



**VIRTUAL LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, SEPTEMBER 16, 2020  
4:00 P.M.**

**VIRTUAL ZOOM MEETING**

PURSUANT TO NRS 241.020, THE AGENDA FOR THE TRUSTEES MEETING HAS BEEN POSTED ELECTRONICALLY AT THE FOLLOWING LOCATIONS: [www.washoecountylibrary.us](http://www.washoecountylibrary.us); and <https://notice.nv.gov>. PURSUANT TO SECTION 3 OF THE DECLARATION OF EMERGENCY DIRECTIVE 0006, THE REQUIREMENT IN NRS THAT NOTICE AGENDAS BE PHYSICALLY POSTED WITHIN THE STATED OF NEVADA HAS BEEN SUSPENDED.

SUPPORT DOCUMENTATION FOR ITEMS ON THE AGENDA PROVIDED TO THE LIBRARY BOARD OF TRUSTEES IS AVAILABLE TO MEMBERS OF THE PUBLIC AND MAY BE OBTAINED BY CONTACTING TAMI GASTON AT 327-8343 OR [tgaston@washoecounty.us](mailto:tgaston@washoecounty.us). **NO MEMBERS WILL BE MEETING IN PERSON AND THERE WILL BE NO PHYSICAL LOCATION FOR THE PUBLIC TO ATTEND DUE TO CONCERNS FOR PUBLIC SAFETY RESULTING FROM THE COVID-19 EMERGENCY AND PURSUANT TO THE GOVERNOR OF NEVADA'S DECLARATION OF EMERGENCY DIRECTIVE 0006 SECTION 1 WHICH SUSPENDS THE REQUIREMENT IN NRS 241.023(1)(B) THAT THERE BE A PHYSICAL LOCATION DESIGNATED FOR MEETING OF PUBLIC BODIES WHERE MEMBER OF THE PUBLIC ARE PERMITTED TO ATTEND AND PARTICIPATE. THIS MEETING WILL BE HELD BY TELECONFERENCE ONLY.** 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.

**MEMBERS OF THE PUBLIC MAY ATTEND THIS MEETING BY TELECONFERENCE BY LOGGING INTO THE ZOOM WEBINAR ACCESSIBLE THROUGH THE FOLLOWING LINK: <https://us02web.zoom.us/j/84224131597> Password: 889408**

**PUBLIC COMMENT.** As required by the Governor's Declaration of Emergency Directive 006 Section 2, members of the public may submit public comment via teleconference by logging into the Zoom webinar link above. NOTE. This option will require video and audio capabilities. Additionally, public comment can be submitted via email to [tgaston@washoecounty.us](mailto:tgaston@washoecounty.us). Please try to provide email or voicemail comments by 4:00 p.m. on the day prior to 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 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 August 19, 2020
- 4) Old Business  
none
- 5) New Business
  - a. *Informational:* Best Places to Work Survey Results for Review and Information
  - b. *Informational:* eMeasures Survey Results from April 1, 2020 through July 31, 2020 for Review and Information
  - c. *Informational:* Trustee Stoess' Grab and Go Experiences for Information
- 6) Reports
  - a. Library Director's Report
  - b. Circ Team Update
  - c. Tacchino Trust Update
  - d. 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

**VIRTUAL LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, AUGUST 19, 2020  
4:00 P.M**

**The Board met in regular session virtually via Zoom Webinar**

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

**1) ROLL CALL**

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

Board Members Absent: None

County Staff Present: Assistant County Manager David Solaro, Assistant District  
Attorney Lindsay Liddell

Public Present: None noted

**2) PUBLIC COMMENT**

None

**3) APPROVAL OF MEETING MINUTES**

**a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF JULY 15, 2020**

On motion by Trustee Ghilieri, seconded by Trustee Holland, motion which duly carried, the Board approved the meeting minutes for July 15, 2020. All in favor, none opposed.

**4) OLD BUSINESS**

None

**5) NEW BUSINESS**

**a. WASHOE COUNTY LIBRARY PACKET OF LIBRARY POLICIES TO INCLUDE ANY APPROVED CHANGES TO THE FINES, FEES AND CHARGES POLICY**

Director Scott stated this agenda item is informational and the Fines, Fees and Charges Policy will be addressed later in the meeting for changes under item 5d.

Upon questioning by Trustee Ghilieri regarding clarification on the Adult Patron Use of Youth Areas Policy, Director Scott stated that the philosophy is that youth areas are intended as a children-only space. He explained that if an adult is in the children's area and do not appear to be attached to a child, library staff will approach the individual to determine if they have a child in the area or will be

asked to move out of the area designated for children. He also confirmed the library upholds a child's right to choose their own material and that any materials checked out by a child are also subject to the Confidentiality Policy even if an adult is asking for information.

Upon questioning by Trustee Ghilieri regarding how a material format for purchase is determined from a patron request (Collection Policy), Collection Manager Debi Stears responded in chat that she would be willing to discuss this with her.

Chair Marsh asked Trustee Ghilieri to send Ms. Stears an email regarding how the Library system determines which format is purchased for requested materials and to share with Secretary Tami Gaston for a Task Report update for Board information.

Upon questioning by Trustee Holland asking if the branches posted the Code of Conduct Policy visibly, Director Scott stated he believes so, but more importantly the policy backs any enforcement a staff member may need to take. He also stated that, typically, when an employee approaches a policy violator, they will have a hard copy of the policy in hand to provide to the violator.

Chair Marsh asked Trustee Holland to share the information with Secretary Tami Gaston for Task Report update if he elects to reach out to the branch managers for more specific information on the Code of Conduct Policy.

b. **ACKNOWLEDGEMENT OF 4<sup>TH</sup> QUARTER FISCAL YEAR 2019/2020 CASH AND NON-CASH DONATIONS RECEIVED BY WASHOE COUNTY LIBRARY SYSTEM BETWEEN APRIL 1 AND JUNE 30, 2020 FOR A COMBINED TOTAL OF \$879.62**

Director Scott noted, although the Library System is missing donation opportunities by patron visiting the library, we are still receiving donations. He stated that library expenditures are mostly coming from general funding at this time and, due to reduced monetary donations and inhouse book sales, library branches are holding onto gift fund balances as they are not replenishing as normal from COVID closures. Upon questioning by Chair Marsh regarding the Amazon Smile donations, Director Scott stated Friends of Washoe County Library (FWCL) is still receiving these through Amazon. The Library System cannot promote this option or promote fundraising using county resources, but we can direct people to the FWCL page.

On motion by Trustee Holland, seconded by Parkhill, motion which duly carried, the Board accepted the 4<sup>th</sup> Quarter Donation Report and acknowledged the named supports as presented. All in favor none opposed.

c. **APPROVAL OF APPLICATION BY PAM LARSEN FOR A BOARD SCHOLARSHIP NOT TO EXCEED \$2000**

On motion by Trustee Holland, seconded by Trustee Stoess, motion which duly carried, the Board approved reimbursement up to \$2,000 for Pam Larsen. All in favor, none opposed.

d. **APPROVAL OF FINES, FEES AND CHARGES POLICY TO INCLUDE REMOVING ALL VERBIAGE ASSOCIATED WITH FINES THROUGHOUT THE POLICY, AND REDUCTION OF TIME BEFORE AN ITEM IS DETERMINED TO BE LOST TO BE EFFECTIVE AUGUST 20, 2020**

Chair Marsh asked the Board for any questions on this agenda item.

Upon questioning by the Board, Director Scott provided the following clarifications:

- Moving to Fine Free is more of a national trend to encourage people to use the library. The Washoe County Library has been fine free for children and educators for almost two years and is currently fine free due to the COVID pandemic.
- The incentives to return items include no restriction of borrowing privileges and no charges for lost items. Items not returned to the Library, once approved, will go to a lost status sooner and incur charges. By returning the items, a patron will not be charged for a lost item.
- Washoe County, not the Library, receives fines collected up to around \$80,000 annually. Several of the Washoe County Commissioners have commented on and agree with fine free policies as it limits friction for their constituents who may have issues with being fined for materials purchased using tax payer dollars and it also decreases friction with interactions for Library staff and patrons.
- The changes in the policy will be sent out in the Library newsletter, press release and posted through social media platforms.

On motion by Vice Chair Stoess, seconded by Trustee Ghilieri, motion with duly carried, the Board approved the Fees and Charges Policy, effective August 20, 2020. All in favor, none opposed.

6) **REPORTS**

a. **LIBRARY DIRECTOR'S REPORT**

Director Scott reviewed the staff report provided in the Board packet.

During the Grab and Go portion of the Director's Report, Director Scott noted the Library System has added surprise packs for checkout to patrons picking up holds. This provides a surprise item due to closures not allowing patrons to browse the collections in the branches. He noted this idea demonstrates the innovation and creativity of library staff.

b. **YOUTH SERVICES AND LIBRARY EVENTS VIRTUAL SERVICES UPDATE**

Youth Services and Library Events Manager Beate Weinert introduced herself and let the Board know that Youth Services and Library Events Judy Hansen and Internet Library John Andrews were present to answer any questions during the report.

She noted the figures provided in the first slide of the report all referenced on-line information due to the Summer Reading Programming changes implemented due to the COVID pandemic. She stated that due to the pandemic, the event attendance totals were all ages and cumulative views from live and on demand virtual programming and the other stats provided are lower in comparison to last year due to these changes. She also stated that comparisons between this year and last year are unfair comparisons, as in normal years, the figures would be representative of only of early childhood programming and not include all ages as done this year.

c. **TACCHINO TRUST UPDATE**

Director Scott noted that the Sparks and Northwest Reno Library renovations are still on for this fiscal year, which is within the deadline provided by the Tacchino Trust bequeathment. He stated the report will not likely show any expenditures until the renovations start.

d. **QUARTERLY STATS REPORT**

Director Scott stated the 4<sup>th</sup> quarter report has been prepared in a different format than traditional as the traditional report does not reflect the efforts put into library operations during COVID closures. He briefly reviewed each chart and noted these figures were achieved with great staff effort.

Chair Marsh stated it appears that once the branches got into their grooves, the service measures were consistent overall.

e. **QUARTERLY FINANCIAL REPORT**

Director Scott noted there is not much movement in the gift funds and FWCL allocation funds due to a reduction of donations, branch book sales and FWCL book sales.

Upon questioning by the Board regarding FWCL book sales and acceptance of book donations, Trustee Holland stated he went to the FWCL meeting last week and would fill them in during Board comments.

f. **BOARD TASK REPORT**

Board Secretary Tami Gaston confirmed there was no change to the current outstanding tasks at this time. She also noted that she would add the two follow up tasks noted earlier in the meeting.

7) **STAFF ANNOUNCEMENTS**

None

8) **PUBLIC COMMENT**

None

9) **BOARD COMMENT**

Trustee Parkhill stated he was thankful for the about reminder about the ability to use Zoom since he is still out of the country.

Trustee Holland recapped the following from the FWCL meeting:

- Book Sale: FWCL will be holding a limited hours book sale starting September 11, 2020, from 2-6 pm and then September 12-20, 2020 from 10-2 pm.
- Book Sale location: Book sale will occur at their facility
- Book Sale COVID Considerations: FWCL will not allow more than 25 people in the store at any one time. Face masks and temperature check are mandatory. Gloves, masks and hand sanitizer will be available if needed. They will require 6 feet of space between shoppers and there will be a separate entrance and exit for book sale attendees.
- Book Donations: FWCL is not accepting book donations at this time. There is not space available to accept them.

Upon request by Chair Marsh, Sierra View Branch Manager Sarah Jaeck informed the Board that she has been in regular communication with FWCL. She stated FWCL had waited until their volunteers were comfortable and felt safe to work a sale. FWCL has been provided PPE's and will be following the same practices Sierra View is currently doing.

Upon questioning by the Board, Director Scott confirmed the Library System branches would be involved in early voting. He stated a meeting had been scheduled with the elections staff to work out details. He said the Library System stands firm on requiring face masks and temperature checks for entry into any building. He also noted there may be some adjustment for participating branches that are currently using meeting rooms for Grab and Go services.

No future agenda items were provided.

Trustee Stoess requested Director Scott include voting information update in the Library Director Report at the next meeting.

10) **ADJOURNMENT**

Chair Marsh adjourned the meeting at 5:35 pm.



# Best Places To Work Results 2020

The Team: Eric Crump, Apryl Ramage, Tammy Wines-Jennings, Bojana Vujeva,  
Julie Paholke, Tim O'Connor, Maria Alvarado, Samantha Pierce





# Compare 2019 to 2020

ITEM 5a

- 2019
  - Approximately 50% employees responded (1,268)
  - 77.6 Score
  - Number of comments 2,381
- 2020
  - Approximately 50% employees responded (1,242)
  - 76.2 Score
  - Number of comments 2,761

To be classified as a  
“Best Place To Work”  
we need a score of 80



# What do the numbers say?

ITEM 5a

## Employee Engagement

- 37% Highly Engaged
- 39% Moderately Engaged
- 16% Barely Engaged
- 7% Disengaged

## Promoting the Workplace

- 48% Promoters
- 32% Passives
- 20% Detractors
- Net Score 28%



# Breakdown by Category

ITEM 5a

## Communications & Resources \*75

- Example: My opinions seem to count at work.
- Individual Needs \*80
  - Example: Our culture supports my health and wellbeing.
- Manager Effectiveness \*78
  - Example: I clearly understand how my performance is measured.

## • Personal Engagement \*78

- Example: It would take a lot to get me to leave this organization.
- Team Dynamics \*80
  - Question: I know I can depend on the other members of my team.
- Trust in Leadership \*75
  - Example: The senior leaders of this organization value people as their most important resource.



# Comments

ITEM 5a

## Development Opportunity

- Advancement to only supervisor roles and hard to advance in smaller departments.
- Professional Growth
  - In the past year new position, shift transfer or transferred to a new department/division.
- Senior Leaders
  - Get to know your staff, they are not just a number.

## • Building Trust

- Participating in the day-to-day activities.

## • Recommending the Organization

- Hiring process is difficult so they only recommend if it feels worth it.

## • General

- Telecommuting, flexible work schedules and 4 day work weeks.



# What's New For Departments

ITEM 5a

## Custom Questions \*71

- We added 9 custom questions
  - Example: My supervisor meets with my regularly to provide feedback on my work performance.
- These did not effect the score however they were rated like the other questions

## Breakout by Department

- Categories with individual question scores
- PowerPoint Presentation
- Custom report prepared by this team as an overview
  - Culture Cloud
  - Score
  - Response rate
  - Engagement percentages
  - Promoter percentages
  - Highest and lowest ranked questions





# What's Next

ITEM 5a

- Email to department heads and division directors with your results
- Support from Human Resources
- One-year break from the survey
- All employees to receive the overall county results PowerPoint and redacted comments



## Library



- ❖ The overall score for the Library was 81.2 which would have classified them as a best places to work!
- ❖ They had an overall response rate of 57% which is low (77/134). Target should be about 70%.
- ❖ All the categories scored at or higher than the target of 4.8 with the exceptions of the custom questions (4.6), trust in leadership (4.6) and communication and resources (4.7)
- ❖ Regarding engagement the team did have a low percentage of disengaged (1%) and barely engaged (13%) employees. They did have 51% highly engaged and 35% moderately engaged which should be celebrated.
- ❖ Another area that was measured is how likely an employee is to promote their employer. The office had 5% detractors with 69% promoters.

### Top Ranked Questions

Category	Question	Average Score
Personal Engagement	I am proud to work here.	5.4
Individual Needs	I am paid fairly.	5.4
Personal Engagement	I'm happy with my job.	5.2
Manager Effectiveness	My immediate manager cares about me as a person.	5.2
Manager Effectiveness	My immediate manager cares about my development.	5.2
Team Dynamics	The people I work with treat each other with respect.	5.2
Team Dynamics	I know I can depend on the other members of my team.	5.2
Personal Engagement	It would take a lot to get me to leave this organization.	5.2
Team Dynamics	The people I work with most closely are committed to producing top quality work.	5.2



# Library

## Lowest Ranked Question (less than a 4.8)

Category	Question	Average Score
Custom Questions	I have participated in opportunities offered by the Washoe Leadership Program (ie: employee picnic, Washoe Talks, Employee Recognition Breakfast, and Shining Star Program)	3.6
Custom Questions	Based off the 2019 survey Washoe County's two biggest opportunities for improvement were identified as Communication and Resources and Building Trust in Leadership. I have seen specific improvements in my work team in those areas since the last survey.	3.8
Trust in Leadership	The senior leaders of the organization value people as their most important resource.	4.2
Custom Questions	I am encouraged and supported to participate in Washoe County Goal Team committees and/or the Washoe Leadership Program outside my daily duties.	4.3
Trust in Leadership	The senior leaders of this organization demonstrate integrity.	4.3
Communication and Resources	When the organization makes changes, I understand why.	4.4
Trust in Leadership	I trust our senior leaders to lead the company to future success.	4.4
Custom Questions	My supervisor meets with me regularly to provide feedback on my work performance.	4.5
Personal Engagement	If I contribute to the organization's success, I know I will be recognized.	4.6
Communication and Resources	My opinions seem to count at work.	4.7
Personal Engagement	I see professional growth and career development opportunities for myself in this organization.	4.7



# Washoe County Library System

## Electronic Measures

Reporting period: 2020-04-01 to 2020-07-31



The library had **15,824** staffed online hours



WiFi was available **168** hours



**22,266** wireless sessions



**316,089** website visits



**531** virtual reference questions were asked



**6,627** people registered online for a library card



**24,703** database uses



There were **225,013** downloads of e-content



**25,768** physical materials were loaned without contact



**10** interactive events were held



with **120** participants



and **0** physical technology devices loaned without contact



**293** virtual programs were offered



with **86,676** live and recorded views

“Reading gives us someplace to go when we have to stay where we are” – Mason Cooley

<http://www.washoecounty.us/library/>

301 S. Center St.

Reno, NV, 89501

(775) 327-8300



EveryLibrary  
Institute

**Contextual Data**

Legal Name	Washoe County Library System
Physical Street Address	301 S. Center St.
City	Reno
ZIP / Postal Code	89501
County	Washoe
State / Province	Nevada
Phone	(775) 327-8300
Website Address	<a href="http://www.washoecounty.us/library/">http://www.washoecounty.us/library/</a>
Population of the Legal Service Area	448,316
Number of Central Libraries	1
Number of Branch Libraries	11
Number of Bookmobiles	0
Total Number of Service Outlets	12

**Snapshot Electronic Measures**

Please provide totals for your defined reporting date range (start date to end date, e.g., count week or month totals). Be consistent with your responses throughout the entirety of the survey.

If there are any questions you cannot answer, leave the field blank and indicate you "did not collect" using the checkbox (to the right of the question) where applicable.

Snapshot Start Date	2020-04-01
Snapshot End Date	2020-07-31
Date your library closed to the public	2020-03-15
Date your library opened for delivery or curbside pickup	2020-06-15
Date your library physically opened with reduced capacity	2020-06-12
Date your library physically opened without restrictions	Not open yet

**Electronic Materials Usage**

eBook usage	137,042
eAudio usage	87,971
eVideo usage	0
ePeriodicals usage	19,569
Database usage (Successful Retrieval of Electronic Information)	24,703
Number of curbside and drop-off physical materials lent	25,768
Number of curbside and drop-off physical technology lent	0
Number of WiFi hotspots lent	0

**Virtual Programs & Activities**

Self-directed learning total hours <sup>1</sup>	2,915
Self-directed learning total sessions	5,689
Self-directed learning total participants	2,868
Number of interactive events held (e.g. contests, games, competitions, transcribe-a-thons)	10
Number of participants at interactive events (e.g. contests, games, competitions, transcribe-a-thons)	120
Virtual programming number of sessions	293
Virtual programming number of live participants (synchronous)	7,622
Virtual programming number of video views (not live) (asynchronous)	79,054
Number of virtual tour(s) provided	0
Number of virtual library exhibits provided	0
Did you run a virtual summer reading club? (Yes/No)	Yes
Number of summer reading club participants?	889
Please describe any virtual offerings your library is providing and optionally provide links:	Virtual Events Archive: <a href="http://www.washoecountylibrary.us/events/archive/">www.washoecountylibrary.us/events/archive/</a> Virtual Story Time: <a href="https://www.facebook.com/washoevirtualstorytime">www.facebook.com/washoevirtualstorytime</a> Pilot Virtual gallery: <a href="http://www.washoecountylibrary.us/motels/">www.washoecountylibrary.us/motels/</a>

**Electronic Reference**

Method of Counting Reference	Actual count
Total virtual reference	531
Virtual reference (via email)	312
Virtual reference (via phone) <sup>2</sup>	179
Virtual reference (via text/online)	40
Virtual tutoring sessions (i.e. homework help)	0
Counselling hours	0

**Online Library Card Registrations**

Online registrations (total)	6,627
Online new registrations	6,627
Online renewal registrations <sup>3</sup>	-1

**Social Media (engagements, reach, impressions)**

Social media and other online engagements (interactions), reach, and impressions.

Reach is the total number of people who have seen your content.

Impressions are the total number of times your content has been displayed.

E.g. A post shows up in my feed ten times since my friends keep engaging with it or it reappears in advertisements, etc. This would mean the reach to me is 1 and the number of impressions this content would have with me is 10.

Engagements or interactions are the number of times users have engaged with your content through views, clicks, likes, shares, retweets, etc.

The links below will display how to find the number of engagements, reach, and impressions across many popular social media platforms:

Facebook: <https://www.facebook.com/help/1443647412620316>

Instagram: <https://help.instagram.com/1533933820244654>

YouTube: <https://www.youtube.com/analytics>

Twitter: <https://analytics.twitter.com/>

	Does your library have:	Engagements / Interactions	Reach (unique viewers)	Impressions	Expenditures
Facebook	Yes	34,027	218,282		
Instagram	Yes	6,512	43,248	47,233	
YouTube	Yes	20		3,574	
Twitter	Yes	5,023		156,901	

**Google Advertising**

For more information on where to find this data please visit: <https://support.google.com/google-ads/answer/2404037?hl=en>

To learn more about Google Ad Grants please visit: <https://www.koios.co/news/06/2020/googleads-easierthanever>

	Do you use:	Impressions	Clicks	Conversions	Spending
Google Paid Search (real \$)					
Google Ad Grants	Yes	100,431	13,574	3,888	\$36,676

**Other Online Engagement**

Photo sharing (Pinterest, Flickr, etc.):

<https://help.pinterest.com/en/business/article/pinterest-analytics>

[https://help.flickr.com/en\\_us/stats-for-flickr-pro-members-only-BJI2s3XskQ](https://help.flickr.com/en_us/stats-for-flickr-pro-members-only-BJI2s3XskQ)

Email (clicks, opens)

Other (please list)

Does your library have a Pinterest page?	No
Does your library have a Flickr page?	No
Does your library send emails to patrons? (newsletter, events, etc.)	Yes
Email Open Rate <sup>4</sup>	23
Email Click Rate (single response, no ranges) <sup>5</sup>	22,356
Does your library use other social media platforms to connect with the community?	No

**Wireless**

Method of Counting Wireless <sup>6</sup>	
Wireless sessions	22,266
Website visits	316,089

**Hours**

Total staffed virtual hours <sup>7</sup>	15,824
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**Staff working Virtually (not at a library location)**

Staff hours ALA-MLS <sup>8</sup>	5,298
Staff hours other librarians <sup>9</sup>	7,387
Staff hours total librarian	12,685
Staff hours all other staff <sup>10</sup>	2,728
Staff hours total	15,413

**Readiness**

Rate the adequacy of your equipment?	5 (high)
Rate the adequacy of your space?	5 (high)
Rate staff abilities in delivering virtual content (e.g. programming, online content creation)?	5 (high)

**As a result of COVID-19**

Please provide totals for your defined reporting date range (start date to end date, e.g., count week or month totals). Be consistent with your responses throughout the entirety of the survey.

If there are any questions you cannot answer, leave the field blank and indicate you "did not collect" using the checkbox (to the right of the question) where applicable.

**Budget**

Did you experience a budget cut as a result of COVID-19?	No
Are you anticipating a decrease in your local funding in the next fiscal year?	Yes
Have donations to the library increased, remained the same, or decreased because of COVID-19?	Decreased

**Expenditures**

Did you spend additional funds on electronic resources during the closure? (Yes/No)	No
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**Staffing**

Number of staff FTE furloughed during COVID-19	0.0
Number of staff FTE laid off during COVID-19	0.0
Number of staff FTE retained with pay during COVID-19	122.0
Total number of FTE staff before COVID-19	122.0

**Technology**

Did you leave your Wifi on during closure? (Yes/No)	Yes
How many hours per week was wifi available? (there are 168 hours in a week)	168
Number of Wifi Sessions for a week (while library is closed)	1,392
Do you have a bookmobile/techmobile? (Yes/No)	No
Did you lend physical technology such as tablets or wifi hotspots?	No
Average weekly virtual visits (website visits)	17,561



**Content**

Did you produce more virtual content during the closure? (Yes/No)	Yes
Was there increased usage? (Yes/No)	Yes
How many channels did you offer content through?	6

**Community**

Did you form new partnerships with community organizations? (Yes/No)	Yes
Please describe any partnerships with community organizations:	WCLS collaboratively worked with the following organizations in a variety of ways including hosting virtual events with the respective organization presenting their expertise to mutually sharing and cross promotion of services through a variety of means of distribution: Washoe County School District: Library Services, Curriculum and Instruction, Department of Family-School Partnerships, Child and Family Services Community In Schools PBSReno.org Historic Reno Preservation Society Nevada Historical Society Tahoe Star Tours Conservation Ambassadors, Wild Things Cowboy Poet Maurice Artown Terry Lee Wells Nevada Discovery Museum United Way Of Northern and the Sierra UNR School of the Arts/Reading Coalition Paws 4 Love/Paws 2 Read Northern NV Pride Pioneer Center Youth Programs Tahoe Institute of Natural Science Food Bank of Northern NV NV State Library, Archives and Public Records NV Humanitie/ NV Reads NV Department of Ed Mathewson-IGT Knowledge Center
Did you redeploy staff, space and/or equipment during this period for non-traditional use? (Yes/No)	No
Did you participate in any broader community (not library-related) COVID-19 messaging?	Yes
Please describe your role in the planning/coordination effort:	We partnered with GriffenCo to 3D print facemasks for local hospitals. <a href="https://www.nvadabusiness.com/2020/04/3d-printing-company-makes-500-face-shields-for-local-hospitals/">https://www.nvadabusiness.com/2020/04/3d-printing-company-makes-500-face-shields-for-local-hospitals/</a> Staff who were initially deactivated for work since March 15 were offered work at the Washoe County Health District Call Center.

**Describe other resources**

Did you offer other services or resources not included on this data collection tool? (Yes/No)	No
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**Upload Images or Screenshots**

Please upload any screenshots or images that highlight visually what your library services look like now. These could be images that highlight things your library has done well OR images that highlight local requirements such as space or equipment issues. These images may be used in articles and will be publicly available. Please note that by uploading images you are providing us with usage rights over these images.

Upload your files here (by uploading images you are providing us with usage rights):

<sup>1</sup>, Actual 2914.59(0-2020-08-31)

<sup>2</sup>, We did not begin offering telephone reference until June 2020.(0-2020-09-06)

<sup>3</sup>, We have no way to differential between the two.(0-2020-08-28)

<sup>4</sup>, 22.98%(0-2020-08-28)

<sup>5</sup>, total clicks - don't have the rate(0-2020-08-28)

<sup>6</sup>, Washoe County Library System uses WhoFi to calculate wireless access by individual devices.(0-2020-08-28)

<sup>7</sup>, I can only provide virtual hours specifically from 4/1/2020 through 6/11/2020 when we started preparing for limited services. From 6/12-7/31/2020, we still have a large portion of staff working virtually.(0-2020-08-28)

<sup>8</sup>, I can only provide virtual hours specifically from 4/1/2020 through 6/11/2020 when we started preparing for limited services. From 6/12-7/31/2020, we still have a large portion of staff working virtually.(0-2020-08-28)

<sup>9</sup>, I can only provide virtual hours specifically from 4/1/2020 through 6/11/2020 when we started preparing for limited services. From 6/12-7/31/2020, we still have a large portion of staff working virtually.(0-2020-08-28)

<sup>10</sup>, I can only provide virtual hours specifically from 4/1/2020 through 6/11/2020 when we started preparing for limited services. From 6/12-7/31/2020, we still have a large portion of staff working virtually.(0-2020-08-28)

**From:** Jean Stoess [REDACTED]  
**Sent:** Sunday, September 6, 2020 11:28 AM  
**To:** Scott, Jeff <[jscott@washoecounty.us](mailto:jscott@washoecounty.us)>  
**Subject:** Facebook entries yesterday

Jeff:

Here's what I put on Facebook yesterday:

During this Covid-19 crisis here's how one Washoe County Library made sure that patrons got the books they had on hold; At Northwest Library, in 90+ degree heat, I saw patrons drive up and put their library cards in a small basket handed out the window by a staff member, which resulted in other staff members dashing around madly finding and checking out the books on hold, answering questions, giving out gift-wrapped "mystery books"--"What genre would you like?" "Children's, please." "Picture or story?" "Picture."--They even gave out Milk-Bone dog treats. I saw patrons receive from 2 to 18 books handed to them in one or more baskets. I was there for about an hour until the heat got to me. Although masks made it difficult to see smiles, all the patrons I saw drove away happy, with happy kids, and some were still laughing

North Valleys Library distributes their on-hold books under a "grab-and-go" system as opposed to what I call "drive by" but is better known as "grab and drive." Patrons park and enter North Valleys library to get their books on hold. They are met at the door by a librarian who takes their temperature and makes sure they are wearing a mask; if not, they give the patron a bandana to use for a mask. One patron who refused to wear any kind of mask was asked to wait for everyone else in line to be served before he was permitted to enter the library. Only one patron is permitted to enter at one time, but this process goes quickly as he or she walks past all the books on hold (organized by the first two letters of the patron's name and the last four numbers of their library card) and picks up the books. They are also offered gift-wrapped "mystery books" labeled in both English or Spanish. Then they check out and leave the library, and a member of the staff disinfects the areas where the patron was. Patrons are not permitted to browse now although some patrons ask why not since school is open now. Well, the Washoe County Library System and the Washoe County School District are two separate organizations.

Jean

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Library Director's Update  
**DATE:** September 16, 2020

### Library Director's Report for September 2020

#### Washoe County Library Expands Drive up and Grab and Go Hours



Washoe County Library System								
	Pick-up Type	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Downtown Reno	Grab and Go		10am-2pm		10am-2pm			10am-2pm
Incline Village Library	Grab and Go	10am-2pm	3pm-7pm	10am-2pm	10am-2pm	10am-2pm	10am-2pm	
North Valleys	Grab and Go		10am-2pm	3pm-7pm	10am-2pm			
Northwest Reno Library	Drive Through		10am-2pm		10am-2pm		10am-2pm	
Sierra View	Grab and Go		2pm-6pm		10am-2pm		10am-2pm	
South Valleys Library	Drive Through		10am-2pm	2pm-6pm	10am-2pm			
Spanish Springs Library	Grab and Go		10am-2pm	4pm-6pm	10am-2pm			
Sparks	Grab and Go		10am-2pm		10am-2pm		10am-2pm	

#### Telecommuting Laptops Provided by Washoe County

Washoe County is providing laptops for those telecommuting or partially telecommuting at this time. This a result of the CARES funding they received. This is an excellent development as it enhances our ability to consistently work remotely without reliance on the library's equipment or staff personal equipment for remote work.

#### LSTA CARES Grant Chromebook Project

Managers are currently working on providing public access computing at certain branches. We have over 6,000 connections a month from those using our Wi-Fi outside. There is a demonstrated need for access and this is a way to safely provide it.

#### Library in the News

- Washoe County Library System to offer chromebooks and outdoor resources.
- The Washoe County Library System is expanding its services with the \$20,000 it received in Cares Act funds

<https://www.kolotv.com/2020/09/09/washoe-county-library-system-to-offer-chromebooks-and-outdoor-resources/>

<https://www.kunr.org/post/novel-coronavirus-nevada-live-blog-24#stream/0>

- Washoe County Library System retires late fees in attempt to remove barriers to library access.

<https://thenevadaindependent.com/article/washoe-county-library-system-retires-late-fees-in-attempt-to-remove-barriers-to-library-access>

<https://www.kolotv.com/2020/08/26/washoe-county-library-eliminates-fines-on-overdue-books-and-materials/>

<https://mynews4.com/news/local/washoe-county-library-board-of-trustees-approves-eliminating-fines>

### **Washoe County CARES Act funding**

Washoe County has graciously approved our funding requests for personal protective equipment and additional Automated Material Handler Smart Chutes. This is helpful for our budgetary bottom line and will allow us to enhance our services, safely sorting and quarantining materials that are returned. We should get that shipment in September or October for installation.

### **Early Voting at Washoe County Library System**

Our libraries will be included as Early Voting locations. I am grateful that we can continue to provide this access for the public as this election will likely have a high turnout. Downtown Reno, Incline Village, Northwest Reno, North Valleys, Sparks, and Spanish Springs will all be Early Voting sites this fall. Reno Town Mall will host an Early Voting site near the Sierra View Library. Early Voting begins Saturday, October 17th and will end Friday, October 30th. It will run daily from 9 am to 7 pm.

Thanks to our RFID entry and exterior meeting room access it will be easy for the Elections folks to use our facilities without too much library staff assistance. For some of the locations, it will require some extra help from library staff. Thank you Library Branch Managers for assisting with this important event. Dates and locations are available at the below links.

<https://www.washoecounty.us/voters/elections/index.php>

[https://www.washoecounty.us/voters/elections/Polling\\_Location.php](https://www.washoecounty.us/voters/elections/Polling_Location.php)

<https://www.washoecounty.us/voters/files/Early-Voting-2020-Calendar-update.pdf>

### **1000 Mile project partnership with UNR Libraries**

UNR library project hosted on Washoe County Library Facebook page on Thursdays.

Description: The University Libraries, in partnership with the Washoe County Libraries will be offering a virtual exploration of a Special Collections and University Archives collection entitled "A Thousand Miles of Desert and Mountains." The series, aimed at 4th through 7th graders but appropriate for all ages, will explore a series of three diaries written by two prospectors as they traveled across Nevada in search of the next big bonanza. More info available here:

<https://library.unr.edu/1000-miles>

### **New Library Technology Manager Brenda Owens!**

After a long search we have selected Downtown Reno Library Branch Manager Brenda Owens for the new Library Technology Manager position. Brenda replaces Nancy Keener who retired in July after a long tenure with Washoe County Library System. Brenda brings a great deal of ability, technology experience, and management experience to the role. She has been instrumental in working with Koha during the Covid closures.

**TO:** Library Board of Trustees  
**FROM:** Brenda Owens, Library Technology Manager  
**RE:** Circ Team Update  
**DATE:** September 16, 2020

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

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Tacchino Trust Expenditure Update  
**DATE:** September 16, 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 August 2020.

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

The total Tacchino Trust funds available the beginning of September 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 6d

FY2019/20

DATE ASSIGNED	TRUSTEE	TASK / AGENDA ITEM REQUESTED	ANTICIPATED COMPLETION	DATE COMPLETED
8/19/2020	Holland	Share information on how branches post/handle the Code of Conduct Policy and share the information with staff and patrons. Trustee Holland to contact branch managers for insight.		
8/19/2020	Ghillieri	Share information from how a format is selected when making a purchase based upon a patron material request. Trustee Ghillieri to contact Collections Manager Debi Stears to discuss.		
9/18/19	Chair Holland	Regular updates on Library progress towards 2024 Tax Initiative – <span style="color: blue;">From June 2020: need to start messaging by November 2021, after getting a sustainable plan from CDC on how to keep services safe</span>	<del>To be determined</del> <span style="color: blue;">once new Strategic Plan is created</span>	
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. From June 2020: plan to address at physical meeting after reopening in Phase IV of State Reopening Plan	<del>October November 2019 Feb 2020</del> <span style="color: blue;">by June 2020 – CLOSED COVID – TBD for next physical Board meeting</span>	