



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, MARCH 15, 2017
4:00 P.M.**

**Sparks Library
1125 12th Street
Sparks, NV 89431**

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

SUPPORT DOCUMENTATION FOR ITEMS ON THE AGENDA PROVIDED TO THE LIBRARY BOARD OF TRUSTEES IS AVAILABLE TO MEMBERS OF THE PUBLIC AT THE DOWNTOWN RENO LIBRARY ADMINISTRATION OFFICE, 301 SOUTH CENTER STREET, RENO, NEVADA AND MAY BE OBTAINED BY CONTACTING TAMI GASTON AT 327-8343 OR tgaston@washoecounty.us. WE ARE PLEASED TO MAKE REASONABLE ACCOMMODATIONS FOR MEMBERS OF THE PUBLIC WHO ARE DISABLED AND WISH TO ATTEND MEETINGS. IF YOU SHOULD REQUIRE SPECIAL ARRANGEMENTS FOR ANY TRUSTEE MEETING, PLEASE CONTACT OUR OFFICE AT 327-8341 24 HOURS PRIOR TO THE DATE OF THE MEETING.

THE LIBRARY BOARD CAN DELIBERATE OR TAKE ACTION ONLY IF A MATTER HAS BEEN LISTED ON AN AGENDA PROPERLY POSTED PRIOR TO THE MEETING. DURING THE PUBLIC COMMENT PERIOD, SPEAKERS MAY ADDRESS MATTERS LISTED OR NOT LISTED ON THE PUBLISHED AGENDA. THE OPEN MEETING LAW DOES NOT EXPRESSLY PROHIBIT RESPONSES TO PUBLIC COMMENTS BY THE BOARD. HOWEVER, RESPONSES FROM TRUSTEES TO UNLISTED PUBLIC COMMENT TOPICS COULD BECOME DELIBERATION ON A MATTER WITHOUT NOTICE TO THE PUBLIC. ON THE ADVICE OF LEGAL COUNSEL AND TO ENSURE THE PUBLIC HAS NOTICE OF ALL MATTERS THE TRUSTEES WILL CONSIDER, TRUSTEES MAY CHOOSE NOT TO RESPOND TO PUBLIC COMMENTS, EXCEPT TO CORRECT FACTUAL INACCURACIES, ASK FOR LIBRARY STAFF ACTION OR TO ASK THAT A MATTER BE LISTED ON A FUTURE AGENDA. THE BOARD MAY DO THIS EITHER DURING THE PUBLIC COMMENT ITEM OR DURING THE FOLLOWING ITEM: "BOARD COMMENT – LIMITED TO ANNOUNCEMENTS, STRATEGIC PLAN ACTIVITY UPDATES OR ISSUES PROPOSED FOR FUTURE AGENDAS AND/OR WORKSHOPS."

THE BOARD OF LIBRARY TRUSTEES CONDUCTS THE BUSINESS OF THE WASHOE COUNTY LIBRARY SYSTEM DURING ITS MEETINGS. THE PRESIDING OFFICER MAY ORDER THE REMOVAL OF ANY PERSON WHOSE STATEMENT OR OTHER CONDUCT DISRUPTS THE ORDERLY, EFFICIENT OR SAFE CONDUCT OF THE MEETING. WARNINGS AGAINST DISRUPTIVE COMMENTS OR BEHAVIOR MAY OR MAY NOT BE GIVEN PRIOR TO REMOVAL. THE VIEWPOINT OF A SPEAKER WILL NOT BE RESTRICTED, BUT REASONABLE RESTRICTIONS MAY BE IMPOSED UPON THE TIME, PLACE AND MANNER OF SPEECH. IRRELEVANT AND UNDULY REPETITIOUS STATEMENTS AND PERSONAL ATTACKS WHICH ANTAGONIZE OR INCITE OTHERS ARE EXAMPLES OF SPEECH THAT MAY BE REASONABLY LIMITED.

THE LIBRARY BOARD OF TRUSTEES MAY TAKE AGENDA ITEMS OUT OF ORDER, CONSIDER TWO OR MORE ITEMS IN COMBINATION, REMOVE ONE OR MORE ITEMS FROM THE AGENDA OR DELAY DISCUSSION ON AN ITEM.

Administration
301 South Center Street
P.O. Box 2151, Reno, Nevada 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 and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 3) Approval of Meeting Minutes
 - a. *For Possible Action:* Approval of Minutes from the Library Board Meeting of February 22, 2017
- 4) Old Business
 - a. *For Possible Action:* Evaluation of Library Director's Job Performance
 - b. *For Possible Action:* Presentation of Draft Technology Plan 2018-2021 and WCLS EDGE Assessments for 2016 and 2017, for Discussion and Feedback and Possible Approval of Goals Listed in the Draft Technology 2018-2021
- 5) New Business
 - a. *For Possible Action:* Revision of Library Director Annual Review Process
- 6) Reports
 - a. Library Director's Presentation to Include System Programs and Activities, and Friends Report for February 2017
 - b. Tacchino Trust Expenditure update
 - c. Financial Statements to Include the Monthly Expenditure Comparison and Gift Fund Balances for February 2017
 - d. Monthly Library Usage for February 2017
- 7) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 8) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 9) Adjournment

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, FEBRUARY 22, 2017**

Vice Chair Alderman called the meeting to order at 4:05 pm

1) ROLL CALL

Board Member Present: Wendy Alderman, Zanny Marsh, Jean Stoess

County Staff Present: Assistant District Attorney Dania Reid

Public Present: Holly Esposito, WCSD

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

- a. Approval of meeting minutes from the Library Board meeting of January 18, 2017
On motion by Trustee Marsh, seconded by Trustee Stoess, which motion duly carried, the Board approved the meeting minutes from the Library Board of Trustee meeting of January 18, 2017. All in favor, none opposed.

4) OLD BUSINESS

None

5) NEW BUSINESS

a. LIBRARY DIRECTOR'S SELF-EVALUATION AND DIRECTION TO TRUSTEES AND SELECTED STAFF TO COMPLETE THE EVALUATION OF PERFORMANCE FORM

Tami Gaston, Board Secretary, referred to the provided staff report, outlining the following:

- The Self Evaluation Form completed by the Library Director is attached for review.
- The next step requires direction from the Vice Chair to Trustees and Selected Staff to complete the Performance Form that will be sent via email on Thursday, February 23, 2017.
- Completed Performance Forms are due to be returned to Ms. Gaston by Thursday, March 2, 2017, for them to be forwarded to Chair Wilson on Friday, March 3, 2017.

b. APPROVAL OF REVISED LIBRARY CARD AND MATERIALS BORROWING POLICY

Director Scott briefly outlined the purpose to the changes noted in the Policy and Staff Report.

Upon questioning by the Board, Director Scott clarified that the changes in the policy provide the accessibility information to physical materials to cardholders, aligning WCLS with contractual agreements with vendors providing digital materials. He noted that the actual processes and procedures behind the policy are being worked on.

On motion by Trustee Stoess, seconded by Trustee Marsh, which motion duly carried, the Board approved the Library Card and Materials Borrowing Policy as written, effective February 23, 2017.

c. APPROVAL OF REVISED MEETING ROOM POLICY

Director Scott referred the Trustees to the Staff Report for the changes to the Meeting Room Policy.

Upon questioning by the Board, Corinne Dickman, Sparks Managing Librarian, clarified the following:

- The fees for the Meeting Room use are included in the Fines, Fees and Charges Policy and not in the Meeting Room Policy intentionally. The intent for this is to alleviate the necessity to update two policies when changes are made to the fees charged.
- The current cost to rent a meeting room is \$20.00.
- Meeting Rooms are generally reserved at a branch location and the fees are collected at the branch.
- Collected Meeting Room fees are deposited to the County General Fund.

On motion by Trustee Stoess, seconded by Trustee Marsh, which motion duly carried, the Board approved the Meeting Room Policy as written, effective February 23, 2017.

d. DISCUSSION AND RECOMMENDATIONS REGARDING THE ANNUAL REVIEW OF THE LIBRARY BOARD'S STRATEGIC PLAN

Vice-Chair Alderman tabled this agenda item until the March meeting due not being labeled as an action item on the agenda.

e. APPROVAL OF LIBRARY CIP/BUDGET REQUESTS TO WASHOE COUNTY

Director Scott referred to the CIP request for a new North Valleys Library, which the County recognizes as a priority due to the growth in that region. He also noted that the County understands the requirement to County match funds to the Tacchino Trust. The County match amount has not been determined.

On motion by Trustee Stoess, seconded by Trustee Marsh, which motion duly carried, the Board approved the CIP requests to Washoe County as noted in the staff report.

6) REPORTS

a. LIBRARY DIRECTOR'S PRESENTATION TO INCLUDE SYSTEM PROGRAMS AND ACTIVITIES, AND FRIENDS REPORT FOR JANUARY 2017

Director Scott provided a PowerPoint presentation updating the Board on Library System programs and activities, outreach and operations for the month of January 2017.

Trustee Sattler arrived at 4:18 p.m.

b. TACCHINO TRUST EXPENDITURE UPDATE

Director Scott explained that the Library System is awaiting the County match information to begin using Tacchino Trust funds to remodel as planned.

Upon questioning by the Board, Director Scott noted that the Library should receive the information from the County around April 2017. Additionally, he noted that other opportunities, such as grant rewards are also pending legislative and State Budget decisions.

c. SPARKS LIBRARY PROGRAMS, ACTIVITIES AND OPERATIONS

Corinne Dickman, Sparks Managing Librarian, provided a report and provided an overview through a PowerPoint presentation updating the Board on Sparks Library programs and activities, outreach and operations for 2016.

d. OVERVIEW OF THE LONGSTANDING PARTNERSHIP BETWEEN THE WASHOE COUNTY LIBRARY SYSTEM AND THE WASHOE COUNTY SCHOOL DISTRICT

Director Scott referred to the staff report for the history of the partnership between Washoe County Library System and the Washoe County School District. He explained that every student throughout the district will be offered the opportunity to get a WC Library Card when registering for school.

Beate Weinert, Programs and Collaborations, introduced Holly Esposito from the Washoe County School District as the Library and Career Center Coordinator. Ms. Weinert explained that this position was recently re-established after having been vacant for many years. Ms. Esposito's position with the school district oversees all the school libraries for Washoe County School District.

Upon questioning by the Board, Ms. Weinert clarified that although Ms. Esposito was previously a High School librarian, she emphasized that WCLS will respond to any school invitation to work with students, especially in alignment with the WCLS strategic goal of focusing on early literacy. The goal is to strengthen relations with middle and high schools down the road as resources allow.

e. UPDATE ON STRATEGIC COMMUNICATION PLAN PROPOSAL

Director Scott referred to the staff report and highlighted the following:

- Using Facebook, used targeting ads promoting the North Valleys Renovation Fundraising campaign. Payment of \$50 resulted in over \$500 donations during the campaign.
- WCLS is looking at using Google searches to place books searches on the front page of Google directing viewer to WCLS.
- WCLS is looking to place quarterly ads to raise awareness of WCLS and also during events such as National Library Week.
- Overall, WCLS is seeing a lot more engagement from the community on active social sites.

f. REPORT ON COLLECTION TRENDS

Debi Stears, Resources Librarian, presented a PowerPoint presentation updating the Board on Collection Trends for the Washoe County Library System. She highlighted the following:

- Circulation Trends: While physical circulation is down 3.5%, digital circulation is up 43%, creating an overall increase in circulation.

- Digital circulation items include: e-books, e-audio, e-magazine and Tumblebooks. Tumblebooks has the highest increase at 139%, that is partially due to the partnership between the Washoe County School District and Washoe County Library System.
- Digital magazines, Blu-ray movies, Easy Readers and the Lucky Day items are increasing in popularity, while CDs, print magazines and CD audio are decreasing.
- Urban branches see higher use in movies and internet, while suburban branches see higher use in books and CD audio items.
- E-Audio use is increasing while CD book usage is decreasing.
- Using Collection HQ, WCLS has been able to better determine which items are most popular, increasing book circulation by 4%.

g. FINANCIAL STATEMENTS TO INCLUDE THE MONTHLY EXPENDITURE COMPARISON AND GIFT FUND BALANCES FOR JANUARY 2017

The Library Board reviewed the information submitted in the packet.

Upon questioning by the Board, Director Scott clarified that the Gift Fund report includes donations, wishing well funds, and funding from Friends. He noted that the Gift Fund Balances show higher due to the funds received from the Tacchino Trust bequeathment. The Bond and General funds are separate from Gift Funds.

h. MONTHLY LIBRARY USAGE FOR JANUARY 2017

The Library Board reviewed the information submitted in the packet.

Upon questioning by the Board, Jonnica McClure, North Valleys Managing Librarian, stated that the door counts have not shown any more or less foot traffic since the remodel. She noted that there have been several holidays and inclement weather that may have had some affect as well. Ms. McClure did state that North Valleys staff is seeing an increase in operational questions. She believes this is due to the new service model where staff are visibly present and available with staff designated to assist with questions. The new service model ensures staff availability and visibility by walking around assisting patrons and she feels the branch is providing better service for their patrons. They are seeing where staff can assist patrons by doing a better job referring them to available digital resources.

Upon questioning by the Board, Director Scott confirmed that North Valleys is the only branch currently using this type of service model, but that the community should see more in the future.

7) PUBLIC COMMENT

John Andrews, Internet Services Librarian, addressed two items with more detail noted earlier in the meeting:

- The Spell book project discussed in the Sparks Library report has been included in a prototype post to share that Library experience with a broader audience. Step-by-step instructions are available for people to complete the same project at home.
- It is important to be front and center on Google advertising as few people scroll down to see all the results. WCLS is taking part with readlibre.com and entrepreneurial vendor from South Carolina that will help WCLS with that process.

At this time, WCLS has begun the process to add our collection items to readlibre.com format for popular and bestselling items.

8) **BOARD COMMENT**

None

9) **ADJOURNMENT**

Vice-Chair Alderman adjourned the meeting at 5:15 pm.

TO: Library Board of Trustees
FROM: Tami Gaston, Administrative Secretary Supervisor
RE: Evaluation of Library Director's Job Performance
DATE: March 15, 2017

Background: During the February Board meeting, Vice-Chair Alderman directed Trustees and selected staff to anonymously complete the Performance Evaluation Form as dictated by the Library Director Annual Review Process. The completed forms have been submitted to the chair for review and preparation of a summary of ratings and comments provided. The summary has been completed for the Board to review and provide direction to the Chair regarding any additional points or goals to be included in a final summary of performance letter, which will be drafted by the Chair and provided to the Board at the April Board meeting. The approved letter will be finalized and delivered to the Director.

Evaluations Submitted:

Trustee – 80%
Staff – 55%
Overall – 69%

Recommendation: That the Board review the summary prepared by the Chair and discuss the Director's performance and future goals, and provide direction to the Chair regarding any additional points or goals to be included in the final summary of performance letter, which will be approved by the Board and delivered to the Director.

Date: March 9, 2017

To: Library Board of Trustees

From: Derek Wilson

Re: Library Director Performance Evaluation

Attached is a summary of the individual performance evaluations received from both Library staff and from Board of Trustees members. This summary compiles the information received on the individual forms into aggregate tables. This format is based on past practice and on input from County Legal staff. The intent is to preserve objectivity and allow for a full review of the information received.

RATING RESULTS - TRUSTEES

A total of 4 completed evaluation forms were received from Trustees. Therefore, for each rating category there are 4 ratings recorded.

DATE OF EVALUATION: March, 2017 DIRECTOR’S NAME: Jeff Scott

Areas of Improvement/Growth over the past year:

- I would like to see more information shared in more detail about internal communication, engagement, and processes
- I have no basis for judgment as I haven’t been on the Board for a year.
- The director has brought a lot of energy and direction to the Library. I’m hoping to see continued discussion about new services and ways to expand library space.
- Growth & Improvement
 1. Metric for evaluation of effective delivery of library services now match our goals & strategies
 2. Community Outreach has increased as well as communication of library programs & activities & resources
 3. Staff Development: System wide goals, implementation & communication

Area of Organizational Health

Rating

Customer Service & Community Relations

- | | |
|--|--------------------|
| • Level of patron satisfaction | E 2 G S F U NR2 |
| • Customer service received by patrons | E 2 G 1 S F U NR1 |
| • Consistent application of policies that affect the public | E 3 G 1 S F U NR |
| • Services are communicated to the public effectively | E 2 G 2 S F U NR |
| • Working relationships and cooperative arrangements with government officials, community groups and organizations | E 3 G 1 S F U NR |
| • Awareness of community needs | E 1 G 3 S F U NR |
| • Mechanisms are in place to hear from patrons and the community-at-large | E 2 G 1 S 1 F U NR |
| • Library is being marketed to the community | E 2 G 2 S F U NR |

CS & CR TOTALS: E17 G11 S1 F0 U0 NR3

COMMENTS:

- Very pleased to see the improvements over the past year. Continue constant improvement & growth activity

Organizational Growth

- The Library is making progress on its Strategic Plan E 1 G 2 S F U NR1
- Services to meet the goals and objectives of the Strategic Plan are carried out with staff and Trustee involvement E 2 G 2 S F U NR
- Goals and objectives are evaluated regularly E 3 G 1 S F U NR
- Creativity and initiative are demonstrated in creating new services/programs E 4 G S F U NR
- Collection is responsive to community needs E 2 G 1 S 1 F U NR
- The Library is responsive to changes in the community E 1 G 3 S F U NR
- Staff are aware of Library’s Strategic Plan, policies and activities E 2 G S F U NR2
- There is a working knowledge of significant developments and trends in the field E 2 G 1 S F U NR1
- Building and grounds are kept up and needed repairs and maintenance are done on a timely basis E1 G 2 S F U NR1

OG TOTALS: E18 G12 S1 F0 U0 NR5

COMMENTS:

- Need more budget for collection.
- Strategic Plan needs to be updated and reevaluated using new metrics. Pleased to have metrics in place that allow Board to effectively evaluate plan for future.

Administration & Human Resource Management

- Work is effectively assigned, appropriate levels of freedom and authority are delegated E 1 G S F U NR2
- Job descriptions are developed, regular performance evaluations are held and documented E G1 S F U NR2
- Personnel policies and state and federal regulations on workplaces and employment are effectively implemented E1 G2 S F U NR
- Policies and procedures are in place to maximize volunteer involvement E2 G S F U NR1
- Staff development and education is encouraged E2 G1 S F U NR
- Staff understands how its role at the Library relates to the mission E1 G1 S F U NR1
- Library climate attracts, keeps and motivates a diverse staff of top-quality people E1 G1 S F U NR1
- Attends professional development opportunities to broaden knowledge and skills E G1 S F U NR1

A & HRM TOTALS*: E8 G7 S0 F0 U0 NR8

COMMENTS:

- My impression is that staff morale is good and initiative is rewarded. However it can be difficult to know for sure.

- Excellent implementations staff sessions focus on library wide goals i.e. customer service

Financial Management, Legal Compliance & Fundraising

- | | |
|--|-----------------|
| • Adequate control and accounting of all funds takes place, Library uses sound financial practices | E2 G1 S F U NR |
| • Budget is prepared with input from staff and Trustees, the Library operates within budget guidelines | E2 G1 S F U NR |
| • Official documents and records are maintained, Library is in compliance with federal, state and local regulations and reporting requirements | E2 G1 S F U NR |
| • Positive relationships with government, foundation and corporate funders are in place | E1 G1 S1 F U NR |
| • Positive relationships with individual donors is established | E2 G1 S F U NR |
| • Funds are disbursed in accordance with budget, contract/grant Requirements and donor designations | E3 G S F U NR |

FM, LC & F TOTALS*: E12 G5 S1 F0 U0 NR0

COMMENTS:

- More efforts with corporate donors needed.
- Director is driving organization to move professional approach to grants, fundraising.

Board of Trustee Relationship

- | | |
|---|-----------------|
| • Appropriate, adequate and timely information is provided to the Board | E2 G1 S F U NR |
| • Support is provided to Board committees | E G1 S F U NR1 |
| • The Board is informed on the condition of the organization and all important factors influencing it | E1 G1 S F U NR1 |
| • The Director works effectively with the Board | E2 G1 S F U NR |

BTR TOTALS*: E5 G4 S0 F0 U0 NR2

** totals not consistent due to partial data received*

COMMENTS:

- Instrumental in raising the bar for board involvement and performance. We are a better board due to expectation of Director and staff.

Additional Comments:

- Jeff has jumped into a challenging position with enthusiasm and positivity. As much as I'm impressed by his skills I'd like to encourage him to share more information about goals unmet, accomplishments, personal/profession aspirations in this role, .etc
- I'm sure the Director has goal and ideas that far outstrip available Funding. An expanded overall budget is a Fundamental goal.

- This year has been one of significant change & improvement. We now have an established baseline for future evaluations. Many of the goals have shown significant improvement; community relations, circulation & collection analysis, budget priorities, active fundraising & grant writing, staff development etc. Next step is evaluating and refocusing of strategic plan

RATING RESULTS - STAFF

A total of 7 completed evaluation forms were received from Staff. Therefore, for each rating category there are 7 ratings recorded, except in cases where incomplete data was received.

DATE OF EVALUATION: March, 2017 DIRECTOR'S NAME: Jeff Scott

Areas of Improvement/Growth over the past year:

- In the last year I have noticed that Jeff has gained a very good grasp of the Library and staff dynamics. He has made good progress in establishing his leadership and as a result, we are definitely moving forward. Overall I am very happy with his performance.
- No response as this is a first year review.
- In his first year as Director for the Washoe County Library System, Director Scott has set forth three major initiatives for the Washoe County Libraries: early literacy, maker services, and facilities improvement. With clear objectives in place, our staff is now able to focus our efforts on those projects that will have the greatest positive outcome for our patrons. Director Scott has also done an outstanding job in getting to know the Reno-Sparks-Tahoe community, and has an incredible grasp on the challenges facing this area. He is also well aware of the impacts of the many positive changes to this area, most notably the manufacturing and technology corporations that are moving here, and the growth that will come with that. Director Scott is a great visionary and strategic thinker who is able to form long-term goals for WCLS, and then plan in the short term to prepare for those changes that are in Washoe County's future. I have also appreciated the new approach that Director Scott has taken for staff training. By hosting four Yi day staff days, he is able to keep staff informed of current initiatives and planning, while also giving our staff the opportunity to bond with each other. To unite a staff of 150 can be challenging, and I believe Director Scott has taken effective steps in this direction. Director Scott takes every chance he can get to promote WCLS, and his true love and dedication to libraries, and especially early literacy, is obvious. It is an exciting time to work at WCLS under Director Scott's leadership, and I look forward to improving our services to the citizens of Washoe County under his direction.
- N/A – 1st appraisal
- No response as this is a first year review.
- In his first year as Director for the Washoe County Library System, Director Scott has set forth three major initiatives for the Washoe County Libraries: early literacy, maker services, and facilities improvement. With clear objectives in place, our staff is now able to focus our efforts on those projects that will have the greatest positive outcome for our patrons. Director Scott has also done an outstanding job in getting to know the Reno-Sparks-Tahoe community, and has an incredible grasp on the challenges facing this area. He is also well aware of the impacts of the many positive changes to this area, most notably the manufacturing and technology

corporations that are moving here, and the growth that will come with that. Director Scott is a great visionary and strategic thinker who is able to form long-term goals for WCLS, and then plan in the short term to prepare for those changes that are in Washoe County's future. I have also appreciated the new approach that Director Scott has taken for staff training. By hosting four Yi day staff days, he is able to keep staff informed of current initiatives and planning, while also giving our staff the opportunity to bond with each other. To unite a staff of 150 can be challenging, and I believe Director Scott has taken effective steps in this direction. Director Scott takes every chance he can get to promote WCLS, and his true love and dedication to libraries, and especially early literacy, is obvious. It is an exciting time to work at WCLS under Director Scott's leadership, and I look forward to improving our services to the citizens of Washoe County under his direction.

Area of Organizational Health

Rating

Customer Service & Community Relations

- Level of patron satisfaction E G3 S2 F U NR1
- Customer service received by patrons E2 G2 S1 F U NR1
- Consistent application of policies that affect the public E1 G5 S F U NR
- Services are communicated to the public effectively E G3 S3 F U NR
- Working relationships and cooperative arrangements with government officials, community groups and organizations E1 G3 S1 F U NR1
- Awareness of community needs E1 G4 S1 F U NR
- Mechanisms are in place to hear from patrons and the community-at-large E1 G3 S2 F U NR
- Library is being marketed to the community E1 G 3 S 2 F U NR

CS & CR TOTALS*: E7 G26 S12 F0 U0 NR3

COMMENTS:

- If the rating is how the organization serves the public, I would Give a good to excellent rating. If the rating is for how the director interacts with the public officials, etc, unable to rate.
- Jeff is targeting "customer service"1 as a staff training 12riority. I feel he is moving in the right direction to achieve better customer satisfaction.
- Patrons expect certain services that WCLS no longer supports. This leaves the front line staff to deal with various issues. For example, cash only for book replacements, and removing free tax help (which requires little or no staff help), are two items that directly affect seniors and low-income patrons.
- Press and Public relations efforts have markedly increased/improved from past efforts under Jeff's leadership. In terms of fundraising these efforts have already shown to have a positive outcome for the system.
- Director Scott has met community needs most notably by making library hours consistent and expanding the hours at two of our libraries. He has built positive relationships with major community stakeholders, and is now on the Board of the United Way.

Organizational Growth

- The Library is making progress on its Strategic Plan E G4 S2 F U NR1
- Services to meet the goals and objectives of the Strategic Plan E G2 S3 F1 U NR1

- are carried out with staff and Trustee involvement
- Goals and objectives are evaluated regularly E1 G2 S1 F U NR3
- Creativity and initiative are demonstrated in creating new services/programs E G4 S2 F U NR1
- Collection is responsive to community needs E3 G1 S2 F1 U NR
- The Library is responsive to changes in the community E1 G2 S3 F1 U NR
- Staff are aware of Library's Strategic Plan, policies and activities E G2 S2 F2 U NR1
- There is a working knowledge of significant developments and trends in the field E1 G3 S2 F U NR1
- Building and grounds are kept up and needed repairs and maintenance are done on a timely basis E1 G2 S2 F1 U NR

OG TOTALS*: E7 G22 S19 F6 UO NR8

COMMENTS:

- Jeff is collecting information on what the Library needs to move forward positively. Getting the County to come u12 with the much needed funding is going to be a difficult challenge for him. He will need a lot of Board support to be successful.
- Many of these items are done by staff, and were in the works before Dir. Scott was hired.
- For example, RFID, the Early Literacy programs we have implemented, and the Holocaust Berr program at NW were in the works. However Dir. Scott has shown support for these and some ongoing programs
- Jeff's leadership and commitment to improving library physical infrastructure is greatly appreciated. His support for making necessary improvements makes the job of library manager's much easier in that we can be more focused and committed to customer services and programs rather than issues with failing facilities. Improved (clarified or better defined) communication style with library managers during development processes would benefit all efforts towards common goals such as our strategic plan.
- Director Scott inherited the WCLS Strategic Plan from a previous administration. He is quite prepared to update the Strategic Plan. Director Scott does an incredible job working with staff and other Washoe County Departments on facilities issues within budgetary constraints. He is incredibly astute in thinking ahead toward the future, and is already planning ways to WCLS to not only sustain, but to grow in the future.

Administration & Human Resource Management

- Work is effectively assigned, appropriate levels of freedom and authority are delegated E G2 S3 F2 U NR
- Job descriptions are developed, regular performance evaluations are held and documented E G3 S2 F1 U NR1
- Personnel policies and state and federal regulations on workplaces and employment are effectively implemented E1 G6 S F U NR
- Policies and procedures are in place to maximize volunteer involvement E1 G3 S3 F U NR
- Staff development and education is encouraged E3 G4 S F U NR
- Staff understands how its role at the Library relates to the mission E G3 S3 F1 U NR
- Library climate attracts, keeps and motivates a diverse staff of top-quality people E1 G2 S2 F2 U NR

- Attends professional development opportunities to broaden knowledge and skills E2 G1 S F U NR3

A & HRM TOTALS*: E8 G25 S13 F6 U0 NR4

COMMENTS:

- Unable to rate as not involved at that level
- He has done some good work to get everyone on the same page. The quarterly staff training half days have been very beneficial.
- The Administrative staff, current and newly hired, are very good. Assistant Library Director Joan Dalusung was an excellent hire, and we are fortunate to add her to the WCLS staff. It would be good if Dir. Scott had better communication skills.
- Director Scott believes in and trusts his staff, and, as such, gives them a great deal of freedom in the implementation of system-wide initiatives. Some staff may benefit from more formal reinforcement that they are headed in the right direction, especially in the first year as we all get to know Director Scott's style and his goals. Director Scott is unfailingly supportive of professional development opportunities within budgetary constraints, and supported all staff in membership of the Nevada Library Association. He prioritized the increase of the training budget so that staff could take advantage of conferences and webinars.

Financial Management, Legal Compliance & Fundraising

- Adequate control and accounting of all funds takes place, Library uses sound financial practices E1 G1 S2 F U NR3
- Budget is prepared with input from staff and Trustees, the Library operates within budget guidelines E G2 S2 F2 U NR1
- Official documents and records are maintained, Library is in compliance with federal, state and local regulations and reporting requirements E1 G1 S1 F U NR4
- Positive relationships with government, foundation and corporate funders are in place E1 G3 S1 F U NR2
- Positive relationships with individual donors is established E G3 S F U NR4
- Funds are disbursed in accordance with budget, contract/grant Requirements and donor designations E G2 S2 F U NR3

FM, LC & F TOTALS*: E3 G12 S8 F2 U0 NR17

COMMENTS:

- Some better communication in the financial area would be good.
- Dir. Scott needs to work on his communication skills with library managers 7nd staff.
- Jeff had demonstrated a commitment to identifying and building partnerships to increase library support and alternative funding opportunities. He's been open to innovative concepts in fundraising and takes appropriate risks in doing so.

- Director Scott is a master at leveraging funding to its maximum potential. Director Scott launched the extremely successful Give the Gift of Reading Campaign, which wildly exceeded anticipated goals. He also raised funds for the North Valleys Library remodel, which was a very successful campaign.

Board of Trustee Relationship

- | | |
|---|------------------|
| • Appropriate, adequate and timely information is provided to the Board | E2 G S1 F1 U NR3 |
| • Support is provided to Board committees | E G S1 F U NR6 |
| • The Board is informed on the condition of the organization and all important factors influencing it | E2 G S1 F1 U NR3 |
| • The Director works effectively with the Board | E1 G S1 F U NR5 |

BTR TOTALS*: E5 G0 S4 F1 U0 NR17

** totals not consistent due to partial data received*

COMMENTS:

- The Board report, using Power Point, is easy to view and understand
- Director Scott ensures that the Board has all pertinent information in a timely manner, and presents thorough presentations at each Board meeting.

Additional Comments:

- Jeff is a good person to work with. He has established his authority and is working to make our organization run smoother. He gets things done in a much smoother and quicker fashion than we have been used to seeing, and that is good. More communication will help him move forward
- We had great hopes of moving forward with this young director. We felt he had vision and he provided hope in a dark time for libraries. Dir. Scott is pleasant and a good presenter. However, communication is key to a healthy organization, especially one that works directly with and for the public. Dir. Scott is out of touch with the community that uses the library. His communication with staff, especially managers, is lacking. He does not respond in a timely manner, and his Leadership Team style is to present. This leaves little room to invite comment and discussion, which he should value from his experienced branch managers. His use of statistics is interesting. He does not value collecting statistics so that informed decisions on staffing and hours can be evaluated over time, and he does not want to collect some program statistics as well. However he uses the previously collected statistics to remove programs that do not fall within the narrow scope of Early Literacy and MakerSpaces. In addition, the use of statistics is valuable in acquiring funds, and the more we have to show the easier it is to write grants, and show our value in the community, especially to the BCC. WCLS has been a leader in the library field in many areas, including programming and technology, and we hope to be again. Thank you for being a Library Board Member.
- When Jeff came on-board with WCLS he asked library managers what some of our wishes were for leadership support from his office. One of the most resounding requests was for increased support and organization for staff training efforts as a global system, not just at the

local branch level. I commend Jeff and his team for hearing our pleas and for taking quick action to develop support for this request.

Also, I'd like to complement him for his level of demonstrated professionalism related to our quarterly Staff-In-Service trainings. The tone of these trainings is so much more professional and classy than they were under previous leadership. The fact that he has been willing to commit the resources to facilitate such opportunities for staff is wonderful. I believe the tone of these trainings and the fact that all library staff are in attendance to experience it, goes further to support local levels of library management when we are asking for increased quality of services and behavior from our teams. This demonstrates the level of professionalism and quality that Jeff expects from his team.

- I feel confident about the future of Washoe County Library System under Director Scott's leadership. He has brought fresh eyes to the organization, which were needed so that the system will continue to progress. He is unfailingly capable of seeing the future outcomes of present circumstances, and plans accordingly. It is a pleasure to work with Director Scott, and I have personally learned a great deal from him in his first year here.
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TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Presentation of Draft Technology Plan 2018-2021 and WCLS EDGE Assessments for 2016 and 2017, for Discussion and Feedback and Possible Approval of Goals Listed in the Draft Technology Plan 2018-2021

DATE: January 18, 2017

Background: In December 2013, the Board approved the current Technology Plan FY2014/15–FY2018/19. We are currently in the review process for our next technology plan. In 2016 and 2016, WCLS participated in the EDGE assessment, created by the Urban Libraries Council to assist libraries build technology plans. This new plan reflects WCLS’s score in that assessment. The goal in this new plan is to include basic essential functions all libraries must do to remain competitive. The draft Technology Plan 2018-2021 includes such information. Before the draft Technology Plan is approved, WCLS is open to receive input from the Library Board of Trustees, Library Leadership Team, Library Makerspace Team, and Library Reference Team that reflects the intent of the revised plan using two years’ worth of EDGE assessments.

Recommendation and Suggested Motion: That the Board provides any input deemed necessary to ensure the draft Technology Plan 2018-2021 meets the goal to include basic essential functions all libraries must do to remain competitive.



Edge Assessment Report for

Washoe County Library System

Your assessment has been completed! Congratulations on taking this exciting step toward strengthening your library's public access technology and contributing to your community's goals!

The results you find in this report, coupled with the Edge tools and training, will help you strengthen your library as well as shape your story and share the value your library offers to the community.

About this report: The following pages showcase your library's responses and results to the Edge assessment. As you review the results, remember that Edge is designed to help you set a path for continuous improvement. No matter what opportunities or challenges your library faces, Edge is a tool to use for making strategic, informed decisions about your resources and planning.

Understanding results: Results for your library are presented by three areas, and eleven benchmarks. Your results report outlines how many points your library achieved in each area based on your responses, along with a total number of points possible.

Understanding the overall score: The Edge benchmarks represent a comprehensive set of best practices from leading libraries around the country, of all sizes, related to public access technology. They are aspirational in nature, and are designed to encourage libraries to reach new levels of service. These assessment results are provided so that you can set priorities for your library that will improve the technology services you provide to your patrons. Priorities are individual to each library, and so while the maximum number of points available on the assessment is 1,000 no library is expected to achieve this score. We expect to see a wide range of scores. Whether your library scored 250 or 650, use these results to identify improvement opportunities for your library that are anchored in your library's and your community's strategic goals, a framework which may not require achievement in every benchmark.

Results for Washoe County Library System

Strategic Area	Benchmark	Jul 2014	Current Jan 2017
Community Value	1. Digital literacy	30/75	65/75
	2. Digital tools and resources	85/105	85/105
	3. Meeting key community needs	90/130	85/130
	Total	205/310	235/310
Engaging the Community	4. Strategy and evaluation	90/155	105/155
	5. Strategic partnerships	40/75	75/75
	6. Sharing best practices	25/65	45/65
	Total	155/295	225/295
Organizational Management	7. Planning and policies	10/50	50/50
	8. Staff expertise	50/80	80/80
	9. Devices and bandwidth	60/135	60/135
	10. Technology management	55/90	85/90
	11. Technology inclusiveness	25/40	35/40
	Total	200/395	310/395

Your Library Achieved

	Jul 2014	Current Jan 2017
Level 1 Attributes	67%	80%
Level 2 Attributes	40%	67%
Level 3 Attributes	13%	47%

Level 1 attributes are considered foundational for all library types. These resources, activities, or programs are generally simple and low cost to implement.

Level 2 attributes are generally applicable in most library communities, though a community needs assessment may reveal that some of these resources and services may not create as much value to the community as others.

Level 3 attributes are generally more costly or difficult to implement but are at the forefront of innovative activities, resources, and services that will help put the library at the center of digital inclusion in the community.



PEER COMPARISON REPORT
WASHOE COUNTY LIBRARY SYSTEM
JANUARY 30, 2017

The Washoe County Library System recently completed the Edge Assessment to evaluate its public access technology services and resources. This peer comparison report—along with the assessment evaluation, training opportunities, and action plan feature—is a management and leadership tool to aid the library planning process.

This report shows the Washoe County Library System results in the context of other libraries serving populations of a similar size. Washoe County Library System belongs to the "Very Large" peer group, made up of libraries serving communities with a population greater than 300,000. The peer library scores are derived from the results of a random sample of public libraries across the nation. The scores below will help the library understand the assessment results in the context of possible points and the average points attained by libraries in the Very Large peer group.

No library is expected to achieve 100% on the assessment. In fact, libraries are encouraged to focus on the particular service needs they have identified through community assessments, customer feedback, and community-wide initiatives. Peer scores should not be seen as competitive, but as reference points to support strategic planning. Libraries with below average scores for a targeted benchmark may choose to move resources to that area. Libraries with above average scores for particular benchmarks may have strategies and stories that can inspire other libraries.

Strategic Area	Benchmark	Points Achieved	Peer Average	Points Possible
Community Value	1. Digital literacy	65	55	75
	2. Digital tools and resources	85	80	105
	3. Meeting key community needs	85	94	130
	Total	235	229	310
Engaging the Community	4. Strategy and evaluation	105	91	155
	5. Strategic partnerships	75	48	75
	6. Sharing best practices	45	41	65
	Total	225	180	295
Organizational Management	7. Planning and policies	50	39	50
	8. Staff expertise	80	63	80
	9. Devices and bandwidth	60	63	135
	10. Technology management	85	70	90
	11. Technology inclusiveness	35	20	40
	Total	310	255	395
	Overall Score	770	664	1000

Your score in context:

The overall score for Washoe County Library System is 770 of 1000 possible points.

Washoe County Library System is a member of the Very Large peer group (population greater than 300,000).

In a representative sample of libraries in the Very Large peer group scores ranged from 435-845.

The average score for libraries in the Very Large peer group was 614-717.

The table below shows your library's assessment results in the context of possible points and the average attained by libraries in the Very Large peer group. The results are shown at the indicator level to help identify areas where your library excels and to diagnose areas where additional activity might enhance patron outcomes.

Strategic Area	Benchmark	Points Achieved	Peer Average	Points Possible
Community Value	1. Digital literacy			
	1.1 Digital literacy group training	15	21	25
	1.2 Digital literacy individual training	50	34	50
	2. Digital tools and resources			
	2.1 Digital content creation	25	25	40
	2.2 Website content monitoring	30	24	30
	2.3 Website information resources	30	31	35
	3. Meeting key community needs			
	3.1 Workforce development	15	25	30
	3.2 eGovernment and legal	25	19	30
	3.3 Educational opportunities	30	31	40
	3.4 Health and wellness	15	20	30
	Engaging the Community	4. Strategy and evaluation		
4.1 Maintaining community relationships		45	38	45
4.2 Community analysis and assessment		10	18	40
4.3 Patron surveys		0	3	20
4.4 Technology services evaluation		25	15	25
4.5 Strategic planning		25	18	25
5. Strategic partnerships				
5.1 Partnership development		45	33	45
5.2 Technology outreach		30	15	30
6. Sharing best practices				
6.1 Community of practice		45	36	45
6.2 Annual survey	0	8	20	
Organizational Management	7. Planning and policies			
	7.1 Data management policies	50	39	50
	8. Staff expertise			
	8.1 Staff technology training	40	36	40
	8.2 Staff technology competencies	20	13	20
	8.3 Patron technology support	20	13	20
	9. Devices and bandwidth			
	9.1 Device availability	0	2	30
	9.2 Bandwidth capacity	20	15	30
	9.3 Device session periods	25	28	35
	9.4 Peripheral technology equipment	15	15	40
	10. Technology management			
	10.1 Internet connectivity	35	29	35
	10.2 Out-of-service devices	30	25	30
10.3 Technology service metrics	20	16	25	
11. Technology inclusiveness				
11.1 Assistive technology	35	20	40	

Benchmark 1

Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community

1.1

The library has curricula for and provides regularly scheduled digital literacy training.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1-3	Curricula and in-person classes are available in at least one library location in the following topics: Basic computer skills Office productivity software Internet searching Privacy and security Library resources Social media Multi-media (e.g. photo, video, audio)	Yes		Yes	
		Yes		Yes	
		Yes		Yes	
		Yes	15/15	No, but plan to do so in the next year	10/15
		No, would like to but cannot at this time		No, but plan to do so in the next year	
		No, would like to but cannot at this time		No, but plan to do so in the next year	
2	In-person training classes are available for patron-owned devices (e.g., eReaders, iPods, tablets, smartphones) in at least one library location	No, would like to but cannot at this time	0/5	Yes	5/5
3	In-person technology classes are available in languages other than English in at least one library location	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
		Total	15/25		15/25

1.2

The library provides individual assistance for digital literacy at all locations.

		Jul 2014		Current Jan 2017	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	One-on-one technology help for patrons is available on-demand for at least 10 minute sessions at all library locations	No, would like to but cannot at this time	0/20	Yes	20/20
2	One-on-one technology help is available for patrons on-demand or by appointment for at least 30 minute sessions at all library locations	No, would like to but cannot at this time	0/15	Yes	15/15
2	One-on-one help is available on-demand or by appointment for patron-owned devices (e.g., eReaders, tablets, iPods, smartphones) in at least one library location	Yes	10/10	Yes	10/10
3	One-on-one help is available in languages other than English in at least one library location	Yes	5/5	Yes	5/5
		Total	15/50		50/50

Benchmark 2

Libraries provide access to relevant digital content and enable community members to create their own digital content

2.1

The library supports the creation of digital content on public access computers.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Patrons have the ability to retrieve data from and store data to portable devices (e.g., thumb drives, external hard drives, PDAs) while using public computers at all library locations	Yes	10/10	Yes	10/10
1	Office productivity software (e.g., word processing, spreadsheets, presentations) available at all library locations	Yes	10/10	Yes	10/10
2	Photo editing software (e.g., Photoshop, GIMP) is available in at least 50% of library locations	No, would like to but cannot at this time	0/10	No, but plan to do so in the next year	0/10
3	Video/audio recording and editing software is available in at least one library location	No, would like to but cannot at this time	0/5	Yes	5/5
3	Web development software (e.g. Dreamweaver, CoffeeCup) is available in at least one library location	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
		Total	20/40		25/40

2.2 The library monitors its service delivery of online content.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Website links are checked and content is updated at least monthly	Yes	10/10	Yes	10/10
2	Library website analytics (number of website visitors, traffic types, popular pages) are reviewed at least quarterly	Yes	10/10	Yes	10/10
2	Subscription content (e.g., Ebsco databases; Freegal, Learning Express, Lynda) usage reports are reviewed at least quarterly	Yes	5/5	Yes	5/5
3	A content inventory of the library's website is performed at least annually	Yes	5/5	Yes	5/5
Total			30/30		30/30

2.3 The library provides access to information resources through its website.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	eBooks can be downloaded through the library's website	Yes	10/10	Yes	10/10
1	Audio books can be downloaded through the library's website	Yes	10/10	Yes	10/10
2	The library selects and organizes online resources to help patrons learn digital literacy skills (e.g., how-to-guides and videos, tutorials, practice activities)	Yes	5/5	Yes	5/5
2	The library offers access to online interactive language learning tools through its website (e.g. Mango, Livemocha) and/or language learning software (e.g. Rosetta Stone, Auralog)	Yes	5/5	Yes	5/5
3	The library provides real-time reference services (through short message services, instant messaging, Skype, Twitter, texting, or other interactive applications)	Yes	5/5	No, but plan to do so in the next year	0/5
Total			35/35		30/35

Benchmark 3

Libraries provide technology resources to help patrons meet important needs related to personal goals and community priorities

3.1 The library supports use of public technology for workforce development and entrepreneurship.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The library selects and organizes online resources for job seeking, employment skill-building, or professional certification	Yes	10/10	Yes	10/10
1	The library selects and organizes online resources for small business development	Yes	10/10	No, but plan to do so in the next year	0/10
2	The library offers access to online career testing preparation tools through its website and/or through career testing software	Yes	5/5	Yes	5/5
3	A library-organized or -hosted class for patrons on using online job-seeking, career development, and small business development resources is held at least quarterly	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
		Total	25/30		15/30

3.2 The library supports use of public technology for eGovernment or legal purposes.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The library selects and organizes online links to local, state, and federal eGovernment resources	Yes	10/10	Yes	10/10
1	The library selects and organizes online guides and instructions for identifying, finding, and using online eGovernment resources	No, would like to but cannot at this time	0/10	Yes	10/10
2	The library offers access to electronic legal and law-related research information and services through its website	Yes	5/5	Yes	5/5
3	A library-organized or -hosted class for patrons on navigating online government resources is held at least quarterly	No, would like to but cannot at this time	0/5	No, we have no plans to do so at this time	0/5
		Total	15/30		25/30

3.3 The library supports use of public technology for patrons pursuing educational opportunities.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website	Yes	10/10	Yes	10/10
1	The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students	Yes	10/10	Yes	10/10
2	The library selects, organizes, and maintains online resources about college selection and financial aid	Yes	5/5	Yes	5/5
2	The library offers access to education testing preparation (e.g., SAT, GRE, GMAT, TOEFL) through its website and/or educational testing software	Yes	5/5	Yes	5/5
3	The library provides proctoring of exams for online learners	No, we have no plans to do so at this time	0/5	No, we have no plans to do so at this time	0/5
3	A library-organized or -hosted class for patrons on using or navigating educational resources is held at least quarterly	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
		Total	30/40		30/40

3.4 The library supports use of public technology for health and wellness purposes.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
2	The library selects and organizes online resources for learning about medical conditions, procedures, prescription drugs, and healthcare providers	Yes	10/10	Yes	10/10
2	The library offers access to medical databases through its website	Yes	10/10	No, we have no plans to do so at this time	0/10
3	The library is a designated community access point for health and human services information assistance (211 service)	No, would like to but cannot at this time	0/5	Yes	5/5
3	A library-organized or -hosted class for patrons on using or navigating health and wellness resources is held at least quarterly	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
		Total	20/30		15/30

Benchmark 4

Libraries make strategic decisions based on community priorities for digital inclusion and innovation

4.1 The library has leaders who maintain on-going relationships with community leaders.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Library leaders attend regular meetings of local elected governing bodies (e.g., city council, county boards of supervisors, town council) that exist within their legal service area at least annually	Yes	10/10	Yes	10/10
1	A list of local media contacts is maintained and updated at least annually	Yes	5/5	Yes	5/5
2	Outreach to local media is conducted at least quarterly through one-on-one meetings, press releases, op-eds, or media events at the library	Yes	5/5	Yes	5/5
2	A presentation about library technology is made to a community group at least annually (e.g., Kiwanis, Chamber of Commerce)	Yes	5/5	Yes	5/5
2	At least one leader from a community-based organization serves on a library committee or governing board	Yes	5/5	Yes	5/5
3	At least one library representative sits on a key community board (e.g., community planning)	No, but plan to do so in the next year	0/5	Yes	5/5
3	The library places information about library technology and/or digital inclusion in local media outlets at least quarterly (e.g., news or feature story, blog post, radio or TV interview)	Yes	5/5	Yes	5/5
3	The library maintains its own or participates in an ongoing community advisory body whose responsibilities include helping to develop community digital inclusion and technology plans	No, would like to but cannot at this time	0/5	Yes	5/5
Total			35/45		45/45

4.2

The library gathers feedback from the community about its public technology needs.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	An analysis of the social and economic conditions of the community is conducted as part of information gathering for strategic planning and decision making	Yes	10/10	Yes	10/10
2-3	Questions about community technology are included in a library-sponsored needs assessment survey	Yes		No, but plan to do so in the next year	
	Community technology-related questions are included in a local government survey	No, would like to but cannot at this time	10/10	No, but plan to do so in the next year	0/10
2-3	The library conducts community-representative focus groups on the community's technology needs	No, would like to but cannot at this time		No, but plan to do so in the next year	
	The library holds advertised forums on the community's technology needs	No, would like to but cannot at this time	0/10	No, but plan to do so in the next year	0/10
3	The library conducts a community needs assessment for technology resources in languages other than English	No, we have no plans to do so at this time		No, but plan to do so in the next year	0/5
3	The library conducts a community needs assessment for technology resources for people with disabilities	No, we have no plans to do so at this time		No, but plan to do so in the next year	0/5
		Total	20/40		10/40

4.3 The library surveys its patrons about technology use in strategic purpose areas.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1-3	The library surveys patrons annually about public technology use and outcomes in the following purpose areas: Workforce development	No, but plan to do so in the next year	0/20	No, but plan to do so in the next year	0/20
	eGovernment	No, but plan to do so in the next year	0/20	No, but plan to do so in the next year	0/20
	Education	No, but plan to do so in the next year	0/20	No, but plan to do so in the next year	0/20
	Health & wellness	No, but plan to do so in the next year	0/20	No, but plan to do so in the next year	0/20
Total			0/20		0/20

4.4 The library evaluates its technology programs and services.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The effectiveness of digital literacy programs and services is evaluated annually	Yes	10/10	Yes	10/10
2	Web analytics are used to evaluate the use of online library resources annually	Yes	5/5	Yes	5/5
3	The effectiveness of outreach activities is evaluated annually	No, but plan to do so in the next year	0/5	Yes	5/5
3	The effectiveness of partnerships is evaluated biennially	Yes	5/5	Yes	5/5
Total			20/25		25/25

4.5 The library makes strategic decisions based on information about community needs and priorities.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Digital inclusion and technology innovation goals are included in the strategic plan	Yes	10/10	Yes	10/10
2	Technology-related goals in the strategic plan are reviewed and updated annually	Yes	5/5	Yes	5/5
3	Staffing plans reflect community needs related to digital inclusion	No, would like to but cannot at this time	0/5	Yes	5/5
3	Technology resources and services are aligned with community needs	No, would like to but cannot at this time	0/5	Yes	5/5
		Total	15/25		25/25

Benchmark 5

Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community

5.1 The library develops and maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals	No, would like to but cannot at this time	0/10	Yes	10/10
	The library engages in resource-sharing partnerships benefiting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following: A workforce development organization	Yes		Yes	
2-3	A local government or social service organization	Yes	10/10	Yes	10/10
	An educational organization (K-12, community college, university)	Yes		Yes	
	A local health & wellness organization, hospital, or other healthcare provider	No, would like to but cannot at this time		Yes	
3	Devices or space are loaned to community organizations for technology-related training classes in the library	No, would like to but cannot at this time	0/10	Yes	10/10
3	Mobile training equipment is maintained to support library-sponsored technology training located in partner facilities	No, would like to but cannot at this time	0/5	Yes	5/5
3	The library collaborates on grant or other funding opportunities with a community organization	No, would like to but cannot at this time	0/10	Yes	10/10
	Total		10/45		45/45

5.2 The library engages in technology outreach activities.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	A list of community organizations is maintained to help distribute materials about library technology services	Yes	10/10	Yes	10/10
1	A list of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed	Yes	10/10	Yes	10/10
2	The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.)	Yes	5/5	Yes	5/5
3	The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency	Yes	5/5	Yes	5/5
		Total	30/30		30/30

Benchmark 6

Libraries support continuous improvement in public access technology services by sharing expertise & best practices with other digital inclusion organizations

6.1 The library participates in a community of practice and shares public access technology knowledge, resources, and other tools.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Existing resources are used to help improve library technology management and public services (e.g., TechSoup, WebJunction, Edge)	Yes	10/10	Yes	10/10
1	The library participates in peer learning through technology programs sponsored by a state library, consortium, library association, or other organization	Yes	10/10	Yes	10/10
2-3	Training resources and curricula are shared with other libraries or community-based organizations	No, would like to but cannot at this time		Yes	10/10
	Network management policies and practices are shared with other libraries or community-based organizations	No, we have no plans to do so at this time	0/10	Yes	
3	At least one technology-related presentation is made by library staff at formal professional gatherings (in-services, conferences, webinars) annually	Yes	5/5	Yes	5/5
3	The library participates in or facilitates a technology mentorship program that pairs library staff with more experienced or knowledgeable mentors involved in managing library technology and public technology access	No, we have no plans to do so at this time	0/5	Yes	5/5
3	The library has a collection of technology devices that it loans out for staff development and programming purposes	No, would like to but cannot at this time		Yes	5/5
	The library hosts a dedicated development environment to allow library staff to experiment with new applications and online environments	No, would like to but cannot at this time	0/5	Yes	
Total			25/45		45/45

6.2 The library conducts surveys to gather feedback about library technology.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The following questions are included in an annual survey: Patron satisfaction with library technology	No, would like to but cannot at this time	0/10	No, but plan to do so in the next year	0/10
2	Personal importance of library technology	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
3	Importance of library technology to others in the community	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
		Total	0/20		0/20

Benchmark 7

Libraries integrate public access technology into planning and policies



The library maintains technology and patron data management policies.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The library has a hardware replacement plan with a 3-5 year refresh cycle	No, would like to but cannot at this time	0/10	Yes	10/10
1	The library has a software upgrade plan with a 3-5 year refresh cycle	No, would like to but cannot at this time	0/10	Yes	10/10
1	Practices for updating to current versions of Internet browsers, web applications, and plug-ins (e.g., Java, PDF, Flash, Shockwave, Windows Media Player) are included in a technology management plan	No, would like to but cannot at this time	0/10	Yes	10/10
1	Practices to ensure the security of patron data, including at least clearing online session data from public computers and procedures for handling sensitive information, are included in a patron privacy plan	Yes	10/10	Yes	10/10
2	Network security practices for timely application of updates and patches are included in a technology management plan	No, would like to but cannot at this time	0/5	Yes	5/5
2	Processes for system recovery are included in a technology management plan to ensure continuity of services in the event of catastrophic technology failure	No, would like to but cannot at this time	0/5	Yes	5/5
		Total	10/50		50/50

Benchmark 8

Libraries have sufficient staff with technology expertise to help patrons achieve their goals

8.1 The library provides staff with work time to engage in technology related learning activities.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	All public services staff are allowed work time to engage in technology-related learning activities such as webinars, online tutorials, or classes	Yes	10/10	Yes	10/10
1	All public services staff are allowed work time for hands-on learning with new devices, software, or other technology	Yes	10/10	Yes	10/10
2-3	All staff are provided the opportunity to attend annual training during work time from experts in the following areas: Workforce development	No, but plan to do so in the next year		Yes	
	eGovernment	No, but plan to do so in the next year	0/5	Yes	5/5
	Education	No, but plan to do so in the next year		Yes	
2	Health & wellness	No, but plan to do so in the next year		Yes	
	Key staff are cross-trained to perform technology-related duties	Yes	5/5	Yes	5/5
3	Key staff are provided the opportunity to attend training in the creation of digital content during work time	No, would like to but cannot at this time	0/5	Yes	5/5
3	Key staff are provided the opportunity to attend training in instructional design and techniques during work time	No, we have no plans to do so at this time	0/5	Yes	5/5
		Total	25/40		40/40

8.2 Library staff assigned to assist patrons are responsible for maintaining technology competencies.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Job descriptions for public services staff contain technology competencies and responsibilities	Yes	10/10	Yes	10/10
2	Annual evaluations for public services staff include review of technology related performance	Yes	5/5	Yes	5/5
3	Annual goal setting for public services staff includes expectations for technology performance	Yes	5/5	Yes	5/5
		Total	20/20		20/20

8.3 Staff assigned to assist patrons are able to answer patrons' technology questions.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	100% of public services staff are able to assist patrons with basic technology questions	No, but plan to do so in the next year	0/10	Yes	10/10
2	25% of public services staff in each location are able to assist patrons with intermediate technology questions	No, but plan to do so in the next year	0/5	Yes	5/5
3	10% of public services staff in each location are able to assist patrons with advanced technology questions	Yes	5/5	Yes	5/5
		Total	5/20		20/20

Benchmark 9

Libraries have sufficient devices and bandwidth to accommodate user demand

9.1 The library has a sufficient number of device hours available on a per capita basis.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1-3	Device hours available per capita	1.08 device hours per capita	0/30	1.07 device hours per capita	0/30
Total			0/30		0/30

9.2 The library meets or exceeds the minimum bandwidth capacity necessary to support public user demand.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1-3	Bandwidth capacity	Level 2	20/30	Level 2	20/30
Total			20/30		20/30

9.3 The library assures adequate time for patrons to complete tasks.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Library has session management software	Yes	5/5	Yes	5/5
1	Library staff are empowered to extend public access sessions	Yes	10/10	Yes	10/10
1	The wireless network signal extends to all public areas of the library at all locations	Yes	10/10	Yes	10/10
2-3	Some public access terminals are designated with extended session periods	Yes		No, we have no plans to do so at this time	
	Internet-enabled devices with extended session periods are loaned within the library	No, but plan to do so in the next year	5/5	No, but plan to do so in the next year	0/5
3	Internet-enabled devices are loaned for use outside the library	No, but plan to do so in the next year	0/5	No, but plan to do so in the next year	0/5
		Total	30/35		25/35

9.4 The library provides peripheral equipment that enables patrons to complete tasks.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Headphones are available to loan to patrons	No, we have no plans to do so at this time	0/10	No, we have no plans to do so at this time	0/10
1-3	Patron needs for privacy while conducting sensitive transactions are accommodated through at least one of the following: Installing privacy screens for computer monitors Placing computer monitors so they can't be viewed by other patrons Installing partitions between workstations	Yes		Yes	
		Yes	5/5	Yes	5/5
		Yes		Yes	
2	Having public computers in private rooms	No, we have no plans to do so at this time		No, we have no plans to do so at this time	
	Patrons are able to scan documents into digital formats	No, would like to but cannot at this time	0/5	Yes	5/5
2	Wireless-enabled printers are available for patron owned devices	No, but plan to do so in the next year	0/5	Yes	5/5
		No, would like to but cannot at this time	0/5	No, we have no plans to do so at this time	0/5
3	Presentation equipment (e.g., projector, microphone, etc.) is available for public use	Yes	5/5	No, we have no plans to do so at this time	0/5
		No, would like to but cannot at this time	0/5	No, we have no plans to do so at this time	0/5
3	Multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) is available for public use	No, would like to but cannot at this time	0/5	No, we have no plans to do so at this time	0/5
		Total	10/40		15/40

Benchmark 10

Libraries manage their technology resources to maximize quality

10.1 The library actively manages Internet connectivity.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	The library knows the maximum available bandwidth speed available at each location	Yes	5/5	Yes	5/5
1	Speed tests are performed on public computers to compare advertised and actual bandwidth speed	Yes	5/5	Yes	5/5
1	Alerts about connectivity problems are received in real time	Yes	5/5	Yes	5/5
2	Connectivity (up/down/ping) is continuously monitored at the network level for all locations	No, would like to but cannot at this time	0/5	Yes	5/5
2	Network traffic is monitored by packet type and volume	No, would like to but cannot at this time	0/5	Yes	5/5
3	Library allocates bandwidth for library staff functions and public Internet access through separate data circuits or through hardware/software mechanisms to prioritize network traffic	Yes	5/5	Yes	5/5
3	Network bandwidth is shaped for quality of service	No, would like to but cannot at this time	0/5	Yes	5/5
		Total	20/35		35/35

10.2 The library minimizes out-of-service devices.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	Library staff have access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	Yes	5/5	Yes	5/5
1	A lockdown software program (e.g. Deepfreeze) is installed on public computers	Yes	5/5	Yes	5/5
1	The library uses a master image deployment and recovery (e.g. Clonezilla, Ghost) system for public computers	Yes	5/5	Yes	5/5
2	Cold spares are available to switch out downed devices with fresh hardware within a business day	No, would like to but cannot at this time	0/5	Yes	5/5
2	The library has access to personnel with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5/5	Yes	5/5
3	The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5/5	Yes	5/5
		Total	25/30		30/30

10.3

The library tracks key measures about public technology services for planning purposes.

		Jul 2014		Current Jan 2017	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	The following metrics are tracked on an on-going basis: Number of hours public devices are in use by patrons	Yes	5/5	Yes	5/5
1	Number of attendees in technology classes	Yes	5/5	Yes	5/5
1	Average wait times for public devices	No, but plan to do so in the next year	0/5	Yes	5/5
2	Number of wireless sessions	No, but plan to do so in the next year	0/5	No, but plan to do so in the next year	0/5
3	Number of requests for one-on-one technology help	No, but plan to do so in the next year	0/5	Yes	5/5
		Total	10/25		20/25

Benchmark 11

Libraries ensure participation in digital technology for people with disabilities

11.1 The library accommodates users with disabilities.

Level	Attribute	Jul 2014		Current Jan 2017	
		Library response	Points achieved	Library response	Points achieved
1	At least one public terminal with assistive technology that enable use by persons with visual impairments (e.g., screen readers, magnification, high contrast keyboards and displays) is available at all locations	Yes	10/10	Yes	10/10
1	At least one public terminal that can be converted with assistive technology to facilitate usage by people with motor and dexterity impairments (e.g., touch screens, trackballs, switches, voice-recognition software) is available at all locations	Yes	5/5	Yes	5/5
1	The library has at least one workstation in each location that can accommodate a wheelchair or mobility vehicle	Yes	10/10	Yes	10/10
2	The library website is compliant with World Wide Web Consortium (W3C) disability standards as evidenced by the use of an online validation service	No, but plan to do so in the next year	0/5	Yes	5/5
3	Specific accessibility goals are included in the strategic plan	No, would like to but cannot at this time	0/5	Yes	5/5
3	Staff are provided with training at least annually for recognizing and serving patrons with disabilities	No, would like to but cannot at this time	0/5	No, but plan to do so in the next year	0/5
		Total	25/40		35/40

LOCATION DETAILS

This section provides details about your library's results for Benchmark 9.1 and Benchmark 9.2. It contains calculations based on the information you provided for each of your library locations in the assessment.

Benchmark 9.1: Device Hours Per Capita, was calculated using the number of hours and public computers or laptops available at each location and the total population of your legal service area. This article provides more detail about how device hours per capita are calculated.

Benchmark 9.2: Bandwidth, was calculated using the number of public computers or laptops available and wireless availability. Scores for each location were rolled up into an overall score for the library system. This article provides more detail about how bandwidth calculations are made.

This report also provides the results from the speed tests you performed at each location as part of the assessment. As recommended in Benchmark 10.1, you should carefully compare the advertised vs. actual download and upload speeds in this report. If the two measures differ drastically, you may want to contact your ISP to discuss ways in which they can improve your connectivity and reduce the difference between promised and actual download and upload speeds.

* Values are calculated using ISP advertised speeds only.

Location	Hours Open		Public Computers		Internet		Bandwidth (Mbps)			Calculated Device Hours & Bandwidth		
	Weekdays / Weekend		Desktops	Laptops / Tablets	Is Wireless Available?		Download / Upload Speed (ISP)	Download / Upload Speed (Speedtest)	Device Hours	Bandwidth Level*	Kbps / user*	
DOWNTOWN RENO LIBRARY	32.00 / 7.00		31	12	Yes		100.00 / 5.00 Mbps	75.79 / 4.75 Mbps	87,204	3	1,832	
GERLACH COMMUNITY LIBRARY	26.00 / 0.00		2	0	Nc		1.50 / 1.50 Mbps	1.48 / 1.36 Mbps	2,704	2	768	
INCLINE VILLAGE LIBRARY	28.00 / 7.00		13	0	Yes		6.00 / 0.77 Mbps	3.63 / 0.61 Mbps	23,660	0	364	
NORTH VALLEYS LIBRARY	29.00 / 6.00		14	0	Yes		6.00 / 0.77 Mbps	4.37 / 0.62 Mbps	25,480	0	338	
SIERRA VIEW LIBRARY	32.00 / 7.00		29	13	Yes		100.00 / 5.00 Mbps	66.99 / 4.77 Mbps	85,176	3	1,875	
SENIOR CENTER LIBRARY	16.00 / 0.00		5	0	Yes		6.00 / 0.77 Mbps	2.38 / 0.37 Mbps	4,160	2	945	
SPARKS LIBRARY	32.00 / 7.00		27	13	Yes		100.00 / 5.00 Mbps	67.22 / 4.96 Mbps	81,120	3	1,969	
VERDI COMMUNITY LIBRARY	4.00 / 6.00		4	0	No		3.00 / 0.51 Mbps	2.55 / 0.26 Mbps	2,080	2	768	
DUNCAN-TRAINER COMMUNITY LIBRARY	5.00 / 0.00		10	0	No		3.00 / 0.51 Mbps	2.36 / 0.32 Mbps	2,600	0	307	
NORTHWEST RENO LIBRARY	32.00 / 7.00		22	0	Yes		100.00 / 5.00 Mbps	104.75 / 5.14 Mbps	44,616	3	3,580	

* Values are calculated using ISP advertised speeds only.

Location	Hours Open	Public Computers	Internet	Bandwidth (Mbps)	Calculated Device Hours & Bandwidth
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Location	Weekdays / Weekend	Desktops	Laptops / Tablets	Is Wireless Available?	Download / Upload Speed (ISP)	Download / Upload Speed (Speedtest)	Device Hours	Bandwidth Level*	Kbps / user*
SOUTH VALLEYS LIBRARY	32.00 / 7.00	20	0	Yes	100.00 / 5.00 Mbps	80.94 / 4.25 Mbps	40,560	3	3,938
SPANISH SPRINGS LIBRARY	32.00 / 7.00	31	0	Yes	100.00 / 5.00 Mbps	84.64 / 5.15 Mbps	62,868	3	2,541

Total Device Hours: 462,228

9.1 Device Hours per Capita: 1.07 / Level 0

9.2 Bandwidth: Level 2

WASHOE COUNTY LIBRARY SYSTEM TECHNOLOGY PLAN 2018-2021 DRAFT

Current Plan: <https://www.washoecountylibrary.us/about/reports-files/Washoe%20County%20Library%20Technology%20Plan%20Dec%202013%20final.pdf>

Introduction

Washoe County Library System's story begins in 1904 when we built the first public library in Nevada. That first library was built here in Reno and served a population of 9,500. Since that time, we have grown to 12 branches and now serve a population of 421,407 in an area of over 6500 square miles. Washoe County Library System is unique in that it serves both an urban core as well as outlying rural areas. Our area encompasses communities as far West as Incline Village (near Lake Tahoe), North to Gerlach (near Black Rock Desert, the home to Burning Man), South to South Valleys, and East to Spanish Springs. We serve a multitude of populations with very different needs.

Executive Summary:

Washoe County Library System's goal is to provide reliable technology to maximize staff functionality and provide access to public internet and technology. While creating a sustainable environment, we strive to provide the latest technology offerings to our patrons through equipment, training, and reference.

Washoe County Library System Mission Statement:

Our Mission is to connect people with information, ideas and experiences to support an enriched and engaged community, one person at a time.

Washoe County Library System Vision Statement:

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

Budget:

The library currently receives funding from Washoe County, a special property tax (\$58,000), and Friends of Washoe County Library (\$40,000). Total budget is \$98,000. Department currently receives no funding from Washoe County General Budget with the exception of staff.

Inventory:

Washoe County Library System Technology Department maintains the following:

- 175 Staff Computers (we do the refresh) (\$45,500 3 year replacement schedule)
- 260 Public Computers (includes OPACS and download stations) (we do the refresh) (\$67,600 3 year replacement schedule)
- 30 Self-checks (we do the refresh) (\$18,600)
- 15 AWE Children's Workstations (\$1500 each)
- 50 tablets (\$400 each)
- 120 Laptops (includes labs and Chromebooks) (\$300 each)
- 10 Hot Spots
- Envisionware Print and reservation services (includes wireless printing) (\$3,300 annual maintenance)
- Koha ILS (partial paid by county, Remote Hosting \$15,000 annually, County pays \$24,000)
- iTiva Telephone notification system (\$3,400 Annual Maintenance)
- Wireless systems in 10 branches
- Charter Internet 9 branches
- Public Proxies all branches (needing a new solution)

TECHNOLGY INFRASTRUCTURE

Build, sustain, and support internal technology infrastructure

The growing reliance on networked computers and an increasing breadth and scope of online electronic resources and applications demands that libraries establish and maintain cost effective, efficient and secure technology management practices.

This effort begins with securing the best and most cost effective telephony and Internet access services. In addition, a conscientious effort must be sustained to secure and maintain the Library's computing resources, from the individual machines on the Library network, to the policies that control how Internet access is governed and used.

Through accessibility we must sustain the best possible internet services to bridge the digital divide. Recent upgrades has brought sufficient speeds. We must keep aware of Fiber internet in the region and pursue opportunities to connect whenever possible.

Washoe County Library System tracks key measures about public technology services for planning purposes.

- The following metrics are tracked on an on-going basis:
 - Number of hours public devices are in use by patrons
 - Number of attendees in technology classes
 - Average wait times for public devices
 - Number of wireless sessions
 - Number of requests for one-on-one technology help

Washoe County Library System integrates public access technology into planning and policies

- The library maintains technology and patron data management policies.
- The library has a hardware replacement plan with a 3-5 year refresh cycle
- The library has a software upgrade plan with a 3-5 year refresh cycle
- Practices for updating to current versions of Internet browsers, web applications, and plug-ins (e.g., Java, PDF, Flash, Shockwave, Windows Media Player) are included in a technology management plan
- Practices to ensure the security of patron data, including at least clearing online session data from public computers and procedures for handling sensitive information, are included in a patron privacy plan
- Network security practices for timely application of updates and patches are included in a technology management plan
- Processes for system recovery are included in a technology management plan to ensure continuity of services in the event of catastrophic technology failure

Our current inventory and internet speeds by branch are as follows:

(Please double check inventory)

DOWNTOWN RENO

- Desktop Computers: 31
- Tablets: 12
- Wireless: Yes
- Download Speed: 100 / 5 MBPS
- Usage FY15-16: 58,350

GERLACH COMMUNITY

- Desktop Computers: 2
- Tablets: 0
- Wireless: No
- Download Speed: 1.50 / 1.50 Mbps
- Usage FY15-16: 4,028

INCLINE VILLAGE

- Desktop Computers: 13
- Tablets: 0
- Wireless: Yes
- Download Speed: 6/ 0.77 Mbps
- Usage FY15-16: 4,028

NORTH VALLEYS

- Desktop Computers: 14

- Tablets: 0
- Wireless Internet: Yes
- Download Speed: 6.0 / 0 .77 Mbps
- Usage FY15-16: 12,435

SIERRA VIEW

- Desktop Computers: 29
- Tablets: 13
- Wireless: Yes
- Download Speed: 100/ 5.0 0 Mbps
- Usage FY15-16: 69,536

SENIOR CENTER

- Desktop Computers: 5
- Tablets: 0
- Wireless: Yes
- Download Speed: 6.0/ 0 .77 Mbps
- Usage FY15-16: 6,297

SPARKS

- Desktop Computers: 27
- Tablets:13
- Wireless: Yes
- Download Speed: 100.0/ 5.0 Mbps
- Usage FY15-16: 72,898

VERDI COMMUNITY

- Desktop Computers: 4
- Tablets: 0
- Wireless: No
- Download Speed: 3.0/ 0.51 Mbps
- Usage FY15-16: 101

DUNCAN-TRANER

- Desktop Computers: 10
- Tablets: 0
- Wireless: No
- Download Speed: 3.0 0 / 0 .51 Mbps
- Usage FY15-16: 1,149

NORTHWEST RENO

- Desktop Computers: 22
- Tablets: 0
- Wireless: Yes
- Download Speed: 100.0 / 5.0 Mbps
- Usage FY15-16: 18,831

SOUTH VALLEYS

- Desktop Computers: 20
- Tablets: 0
- Wireless: Yes
- Download Speed: 100.0 / 5.0 Mbps

- Usage FY15-16: 9,145

SPANISH SPRINGS

- Desktop Computers: 31
- Tablets: 0
- Wireless: Yes
- Download Speed: 100.0 / 5.0 Mbps
- Usage FY15-16: 15,161

ACCESS/EQUIPMENT

Washoe County Library System Provides up to date technology in sufficient amounts for access and maintains its assets.

Accessibility

- Maintain Current Public Computing Ratio
- Update and upgrade computers and peripherals regularly
- Physically secure computer equipment to keep it safe from tampering
- Keep ergonomic issues in mind when selecting and purchasing hardware and computer furniture
- Keep accessibility issues for patrons and staff in mind when acquiring computer equipment
- Create a plan and process for replacing staff computers and peripherals
- Create a plan and process for replacing public access computers

Benchmarking

- Maintain an up-to-date hardware and software inventory
- Review state library or regional library system recommendations for computing specifications
- Benchmark the public access computer environment against published standards
- Evaluate asset management software for tracking library computer inventory

- Apply for federal government's E-rate discounts for libraries

Standardization

- Standardize all library workstation computers on a single version of one operating system
- Standardize software applications for all library workstation computers
- Apply library computing standards to all computer technology used for training purposes
- Investigate the possibilities for software sharing with other libraries
- Evaluate Electronic Resources Management (ERM) systems for library inventory control needs

Washoe County Library System assures adequate time for patrons to complete tasks.

- Library has session management software
- Library staff are empowered to extend public access sessions
- The wireless network signal extends to all public areas of the library at all locations
- Some public access terminals are designated with extended session periods
- Internet-enabled devices with extended session periods are loaned within the library
- Internet-enabled devices are loaned for use outside the library
- The library provides peripheral equipment that enables patrons to complete tasks.
- Patron needs for privacy while conducting sensitive transactions are accommodated through at least one of the following:
 - Installing privacy screens for computer monitors
 - Placing computer monitors so they can't be viewed by other patrons
 - Installing partitions between workstations
 - Having public computers in private rooms
- Patrons are able to scan documents into digital formats
- Wireless-enabled printers are available for patron owned devices
- Video conferencing equipment is available for public use
- Presentation equipment (e.g., projector, microphone, etc.) is available for public use

- Multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) is available for public use

Washoe County Library System manages their technology resources to maximize quality

- The library actively manages Internet connectivity.
- The library knows the maximum available bandwidth speed available at each location
- Speed tests are performed on public computers to compare advertised and actual bandwidth speed
- Alerts about connectivity problems are received in real time
- Connectivity (up/down/ping) is continuously monitored at the network level for all locations
- Network traffic is monitored by packet type and volume
- Network bandwidth is shaped for quality of service

Washoe County Library System minimizes out-of-service devices.

- Library staff have access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information
- A lockdown software program (e.g. Deepfreeze) is installed on public computers
- The library uses a master image deployment and recovery (e.g. Clonezilla, Ghost) system for public computers
- Cold spares are available to switch out downed devices with fresh hardware within a business day

Staff Training:

Washoe County Library System recently re-established our Reference Team. This team has the following mission:

- Provide and record reference services to the public
- Provide Technology Training to the Public
- Provide Technology Training for Library Staff

Reference Team Staff Training Goals 2017-2020 (to review)

- Develop a staff technology-training plan
- Document and maintain a staff technology-training plan
- Create simple, non-technical computer troubleshooting procedures
- Create a centralized collection of documentation for the most frequently used library software applications
- Identify training needs via staff technology skill assessment
- Proactively market training opportunities to the library staff
- Develop a procedure for evaluating the success of training.
- Allow library staff to participate in training events 'on the clock'
- Provide recognition for library staff members who achieve learning goals
- All staff are provided the opportunity to attend annual training during
- Annual evaluations for public services staff include review of technology related performance
- Staff assigned to assist patrons are able to answer patrons' technology questions.
- 100% of public services staff are able to assist patrons with basic technology questions
- 25% of public services staff in each location are able to assist patrons with intermediate technology questions
- 10% of public services staff in each location are able to assist patrons with advanced technology questions

Technology Training for the Public**Provide training for the public on the use of electronic resources**

The expansion of network infrastructure and access to new electronic resources, coupled with the deployment of additional technology and computing applications will not, in of itself, drive increased patron awareness and utilization. Outside of marketing initiatives, end user training is an important driver of Technology Plan implementation success. Community volunteer involvement in an end user training program will yield additional benefits in tying the Library services offerings to the community.

Washoe County Library System will provide regular computer classes including:

- Basic Computer Skills
- MS Office and related
- Internet Searching
- Privacy and Security (Year 2)
- Library Resources
- Social Media
- Multi-media (photo, video, audio)
- In Person Training classes by appointment
- In Person Training classes in Spanish

Washoe County Library System will support creation of digital content on public access computers:

- Patrons will have access to use of thumb drives via USB ports
- Office Productivity Software will be available on all computers
- Photo Editing Software will be available on all computers (Year 2)
- Video/Audio Recording and Editing Software will be available at all libraries
- Web Development Software will be available in all libraries

INNOVATION

Washoe County Library System maintains groups to encourage innovation

Makerspace Services will be reviewed and budgeted for annually

Reference Team will be reviewed and budgeted for annually

LIBRARY STAFF IDEAS GO HERE

ONLINE ACCESS

Expand and maintain scope of Washoe County Library System's Website

As the Washoe County Library System's portfolio of online content, applications and resources expands, the library website plays an increasingly important role in the growth of utilization of resources and services. Ongoing development of this dynamic

online library portal will demand special attention from Library staffers. Emphasis on three key components of this process, usability, content management and website administration will help assure the successful expansion of the library website, and position this gateway in becoming an integral component of the Library's remote user outreach efforts.

Goals

- Review functionality to ensure site is accessible
- Review how patrons are informed of library activities
- Provide as many self-service opportunities via the library website
- Look to the future in how the library provides library resources via its website
- Look to how to best provide services to library patrons via its website

Washoe County Library System provides and monitors its digital content:

Online Access to resources:

- Ebooks can be downloaded through the library's website
- Audiobooks can be downloaded through the library's website
- The Library selects and organizes resources for patrons to learn digital literacy skills (tutorials, links, etc.)
- The library offers access to online interactive language learning tools
- through its website (e.g. Mango, Livemocha) and/or language learning
- software (e.g. Rosetta Stone, Auralog)
- The library provides real-time reference services (through short message services, instant messaging, Skype, Twitter, texting, or other interactive applications) (Review Year 2)

Content is reviewed for accuracy and quality:

- Links are checked monthly
- Analytics are reviewed monthly
- Database Subscriptions are reviewed monthly
- Content Inventory of library's webpage is performed at least annually

Washoe County Library System supports use of public technology for patrons pursuing educational opportunities:

- Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website
- The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students
- The library selects, organizes, and maintains online resources about college selection and financial aid
- The library offers access to education testing preparation (e.g., SAT, GRE, GMAT, TOEFL) through its website and/or educational testing software*
- The library provides proctoring of exams for online learners (Need to Review)
- A library-organized or -hosted class for patrons on using or navigating educational resources is held at least quarterly* (Year 2)

Washoe County Library System supports use of public technology for health and wellness purposes

- The library selects and organizes online resources for learning about medical conditions, procedures, prescription drugs, and healthcare providers
- The library offers access to medical databases through its website

Washoe County Library System supports workforce training and entrepreneurship through technology:

- The library selects and organizes online resources for job seeking, employment skill-building, or professional certification
- The library selects and organizes online resources for small business development
- The library offers access to online career testing preparation tools
- through its website and/or through career testing software
- A library-organized or -hosted class for patrons on using online jobseeking, career development, and small business development resources is held at least quarterly (Year 2)

ILS/OPAC

Expand and enhance the Integrated Library System (ILS) and online catalog (OPAC)

As the technological interface most familiar to the patrons, the integrated library system and its public face, the online public access catalog, play an important role in addressing patron resource seeking activities in an efficient and comfortable manner. The suitability of the ILS to address the technical services and collection development needs of the library staff is also of increasing importance, as the number and type of resources in the Library's portfolio proliferate. Proper planning for the future upgrade or replacement systems should include the assessment of emerging ILS systems and approaches.

- Maintain membership in the ILS software users group
- Establish staff training procedures for new features of ILS upgrades
- Hold regular meetings of Koha/Circulation Team

COMMUNITY RELATIONSHIPS

Washoe County Library System has leaders who maintain on-going relationships with community leaders.

- Library leaders attend regular meetings of local elected governing bodies (e.g., city council, county boards of supervisors, town council) that exist within their legal service area at least annually
- A list of local media contacts is maintained and updated at least annually

- Outreach to local media is conducted at least quarterly through one on-one meetings, press releases, op-eds, or media events at the library
- A presentation about library technology is made to a community group at least annually (e.g., Kiwanis, Chamber of Commerce)
- At least one leader from a community-based organization serves on a library committee or governing board
- At least one library representative sits on a key community board (e.g., community planning)
- The library places information about library technology and/or digital inclusion in local media outlets at least quarterly (e.g., news or feature story, blog post, radio or TV interview)
- The library maintains its own or participates in an ongoing community advisory body whose responsibilities include helping to develop community digital inclusion and technology plans

Washoe County Library System gathers feedback from the community about its public technology needs

NEED TO DEVELOP SURVEYS/FEEDBACK LOOPS

- An analysis of the social and economic conditions of the community is conducted as part of information gathering for strategic planning and decision making
- Questions about community technology are included in a library sponsored needs assessment survey
- Community technology-related questions are included in a local government survey
- The library conducts community-representative focus groups on the community's technology needs
- The library holds advertised forums on the community's technology needs
- The library conducts a community needs assessment for technology resources in languages other than English
- The library conducts a community needs assessment for technology resources for people with disabilities

Washoe County Library System surveys its patrons about technology use in strategic purpose areas.

The library surveys patrons annually about public technology use and outcomes in the following purpose areas:

- Workforce Development
- eGovernment, Education
- Health & Wellness

Washoe County Library System evaluates its technology programs and services.

- The effectiveness of digital literacy programs and services is evaluated annually
- Web analytics are used to evaluate the use of online library resources annually
- The effectiveness of outreach activities is evaluated annually
- The effectiveness of partnerships is evaluated biennially

Washoe County Library System makes strategic decisions based on information about community needs and priorities

- Digital inclusion and technology innovation goals are included in the strategic plan
- Technology-related goals in the strategic plan are reviewed and updated annually
- Staffing plans reflect community needs related to digital inclusion
- Technology resources and services are aligned with community needs

Washoe County Library System develops and maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.

- The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals
- The library engages in resource- sharing partnerships benefiting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following:

- A workforce development organization
- A local government or social service organization
- An educational organization (K-12, community college, university)
- A local health & wellness organization, hospital, or other healthcare provider
- Devices or space are loaned to community organizations for technology-related training classes in the library
- Mobile training equipment is maintained to support library- sponsored technology training located in partner facilities
- The library collaborates on grant or other funding opportunities with a community organization

Washoe County Library System engages in technology outreach activities.

- A list of community organizations is maintained to help distribute materials about library technology services
- A list of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed
- The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.)
- The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency

Washoe County Library System supports continuous improvement in public access technology services by sharing expertise & best practices with other digital inclusion organizations

- The library participates in a community of practice and shares public access technology knowledge, resources, and other tools.
- Existing resources are used to help improve library technology management and public services (e.g., TechSoup, WebJunction,
- Edge)
- The library participates in peer learning through technology programs sponsored by a state library, consortium, library association, or other organization

- Training resources and curricula are shared with other libraries or community-based organizations
- Network management policies and practices are shared with other libraries or community-based organizations
- At least one technology-related presentation is made by library staff at formal professional gatherings (in- services, conferences, webinars) annually
- The library participates in or facilitates a technology mentorship program that pairs library staff with more experienced or knowledgeable mentors involved in managing library technology and public technology access
- The library has a collection of technology devices that it loans out for staff development and programming purposes
- The library hosts a dedicated development environment to allow library staff to experiment with new applications and online environments
- The library conducts surveys to gather feedback about library technology.
- The following questions are included in an annual survey:
 - Patron satisfaction with library technology
 - Personal importance of library technology
 - Importance of library technology to others in the community

TO: Library Board of Trustees
FROM: Tami Gaston, Administrative Secretary Supervisor
RE: Revision of Library Director Annual Review Process
DATE: March 15, 2017

Background: At the 2015 April Board meeting, the Board approved the Library Director Annual Review Process as it is currently written. During Director Maurin's last and Director Scott's first evaluations, a few issues have been identified that create some confusion, do not provide clear direction, and place additional unnecessary burden on the Chair. In order to achieve clarity, ensure full compliance with Open Meeting Law and relieve the additional burden to the Chair, I have included the following revisions:

- The individual directing the Staff reports for the Library Director's evaluation has been changed to the Library Board Secretary, who is also the Library's Human Resources representative.
- Under the Performance Evaluation Forms section, the confidential synopsis has been removed and an Overall Performance Rating Sheet has been created. This step eliminates an undue burden upon the Chair to compile a summary of the completed Evaluation Performance Forms received. This part of the process has been removed for three reasons:
 1. This step is unnecessary and creates more work for the Chair.
 2. The completed Performance Evaluation Forms are a part of the Open Meeting Law record as they are currently used to create a performance summary by the Chair. It is a more efficient method to include the completed Evaluation forms to a) alleviate potential areas being missed, misread, or misinterpreted by the individual drafting the summary and b) allowing all Board members to review the forms in their entirety and see the ratings and comments by all returned forms including staff submitted forms. This also allows the Board definitive information provided by staff for the purpose of evaluating the Director.
 3. Follow current Human Resource practices by ensuring that nothing in the evaluation is a surprise to the individual being rated and that it is clear on what they are being rated on. Following this structure would provide the Director with the same information as the Board when issues are discussed and goals provided for the Performance Review Letter that will be drafted by the Chair.

- Under the Performance Evaluation Forms section, the numbered bullets are more clearly defined as to what will occur at this point in the Library Director's Annual Review Process.

Recommendation: That the Board approve the changes to the process as written or with changes discussed.

LIBRARY DIRECTOR ANNUAL REVIEW PROCESS

The Washoe County Library Director's performance will be evaluated on an annual basis during or prior to before the month of his/her anniversary date as provided by the Department of Human Resources. The evaluation will be conducted held in accordance with the applicable provisions of the Open Meeting Law.

Library Director Self-Evaluation Form

At least six (6) weeks prior to the Library Director's anniversary date, the Library Director will submit a completed Self-Evaluation Form (*attachment A*) to the Chair of the Library Board of Trustees (LBOT) in writing. The Library Board Secretary/Human Resources Representative ~~Director~~ will agendize the Self-Evaluation Form for Board discussion-review at the meeting following the date the Self-Evaluation is completed and provided to the Chair ~~preceding the month in which the Director's anniversary date falls.~~

LBOT agenda item "~~Discussion of Library Director's Self-Evaluation Form and Direction to Trustees tfor completion Complete of the Performance Evaluation of Performance Evaluation Form~~" (Possible Action).

- 1) Completed Self-Evaluation Form will be provided to the Library Board of Trustees LBOT for review and clarification questions in accordance with the provisions of the Open Meeting Law, s
- 2) ~~The Chair will open the agenda item for discussion for evaluators.~~
- 3) 2) Following discussion the review any clarification by the Director of the completed Self-Evaluation Form, the Chair will instruct LBOT ~~members~~ and selected staff to complete the Performance Evaluation Form (*attachment B*) and provide ratings and comments in those sections about which they feel qualified to provide input. The Chair will provide a deadline for submission.
- 4) 3) Anonymous Staff who complete the Performance Evaluation fForm include:
 - Northwest Managing Librarian
 - Reno Managing Librarian
 - Sierra View Managing Librarian
 - Sparks Managing Librarian
 - South Valleys Managing Librarian
 - Spanish Springs Managing Librarian
 - Incline Village Managing Librarian
 - North Valleys Managing Librarian
 - Senior Public Services Librarian Assistant Library Director
 - Development Officer
 - Systems and Access Services Librarian
 - -Any others whom the LBOT deem appropriate.
- 5) 4) Performance Evaluation fForms received will be compiled separately and grouped by Trustees, WCLS Staff and, if applicable, 360 Forms.

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Performance Evaluation Forms

At least three (3) weeks prior to the Board meeting at which the Director's performance Eevaluation will occuris being addressed, the Chair will prepare a confidential synopsis of the ratings and comments provided on the "Evaluation of Performance" form of ratings and comments for the meeting packet. the Library Board Secretary/Human Resources Representative will agendize the Director's performance evaluation and to include the completed Performance Evaluation Forms received evaluations and an Overall Performance Rating Sheet.

LBOT agenda item "Presentation of Summary from Performance Evaluation Forms for Library Director's Annual Review and Discussion thereon, with Possible Direction to Staff (Action)."

- 1) The Board-LBOT will review the Performance Evaluation Forms~~received evaluations and Overall Performance Rating Sheet prior to the meeting~~ summary during its deliberations on the Director's performance in compliance~~conformance~~ with Nevada's the provisions of the Open Meeting Law.
- 2) The LBOT-Trustees will identify ~~desired modifications (if any) to the Chair's summary and, as they see fit, discuss~~ appropriate issues and future goals with the Director and provide direction to the Chair regarding matters to be addressed of points to be included in the Performance Review Letter.
- 3) Following the meeting, the Chair will prepare a Performance Review -L letter summarizing the Board-LBOT's overall evaluation and deliver it to the Director; a copy of the letter will also be placed in the Director's personnel file.

Retention of Library Performance Evaluation ~~Summary Form and supporting documents~~
Performance Evaluation Forms ~~Evaluation summaries,~~ the Self-Evaluation form and the Overall Performance Rating Sheet will be retained, ~~separately,~~ by Library Administration.

~~Created: August 2014~~
Updated: ~~September~~ April 2014
Updated: March 2017

LIBRARY DIRECTOR ANNUAL REVIEW PROCESS

The Washoe County Library Director's performance will be evaluated on an annual basis during or prior to the month of his/her anniversary date as provided by the Department of Human Resources. The evaluation will be conducted in accordance with the provisions of the Open Meeting Law.

Library Director Self-Evaluation Form

At least six (6) weeks prior to the Library Director's anniversary date, the Library Director will submit a completed Self-Evaluation Form (*attachment A*) to the Chair of the Library Board of Trustees (LBOT) in writing. The Library Board Secretary/Human Resources Representative will agendize the Self-Evaluation Form for Board review at the meeting following the date the Self-Evaluation is completed and provided to the Chair.

LBOT agenda item "Library Director's Self-Evaluation and Direction to Trustees to Complete the Performance Evaluation Form" (Possible Action).

- 1) Completed Self-Evaluation Form will be provided to the LBOT for review in accordance with the provisions of the Open Meeting Law.
- 2) Following the review of the completed Self-Evaluation Form, the Chair will instruct LBOT and selected staff to complete the Performance Evaluation Form (*attachment B*) and provide ratings and comments in those sections about which they feel qualified to provide input. The Chair will provide a deadline for submission.
- 3) Anonymous Staff who complete the Performance Evaluation Form include:
 - Northwest Managing Librarian
 - Reno Managing Librarian
 - Sierra View Managing Librarian
 - Sparks Managing Librarian
 - South Valleys Managing Librarian
 - Spanish Springs Managing Librarian
 - Incline Village Managing Librarian
 - North Valleys Managing Librarian
 - Assistant Library Director
 - Development Officer
 - Systems and Access Services Librarian
 - Any others whom the LBOT deem appropriate.
- 4) Performance Evaluation Forms received will be compiled separately and grouped by Trustees, WCLS Staff and, if applicable, 360 Forms.

Performance Evaluation Forms

At least three (3) weeks prior to the Board meeting at which the Director's performance evaluation will occur, the Library Board Secretary/Human Resources Representative will agendize the Director's performance evaluation and include the completed Performance Evaluation Forms and an Overall Performance Rating Sheet.

LBOT agenda item "Presentation of Performance Evaluation Forms for Library Director's Annual Review and Discussion thereon, with Possible Direction to Staff (Action)."

- 1) The LBOT will review the Performance Evaluation Forms and Overall Performance Rating Sheet prior to the meeting in compliance with the provisions of the Open Meeting Law.
- 2) The LBOT will identify appropriate issues and future goals with the Director and provide direction to the Chair regarding matters to be addressed in the Performance Review Letter.

- 3) Following the meeting, the Chair will prepare a Performance Review Letter summarizing the LBOT's overall evaluation and deliver it to the Director; a copy of the letter will also be placed in the Director's personnel file.

Retention of Library Performance Evaluation Form and supporting documents

Performance Evaluation Forms, the Self-Evaluation form and the Overall Performance Rating Sheet will be retained by Library Administration.

Updated: April 2015

Updated: March 2017



Washoe County Library System Monthly Report

February 2017

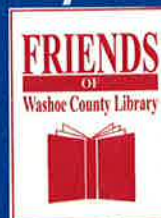
Connect

Gather

Explore

Friends of the Washoe County Library

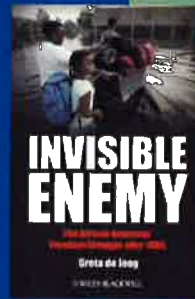
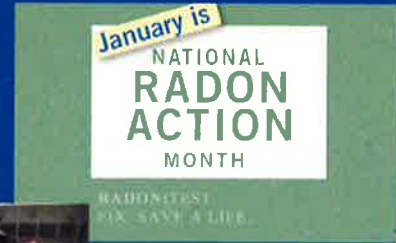
- Friends of Washoe County Library Board of Directors met Wednesday, March 1st, at Spanish Springs Library.
- The February Book Sale raised \$19,294, higher than past two years!
- Next Book Sale:
 - April Book Sale @ Reno Town Mall
 - Open to the public: April 1-9, 2017
 - Hours: 10a.m. to 5p.m. daily
 - Saturday, April 8th is half price day and Sunday, April 9th is \$5 bag day
 - Members Only: March 31st from 3p.m. to 6p.m. (You can join at the door)
 - Featured this Sale: Stories
- Next meeting: Wednesday, April 12, 4:30pm, 2017 @ the FWCL Office, 1301 Cordone Suite 120.



Programs

System-wide

- UNR Professor of African American History Greta de Jong presents *You Can't Eat Freedom: Struggles for Social Justice After the Civil Rights Movement*
- 54 total in attendance
- National Radon Action Month Radon is the leading cause of lung cancer among nonsmokers and one in 4 homes tested in Nevada have elevated Radon concentrations. January is National Radon Action Month and the Nevada Radon Education Program of University of Nevada Cooperative Extension (UNCE) will be offering an informational presentation and free radon test kits
- 116 total in attendance



Programs

Branches

- South Valleys:
 - Full STEAM Ahead: Robotics
 - All Girl First Tech Challenge Team wins first place, travelling to Super Regionals
 - NNLC Family Reading Program
- Incline Village:
 - Coding Camp
 - The Studio: Paints and Pastels
- Downtown Reno
 - Special Chinese New Year Storytime



Programs

Branches

- North Valleys Pixel Art
- Sparks Stay and Play continues to be popular
- Sierra View Coding Camp
- 3D Printer at Sierra View
- NNLC at Spanish Springs
- ME2: Mobile Engineering Education Lab visited Spanish Springs Library



Collection Development/Internet Services

- Kickoff meeting for RFID implementation March 7th
- South Valleys Pilot for tagging
- Newsletters now available:
Choose Library News, Early Literacy and More!
- Ebsco and Lynda.com most popular services



Washoe County Library in the News

- 1,000 Books Before Kindergarten (KOLO8)
- Incline Village:
 - Sierra Sun: Learn How to Code at the Library



- Reno News and Reviews: Washoe County Library Promoting 1,000 Books Before Kindergarten

Outreach

- South Valleys:
 - Nevada Museum of Art Second Saturday
 - WCSD Parent U Access Day at UNR
 - Business Outreach
- Downtown Reno
 - Academy of Literature
 - Nevada Reading Week guest reader
 - Abu Dhabi's Year of Reading 2016
- North Valleys: Sierra Nevada Academy outreach
- Sparks Library school visits:
 - Bernice Matthews
 - Rita Cannon
 - Kate Smith
 - Robert Mitchell
 - Katherine Dunn
 - Florence Drake

In addition, Sparks Staff participated in Progress, Pizza, Prizes event at Katherine Dunn ES
Parent Night at Bernice Matthews ES
- Sierra View visited
 - Mariposa
 - Dodson Parent University
 - Mom's Club of Reno
- Spanish Springs:
 - Hungry Valley 1st grade prep
 - RSIC Headstart
- NV Reading Week Conference, February 24 and 25 will boast two WCLS workshops as well as an info booth. FWCL also represented.



Ongoing Issues

- Part of South Valleys Roof trim blew off due to winds in February
- Snow Removal Incline Village
- Downtown Reno Substance Abuse issues/confrontational patrons
- Librarian Theresa Kenneston performed lifesaving CPR on patron
- Maintenance issues at North Valleys
- Sierra View Mall construction work



Upcoming

- Toll Brother's Outreach by South Valleys
- Small Business Association Disaster Assistance Sacramento office used South Valleys Library for operations
- North Valleys: Cook the Book (Cook your heritage) March 18th 1:00-3:00



Upcoming Programs

- **TMCC presents Financial Aid & College Access 101!**
March 1-March 5
- **Brain Awareness sponsored by Society for Neuroscience ARE YOU AWARE OF YOUR BRAIN?**
Members of the Sierra Nevada Chapter of the Society for Neuroscience have prepared a short, engaging, hands-on presentation on the brain. They'll bring real human brains, as well as plasticized sections, mouse brains, fly brains, diagrams and activities.
March 12-23
- **Historic Reno Preservations Society (HRPS) presents: Dana Munkelt on the Truckee Meadows Irrigation Ditches on Sunday, March 26, 2017 1pm-2:30pm**
- **2017 Spring Family Estate Planning Workshop Series**
Wednesdays, March 29-May 10, 2017, 10:30-noon, and 1-2:30 p.m. Workshops take place over seven weeks.
- **Pioneer Center Youth Programs**
In-Tune Tales Join these local talented and engaging musicians as they tell traditional folk tales and modern storybook classics against a backdrop of music, song, and musical sound effects. Sunday, 3/12, 2pm @ Sierra View Library
Larry Wilson Direct from TV, this local magician returns with an entirely new program of mind-blowing magic illustrating the scientific principles that make his illusions possible. Saturday, 3/11, 2pm @ South Valleys Library
Sunday, 3/12, 2pm @ Downtown Reno Library
Brüka's Theatre for Children - Grimm VIII - The Bremen Town Musicians Join this interactive amusing retelling of a Brothers Grimm classic about four farm animals no longer needed by their masters and are convinced they can earn a good living as musicians, leave their homes and finally pursue their dreams! Wednesday, 3/15, 4pm @ Incline Village Library Monday, 3/20, 4pm @ Spanish Springs Library Wednesday, 3/22, 10:30am @ Sparks Library

Helene Berr Exhibit @ Northwest Library

- March 1st to April 30th
- March 9th Opening Reception @6pm
- March 11th History of the Jews in France under the Vichy Regime (For Teachers and Educators all day workshop)
- March 22nd Origami Peace Cranes
- April 1st From Hollywood to Nuremberg: John Ford, Samuel Fuller, and George Stevens: Screening of Film with discussion with filmmaker
- April 5th Authors Leon Malmé & Julie Oversloot
- April 22nd Book Discussion for *The Journal of Helen Berr*, Elie Wisel's *Night*, and *Diary of Anne Frank*
- April 24 Movie Marathon for Holocaust Remembrance Day





Thank you!

Connect

Gather

Explore

TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Tacchino Trust Update
DATE: March 15, 2017

Background: The Tacchino Trust requests regular updates to ensure the Trust schedule is being complied with and the Library Board of Trustees agreed upon regular updates on the status of expenditures out of the Tacchino Trust bequeathment to the Washoe County Library System. The Library System decided to include the Tacchino Trust Updates as a monthly update provided with the Library Board of Trustee meetings.

There were no expenditures from Tacchino Trust funds for the month of February 2017

Recommendation and Suggested Motion: No motion is needed, this is a monthly update on the Tacchino Trust progress.

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

GENERAL FUND

FY 2016 / 2017

8-Mar-17

TITLE	CURRENT YEAR			PRIOR YEAR				
	BUDGET	EXPENDITURE	BALANCE	%	BUDGET	EXPENDITURE	BALANCE	%
SALARIES/WAGES	\$ 5,450,444	\$ 408,544	\$ 5,041,900	7%	\$ 5,467,684	\$ 3,494,302	\$ 1,973,382	64%
EMPLOYEE BENEFITS	\$ 3,003,191	\$ 233,384	\$ 2,769,807	8%	\$ 2,296,996	\$ 1,515,063	\$ 781,933	66%
SERVICES & SUPPLIES	\$ 857,140	\$ 56,814	\$ 800,326	7%	\$ 496,386	\$ 464,051	\$ 32,335	93%
CAPITAL OUTLAY								
TOTAL:	\$ 9,310,775	\$ 698,742	\$ 8,612,033	8%	\$ 8,261,066	\$ 5,473,416	\$ 2,787,650	66%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1 / EXPANSION FUND

F/Y 2016 / 2017

8-Mar-17

	<u>CURRENT YEAR</u>			<u>PRIOR YEAR</u>				
<u>TITLE</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>
SALARIES/WAGES	\$ 868,989	\$ 65,830	\$ 803,159	8%	\$ 1,064,278	\$ 487,679	\$ 576,599	46%
EMPLOYEE BENEFITS	\$ 450,274	\$ 34,051	\$ 416,223	8%	\$ 445,296	\$ 197,166	\$ 248,130	44%
SERVICES & SUPPLIES	\$ 1,103,603	\$ 68,148	\$ 1,035,455	6%	\$ 1,152,423	\$ 684,948	\$ 467,475	59%
CAPITAL OUTLAY			\$ -					
TOTAL:	\$ 2,422,866	\$ 168,029	\$ 2,254,837	7%	\$ 2,661,997	\$ 1,369,793	\$ 1,292,204	51%

GIFT FUND BALANCE AS OF FEBRUARY 28, 2017				
<u>BRANCH</u>	<u>TOTAL</u>	<u>DESIGNATED RESTRICTED USE</u>	<u>AVAILABLE GENERAL</u>	
CHILDREN'S COORDINATOR	\$ 10,000.00	\$ 10,000.00	\$ -	
DOWNTOWN RENO	\$ 16,850.29	\$ 6,661.94	\$ 10,188.35	
DUNCAN / TRANER	\$ 7,281.65	\$ 7,043.48	\$ 238.17	
GERLACH	\$ 500.00	\$ 500.00	\$ -	
INCLINE	\$ 9,087.54	\$ 3,879.63	\$ 5,207.91	
INTERNET	\$ -	\$ -	\$ -	
NORTHWEST	\$ 14,455.13	\$ 795.63	\$ 13,659.50	
NORTH VALLEYS	\$ 3,558.10	\$ 3,375.85	\$ 182.25	
SENIOR CENTER	\$ -	\$ -	\$ -	
SIERRA VIEW	\$ 8,736.09	\$ -	\$ 8,736.09	
SOUTH VALLEYS	\$ 11,149.38	\$ 1,974.73	\$ 9,174.65	
SPANISH SPRINGS	\$ 12,989.04	\$ 2,829.55	\$ 10,159.49	
SPARKS	\$ 22,052.83	\$ 23.23	\$ 22,029.60	
SYSTEMS OFFICE	\$ 48,526.28	\$ 48,389.84	\$ 136.44	
SYSTEMWIDE	\$ 640,348.48	\$ 639,731.27	\$ 617.21	
SYSTEMWIDE INTEREST	\$ 62,418.48	\$ -	\$ 62,418.48	
TECHNICAL SERVICES	\$ 106,008.96	\$ 105,947.85	\$ 61.11	
VERDI	\$ 2,398.48	\$ -	\$ 2,398.48	
TOTALS:	\$ 976,360.73	\$ 831,153.00	\$ 145,207.73	

Washoe County Library System

Monthly Statistics Report for Fiscal Year 2016-2017

For The Month Of: FEBRUARY



BRANCH ACTIVITY	Checkouts		Reference		Patron Computer Use		Library Visits		Miscellaneous						
	# checkouts	YTD	Count	YTD	# signups	YTD	# visits	YTD	Digital Visits	YTD	Database Usage	YTD	Social Media Adult	YTD	Read & Share
Digital Branch	34,439	235,360							182,258	1,576,635	9,805	70,408	111,938	380,700	0
Duncan/Traner	245	987	427	2,209	277	1,103	0	19,872							
Gerlach	265	903					238								
Incline	4,485	42,572	666	7,985	189	2,302	3,299	39,589							359
North Valleys	10,552	76,524	1,422	8,720	888	5,904	4,804	35,345							0
Northwest	20,067	176,317	2,939	24,927	1,448	13,942	10,582	101,190							690
Reno	15,817	136,383	1,599	16,286	4,274	35,377	9,423	95,988							208
Senior Center	1,049	7,201	300	3,789	715	4,735	0	22,159							0
Sierra View	16,275	141,992	3,914	36,542	3,265	29,196	11,958	100,006							239
South Valleys	22,257	188,802	1,352	14,636	0	5,619	0	106,921							0
Spanish Springs	12,762	107,832	2,829	25,746	1,078	8,948	8,714	84,325							0
Sparks	21,920	183,541	5,685	40,018	3,185	32,856	13,449	110,094							1,378
Verdi	435	3,587	50	6,005	9	29	338	2,354							0
Total:	160,568	1,302,001	21,183	186,863	15,328	140,011	62,567	718,081	182,258	1,576,635	9,805	70,408	111,938	380,700	2,874
PROGRAMS/ OUTREACH	# of Programs		Program Attendance		# of Outreach		Outreach Attendance								
	Adult	Youth	Adult	Youth	Adult	Youth	Adult	Youth							
Digital Branch	4	13	4	4	0	0	0	0							
Duncan/Traner	8	14	71	1,144	3	20	9	30							
Gerlach	4	14	38	432	0	5	11	827							
Incline	12	21	203	1,311	0	0	5	246							
North Valleys	18	7	176	787	0	0	0	0							
Northwest	0	0	0	499	0	7	0	0							
Reno	3	23	58	1,355	1	6	20	621							
Senior Center	12	44	184	1,793	0	2	7	117							
Sierra View	10	82	152	1,153	1	6	32	163							
South Valleys	10	62	72	527	0	8	14	0							
Spanish Springs	0	0	0	17	0	0	0	0							
Sparks	81	575	958	9,022	5	46	98	1,974							
Verdi	204	1,679	958	9,022	5	46	98	1,974							
Total:	81	575	204	1,679	958	9,022	5,099	44,816	102	1,974	993	5,887			
Administration Outreach			4	15	0	5	145	949							

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Note: Digital Branch includes ebooks, audiobooks, magazine checkouts
 Duncan Traner & Verdi: reflect public hours only
 Gerlach reflects both public and school hours

Washoe County Library System

Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2015-2016/2016-2017

	Accumulative			Reference			Patron Computer Use			Library Visits			Digital Visits		
	2015 - 2016	2016 - 2017	% Change	2015 - 2016	2016 - 2017	% Change	2015 - 2016	2016 - 2017	% Change	2015 - 2016	2016 - 2017	% Change	2015 - 2016	2016 - 2017	% Change
	Checkouts	Checkouts	% Change	Reference	Reference	% Change	Patron Computer Use	Patron Computer Use	% Change	Library Visits	Library Visits	% Change	Digital Visits	Digital Visits	% Change
July	145,188	164,272	13.14%	23,910			22,764	20,228	-11.14%	90,649	92,084	1.58%	160,421	199,582	24.41%
August	137,408	167,937	22.22%	25,481			22,562	19,942	-11.61%	95,827	103,611	8.12%	218,167	235,008	7.72%
September	142,445	164,949	15.80%	26,409			22,900	20,426	-10.80%	84,519	98,830	16.93%	207,273	208,290	0.49%
October	145,837	169,212	16.03%	25,563			22,871	18,475	-19.22%	92,011	112,102	21.84%	205,955	208,979	1.47%
November	126,939	162,418	27.95%	21,146			18,913	13,420	-29.04%	74,043	88,635	19.71%	188,732	176,872	-6.28%
December	139,456	150,576	7.97%	18,316			21,329	13,932	-34.68%	81,639	77,749	-4.76%	201,106	182,954	-9.03%
January	138,195	162,069	17.28%	24,855			22,440	18,260	-18.63%	80,390	82,503	2.63%	219,260	182,692	-16.68%
February	132,559	160,568	21.13%	21,183			22,989	15,328	-33.32%	88,435	62,567	-29.25%	209,689	182,258	-13.08%
March	144,834	0	0	0			25,143	0	0	98,017	0	0.00%	221,278	0	0
April	139,703	0	0	0			23,442	0	0	92,016	0	0	210,286	0	0
May	135,964	0	0	0			21,994	0	0	89,978	0	0	181,959	0	0
June	145,066	0	0	0			20,577	0	0	103,777	0	0	137,913	0	0
Totals	1,673,594	1,302,001	17.51%	188,512			267,924	140,011	-20.79%	1,071,301	720,905	-8.23%	2,362,039	1,576,635	-2.11%
Totals to Date	1,108,027			0			176,768			785,530			1,610,603		
# of Programs															
July	190	279	46.84%	6,114	6,492	6.18%	9	6	-33.33%	387	421	8.79%			
August	233	259	11.16%	4,642	6,354	36.88%	11	26	136.36%	783	853	8.94%			
September	249	316	26.91%	5,670	7,851	38.47%	9	22	144.44%	414	1,053	154.35%			
October	294	284	-3.40%	7,844	10,797	37.65%	10	13	30.00%	774	1,575	103.49%			
November	209	367	75.60%	4,376	5,598	27.93%	14	17	21.43%	1,690	1,114	-34.08%			
December	262	232	-11.45%	5,734	6,364	10.99%	6	17	183.33%	274	935	241.24%			
January	280	232	-17.14%	5,695	4,325	-24.06%	11	17	54.55%	1,542	815	-47.15%			
February	273	285	4.40%	5,582	6,057	8.51%	24	26	8.33%	2,049	1,095	-46.56%			
March	281	0	0	7,104	0	0	0	0	0	1,489	0	0			
April	300	0	0	6,559	0	0	16	0	0	861	0	0			
May	287	0	0	6,663	0	0	10	0	0	294	0	0			
June	280	0	0	6,192	0	0	9	0	0	485	0	0			
Totals	3,138	2,254	13.27%	72,175	53,838	17.92%	148	144	53.19%	83,217	7,861	-0.66%			
Totals to Date	1,990			45,657			94			7,913					

Note: There are no reference numbers for FY 2015/2016 for comparison.

***PLEASE NOTE:
CHECKOUT TOTALS
a. Reflect only public hours
for Partnership Libraries
b. Do not reflect Gerlach or
Collection Development

Washoe County Library System

Monthly Statistics By Branch / Cumulative By Month / Resulting In Yearly Total- Thru February

System Total Comparison For Fiscal Years 2015-2016 / 2016-2017

	Meeting Room Use					
	2015-2016		2016-2017		% Change	
	# of Meetings	% of Meetings	# of Meetings	% of Meetings	Attendance	% Change Attendance
Administration Outreach						
Digital Branch						
Duncan/Traner	0	0.00%	0	0.00%	0	0
Gerlach						
Incline	51	-52.94%	24	-52.94%	693	535
North Valleys	11	-54.55%	5	-54.55%	134	246
Northwest	34	-67.65%	11	-67.65%	494	126
Reno	90	-78.89%	19	-78.89%	1,514	344
Senior Center	0	0	0	0	0	0
Sierra View	21	-61.90%	8	-61.90%	272	706
South Valleys	176	-73.30%	47	-73.30%	3,980	858
Spanish Springs	116	-75.86%	28	-75.86%	2,591	537
Sparks	23	-65.22%	8	-65.22%	485	154
Verdi	0	0	0	0	0	0
Totals	522	-71.26%	150	-71.26%	10,163	3,506

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