



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, JULY 18, 2018  
4:00 P.M.**

**Northwest Reno Library  
2325 Robb Drive  
Reno, NV 89523**

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](http://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](mailto: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 – 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 May 16, 2018
  - b. *For Possible Action:* Approval of Minutes from the Library Board Meeting of June 20, 2018
- 4) Old Business  
None
- 5) New Business
  - a. *For Possible Action:* Election of Chair for the Library Board of Trustees
  - b. *For Possible Action:* Election of Vice-Chair for the Library Board of Trustees
  - c. *For Possible Action:* Approval of Bylaws of the Library Board of Trustees
  - d. *For Possible Action:* Appointment of One Library Board Trustee as Friends of Washoe County Library Liaison
  - e. *For Possible Action:* Appointment of One Library Board Trustee to Partnership Library Advisory Committee
  - f. *For Possible Action:* Acknowledgement of Cash and Non-Cash Donations Received by the Library System Between April 1 and June 30, 2018 for a total of \$14,953.57
- 6) Reports
  - a. Library Director's Quarterly Strategic Plan Update
  - b. Monthly Technology Update
  - c. Tacchino Trust Expenditure Update
  - d. Financial Statements to Include Monthly Expenditure and Gift Fund Balances
  - e. Library Usage Statistics for 4<sup>th</sup> Quarter 2017/18
- 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 – 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 - *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*
- 10) Adjournment

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, May 16, 2018**

**The Board met in regular session at the Downtown Reno Library, 301 S. Center Street  
Reno, NV 89431**

Chair Alderman called the meeting at 4:02 pm.

**1) ROLL CALL**

Board Members Present: Wendy Alderman, Zanny Marsh, Jean Stoess, Derek Wilson

County Staff Present: Assistant District Attorney Dania Reid, Assistant County Manager  
Dave Solaro, County Manager John Slaughter

Public Present: Holly Johnson, Wendy Leonard (WCEA), Mary Scott Wallace, Heidi  
Wilson

**2) PUBLIC COMMENT**

Julie Machado, Managing Librarian at Spanish Springs Library stated she was there to speak on behalf of front line staff as only the managers and administration typically participates in the Library Director's evaluation process. She asked that the Board not discount any public comment, stating that employees are fearful of retaliation in a negative work environment where the director has not effectively communicated with staff. She stated that her second point in public comment is that Director Scott uses two different presentation styles; one that the Board sees as an optimistic point of view, others have called his style bullying and demeaning. She requested that the Board not renew his contract.

Theresa Kenneston, Librarian at Spanish Springs Library stated that Director Scott showed deficiency in his internal communication and extreme lack of leadership ability, setting the stage for creating a hostile and toxic work environment from the beginning. She stated that he refused to meet with managing library staff even after on-going requests and is either unwilling or unable to address staff concerns. She said, although the library director states he has an open door policy, which is not accurate. She informed that Board, as one of the 11 transferred employees; she did not receive any consultation from management or any other administrative representatives, nor were her personal circumstances taken into consideration. She stated that this has led to an atmosphere of uncertainty and staff fearful of retribution and retaliation. She stated that the director is a bully and if he is allowed to continue to display vindictive behavior that the hostility will spread into the public arena, affecting their ability to do their jobs and provide services. She stated that staff is not safe in this toxic environment and that his intimidation, leadership and lack of communication is detrimental to the Library System as an organization.

Cathy Maurins, Library Assistant II at Northwest Reno Library stated that she is one of the numerous employees who filed a grievance with Washoe County Employee Association (WCEA) and felt it was important for the Board to understand the hostile work environment that has been created. She stated that in July 2017, she was punitively transferred to the Northwest Reno Library after 15 years of working in Technical Services, for asking her department

supervisor, Resources Librarian Debi Stears, questions about how funds were being used and accounted for. She stated that she also questioned Ms. Stears about the financial sustainability of outsourcing related programming. She informed the Board that Ms. Stears response to her [Cathy Maurins] and her co-workers on numerous occasions was that the library director could fire them at any time and that he was not interested in their ideas, thoughts or concerns. She told the Board that Ms. Stears also used a library database and researched her, personally, then emailed her coworkers with the information violating American Library Association Code of Ethics. She said that Director Scott was aware of the tactics Ms. Stears was using towards her and believed he felt comfortable in allowing her to continue handling the situation. She stated that she is not aware of any action taken towards Ms. Stears for her behavior. She stated Director Scott punitively transferred employees to other branches in November 2017 to take care of problem staff and that she believes the director sets the tone and that the tone he has been set for a hostile work environment using intimidation, threats, transfers and public reprimands to control staff. She stated that she is not asking the Board to remedy her situation but does not want this to happen to others and that she believes it is the Boards responsibility to be aware of what is going on and to address behaviors. She said that if these and other grievances are not meaningfully handled then the behavior is effectively condoned and that library staff deserve better than that.

Trustee Parkhill arrived at 4:11 p.m.

Holly Johnson, former employee started off with a quote from Edmund Burke, then informing the Board of her retirement in January 2018. She stated that she retired earlier than planned because of a lot of what has already been stated. She said she went to Washoe County Human Services, WCEA and the County Manager, stating that either everything she said was ignored or they did not answer anything she asked. She stated she was transferred to the Spanish Springs Library solely for punishment because she and her branch manager disagreed and that all the employees at her branch were afraid to say or do anything. She said that she believes that Director Scott agreed with the branch manager as he also assigned several of the Spanish Springs Library trained staff to other branches also. She stated that a couple of lawyers said they [employees] had cases and they [employees] thought about going to the newspapers locally, but do not want to do that and hurt the library funding in the future and the reputation of the library. She said that it is coming time for the Board to step up the plate and help or they [employees] may need to do something more.

Mary Scott Wallace, former employee informed that Board that she resigned after 15 years as a branch manager on March 1, 2018. She stated that in the last year and a half or so, Library employees have sought help from other County departments to always be directed back to the Library Board of Trustees. She said that, when approached, the Trustees always referred back employees back to the County Departments including HR, County Manager and Board of County Commissioners. She said that her last few years with the library was a tough time including two threats of discipline, a formal accusation of insubordination and an accusation of running a toxic work place. She said she watched her team be disassembled and reassigned to other branches. She stated that she has tried to follow protocol, but feels that anything she did seemed to make it worse and the answers have were always to report to the Trustees. She stated she would like to see several things occur:

- Augment current administrative appraisal processes as applied by other Washoe County departments.

- Deeper, empowered 360 appraisals to include lead workers and supervisors along with administrators and branch managers in the respondent pool.
- She stated she would like to see a definitive clearly communicated for departmental tasks.....end of 3-minute limit.

Andrea Tavener, Public Information and Development Officer in Library Administration stated that she is not commenting towards any of the public comments already stated but wanted the Board to hear about her personal experience with the Library System. She informed the Board she was hired by the Library System in 2005 for the Sierra View Library. She said she was transferred in 2011 which included a schedule change working nights and weekends as a single mother. She stated she was not asked for any input and that the transfer stood despite expressing her difficulty in arranging childcare on Sundays. She said that, in the end, she ultimately made it work because she loves the Library and believes in what it does and she said she believes in chain of command and leadership. She informed the Board that she was hired back into the Library System in 2015, working directly with Director Scott and the managers and stated she feels very fortunate to work in an organization that is forward thinking with initiatives and wants employees to be creative. She stated that although she may not share the views presented today and is not privy to that kind of information, she stated that from her point of view and responsibilities in this organization, she is this thrilled to work with this leadership and believes they do an outstanding job.

Trustee Stoess advised the Board there was an email sent by Library Assistant III Mary Lohnes to the Board who was unable to attend the meeting.

The email was previously received and reviewed by all trustees therefore it was not read at the meeting but included with all the documents as part of the meeting record.

### 3) **APPROVAL OF MEETING MINUTES**

#### a. **APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF APRIL 18, 2018**

On motion by Trustee Stoess, seconded by Trustee Wilson, motion which duly carried, the Board approved the meeting minutes from the Library Board of Trustee meeting of April 18, 2018. All in favor, none opposed.

### 4) **OLD BUSINESS**

#### a. **WASHOE COUNTY STAFF REPORT, REVIEW AND POSSIBLE APPROVAL OF THE LIBRARY DIRECTOR'S ANNUAL PERFORMANCE EVALUATION FOR THE PERIOD 2017 TO MAY 2018, AND POSSIBLE DIRECTION REGARDING FUTURE PERFORMANCE OF THE LIBRARY DIRECTOR**

Assistant County Manager David Solaro provided a brief background in the evaluation process for this evaluation, which was also provided in the staff report. He reaffirmed the Board's awareness that Washoe County has an internal policy for handling employee complaints and investigations or outcomes result in a written report that is always confidential. He informed that Board that his purpose at the meeting today was to ensure the Board of this and that all Washoe County employees are subject to the process. He encouraged the Board to discuss and act upon the evaluation as presented through the packet from December and through May 2018. He explained that the job of the Board is to review the Library Director evaluation based upon the evaluation itself. He stated that he was not present to inform the Board of any results from the investigation process or the

public comment from WCEA in December but that as part of the internal process, should a complaint be substantiated, the Board would be notified.

Legal Counsel Dania Reid stated that she is not aware of any more issues that need to be shared at this time.

Upon questioning by Chair Alderman, Assistant County Manager Solaro stated that if an actionable item was found by the third party investigating, he would not expect it would be treated differently than any other employee and would expect the Board would be notified. He reiterated that the process is confidential and only a couple of people have the authority to divulge what transpired and the results of that report and for who they report it to. He stated that if any operational issues were reported, the Board would be notified as that is within their purview to act upon. The internal policy has several components to the process including the process of investigation and reporting.

Chair Alderman moved the Board forward into the agenda item as presented for review and possible approval of the annual evaluation for the period 2017 to May 2018 with possible direction for future performance of the Library Director. She reiterated the brief background of this annual review and asked the Board for any further comments.

Trustee Stoess informed the Board that she has met informally with Director Scott once prior to the December 2017 Board meeting and several times since. She stated that the first time she heard of any issues was at the December 2017 Board meeting when WCEA presented in public comment. She informed the Board that she spoke with WCEA about the issues and occurrences as well as several of the involved individuals after the first of the year. She said she started to receive calls at home and many were not senior staff and many of whom were transferred, adding to the comments presented by supervising in the survey.

Trustee Wilson informed the Board that he has also met with some employees. He stated that he knows there is a process that needs to be respected and understands that he cannot fill the role of Human Resources. He stated that although he did not like delaying the evaluation in December, he felt it was the duty of the Board to look into the information coming in and he believes that is part of his job as a Trustee is to listen and collect information. He clarified that he agrees that the employee meetings are separate from the evaluation survey results. He stated that he was unsure if he misunderstood the comments by WCEA or if they possibly overstated their case, believing that he had thought he heard that human resources had determined that there were valid complaints that needed to be brought to the next level. He moved forward stating that with no apparent advancement of those complaints to reach the level of the Board, the Board is left to deal with the material presented for the annual survey. He stated that if you lop off the extremes, you get some pretty good numbers in the middle. He stated that he likes that Director Scott has brought changes, energy and new thinking to the system. He stated also that there are some dissatisfied people. He stated that he believes that some of those individuals may have felt left out of the process and he would like to see assurance that things and communication are moving in an appropriate way that people feel free to bring ideas and issues to the library director. He said he understands that there will be complaints and resistance to change, but that has to be managed and the bottom line is that the director needs to be available and able to manage the Library. He clarified that this may include losing people and that there may be friction with some of those moves but

believes Human Resources has a process for this. He stated that he thinks it would be fair for the Trustees to get some assurance and insight as to how those things are happening and why. He believes that the Board is moving towards a more standardized process to something that works.

Upon questioning by Trustee Parkhill asking how the Board would be notified and what severity would trigger notification, Chair Alderman reiterated that there is an internal process within Washoe County and there is nothing for the Board to act on at this time.

Assistant County Manager Solaro confirmed that if an egregious behavior was found, the Board would be notified. He also clarified that structural difference between the Library and Washoe County where the Library Director is employed by a Board, but all Library employees' work for Washoe County. He stated that if there was a threat to employees they [Washoe County] would take action and the issue would go to Board of Trustees as advising body for the Library Director.

Upon further questioning by Trustee Parkhill regarding the requirement or authority to determine what is reported to the Board, Legal Counsel Dania Reid stated the Nevada Revised Statute authorizes hiring, evaluation performance and dismissal of the Library Director by the Board. She reiterated that the Library Board of Trustees does not supervise, hire or manage library employees. She explained that the duty the Board has, is to evaluate the performance of the director, including employee relations, which is part of the County process and would include a report by management [Washoe County] to the Board. She stated should any actionable item, possible violation or egregious issue be discovered during an evaluation year, the Board would then have to make a decision on how to proceed in regards to the Library Director based upon any information provided. Per the NRS, the Board does not have management authority over the employees and any information received by the Board is relevant only to the duty of the Board to evaluate the performance of the Library Director.

Trustee Parkhill agreed that helped clarify the role of the Board during this process. He stated that the Trustees seem to be contacted by many unhappy employees and have been advised not respond to employees, directing them to WCEA or Washoe County Human Resources as avenues instead of the Library Board based upon a legal response sent via email. He asked Legal Counsel if that was a fair statement.

Legal Counsel Dania Reid asked Trustee Parkhill if he was electing to waive attorney/client privilege in regards to Board advice in this situation. Trustee Parkhill confirmed that he was waiving attorney/client privilege.

Following confirmation of waive of attorney/client privilege, Legal Counsel Dania Reid cautioned the Library Board of Trustees that they have a duty to evaluate the Library Director through the established process and that the Board has a responsibility to remain objective and not conduct investigations which could impair the Boards subjectivity and impede this process. She stated that because there is a caution from Human Resources, the risk of action to that process is real. She said that in conjunction with counsel [herself] to the Board and counsel to Human Resources, the advice from legal is, undertaking independent investigation runs risk of open meeting law violation, as well as, impairing the Board's duty and fidelity as a larger body and the duty to perform objectively during the

evaluation of a Library Director based upon all the information. She stated that they have received her advice and it is up to them to either heed it or not.

Trustee Parkhill thanked Ms. Dania, stating that her response was very well put. He also stated that he has received and read several emails from library employees, but has not, and will not respond, based upon legal advice. He stated that he wanted it noted on record that this was the reason library staff was not receiving responses, but will continue to read any emails sent to him.

Legal Counsel Dania Reid clarified that the decision to respond or not rests solely upon the Trustees and that she can only outline the factors to consider in doing so and also in what type of response. She stated that she knows there have been directions for reporting through the proper channels as described by Assistant Manager Solaro. She said there is always an openness of speech when it comes to communication and she does not want to leave anybody with the notion that speech is censored or prohibited in any way or anything like that. She stated the Trustees have to make their own judgements and that is always a blurred line.

Chair Alderman stated that the processes between the private sector and public sector are challenging and it has been a learning experience for her personally. She stated that in returning to the evaluation process, she would like to separate what has been presented in public comment from the process that was presented and agreed to in order to complete the evaluation process this time. She stated that as far as Board Comments, they could redirect a future agenda how to improve the evaluation process based upon comments presented and the proper way to handle that with the Library System being a public entity.

Legal Counsel Dania Reid, referred to the Staff report where the possible approval of this annual evaluation period contained within the documents includes information received through May 2018. This opens up the ability of the Board's consideration of public comment and information received in the global sense of the evaluation and any new direction. Any discussion beyond that will have to be delayed for a future agenda.

Trustee Parkhill stated that when looking at the overall results, the majority fall into the meets standards. There are areas that are higher for growth and some areas that are looking good. He stated that when you look at the Leadership role, there are some numbers in that column that the Board needs to look at that act with some of the things they have seen. He moved onto the Communications, which is pretty much a 2/3 split with exceeds being rated slightly higher between both exceeds and needs growth ratings. He stated that when you look at Community Relations, it is heavily weighted to exceeding standards, which is looking good. Moving to Library Board Relations, he said that area looks okay and where meets standards leans towards exceeding is based upon the results the Board was presented with. He stated that as he looks at the material presented, he sees a report that meets expectations. Big picture meets expectations.

Chair Alderman stated that change is difficult and the Board asked the library system and Director Scott to make changes in the last couple of years that may be counterintuitive to how the Library system has previously operated and is happening branch by branch. She said the comments are not about what is happening but about how it is happening. She stated this is something they can ask the director to work on but that based upon the comments, these changes were what the Board asked for. Moving forward with the

### ITEM 3a

Strategic Plan will help fine tune what the Board reviews. She said that based on information presented today, this is what the Board had asked for. She asked the Board to look at entertaining a motion and noted the Board can provide direction for any areas of concern and move forward with new direction to the Library Director.

Legal Counsel Dania Reid reiterated that the motion includes approval of the report presented being what it is and that the second half of the motion allows for any direction for future performance to be provided by the Board.

Trustee Parkhill stated that he based upon the data, 52% stated they have an issue under the Leadership question regarding the Inspiring Trust. He stated that there seemed to be a commonality between the comments and the data presented. He stated he believes this to be an area for improvement. He stated that another area indicating a need for improvement under the Leadership question was Functions as an Effective Leader with 42% of the responses. He noted that the third category under the Leadership question, Values Staff at 42% of the responses indicate the need for improvement as well. He stated that in his perspective, if the Board wanted to evaluate the report for future performance and if Director Scott wanted to improve the overall methods and performance then this is an area that he may want to concentrate on. He stated, that as a group, this is what he would like to see the Board recommend. He stated he personally would like to see improvement in this section as there appears to be a core theme from the report as well as what some of the Board has discovered independently.

Trustee Stoess stated that Director Scott has a good reputation in town with organizations and other affiliations. She noted he his newly elected position as the Vice President of the Nevada Library Association and that he is a member of the United Way Board.

Trustee Parkhill responded to Trustee Stoess' commenting that this is also reflected in the higher percentages in the Collaborative and Partnering Relations area of the evaluation.

Chair Alderman stated that these were two priority areas [Collaborative and Partnering Relations] the Board asked Director Scott to focus on. She stated that for many years the Library was focusing on keeping the doors open and Director Scott was asked to focus on improving community relations after his first year of employment. She stated that these results are phenomenal and that she does not have a problem expecting results when asking the director to focus on the Leadership area for his future evaluation.

Trustee Stoess stated that she was not sure how Director Scott could go about doing as requested by the Board and asked Assistant County Manager if they were able to offer assistance.

Trustee Wilson stated Director Scott has a responsibility to implement the Strategic Plan, which is detailed and well put together. He stated that Library staff has a responsibility to look at that plan and determine how they can contribute to it and make it happen. He stated that he believes that the director and staff meet at that Strategic Plan and believes that is the Library's Action.

In response to Trustee Stoess' question, Assistant County Manager Solaro stated that Washoe County has resources available to work with Director Scott. He noted that this a weird situation where the Library Director essentially works for the Library Board of

Trustees but that for any direction the Board gives to the director, Washoe County will provide support to the director.

Trustee Marsh noted appreciation for the Board is working within the parameters of the data and Chair Alderman's statement about the difference between implementation and leadership. She acknowledged how the Board put Director Scott in a position to achieve some immediate results where they wanted the Library System to emerge from the economic meltdown and negative impacts on the community and culture of learning and literacy by virtue of the operational deficit the Library System was experiencing. She stated she thought the Board hoped to hold a new director to a new standard and stated that in the implementation she believes they have seen the progress they were hoping to see. She stated that she is also particularly moved by comments that have been made and said she thinks that part of the Board's obligation is to ensure the community that they are being heard and taken seriously. She said the leadership component is every bit as important as the data they will be evaluating at this meeting. She stated that she personally hopes to see, not just an olive branch, but a true coming together. Using an analogy, she stated that staff are delivering service and if morale hits rock bottom, not that she is saying it is, then the Library will not be able to be a world class system. She collectively acknowledged the individuals who came forward had courage and took a risk. Continuing with her analogy, she asked Director Scott to create a train that staff can stay on, and that every member feels supported as they want the patrons to feel. She stated she could not imagine what it takes nor was she sure if she could do so in a public setting and was appreciative that Director Scott was able to sit through the last 55 minutes of public comment and the Board evaluation process. She also stated that she wanted everyone in the room to hear that public comments were not said in vain, and believed it is now incumbent upon the Board to provide some oversight. She stated she hoped moving forward that evaluations could thoroughly integrate all staff.

Chair Alderman requested a motion to accept the Library Director's annual performance evaluation results.

On motion by Trustee Wilson seconded by Trustee Marsh, the Board accepted the Library Director's annual performance evaluation results. Trustee Marsh seconded the motion but abstained from the vote.

Upon questioning by the Board, Assistant County Manager Solaro stated that he would meet with Director Scott and they would make a proposal back to the Board with a plan to improve in the specific areas of note.

On motion by Trustee Parkhill, seconded by Trustee Stoess, the Board recommended that Director Scott improve in the following three areas under the Leadership evaluation component:

- Inspires trust and confidence with Library staff, the Board and the public
- Functions as an effective leader of the organization, gaining respect and cooperation from others
- Values staff, help staff develop a passion for their work and recognizes their contributions

All in favor, none opposed

b. **WASHOE COUNTY STAFF REPORT REGARDING RADON TEST RESULTS AND CURRENT MITIGATION EFFORT AT THE DOWNTOWN RENO LIBRARY**

Assistant County Manager David Solaro addressed the Board regarding Radon testing updates in the Downtown Reno Library. He informed the Board that information received from recent tests [included in the Board packet] show 70% reduction of picocuries (pCi/l) by keeping the AC/HVAC running constantly. He stated Washoe County has been researching OSHA about Radon levels in the workplace. Although the information was not provided in the packet, one of OSHA's primary regulations includes the requirement of a radon program, which Washoe County has, if a building has over 25 pCi/l, OSHA has a notification requirement. Mr. Solaro informed the Board that Washoe County was currently working to create a Radon policy for County buildings. He also stated that a letter would be drafted following the meeting, updating the current situation at the Downtown Reno Library.

5) **NEW BUSINESS**

None

6) **REPORTS**

a. **SPARKS LIBRARY REPORT ON PROGRAMS, ACTIVITIES AND OPERATIONS**

Managing Librarian Corinne Dickman highlighted the following from her attached report:

- Makerspace area was relocated within the facility, creating higher visibility and adding space.
- Hiring and rebuilding Sparks Library team after significant decrease in staff due to retirements last year.

Upon questioning by the Board, Managing Librarian Dickman clarified the following:

- The Sparks meeting room availability is on the Library website and often the community is informed by word of mouth
- The Sparks Library is expected to be re-roofed through Washoe County funding in the very near future.

Director Scott informed the Board that the roofs at the Sparks and Downtown Reno Libraries would be done at the same time.

b. **TACCHINO TRUST EXPENDITURE UPDATE**

The Board reviewed the information submitted in the packet

Director Scott reiterated that the Downtown Reno Library renovation is back on for the next fiscal year with the Washoe County matching CIP Funding intact to get this project completed.

7) **STAFF ANNOUNCEMENTS**

Assistant Library Director Joan Dalusung informed the Board the Library has a new app for electronic books called Libby. She also advised that over the last year the Marketing team has

launched newsletters that are available through the Library website. One of them is Library News and Events. She is requesting the Board subscribe if they have not already done so. She Also read an email response received on May 4, 2018 to the Washoe County Library News and Events newsletter that has been included with all the documents as part of the meeting record. She noted the response was from Amber Joiner, who is a representative with the Nevada Legislature and is supportive of the Library.

Public Information and Development Officer PIO Andrea Tavener noted that the Summer Program Schedule, provided to each Trustee prior to the meeting, was the result of the Marketing and Communications Team efforts. She directly acknowledged the following individuals for their time and thanked the Library system for allowing them time to help create this product: Internet Librarian John Andrews, Northwest Reno Library Assistant II Jamie Hemingway, Downtown Reno Library Assistant II Jena Molina, and Administration Office Assistant II Diana White. She also thanked all of the sponsors who have been listed on the back of the schedule as well as the Library Director for centralizing marketing for the Washoe County Library System.

**8) PUBLIC COMMENT**

Theresa Kenneston, Librarian at Spanish Springs Library

She stated that she would like to see the following on the next Library Director's evaluation:

- That the Board consider ensure ...[unable to translate recording]...
- She would like to see the Library Director complete all the Washoe County training that is required of all Washoe County Staff
- She would like to ask the Board to agendize discussion on Gift Funds and the purpose of them.

**9) BOARD COMMENT**

Trustee Parkhill thanked Trustee Stoess for the Friends of Washoe County Libraries (FWCL) information provided in the April 2018 Library Board of Trustee meeting.

Trustee Stoess stated that FWCL is also willing and able to attend a future meeting if the Board wants to agendize an item for FWCL Treasurer to discuss.

Trustee Parkhill thanked Assistant County Manager for his guidance during the agenda item discussing the Library Director Evaluation.

Trustee Stoess stated she had requested the news video for the FWCL book sale to play at the next Library Board of Trustee Meeting as this last FWCL book sale received much publication.

Chair Alderman requested an agenda item for the June 2018 Library Board of Trustee meeting to include a process in which the Library Director's evaluation can be tied to the Library Strategic Plan as well as including Washoe County recommendations in area of improvement for the Library Director's evaluation.

Trustee Parkhill noted that the Library now has a working draft for the Financial report for the Library Board of Trustee meeting in July as he will not be in attendance in the June meeting.

Per Chair Alderman, future agenda items are as follows:

- June Meeting agenda to include the Financial and Statistical reports.
- July Meeting agenda includes agendaizing discussion on the Financial and Statistical reports presented in June.

Jeff Scott advised the Board that the recruitment for Trustee Wilson's pending vacancy has been posted to run in several Sunday papers. The application deadline for the vacancy recruitment is Sunday May 27, 2018. The Library expects the report to go before the Board of County Commissioners on June 19, 2018, for appointment of one of the applicants.

**10) ADJOURNMENT**

Chair Alderman adjourned the meeting at 5:34 pm.

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, JUNE 20, 2018**

**The Board met in regular session at the Northwest Reno, 2325 Robb Drive, Reno, NV 89523**

Chair Alderman called the meeting at 4:00 pm.

**1) ROLL CALL**

Board Members Present: Wendy Alderman, Zanny Marsh (via telephone), Jean Stoess, Derek Wilson

Board Members Absent: Ted Parkhill

County Staff Present: Assistant District Attorney Dania Reid, Assistant County Manager David Solaro

Public Present: Wayne Holland

**2) PUBLIC COMMENT**

None

**3) APPROVAL OF MEETING MINUTES**

**a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF MAY 16, 2018**

Trustee Stoess questioned why some statements of librarians and some of her statements have been edited. Board Secretary Tami Gaston was not present at the meeting. Trustee Stoess questioned if Ms. Gaston was instructed to not include some of the statements. Director Scott stated that Ms. Gaston was not instructed told to do anything with minutes.

Trustee Wilson stated he felt the summary of his comments was thorough and accurate and is satisfied with it.

Trustee Stoess stated that she thought almost all of Ms. Gaston's work as accurate but hers was maybe a quarter of what she said.

Chair Alderman requested Trustee Stoess to get with Tami and specifically outline what she would like included in the minutes from the recording. Then the minutes will be brought to the July meeting for approval.

Minutes for May Library Board of Trustee Meeting have been tabled until July Meeting for approval.

**4) OLD BUSINESS**

**a. APPROVAL OF REVISED MEETING ROOM POLICY REMOVING RESERVATION FEE OF \$20 EFFECTIVE JANUARY 1, 2019**

Director Scott directed the Board to the Staff Report and the Meeting Room Policy included. He stated the idea behind removing the fee falls in line with the Strategic Plan

and will increase usage. Additionally when meeting room scheduling goes on-line, staff will not have to worry about managing or collecting fees from users.

Upon questioning by the Board, Director Scott:

- Explained that due to prior commitments, the policy will take effect January 2019
- The rest of the Meeting Room Policy remains as written with noted edits
- The Library System currently includes set up and clean up for Library programs and is working with the on-line software to allow for scheduling time between scheduled meetings.

On motion by Trustee Marsh, seconded by Trustee Stoess, motion which duly carried, the Board approved the Revised Meeting Room Policy to remove the reservation fee of \$20 effective January 1, 2019. All in favor, none opposed.

5) **NEW BUSINESS**

a. **APPROVAL TO EXTEND SUMMER HOURS AT THE INCLINE VILLAGE LIBRARY TO 7 PM ON THURSDAYS THROUGH AUGUST 31, 2018**

Director Scott stated the Incline Village Farmer's Market is held on Thursdays in the upper parking lot at the Incline Village Library. The Incline Village Library does not currently work a late night during the week and staying open during this event will allow the library to provide services during this event for the summer.

John Crockett, Managing Librarian, stated this allows patrons to pick up holds as well as creates future traffic for extending evening hours beyond the summer and Farmers Market.

Upon questioning by the Board, Mr. Crockett stated that there are about 4 parking spaces in the lower parking lot with additional parking near the Incline Village Community Center next door.

Trustee Wilson noted a previous situation in which a private entity wanted to use space within the Incline Village Library and wanted to ensure this situation is not the same.

Legal Counsel Dania Reid responded indicating this event appears to be more of a building and grounds issue and is outside the purview of the Library Board.

Assistant County Manager David Solaro confirmed that the Farmers Market applies for a use permit through Washoe County Facilities prior to the event.

On motion by Trustee Wilson, seconded by Trustee Marsh, motion which duly carried, the Board approved the extended hour at the Incline Village Library.

6) **REPORTS**

Director Scott noted the Library System is looking for feedback for three of the reports below: Library Director's Quarterly Strategic Plan Update, updated Financial Statements and Library Usage Reports.

a. **LIBRARY DIRECTOR'S QUARTERLY STRATEGIC PLAN UPDATE**

Director Scott provided a PowerPoint presentation, reviewing the initiatives outlined in the Washoe County Strategic Plan and objectives set for the last quarter from January through March 2018.

Chair Alderman stated that she appreciates the organization of the Strategic Plan and the ease to track objectives though the course of the year.

b. **NEWS CHANNEL 4 FRIENDS VIDEO CLIP**

Director Scott informed the Board that this was the news story played on News Channel 4 for the last Friends of Washoe County Library book sale.

Trustee Stoess did a tour of the facility, and believes that the news story along with the tour helps explain what they do.

c. **NORTHWEST LIBRARY REPORT ON PROGRAMS, ACTIVITIES AND OPERATIONS**

Kristin Reinke, Northwest Reno Managing Librarian, highlighted the following:

- Northwest Reno Report includes Washoe County Library Strategic Plan objectives and how they have been supported.
- After starting up STEAM last year, the "A" or art part of Northwest and Verdi STEAM programming is extremely popular.
- Began programming at Verdi Library mid-August 2017, which is heavily attended.

Upon questioning by the Board, Ms. Reinke named various avenues in which programs are promoted to include the Summer Program Brochure created by Marcom, the Daily Activities Board in the Branch, the Northwest Reno Calendar of Events and social media.

d. **MONTHLY TECHNOLOGY UPDATE**

Upon questioning by the Board, Systems and Access Services Librarian Nancy Keener clarified the South Valleys Library will receive new public PC's in July, funding came from the Library Budget, not County Technology budget. She also briefly updated the Board on the testing progress with the virtual reality (VR) programming and equipment, which will ultimately rotate between branches, excluding Incline Village who will have designated equipment.

e. **TACCHINO TRUST EXPENDITURE UPDATE**

Director Scott noted the most recent expenditures on the provided report.

Upon questioning by the Board, Director Scott explained that the renovation process is fluid and ever-changing at this point. The Library anticipates closing during renovations, which may include abatement or not depending upon costs. This funding is provided by Washoe County for renovation. The Tacchino Trust anticipated expenditures will include Downtown Reno Renovation this fiscal year and Sparks and Northwest Reno Libraries next fiscal years and will cover furniture, fixtures and materials.

f. **FINANCIAL STATEMENTS TO INCLUDE MONTHLY EXPENDITURE AND GIFT FUND BALANCES**

Director Scott noted the new look to the financial statements intended to clarify where the funding comes from, what it is intended for, what was spent and what it was spent on by category. He asked for any feedback from the Board.

Chair Alderman stated that the new look helps provide clarification.

g. **LIBRARY USAGE STATISTICS FOR 3<sup>RD</sup> QUARTER 2017/18**

Director Scott noted that this report was styled after the Strategic initiatives to help provide a better grasp of performance.

Upon questioning by the Board, Administrative Secretary Lorna Grasso explained how the graphs and charts were placed to keep to minimal pages. She agreed that future report graph fonts will be increased for better visibility.

Chair Alderman stated she liked the statistics being aligned with the Strategic initiatives.

Upon questioning by the Board, Spanish Springs Managing Librarian Julie Machado explained the difference between youth programs and outreaches and how those numbers are collected.

7) **STAFF ANNOUNCEMENTS**

Julie Machado, Spanish Springs Managing Librarian, stated that Navy week with programs all over Reno. She stated that many Navy Seals and Channel 2 News were on site today (June 20, 2018) at the Spanish Springs Library for an Explosive Ordinance program and will air tonight.

Jonnica Bowen, North Valleys Managing Librarian, commented that the meeting room fee limited use at North Valleys, a rented facility, with public access to other free meeting rooms in the same shopping center. The removal of the fee will open up usage at the North Valleys Library as it is a larger room than those in the shopping center. She also advised the Board that they expected a large group for one of the popular programs, but was surprised on how many turned up and that there were many people who normally go to other branches who attended. She attributed it to Summer Program Brochure referred to in the Northwest Reno report.

8) **PUBLIC COMMENT**

None

9) **BOARD COMMENT**

Chair Alderman shared information on an article in the Wall Street Journal how bats populations were preserving old books by eating various pests that endanger them. She did not remember the location of the library.

Trustee Wilson stating he would miss being a part of the Trustee Board. He would like to see the library expand in square footage due to the small footprint it currently holds. He would like to see the Board informally push the Reno City Council become more library proactive.

**ITEM 3b**

Trustee Stoess reminded all that the beginning of the fiscal year starts on July 1<sup>st</sup> and that is a good time to start making contact with County Commissioners and those types of people.

Trustee Marsh noted that Trustee Wilson has been a real statesman for Trustees and the Library as a whole.

Trustee Stoess confirmed the same for her as well as her husband, Al Stoess, who was also on the Library Board with Trustee Wilson.

Legal Counsel Dania Reid acknowledged Trustee Wilson as a stabilizing influence during her tenure and appreciated his work on the Board.

10) **ADJOURNMENT**

Chair Alderman adjourned the meeting at 5:10 pm.

# Washoe County Library Board of Trustees

## Bylaws

The Board of Trustees of the Washoe County Library System, pursuant to the authority vested by Nevada Revised Statutes 379.025, hereby establishes the following bylaws:

### I. Purpose

The Washoe County Library Board of Trustees shall, consistent with provisions of applicable state and federal law, exercise the powers and duties granted pursuant to NRS 379.025. The Board shall endeavor to administer and manage the resources of the Washoe County Library System in a manner consistent with the public trust, the Library Mission Statement and the Library Vision Statement.

### II. Organization and Membership

A. The name of the organization shall be “The Board of Trustees of the Washoe County Library System”

B. Membership:

1. The Board of Trustees will be comprised of five (5) members.
2. Trustees will be appointed by the Washoe County Board of Commissioners.
3. Trustees will meet the minimum requirements as determined by the Washoe County Board of Commissioners.
4. Trustees will serve a 4-year term, as provided in NRS 379.020.
5. Trustees will be eligible for no more than two full four-year terms plus a partial term of less than two years. Nothing in this provision shall be construed to prohibit the reappointment of a trustee for additional terms to be served after a break of one term of non-service prior to re-appointment.
6. Resignation: If any Trustee resigns at any time, written notice must be provided to the Board of Trustees Chair and the Library Director. Any such resignation shall take effect at the date of receipt of such notice or at any later date specified therein; unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make it effective.
7. Removal: A Trustee can be removed per NRS 379.020 for three unexcused absences.

- C. Trustees are public officers as defined in NRS 281.4365 and subject the Ethics in Government Provisions codified in NRS 281A.010 et. seq. Trustees shall comply with the Code of Ethical Standards of NRS 281A.400 et. seq.
- D. Duties of a Trustee:
1. Regularly attend meetings and actively participate in such meetings and actions
  2. Review meeting materials prior to each meeting
  3. Be attentive to the needs and concerns of library patrons, volunteers, library staff, library administration, county staff, county commissioners and the general public
    - a. Set policies governing the operation of the library system as appropriate
    - b. Hire and evaluate the job performance of the Library Director
    - c. Work with the Director, library staff, community members, and political leaders to plan for the future of the library system
    - d. Approve the annual budget for the library system, and monitor expenditures
    - e. Monitor and evaluate library effectiveness
    - f. Advocate for the Washoe County Library System within the community and political organizations, as appropriate

### III. Officers

#### A. Chair

1. Selection
  - a. The chair will be elected by a vote of the Board of Trustees
  - b. The term will be for one-year at the pleasure of the Board of Trustees
  - c. Elections shall be held at the regular Board of Trustees meeting each June
2. Duties. The chair shall:
  - a. Preside at all meetings of the Board of Trustees
  - b. Execute all documents and actions authorized by the Board of Trustees
  - c. Call special meetings as warranted
  - d. Appoint committees
  - e. Serve as an ex-officio non-voting member of all committees
  - f. Work with the Library Director and staff
  - g. Review agendas and assist in scheduling meetings

- h. Add or remove items on each meeting agenda
- i. Draft correspondence as directed by the Board of Trustees
- j. Perform all duties associated with the office

B. Vice Chair

1. Selection

- a. The vice-chair will be elected by a vote of the Board of Trustees
- b. The term will be for one year and is renewable at the pleasure of the Board of Trustees
- c. Elections shall be held at the regular Board of Trustees meeting each June
- d. In the event the vice chair must permanently assume the duties of chair, an election for a new vice chair will be held at the next meeting following the succession

2. Duties. The vice chair shall:

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**IV. Meetings**

- A. Regular meetings: The Board of Trustees will normally meet monthly, on the third Wednesday of each month, at 4:00 p.m. Trustees may change the time and date of meeting by a vote of the membership.
- B. Meeting locations: When possible, the Board of Trustees will normally hold regular meetings on a rotational basis at Washoe County Library locations. A calendar of meeting locations will be provided annually to by the Board of Trustees.
- C. Nevada Open Meeting Law: All meetings of the Board are subject to the provisions of state and federal open meeting laws and shall be conducted in accordance with the applicable laws. The Library Director shall be responsible for ensuring the proper public notice is made for each meeting of the Board. Trustees should endeavor to refrain from discussing agenda items or actions by the Board outside of public meetings in groups that may constitute a quorum.

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- E. Pertinent Materials: The Director shall ensure that notices and informational materials pertinent to any agenda item for any Board meeting shall be distributed to Trustees, Board legal counsel and anyone with a written request of notification on file with the Board no later than 9 a.m. of the third working day before the meeting to ensure adequate time for review. In addition, pertinent materials shall also be posted on the Board of Trustees web site no later than 9 a.m. of the third working day before a scheduled meeting.
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  - New business
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  - Reports
    - Library Director's Report
    - Expenditures/Budget Report
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## Adjournment

- J. Rules of order: The Board of Trustees shall conduct all meetings in accordance with Robert’s Rules of Order as concerns any matters not addressed by these bylaws. The Board of Trustees will also seek advice from the Board legal counsel as appropriate.
- K. Committees: Committees shall be created as needed by the chair, shall have a specific purpose, shall report regularly as to progress in completing their charge, shall be subject to annual review as needed, and shall automatically dissolve upon the completion of their charge.
- L. Annual Bylaws Review: The bylaws herein can be revised as needed by a majority vote of the Board of Trustees. Any proposed revisions must be placed on an agenda and addressed in a public meeting in accordance with the Nevada Open Meeting Law. The bylaws shall be reviewed at least annually at the regular June meeting of the Board of Trustees.

DATED this 1<sup>st</sup> day of July, ~~2017~~2018

## WASHOE COUNTY LIBRARY BOARD OF TRUSTEES

~~Wendy Alderman~~, Chair

~~Zanny Marsh~~, Vice Chair

Wendy Alderman

Wayne Holland

Zanny Marsh

Ted Parkhill

Jean Stoess

~~Derek Wilson~~

These bylaws were presented to the Board on July ~~198~~, ~~2017~~8, and were adopted.

Wendy Alderman, Chair

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DATED this 1<sup>st</sup> day of July, 2018

WASHOE COUNTY LIBRARY BOARD OF TRUSTEES

\_\_\_\_\_, Chair

\_\_\_\_\_, Vice Chair

Wendy Alderman

Wayne Holland

Zanny Marsh

Ted Parkhill

Jean Stoess

These bylaws were presented to the Board on July 18, 2018, and were adopted.

\_\_\_\_\_  
\_\_\_\_\_, Chair

**WASHOE COUNTY LIBRARY  
BOARD OF TRUSTEES COMMITTEES / LIAISONS**

**2017/18**

**FRIENDS OF WASHOE  
COUNTY LIBRARY**

**Jean Stoess**

**PARTNERSHIP LIBRARY ADVISORY  
COMMITTEE**

**Wendy Alderman**

**WASHOE COUNTY LIBRARY  
BOARD OF TRUSTEES COMMITTEES / LIAISONS**

**2017/18**

**FRIENDS OF WASHOE  
COUNTY LIBRARY**

**Jean Stoess**

**PARTNERSHIP LIBRARY ADVISORY  
COMMITTEE**

**Wendy Alderman**

**TO:** Library Board of Trustees  
**FROM:** Andrea Tavener, Development and Public Information  
**RE:** Acknowledgment of Cash and Non-Cash Donations Received by the Library System Between April 1 and June 30, 2018  
**DATE:** July 18, 2018

**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 April 1, 2018 – June 30, 2018. The attached document identifies all cash donations and grants totaling \$14,953.57 and in-kind support.

**Recommendation:** Staff recommends that the Trustees accept the attached report and acknowledge the named library supporters for the fourth quarter of Fiscal Year 2017-2018.

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 April 1, 2018 through June 31, 2018.

Cash Donations: \$4,153.57

- Better World Books (\$438.57)
- Jo D Davison for Adult Materials (\$40.00)
- Engels and Medland (\$500.00)
- Friends of Washoe County Library/Second Hand Prose (578.00)
- Friends of Washoe County Library/Wine Walk (\$597.00)
- Christine Fuetsch, Dickson Realty (\$100.00)
- Martin & Paula Klosk through FWCL (\$100.00)
- Cecilia Royce (\$200.00)
- Second Baptist Church (\$500.00)
- Joan Sims (\$1,000.00)
- Maurine Williams – IMO Valerie Burkig (\$100.00)

GRANTS: \$ 10,800.00

- Commissioner Vaughan Hartung for STEAM @ Spanish Springs Library (\$1,000.00)
- Commissioner Bob Lucey for STEAM @ South Valleys Library (\$3,000.00)
- Kinder Morgan Foundation for Summer Reading Program (\$5,000.00)
- Andrew and Barbara Whyman (Book Page Subscription) (\$1,800.00)

Non-Cash Donations

- Jessica Bantham Thomsen – Family Estate Planning Series (Program)
- Dr. Reka Danko – Tahoe Talks Guest Expert (Program)
- Flume Trail Bikes, Max Jones – Fixit Clinic (Program)
- Stephanie Gibson – Nevada Humanities (Program)
- Heidi Howe – Washoe Speaks (Program)
- Marsy Kupfersmith – Older Americans Month Programs
- Ashley Medina – Melisande (Program)
- Patty Moen – Fixit Clinic (Program)
- New2U Computers – Fixit Clinic (Program)
- Olympic Bike Shop, Karl Rogne – Fixit Clinic (Program)
- Patagonia – Fixit Clinic (Program)
- Danica Pierce – Tahoe Talks Guest Expert (Program)
- James Popovich – Tahoe Talks Guest Expert (Program)
- Sound Vitality, Richard Lee – Fixit Clinic (Program)
- Steven Taitel – Fixit Clinic (Program)
- Upside Tidying, Jasmine Milligan Cividino – Fixit Clinic (Program)
- Kyle Waxman – Older Americans Month Programs
- Dr. Andrew Whyman – Tahoe Talks Guest Expert (Program)

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!



WASHOE COUNTY  
LIBRARY SYSTEM

# Washoe County Library System Strategic Plan Update

Apr-Jun 2018



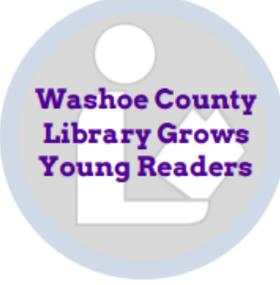
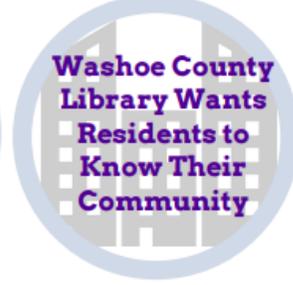
Connect

Gather

Explore



# Strategic Initiatives

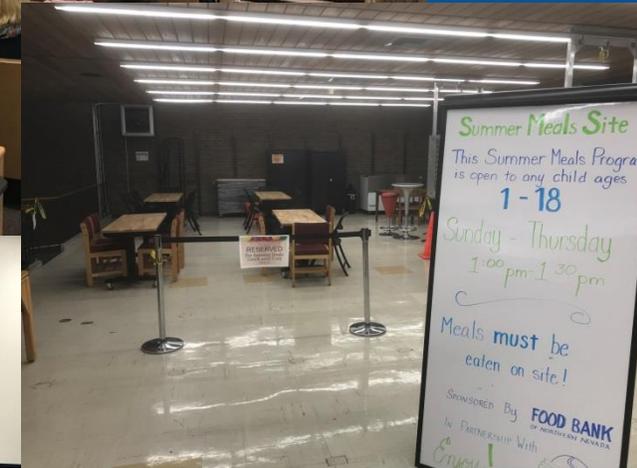
 <p><b>Washoe County Library is a Community Hub</b></p>	 <p><b>Washoe County Library Grows Young Readers</b></p>	 <p><b>Washoe County Library Provides Opportunities to Express Creativity</b></p>	 <p><b>Washoe County Library Wants Residents to Know Their Community</b></p>
<p>Washoe County Library System Provides:</p> <ul style="list-style-type: none"> <li>• Opportunities for Connection</li> <li>• Welcoming &amp; well-maintained spaces</li> <li>• A welcoming and safe environment</li> <li>• Meeting room space with relevant equipment &amp; resources</li> <li>• Dynamic spaces to maximize community access</li> </ul>	<p>Washoe County Library System:</p> <ul style="list-style-type: none"> <li>• Provides collections to support young readers</li> <li>• Encourages family support of early literacy</li> <li>• Builds a bridge to education from birth to school</li> <li>• Instills a love of reading &amp; learning</li> </ul>	<p>Washoe County Library System:</p> <ul style="list-style-type: none"> <li>• Provides access to creative experiences</li> <li>• Provides opportunities to experience 21st century skills</li> </ul>	<p>Washoe County Library System:</p> <ul style="list-style-type: none"> <li>• Is dedicated to growing a well-educated community</li> <li>• Is a trusted source for local information</li> </ul>
<p><b>Community Hub</b></p> 	<p><b>Growing Young Readers</b></p> 	<p><b>Express Creativity</b></p> 	<p><b>Know Your Community</b></p> 

# Community Hub

- **Better Market Meeting Room**
  - Meeting Room Fee removed Jan. 1, 2019
  - Will increase marketing efforts now and in January
- **Meeting Room Assessment**
  - Equipment Assessed and updated
  - Still Reviewing other tools (ex. Public Address System)
- **Teleconferencing Equipment in Meeting Rooms**
  - Reviewing for all meeting rooms
  - Need to review data ports for ease of use
- **Evaluate Meeting Room Policy**
  - Leadership Team/Policy Team reviewed and recommended to LBOT
  - Approved June 2018, effective January 2019
- **Review Before and After Hours Programs and Services (In Progress/Being Reviewed)**

# Grow Young Readers

- Foreign Language Children's Advisory (In progress/Review)
- Staff Reader's Advisory for Children
  - Completed at Staff In-Service Day/May 2018
- Summer Lunch Program
  - Completed Ongoing/Partnership with Northern Nevada Food Bank
- Reno Sparks Indian Colony Outreach
  - Report from Spanish Springs Library



# Grow Young Readers

- Reno Sparks Indian Colony Outreach
  - Report from Spanish Springs Library
  - Reno-Sparks Indian Colony (RSIC) is its own government and encompasses three tribes:
    - Paiute, Shoshone, and Washoe
  - Advances toward this initiative:
    - Hungry Valley Headstart outreach – continued
    - RSIC Headstart outreach – started
    - Pyramid Lake HS – started. Outreach, and programming with ArtEffects filming. This could use more help for future outreach and programming.
    - Natchez Elementary School – 1st grade outreach. NNLC has their Family Reading Program out there already.
    - RSIC – Maureen has attended meetings with the RSIC Tribal Council.



- Outreach events:
  - Hungry Valley Headstart:
    - 1/11/18: 1 outreach, 18 participants
    - Hungry Valley Headstart: 2/18/18:
      - 1 outreach, 18 participants
  - NNLC Family Reading Program is continuing at SS as a “Legacy Program”, and in outreach to Native Americans in our area. The RSCI and Hungry Valley sites are excellent for this program.
    - Hungry Valley Headstart: 3/8/18:
      - 1 outreach, 20 participants.
    - Reno Sparks Indian Colony (RSIC): 3/8/18:
      - 1 outreach, 42 participants. Maureen.
    - Hungry Valley Headstart:
      - 5/10/18: 1 outreach, 21 participants.
  - Reno Sparks Indian Colony (RSIC) - Literacy Night:
    - 5/10/18: 1 outreach, 42 participants.
  - Reno Sparks Indian Colony/Hungry Valley Summer Youth:
    - 6/13/18: 1 event, 26 participants.
  - Reno Sparks Indian Colony/Hungry Valley Summer Youth:
    - 6/27/18: 1 event, 15 participants.

# Express Creativity

- Evaluate, Retire, and Create New Idea Boxes (Completed March 2018)
- Maker Space Plan for QUAD (Downtown Reno Library's Fourth Floor Makerspace) (In Progress)
  - Market Space
  - Fundraise for space
  - Currently developing marketing and fundraising strategy
- New Idea Boxes
  - Idea Box Faire in March & Staff Day May 17
  - Fixit Clinics (ongoing)
- The Quad - Grand Opening
  - Planned opening on Educator Night
- Coding Events
  - Coding Basics for Kids
  - Coding Basics for Teens & Adults
  - Coding Ad Hoc Team and Coding Kits
- Virtual Reality headsets/Pilot Project
- 3D Printing / Coding at SS and IV

# Express Creativity

- Maker Services Team Accomplishments
- Creation of 8 New Idea Boxes
- Idea Box Fair, March 25th at Spanish Springs
- Idea Box Fair at Staff Day, May 17th
- Fixit Clinics
  - Incline Village Library on May 7th
  - Sparks Library on May 10th
- Coding
  - Coding Basics for Kids (4-week series)
  - Coding Basics for Teens & Adults
- Virtual Reality
  - Emerging Technology Early Adopter Program
  - Oculus Rift
  - HTC Vive
- The Quad
  - Grand Opening on Sunday, August 19, 10:45am



- New Idea Boxes
  - Duct Tape Creations
  - Bead On
  - Mini Gardens
  - Origami & Paper Art
  - Sound of Science
  - Mad Mattr®
  - Sew & Stitch, Wrap & Weave
  - Zip, Zap, Zing!

# Express Creativity

- **Training Needs**
  - Staff
  - Public
  - Seniors
  - Workforce
- **Conducted Survey using Survey Monkey during April, 2018**
  - 694 total responses
  - 459 online responses; 239 paper responses
  - Responses from 11 WCLS locations
  - Responses from Cold Springs, 9th Street, Sparks, and Sun Valley Senior Centers in addition to our public libraries
- **Takeaways**
  - Most respondents were 65 or older, with 2nd most in the 50-64 category
  - 60 minute classes were preferred
  - Afternoon classes preferred for most days
  - Most popular topics included: Microsoft Excel, Downloading eBooks/audiobooks, Genealogy, and Internet Safety
  - Reference Team Classes planned:
    - Downloading eBooks/audiobooks starts Fall
    - Planning classes on:
      - Microsoft Excel
      - Genealogy
      - Internet Safety
    - Launch New Classes January, 2019
  - Currently we offer formal classes at Sparks Library
  - Tech Cafes are offered at Downtown Reno, Sparks, Incline Village, and South Valleys Libraries

# Express Creativity

- Accessibility Assessment of Library Website (In Progress)
- Internet Speed Test (In progress)
- Track Wireless Sessions (In Progress)
- Centralize Staff Training (In Progress, much of staff training is already centralized by the county.)



# Upcoming

- Literacy Services as a referral/Adult/ Family/Early and keep resources updated
- Expand Tahoe Talks
- Expand UNR Extension Programs
- Curated list of Resources/ Washoe 311
- Review Volunteer Services Annually
- Review Marketing/ Branding of Library
- Promote Community Referrals to Resources via social media
- Mutual promotion of Community Events
- Washoe County Library System wants you to know series
- Ensure each library has adequate security. Review security incident and procedures annually to ensure a safe environment annually starting September 2018
- Create Regional Maker Network by July 2018.



WASHOE COUNTY  
LIBRARY SYSTEM

Thank you!

Connect

Gather

Explore



WASHOE COUNTY  
LIBRARY SYSTEM

## Update on Technology at WCLS July 2018

### Koha Upgrade to 17.11

The evening of July 11, Koha was upgraded, we had to clear our browser caches the next morning and were ready to go. This was a minor upgrade and bug fix.

### AMH

Our automated materials handling project for Sparks and South Valleys libraries got BCC approval July 10<sup>th</sup>.

### Copiers

We have a new contract for staff and public copiers with the Ray Morgan Company. We will have Canon copiers and have been able to add USB printing of PDFs and JPEG files, and scanning to a USB. All copiers will be installed by the end of July.

### Teleconferencing

The new Logitech teleconferencing equipment purchased for Incline Village Library was used for distance interviews and to attend a meeting remotely. The equipment worked so well that we ordered two more units to be used at other branches. The system is compact and can be easily transported to another location.



Nancy Keener  
Systems Librarian  
July 2018

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Tacchino Trust Expenditure Update  
**DATE:** July 18, 2018

**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.

For the month of June 2018, a total of \$2,356.47 was spent on furniture/fixtures for the Downtown Reno Library and \$372.67 spent on children's materials.

To date, Tacchino Trust funds spent for Downtown Reno Library remodel and Children's Materials \$62,270.12.

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

<b>FWCL ALLOCATION GIFT FUND BALANCES</b>						
<b>2017 Allotment</b>	<b>Technology (38%)</b>	<b>Materials (32%)</b>	<b>Programs (9%)</b>	<b>Marketing (7%)</b>	<b>Training (6%)</b>	<b>SRP Books (8%)</b>
	\$ 45,300.00	\$ 38,400.00	\$ 10,800.00	\$ 8,400.00	\$ 7,500.00	\$ 9,600.00
<b>Beginning Balance</b>						
<b>as of 6/1/18</b>	\$ 70,170.31	N/A	N/A	\$ 9,498.24	\$ 1,055.47	\$ 1,259.70
<b>EXPENDITURES</b>		Expenditures	Funding held/			
Books		done by	paid by FWCL			\$ 1,259.70
Program Supplies		Library	upon completion	\$ 976.20		
Collateral		Tech Services	of contracted			
Social Media/Subscriptions		included in	programs			
SWAG		materials				
Makerspace Supplies	\$ 4,643.74	below				
Operating Supplies						
Training					\$ 1,055.47	
Membership						
<b>Total Expenditures</b>	\$ 4,643.74			\$ 976.20	\$ 1,055.47	\$ 1,259.70
<b>Ending Balance</b>	\$ 65,526.57			\$ 8,522.04	\$ -	\$ -

<b>COORDINATORS / DEPARTMENT GIFT FUND BALANCES</b>				
	<b>Beginning Balance</b>	<b>Donations</b>	<b>Expenditures</b>	<b>Ending Balance</b>
	<b>as of 6/1/2018</b>			<b>as of 6/30/2018</b>
<b>Children's Coordinator</b>				
ERWIN	\$ 500.00			\$ 500.00
BENDER	\$ 557.74		\$ 557.74	\$ -
KINDER MORGAN	\$ 2,049.13		\$ 2,049.13	\$ -
Friends/Wine Walk	\$ -	\$ 597.00	\$ 88.34	\$ 508.66
<b>Children's Coord Totals:</b>	<b>\$ 3,106.87</b>	<b>\$ 597.00</b>	<b>\$ 2,695.21</b>	<b>\$ 1,008.66</b>
<b>Systems Office</b>	<b>\$ 136.44</b>	<b>\$ 2,500.00</b>		<b>\$ 2,636.44</b>
<b>Tech Services</b>	\$ 61.11			\$ 61.11
MATERIALS (INCLUDES FWCL)	\$ 72,259.61		\$ 53,351.45	\$ 18,908.16
GMAGS (PERIODICALS)	\$ 462.94			\$ 462.94
READING CAMPAIGN	\$ 48,591.68			\$ 48,591.68
<b>Tech Services Totals:</b>	<b>\$ 121,375.34</b>	<b>\$ -</b>	<b>\$ 53,351.45</b>	<b>\$ 68,023.89</b>
<b>Systemwide</b>	\$ 71.55			\$ 71.55
BOOK BAG SALES	\$ 568.00	\$ 68.00		\$ 636.00
DISTRICT 3	\$ 500.00			\$ 500.00
HEADPHONE SALES	\$ 317.00	\$ 85.00		\$ 402.00
FWCL HOLDING ACCT	\$ 773.12		\$ 44.73	\$ 728.39
INTEREST	\$ 13,911.11	\$ 1,420.90	\$ 18.20	\$ 15,313.81
TACCHINO	\$ 382,162.36		\$ 2,729.14	\$ 379,433.22
WHYMAN	\$ 1,800.00			\$ 1,800.00
<b>Systemwide Totals:</b>	<b>\$ 400,103.14</b>	<b>\$ 1,573.90</b>	<b>\$ 2,792.07</b>	<b>\$ 398,884.97</b>

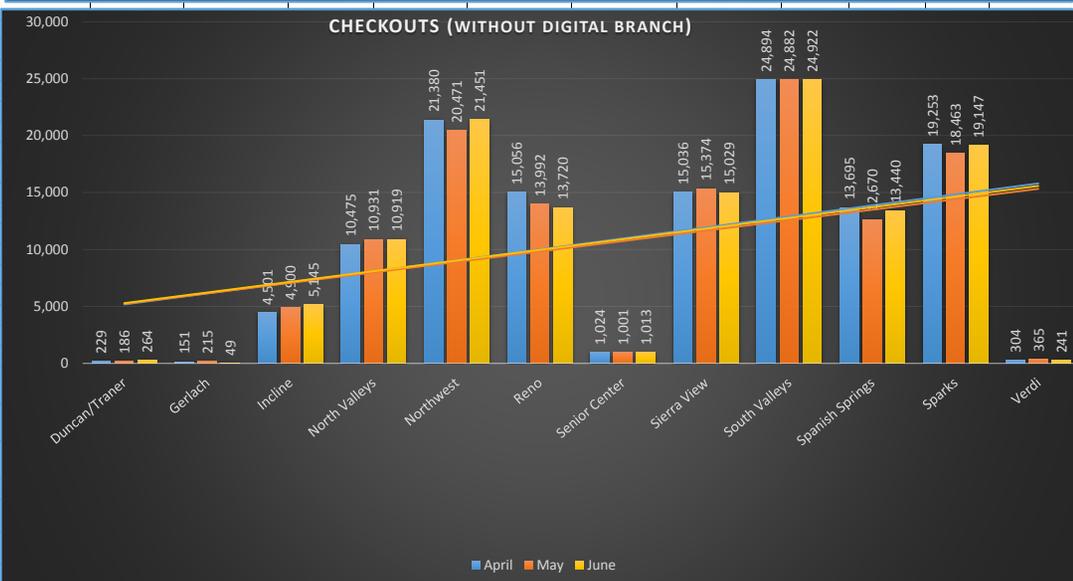
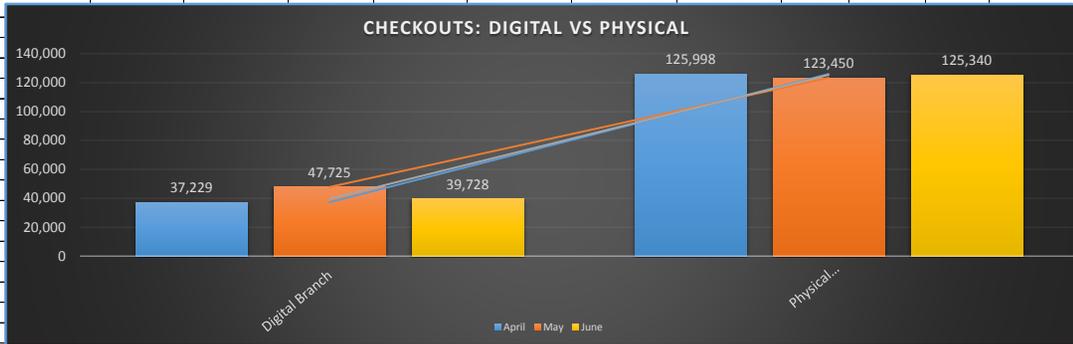
<b><u>BRANCH GIFT FUND TOTALS</u></b>					
	<b>Beginning Balance as of 6/1/2018</b>	<b>Donations</b>	<b>Expenditures</b>	<b>Ending Balance as of 6/30/2018</b>	
<b>DOWNTOWN RENO</b>					
UN-DESIGNATED	\$ 3,961.32	\$ 117.00	\$ 1,197.08	\$ 2,881.24	
BENNETT	\$ 3,039.91			\$ 3,039.91	
				\$ -	
<b>DUNCAN/TRANER</b>					
				\$ -	
UN-DESIGNATED	\$ 217.68	\$ 500.00	\$ 15.98	\$ 701.70	
BERKBIGLER	\$ 1,255.31			\$ 1,255.31	
<b>INCLINE VILLAGE</b>					
UN-DESIGNATED	\$ 4,241.85	\$ 662.29	\$ 1,127.12	\$ 3,777.02	
ROSENBERG	\$ 100.00			\$ 100.00	
FRIENDS ENDOWMENT	\$ 540.39		\$ 540.39	\$ -	
SMALLWOOD	\$ 3,673.51			\$ 3,673.51	
<b>NORTH VALLEYS</b>					
				\$ -	
UN-DESIGNATED	\$ 1,706.97	\$ 241.41	\$ 32.82	\$ 1,915.56	
FRIENDS ENDOWMENT	\$ 497.70		\$ 91.95	\$ 405.75	
<b>NORTHWEST RENO</b>					
				\$ -	
UN-DESIGNATED	\$ 4,380.43	\$ 101.00	\$ 1,627.33	\$ 2,854.10	
GALLERY	\$ 239.79			\$ 239.79	
<b>SENIOR CENTER</b>					
UN-DESIGNATED	\$ 20.21	\$ 20.00		\$ 40.21	



**Washoe County Library System  
Wants Residents to Know Their Community**



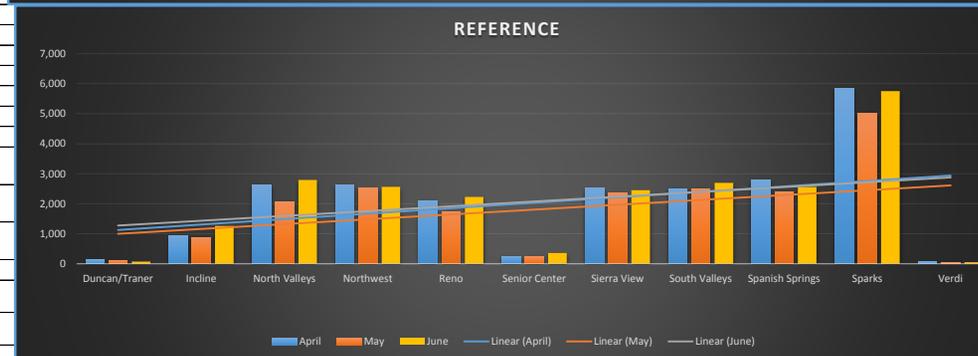
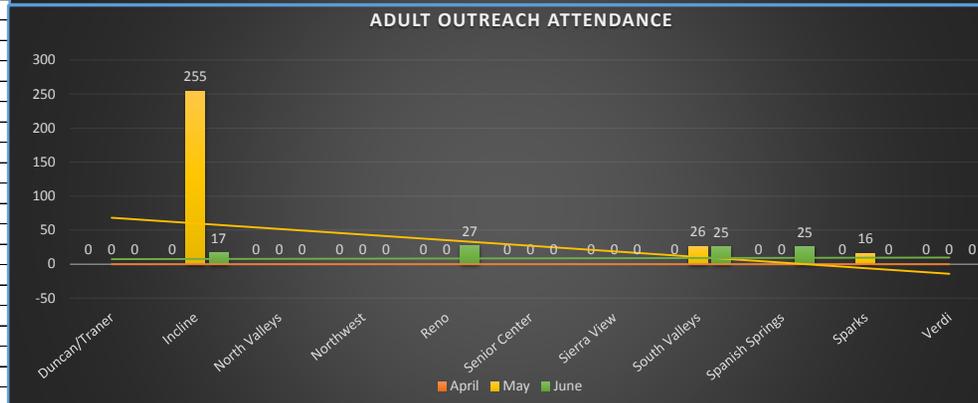
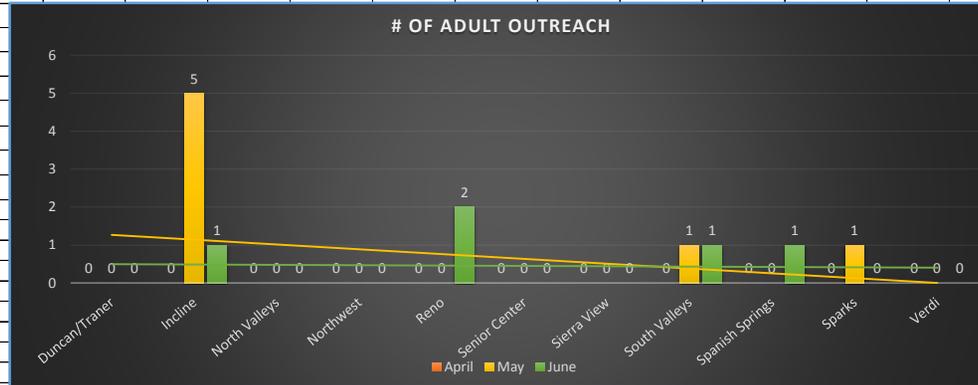
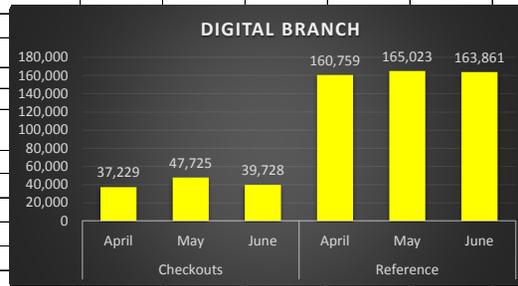
FY 17/18 Fourth Quarter BRANCH ACTIVITY	Checkouts			Reference			Digital Visits			# of Outreach Adult			Outreach Attendance Adult		
	April	May	June	April	May	June	April	May	June	April	May	June	April	May	June
	Digital Branch	37,229	47,725	39,728				160,759	165,023	163,861					
Duncan/Traner	229	186	264	152	120	75				0	0	0	0	0	0
Gerlach	151	215	49												
Incline	4,501	4,900	5,145	920	885	1,262				0	5	1	0	255	17
North Valleys	10,475	10,931	10,919	2,613	2,053	2,792				0	0	0	0	0	0
Northwest	21,380	20,471	21,451	2,618	2,541	2,567				0	0	0	0	0	0
Reno	15,056	13,992	13,720	2,100	1,733	2,228				0	0	2	0	0	27
Senior Center	1,024	1,001	1,013	255	238	359				0	0	0	0	0	0
Sierra View	15,036	15,374	15,029	2,533	2,348	2,451				0	0	0	0	0	0
South Valleys	24,894	24,882	24,922	2,481	2,488	2,695				0	1	1	0	26	25
Spanish Springs	13,695	12,670	13,440	2,782	2,386	2,561				0	0	1	0	0	25
Sparks	19,253	18,463	19,147	5,844	5,022	5,756				0	1	0	0	16	0
Verdi	304	365	241	68	35	54				0	0	0	0	0	0
<b>Total:</b>	<b>163,227</b>	<b>171,175</b>	<b>165,068</b>	<b>22,366</b>	<b>19,849</b>	<b>22,800</b>	<b>160,759</b>	<b>165,023</b>	<b>163,861</b>	<b>0</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>297</b>	<b>94</b>
Physical checkouts	125,998	123,450	125,340												



Note: Digital Branch includes ebooks, audiobooks, magazine checkouts

Duncan Traner & Verdi reflect public hours only

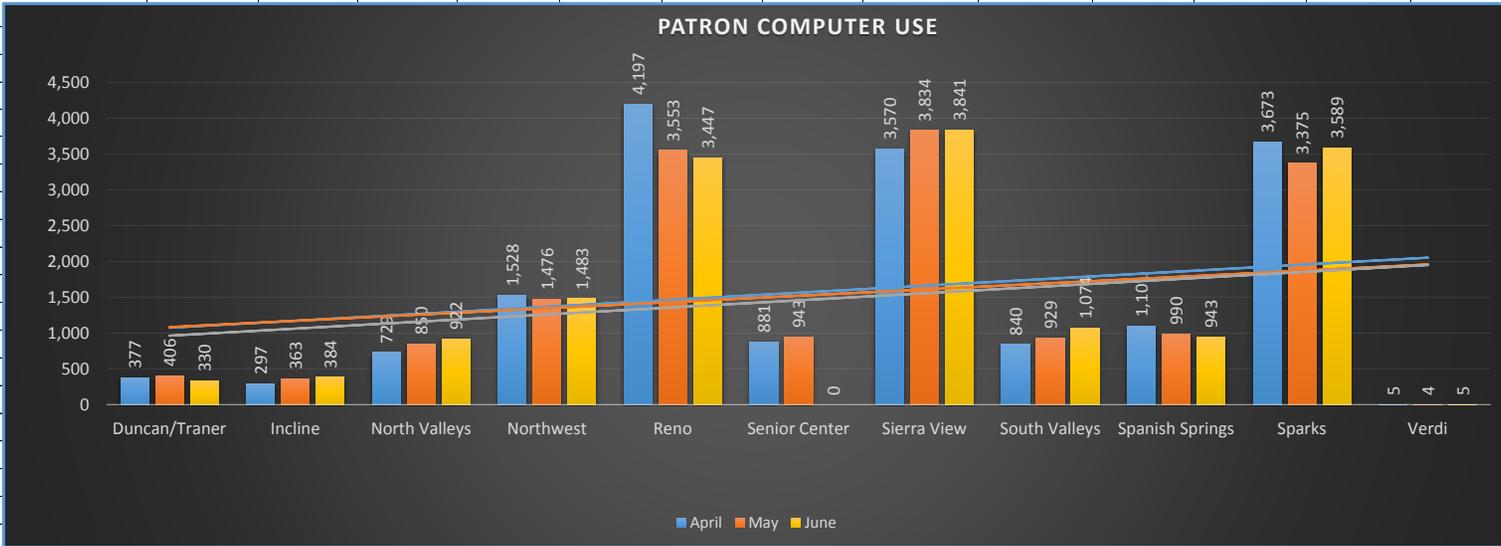
Gerlach reflects both public and school hours



# Washoe County Library System is a Community Hub



FY 17/18 Fourth Quarter BRANCH ACTIVITY	Patron Computer Use			Library Visits			# of Programs			Program Attendance		
	April	May	June	April	May	June	Adult			Adult		
							April	May	June	April	May	June
Digital Branch												
Duncan/Traner	377	406	330	0	0	0	0	0	0	0	0	0
Gerlach				104	105	24						
Incline	297	363	384	0	0	0	6	8	5	51	264	51
North Valleys	729	850	922	9,155	9,507	9,169	2	4	3	30	61	29
Northwest	1,528	1,476	1,483	0	0	0	9	11	7	142	158	88
Reno	4,197	3,553	3,447	0	0	0	6	7	7	52	45	52
Senior Center	881	943	0	3,408	0	3,014	0	10	4	0	36	18
Sierra View	3,570	3,834	3,841	0	0	0	9	13	5	409	351	40
South Valleys	840	929	1,074	0	0	0	11	12	8	182	210	175
Spanish Springs	1,101	990	943	8,514	8,482	8,589	10	12	10	153	135	139
Sparks	3,673	3,375	3,589	0	0	0	11	18	11	80	162	72
Verdi	5	4	5	333	431	262	0	0	0	0	0	0
<b>Total:</b>	<b>17,198</b>	<b>16,723</b>	<b>16,018</b>	<b>21,514</b>	<b>18,525</b>	<b>21,058</b>	<b>64</b>	<b>95</b>	<b>60</b>	<b>1,099</b>	<b>1,422</b>	<b>664</b>

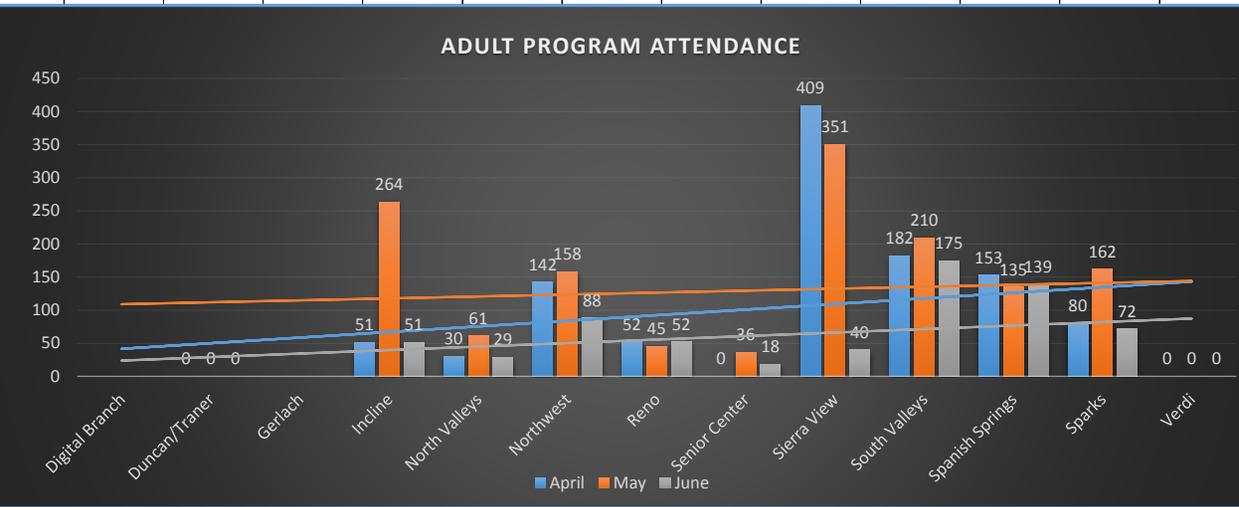
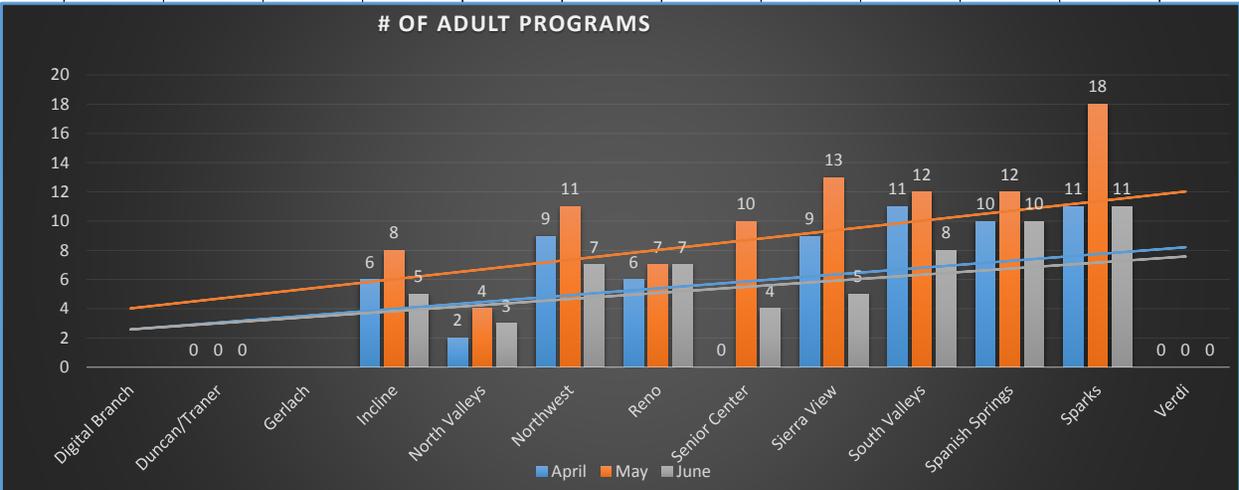


Note: Digital Branch includes ebooks, audiobooks, magazine checkouts

Duncan Traner & Verdi reflect public hours only

Gerlach reflects both public and school hours

**NOTE: Due to issues with the new gates, counts for Library Visits are either not available or are inaccurate (except for Gerlach)**



Washoe County Library System Grows Young Readers												
												
FY 17/18 Fourth Quarter	# of Youth Programs			Youth Program Attendance			# of Youth Outreach			Youth Outreach Attendance		
BRANCH ACTIVITY	April	May	June	April	May	June	April	May	June	April	May	June
Digital Branch												
Duncan/Traner	0	0	0	0	0	0	0	0	0	0	0	0
Gerlach												
Incline	18	15	16	357	264	347	4	5	2	62	55	29
North Valleys	33	37	36	747	1,022	1,014	3	4	3	79	386	63
Northwest	25	27	20	1,147	1,106	1,169	0	3	1	0	162	78
Reno	15	6	21	176	62	366	0	0	0	0	0	0
Senior Center												
Sierra View	20	33	37	332	492	401	5	10	11	158	317	71
South Valleys	28	34	35	1,092	1,125	1,430	0	2	4	0	45	152
Spanish Springs	22	26	16	810	1,069	665	0	4	3	0	154	234
Sparks	36	27	37	756	544	1,186	2	2	1	228	97	140
Verdi	7	0	5	110	0	363	0	0	0	0	0	0
<b>Total:</b>	<b>204</b>	<b>205</b>	<b>223</b>	<b>5,527</b>	<b>5,684</b>	<b>6,941</b>	<b>14</b>	<b>30</b>	<b>25</b>	<b>527</b>	<b>1,216</b>	<b>767</b>
Administration Outreach										2	0	0

