

LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, November 17, 2021
4:00 P.M.
North Valleys Library
1075 N Hills Blvd, Reno, NV 89506

Pursuant to NRS 241.020, the agenda for the Trustees' meeting has been posted at the following locations: Washoe County Courthouse, Washoe County Administration building, Downtown Reno Library, Incline Village Library, North Valleys Library, Northwest Reno Library, Sierra View Library, South Valleys Library, Spanish Springs Library, and Sparks Library. Further, in compliance with NRS 241.010, this notice has been posted on the official website for the Washoe County Library System at www.washoecountylibrary.us, and at <https://notice.nv.gov>.

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

Support documentation for items on the agenda is available to members of the public at the Downtown Reno Library Administration Office, 301 South Center Street, Reno, Nevada, and may be obtained by contacting L J Burton at (775) 327-8343 or by email at ljburton@washoecounty.us. We are pleased to make reasonable accommodations for members of the public who are disabled and wish to attend meetings. Should you require special arrangements for any Trustee meeting, please contact our office at (775) 327-8341, at least 24 hours prior to the date of the meeting.

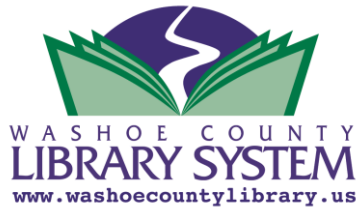
The Library Board can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment period, speakers may address matters listed or not listed on the published agenda. The Open Meeting Law does not expressly prohibit responses to 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, to 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 Library Board of 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.

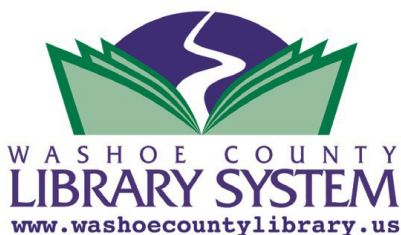
LIBRARY ADMINISTRATION

301 South Center Street | PO Box 2151, Reno NV 89505
(775) 327-8341 | www.washoecountylibrary.us



The Board of Trustees may take action only on the items below that are preceded by the words "For Possible Action." The Board will not take action on any other items.

- 1) Roll Call
- 2) Public Comment 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 September 15, 2021 and October 20, 2021
- 4) Old Business
None
- 5) New Business
 - a) *For Possible Action:* Review and Approve Washoe County Library System Strategic Plan 2022-2025
 - b) *For Possible Action:* Review Parameters of Library Director Annual Review
 - c) *For Possible Action:* Review and Approve Renaming the new Downtown Reno Library meeting room the Truckee Room.
 - d) *For Possible Action:* Acknowledgement of 4rth Quarter Fiscal Year 2021-2022 Cash and NonCash Donations received by the Library System between July 1, 2021 through September 30, 2021, for a combined total of \$ 9,355.00
- 6) Reports –
 - a) Library Director's Report
 - b) North Valleys Library Report
 - c) Circulation Team Report
 - d) Quarterly Stats Report to Include Statistics for July, August and September 2021
 - e) Quarterly Financial Report to Include Gift Fund Expenditures for July, August and September 2021
 - f) Tacchino Trust Update
 - g) Board Task Report
- 7) Staff Announcements - Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this comment section until the matter has been specifically included on an agenda.
- 8) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 9) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 10) Adjournment



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

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

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

1) ROLL CALL

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

Board Members Absent: Frank Perez, Jean Stoess*

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

Public Present: None noted

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

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

This item was heard after Agenda Item 6b.

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

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

4) OLD BUSINESS

None

5) NEW BUSINESS

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

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

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

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

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

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

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

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

6) REPORTS

a. Library Director's Report

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

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

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

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

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

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

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

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

b. Incline Village Library Report

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

c. Youth Services and Library Events Report and Presentation

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

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

d. Tacchino Trust Update

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

e. Board Task Report

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

7) STAFF ANNOUNCEMENTS

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

8) PUBLIC COMMENT

None

9) BOARD COMMENT

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

10) ADJOURNMENT

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

Pending Board Approval

Minutes for the October 20, 2021 LBOT meeting will be provided for Board review and approval at the upcoming December 2021 meeting.

WASHOE COUNTY LIBRARY SYSTEM STRATEGIC PLAN FY 2022-2025

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

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



**Stimulate
Imagination**



**Provide Welcoming
Spaces**



**Workforce
Building**



**Lifelong
Learning**



**School
Support**



**Celebrate Our
Diverse Community**



**Promote the
Library**

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STIMULATE IMAGINATION

Goal: Enhance the Washoe County Library System's Collection based on patron interest and proximity.

Source: Survey and strategic plan respondents stated that picking up holds and browsing for something new were the top two needs at the library.

Synopsis: Washoe County Library System will expand the collection based on patron need. WCLS will also identify book deserts and similar needs.

SERVICE TEAM DESIGNATION: Technical Services Team, Outreach Team, Youth Services and Library Events Team, Marketing and Communications Team

Action Items: Washoe County Library System will develop the following:

- Establish Bookmobile Services in Washoe County including stops, community events, book deserts and homebound services
- Establish Book machine Services in Washoe County in book deserts or to expand library hour availability at branches
- Review Collection for: Consistency of Children's' books at branches, Graphic Novel Collection, Spanish Language, Local Authors, and Local History
- Review Book Serendipity Services: Mystery Packs, Lucky Day, etc.
- Book Promotion: Enhance KUNR On the Shelf and On the Kids Shelf, Book Talks on social media, find other avenues to promote books (KUNR, RGJ, etc.)
- Author Talks: Find local interest for authors, local authors, and more.





PROVIDE WELCOMING SPACES

Goal: Enhance the Washoe County Library System's Spaces through renovations, spaces, furniture, fixtures, and equipment.

Source: Survey and strategic plan respondents stated reading, relaxing, and hanging out was the third highest need for the library.

Synopsis: Washoe County Library System will enhance our spaces.

Service Team Assignment: Leadership Team, Managers Team, Reference Technology Team

Action Items: Washoe County Library System will develop the following:

- Review Library Spaces and Renovate Libraries based on funding projects:
 - Renovate Sparks Library June 2022
 - Renovate Northwest Reno Library June 2022
 - Upgrade Elevator at Downtown Reno Library June 2022
 - Review Furniture Fixtures and Equipment at all branches June 2022
- Review Capital Improvement Projects for Washoe County
 - Renovate Sierra View Library June 2023
 - Create Restroom on main floor of Downtown Reno Library June 2025
 - New North Valleys Library June 2025
 - Review Branches for additional Automated Material Handlers
- Library Staff will receive regular training to ensure a welcoming environment for everyone
 - Develop training calendar for various topics (customer service, diversity training, readers advisory, etc.)
 - Ensure staff are aware of all library resources and specific community resources
- Develop TEAMS cross-training program

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WORKFORCE BUILDING

Goal: Provide Workforce Training and Virtual Space Opportunities for a COVID and Post-Covid Environment.

Source: Strategic Planning Surveys, Strategic Planning Forums, Washoe County and State of Nevada needs for workforce recovery due to COVID.

Synopsis: COVID-19 has changed the nature of the workforce. The Digital Divide has widened further with the need to level-up technology skills. Pre-Covid virtual meetings were a rare occasion, now they are essential. Without the skill set to compete, the Northern Nevada community will be left behind. This initiative is also closely connected to Welcoming Space since it is both service and space focused.

Service Team: Reference and Technology Team, Leadership Team, Managers Team

Action Items: Washoe County Library System will help build the workforce through:

- Review Furniture Fixture and Equipment to Support welcoming spaces and virtual environments
- Create Virtual Office Spaces
- Review and expand Northern Nevada Literacy Council Partnership
- Review Community Resource Project for Expansion
- Provide Workforce Training including virtual environments
- Provide Space for Workforce Opportunities
- Partner with Workforce Builders in Washoe County
- Expand locations of basic computer classes (2023)
- Participate in job fairs and promote library resources that are linked to job needs (2024, 2025)

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LIFELONG LEARNING

Goal: Improve the welfare and provide more resources for Lifelong Learners and Seniors in Washoe County.

Source: Strategic Planning Survey and Strategic Forum participants stated that events for Seniors was the highest priority. Most survey respondents identified as highly educated, older, white women.

Synopsis: Survey Seniors in Washoe County to identify services and materials that are most essential. Provide outreach to seniors including homebound services. Build partnerships to serve seniors and Lifelong Learners in Washoe County.

Service Team: Reference and Technology Team, Outreach Team, and Technical Services

Action Items: Washoe County Library System will serve Lifelong Learners through:

- Survey Seniors to find the greatest need for services and collections
- Identify partners to assist the greatest need of seniors and lifelong learners
- Identify current services and expand
- Ensure Seniors stay connected digitally and have the tools and training to keep up
- Ensure Seniors stay connected with community resources so they can get the assistance, events, and programs they need.

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SCHOOL SUPPORT

Goal: Ensure Washoe County Library System supports early learners and students of all ages to help them succeed.

Source: Strategic Planning Survey, Youth Services and Library Events Team retreat priorities, Strategic Planning Forum participants rated this as a high priority.

Synopsis: Provide a welcoming space for students to study, provide tutoring support, and provide and up to date and complete collection at every branch.

Service Team: Youth Services and Library Events, Technical Services, Outreach Team

Action Items: Washoe County Library System will support students by:

- Partnering with agencies that provide tutoring and student support
- Creating Spaces in the library to facilitate homework help and study
- Enhance and advertise tutoring and student support online services
- Ensure complete collections for Juvenile Chapter Book Collections at branches
- Support Homeschool Families
- Provide Professional Development Opportunities for Educators
- Ensure every child has access to a library card upon birth
- Work to support universal pre-k programs as they are established

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CELEBRATE OUR DIVERSE COMMUNITY

Goal: Ensure we are serving everyone and celebrating everyone in our community.

Source: Strategic Planning Forums participants rated this a high priority as well as library staff.

Synopsis: Provide opportunities to include everyone in the community and ensure they are using the library and getting access to resources.

Service Team: Youth Services and Library Events, Outreach Team, Technical Services Team, Reference and Technology Team

Action Items: Washoe County Library System will:

- Continue to Update our Events and Celebration Calendar
- Plan for Outreach to Indigenous Peoples in Washoe County
- Review and plan for Services to Monolingual Spanish Speakers
- Review commitment to serving our diverse community
- Ensuring and enhancing services to our vulnerable population

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PROMOTE THE LIBRARY

Goal: Renew Tax Initiative and ensure the library is financially secure.

Source: The 1994 30-year tax will expire in 2024. Over 80% of our survey respondents are not aware Washoe County Library System is supported by this tax.

Synopsis: This tax supports library staff, collection development, technology, and library improvements. Without this tax we would face a 33% budget cut which would be devastating for service delivery.

Service Team: Marketing and Communications

Action Items: Washoe County Library System will ensure our tax renewal and fiscal security by:

- Create an explainer of our current tax on our webpage
- Develop an awareness campaign
- Create a communications structure to raise awareness of how patrons can donate to the Washoe County Library System and Friends of Washoe County Library
- Gain commitment from the public and elected leaders for the tax renewal

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Washoe County Library System Strategic Plan 2022-2025

Stimulate Imagination

2023

Stimulate Imagination

	PLAN				LAUNCH	REVIEW
	Jan to April				May to Oct	Nov-Dec
TEAM	Identify Book Deserts in Washoe County	Review Community Events			Attend Community Events	Review Bookmobile collection book usage, and events
OUT			Develop Plan for Outreach			
OUT/TS	Begin Development of Bookmobile	Plan Bookmobile Services and Stops	TS work with outreach team to determine and create book collection		Launch Bookmobile Services	Review Circulation usage/Review Lucky Day vs Incline Village Library collection
TS	Install Bookmachine at Incline Village		Promote Bookmachine Services		Monitor Bookmachine Usage	Review Bookmachine Services
YSLE	Identify local interest, authors, partners, and determine audiences	Reach out to other libraries with successful author series	Schedule author talks for Artown or other regional events"	Create Survey to gauge interest	Launch Program	Evaluate
TS	Develop Book Promotion Plan	Find Outlets for Book promotion	Expand "suprise packs" /staff would curate a small collection.	Increase Staff curatiion lists in Aspen	Launch new Book Services and promotion	Review marketing reach
TS	Ask branches to select 50 titles to have added to their branch as non-floating core titles.		Focus on Childrens' books at branches, Graphic Novel Collection, Spanish Language, Nevada Authors, and Local Nevada History		Launch Collection Phase	Review collection usage/Survey staff and make adjustments based on usage



Washoe County Library System Strategic Plan 2022-2025

Stimulate Imagination

2023

REVIEW
Nov-Dec

Stimulate Imagination

TEAM	PLAN Jan to April	LAUNCH May to Oct	
		Increase the number of staff curating book lists in Aspen Expand “surprise packs” into a service in which users would fill out a quick online form and staff would curate a small (up to 5 titles) collection of books.	
	With representatives from MARCOM identify and invite staff from branches to expand collection marketing efforts. New team meets and brainstorm about ways to increase promotion of library collections	Create short “book talks” of adult titles to promote on social media (similar to what’s already being done for children and teens) Encourage branches to share creative book displays Create regular facebook book discussion Explore expanding collection to include things (baking pans? Eukeleles?, tools, etc) Expanding marketing of Spanish language materials	Evaluate success of current initiatives, discuss if new initiatives should be added
MARCOM/YSL E			
TS OUT	Investigate partnerships: Libby/Big Reads, Nevada Humanities, PBS Reno Writers Contest, KUNR, UNR Author Visits Review Bookmobile Stops		
OUT	Review Bookmachine Locations		



Washoe County Library System Strategic Plan 2022-2025

Stimulate Imagination

2024

Stimulate Imagination

TEAM	PLAN Jan to April	LAUNCH May to Oct	REVIEW Nov-Dec
TS	Identify media sources to promote library materials (RGJ, This is Reno, etc) with the goal of writing monthly column highlighting new/interesting books	Produce Columns	Compile feedback, look at circulation trends
TS OUT OUT	Investigate how to make our local history resources more discoverable. Develop a list of what could be done with existing resources and create wish list of what we could do with a small budget. Identify staff member who could create social media posts or newsletter content highlighting local history and develop a schedule for posting content. Review Bookmobile Stops Review Bookmachine Locations	New content is shared via social media and through newsletters	Compile stats of social media reach, measure usage of local history resources.



Washoe County Library System Strategic Plan 2022-2025

Stimulate Imagination

2025

Stimulate Imagination

PLAN

TEAM **Jan to April**


LAUNCH

May to Oct

REVIEW

Nov-Dec

TS	Investigate national trends and local use of various formats. Should we continue to circulate physical media formats	Phase out the addition of new materials in formats that we choose to no longer support. Some branches may opt out of housing some physical formats. New formats are only added if they are financially sustainable.	Compile staff and patron feedback, provide circulation data
OUT	Review Bookmobile Stops		
OUT	Review Bookmachine Locations		



Welcoming Spaces

Washoe County Library System Strategic Plan 2022-2025

TEAM	PLAN Jan to April	LAUNCH May to October	REVIEW Nov-Dec
	Wecoming Spaces		
LEAD	Review Library Spaces	Renovate Northwest Reno Library	Review usage of space
LEAD	Identify Funding for improved spaces	Renovate Sparks Library	
LEAD	Review Furniture Fixture and Equipment to Support welcoming spaces and virtual environments	Build Funding for new Furniture Fixtures and Equipment	Review needs for FFE
LEAD	Develop, dispense, and analyze staff training survey	Begin staff trainings	Review/amend staff training plan
RTT	Plan topics/scripts for future recorded staff trainings		
LEAD	Director's regular updates to staff (email/Sharepoint)		
RTT	Revisit and amend TEAMS cross-training program	Re-launch TEAMS cross-training program	
	Lit Fiber to Gerlach Project	Receive funding for Lit Fiber to Gerlach Project	Review needs/costs and process
	Review Kaiser Trust Grant to renovate Senior Center Library		



Washoe County Library System Strategic Plan 2022-2025

Welcoming Spaces

			2023
	Wecoming Spaces		
TEAM	PLAN Jan to April	LAUNCH May to October	REVIEW Nov-Dec
LEAD	Additional Smart Chutes in libraries	Identify Costs/plan to implement	Review Future needs
RTT	Develop library/dashboard of recorded staff trainings	Launch on Website	Review usage
LEAD	Review Furniture Fixture and Equipment to Support welcoming spaces and virtual environments	Build Funding for new Furniture Fixtures and Equipment	Review needs for FFE Review Usage post-renovation of Sierra View Library
LEAD	Plan for Sierra View Library Renovation	Renovate Sierra View Library	Review needs/costs and process
LEAD	Lit Fiber to Gerlach Project	Receive funding for Lit Fiber to Gerlach Project	
LEAD	Investigate adding one additonal PT LA II to Incline Village Library to add hours	Add Hours at Incline	Review hours usage


Welcoming Spaces

Washoe County Library System Strategic Plan 2022-2025

Wecoming Spaces				2024
TEAM	PLAN Jan to April	LAUNCH May to October	REVIEW Nov-Dec	
RTT	Develop standardized new employee onboarding plan	Plan instructors, topics, venues and equipment for hearing/visually impaired and neurodiverse pops.	Plan instructors, topics, venues and equipment for hearing/visually impaired and neurodiverse pops.	
RTT	Develop Sharepoint as a central repository for files			
LEAD	Plan for Downtown Reno Library ADA Restroom on main floor	Install ADA Restroom on main floor of Downtown Reno Library	Review patron feedback for ADA restroom	
LEAD	Lit Fiber to Gerlach Project	Receive funding for Lit Fiber to Gerlach Project	Review needs/costs and process	
LEAD	Review Furniture Fixture and Equipment to Support welcoming spaces and virtual environments	Build Funding for new Furniture Fixtures and Equipment	Review needs for FFE	

Welcoming Spaces

Washoe County Library System Strategic Plan 2022-2025

Wecoming Spaces		2025	
TEAM	PLAN Jan to April	LAUNCH May to October	REVIEW Nov-Dec
RTT	Develop trainings on using Sharepoint effectively	Implement effective Sharepoint use trainings	Review Sharepoint and Office 365 classes
RTT	Develop trainings on using Office 365 effectively	Implement effective Office 365 trainings	Review Office 365 classes
LEAD	Plan for new North Valleys Library	Build new North Valleys Library	Review usage of new location and amenities of new North Valleys Library
LEAD	Lit Fiber to Gerlach Project	Receive funding for Lit Fiber to Gerlach Project	Review needs/costs and process
LEAD	Review Furniture Fixture and Equipment to Support welcoming spaces and virtual environments	Build Funding for new Furniture Fixtures and Equipment	Review needs for FFE



Workforce Development

Washoe County Library System Strategic Plan 2022-2025

Workforce Development

2022

Team	Plan Jan-Apr	Launch May-Oct	Review Nov-Dec
LEAD	Review Virtual Office Space Support	Test Virtual Office Space Environments	Review Virtual Office Usage
LEAD	Review Community Resource Project for Expansion	Funding opportunities for circulating equipment for remote work	Review Usage of space and equipment
RTT	Promote existing meeting rooms for virtual meetings/interviews, job fairs, outside staff trainings, remote work	Launch NNLC at additional libraries	Review NNLC project
RTT	Review NNLC partnership - identify new libraries	Launch Community Resources at additional libraries	Review Community Resources Project in November
RTT	Review Community Resources project - identify new libraries	Develop plan for circulating Chromebooks/cameras/hotspots	Develop plan for circulating Chromebooks/cameras/hotspots
RTT	Identify technology to purchase for library space for remote workforce opportunities		Review Partnership
RTT	Identify potential partners for workforce building	Implement community resource updates tools	Survey Staff
RTT	Identify ways to communicate info about existing community resources to staff	Launch Bootcamp	Evaluate Program

Workforce Development

Washoe County Library System Strategic Plan 2022-2025

Workforce Development

2023

Team	Plan Jan-Apr	Launch May-Oct	Review Nov-Dec
	Purchase equipment to circulate (Chromebooks/cameras/hotspots)	Circulate Chromebooks/cameras	Evaluate Usage
RTT	Develop public survey for virtual workforce development classes	Circulate hotspots	Evaluate Usage
RTT	Expand locations of basic computer classes	Install and launch in-library virtual equipment	Evaluate Usage
	Identify technology to purchase for library space for remote workforce opportunities		Evaluate Usage
	Identify potential partners for workforce building		Review Partnership
	Identify ways to communicate info about existing community resources to staff	Implement community resource updates tools	Survey Staff

Workforce Development

Washoe County Library System Strategic Plan 2022-2025
Workforce Development 2024

Team	Plan Jan-Apr	Launch May-Oct	Review Nov-Dec
RTT	Participate in job fairs to promote library resources linked to job needs	Launch workforce development in virtual environments classes (2024)	Review class efficacy and community response (workforce development in virtual environments) (2024)
RTT	Identify technology to purchase for library space for remote workforce opportunities		Evaluate Usage
RTT	Identify potential partners for workforce building		Review Partnership
RTT	Identify ways to communicate info about existing community resources to staff	Implement community resource updates tools	Survey Staff



Washoe County Library System Strategic Plan 2022-2025

Workforce Development

2025

Team Plan Jan-Apr Launch May-Oct Review Nov-Dec

Workforce Development

RTT	Identify technology to purchase for library space for remote workforce opportunities		Evaluate Usage
RTT	Identify potential partners for workforce building		Review Partnership
RTT	Identify ways to communicate info about existing community resources to staff	Implement community resource updates tools	Survey Staff



Lifelong Learning

Washoe County Library System Strategic Plan 2022-2025

Lifelong Learning

TEAM Jan to Apr

May to Oct

2022

Nov to Dec

	Work with Senior Center library leadership to identify how collection could be updated/expanded to support seniors. Develop timeline for expanding senior collections. Develop tech needs survey for seniors	Order materials and dispatch to SC	Report changes in SC circulation and changes in circulation of materials often preferred by seniors (large type books, digital audio books, CD Books, eBooks, etc.)
TS			
RTT		Distribute senior tech survey	Analyze senior tech survey
LEAD	Develop Plan to renovate Senior Center Library	Implement renovation into CIP Plan	
OUT	Create Homebound Services for Seniors	Implement Homebound Services	Review statistics, stops, and services
OUT	Obtain existing (recent) City of Sparks senior survey data	Interpret survey data and use to develop outreach plan	
OUT	Determine if WC Senior Services has conducted and compiled data from their senior survey – obtain if available	Determine if we can have questions of interest to library be included in surveys (WC)	
OUT	Connect to City of Reno senior services & initiatives	Create working document (roster) of staff liaison to outside organizations	
OUT	Outreach Team will identify existing partnerships and assign WCLS liaison to reach out and continue to develop relationships	OT develop plan for future partnerships	
OUT	Identify/define scope of outreach across the age span with emphasis on adults and seniors	Including development of mobile outreach service plan	
OUT	Create (mobile) hotspot service as part of mobile outreach service plan		



Washoe County Library System Strategic Plan 2022-2025

Lifelong Learning

2023

TEAM Jan to Apr May to Oct Nov to Dec

Lifelong Learning

RTT	Identify/plan senior tech life skills classes	Implement senior tech life skill classes	Review senior tech life skill classes
RTT	Develop On the Road Tech Café		
OUT	OT will review/expand/assess partnerships annually	seek funding sources for sustainable outreach esp. Mobile outreach services	
OUT	Annually review/recommend stops for mobile outreach services	Senior frequented locations	



Washoe County Library System Strategic Plan 2022-2025

Lifelong Learning

2024

TEAM

Jan to Apr

May to Oct

Nov to Dec

Lifelong Learning

RTT

Regularly scheduled/repeat stops for One the Road Tech Café

Launch Spanish language tech classes

Review Spanish language tech classes

RTT

Offer mobile tech café services

OUT

OT will review/expand/assess partnerships annually

seek funding sources for sustainable outreach esp. Mobile outreach services

OUT

Annually review/recommend stops for mobile outreach services

childcare facilities



Washoe County Library System Strategic Plan 2022-2025

Lifelong Learning

TEAM Jan to Apr

May to Oct

2025

Nov to Dec

Lifelong Learning

OUT	OT will review/expand/assess partnerships annually	seek funding sources for sustainable outreach esp. Mobile outreach services	Review
OUT	Annually review/recommend stops for mobile outreach services	childcare facilities	Review
RTT	Offer mobile tech café services		



Washoe County Library System Strategic Plan 2022-2025

School Support

2022

TEAM! Jan-Apr

YSLE Work with managers to identify branch needs
Offer homework help
Evaluate study/collaborative workspaces

Create plan for homework help based on branch needs
Create plan for improving study/collaborative workspaces

May-Oct

Prepare to implement plan for homework help
Prepare to implement plan for study/collaborative workspaces

Nov-Dec

Survey/Assess all activities; identify opportunities

YSLE Identify agencies that provide tutoring, student support, and wraparound services; assess agencies' needs

Schedule/provide outreaches. Tours for agencies and organizations

Survey/Assess all activities; identify opportunities

YSLE Identify agencies that serve marginalized and at-risk youth; assess agencies' needs

Schedule and provide outreaches and tours for previously identified agencies and organizations

Schedule/provide outreaches. Tours for agencies and organizations

Survey/Assess all activities; identify opportunities

YSLE Plan content for outreaches and tours to identified agencies and organizations; include a feedback tool/survey as component

Schedule and deliver presentations and outreaches as able

Survey/Assess all activities; identify opportunities

YSLE Identify professional development requirements for educators (e.g., requirements for continuing education units); Work with NV Department of Ed to determine if WCLS can provide can offer professional development credit to educators

Identify regular professional development settings, events, and platforms (e.g., WCSD's Professional Growth Systems, Professional Learning Communities, Professional Development Days, Social Studies Symposium; NV Reading Week Conference; NMA Educator Night; create calendar of professional development events

Plan and create content for presentations and outreaches to educators based on setting or platform; determine best delivery method (e.g., virtual or in-person; recorded or live); develop feedback tool/survey as a component

Survey/Assess all activities; identify opportunities

YSLE Identify what needs to be in newborn kit (wish list)
•Identify tools to reach young families
•Communicate with potential partners
Library Cards - data collection and sharing

Reach out to other libraries that have successful baby reach projects
Research partnering organizations (hospitals/pediatricians)

Create budget—funding sources/grants/sponsorship

Survey/Assess all activities; identify opportunities



Washoe County Library System Strategic Plan 2022-2025

School Support

TEAMS

Jan-Apr

In coordination with YSLE and RTT look at existing electronic subscriptions that support school students.

YSLE

Develop marketing calendar to promote databases to students at time of need (ACT test prep in line with district testing calendar, AP test prep prior to spring AP exams, etc.)

YSLE

YSLE Plan outreach to additional agencies

YSLE

Implement plan for homework help - phased plan

YSLE

Continue Homeschool Support

YSLE

Continue to identify and verify professional development settings, events, and platforms to broaden reach

YSLE

Schedule and deliver presentations and outreaches

YSLE

Continue to support and define newborn kits

YSLE

2023

May-Oct

Possible database changes for FY 2024 as funding is available

Launch Additional Tools

Implement plan for study/collaborative workspaces - phased plan

Schedule and deliver presentations and outreaches

Nov-Dec

Review usage

Review and survey population
Evaluate homework help plan - ongoing
Evaluate study/collaborative workspace plan - ongoing
Review support/survey population

Use surveys to assess all presentations and outreaches; edit, update, or amend content presented as needed based on surveys, feedback, and experience in delivery

Review program usage

School Support



Washoe County Library System Strategic Plan 2022-2025

School Support

TEAMS Jan-Apr

2024

May-Oct

Nov-Dec

School Support

YSLE

YSLE Plan outreach to additional agencies

Launch Additional Tools

Review and survey population
Evaluate homework help plan - ongoing

YSLE

Implement plan for homework help - phased plan

Implement plan for study/collaborative workspaces - phased plan

Evaluate study/collaborative workspace plan - ongoing

YSLE

Continue Homeschool Support

Review support/survey population

YSLE

Continue to identify and verify professional development settings, events, and platforms to broaden reach

Schedule and deliver presentations and outreaches

Use surveys to assess all presentations and outreaches; edit, update, or amend content presented as needed based on surveys, feedback, and experience in delivery

YSLE

Schedule and deliver presentations and outreaches

YSLE

Continue to support and define newborn kits

Review program usage



Washoe County Library System Strategic Plan 2022-2025

**School Support
Months Jan-Apr**

**2025
May-Oct**

Nov-Dec

YSLE	YSLE Plan outreach to additional agencies	Launch Additional Tools	Review and survey population
YSLE			
YSLE	Implement plan for homework help - phased plan	Implement plan for study/collaborative workspaces - phased plan	Evaluate homework help plan - ongoing Evaluate study/collaborative workspace plan - ongoing
YSLE	Continue Homeschool Support		Review support/survey population
YSLE	Continue to identify and verify professional development settings, events, and platforms to broaden reach	Schedule and deliver presentations and outreaches	Use surveys to assess all presentations and outreaches; edit, update, or amend content presented as needed based on surveys, feedback, and experience in delivery
YSLE	Schedule and deliver presentations and outreaches		
	Continue to support and define newborn kits		Review program usage



Washoe County Library System Strategic Plan 2022-2025

Celebrate Diversity

2022

TEAM JAN to APR

MAY TO OCT

NOV TO DEC

Celebrate Diversity

TEAM	JAN to APR	MAY TO OCT	NOV TO DEC
YSLE	Identify current relationships between staff and groups/organizations that serve diverse populations in our community; create a directory of these entities	Research best practices/guidelines to advance diversity, equity, and inclusivity in library programs, events, and story times Determine budget and sourcing "	Develop needs assessment for diverse groups and organizations in our community; disseminate needs assessment Develop WCLS best practices/guidelines to advance diversity, equity, and inclusivity in library programs, events, and story times
TS	Perform Diversity Audit of Collection	Work with Baker and Taylor to develop plan and timeline for Diversity Audit of Collection/Export our holding for Baker & Taylor to audit collection.	Review needs assessments and identify goals to meet needs and desires of our diverse communities (e.g., brainstorm potential collaborations, programs, panel discussions, resources) Share finding of audit with leadership and develop priorities and timeline for diversifying our collection.
TS	Working with SV staff, expand their holding of Spanish Language materials.	Explore how to reach a wider Monolingual Spanish Speaker audience.	Continue to identify Spanish materials that have gotten "stuck" at other branches and pull them in to Sierra View to create a larger central collection (while still maintaining a smaller, fresh collection of materials in all branches). Track circulation of Spanish language materials. Identify which types of materials circulate best.

Celebrate Diversity

Washoe County Library System Strategic Plan 2022-2025

Celebrate Diversity

2022

TEAM JAN to APR

MAY TO OCT

NOV TO DEC

		Research WCSO/UNR recognized events and celebrations		
	Invite UNR Equity and Diversity department member for diversity training	Assess WCLS Events & Celebration calendar for 2022		
	Identify, develop, and activate ad hoc for planning 2023 calendar	Plan and finalize 2023 Events and Celebration calendar - February 2022		
RTT/ YSLE	guidelines for developing calendar	Adopt and update 2023 Events and Celebrations	Assess and review WCLS Events & Celebrations calendar - ongoing	Plan diversity training for YSLE Team - January 2023
OUT	Identify places/organizations outside of branches (go to them) and include marketing plan		start scheduling outreach/in-reach	evaluate and continue partnerships
OUT	Identify Mobile Outreach services to this demographic/determine needs		start scheduling outreach/in-reach	evaluate and continue partnerships
OUT	Review commitment to serving our diverse community/Including underserved communities		start scheduling outreach/in-reach	evaluate and continue partnerships
OUT	Identify places/organizations Ensuring and enhancing services to our vulnerable population		start scheduling outreach/in-reach	evaluate and continue partnerships
OUT	Identify places/organizations		start scheduling outreach/in-reach	evaluate and continue partnerships



Washoe County Library System Strategic Plan 2022-2025
Celebrate Diversity

2023

Celebrate Diversity

TEAM JAN to APR

MAY TO OCT

NOV TO DEC

RTT Identify instructors, topics, venues for Spanish language tech classes

Implement

review usage

RTT Tech instruction on the road - vulnerable populations
 Diversity training
 Identify, develop, and activate ad hoc for planning 2024 calendar
 Review guidelines for developing calendar
 Research other organizations recognized events and celebrations

Teach onsite

Review usage

YSLE Assess WCLS Events & Celebration calendar for 2023
 Plan and finalize 2024 Events and Celebration calendar - February 2023
 Adopt and update 2024 Events and Celebrations calendar - February - May 2023

Assess and review WCLS Events & Celebrations calendar - ongoing

Plan diversity training for YSLE Team - January 2024

OUT Identify places/organizations outside of branches (go to them) and include marketing plan

Schedule outreach/in-reach

Evaluate and continue partnerships
 Annually review

OUT Identify Mobile Outreach services to this demographic/determine needs

partnerships to ensure new groups to work with

OUT Review commitment to serving our *diverse community/Including *underserved communities

Schedule outreach/in-reach

evaluate and continue partnerships
 review partnerships to ensure new groups to work with

OUT Identify places/organizations

OUT Ensuring and enhancing services to our *vulnerable population

Schedule outreach/in-reach

evaluate and continue partnerships

OUT Identify places/organizations

evaluate and continue partnerships



Washoe County Library System Strategic Plan 2022-2025

Celebrate Diversity

TEAM JAN to APR

MAY TO OCT

2024

NOV TO DEC

Celebrate Diversity

RTT	Identify instructors, topics, venues for Spanish language tech classes Diversity training Identify, develop, and activate ad hoc for planning 2024 calendar Review guidelines for developing calendar Research other organizations recognized events and celebrations Assess WCLS Events & Celebration calendar for 2023 Plan and finalize 2024 Events and Celebration calendar - February 2023 Adopt and update 2024 Events and Celebrations calendar - February - May 2023	Launch workforce development in virtual environments classes	Review virtual workforce development classes
YSLE		Assess and review WCLS Events & Celebrations calendar - ongoing	Plan diversity training for YSLE Team - January 2024
OUT	Identify places/organizations outside of branches (go to them) and include marketing plan	Schedule outreach/in-reach	evaluate and continue partnerships
OUT	Identify Mobile Outreach services to this demographic/determine needs		evaluate and continue partnerships
OUT	Review commitment to serving our *diverse community/Including *underserved communities	Schedule outreach/in-reach	evaluate and continue partnerships
OUT	Identify places/organizations		evaluate and continue partnerships
OUT	Ensuring and enhancing services to our *vulnerable population	Schedule outreach/in-reach	evaluate and continue partnerships
OUT	Identify places/organizations		evaluate and continue partnerships



Washoe County Library System Strategic Plan 2022-2025

Celebrate Diversity

TEAM JAN to APR

MAY TO OCT

2025

NOV TO DEC

Review tech classes for hearing/visually impaired and neurodiverse populations

RTT

Plan Tech classes/equipment for hearing/visually impaired and neurodiverse populations
Diversity training
Identify, develop, and activate ad hoc for planning 2024 calendar
Review guidelines for developing calendar
Research other organizations recognized events and celebrations
Assess WCLS Events & Celebration calendar for 2023
Plan and finalize 2024 Events and Celebration calendar - February 2023

Implement tech classes for hearing/visually impaired and neurodiverse pops.

YSLE

Adopt and update 2024 Events and Celebrations calendar - February - May 2023
Establish contact with various Indigenous organizations/communities and determine needs and preferred contact method
Strengthen existing partnerships already established by SS and IV branches

Assess and review WCLS Events & Celebrations calendar - ongoing

Plan diversity training for YSLE Team - January 2024

Begin scheduling & facilitating outreach/in-reach

evaluate and continue partnerships
evaluate and continue partnerships

OUT

Identify places/organizations outside of branches (go to them) and include marketing plan

Schedule outreach/in-reach

evaluate and continue partnerships

OUT

Identify Mobile Outreach services to this demographic/determine needs

Schedule outreach/in-reach

evaluate and continue partnerships

OUT

Review commitment to serving our *diverse community/Including *underserved communities

Schedule outreach/in-reach

evaluate and continue partnerships

OUT

Identify places/organizations

Schedule outreach/in-reach

evaluate and continue partnerships

OUT

Ensuring and enhancing services to our *vulnerable population

Schedule outreach/in-reach

evaluate and continue partnerships

OUT

Identify places/organizations

Schedule outreach/in-reach

evaluate and continue partnerships

Celebrate Diversity

Promote the Library

Washoe County Library System Strategic Plan 2022-2025

Promote the Library

2022

TEAM Jan to Apr

May to Oct

Nov to Dec

MARCOM

Research, develop, and create messaging & graphics for tax initiative marketing

Create landing page on website for tax initiative information
Inform FWCL about coming tax initiative and solicit feedback

Investigate consulting firms to help with tax initiative

Identify Local Officials to raise awareness of Tax Initiative

Create and distribute trifolds, posters, etc. to stakeholders

Create timeline to pass initiative

Promote to local officials

Survey to gauge how the needle has moved
Work with FWCL to develop coordinated marketing of voting

Review engagement with tax initiative collateral

Identify Local Official Champions

Promote the Library

Washoe County Library System Strategic Plan 2022-2025

Promote the Library

2023

TEAM Jan to Apr

May to Oct

Nov to Dec

MARCOM

Reworking messaging based on survey results & update all collateral

Continue to distribute collateral

Survey again
Continue

Targeted outreach efforts

targeted outreach

Specific marketing from FWCL in

Continue to raise awareness of tax initiative

support of tax initiative

Launch FWCL voting campaign



Washoe County Library System Strategic Plan 2022-2025

Promote the Library

2022

TEAM Jan to Apr

May to Oct

Nov to Dec

MARCOM

Increased awareness push: press releases, special newsletters, Increase specific content on website

Work with Friends to refine and increase messaging about the initiative

Library Tax Initiative Passes

Continue to raise awareness of tax initiative

Targeted outreach efforts

Continue targeted outreach



Washoe County Library System Strategic Plan 2022-2025

Promote the Library

TEAM Jan to Apr

MARCOM

May to Oct

2025

Nov to Dec

Promote the Library

Continue to raise awareness of library value

Document Expenditures to demonstrate value

Review survey data

TO: Library Board of Trustees
FROM: Dave Solaro, Assistant County Manager
 775-328-3624, dsolaro@washoecounty.gov
RE: Review parameters of Library Director annual review
DATE: Tuesday, November 16, 2021

Background: An item on the Library Board of Trustees task report to determine metrics in which the Library Director should be evaluated has been outstanding through 2020 and 2021. The Board created an ad hoc committee of two members to work with the Library Director and Assistant County Manager to create a procedure for the evaluation of the sole employee of the Board, the Library Director. The intent of the ad hoc committee is to create and establish a consistent process for the evaluation of the Director.

Assistant County Manager Solaro, Director Jeff Scott, Chair Holland, and Trustee Marsh have conferred on a process by which a policy can be created to memorialize the annual Library Director review process and procedure. It is anticipated that direction from the Board today will be utilized in crafting a future policy document for this purpose.

The following proposal is being made for review and action by the Board. Information provided by the Board will be used to evaluate the Director for calendar year 2021 and set policy framework for future evaluation periods.

Proposed Library Director Review procedure

Assistant County Manager (ACM) assigned to the Library System will provide the Trustees through an e-mail link a questionnaire developed by Washoe County Human Resources with input from Trustee Holand, Trustee Marsh, Director Scott, and Dave Solaro. The Trustees will have two weeks to work through the survey and provide their feedback. This survey will be utilized for all future reviews unless changed by the Board of Trustees in the future.

To assist the Trustees with gauging staff interaction, the ACM will provide a high-level report from data gathered from the Washoe County Human Resources Department that outlines the following data:

- Number of direct report complaints filed
- Number of direct report grievances filed
- If complaints were filed, what the current disposition of those complaints are
- Number of library related complaints filed
- Number of library related grievances filed

The employees of the Library System are Washoe County employees and work within the policies set by the Board of County Commissioners. Information provided by

employees related to personnel concerns are filed as official complaints to Human Resources which is why the report will come from the Washoe County Assistant County Manager.

The Director will provide the Trustees a list of accomplishments for the prior 12-month period for their review and will provide two personal and two operational goals for the following 12-month period. The accomplishments should include key performance indicators that provide the Board with quantitative data for their review.

At the December meeting the information provided to and feedback received from the Trustees will be presented to the Library Board of Trustees as the evaluation of the Library Director. It is important to note that the Library Director is the only employee of the Board of Trustees.

It is anticipated that any additional goals from the Board of Trustees will be presented to the entire Board and the Director at the December meeting to be included or not by vote of the Board for the next 12-month review period.

Proposed survey questions

Rate proficiency using the following guidelines:

Exceeds Your Expectations: Performance is consistently exceptional. This person is a role model of competency.

Meets Your Expectations: Performance meets and periodically exceeds expectations. This person is a strong contributor to the organization.

Area for Growth: Performance does not consistently meet reasonable expectations and standards. Immediate steps must be taken to improve.

Evaluator Has No Basis for Judgment: This is an acceptable answer if you are not familiar with the County Manager's effectiveness in a particular area.

Focus comments on the Library Director's performance and not about other staff, agencies, or jurisdictions.

- 1) Sets an effective example of high personal standards and integrity, inspiring staff to do the same.
- 2) Functions as an effective leader of the organization; gaining trust, respect, and cooperation.
- 3) Practices timely and effective communication with all stakeholders and staff across the organization on emergency issues within the County.
- 4) Effectively implements the Board's policy directions and philosophy.
- 5) Works to be an effective liaison between Board members and staff; allowing staff the space needed to successfully execute the Board policies.
- 6) Communicates complete and accurate information to all Board members in a timely manner.

- 7) Responds well to requests, advice, and constructive criticism.
- 8) Provides support to the Board's meeting process that allows for open, transparent decision making.
- 9) Facilitates the Board's decision making without usurping authority.
- 10) Has launched effective initiatives that have influenced Library staff morale.
- 11) Encourages creativity, reasonable autonomy, and problem-solving among Library staff.
- 12) Recognizes achievements and accomplishments of Library staff.
- 13) Select the best statement for the overall evaluation of Library Director Scott.

Recommendation:

It is recommended that the Library Board of Trustees review the information provided and provide direction to Assistant County Manager Solaro for any changes to the proposed process. It is also recommended that the Library Board of Trustees approve the final procedure and questions for the 2021 calendar year review of the Director.

Renaming of the Downtown Reno Library as the Truckee Room

The naming of libraries and spaces within libraries is reserved for the Washoe County Library Board of Trustees. As such, Downtown Reno Library has recently created a new meeting room that is reservable for the public. This space is known by library staff as the fishbowl. Furthermore, when the Downtown Reno Library first opened in 1966 this space held the Storytime space also known as the pit (for the center was sunken like an amphitheater space.)

As part of the naming process, Downtown Reno Library staff met and discussed a new name for the room and decided on the Truckee Room. It was named due to Downtown Reno Library's proximity to the Truckee River and the recently renovated children's section having spaces that resemble Washoe County and Lake Tahoe.

It is the staff's recommendation that the new meeting room space at the Downtown Reno library be named the Truckee Room.

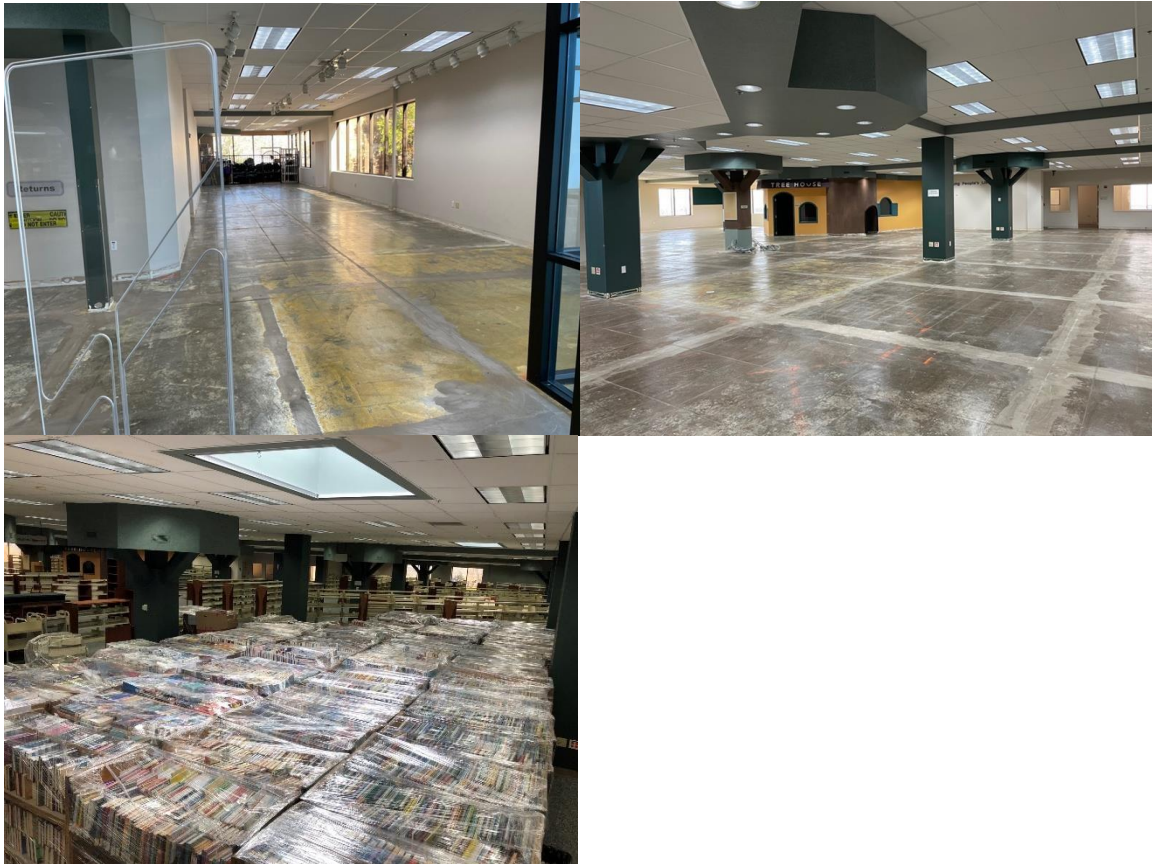
Library Director Report for November LBOT

Sparks/Northwest Reno Renovations

Northwest Reno Library closed to public. October 25 through January 31st.

Northwest Reno is current closed and providing drive-up service until active holds are gone. Removal of furniture/items and then carpet will be installed starting November 8th. That part of the project will be completed in January. We will likely need the rest of the month to reshelve and install furniture.

Library Branch Manager Kristin Reinke shared some photos of the progress!



Sparks Library renovation begins after Staff Day on Dec 16 and will be closed through March 31.

Sparks will have a longer closure period due to the asbestos abatement. Will get building back in March and will need to reshelve books and install furniture.

Staff Day December 16th

We are planning our first staff day in two years December 16th, 2021. We have a great deal of training to cover. This will also include booster shots against COVID-19 via Immunize Nevada.

8am Refreshments/Booster Shot Available from Immunize Nevada

8:30am Director's Update (Virtual) (we won't meet in the auditorium for the update)

9:15 Break-out Sessions

- De-escalation Training (will take entire two sessions)
- Safe Place Training
- Readers Advisory
- Aspen Training
- Quad/Makerspace Training

Break/Repeat Sessions

11:30 Release to Branches

YALSA Symposium Nov 6 Downtown Reno Library

We will be hosting the Young Adult Library Services Association Symposium Reception at the Downtown Reno Library on Saturday November 6th. Big shoutout to Downtown Reno Library staff for hosting this event. We received a lot of kudos for the Association for Rural and Small Libraries Conference on October 20th. We even got a shoutout from ALA Executive Director Traci Hall.



360 Cameras for CAB meetings

Brenda has ordered the 360 Cameras for every branch so that we can host the Hybrid CAB meetings. The County is very excited about being able to host this event at libraries with the hybrid options. We had a great turnout at North Valleys with over 70 in attendance.



Capital Improvement Projects List submitted to County

Renovation Senior Center Library (Keiser Grant Funded)

Renovation of Sierra View Library (FY 23 Costs split with Reno Town Mall)

Downtown Reno Library ADA Restroom on Main Floor (Pending Funding)

New North Valleys Library (Pending Funding)

Vonage Rollout

New VOIP services will replace current landline phones. Most phones will be replaced with headsets unless it is a shared phone. Vonage is being rolled out now and starting in Sparks Library.

Public Library Association in Portland Oregon Mar 22-26

<https://www.placonference.org/>

Let us know if you would like to attend.

New Banners

Washoe County will provide new banners with property county logo.

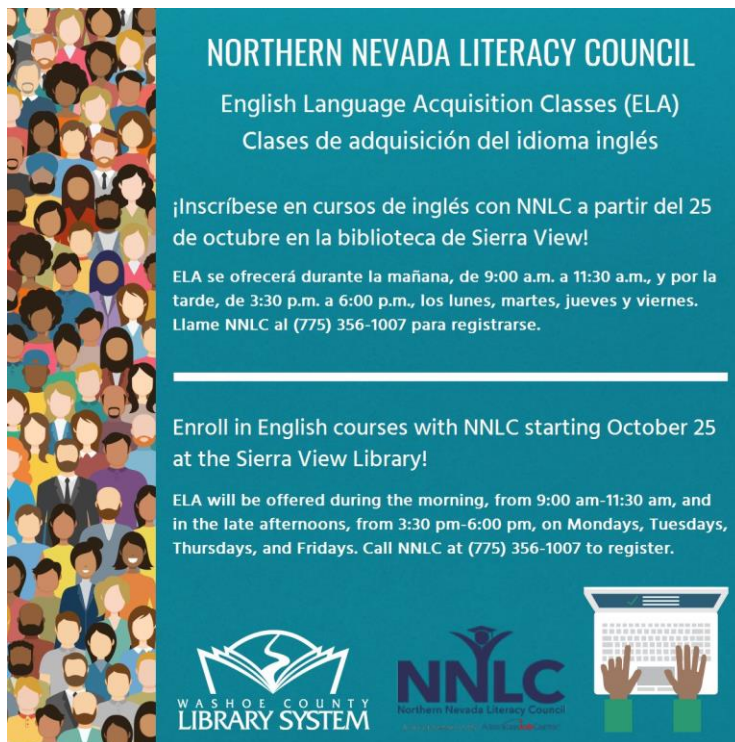
Lit Fiber to Gerlach E-Rate Project

Washoe County Library is seeking a funding opportunity to provide fiber to the Gerlach Library. This will provide increased internet service to the Gerlach area.

Hot Spot Project (Spanish Springs to Lake Pyramid Lake Paiute Tribe)

Waiting on funding for Hot Spot Project for service to the Lake Pyramid Paiute Tribe.

Sierra View/NNLC Program Launch






NORTHERN NEVADA LITERACY COUNCIL
English Language Acquisition Classes (ELA)
Clases de adquisición del idioma inglés

¡Inscríbese en cursos de inglés con NNLC a partir del 25 de octubre en la biblioteca de Sierra View!

ELA se ofrecerá durante la mañana, de 9:00 a.m. a 11:30 a.m., y por la tarde, de 3:30 p.m. a 6:00 p.m., los lunes, martes, jueves y viernes. Llame NNLC al (775) 356-1007 para registrarse.

Enroll in English courses with NNLC starting October 25 at the Sierra View Library!

ELA will be offered during the morning, from 9:00 am-11:30 am, and in the late afternoons, from 3:30 pm-6:00 pm, on Mondays, Tuesdays, Thursdays, and Fridays. Call NNLC at (775) 356-1007 to register.

Impact Awards/COVID Fighter Library Third Place Finish

Our Washoe County Library System staff were awarded third place in the Washoe County Impact Awards. I am very proud of our staff for stepping up during a critical time in the pandemic. They kept our cases down and our local schools open with their efforts.

November 2019-November 2021

Presented by Jonnica Bowen, Branch Manager



Changes at the North Valleys Library



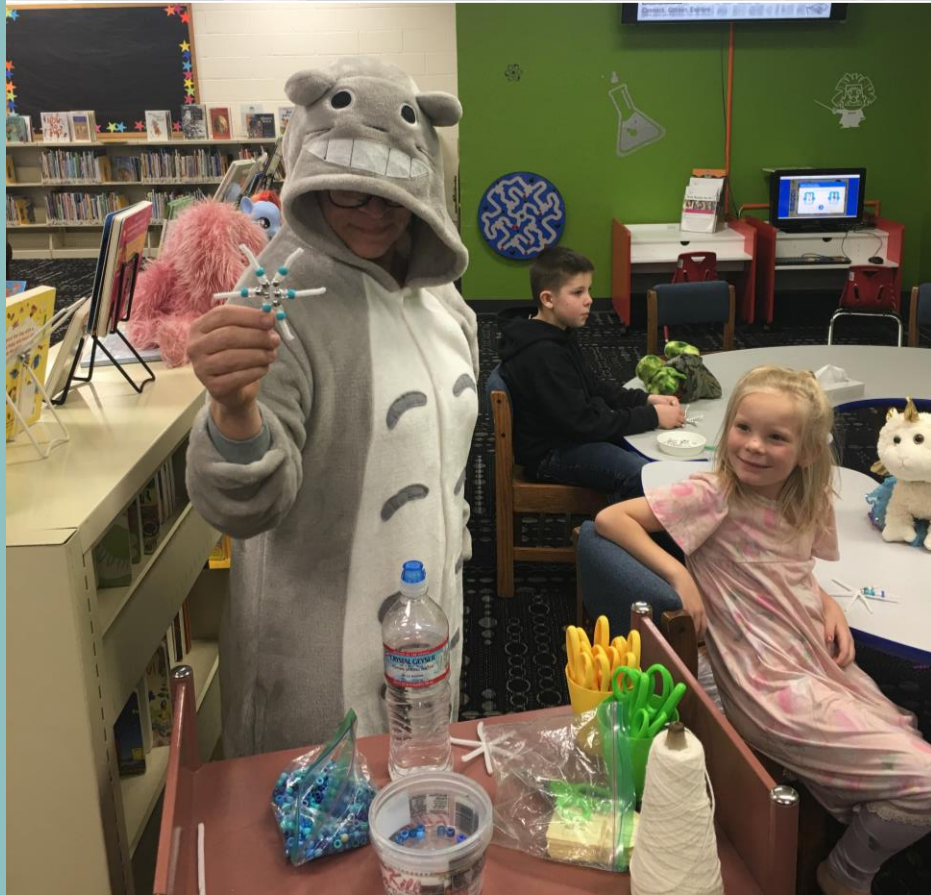
November 2019-March 2020

NV Went into the Pandemic on a high note:

- Marie Sevier-Dyer (Aide) at library information booth
- Theresa Trainer (LII) calling families to Story Time

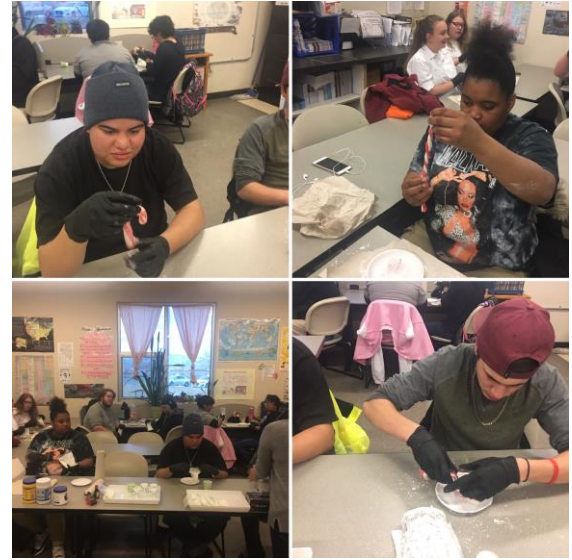
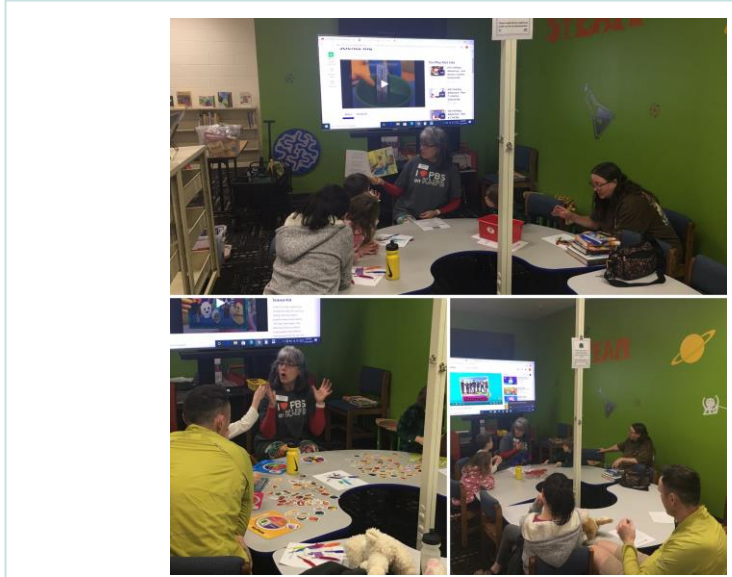


November 2019 - March 2020 Toddler Time Events (Linnae Ruesch, LAII)

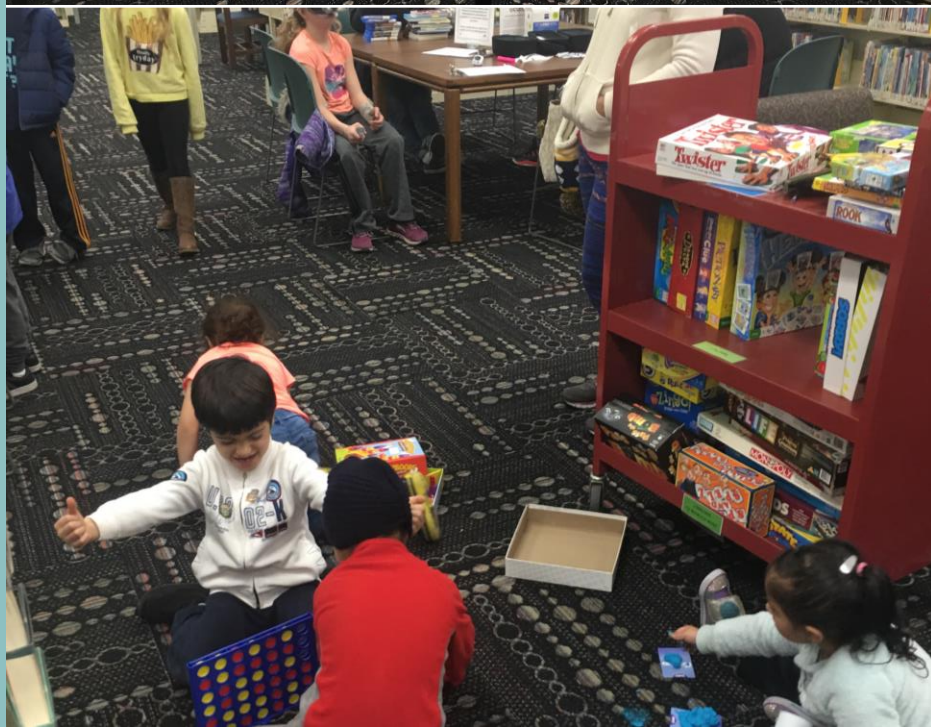


November 2019 - March 2020

- Button Making STEAM event (Sarah Harvey, LAII)
- P.J. Story Time Craft (Pam Larsen, LI)



November 2019 - March 2020 KNPB Collaborative STEAM & Sierra Nevada Job Corps STEAM Outreach



November 2019 – March 2020

Family Game Night & Virtual Reality (VR)



November 2019 - March 2020 Santa Fly-In 2019 Reno-Stead Airport

November 2019 – March 2020

- Parent U (University) collaborative in-reach presentation (Pam Larsen, LI)



November 2019 – March 2020

- Code It! Event (Linnae Ruesch, LAll)
- Interactive display for Black History Month, Feb. 2020





November 2019 – March 2020 Warp Trio musical performance & #NVMakerLab event

November 2019 – March 2020
Public Library Association (PLA) Annual Conference,
Nashville, TN February 2020



March 15, 2020

Visit [covid19washoe.com](https://www.covid19washoe.com) for COVID-19 updates.

WASHOE COUNTY LIBRARY SYSTEM

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Enter a title, author, or keyword ...

Tutorials

HOME » ABOUT » OUR SAFE REOPENING

Our Safe Reopening

All Washoe County Library System branches are again providing patrons with our full array of services. At the beginning of the COVID-19 pandemic, Washoe County Library System committed itself to a safe reopening that protects our patrons, staff, and community. You can see the official reopening plan that returned us to full service [here](#).

FOR YOUR SAFETY

In alignment with current CDC and state guidelines, all library visitors ages 2 and up are required to wear masks.

March 2020 – June 2021

- Early Pandemic work being performed
- Linnae Ruesch, LAII, checks in books after quarantine
- Beate Weinert, Youth Services Librarian, and Jonnica Bowen transport Summer Reading logs to WCSD



March 2020 – June 2021

- Thanh Nguyen, LAll presents a Virtual Crafternoon event
- Marie Sevier-Dyer, Aide (and cat, Thunder) present First Chapter Friday virtual event



March 2020 – June 2021

- Theresa Trainer, LII presents crafternoon virtual event
- Libby Rheault, LAll, presents Women's History Month virtual event
- Jonnica Bowen, Branch Manager & Theresa Trainer, present #VirtualMakerLab event





March 2020 – June 2021
First iteration of Grab 'n' Go holds pick up service

March 2020
– June 2021



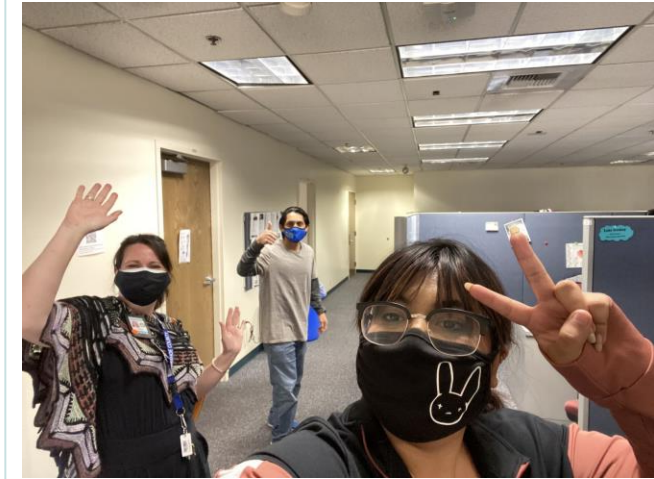
March 2020 – June 2021

- Summer Reading 2020 (Pam Larsen, LI)
- Young Grab 'n' Go patrons with surprise pack
- Early days waiting for walk-up library services



March 2020 – June 2021

- December 2020 – June 2021 NV team joined Washoe County Covid-19 Task Force to support Washoe County School District



COVID-19 in
Washoe
County



Voting at North Valleys Library

March 2020 – June 2021

March 2020 – June 2021

- Automated Material Handler installed at NV June 2020
- Relocation of “Bin-Room”
- New juvenile shelving





March 2020 – June 2021

March 2020 – June 2021

- Camporee! Staff re-training for grand re-opening June 2021

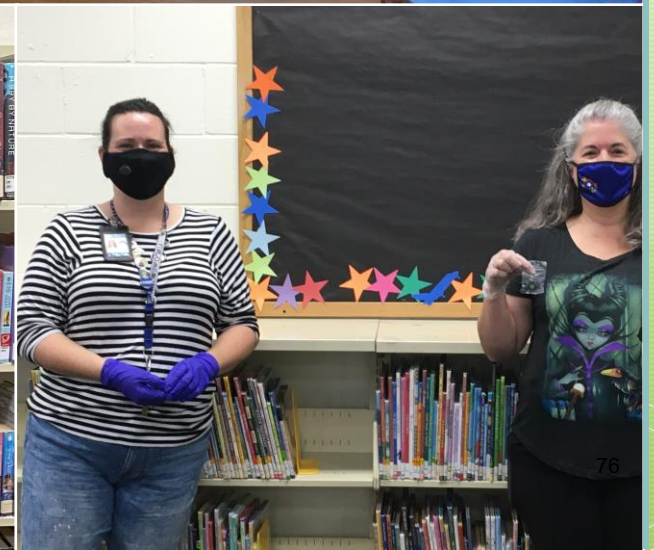
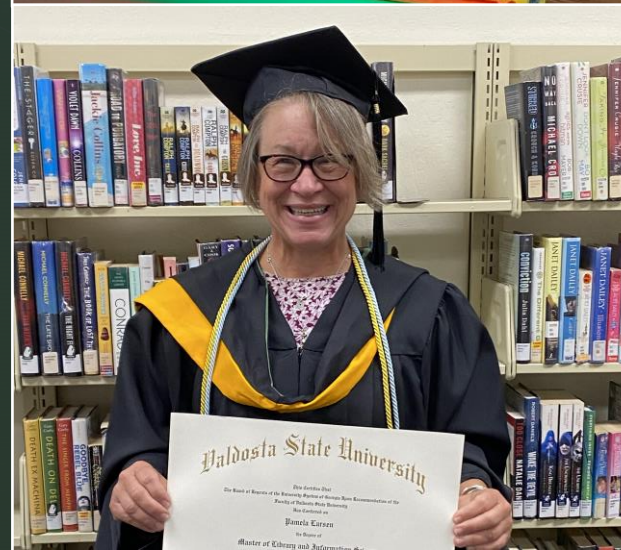
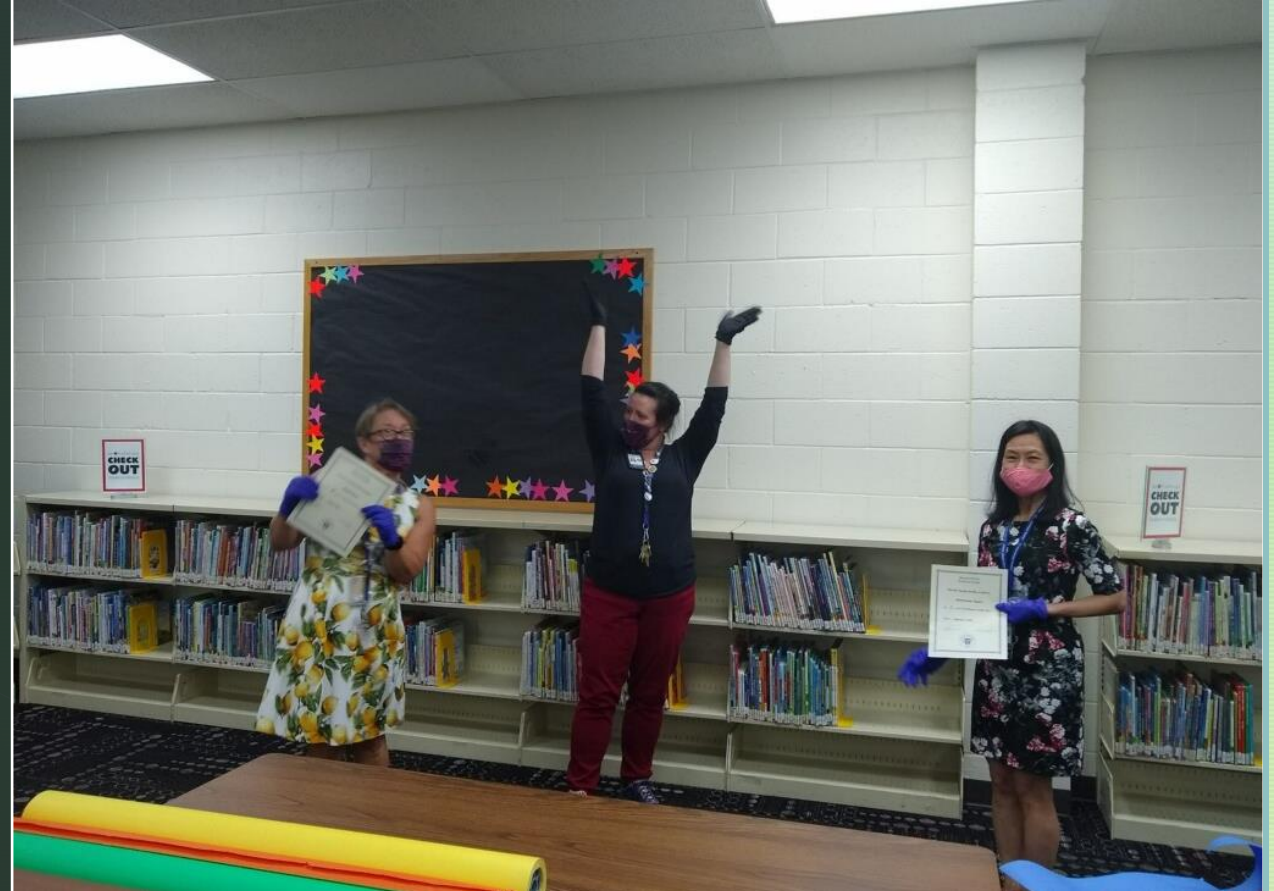




March 2020 – June 2021

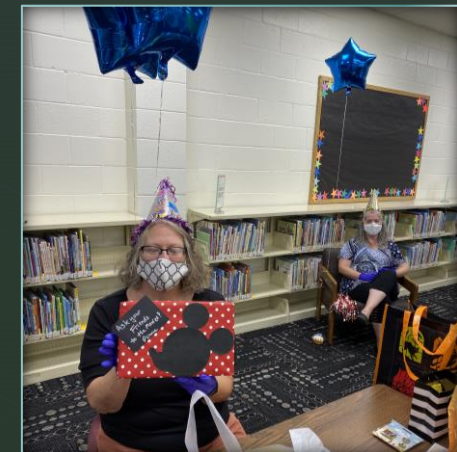
March 2020 – June 2021

- The good moments:
- Team member longevity: Linnae Ruesch 20 years; Pam Larsen, 15 years; Thanh Nguyen 5 years;
- Pam Larsen Graduates with MLIS



March 2020 – June 2021

- New NV family member, welcome baby John Martin Harvey
- Bon Voyage to retirement Harriett Clarke, LAll & Paula Hocker, Library Aide
- Congratulations, Pam Larsen, promoted to Librarian I



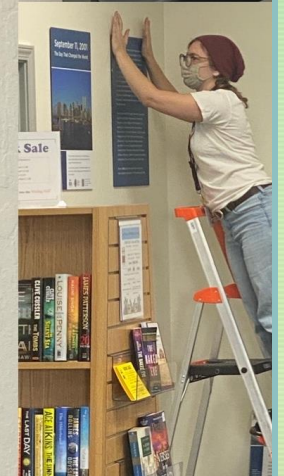
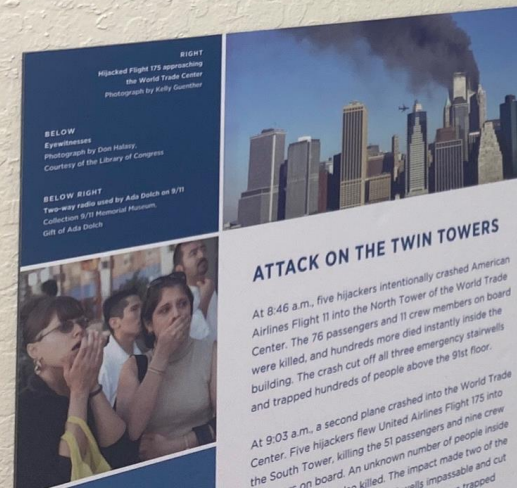
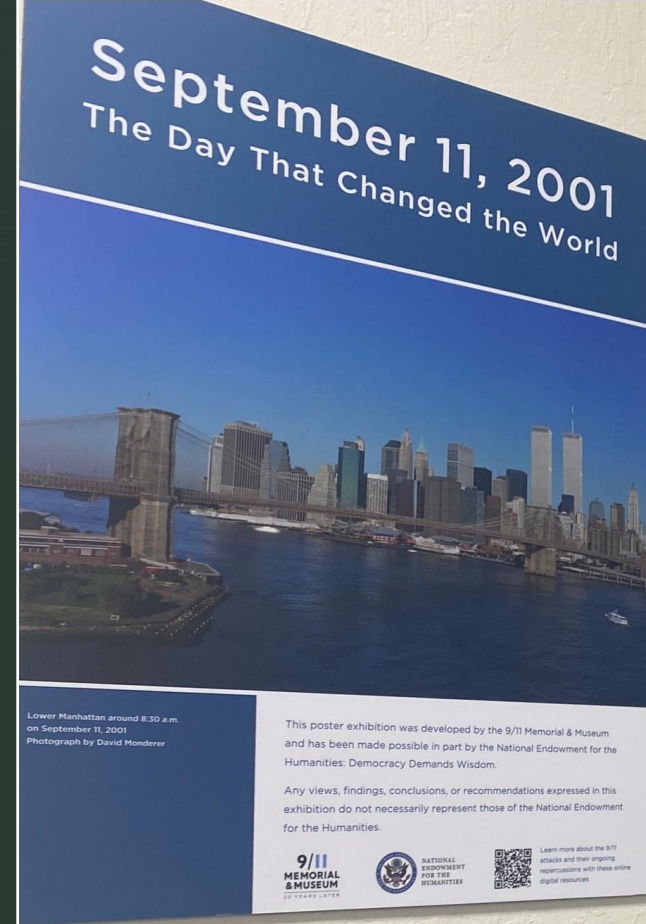


July 2021 – Today, November 2021

* July to August 31, 2021, reopening had relaxed mask mandates for public inside the library

July 2021 – Today, November 2021

- Libby Rheault, LAll, curates September 11th memorial display for 20th anniversary of terrorist attacks on the World Trade Center



July 2021 – Today, November 2021



July 2021 – Today, November 2021



July 2021 – Today, November 2021



What's Next for the North Valleys Library

STIMULATE IMAGINATION



LIFELONG LEARNING



PROMOTE THE LIBRARY



PROVIDE WELCOMING SPACES



CELEBRATE OUR DIVERSE COMMUNITY



WORKFORCE BUILDING



SCHOOL SUPPORT



What's Next for the North Valleys Library

New team members means more open business hours for the community!

Open 6 Days, Monday – Saturday

Welcome:

Librarian I, Miriam Hamby

LAlll, Carly Hume

LAll, Libby Rheault

LAll, Laurel Harrison

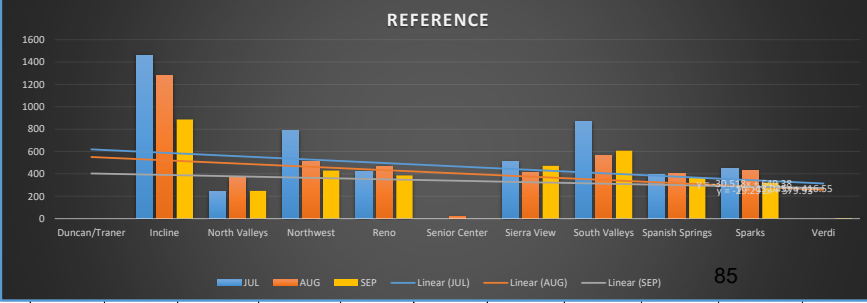
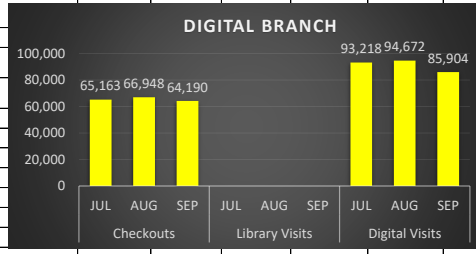
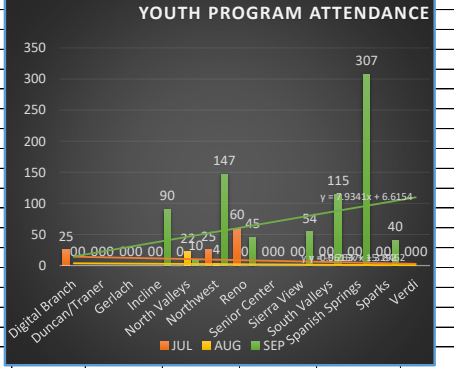
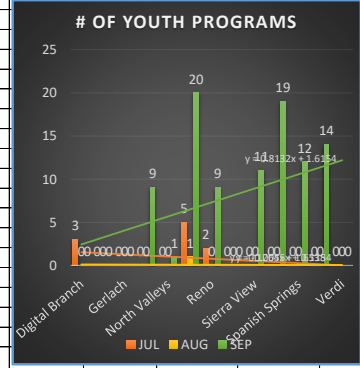
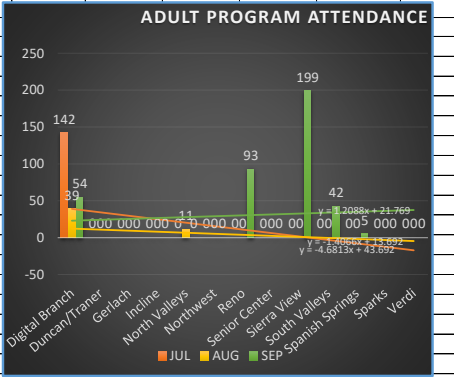
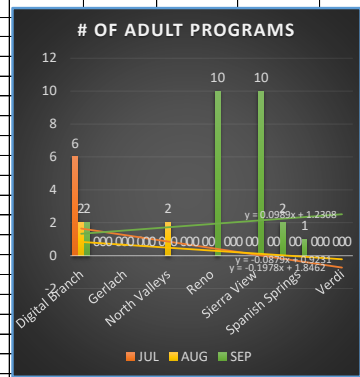
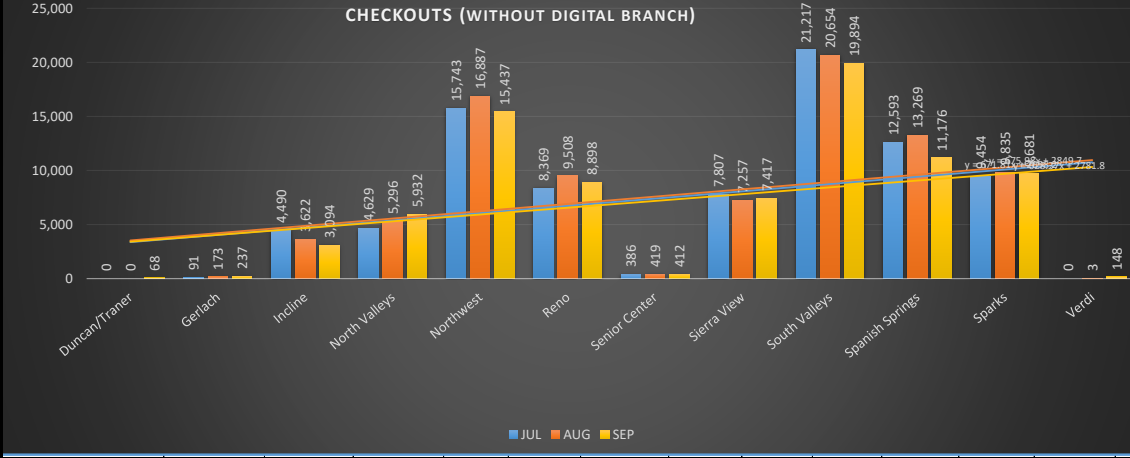
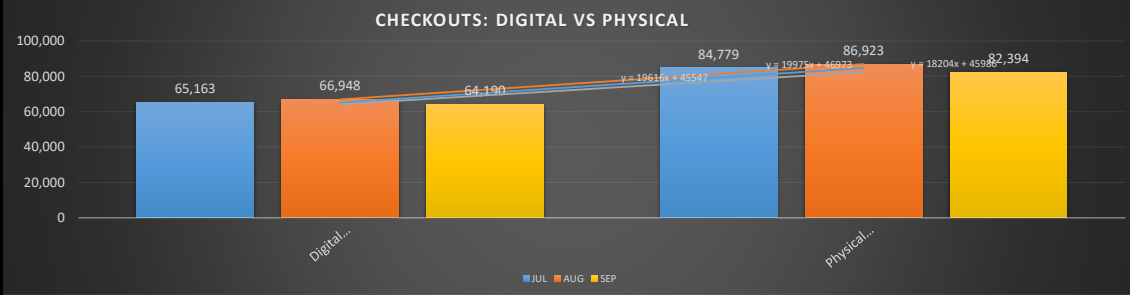
LAll Marie Sevier-Dyer

Washoe County Library System Wants Residents to Know Their Community



FY 21/22 First Quarter	Checkouts			Reference			Library Visits			Digital Visits			# of Programs			Program Attendance			# of Programs			Program Attendance		
	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	Adult			Adult			Youth			Youth		
													JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP
BRANCH ACTIVITY	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP	JUL	AUG	SEP
Digital Branch	65,163	66,948	64,190	24	9	31				93,218	94,672	85,904	6	2	2	142	39	54	3	0	0	25	0	0
Duncan/Traner	0	0	68	0	0	0	0	161	1,970				0	0	0	0	0	0	0	0	0	0	0	0
Gerlach	91	173	237	2	7	7	9	18	42				0	0	0	0	0	0	0	0	0	0	0	0
Incline	4,490	3,622	3,094	1,461	1,276	886	4,740	4,176	3,619				0	0	0	0	0	0	0	0	9	0	0	90
North Valleys	4,629	5,296	5,932	243	366	248	3,020	2,387	2,464				0	2	0	11	0	0	0	0	1	0	22	10
Northwest	15,743	16,887	15,437	789	514	429	4,397	4,728	4,182				0	0	0	0	0	0	5	1	20	25	4	147
Reno	8,369	9,508	8,898	419	463	386	7,171	7,544	7,039				0	0	10	0	0	93	2	0	9	60	0	45
Senior Center	386	419	412	0	16	0	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
Sierra View	7,807	7,257	7,417	511	416	472	5,749	4,407	6,875				0	0	10	0	0	199	0	0	11	0	0	54
South Valleys	21,217	20,654	19,894	866	561	607	10,016	9,303	8,954				0	0	2	0	0	42	0	0	19	0	0	115
Spanish Springs	12,593	13,269	11,176	390	403	366	3,672	3,615	3,951				0	0	1	0	0	5	0	0	12	0	0	307
Sparks	9,454	9,835	9,681	450	431	322	6,442	6,560	6,155				0	0	0	0	0	0	0	0	14	0	0	40
Verdi	0	3	148	0	0	5	0	0	106				0	0	0	0	0	0	0	0	0	0	0	0
Total:	149,942	153,871	146,584	5,155	4,462	3,759	45,216	42,899	45,357	93,218	94,672	85,904	6	4	25	142	50	393	10	1	95	110	26	808

Physical checkouts 84,779 86,923 82,394
 Note: Due to COVID, libraries remain closed but Grab and Go services were started to allow pickup of holds. No outreaches have been conducted.

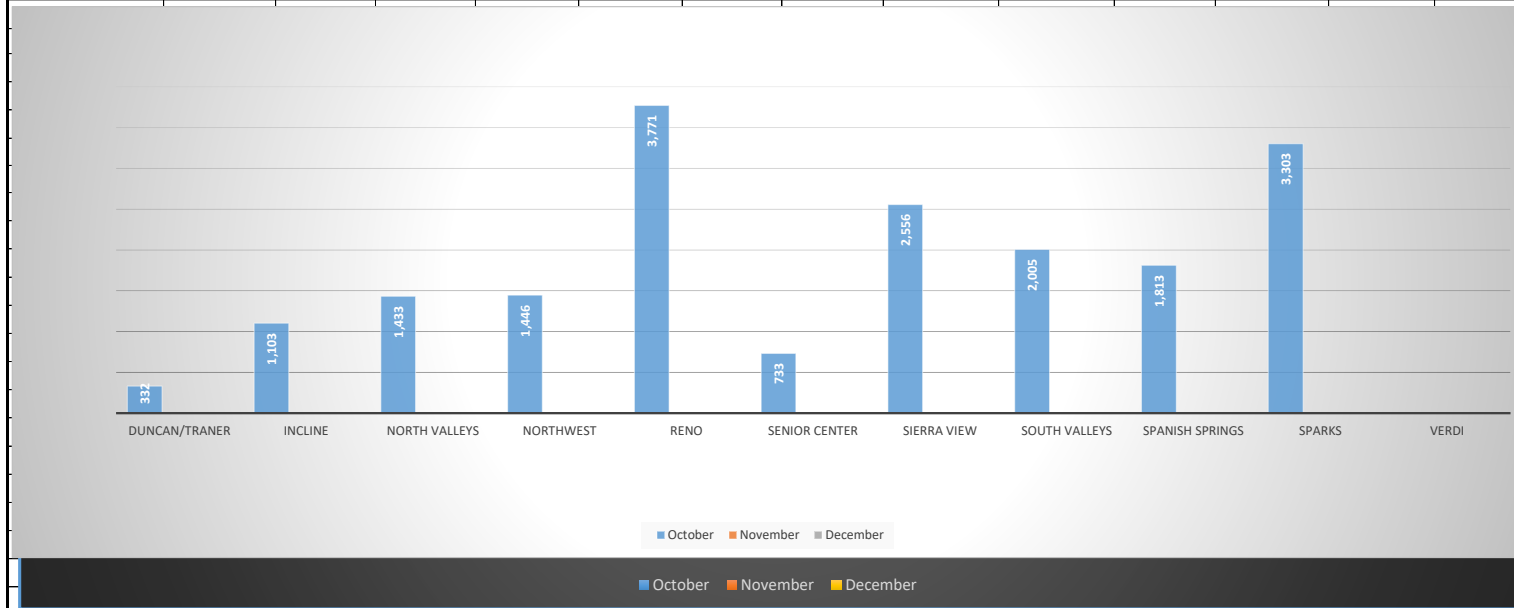


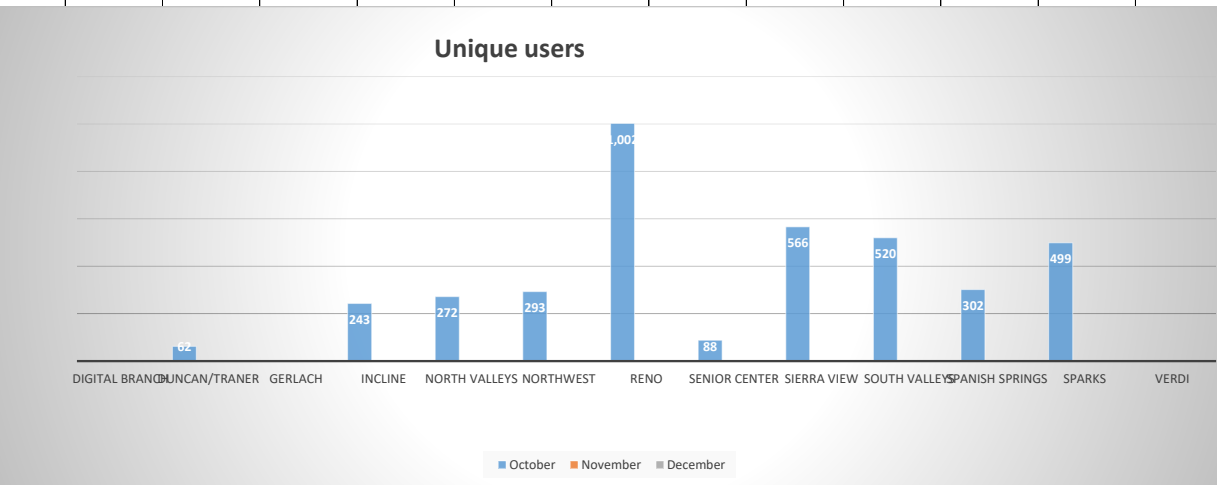
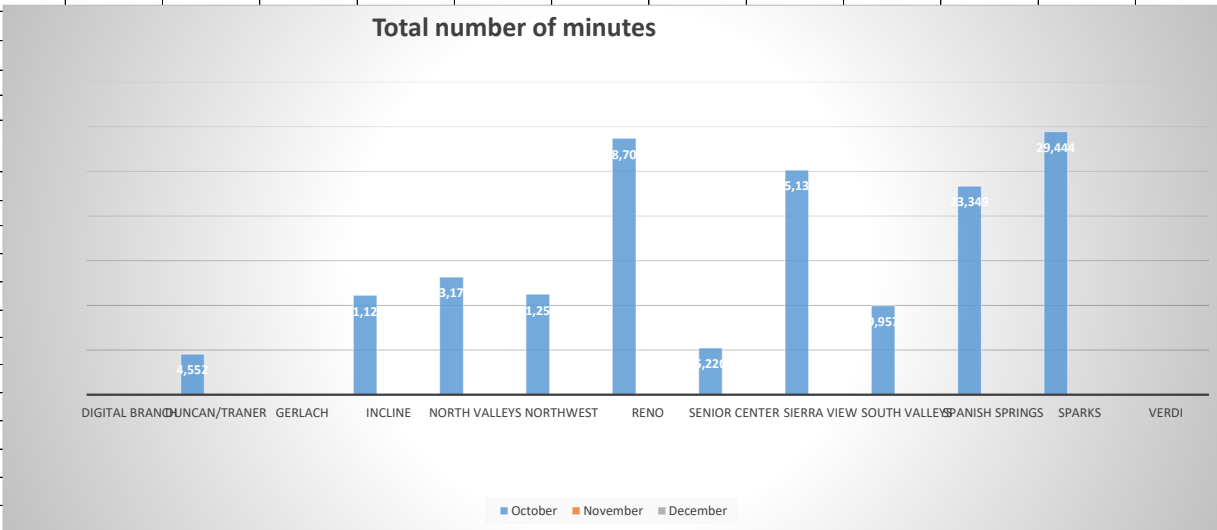
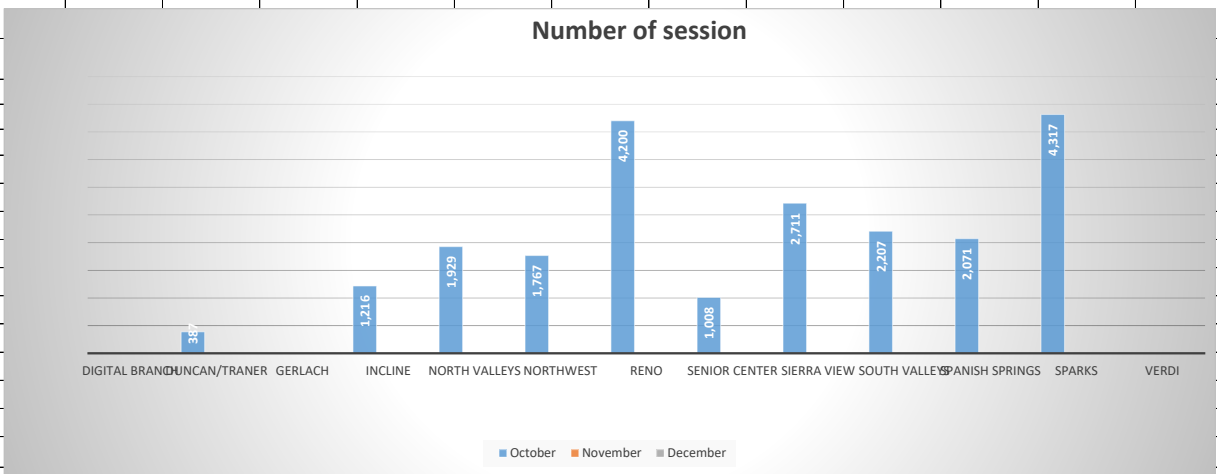
Note: Digital Branch includes ebooks, audiobooks, magazine checkouts
 Duncan Traner & Verdi reflect public hours only
 Gerlach reflects both public and school hours

Washoe County Library System is a Community Hub



	WiFi users			Number of sessions			Total number of minutes			Unique users		
	October	November	December	October	November	December	October	November	December	October	November	December
Digital Branch												
Duncan/Traner	332			387			4,552			62		
Gerlach												
Incline	1,103			1,216			11,125			243		
North Valleys	1,433			1,929			13,170			272		
Northwest	1,446			1,767			11,250			293		
Reno	3,771			4,200			28,703			1,002		
Senior Center	733			1,008			5,220			88		
Sierra View	2,556			2,711			25,138			566		
South Valleys	2,005			2,207			9,957			520		
Spanish Springs	1,813			2,071			23,349			302		
Sparks	3,303			4,317			29,444			499		
Verdi												
Total:	18,495	0	0	21,813	0	0	161,907	0	0	3,847	0	0





Donations April - June 2021

We receive monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by the Library Board of Trustees, staff and the public. The list includes the names of donors from April 1, 2021 through June 30, 2021.

Cash Donations: \$ 601.00

Carolyn Beatty – for as needed systemwide \$100.00
 Alec Holland – for as needed systemwide \$300.00
 Pamela Nummela – for as needed systemwide \$20.00
 Nathan & Varvara Payne – In Memory of Phillip Payne \$81.00
 Charlotte E Voitoff- Downtown Reno Gift Funds \$100.00

Non-Cash Donations

We strive to ensure that our donors and supporters are recognized accurately. If we have inaccurately not listed you, or if a mistake has been made, please let us know so we can correct it. Thank you!

Donations July - September 2021

We receive monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by the Library Board of Trustees, staff and the public. The list includes the names of donors from July 1, 2021 through September 30, 2021.

Grants:

LSTA CARES funding \$54,000.00

Cash Donations: \$ 9,355.00

Glen & Patricia Atkinson – Via Friends of Washoe County Library NW Reno Remodeling \$7,000
 Envirolution – In Memory of Dick Kuehner Downtown Reno Library \$25.00
 Joshua Glantz – for as needed systemwide \$30.00
 Alec Holland – for as needed systemwide \$300.00
 Carolyn Misumi – In Memory of Sam Misumi-Senior and Adult Materials \$2000.00

Non-Cash Donations

Conservation Ambassadors Wild Things Tails & Tales - systemwide programming
 Nevada Department of Wildlife Backyard Tales – systemwide programming
 Terri Farley – Local Autor
 Washoe County Parks Department – Story Stroll
 Nevada Historical Society – Various presenters systemwide

We strive to ensure that our donors and supporters are recognized accurately. If we have inaccurately not listed you, or if a mistake has been made, please let us know so we can correct it. Thank you!

<u>ACCOUNT</u>	<u>BALANCE</u>		
	Jul-21	.Aug-21	.Sept-21
GADMINBAGS	\$ 2,105.50	\$ 2,129.50	\$ 2,138.50
GCCERWIN	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
GDTBERKBIGLER	\$ 885.25	\$ 885.25	\$ 885.25
GIVROSENBERG	\$ 100.00	\$ 100.00	\$ 100.00
GNVHYDRATE	\$ 1,069.87	\$ 1,069.87	\$ 1,069.87
GNVWEBER	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00
GNWFOLGAL	\$ 60.58	\$ 60.58	\$ 60.58
GRNBENNETT	\$ 3,039.91	\$ 3,039.91	\$ 3,039.91
GSOFOLGAL	\$ 486.79	\$ 486.79	\$ 486.79
GSOSTEAM	\$ 4,725.08	\$ 4,725.08	\$ 4,725.08
GSSHARTUNG	\$ 0.05	\$ 0.05	\$ 0.05
GSSKERMOADE	\$ 58.39	\$ 58.39	\$ 58.39
GSSSTEAM	\$ -	\$ -	\$ -
GSYSBEATE	\$ 3,223.25	\$ 3,223.25	\$ 3,223.25
GSYSDIST3	\$ 500.00	\$ 500.00	\$ 500.00
GSYSFOL001	\$ -	\$ -	\$ -
GSYSHEADPHONES	\$ 2,258.10	\$ 2,258.10	\$ 2,258.10
GSYSFOLHOLD	\$ 728.39	\$ 728.39	\$ 728.39
GSYSINT	\$ 19,973.94	\$ 20,580.41	\$ 20,914.67
GSYSMKT	\$ 12,849.12	\$ 10,362.00	\$ 10,362.00
GSYSREADCAMPAIGN	\$ 18,977.01	\$ 18,683.95	\$ 18,664.48
GSYSTACCHINO	\$226,774.50	\$229,586.59	\$ 222,447.92
GSYSYTECH	\$ 47,346.58	\$ 47,346.58	\$ 47,346.58
GSYSYRAIN	\$ 4,970.30	\$ 4,970.30	\$ 4,970.30
GSYSWHYMAN	\$ (180.00)	\$ (180.00)	\$ (180.00)
GIFT	\$ 68,585.51	\$ 68,260.30	\$ 72,737.59
GAUBERT	\$ 125.24	\$ 125.24	\$ 125.24
GIVSMALLWOOD	\$ 3,673.51	\$ 3,673.51	\$ 3,673.51
GMAGS	\$ -	\$ -	\$ -
GNWHOLOCAUST1	\$ -	\$ -	\$ -
GADMIN1	\$ 4,587.20	\$ 4,597.20	\$ 5,107.20
GDUNCAN1	\$ 659.33	\$ 659.33	\$ 659.33
GINCLINE1	\$ 5,121.28	\$ 4,866.28	\$ 4,834.05
GNVALLEY1	\$ 1,966.45	\$ (310.00)	\$ (348.54)
GNORTHWEST1	\$ 6,643.59	\$ 6,460.80	\$ 6,460.80
GRENO1	\$ 2,126.08	\$ 2,126.08	\$ 2,126.08
GSENIOR1	\$ 885.61	\$ 885.61	\$ 885.61
GSPARKS1	\$ 20,842.08	\$ 20,842.08	\$ 20,797.50
GSPRINGS1	\$ 13,450.22	\$ 13,450.22	\$ 13,329.61
GSVALLEYS1	\$ 14,041.55	\$ 14,041.55	\$ 13,473.29
GSVIEW1	\$ 6,674.28	\$ 6,674.28	\$ 6,674.28
GSYSTEMS1	\$ 136.44	\$ 136.44	\$ 136.44
GTECH1	\$ 61.11	\$ 61.11	\$ 61.11
GVERDI1	\$ 304.28	\$ 304.28	\$ 304.28

TOTALS:	\$ 502,636.37	\$ 500,269.30	\$ 497,637.49
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TO: Washoe County Library Board
FROM: Jeff Scott, Library Director
RE: Tacchino Trust Expenditure Update
DATE: November 10, 2021

Background: The Library Board of Trustees receives regular monthly updates regarding the status of expenditures from the Tacchino Trust bequeathment to the Washoe County Library System.

Northwest Reno Tacchino funds expended to date \$98,408.35.

Sparks Tacchino funds expended to date \$97,729.38.

To date, Tacchino Trust funds has expended a total of \$690,021.27.

The total Tacchino Trust funds available the beginning of December 2021 is \$222,447.92

Recommendation and Suggested Motion: This agenda item is informational and does not require any action.