

**VIRTUAL LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, APRIL 21, 2021  
4:00 P.M.**

**VIRTUAL ZOOM MEETING**

PURSUANT TO NRS 241.020, THE AGENDA FOR THE TRUSTEES MEETING HAS BEEN POSTED ELECTRONICALLY AT THE FOLLOWING LOCATIONS: [www.washoecountylibrary.us](http://www.washoecountylibrary.us); and <https://notice.nv.gov>. PURSUANT TO SECTION 3 OF THE DECLARATION OF EMERGENCY DIRECTIVE 0006, THE REQUIREMENT IN NRS THAT NOTICE AGENDAS BE PHYSICALLY POSTED WITHIN THE STATED OF NEVADA HAS BEEN SUSPENDED.

SUPPORT DOCUMENTATION FOR ITEMS ON THE AGENDA PROVIDED TO THE LIBRARY BOARD OF TRUSTEES IS AVAILABLE TO MEMBERS OF THE PUBLIC AND MAY BE OBTAINED BY CONTACTING TAMI GASTON AT 327-8343 OR [tgaston@washoecounty.us](mailto:tgaston@washoecounty.us). **NO MEMBERS WILL BE MEETING IN PERSON AND THERE WILL BE NO PHYSICAL LOCATION FOR THE PUBLIC TO ATTEND DUE TO CONCERNS FOR PUBLIC SAFETY RESULTING FROM THE COVID-19 EMERGENCY AND PURSUANT TO THE GOVERNOR OF NEVADA'S DECLARATION OF EMERGENCY DIRECTIVE 0006 SECTION 1 WHICH SUSPENDS THE REQUIREMENT IN NRS 241.023(1)(B) THAT THERE BE A PHYSICAL LOCATION DESIGNATED FOR MEETING OF PUBLIC BODIES WHERE MEMBER OF THE PUBLIC ARE PERMITTED TO ATTEDN AND PARTICIPATE. THIS MEETING WILL BE HELD BY TELECONFERENCE ONLY.** 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.

**MEMBERS OF THE PUBLIC MAY ATTEND THIS MEETING BY TELECONFERENCE BY LOGGING INTO THE ZOOM WEBINAR ACCESSIBLE THROUGH THE FOLLOWING LINK: <https://us02web.zoom.us/j/84224131597> Password: 889408**

**PUBLIC COMMENT.** As required by the Governor's Declaration of Emergency Directive 006 Section 2, members of the public may submit public comment via teleconference by logging into the Zoom webinar link above. NOTE. This option will require video and audio capabilities. Additionally, public comment can be submitted via email to [tgaston@washoecounty.us](mailto:tgaston@washoecounty.us). Please try to provide email or voicemail comments by 4:00 p.m. on the day prior to 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 March 17, 2021
- 4) Old Business  
None noted
- 5) New Business
  - a. *Informational:* Presentation and Update on Library Assistance with Washoe County COVID-19 Contact Tracing
- 6) Reports
  - a. Library Director's Report to Include Administration, Collaborations, Programs and Activities
  - b. Reference, Training, and Technology (RTT) Presentation to Include Updates from July 2020 through March 2021
  - c. Tacchino Trust Update to Include Expenditures and Balance
  - d. Board Task Report to Include Board Tasks to be Followed Up
- 7) Staff Announcements - Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this comment section until the matter has been specifically included on an agenda.*
- 8) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 9) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 10) Adjournment

**VIRTUAL LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, MARCH 17, 2021  
4:00 P.M.**

**The Board met in regular session virtually via Zoom webinar.**

Chair Marsh meeting was called to order at 4:00 pm.

**1) ROLL CALL**

Board Member Present: Amy Ghilieri, Wayne Holland, Zanny Marsh, Jean Stoess

Board Member Absent: Ted Parkhill (arrived at 4:28 pm)

County Staff Present: Assistant District Attorney Keith Munro

Public Present: None noted

**2) PUBLIC COMMENT**

None

**3) APPROVAL OF MEETING MINUTES**

**a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF FEBRUARY 17, 2021**

On motion by Vice Chair Stoess, seconded by Trustee Holland, motion which duly carried, the Board approved the minutes from the February 17, 2021 meeting.

**4) OLD BUSINESS**

None noted

**5) NEW BUSINESS**

**a. REVIEW AND APPROVE OF WASHOE COUNTY LIBRARY RE-OPENING PLAN**

Director Scott referred to the Plan included in the board packet. He noted the following:

- He is waiting to hear from the County about filling the vacant LAll positions
- Public facing staff have begun to receive vaccines with a mix of the single dose and 2-shot vaccines. He noted the majority of staff have received their first shots this week which means that staff should be mostly inoculated late April.
- The plan is conservative. He provided expanded detail on the bullet points noted on page one (1) of the plan under each phase. He also explained the text (page two of the plan) includes more detailed explanation of the concepts. He finished by explaining the Library Re-opening Plan basically continues to look at adding services in each phase. He also noted it may possible to open early pending the outstanding bullet points under Phase III that have yet to be accomplished.

Board Comment included:

- Trustee Holland stated the planning out was good. He suggested independently noting the three (3) things the Library is waiting to occur before opening so the public is aware of the reason and understands what needs to occur for the Library System

to resume operates that include access to physical materials. Director Scott noted he would include that information in the phase.

- Trustee Ghilieri stated she believed it was a positive thing the Library did not succumb to the pressure of emails demanding the Library open and putting employees at risk. Director Scott noted the public need accesses to services and virtual mostly meets this need. He stated the ability to hang out at the local library is a soft service that can wait for the Library to open safely to its staff and patrons.
- Chair Marsh stated she appreciated the way the Library System kept the community informed since the beginning of COVID and has provided a menu of various services available. She stated this year has tested the Library System to its limits and the Library met and exceeded those limits of services provided. She stated it is important for the library to prioritize safety and health and the phased plan does this.

On motion by Chair Stoess, seconded by Trustee Holland, motion with duly carried, the Board approved the Washoe County Library Re-Opening plan as presented.

## 6) REPORTS

### a. LIBRARY DIRECTOR'S REPORT TO INCLUDE ADMINISTRATION, COLLABORATIONS, PROGRAMS AND ACTIVITIES

Director Scott noted his report was short as the Library Re-opening plan was its own agenda item. He noted the recent staff vaccinations were a positive for the Library System in the step to reopening and the Library is waiting on the school district to determine where Library staff are and how soon they can be working back on the line.

Upon questioning by the Board, Director Scott clarified the following:

- The Library System is still quarantining items for 7 days after return at this time pending any updates. He anticipates the Library may be able to decrease that time come June.
- The Trustees are being sent the Library News and Events newsletters weekly. They are sent out on Friday and being forwarded to the Trustees who have not set themselves up to receive them.

### b. CIRC TEAM UPDATE

Library Technology Manager introduced herself to the Board and noted in the prior presentation (September 2020) included information on the staff comprising Circ Team. She stated the Team felt this presentation should focus on the system used (KOHA) that catalogues and organizes all the library data. She noted a large portion of KOHA is devoted to the staff that handles acquisitions, purchases, works with vendors, and catalogues materials. She stated another portion of the database supports patron information and data, as well as handling the rules that monitor data and access to the materials. She explained there were other "buckets" of information that need to be sorted, organized, located and able to be provided to patrons. She noted that all of this is what the Circ Team does and that its members dig into the details to ensure the integrated library system KOHA functions correctly and effectively. She said that the Team has been working heavily on the patron autorenewal portion of KOHA and now patrons have the ability to turn on or off the ability to auto-renew materials. She also noted the team has been working on how the Library System is handling materials and holds with most (excluding North Valleys and Northwest Reno Libraries) now having a machine that handles returned items. She stated that the Circ

Team deals with the details in the system and that next presentation will include more detail into what they do.

Trustee Parkhill arrived at 4:28 pm.

c. **TACCHINO TRUST UPDATE TO INCLUDE EXPENDITURES AND BALANCE**

Director Scott noted he should have renovation updates soon.

d. **BOARD TASK REPORT TO INCLUDE BOARD TASKS TO BE FOLLOWED UP**

Chair Marsh noted the next task would be followed up in April 2021 upon request by Trustee Parkhill. She noted the Board plans on hearing any feedback received from the community regarding the no fine policy.

7) **STAFF ANNOUNCEMENTS**

None

8) **PUBLIC COMMENT**

None

9) **BOARD COMMENT**

Vice Chair Stoess asked if the Library planned on mentioning the new look for Digital book check outs. Director Scott noted the Library planned on ASPEN update for the April meeting.

Trustee Holland stated Friends of the Washoe County Library (FWCL) were interested in the Washoe County Library Re-opening plan and requested if he could share the board packet from this meeting with them. Director Scott confirmed sharing the packet was fine and that the Library System would be posting the approved plan to the Washoe County Library website.

10) **ADJOURNMENT**

Chair Marsh adjourned the meeting at 4:40 pm.

**UPDATE:**  
APRIL 2021

**WASHOE  
COUNTY  
SCHOOL  
DISTRICT  
COVID  
TASK FORCE**

ITEM 5a

- Partnership with Washoe Co. School District for COVID-19 related contact tracing of WCSD students and staff
- Approximately 21 Library staff working (as of March 31, 2021)
  - Across all branches and administrative offices

1


**LOOKING AT THE NUMBERS:  
PROJECT STATISTICS**

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- Stats collected via support from Washoe County Health District, Washoe County School District and Washoe County Covid Task Force team

<https://washoenv.sharepoint.com/sites/wcsdcovidtaskforce/SitePages/INSIGHT--WCSD-Contract-Tracing.aspx>

ITEM 5a



<https://pixabay.com/illustrations/corona-covid-coronavirus-virus-5047904/>

2

# LOOKING AT THE NUMBERS: PROJECT STATISTICS CONTINUED

- 4,000 hours of case work time logged since January 9, 2021 (12 weeks)
  - \*3-4 team members are from other county departments
  - \*January – March average team size was 36 people; March-April average team size was 25 people



3

# LOOKING AT THE NUMBERS: PROJECT STATISTICS CONTINUED

- Since December 2020:
- 219 classes investigated (Blue)
- 130 classes with student exclusions (orange)
- About 59% class exclusion rate to # classes investigated



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ITEM 5a

## TASK FORCE PROJECT OVERVIEW

- **March 15, 2021 project change:**
  - Draw back from Health District specific tasks:
    - CDC supported disease investigation
    - Data entry
  - Elimination of Saturday task force shifts
  - 100% support for Washoe County School District [COVID] Strike Team & Principals
- Project is expected to run though end of WCSD year: Jan. 19 -- June 9, 2021


5

ITEM 5a

## JOB MISSION:

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- Determine risk of exposure to classroom contacts leading to exclusion from school to prevent further spread of disease



<https://pixabay.com/illustrations/hand-keep-present-bokeh-1915350/>

6



ITEM 5a

## TOOLS:

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- WCHD Training – Completed Winter 2021
- SharePoint
  - Resource storage
- Microsoft Teams
  - Communication
- Weekly Meetings
  - Facilitated by Library
  - Open to all SDTF members/administrators

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ITEM 5a

## NEXT STEPS: PROJECT NEEDS EVALUATED BY APRIL 30, 2021

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<ul style="list-style-type: none"> <li>• If case load is REDUCED:           <ul style="list-style-type: none"> <li>• Begin drawback of Library staff</li> <li>• Reallocated to library reopening</li> <li>• Staff are trained and can be called on if cases surge</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• If case load is SAME or HIGHER:           <ul style="list-style-type: none"> <li>• Continue to staff at April 2021 levels</li> <li>• Continue supervisory oversight at library department level</li> </ul> </li> </ul>
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**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Library Director's Update  
**DATE:** April 21, 2021

### **Library Director's Report for April 2021**

#### **Library Positions Unfrozen**

Washoe County has unfrozen our library positions. We are currently working on several recruitments. Library Assistant II, Librarian Assistant III, Librarian, and Administrative Services Supervisor and more recruitments are ongoing.

#### **Health District Commitment ends in June**

Our commitment has dropped to 22 staff members. Work is still busy as numbers have stayed the same or slightly increased. I want to commend the staff for braving through this difficult period. Contact Tracing is a very difficult service with needs that can change quickly. Library staff are keeping the numbers low for the school district. They have worked over 300 cases and 1200 exposure cases this year.

#### **Reopening Plan Next Steps**

Working through the reopening plan currently. Browsing options will be available later this month. May 1 will have more browsing hours across the system including internet access. Telephone reference will switch to in branch phone calls after May 1. After June 1, libraries will resume their regular hours. Programs and events will still be virtual until after Labor Day.

#### **Fine Free Update**

While the library has not resumed regular open hours, we found that the biggest factor in patrons returning their materials was not fines, but notifications. We turned notifications off in March 2020 when we closed to the public. When we turned notifications back on in January 2021 we found outstanding items dropped from over 36,000 items overdue to 22,000 and dropping.

#### **Jail Library Update**

The book collection has been ordered and the existing collection assessed. Shelving from the Sparks Library that was sent to surplus was used for the new Jail Library. Megan Connelly is currently working with the new Detention Center Library Aide and the Chaplain.

**ARPA Funding**

There is an article in Governing documenting the funding for libraries. Nevada is set to get \$2.8 million to its State Library. The new State Librarian will have conversations on how to distribute very soon.

<https://www.governing.com/now/Public-Libraries-Tap-Eligible-Funds-Billions.html>

Summer Lunch Returns to Washoe County Libraries via Food Bank of Northern Nevada  
Takeaway lunches for school age children will return to Washoe County Libraries. This is a result of library space being reopening, the ingenuity of our Library Branch Managers, and the Food Bank of Northern Nevada.

**Tamara Gaston Retiring!**

After a long tenure with both the Washoe County Sheriff and Washoe County Library System, Tami Gaston is retiring. I want to thank her for your diligent service over the last five years I have been here. She has been an asset to the library. She will be very missed! Thank you, Tami!

**Joan Dalusung Five Years!**

I wanted to thank Joan Dalusung for her five years of service for Washoe County Library System. She has served a critical role not just for Washoe County Library System, but also Nevada Library Association and the Nevada State Council on Libraries and Literacy. She has helped manage our managers as well as coach them as they develop. She has been the Government Relations Chair for Nevada Library Association. A post that has been critical in the last three Legislative Sessions helping to usher pro-library legislation and assist in budget increases for the state library. She recently was made the Chair of the Nevada State Library and Literacy Council (after the Nevada Library Association Conference in 2019). This is a critical role to assist the Nevada State Library and help determine grant funding and assistance across the state. Joan has made a big impact on Washoe County Library System and libraries across the state. Thank you, Joan!

# Chromebooks

Reference Training and Technology Presentation for LBOT 4/21/2021

Joan Dalusung, Brent Collamer, and Kris Thomas

1

## What is a Chromebook?

- A Chromebook is a budget-friendly alternative to a Windows laptop or MacBook. Chromebooks run on the Google operating system Chrome OS.
- Chrome OS is an online operating system, but Chromebooks can be used in a limited fashion offline as well.
- Newer Chromebooks can install Chrome OS applications, Android Applications, and Google Apps.

2

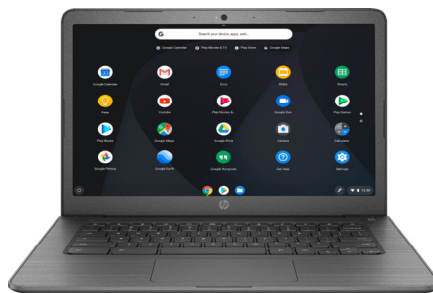
## Why use a Chromebook?

- There are pros and cons to using Chromebooks over a traditional laptop.
  - Pros – Affordable, easier for IT to maintain, less likely to break due to less moveable parts, and less vulnerable to viruses.
  - Cons – learning curve as patrons are used to Windows or Mac, basic when it comes to image editing or “powerhouse” programs, not as functional when offline.

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## How the library uses Chromebooks

- Before the pandemic, the library had many uses for Chromebooks. They were used for programs inside of branches, outreaches, and as regular computers.



4



## How the library uses Chromebooks

- **Coding Classes**

- A library program that teaches kids to code.
- Chromebooks are used to get on NCLab, Scratch, as well as Tinkercad (to design 3D prints).
- All WCLS branches that offer coding classes use the Chromebook labs.

5



## Coding Classes

6



## How the library uses Chromebooks

- **Young Writers Workshop**
  - A program put on in conjunction with UNR to teach children from the ages of 9 to 18 to write stories.
  - Using the Chromebook labs enabled the branch to hold this program in a quiet setting.

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## How the library uses Chromebooks

- **Interview Practice**
  - An interview class with the help of Nevada Department of Employment Training and Rehabilitation (DETR). DETR provided in person feedback, while the Chromebook provided them to access the JobNow database to access the live interview coach feature and access to interview tips.
  - Provide access to JobNow database.
  - Interact with a live interview coach.
  - Access interview tips for a better interview.
- **Resume Classes**
  - Gave the attendees the chance to create an email for jobs only. The class also allowed the patrons to use google docs to open downloaded resume templates from the Job Now database the library provides and customize them to their specific needs.
  - Created an email.
  - Open resume templates.
  - Customize a resume.
  - Email a resume.

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Brent at the 8<sup>th</sup> grade Career Expo, Chromebooks in tow.



Ann from Spanish Springs at Shaw Middle School

## How the library uses Chromebooks

- **Outreaches**
- Outreaches that libraries do to interact with the surrounding community
- Bring the Chromebooks for library card signups, showcasing library databases, as well as the website and catalog.

## Chromebooks and the Pandemic

Using CARES act funding, Washoe County Library purchased Chromebooks, wireless printers, and management software for public use.

Each branch received 5 Chromebooks, a security/storage locker, and a wireless printer.

Offered free wireless printing (up to 10 pages per day)

30-minute sessions for patrons on the Chromebooks (used to print resumes, tax forms, etc.)



Chromebook and  
Wireless  
Printing at  
Spanish Springs



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Chromebook and  
Wireless  
Printing at  
Downtown Reno



12

## Chromebooks and the Pandemic



Chromebook and Locker



Wireless Printer

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## Chromebook Management Software

- Implemented to protect the investment into Chromebooks
- Essentially the same as Find My iPhone or Find My Android
- Can remotely erase, track, and brick the Chromebook if removed from Library property (essentially turn the Chromebook into a paper weight)
- For the protection of patrons. At the end of a 30 minute session, completely erases the browsing history, login history (usernames and passwords), and any files that were downloaded or printed.

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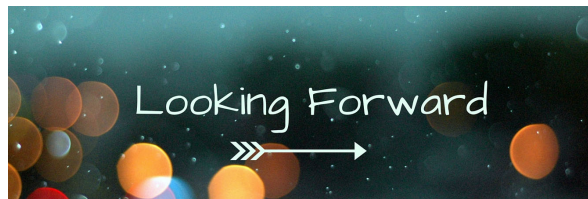
## Other uses during the Pandemic

- Some staff took home Chromebooks to work from home.
- These were used for the telephone reference line (assisting patrons place holds, or to answer any questions they had).
- Helped staff work from home and stay safe during the pandemic.

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## Looking to the future...

- Google Hotspots grant (Jeff Scott has applied for this grant with Google)
- The idea is that patrons would be able to check out a hotspot and a Chromebook for home use.
- Provide internet service and computer use to our Patrons in need.



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# Questions?



**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Tacchino Trust Expenditure Update  
**DATE:** April 21, 2021

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

Northwest Reno Tacchino funds expended \$21,678.32 for February 2021 and \$9,098.57 for March 2021.

Sparks Tacchino funds expended \$14,550.51 for February 2021 and \$12,552.53 for March 2021.

To date, Tacchino Trust funds has expended a total of \$591,704.83 with \$222,211.29 of those funds spent on Children's Materials.

The total Tacchino Trust funds available the beginning of March 2021 is \$296,155.17.

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

# LIBRARY BOARD OF TRUSTEE TASK RECORD/FOLLOW-UP

ITEM 6d

FY2019/20

DATE ASSIGNED	TRUSTEE	TASK / AGENDA ITEM REQUESTED	ANTICIPATED COMPLETION	DATE COMPLETED
10/21/2020	Parkhill	Follow up to fine free policy changes for review – <span style="color: blue;">December 2020 meeting included extension of 3 months</span>	<del>January 2021</del> <span style="color: blue;">April 2021</span>	
9/18/19	Chair Holland	Regular updates on Library progress towards 2024 Tax Initiative – <span style="color: blue;">From June 2020: need to start messaging by November 2021, after getting a sustainable plan from CDC on how to keep services safe</span>	<del>To be determined</del> <span style="color: blue;">November 2021</span>	
9/18/19	Vice Chair Marsh	Created Adhoc committee consisting of herself and Trustee Parkhill to determine metric in which Library Director should be evaluation upon to present for recommendation. <span style="color: blue;">From June 2020: plan to address at physical meeting after reopening in Phase IV of State Reopening Plan</span>	<del>October November 2019</del> <del>Feb 2020</del> <span style="color: blue;">by June 2020 – CLOSED COVID – TBD for next physical Board meeting</span>	

**From:** [Scott, Jeff](#)  
**To:** [Library - Leadership Team](#)  
**Subject:** FW: Incredible Service  
**Date:** Monday, March 22, 2021 11:57:15 AM  
**Attachments:** [image001.png](#)

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I am forwarding this kudos to our staff that came in over the weekend.

Looks like this patron is a Spanish Springs Library user. Great job to Spanish Springs and our virtual reference team!

Thanks,

Jeff



**Jeff Scott**

**Library Director | Washoe County Library System**

[jscott@washoecounty.us](mailto:jscott@washoecounty.us) | Office: 775.327.8340

301 S. Center Street, Reno, NV 89501



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**From:** Julie Flagg <julieflagg@hotmail.com>  
**Sent:** Saturday, March 20, 2021 7:54 PM  
**To:** Dalusung, Joan <JDalusung@washoecounty.us>; Scott, Jeff <jscott@washoecounty.us>  
**Subject:** Incredible Service

**[NOTICE: This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]**

I left a message for Jeff and talked to Joan, but wanted to reiterate how strongly I feel about the level of service provided by Washoe County Library.

I hadn't used the library since the Covid restrictions but read a book that kinda ended unfinished, and really required the next book to find out the end of the story. I needed Iris Johansen's "Silencing Eve", published years ago. So, I called the library number. Got this very nice lady who said I first needed an on line ID number. I'm 75 and a bit of a technophobe. When I mentioned worry about trying this on line, she immediately said she would set it up for me. She walked through my information and explained the PIN and helped me establish that also. She gave me my ID number and responded when I asked that she was working from home rather than the library. She then explained the process of ordering the book and told me I would be called at my cell number when the book was available at the Spanish Springs Library. What a helpful, pleasant, marvelous person she was.

I waited a few days, but no call. I sent an email to see if that was normal as I hadn't asked about time frame. THE NEXT DAY I got a response explaining that returned books were held in quarantine for a week, and ordered books might also have to be delivered to my particular branch. I was reassured that there was no problem, just wait a bit. Actually, the NEXT DAY I got the phone call and picked up the book at the drive up. The gal on the phone had already told me to have my id number ready so that exchange went without a hitch.

THEN, I went to return the book and had seen someone doing it at the window before the pickup window, so I went there but the machine told me it wasn't working. I went to the drive up and the guy there said he would have someone check. Check, wow, it wasn't any time at all when a lady came out, took my book and put it through the window. I watched what she did. Turns out I might have pushed the return book too far. But she fixed it.

I called but I am also writing to tell you I'm so impressed. It's been a LONG time since I actually GOT SERVICE from people hired to give service. I had phone, email, drive-up, and personal interaction with library people to get this one book. EVERY CONTACT was efficient, helpful, and most of all, pleasant. You sure are training your people right and I hope you pass this along to let them know how much I appreciated them. In a world of recordings and cell phone distractions, it is amazing to get such great service and friendly help. I only wish I had EVERY NAME of those employees. I will definitely be trying to order more books if this covid restriction lasts.

THANK YOU, THANK YOU, THANK YOU.

Julie Flagg New "drive up" book customer