



**LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, SEPTEMBER 15, 2021  
4:00 P.M.**

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

Chair Holland called the meeting to order at 4:11 pm.

**1) ROLL CALL**

Board Members Present: Amy Ghilieri, Wayne Holland, Zanny Marsh

Board Members Absent: Frank Perez, Jean Stoess\*

County Staff Present: Assistant District Attorney Herb Kaplan, Assistant County Manager David Solaro

Public Present: None noted

*\*Trustee Stoess indicated she had been able to listen to most of the meeting but had not been able to vote or participate due to technical issues.*

**2) PUBLIC COMMENT**

None

**3) APPROVAL OF MEETING MINUTES**

This item was heard after Agenda Item 6b.

**a. Approval of Minutes from the Library Board Meeting of August 18, 2021**

On motion by Trustee Ghilieri, seconded by Trustee Marsh, which motion duly carried, the Board approved minutes from the August 18, 2021 meeting. All in favor, none opposed.

**4) OLD BUSINESS**

None

## 5) NEW BUSINESS

### a. *Informational Only: Library Board of Trustees Strategic Planning Review*

Library Director Jeff Scott reviewed the “Washoe County Library System Strategic Planning Survey Executive Summary” and statistics documents, copies of which were included in the agenda packet and provided to the Board. He provided a brief recap of the 440 responses received thus far and explaining the overall goals of the survey.

Director Scott explained one of the goals was to expand outreach to other populations aside from those who normally responded to the Library’s surveys; the majority of respondents for surveys of this type were typically well-educated white females, but special forums had recently been conducted with the goal of reaching more of the area’s Hispanic and Black populations and finding out what services they might need from the public libraries. He noted the Library System might end up with two versions of its strategic plan: one more general version, and one more specifically targeted to certain populations within the community. For example, responses thus far had indicated the senior population wanted more in-person events, while some families expressed more interest in hybrid or virtual ones.

While the results of surveys were still being collected, Director Scott stated, this was a basic summary and overview of some of the raw data. Staff continued to work on further review and refinement. He displayed a heart-shaped word map of various key words community members frequently mentioned in their survey responses, which they associated with their local libraries. These terms included words such as “access”, “resource”, “love”, “help”, “friendly”, “open space”, “kids”, “quiet”, and “community”.

Director Scott and Chair Wayne Holland discussed the potential for future stakeholder interviews and working with individuals who might have good input about the community’s needs within each Library’s neighborhood. Chair Holland noted 400 responses was a lot, and more than four times the responses received during previous community surveys. Director Scott expressed pride that many people had taken the time to answer surveys and share feedback during the height of the summer when many other events were going on. He noted there were still about 100 or more paper responses to be added into the final totals, and staff hoped to have data from those included by that Friday.

### b. *For Review and Approval: Update on Library Hours*

Director Scott requested an extension of the changes to library hours to October 11, 2021, for the purpose of allowing more time for new hires to be onboarded and trained before new schedules began. He explained staff were also requesting slight changes to the planned hours for the Sierra View Library, which, if approved by the Board, would now close at 5:00 pm on Saturdays, rather than 4:00 pm. This would allow patrons more time to utilize their branch on the weekends. Similarly, hours for the Duncan Trainer branch would be modified to allow more time for children to use the branch after school on weekdays, rather than on the weekends; there was not nearly as much utilization on Saturdays.

On motion by Trustee Marsh, seconded by Trustee Ghilieri, which motion duly carried, the Board approved the requested changes to the Library Hours. All in favor, none opposed.

## 6) REPORTS

### a. Library Director's Report

Director Scott reviewed the Library Director's Report, recapping September 11 memorials at the North Valleys and Downtown Reno libraries and noting the thoughtfulness and creativity of staff who had helped create the presentations.

He also discussed the story time with Governor Steve Sisolak that had taken place in July, 2021, which he had forgotten in the previous month's report; he displayed photographs of the event and expressed gratitude to the Governor and the State of Nevada for recognizing the importance of the community's libraries. Trustee Amy Ghilieri inquired as to whether there had been any issues during the event; Director Scott noted some individuals had shown up to protest a separate issue outside the Library, but extra security had been on hand to assist in case anything unusual occurred, and the event had otherwise gone very smoothly.

Director Scott explained the Washoe County Board of County Commissioners (BCC) would be honoring the Friends of the Washoe County Library in October. He also noted that in July, the BCC had honored the Library System's staff members who served as contact tracers during the early days of the pandemic.

Director Scott reviewed the return of in-person events, story times, and staff trainings, and displayed photos of the various events, thanking staff for participating safely. He discussed the return of meeting room reservations and explained how rooms could be reserved online. He noted various local Citizen Advisory Boards would be utilizing these rooms at different branches in the near future. He also explained how Library resources had been recently utilized for Caldor Fire evacuees and crisis response, and thanked staff for stepping up to assist community members during that difficult time.

Acknowledging recent increases in the length of time it had taken for Board members to receive agenda packets and documents, Director Scott explained much of staff's time and energy had been devoted lately to recruiting, hiring, onboarding, and training of new staff in order to meet the October deadline for expanding Library System hours. He detailed some of the work behind the scenes with the hiring processes, noting 15 completely new positions had been created and several other promotional opportunities were likely to open up as a result of filling the new positions. Interviews were currently under way and had been occurring in phases for the past several months; another slate of new hires would be coming online in the next few weeks.

An overview of improvements at the Detention Center Library at Parr Boulevard and recent renovations was provided; this was a good resource for individuals being detained who needed help getting back on their feet. Staff expressed gratitude for the addition of new books and modern technology. There was also a workforce development program being planned in collaboration with the Northern Nevada Literacy Council, to assist community members with technology needs, such as help learning how to utilize Zoom and other virtual programs to connect to virtual meetings and interviews. Staff hoped this might begin in or around January 2022.

Director Scott discussed the renewal of the Sierra View Library lease and the meeting space for the Friends of the Library. The 5-year renewed lease would include new carpeting and furniture,

which was needed since the space had not been renovated since 1987.

**b. Incline Village Library Report**

Incline Village Librarian Amanda McPhaill reviewed a PowerPoint presentation, copies of which were provided to the Board. She reviewed notable recent events at the branch, including new hires, employee anniversaries such as that of 15-year staff member Robin Grundner, and the construction of an educational Native American structure in collaboration with the local Washoe Tribe.

**c. Youth Services and Library Events Report and Presentation**

Beate Weinert, Youth Services and Library Events (YSLE) Manager, presented the YSLE report. She highlighted the impressive turnout for recent virtual events, youth participation in the Tails & Tales summer reading challenge, and discussed the new fall Explorer publication, which was available online and in print at local libraries. She thanked staff members involved in various creative projects and outreach events, including the YSLE and Marketing & Communications (MARCUM) teams

Trustee Ghilieri discussed possible ways to increase participation with local partners such as the school district and the Public Broadcasting Station and spoke about involving them more in the strategic planning processes. Director Jeff Scott noted there had been a long list of staff members involved in the creation and support of the many virtual events put on by the Library System since the beginning of the pandemic, and he expressed appreciation for everyone who had pitched in to help create virtual programming when the Libraries first closed in 2020. He commended Library staff across the board for their hard work during the pandemic and anticipated several awards would be given out during the staff event in December.

**d. Tacchino Trust Update**

Library Director Jeff Scott stated there had been no change from the previous month; bids for renovations were expected in September and work would begin in or around November as funds needed to be spent before the end of the fiscal year. He noted the Library System's facilities were important to patrons and staff were discussing creative ideas regarding how to reformat various spaces. The renovations would be an exciting improvement and would last for years to come.

**e. Board Task Report**

Library Director Jeff Scott briefly reviewed the Board Task Report; there had not been many changes from the previous month. He discussed an upcoming tax initiative, saying he hoped to have more information regarding a plan to begin outreach to the community in support of renewing the tax that provided a large portion of the Library System's funding.

**7) STAFF ANNOUNCEMENTS**

North Valleys Branch Manager Jonnica Bowen welcomed two new staff members and an incoming transfer that recently occurred at her branch. She expressed appreciation for her staff and indicated it had been a lengthy hiring process.

**8) PUBLIC COMMENT**

None

**9) BOARD COMMENT**

Trustee Zanny Marsh commented regarding the Library System's support of the community's children and the lasting impact of introducing kids at a young age to reading and libraries.

**10) ADJOURNMENT**

Chair Holland adjourned the meeting at 5:51 p.m.