STRATEGIC PLAN FY 2018-20

WASHOE COUNTY LIBRARY SYSTEM washoecountylibrary.us

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.

Washoe County
Library is a
Community Hub

Washoe County Library Grows Young Readers Washoe County
Library Provides
Opportunities to
Express Creativity

Washoe County
Library Wants
Residents to
Know Their
Community

Washoe County Library System Provides:

- Opportunities for Connection
- Welcoming & wellmaintained spaces
- A welcoming and safe environment
- Meeting room space with relevant equipment & resources
- Dynamic spaces to maximize community access

Washoe County Library System:

- Provides collections to support young readers
- Encourages family support of early literacy
- Builds a bridge to education from birth to school
- Instills a love of reading & learning

Washoe County Library System:

- Provides access to creative experiences
- Provides
 opportunities to
 experience 21st
 century skills

Washoe County Library System:

- Is dedicated to growing a welleducated community
- Is a trusted source for local information

Community Hub



Growing
Young Readers



Express Creativity



Know Your Community



Washoe County Library System Strategic Planning Process for 2018-2020

2018									2019		
JANUARY	FEBRUARY	MAY	JULY	AUGUST	SEPTEMBER	OCTOBER	DECEMBER	JANUARY	DECEMBER	2020 DECEMBER	
Attend Community/ NAB/ Senior Groups January 18	EDAWN: Know Your Business	Develop and support Front Line Advocacy in Libraries May 18	Literacy Services as a	Expand Tahoe Talks	Curated list of Resources/ Washoe 311	Homeowners help/Wildfire/ flooding etc/ Winter weather awareness	Active Presence at Emergency Situations/ Providing support through Storytimes, hotspots, and emergency kits	Review 24/7 chat service by January 2019	Display Meeting Room Calendar digitally in the library December 2019	Libraries will renovate Downtown Reno Library, Sparks Library, Northwest Library, and plan for building a new North Valleys Library by 2020	
Attend Housing Meetings/ Programs January 18	Know Your Non- profits			Expand UNR Extension Programs	Review Volunteer Services Annually		Ensure Library Services are consistent with peer libraries	Access e- resources before getting a full library card January 2019			
Attend Transportation meetings January 18					Review Marketing/ Branding of Library		Review staff strengths	Review one stop services: DMV, Notary, Job search, Passport, Proctoring, Fax, and more January 2019			
Library at the table when discussing community expansion					Promote Community Referrals to Resources via social media		Seek alternative funding	Support Distance Education January 2019			
					Mutual promotion of Community Events Washoe County						

Library System wants you to know series

Know your community

Washoe County Library System Strategic Planning Process for 2018-2020

2018										
FEBRUARY	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	DECEMBER			
Implement ExecReport Incident Reporting System to make it easier to report and track patron incidents by February 2018	Livieeting Space and	Conduct Meeting Room needs assessment on an annual basis. Assess all needs including a Technology Review and Stakeholder surveys by May 2018 and annually thereafter	Review before and after hours Services and opportunities: HVAC, Lighting, alarm and card key access	spreadsheet of Furniture, Fixtures, and Equipment that need replaced	janitorial services	Ensure each library has adequate security. Review security incident and procedures annually to ensure a safe environment annually starting September 2018	Implement Online Meeting Room Reservations by			
		Ensure adequate Teleconferencing Equipment by May 2018 and annually thereafter		Libraries will create a budget and schedule for maintenance, upkeep, cleaning, and replacement by July 2018 and update annually.			Assess Small Meeting space by December 2018			
		Ensure adequate Teleconferencing Equipment by May 2018 and annually thereafter		Add one security guard to the Sparks Library and Downtown Reno Library by July 2018			Ensure Collaborative Spaces			
		Evaluate Meeting Room Policy by May 2018 and annually thereafter		Ensure every library has AED machines, Narcan, and library staff have CPR training at every branch by July 2018						

Community Hub

Washoe County Library System Strategic Planning Process for 2018-2020

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	JANUARY	MARCH	MAY	JUNE	JULY	AUGUST	SEPTEMBER	NOVEMBER
	Continue to provide fine free library cards for children	Friction free library card process March 2018	Review foreign language children's collection and Readers Advisory May 2018	Develop Summer Lunch Program for School Children June 2018	Review Stay and Play Activities and Early Literacy Manipulatives Annually July 2018	Outreach to preschools/match outreach with outreach to	Increase Early Literacy Outreach (List of locations and when) September 2018	Reach minimum Nevada Public Library Standard of 10% expenditure on Books and materials November 2018
adels	Continue to provide School Public Library Cards to WCSD students	Multi- generational access to library collections March 2018	Train library staff to enhance Readers Advisory to encourage a love of reading. Encourage patrons to go beyond the Accelerated Reader Score. All staff will know their collection. May 2018	Concentrate more support for the Reno Sparks Indian Colony June 2018	Investigate more bilingual, multi- generational, and alternate hour story times. July 2018	Support Children in Transition August 2018	Partner with organizations to increase the number of parenting classes September 2018	
S N C	Continue to provide databases that support students	Support Teachers and Educators:			Support Literacy Through Talk,Sing, Read, Write, and Play programs July 2018			
	Ensure a Summer Reading Program Every Year	Longer Checkouts			Annual Review of Children's Services and Training July 2018			
	Ensure a Winter Reading Program Every Year	Open House at All Branches before School Starts			Incorporate local and international early literacy concepts and partnerships July 2018			
		Automatic Opt-in Library Cards for all WCSD Teachers			Investigate Re- establishment of Kinder Kits July 2018			
		Fine Free Card for Teachers			New Book Status for Children's and Teen's books July 2018			
		Examine Library Card Policies						

	JANUARY	MARCH	MAY	JUNE	JULY	AUGUST	SEPTEMBER	NOVEMBER	MAY	JULY	AUGUST	OCTOBER	DECEMBER
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) -) 5 5	Continue to provide School Public Library Cards to WCSD students	Multi- generational access to library collections March 2018	Train library staff to enhance Readers Advisory to encourage a love of reading. Encourage patrons to go beyond the Accelerated Reader Score. All staff will know their collection. May 2018		Investigate more bilingual, multi- generational, and alternate hour story times. July 2018	Support Children in Transition August 2018	Partner with organizations to increase the number of parenting classes September 2018		Establish Bike bookmobile services May 2019				
	Continue to provide databases that support	Support Teachers and Educators:			Support Literacy Through Talk,Sing, Read, Write, and								

2018

Washoe County Library System Strategic Planning Process for 2018-2020

JANUARY FEBRUARY MAY JULY **AUGUST SEPTEMBER OCTOBER APRIL** JUNE Retire some boxes, create others. Begin 3rd **Review Library** Create Maker Plan for Track wireless session, Benchmark the public rotation of boxes. Databases to ensure Annually Review 4rth floor of Downtown average wait time per access computer Arts, Culture, Authors, Budget for and Evaluate useful and relevant Presentation Equipment Continue to support and Reno Library by May Higher engagement with environment against computer, and the Speakers hosted @ the content. Make annual Maker services/ Idea to ensure it meets the **Grow Idea Boxes** 2018. Begin constructnumber of requests for Artown July 2018 published standards library February 2018 Boxes/ Branding/ recommend-ations with needs of the public ion and open RN 4th technology help by June annually starting replacement on a a zero based budgeting October 2018 Floor Makerspace. 2018 September 2018 quarterly basis starting model. August 2018 April 2018. Develop a staff Keep up to date on Koha technology-training plan Regularly check Wi-Fi upgrades and make Seek increased funding Maintain and review Possible fundraiser for including a centralized signal reaches all public recommend-ations to with a goal of \$500,000 RN 4th Floor collection of library library website for Heavy Marketing for Art enhance-ments on an areas at all locations, Continue to Support technology budget. accessibility, self-service, software/ services, during Artown/ Booklet annual basis. Circulation annually review Makerspace. RN 4th **Gallery Spaces** Fundraise, grant write, and next generation Floor Makerspace grand proactively market to entry due February Team will meet monthly computer sessions and request funding services annually opening. Idea Box Faire. library staff with training every year July 2018 and review potential ensuring adequate time starting February 2018 starting April 2018 Fix-it Clinic available on the clock, upgrades on an annual for patrons starting and regular evaluations basis starting August September 2018 June 2018 2018 Create Regional Maker Network by July 2018. Identify and reach out to partner organizations Continue to Support Apply for federal The Library will conduct Expand marketing for for programs or Discover and Go for RN's 4th floor and other government's E-rate speed tests on a volunteers for RN's 4th discounts for libraries by quarterly basis starting Museums and expand **WCLS Maker services** floor. Continue number of locations **April 2018** February 2018 and programs partnership with Reno Mini Maker Faire and DeLaMere Library for community outreach and programming Expand the Maker Network as new Establish E-rate organizations are Compliance saving Develop core list of identified. Continue money annually Starting Build a Bridge to training needs for staff partnership with Reno TMCC/UNR February 2018 will April 2018 Mini Maker Faire and proceeds realized FY DeLaMere Library for 2019 community outreach and programming.

2018	JANUARY	FEBRUARY	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
	Investigate Fix-it Clinics		Develop core list of training needs for public April 2018			Explore maker concepts by watching national trends/peer libraries Annually starting July 2018.			
ativity	Build, sustain, and support internal technology infrastructure. Provide a monthly report on technology infrastructure starting January 2018		Develop Core list of training needs specifically serving seniors April 2018			Apply for technology grants and seek federal funding to supplement the \$500,000 budget goal. Apply for LSTA Grants annually starting October 2018. Seek other Federal Grants			
s Cre	Provide and Record reference services to the public starting January 2018		Develop Core list of training needs specifically serving workforce develop-ment purposes April 2018			Library Ref Team will create a list of tech stakeholders to survey to determine support. July 2018.			
Express	Stay up to date on tech changes: upgrades, devices, and more that may impact staff or patrons. Systems IT will assess January 2018 and provide monthly report.		Conduct Quarterly surveys of the public to ensure library meets technology and training needs starting April 2018						
	Provide Koha updates and training through Washoe County Library System's Circulation Team on a monthly basis starting January 2018								