



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, JANUARY 15, 2020  
4:00 P.M.**

**Sparks Library  
1125 12<sup>th</sup> Street  
Sparks, NV 89431**

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

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Administration  
301 South Center Street  
P.O. Box 2151, Reno, Nevada 89505  
(775) 327-8341  
[www.washoecountylibrary.us](http://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 November 20, 2019
- 4) Old Business
  - a. *For Possible Action:* Approval of Letter Drafted by Trustee Ghilieri to Petition Against MacMillan Publishers for the Embargo on EBooks for Libraries and Authorize Chair Person to Sign the Same on Behalf of the Board
- 5) New Business
  - a. *Informational:* Presentation on Community Court by the Honorable Judge Tammy Riggs
  - b. *Informational:* Proclamation to Thank Commissioner Hartung for \$2,500 Donation Towards Improvement of Spanish Springs Library
  - c. *For Possible Action:* 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
  - d. *For Possible Action:* 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
- 6) Reports
  - a. Library Director's Update
  - b. Monthly Technology Update
  - c. Youth Services and Library Events Report
  - d. Maker Services Presentation
  - e. Reference, Training, and Technology Team Presentation
  - f. Tacchino Expenditure Update
  - g. 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 TRUSTEES MEETING MINUTES**  
**WEDNESDAY, NOVEMBER 20, 2019**  
**4:00 P.M.**

**The Board met in regular session at the North Valleys Library 1075 North Hills Blvd, Reno, NV 89506**

Chair Holland called the meeting to order at 4:01 pm.

**1) ROLL CALL**

Board Members Present: Amy Ghilieri, Wayne Holland, Zanny Marsh (via phone), and Jean Stoess

Board Members Absent: Ted Parkhill

County Staff Present: District Attorney Herb Kaplan

Public Present: Louise Souffront

**2) PUBLIC COMMENT**

Patron Louise Souffront stated she appreciated the Board holding the meeting at the North Valleys Library location and she would like the Board to announce their position as well as stating their name during roll call. She informed the Board that she had a comment regarding the new brochures. She requested that future brochures include a calendar like item or color-coded icon feature on the daily entry pages that would visually inform people of the type or program and location (library). She clarified that pages with dates would have small icons included for a clue to other activities happening. She noted she was willing to make contact with the individual or group who creates the brochures for more clarification.

**3) APPROVAL OF MEETING MINUTES**

**a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF OCTOBER 16, 2019**

On motion by Trustee Stoess, seconded by Trustee Ghilieri, the Board approved the meeting minutes for the October 16, 2019 meeting. All in favor, none opposed.

**4) OLD BUSINESS**

**a. KNITTING AND CROCHET GROUPS UPDATE**

Chair Holland, speaking to the Trustees and any Knitting and Crochet Group volunteers in the audience, stated that he had communicated with Ann White of the Knitting and Crochet Group and only needed to follow-up with the Northwest Reno Branch Manager and Director Scott before getting back to Ms. White about her request if it was feasible or not. He said that Ms. White seemed to understand the space issue in the Explorer brochures in conjunction with the printing costs that resulted in volunteer run programs not being included in the second and subsequent brochures printed.

5) **NEW BUSINESS**a. **WASHOE COUNTY LIBRARY SECURITY REPORT BY WASHOE COUNTY SECURITY ADMINISTRATOR BEN WEST**

Director Scott introduced Washoe County Security Administrator Ben West.

Mr. West stated he has been working with the Library System on a number of items. He said he has reached out to the branches and will be doing security reviews to help identify ways to increase security, hoping to have them done by the end of February. He stated he will also begin to offer training to the Library. Some of this training will help provide more information on what we have and how we can work with groups like the First Amendment Auditors and Sovereign Citizens, who are groups that do not believe societal norms or rules apply to them. He noted that he had been added as a recipient to the Library Systems Incident reporting software to receive regular reports incidents occur. He also noted that they have added a permanent officer from Allied Universal to cover open hours at the Downtown Reno Library on Saturdays and Sundays. He said that the new officer should start this weekend and will help by providing the same face every weekend. He stated that they had added a daytime patrol position to patrol around the County including the library branches two weeks ago.

Upon questioning by Trustee Stoess, Mr. West explained that the First Amendment auditors (sovereign citizens) are a group who are loosely affiliated, without a centralized membership that have issues with federal, and sometimes local, authorities and do not want to follow the rules of society. He said they do not wear uniforms as they consider themselves sovereign from everything.

b. **ACKNOWLEDGEMENT OF 4<sup>TH</sup> QUARTER FISCAL YEAR 2018/19 CASH AND NON-CASH DONATIONS RECEIVED BY THE LIBRARY SYSTEM BETWEEN APRIL 1 AND JUNE 30, 2019 FOR A COMBINED TOTAL OF \$3,568**

Director Scott noted the fourth quarter Donation report for FY2018/19 is followed by the first quarter Donation report for FY2019/20. These reports note monetary donations and programming time donations for the last 6 months and noted the Library System appreciates the financial support.

Board comment included notation of many accumulated donations for Incline Village Library and a question if the Library System has an emblem noting support for Washoe County Library System similar to Kiwanis to enhance a visual throughout the community. Director Scott stated we could make one through the Quad.

On motion by Trustee Ghilieri, seconded by Vice Chair Marsh, the Board acknowledged the 4<sup>th</sup> quarter donation report and the listed supporters. All in favor, none opposed.

c. **ACKNOWLEDGEMENT OF 1<sup>ST</sup> QUARTER FISCAL YEAR 2019/20 CASH AND NON-CASH DONATIONS RECEIVED BY THE LIBRARY SYSTEM BETWEEN JULY 1 AND SEPTEMBER 30, 2019 FOR A COMBINED TOTAL OF \$1,630**

On motion by Trustee Stoess, seconded by Vice Chair Marsh, the Board acknowledged the 1<sup>st</sup> quarter donation report and the listed supporters. All in favor, none opposed.

d. **APPROVAL OF LETTER DRAFTED BY TRUSTEE GHILIERI TO PETITION AGAINST MACMILLAN PUBLISHERS FOR THE EMBARGO ON EBOOKS FOR LIBRARIES**

Trustee Ghilieri provided a paper copy of her draft to each Trustee. She noted that she found an error and welcomes any input or changes. She stated that it is styled towards an audience of local patrons and that it is about 50 words more than allowed for the opinion page of the Reno Gazette Journal.

This agenda item was tabled until the next meeting as the letter had not been provided ahead of time and there were questions regarding how the Trustees would be able to provide input while following action direction from the posted agenda item verbiage.

Legal Counsel Herb Kaplan informed the Board that, based upon the action posted in the agenda; the Trustees could each contact Trustee Ghilieri individually to provide feedback for approval at the next Board meeting.

e. **PRESENTATION OF SPECIAL RECOGNITION CERTIFICATES TO BRANCH MANAGERS HOSTING SUMMER LUNCH PROGRAM**

Director Scott invited Branch Managers Jonnica Bowen, Brenda Owens and Corinne Dickman along with Librarian Mela Garcia (standing in for Sierra View Branch Manager Sarah Jaeck) to be recognized for the role their branch played in Summer Break Lunch Program. All of them received special recognition and congressional recognition for their efforts.

North Valleys Manager Jonnica Bowen asked Librarian Theresa Trainer and Library Assistant Harriet Clarke to come up and recognized her staff who supported and took part in the program.

Although her staff were not in attendance, Downtown Reno Manager Brenda Owens recognized Librarian Kristen Ryan and Library Assistant Emily Giles for their support and role in the program at Downtown Reno Library.

Sparks Manager Corinne Dickman stated it is a team effort and valuable to the community.

Sierra View Librarian Mela Garcia reiterated it is a team effort as Sierra View serves at the Sierra View Library, as well as Duncan-Traner Library, and stated the Duncan-Traner kids really benefit from the program.

Director Scott presented both Washoe Impact Award Trophies awarded to the Washoe County Library System in the last two years to the Trustees and explained how the acknowledged programs resulted in an award and how the community benefitted from the program.

6) **REPORTS**

a. **LIBRARY DIRECTOR'S ANNUAL REPORT**

Director Scott provided a PowerPoint presentation submitted in Board packet to the Trustees.

**b. NORTH VALLEYS LIBRARY REPORT**

Branch Manager Jonnica Bowen provided a PowerPoint presentation submitted in the Board packet to the Trustees. The PowerPoint and oral presentation detailed the partnership between the North Valleys Library and Sierra Nevada Job Corps and the services provided and benefit gained during the outreaches. She introduced her Library Assistant III Pam Larsen, who co-facilitates outreaches to Sierra Nevada Job Corps.

**c. COLLECTIONS UPDATE**

Collections Manager Debi Stears provided a PowerPoint presentation submitted in the Board packet to the Trustees.

She noted the large amount of information provided and explained the data and what it means in the slides provided. She stated that the next report will include a comparison of the total circulation with Overdrive included and one without Overdrive included.

Trustee Holland noted that this report is scheduled for presentation every other month in the Board Task Report, and that he was okay with regular updates at Ms. Stears discretion, just requesting that she keeps them advised.

**d. YOUTH SERVICES AND LIBRARY EVENTS REPORT**

Youth Services and Library Events Manager Beate Weinert and Librarian Judy Hansen provided a PowerPoint presentation submitted in the Board packet to the Trustees.

Ms. Weinert acknowledged Friends of Washoe County Library (FWCL) informing the Board that 9% of the annual allocation to Washoe County Library goes to Programs and 8% to books.

Chair Holland acknowledged FWCL as an outstanding organization.

**e. TACCHINO EXPENDITURE UPDATE**

Director Scott noted no expenditures for the Tacchino Trust for the last month.

**f. QUARTERLY FINANCIAL REPORT**

Director Scott noted nothing stands out in the quarterly report and that gift funds bottom line remains at around \$600,000 at this time.

Upon questioning by Chair Holland, Director Scott stated that the branches have the ability to spend branch gift funds as they see fit and that some branches elect to roll it over for large purchases

**g. QUARTERLY STATISTICAL REPORT**

Director Scott noted the pattern is typical to see some drop off in circulation between the Summer Reading Program and when the kids start back to school.

**h. BOARD TASK REPORT**

Vice Chair Marsh stated she had been in touch with Legal Counsel Herb Kaplan in an effort to make the Director Evaluation process as equitable as possible, similar to the Health District.

She said she would be requesting that information. She also requested another Trustee to work with her and Mr. Kaplan due to Trustee Parkhill's current circumstances not allowing him to take part. Chair Holland stated he would like to work with her. The Director Evaluation agenda item has been tabled for another month or to next meeting as a new agenda item.

#### 7) **STAFF ANNOUNCEMENTS**

Development Officer and PIO Andrea Tavener made the following announcements:

- Thanked the members of the Marcom and Explorers Teams who put the Explorer booklets together. She noted that the Library has changed the manner in which sponsors were acknowledged, additionally recognizing Friends of Washoe County Library, and Jennifer and Gary Lee for their generous donation.
- Informed the Board the Library System launched the 4th annual Give the Gift of Reading campaign and will run through December 31, 2019.
- Stated that the Library System would be participating in the Sparks Hometown Parade on Saturday, December 7, 2019. She thanked Downtown Reno Jena Molina and Tyna Sloan, who worked off desk time to prepare the parade carts.

Branch Manager Jonnica Bowen invited the Trustees to join the North Valleys staff at the Reno Stead Airport on December 14, 2019 to welcome Santa who was flying in at 10 am.

#### 8) **PUBLIC COMMENT**

None

#### 9) **BOARD COMMENT**

Chair Holland noted the Community Court at the Downtown Reno Library is a great program and advised the Trustees there would be an open house on December 4, 2019 if they were interested in seeing it.

Chair Holland informed the Library System they were doing a great job with Maker Newsletters and email, providing great visibility.

#### 10) **ADJOURNMENT**

Chair Holland adjourned the meeting at 5:38 pm.

Public libraries are facing yet another hurdle. MacMillan, one of the big-five publishers, has placed an embargo on libraries for ebook purchases. Ebooks are books that readers can access and read via the internet. This means that the wait list for that bestseller you put on hold will be much longer.

Over the past few years, ebook acquisitions have changed dramatically. We might think of these changes as occurring in three distinct phases:

Initially, libraries could purchase multiple copies of ebooks and have access to those titles forever. The purchase price was approximately \$84 per copy.

Later, libraries could purchase multiple copies at a lower initial cost, but lost access to the title after two years. At that time, they would have to repurchase a title, dependent on current interest in the book. This system was good in that patrons could have access to the new title within a reasonable amount of time. The downside was that only continually popular titles would be repurchased, causing an issue for authors with moderate popularity. This shift has fundamentally changed the kinds of books being offered to library patrons, giving priority to popularity without consideration of quality.

Now we are in a situation in which libraries are either prohibited from purchasing any copies of an ebook for the first eight weeks following release or select libraries can only purchase one copy.

There are a number of implications for libraries in these changing policies. Initially, patrons will either have to wait unreasonable amounts of time to check out an ebook or purchase a copy of their own, which creates a fundamental inequity among readers. This system further marginalizes already disadvantaged members of our community, most notably those who could not otherwise afford to purchase a copy of a title. It further disadvantages those with disabilities because ebooks are adaptable for use by those with visual impairment, learning issues, dyslexia, and fine motor limitations. This limitation directly contradicts the mission of public libraries to serve patrons of all demographics and income brackets. As libraries pay three to four times what an individual reader would pay for a title, the argument that publishers are not gaining adequate return is unreasonable. Additionally, these titles often appear on discount ebook websites for as little as \$.99, further negating the argument that libraries unfairly undermine the income potential for publishers.

The long-term consequences of these changes are equally concerning. Under this system it is likely that only blockbuster books will be held by libraries in ebook form. This will fundamentally limit access to a wide assortment of reading material for library patrons. So frequently what is popular is not necessarily what a generation would select to represent itself.

According to Debi Stears, Collection Development Manager for the Washoe County Library System, "Last year 16,870 Washoe County residents checked out 489,642 ebooks and downloadable audiobooks from our collection. We now check out more adult fiction titles electronically than from the shelves of all our branches combined. This year almost 42% of our materials budget will go towards the purchase of licenses for ebooks. Just a few years ago those licenses were permanent, and we could continue to lend out those titles year after year. Publishers are now offering temporary licenses, typically expiring after two years. As

licenses expire we will face difficult choices about which expired titles we will be able to renew.”

To illustrate this issue, consider a problem currently being faced by the library. At this time there are 107 holds for Nora Roberts’s new book, *Rise of Magicks*. The library was allowed to purchase only one copy. At this rate, only a few patrons will be able to read for the first eight weeks.

If you are as concerned about this issue as we are, I urge you to make your voices heard. Go to [www.ebooksforall.org](http://www.ebooksforall.org), sign the petition, and let publishers know that you value equitable distribution of reading materials for all readers.

Sincerely,

Amy Ghilieri, on behalf of the Washoe County Library Board of Trustees

## ***PROCLAMATION***

***WHEREAS***, the Washoe County Library System has provided library service since 1904 with generous support from Washoe County; and

***WHEREAS***, Washoe County Commissioners are allocated Special District Funds with every Commissioner having donated funds in the last five years; and

***WHEREAS***, Washoe County Commissioner Vaughn Hartung has donated \$2,500 of his Special District Funds to the Spanish Springs Library for improvements to the library interior; and

***NOW THEREFORE, BE IT RESOLVED*** that the Library Board of Trustees for the Washoe County Library System thanks Commissioner Hartung for his generous donation to improve the Spanish Springs Library for today and future generations.

ADOPTED this 15th day of January, 2020.

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Wayne Holland, Library Board Chair

**TO:** Washoe County Library Board

**FROM:** Debi Stears, Collection Manager

**RE:** 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

**DATE:** January 15, 2020

#### **Budget Standards**

The Nevada Library and Archives sets minimum public library standards for the state. Item 7 of the Minimum Public Library State Standards specifically addresses budget allocation for materials.

The Library Board of Trustees shall select from one of three listed options as a means by which to validate and document the library's efforts to maintain a collection appropriate to community needs. The option selected by a jurisdiction may be revised each year.

- Option I: Meet or exceed at 90% - The five-year average of amounts spent on collections.
- Option II: Meet or exceed at 30% - Amount spent on collections divided by Total Services
- Option III: Meet or exceed at 10% - Adjusted total operating budget divided by collection budget

For Washoe County Library System the state standards for the 2019/20 are:

- Option I Minimum = \$861,960.00
- Option II Minimum = \$717,563.44
- Option III Minimum = \$1,285,755.99

At the August 2015 Library Board of Trustees meeting, the Board set a goal that by FY2017/18 we would meet the 10% minimum established in Option III. We have not been able to reach that goal, but the table below demonstrates Director Scott's dedication to increasing the materials budget each year. Director Scott anticipates that he will be able to allocate an additional \$30,000 to the materials collection next year, which will put us over the \$1,000,000 mark, a significant milestone in building a collection to meet the needs and interests of our community. Even with increases through our special property tax, we will be unable to meet the 10% match without a significant increase from Washoe County. Our recommendation is to select Option I.

<i>Fiscal Year</i>	<i>Adjusted Total Budget</i>	<i>Materials Budget</i>	<i>Percentage</i>
FY12-13	\$ 9,873,273.00	\$530,450.00	5.4%
FY13-14	\$ 9,797,314.00	\$636,000.00	6.5%
FY14-15	\$ 9,895,527.00	\$645,320.00	6.5%
FY15-16	\$10,937,279.00	\$860,320.00	7.9%
FY16-17	\$11,807,964.00	\$884,720.00	7.5%
FY17-18	\$12,460,440.23	\$934,720.00	7.5%
FY18-19	\$11,991,825.78	\$984,720.00	8.2%
FY19-20	\$12,857,559.90	\$1,017,970.00	7.9%

**Recommendation and Suggested Motion:** Approve recommendation and select Option I as described in this staff report.

**TO:** Washoe County Library Board

**FROM:** Jeff Scott, Library Director

**RE:** Approval of Fines, Fees and Charges Policy to Removing Verbiage for Items Damaged Beyond Repair, Removal of Charges for Formats/Items No Longer Carried and Clarifying Up to Two Renewal for Items Checked Out To Be Effective February 1, 2020

**DATE:** January 15, 2020

**Background:** The implementation of automated materials handling necessitates a change in procedure to keep the user experience friction free by not punitively assessing fees as a cost of doing business. Ultimately it saves staff time in all-around materials handling; no adding notes to cards, following up/contacting patrons for damaged items, no mending, etc. These changes will create a consistent positive user experience throughout the system.

The Policy Review and Leadership Teams recommend approval to the revisions completed to the Fines, Fees and Charges Policy. Changes noted are:

- Removed “materials damaged beyond repair” verbiage
- Clarified cardholder checkouts include up to two renewals
- Clarified patrons do not pay twice for same item
- Removed charge information for formats/items no longer carried or provided

**Recommendation and Suggested Motion:** Approve the Fines, Fees and Charges Policy, effective February 1, 2020.



## FINES, FEES AND CHARGES POLICY

The Washoe County Library Board of Trustees reaffirms its intention to carry out and fulfill the duties and obligations imposed upon all library boards under Chapter 379 of the Nevada Revised Statutes.

It is the policy of the Library Board, through the library administration and staff, to protect and secure, by whatever lawful means necessary, the property and materials entrusted to it for preservation, research or loan to the general public the Washoe County Library System serves. Following is a list of fines and fees that may be imposed pursuant to NRS Chapter 379.

All patrons will be held responsible for lost materials ~~or materials damaged beyond repair~~. All charges listed herein are subject to periodic review.

### Overdue Library Material Fines

Patrons owing \$10.00 or more in overdue fines cannot check out any library materials, except by special arrangements with a Library supervisor. Fines accrue on days the library is closed.

STANDARD ADULT library cardholders: 25 cents per day per item. Includes up to two renewals. Maximum fine per item will not exceed replacement cost.

STANDARD JUVENILE library cardholders: (Age 17 and younger) No fines will accrue on books, magazines, and audiobooks checked out to a minor library cardholder. 10 cents per day per item for all other materials, including DVDs, Blu-Rays, and music CDs. Includes up to two renewals. Maximum fine per item will not exceed replacement cost.

NON COUNTY RESIDENT: 25 cents per day per item. Includes up to two renewals. Maximum fine per item will not exceed replacement cost.

EDUCATOR CARDHOLDERS: No fines will accrue on books, magazines, and audiobooks. 25 cents per day per item for all other materials, including DVDs, Blu-Rays, and music CDs. Includes up to two renewals. Maximum fine per item will not exceed replacement cost.

CONDITIONAL LIBRARY CARDHOLDER: 25 cents per day per item. Includes up to two renewals. Maximum fine per item will not exceed replacement cost.

### Lost Materials ~~and Materials Damaged Beyond Repair~~

'Lost materials' are items that have been overdue for 54 days.

~~'Materials damaged beyond repair' are those items that cannot be returned to circulation.~~

Patrons with lost library items cannot check out any library materials, except by special arrangement with a library supervisor.

The actual cost of the material or a default cost for the material as indicated on the list below is charged as a replacement charge for lost items. ~~items or materials damaged beyond repair.~~

If the item is not returned, the patron owes the replacement charge.

- ~~If the item is damaged beyond repair, the patron owes the replacement charge.~~
- If the lost item is returned, the patron owes any applicable overdue fines. (Patrons will pay EITHER a replacement charge OR overdue fines for the same item)
- If a patron pays the replacement charge and later returns the “lost” item to the library, no refund is given. The patron may keep the book or donate it to the library.

### Library Fees

External storage device	\$ 2.00 above cost
Headphone purchase	\$ 2.00 above cost
Print fees	\$ .25 per page
Includes printing of received faxes	

### Default Replacement Charges

These default charges are incurred when the purchase price of an item is not available through library records.

Audiobook set	\$40.00
CD (music)	\$15.00
CD set (music)	\$40.00
DVD/Blu-ray	\$25.00
DVD/Blu-ray set	\$40.00
Magazine	\$ 3.00
Hard cover book	\$25.00
Paperback	\$10.00
Read-along	\$10.00
Reference material	\$50.00
<del>Vertical file material</del>	<del>\$ 5.00</del>

#### **Other replacement charges:**

<del>Audio-Video case</del>	<del>\$ 1.00</del>
<del>Computer lock</del>	<del>\$35.00</del>
<del>Other Locks</del>	<del>\$ 5.00</del>
<del>Engravers/etching tool</del>	<del>\$20.00</del>
<del>Missing pieces</del>	<del>\$ 1.00 (i.e., inserts, barcodes, labels)</del>

**Fines, fees and charges may be adjusted by the branch manager or her/his designee.**

APPROVED: February 15, 2006  
REVISED: June 21, 2012  
REVISED: August, 21, 2014  
REVISED: October 16, 204  
REVISED: December 8, 2016  
REVISED: September 20, 2018  
REVISED: February 1, 2020



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### **Lost Materials**

'Lost materials' are items that have been overdue for 54 days.

Patrons with lost library items cannot check out any library materials, except by special arrangement with a library supervisor.

The actual cost of the material or a default cost for the material as indicated on the list below is charged as a replacement charge for lost items. If the item is not returned, the patron owes the replacement charge.

- If the lost item is returned, the patron owes any applicable overdue fines. (Patrons will pay EITHER a replacement charge OR overdue fines for the same item)
- If a patron pays the replacement charge and later returns the “lost” item to the library, no refund is given. The patron may keep the book or donate it to the library.

### Library Fees

External storage device	\$ 2.00 above cost
Headphone purchase	\$ 2.00 above cost
Print fees	\$ .25 per page
Includes printing of received faxes	

### Default Replacement Charges

These default charges are incurred when the purchase price of an item is not available through library records.

Audiobook set	\$40.00
CD (music)	\$15.00
CD set (music)	\$40.00
DVD/Blu-ray	\$25.00
DVD/Blu-ray set	\$40.00
Magazine	\$ 3.00
Hard cover book	\$25.00
Paperback	\$10.00
Read-along	\$10.00
Reference material	\$50.00

**Fines, fees and charges may be adjusted by the branch manager or her/his designee.**

APPROVED: February 15, 2006  
 REVISED: June 21, 2012  
 REVISED: August, 21, 2014  
 REVISED: October 16, 204  
 REVISED: December 8, 2016  
 REVISED: September 20, 2018  
 REVISED: February 1, 2020

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Library Director's Update  
**DATE:** January 15, 2020

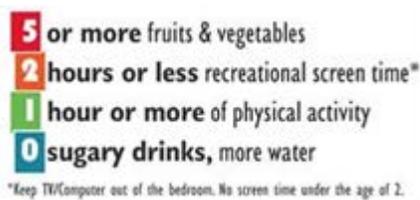
### **December 12 - In-Service Staff Training**

December 12th In-Service was very educational. Staff launched two initiatives:

- Healthy Washoe 5210 and
- TEAM (Together Everyone Achieves More)

**Healthy Washoe 5210** launched by our Library Team led by Stephanie Church

- 5 or more Fruits and Vegetables
- 2 hours or less of recreational screen time
- 1 hour or more of physical activity
- 0 sugary drinks, more water



The team plans a competitive component between branches and the rest of the county. More information will be forthcoming

**TEAM** is a cross training programs put together by the Managing Librarians. Library staff will have opportunity to work in another branch, work in another library division, and experience other aspects of the library.

**Training programs** included:

- Upcoming Census (completely digital, will need a computer with internet access for the Complete Count)
- KOHA Refresh with the new SHLOCCIT program (Shelving LOCation Code Item Type)
- Reference Technology Training on the new Office 365 (County recently upgraded)

### **Automated Materials Hander Scheduled for Install February 1st**

Policy in board packet makes adjustment in process to accommodate AMH process.

### **Capital Improvement Project Proposals Submitted**

- Ask for Carpet at Northwest and Sparks Libraries to complete Tacchino Renovations
- Ask for new North Valleys Library

**February Caucusing @ Your Library**

Washoe County Library System will host some of the Democratic Caucusing sites in mid-February. This article from the Nevada Independent explains the process.

[https://thenevadaindependent.com/article/nevada-democrats-release-details-of-app-based-early-voting-caucusing-ahead-of-first-in-the-west-contest?utm\\_source=The+Nevada+Independent&utm\\_campaign=ad7c67655c-EMAIL\\_CAMPAIGN\\_10\\_30\\_2019\\_7\\_21\\_COPY\\_01&utm\\_medium=email&utm\\_term=0\\_15592b5f76-ad7c67655c-364412561](https://thenevadaindependent.com/article/nevada-democrats-release-details-of-app-based-early-voting-caucusing-ahead-of-first-in-the-west-contest?utm_source=The+Nevada+Independent&utm_campaign=ad7c67655c-EMAIL_CAMPAIGN_10_30_2019_7_21_COPY_01&utm_medium=email&utm_term=0_15592b5f76-ad7c67655c-364412561)

**Census @ Your Library**

Lt. Governor Kate Marshall is spearheading the Complete Count Campaign. Goal is to get more people to respond to the Census request. A complete count ensures more federal money and possible additional Federal Representation.

**TO:** Washoe County Library Board  
**FROM:** Nancy Keener, Systems and Access Librarian  
**RE:** Monthly Technology Update  
**DATE:** January 15, 2020

### Update on Technology at WCLS January 2020

#### Koha

On Dec. 9<sup>th</sup> we had a Koha software upgrade.

#### AMH

We are scheduled to begin installation of the sorters Jan 27<sup>th</sup> and it should take about a week.

The contractor for preparing the two libraries for installation has been stalled a bit over the holiday but is scheduled to begin at South Valleys January 6<sup>th</sup>. Due to having to cut holes in the walls for the book returns, the contractor and branch managers have agreed to leave that part until last minute. Two additional spare book bins have been ordered.

#### Wi-Fi Statistics

In December the State Library provided a program called WhoFi to gather statistics on wireless network use by our patrons. A simple installation was done on the branch servers. The program keeps our patron's identities private while providing valuable statistics. These include the number of unique users, how often they were using the wireless network during a week, how long they were using, and how many used the wireless network after we were closed.

#### Public PC Refresh

We plan to refresh Northwest and Incline Village public PCs this month.

#### Meeting Rooms

We requested quotes from two different vendors for meeting room technology replacement and repair at the Spanish Springs, Sparks and Downtown Reno branches.

**TO:** Library Board of Trustees  
**FROM:** Beate Weinert, Youth Services and Library Events Manager  
**RE:** Youth Services and Library Events Report  
**DATE:** January 15, 2020

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



# Library Board of Trustees Report January 2020

## October

### Halloween Tote Bag Sessions



## November

### Nevada Libraries Association Conference Make-Your-Own Swag Sessions



### Reno Pop Culture Con

Over 1,200 people stopped by the library booth to make buttons and try out the virtual reality headsets.



## December

### Quad Holiday Gift Making Sessions

During the four sessions offered December 12, 14, 19, & 21 about 12 people made tote bags, and over 30 people made mugs! The mug press is turning out to be a very popular item!



### Community Use of the Quad/ Quad Appointments

One of the goals of the Maker Services Team is to expand the availability of the Quad beyond just Thursday afternoons. One way to accomplish this is through small group tours, and appointments for individuals to learn how to use the equipment. As users become proficient, they may be able to then use certain Quad equipment independent of library staff.

Recent uses include a patron who just needed to use one of the sewing machines to finish her Halloween costume-her machine broke, and a small group of Vaughn Middle School students toured the Quad and made coasters and mugs with Downtown Reno's Library Assistant III Brent Collamer.

### Maker Newsletters

In July, monthly Maker Newsletters began arriving in email inboxes. Highlights include maker news, branch maker events, new books, Idea Boxes, and more.

<https://washoecountylibrary.us/about/newsletters.php>



### Virtual Reality

The Nevada State Library & Archives has rolled out Phase 2 of their initiative aimed at getting new technology into the hands of community members throughout Nevada. Phase 2 highlights 360° cameras and using them to create community stories. Incline Village Library is taking the lead on Phase 2, with plans to partner with school teachers and other groups to create 360° video stories.

### STEAM

All STEAM events, outreaches and trainings are now under the oversight of the Maker Services Team. Toni McLaughlin with the South Valleys Library, and Natalie Villegas with the Sparks Library have been asked to share STEAM Co-Coordinator responsibilities. Branches will continue to offer STEAM events, and the coordinators and Maker Services Team will provide support, training, and resources.





# Reference, Training, and Technology Service Team (RTT)

Presentation for  
WCLS Library Board of Trustees  
January 15, 2020

# RTT's Mission:

To provide input and guidance to Washoe County Library System in the areas of information service, staff training and public education, and technology.



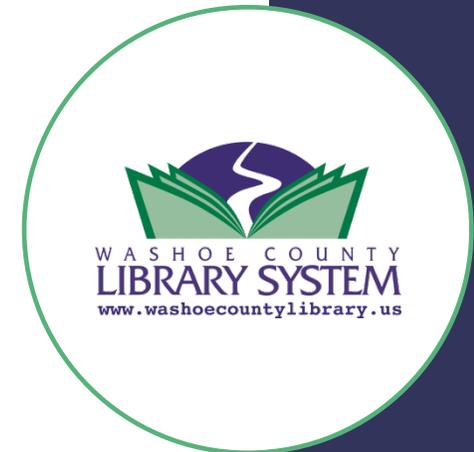
# What we do:

- Provide staff training related to public service interactions and general information services
- Create in-person and online technology training for staff and the public
- Coordinate and provide technology instruction for staff and the public
  - Computers, smartphones, tablets, e-readers
  - Library subscription databases and online services
  - Internet safety
- Give frontline feedback on which subscription databases should be added, continued, or discontinued



# Sparks Library Computer Classes

- Beginner computer classes were developed and introduced seven years ago and are now shared by three rotating instructors.
- Curriculum has continued to evolve, including certification testing via Northstar's online school.
- Current classes include:
  - Introduction to Computers, Internet, Email, and Microsoft Word
  - Introduction to Microsoft Excel (Spring 2020)
- Classes have met an unserved need in the Sparks Community, especially seniors who make up the steady demand.
- Recreational interest in the courses have prompted creation of additional adult programs.
- Recent computer and curriculum updates to reflect the new Windows 10.



# North Valleys Library Computer Classes

- "This class has taught me the correct way to do things the right way without shortcuts. This class has been entertaining as well. I would like to learn to type also."
- "Excellent class. It removed all the mystery of computers. This is something to build on."
- "I have found this class very helpful as I didn't know how to send an email."
- "I have completely lost my ability to do this stuff and it is good for me to get enough practice, I am sending you a copy of the picture I sent before. Thank you for your patience."



# Systemwide Tech Cafés

- Grew out of "Ebook Café" created for Overdrive help
- Bridges gap between immediate desk help and formal classes
- One-on-one help with (usually) mobile technology
- No curriculum or "class", just bring in your problems and questions so we can try to help
- Offered at six branches over five days each week



**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Tacchino Trust Expenditure Update  
**DATE:** January 15, 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 months of November or December 2019.

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.

# LIBRARY BOARD OF TRUSTEE TASK RECORD/FOLLOW-UP

ITEM 6g

FY2019/20

DATE ASSIGNED	TRUSTEE	TASK / AGENDA ITEM REQUESTED	ANTICIPATED COMPLETION	DATE COMPLETED
10/16/19	Library Board	Trustee Ghilieri generating letter for Board to sign collectively to voice concern over MacMillan Publishing embargo decision directly affecting e-books for public libraries	<del>November 2019</del> January 2020	
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 – <del>July or August September 2019</del> 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	<del>August September 2019</del> 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.	<del>October</del> <del>November 2019</del> February 2020	