



**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, JULY 21, 2021
4:00 P.M.**

The Board met in regular session in a hybrid format via Zoom webinar and in person.

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

1) ROLL CALL

Board Members Present: Amy Ghilieri, Wayne Holland, Zanny Marsh, Jean Stoess, Frank Perez

Board Members Absent: None

County Staff Present: Assistant District Attorney Keith Munro, Assistant County Manager David Solaro

Public Present: None noted

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

a. Approval of Minutes from the Library Board Meeting of April 21, 2021

On motion by Trustee Stoess, seconded by Trustee Ghilieri, which motion duly carried, the Board approved the minutes from the May 19, 2021 meeting. All in favor, none opposed.

4) OLD BUSINESS

None

5) **NEW BUSINESS**

a. **Election of Chair for Library Board of Trustees for Fiscal Year 2021-2022**

On motion by Chair Marsh, seconded by Trustee Ghilieri, which motion duly carried, the Board elected Wayne Holland as Chair for the Library Board of Trustees for Fiscal Year 2021-2022. All in favor, none opposed.

b. **Election of Vice-Chair for Library Board of Trustees for Fiscal Year 2021-2022**

On motion by Trustee Stoess, seconded by Chair-Elect Holland, which motion duly carried, the Board elected Amy Ghilieri as Vice-Chair for the Library Board of Trustees for Fiscal Year 2021-2022. All in favor, none opposed.

Chair Marsh asked new Trustee Frank Perez to share a little about himself. Trustee Perez stated he was born and raised in Northern Nevada and had attended Western Nevada College, later transferring to the University of Nevada-Reno. He obtained his Bachelor of Arts in Political Science in 2016 and had served on a few other public Boards, including the Community Health Alliance and the Pinecrest Academy Charter School Board in Spanish Springs, Nevada. He was excited to serve on the Library Board of Trustees, with a passion for libraries stemming from his lifelong love of reading. He indicated he was happy to be a part of and support the team.

c. **Appointment of One Library Board Trustee as Friends of Washoe County Library Liaison**

Trustee Stoess nominated Chair-Elect Holland and herself as co-liaisons. Chair-Elect Holland recalled that Vice-Chair-Elect Ghilieri had previously mentioned her interest in serving as a liaison, and he asked whether she would still be interested in doing so. Vice-Chair-Elect Ghilieri answered affirmatively. Chair Marsh then nominated Trustee Stoess and Vice-Chair-Elect Ghilieri to serve as co-liaisons, and Trustee Stoess expressed agreement with this latter nomination.

On motion by Trustee Stoess, seconded by Chair-Elect Holland, which motion duly carried, it was the Board elected Trustee Stoess and Vice-Chair-Elect Ghilieri as co-liaisons to the Friends of the Washoe County Library. All in favor, none opposed.

d. **Approval of Library Board of Trustees Meeting Schedule 2021-2022**

Chair Marsh observed future meetings had been scheduled predominately in the Downtown Reno Library location. Library Director Jeff Scott explained that, with the introduction of hybrid Zoom and in-person meetings, it would be best to keep the meetings in one central location at first, to reduce the possibility of technical difficulties. Meetings could then be rotated through other library locations through the remainder of the fiscal year, depending on COVID-19 capacity and

On motion by Chair-Elect Holland, seconded by Trustee Stoess, the Library Board of Trustees Meeting Schedule for fiscal year 2021-2022 was approved. All in favor, none opposed.

e. **Approval of Library Hours for October 4, 2021**

Library Director Jeff Scott explained that plans to implement new Library hours had been delayed to October 2021 to allow more time for hiring and on-boarding of new staff. He noted the Library System had done a lot of work behind the scenes to prepare for the new Librarian I and Library Assistant II positions, in addition to filling multiple existing and upcoming vacancies.

Chair-Elect Holland inquired as to whether more time might be needed, given the extensive and ongoing hiring and onboarding processes. Director Scott indicated staff hoped to stay on track with the planned October changes in branch hours, but as had been the case over the past several months, the situation remained fluid and flexibility would be helpful. Updates could be brought back for the Board's approval if needed, and a press release would be prepared to notify the public of any changes prior to their implementation.

On motion by Trustee Perez, seconded by Vice-Chair-Elect Ghilieri, which motion duly carried, the Board approved the planned Library Hours to be implemented effective October 4, 2021. All in favor, none opposed.

f. **Approval of Holiday Calendar for Washoe County Libraries 2021-2023**

On motion by Chair-Elect Holland, seconded by Trustee Stoess, which motion duly carried, the Board accepted the Holiday Calendar for Washoe County Libraries 2021-2023 as described in the packet. All in favor, none opposed.

g. **Approval of Strategic Planning Process for New 2022-2025 Plan**

Library Director Jeff Scott explained staff would be undertaking a strategic planning process in support of a new tax initiative to benefit the Library System after Washoe County's current 30-year, two-cent Property Tax Override, first approved in 1994, expired in 2024. Staff hoped this important funding would be renewed during the November 2024 election, and the Leadership Team was currently working on surveys to assist with capturing and defining the community's future library service needs. The surveys were expected to launch in August with anticipated wrap-up by September; staff hoped to have results for the Board to review and provide feedback by the September meeting. A strategic plan draft review was scheduled for the Board's November 2021 meeting. Director Scott briefly reviewed the planned survey processes, including utilization of the Library System website, paper surveys, and community forums where residents would be invited to provide feedback.

On motion by Trustee Perez, seconded by Chair Marsh, which motion duly carried, the Board approved the strategic planning process for the new 2022-2025 plan. All in favor, none opposed.

h. **Schedule for Library Service Team Presentation to Library Board of Trustees**

There was no further discussion regarding this information-only topic.

i. **Approval of Library Board of Trustee Bylaws for Fiscal Year 2021-2022**

Trustee Stoess inquired regarding the term lengths for the Chair and Vice Chair. Library Director Jeff Scott explained the Chair could serve a term of one year at the pleasure of the Library Board of Trustees. Trustee Stoess wondered whether there might be inconsistency between the stated terms for the Chair and the Vice Chair.

Assistant District Attorney Keith Munro indicated that, per the Bylaws, the Board had an option to re-elect a Chair after one year if it chose to do so; a motion could be made to amend the term for the Vice Chair if changes were desired. Trustee Stoess stated she did not intend to make a motion to amend.

On motion by Chair-Elect Holland, seconded by Trustee Stoess, which motion duly carried, the Board approved the Library Board of Trustee Bylaws for Fiscal Year 2021-2022. All in favor, none opposed.

6) **REPORTS**

a. **Library Director's Report**

Library Director Jeff Scott reiterated previous comments regarding the extensive hiring currently underway throughout the Library System. He indicated five new Librarian I (L1) positions had recently been filled in addition to one existing L1 vacancy, and the Library's recent recruitments had attracted hundreds of applicants, with some candidates even applying from outside the state. One new Librarian I would be coming to Washoe County from the Los Angeles County Library System, and another was relocating from Phoenix, Arizona. Staff were busy preparing for the next wave of interviews slated to take place in August to fill multiple Library Assistant III (LAIII) vacancies left after recent promotions and retirements; the LAIII hires would likely lead to new vacancies at the Library Assistant II levels, and so on.

Director Scott continued, delaying changes to Library hours from September to October would give staff more time for interviews, onboarding, and training. A book machine had also been installed at the Incline Village Library, which would help to extend the hours during which community members in that area would be able to access library materials.

With excess funds available at the end of the Fiscal Year, the Library System had recently ordered a replacement courier van as its oldest van was regularly in the shop with mechanical issues and nearing the end of its usable lifespan. Staff hoped to take delivery of the new van before winter, though national supply chain shortages were expected to cause some delays.

Director Scott discussed a new collaborative outreach program being done in cooperation with the University of Nevada-Reno and National Public Radio (NPR), with short segments called "On the Shelf" and "On the Kids' Shelf". These broadcasts had a combined reach of more than 23,000 local listeners and could be heard during NPR's Morning Edition at 6:45 a.m.; staff members discussed both adult and children's books and the early literature programs at the Washoe County Library System. Feedback had been very positive with many calls and compliments from community members.

Vaccination outreach and clinics would begin in various Library locations at the end of July, and Community Court programs were slated to return on Wednesday mornings. Director Scott noted recent increases in COVID-19 case transmission, hoping that the vaccine clinics might help the community reach its goal of a 70 percent vaccination rate and reduce the chances of a resurgence or new wave of infections.

b. Marketing and Communications (MARCOM) Update

Public Information Officer Andrea Tavener presented the Marketing and Communications Team (MARCOM) report. She conducted a PowerPoint presentation and reviewed slides with the following titles: The Explorer; Current Projects (4 slides); MARCOM Updates; and Stay in the Know with MARCOM.

Ms. Tavener noted the Explorer publication for June through August 2021 had been printed in a larger magazine-style format for easier reading. Trustee Stoess expressed appreciation for the new format, and Ms. Tavener noted the next edition would be available soon. She thanked the Library staff members who had contributed to the publication and stated she was pleased to be a part of that group.

Ms. Tavener explained the Library System's websites received more hits than any other Washoe County department, and the impact of its recent virtual programming had been enormous. She stated the talent of the MARCOM team, volunteers, and contributors was system-wide, with wonderful video, program, and content editors who had stepped up during the early days of the COVID-19 pandemic and shutdowns and remained active since that time. While many public programs and meetings were suspended during the shutdowns, the Washoe County Library System (WCLS) had embraced and expanded virtual programming; without the efforts of its many dedicated staff members, none of that would have been possible.

Ms. Tavener explained the Fall edition of the Explorer would be even larger, and she hoped in-person programming might begin resuming around that same time. She suggested anyone interested in learning more about the WCLS or its upcoming events consider signing up for informational newsletters at <https://washoecountylibrary.us/about/newsletters.php>. She indicated she would be happy to send new Trustee Frank Perez and any other Trustee who was interested but not currently subscribed an invitation to sign up via email.

Ms. Tavener played a short video of a staff member who had recently joined the MARCOM team and stated she was excited to see everyone's enthusiasm and creativity over the next year. She invited Internet Services Librarian John Andrews to provide additional commentary regarding the MARCOM report.

Mr. Andrews agreed the Library System's newsletters had been an important marketing tool and he thanked the staff members who had regularly assisted with the content and promotion of the Library's services. He felt the entire MARCOM team was fantastic and agreed that many staffers had jumped in to help keep the Libraries afloat with digital content since the first day of the shutdowns. He reiterated it had been a joy to work with everyone over the past year and a half while working together to overcome the many business challenges the pandemic had presented.

Ms. Tavener said the Library System benefitted from a great relationship with local media outlets, who often picked up the Library's press releases and promoted them on television and radio. She was pleased to share WCLS had recently been awarded the 2021 Achievement Award for Virtual Literacy Plus from the National Association of Counties, and she thanked local news outlet This is Reno for sharing that story.

c. Downtown Reno Library Report

Branch Manager Kristen Ryan presented the Downtown Reno Library Report. She conducted a PowerPoint presentation and reviewed slides with the following titles: Staff Accomplishments (2 slides); Staff Have Been Busy!; Things Are Moving (3 slides); Facility Updates (3 slides); and Community Court is Back!

Ms. Ryan provided a brief overview of recent staff promotions and accomplishments and the ways in which her team members had contributed during the pandemic shutdowns. She noted several staff had assisted the Washoe County School District and the Health District with COVID-19 contact tracing efforts while others worked to prepare virtual events for the public and staff team building.

Ms. Ryan noted there had been many changes to the Library's layout and location of various collections and resources. Some materials had been consolidated or relocated to improve patrons' experience when researching local topics. She also discussed plans to improve reservable meeting room space within the Branch and provide more ways for patrons to connect for interviews, Zoom meetings, and other important online interactions.

Ms. Ryan shared that installation of the Automated Material Handling system had reduced phone calls and time-consuming shelf checks. She also noted new security lights in the back alley had greatly improved staff and patron after-hours safety and comfort, and she expressed gratitude regarding the County's approval of funding to replace the Branch's aging elevator, which had become an eyesore and was too small to accommodate the modern medical gurneys used by first responders.

Ms. Ryan reiterated Director Scott's previous comments regarding the return of Community Court after a long hiatus. Staff hoped the reopening of the Community Court as well as providing resources such as free immunization clinics at the Downtown Library might help struggling community members.

d. Tacchino Trust Expenditure Update

Library Director Jeff Scott explained there had been no recent changes. He noted the Northwest Reno Library was awaiting bids for renovation and furniture, and staff hoped to remain on track to expend the trust funds by the end of the Fiscal Year.

e. Board Task Report

There were few changes to the Board Task Report; Director Scott asked whether any members of the Board had questions regarding the planned tasks or wished to add items. He anticipated the next items on the list would be completed sometime in November or December.

7) STAFF ANNOUNCEMENTS

North Valleys Branch Manager Jonnica Bowen shared that her branch had officially reopened effective July 7, resuming pre-COVID hours and even adding one hour per week on Saturdays. She explained the branch had been very active in assisting with the Health District's contact tracing efforts during the pandemic and, during the public shutdown, many improvements had been made to the building. Ms. Bowen encouraged patrons to come check out the new and exciting changes. She expressed gratitude for the support staff received during the pandemic from Library Director Jeff Scott and Assistant Director Joan Dalusung. She appreciated and acknowledged management's efforts to ensure that all Library System staff had continued employment and a sense of purpose throughout the pandemic. Ms. Bowen concluded she would not have made it through the year without that vital support.

8) PUBLIC COMMENT

None

9) BOARD COMMENT

Trustee Stoess inquired whether the Library System would be participating in the 2021 Pride Parade. Director Scott responded that, due to the demands of hiring, reopening, and expansion, the Washoe County Library System would not be able to participate in 2021 but hoped to return to the event with an even stronger presence in 2022.

10) ADJOURNMENT

Chair Marsh adjourned the meeting at 5:20 p.m.