

**LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, FEBRUARY 15, 2023
4:00 P.M.
Downtown Reno Library
301 S. Center Ave. Reno, NV 89501**

Library Trustees

Amy Ghilieri, Chair
Frank Perez, Vice-Chair
Ann Medaille
Lea Moser
Vacant

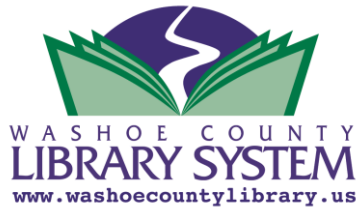
Members of the public may attend this meeting in person or can attend by teleconference by logging into the Zoom webinar accessible through the following link: <https://us02web.zoom.us/j/84224131597>. If prompted, use the following passcode: 889408.

Forum Restrictions and Orderly Conduct of Business. The Library Board of Trustees conducts the business of the Washoe County Library system and its citizens during its meetings. The orderly, efficient conduct of the meeting is integral and necessary to allow the Board to conduct business. The Chair 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.

Public Comment. Public Comment is limited to three (3) minutes per person. During the “Public Comment” items, anyone may speak pertaining to any matter either on or off the agenda. Anyone wishing to provide live public comment may do so in person, or by teleconference by logging onto the Zoom webinar by accessing the above link.

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 are examples of speech that may be reasonably limited.

Response to Public Comment. The 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 periods, 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 the Board members 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 Board will consider, Board members may choose not to respond to public comments, except to correct factual inaccuracies, ask for 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.”

Support Documentation. Support documentation for items on the agenda 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 L J Burton at (775) 327-8343 or by email at ljburton@washoecounty.us.

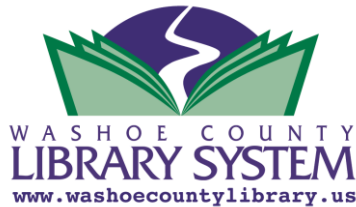
Special Accommodations. We are pleased to make reasonable accommodations for members of the public who are disabled and wish to attend meetings. Should you require special arrangements for any Trustee meeting, please contact our office at (775) 327-8341, at least 24 hours prior to the date of the meeting.

Possible Changes to Agenda and Timing. 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.

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 website for the Washoe County Library System at www.washoecountylibrary.us and at <https://notice.nv.gov>.

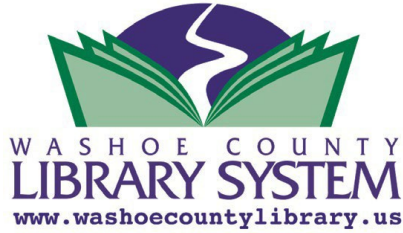
LIBRARY ADMINISTRATION

301 South Center Street | PO Box 2151, Reno NV 89505
(775) 327-8341 | 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 – 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 January 18, 2023
- 4) Old Business
None
- 5) New Business
 - a) *Presentation: Washoe County Library Strategic Plan Update*
 - b) *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*
 - c) *Presentation: Senior Technology Survey Report*
- 6) Reports
 - a) Library Director Update
 - b) Downtown Reno Library Report
 - c) MarCom Team 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 – 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, JANUARY 18, 2023
4:00 P.M.**

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

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

1) ROLL CALL

Board Members Present: Frank Perez, Amy Ghilieri, Ann Medaille

Board Members Absent: Lea Grace

County Staff Present: Library Director Jeff Scott, Assistant District Attorney
Herbert Kaplan, Assistant County Manager David Solaro

2) PUBLIC COMMENT

Colton (last name unavailable): Voiced his approval for the drag queen story time. Stated drag is a performing art. Feels the event is not sexualizing anyone or anything.

Britt Curtis: Mother of two preschool aged kids. Wanted to say she approves of the drag queen reading event. Regularly visits the library for story time Crafternoons, reads to dogs and plays games on the computers. Goes to parades and art projects. Her four-year-old just got his own library card with the purple wallet. Loves using the machines. Always feels safe, valued, and vested in at the library. Hopes the library stays strong against the attacks made by other patrons. Said she hoped the library would continue to put families and kids first.

Valerie Fiannaca: Spoke on her opposition to the drag queen story time. Feels the event is not appropriate with children. Spoke to the district attorney and child protective services on the matter as well. Does not understand the need to have these events held at the library story time.

Michelle Rudan: Spoke on her opposition to the drag queen event. Drag queens are not for children. Feels they bring on gender stereotypes. Not religious. Feels the event is negative prospective to the children.

Jesse James: Is a library patron stated not to throw stones, wants to cast a wider net, sea of love against hatred. Chris is the genuine article does not hurt to revisit book of Romans.

Alicia Funkhauser: Mom and proud supporter of the Washoe County library systems. Her child and herself go to the library on a regular basis. She enjoys all the programming especially the drag queen story time. For my little one this event encourages acceptance, self-esteem building, connecting with folks in the community that are not always accepted. Let you know I am standing strong with you and the library and hope we can continue to have drag queen story time and similar events. I don't think it's fair the way it is being attacked. A way that is very false, only stigmatizes it more, a lot of the folks who are unaccepting are not seeing the full picture, not open to understanding what it is about. Fearmongering makes me feel really sad for the Washoe County library system to have to be going through that. Hope you can continue with this. We are in support and always will be.

Ted Lambert: Does not normally come to speak since he felt everything was going very well and is happy with the way the library is being run and the diverse information it provides. As a long time, educator you will only frequently hear only from those dissatisfied, which usually tends to be small in minority. He gave an example of how he played music before class, and one student complained, the administrators said it was disruptive, but it was only one person who complained. The ones who are complaining are not the majority, your providing services even if it seems like a little, unless it's most people. It's not representative of how the rest of the library supporters feel.

Reva Crump: Sent an email to the library board members but cannot seem to get a hold of any of members. Sent it to the library board of trustees, the Commissioners, and the recommended email on the agenda. Accessing the packet via the website agenda stated the November minutes won't be available and will be provided at the meeting. It is difficult to comprehend that no one in the library system can type the minutes for the Library Board of Trustees meetings when there were two months in which this could have been done. I fell it is professionally embarrassing for this to be occurring. They are not available three days before the meeting its an open meeting law violation because they are supposed to be a part of the package and that is supposed to be available to the public. Yet again for the second time they are not I did send it to the Commissioners, and I told them why. We have no access to the library board of trustees representing the public because they don't have emails. They should know that when they use their private emails for Washoe County Library business, their emails in private account are subject to subpoena and you're setting

yourself up for problems you don't want to have. Please Trustees get yourself emails with the Washoe County system. It is ridiculous that this has not happened yet. When you go through the Director's slideshow, I want you to look for rainbows every time you see them and I want you to keep these stats in mind, that Washoe County whom this library is set to serve is made up of 26% Latino/Hispanic, 6% Asian, 3% black/African American, and the rest other with the exception of the largest group being Caucasian. Of that whole group 3.5% are LGBTQ or otherwise and 9.3% are Veterans. Try to understand how many Asian events you see ever propagated or even promoted. How many black, Caucasian, or Latino events do you see promoted? And how many Veteran affairs do you see promoted.

Chris Daniels: AKA Ginger Devine it has been my honor for the past four years to serve as a drag queen for the drag queen story time. Wanted to come down in person and introduce myself and put a face to the name and let you see my identity and that would possibly make a change. I love our library staff; they are incredible humans who work tirelessly to put on incredible programs that serve a diverse group of individuals and identities and that can be challenging and difficult. They are doing their best and an exceptional job. So many voices talking about this event and specifically me and I really wanted to throw my voice into it because we are talking a lot about children but this isn't really about the children who attend the event, The first time I did story time the other drag queen Aspen Meadows and I spent two hours after the event talking to all the kids and the families, they said it was so important , never thought they would see in their lifetime what it means to them because their family is seen they are accepted, and loved they have dignity and we listened to every one of those stories and how important it was but we don't hear those stories during these public comments there are these metaphorical children somewhere out in the universe that are somehow opposed to drag queens we are actually talking about the ones that are attending the events. There are three inherent needs all humans have, a need for safety, belonging, and dignity and I feel like this event helps capture all three of those needs. The protesting of these events is really about the erasure of queer for public spaces. We are here we are loving individuals I care about reading library has always been a refuge for me and the fact that I can participate in the event, that encourages children to read. I look forward to many more opportunities to read as a drag queen at story time.

Ally McWilliams: Voiced her support for the drag queen story hour and all the events the library offers. Has been going to the South Valleys, Sierra View, Downtown library and has volunteered with the Friends. The library is a valued part of our community and appreciate the wide variety of activities for all ages. People can choose to attend or not attend the events the library offers that is optional. Thanked the library staff for all they do for the community.

Mary Jones: Wanted to reiterate that she is 100% behind Director Scott and the library staff because they value inclusion of everyone and thank you.

Bruce Parks: wanted to clear up a couple of things. His objection to drag queen has nothing to do with hate or prejudice. Anyone who thinks so is a fool. You need food, shelter, water, and oxygen that is all. You don't need adult entertainment in public libraries. We love the libraries and what they do along with all the programs they have. Our concern is just that one program. I don't know why the heels are being dug in so hard over this it doesn't make sense to me. For those who think that those who object whom by the way is the majority of the community if you took an honest poll, is the majority objects to just this one program for the reasons stated numerous times here. They are valid reasons and not misconceptions on our part, we understand what is going on. We do not hate the LGBTQ community we celebrate that they are represented in the community and with libraries. This is a discrimination lawsuit to the rest of the community. How long until you face a discrimination lawsuit? It is coming be advised of that. How many Pacific Islanders do we have in Washoe County? How many Asian Americans? The largest segment growing in our community are the elderly. When has the book mobile stopped at the VA hospital to help the veterans? Another underrepresented group of people in the community. Focus all your time and energy on where you think it's needed but your actions deftly inclusion.

Samantha Richardson: Early Childhood educator and a longtime Washoe County library school member. One thing to do for children is to read to them and hope they become passionate readers and increase the vocabulary along with academic success. To better understand the world around them. By reading one book to a child per day by the age of five they will be exposed to 290 words if you read five books that will put them at over one million words. All this research and none of it speaks of the detriment about why children should not be read by books by someone different than them. All research says it is nothing but good. Different Society groups, sexuality, gender open minds and gives the children opportunity to connect and show them they are valid in the truth. Only time there is harm for children being exposed such as this is when children being raised by adults not treating their own bias and teaching children to have that bias which puts them through fear/ignorance. We are all unique and we must open our minds to others and learn from one another. What would our community be like if we kept drag queen story hour? What if it was a place for all people? What would our community be like if we continue to offer a safe space to gather around for a good book?

Stephen Moore: Vocalized his support for the drag queen story hour. Heard more than once the argument disproportionate inclusion. That we are not giving to others the same opportunities as the drag queens. Conclusion seeing drawn is if not everyone can have it, then on one should. These things take time it can't happen all at once they take time to roll out takes time and trust. Just creating spaces where people feel included and seen helps them feel more confinement and empowered, led by individuals in the community who are brave enough to do that. The more

people that come forward they are the more it occurs. Support for veterans and support for different backgrounds are all wonderful when we talk about these programs and how they are available to the LGBTQ people.

Maggie Brader: Background in education. Motherhood started for her by taking her children to the Washoe County library she is grateful to the library and all the programs and craft, story time or any of the enrichments it offers. My children are now teenagers and at the phase where they are trying to figure out who they are. My children have mentors, and it does not matter to me who my children's mentors are or how they identify. If you are a good human, then you are a good human. Our board of directors are here because you believe in something big and wants to support our community. You think a lot about programming, and they are not easy decisions to make. Looking at wide swap of folks from many different backgrounds what I would like to do today is apologize for the behavior for some folks in our community that attack your for trying to do your job. There is no need to threaten with filing complaints for open meeting laws instead can we not all be human and understanding without attacking each other. My children have benefited from the programs of the library. There is no need for attack.

3) Approval of Minutes

On motion by Vice Chair Perez, seconded by Trustee Medaille, which motion duly carried, the Board approved the minutes from the November 16, 2022 meeting. All in favor, none opposed.

4) Old Business

None

5) New Business

a) Presentation: Friends of Washoe County Library Donation:

Jaime Hemingway, interim PIO/DO and Friends liaison, presented to the board, stating the Friends program was incorporated in January 1981 with over 500 members dedicated to fundraising and funding support for the Washoe County library. Friends of the Washoe County Library strives to give kids education support and vibrant programs, gift funds, library materials. Through fund raising projects the Friends of the library have raised over \$3 million dollars for the Washoe County library system. In January of 2023 the Washoe County Friends allocated \$90,000.00 of funds to support the technology services, summer reading prizes, marketing, staff development and training. The multitude of diverse projects benefit the entire staff and system. Recommendation that the board acknowledge the \$90,000.00 donation from the Friends of Washoe County library which demonstrates its continued support of libraries.

b) Presentation: Washoe County Library Strategic Plans 2023

Director Jeff Scott presented the strategic plan for 2023 plan update for year 2. Stimulate imagination talked about the book mobile for Sun Valley for around August 2023 Book team planning/book team promotion with the Friends around March. Book machine at Cold Springs Community Center. Book machine at Sun Valley Teen and Family Resource Center scheduled around May 2023. Provide welcoming spaces by reviewing and fund additional smart chutes. Review furniture and equipment. Dashboard of recorded staff training. Sierra View library renovation to take place around February or March of 2323. Lit fiber internet at Gerlach to take place around June 2023. Plan to add additional staff of service at Incline Village. Senior Center renovation. Workforce building will provide workforce training and virtual space opportunities. Circulate hotspots Spanish Springs partnership with Reno Sparks Indian Colony and Pyramid Lake Paiute tribe. Lifelong learning by improving the welfare and provide more resources for lifelong learners and seniors in Washoe County. Identify and create Senior tech classes, on the road tech café, and review partnership with senior serving agencies. School support by ensuring Washoe County library system support in school children to help them succeed. Review and support databases subscriptions that support the local schools. Search for partners and enhance homework help. Celebrate our diverse community by ensuring we are serving everyone and celebrating all in the community. One way is to look at technology instructions with vulnerable populations, diversify training. Promote the library by renewing the tax initiative and ensure the library is financially secure. Work with Board of County Commissioners to gain support for the renewed tax initiative and work on the messaging for the tax initiative.

Trustee Ann had a question for Director Scott asked if the tax initiative was still in the early basis of weapons like what is being asked for and what is going to go on. Director Scott replied to Trustee Ann that yes it was going to be a renewal of what currently exists so every hundred dollars that the County collects we get like one percent of that goes directly to the library and that gives the library more independence as a library to operate and so as property taxes go up or property values is still up the library gets the increased revenues that allows us to pay for a lot of the services. Due to this tax, they have been able to renovate our libraries locations and answer services as well as increase the library collection development. It comes out of expansion packs, so definitely going t have a conversation with Commissioners about that and then we are looking at having the November 2024 balance so that is coming up soon.

Chair Ghilieri stated to Director Scott that it seems like he is really on track with the Strategic plan.

6) Reports

a) Library Director Updates:

Director Jeff Scott talked about staff day at the library was unable to get the video out but did provide a link. Attend KOLO v book club with Rebecca Kitchen. Spoke about new

books coming out in 2023. Weather leaks at Reno and Northwest are for once minimal. Not too much of an impact for heavy winter. Park passes have arrived from the Nevada State Library Parks. The pass is valid at all 27 Nevada State Parks. The pass does not include federal, regional, or other public lands in Nevada that are not part on the Nevada State Parks. The circulation team is reviewing and making these available once review is complete. Will have a press release for more information. Challenge team update thanked all the participants updated information is on SharePoint. Hiring will open a new recruitment for the Library Assistant II positions shortly. Plan on having a large panel with almost every branch having a Library Assistant or a Library Aide vacancy. Our plant caretaker for downtown Reno was featured on the local KUNR station.

b) South Valleys Library Report:

Julie Ullman branch manager presented a slideshow to the board. Was glad to show the renovations that were paid in part by a grant from former Commissioner Bob Lucey. Wrap up the past year from photos. You can see we have tremendous participation going out into the community, South end of town and supporting system events, Touched on the Christmas parade, Holland project, etc. Scavenger hunt for community to participate to learn more about libraries, Storytime, making buttons, making the library a welcoming place to be. Donner Springs and Pleasant Valley taking advantage of the scheduled reading week. Tons of participation with the school district library card program including the middle school lunch book group led by Jennifer Cole. It is unique and original thinking going on to get people into libraries and out into the community.

c) Outreach Team Report:

Jonnica Bowen branch manager at North Valleys library presented a slideshow to the Board. Jonnica is a current chair to the outreach committee, a new service team established fall of 2021 various library staff are on the committee. Create service team mission and vision in support of the Washoe County Library System strategic plan for 2022-2025. The committee will be overseeing procedures, functions, and training for the community. Including outreach services and homebound services being led by Debbie Gunderman. The YSLE service team will maintain oversight of early literacy and educational outreach. Has a revamped webpage for outreach services for anyone to make a request for services. Book deserts by branch service area is a live form accessible from anywhere. Shared some example photos of what outreach looks like.

7) Staff Announcement:

Natalie Villegas from Incline Village wants to open Saturday from 10am to 4pm and have the kiosk open and checked out over 150 items most of them kids.

8) Public Comment:

Valerie Fiannaca: Thanked us for the hard work done and our service. Wanted to propose something that might be more appropriate thank drag queen story hour. She thinks they

could do a production musical or otherwise portraying people in our history of the United States that would absolutely be appropriate for all children. I know several actors/performers. I am sure I could get many people involved in this project. George and Martha Washington, the Lincoln Road apartment, Frederick Douglass. I am sure we can get with the historical society from Reno involved in this and many of the drama teachers from our high schools we can portray Thomas Jefferson, Nikola Tesla, Martin Luther King Jr. and I could go on and on. I am sure at least a 30-minute production would be fascinating for the children and our students. Just wanted to present the idea. She will work on more and bring it back to the board.

Mary Jones: Stated she feels the library should talk about the programming that has already been addressed.

Bruce Parks: There is no personal animus here, nobody is under attack that is not the intent we are not advocating for the removal of the director. I think by large he has done great he has done a great job. There is a wicked tenant for those of you that are aware of that particular philosophy it says harm none. Its our position the drag queen story hour is in fact harmful to children if you know anything about developmental psychology you agree. In fact, the American Pediatric Society agrees with that statement. At the very least it shows confusion. At its very worst it exposed children to Pedophiles which has been documented. We simply want to protect our kids. We are not advocating for anything more or less than that. Our stand is that this is harmful not beneficial. I always wonder why. I am all for reading to kids, I think it is great. I read to my kids as they were growing up. We visited the library quite frequently, and I would like to think that was instrumental in their achieving the successes that they have. Still don't understand why there is no movement of the needle if you will on this issue. The presentation that was given in the last Library Board Meeting did nothing to dissuade my opinion.

Ashley (last name unavailable): As much as I don't want to accept certain things that people say I have learned to very much love the other person as my neighbor. But when I feel that people are not learning other people as they are and accept you and I have to stand and say something. I think its imperative that we talk about this right now because to take away drag story was actually a very incredible disservice to our community. Our community is built on acceptance and reading a little expression. It is built on love and accepting other human beings as they are even if you don't agree with their opinions, or how they present themselves. What I think as a person who's lived in this community my whole life and worked in this community. I work with children with disabilities, I have worked for the County and for wherever and I have gotten to know very many people. One thing I can tell you is children look at people and they accept and I think that is something we should take into our own consideration and into our own hearts. We should learn to accept people as they are. I know that drag queen story time will have you see celebrations and I have gotten to see how much love is there: not anything trying to express things not harm to children. I feel this event is modern and moderate and do not see any problem with it. I think getting rid of it would be a disservice.

Unknown individual: Felt the presentation was amazing and was glad to save his comment toward the end of the meeting because he felt there were a lot of incredible things that the library system does and certainly expanding awareness and understanding. It was exciting because I feel like a lot of the things that were brought up during public comment were really addressed during the meeting because a lot of those communities that were brought up that are not being reached out to or reported not being reached out to or being reached out to and those services are increasing and expanding which is exciting. I would also like to mention that LGBTQ persons are Veterans are black, brown, indigenous non native speakers like Spanish. There is so many LGBTQ persons in our community. It made me feel like there was an assumption that when we say LGBTQ person, we are really only talking about white people or people whom are not Veterans or people who do not speak English. But that is not true. I just wanted to make that know that the LGBTQ community includes all those individuals. Especially our elders as well so there are lots of folks in the LGBTQ community, just so that we are clear and it was really exciting hearing the meeting because if you want to increase services maybe we should pool our efforts together and try to raise more money for the library because they would be able to provide more services as opposed to suing them or trying to pull funding which means they would actually have to limit their services and outreach which means that everyone would be hurt by it. Not just drag queens or people that go to drag queen story time but everybody in our community would feel devastating impact of library funding being cut and having to astronomically reduce their outreach and services they provide. Also wanted to reiterate this is a volunteer event and parents are not being forced to come to the event, they elect to attend. There is assumption that parental rights do not extend to individuals who choose to go to drag queen story time that we are not honoring their choice as parents as to why they bring their children. It feels manipulative and controlling as if we were trying to tell parents what they should do when in fact, everyone should have a choice as to what free events they go to and how they want to raise their children. Seems like we are trying to limit and take away possibilities and opportunities for parents and how they would like to raise their children and the values they would like to impart upon them.

Jays Ozuna: Community organizer in Reno that has a young niece she would hope that her niece would be raised to be the kind of person who accepts all people and would hope that she would want to go to these story times, and she would feel completely safe to let her come to these story times with these drag queens because she has met a lot of drag queens here in Reno who are sweet and amazing people. For anyone to accuse a drag queen who has no accusations around being a pedophile is just very vile and homophobic. Very queer phobic I don't think we should be allowing that kind of hate speech to be making a decision like having drag story time at the local libraries that brings a lot of joy to people and anyone who thinks that drag queens are dangerous to children obviously do not know a drag queen and they are not involved in the queer community and I think that we as a society are not going to progress further. We will not accept that kind of hate speech because it is more dangerous than a person protesting outside of the Sparks library last summer with a gun. That is more dangerous to children than drag queens giving their free time out of the goodness of their hearts and I don't think as a community we should take that for granted.

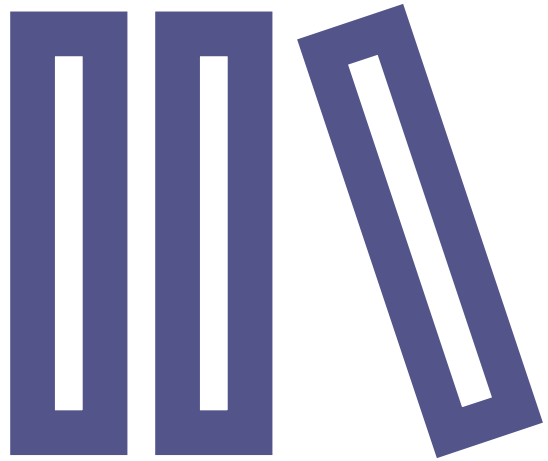
Director Scott asked District Attorney Kaplan if an emailed public comment needed to be added to the comments. Attorney Kaplan stated that generally it's not required but it has been done in the past. The email for public comment from Jacqueline Baldwin will be placed on record.

Trustee Perez wanted to follow up on a couple of items that were mentioned so things could be clear. On the library website it does say right below Trustee Moser's biographies to contact the Library Board of Trustees by email at libraryboard@washoecounty.us. Trustee Perez wondered if it might be possible some of the messages had gone into a spam filter, but he noted messages were also included in the Board packets.

Director Scott responded that, depending on what came in, it would be in the packet. Trustee Perez indicated he knew some citizens opposed to Drag Queen Story Time events wanted the subject added to a future agenda for further discussion, but he did not envision that happening again, as the Board had already heard and discussed the subject in previous meetings and had received the public's comments both in support of and in opposition to the events. Trustee Perez recalled the Board had given direction to the Library Director supporting the Drag Queen events and other programming to encourage diversity, outreach, and inclusion.

Chair Amy Ghilieri adjourned the meeting at 6:14 pm.

Pending Board Approval



Washoe County Library System

February 2023

Strategic Plan Update

Stimulate Imagination

Book Machine at Cold
Springs Community
Center (March 2023)

Book Machine at Sun
Valley Teen and
Family Resource
Center (March 2023)

The NEWEST Kiosk to:

- Deliver Holds
- Allow Browsing & Retrieval of New Materials
- Return Materials
- Place A Hold



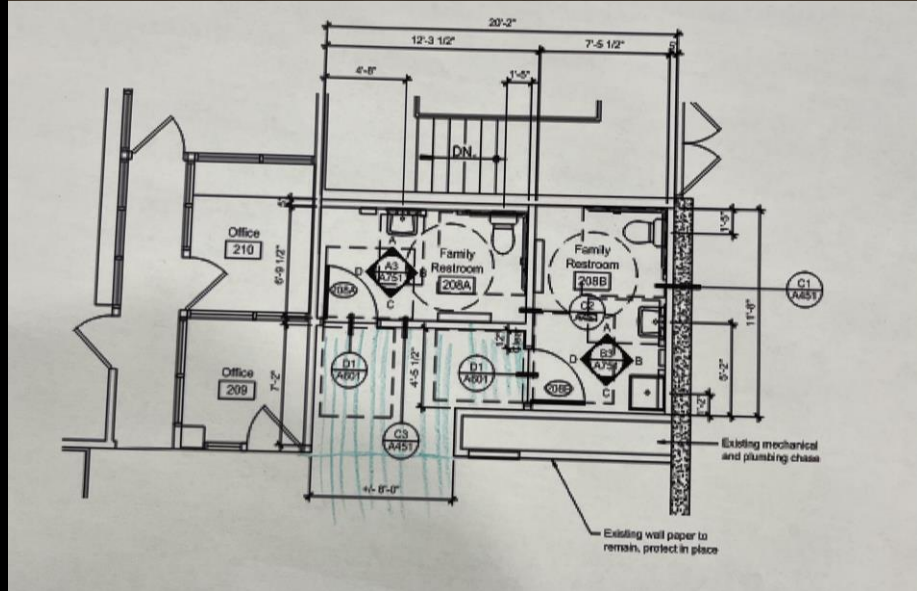


Provide Welcoming Spaces

Sierra View Library
Renovation completion
Spring 2023

Downtown Reno ADA
Restroom May 2023

Downtown Reno Elevator
Repair Fall 2023





Provide
Welcoming
Spaces

Staff In-Service Day
December 2022

Intellectual
Freedom

Outreach

Challenge Program

Workforce Building

Library Director met with Reno Sparks Chamber of Commerce, Economic Development of Western Nevada (EDAWN), and Governor Lombardo's Policy Director

Group is enthusiastic about the program

Next steps:

Develop onboarding brochure

Identify Business Partners

Identify Grant Support

Staff Training

chamber of
commerce
RENO + SPARKS



Lifelong Learning

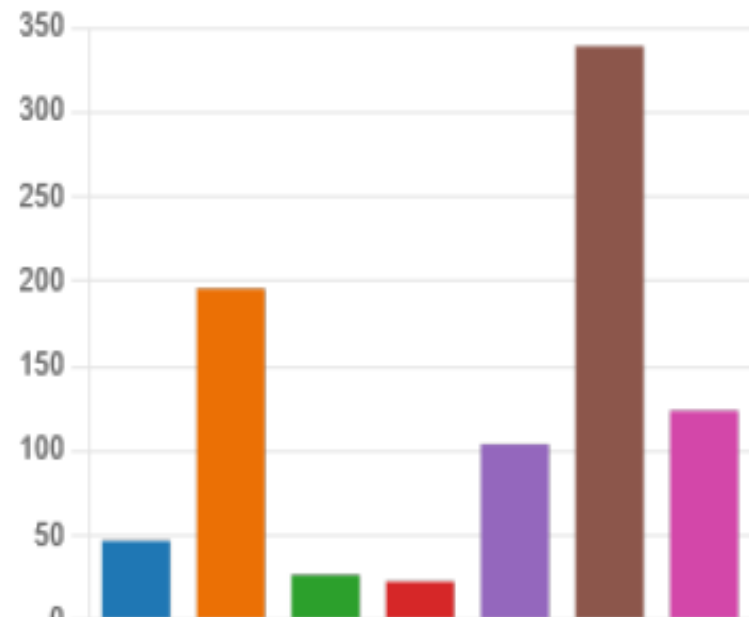
Senior Technology Survey Results:

Top Barriers for seniors was lack of knowledge in how to use the technology and access to high-speed internet.

Developing action plan for outreach and classes

2. What keeps you from doing what you want to do with technology? Check all that apply.

● No internet access	47
● Security concerns	196
● I do not have a device	27
● It is physically difficult for me to...	23
● Cost/Affordability	104
● Lack of knowledge of how to us...	339
● Other	124



School Support

Baby's First Library Card

Partnership with Renown Health

Instant access to library services for new parents
(books, ebooks, databases)

Encourage parents to visit the library after 6 months

Renown
HEALTH



A person is walking across a crosswalk painted with vibrant rainbow stripes on a paved street. The stripes are in the order of red, orange, yellow, green, blue, and purple. The person is wearing a grey t-shirt and light-colored shorts. The background shows a parking lot with white lines and a grassy area.

Celebrate Our Diverse Community

DEI Efforts

Active Programs:

Incline Village Programs, events, and displays on the Washoe people (the galis dungal or winter shelter display).

Spanish Springs Library outreach to Reno-Sparks Indian Colony to provide Hotspots and Chromebooks at Hungry Valley, Pyramid Lake, Nixon, Sutcliffe, and Wadsworth.

Shia Szrut Holocaust Studies Memorial Collection contains literature on the Holocaust of World War II for teachers, students, and the public at the Northwest Reno Library.

Hosting exhibitions related to the Holocaust at the Northwest Reno Library

A person is walking across a crosswalk painted with vibrant rainbow stripes. The scene is set in a parking lot with asphalt and white parking lines. The person is wearing a grey t-shirt, light-colored shorts, and sneakers. The background shows a grassy area and a utility pole. The overall atmosphere is bright and positive, symbolizing diversity and community.

Celebrate Our Diverse Community

DEI Efforts

Active Programs:

Outreach to LGBTQ Community, including Drag Queen Storytime, participation in the Northern Nevada Pride Parade, and partnership with Our Center.

Spanish Language Services and Outreach (to be determined)

Outreaches, events, storytimes, and more with our Celebrations and Honor Calendar.

Outreach to Vulnerable Populations (to be determined)

Outreach to Seniors (Homebound Services, Senior Fairs, Senior Tech Survey, Senior Services Liaison)

Outreach to Underserved Areas (rural and urban)

Washoe County DEI Book Club support (to be determined)

Jail Library Services (support library at Sheriff Detention Center)

Norman Rosenberg Young People's Library at Incline Village Library



Incline Village Programs, events, and displays on the Washoe people (the galis dungal or winter shelter display).

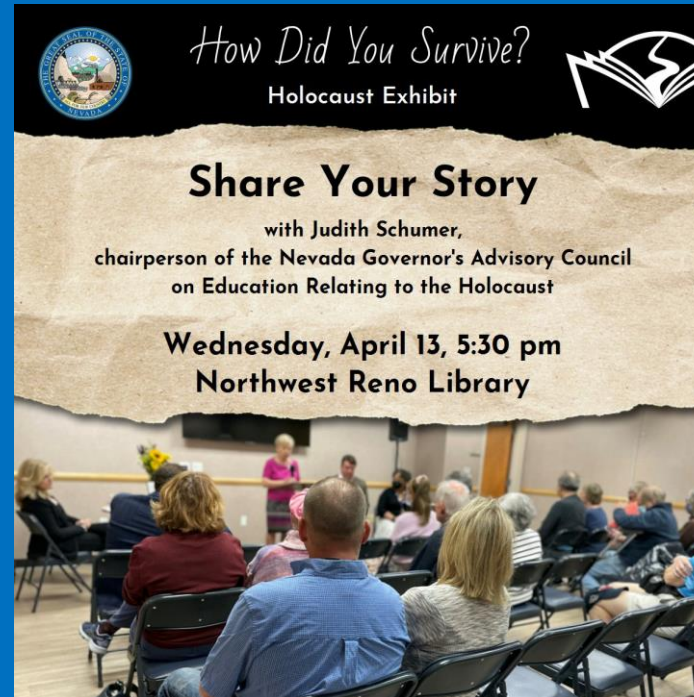


Spanish Springs Library Outreach

Spanish Springs Library outreach to Reno-Sparks Indian Colony to provide Hotspots and Chromebooks at Hungry Valley, Pyramid Lake, Nixon, Sutcliffe, and Wadsworth.

Honoring Our Diverse Community: Holocaust Collection and Exhibition

- Northwest Reno Library is home to the Shia Szut Holocaust Memorial Collection, which contains over 2,000 monographs, films, and posters on the Holocaust for educators, students, and the public.
- Librarians also provide rotating exhibitions from Nevada and national resources
- Hosted How Did You Survive Exhibition provided by the Nevada Governor's Advisory Council on Education Relating to the Holocaust
- Exhibition also included presentations and discussions



Celebrate Our Diverse Community: Pride Events

Pride Events:

Drag Queen Story Time

Northern Nevada Pride Parade



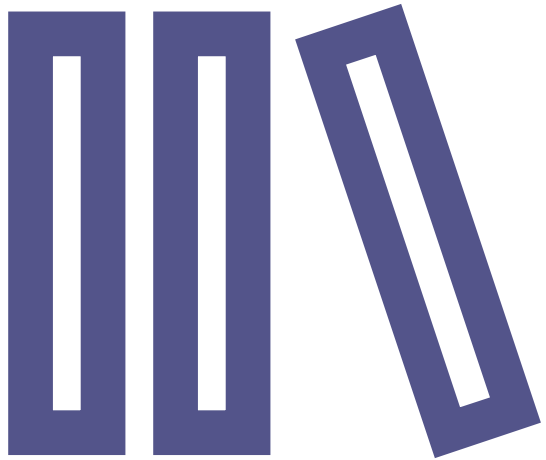
DRAG QUEEN STORY TIME
with Ginger Devine

Downtown Reno Library
Saturday, June 25
10:30 am
11:30 am

Sparks Library
Sunday, June 26
11:30 am
12:30 pm

Limited seating is available on a first-come, first served-basis. Each adult attending must be accompanied by one or more child(ren).





Thank You

February 2023

Strategic Plan Update

Budget Standards

The Nevada Library and Archives requires Library Boards of Trustees to select one of three minimum funding standards annually.

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

For Washoe County Library System, the corresponding minimum standards for FY 2022/2023 are:

- Option I Minimum - \$865,610
- Option II Minimum - \$711,815
- Option III Minimum - \$1,476,141

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. Even with increases in revenue from the expansion fund, we will be unable to meet the 10% minimum without a significant increase from Washoe County.

Fiscal Year	Adjusted Total Budget	Materials Budget	Percentage
FY12-13	\$9,873,273	\$530,450	5.40%
FY13-14	\$9,797,314	\$636,000	6.50%
FY14-15	\$9,895,527	\$645,320	6.50%
FY15-16	\$10,937,279	\$860,320	7.90%
FY16-17	\$11,807,964	\$884,720	7.50%
FY17-18	\$12,460,440	\$934,720	7.50%
FY18-19	\$11,991,826	\$984,720	7.50%
FT19-20	\$12,857,560	\$1,017,970	7.90%
FY20-21	\$12,708,477	\$856,812	6.70%
FY21-22	\$14,349,798	\$1,014,720	7.10%
FY22-23	\$14,761,412	\$1,014,720	6.87%

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

To: Library Board of Trustees

From: Reference, Training, and Technology Team

RE: Executive Summary of 2022 Technology for Seniors Survey

in support of Strategic Plan initiative for Lifelong Learning, the Reference, Training, and Technology service team composed a Technology Survey for Older Adults. Our target audience is anyone who defines themselves as a senior or an older adult. However, if someone wanted to take the time to complete the survey, all age groups are represented.

The survey was promoted on social media at various times and in the WCLS weekly newsletter on Friday, September 16. The survey was available online, and paper copies were available at each branch. In addition, paper copies were distributed at the following locations.

- Cascades of the Sierra
- Morning Star Senior Living
- Hungry Valley Rec Center
- Cold Springs Community Center
- Sun Valley Center
- Evelyn Mount Northeast Community Center
- Teglia's Paradise Park Activity Center
- Neil Road Recreation Center

Responses were collected from September 12 through October 16.

807 responses were tallied in all age groups. 77% of respondents were sixty and older, with an additional 7% fifty and older. 69% of respondents indicated the availability of broadband high speed internet access at home, with an additional 20% using mobile data as their access point. The remainder of questions offered a "select all that apply" and some trends became apparent.

When asked what users want to accomplish with technology, a vast majority (629) indicated they wanted to communicate with family and friends. The next 5 response trends were filling out medical forms (518), banking (514), watching TV, movies, or sports (502), shopping (491), and keeping their computer secure (471).

Respondents indicated that what keeps them from doing what they want to do with technology is the lack of knowledge of how to use the technology (340), and security concerns (197). Other barriers to accomplishing technology tasks include lack of device or Internet access.

Smart phones, Smart TVs, laptops, personal computers, and tablets were the most identified devices regularly used, with numbers indicating many users with multiple devices.

11 respondents indicated no device at all.

While most respondents indicated they access the internet at home, the library came in second with workplace as a close third.

When asked where respondents regularly go for technology help, Internet searching, family, friends, and store or manufacturer support, and the library were the responses in order.

252 voluntarily provided comments highlight the need for training in all aspects of technology, especially device-specific assistance. Computer classes, computer privacy/security, phones, and tablet devices were the most mentioned training needs. Accessing eBooks and electronic audio books through Libby were also identified as training opportunities.

One particularly poignant response was “as what I wish to do changes, I begin to need new solutions and am often at a standstill”. This speaks directly to lifelong learning, which is a strategic initiative for the library.

Technology Survey for Older Adults - 2022

807

Responses

03:11

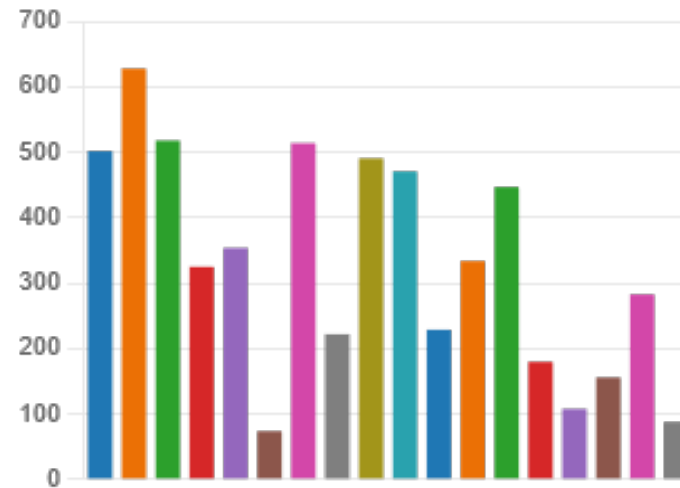
Average time to complete

Active

Status

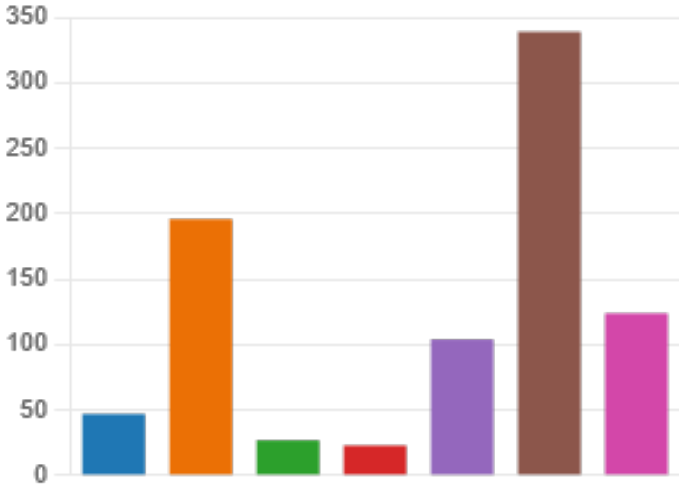
1. What do you want to accomplish using technology? Check all that apply.

● Watching TV, movies, or sports	502
● Communicating with friends, fa...	628
● Filling out medical forms (such a...	518
● Tax help/Filing tax returns	325
● Social media (Facebook, Instagr...	354
● Meeting new friends/Dating	74
● Banking	514
● Selling items	222
● Shopping	491
● Keeping computer secure	471
● Customizing my computer	229
● Keeping track of passwords	334
● Researching	447
● Genealogy	180
● Job searches	108
● Working	156
● Taking classes	283
● Other	88



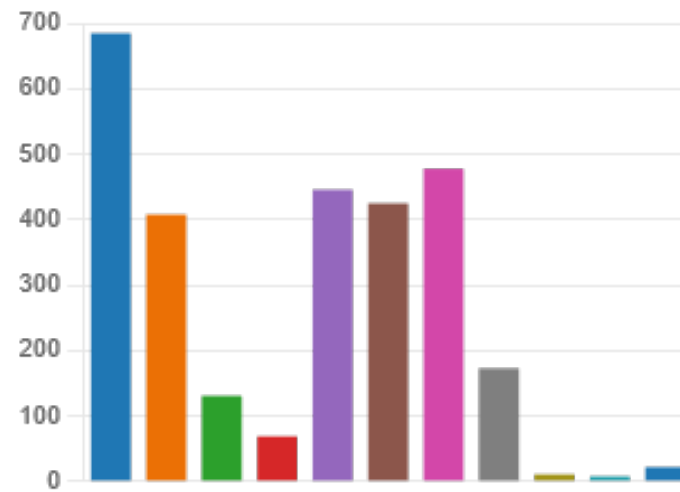
2. What keeps you from doing what you want to do with technology? Check all that apply.

● No internet access	47
● Security concerns	196
● I do not have a device	27
● It is physically difficult for me to...	23
● Cost/Affordability	104
● Lack of knowledge of how to us...	339
● Other	124

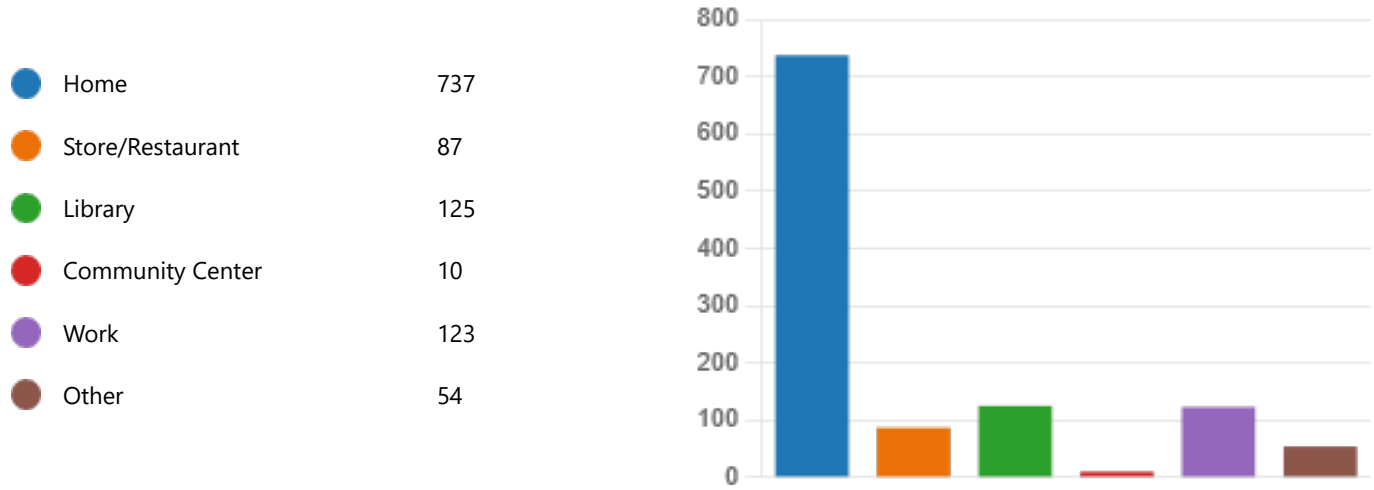


3. What kind of tablet/device(s) do you have? Check all that apply.

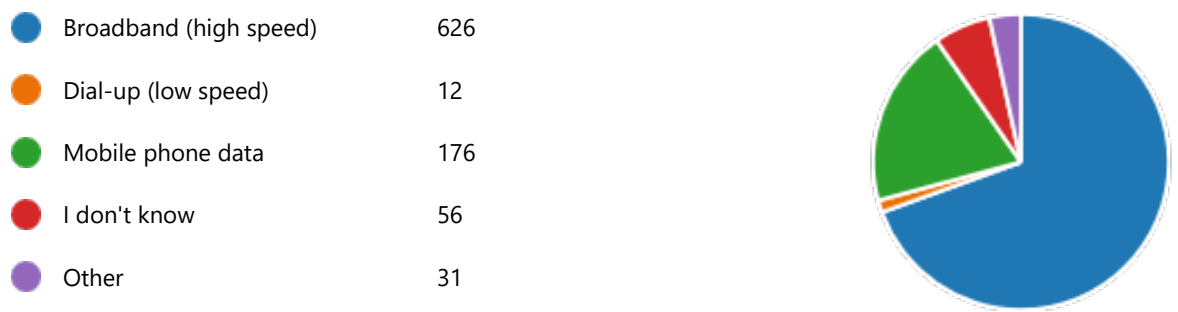
Smart phone	685
Smart TV	408
Smart watch	131
Smart speaker	69
Personal computer	446
Tablet	425
Laptop	478
eReader	173
I do not have a tablet or device ...	11
I don't know	8
Other	22



4. Where do you regularly access the internet? Check all that apply.

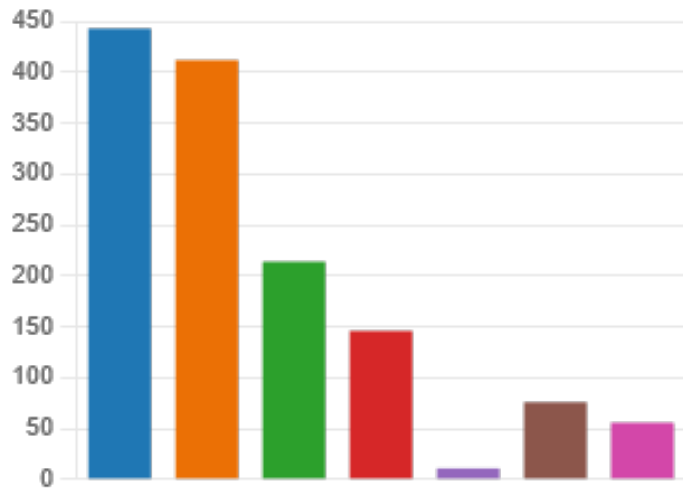


5. If you have internet access at home, what kind do you have?



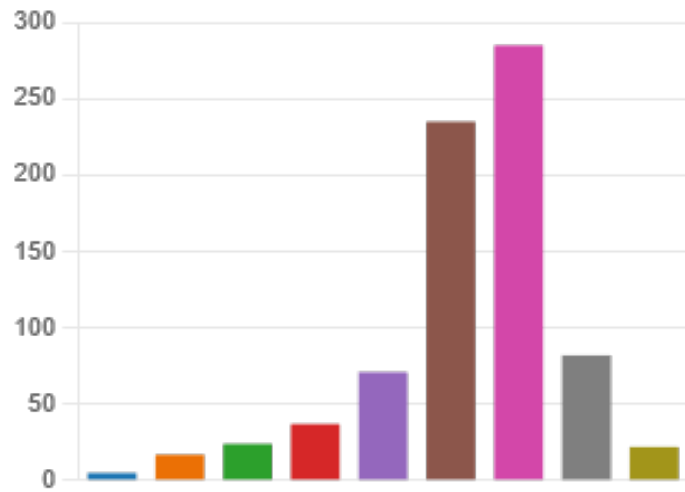
● Internet	443
● Family/Spouse	412
● Friends	214
● Store/Manufacturer tech support	146
● Physicians/Clinics/Hospitals	11
● Library	76
● Other	56

Q 6. Where do you regularly go for technology help?



- Under 18 5
- 18-29 17
- 30-39 24
- 40-49 37
- 50-59 71
- 60-69 235
- 70-79 285
- 80-89 82
- 90-99 22

Q 7. What is your age group?



IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
I can do basics. The technology I use is because it meets my needs---as what I wish to do changes I begin to need new solutions and am often at a standstill.
I appreciate the way the library system has kept up with technology allowing us to get materials we want online.
"Smart Phones" are destroying the internet functionality.
Case in point: Washoe library's poor unfinished website for pc's, look a how many steps it takes to just check status of books checked out - should be able to log in and open on page of my choice. I miss that!
The cost of printing at the library is much higher than other libraries that I've used. It's usually free to 10 cents per page
No
no
I have often thought that the library could be the everyman's Kinko. (former employee) - We had VERY few really accomplished employees familiar with Publisher (?). A workshop dealing with creating a "product" containing both text and graphics would be terrific.
CLASSES ON HOW TO DO SOME THINGS ON THE COMPUTER AND PHONE WOULD BE HELPFUL AND ENJOYABLE. COMBINE WITH SENIOR LUNCH DAYS EVEN BETTER!!
I'm pleased with the Library (former employee/retired) - my primary use is for books and DVDs and I always have several on hold.
I did go to downtown library for tech support once. Would do it again if offered and needed
i should not have keep relogging in to this sight just to rate a book i just read
Thank you, no.
I use technology frequently without problem
Love being able to get books on Kindle so I can still read library books while out of town for extended time.
1. The move to the childish program Libby for on line reading is mistake on the library's part. Outlook is better! 2. When will the North Valleys get a stand alone library. We have been waiting for years while other areas that have more financial pull and influence continue to bi-pass the North Valleys. Shame on the higher up in your division not to make this happen for over 20 years when it was promised.
Sometimes too much information is as bad as too little. Libby, Overdrive, Epub, search engines inside reference . . . I'm fairly savvy but it's a chore and time consuming to navigate. You are inside it and use all the time. I am and do not.
The Library System continues to update and make technology and computer liaison easier. The website is top-notch. My husband and I use the website and Libby almost daily. Having the worldwide magazines online at no expense is an amazing benefit. I tell a lot of friends about it. It should be more advertised because it seems a lot of people do not use it. Thank you for all you do.
at the Senior Center Library on 9th/Sutro many patron ask to have their one hour usage extended - the staff is happy to do that for us -BUT- our demographic has special needs and the Branch should be able to have One-Little-Variable set for its NEEDS
Librarians rock!
I love Libby and the ease of requesting holds through the website. Thanks!
I would like to be able to use ancestry.com at home, including international. If not at home at least at the library. I tried to get Libby working but couldn't figure it out. Last time I asked at the library the people at the desk couldn't help either.

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US

I would like to be able to upload my solar panel generation data from my Enphase Envoy (physical device). This requires a wired internet connection from the device's RJ-45 cable to a internet enabled router.

I continue to be amazed (and impressed) by all the ways I use my laptop for whatever I want at the Library.

Since I don't have internet service other than on my smart phone, I appreciate having DVDs to watch on my DVD player.

When I try to get help with my cell phone, I don't usually get a helpful answer. Most of the people I know don't know much more about it than I do, and I haven't found the young staff at Verizon helpful

I enjoy that I can access books from all over the county and with the library's help--elsewhere too.

Washoe County Library system is one of the best in the US. Bravo!

Thanks for all you do!

I love my library and help the provide

I wish it was easier to check out audiobooks. I put in my library card number and then the password doesn't work half the time.I wish we didn't have to put a password in if you choose not to, perhaps as a senior benefit. ☹️

no

the north valleys library is fantastic in helping us with any questions we have

do you have classes in how to use an apple smart phone?

Sparks has the most friendly and helpful staff. The remodel was amazing and was very needed. This library for the Sparks area is needed for multiple school and community usage. Thank you for all the professionalism and staffing at Sparks.

I love having the library as an asset. I have used their fax machine and copier when I needed one and look forward to learning about 3D printing in the future.

It would be nice if the library opened before 10:00 am. Some people are unable to make it due to work and other obligations.

I feel as though the library offers enough sources for the public and gives enough guidance for users that nothing else needs to be offered.

Enjoy the online presentations

No

The library is life.

I just want to renew my book. It used to be pretty straightforward, but so much now...

I really appreciate audio books I can use on the Libby App. I would love more audio books, especially classic literature.

Your website is not user friendly. No search tool. Can't find where to log in to my account or renew library books.

Keep your videos available for viewing. The times that they are live do not work with my schedule, at all times,and I want to view the talks.

Enjoying the Libby feature for audio books.

When the Washoe Co. Library moves from Overdrive to Libby in 2023 I will lose access to library ebooks because the large Gig size of Libby fills my iPad memory making it impossible to run other apps or, even, updates on the iPad. I have deleted large photos and still don't have enough memory for Libby. I tried Libby but deleted it and I am using Overdrive now.

I think you are all great and deserve a raise!!!

Yes. Library is very responsive to requests of items not currently in library. Hooray for our library system and people.

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
Thank you for being there!
Access to internet through the library is a good back-up. The Overdrive/Libby lending (especially of audio books) is EXCELLENT. Thank you
Internet service at home is SO expensive and the price keeps increasing.
I get a lot of anxiety about app/software updates happening all the time and having to accept default settings. They also won't let you move forward until to you accept their cookies, even if you don't want them. It makes me feel trapped into vulnerabilities, I have no way to know where my data is going, and sometimes there's no other option to get to the service they're providing.
I am planning to come to the library to get my tablet(?) set up to check out e-books, but have been putting it off due to health concerns.
Please keep educating us and offering classes and communication through the Library System!
I volunteer with Friends of Library. I know how important our libraries are to the community.
I could definitely use some help with my computer: passwords and email security
I think the use of technology is important, but the cost of internet and devices and having to upgrade are becoming too expensive to maintain.
Technology is a necessary evil. I long for rotary phones and a party line. Seriously, what I absolutely hate is that my phone and personal computer try to tell me what I want them to do and what I'm thinking—or what I'm supposed to think and do.
I did avail myself of library computer help
Love you have set up the cricket class!!! Have long wanted to learn how to use. Thank you for moving in the craft ways.
I really appreciate help with tech - phones and computers - for awhile high school seniors were available at the library to help...our devices do so much we don't know how to use even part of it.
I would like to know how to use my tablet.
Love Libby
Instructional classes would be very helpful. Especially how to set up your new computer.
I use computers almost all day every day. Don't know what I would do without them.
It would great if seniors got a discount on internet services after the usual providers take back their introductory discounts.
Overdrive won't be available by early next year and Amazon won't let me download the new link. I don't want to lose the capability of downloading audio books from the library.☹️
Not at this time
I would love to learn how to use my smartphone. For example: How to download those things that get me store digital deals....
Technology changes so quickly it can be difficult to keep update with it all plus data overload and too much info on websites makes it a challenge
I like ebooks (Kindle). Audiobooks lull me to sleep. But thank you for offering both.
Libby to Kindle seems to have an issue sometimes the book doesn't appear. May be missing a step.
I use technology more than I want because we are pushed to do so. Like in my car, I don't know how to use a lot of the electronic features. And my TV, it's so complicated turning it on and getting to the right input that I can't do it by myself. Thus, I don't watch TV when my husband or sons aren't around. (And I'm considered tech savvy in my office!)

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
Thanks for doing this!
I'm doing great with tech - but I worry I may not be able to keep up eventually.
Thanks so much for your interest! Even though I'm a dinosaur, I'm always interested in learning new things.
no
Classes at NW library both in person and on-line would be most welcome.
89511
I don't need individual help often but would like group lessons offered. Lessons on what all these apps can do. Also how to use tech screens on new car.
No
Thanks for asking seniors about their concerns.
I love being able to borrow Kindle books online from the library.
Great library staff. Need more comfortable chairs. Suggest office desk chair
I would like to see more computer classes for older people.
I think that there was an assumption that because someone is older they are not technically adept. That is a false assumption and I think demeaning to older people. My credentials include Microsoft certifications (albeit from many years ago) and managing an IT department. Even my 94 year old mother could handle her technology - computers, laptop, ereaders, streaming tv. When she moved she was able to set up her network herself.
Great community resource and staff! Will we ever have Kanopy?
Provide more instructions regarding Overdrive, Kindle, etc and which to pick
I am a 59-year-old trying to find a job. After spending fa couple of hours on the internet with indeed, and working on my resume etc. I am wiped out mentally.
Thank You for being such a great resource and library. We are frequent users and are very grateful.
No.
Keeping secure as I use all these devices is the most relevant thing on my mind and the thing I feel keeps moving faster than my knowledge.
Thank you for providing Wi-Fi and computers at the libraries. I don't currently need to use these, but when I did need them for job searches and paying my bills online, these resources were invaluable.
Really appreciate the loan of cable TV or streaming service shows
I would like to see more tech classes for seniors at our speed. Continuous maybe one every month.
I'd like to know more about technology help at the library near me
There are things I don't know how to do and it is sometimes hard to find simple answers. i.e I somehow deleted ALL my cell phone messages. I don't know how to retrieve those I didn't want to delete.
I love my local library
I get flustered when the information is to technical or complicated. I am a combination of visual learner and written. Small screens are impossible to see anything important.
Researching government information is something I'd like to learn more about. Mostly searching and finding government documents and public information. Internet search engines usually don't go down the rabbit hole of government documents and reports that far.

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
Would like easy to understand technology classes at library
Ebooks from the library have been most important to my happiness the past few years. Thanks!
About a year ago, I 'upgraded' my connection yet my connectivity hasn't improved and often is worse! There is new construction in my area and I think that affects my capabilities, but not confirmed. TV is worse than computer connection as it is always tiling/stopping yet company just apologizes and does their best to get me off the phone without compensation or resolution.
I appreciate the library for all it provides.
No.
I like to read real paper books so the Library is wonderful for that.
I don't have a printer at home so I use the library printer
BETTER WAY TO ACCESS HOLDS...SENIOR CENTER HAS FEWER HOURS AND DAYS AVAILABLE
Classes are helpful.
I love LIBBY/overdrive!
See if Score will bring workshops to Spanish Springs
I think it'd be great if you could offer some "Technology for Seniors" type of community classes--one for social media, how to use a smart phone, another for cybersecurity, etc. It'd be great if REAL BASIC things got taught about Facebook/Insta/etc and also real basic classes on privacy/security. Maybe there could be different courses like Social Media 1: The Basics, Social Media 2: Intermediate Knowledge, etc. Also, another idea: How about collaborating with the NV AARP? They are offering some webinars these days too. It'd be great for the community of seniors in our area.
Whenever I call this library with questions or in need of help with something, employees are always helpful and pleasant.
Thank you so much for library! very nice. Would like to see a A) nevada books collection area and B) perhaps a few classes for seniors on Iphone use, etc
Cheers
thank you
I do not believe Washoe County Library system should do anything with technology other than offering the current broadband service it offers. DO NOT EXPAND "SERVICES". The Broadband services at the library are BETTER than what I have at home! Because I do not have the deep pockets of a government agency.
WHERE IS THE BATHROOM LOCATED??
All branches should have the same level of tech, e.g., the 3D printers are larger at Downtown and IV, so when one is down, the other branches cannot take up the slack.
It would be good if I could renew my expired library card on the internet instead of having to show up at a brick and mortar library

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US

Security, security, security. My wife and I stayed at the "Boston " Marriott in West Newton, MA in May 2021. The hotel offered no password security and on our last day there my Yahoo email was hacked & thru that my wife's Yahoo email was hacked. A few weeks ago, my wife received a dunning notice from PayPal (phishing, eh?) demanding about \$1,000. Neither of us have a PayPal account; it was cancelled years ago. A couple of scammers called to "help" us clear that demand by, no kidding here, by our going to our bank, closing the account, and giving the money to these jokers. My wife and I may be naive, but these guys were real naifs. We said "good-bye" to these "helpful" fellas. So far, so good. However, I happened to pick up one of the many spam calls we receive but usually don't pick up and the guy on the other end said, "Joseph, we know who you are." Well, of course that's true today. BTW we've used a VPN for a number of weeks now but we'd like to find still better ways to protect ourselves from looters on the Internet. Joe Parks

Thank you for having a large spectrum of books to choose from!

The library has so much and the staff is great.

I don't use the terminals at the library, except to occasionally do a book search.

OLLI - osher life long learning institute -- has periodic "tech help" workshops to go and ask questions of older tech expert volunteers. Perhaps the public library could do something similar and hold it in one of the conference rooms monthly or quarterly?

Incline Village has spotty internet connectivity.

I love Zoom.

During the pandemic I became acquainted with eBooks through the Washoe Library. What a great resource!!!! Thank you for supporting eBooks and making so much available to us. It has become my preferred way of reading.

I want to learn how to use a tablet and how to stream TV instead of cable or satellite.

na

I have lots of trouble with my Kindle downloading books

no

thanks for asking

My frustration with technology is that it's constantly getting changed -- I don't need much! I use e-mail & some internet (like Google searches) & typing. E.g. my e-mail/internet server just "migrated" the e-mail to a new system & I've spent an hour with 2 techs to just get back into MY e-mail & now I'm shut out again. I get tripped up by the constant changes. I DON'T need the fancy changes ... just the basics. Can't afford all the fancy stuff they keep adding. And then there's the constant worry of security issues.

It was nothing short of a terrible decision by City Hall / Reno Police Department to shut down the Digital Crimes Unit when Det. Sgt. Shipley retired in 2015.

You guys are fantastic

I love the Linkedin learning classes. I am just now trying to use the audio books. Thank you for keeping Washoe County Library in the 21st century.

Takes too long to get a library book or e-reader

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
The downtown Reno library is such a blessing. To get books for FREE to read? AWESOME. HOWEVER, the homeless population does use the site and at times they get booted out. Would it be possible to work with City Services to have a Rep there even once a week to guide folks? And, is there a way for library customers to share and give necessities, food, water, etc. on an organized basis? Could we have a clearing desk for all venues locally available to assist the homeless so you can find brochures, flyers, directions to food banks, shelter, a clinic, etc. I love this community and want to make sure all of us get to share what we can.
No
Open weekend sat and Sunday keep it open.
I found your instructions to enroll for a digital library card to be confusing. I entered all required information and was supposed to receive a text for a PIN number but never received one. I will be visiting the library in person to figure out what went wrong.
How to copy and paste; how to print photos from texts; how to clear web browsing; how to connect a new laptop to home printer
Please add back the status on holds! For instance, if your item is available it will renew. Just tell me if it's on hold for someone else or not. I want to decide if I start it or return based on this information.
Overdrive and Libby are onerous to use because they do not show enough books on each page and require constant reloading to go through hundreds of pages of available titles. They both would be so much better with more filtering of preferences of the sort of fiction, for example. Our physical library branches and staff are just wonderful.
no
Would love low cost classes for technical use and help
I am very grateful for library resources.
It used to be easy to choose an e-book and download it to Amazon and then to my Kindle. If you are going to change EVERYTHING
I started to send this and accidently ended up sending it. A FAQ page would have helped. You changed things with regard to getting at the Kindle Amazon page for reading an e-book. I managed to download my book, but am not sure how I got there. Now that I know it can be done, I will figure it out, but I was flummoxed!!
I work with technology every day and I still don't know how to turn my phone off.
I request you buy books (physical or e-book) by Dr. Peter McCullough, The Courage to face COVID-19 is the most recent one.
Can't figure out this form online for getting my library card. :-)
I WENT TO PUT A BOOK ON HOLD....AND A LIBRARY DROP DOWN LIST.....TO SEND THE BOOK.....APPEARED.....SIERRA VIEW ISNOT.....ON THE LIST OF LIBRARIES.
I would like to see the Library sponsor classes designed to help seniors understand and use technology.
My unequivocal dislike for "45".
When the price of gas went up I began to order ebooks instead of coming into the library. I see this as a trend for me and my 70 plus year old friends.
NA
I'd love to see family accounts where I can see my son's books. I've stopped using his card, because of the hurdles in this area.
I love how easy it is to reserve books online and pick up at the drive thru window at the NW Library.
Live long and prosper
No

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
Still don't have a library card
I used to be very proficient with tech because it was part of my job. It alarms me when I can't get it to work for me sometimes. Passwords are a significant problem as are the medical websites which are all different.
I think it would be really great if you could match someone needing assistance in learning how to use a smart phone with a school kid that needs help in something I might excel in or learned just because of age and experience.
More mystery novels. Seems you have slowed down a lot!
Your system is wonderful, and you are doing a great job!
How can I learn how to use an eReader?
FYI: I noticed your 7th question as currently written could NOT be answered by my 102-year-old neighbor.
I appreciate the librarians who help me with my Kindle.
Very appreciative of our libraries in general. Thanks
hope the library gets some new books on how to use computers and more creative projects
Please include using zoom, or other video technologies for meetings, as a topic
Of interest to me would be photo storage, organization as well as text organization.
how about a class on libby..
I have notice people gambling at Sierra View library while playing a tile game mahjong. It doesn't seem like this should be allowed.
Thanks for asking
Thank you for keeping the books handy 😊
I want to learn how to stop the irritating phishing emails I've been getting - up to 15 or so a day. This is frustrating, and a little scary - who has what information about me?????????????????
Would like to see more books by ethnic authors online
I love my Verdi Library and the librarians who work there! If classes were being offered, especially during the winter, if it snows, closer to home for me would be better.
For casual reading, fiction and non-fiction, I prefer the printed page, real books!
I know this survey is about technology, but I'd like to see more interest groups/clubs meet regularly at the library, e.g. book clubs, knitting groups, etc.
would like to attend class on how to use smartphone, it's so complicated. I don't know how to get my voice messages and I'm so frustrated.
IM on the streets and i need help transing to a new home please help now.
I love the library
I am happy with my computer. If I hve questions I would go to the library for help.
no
Being retired, i have not kept up with technology as I did when working....I was pretty good with it then, but slacked off(!) and would like to catch up a bit.

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
I'm unhappy that Overdrive is being discontinued. My preferred way of downloading audio books is to an MP3 player.
Will the library ever considered expanding service hours before 10 am? A lot of seniors are having to go back into the workforce and we typically take care of business and personal matters in the morning. In a matter of fact other business offer early shopping exclusively for seniors and etc. Some of my friends are at Senior Living homes and only can get transportation in the morning. Lastly, I would like to just say to please consider offering earlier hours for seniors. Thanks and have a great day.
It would be nice if the library provided lessons on how to use some devices such as a smart phone. Location would help also - I live in the North Valleys and do not drive at night. So it would be nice to have lessons earlier enough because I am sure there are other seniors who don't drive in the dark.
Yes
Valentine
Thank you for all the resources the library offers I had no idea the library provided such help and information
I am fairly computer savvy; however, I do have deep concerns about keeping secure track of my passwords and the more technical aspects of maintaining my computer system.
Interested in classes to help use computers.
Love the library! Love the 'hold pickup'. Makes it so quick and convenient. During pandemic closures, love the 'get a surprise book' from the pickup window. Hezzah! You guys are great!
Well, I was one of those kids growing up that liked to go to the library. Whether it was to research or complete a homework assignment, or just go to check out books for fun, I would tell my parents I was going to the library, then walk the 5 blocks to our library, and actually check out books and read. Fond memories of those times.
provide more of popular books
I am so grateful for libraries.
I love the library! I love the way the library is evolving and serving peoples' needs. I love checking out real paper books as well as downloading ebooks or audios. I love the pickup window and the drop box. And I love the people who work at the library. They are so friendly, helpful, cheerful, and professional ! Thank you! I go to Washoe County Northwest branch.
I need to learn how to use Facebook. I don't understand all of it.
Would like for the library to offer more adult programs such as computer classes.
no
I like the library system. They should offer more audio books and get more then one supplier of DVD/blu-ray discs.
Often I am not sure how to ask the question that will get me the information or instruction I need, and I can find the tech terminology confusing. (You don't always know what you don't know or need to know)
thanks for carrying ebooks!

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
love digital downloads for audiobooks and e books Thanks!
My job is helping seniors with their smart phones (android) with a national company. Would love libraries to hold android help classes.
Love the library.
I share the computers and don't hog any one station. Others do this & not just the all-day barnacles. They think they have to have a particular station and I have been harassed over this.
I have a laptop I bought used that I can use outside library for wi- fi, but it is old, bulky so I will upgrade to a tablet.
I never had a phone until lockdown and dislike the phone providers' attitude and lack of human assistance.
No
You provide a wonderful service.
I appreciate the on line publications available through the library.
I wonder if the branches' internet is regularly checked for sniffers and nearby faux lookalikes
No
I am interested in an audiobook service that I can use with my phone. Audible isn't really in my budget at this time (I still have to pay off my student loan!). Does the library have a service where one can listen to books via their phone, tablet, etc.?
Security on or off my desktop or laptop is important to me. I don't expect much security on my mobile from TracFone. A year ago may my laptop was "jumped" by a hacker learning the ropes because the hotel in which we were staying had no security and I used its wifi. The hacker damaged our Yahoo email accounts. I guess that made my wife and me susceptible to those on the dark web for she was called this summer by 2 bozos and told that she had a phony pending charge from PayPal and they would kindly help her deal with that scam. First step was emptying our bank account and they would hold our money. Honestly, that was their pitch. We laughed at them, said good-bye, and visited our bank to protect our money. So many of us are known to scammers that it's terrible because no one seems to know them.
Libby
Thanks for all you do. The best use of my property taxes.
I love that I can read books on my iPad that I checked out from the library. I love that I can take them wherever I go on road trips.
Thanks for making so many books and magazines available!
I have started to have problems staying connected to internet with my 2 year old laptop, there is some app. missing or not working, but I don't know what to do about it. We live in a very remote area in Lander county and know one I know of to help me with figuring out what is wrong. We live on Social Security, below poverty level so can't afford to take it to some computer repair place or buy a new laptop.
Please keep offering books on the Kindle format
I would like to see age appropriate activities for children
Thank you, WCLS, for your excellent selections of books and movies and all the wonderful and helpful librarians! :)
There aren't many programs for seniors through the Library System. Lifescapes was a program for senior memoir writing that was originally supported through the Library System, but was discontinued. We had hoped to see other programs open up, but the main focus of the system seems to be children and young adults. Very disappointed that seniors are such an underserved population here in Washoe County.

IS THERE ANYTHING ELSE YOU'D LIKE TO SHARE WITH US
I would like to be able to better utilize my Pc and my phone for information, music, learning how to use the apps I have.
I don't know all the things I can do with smart phone.
no
no
I know that there are a lot of people that don't have access to a computer or know how to use one. The more you can do to help those folks, the better. Thank you for all that you do!!
No.
Keep your Quad experiences going !! Include Tech Help folks there to answer questions
Not at this time
no
It would be great if the library offered courses in computer navigation.
need more audio books - especially series
I would love for the libraries to have more computer classes and help.
I just don't understand how Facebook works. ARE there going to be lessons on how to use it.
with the cost of everything going up i am relieved that if i can no longer afford the tech the library can help
no thank you
would like help w/tv and streaming movies
love you!! you for computers & internet access
no
Great Staff
no
the cost of internet @ technical equip is not feasible for everyone - you need to buy
I prefer books with large print
technology is great until it does not work
patron expressed how much she loved & misses life scapes
love this library, great personnel, i love the book club
thank you
this is my fave branch

TO: City of Sparks Senior Citizens Advisory Committee

RE: American Rescue Plan Act funding request

DATE: January 26, 2023

Washoe County Library's mission is to connect people with information, ideas, and experiences to support an enriched and engaged community, one person at a time.

Our Vision is that all Washoe County residents benefit from the library's support of literacy and self-education.

Supporting the mission and vision with a strategic plan based on community survey results, the services most important for patrons were: Open Hours, New and Popular Books and Movies, Magazines and Newspapers, Events for Seniors, and Events for Kids.

In response to these priorities, the library is developing programs and classes for seniors, and has launched homebound delivery services in our community.

Results from a 2022 Technology survey for older adults also highlighted needs that can be met by the library with some supplemental equipment.

Smart phones, laptops, personal computers, and tablets were the most identified devices regularly used, with numbers indicating many with multiple devices.

When asked what they wanted to accomplish using technology three items stood out at the top: communicating with friends and family, filling out medical forms/taking advantage of telehealth appointments, and banking needs.

Respondents indicated that what keeps them from doing what they want to do with technology is the lack of knowledge of how to use the technology, and security concerns.

Voluntarily provided comments highlight the need for training in all aspects of technology, especially device-specific assistance.

In response to this survey and aligning with our strategic plan, the library offers technology classes and individual assistance through our new "Book a Librarian" service. To enhance these offerings, the library would like to acquire iPads and Android tablets to meet seniors where they are to provide training. Related peripherals would include keyboard cases and stylus pens, and WIFI hotspots with subscriptions. Estimated cost to purchase this equipment is \$10,000.

These items will allow trained, friendly library staff to bring equipment to group living facilities and to bookmobile stops to train seniors.

We appreciate your consideration.

Library Director Update

Hiring

Here is the list of current vacancies:

Full-Time Library Assistant II (RN, IV, SO, SV, SP NW) (7 total)

Part-Time Library Assistant II (SP, RN) (2)

Library Aide (NV, SV, SP, RN, SV) (5)

DSS (Waiting on HR)

Development Officer (waiting on Health department review)

Library Assistant III (NW)

We have candidates for the Assistant Library Director Position (Nine in all). I am going to get a panel together that is either at Director or Department head level. Once I get that together, we can schedule those interviews.

OSHA Compliance Downtown Reno Library

Several months back, we received an OSHA complaint about the railing at the Downtown Reno Library. After a review by OSHA, they determined that the railing is currently three inches too short. We will need to find a remedy for the railing. I am working with Risk Management and CSD about it and will update you as I know more.

ACT Work Ready Communities

I met with Ann Silver, CEO of Reno-Sparks Chamber of Commerce, Veronica Chavez, Workforce Readiness Lead EDAWN, and Michawn Rich, Governor Lombardo's Policy Director, regarding our efforts with ACT Work Ready Communities. They are excited about the program and want it to continue. Our next step is to seek funding for the ACT testing that can happen at local businesses and our libraries. Ann Silver has offered to fund local businesses that adopt the program, and we will seek grants to support that effort.

Senior Tech Survey Results

Our new RTT lead, Sparks Library Branch Manager Corinne Dickman, has shared the results of the Senior Technology Survey. The results are very illuminating and will provide excellent guidance for our technology classes and tech support for seniors.

Best Places to Work Survey

Please take the Best Places to Work Survey for Washoe County. The County wants a 60% response rate to get an accurate view of Working conditions. If you feel positively about working for the county and the library, please fill it out. Oftentimes we may only feel compelled to fill out a survey if we are unhappy, but if you do feel the county and the library is a good place to work, please fill it out as well.

Washoe County's 2023 Employee Engagement Survey is now [OPEN!](#)

Employees – we want to hear from you! Please take a few minutes to complete the 2023 Employee Engagement Survey. The results are anonymous; however, we do ask for participants to identify their department in accordance with best practices. We will use the results of this year's survey to help us gauge if we are on track to win a Best Places to Work designation when we participate in the nationally recognized program in January 2024. Help us reach a minimum of 60% participation level across all departments for this year's survey.

The survey closes at end of day on February 17 and *the department with the highest participation rate above the target of 60% will receive an HR sponsored party!*

To access the survey, [click the link](#) or scan the QR code from a mobile device.

Best Places for Working Parents

Children's Cabinet has shared a survey to determine if your place of work is friendly to working parents. We were identified as a good place for working parents. However, we identified several items that would improve working conditions for our staff.

Advantages of working for Washoe County Library:

Healthcare Coverage

Paid Time Off

Parental Leave

Flexible schedules

Hybrid Working options (for some staff)

Negatives:

We don't offer paid maternity leave for parents. (Staff can use their personal leave.)

Lactation Room (it is possible to develop zoom rooms for staff that provide privacy. This would benefit lactating parents, but having a quiet library space would also help all of our staff.)

We don't offer onsite childcare

We don't offer childcare assistance (vouchers for daycare etc.)

We don't offer backup childcare.

Impact Awards

Impact Award nominations close on February 10. I will work with Jamie to get those excellent services we provide submitted for the program. Ideas: Zoom Rooms, Book a Librarian, Biggest Little Book Box, Sparks and Northwest Library renovations, Bookmachine Incline, Book Promotion program, Homebound Services, and a few others.

Smithsonian Institute Exhibition: The Bias Inside Us

We were contacted by the Smithsonian Institute about hosting an exhibition called The Bias Inside Us. <https://biasinsideus.si.edu/>

The Bias Inside Us is a community engagement project featuring a Smithsonian traveling exhibition, the centerpiece for local programs and activities that raise awareness about the science and history of bias and what people can do about it. On this website, you'll find resources for teachers, communities, and individuals to learn more about implicit bias.

The project is grounded in research and teaches that bias is inside everyone. It is part of being human. This exhibition is preliminarily scheduled for February to March 2024

Diversity, Equity, and Inclusion Initiatives

We had a great discussion at Leadership, talking about the variety of Diversity, Equity, and Inclusion initiatives in which the library is actively engaged. This leads us to discuss our own DEI statement, a Land

Acknowledgement statement, and other efforts. We can create a landing page on these initiatives with our statement.

Active Programs:

1. Incline Village Programs, events, and displays on the Washoe people (the galais dungal or winter shelter display).
2. Spanish Springs Library outreach to Reno-Sparks Indian Colony to provide Hotspots and Chromebooks at Hungry Valley, Pyramid Lake, Nixon, Sutcliffe, and Wadsworth.
3. Shia Szut Holocaust Studies Memorial Collection contains literature on the Holocaust of World War II for teachers, students, and the public at the Northwest Reno Library.
4. Hosting exhibitions related to the Holocaust at the Northwest Reno Library
5. Outreach to LGBTQ Community, including Drag Queen Storytime, participation in the Northern Nevada Pride Parade, and partnership with Our Center.
6. Spanish Language Services and Outreach (to be determined)
7. Outreaches, events, storytimes, and more with our Celebrations and Honor Calendar.
8. Outreach to Vulnerable Populations (to be determined)
9. Outreach to Seniors (Homebound Services, Senior Fairs, Senior Tech Survey, Senior Services Liaison)
10. Outreach to Underserved Areas (rural and urban)
11. Washoe County DEI Book Club support (to be determined)
12. Jail Library Services (support library at Sheriff Detention Center)

Drag Queen Storytime

Beate, Judy, Jamie, and I met with Our Center to enhance our partnership with them and the LGBTQ community. We had a great discussion about how we can support one another. We are working on future dates and locations for our Drag Queen Storytime. We have a commitment to support from our community with plans to show up for any of our events to assist. Our staff's safety is paramount to me, and any library that wants to host will have a community show up to support them. I will provide more information as we get closer to our summer events.

Baby's First Library Card

Baby's First Library Card is in the works. We have ordered special library cards for new parents.

DRAFT PROCEDURES FOR BABY LIBRARY CARD

Back-end setup

- Brenda will upload batches of cards in advance of delivery to Renown.
- Accounts will just have barcode and name, and patron type BABY.
- Accounts will be able to access all online resources and place holds. They will also be able to check out from kiosks.
- Accounts expire after 6 months.

Patron flow

- Card is already active when they receive it.
- Patron will log in using the barcode. The last 4 digits of the barcode will be the "temporary PIN" (we are hoping to be able to force a password reset in the next Koha update)
- Patron can update name, birthdate, and address/contact information.

- Access is instant to Libby and online resources.
- If a patron comes in to check out holds or other items, they will be directed to staff to finalize setup before checking out.
- Card will expire after 6 months and will then prompt patrons to visit the library.
- Parents will get a reminder bookmark at their 6-month wellness check.

Staff flow

- Patron visits library after their 6-month reminder, or earlier to check out items.
- Patron approaches staff or is directed to staff when attempting to check out.
- Staff verifies parent ID and enters/confirms all account information, including baby name, birthdate, PIN, and contact information.
- Staff changes the patron type from BABY to JUV
- Staff provides a copy of the Explorer and any other messaging given during new patron registration.

Account update approval exceptions (for when patrons make changes via the opac)

- All patron-initiated updates to account information should be accepted, even changes to name and birthdate.
- Patron type should NOT be changed and should stay BABY.

Meeting Rooms at South Valleys and Spanish Springs Library

We have door issues at South Valleys Library and Spanish Springs Library. Both require repair. For South Valleys, they will need to close the Diamond room, and the dividing door no longer operates. Washoe County CSD is working on a solution for the doors.

Sierra View Library Renovation

Sierra View Library renovation is ongoing. We will not have the ribbon cutting and grand opening in mid-February as planned. A burst pipe in November caused a delay in the schedule. The newly renovated library will open sometime this Spring. We will get a specific timeline for reopening soon.

Downtown Reno Library ADA Restroom/Elevator Timeline

The Downtown Reno Library ADA restroom bid will be before the Board of County Commissioners on February 14. If all goes according to plan, this project will be completed by May 2023. Thereafter, the elevator repairs will commence. The restrooms will be two family/ADA Compliant/Gender Neutral bathrooms.

Nevada State Park Passes are ready

<https://www.washoecountylibrary.us/services/parkpass.php>

Thanks to our library staff for getting these great packages for our Nevada Park Passes. These are non-holdable items that check out for seven days so patrons can explore the great outdoors for free with their library card.

The Library Park Pass provides Washoe County Library card holders a way to gain free entry into any of Nevada's 27 state parks. Each pass covers the day-use entrance fee for one passenger vehicle with a capacity of eight people or fewer. Park fees may be assessed for boating, camping, or other specific fees

including special programs or tours. To view a list of the exciting recreational opportunities available at Nevada State Parks, visit parks.nv.gov

Each of our branches holds two of these passes. They must be checked out in-person and cannot be placed on hold.

You can search our catalog to find which branches currently have passes available.

These passes are available only to library card holders who are Nevada residents.

Due to limited availability, passes not returned after seven days will be subject to a \$10 fee.

KOLO Story Here: <https://www.kolotv.com/2023/02/07/libraries-state-parks-join-forces-offer-passes>



DOWNTOWN RENO LIBRARY

February 2023 Library Board Report



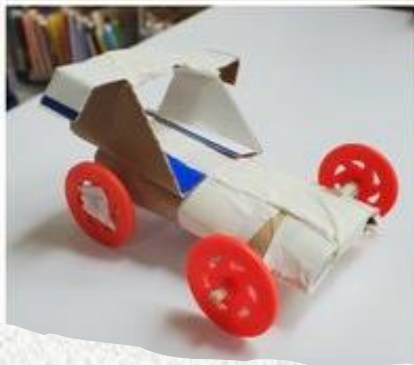
SCHOOL SUPPORT

HONORS ACADEMY OF LITERATURE & GERLACH TOURS



SCHOOL SUPPORT

UNR FAMILY ENGAGEMENT CLASS



SCHOOL SUPPORT

**DISCOVERY MUSEUM
POP-UP EVENT**



SCHOOL SUPPORT

CHILDREN'S CORE COLLECTION



SCHOOL SUPPORT

SUMMER READING CHALLENGE



SCHOOL SUPPORT: SUMMER READING CHALLENGE

CRYSTALS

SUMMER READING CHALLENGE

2021 and 2022 Comparison

DATA

	Registrations	Minutes Read
2022	149	21,003
2021	80	12,592

**REGISTRATIONS INCREASED
86.25% FROM 2021 TO 2022**

**MINUTES READ INCREASED 66.8%
FROM 2021 TO 2022**

CELEBRATE DIVERSE COMMUNITY

- WASHOE COUNTY
SHERIFF'S HOPE TEAM
- COMMUNITY COURT
- FOOD BANK





CELEBRATE DIVERSE COMMUNITY

JUNETEENTH OUTREACH & DRAG QUEEN STORY TIME



**CELEBRATE DIVERSE
COMMUNITY**
DÍA DE LOS MUERTOS



LIFELONG LEARNING

HISTORIC RENO PRESERVATION SOCIETY & SPELLBINDERS



LIFELONG LEARNING

FORMER GOVERNOR SISOLAK & COUNTY MANAGER
BROWN STORY TIMES



**STIMULATE
IMAGINATION**

**NEVADA HUMANITIES LITERARY CRAWL &
AUTHOR AIMEE NEZHUKUMATATHIL**



STIMULATE IMAGINATION

INTERFILING ALL GENRES IN THE FICTION SECTION

WELCOMING SPACES

- TRUCKEE ROOM
- ZOOM ROOM



STAFF TRAINING

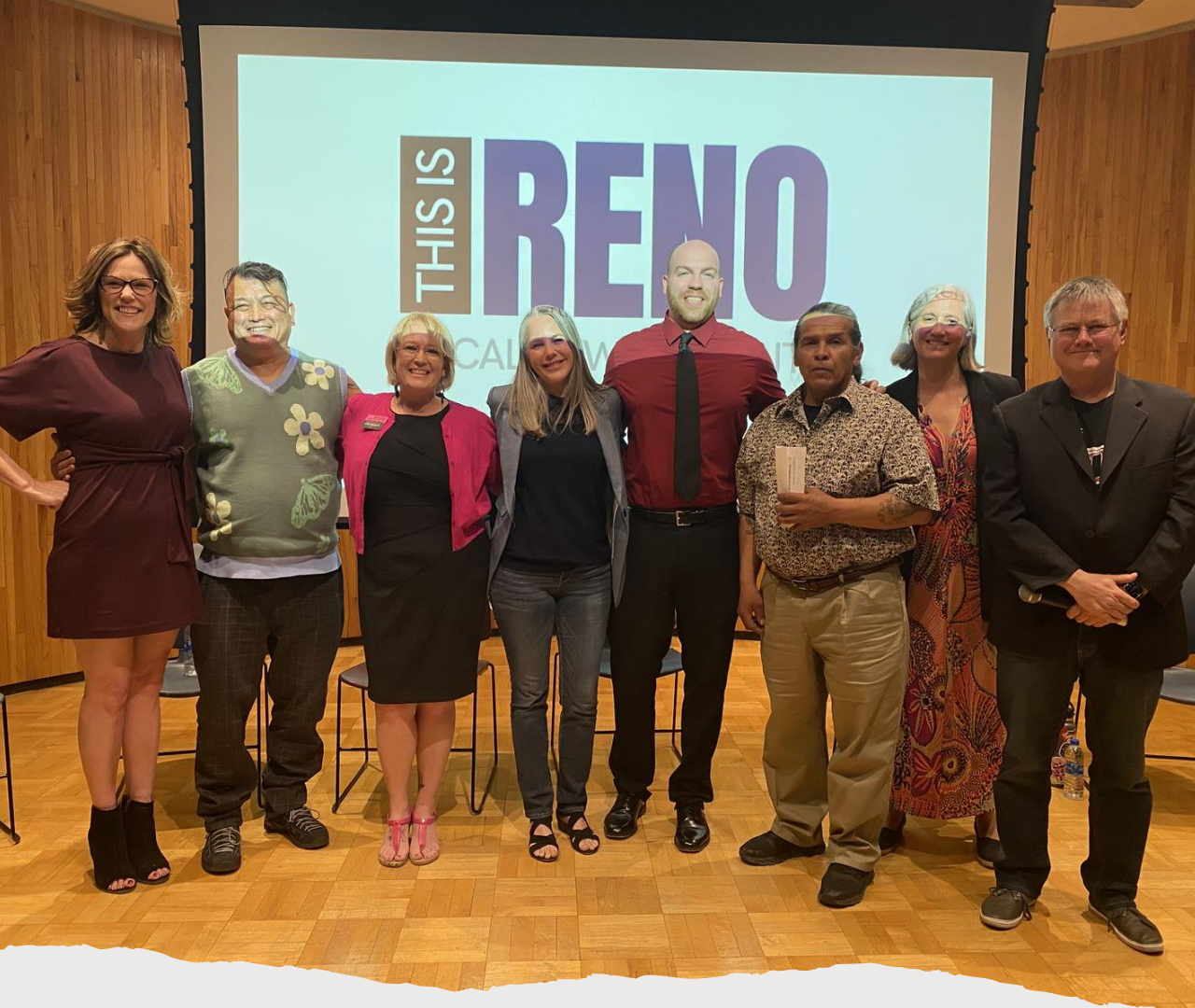
- UNTIL HELP ARRIVES
- CHALLENGE PROGRAM
- TEAM BUILDING WITH
KIT PRENDERGAST





PROMOTE THE LIBRARY

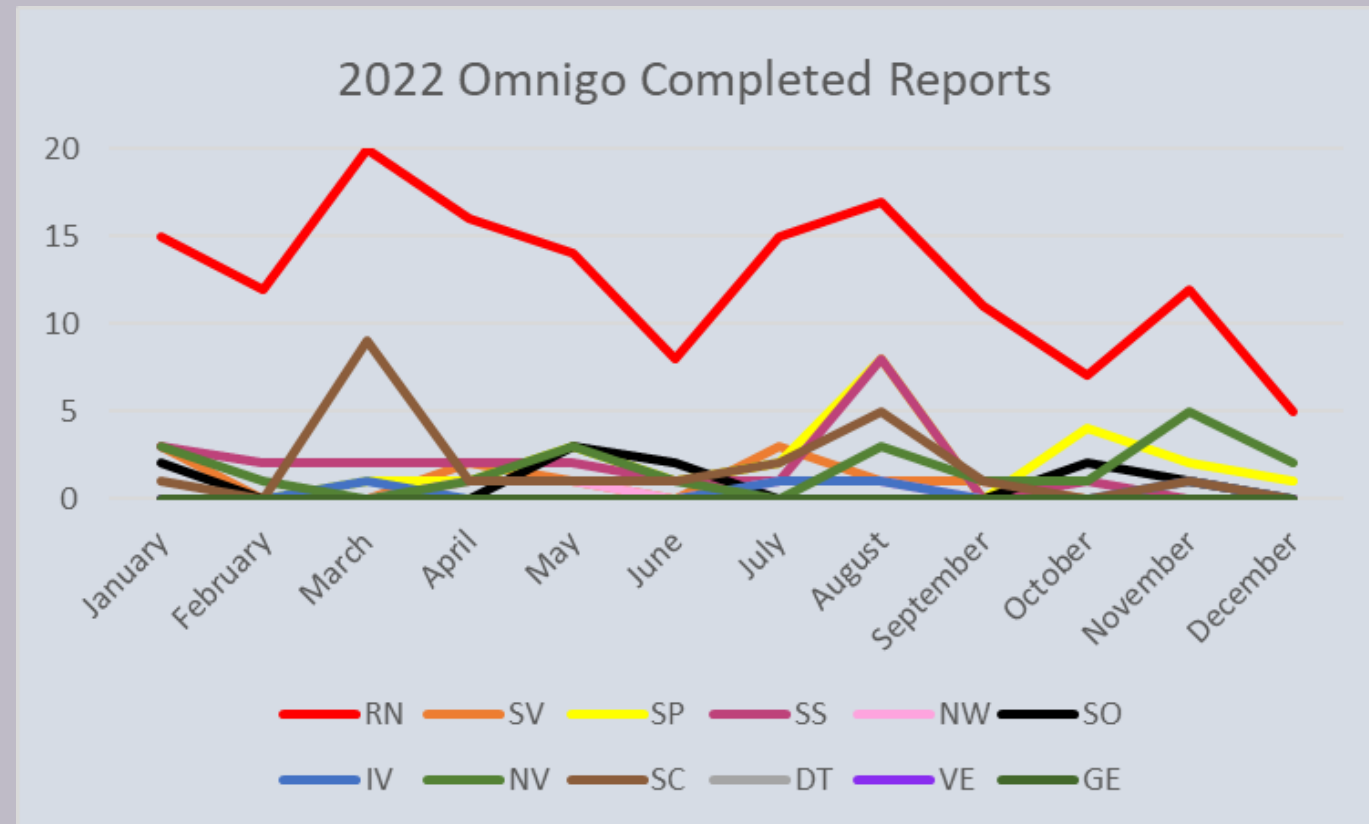
MEDIA REPRESENTATION



PROMOTE THE LIBRARY

AFTER HOURS VENUE

UPTICK OF INCIDENTS AT DOWNTOWN RENO LIBRARY





CHALLENGES

LIBRARY IS FRONTLINE ON THE HOMELESS CRISIS

<https://www.theguardian.com/us-news/2023/jan/24/us-libraries-homeless-crisis-social-workers>

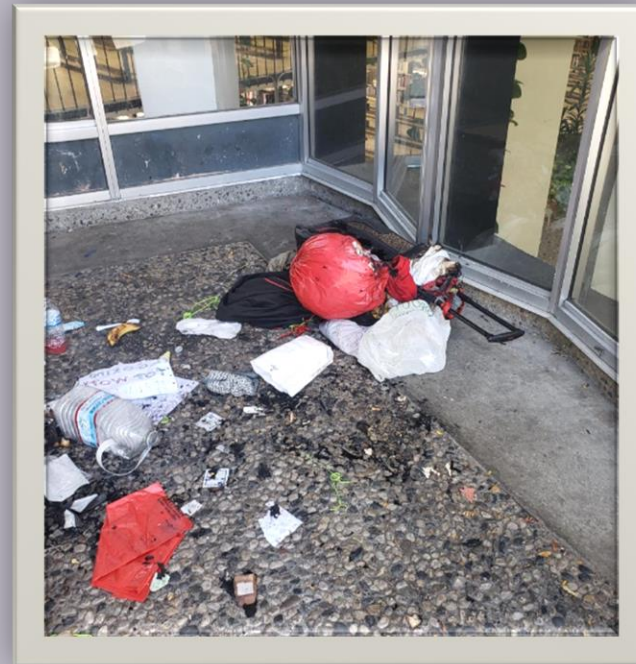
- **Staff are working in more of a social services role than library role.**
- **More evidence of drug use on property.**
- **More individuals with mental illness are visiting the library, causing conflict among staff and other patrons.**
- **Finding the balance of understanding barriers individuals face and enforcing safety.**

CHALLENGES

FIRES



TRASH



SLEEPERS





STAFFING LEVELS AT DOWNTOWN RENO

Since September 2021 the Downtown Reno Library has been down about 75 hours a week in staffing hours.

Reasons for shortages:

- When Downtown Reno Library opened seven days, only three part time positions were given to expand to seven days.
- These part time positions had a high turn over and were mostly vacant.
- Downtown Reno Library is a large building and with higher level of incidents, which requires more staff to be on the floor to ensure safety.



STAFFING LEVELS AT DOWNTOWN RENO

Moving Forward

- Combined 3 part time Library Assistant IIs into 1 full time Library Assistant II in hopes to retain employees.
- In addition, we combined 2 Library Aides position to get one part time Library Assistant II.

Thank You!

- Thanks to Northwest Library, Sparks Library, and Sierra View Library for sending their staff over to help us during their remodels.
- Thanks to the rest of the WCLS branches sending us staff to make sure we had adequate coverage.

MEET THE NEWEST MEMBERS OF OUR TEAM



Tyna Sloan

Librarian I



Emily Hoops

Library Assistant III



Jerome Gunderman

Library Assistant II



Nicole Mortimer

Library Assistant II



HAVING FUN!



THANK YOU



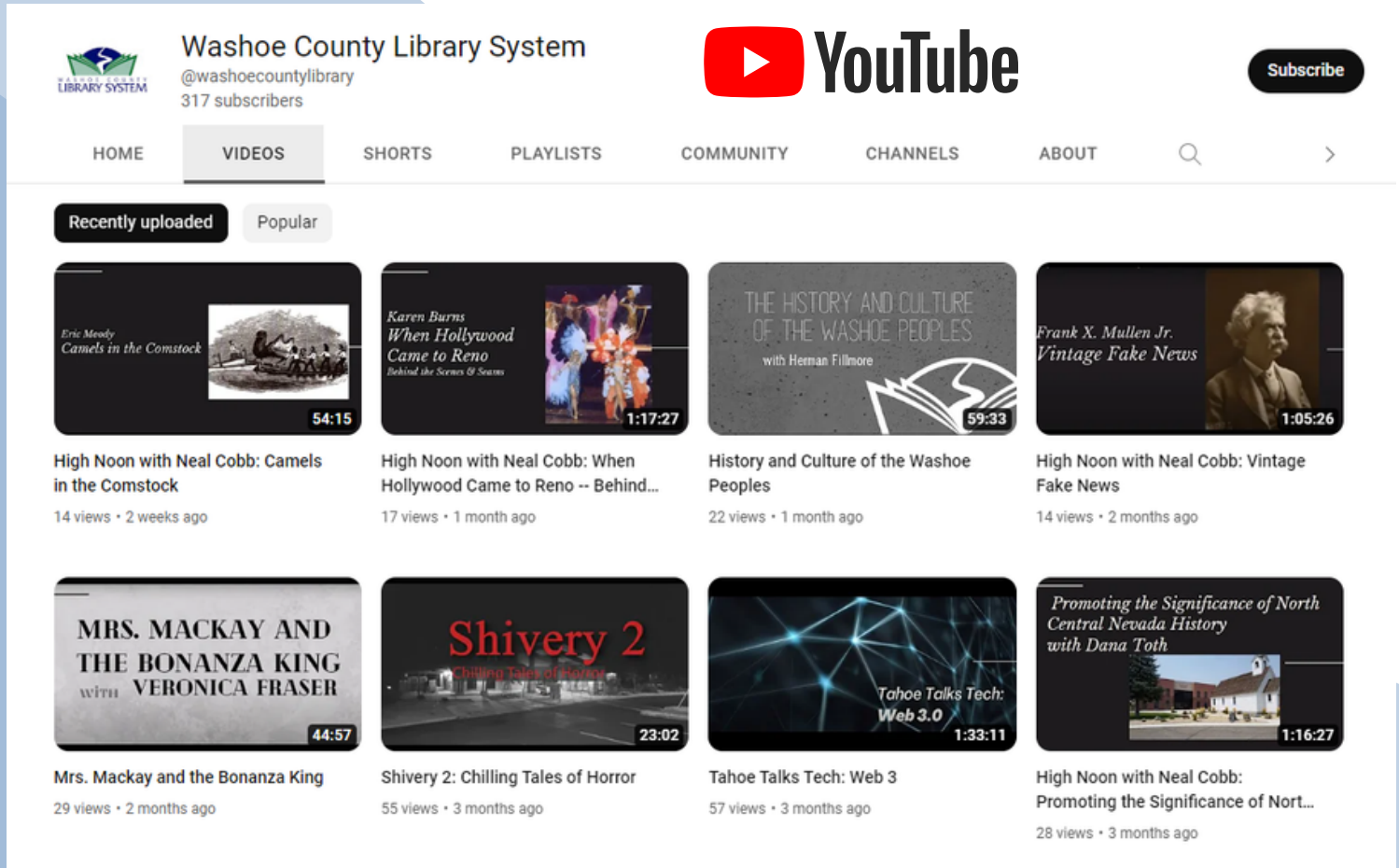
MARKETING AND COMMUNICATIONS TEAM (MARCOM) REPORT

PRESENTATION FOR WASHOE COUNTY LIBRARY BOARD OF TRUSTEES
FEBRUARY 15, 2023



MarCom's Mission

To provide clear, concise, professional marketing and cohesive branding for the library system; and improve library recognition, create trust, build financial value, and inspire both internal and external customers.





MarCom is System-wide

Current Members

Admin and Clerical - Jamie, John, Tim, Cece

Downtown Reno - Jena, Emily

Incline Village - Amanda, Russell

North Valleys - Carly, Theresa

Northwest Reno - Morgan, Jessica

Sierra View - Samantha, Laurie

South Valleys - Jen, Christine

Spanish Springs - Aurora, Jana

Sparks - Jacqueline, Rachel

MarCom Duties

MarCom - 2023 Posters

+ CREATE ITEM FOLDER SETTINGS

Showing 32 items SHOW FILTERS MODIFIED - NEWEST

The screenshot displays a gallery of 32 posters for MarCom 2023. The posters are arranged in a grid and include the following items:

- 2023 Children's Ca... Poster (Landscape)
- NHS - High Noon s... Poster (Portrait)
- PCYP Tsurunokai Poster (Landscape)
- February Author Talks Poster (Landscape)
- Revised February 2... Poster (Landscape)
- Seed Swap Shelf Signage (Portrait)

What does the team do?

- Library signage
- Event marketing
- Social media
- Video production and post-production
- Media reach
- Explorer quarterly events & resources guide
- System graphics, branding, and marketing
- WCLS Style Guide

Current Projects



My First Library Card

John designed My First Library Card, the result of an exciting new partnership with Renown Health!



Book Kiosks

Creating consistent branding for two new book kiosks in the North Valleys Library service area in 2023.

Current Projects



New Card Promo

Staff from different branches are helping MarCom promote the new card on social media.



Library Park Passes

MarCom is helping to get the word out on social media about the new Nevada Parks Library Park Pass program.

Explorer



Promoting library events & resources all year

Downtown Reno - Jena
Incline Village - Russell
North Valleys - Carly
Northwest Reno - Jessica
Sparks - Rachel

Newest member:
South Valleys - Teree

New Projects



Summer Reading Challenge collateral

Artown event promotion

Visual Style Guide

Follow us on social media!



@WashoeLibrary



@washoecountylibrary



Washoe County Library @WashoeLibrary · 6h

Now you can check out a Park Pass just like you check out a book! Curious about how the @NVStateParks #LibraryParkPass program works? Visit washoelibrary.org/parkpass for complete details.

Nevada State Parks Library Park Pass

Check one out just like you check out a book!

- * For Nevada residents only, please.
- * Make sure you have an active Washoe County Library card. New patrons can register at any library.
- * Check the online catalog to find out which libraries have Park Passes available for checkout. Passes cannot be placed on hold.
- * If a Park Pass is available on shelf, visit the library in person to check the Pass out for one week.
- * Display the Park Pass placard inside your vehicle for free access to any of the 27 Nevada State Parks.
- * Return the Pass to the library within the 7 day checkout period to avoid late fees.

washoelibrary.org/parkpass

The graphic features a photograph of a library building with a 'WASHOE COUNTY LIBRARY' sign and a 'Library Park Pass' placard hanging from a door handle. The placard includes the number '0142', the year '2023', and the name 'Downtown Reno'. The background of the graphic is a teal color with white and orange text.