WASHOE COUNTY
LIBRARY SYSTEM
www.washoecountylibrary.us

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

North Valleys Library
1075 North Hills Blvd #340
Reno, NV 89523

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

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

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

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

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

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

1) Roll Call

2) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
   No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.

3) Approval of Meeting Minutes
   a. *For Possible Action:* Approval of Minutes from the Library Board Meeting of August 16, 2017
   b. *For Possible Action:* Approval of Minutes from the Library Board Special Meeting of September 27, 2017

4) Old Business
   a. *Informational*: Update Regarding Status of All Grants Applied For and All Grants Approved in the Last 12 months

5) New Business
   a. *For Possible Action:* Approval of the Washoe County Library Closure Calendar for 2018
   b. *For Possible Action:* Acknowledgement of Cash and Non-Cash Donations Received by the Library System Between July 1 and September 30, 2017, for a Total of $102,814.53.
   c. *For Possible Action:* Discussion and Recommendations Regarding the Revised Washoe County Library Technology Plan for 2018-2021
   d. *For Possible Action:* Approval of Revised Public Use of Library Technology Policy Identifying the New Default Filtering for WCLS Compliance with Children's Internet Protection Act (CIPA)
   e. *For Possible Action:* Approval of New Internet Safety Policy that Identifies Intent and Purpose of WCLS Compliance with CIPA
   f. *Informational:* Review of New Library Director Evaluation Process Based Upon Current Process for Evaluating Washoe County Appointed Department Heads.

6) Reports
   a. Library Director's Presentation to Include System Programs and Activities, and Friends Report for August, September and October 2017 and SB549 Legislative Session.
   b. North Valleys Library Programs, Activities and Operations
   c. Librarian Unchained Presentation from NLA/MPLA Conference
   d. Tacchino Trust Update
   e. Financial Statements to Include the Monthly Expenditure Comparison and Gift Fund Balances for August, September, and October 2017
   f. Monthly Library Usage for August, September and October 2017

7) Staff Announcements - Three Minute Time Limit Per Person
   No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.

8) 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, August 16, 2017

The Board met in regular session at the Incline Village Library, 845 Alder Ave, Reno, NV 89451

Chair Alderman called the meeting at 4:00 pm.

1) **ROLL CALL**

Board Member Present: Wendy Alderman, Zanny Marsh via Phone, Jean Stoess, Derek Wilson

County Staff Present: Assistant District Attorney Herb Kaplan

Public Present: None noted

2) **PUBLIC COMMENT**

None

3) **APPROVAL OF MEETING MINUTES**
   a. **APPROVAL OF MEETING MINUTES FROM THE LIBRARY BOARD MEETING OF JULY 19, 2017**

On motion by Trustee Wilson, seconded by Trustee Stoess, motion which duly carried, the Board approved the meeting minutes from the Library Board of Trustee meeting of July 19, 2017. All in favor, none opposed.

4) **OLD BUSINESS**
   a. **PARTNERSHIP BRANCHES PRESENTATION REPORT**

Director Scott provided a PowerPoint presentation updating the Board on the history, staffing and hours for each partnership library.

Trustee Wilson responded to the comment about partnerships being relatively inexpensive in comparison to building a new building, but expensive to maintain. He noted that much of the last seven years, WCLS spent a lot of dollars supporting low usage and that there is a minimum threshold that needs to be reached to make partnerships succeed. He also stated that usage has been on the rise with restored programming.

Director Scott stated WCLS cannot close the partnerships due to lack of resources in those communities, but that the Library System is seeing higher usage with positive reinforcement and marketing.

Upon questioning regarding partnership staffing by the Board, Director Scott explained some of the changes in branch staffing responsibilities from Sierra View staffing all the partnerships to now, where each partnership is staffed by a separate branch.

5) **NEW BUSINESS**

a. **ANNUAL REVIEW OF AND POSSIBLE DIRECTION TO STAFF REGARDING WCLS POLICIES**

The Library Board reviewed the information submitted in the packet.

Director Scott noted this was an annual review of current policies as requested by the Board in the past and included in the Library Board of Trustee Bylaws.

Upon questioning by Chair Wilson regarding any flags on policies that were either coming or not working, Director Scott noted that two policies would be reviewed by the Policy Review Team. Both policies, Meeting Room Policy and the CIPA Compliance (or Internet Access Policy), would be brought before the Board in the near future.

On motion by Trustee Stoess, seconded by Trustee Wilson, motion which duly carried, the Board approved WCLS Policies as presented. All in favor, none opposed.

b. **ACKNOWLEDGEMENT OF DIRECTOR-APPROVED GIFT FUND PURCHASES BETWEEN JANUARY 1 AND JUNE 30, 2017**

The Library Board reviewed the information submitted in the packet

Upon questioning by Trustee Stoess, Director Scott clarified that the Helene Berr exhibit was rented, not purchased, and that the shipping costs to provide the display exceeded expectations.

c. **APPROVAL TO CLOSE ALL WASHOE COUNTY LIBRARIES OCTOBER 18, 2017, FOR STAFF TO ATTEND NLA/MPLA CONFERENCE**

Director Scott reminded the Board that this item was briefly mentioned during the April Board meeting when the Board approved to move the October Board Meeting to South Lake Tahoe to allow the Trustees to attend the conference before the Board meeting. He stated that the conference only happens every 15 years or so in the Reno area and this is an ideal opportunity for all library personnel to attend and provide a presence.

Trustee Wilson requested that WCLS publicize this closure as much as possible as he does not like to see closures for public libraries.

On motion by Trustee Marsh, seconded by Trustee Stoess, motion which duly carried, the Board approved closure of all Washoe County Libraries to the public on Wednesday, October 18, 2017. All in favor, none opposed.

d. **APPROVAL OF PROPOSAL NOT TO EXCEED $8,000 FOR GUSTIN AND ASSOCIATES TO BEGIN CONCEPTUAL WORK FOR PUBLIC LIBRARY ART AS PART OF THE DOWNTOWN RENO LIBRARY RENOVATION PROJECT**

Director Scott referred to the Staff report and attached proposal. He explained that approval of this agenda item approves expenditures for conceptual work out of the Tacchino Trust up to $8,000. The intent with this proposal is to create outside artwork that designates the Downtown Reno Library building as a library and is included in the family friendly surrounding corridor.

Upon questioning by the Board, Director Scott explained that for County expenditures exceeding $50,000, County departments are required to go through a Request for Proposal (RFP) process. This request expends funds from the Tacchino Trust allotment,

which has been deposited into undesignated Library Gift Funds. The vendor information was provided specifically for the scope of this project.

Upon approval of Legal Counsel, Herb Kaplan, Trustee Wilson stated he had worked professionally in the past with this vendor and informed the Board that they could look to the steel artwork on I-580 as the work of Kreg Mebust, the landscape artist with this company.

On motion by Trustee Stoess, seconded by Trustee Marsh, motion which duly carried, the Board accepted the proposal and approved expenditures up to $8,000 for the conceptual artwork to begin. All in favor, none opposed.

6) **REPORTS**
   a. **LIBRARY DIRECTOR'S PRESENTATION TO INCLUDE SYSTEM PROGRAMS AND ACTIVITIES, AND FRIENDS REPORT FOR JULY 2017**

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

   Chair Alderman requested summary all grants applied for and all grants funds approved for in the last 6-12 months.

   Director Scott noted the addition of 52,000 more patrons due to the records imported from the Washoe County School District for all the students whose parents checked the box to receive a library card during the registration process. 20,000 welcome emails were mailed out the first day.

   b. **INCLINE VILLAGE LIBRARY PROGRAMS, ACTIVITIES AND OPERATIONS**

   Pam Rasmussen, Incline Village Managing Librarian, highlighted the following:
   - Closures: Incline Village Library closed 4 days during the winter in comparison to only 2.5 days in last 13 years. Closures included snow removal issues, staff getting out of their residences and parking issues.
   - New Hours: On January 2, 2017, Incline Village Library changed days open to the public days to Monday through Friday. Historically, Mondays are the slowest as Incline Village and the surrounding communities are more recreational than those in the valley. Incline Village Library received a lot of community requests to open Mondays and this day has since become the busiest day.
   - Outreaches: Due to the size somewhat isolated nature of the area, the community likes to see library staff attend events.
   - The community wants a senior center and has created a Senior Services Community Focus Group. Through conversations, monthly meetings and discussion at the library and community level, Washoe County is looking to change the building next door into a Senior Center.
   - This summer, Incline Village Library has hosted a Farmer's Market in the parking lot every Thursday.
   - Incline Village Library purchased 4 mini shopping carts for young patrons. The patrons are enjoying this purchase and demonstrated with a small parade.

   Upon questioning by the Board, Ms. Rasmussen explained that the "Tahoe Talks" discussion on Fake News was a panel discussion regarding fake news and how it influences opinions and the last election.

She also informed the Board how the local Fire Department was invited to bring their big engine to Storytime for the young patrons and how the firefighters ended up staying and reading stories.

c. **TACCHINO TRUST UPDATE**

Director Scott reported no expenditures from the Tacchino Trust in July 2017

d. **FINANCIAL STATEMENTS TO INCLUDE THE MONTHLY EXPENDITURE COMPARISON AND GIFT FUND BALANCES FOR JULY 2017**

The Library Board reviewed the information submitted in the packet.

Chair Alderman requested a summary report for last fiscal year.

e. **MONTHLY LIBRARY USAGE FOR JULY 2017**

The Library Board reviewed the information submitted in the packet.

7) **PUBLIC COMMENT**

Julie Machado, Spanish Springs Managing Librarian informed the Board of the most recent annual Artown event. This 30-minute event was recorded by KNPB and the program included students dancing and speaking Paiute.

8) **BOARD COMMENT**

None

9) **STAFF ANNOUNCEMENTS**

None

10) **ADJOURNMENT**

Chair Alderman adjourned the meeting at 5:00 pm.

LIBRARY BOARD OF TRUSTEES SPECIAL MEETING MINUTES
WEDNESDAY, September 27, 2017

The Board met in regular session at the Downtown Reno Library, 301 S. Center Street, Reno, NV 89501

Chair Alderman called the meeting at 4:00 pm.

1) **ROLL CALL**

Board Member Present: Wendy Alderman, Zanny Marsh, Ted Parkhill (arrived at 4:11 pm), Jean Stoess, Derek Wilson (via phone)

County Staff Present: Assistant District Attorney Dania Reid, Assistant County Manager Dave Solaro

Public Present: None noted

2) **PUBLIC COMMENT**

None

3) **NEW BUSINESS**

a. **APPROVAL OF THE WASHOE COUNTY LIBRARY SYSTEM STRATEGIC PLANNING PROCESS FOR 2018-2020**

Director Scott referred to the staff report and attached process. He explained the process is a modified version of a process created by the Public Library Association and that he has used this process effectively several times.

The Washoe County Library Leadership and System level administrators will be talking to the stakeholders in their communities to get a community perspective on community needs. The communication data will be compiled to determine the top most noted needs.

Upon questioning by the Board, Director Scott:
- Explained that the service responses on page 2 of the process come from the Public Library Association and that an organization the size of Washoe County should select 3-5 of the noted areas based upon community response.
- Utilizing components from both the Washoe County Strategic Plan and the United Way Community Strategic plan allows for the Washoe County Library System to integrate with Washoe County as a whole.
- By including stakeholders in the community, stakeholders, the media and community are already in support of what the Library System is working to accomplish should the need arise to fundraise.
- The Library System and Washoe County are already having conversations about the future of library funding and the sunset in 2024 of the WC1 Expansion Fund library tax initiative.
- Should community needs express inadequate facility space or location of libraries, the Library System would communicate this with Washoe County.

Trustee Parkhill arrived at 4:11 pm

On motion by Trustee Stoess, seconded by Trustee Marsh, motion which duly carried, the Board approved the Planning for Results Process as presented, including any additional points of contact the Board feels should be noted. All in favor, none opposed.

4) **STAFF ANNOUNCEMENTS**

None

5) **PUBLIC COMMENT**

None

6) **BOARD COMMENT**

Chair Alderman reminded the Board of the opportunity presented to the Trustees to participate by joining library staff in attending the Nevada Library Association on Wednesday, October 18, 2017, at the Hard Rock Hotel and Casino at Stateline.

Upon questioning by the Board, Director Scott confirmed the following:
- This is the first opportunity since 2002 for all staff attendance to such an event.
- Trustees would receive notice of the available presentations prior to the conference to determine what catches their interest or the ones deemed more important
- He will highlight or note which presentations are being done by Washoe County Library personnel.

Upon questioning by the Board, Legal Counsel Dania Reid, suggested the following:
- Tami Gaston to prepare a Possible Quorum Public notice for posting pursuant to Open Meeting Law (OML) standards
- Ms. Gaston should be the individual point of contact to collect and send Trustees information of who plans to attend which presentations.
- Should the Trustees desire to bring anything of note to the Board for discussion, Trustees must agendize the item for Board discussion at a future meeting. Written summaries or other materials are able to be provided, but must be included in the Board packet due to OML. Trustees need to always be careful of deliberation for any issues that could be considered board related.

Trustee Stoess requested Chair Alderman to write a thank you to Commissioner Berkbigler from the Library Board of Trustees for her donation to the Library Summer Reading Program. Commissioner Berkbigler generously donated $5,000 from her district'ss Special County Commission District Funds.

7) **ADJOURNMENT**

Chair Alderman adjourned the meeting at 4:21 pm.

Status of WCLS/FWCL Grant Applications

Grantor	Amount Requested	Use of Funds	Date Approved by FWCL	Date Submitted	Status
Tacchino Trust	$900,000				
Kinder Morgan	$5,000	Summer Reading Program	3/1/2017	4/6/2017	Approved- 5,000 received for SRP
Grow Your Novelist	$1,000	Early Literacy	4/12/2017	09/2016	Approved -1,000 received for newsletter marketing
Baker & Taylor	$1,000				Ineligible in 2017: Will apply in 2018
Dollar General	$4,000				
Gannett Foundation	$1,000-$5,000	Early Literacy	8/10/17		Submitted-Pending
Best Buy	$10,000		8/10/17		Submitted-Pending TBD 9/15
Special County Commission District Funds	$5,000	Summer Reading Program			Approved - 5,000 received grant monies donated by WC Commissioner Berkbigler-
River Walk Merchant Association	280.80	Gift Funds			Received monies for special event at Downtown Reno Library
Wine Walk	Percentage of sales	TBD			Potential fund raising opportunity
Give the Gift of Reading 2nd annual Campaign	Goal is to raise $20,000	Early Literacy Collection	8/9/2017		Includes: Big Horns Game and Barnes and Noble Bookfair

Grantor	Amount Requested	Use of Funds	Date Approved by FWCL	Date Submitted	Status
Verizon Foundation	$3,000	STEAM/STEM			
Nevada State Library Archives and Public Records	$96,000	Automated Materials Handlers	(Library Grant)	September 2016	Approved
Nevada State Library Archives and Public Records	$3,000	STEAM/STEP	(Library Grant)	July 2017	Approved
Library Services and Technology Grant	$100,000	Expansion of Maker Services	(Library Grant)	October 2017	Submitted-Pending
State Historic Preservation Office	$75,000	Downtown Reno Library renovations		October 2017	Submitted-Pending

WASHOE COUNTY LIBRARY
2018 CLOSURES

January 1	Monday	New Year's Day	All libraries closed
January 2	Tuesday		North Valleys closed
January 15	Monday	Martin Luther King, Jr. Day	All libraries closed
January 16	Tuesday		North Valleys closed
February 19	Monday	President's Day	All libraries closed
February 20	Tuesday		North Valleys closed
May 17	Thursday	Staff Day	All Branches open at 2 pm
May 28	Monday	Memorial Day	All libraries closed
May 29	Tuesday		North Valleys closed
July 4	Wednesday	Independence Day	All Libraries closed
September 3	Monday	Labor Day	All libraries closed
September 4	Tuesday		North Valleys closed
October 25	Thursday		Downtown Reno & Spanish Springs closed
October 26	Friday	Nevada Day Observed	All libraries closed
November 11	Sunday	Veteran's Day Actual	All libraries closed
November 12	Monday	Veteran's Day Observed	All libraries closed
November 13	Tuesday		North Valleys closed
November 21	Wednesday		Downtown Reno & Spanish Springs closed
November 22	Thursday	Thanksgiving Day	All libraries closed
November 23	Friday	Family Day	All libraries closed
December 13	Thursday	Staff Day	All branches open at 2 pm
December 25	Tuesday	Christmas Day	All libraries closed

NOTE: *All libraries will close at 5:00 p.m. on November 21, December 24 and December 31 upon approval by the Library Board of Trustees
** Includes Duncan/Traner, Senior Center and Verdi Community Libraries

TO: Library Board of Trustees

FROM: Andrea Tavener, Public Information and Development Officer

RE: Acknowledgement of Cash and Non-Cash Donations Received by the Library System Between July 1 and September 30, 2017, for a Total of $102,814.53.

DATE: November 15, 2017

Background: Washoe County Library System receives monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by Library staff and the public and are normally brought to the Board on a quarterly basis.

In this acknowledgment, the list includes the names of donors from July 1, 2017 – September 30, 2017. The attached document identifies all cash donations and grants totaling $ 102,814.53 and in-kind support.

Recommendation: Staff recommends that the Trustees accept the attached report and acknowledge the named library supporters for the first quarter of Fiscal Year 2017-2018.

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, 2017 through September 30, 2017.

Cash Donations: $ 102,814.53

- Anonymous (5.00)
- Frank Bender Charitable Endowment Fund ($299.84)
- Better World Books (465.69)
- Patty Engels and Dick Medland ($500)
- Friends of Washoe County Library (834.00)
- John and Sibyl Gorman ($50 IHO Geraldine Lilley)
- Carolyn Misumi (1500.00)
- Becky Souza/Newcomers Club of Reno-Sparks (140.00 IMO James Warren Reed)
- Marion Vermazen (20.00 IMO James Warren Reed)
- Community Enrichment Grant ($3,000)
- Early Literacy & Makerspace Grant ($96,000)

Cash Donations for Give the Gift of Reading:

- Friends of Washoe County Library

Non-Cash Donations

- Anonymous
- Carolyn Bidwell
- Model Dairy

Non-Cash Donations-Free Programs

- Pamela Bedard
- Community Foundation of Western Nevada
- Jim Eaglesmith and Mark Vollmer
- Terry Farley
- Karen and Chris Foster, Hidden Valley Honey
- Howard Goldbaum
- Robin Holabird
- Suzanne Malek
- Dotty Molt
- Northern Nevada Literacy Council
- Pet Network Humane Society
- Pyramid Lake High School Artown Performance
- Spellbinders International Festival of Music
- University of Nevada Cooperative Extension

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!

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Discussion and Recommendations Regarding the Revised
            Washoe County Library Technology Plan for 2018-2021

DATE: November 15, 2017

Background: In December 2013, the Board approved the current Technology Plan FY2014/15–FY2018/19.   In the 2017 March Board meeting, the Board was provided a copy of the Edge Assessment for the Washoe County Library System, which rated us as above average overall, as far as the Technology plan over three years ago.

The Library System took information from the Edge Assessment results and included it in the new Draft Technology Plan being created to remain competitive with other library systems.

The draft Technology Plan 2018-2021 includes such information.   Before the draft Technology Plan is approved, WCLS is open to receive input from the Library Board of Trustees, Library Leadership Team, Library Makerspace Team, and Library Reference Team that reflects the intent of the revised plan using two years' worth of EDGE assessments.

Recommendation and Suggested Motion: That the Board provides any input deemed necessary and approve the draft Technology Plan 2018-2021.

TECHNOLOGY PLAN 2018-2021

Introduction:

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

Executive Summary:

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

Washoe County Library System Mission Statement:

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

Washoe County Library System Vision Statement:

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

Budget:

The library currently receives funding from Washoe County, a special property tax, and Friends of Washoe County Library.

Washoe County Library System Technology Plan 2018-2021

Maintenance	Training	Maker	Future Proof	Funding	Communication
Washoe County Library System will have sufficient funds to maintain and replace its existing technology.	Washoe County Library System will provide technology training to the public and staff to keep up with the latest trends leaving no person behind.	Washoe County Library System will provide Maker Services that are needed in the community	Washoe County Library Staff will keep up on technology trends, ensuring we are ready for what comes next.	Washoe County Library System will be well-funded when it comes to technology. Washoe County Library System will pursue grants, fund-raise, and advocate to provide needed technology.	Washoe County Library System will survey and inquire the community to ensure we are provided needed technology.
Build, sustain, and support internal technology infrastructure. Provide a monthly report on technology infrastructure starting January 2018	Provide and Record reference services to the public starting January 2018	Budget for and Evaluate Maker services/Idea Boxes/Branding/replacement on a quarterly basis starting April 2018	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.	Seek increased funding with a goal of $500,000 technology budget. Fundraise, grant write, and request funding starting February 2018	Conduct Quarterly surveys of the public to ensure library meets technology and training needs starting April 2018
Maintain and review library website for accessibility, self-service, and next generation services annually starting April 2018	Develop core list of training needs for staff April 2018	Create Maker Plan for 4rth floor of Downtown Reno Library by May 2018	Review Library Databases to ensure useful and relevant content. Make annual recommendations with a zero based budgeting model. August 2018	Apply for federal government's E-rate discounts for libraries by February 2018	Library Ref Team will create a list of tech stakeholders to survey to determine support. July 2018.
The Library will conduct speed tests on a quarterly basis starting April 2018	Develop core list of training needs for public April 2018	Create Regional Maker Network by July 2018	Keep up to date on Koha upgrades and make recommendations to enhancements on an annual basis. Circulation Team will meet monthly and review potential upgrades on an annual basis starting August 2018	Establish E-rate Compliance saving money annually Starting February 2018 will proceeds realized FY 2019	Annually Review Presentation Equipment to ensure it meets the needs of the public October 2018
Track wireless session, average wait time per computer, and the number of requests for technology help by June 2018	Develop Core list of training needs specifically serving seniors April 2018	Explore maker concepts by watching national trends/peer libraries Annually starting July 2018	Provide Koha updates and training through Washoe County Library System's Circulation Team on a monthly basis starting January 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 July 2018	
Benchmark the public access computer environment against published standards annually starting September 2018	Develop Core list of training needs specifically serving workforce development purposes April 2018	Make regular reviews and recommendations for future maker services Starting annually in August 2018			
Regularly check Wi-Fi signal reaches all public areas at all locations, annually review computer sessions ensuring adequate time for patrons starting September 2018	Develop a staff technology-training plan including a centralized collection of library software/services, proactively market to library staff with training available on the clock, and regular evaluations June 2018	Expand maker footprint to Sparks and Northwest Libraries by July 2019			

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Approval of Revised Public Use of Library Technology Policy
             Identifying the New Default Filtering for WCLS Compliance
             with Children's Internet Protection Act (CIPA)

DATE: November 15, 2017

Background: Library Administration recommends approval to the revisions updates included in the Public Use of Library Technology Policy. Key changes are as follows:

 • "Open" access was removed from the beginning paragraph as that is a violation of CIPA
 • Added a statement that the Library complies with CIPA and that the filtering software will be set to the level necessary to comply with CIPA
 • Moved verbiage that all internet access is filtered by default up 2 bullet statements
 • Added information that unfiltered internet access is available to adults as determined by date of birth on their library record.
 • Removed exception section stating unfiltered access may be available on a per session basis
 • Changed Revised date to November 16, 2017

Recommendation and Suggested Motion: Approve the Public Use of Library Technology Policy, effective November 16, 2017.

WASHOE COUNTY
LIBRARY SYSTEM
www.washoecountylibrary.us

PUBLIC USE OF LIBRARY TECHNOLOGY

The Library provides ~~open~~ access to information, ideas and technology resources. All applicable Washoe County Library rules, regulations and policies apply to all users at all times. Any illegal activity is subject to Federal and Nevada law, whether on a Library owned or privately owned ~~computer or mobile~~ device. The Library reserves the right to terminate any Computer session at any time.

The Library complies with The Children's Internet Protection Act (CIPA) Internet filtering software will be set to the level necessary to comply with CIPA .(See Internet Safety Policy)

Security: Library users use Library computers at their own risk. The Library is not responsible for any information that is compromised, for loss of data or for any harm that may come, directly or indirectly, from the use of Library computers.

- ~~Filtering: When Internet filtering is used, the software will be set to the minimum level necessary to block access to materials not protected by the First Amendment to the U.S. Constitution, but it may allow access to other potentially controversial topics.~~
- Filtered: ~~All other~~ access is filtered by default
- Unfiltered: unfiltered Internet access ~~defaults to unfiltered~~ is available to adults -using a WCLS Adult Library Card (as determined by the date of birth in the library record) on a per-session basis
- ~~Filtered: All other access is filtered by default~~
- ~~Exceptions / Exemptions: Unfiltered access may be available on a per session basis.~~

1. Wireless (Wi-Fi): A wireless network is available to anyone with a compatible wireless device.
    The wireless network is neither filtered nor secure. Sensitive personal data may be vulnerable to interception and viewing by others if transmitted. The Library does not guarantee that a wireless connection can be made or maintained. If printing is available on wireless networks, see "Fines, Fees and Charges" Policy for applicable charges.

2. Files / Storage: Users may not install, run or access their own software or programs not already installed on Library computers or modify WCLS software. Users may download files to their own storage media. If users do not have their own storage media, the Library may have storage media available for purchase. (See "Fines, Fees and Charges" Policy.)

3. Equipment:
    - Users are financially responsible for damage caused to any Library-owned equipment, computer hardware, software or peripherals.
    - Users may connect personal headphones and USB driven accessories to Library computers (cell phone, storage devices, cameras, etc). The Library is not responsible for any information that is compromised, for loss of data or for any harm that may come, directly or indirectly to personal devices from the use of Library computers.
    - Users may not alter, modify or disconnect Library computer equipment, or attempt to connect any peripheral device other than listed above to Library computers.
    - Some libraries may offer scanners or fax machines for public use. The Library cannot guarantee the quality of images scanned, nor of faxes sent or received. Fees are charged for all documents received by Library fax machines. (See "Fines, Fees and Charges" Policy.)
    - Printing is available from most Library computers; fees are charged for all pages processed through printers, whether or not paper is provided by the Library. The Library cannot guarantee the quality of images saved or printed. (See "Fines, Fees and Charges" Policy.)

- Library staff will attempt to provide instructional support specific to accessing Library services, including downloadable media. Library staff does not modify personal equipment. The Library does not guarantee resolution of equipment issues and is not responsible for personal equipment.

APPROVED: *September 19, 2007*
REVISED: *~~August~~ November ~~2~~16, 201~~7~~*

PUBLIC USE OF LIBRARY TECHNOLOGY

The Library provides access to information, ideas and technology resources. All applicable Washoe County Library rules, regulations and policies apply to all users at all times. Any illegal activity is subject to Federal and Nevada law, whether on a Library owned or privately owned device. The Library reserves the right to terminate any Computer session at any time.

The Library complies with The Children's Internet Protection Act (CIPA) Internet filtering software will be set to the level necessary to comply with CIPA .(See Internet Safety Policy)
Security: Library users use Library computers at their own risk. The Library is not responsible for any information that is compromised, for loss of data or for any harm that may come, directly or indirectly, from the use of Library computers.

- Filtering: All access is filtered by default
- Unfiltered: unfiltered Internet access is available to adults using a WCLS Adult Library Card (as determined by the date of birth in the library record) on a per-session basis

1. Wireless (Wi-Fi): A wireless network is available to anyone with a compatible wireless device.
   The wireless network is neither filtered nor secure. Sensitive personal data may be vulnerable to interception and viewing by others if transmitted. The Library does not guarantee that a wireless connection can be made or maintained. If printing is available on wireless networks, see "Fines, Fees and Charges" Policy for applicable charges.

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APPROVED: *September 19, 2007*
REVISED: *November 16, 2017*

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Approval of New Internet Safety Policy that Identifies Intent and Purpose of WCLS Compliance with CIPA

DATE: November 15, 2017

Background: Library Administration recommends approval of the new Internet Safety Policy. This policy was created to support the changes made to the Public Use of Library Technology Policy as well as provide the public of the intent and purpose of the Children's Internet Protection Act.

The public and Library System will benefit from these changes as they allow for the Library System to request grant funding for internet and technologies that was previously unavailable to us due to our lack of filtering internet access.

Recommendation and Suggested Motion: Approve the new Internet Safety Policy, effective November 16, 2017.

INTERNET SAFETY POLICY

As of November 16, 2017, it will be the policy of the Washoe County Library System (WCLS) to comply with the Children's Internet Protection Act [Pub.L.No.16-554 and 47 USC 254 (h)] (hereto referred to as CIPA) which requires the library to install filtering software on the Library's Internet terminals for protecting against access through the library's Internet terminals to visual depictions that are I. Obscene, II. Child Pornography, or III. Harmful to Minors. This policy follows specific guidelines to provide filtered Internet access in all public libraries receiving E-Rate discounts and LSTA funding.

The blocking software, or filtering software is inherently imprecise and flawed, it will inevitably block access to a vast variety of constitutionally protected material available on the Internet. Patrons are hereby notified that due to technological limitations of filtering software and constantly evolving Internet technology, filters are incapable of totally protecting against access to Internet material that is obscene, child pornography, or harmful to minors.

Key terms are as defined in the Children's Internet Protection Act (CIPA)

Technology Protection Measure:
A specific technology that blocks or filters Internet access to visual depictions that are:

1. Obscene, as that term is defined in section 1460 of title 18, United States Code; or
2. Child Pornography, as that term is defined in section 2256 of title 17, United States Code; or
3. Harmful to minors, meaning any picture, image, graphic image file, or other visual depiction that:

    1. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
    2. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
    3. Taken as whole, lacks serious literary, artistic, political, or scientific value to minors.

Sexual Act; Sexual Contact meaning such terms defined in 2246 of title 18, United States Code.

Access to Inappropriate Materials:
To the extent practical, technology protection measures (or "Internet filters") shall be used to block or filter Internet or other forms of electronic communications or access to inappropriate information. Specifically, as required by CIPA, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors. For individuals age 18 years and older technology protection measures may be disabled or minimized for bona fide research or other lawful purposes. Users with a WCLS card who are over 18 are provided a choice at the beginning of a computer session for unfiltered access.

Inappropriate Network Usage:
To the extent practical, steps shall be taken to promote the safety and security of users of the Red Wing Public Library online computer network when using electronic mail, chat rooms, instant messaging, and other forms of electronic communications. Specifically, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called "hacking", and other unauthorized disclosure, (b)

use and dissemination of personal identification information regarding minors, (c) software piracy and violation of copyright or license agreements and (d) attempts to damage or alter equipment, software or hardware configurations. WCLS Public Use of Library Technology Policy is prominently displayed in the library and on the library's web page. Individuals who violate these policies, after being warned, may be restricted from access to library services and facilities. Police may be called for assistance.

Privacy and Anonymity

1. Users will be able to access and use the Internet anonymously.
2. Sites visited by users will not be recorded by filtering software.
3. A user's requests to have sites unblocked or filters removed will not be recorded in any way that can be linked to the user's identity.

Supervision and Monitoring

It shall be the responsibility of WCLS staff to supervise and monitor usage of the online computer network and access to the Internet in accordance with this policy and CIPA. Information about the ongoing blocking of content by filters required by CIPA will be made available to library users and the community.

Procedures for disabling or modification to technology protection measures shall be the responsibility of the WCLS Director or designated library staff.

The library highly recommends that as part of its Internet Safety Policy that parents read Keeping Kids Safer on the Internet from the National Center for Missing and Exploited Children.

Adopted by the Washoe County Library System Library Board of Trustees on November 15, 2017.

Effective November 16, 2017

TO: Washoe County Library Board

FROM: Tami Gaston, Administrative Secretary Supervisor

RE: Review of the New Library Director Evaluation Process Based Upon Current Process for Evaluating Washoe County Appointed Department Heads

DATE: November 15, 2017

Background: At the 2015 April Board meeting, the Board approved an annual review process for Library Director that resulted in the Board Chair compiling a summary document from all the evaluations responses received.   The Board also approved a 360 Review process that was anticipated to be completed every 3 years that was similar to the evaluation process currently used to evaluate the County Manager. This process was never utilized for several reasons, resulting in the Board Chair continuing to create a summary document.

During the evaluation processes in 2015 and 2016, several issues with the Annual Review Process used came to light:
   • Chair Wilson (2014) noted during summarization process as chair year prior that there was really no way to summarize, only determine the numerical ratings
   • During the evaluation discussion he noted it was difficult to rate every section of the form in past evaluations and that he would only comment in areas he felt able to evaluate.
   • Chair Sattler (2015) put a summary together including summarizing the organization and professional goals. Additionally another Trustee elected to review all received evaluations and create a separate summary himself, despite the advice of legal counsel in the meeting the month prior.
   • The rating area most noted for the least information or ability to evaluate on was listed as Human Resource issues.
   • Board comments included the desire for more communication in this area and an interest in seeing how it was done for the County Manager.
   • Legal Counsel continued to advise against this process as it opens up the Board for possible Open Meeting Law violations.

After Director Scott's first evaluation process was completed, the process was again found to be deficient and allows for possible violations of Open Meeting Law.

To achieve clarity, meet the expectation of the Library Board and ensure full compliance with Open Meeting Law; the Library Director will be evaluated in the same manner as the County Manager and other Board-governed County Director positions.

The process has been slightly modified to fit the meeting schedule of the Library Board and allow for the Board Secretary to initiate and compile the results of the evaluation survey. The process is as follows:

1. The Board Chair meets with the Library Director and Board Secretary to determine his/her list of evaluators and review the evaluation questions to be sent out to survey (same as those of send out for the County Manager) at least one month prior to the anniversary date.
2. Board Secretary initiates survey, allowing for 2 weeks plus 1 day to respond.
3. Board Secretary compiles results of survey.
4. Board Secretary writes the staff report for the meeting in the month of the Library Director's anniversary and includes the staff report and results as outlined by Open Meeting Law.

Director Scott's second annual evaluation is due December 14, 2017. For this evaluation cycle, the Board Chair, Library Director and Board Secretary will meet within 1 week of the November 15, 2017, Board meeting.

This item is informational in nature, meeting the requirements of governing regulations, including common Human Resources practices, and meets the requirements of the Library Board of Trustees. No action is required.

Friends of the Washoe County Library

- BCC Proclamation honoring Friends of Washoe County Library October 17th, 2017

- River Walk and Dine at Reno Downtown Library participating at April 2018 Wine Walk to promote May book sale

- Advanced $7,500 of travel and training budget for 2018 for this year to cover costs of NLA/MPLA and ALA/NLA memberships

- October booksale raised $16,574.98

- Booksales for year: $86,609.46

- Annual Meeting November 8th at North Valleys Library

FRIENDS
OF
Washoe County Library

Friends of the Washoe County Library

- **FWCL Election of Officers for 2018**
  - **President Dan Erwine**
  - **Vice President Kyle Waxman**
  - **Secretary-Treasurer Keith Judson**
  - **Recording Secretary Mary Jones**
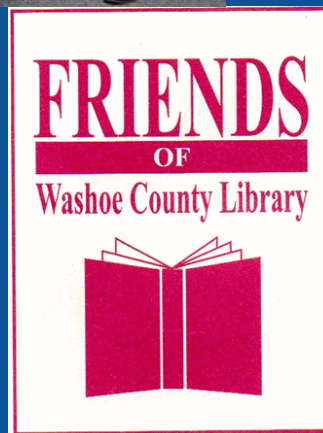
Library Events

System-wide

- Celebrate Hispanic Heritage Month with Story Salsa

- Robin Holabird presents Elvis, Marilyn and the Space Aliens: Icons on Screen in Nevada

- Spellbinders! Featuring Masters of Magic

- Historic Reno Preservation Society

- Little Cooks, Little Books with UNR Extension Campus
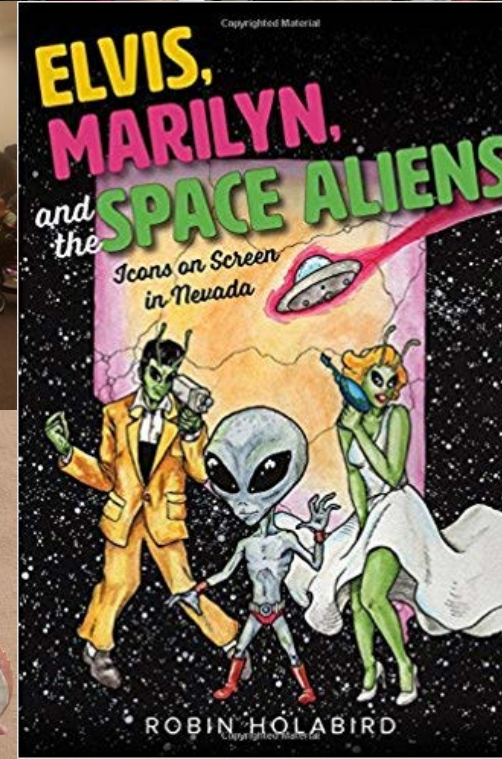
Library Events

Branches

- Incline Village
  - Tahoe Talks: Opioid Epidemic
  - Tahoe Talks the Geology of the Tahoe Rim Trail
  - Tech Tuesdays with ME2 (UNR)
- Downtown Reno Library
  - Nevada Humanities Lit Crawl
- South Valleys
  - UNR presentation on Earthquakes
  - Robotics presentation at BCC
  - I Spy Nature Walk
  - Adoption Display

Library Events

Branches

- North Valleys
  - STEAM Activities
  - International Talk Like a Pirate Day
- Northwest
  - Banned Books Week Display
  - Speaker Series: Urban Wildlife
  - School Break Activities
- Sparks
  - Community Scanning Day with UNR
- Spanish Springs
  - Astronomical Society of Nevada: "The Ice Planets, Uranus and Neptune
  - Northern Nevada Literacy Council Legacy Program outreach to Native Americans

NLA/MPLA Conference

- **Nevada Library Association and Mountain Plains Library Association held their joint conference at Hard Rock Café in South Lake Tahoe**

- **Washoe County Library System staff all attended October 18th**

- **Several library staff members presented from strategic planning to new service models to leadership talks and Sensory Storytime**
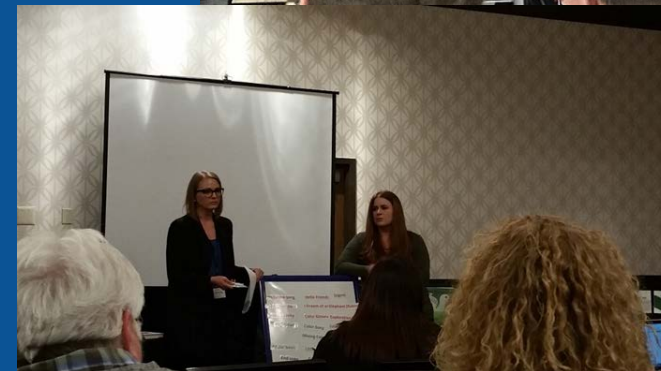
Washoe County Library in the News

- County News Press and Media Release Email notifications sent out for the following programs and library related news:
- 10/3: All Washoe County Libraries Will Be Closed On October 18, 2017: Closed For Staff Professional Development Day.
- 10/5: Washoe County Library System Proudly Presents Spellbinders, Oct. 13 & 14: Featuring Masters of Magic!
- 10/23: Washoe County Library System Hosts Adoption Programs: November 1 and 8, 2017: The Adoption Exchange Presents Two Adoption Training Classes.
- 10/9: 99.1 Talk Radio Highlight the Friends of Washoe County Library October Book sale.
- 10/17: KTVN, KOLO, FOX Highlighted Branch Closures for Staff Professional training Day.
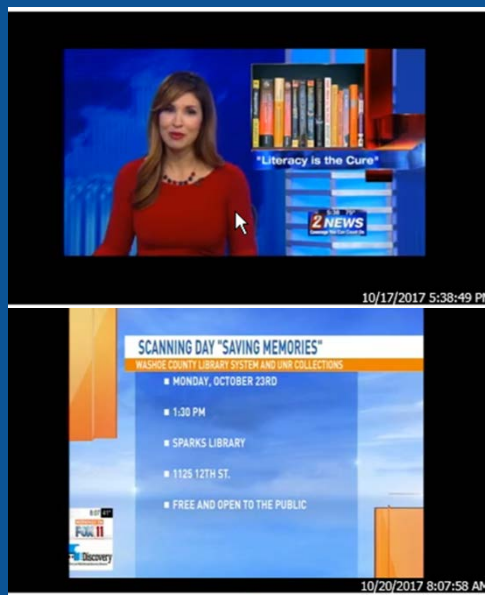
- 10/20: FOX, KTVN and KRNV news highlighted Community Scanning Day Event at Sparks Library. KTVN also did a live feed and interview from the scanning day event.
- 10/24: FOX highlighted Adoption Programs at the South Valleys Library
- 10/26: KOLO highlighted Nevada Day Closures.

- Other News and Events:
- 10/5: Washoe County Library was sponsored for the Annual Spellbinder Spelling Bee and for the third year in a row took best team spirit. The theme this year Harry Potter.
- 10/12: Washoe Impact Awards Ceremony. Washoe County library System was nominated for the success of the Summer Reading Program.
- 10/17: Board of County Commissioners Approve Proclamation in honor of National Friends of Libraries Week.
- 10/24: Board of County Commissioners approved Overdrive Contracts and State Grant in Aid (SGIA) 2017/2018 grant funding.

Outreach

- Sparks
  - Pumpkin Palooza (brings 15,000 to Victorian Square in Sparks)
  - Florence Drake Elementary School Family Literacy night.
- 4th Annual WCSD 8th Grade Expo
- Spanish Springs
  - Hungry Valley Headstart
  - Reno-Sparks Indian Colony (RSIC) Headstart
  - Alyce Taylor Elementary
  - Spanish Springs High School
  - Sepulveda Elementary Jesse Hall Elementary

United Way "Literacy is the Cure" Launch

- United Way of Northern Nevada and Sierras launch "Literacy is the Cure" Community Service Action Plan

- 75% of Northern Nevada Children will read at grade level by third grade by 2020

- Washoe County Library System plays key role in Early Literacy and Summer Reading initiative

Operational

- **New RFID Self-Check Service Model**
  - Staff out front of desks ready to assist
  - Higher Self-check usage as a result
  - Goal is 90% check-out
  - Some issues with Bibliotheca software on roll-out
  - Automated Materials Handler Request for Proposals in Process

Checkouts

	Koha	Biblioteca	
RN	13,536	11,237	83%
SP	14,239	13,718	96%
SV	12,995	12,067	93%
NW	14,531	11,675	80%
SS	11,614	8,451	73%
SO	16,147	15,345	95%
NV	7,768	5,994	77%

Operational

- Pam Rasmussen retirement as Managing Librarian of Incline Village

- Scottie Wallace transfers to Managing Librarian of Sierra View

- John Crockett transfers to Downtown Reno to help with renovation then transfers to Incline Village

- New Downtown Reno Library Managing Librarian opening

Downtown Reno Library Renovations
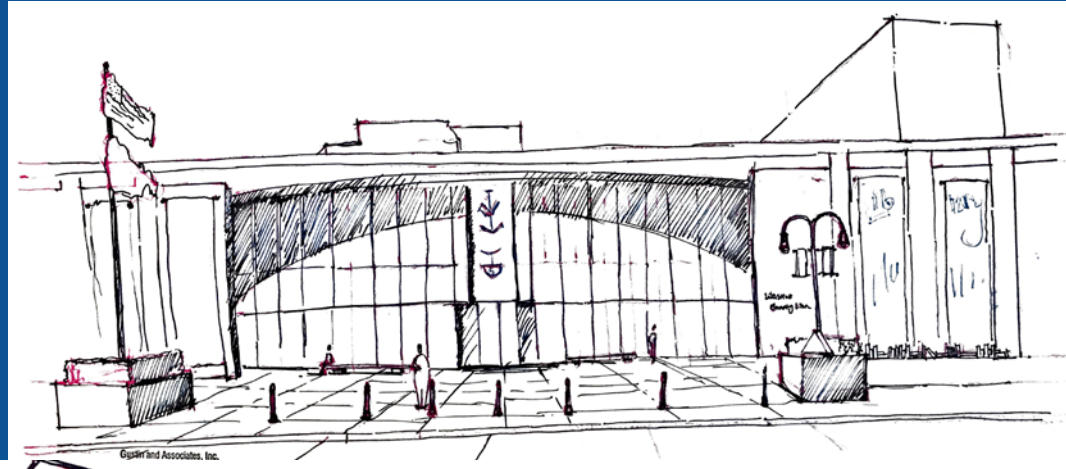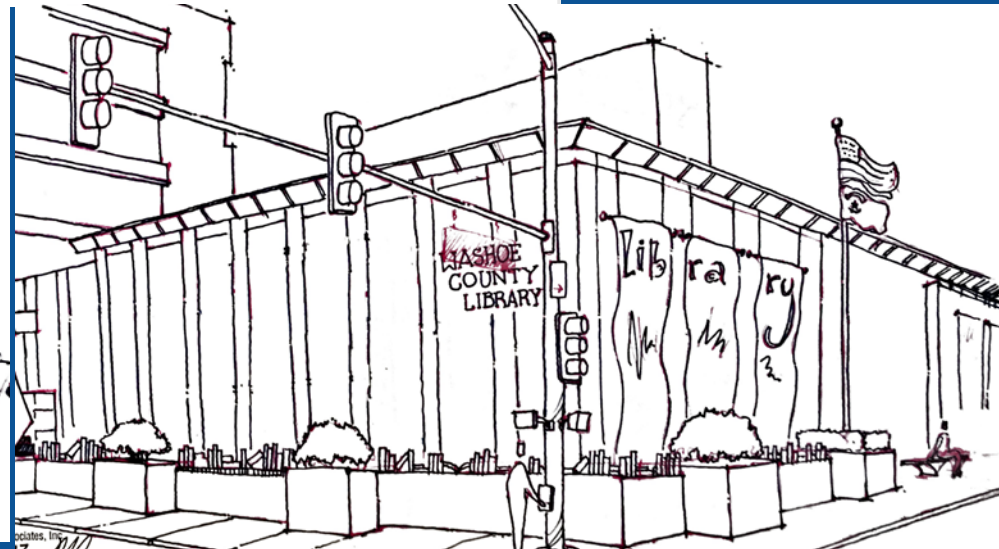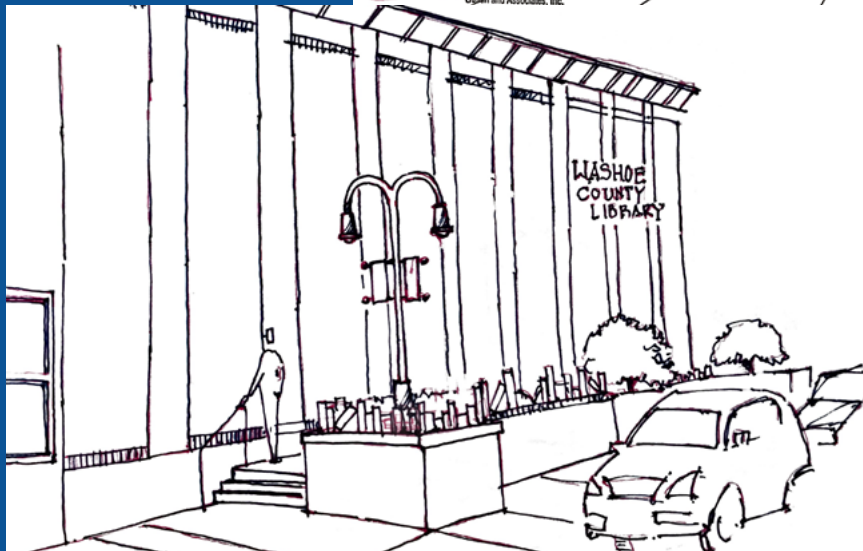
Operational

- New South Valleys Library Flag
- New PA System at South Valleys
- Aurora Partridge and Joy Betton both received Certificates of Completion for the Washoe County Excellence in Public Service

Upcoming

- Downtown Reno library Renovation February-May 2018 tentative
- New Technology Plan
- Child Internet Protection Act Compliant
- E-rate Applications
- New Strategic Plan
- Food for Fines is Back
- Give the Gift of Reading
  - Barnes and Noble Outreach (Nov 28)
  - Reno Big Horns Dec. 10
  - TEDX January 27th Livestream at Downtown Reno library
  - Downtown Reno Auditorium Work starts November 27th

SB549 - Nevada's Libraries and the 79th Legislative Session

Carson City Mayor Robert Crowell greets Nevada Legislative Day participants.
April 12, 2017

Federal Congresswoman Jacky Rosen addresses a Joint Session of the NV House and Senate.
April 12, 2017

SB549 - Nevada's Libraries and the 79th Legislative Session

Libraries throughout Nevada provide coding camps! This picture was circulated state-wide during the Legislative Session by Nevada Photo Source and features our own LAII Toni McLaughlin at the South Valleys Library.

SB549 Passes with Unanimous Votes 12:15 a.m. on Monday, June 5, 2017.
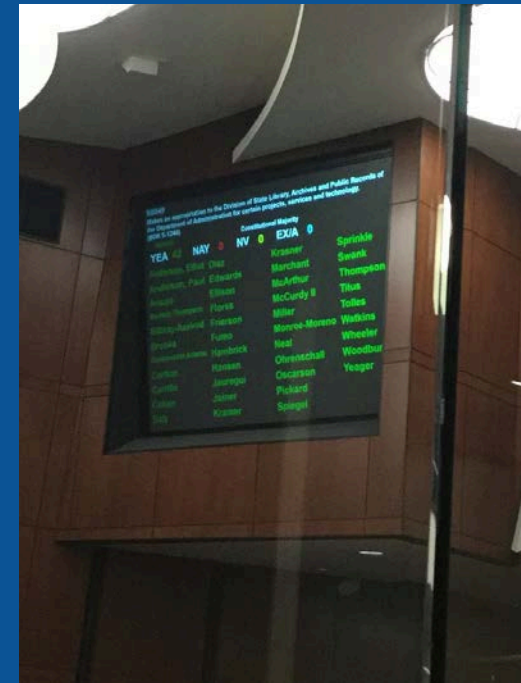
Thank you!

Connect   Gather   Explore

North Valleys Library
Report to Library Board of Trustees

November 15, 2017

Prepared by: Jonnica Bowen,
Managing Librarian, North Valleys Library

November 2016-2017 Year in Review, North Valleys Library

Renovation Overview:

At this time last year we were closed for the start of a full facility renovation. Highlights of that renovation included:

- Carpet and vinyl flooring replacement building wide
- Reconfiguration of facility fixtures and layout
    - Children's collection upfront
        - Larger more open layout
    - Addition of staff workspace ("bin room")
    - Removal of circulation desk
    - Addition of updated self-service kiosks (check-outs)
    - Updated public computer technology
    - Additional public seating & gathering/collaboration spaces
- Paint and general building repairs

This project was completed with the sponsorship of community donations via Generosity.com crowdfunding campaign; use of library designated gift funds; Washoe County backing; other community donations received for this project. The labor was completed in partnership with Washoe County facilities departments; library staff; outside contractors.

Examples of work completed by library staff:

- Planning and design of project
- Preparation work of collection assessment
- Packing and discarding of obsolete materials and equipment
- Daily processing of library returns (while under construction)
- Facilitation of library early literacy events – Toddler Time, weekly (during construction, off site)
- Unpacking and move-in

Total time closed for construction was 6 weeks. The project was completed on time and on budget! Soft grand re-opening was on December 28, 2016. Grand Opening Open House and Ribbon Cutting was held on January 25, 2016.

Former circulation desk dressed up for fundraising event; view above while packing fiction collection (layout and landscape of former floor plan)

North Valleys Carpet and facility damage
Before #NVRenovate Project

Former staff "work space" in back office pre-renovation; new work space ("Bin Room") post renovation

Old carpet at start of renovation – clearly shows the wear of use and time
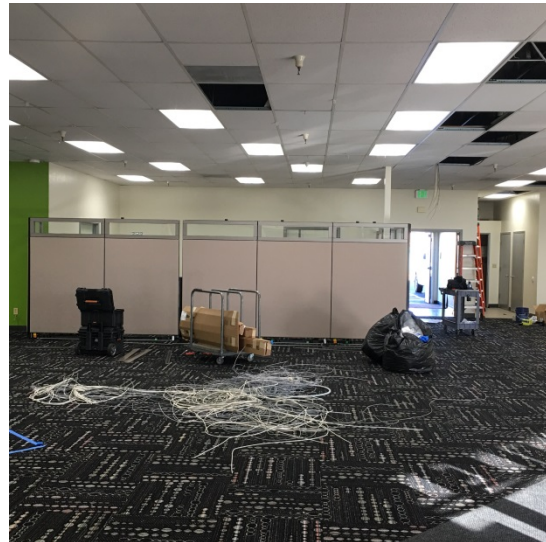
Under renovation; installation of new staff workspace

Staff, Library Aide, Paula Hocker and Library Assistant II, Holly Johnson moving in

Carpet before and after

Open House & Ribbon Cutting January 2017, Jeff Scott, Director; Jonnica Bowen, Managing Librarian; John Slaughter, County Manager

Engagement:

The renovation, specifically the new layout of the facility, allows the public to engage with the library and their own community in more meaningful ways.

- People are gathering and staying longer in the building
  - o Individuals have found us to be a convenient place to meet for personal business and recreation
- Events in new open layout is creating multi-generational participation
  - o Event numbers are on the rise
  - o Event facilitation has gone from one to two events a week to one event every day
    - Early Literacy:
      - Toddler Time
      - Story Time (In Action & Bilingual)
      - S.T.E.A.M. (Science, engineering, technology, arts, math)
      - Coding
      - Partnership/collaborative events
      - Reading events (Summer & Winter)
      - School tours
    - Adult:
      - Knitting (Yarn Time)
      - Book clubs (cook the book & Mystery Sleuths)
      - Speaker Series

- ▪ Multi-Generational
  - Family Game Night
  - Halloween Parade (2017 marked 30th annual event)
- ▪ Passive:
  - Displays
  - Scavenger hunts
  - Festive observances (Talk Like a Pirate Day, etc.)
- ▪ Pop-Up:
  - Customer driven
    - o No staff involvement
    - o Customer uses library space under their own direction (Dungeons and Dragons kids)
- New Service Model ("Zone" model) leads to more individual time spent per patron
  - o Increase in reference and informational questions
  - o More complete service
  - o Increased awareness for library services county wide
  - o Increased public perception and acknowledgment of the professional experience and talents of library staff.

New service delivery in action: self-service kiosks allow staff to work 1:1 with customers

Mystery Sleuths book club; Brüka Children's Theatre Performance
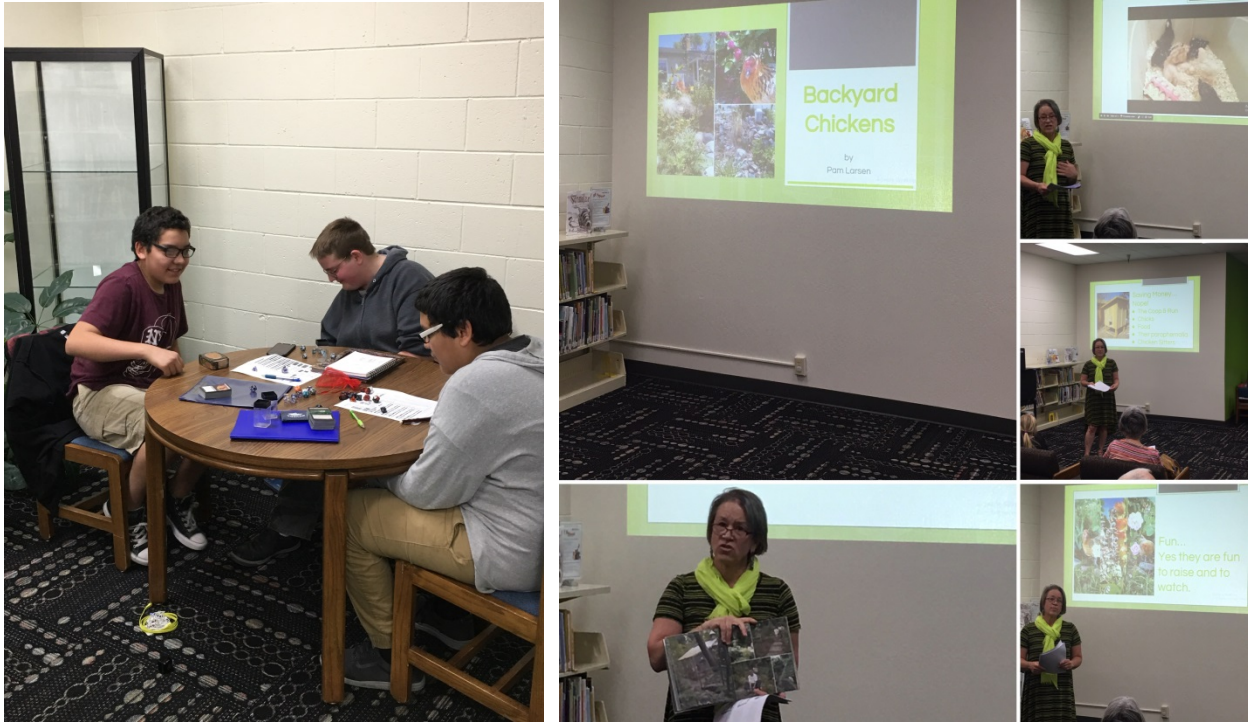
Customer driven pop-up passive events - teens gather weekly to play Dungeons and Dragons; Speaker Series

Packed house for Mad Science presentation

Large attendance for weekly Toddler Time early literacy events; families linger with Stay n' Play after story time

New space allows for more innovative events: Uncommon Instruments Day with local blues musicians demonstrating unique musical instruments

Dedicated S.T.E.A.M. area means space and resources for large drop-in attendance weekly

New layout allows for material display space

Facility:

No major facility issues have been experienced. Minor repairs to various equipment have been made beyond those as part of the renovation including:

- New fire riser equipment
- Evaluation of roof leaks
- Replacement of hot water heater and faucet components

Staff Accomplishments & Changes:

July 2017 saw a rotation of permanent staff at the North Valleys Library. Outgoing staff (transfers to other locations and/or job functions) were: Librarian I, Megan Conelly; Library Assistant II, Holly Johnson; Library Assistant II, Bonnie Adams.

Incoming staff were: Librarian I, Jana MacMillan; Library Assistant II, Ann Ebner; Library Assistant II, Linnae Ruesch; Library Assistant II, Thanh Nguyen.

Some members of the new team celebrating International Talk Like a Pirate Day

Team members have been working very hard this past year on personal and professional goals. We are proud to help them celebrate their successes including:

- Library Assistant II, Pam Larsen, graduation from UNR with a Bachelor of Arts in Library Science and Spanish
  - Pam has also completed two Washoe County certificate programs
  - Pam has applied to receive her State of Nevada Public Librarian Certification
- Librarian II, Jonnica Bowen, completion of Certificate in Library Management, Library Juice Academy
- Jonnica participated in the 2016 Nevada Libraries Legislative Day in Carson City
- Library Assistant II, Thanh Nguyen, has been celebrated for her outstanding efforts in planning and facilitating story telling. She was invited to serve as a guest story teller at both the Sierra View and North Valleys Library (prior to her transfer here) as part of the annual Diversity in Action day (Dia!)
- Library Assistant II, Linnae Ruesch, has been commended for her hard work in helping move the library system more efficiently towards full RFID integration and also towards integration of vendor facilitated cataloging and processing services while she was still working in the Technical Services Department this past year. Linnae has brought that expertise to the team at North Valleys and we are all thrilled to have her on board!
- Library Aide, Bill Kersten lent his incredible talents in film and photography to help us reach our success in the renovation fundraising project as well as helping us to document beautifully, our new facility as part of the annual Nevada Libraries Snapshot Day.

- Library Assistant II, Harriett Clarke developed and facilitated a new adult event known as the Speaker Series. She advocated for this exciting new program that has been well received by our community.
- North Valleys Library Team (Jonnica; Pam; Harriett; Bill) presented a full session at the Nevada Libraries Association annual conference in October 2017 educating on the process and value of implementing a Zone service delivery model like the one in use currently in our facility.

Regardless of specific roles, I'd like to take this time to appreciate and thank each and every one of the North Valleys Library Team both past and present for all of their incredible hard work this past year! In a short time we've faced many challenges and lofty goals and seized upon many great opportunities to expand and improve library services to the North Valleys Community together. None of this would have been possible without their tremendous work and team support.

The North Valleys team would also like to take a moment to thank all of those who supported our efforts this past year. Including the Library Board of Trustees; the Friends of Washoe County Library; Saint Mary's Health Network; Washoe County facilities especially Leticia Harris and her team; Washoe County IT, Dave Delameter and his team; Library Director, Jeff Scott; Library Assistant Director, Joan Dalusung, our many wonderful library colleagues who allowed us to train in their facilities, helped us with the details and even the incredibly dirty job of packing, and so much more; our North Valleys community who donated generously and supported us while we closed and trusted us to bring them a modern and outstanding library facility to move towards the future in. Thank you all and to those too numerous to list here for your support and help!

North Valleys Team presents to a packed room at the Nevada Library Association & Mountain Plains Library Association's 2017 annual conference

The Future:

In the fall of 2016, the North Valleys Library as reported as the busiest early voting location in Washoe County. Voting turnout and other growth in the North Valleys has encouraged Washoe County to begin discussing the need to build a new library facility for this community. Washoe County approved funding to retain an architect in order to begin creating renderings of a new facility. We are encouraged and excited about this conversation and we are now in actively pursuing various community outreach opportunities in order to support this effort.

Recently, we have increased the number of school and community outreach events we've participated in as well as presented to the Neighborhood Advisory Board, Ward 4 (North Valleys) about the various ways our community can "Connect, Gather and Explore" at the North Valleys Library.

Librarian Unchained: Ditch the Desk and Exceed Customer Expectations
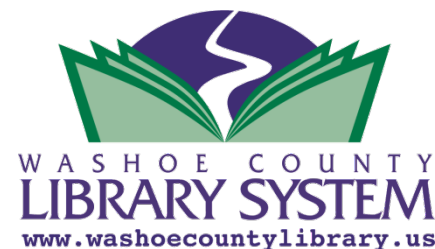
Presented By: Jonnica Bowen; Harriett Clarke;
Bill Kersten; Pam Larsen

North Valleys Library, Washoe County Library System

Nevada Library Association & Mountain Plains Library Association Annual Conference

October 16-18, 2017

South Lake Tahoe, Nevada

Agenda

- Who is the North Valleys Library?
- Overview:
  - What is a Zone Service Model?
  - What did we do in our system?
  - Outcomes
- Questions

NORTH VALLEYS LIBRARY

What is a zone service delivery model?

- Divides physical space into zones
- Full & direct customer service
- Roaming within zones

What does a zone model look like?

- Little to no traditional service desks
- Open concept layout
  - The library is dedicated to public use
- Supported by mobile technology

SERVICE DESK PRE-RENOVATION

Only direct service point in the building allowed for three team members at hardwired CPU stations

POST RENOVATION CONCIERGE STATION REPLACES SERVICE DESK

TEAM MEMBERS WORK SIDE-BY-SIDE WITH CUSTOMER

Creating new library card accounts can happen anywhere in the library

ZONE MODEL AT WORK

Patrons using self-service kiosks for checkout frees up staff time to work side-by-side with patrons

What are the desired outcomes of implementing the zone model?

- Increase of service outputs
  - Circulation
  - Event attendance
  - Participation on community events (outreach)
- A seat at the WCLS & community table
  - Increase public awareness for library services
- Support of cultural change for staff
  - Emphasis on innovation and creativity

FUTURE HAS BEGUN

Post Renovation events hosted in open areas of library; S.T.E.A.M. area in open space/stacks; larger story time crowds. Zone model allows for staff coverage of events.
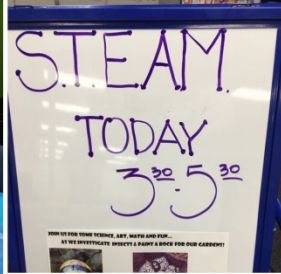
NEW RFID EQUIPMENT AT NORTH VALLEYS LIBRARY
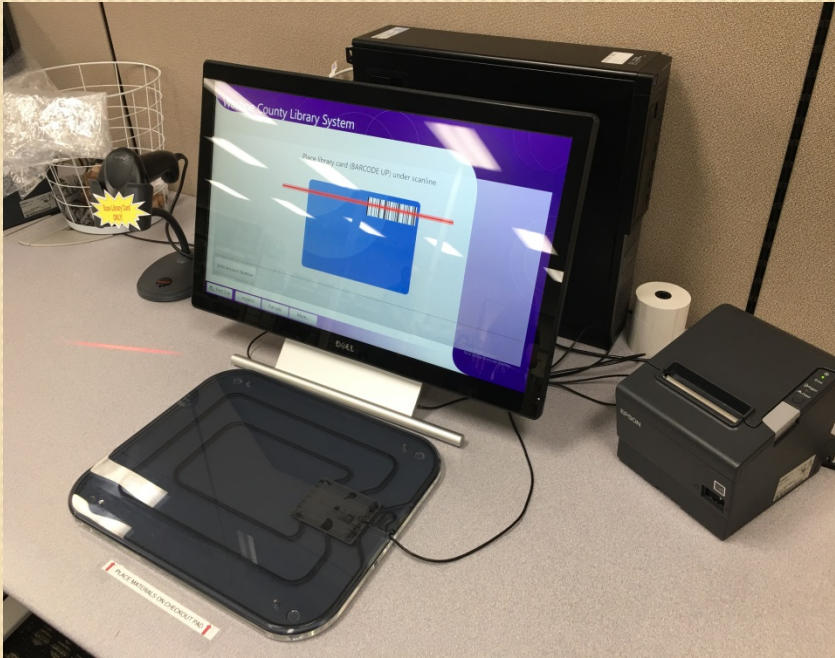
Jumping on the bandwagon: We did not invent this service model

- Inspired by:
  - Sparks Library, Sierra View Library (WCLS)
  - Roseville Library – "Open Source" staffing model
  - Professional Literature
    - Idaho Libraries (Boise)
  - Other industries
    - Cell phone storefronts
    - Nordstrom Rack
    - "Fast Casual" restaurants

Outcomes

- Welcoming – better first impression
- Side-by-side service delivery
- Accessible environment
- Conservation of resources

What have been the successes of this model so far?

- Increased event attendance across the lifespan
- Increased awareness for broad scope of library services
- Increased outreach
- Return of customer with physical handicaps/mobility challenges
- Inclusion for the customer
- Longer visit time per customer

- New uses of library facility
- Increased awareness and usage of library computers
- Increased recurring events
- Anecdotal support from customers

REMOVAL OF SERVICE DESK = BETTER USED REAL ESTATE

More public gathering spaces emerged after removal of large footprint of service desk

CARDS ARE ISSUED ON THE SPOT

References

- ## Literature we liked

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  - (2017) Fast Casual | Tools, Publications & Resources. Retrieved October 12, 2017, from http://www.ala.org/tools/future/trends/fastcasual

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  - Kenney, Brian. (2017) Where Reference Fits in the Modern Library. Retrieved October 12, 2017, from https://www.publishersweekly.com/pw/by-topic/industry-news/libraries/article/68019-for-future-reference.html

  - Smith, Brenda Rick. (2017) How a hotel became a hot fast casual concept | Fast Casual. Retrieved October 04, 2017, from https://www.fastcasual.com/articles/how-a-hotel-became-a-hot-fast-casual-concept/

- ## Industry colleagues who helped us

  City of Roseville,
  Parks, Recreation & Libraries

  Maidu Library
  1530 Maidu Dr.
  Roseville, CA 95661

  Ashley Trew, Library Supervisor
  Atrew@roseville.ca.us
  (916) 774-5905

  Chris Rhode, Library Supervisor
  crohde@roseville.ca.us
  (916) 746-1216

Contact Us

Washoe County Library System

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North Valleys Library, WCLS

Jonnica Bowen, Managing Librarian

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775-972-0281

Jana MacMillan, Librarian I

jmacmillan@washoecounty.us

775-972-0281

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Tacchino Trust Expenditure Update

DATE: November 15, 2017

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

There were no expenditures from Tacchino Trust funds for the month of August, September or October 2017.

Recommendation and Suggested Motion: This is a non-action item. No motion is required.

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

GENERAL FUND

8-Nov-17   F/Y 2017 / 2018

	CURRENT YEAR					PRIOR YEAR			
TITLE	BUDGET	EXPENDITURE	BALANCE	%		BUDGET	EXPENDITURE	BALANCE	%
SALARIES/WAGES	$ 5,714,656	$ 470,318	$ 5,244,338	8%		$ 5,450,444	$ 1,788,429	$ 3,662,015	33%
EMPLOYEE BENEFITS	$ 3,163,491	$ 253,446	$ 2,910,045	8%		$ 3,003,191	$ 994,645	$ 2,008,546	33%
SERVICES & SUPPLIES	$ 884,281	$ 62,945	$ 821,336	7%		$ 858,591	$ 295,955	$ 562,636	34%
CAPITAL OUTLAY	$ 96,000								
TOTAL:	$ 9,858,428	$ 786,709	$ 9,071,719	8%		$ 9,312,226	$ 3,079,029	$ 6,233,197	33%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1 / EXPANSION FUND

8-Nov-17   **F/Y 2017 / 2018**

	CURRENT YEAR				PRIOR YEAR			
TITLE	**BUDGET**	**EXPENDITURE**	**BALANCE**	**%**	**BUDGET**	**EXPENDITURE**	**BALANCE**	**%**
SALARIES/WAGES	$ 918,300	$ 76,134	$ 842,166	8%	$ 868,989	$ 277,780	$ 591,209	32%
EMPLOYEE BENEFITS	$ 488,937	$ 39,841	$ 449,096	8%	$ 450,274	$ 144,967	$ 305,307	32%
SERVICES & SUPPLIES	$ 1,204,650	$ 98,410	$ 1,106,240	8%	$ 1,103,603	$ 392,733	$ 710,870	36%
CAPITAL OUTLAY			$ -					
TOTAL:	$ 2,611,887	$ 214,385	$ 2,397,502	8%	$ 2,422,866	$ 815,480	$ 1,607,386	34%

GIFT FUND BALANCE AS OF OCTOBER 31, 2017			
BRANCH	**TOTAL**	**DESIGNATED RESTRICTED USE**	**AVAILABLE GENERAL**
CHILDREN'S COORDINATOR	$ 3,804.57	$ 3,804.57	$ -
DOWNTOWN RENO	$ 5,395.38	$ 3,039.91	$ 2,355.47
DUNCAN / TRANER	$ 1,611.20	$ 1,607.20	$ 4.00
GERLACH	$ -	$ -	$ -
INCLINE	$ 8,013.58	$ 3,313.90	$ 4,699.68
INTERNET	$ -	$ -	$ -
NORTHWEST	$ 1,916.16	$ 253.65	$ 1,662.51
NORTH VALLEYS	$ 1,845.11	$ 497.70	$ 1,347.41
SENIOR CENTER	$ -	$ -	$ -
SIERRA VIEW	$ 5,653.61	$ -	$ 5,653.61
SOUTH VALLEYS	$ 4,966.87	$ 749.19	$ 4,217.68
SPANISH SPRINGS	$ 9,150.40	$ 1,651.31	$ 7,499.09
SPARKS	$ 13,056.66	$ -	$ 13,056.66
SYSTEMS OFFICE	$ 42,252.79	$ 42,116.35	$ 136.44
SYSTEMWIDE	$ 543,368.11	$ 542,456.06	$ 912.05
SYSTEMWIDE INTEREST	$ 54,608.74	$ -	$ 54,608.74
TECHNICAL SERVICES	$ 22,257.30	$ 22,196.19	$ 61.11
VERDI	$ 484.85	$ -	$ 484.85
TOTALS:	$ 718,385.33	$ 621,686.03	$ 96,699.30

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

GENERAL FUND

9-Oct-17   F/Y 2017 / 2018

	CURRENT YEAR				PRIOR YEAR			
TITLE	BUDGET	EXPENDITURE	BALANCE	%	BUDGET	EXPENDITURE	BALANCE	%
SALARIES/WAGES	$ 5,714,656	$ 1,376,382	$ 4,338,274	24%	$ 5,450,444	$ 1,334,275	$ 4,116,169	24%
EMPLOYEE BENEFITS	$ 3,163,491	$ 748,951	$ 2,414,540	24%	$ 3,003,191	$ 744,141	$ 2,259,050	25%
SERVICES & SUPPLIES	$ 884,281	$ 201,730	$ 682,551	23%	$ 858,591	$ 239,135	$ 619,456	28%
CAPITAL OUTLAY	$ 96,000							
TOTAL:	$ 9,858,428	$ 2,327,063	$ 7,531,365	24%	$ 9,312,226	$ 2,317,551	$ 6,994,675	25%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1 / EXPANSION FUND

9-Oct-17   **F/Y 2017 / 2018**

			CURRENT YEAR						**PRIOR YEAR**		
TITLE		**BUDGET**		**EXPENDITURE**		**BALANCE**	**%**	**BUDGET**	**EXPENDITURE**	**BALANCE**	**%**
SALARIES/WAGES	$	918,300	$	225,068	$	693,232	25%	$ 868,989	$ 207,005	$ 661,984	24%
EMPLOYEE BENEFITS	$	488,937	$	118,187	$	370,750	24%	$ 450,274	$ 107,592	$ 342,682	24%
SERVICES & SUPPLIES	$	1,204,650	$	219,334	$	985,316	18%	$ 1,103,603	$ 297,001	$ 806,602	27%
CAPITAL OUTLAY					$	-					
TOTAL:	$	2,611,887	$	562,589	$	2,049,298	22%	$ 2,422,866	$ 611,598	$ 1,811,268	25%

GIFT FUND BALANCE AS OF SEPTEMBER 30, 2017				
BRANCH		**TOTAL**	**DESIGNATED RESTRICTED USE**	**AVAILABLE GENERAL**
CHILDREN'S COORDINATOR		$ 3,804.57	$ 3,804.57	$ -
DOWNTOWN RENO		$ 5,580.68	$ 3,332.45	$ 2,248.23
DUNCAN / TRANER		$ 1,611.20	$ 1,607.20	$ 4.00
GERLACH		$ -	$ -	$ -
INCLINE		$ 7,797.98	$ 3,313.90	$ 4,484.08
INTERNET		$ -	$ -	$ -
NORTHWEST		$ 2,059.83	$ 270.11	$ 1,789.72
NORTH VALLEYS		$ 1,895.57	$ 497.70	$ 1,397.87
SENIOR CENTER		$ -	$ -	$ -
SIERRA VIEW		$ 5,535.69	$ -	$ 5,535.69
SOUTH VALLEYS		$ 4,819.37	$ 772.19	$ 4,047.18
SPANISH SPRINGS		$ 9,492.96	$ 2,339.62	$ 7,153.34
SPARKS		$ 12,292.66	$ -	$ 12,292.66
SYSTEMS OFFICE		$ 45,300.67	$ 45,164.23	$ 136.44
SYSTEMWIDE		$ 536,419.02	$ 535,506.97	$ 912.05
SYSTEMWIDE INTEREST		$ 54,608.74	$ -	$ 54,608.74
TECHNICAL SERVICES		$ 22,026.45	$ 21,965.34	$ 61.11
VERDI		$ 484.85	$ -	$ 484.85
TOTALS:		$ 713,730.24	$ 618,574.28	$ 95,155.96

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

GENERAL FUND

11-Sep-17   F/Y 2017 / 2018

	CURRENT YEAR					PRIOR YEAR			
TITLE	BUDGET	EXPENDITURE	BALANCE	%		BUDGET	EXPENDITURE	BALANCE	%
SALARIES/WAGES	$ 5,714,656	$ 919,617	$ 4,795,039	16%		$ 5,450,444	$ 875,256	$ 4,575,188	16%
EMPLOYEE BENEFITS	$ 3,163,491	$ 502,529	$ 2,660,962	16%		$ 3,003,191	$ 493,754	$ 2,509,437	16%
SERVICES & SUPPLIES	$ 884,281	$ 129,708	$ 754,573	15%		$ 858,591	$ 178,099	$ 680,492	21%
CAPITAL OUTLAY	$ 96,000								
TOTAL:	$ 9,858,428	$ 1,551,854	$ 8,306,574	16%		$ 9,312,226	$ 1,547,109	$ 7,765,117	17%

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1 / EXPANSION FUND

11-Sep-17   **F/Y 2017 / 2018**

	CURRENT YEAR					**PRIOR YEAR**			
TITLE	**BUDGET**	**EXPENDITURE**	**BALANCE**	**%**		**BUDGET**	**EXPENDITURE**	**BALANCE**	**%**
SALARIES/WAGES	$ 918,300	$ 151,666	$ 766,634	17%		$ 868,989	$ 133,023	$ 735,966	15%
EMPLOYEE BENEFITS	$ 488,937	$ 79,454	$ 409,483	16%		$ 450,274	$ 70,286	$ 379,988	16%
SERVICES & SUPPLIES	$ 1,204,650	$ 141,273	$ 1,063,377	12%		$ 1,103,603	$ 238,888	$ 864,715	22%
CAPITAL OUTLAY			$ -						
TOTAL:	$ 2,611,887	$ 372,393	$ 2,239,494	14%		$ 2,422,866	$ 442,197	$ 1,980,669	18%

GIFT FUND BALANCE AS OF AUGUST 31, 2017				DESIGNATED RESTRICTED USE		AVAILABLE GENERAL	
BRANCH		**TOTAL**		**DESIGNATED RESTRICTED USE**		**AVAILABLE GENERAL**	
CHILDREN'S COORDINATOR	$	3,804.57	$	3,804.57	$	-	
DOWNTOWN RENO	$	5,533.93	$	3,332.45	$	2,201.48	
DUNCAN / TRANER	$	1,611.20	$	1,607.20	$	4.00	
GERLACH	$	-	$	-	$	-	
INCLINE	$	8,281.53	$	3,859.68	$	4,421.85	
INTERNET	$	-	$	-	$	-	
NORTHWEST	$	2,082.12	$	295.63	$	1,786.49	
NORTH VALLEYS	$	4,622.85	$	3,375.85	$	1,247.00	
SENIOR CENTER	$	-	$	-	$	-	
SIERRA VIEW	$	5,202.69	$	-	$	5,202.69	
SOUTH VALLEYS	$	5,175.94	$	799.91	$	4,376.03	
SPANISH SPRINGS	$	9,492.21	$	2,339.62	$	7,152.59	
SPARKS	$	11,898.23	$	-	$	11,898.23	
SYSTEMS OFFICE	$	45,620.00	$	45,483.56	$	136.44	
SYSTEMWIDE	$	405,744.58	$	404,832.53	$	912.05	
SYSTEMWIDE INTEREST	$	50,904.30	$	-	$	50,904.30	
TECHNICAL SERVICES	$	56,586.88	$	56,525.77	$	61.11	
VERDI	$	484.85	$	-	$	484.85	
TOTALS:	$	*617,045.88*	$	*526,256.77*	$	*90,789.11*	

GIFT FUND BALANCE AS OF OCTOBER 31, 2017				
BRANCH		**TOTAL**	**DESIGNATED RESTRICTED USE**	**AVAILABLE GENERAL**
CHILDREN'S COORDINATOR		$ 3,804.57	$ 3,804.57	$ -
DOWNTOWN RENO		$ 5,395.38	$ 3,039.91	$ 2,355.47
DUNCAN / TRANER		$ 1,611.20	$ 1,607.20	$ 4.00
GERLACH		$ -	$ -	$ -
INCLINE		$ 8,013.58	$ 3,313.90	$ 4,699.68
INTERNET		$ -	$ -	$ -
NORTHWEST		$ 1,916.16	$ 253.65	$ 1,662.51
NORTH VALLEYS		$ 1,845.11	$ 497.70	$ 1,347.41
SENIOR CENTER		$ -	$ -	$ -
SIERRA VIEW		$ 5,653.61	$ -	$ 5,653.61
SOUTH VALLEYS		$ 4,966.87	$ 749.19	$ 4,217.68
SPANISH SPRINGS		$ 9,150.40	$ 1,651.31	$ 7,499.09
SPARKS		$ 13,056.66	$ -	$ 13,056.66
SYSTEMS OFFICE		$ 42,252.79	$ 42,116.35	$ 136.44
SYSTEMWIDE		$ 543,368.11	$ 542,456.06	$ 912.05
SYSTEMWIDE INTEREST		$ 54,608.74	$ -	$ 54,608.74
TECHNICAL SERVICES		$ 22,257.30	$ 22,196.19	$ 61.11
VERDI		$ 484.85	$ -	$ 484.85
TOTALS:		$ 718,385.33	$ 621,686.03	$ 96,699.30

Washoe County Library System

Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2016-2017/2017-2018

Accumulative

	Checkouts			Reference			Patron Computer Use			Library Visits			Digital Visits		
	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change
July	164,272	165,475	0.73%	23,910	19,617	-17.95%	20,228	14,600	-27.82%	92,084	90,537	-1.68%	199,582	174,972	-12.33%
August	167,937	168,085	0.09%	25,481	27,170	6.63%	19,942	19,433	-2.55%	103,611	103,416	-0.19%	235,008	212,446	-9.60%
September	164,949	161,206	-2.27%	26,409	18,909	-28.40%	20,426	15,863	-22.34%	94,506	97,303	2.96%	208,290	203,286	-2.40%
October	169,212	159,134	-5.96%	25,081	20,708	-17.44%	18,475	15,580	-15.67%	107,178	97,761	-8.79%	208,979	173,340	-17.05%
November	162,418	0	0	21,146	0	0.00%	13,420	0	0	82,129	0	0.00%	176,872	0	0
December	150,576	0	0	18,316	0	0	13,932	0	0	77,749	0	0	182,954	0	0
January	162,069	0	0	19,255	0	0	18,260	0	0	82,503	0	0	182,692	0	0
February	160,568	0	0	21,500	0	0	16,121	0	0	81,118	0	0	182,258	0	0
March	176,437	0	0	22,884	0	0	18,619	0	0	94,623	0	0	191,689	0	0
April	166,349	0	0	21,262	0	0	17,375	0	0	86,728	0	0	182,768	0	0
May	161,903	0	0	18,116	0	0	15,955	0	0	86,397	0	0	179,679	0	0
June	159,020	0	0	21,180	0	0	17,988	0	0	94,165	0	0	173,483	0	0
Totals	**1,965,710**	**653,900**	**-1.87%**	**264,540**	**86,404**	**-29.19%**	**210,741**	**65,476**	**-17.19%**	**1,082,791**	**389,016**	**-18.87%**	**2,304,254**	**764,044**	**-10.31%**
Totals to Date	666,370			122,027			79,071			479,508			851,859		

	# of Programs			Program Attendance			# of Outreach			Outreach Attendance		
	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change
July	280	285	1.79%	6,492	6,027	-7.16%	6	9	50.00%	421	549	30.40%
August	259	327	26.25%	6,354	7,886	24.11%	26	21	-19.23%	853	1,723	101.99%
September	316	303	-4.11%	7,851	6,748	-14.05%	22	21	-4.55%	1,053	1,103	4.75%
October	284	280	-1.41%	10,797	9,251	-14.32%	13	19	46.15%	1,575	2,846	80.70%
November	367	0	0	5,598	0	0	17	0	0	1,114	0	0
December	232	0	0	6,364	0	0	17	0	0	935	0	0
January	232	0	0	4,325	0	0	17	0	0	815	0	0
February	289	0	0	6,266	0	0	31	0	0	1,304	0	0
March	325	0	0	8,327	0	0	19	0	0	1,441	0	0
April	312	0	0	9,435	0	0	23	0	0	2,752	0	0
May	327	0	0	7,329	0	0	41	0	0	2,374	0	0
June	323	0	0	7,540	0	0	20	0	0	810	0	0
Totals	**3,546**	**1,195**	**4.92%**	**86,678**	**29,912**	**-5.02%**	**252**	**70**	**4.48%**	**15,447**	**6,221**	**59.43%**
Totals to Date	1,139			31,494			67			3,902		

NOTE: DUE TO THE INSTALLATION OF THE BIBLIOTHECCA SYSTEM AND SYSTEM BUGS BEING WORKED OUT, CHECKOUTS MAY NOT BE ACCURATE AND GATE COUNTS HAVE BEEN AVERAGED FOR OCT.

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

Washoe County Library System
Monthly Statistics Report for Fiscal Year 2017-2018

For The Month Of: OCTOBER

BRANCH ACTIVITY	Checkouts		Reference		Patron Computer Use		Library Visits			Miscellaneous						Read & Share
	# checkouts	YTD	Count	YTD	# signups	YTD	# visits	YTD		Digital Visits	YTD	Database Usage	YTD	Social Media Adult	YTD	
Digital Branch	34,013	139,131								173,340	764,044	10,683	36,544	29,787	146,123	
Duncan/Traner	305	1,020	181	760	0	1,138	1,120	4,480								0
Gerlach	105	523					50	223								
Incline	4,649	20,808	990	5,167	370	1,727	5,705	20,745								502
North Valleys	10,228	42,953	0	0	800	3,812	15,991	46,055								0
Northwest	19,695	81,655	3,819	14,224	1,527	6,392	13,358	55,140								750
Reno	17,494	63,806	1,455	6,534	4,435	17,692	15,712	49,266								185
Senior Center	479	4,734	299	1,180	0	2,906	3,626	14,505								0
Sierra View	16,505	66,059	4,248	16,553	3,298	10,983	5,803	42,224								278
South Valleys	21,885	93,999	3,148	11,413	777	2,977	13,619	61,172								1,001
Spanish Springs	15,145	61,081	2,012	8,584	1,160	4,522	9,831	41,880								0
Sparks	18,527	77,754	4,483	21,660	3,208	13,311	12,541	51,664								1,054
Verdi	104	377	73	329	5	16	405	1,662								0
Total:	**159,134**	**653,900**	**20,708**	**86,404**	**15,580**	**65,476**	**97,761**	**389,016**		**173,340**	**764,044**	**10,683**	**36,544**	**29,787**	**146,123**	**3,770**

PROGRAMS/ OUTREACH	# of Programs				Program Attendance				# of Outreach				Outreach Attendance			
	Adult		Youth		Adult		Youth		Adult		Youth		Adult		Youth	
	# adult	YTD	# youth	YTD	# adult	YTD	# youth	YTD	# adult	YTD	# youth	YTD	# adult	YTD	# youth	YTD
Digital Branch																
Duncan/Traner	0	4	0	56	0	6	0	408	0	0	0	0	0	0	0	0
Gerlach																
Incline	2	23	10	64	4	415	879	1,880	1	6	1	4	0	305	700	830
North Valleys	4	26	26	88	37	203	1,339	4,226	0	0	1	8	0	0	26	1,153
Northwest	5	30	20	82	63	331	949	4,214	0	0	0	2	0	0	0	170
Reno	7	37	11	47	21	239	193	801	1	4	0	3	13	35	0	196
Senior Center	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
Sierra View	8	22	27	120	366	853	336	1,536	0	1	3	5	0	216	48	130
South Valleys	11	53	34	134	163	1,026	1,160	4,809	0	6	0	6	0	176	0	211
Spanish Springs	10	42	59	205	111	468	2,906	5,695	0	0	7	11	0	0	1,964	2,153
Sparks	13	50	29	100	81	416	505	1,998	0	1	5	10	0	118	95	443
Verdi	0	0	4	12	0	0	138	388	0	0	0	1	0	0	0	85
Total:	**60**	**287**	**220**	**908**	**846**	**3,957**	**8,405**	**25,955**	**2**	**20**	**17**	**50**	**13**	**850**	**2,833**	**5,371**

| Administration Outreach | | | | | | | | | 0 | 6 | 2 | 2 | 0 | 555 | 240 | 240 |

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

NOTE: DUE TO THE INSTALLATION OF THE BIBLIOTHECCA SYSTEM AND SYSTEM BUGS BEING WORKED OUT, CHECKOUTS MAY NOT BE ACCURATE AND GATE COUNTS HAVE BEEN AVERAGED

Washoe County Library System

Monthly Statistics By Branch / Cumulative By Month / Resulting In Yearly Total – Thru October

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	Meeting Room Use								
	2016-2017	2017-2018	% Change	2016-2017	2017-2018	% Change			
	# of Meetings	# of Meetings	# of Meetings	Attendance	Attendance	Attendance			
Administration Outreach									
Digital Branch									
Duncan/Traner	0	0	0.00%	0	0	0			
Gerlach									
Incline	19	3	-84.21%	222	76	-65.77%			
North Valleys	0	0	0	0	0	0			
Northwest	19	27	42.11%	305	324	6.23%			
Reno	42	24	-42.86%	624	283	-54.65%			
Senior Center	0	0	0	0	0	0			
Sierra View	7	14	100.00%	156	318	103.85%			
South Valleys	96	87	-9.38%	1,858	1,592	-14.32%			
Spanish Springs	47	44	-6.38%	884	811	-8.26%			
Sparks	22	28	27.27%	522	498	-4.60%			
Verdi	0	0	0	0	0	0			
Totals	252	227	-9.92%	4,571	3,902	-14.64%			

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

Washoe County Library System

Monthly Statistics Report for Fiscal Year 2017-2018

For The Month Of: SEPTEMBER

BRANCH ACTIVITY	Checkouts		Reference		Patron Computer Use		Library Visits			Miscellaneous						Read & Share
	# checkouts	YTD	Count	YTD	# signups	YTD	# visits	YTD		Digital Visits	YTD	Database Usage	YTD	Social Media Adult	YTD	
Digital Branch	40,170	105,118								203,286	590,704	8,895	25,861	36,472	116,336	
Duncan/Traner	315	715	181	579	335	1,138	1,120	3,360								0
Gerlach	119	418					71	173								0
Incline	5,004	16,159	948	4,177	364	1,357	4,076	15,040								763
North Valleys	10,882	32,725	0	0	953	3,012	14,441	30,064								0
Northwest	19,412	61,960	3,076	10,405	1,386	4,865	13,460	41,782								750
Reno	13,718	46,312	1,200	5,079	3,873	13,257	9,427	33,554								202
Senior Center	1,250	4,255	265	881	929	2,906	3,626	10,879								0
Sierra View	15,451	49,554	3,756	12,305	3,380	7,685	12,274	36,422								291
South Valleys	23,284	72,114	1,937	8,265	534	2,200	15,427	47,553								1,188
Spanish Springs	12,997	45,936	1,680	6,572	1,047	3,362	11,437	32,049								0
Sparks	18,497	59,227	5,781	17,177	3,056	10,103	11,437	39,123								1,706
Verdi	107	273	85	256	6	11	507	1,257								0
Total:	**161,206**	**494,766**	**18,909**	**65,696**	**15,863**	**49,896**	**97,303**	**291,256**		**203,286**	**590,704**	**8,895**	**25,861**	**36,472**	**116,336**	**4,900**

PROGRAMS/	# of Programs				Program Attendance				# of Outreach				Outreach Attendance			
	Adult		Youth		Adult		Youth		Adult		Youth		Adult		Youth	
	# adult	YTD	# youth	YTD	# adult	YTD	# youth	YTD	# adult	YTD	# youth	YTD	# adult	YTD	# youth	YTD
Digital Branch																
Duncan/Traner	4	4	19	56	6	6	134	408	0	0	0	0	0	0	0	0
Gerlach																
Incline	8	21	14	54	47	411	315	1,001	1	5	2	3	0	305	102	130
North Valleys	6	22	27	62	57	166	1,058	2,887	0	0	4	7	0	0	312	1,127
Northwest	9	25	21	62	116	268	1,018	3,265	0	0	1	2	0	0	20	170
Reno	7	30	8	36	114	218	252	608	1	3	3	3	5	22	196	196
Senior Center	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
Sierra View	8	14	30	93	439	487	385	1,200	1	1	2	2	216	216	82	82
South Valleys	18	42	35	100	352	863	996	3,649	2	6	1	6	35	176	33	211
Spanish Springs	10	32	41	146	108	357	798	2,789	0	0	2	4	0	0	39	189
Sparks	11	37	23	71	69	335	401	1,493	0	1	1	5	0	118	63	348
Verdi	0	0	4	8	0	0	83	250	0	0	0	1	0	0	0	85
Total:	**81**	**227**	**222**	**688**	**1,308**	**3,111**	**5,440**	**17,550**	**5**	**18**	**16**	**33**	**256**	**837**	**847**	**2,538**
Administration Outreach									0	6	0	0	0	555	0	0

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

Note: DT and SC Library Visits are averaged

Washoe County Library System

Monthly Statistics By Branch / Cumulative By Month / Resulting In Yearly Total – Thru September

System Total Comparison For Fiscal Years 2016-2017 / 2017-2018

	Meeting Room Use								
	2016-2017	2017-2018	% Change	2016-2017	2017-2018	% Change			
	# of Meetings	# of Meetings	# of Meetings	Attendance	Attendance	Attendance			
Administration Outreach									
Digital Branch									
Duncan/Traner	0	0	0.00%	0	0	0			
Gerlach									
Incline	16	3	-81.25%	184	76	-58.70%			
North Valleys	0	0	0	0	0	0			
Northwest	15	18	20.00%	231	235	1.73%			
Reno	30	18	-40.00%	506	173	-65.81%			
Senior Center	0	0	0	0	0	0			
Sierra View	5	9	80.00%	106	223	110.38%			
South Valleys	77	55	-28.57%	1,414	1,026	-27.44%			
Spanish Springs	36	29	-19.44%	710	560	-21.13%			
Sparks	14	20	42.86%	303	394	30.03%			
Verdi	0	0	0	0	0	0			
Totals	193	152	-21.24%	3,454	2,687	-22.21%			

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

Washoe County Library System

Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2016-2017/2017-2018

Accumulative

	Checkouts			Reference			Patron Computer Use			Library Visits			Digital Visits		
	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change
July	164,272	165,475	0.73%	23,910	19,617	-17.95%	20,228	14,600	-27.82%	92,084	90,347	-1.89%	199,582	174,972	-12.33%
August	167,937	168,085	0.09%	25,481	27,009	6.00%	19,942	19,433	-2.55%	103,611	103,416	-0.19%	235,008	212,446	-9.60%
September	164,949	0	0	26,409	0	0	20,426	0	0	94,506	0	0	208,290	0	0
October	169,212	0	0	25,081	0	0	18,475	0	0	107,178	0	0	208,979	0	0
November	162,418	0	0	21,146	0	0	13,420	0	0	82,129	0	0	176,872	0	0
December	150,576	0	0	18,316	0	0	13,932	0	0	77,749	0	0	182,954	0	0
January	162,069	0	0	19,255	0	0	18,260	0	0	82,503	0	0	182,692	0	0
February	160,568	0	0	21,500	0	0	16,121	0	0	81,118	0	0	182,258	0	0
March	176,437	0	0	22,884	0	0	18,619	0	0	94,623	0	0	191,689	0	0
April	166,349	0	0	21,262	0	0	17,375	0	0	86,728	0	0	182,768	0	0
May	161,903	0	0	18,116	0	0	15,955	0	0	86,397	0	0	179,679	0	0
June	159,020	0	0	21,180	0	0	17,988	0	0	94,165	0	0	173,483	0	0
Totals	**1,965,710**	**333,560**	**0.41%**	**264,540**	**46,626**	**-5.60%**	**210,741**	**34,033**	**-15.28%**	**1,082,791**	**193,763**	**-0.99%**	**2,304,254**	**387,418**	**-10.85%**
Totals to Date	332,209			49,391			40,170			195,695			434,590		

	# of Programs			Program Attendance			# of Outreach			Outreach Attendance					
	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change	2016 - 2017	2017 - 2018	% Change			
July	280	285	1.79%	6,492	6,027	-7.16%	6	9	50.00%	421	549	30.40%			
August	259	276	6.56%	6,354	6,947	9.33%	26	16	-38.46%	853	1,410	65.30%			
September	316	0	0	7,851	0	0	22	0	0	1,053	0	0			
October	284	0	0	10,797	0	0	13	0	0	1,575	0	0			
November	367	0	0	5,598	0	0	17	0	0	1,114	0	0			
December	232	0	0	6,364	0	0	17	0	0	935	0	0			
January	232	0	0	4,325	0	0	17	0	0	815	0	0			
February	289	0	0	6,266	0	0	31	0	0	1,304	0	0			
March	325	0	0	8,327	0	0	19	0	0	1,441	0	0			
April	312	0	0	9,435	0	0	23	0	0	2,752	0	0			
May	327	0	0	7,329	0	0	41	0	0	2,374	0	0			
June	323	0	0	7,540	0	0	20	0	0	810	0	0			
Totals	**3,546**	**561**	**4.08%**	**86,678**	**12,974**	**1.00%**	**252**	**25**	**-21.88%**	**15,447**	**1,959**	**53.77%**			
Totals to Date	539			12,846			32			1,274					

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

Washoe County Library System

Monthly Statistics Report for Fiscal Year 2017-2018

For The Month Of: AUGUST

BRANCH ACTIVITY	Checkouts # checkouts	YTD	Reference Count	YTD	Patron Computer Use # signups	YTD	Library Visits # visits	YTD		Miscellaneous Digital Visits	YTD	Database Usage	YTD	Social Media Adult	YTD	Read & Share
Digital Branch	36,113	64,948								212,446	387,418	9,394	16,966	43,500	79,864	
Duncan/Traner	320	400	280	398	515	803	1,659	2,240								0
Gerlach	155	299					63	102								
Incline	5,571	11,155	1,755	3,229	545	993	5,722	10,964								1,391
North Valleys	11,274	21,843	0	0	1,103	2,059	8,066	15,623								0
Northwest	21,160	42,548	4,289	7,329	1,840	3,479	15,037	28,322								1,080
Reno	16,150	32,594	2,251	3,879	5,007	9,384	12,637	24,127								302
Senior Center	1,475	3,005	357	616	1,093	1,977	4,019	7,253								0
Sierra View	16,749	34,103	5,010	8,549	3,515	4,305	13,341	23,958								227
South Valleys	24,387	48,830	3,757	6,328	876	1,666	17,101	32,126								1,270
Spanish Springs	13,963	32,939	2,843	4,892	1,274	2,315	10,346	20,612								0
Sparks	20,657	40,730	6,467	11,396	3,661	7,047	14,784	27,686								1,600
Verdi	111	166	0	10	4	5	641	750								0
Total:	168,085	333,560	27,009	46,626	19,433	34,033	103,416	193,763		212,446	387,418	9,394	16,966	43,500	79,864	5,870

PROGRAMS/ OUTREACH	# of Programs Adult # adult	YTD	Youth # youth	YTD	Program Attendance Adult # adult	YTD	Youth # youth	YTD	# of Outreach Adult # adult	YTD	Youth # youth	YTD	Outreach Attendance Adult # adult	YTD	Youth # youth	YTD
Digital Branch																
Duncan/Traner	0	0	18	37	0	0	172	274	0	0	0	0	0	0	0	0
Gerlach																
Incline	6	12	17	32	72	348	242	562	2	4	0	0	55	305	0	0
North Valleys	9	16	19	34	53	109	1,395	1,824	0	0	3	3	0	0	815	815
Northwest	7	16	21	41	83	152	1,204	2,247	0	0	1	1	0	0	150	150
Reno	13	23	11	28	42	104	168	356	1	2	0	0	2	17	0	0
Senior Center	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
Sierra View	6	6	33	63	48	48	442	815	0	0	0	0	0	0	0	0
South Valleys	13	24	34	65	279	511	1,409	2,653	2	4	2	5	73	141	80	178
Spanish Springs	12	22	53	105	142	249	1,029	1,991	0	0	2	2	0	0	150	150
Sparks	0	11	0	22	0	183	0	381	0	1	0	0	0	118	0	0
Verdi	0	0	4	4	0	0	167	167	0	0	1	1	0	0	85	85
Total:	66	130	210	431	719	1,704	6,228	11,270	7	13	9	12	130	581	1,280	1,378
Administration Outreach									4	6	0	0	250	555	0	0

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

Monthly Statistics By Branch / Cumulative By Month / Resulting In Yearly Total – Thru August

System Total Comparison For Fiscal Years 2016-2017 / 2017-2018

	Meeting Room Use								
	2016-2017	2017-2018	% Change	2016-2017	2017-2018	% Change			
	# of Meetings	# of Meetings	# of Meetings	Attendance	Attendance	Attendance			
Administration Outreach									
Digital Branch									
Duncan/Traner	0	0	0.00%	0	0	0			
Gerlach									
Incline	13	3	-76.92%	123	76	-38.21%			
North Valleys	0	0	0	0	0	0			
Northwest	10	13	30.00%	148	152	2.70%			
Reno	19	15	-21.05%	344	162	-52.91%			
Senior Center	0	0	0	0	0	0			
Sierra View	2	6	200.00%	85	138	62.35%			
South Valleys	47	34	-27.66%	858	484	-43.59%			
Spanish Springs	24	20	-16.67%	434	397	-8.53%			
Sparks	8	8	0.00%	154	99	-35.71%			
Verdi	0	0	0	0	0	0			
Totals	123	99	-19.51%	2,146	1,508	-29.73%			

**PLEASE NOTE:
  CHECKOUT TOTALS
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       for Partnership Libraries
    b. Do not reflect Gerlach or
       Collection Development

FYI

Where People Connect, Communities Achieve.
LibraryEdge.org | Support@LibraryEdge.org | UrbanLibraries.org

Washoe County Library System | Reno, NV
Population: 421,600

> "Edge has always been a useful process – it has always been ahead of the innovation that my libraries needed. It gives us the basic level we need to be at, but also pushes libraries to look forward, focusing on innovation and the future."
>
> — Jeff Scott
> *Library Director*
> *Washoe County Library System*

WASHOE COUNTY LIBRARY SYSTEM OUTLINES NEW TECHNOLOGY PLAN, IMPROVES APPROACH TO DIGITAL LITERACY WITH EDGE

Spread across an area of approximately 6,600 square miles, Washoe County covers a large and geographically diverse area – including desert terrain and mountain ranges.

Along its eastern border is Black Rock Desert. Well known as the site of Burning Man, thousands of visitors journey through Washoe County to attend the annual festival that is described as an experiment in community and art.

In the southern part of the county, along the slopes of the Sierra Nevada Mountains, is the Reno-Sparks Metropolitan Area. Serving as the home of Tesla's new Gigafactory, it is responsible for supplying batteries to meet the increased demand for electric vehicles.

"We have things in this community that are very advanced like Burning Man," said Library Director Jeff Scott of Washoe County Library System. "The library works to provide opportunities for innovation, including opportunities to complement the new manufacturers moving to the area."

Thanks to the support of the Nevada State Library, Archives and Public Records, the library used Edge to build its new technology plan, focusing on improving digital literacy in the communities it serves.

"One of the most important things Edge did for our library was provide a framework for us to create our new technology plan, which is based on the Edge Benchmarks," Scott said. "Edge gives libraries a good idea of where they should be and what things to consider when planning – replacing computers, ensuring staff technology training and providing technology classes for all that visit the library."

Staff Technology Training

In addition to planning, Washoe County Library System used Edge to identify necessary improvements to its technology training and computer classes. To improve digital literacy throughout the community, Scott implemented new staff training requirements.

"If we launch any new technology initiative, all staff are required to be trained – they must complete a course conducted by our master trainers," Scott said. "This way, every staff member is familiar with the new technology and can support users or troubleshoot when any problems come up."

After completing its second Edge Assessment, Washoe County Library System showed a 37.5 percent improvement on Edge Benchmark 8, which covers libraries having sufficient staff technology expertise to assist patrons.

"We want all staff to have a basic competency for all technologies offered at the library," Scott said. "All staff should be able to answer 90 percent of technology questions, allowing us to better serve our community."

The improvement in its Edge Assessment Results is proof of the hard work the library has done in recent years. With improved knowledge and skills among library staff, it could now focus on diversifying class options and offer more advanced options.

URBAN
LIBRARIES
COUNCIL

Innovative Offerings

In addition to staff training, the library's master trainers also work directly with library patrons, including participants that attend technology classes or the new coding camps the library offers.

"Coding camps are a direct result from using Edge and looking at more opportunities for innovative technology training," said Scott. "Some of the work children in the coding camps are producing is impressive and continues to improve by leaps and bounds. We are also working to build a Maker Network."

With the influx of innovative opportunities and new jobs coming to the area, one of the library's goals is to create a 'maker network' – a community of people that use 3-D printers – to support this type of learning activity in the community.

"It's good to know that we are doing great work locally by supporting the learning of makers," said Scott. "They take what they learn here and go to events like Burning Man and share that knowledge. It could be something as simple yet innovative as making a harmonica to play music."

The library also offers patrons a robust collection of digital resources, including eBooks and language learning options, on its 260 public computers, 120 laptops and 50 tablets.

Washoe County Library System maximized its subscription to Edge, focusing on how it can help improve digital literacy for the entire community through its new technology plan, including improved staff technology training and more innovative offerings for patrons.

"Edge has always been a useful process – it has always been ahead of the innovation that my libraries needed," added Scott. "It gives us the basic level we need to be at, but also pushes libraries to look forward, focusing on innovation and the future."