tues Feb 18 (line stretched from Auditorium to around the back stacks)



Library Director Jeff Scott directing Northwest Library patrons to the end of the line Tues Feb 18



Incline Village Library Caucus Location Tues Feb 18



Sierra View Library Caucus Location Tues Feb 18 (inside)

Automated Materials Handling Installation & Construction at South Valleys Library



Entrance door replaced so entrance is further from the wall the machine to give room for patrons to use the machine without blocking the entrance/exit

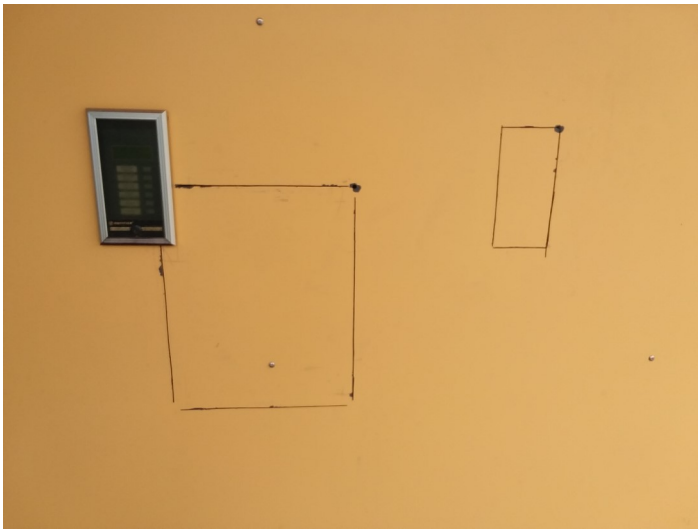


How the meeting room has looked for the last 18 months!
Our meeting room users are looking forward to having everything gone.



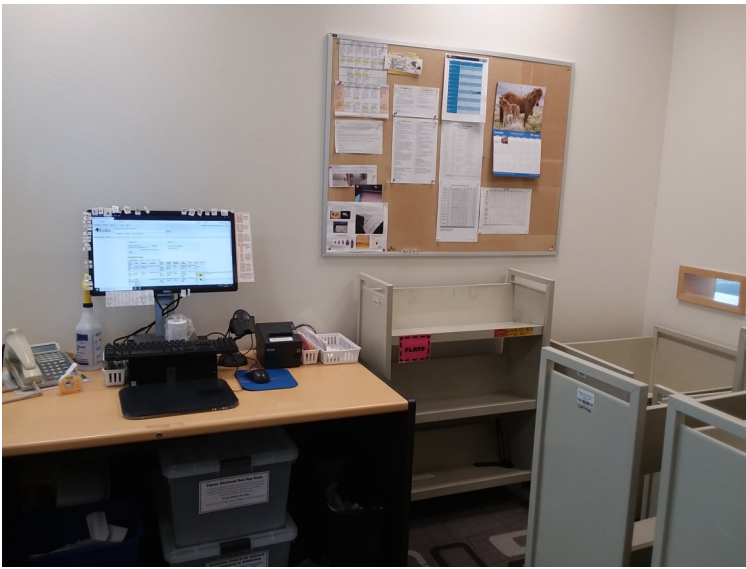


The fire alarm box had to be moved

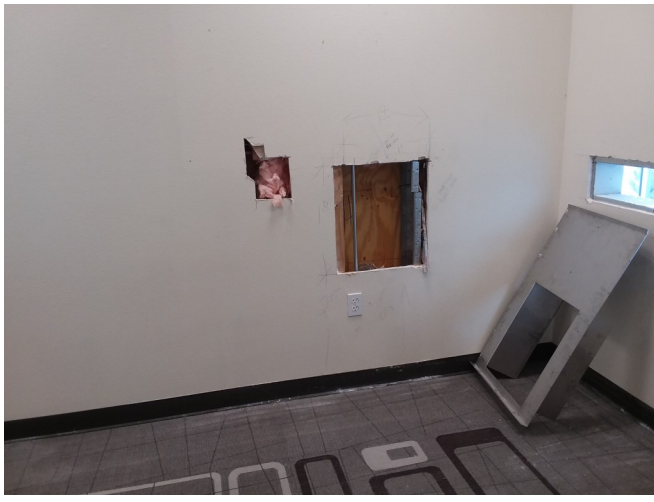




Patron returns area before and after installation



Staff check-in area before and after installation



Staff check-in area before
and after installation

Automated Check-In at South Valleys Library Coming in February 2020

Advantages for Library Patrons and Library Staff

1. **Improved Accuracy**-Library staff check in almost 300,000 items per year, just at South Valleys alone. That's a lot of chances to make a mistake.
2. The check-in machine can **provide instructions in multiple languages**.
3. The **machine provides a receipt** for those who want one.
4. **Available 24/7** to make returns once it is installed.
5. Returns are immediately removed from patron account so **after-hours items are no longer triggering an overdue notice** when they were actually returned the night before.
6. **Returned items show Available** in the catalog immediately, so patrons have more to choose from.
7. **Fewer or No shelf checks needed** because the item was not checked in correctly and is still on the patron's account. Patrons no longer have to spend time calling us to let us know about this mistake.
8. **Lucky Day items**, which are limited to 2 per account, will be checked in immediately, allowing patrons to select new Lucky Day items without having to wait for the returns to be checked in.
9. **DVD/Blu Ray & Music CDs** which are limited to 15 each per account will be checked in immediately, allowing patrons to select new items without having to wait for the returns to be checked in in before they can check out.
10. **Items from other institutions** like Carson City Library or WCSD library books will not be accepted by the machine, so patrons will not accidentally return items that belong to other organizations resulting in staff time spent returning those items to the owning organization through courier service and through USPS.
11. Library materials returned through the machine are much **less likely to incur damage** by being dropped 3-4 feet onto the floor.

12. **Fewer Repetitive Motion Injuries** among staff/lower medical costs and less sick leave used.

13. Less bending over low carts to pick up multiple items, **fewer back injuries**

14. Check-outs and check-ins, and new library patrons continue to increase, but **no additional staff will be added to help with increased workload.**

15. **Machine will continue to check items in when staffing levels are low** due to unforeseen circumstances such as when multiple people are out on sick leave or vacation, or on modified light duty and cannot work at repetitive or physical tasks.

16. **Emptying book drops**-Book drops must be emptied several times an hour. This process involves bending over the low book drop carts, reaching in and grasping one or more items at a time and placing each item on one or more book carts. The book carts are taken to a check-in workstation where they are further handled to check them in.

17. **Certain tasks cannot be easily automated**, such as wrapping hold labels on material, pulling material from the shelves, and helping patrons. But checking-in items can be automated.

Even with self check-out machines, staff spend a large percentage of their time scanning items to check them in or to change an item's status as part of processing a hold. Staff spend time pulling items off the shelf to fill holds and wrapping labels around items for placement on the holds shelf. They also spend time shelving material, shelf reading (making sure items are shelved in the proper order), pulling expired holds, extracting material out of book drops, handling payment of fines and fees, and helping customers find material.

18. Approximately **650-1,000 items can be returned per hour** using the machine.

19. The library is closed on Sundays, but the 24/7 book return can still be used. Right now all the items returned from Saturday night to Monday morning **fall onto the floor resulting in a giant pile of 2,000+ items.**

Staff must touch every item, check it for damage, make sure it's a WCLS library item, place it on carts, and check them all in. The automatic return machine will check in the item and sort the returns into waiting carts. **No more stuff on the floor.**