



FINAL REPORT

of the

CITIZENS' ADVISORY COMMITTEE ON THE FUTURE OF WASHOE COUNTY LIBRARY SYSTEM

DECEMBER 2011

The South Valleys Library *One of Washoe County's newest suburban libraries in 2011*

Photo courtesy Derek Wilson

The Reno Carnegie Free Public Library *Nevada's first public library, established in 1904*

Photo courtesy Washoe County Library



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of the

CITIZENS' ADVISORY COMMITTEE ON THE FUTURE OF WASHOE COUNTY LIBRARY SYSTEM

presented to

**The Board of Trustees of
Washoe County Library System**

21 December, 2011

The Citizens' Advisory Committee on the Future of Washoe County Library System was Gail Alexander, John R. Andrews, Myndi Clive, Nancy Cummings, John Davis, Carol A. Evans, Martha Gould, William J. Hartman, Commissioner Kitty Jung*, Amy Levy, Carol Lloyd, Fred Lokken, Library Director Arnie Maurins*, Sherry A. McGee, Lucina Moses, Robert W. Mulvana, Kathryn Murders, Carola Naumer, Michelle F. Quevedo, Marilyn K. Short, James D. Umbach, Kris Wells, Derek Wilson, and Roy Young.

**Kitty Jung and Arnie Maurins were non-voting members.*

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*There is not such a
cradle of democracy
upon the earth as a
Free Public Library.*

ANDREW CARNEGIE

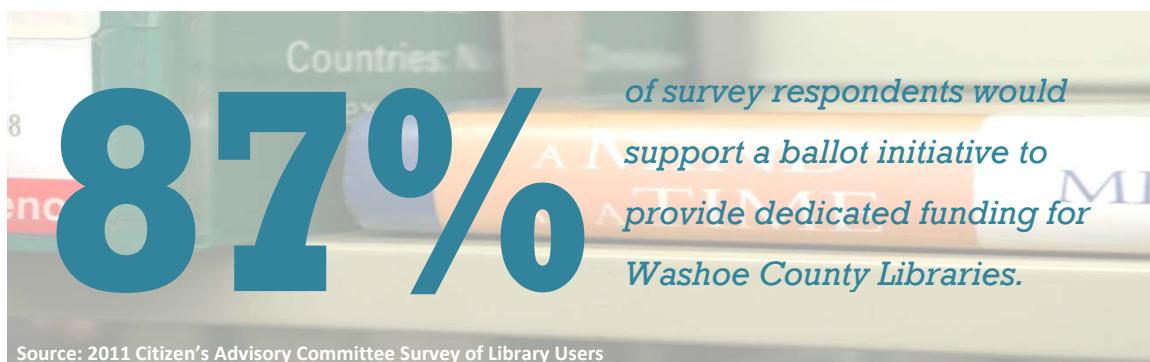
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INTRODUCTION

In November 2010, The Citizens' Advisory Committee on the Future of Washoe County Library System (WCLS) embarked on its journey to define the future needs of WCLS as it supports the community. This work was overshadowed by continuing funding reductions resulting from the economic downturn; still, we were presented an opportunity to examine changing information delivery methods and to position WCLS to serve as the community hub for access to print and electronic materials, information exchange, and meeting spaces that support citizen, business, and government needs. WCLS has an opportunity to design a long term program to expand upon its current mission – ***to serve as a cultural center offering lifelong enrichment opportunities through access to ideas, information, and the arts.***

The committee has researched, brainstormed, and discussed a wide range of options to maintain current service levels, as well as options for adding or expanding services when possible with increased funding. The committee examined such topics as increased service to children from birth through school age, managed competition, possible roles of social media in the library, donation and fundraising opportunities, outreach to the community, and much more. The committee also collected the opinions of more than 3,000 Washoe County Library cardholders in identifying opportunities to better meet the needs of library users. The results of this survey, along with other supporting documents used for the work of the committee, are found in the appendix.

The committee looked at three broad areas of library service, and all recommendations came out of subcommittees dedicated to each of these areas: Services and Technology, Facilities, and Funding. While there were many specific recommendations in these areas, several recommendations were presented by more



than one subcommittee, including devoting additional resources to marketing and technology. The committee’s discussions assumed the following:

- Libraries nationwide, including in Washoe County, are struggling with less funding and increased circulation and service demands.
- The next two years require a “maintenance” mode for WCLS.
- County tax revenues are not expected to show improvement for three or more years.
- In order to remain relevant, library services must be convenient, easily accessible, and efficient.
- Technology and Internet applications continue to influence library performance and services.
- Electronic materials and information are becoming more dominant.
- Some patrons are technology oriented, while others want and often need training in how to use technology to access services.
- Future services and facilities will need to be adaptable to a changing information delivery/sharing environment.

Washoe County Library System has sustained more than 40% in budget cuts since its peak in 2007, resulting in the loss of 93 positions with more than 640 years of collective experience. Budgetary and staff shortages have meant fewer hours and days of service, two branch closures, suspension of key services including homebound and outreach programs, and a steep reduction in the materials budget. Library staff have met the challenge by providing self-pickup of reserved materials and self-checkout machines at most branches, consolidation of service points within branches, centralized selection and ordering of all materials, and smaller collections shared among all branches. The community has responded by almost doubling the library’s volunteer pool, and the Friends of Washoe County Library raised enough to donate more than \$163,000 in materials and subscriptions last year.



The community has also responded to current challenges by increasing their use of Washoe County libraries, as indicated by increases in checkouts, library visits, and website use. This is a testimony to the social and educational importance of Washoe County Library System to the community it serves – especially in times of economic difficulty. The library provides materials in a range of changing formats including print, non-print and electronic. It provides a meeting place for citizens, programs for adults and children, an art gallery to showcase local talent, databases containing current and historical material, and much more. A well-funded library system sends the powerful message to the community that education, the exchange of ideas, and lifelong learning are important.

Moving forward, it is important to remember successes WCLS has achieved that continue to add value to our community during this period of economic stress:

- Early childhood literacy programs to instill reading interest and skills at an early age;
- Efficient access to all WCLS materials at any branch by reservation;
- New facilities and designs which received national and local acclaim and attracted attention to the community as a whole;
- Establishment of the Community Resource Center, offering information and referrals to a broad number of community services;
- Tax preparation assistance offered through collaborations with AARP and the IRS’s Volunteer Income Tax Assistance program;
- A Summer Reading Program that continues to grow, with more than 6,500 registrants in 2011;
- Online study programs for GED and other examinations offering support for self-improvement;
- Various programs and exhibits in partnership with other organizations (KNPB, Artown, etc.) that attract more than 50,000 visitors annually;
- Internet Library usage totaling nearly 1 million visits in 2010-2011;

Survey responses indicate the need to meet diverse needs:

“more books”

“more ebooks and downloads”

“a more traditional environment”

“integrate better with online knowledge”

“better places to read, sit, and relax”

Source: 2011 Citizen’s Advisory Committee Survey of Library Users

- Early and election day voting that accommodated almost 20,000 voters in the 2010 general election;
- A volunteer program that has provided 12,000 hours this past year to supplement staffing needs;
- A strong relationship with the Friends of Washoe County Library that continues to provide needed monetary support for core materials and special programs.

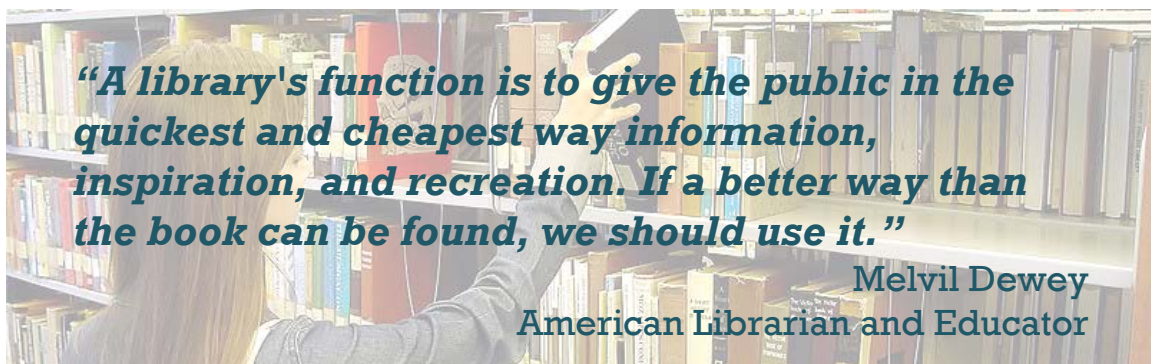
WCLS must continue to build upon this foundation to create future success as we move forward into an era of broader electronic information exchange among next-generation library users. The following short-term and long-term recommendations are presented in the spirit of supporting the Library Board of Trustees and the Board of County Commissioners in these difficult and transitional times. Our objective is to ensure that Washoe County Library System continues to be a key component of the quality of life and value that attract residents and businesses to our region.

AN OVERVIEW OF WASHOE COUNTY LIBRARY SYSTEM HISTORY & FUTURE LIBRARY TRENDS

The history of libraries in the United States is rich and varied. Benjamin Franklin's social club relied on a collection of books to support discussions around the topics of the day. Thomas Jefferson provided the backbone of the Library of Congress from his private collection. Andrew Carnegie's gifts of \$41 million funded 1,679 libraries across America. Since the 1960s public libraries have been grappling with rapidly changing technological advances. Throughout it all, the goal has been to inform, educate and provide a gathering place equipped with materials on a wide range of topics, staffed with professionals to assist when necessary – and free for everyone. What could be more democratic?

In 1904 the city of Reno made a commitment to the community when it opened the Carnegie Free Public Library in Reno. Carnegie would only fund communities which were willing to provide the site and tax themselves to maintain the building, purchase materials, and pay staff. Washoe County took over the library in 1931, during the early years of the Great Depression. The function of the library was then, and remains today, a place which provides free access of information to anyone entering. Washoe County now has twelve branches including the Internet branch, providing resources and services online.

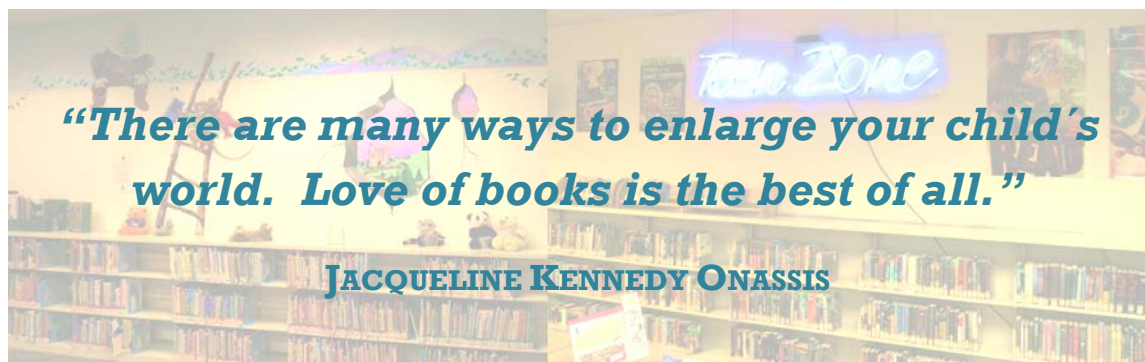
We must also consider the value of WCLS to our local student population. Access to current materials, the Internet, and WCLS databases are often the only means available to complete homework assignments. The library also offers space for students to study and interact in a disciplined environment. This is a vital service for those who are unable to afford the tools or connectivity to access these resources.



E-books are becoming commonplace in most libraries throughout the country, including in Washoe County. DVDs are another popular digital format. In many libraries DVDs represent 40% to 50% or more of the circulation statistics. Increased DVD borrowing is attributed to many borrowers not being able to afford the purchase price of a DVD or the price of a movie admission. Budget constraints have impacted purchase and loan considerations nationwide. As with other bestselling formats, collection development policies have had to be altered to adjust to financial limitations.

Systems technology, including public and staff computers, virtual library space, operations, and electronic resources, is also an important factor in managing and distributing information today. It will be even more important going forward. More efficient use of technology like self-checkout equipment, to offset reductions in the number of positions, will also be increasingly important in the future library.

There are those who believe the Internet makes the library obsolete, but the role of libraries is evolving to meet a changing digital environment. While it is true that considerable information can be obtained through various search engines like Google or Bing, libraries offer access to professionally-developed premium online subscriptions to reference sources like Reference USA, lifelong learning resources including the *Auto Repair Reference Center* and *Mango Languages*, and educational and recreational resources for youth like online picture books and history and geography databases. In short, libraries offer many resources with information not easily found in other sources, including the Internet. These resources reach and support all sectors of our community. More importantly, guidance from professional librarians is an indispensable resource for users in determining the reliability of information from all sources.



The committee identified the following trends which are expected to significantly impact libraries in the future:

- The most significant trend will continue to be information that is increasingly created, accessed, and utilized in digital formats requiring the use of technology.
 - Public libraries will continue to provide the only free access to the Internet and other computer resources in most communities.
 - Relevant libraries will be more attuned to social media and will develop ways to utilize it to promote and provide library services.
 - More technology support and access will be required, including computers, mobile devices, bandwidth, and training.
 - Less space will be devoted to the physical storage of materials and more to common space for users to interact with technology, staff, and one another.
 - New technology can give new meaning to the library as a gathering place for those who seek information.
 - Through mobile devices, patrons will connect to the library website to access the catalog and databases, or for general information.
 - The role of professional librarians will evolve to include more training and one-to-one assistance with patrons utilizing new technologies to access information.
 - Ongoing staff training will be necessary to facilitate new technology and electronic information exchange.
- A more austere economy and declining middle class wealth will continue to lead to greater demand for library services.
 - Demand will increase for technology-oriented service from libraries, including support for those seeking employment or skill development.
 - The library will remain a source to meet the increased demand for free information access, entertainment, and educational and cultural activities.



“Don't let go of books! Electronic resources are fine, but nothing can replace actual physical books. Keep your hours as long as you can, keep well stocked on good reading material, and continue to foster free access for all to materials and to literacy programs. You are vital to our existence as a democracy!”

Citizens' Advisory Committee Survey Respondent

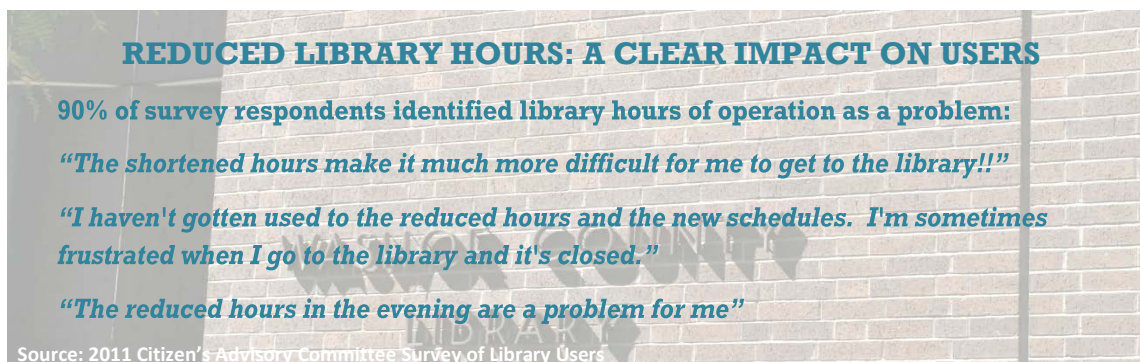
Source: 2011 Citizen's Advisory Committee Survey of Library Users

- Librarians will continue to play a central role serving children and young adults, especially in the areas of reading readiness, literacy, and research.
- Library support will increasingly be a community endeavor involving the public, business community, service clubs, local government and library staff.
- Marketing will be key to drawing attention to the value of the library to the community.

These trends impact not only the role of the library, but the staffing requirements in terms of training and knowledge. It is no longer a matter of pointing someone to a location in the stacks to locate a particular volume. Today’s library staff must learn and teach the basics of Internet use, how to download digital books, how to prepare documents and spreadsheets, and in today’s unemployment dilemma – for those who lack the tools or Internet access – how to conduct job searches and complete online applications.

The growing use of electronic tools – smart phones, tablet computers, e-readers, and social media applications – requires a total reassessment of the role of WCLS services and facilities. Given the current economic conditions, the committee envisions the next two years as a “maintenance” period in which fewer, but critical, services are provided. Up to this point, library services have been at an acceptable level in terms of public perception (see appendix). Keeping this perception alive is one objective of this committee’s recommendations.

We, the members of the Citizens’ Advisory Committee on the Future of Washoe County Library, offer and strongly support these recommendations for the next two to eight years to preserve and improve the viability and relevancy of Washoe County Library System.



RECOMMENDATIONS

The committee's recommendations are offered in no particular order.

Short Term – Next Two Years

- 1. Develop Marketing Strategy to encompass emphasizing the importance of libraries to this community; to create an awareness of services offered now and potentials for the future to support fundraising activities.**
 - a. Incorporate the best practices of known programs among libraries nationally.
 - i. Hennen's American Public Library Ratings (HAPLR Index)
 - ii. Library Journal Index to Public Library Service
 - iii. American Library Association best practices
 - b. Improve collaborations with other library organizations in the community to ensure resources are shared and available to all.
 - c. Include library facts in the County Manager and each commissioner's newsletters along with other County bulletins.
 - d. Expand the Amazon Wish List to include new fiction and non-fiction bestsellers and titles the Library may be unable to purchase otherwise.
 - i. Create public awareness with signage in the library
 - ii. Increase website visibility
 - iii. Include in WCLS and Friends of the Library announcements
 - e. Make donation opportunities available on all Internet sites: WCLS Home Page, Friends of the Library.
 - f. Identify and explore other Internet sources to promote the Library: Facebook, Flickr, MySpace, etc.
 - g. Explore funding partnerships with merchants (i.e. rewards programs for library donors).
 - h. Investigate the possibilities of Library promotion and fundraising using QR (Quick Response) codes.

- 2. Monitor what other library systems are doing in the state and nationally. Ex. Carson City Library (NV), Henderson District Public Libraries (NV), Douglas County Library (CO), Dallas Public Library (TX).**
 - a. Examine best practices information.
 - b. Seek new ideas to support service, efficiency and future facilities.

- 3. Realign to increase the budget for Internet technology to make services more accessible.**
 - a. Create a more robust web presence.
 - b. Provide greater public access to prepare for virtual reference services.
 - c. Meet current demand by adding more workstations and bandwidth.
 - d. Add more online databases for public use based on community need.
 - e. Utilize kiosk technology (like *Redbox*) to improve customer access.

- 4. Determine community needs for future expansion both inside and outside the library.**

- 5. Reach out to the community for partnerships and support.**
 - a. Identify and train speakers drawing from Library staff and community members to share library accomplishments and challenges with stakeholders.
 - b. Develop talking points highlighting the mission and goals of the WCLS.
 - c. Identify and target specific needs of the library to sustain current programs and to facilitate future services and programs to highlight.
 - d. Identify organizations that would benefit from Library services or further the mission and goals of the Library (e.g. schools, business, and non-profits).
 - e. Develop a plan for speaking engagement feedback with Library administrative staff.
 - f. Develop a plan to connect potential donors or partnerships with the appropriate person or department (e.g. Friends of the Library, Library Department)
 - g. Arrange an “open house” or tour for community leaders that focus on their organizations’ areas of interest highlighting current holdings and potential for supported expansion.

- 6. Gather appropriate statistical information to act as a baseline of WCLS ranking nationwide. Link national benchmarks to a comprehensive strategic plan.**
 - a. Determine WCLS national ranking utilizing Hennen’s American Public Library Ratings (HAPLR Index).
 - b. Determine WCLS national ranking utilizing Library Journal Index to Public Library Service.
 - c. Develop a strategic plan for WCLS based on the ranking factors: circulation, staffing, funding, etc.

- 7. Reduce expenses and library hours as needed to meet the available dollars.**
 - a. Consider having each branch specialize in a different area based on community needs.

- 8. Expand technology training for staff and public.**
 - a. Create more tutorials for accessing current services.
 - b. Provide vital training to meet current demands especially for online job search and general technology use.
 - c. Prepare for more self-service opportunities for patrons and staff.

- 9. Evaluate lending periods for all materials.**
 - a. Increase turnover of items by varying lending periods based on demand, DVD versus print items, for example.

- 10. Review library usage to consider all branches (except Internet Branch) being open on the same schedule.**
 - a. Provide for less confusion to public.

- 11. Reinstate outreach for library cards to third grade students.**
 - a. Invite youth and parents to libraries and encourage reading.
 - b. Restore vital service that was discontinued and can be reinstated with existing staff.

- 12. Redirect funds for a larger materials budget.**
 - a. Focus on new materials continuing to use best collection development practices and recognize new materials are the lifeblood of the organization.
 - b. Shorten holds list, put more new items on shelves, and encourage more patron visits to find new additions.

- 13. Evaluate the role of volunteers in the Library and develop a plan to utilize volunteers as appropriate.**

Long Term – Two to Eight Years

- 14. Develop “virtual” library space.**
 - a. Create dedicated space.
 - b. Develop chat/reference services.
 - c. Provide 24/7 support.

15. Initiate review of tax override legislation to create future ballot question for dedicated library funding beyond the current assessment of two cents per one hundred dollars.

- a. Review current legislation for specific applicability and funding level definitions.
- b. Determine timeline and requirements to meet ballot deadlines.
- c. Prepare schedule for fund usage and projected costs.
- d. Discuss with Library Board and if approved, BCC for final approval.

16. Explore the possibility of a Library District.

- a. Research Nevada Revised Statutes.
- b. Research history and operations of other districts.
- c. Determine feasibility.
- d. Discuss with Library Board of Trustees and BCC as appropriate.

17. Consider fewer, but full-service branches along with kiosks.

18. Combine Downtown Reno and Sierra View branches into one, community oriented “urban” consolidated library hub supporting public, business, and government needs, perhaps combined with other government offices.

19. Gradually replace, upgrade, or eliminate older facilities.

20. Provide infrastructure for a more robust web presence.

21. Close/rethink partnership libraries such as Duncan-Traner and Verdi.

22. Provide outreach to hospice and senior center through mobile options and/or kiosks.

- a. Meets the needs of those who can't otherwise physically access library buildings/services and don't have the technology to use online services.
- b. Restores vital services previously provided.

23. Implement a mobile computing/business service.

- a. Create technology lab similar to a bookmobile but with computer workstations and Internet access.

24. Offer the option for users to recommend and review books.

- a. Allow users to review and recommend books or services.
- b. Enables more efficient use of budget for wanted materials.
- c. Creates communication within a community of readers.
- d. Investigate utilizing online site already in place (Goodreads).

APPENDICES

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APPENDIX A

SUPPORTING DOCUMENTATION

The Citizens' Advisory Committee on the Future of Washoe County Library System examined professional literature, local and national studies, and background information regarding the Washoe County Library System's budget and usage. Additionally, all agendas and minutes from committee and sub-committee meetings are available on the Washoe County Library website at www.washoecountylibrary.us/citizen.html.

Professional Literature and Media Coverage

- Ashton, Rick J. and Danielle Patrick Milam, *Welcome, Stranger: Public Libraries Build the Global Village*, The Urban Libraries Council 2008. Accessed 17 Nov. 2011. urbanlibraries.org/associations/9851/files/Welcome%20Stranger%20Full%20Report%2008.pdf
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- Poulin, Eric, "Fanbase to the Rescue." *American Libraries (Blog)* 31 May 2011. Accessed 17 Nov. 2011. americanlibrariesmagazine.org/features/05012011/fanbase-rescue
- Price, Lee, "Social Media Brings in the Money." *Public Libraries* Mar./Apr. 2011 p. 24-27
- Torrone, Phillip, "Is It Time to Rebuild and Retool Public Libraries and Make "TechShops"?" *MAKE: Technology on Your Time (Blog)* 10 Mar. 2011. Accessed 17 Nov. 2011. blog.makezine.com/archive/2011/03/is-it-time-to-rebuild-retool-public-libraries-and-make-techshops.html#more-88970
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Background Information from Washoe County Library Administration

(presented to the committee on the dates indicated)

“Library System Overview” (16 Nov. 2010) 23

“Community Return on Funding Investment for the year Ended June 30, 2010”
(10 Mar. 2011) 27

“WCLS Activity Statistics, FY 2006 through FY 2011” (10 Mar. 2011) 29

“WCLS Operating Costs FY 2009-2010” (14 Apr. 2011) 31

“Meeting Notes for Item 8 – Discussion and possible recommendation to the
Library Board regarding the potential outsourcing of library services” (2 Jun. 2011)..... 33

“Funding Sub-Committee Notes – May 23” (2 Jun. 2011)..... 35

Press Release: “Washoe County Estimates Impact of Proposed State Budget
will be \$11 to \$12 Million Annually Based on Current Information” (2 Jun. 2011)..... 37

Email from County Manager Katy Simon: “Proposed State Budget Impacts Upon
Washoe County” (2 Jun. 2011) 39

“Funding Sub-Committee Recommendations, August 8, 2011” (11 Aug. 2011)..... 41

“Services and Technology Subcommittee Recommendations” (11 Aug. 2011)..... 43

“Facilities Subcommittee Recommendations” (11 Aug. 2011)..... 45

“Budget Update for CAC – 8/11/11” (11 Aug. 2011) 47

“Management Partners Fundamental Services Review Summary of Opportunities
& Initial Priority Rankings” (11 Aug. 2011) 49

“Budget Update for CAC – 9/8/11” (8 Sep. 2011) 53

“WCLS - Budget and Activity Statistics, FY 2007 through FY 2012” (3 Nov. 2011) 55

Historical surveys, reports, and strategic plans

“Surveys, Studies, and Strategic Plans: a selected bibliography of relevant documents
related to the work of the Citizens' Advisory Committee on the Future of Washoe
County Library System” 57

“Designing the Future Library” community input report prepared by M3 Planning
for Washoe County Library System, August 28 2009 59

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Library System Overview



Citizens' Advisory Committee on the Future of the Washoe County Library System

November 16, 2010

Governance & Administration

- *Board of County Commissioners:* Approves County and departmental budgets; approves major bids/ purchases; appoints Library Trustees
- *Library Board:* Submits budget request; approves all policies, including fines & fees; administers gift funds; hires Director; does “all acts necessary for the orderly and efficient management and control of the library”
- *Library Director:* Administers all functions and operations; carries out policies and may recommend them also

Budget

- Revenues: General Fund, Expansion Fund, Grants, Donations, Fines and Fees
- General Fund budget peaked at \$13.1M (FY 2008); now at \$8.75M
- Expansion Fund revenue peaked at \$3.02M (FY '09); estimated at \$2.73M this year. Shifted spending from General Fund, plus rising labor costs, are causing balance to decrease

Impacts (Slide 1 of 2)

- Materials spending cut by 51%
- 72 positions lost to resignations/retirements
- Mendive Library closed in May 2008
- Mobile Library and homebound-services van taken off the road in January 2010
- Library hours and program offerings cut 25%

Impacts (2 of 2)

- Friends now providing support for basic services
- Expansion Fund absorbing some expenditures normally charged to General Fund
- Volunteer hours up 42.5% in last three years
- Magazine/newspaper donations
- Major lease concessions at Sierra View, N. Valleys
- Staff feeling stressed; adjusting workloads

Budget Outlook

- No need for mid-year cuts anticipated
- Potential impact from state legislature's actions
 - Appropriating local revenues
 - Transferring services to local governments

Services

- Mission and Vision
- Service Responses – Lifelong Education/Enrichment and Commons
- Focus on: Materials (physical/online); local information; programs; education/literacy/employment support; meeting spaces; exhibits

Trends

- Services delivered via the web & mobile devices
- Self-service
- Library as meeting place (virtual and physical); the “living room of the community”
- Greater emphasis on electronic media
- Bridging the computer-skills gap

Planning (1 of 2)

- “Foundation” document
- Library uses the Balanced Scorecard method
- Primary outcome for Customers: Enriched lives
 - Relevant, well-used collections
 - Informative and literacy-promoting programs
 - Valued web site and 3rd-party online resources
 - Public's computer skills improve
 - Improved automated system
 - Improved access (ADA; alternative service points)

Planning (2 of 2)

- Primary Outcome for the Organization: Adequate financial and human resources
- Greater appreciation of library services, leading to more secure budgetary funding
- Strategic approach to obtaining supplemental funding
- Motivated and well-trained staff, supplemented by volunteers where appropriate

WASHOE COUNTY LIBRARY SYSTEM			
COMMUNITY RETURN ON FUNDING INVESTMENT			
For the year Ended June 30, 2010			
CATEGORY	2010 TRANSACTIONS	VALUE BASIS	VALUE DELIVERED
Traditional Media			
Adult Fiction			
Adult Quality Paperbacks			
Adult Mass Market Paperbacks			
Adult Nonfiction			
Reference Materials			
Children's Fiction			
Children's Paperbacks			
Other Children's Materials			
Young Adult Fiction			
Young Adult Paperbacks	2,257,824	\$15.00	\$33,867,360.00
Young Adult Non-Fiction			
Periodicals			
New Media			
Audio Cassettes			
Compact Discs			
DVD's and Videos			
Children's Audio Materials			
Children's Video Materials			
Young Adult Audio			
Young Adult Video			
Downloadable Audio Book	29,801	\$15.00	\$447,015.00
Information Technology Services			
Community Computer usage (per hour of usage)	107,142	\$12.00	\$1,285,704.00
Use of Library-paid commercial databases	48,171	\$25.00	\$1,204,275.00
Library and Community Programs			
Inter-Library Loans	2,586	\$15.00	\$38,790.00
Community Service Programs (per attendee)	57,197	\$15.00	\$857,955.00
Community Library Facilities (per usage)--non-reserved	1,216	\$200.00	\$243,200.00
Community Library Facilities (per usage)--reserved	515	\$180.00	\$92,700.00
Audio-Visual Equipment	N/A		
Reference Questions asked by the Community	273,769	\$6.00	\$1,642,614.00
Community Resource Center Services	7200	\$50.00	\$360,000.00
TOTAL VALUE OF SERVICES DELIVERED TO THE COMMUNITY	\$40,039,613.00		
TOTAL LIBRARY FUNDING EXPENDITURES	\$ 10,867,937.00		
RETURN ON FUNDING INVESTMENT	368%		
COST PER COMMUNITY VISITOR TO THE LIBRARY	\$ 8.04		

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WASHOE COUNTY LIBRARY SYSTEM - ACTIVITY STATISTICS, FY 2006 THROUGH FY 2011													
	Total Open Hours per Week	Visits	Visits per Hour	Checkouts	Checkouts per Hour	Reference Questions Answered	Questions Answered per Hour	Computer Use	Computer Use per Hour	Program Attendance	Program Attendance per Hour	Library Website Hits	Comm. Resource Ctr.
2005-06 ¹	538	1,452,527	51.9	2,147,590	76.8	240,115	8.6	297,944	10.6	81,766	2.9	527,124	253
2006-07	536	1,658,733	59.5	2,309,941	82.9	199,174	7.1	385,082	13.8	86,146	3.1	655,916	1,123
2007-08 ²	536	1,668,338	59.9	2,248,938	80.7	227,871	8.2	410,708	14.7	83,834	3.0	733,780	1,631
2008-09	488	1,750,166	69.0	2,225,942	87.7	262,475	10.3	413,521	16.3	84,214	3.3	493,217 ³	2,700
2009-10 ⁴	364	1,351,367	71.4	2,257,824	119.3	273,770	14.5	255,101	13.5	57,197	3.0	780,311	7,200 ⁵
2010-11 (est.)	367	1,430,736	75.0	2,340,984	122.7	365,352	19.1	264,654	13.9	65,268	3.4	915,933	8,280

¹ 5/24/05 - Spanish Springs Library opens @ 61 hours per week (7 days)

² 6/25/05 - New Incline Library opens @ 43 hours per week (same hours as old building)

³ 8/1/2005 - 41 hours restored from August 2003 cuts

⁴ 5/16/08 - Mendive closes to the public

⁵ 7/1/08 - More accurate method used to count web site hits; previous method yielded an overstated figure

⁶ 1/04/10 - Mobile Library (bookmobile) and homebound-services van taken out of service

⁷ Increased business, plus a more accurate counting method used beginning as of July 1, 2009; previous method yielded an understated figure

NOTE: The "per hour" figures are estimates, most likely understated, as they do not take into account all closures due to holidays and remodeling projects; alternative summer hours at Partnership sites; and reductions in hours caused by bad weather, power outages and related causes.

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WASHOE COUNTY LIBRARY SYSTEM - OPERATING COSTS, FY 2009-10														
BRANCH	Size of Building (S.F.)	Salaries/ Benefits	Lease	Facilities	Utilities	Parks Maint	Svcs/ Supplies	Branch Totals	Other Staff Hours	Hours Open (approx.)	Cost Per Hour	Visitors (FY total)	Cost per Visitor	Cost per Sq.Ft.
Duncan Traner	3,200	\$91,368		\$1,641			\$513	\$93,522		520	\$179.85	17,729	\$5.28	\$29.23
Incline Village	10,700	\$417,640		\$29,562	\$32,491	\$10,991	\$8,253	\$498,937		1,560	\$319.83	78,348	\$6.37	\$46.63
Mobile Library		\$218,392		\$7,455			\$993	\$226,840		208	\$1,090.58	1,532	\$148.07	N/A
North Valleys	9,178	\$374,715	\$53,832	\$21,165	\$14,885		\$7,635	\$472,232		1,560	\$302.71	97,550	\$4.84	\$51.45
Northwest Reno	28,364	\$1,104,675		\$43,806	\$49,860	\$4,852	\$10,890	\$1,214,083		2,028	\$598.66	171,668	\$7.07	\$42.80
Downtown Reno	58,825	\$888,183		\$155,835	\$106,901	\$8,320	\$17,683	\$1,176,922		2,028	\$580.34	202,715	\$5.81	\$20.01
Senior Center	800	\$75,407		\$547			\$2,335	\$78,289		1,040	\$75.28	42,046	\$1.86	\$97.86
Sierra View	23,130	\$1,075,117	\$0	\$49,669	\$2,835		\$10,351	\$1,137,972		2,028	\$561.13	220,898	\$5.15	\$49.20
South Valleys	17,500	\$761,827		\$40,564	\$36,435	\$3,087	\$9,691	\$851,604		2,028	\$419.92	173,125	\$4.92	\$48.66
Spanish Springs	30,000	\$918,819		\$56,118	\$47,457	\$8,575	\$12,492	\$1,043,461		2,028	\$514.53	132,118	\$7.90	\$34.78
Sparks	22,832	\$937,992		\$56,655	\$43,856	\$4,648	\$10,844	\$1,053,995		2,028	\$519.72	206,198	\$5.11	\$46.16
Verdi	3,184	\$83,576		\$821			\$1,030	\$85,427		520	\$164.28	7,441	\$11.48	\$26.83
Administration		\$727,581					\$34,856	\$762,437	2080		\$366.56			
Systems		\$414,150					\$15,794	\$429,944	2912					
Tech Service		\$710,991					\$51,908	\$762,899	2496					
Grand Totals	207,713	\$8,800,433	\$53,832	\$463,838	\$334,720	\$40,473	\$195,269	\$9,888,564	7,488	17,576	\$562.62	1,351,368	\$7.32	\$47.61
WC-1 Salaries/Benefits - Not Broken Out by Branch Materials Spending - Total for All Branches: Technology equipment - Total for All Branches: Average COST PER VISITOR (including materials expenditures) Average BENEFIT PER VISITOR - Est. \$40,039,613 div. by 1,351,368 Total Visitors: \$8.23 \$29.63														
NOTE: Services and supplies for Administration, Systems, and Tech Service include dollars spent for all branches														

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Meeting notes for Item 8 - June 2, 2011

Item 8 - Discussion and possible recommendation to the Library Board regarding the potential outsourcing of library services

The library Director and I discussed placing this item on the agenda to bring perspective to it's status. Please note the idea of a recommendation at this time is outside of the timeline we have established for making recommendations.

In your packet Item 8 is a synopsis of the discussion from our May 5th meeting. Since that meeting I attended the Library Board meeting on May 18th and had the opportunity to discuss the LSSI information notes and the five points listed in Item 8. It is obvious from all discussions there are many considerations regarding numerous aspects of social responsibility when it involves outsourcing. Regardless of who is ultimately responsible for making the decisions that may impact the library's cultural contribution, operations and staff, it is my opinion nothing further should be done until all decision makers thoroughly discuss critical factors.

The original intent concerning LSSI was to acquire as much information as possible and to create an awareness of this alternative. Based on feedback to date both intents have been fulfilled. The idea LSSI put forth for the Library to provide information for further analysis was premature on their part. In addition, the budget environment has changed in the last couple of days. I don't interpret this as a signal to ease up, but more of an opportunity to continue reviewing how to change with perhaps less stress.

Since I raised this issue earlier in the year I am compelled to offer a solution. I believe this information should be placed alongside all other information previously gathered, and to be gathered, as part of our learning experience to be included with the final report as information only.

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Funding Sub-Committee Notes - May 23

Funding options for consideration for the next two years:

Recommendation

- Initiate review of tax override legislation to create future ballot question for increase beyond current \$0.02/\$100,000 valuation.

Actions Needed

1. Review current legislation for specific applicability and funding level definitions.
2. Determine timeline required to meet ballot deadline.
3. Prepare schedule for fund usage and projected costs.
4. Discuss with BCC for approval.

Recommendation

- Determine current status of specific Federal Fund grants.

Actions Needed

1. Identify grants currently in place and their remaining timeline.
2. Identify additional grants that may have value for near term needs.
3. Determine ability to comply with requirements.
4. Decide which grants to pursue.

Recommendation

- Establish a "Library Speakers Bureau" to reach out to the business community and service clubs for partnerships and financial support.

Actions Needed

1. Develop a draft of talking points for specific needs, who will benefit, value received and cost.
2. Approach service clubs based on their support orientation.
3. Assess what values the library can offer the business community (ex. Carson City Library BRIC branch).
4. Arrange tours for key community leaders that focus on their organizations areas of interest.

Recommendation

- Develop a marketing strategy for an Internet Donation Program.

Actions Needed

1. Expand the Amazon Wishlist to include new fiction and non-fiction bestsellers.
2. Make donation opportunity awareness available on all Internet sites: WCLS Home Page, FOL Home Page, flickr, myspace.com and facebook.
3. Explore funding partnerships with merchants re: a rewards program for library donors .

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“Washoe County Estimates Impact of Proposed State Budget will be \$11 to \$12 Million Annually Based on Current Information” – PAGE 1/2

PRESS RELEASE
For Immediate Release
Website: <http://www.washoecounty.us>

Media Contact: Kathy Carter
tel. (775) 328-6169
11-063

Washoe County Estimates Impact of Proposed State Budget will be \$11 to \$12 Million Annually Based on Current Information

Reno, Nevada. June 2, 2011. Washoe County staff has reviewed the proposed State budget agreed to this week by the Legislature and the Governor, and are estimating the impact to Washoe County will be approximately \$11-\$12 million per year over the next biennium. The amount is based on the fiscal impact of state services pushed down to Washoe County, reduction in state funding to programs, or assessments for services provided by the state as known at this time.

County officials are extremely pleased that the revised proposed state budget does not include the continuance of the full 9 cents of local property tax diversion to the State by the 2009 Legislature, a change made in response to the Nevada Supreme Court's decision issued last week. The economic impact of that diversion alone would have been \$10.8 million each year, or \$21.6 million over the biennium. Three cents of local property tax intended for road projects in Clark and Washoe Counties will still be passed through to the State as directed by the 2007 Legislature.

The new proposed state budget, however, still includes some of the "push-downs" that were in the Governor's original budget proposal that will have a fiscal impact upon Washoe County of approximately \$11-\$12 million each year over the next two years. "Push-downs" refer to services previously funded by the state which are now mandated that the counties provide without funding sources, an assessment by the state for a service provided by the state, or elimination of state funding to support a county program. New programs or services which the county will be required to assume from the state or no longer receive funding for are in the areas of child welfare, adult services, health services, juvenile justice and district court. The specific programs and their estimated fiscal impact costs are as follows (note: estimated costs will vary by year; figure given is an appropriate amount):

Social Services -

Developmental Services for Children	\$1.6 million
Conversion of State funding for child welfare program to Block Grant that includes incentive funding	\$1.1 million
T ANF Emergency Assistance (child welfare)	\$439,000
Adult Svs- Indigent Accident & Supplemental Funds	\$3.0 million

“Washoe County Estimates Impact of Proposed State Budget will be \$11 to \$12 Million Annually Based on Current Information” – PAGE 2/2

Health Services-

Medical Assistance to the Aged, Blind and Disabled

And Medicaid Waiver Costs	\$1.5 million
Consumer Health Protection	\$20,000
Medical Care related to TB program	\$98,000

Juvenile Justice-

Elimination of Community Block Grant to Local

Jurisdictions	\$297,000
Youth Parole and Probation Assessment to the County	\$700,000

District Court-

Pre-sentence Investigators from State Parole and

Probation State Assessment to the County	\$700,000
--	-----------

Capital Facilities Tax-

Continuation of 3 cents of property tax intended for

Road projects in Clark and Washoe County	\$2.1 million
--	---------------

With their recently approved budget, Washoe County has cut its spending by \$154 million over the last five years bringing current spending to 2005 levels and 2004 staffing levels. For the 2011-12 fiscal year alone, County Commissioners met a \$31.3 million deficit through department budget cuts, employee wage and benefit concessions (still being negotiated), one-time use of fund reserves, and permanent reductions in operating costs. While the final impact may be less than the \$25 million which the County could have had to absorb, a fiscal impact of \$11-\$12 million may still result in some level of additional reductions to the County budget for next year.

The County has 30 days from the close of the Legislative session to amend its 2011-12 budget to reflect any legislatively imposed impacts. It is also important to note that until the 2011 Legislative session is concluded and the Governor signs off on the budget, the current estimated fiscal impact upon the County can change.

From: Simon, Katy
Sent: Thursday, June 2, 2011 3:39 PM
To: Simon, Katy
Subject: Proposed State Budget Impacts Upon Washoe County

To all employees:

You've no doubt heard about two budget-related events that have occurred in the past several days-- the first being the Supreme Court's ruling regarding the unconstitutionality of the State taking funds from a local government to balance the State's budget for the last biennium, and the second being the Legislature and the Governor reaching an agreement on the State's next biennial budget. The latter appears to have significantly reduced the pending impacts on Washoe County, specifically the continued diversion of 9 cents of local property tax to the State. To say that we are relieved as a result of these two developments is an understatement!

Many employees have asked what this means to our budget reduction plans, and to employees specifically, so we're providing as much information as we have at this time.

The most important thing to know is that this is positive news, and that it is now likely we will not have to cut next year's budget significantly more than what was already required for the four-part reduction plan adopted by the Board to close the \$31.3 million deficit due to our economic conditions and increasing cost to provide services. It's good news, because as we've said before, the 2011-12 budget deficit did not include uncertain potential impacts of an estimated \$25 million that might be caused by action of the Legislature or the Governor.

It will, however, still require that we implement the Board-adopted four-part plan to balance the budget that starts July 1: \$11.6 million in employee wage and benefit savings (reduced by \$2.2 million thanks to health benefit cost savings by our Insurance Negotiating Team), \$5.7 million from departmental operating budgets, \$5 million in alternative service options (i.e., permanent reductions), and \$9.75 million in fund balance use. The 2011-12 fiscal year budget approved by the Board was based on this plan and, therefore, no additional reductions are needed to meet the \$31.3 million deficit forecast for the coming year. There are still unknowns at this time, such as the cost of the “push down” services included in the State budget, i.e., state services which counties will be required to provide with no funding sources. While we are cautiously optimistic, until the final gavel, nothing is absolutely certain. We hope to have more information on these impacts soon.

I know that it has been extremely difficult for everyone during this time of uncertainty. At least we have a bit more certainty today than we did last week. Thank you for your patience and your continued commitment to serving our neighbors through good times and hard times. You honor our public service mission with your dedication.

*Katy Simon, ICMA Credentialed Manager
Washoe County Manager
775.328.2077 (office)
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775.328.2037 (fax)
P.O. Box 11130
Reno, NV 89520
ksimon@washoecounty.us*

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**Funding Sub-Committee
Recommendations
August 8, 2011**

RECOMMENDATION - Initiate review of tax override -legislature to create future ballot question for increase beyond current \$0.02/\$100,000 valuation.

- **Actions Needed**

1. Review current legislature for specific applicability and funding level definitions.
2. Determine timeline and requirements to meet ballot deadlines.
3. Prepare schedule for fund usage and projected costs.
4. Discuss with Library Board and if approved, BCC for final approval.

RECOMMENDATION - Reach out to the community for partnerships and support.

- **Actions Needed**

1. Develop talking points highlighting the mission and goals of the WCLS.
2. Identify and target specific needs of the library to sustain current programs and to facilitate future services and programs.
3. Identify organizations that would benefit from Library services or further the mission and goals of the Library (i.e.: schools, business, non-profits).
4. Identify and train speakers drawing from Library staff and community members.
5. Develop a plan for speaking engagement feedback with Library administrative staff.
6. Develop a plan to facilitate potential donors or partnerships with the appropriate person or department (i.e.: Friends, Library Department)
7. Arrange an "open house" or tour for community leaders that focus on their organizations areas of interest.

- **Resources**

1. Keeping Our Message Simple-Jamie LaRue <http://americanlibrariesmagazine.org/features/06082011/keeping-our-message-simple>
2. How to Choose & Approach a Corporate Partner for Your Non-Profit <http://mashable.com/2011/05/27/non-profit-corporate-partners/>

RECOMMENDATION - Develop a marketing strategy for fundraising

- **Actions Needed**

1. Expand the Amazon Wish List to include new fiction and non-fiction bestsellers and titles the Library may be unable to purchase otherwise.
2. Make donation opportunity awareness on all Internet sites: WCLS Home Page, Friends of the Library.
3. Identify and explore other Internet sources to promote the Library: Facebook, flickr myspace, etc.
4. Explore funding partnerships with merchants (i.e.: rewards programs for library donors).

5. Investigate the possibilities of Library promotion and fundraising using QR (Quick Response) codes.

- **Resources**

1. Fanbase to the Rescue: A Massachusetts
<http://americanlibrariesmagazine.org/features/05012011/fanbase-rescue>

RECOMMENDATION - Explore the possibility of a Library District.

- **Actions Needed**

1. Research NRS
2. Research history of other districts
3. Determine feasibility
4. Discuss with Library Board of Trustees and BCC as appropriate.

RECOMMENDATION - Gather appropriate statistical information to act as a baseline of WCLS ranking nationwide. Link national benchmarks to a comprehensive strategic plan.

- **Actions Needed**

1. Determine WCLS national ranking utilizing Hennen's American Public Library Ratings (HAPLR Index)
2. Determine WCLS national ranking utilizing Library Journal Index to Public Library Service.
3. Develop a strategic plan for WCLS based on the ranking factors; circulation, staffing, funding, etc.

- **Resources**

1. HAPLR Index - <http://www.haplr-index.com/ratings.html>
2. LJ Index - <http://www.libraryjournal.com/article/CA6629180.html>

**SERVICES AND TECHNOLOGY
SUBCOMMITTEE**

SERVICE	MEETS NEED	TECHNOLOGY REQ.	CATEGORY A=Short Term B=Long Term	COST - ONE TIME	COST - ANNUAL
Larger technology budget for internet access	Provide greater public access to prepare for virtual reference services and meet current demand	More workstations, bandwidth	A		
Expanded technology training for staff and public	Create more tutorials for services, continue to provide vital training to meet current demands and prepare for more "self-service" opportunities for patrons and staff	Training, budget impacts	A		
Evaluate lending periods - especially DVD's	Increase turnover of items to increase availability	Programming changes for different lending periods	A		
Look at Library hours consistency - could all branches have the same schedule?	Accessibility - less confusion to public - help with library staffing		A		
Outreach for library cards to 3rd grade students	Important to drive youth and parents to libraries and encourage reading	This was a service that was lost and can be started back up with existing staff	A		
Larger materials budget	Shorten holds list and put more new items on shelves	Budget	A		
Market current library services	Create awareness of the services that are offered through the library now	Can a library fact be added to the County Manager and each commissioners newsletters along with any other County bulletins?	A		
Provide outreach to hospice, senior center, mobile options/kiosks	Meet the needs of those who can't otherwise physically access library buildings/services and don't have the technology to use online services	Services previously provided but are needed	B		
Virtual reference services	Chat/reference services - 24/7 support-click to chat/text		B		
Mobile computing - business service	Technology lab		B		
User book review service	Allow users to review and recommend		B		

8/10/2011

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**Facilities Subcommittee
Recommendations
08/10/11**

- **Short Term**

- Reduce expenses and library hours as needed to meet the available dollars (possibly by having each branch "specialize" in a different area based on community needs. For example, Sierra View could be a job resource center, since JobConnect and the New Horizons are in the same building.
- Use Internet technology to make services more accessible (such as more online databases, etc.), library "kiosks", etc.

- **Long Term**

- Fewer, but fuller-service branches along with depots and kiosks
- Combine Downtown Reno and Sierra View branches into one nice, new facility nearby, for example, Park Lane
- Gradual replacement/upgrade of older facilities
- Close/relocate North Valleys to a new site, possibly on pre-existing county owned land
- Close/rethink partnership libraries such as Duncan-Traner, Verdi, etc.
- Develop a marketing strategy for the library: tell the public why libraries are so important
- Develop "virtual" library space

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Budget Update for CAC-8/11/11

Availability of voluntary-separation incentives has been extended through September 1st

Reduction plan submitted on 7/29 (\$824,596 from Gen Fund, \$249,658 from Exp Fund)

- Three layoffs, all in the General Fund
- One voluntary demotion of a Librarian III to a Librarian II (L III in Expansion Fund to L II in General Fund)
- Eight voluntary separations – 7 in General Fund, 1 in Expansion Fund. Most of the employees involved are leaving in December; one in September; and one has already worked her last day.
- \$16,000 in new fines and fees

Since the 29th I have approved one additional incentivized separation, and received two new requests for separation incentives. Depending on how many total voluntary separations are approved, it may not be necessary to lay off any employees.

BCC will view all of the 10% plans on ~~August 23rd~~ 9/13, and will give direction regarding the plans on September 13th. 27th.

Library's final plan will go to the library Board on ~~September 21st~~. Oct.

Layoffs, if any, would likely take effect in mid- to late October.

Library management staff met on August 10 to review changes in services, hours and facilities that will likely take place beginning in September.

- Sierra View M-F 10-6 going to Library Board on 8/17; other hours changes will be presented as tentative (Duncan, Incline, NW Reno, Senior Center, Spanish Springs, Verdi)
- Regional/Urban/Suburban/Partnership categorization

Management Partners report: Final draft presented at OEC meeting on August 3rd; BCC's "first reading" in public will be at its August 9th meeting. Recommendations with potentially the most direct impact to the library:

- Possible consolidation of Systems staff into Technology Services Department
- Closure of Duncan/Traner and Verdi libraries (with caveat re: grant conditions)
- Possible future sale of property on Golden Valley Road
- Library services were included in a list of functions that local governments have outsourced in whole or in part with some measure of success; report made no specific recommendation to proceed with a "competitive assessment" of library services, which is typically the first step in an outsourcing process

BCC accepted the report on August 9th and will consider recommended 1st-year projects on 9/27.

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Management Partners
Fundamental Services Review
Summary of Opportunities
Initial Priority Rankings

Projects ranked according to **High (1)** **Medium (2)** and **Low (3)** priority. Ranking was based on two criteria:

1. Fiscal Impact
2. Ease of Implementation

This initial ranking is intended to provide a smaller list for review and prioritization for initiation. From the projects ranked High or (1) more detailed review will be conducted and the projects to implement first will be identified.

Project #	Description	Rank
3.7	Uncover and correct building without permit violations	NA
1.12	Combine existing County fire agencies to create initial regional Fire Services Agency	1
1.13	Consolidate service and repair facilities	1
1.4	Consolidate administrative support staffing resources	1
1.6	Combine departments to create Municipal Services Agency	1
1.7	Combine departments to create Human services Agency	1
2.1	Eliminate premium pay salary adjustments	1
2.11	Revise detention center staffing from sworn deputies to corrections officers	1
2.12	Revise entry-level salary levels to reflect market rates	1
2.3	Reduce staff time committed to regional body support	1
2.4	Allow adjustment to total hours worked in week	1
2.5	Allow adjustment to total months worked in year	1
2.6	Allow adjustments to field staff member staging locations	1
2.8	Establish program for Building to perform Fire Department plan check	1
2.9	Rebid or renegotiate contracts or contract terms and extensions	1
3.1	Automate commission agenda process	1
3.10	Review and reduce size of County vehicle fleet	1
3.11	Review and reduce inventory of county equipment	1
3.12	Reduce mail service delivery	1
3.14	Implement Early Case Resolution/Pre-Preliminary Hearing	1
3.15	Eliminate night security officers for marriage license area of Clerks office through hours or space adjustment	1

“Management Partners Fundamental Services Review Summary
of Opportunities & Initial Priority Rankings” – PAGE 2/3

3.17	Reinstate personal property audit for corporate accounts	1
3.4	Streamline process flow in permit issuing activities	1
3.6	Expand use of administrative enforcement process in place of citation process	1
3.8	Consolidate or reassign County staff to existing office space	1
3.9	Extend vehicle replacement schedule	1
4.2	Re-source design and construction management	1
4.3	Provide detention services to other government agencies	1
4.4	Centralize reprographics and coordinate print and copy management	1
4.6	Conduct managed competition process for selected county functions	1
4.8	Develop pilot managed competition program for collection of unpaid fines and fees	1
5.1	Implement cost-based fee schedules in each department/function	1
5.10	Establish a right-of-way user fee for sewer	1
5.11	Implement the State authorized Governmental Services Tax (GST) (1% vehicle excise tax)	1
5.12	Request External support for Child Assault Response and Evaluations (CARES) and Sexual Assault Response Team (SART)	1
5.2	Implement full cost recovery for Health Department fees for service	1
5.5	Support seasonal sports activities with user fees	1
5.6	Identify operating and maintenance funding for new capital investments	1
5.7	Assure County costs are recovered from grants	1
5.8	Charge golf course enterprise a rental or land use charge to compensate general fund	1
1.1	IT Staff Resources: GIS support	2
1.11	Consolidate Clerk's Office, Recorder's Office, and Registrar of Voters	2
1.14	Consolidate library branches	2
1.2	IT Staff Resources: DCAS Support	2
1.3	IT Staff Resources: Other technical support positions	2
2.10	Eliminate standby pay	2
2.2	Combine Reception (public information) and permit intake counters	2
2.7	Implement job sharing program	2
3.13	Implement biennial budget process	2
3.16	Locate all divisions of the Clerk's office in one location	2
3.18	Create courtroom at detention center	2
3.2	Replace ERP software	2
3.3	Review and revise worker's compensation program	2

"Management Partners Fundamental Services Review Summary
of Opportunities & Initial Priority Rankings" – PAGE 3/3

	administration	
3.5	Change Land Use permit process from public hearings to administrative approvals	2
4.1	Integrate radio maintenance services with other government agencies	2
4.5	Outsource Animal Shelter operations	2
4.7	Contract with non-profit and community groups for management of parks & community centers	2
4.9	Contract for Court Security Officers	2
5.3	Establish GPS base station usage fee	2
5.9	Establish a right-of-way user fee for water	2
1.10	Consolidate Sparks Justice Court with Reno Justice Court	3
1.5	Consolidate Human Resources support staff resources	3
1.8	Consolidate Wadsworth Justice Court with Sparks Justice Court	3
1.9	Consolidate Incline Village Justice Court with Reno Justice Court	3
5.4	Establish annual permit user fee for regional parks	3

8/25/11

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Budget Update for CAC – 09/08/11

10% reduction: \$824,596 from Gen Fund, \$249,658 from Exp Fund

Reduction plan now includes 12 voluntary separations, elimination of 4 vacant positions, a re-class of a Lib Asst III position into two 15-hour LA II's, and \$17,500 in new fines and fees; No layoffs as of now

We will have lost about 640 years of collective experience since early 2009

BCC is expected to begin reviewing all of the 10% plans on September 13th. Department heads who wish to do so will be able to present impacts of 10% reductions at the BCC's September 27th meeting; I will invite the Chairs of the library Board and CAC to attend. Commissioners may or may give final direction regarding the reductions on that date. The Library's final plan will go to the Library Board on 10/19.

Hours changes are going to the Library Board on September 21st

- Duncan going from 4 to 2 days a week; Incline shifting from 11-5 to 10-4 F and Sat; NW shifting from 12-8 to 11-7 on W; Senior Center shifting from M-Th 9-2 to Tu-F 9-1; Spanish Springs shifting on W from 12-8 to 10-6 with drive-up 6-8; Verdi shifting from Tu 3-7 to W 3-7, keeping Sat as is
- Sierra View M-F 10-6 approved by Library Board on 8/17; in response to request by landlord, will be reconsidered at 9/21 meeting; landlord wants Saturday hours to be retained.

Staffing reallocation: Senior management group to begin meeting 9/14 to plan staffing of branches

Management Partners Fundamental Services Review Report:

[From Katy Simon's e-mail:] "A public meeting was held on Thursday, August 25, with the County's Strategic Planning Committee, comprised of elected and appointed department heads and members of the Organizational Effectiveness Committee, and the Technical Advisory Committee, made up of employees from various departments who have been trained in continuous improvement and other methods. The list of all 64 opportunities identified by Management Partners was reviewed and sorted into high, medium, and low priorities, based on the ease of implementation and the fiscal impact of the savings. From the list of the highest priorities identified by those two groups, the opportunities will be further ranked by the members of the committees according to criteria such as the impact on operations/staff, impact on service, the impact on efficiency, financial savings, etc. The ranking will then be publicly posted and presented to the Board of County Commissioners for their review at the Sept. 27th Board meeting. We expect that the Board will give direction for no more than 3-5 projects to be undertaken this year. Even with the Board's expected direction to initiate some projects, this does not mean a final decision to implement. In most cases, a great deal of further research and analysis must be done before we can say that it's a good idea and we should do it. At the meeting Thursday, we all acknowledged the very critical need for absolute transparency of these discussions, and we are firmly committed that decisions will only be made in open, public meetings."

Projects receiving an initial top-priority score of "1," according to fiscal impact and ease of implementation, included:

- Conduct managed competition process for selected county functions (no decisions yet as to which functions would go through this process in 2010-11)

Projects receiving an initial medium score of "2" (i.e. not to be considered in Year 1) included:

- Possible consolidation of Systems staff into Technology Services Department
- Closure of Duncan/Traner and Verdi libraries – consolidation of library branches

Shared Services Committee – staff report

- History of WCLS Partnerships
- Issues to address when considering public-library/school-library partnerships
- Potential for future partnerships; my position and (if available) *WCSD's* position
- Issues regarding, and potential for, sharing services with UNR and/or TMCC

WASHOE COUNTY LIBRARY SYSTEM - BUDGET AND ACTIVITY STATISTICS, FY 2007 THROUGH FY 2012

	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2011-12 FY08-->FY12	% change
County Population	409,085	418,061	423,833	416,532	421,407	425,000		
Budget - General Fund	\$12,587,517	\$13,087,945	\$11,283,650	\$8,107,863	\$8,335,210	\$7,851,000		-40.0%
Budget - Expansion Fund *	\$1,851,010	\$1,771,904	\$2,832,733	\$3,005,349	\$2,567,915	\$2,603,221		46.9%
Total Budget	\$14,438,527	\$14,859,849	\$14,116,383	\$11,113,212	\$10,903,125	\$10,454,221		-29.6%
Budget Dollars per Capita	\$35.29	\$35.54	\$33.31	\$26.68	\$25.87	\$24.60		-30.8%
Materials Budget - General Fund	\$1,231,448	\$1,231,448	\$215,000	\$0	\$0	\$0		
Materials Budget - Expansion Fund	\$0	\$0	\$665,000	\$665,000	\$600,000	\$600,000		
Materials Budget - Total	\$1,231,448	\$1,231,448	\$880,000	\$665,000	\$600,000	\$600,000		-51.3%
Materials Budget per Capita	\$3.01	\$2.95	\$2.08	\$1.60	\$1.42	\$1.41		-52.1%
Budget per Capita - Nat'l Median	\$3.92	\$3.78	\$4.08	\$3.50	Not Available	Not Available		
Staffing FTE's (as of end of FY)	185.300	183.950	145.130	137.080	133.175	114.050		-38.0%
Number of Branches **	14	14	13	12.5	12	12		
Hours Open per Week (Avg)	511.5	511.4	465.5	353.4	354.7	343.5		-32.8%
Visitor Count (In-Person)	1,658,733	1,668,336	1,750,166	1,351,367	1,353,303	1,322,853		-20.7%
Visitors per Hour Open	62.4	62.7	72.3	73.5	73.4	74.1		18.0%
Items Borrowed and Renewed	2,309,941	2,253,536	2,225,942	2,257,824	2,318,929	2,259,447		0.3%
Web Site Visits	655,916	738,716	493,217	780,311	964,564	947,649		28.3%
Return on Investment ***	309%	Not Available	Not Available	368%	385%	400%		
Cost per Visitor	\$8.37	\$8.17	\$7.27	\$8.04	\$7.84	\$7.82		-4.2%

NOTES:

Figures in *italics* are estimates. Staffing FTE number for 2011-12 includes one to-be-vacant position that should be re-filled by March 2012. Visitor count for FY 2010-11 includes an estimate for Incline Village Library; actual number not available due to partial failure of gate counter.

* Excludes debt service; annual increases since 2007-08 are due in part to certain spending authority being transferred from General Fund

** Includes Mobile Library through December 2009; it was pulled out of service in January 2010.

*** Calculated as Estimated Dollar Value of Library Services div. by Total Budget Expenditures

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“Surveys, Studies, and Strategic Plans: a selected bibliography of relevant documents related to the work of the Citizens' Advisory Committee on the Future of Washoe County Library System” – PAGE 1/2

Surveys, Studies, and Strategic Plans
a selected bibliography of relevant documents
related to the work of the Citizens' Advisory Committee
on the Future of Washoe County Library System

all non-linked documents are currently held at the Downtown Reno Library at the Reference Desk, and are available for the use of the public and committee members.

Title	<i>Foundation for the Washoe County Library System's Strategic Planning Process, February 2010.</i>
Location	February 2010 Agenda of the Washoe County Library System Board of Trustees, pages 11-18.
URL	http://www.washoecounty.us/repository/files/8/02_10_packetb.pdf
Description	This document, with specific consideration of the economic downturn of the late 2000s, was adopted to allow WCLS to adapt the current strategic plan to the current economic situation. Approved by the WCLS Board of Trustees at their meeting on February 17, 2010, "as a guide for the Library's future planning efforts, with the 'Services Supporting Primary Service Responses' as an addendum."
Title	<i>Services Supporting Primary Service Responses, addendum to the Foundation for the Washoe County Library System's Strategic Planning Process, February 2010.</i>
Location	February 2010 Agenda of the Washoe County Library System Board of Trustees, pages 19-20.
URL	http://www.washoecounty.us/repository/files/8/02_10_packetb.pdf
Description	A list of the library services provided by WCLS and how they relate to the Library's two main service roles.
Title	<i>2010-2014 Strategic Plan.</i>
Location	Washoe County Library website.
URL	http://www.washoecounty.us/repository/files/8/2010-2014%20Strategic%20Plan.pdf
Description	The current WCLS Strategic Plan (Balanced Scorecard)
Title	<i>Washoe County Library System Technology Plan, 2009-2012.</i>
Location	Washoe County Library website.
URL	http://www.washoecounty.us/repository/files/8/Technology%20Plan.pdf
Description	Describes the library's commitment to technology, including goals, desired outcomes, current overview, and a timeline for implementation.
Title	<i>Washoe County Library System Annual Report 2008 (also, 2007 & 2006)</i>
Location	Washoe County Library website
URL	http://www.washoecounty.us/library/annual_rpt.html
Description	Three examples of recent Annual Reports to the public on the services, activities, and statistics of WCLS; all available in PDF format.
Title	<i>Washoe County Library System Return on Funding Analysis.</i>
Author	Community Services Analysis LLC (Tuscon, AZ), 2008.
Call No	027.4794 RET 2008 (Government Documents)
Description	Analysis of the value to Washoe County residents of WCLS services.

“Surveys, Studies, and Strategic Plans: a selected bibliography of relevant documents related to the work of the Citizens' Advisory Committee on the Future of Washoe County Library System” – PAGE 2/2

Title	<i>Washoe County Library Facilities.</i>
Author	Aaron Cohen Associates Ltd. (Croton-on-Hudson, NY), 2000.
Call No	022.3 WAS 2000 (Government Documents)
Description	An in-depth look at facilities in WCLS and how they are poised to meet or not to meet the needs of future library users, with recommendations.

Title	<i>1999 Washoe County Employee Opinion Survey: Results for the Library.</i>
Author	Saja Services (Longmont, CO), 1999.
Call No	023.9 WAS 1999 (Government Documents)
Description	Statistical data regarding employment at WCLS based on surveys administered to all staff regarding departmental performance.

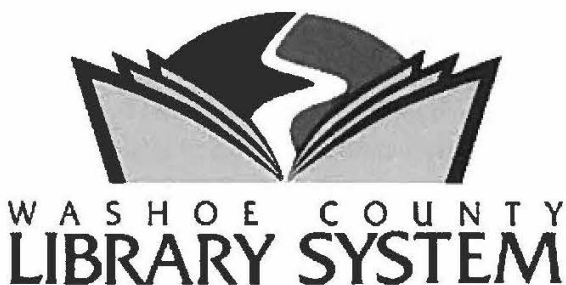
Title	<i>The Organizational Design of the Washoe County Library System: Final Report and Recommendations.</i>
Author	Ronald Dubberly, Dubberly Associates, Inc. (Atlanta, GA), 1997.
Call No	025 DUB 1997 (Nevada Collection)
Description	An in-depth analysis of the "conditions, processes, practices, and relationships" within WCLS in 1997, with recommendations.

Title	<i>1993-1998 Strategic Plan.</i>
Author	Washoe County Library (Reno, NV), 1993.
Call No	025 WAS 1993 (Government Documents)
Description	An example of a previous WCLS five-year strategic plan adopted in 1993. (Current strategic plan covers the years 2010-2014)

Title	<i>Recommended Model Branch Library Building Program for Washoe County Library System, Reno, NV.</i>
Author	Robert H.Rohlf for Professional Library Consultants, P.A. (Minneapolis, MN), 1989.
Call No	022.3 ROH 1989 (Government Documents)
Description	Intended to serve as a model and set of criteria for establishing "community" or "branch" libraries.

Title	<i>Final Report of the Citizens' Blue Ribbon Advisory Committee on the Future of Washoe County Library System.</i>
Author	Citizens' Blue Ribbon Advisory Committee on the Future of Washoe County Library System, February 1987.
URL	http://www.washoecounty.us/repository/files/8/Blue%20Ribbon%20Report%201987001.pdf
Call No	021.2 C498 1987 (Nevada Collection)
Description	The final report on WCLS's first Blue Ribbon Advisory Committee, which met from 1985-1987.

Title	<i>Washoe County Library Systems Survey of Public Opinion.</i>
Author	John S. DeWitt and K. Gregory Swain for Market Systems Research, Inc., 1985.
Call No	025.58 WAS 1985 (Government Documents)
Description	"a survey of the general public in Washoe County in order to assess public attitudes, preferences, opinions, and behaviors as they related to the Library System." The survey focused on use/non-use of libraries, service preferences and assesments, and library funding.



“DESIGNING THE FUTURE LIBRARY”
COMMUNITY INPUT REPORT

PREPARED BY M3 PLANNING

AUGUST 28, 2009

INTRODUCTION

WHAT DOES THE FUTURE HOLD FOR WASHOE COUNTY LIBRARIES?

In July-August of 2009, Washoe County Library held a series of community conversations to collect thoughts, ideas and suggestions to help define the future of Library programs and services. The objective of these forums was to find out what the community needs from the Washoe County Libraries, and how today’s programs and services might have to be modified to meet those needs. The Library also sought to explore the utilization of technology to better link the Library with the community and individual customers. These “Future Library” meetings were presented as a follow-up to the town hall budget meetings that were held earlier in 2009. “In light of the budget cuts that have impacted the Library System, we are eager to hear from the community so that we can design programs that best meet future needs,” said Washoe County Library Director, Arnie Maurins.

Progressive rounds of conversation were held to share opinions and brainstorm ideas about the future of the Library. In addition to the three community forums, posters were displayed at eight of the Washoe County Library branches to enhance participation and collect comments from the Public. In an effort to collect ideas from a diverse population, posters were also displayed at the Downtown Reno Senior Center, Washoe County Administration Building and the Boys and Girls Club.

SUMMARY OF OBJECTIVES

- Find out what the community needs from the Washoe County Library System
- Identify how today’s programs and services might have to be modified to meet the future needs of the community
- Explore the utilization of technology to link the Library with the community and individual customers

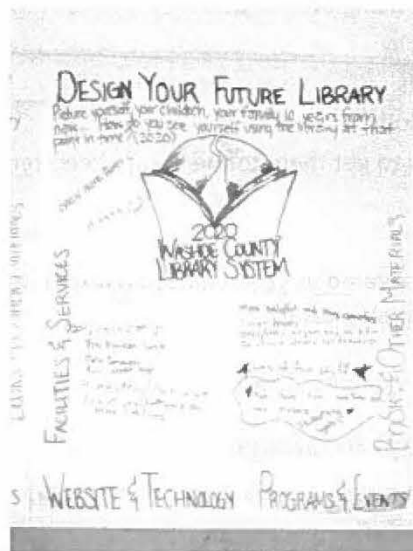
The “Future of the Library” community conversations were facilitated by M3 Planning. The three forums were conducted with the same flow and discussion points. Participants were first asked to *think big* and imagine the Library ten years from now. Ideas were shared and collected before breaking up into small groups to *dig deeper* into specific topics. Feedback around each topic is summarized in the following report. Community remarks from the posters are also incorporated.

THE BIG PICTURE

PICTURE YOUR LIBRARY (PHYSICAL OR VIRTUAL*) 10 YEARS FROM NOW

It is 2020 and you are living in Washoe County. We are all 10 years older. Think about how you see the Library. What will you be doing? How will you be using the Library? What resources will be most appealing to you? Envision the future and create the future of the Library!

Washoe county participants were asked to think big and imagine their future library. Ideas and comments have been synthesized below.



Summary

The Future Library will be a warm, friendly meeting place where the latest technology is intertwined with classic books. The Library of the Future is one that not only holds books, but also classes, forums, and activities for adults and children of all ages.

Library is a Meeting Place

- Library as a meeting place – book clubs, writing groups, children’s activities
- Larger meeting room for a great lecture series – free or for a small cost for the series
- Getting information and downloading books directly from the website, but the Library building should always be a gathering place
- Community meeting place for adults and children
- I see a community gathering spot like I see at Borders & other bookstores. Lots of new & fresh materials/books/magazines/DVDs & the newest media
- I see the Library as a community center, a place for people to congregate

Library is a Sanctuary

- Place to recline – eat, drink, see movies, read books, look at magazines, listen to music
- A comfortable place to sit, talk, browse books, read, meet community members, etc.
- Relaxing atmosphere in which to enjoy materials, discuss with others, etc.
- A nice place to read

Library Engages Everyone

- I hear children; I see families – all ages, all demographics – the Library offers something for everyone
- Events to engage families – teens, toddlers and adults
- Technology up to date and being utilized as a resource for the community
- Classes – remedial and hobby
- Webinars, educational tools
- Classes, story time, book clubs
- Teenage groups – offerings to get them to the library/teen tech opportunities
- Small business connection
- Engage teenagers
- Library to offer programs targeted at senior citizens to keep them up to speed on technology, etc. – computer classes, etc.
- More senior centers
- More to serve Hispanic/diverse population

Library Atmosphere will adapt to Change

- Libraries will be like an Internet café – many locations in places where people gather – shopping malls, retail hubs, coffee shops, etc.
- Less emphasis on physical locations, online resources, kiosks, smaller branches
- A lot of computer terminals – not so many actual books – download books to iPods
- Book warehouse with option of virtual – books online, technology, etc.
- Avatars at the door
- Less emphasis on the physical – virtual
- More cyber café type opportunities – cyber space areas

Library Provides Resources

- Library as a source – for books, technology ... information
- One Stop Shop – ATM, Stamps, DVD type rental, online kiosk for books, etc.
- Volunteer opportunities, central information gathering – especially for teens
- The Library is a good place where I can do research, keep it open
- Library is a gateway to information across the county
- Reference Librarians
- Information Providers – everyone has access to the same current information

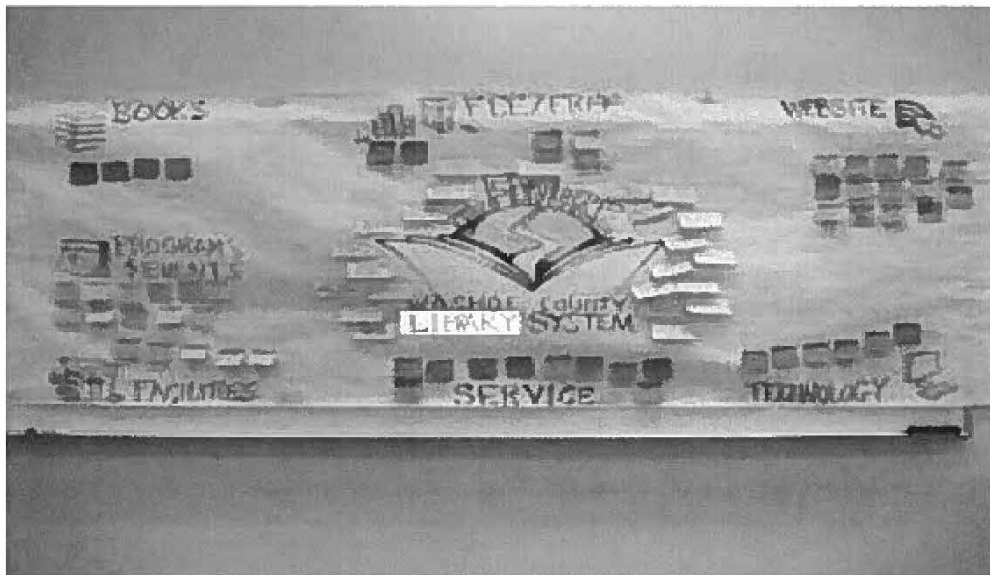
Library Incorporates Modern Technology

- Ever increasing use of electronics, learning more toward seeing and hearing assistance
- An environment where people can utilize learning resources at no to little cost
- Virtual Library becoming increasingly important, access from home
- A way to stimulate reluctant young/beginning readers
- Virtual “My Library”
- Book club – downloads on iPhone – virtual library

The Library will always have Books

- Technology cannot and should not ever replace actual *books* at the Library
- Must have physical books – not all online
- Paper and hard cover books
- Book identity may take different forms but the book warehouse is still there
- Books and Information are still the focus of the Library
- When technology has taken over I want to know that I can still bring my grandkids to the greatest place for books

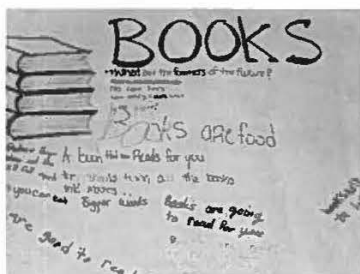
The photo below demonstrates how these ideas were captured during the community meetings.



DIGGING DEEPER

In addition to imagining the Future Library as a whole, public participants were asked to dig deeper and think about the following: Books, Programs and Events, Facilities, Service, Technology and Fees. Comments are synthesized below.

BOOKS AND OTHER MATERIALS



What are the formats of the future? How do you see yourself interacting and using knowledge sources such as books, audio and video?

Summary

Print books will always be appreciated. People want to continue to see more and more books in the Library.

“Real” Books

- Technology not to replace real books
- More books
- Books will always rule
- Newer books
- More books like Harry Potter and mysteries
- Books please
- More cookbooks
- I would check out even more books
- More exciting and more popular books
- Borrowing real honest to goodness books – not online ones
- Be a research material resource
- Print material being necessary for many years. Older users want actual books!
- Audio books are great for traveling but I love to hold a real book
- More careful and less purging of books
- Keep more of the older/classic books in the system
- Should have every book, movie, CD, DVD ever made in the world
- Some sort of reference for books specifically in the Library (i.e. themes, common and popular ideas for genres and periods, further reading, major contributions, how to approach studies of different topics, etc.)

PROGRAMS & EVENTS



What are some of the traditional and non-traditional programs and events the Library should offer? Who would be attending these programs? What programs, events and activities would draw you and your family to the Library?

Summary

The Public would love to see more diverse classes held at the Library, along with more activities for kids, especially teens. The Future Library is a place for all genres to learn, experience and grow.

For the Family

- Plays, music, lectures
- Books, music, movies from local talent
- Midnight parties for new books
- More programs on Saturdays
- Reading literature that caters to children and adults
- People trust the Library as a safe place to go
- Healthy place to go
- Multicultural, bi-lingual events, story time, etc.

Capture the Youth

- Programs to catch younger age group's attention
- Teen programs like a book club or similar
- More movies and video games
- Have classroom tours of the Library
- More programs for kids
- Field trips and at the end you go to the Library to check out books
- Library Summer/Reading Camps
- Find out what will encourage teenagers to participate

Adults and Young Professionals

- Lectures and classes
- Have contests for writing, photography, dance and mentoring
- Hold classes in health education, CPR, AED and nutrition
- Provide legal assistance. Perhaps have local lawyers spend a day answering questions.
- Host events like “Meet the Author” or “Meet Reno Authors”
- Focus on new authors or self-published authors
- A place for adults to keep up with technology classes

- Have young volunteers teach use of technology to adults
- Calendar of adult education and professional development
- Lectures on Adult topics of interest and life skills
- Events on Living Green/Sustainable living
- Offer venues for businesses
- Self improvement, motivation

Continued Education & Certification

- Continued education and certification programs
- Re-certification program for teachers
- Partner with Department of Education; UNR and TMCC are the only places currently in Reno

Seniors

- More programs for seniors
- Senior technology seminars, basics of email, websites, etc.
- More events and resources for seniors

Community

- Host a “Meet your Candidate” night prior to elections
- Greater role for the Libraries in Artown
- A get-together each week or so to discuss what books and such are coming out
- Short-term performance opportunities (i.e. Be in a play for two weeks – rehearse one week with the performance the next week)
- Open Library up for more community events such as – story hour, knitting group, book club, chess club, meets for the community, lectures on art and music
- Offer events that cater to a variety of demographics (affluent, business people along to homeless, less affluent people)
- Work with homeless – a need and concern to be addressed

Facilities



What are some of the spaces that might be created? What are some alternatives to traditional buildings? Where would you like to see locations of future branches?

Summary

Ambiance and location remain a priority for the community as they envision future facilities. People would like to see Libraries located near central gathering areas such as parks, schools, public pools and shopping malls. Infusing the latest technology is important to the public along with more access to computers.

Ambiance

- Bigger shelves
- Private places to read
- Not being loud, no cells, no disrespecting the staff or people
- More places to read
- Bigger
- Quieter
- A room for preteens and teens 13-15
- Lounge type room with comfortable chairs, sofas; place to sit, read and discuss
- Visit other Libraries to get ideas of atmospheres (visit Libraries in Europe)

Location

- Libraries near parks, pools, schools, retail – more convenient
- Small branches in retail centers – where the people are
- The Library needs to be a part of lots of activities surrounding it: sports, lectures, movies, forums for exchange of ideas
- Located close/near by as part of swimming pools, parks, schools, skate parks – places kids/teens/families go – Location
- Senior centers – loyal users
- Assisted living facilities – small branches available with programs to operate cell phones, computers, etc.
- More pick up and drop off locations
- Located near schools

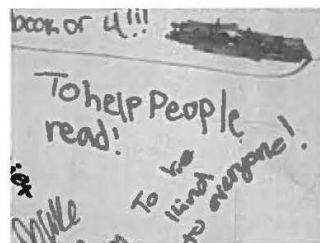
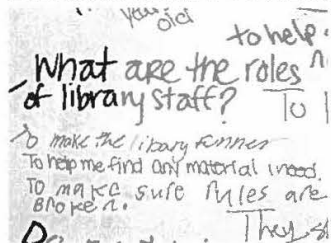
Extended Hours

- Open more hours
- We want our hours back in the future
- Late night hours for study and work
- Longer hours, open Sundays, fewer restrictions (on food, cell phones, etc.)

Upgrade Technology

- A lot of computers and less of the paper usage
- High technology...expand!
- More self-checkouts
- I would like to see the Library System be more like the new UNR Library System, with the advanced technology
- Downtown facility needs upgrade but keep valuable older books

LIBRARY STAFF & SERVICES



What are the roles of Library staff? What kind of help will our citizens want? Are there some parts of the Library that should be self-service?

Summary

The community would like to see the Library staff trained more thoroughly, so that they have a better understanding of multiple subjects and have the ability to help people of all ages. Also, there is a need for services aimed at a more diverse crowd (i.e. Hispanic, handicapped, elderly, and teens).

Staff

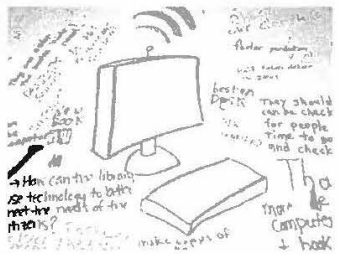
- Attend to those who need help...and have the knowledge to answer questions
- Ask for volunteers from local community when help is needed
- Library staff is very important. The assistance/advice they offer cannot be duplicated by technology
- Book check-out self service so staff can focus on customer service and needs of people
- Staff has knowledge of resources
- Staff educated around technology/able to offer tech-assistance
- Homework Center – someone available to help students
- General guidance to resources
- Community service opportunities – Library as a clearing house/volunteer signup, etc.
- Assistance to/for reluctant young readers
- Volunteer Coordination
- Self-checkout option
- Staff will be guiding patrons
- Reference Librarian – knowledge of the resources, helpful
- Staff as teachers to help keep people up to speed, etc.
- Helping to train people

Facilities/Services

- More computers
- Home school curriculum
- More helpful and more computers
- Air Conditioning & Heating
- More research for private-study rooms

- DVD’s organized by title
- In-service classes for teachers
- Hispanic services
- More self-help options
- ESL classes
- More services for handicapped – blind, audio, brail printers, etc.
- Publishing service – book publishing reference, knowledge, tips on how-to, the process
- Partner more with colleges and schools to offer needed services (resume writing, essay writing)
- Workshops
- Checkout computers
- More mobile computer classes

TECHNOLOGY



In what other ways could the Library utilize technology to better meet the needs of citizens, businesses and community groups?

Summary

It is of utmost importance to the community that the Library stay current on the latest and greatest technology. While maintaining the integrity of its core values, the Future Library will integrate technology in all aspects of development and programming.

Computers and Internet

- More computers
- iPhone application
- Wireless Internet or whatever the latest technology is in 2020
- Free Internet and access to latest technology
- More advanced technology
- Download stations for books and music
- Have a computer set aside for help/tutorials only to practice searches
- More computers – laptops for checkout
- Use of Internet is important for those without access at home
- Libraries will also check out Kindles to people with pre-loaded books
- In the children’s section toddlers will be able to learn how to read on Toddler PC’s

Additional Services/Software

- Educational software for above 5th grade
- Access to genealogy database
- Borrowing books online to read on external device
- Access to newspaper indexes – local/national/international

Computer Centers

- Have a computer/Internet only center
- Internet cafes
- Library branches in malls, near coffee shops with focus on computers and technology

Using Technology to Personalize “My Library”

- Use database to keep track of what I’ve checked out - connect to “my account” to view a history of sorts
- Make book suggestions based on my “history” – like Netflix does with DVD’s
- Send email updates based on my profile (re: events of interest)
- Target my interests when I hit the Library website/visit it virtually/my interests right there – information alerts pushed to me that are relevant
- 10 years from now I’ll be able to swipe my library card and all the latest/vintage books about a certain genre of cookbooks will pop up on a Library monitor or screen

WEBSITE



What is the future of the Library’s web presence? What products and services do you think we should offer through web interface?

Summary

The public would like to see the Library using the web more as an “interactive tool” where people can download books, conduct research, attend classes, and be updated on the latest of the Library’s events. The website is also an information ‘mecca’ with links to resources across the community and world.

Web Appearance

- Library’s website should be best of the best to demonstrate that it is “up” on the latest in technology
- Innovative design
- Faster technology/wireless – up to “speed” – High speed

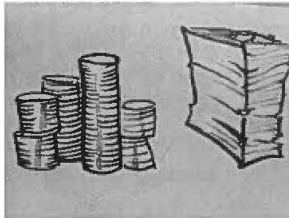
Interactive/Learning Website

- Interactive (online) community forums (i.e. with elected officials)
- Online forum available for people to offer their thoughts/input (re: hours, finances, etc.)
- Story reading online
- Webinars
- Interactive learning opportunities
- Interactive reading – practice reading aloud
- Virtual Book Readings – story time “live” for parents
- Online classes (i.e. Word/Excel, etc.)
- iPhone application
- Language classes for example; interactive online language resource

Website Features

- Links to community services and events
- Destination to discovery – front and center on the website
- Sign up online for email notifications re: news and events
- Continue and grow downloadable resources
- Technology as an opportunity to partner with other related resources
- Co-operative effort between schools and Library services
- Suggestion box online
- RSS Feed or news announcements
- Downloadable books that people can put on their book reader for free
- Advertise the “Needs of the Library” so people know how they can contribute/donate
- Links, cross-reference to community events and resources
- Website as a research “mecca”
- Link Library from school websites & vice versa
- Promote donations via web

FEE VS. FREE



What services might people be willing to pay for on a fee or donation basis? What services should remain free? Should everything the Library offers to the public be free of charge?

Summary

It is important to the community that the bulk of Library services remain free so that everyone has access to books, technology and learning resources. While self-study and self-service resources should always be free, special events, courses and lectures might include a fee or voluntary donation.

Free

- The free Library System is the cornerstone of America! Information should always be free
- Everyone deserves access to the Library and its resources; needs to be free
- Free access to information
- Family programs should be free
- Free access to information for self-service or “do it yourself”

Fee

- Voluntary fees ok, small fees for events
- Fees for lectures and special events
- Continued Education and Certification
- Science Resources
- Peripheral services to be fee-based (books on loan, etc)
- Outside knowledge from an expert – you could pay for

CONCLUSION

“In 2020, when technology and computers have taken over, I want to know that I can still bring my grandkids to the greatest place for real books, the Library”



The Library means something special to the people of Washoe County. They rely on the Library to offer books, technology and learning services. They rely on the Library to offer programs and events that cater to all ages and demographics. They rely on the Library to be accessible to everyone, free of charge, convenient and easy to use. They rely on the Library to be a safe, trustworthy, culturally enriching place to meet. The Library of the Future will continue to provide all of these valuable services to

Washoe County while incorporating top-notch technology and adapting with the times.

Future Library facilities may take on different forms and personality. Technology might allow for kiosks in shopping malls and grocery stores. The local coffee shop might include a computer download station for books and music. More drop off and pick up locations will “bring the Library to the people” making it more convenient and easy to check out materials. The future website will not only be a top-notch information resource and window to library programs and services, but it will also be an interactive learning tool. Mothers will be able to log on to live “story time” for their children. Language learners will be able to log on to live, bi-lingual conversation groups. An online community forum will allow Library members to express their opinions, ask questions and share ideas. Future Library technology will keep track of individual queries so that members can log on to their account for history, suggested readings and receive emails regarding events that might interest them.

The Future Library System will adapt with the times to meet the needs of the people. While technology might allow you to check out materials online and return them at a local drop off station, facilities will remain essential to the community. The Library of the Future will remain a “sanctuary”... a place for the community to meet, relax, study, read and check out “real” books. The Future Washoe County Library will be innovative while holding true to its mission and values: *The Library is a cultural center, offering lifelong learning enrichment opportunities through access to ideas, information and the arts.*

- Reach out creatively with innovative services
- Connect people and resources
- Be a destination for discovery

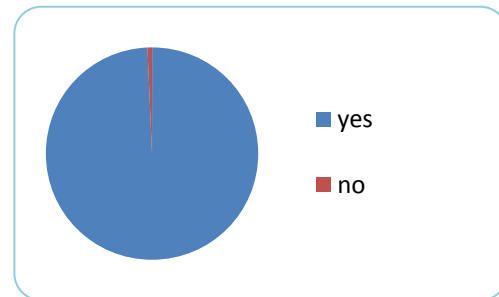
APPENDIX B

RESULTS OF THE CITIZENS' SURVEY

The Citizens' Advisory Committee on the Future of Washoe County Library System received responses to 15 questions from almost 3,500 Washoe County Library cardholders about their perceptions of WCLS. Below is a summary of the findings.

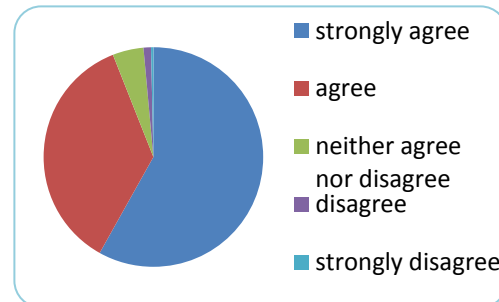
Question 1: Do you have a Washoe County Library Card?

	#	%
yes	3437	99.31
no	24	0.69
total	3461	100.00



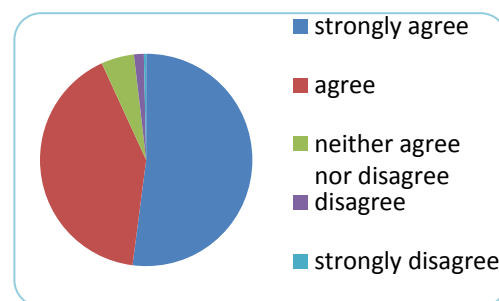
Question 2: When visiting Washoe County libraries do you find them to be comfortable and welcoming?

	#	%
strongly agree	2003	58.13
Agree	1236	35.87
neither agree nor disagree	157	4.56
Disagree	38	1.10
strongly disagree	12	0.35
total	3446	100.00



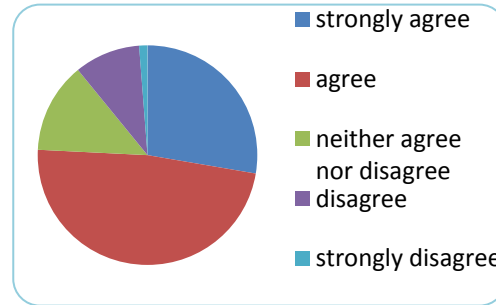
Question 3: Do you find the Washoe County libraries conveniently located?

	#	%
strongly agree	1794	52.06
agree	1416	41.09
neither agree nor disagree	172	4.99
disagree	52	1.51
strongly disagree	12	0.35
total	3446	100.00



Question 4: Do you find the Washoe County libraries easy to use (hours, layout, computers, etc.)?

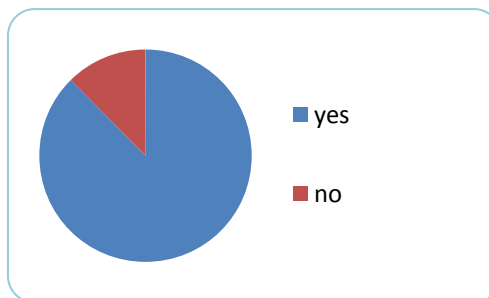
	#	%
strongly agree	952	27.68
agree	1654	48.10
neither agree nor disagree	458	13.32
disagree	333	9.68
strongly disagree	42	1.22
total	3439	100.00



See comments, page 79.

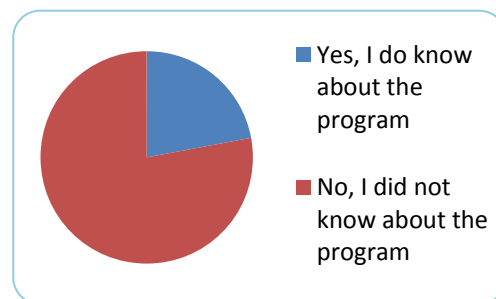
Question 5: Current economic conditions have impacted the library budget. Would you support a ballot initiative to provide dedicated library funding?

	#	%
yes	2974	87.60
no	421	12.40
total	3395	100.00



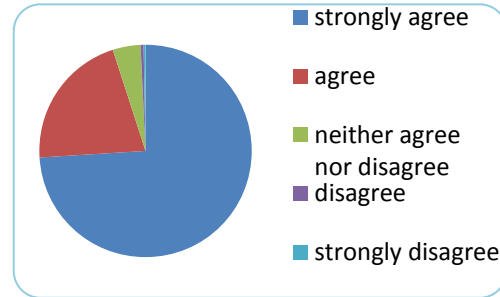
Question 6: Are you aware you can purchase and donate books to Washoe County libraries through the Amazon.com Wish List program?

	#	%
Yes, I do know about the program	758	22.05
No, I did not know about the program	2679	77.95
total	3437	100.00



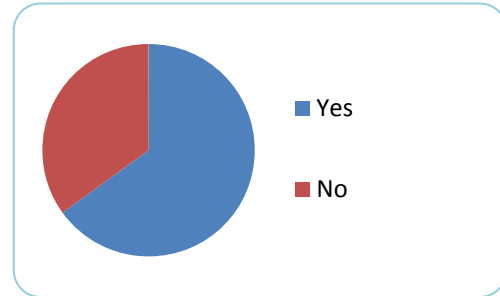
Question 7: Do you believe a strong community library system enhances economic development, learning experiences for Preschool-12 students, and continuing lifelong learning for adults?

	#	%
strongly agree	2547	74.02
agree	723	21.01
neither agree nor disagree	145	4.21
disagree	16	0.46
strongly disagree	10	0.29
total	3441	100.00



Question 8: Are you willing to pay additional fees to help support certain library services?

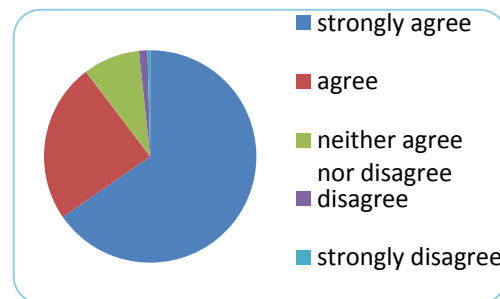
	#	%
Yes	2130	65.00
No	1147	35.00
total	3277	100.00



See comments, page 97.

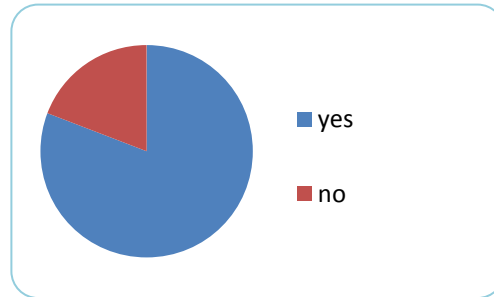
Question 9: In the library of the future, do you believe that a strong children's program is vital to reading readiness and literacy?

	#	%
strongly agree	2244	65.37
agree	834	24.29
neither agree nor disagree	297	8.65
disagree	44	1.28
strongly disagree	14	0.41
total	3433	100.00



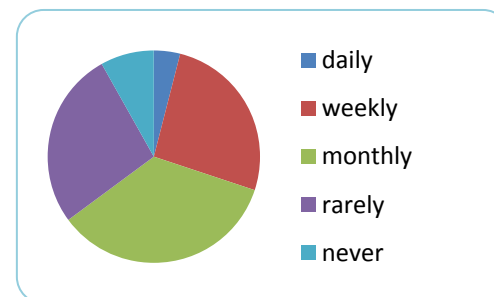
Question 10: Do you believe that in the future, the role of the librarian will change from answering questions and assisting in finding materials to that of an information navigator using library and Web resources?

	#	%
yes	2689	80.82
no	638	19.18
total	3327	100.00



Question 11: How often do you use the Washoe County Library website at www.washoecountylibrary.us?

	#	%
daily	138	4.00
weekly	900	26.11
monthly	1198	34.75
rarely	930	26.98
never	281	8.15
total	3447	100.00

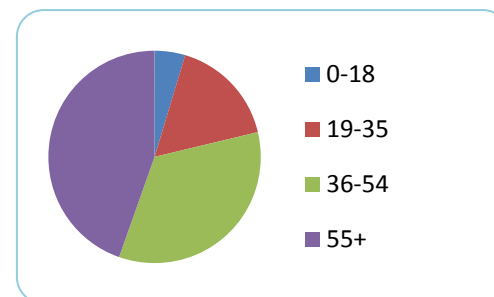


Question 12: What changes could the library make to improve your library experience in the 21st Century?

1495 responses were received; see comments, page 115.

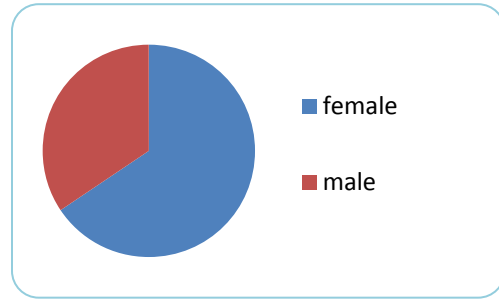
Question 13: What is your age?

	#	%
0-18	161	4.65
19-35	574	16.58
36-54	1183	34.18
55+	1543	44.58
total	3461	100.00



Question 14: What is your gender?

	#	%
female	2270	65.59
male	1191	34.41
total	3461	100.00



Question 15: What is your zip code?

Area / Zip Code	#	%
Gerlach/Empire (89412)	1	0.03
Incline Village/Crystal Bay (89402, 89450, 89451, 89452)	152	4.62
North Valleys (89506)	282	8.57
Palomino Valley (89510)	7	0.21
Reno - area PO Boxes (89505, 89515, 89520)	4	0.12
Reno - Downtown (89501)	2	0.06
Reno - North (89503)	298	9.05
Reno - Northeast (89512)	6	0.18
Reno - Northwest (89523)	473	14.37
Reno - South (89511)	562	17.07
Reno - Southeast (89502, 89521)	614	18.65
Reno - Southwest (89509, 89519)	513	15.58
Sparks - Central (89431)	194	5.89
Sparks - East (89434)	9	0.27
Sparks - North/Spanish Springs (89436)	15	0.46
Sun Valley (89433)	80	2.43
Verdi (89439)	31	0.94
Washoe Valley (89704)	49	1.49
total	3292	99.99

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Comments relating to Question 4

Do you find the Washoe County libraries easy to use (hours, layout, computers, etc.)?

– 753 comments

1. libraries need to continue existence
2. love the computer system!
3. I've never gone when it wasn't open.
4. The hours are inconvient opening later in the day and closing later in the evening during the winter would make use easier
5. hours not easy to use, layout yes
6. Would like extended hours & weekends.
7. only on the hours - I find it difficult to make it to my "local" library - but I think the library system does the best it can by spreading days/hours around all the libraries.
8. would like to see the libraries open later in the evenings like they used to be
9. Hours vary too much.
10. Could use some flow help
11. I would prefer longer hours during the weekdays- like 9am-9pm at the Sparks location
12. would be nice if the hours were longer on the weekends - sometimes I would go to the wrong library
13. The only difficulty is how each library has very different hours of operation
14. I use the library system heavily for research for school. The hours were cut back so much I had to drive all over Reno and Sparks to hit the open ones.
15. There are never any computers available and while I understand I really dislike the shortened days and hours
16. A very nice library we are new to the area and enjoy coming here. Thank you!
17. the hours aren't at all convenient to my lifestyle.
18. I would like it if the library were open at least six days a week.
19. i wish there were more open hours, but i understand
20. I wish they were open 7 days like they used to be!
21. of course, wish they could be funded to be open longer hours
22. I LOVE THE LIBRARIE I WISH YOU WERE ABLE TO BE OPEN EVERY DAY, I CANT WAIT TO TAKE MY SON TO GET BOOKS AND GO TO EVENTS WHEN HE IS OLD ENOUGH, KEEP UP THE GREAT WORK AND PLEASE DONT CLOSE
23. Wouldn't know what to do with out a library!
24. Can't find the main entrance! Where's the sign?????
25. Am mobility impaired and use the internet to have books held for me...
26. The hours are erratic and short.
27. The days that the library is open are odd.
28. Wrong email address
29. I would like to see more hours (earlier than 10 am, Saturday hours at some locations, etc.)
30. ..except for the cut days and hours.
31. see below
32. Hours in Sparks aren't the greatest. I want the place open on Sundays
33. I always have a hard time
34. why is the downtown library closed on fridays?! Thats really inconvenient. I want the libraries to be open longer, but i understand it if that is not possible.
35. close early
36. cut back in hours has been inconvenient
37. not like they used to be - limited hours
38. have cut back hours so much it is very inconvenient. SS not open on Saturday not good at all and having to make 2 uturns is very inconvenient. I find myself just saying forget it.
39. love the Internet options
40. Hours should be consistent and easy to remember.
41. open more hours
42. The cutback in hours is becoming inconvenient for me to pick up items and it has caused my wife and I to cut back time visiting and searching since our library has no Sunday hours
43. I work during the week so only one late day available and no kids programs late either.
44. hours are a problem sometimes
45. Downtown being closed on Friday and Saturday is inconvenient time.

46. My 5 yr. old Grandson and I frequent the library at least 3 times a week. We miss the snack bar and beverage bar.
47. closures are at odd times
48. Hate that Spanish springs library is closed Fridays. Not good for weekend homework
49. During the Great Depression, the NYC Libraries expanded their hours of operations. Why?
50. wish more hours, but easy to use
51. wish there were evening hours somewhere
52. wish Verdi was opened more
53. Well, the facility and processes are easy to use, the hour cutbacks have made it less easy from that standpoint.
54. The hours are inconvenient....More consistent hours DAILY would benefit not only the community but the students at the elementary school.
55. The library in Verdi is not open enough
56. I've often found west side libraries not open when I wish they were.
57. Verdi Library is ONLY open Saturday and Tuesday. Library is too small--computers are awkward to use.
58. Verdi library VERY limited hours
59. Verdi Library is closest but shared with the school and has strange hours.
60. Should be open more hours, parking stinks
61. Not open on Saturdays
62. Hours are the problem
63. I haven't gotten used to the reduced hours and the new schedules. I'm sometimes frustrated when I go to the library and it's closed.
64. It would be wonderful if the library could be open 7 days a week 24 hours a day but understandably that is not affordable.
65. Strange hours and days either opened or closed
66. wish they were open on fridays in the winter
67. The shorter hours and closures are a pain.
68. Spanish Springs Library is like my home away from home when I'm looking at books to check out.
69. Mine is closed on Friday and Saturday . . . can't get a book for the weekend. So now I use kindle more.
70. Why close on Friday and Saturday?
71. Spanish Springs office not open conveniently--understand economics but community needs access
72. would like to see longer hours, open earlier
73. Wish they were open Friday in winter
74. I did until they had to change their hours due to the economy
75. Would prefer 7 days a week instead of just 5 days a week
76. We use the Spanish Springs branch, and it is always clean, and comfortable. The staff there are very helpful, and courteous.
77. Understand the cutback in the hours, and hope the fiscal climate gets better.
78. I understand that the hours are limited because of the lack of funds you have now from the county, but I just wish you could be open a little more.
79. The library should be open on the weekends!!
80. I think they should be open on Saturday and not Sunday
81. It seems that our library is closed on Fri and Sat and that is when a lot of people have the time to go to the library. I love our library at Spanish Springs but leaving the valley there is no entrance unless you go down towards town and make a U turn. Then the only way to use it is on the way home when most of us are coming back late from work. I use to use it more but find the hours inconvenient...
82. I dislike the shortened days our library is open
83. The hours could be more convenient. I.e. more weekend hours, open later, etc...
84. Layout & computers are easy to use. Some hours of some branches make it hard to use.
85. hours are too short
86. Hours are too limited
87. I wish it were open more hours.
88. Hours are too restricted, but I understand there are budget constraints ... just happy we still have this wonderful facility in Incline Village.
89. hours are, of course, limited
90. Hours are very limited. Sometimes the Incline Library is closed when it is supposed to be open.
91. Website may have one of the worst search engines ever. Amazon can consistently find same book with same search parameters that your system shows no book found. But, book is part of your collection and still can't find it. Otherwise, I love the reserve online feature. Another suggestion--add library hours to the emails that let you know your book is ready for pick up

92. Hours in Incline Village are ridiculous, but understandable under current economic conditions.
93. Sorry budget cuts have reduced hours, but can work around them
94. need to to open six day a weeks and longer hours
95. hours are too short
96. Incline village needs more days open and or longer hours open
97. The main complaint is the cut hours. That is no fault of the libraries and entirely the fault of politicians.
98. But the older hours were better
99. Hours have been cut back ridiculously (weekends, mornings) and the computer interface is PATHETIC!
100. hours are a little short, our library doesn't open until 12 and is closed on Mondays but I understand budget constraints
101. Should be open on sunday
102. I would love to see the library have longer hours, however I understand the limitations due to budget cuts.
103. wish the library was open on Monday
104. we need more specific directions where book types are!! example: TRAVEL
105. The hours are not always convenient. Layouta and computers are very easy to use.
106. computer not as user friendly as it used to be
107. Would be nice with longer hours
108. Hours are too limited, everything else is great.
109. Hours are too short esp at Incline
110. layout is good, computers have been slow lately, hours are awful. I understand budget cuts but in Incline there's not one AM session. Lately I've been using SNC's library more often because of it's hours.
111. Our library hours in Incline Village are too short
112. Hours are too short
113. Need more hours
114. The cut back on hours for the library coming from budget cuts is my only issue.
115. I would prefer regular hours -- right now my library's hours could be 10-4 or 12-6 depending on the day of the week.
116. Everything is easy to use except that the hours are inconvenient for me.
117. it seems every time I want to use the library it is closed.
118. I wish the library was open Mondays and open longer on "short days".
119. Usually use Incline Vlg but recently went to downtown branch and was surprised at the limit
120. The hours are too short and there are too many days when I go to the library to find it closed due to budget cuts.
121. The hours are sometimes hard, and I wish they weren't closed 2 days in a row, even if they have to be closed 2 days per week.
122. layout of our library, and resources are excellent.
123. Would like to see more hours when library is open.
124. hours have been reduced
125. Incline Village - hours are too limited
126. would be nice to have longer open hours
127. Computers are great. Hours are poor. I understand Sunday being closed but Monday should be open.
128. hours are very limited, everything else is fine
129. Layout is fine; hours could usefully be expanded.
130. night hours for those of us that work.
131. All good except hours. Not open often enough or long enough on the days it is open.
132. The website is confusing, slow, and difficult to use
133. a better book selection would be awesome.
134. The sparks library needs to have a bigger computer lab because of the amount of students using the computers for homework .
135. Library closes to early on the weekdays
136. hours are too short, layout could be improved.
137. Would like to see that it opens on Sunday afternoons.
138. I currently use the online services largely because going to the library is not very convenient for me (inconvenient location relative to where I live and work)
139. The hours of operation have been cut. Wish they were open more on the weekends when my family actually has time to go.
140. For some libraries like the Spanish Springs and Northwest Reno I would strongly agree but for others like Sierra View, Downtown, and Sparks, the computers always have long waits and are way over crowded.
141. I was trying to use the computer an someone else had reseaved it when I was trying to get on it then some one else did it again.so I was not able to get on the computer.

142. i do not like the library hours, would like to see longer hrs, but library is a well managed and help is friendly.
143. Sierra Vista is no longer open on Sat
144. the downtown branch is not open after 5 and closed on saturday. makes it hard for people who work to visit.
145. I regret the need for Sierra View to downsize their collection.
146. the cut in hours makes things difficult
147. Closes too early
148. Staff is not helpful; hours are not conducive to working people.
149. no weekend openings blows
150. the hours should be regular throughout the week.
151. However, I am unhappy with the new Sierra View Library hours: very difficult for folks who are working to get there. Couldn't you reassess and consider one late night per week?
152. too bad hours at certain branches have to be cut due to budget constraints
153. kid section is way in the back
154. I wish the hours were longer. or weekend hours at the location close to my residence.
155. I go online. It's wonderful!
156. Constantly changing/reduced hours are frustrating. I wish Sierra View was open on at least one weekend day
157. The hours are not very convenient
158. hours are not early or late enough, computers are slow, spaces are cramped, staff is rude, layouts are so seperate(books are not together as they should be), buildings are old, building designs are overwhelming, some harrassment from staff, too much anxiety felt
159. I like the down town location the best.
160. Only disagree because of limited hours
161. no evening or weekend hours at Sierra View, my primary library
162. agree with everything but hours. Now with the reduced hours makes it harder for me to come.
163. closed weird days
164. i love that the closing days for the libraries alternate so that there is always at least one open!
165. However being closed on Mondays sucks.
166. I abhor the cuts made to such necessities as libraries.
167. The cutback of after 5 PM hours has made it less convenient for me to use the library as I did in the past.
168. better hours (as in later hours)
169. It would be more convenient if branches weren't closed on Fridays, Saturdays and Sundays and Mondays due to budget cuts
170. Lazy 5 library-poor idea for entrance-I go a mile out of my way to go across the street.WTF???
171. I would like to see the libraries open later in the evening.
172. hours are confusing as they are not uniform across locations
173. i think the library should be open on saturday as well due to some parents working late durring the week and unable to take their children to the library
174. I have only been to the main downtown library, and only long enough to get a card and books.
175. Hours of opening are a definite negative - yes I know about budgetary restraints
176. hours get confusing because they are all different.
177. Please ask parents to remove crying babies.
178. closest branch is not open weekends... dvd rentals are only 4 days and do not allow for a weekly library trip
179. Hours should be changed to allow the working people and students to use the library. more evening/weekend hours
180. Because the library isn't close to my house, I go on the weekends. If I don't get there Sat. sometimes I'm disappointed I can't get there until the next weekend.
181. The libraries are very nice. I especially like the drive up window at the Northeast Library.
182. The shortened hours make it much more difficult for me to get to the library!!
183. wish the northwest was open on monday afternoons
184. Wish the NW branch was open on Mondays.
185. Of course, when we're not in economic crisis, we'd love to have normal hours reinstated.
186. Hours are not convenient for my local library (downtown) is often closed on days I do not work.
187. Sunday and Monday closure makes it difficult to frequent the libraries
188. The hours are not good, but I understand it's due to budget shortcomings.

189. Hours are sometimes odd - not open when I would expect (e.g. weekends)
190. Sierra View should be open Saturdays
191. Would like better access hours but understand budget cuts
192. Would like a return to regular hours....but know of budget constraints
193. The libraries are very user friendly and the reduced hours pose no real obstacle
194. hours
195. hours are hard to remember
196. Layout and computers are great, but hours are challenging. The one closest to me, the downtown branch, is open the same days and times I work (M-F). Would love more weekend hours.
197. late hours are not always convenient
198. I do wish that the hours was a little longer, because when I get off of work I only have 30mins to it close.
199. I would like to see more availability after work hours.. Layout is fine. I have only once or twice used computers.
200. Need longer hours
201. I get confused over what library is open when.
202. hours can be challenging for students with limited transportation. i think weekend hours are the most important.
203. I would like to see the hours and open be reverted to what they once were.
204. I use my library on a almost weekly basis, i enjoy going and browsing.
205. The computer terminals have several plexiglass screens, located at your knee level, together with the glare from the fluorescent lights. Impossible to see!! Waste of space, equipment, worker's hours and patron's time!! Do you want to send the message NOT to use the computers?? That is what I felt.
206. I have to get used to the reduced hours!
207. Of course we all want more hours, but I think they're doing well with what they have to work with.
208. they could always be opened longer hours and week-ends
209. Hours are bad, would love to take my son while my daughter is in 1/2 day kindergarten, but they open too late :(
210. put back the funds to have libraries open longer and open daily!
211. When I lived close to downtown, yes, but now that I do not, I am at the mercy of the satellite branch hours.
212. Sometimes the hours are inconvenient, but I understand due to cutbacks and funding
213. I LOVE the drive through service
214. Of course, I should prefer for them to be open 24/7, but . . .
215. The budget-induced cuts to hours are a real obstacle to onsite use - I've been using ebooks more and more because of this
216. Affected by week-end hours having been cut
217. i agree but dont like the fact they are closed during the week
218. i feel the hours to be a little inconsistent and widely varied from day to day
219. like it to be open 7 days
220. As a student and working 30 hours a week, Saturdays are the only days I would have time to go to the library but no libraries are open on Saturdays.
221. I like the lay out because it's comfortable and convenient, very relaxing with those trees and water.
222. cutback on hours/days hurts a bit
223. It's a little hard to keep track of the changing hours
224. I find the hours very frustrating. Especially the limited hours and library closures on the weekends.
225. The cutbacks in hours has been a HUGE negative impact on patrons who work several jobs or odd hours.
226. It has been a bit harder to use the services with the hours being cut at our favorite branch (NW).
227. The hours can be confusing.
228. need more hours
229. It's weird that the downtown branch is closed on weekend days.
230. More computers, hours vary from one library to another so it is necessary to view website to see wich library to go to on that day.
231. they aren't open enough
232. I wish that they were open later as I don't have time to browse with my child. I have to already have had my items on hold so that I can pick them up moments before the library closes.
233. It has been hard to plan visits with cutback in hours, everything else is agree
234. The hours at the NW Reno branch have been cut so that sometimes it's difficult to coordinate a time to pick up my materials with my schedule.

235. The reduction in operating hours due to budget cuts has made it slightly more difficult.
236. hours have become more limited lately.
237. I wish our branch were open on Sundays. Also, I prefer the old system of stamping due dates rather than issuing a receipt. Receipts get lost, due dates are forgotten, books are overdue and I owe fines every single time. Plus, since we go to the library on Saturdays, I get my overdue notice (and first day's fine) on Sunday, and the library isn't open again until Tuesday.
238. closed on the days I would most likely go to the library
239. The hours are not uniform. I have to always check for when the library will be open and plan my day accordingly. Very inconvenient most times.
240. Longer hours and more days would be great, but I understand that this is probably not possible in the current economic climate.
241. In a perfect world, the libraries could be open everyday with more funding than needed!
242. I would say strongly other than the hours are cut back and I find sometimes I want to visit, but it is closed
243. hours have been cut back
244. The hours are really inconvenient. I work during the day and cannot get to library before 5pm.
245. It would be nice to have some evening hours.
246. The hours are sometimes difficult
247. with budget cuts the library closest to me no longer has hours that fit my schedule
248. Please extend their hours.
249. hours open later in the morning, earlier hours would help, like 9am
250. Not open on Monday's is a bad decision. Would be better if libraries chose to be closed on a weekday such as Wednesday, rather than Monday. Also, hours could be later rather than earlier, as most people are working during the day.
251. Never Close!!!! We need people to use their talent and extra time in a positive way!!!!
252. Hours and days of operation too short
253. need to hire more employees and keep library open more days of the week
254. Open earlier for before school needs
255. The hours are tough. it seems like most times I want to go that branch is closed.
256. hours need work
257. The hours are not convenient at all for my family. No Sunday hours at my nearby branch, (north), hardly any hours after 5 or sometimes 4. My son would walk to the library from North Valleys High, but it closes too early.
258. They're all different--as long as I have time, I will wander around to see what is where.
259. shortened hours is a problem
260. I enjoyed the hours before they changed .
261. Hours are not always late enough for me to access the library when I would like.
262. I have had many problems with the North Valley Library's computers I usually have to go out of my way to find computers that work
263. I live in the North Valley and the hours there are terrible; it closes at 4pm every day, that's too early.
264. Usually have to plan for my trips, as there aren't any open late, which is when I'm most often free.
265. Longer hours would be nice, but I understand that the budget forces sacrifices.
266. They are not open late enough during the week.
267. Hours are short
268. It's difficult to to always check which library is open on a given day, but that's a budgetary problem. I appreciate that most locations have at least one day with evening hours.
269. I work days, but my library (North Valley) is only open 1 night, Tuesday. I find it hard to go on Saturday..but I am thankful my library is at least open 1 night a week
270. It would be nice if they were open more often.
271. I think it should be closed only on Sunday
272. there are not enough computers. you guys should have a whole section for people that need to use the computers for business or serious reasons like job searching. tons of people go and the library and use the computers for their facebook and other things. not saying that they should not use them for that but two sections of adult computers would be better i believe.
273. I think most of the other patrons are complete scumbags
274. Hours are tough for working families.
275. Hours suck! Need to be accessible to the public more often.
276. Wished they were open longer for the working class that gets off later.

277. Staff at the North Valleys Branch have been great.
278. I always use online
279. I wish our library was open past 5pm more than one weeknight each week. But we make the schedule work.
280. Would be nice if my branch...North Valleys...could stay open past 5pm
281. North Valleys could open earlier. Monday is an odd day to be closed.
282. I understand hours had to be cut for funding. Doesn't make it any easier to remember that I can't visit on Tuesdays.
283. I really need them to be open Mondays!
284. Sections very well marked.
285. Have not used the library's enough lately
286. With the cutback in hours, it is hard to get into the library. I work 2 jobs.
287. I would prefer more days and hours of operation, but understand with the economical situation of today.
288. not open enough hours, hard for me to get in
289. I'd love to see the hours increased again.
290. I go to the North Valley's library and I work. Trying to get my son there on the weekends (Sat 11-4 closing 15 mins before) is very hard
291. I do wish the hours were longer
292. budget has decreased hours in the past years. Waiting for the library to be open is frustrating!
293. I use the library during business hours as I am retired. It was much more difficult when I was working due to short evening hours.
294. More hours would be nice
295. hours are very inconvenient
296. Hours aren't the best, but I understand the cuts
297. You guys should consider starting later and having longer hours. Some libraries have this already in place like 12-8pm. I rather have longer hour and less libraries open. Even if 4 libraries had a 12-8pm schedule than all weird times for all.
298. Hours are tough. There's only one day a week I can reliably make my local library (North Valleys) b/c it closes so early.
299. We only use the n valley library. We love the librarians, and we go there as a family almost every Saturday. It would be nice if it was open more though.
300. hours could be extended
301. there not open enough on weekends, when most students need them the most, as well as family time.
302. The library closest to me is closed on Sun/Mon. (my days off) Unfortunately, the only library open is in Spanish Springs. (I am in N Valley's) I am happy N Valley's is open later on Tuesdays - that is the only day I can go to browse. I am VERY thankful the libraries are still open at all with of the budget cuts. The layouts of the libraries are great and the employees are wonderful.
303. I live in Stead and the hours at the North Valley's library make it very difficult to utilize. I work 8-5, and so it is never available to me.
304. the one closest to me has restricted hours. I know others in town have better/longer hours.
305. since the last cutbacks, and the library open less hours, it is difficult.
306. Need expanded hours
307. We would like the libraries to be open on Mondays.
308. The hours are very random, however with all the financial problems...we make it work
309. The new hours are not convenient for me and my family resulting in less visits to the library.
310. Wish the libraries were open earlier.
311. Hours too limited. Fix the economy. Vote out liberals!
312. hours need to be re-arranged and/or extended
313. still learning where stuff is :)
314. I never can remember the days/hours the North Valleys location is open :(
315. Would like to see more hours at the North Valleys location.
316. Cutting evening hours make it very difficult to get in.
317. I Love our libraries!
318. They are extremely courteous and I always enjoy my time at the Library.Thank You so Much!
319. Need longer hours
320. I think the hours are not very good
321. I would like to see longer hours on Saturdays.
322. wish hours at library were open more often, staff is professional and caring.
323. Only one location has early hours (before 11 AM).
324. need more hours, open on Mondays
325. better hours would be nice ie. library is closed Mondays in the North Valleys

326. later hours would be great
327. Sometimes the hours are not convenient. I would like to go in the evening if I could.
328. If they could be open more hours it would be helpful.
329. I always forget you are closed Mondays and wish you were open.
330. Since the hours have been cut back at North Hills location, it is not as convenient.
331. The Library could have longer hours
332. More hours would be nice. Some of the hours not so convenient.
333. Hours not compatible with my work schedule.
334. I wish my branch was open on Mondays.
335. Hours are shorter, which is inconvenient, but I'm just happy it's still available to us!
336. it's hard to keep the hours of operation straight.
337. I would like to see a couple mornings a week that North Valleys was open so when I shop early I could pick up books. Even just on Fridays would be great. Like open at 9AM the one day.
338. It would be nice if they weren't only open in the afternoons...early mornings are so much better for us
339. Had to get use to new hours of operation at my favorite branches, thankful they are all still open.
340. I would like to have Saturday hours restored at the Downtown location.
341. I know you don't have the budget to be open more hours.
342. Hours vary widely by location
343. Sierra View is the best!!!
344. Longer hours would be better, however I understand with budget cuts this is probably not possible.
345. The reduced hours are somewhat inconvenient.
346. Cut back in hours has caused inconvenience, parking at downtown sometimes an issue,
347. With the budget cuts, I've found the hours to be less than ideal.
348. The main library (downtown) should be open all week; at a minimum, Monday through Saturday. Being closed on Friday and Saturday is a major inconvenience to me.
349. We miss having our public libraries during the weekends since the majority of the people are off Saturdays & Sundays, at least our young students.
350. It would be great to have all libraries open every day and have a few late days a week.
351. For students and people that work, they need to be open and accessible evenings and weekends.
352. need more hours at various sites
353. I find that the hours are so limited that it is difficult to find time that I can come to the library and browse. I realise this is due to budget constraints, but it does make it difficult to utilise libraries in the community
354. Open hours are not convenient for me.
355. only been to northwest branch
356. I would like to see 2 mid-week days with evening hours to around 7 or 8 p.m.
357. With hours cut back it is not always open at my convenience.
358. The library is a wonderful place.
359. I appreciate being able to search the catalogue on a computer at the library for any book I'm thinking of. It is less convenient when a library associate has to do it for me if there's no computer available.
360. My library (Sierra View) is no longer open on the weekends and it closes at 6pm on weekdays making it very difficult for someone who works Mon-Fri to actually make it during operating hours. A Tuesday-Saturday or a Sunday-Thursday schedule would make the library more accessible to a greater population.
361. It would be nice if the downtown branch were open at least one evening per week.
362. Would like more weekend hours
363. The hours need to be extended into the evening.
364. It would be nice if some were open later
365. I love the location of the library in Town Center, It is such a novel idea to have a library in a shopping center..
366. Modays would be useful...
367. hours are bad
368. Sierra View could have chairs at the library catalogs.
369. Every time I enter another screen on the WCL website (such as viewing holds or searching for books), I have to re-enter my ridiculously long library number instead of being able to sign-in just once. I also tried for two hours to download your audio books on tape before I read that it is not compatible with a Mac which is not only annoying but frankly unacceptable.

370. the search engine you use for finding books in the library is almost worthless
371. I know it is budgets but they need to be open more!
372. not open at night, too many small sites with limited materials
373. It would be nice to have the Library open on weekends.
374. limited hours since the budget cuts, but with various locations
375. Libraries should be open on the weekends!
376. Limited weekend hours make it difficult for us to visit as often as we would like
377. Keeping track of which libraries are open which days is difficult. Sierra View is closed on both days of the weekend making it nearly impossible for me to use that branch, the closest and one of the best.
378. They are easy to use if I can figure out when they are open.
379. Agree but don't like the hours cutbacks
380. I find them a bit more inconvenient, since the cutbacks to evening and weekend hours.
381. Need more hours, circa staff unhelpful
382. I hate to see the hours cut.
383. The libraries vary. I principally use the Sierra View branch, which is very conveniently located, had an excellent staff, and is reasonably well organized.
384. I love the libraries!!! Downtown is very convenient for me, but I usually go to the NW one on Robb.
385. Sunday hours would be nice.
386. I'm always going to the library that is closed. Since the cut in hours, I don't use the library as much as I used to.
387. The hours of operation of the one closest to me make it difficult to get there on days I work
388. I wish they were open later hours so I could go after work.
389. Hours are odd, but understand due to budget.
390. cutting the local library hours to working hours and no weekends is not easy for access by users
391. Hours inconvenient
392. yes but need more hours! In these tough times this is the kind of resource people need.
393. I wouldn't mind some Saturday hours at Sierra View.
394. wish downtown was open Fridays
395. I wish the library hours weren't so impacted by the budget cuts, although the ability to place books on hold and check out digital titles from home helps ease this complaint.
396. Less convenient hours since budget cuts.
397. close in the middle of the week
398. Too hard to remember which branch closes which days. Also feel all branches should be open both weekend days.
399. have on-line books, go electronic so we don't have to spend so much money to house dead trees
400. Thank God its there.
401. Really wish the South Valley's library was open on Sunday. We would use it much more.
402. please don't cut the hours any more than you already have! also- downtown location does well managing the homeless.
403. The days/hours of operation aren't as convenient as they could be, but I understand there are limited resources to keep the doors open.
404. It's too bad the hours have to be cut shorter due to budget constraints
405. UNABLE TO TAKE KIDS TO SIERRA VIEW LIBRARY ON THE WEEKEND.
406. Wish the hours were increased again like prior to the budget cuts. But they are still good with cuts in place.
407. Earlier hours on some days would be nice
408. I mostly use my library priviledges on e-books on the web
409. Hours open should be all week - 9-9
410. most people work from 9-5 and can't use the Washoe County Libraries very much.
411. I use Sierra View so I don't know if some of the libraries have late hours, which they should.
412. It's difficult to keep track of what is open when - a more standard schedule would be really useful
413. need library access downtown on Fri and Sat!!!
414. I used to think so, but recently the hours have been cut way back, so I don't use the library in person anymore. I get ebooks for my kindle instead.
415. Of course I'd love them to be open 7 days a week all day and evening!
416. too bad hours have to be cut - we voted for the bond issue to keep libraries open -- what happened?

417. I would like to see them open for longer hours and all days
418. wish they were open more hours and days!
419. Except for the budget-cuts mandated reduction in hours.
420. Right now the library hours are helpful since I work during the week and can use the library on Sundays. It won't be possible for me to utilize the library system at all once the hours are limited to weekdays. I'm disappointed that change is going to occur.
421. It is inconvenient to have to figure out which branch is open on which days. (I realize this is a result of budget constraints.)
422. I like the new procedure for checking out books on hold - no waiting in line.
423. more weekend hours would be nice
424. hours have changed so much lately, I can't keep track
425. limited hours are hard to get used to/remember.
426. except which Sierra View could be open on Saturdays again.
427. later hours would be more convenient
428. *it seems it might be more convenient to be open on Saturday, closed on Monday for the average citizen
429. The hours are crazy these days, not the same more than twice weekly; I often go when I think it's open only to discover it is closed. I understand this is due to budget cuts, but it seems like the hours might be more regular on the days it's open.
430. Don't like the shortened hours, but it is better than closing some completely
431. I would be so lost without my library.
432. hours are not convenient for working people
433. this library system is one of the most valuable services that our community has
434. The shorter hours are a problem
435. Sometimes the hours are weird and confusing
436. The hours for each location need to be standardized. Eg. South Meadows is always open from 10AM to 7PM - or whatever hours are feasible.
437. I love how they're open on Sundays. When I was a kid, I remember them being impossible to get to before closing time.
438. I would love more available hours!
439. Close too early
440. Hours are not the best
441. trying to keep track of which library is open on which days and at which times is ridiculous.
442. Only thing is hours vary, so you have to check before going to make sure it is open.
443. sometimes hours can be limiting
444. Hours have changed with County budget issues. Not good!
445. I work full time and I find it challenging that the evening and especially Sunday hours have been reduced.
446. i would like to see south valleys open on sunday and take away another day of the week
447. The hours make it difficult for me to get into the library as much as I'd like to.
448. I wish there were more weekend and evening hours.
449. I don't like the cutback in days and hours.
450. Wish that they would open early maybe one day, I understand cut backs but it would be nice to go early. Also, maybe stay open later one night too.
451. My habit was to go shopping at Raley's on Wedge and then go to the South Valley library on Sundays, I can no longer do that since the branch is now closed on Sundays.
452. UNUSUAL HOURS
453. The reduced hours in the evening are a problem for me
454. I visit only the South Valley branch. The downtown branch should be closed and imploded, the sold.
455. I would like them to have longer hours and be open seven days.
456. They close too early in the evenings - adults with normal job hours don't really have many options to get to the library before they close.
457. There needs to be at least a few open hours on the weekend for Sierra View, or on evening until 8PM!!!
458. Would like them open more often and longer. They are vitally important to the society and children's school work.
459. It was nice when Sierra View was open on Sundays, but it is not a huge deal.
460. Keep libraries on bus routes open (and open more hours) as a priority. Folks with cars can get anywhere, others can't.
461. It was much better before library hours and days were reduced.
462. However, the hours were adversely changed recently at Sierra View. I liked having Saturday hours.
463. hours vary and days closed keep increasing

464. Not sure if this is still policy, but blocking POP connections on the wireless Internet is false security.
465. The reduced hours have made it difficult to visit.
466. hours have decreased. inconvenient.
467. Libraries are so important to our communities; please open Sierra View on at least one weekend day!
468. Nights and weekends would be helpful.
469. Need more library hours
470. Would really like to see weekend hours at Sierra View branch again.
471. the fluctuating hours of operation are inconvenient and confusing.
472. We have only been to the one on Wedge Parkway
473. If hours were not included here, I would strongly agree.
474. Some of the cuts in hours have not been convenient, but I'd rather see hours reductions, than closures.
475. I've been inconvenienced by the hours on occasion.
476. Greatfull for Flexible schedule-Late hour Tue, Wed to 7PM
477. Wish the hours open were longer and every day except Sunday.
478. The ability to request material from another branch for my most convenient pick up is sensational!
479. Need longer hours
480. need longer hours and more days open
481. Opening at 11 am does not fit my schedule well
482. Some of the older branches are not as easy to use as the newer brasnch.Internet conectivity is a serious problem in the oldest branches.
483. Sometimes we find ourselves working around the hours but we've gotten used to it!
484. reduced hours not good
485. While I understand budget shortfalls the hours are difficult to work with
486. the monday closure of the south valleys library is unfortunate
487. Wish they were open more hours and days
488. longer hours would be nice
489. My local library is closed on Friday and Saturday. These are the easiest days fro me to use the library.
490. More hours would be nice but i understand the budget constraints. Open later is also nice, being able to stop by on the way home for work is a nice treat.
491. I generally use the South Meadows library and have a difficult time getting there before it closes. In fact, I reserved a book and lost the reservation before I could get to the library due to my work schedule.
492. Would enjoy having the library opened on Mondays.
493. I don't like those libraries which separate the fiction sections into genres. I prefer a straight alphabetical arrangement. Genre stickers are fine, but not a whole section of romance or westerns.
494. It depends on the location the one where job connect is not so easy for Computers other wise Good
495. longer hours and open Sunday and Monday would be nice, but I understand that budgets are tight.
496. I would like our library to be open on Sundays and later during the weekdays.
497. Staff is always friendly and quick to assist.
498. not open enough -- not open late enough
499. Some of the branches are easier to use than others. Sierra View is not nice or welcoming. It feels old and icky and I dont like that I have to haul my books all the way through the mall.
500. see #12... longer hours evenings & weekends
501. Hours are limited, but I do understand the financial constraints
502. With the change in hours it is not as easy to get to
503. days open makes it a little difficult
504. The reduced hours -- closed Mondays (my day off work) make it less accessible. Layout, computers are very easy to use.
505. Not Open 7 Days
506. Hours could be extended in the morning, but I understand the budgets are stretched.
507. I wished the library would have longer opening time. I would be willing to pay for it.
508. Wish it was open on Monday's
509. Miss my Sunday visits, but understand the need to cut expenses!
510. I rarely use the library -- basically to donate books and want to download ebooks from them. Early Voting is nice there, also.
511. Love the layout, computers, etc but wish the library were open more hours---earlier and later

512. Wish they were open more hours
513. Open on Sunday & Monday, close mid-week - kids need access to books on weekends
514. More open hours would be great.
515. varying hours and varying days of operation are not user friendly for the intermittent user
516. It's a shame the hours are short
517. Hours not enough. layout, etc. fine
518. My only suggestion comes from the hours. After dropping off my older children at school at 9am, we can't come to the library until after 10 or 11 when it opens, making us often miss storytime and other activities. I would love to see one or two early open days each week for those of us with younger children.
519. I would like longer hours open and more days.
520. Layout and computers are fine. Hours of operation are a problem, especially opening at 11 AM during the week.
521. Limited hours Very confusing
522. the hours don't always work for us
523. It is somewhat difficult at times; however, I always ask for help and the librarians never let me down!
524. SV has an awesome children's program!!!
525. I quite often visit the library because I participate in groups that use the facilities rather than the actual services. The library venue is essential.
526. hours have been cut at my closest library, and it's closed on my day off!
527. disappointed that the branch closest to us is closed Sundays, a perfect library for our family.
528. I don't like the shortened hours, but understand the budget concerns.
529. Somewhat. But the reduction of hours and days of closure have made it more difficult.
530. would like to see later operating hours on nights and weekends
531. Budget cutbacks have shortened some of the hours but overall our libraries are great.
532. Enjoy the libraries
533. Only the hours are sometimes difficult
534. should be open monday
535. I wish the Soutg Valleys location had better hours
536. Never open when I can use it. Most people have day jobs.
537. Hours are difficult to coordinate with my schedule. The layout and computer availability is great at South Valleys
538. Wish they were still open on Mondays!!
539. depends on the Library
540. The hours can be inconvenient for working parents.
541. more hours would be nice but that isn't going to happen
542. Poor Hours
543. Hours are limited when I need it.
544. nice if the hours were longer
545. Hours are not always the easiest to deal with as the only hours open when I am not at work are on Saturday.
546. I wish the libraries were open in the evenings and on the weekends.
547. I wish they were open on Sundays
548. hours are not convenient for working people
549. I'd like them open longer hours.
550. Computer printer is a bit of a challenge
551. They need a better loung area
552. The fact that they're closed on Sundays has been a problem, because that's when a lot of people have time to read a book.
553. "Privacy" mounts for computer screens at South Valley and some other libraries are TERRIBLE - unergonomic, put the monitors up where they can be read!
554. I am living in a different State at this time, 2011. Still have a home in Reno. Will check in if I return.
555. More open hours would be nice
556. Just moved here haven't used very much yet
557. The only library I'm familiar with is South Valleys
558. History time in the afternoons; after school hours for kids who are at school
559. The hours and days closed has been shifting around a bit with the cutbacks
560. Physical library is fine; website is horrible (see below)
561. Longer hours are preferred; the libraries are excellent.
562. Starting hours are inconvenient. (11am) Tuesday - Thursday
563. hours can be strange but I understand why
564. Could use more hours.
565. open Mondays or Sundays would be great!
566. Operating Hours are not very conveneint
567. However, I wish cutbacks did not limit the library hours so much.
568. hours are a problem
569. hours could be better

570. I understand that hours had to be cut due to the recession, but that doesn't mean I have to like it. Additionally, later hours in the evening would be a boon for my family.
571. It would be nice if the libraries were open more days/hours but I understand that funding makes that tough.
572. The South Valleys library is often very noisy. Both patrons and librarians talk loudly, making it hard to read.
573. The county's cutbacks and reduced hours of operations make it difficult to use the library.
574. more open hours would be convenient
575. With restrictions, new hours aren't the best. Later in evening would be better for me.
576. Wish our library was open Sun/Mon
577. Our family could benefit with earlier hours of operation for the younger members of our family.
578. children's programming not available after typical working day
579. Thank you for providing WiFi.
580. Hours of operation are too short
581. Prefer standard hours. I always have to check the website to see if it's open and until when.
582. Days and Hours can be wierd, and have had a little bit of a difficult time learning how the books are cataloged in the juvenile section.
583. Use the one off Wedge Pkway, needs to have more hours available.
584. They are very easy to use
585. Need longer hours of operation
586. I would rather the down town library was open on Fridays
587. It's not open on Mondays, which would be helpful, but I'd prefer the extra money to be spent on books.
588. Having them open at 10 or 11 AM is an inconvenience, especially since I have young children and they are happiest first thing in the morning. It would be nice to be able to go at 9.
589. It would be ideal if the libraries were open more hours/days; however, I understand the budget constraints.
590. The days and the hours are not the most convenient but I make it work.
591. easy when open...hours very limited on weekend
592. Hours are different everyday, confusing and mondays closed is a bummer.
593. layout is fine, no problems with computers, cutting back of opening hours makes it more difficult to schedule visits
594. Being closed one weekend day is a bit off-putting.
595. We have had difficulties downloading the Audio Books to our player. It might be because we have an Apple or we need some in-service.....
596. the hours should be open longer
597. library is open when i need to go
598. would like them open more hours
599. The hours make it hard for me to visit around my 45 hour work week.
600. Most people work in the middle of weekdays, so hours later in the day and on weekends at the expense of early hours on weekdays would be appreciated.
601. would like the library open longer hours and more days
602. Sometimes bureaucracy gets in the way of customer service
603. I'm sorry they have had to cut hours because of budget cuts.
604. Not enough Consistency. Prefer Consistent Late hours like open until 8:00pm, etc
605. Late opening times for people who get up early
606. The Washoe Counties Library system is very good.
607. Don't use the computers at the library but they seem to usually have a lot of people using them
608. I almost exclusively use my computer from home to set up the books I want, walk in and out of the library quickly.
609. the hours are so inconsistant I have a hard time figuring out when they will be open.
610. I think we should have one or two more hours, and more copies of books.
611. I read alot, and the systems is easy to use and the people are very nice and helpful
612. I love the Verdi library and you have made this one impossible to get to.
613. I know it's from budget cuts, but having Monday off is a conflict.
614. computer instructions can be clarified a little bit more.
615. Wish it was open on Mondays.

616. Really love the online services. I typically use the Northwest Library, which I love. I would have marked "strongly agree", but I confess that the cutback in hours has made spending a lot of time at the library less likely for me. I usually went to the library on Sundays. The hours do allow me to pick up books that I have on hold, a service which I greatly appreciate.
617. I don't like that the northwest library is closed on Mondays. I understand it being closed on Sunday but a public library should be available during the weekday.
618. Wish they were available later and on the weekends.. I work during the day.,.
619. haven't adjusted to the cut back of the hours of operation
620. Please open more hours!!! Especially morning hours - the only time I can get out with my kids.
621. hours are not easy.
622. Wish more hours!
623. I have found that having different hours on different days at different libraries is somewhat difficult to keep track of.
624. prefer open at 10:00 daily
625. I would like to see more hours
626. I find the changes in hours a little inconvenient. However, I do not consider that a negative factor. That cut back was due to the recent economic/budget constraints.
627. Weekend hours are sometimes not as long as I'd like.
628. Wish we could afford to be open more often(days and hours)
629. wish you were open everyday
630. I just started coming back to the library in the last few years, the computers are a little intimidating, but the library staff is very helpful.
631. I love the ability to get books transferred from one location to another.
632. The Cutback in hours has been hard. Some weeks it is hard to get in during open hours with my work schedule.
633. Hours are shortened and computers have been difficult to log onto.
634. Library hours should be extended
635. Reduction in hours made it difficult to continue using the library
636. I wish they were open more hours than they are.
637. I work Monday through Friday, thus being open on the weekend afternoons is ideal for me
638. Hours are very confusing when something is open and not keep changing. Really don't like the online system you have. I have stopped using it completely :(
639. It would be nice to be open 7 days a week, but I am OK with the hours now
640. I really miss having accessibility to the library Sunday and Monday.
641. I understand why the reduced hours, just have to plan to fit them.
642. Should be open Sundays and Mondays
643. would like to see Monday opening
644. More hours would be nice
645. It appears that hours have been cut, so I have to be careful to make sure I go to NW library while open
646. I keep forgetting that library hours have been curtailed
647. Have gotten to "adapt" to the new "cut back" hours
648. It is concerning that the library hours were cut. It seems as if it would be easier to use the library if you could get in:)
649. More evening hours would be nice
650. Wish you were open Sunday in NW Reno
651. the cuts in hours and closing on Sundays has been a real difficulty for our family, school work, etc.
652. Having the libraries closed on weekends is very inconvenient
653. Hours are limited, which makes it tough.
654. The hours are terrible; I'm sure it has to do with government funding. I can rarely get into the library during hours that are convenient for me.
655. have to wait long time to get a computer
656. I know it is because of the budget, but the hours are horrible. The layout isn't very clear either.
657. The computers and layout are easy enough to navigate, but the erratic changes in hours are sometimes a hassle to keep up with.
658. each one is different, so not sure the lay out of each.
659. Reduced hours has made it more difficult but is understandable with economic climate.
660. The reduced hours are difficult at times but I understand their necessity and would rather have reduced hours than less libraries.

661. Budget cut negative impacts on hours and collection is noticed
662. The hours at the Northwest Reno library are sometimes difficult because the library opens and closes at different times which makes it difficult to remember.
663. hours too restricted
664. My local library in Golden Valley has terrible hours, but I totally get why... it just makes it inconvenient.
665. The reduction in hours and days makes it harder to go to the library
666. Wish you were open earlier and later
667. Too many reduced hours and days closed or early closing/late opening differs from branch to branch. It is frustrating and confusing.
668. need more staffing and more hours
669. Hours could be longer in the evening
670. I am sorry to witness the hours & staff cutbacks due to the county budget constraints.
671. with the cutbacks in hours, it is certainly harder to get there, especially trying to pick up a book on reserve
672. The librarians are the best asset of the Washoe County library system
673. reduced hours
674. The cutback in hours has hurt some. Hours are too short at my branch on Robb.
675. More hours would help, but I understand the budget constraints you are working under.
676. The hours are not the same everyday, so it is hard to keep track.
677. Everything except the hours is terrific. The public library system is part of what makes America a great country. Hobbling the library system by cutting back on hours the libraries are open is troubling.
678. Computers are always in use when I visit
679. The layout is good. The change in the hours is challenging.
680. Not open enough days per week.
681. regarding hours, there is only one time (late 8pm closing) that I can use. But I think this is reasonable for staffing and budget concerns. My local library is North West, and the layout is fine. I only use the lookup database, not internet access computers.
682. I wish they could be open longer.
683. Being closed on Sundays makes no sense to me as that's one of the main days I can take the kids to spend time there.
684. I would like more hours, especially on Sunday!
685. I would prefer greater weekend and evening access, but understand the budget constraints.
686. All the hours at the locations are different so it makes it confusing
687. NOT OPEN ENOUGH HOURS, NOT ENOUGH BOOKS
688. Would like the library to be open on Mondays, also.
689. We need more libraries
690. Who's "lame" idea was it to get rid of the "cassettes?"
691. I do not understand why any library is closed on the weekends.
692. love Our libraries!!!!!! and the people that work there
693. everthign ok. people are nice at sparks library. from nitin
694. I am still trying to get used to the reduced hours, for example open later on some days and not open at all on others.
695. have longer hours
696. maybe have longer hours at the spanish springs library for example on wednesdays instead of closing at 6 they could close at 7.
697. great selection of books,dvds, video games, and other stuff
698. All libraries should have the same time for using the library computers. It really makes my blood boil to have to wait for a computer that allows people to view porn and get away with it.
699. I believe that the libraries are a very necessary component to our community.
700. I work, sometimes it is hard to get to the North Valleys Library before they close, especially since they close at 4:00 on Fri. and Sat.
701. I would like my library (Spanish Springs) open on Saturdays, but have been able to work with the adjusted schedule.
702. need to improve lighting in the spanish springs branch
703. I can only access the libraries after 6:00 pm on week days and weekend hours are extremely limited since Sierra View isn't open at all on weekends. South Valleys and other branches are out of my way on weekends.
704. sierra view , open on sat - close on monday
705. don't like Sierra View being closed on Saturday - don't care that it's open Monday

706. Some library is too small, like the Senior Center Library. Their operation hours is limited only which is usually until 2:00pm only and from Monday to Thursday only. Some libraries are closed during school days which is in demand for the students.
707. my local library (Sierra View) is no longer open at the weekend and is closing when I get out of work on weekdays
708. More evening/weekday hours to accommodate students would be nice.
709. They are a waste of valuable tax dollars. Please close the absurd number of libraries maintained and keep only a couple open.
710. The current libraries are convenient for me to use for computer usage, to check out books or movies or just a place to hang out on my free time.
711. Very much object to lack of discipline & noise, loud speaking & employees use of non-english
712. The South Valleys Library should be open on Mondays. There should be a thesaurus as easily accessible as the dictionary.
713. Should be open on Mondays. Should have a layout more conducive to study and an academic atmosphere.
714. need more hours
715. Sparks has empty space, yet also too concentrated area(s)
716. longer hours would be appreciated!
717. The decrease in hours is very inconvenient
718. Libraries should be open on Mondays.
719. Sierra View should be open on Sat, closed on Mon
720. Could use more computers at the Sparks library location. Could use a stop light at 7000 A Pyramid way to let people go left. Could use friction bumps or something on the descent into the South Valleys Library in Winter (snow or slush).
721. larger print guest passes with bolder lettering would be nice for the vision impaired
722. Sometimes I miss it being open on Monday but I would rather have it closed on Monday versus no library at all! And I LOVE LOVE the drive up window at South Valleys- it is so nice to not unload my children to just pick up a book on hold and avoid the weather too! Thank you.
723. Too many hours and locations. Cut back and provide more a central library and a couple satellites instead of the current number.
724. The libraries are nice, but they are more than we (as a county) can afford. We need to cut back drastically.
725. I like the design of the libraries, but feel there are too many as there are very few people in them when I visit. Reduce the number of libraries and strengthen the core.
726. The layout and computers are great, but our library is closed on Thursday and Friday and I really dislike that.
727. Reno town mall should be closed on Monday and open on Saturday
728. The hours are being cut back too much, especially when weekends are cut.
729. More evening hours at the North Valleys library would be nice.
730. The library staff tries very hard to be user-friendly in every way.
731. Could always use more hours.
732. Depends upon the location. The hours at some locations (Golden Valley for example) are such that it is impossible for me to go--it is the closest to my home.
733. every library needs an Express computer all hours. this is Lifeline nowadays!
734. Computer system is not as friendly as it could be, otherwise fine
735. Naturally, the hours were much better when the libraries were open more hours & days, but considering the loss of money and staff, they are doing an incredible job!
736. Computers seem slow
737. I can never visit my library on Saturdays, they are closed.
738. Reno town mall and downtown libraries should overlap, i.e. open Sat, closed Mon
739. open hours are a meaningless hodge-podge among the branches - no consistency
740. I enjoy the Spanish Springs library and it is closed Friday and Saturday, the days I could spend time there.
741. layout and services are easy to use. The shortened hours-not so much
742. lack of night and weekend hours is challenging
743. I think the libraries are well laid out and have enough computers, but the hours are a problem. I think the hours should be extended and there should be fewer days when the libraries are closed. The government should look at the libraries as extremely important to the public, especially in the current economic climate.

744. The new hours at the library I typically go to are no longer convenient for me. I believe the layout is good-areas are clearly marked.
745. The facilities are wonderful, but the hours are killer. There are no local weekend hours (Friday and Saturday) that are easily accessible.
746. I'd love to see the hours restored without days closed, but it is better than closing sites.
747. I love you.
748. I know due to budgetary cuts hours are limited. More evening hours would be appreciated, perhaps with 1 paid staff per son and 2-3 volunteers.
749. Employees are great. Do not like books being removed for more computers. Hours keep shrinking. Many libraries are hard to get to - not on bus line.
750. Need longer hours open untill 10pm at some locations.
751. I would like to see the Sparks library open a tad longer.
752. i am retired, can be flexible
753. Would be nice to have my local library open on Sunday.

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Comments relating to Question 8

Are you willing to pay additional fees to help support certain library services?

– 1,151 comments

1. not sure...
2. More open days
3. the care of books and online book services
4. new books in all areas
5. More library hours available.
6. I don't know, I just would like to support
7. I would need to know what we are talking about here.
8. audio / digital
9. interlibrary loan
10. overdrive media, children's and youth sections
11. Not sure, how would this be paid and what services?
12. Extended hours & weekends
13. DVD and audio books, e-books; computers. I would like to keep basic services (books/children's library) "free"
14. depends on what they are? do you mean like the extra programs, or actual fees to use library materials?
15. it would depend on what services you are talking about
16. fines,
17. Give me a list and I'll respond...
18. Tiered fees for tiered services,
19. depends on which
20. I have no money/job right now.
21. mobile library
22. I'd need to know exactly which services before I say yes.
23. not sure.
24. Not jet
25. It would really depend on the services- simply with the donating book program- i can't imagine what other services would be needed other than maintenance.
26. Depends on the service
27. late fees
28. the point of the library is that the people who use it can do so for free, that's why some people go there. For example, if some people could afford the internet at home, they would not go to the library for it, in which case a fee would create a barrier for some users
29. All
30. General operating fees
31. ?
32. Research Databases
33. internet access, customer service desk, borrowing books from other libraries
34. those involving the youth
35. I am willing; however, since losing my full time status at work, I am not in a position to do so.
36. a small one time card enrollment fee
37. computer wifi access
38. Internet access
39. Children's programming
40. Children's events
41. staffing for longer open hours
42. books for kids
43. rental fees on new books for faster access (more copies)
44. Dunno? LOVE BOOKS the computers not so much but whatever keeps the doors open
45. Don't know I would have to see what areas needed the support
46. yearly fee for the card--like membership to the museum
47. computers and internet services and children's programs
48. Computers and movies DVDs
49. I think a strong citizen donation system could provide a lot if set up and supported by existing facility
50. late fees
51. Use of the study rooms,small shipping fee when borrowed books come from other branches
52. in general, but I'm not sure which ones
53. I already donate several hundred dollars in cash, DVDs & books each year.
54. Maybe. We love to place holds, and pick up holds at our own branch. We would probably pay a fee to do so.
55. Correcting emails
56. Extended Hours
57. the book collection, online fees for research sites, etc.
58. Keep libraries open; provide programming such as seminars, etc.

59. additional hrs, more computers, more books
60. rent new books and movies and perhaps internet access
61. longer hours- open 7 days a week !
62. Recently released new books
63. all
64. The library could have faster internet speeds. they could also upgrade to faster computers.
65. book reservation, computer access
66. it all depends on the service
67. keeping them opened and operating full time.
68. any services that's needed.
69. Suggest charging a minimum fee of \$5.00 for a library card (currently free); the fee is very small, and I believe very affordable for most all families, yet it would help generate funds for the library system.
70. childrens programs, hours of operation, more books
71. what's available?
72. late fees; special requests outside of system; in-system requests
73. not sure
74. maybe - depends
75. paying to reserve books; higher overdue fees
76. depends on what and how much
77. buying books
78. Interlibrary loans, story times, guest speakers, increased late fines
79. upkeep and buying new books as well as audio books
80. Reading programs for kids that are too young for school. Programs like those get kids interested in reading.
81. childrens programs
82. to keep libraries open
83. To keep them open more hours each day and 7 days a week. My Grandson is in kindergarten and reads grade level 3 as we have been reading books since he was in diapers.
84. i don't know exactly but if i have it i'll help
85. it would be depend on the program
86. Any
87. Whatever services that need the help.
88. new book rentals, dvd rentals
89. would depend on what and how much
90. any
91. More technology available for research.... Larger audio collections...
92. move to the head of the line to get books, small fee to check out e-books with my nook (maybe \$.50 for a month), E-Library Card
93. higher late charges for non-childrens books
94. Annual card membership fee. Books are expensive!
95. Not sure now
96. A reading program for people who can't read. I realize there is one in place but with volunteers we could use libraries to further a program.
97. If expenses get too high, charge everyone \$2.00 to enter the library.
98. All services. Why not a fee for the library card?
99. depend
100. as needed
101. the services that were needed most
102. all
103. Online books and audio books, dvds
104. keeping the library open for longer hours
105. internet use, video check out
106. It would depend on which services you planned to offer
107. Where needed
108. a tax
109. To be open more hours of the week.
110. We already pay a fee for ILL, but I might be willing to pay a small fee to have more downloadable audio and eBooks available.
111. Reading tutoring for school children
112. raise fees for past due books
113. absolutely, any library needs, the outcome benefits all
114. Depends
115. transferring books, computer printing
116. I guess it would depend on the services.
117. library card, computer use
118. Annual card fee and additional overdue fees. Research fees.
119. Educational books, longer hours, additional days
120. Get the county to stop welfare programs and focus more on things like library's
121. more hours
122. Late fees
123. Late fees should be higher -- !
124. Use of internet, ebooks.
125. Which ones are needed?
126. I would pay small fees for interlibrary loans.

127. ILL
128. Back to regular hours.
129. Depends on what you call fees. I support a higher tax
130. higher fines
131. Complete re-design of user interface for reserving books, etc.,
132. staffing
133. open more hours, purchase of books and audio tapes
134. youth & adult ed, extended hours
135. opening 12 an 7--12 hrs 7 days/week
136. depends on the services: DVD rentals yes
137. Access to books
138. any services--they all are valuable
139. Computers, use of meeting room, borrowing CDs
140. why is there not an answer of not sure, not enuf info!
141. Possibly, depends on what services.
142. that's what I'd like to know before saying yes or no.
143. Higher fees to pay for additional workers/hours available.
144. all
145. Longer hours and purchase of new materials
146. Getting more new literature
147. I would gladly pay more property tax for the privilege of continued library services. A strong library leads to a stronger community. I really believe that.
148. I would consider paying a fee to jump ahead in a hold list for popular items.
149. All (general support)
150. provide me a list, with fees and I will be able to answer this question
151. Will pay to use conference room or time for community meetings.
152. Staffing and availability
153. Movies. I think that books should be available to check out no mater what you income level. Libraries were available for every current adult when they were students and our parents were willing to pay for the service for all. No no one wants to pay their taxes and that is causing great harm to our children.
154. Maybe a fee for borrowing a recent DVD for over a week
155. expansion of hours
156. audiobooks
157. Hours of operation
158. more books, more hours
159. downloadable audio books and ebooks
160. EBooks
161. Pay for services is the norm in local government now
162. Taxes are high enough as it is.
163. book requests,holds and transfers
164. Pretty much any. I think library services are one of the most important public resources we have. I have learned as much from use of public libraries as from any of the colleges or graduate schools to which I paid tuition.
165. Renting books, rather than borrowing
166. can i donate
167. Just keeping a convenient location open w/b a good start!
168. I would be willing to pay higher late fees to support programs
169. media lending
170. Reading programs continuing Education
171. additional charges for late materials
172. Coffee Bar and more downloadable books.
173. Media, Research
174. Maybe. Like what?
175. obtaining books, staying open a reasonable number of hours
176. Nothing in mind at this time.
177. \$12 per year fee for a library card
178. A once a year digital fee if not too high.
179. electronic resources
180. Additional electronic book fees
181. A "Netflix" based system would be great. On-line based
182. checking out a media, using computers
183. The on-line service through the Overdrive website. I use this all the time and I would be willing to pay a small monthly fee.
184. Not sure
185. staff and hours of operation
186. I have moved away, needed a job..Still do not have a job.
187. Whatever to get them opening on Saturdays
188. Book buses in outlying rural communities, continuing to expand the libraries' selections
189. Book purchase and additional hours
190. reference desk services
191. not sure
192. not sure
193. Weekends open. It is a family day and should be convenient to get to.

194. wherever needed
195. book collection
196. not sure
197. I am poor...disabled...no job
198. not sure
199. making copies, new release books, monthly membership fee
200. staff
201. not sure, I'm not sure what services there are
202. children services
203. Purchase a library card with yearly renewals.
204. Depend on service and charge
205. hours opened
206. books
207. computer services
208. Increased late fees, small fees for audiobooks and ebooks
209. Ebooks
210. The computer services
211. Computer usage, enhanced reference collection
212. unknown; already have a DMV library (ILV2RD) support license plate
213. It would depend on what they are.
214. online library
215. would need to know which are options
216. Don't know, it depends on which services.
217. More actual books for children, so they know what a real book feels and looks and smells like
218. DVD movies
219. computer use
220. Late Fines, Rental Fee for New Releases, Card replcement fee
221. nterlibrary loan
222. Higher overdue charges.
223. Overdue fees...don't know about any others...
224. Holds coming from other branches and are not picked up \$1.00 fee
225. Any.
226. Better hours
227. all
228. maybe later, when I have a steady income
229. current books/ additional hours open
230. Librarian salaries are too high, over 100K!!!! Our libraries are computerized, how much should you pay folks to shelve books and help customers find books? Salaries need to be cut!!!!
231. Not sure where you would be looking for funds
232. Toddler Time
233. kids stuff, anything to help the kids love to read.
234. Online audiobooks
235. volunteer support for any services-those who need the library the most may not be able to afford to pay for any services
236. Audio books
237. ?? reserving a popular book?
238. I'm afraid a trend of expenses might start that would hurt the open intent of library access.
239. acquiring new books and DVDs; additional hours
240. returning books late
241. Just keep the doors open! The public library system is vital to our children's learning.
242. any and all
243. Possibly a small fee for taking books out.
244. computer usage, overdue fines
245. If I weren't on fixed income, I would be willing
246. late fees, copy machine
247. children's section, audio section and computer section
248. movie, music, audiobook borrowing, internet access.
249. raise the late fees
250. membership cards
251. any
252. e-books
253. not sure - what are options?
254. meetings?, videos?
255. internet, printing
256. higher late fees to support whatever is needed
257. increased late book fees, interlibrary loan fees, other user discretionary costs
258. new books
259. movie rental, books on disc
260. Where ever there is a need.
261. Dependent on price.
262. children's story times, computers for kids
263. I'm not sure what they are.
264. I'm interested in finding a chess class/club at the library
265. Off the top of my head? I don't know. I am a strong supporter of the library system and I don't have much money, but I'm willing to do what I can to ensure our library system can continue to provide much needed services to the public.
266. Unsure

267. increase operating hours
268. i am willing to pay only because i can. i'm concerned about services being inaccessible to those who can't pay
269. not sure of the services; if I was aware of them I may support them.
270. more available hours
271. Helping children become aware of the library and read
272. I am a student right now. If I wasn't I would wholly financially support library services!
273. no comment
274. Whatever is necessary
275. larger ebook library
276. larger overdue fines
277. In this economic situation, I could not afford to.
278. Addition of books, movies, children magazines
279. you tell me what you're suggesting.
280. It depends on what services are considered
281. anything the community really needs
282. would have to review services
283. COMPUTER USE
284. user fee at the library
285. keeping them open
286. Hold at location.
287. all
288. Support services for youth; self help
289. internet, printers, resource books
290. tight with budget -student loan, car loan, and rent.
291. Reading, audio, & video media
292. I don't know which services are in danger of going away if no fee is charged.
293. reference, computer and hold - pay in the form of property taxes
294. Would want to know which ones are being looked at cutting.
295. all
296. Ones that require more employees' time and materials
297. Ebooks and audiobooks
298. unsure
299. programs for kids
300. Internet
301. on line reasearch
302. pre-school and student and adult programs
303. providing books
304. there's shouod be a minimum fee for library I.D. cards.
305. new books/childrens hours
306. longer hours
307. current and audio nooks
308. placing holds- maybe 10 cents a hold.
309. Maintaing hours and all branches, funding librarians.
310. Paying what?
311. an annual fee for a library card.
312. Video rentals
313. interlibrary loans
314. more hours that the library is open
315. story time
316. late fee, deliver fee
317. Online access to materials and resources
318. best sellers
319. Additional computers
320. I believe all services should be free for those who can't afford them. Maybe a donation request for programs...
321. But would depend on amount and what services
322. more computer
323. nominal card fee maybe- open to ideas
324. special requests from other libraries, overdue books
325. all services
326. copy/printing video/music rentals
327. e-books, audio books - if reasonable and monthly
328. The property tax rate is very high here. We pay already.
329. Staff and inventory support. Please clarify additional fees
330. That is a vague question. It depends which services.
331. whichever necessary
332. Early Childhood Education
333. wireless internet, operating hours
334. media
335. prefer to pay for services through universal taxation
336. books materials
337. I'm not sure whether you are asking about taxes or individually paid fees; if the former, yes; if the latter, it would depend on the services.
338. What is needed?
339. Higher late fees, or whatever. We need libraries!!!
340. fuller/more hours of service/open
341. But only for more books and library hours, not computers and stuff like that
342. charge for access internet
343. returning books late fees
344. Renting books?

345. taxes
346. late dues
347. CD's
348. computer access, extended hours
349. computer usage, faxing/copying
350. which services you tell me send email or mail
351. Book funds
352. maybe small yearly membership fee
353. depends on the services
354. Checking out books and other resources
355. e books
356. All services should have a per-use fee depending on cost.
357. printing, copying, interlibrary loan
358. to keep my local library open
359. This is my daughters library card and my opinions. Sean McCormick Additional learning opportunities for children. Weekly story time is not enough.
360. Not sure--
361. Computer upgrades
362. I don't know
363. It would depend on the fees being asked, but I'm certainly willing to learn more.
364. Internet computers
365. computer access
366. late fee and computer fees
367. interlibrary loan, printing, overdue fines
368. increased fines, or a small fee to put books on hold
369. I don't have specific services in mind, but the general idea of supporting library services is appealing.
370. Technology, ebooks, electronic resources
371. keeping the doors open
372. Longer hours, better service.
373. I don't know - show me a list.
374. Staffing, to be open more.
375. Staying open later during school months so children have better access
376. Annual membership fee to the library. Nothing big.
377. Use of computers.
378. Any
379. any that are reasonable
380. children's reading programs
381. new book purchases, magazine subscriptions, rent
382. I would pay additional fees to support any services the library provides
383. Depends on the services.
384. Books, internet.
385. Public Library services must remain free public libraries
386. I will leave that to the professionals.
387. keeping them open
388. annual fee
389. not sure - it would depend on the services
390. Children's non-fiction and reference
391. reading and award programs for children
392. What is needed??
393. \$1 per year for the card
394. all
395. use of computers
396. All
397. hours of operation
398. Anything for children
399. Children's story times and events
400. computer usage & photocopying
401. provide a list to choose from
402. New books, electronic resources
403. public internet PCs, online library, hours at GV & DT branches
404. I like the on-line book lending
405. print (not electronic) books and internet use
406. Late fines. Please DO NOT increase copying and faxing.
407. Library services should be cost free to ensure equal access to all people
408. book rental
409. Downloaded materials
410. More current books. I don't feel we need need more computers, tech, etc.
411. Audiobooks, computers
412. if it were explained alot better then that sentence perhaps yes...
413. use of conference rooms, teen rooms
414. new books, magazine subscriptions (Economist/Time/Newsweek)
415. I would pay for a library card - maybe a small annual fee for adults - free for children? An hourly charge for computer usage?
416. Increased hours and Interlibrary loan.
417. whatever is needed
418. an annual fee or small "rental" fee of the books.
419. yes, included in my property taxes
420. Internet (but I don't use it)
421. i was a member of a book club until it was canceled
422. Not at this time only because we are operating on one income currently.

423. more computers, genealogical research, staff
424. would rather have call for donations and volunteers
425. Would pay for more e-books
426. Children's activities and young adult books to encourage reading throughout childhood and adolescence
427. depends , on kids programs
428. late fees,etc.
429. To keep the libraries open and free!
430. Yearly library fee, but it should be oprional, if you actually use your card
431. but only if I were to use those services
432. Not sure
433. any
434. All, especially promoting reading
435. Computer use.
436. ALL
437. any
438. i would be willing to pay a small fee for checking out books
439. Internet, interlibrary loans
440. Don't really know
441. actiivities for children
442. What ever is needed
443. I am not sure what you have in mind.
444. maybe a small fee for the 3 week lending period, and a fee to use the computers in the library
445. hours, selection
446. Not sure
447. It depends. What fees are there?
448. existing services
449. being able to renew books online
450. per book checkout fee perhaps like .25-.50?
451. All.
452. internet, magazines, new books
453. small charge for library card
454. I would if I were financially able to--on small dib check
455. Charge \$1 per book or CD per 3-week check-out?
456. Any that encourages literacy
457. Computer usage, especially for those without a library card
458. Nominal fees for services requiring fuel costs/transportation
459. lending books
460. all
461. using the computer
462. which services are you thinking of?? I think , it depends...
463. Extended library hours
464. Services need to be listed. I am not aware of all of your services or how you label them.
465. I have my own computer, but the libraries probably need more.
466. all of them
467. Classes, speakers, etc. as well as meeting room rentals
468. online databases
469. Late fees?
470. Some time back in a letter, I suggested a possible Library "Membership" scenario with dues. It could be tiered to meet the economic capabilities of your users. I would rather pay a bit than loose the library all together.
471. I would rather make a donation in the form of money, volunteer time, books or other resources
472. Internet Library Programs
473. Give me an idea of certain library services you have in mind.
474. Pay for internet usage along with printing!
475. Children's Books. & Recorded Books. large print books
476. not sure, maybe could also be a choice option
477. e-books
478. after-school reading programs, children's arts programs, plays, etc.
479. where needed
480. anything
481. depends on what services they are considering
482. I would donate money to the children's programs.
483. dues which sponsor reading programs, book purchases
484. Paying for copies and printing is expected; charging for any other service (book/dvd/cd/internet) would discourage me from coming to the library.
485. fees will be hard for the lower socioeconomic groups
486. Audio books
487. not sure, depends
488. ?
489. hours
490. Yearly membership, perhaps
491. How much and which services? I need more information.
492. children's services
493. general circulation

494. Keep the libraries open outside the 8-5 window
495. new books, video, journals
496. I would be willing to pay a minimal fee for per item I check out as long as it makes sense economically for me to pay a cheaper fee to "rent" the book than it does to buy the book from the store.
497. Any
498. Maybe a small annual fee or something, but if they started charging for computer use, I would be against that - that's one of the best things about libraries is that anyone can utilize the internet for free if they don't have a computer of their own, such as to look for work, do research for school, etc.
499. When library services are too expensive, they no longer serve the part of the public most in need of it.
500. perhaps a small yearly fee for use of the library
501. interlibrary loan, if this could be enabled online
502. more acquisitions of audio and print books
503. library card fee
504. More books..more e-downloads, I would go for a 1% raise in taxes!
505. I can't answer yes or no to services, but yes to keep the library open, to buy new books
506. library card
507. I believe the public library should be free for everyone. And I would also guess that you would loose patrons in the long run.
508. I would be willing to pay a small amount to make sure that the libraries have open hours and good access
509. Interlibrary Loan
510. I don't know what services you are referring to.
511. Depends on the services
512. late fees, even check-out fees
513. ebooks, media
514. unsure
515. Increased fees for cards
516. just keep them open
517. Internet use
518. Computer, transporting materials between libraries, reference
519. research and special collections
520. additional hours, classes, children's literature.
521. books
522. All services.
523. operations and books when they come available so there is not a wait for them
524. It depends on which services are needed.
525. Am already paying for inter-library loan when a book is not available in Washo county, over due books because I can't get to a library easily
526. Paying people, book funds
527. To purchase more books
528. Pay for a yearly fee to have a library card
529. not sure I understand this question
530. Not sure what the options are
531. all
532. what kind? amount of? additional fees?
533. overdue fines, holds
534. all existing services
535. I believe in free library service so the same service is available to all, not just those with the means
536. downloads
537. Keeping longer hours.
538. you say what is most needed
539. Keeping them open. What services are you thinking of making fee-based?
540. Borrowing books and DVDs.
541. book lending
542. Story time/toddler time
543. Expanded Hours
544. increase late fees, small fee for holds, initial card fee increase
545. maintain or increase hours of operation
546. buy more computers, add data bases such as Ancestry.com
547. do not have a problem with the concept of fee based services
548. For as little as the library can support my family...I'm already paying enough for services.
549. computers, whatever to keep them going
550. A small annual fee for using library card
551. small fees for classes, room "rental," printing
552. Any and all!!!!!!
553. more open hours
554. ebook checkouts
555. But only because I simply cannot afford it at this time
556. divide the libraries up and put them at schools and do the rest on the net
557. Please explain which services
558. Children's and seniors programs
559. all branches should stay open
560. any

561. I don't know the options
562. Increased hours of operation.
563. programs for children
564. being open, having librarians
565. whatever is needed
566. Rentals
567. too vague, it depends if there's a successful ballot initiative/additional tax, what services, and the cost
568. I would like to see more hours and more satellite libraries.
569. Library website, mobile van, e-books
570. I think it should be easier to donate money to the library so people can donate as much as they want or can afford.
571. yearly low fee OK, fee for computer use
572. downloads
573. My property taxes should provide for libraries
574. Hold fee, increased late fines
575. I'm not sure what you would have in mind. Some people are on really limited incomes.
576. electronic media
577. don't know
578. getting more books
579. More ebook selections would be great. I would pay a small fee for a greater selection.
580. keeping the library free encourages the whole community to read & learn.
581. Magazines & newspaper reading rooms
582. for the kids
583. Would prefer to pay higher taxes and let the libraries decide where best to use the funds
584. Interlibrary Loan
585. Interlibrary loan
586. Whatever you need
587. If resources and materials were completely accessible through the web for a predetermined amount of time.
588. Any
589. Internet access should remain free, but other services, like holds, can be charged to the patron.
590. keeping all current branches open
591. Computer use
592. I would pay an annual fee, I don't want to be hassling with money every time I visit the library.
593. dvd, hours
594. All
595. not sure which would be chargeable services (easy to monitor and charge)
596. Those that the library staff have identified as being in heavy demand.
597. moderate yearly fee
598. rent a book, dvd, music cd, fee to keep twice as long as allowed, computer use, but just small monetary amount for each service.
599. General fund
600. Some things need to be free for everyone. I don't know what all the services are, so it is difficult to specify certain services.
601. book rental fee
602. keeping open often
603. Remote library checkout
604. children's services; bookmobile; more open hours for libraries
605. book purchase, staffing
606. ability to reserve books by computer
607. placing holds and picking up books at any library
608. purchasing new books
609. Inter-loan library film
610. Computers
611. any and all!
612. There seems to be a real need for the computers, especially for those seeking work.
613. opening hours, public wi-fi available at all hours for people outside in their cars
614. non basic library lending services
615. Computer access
616. Computer access. I don't need it, but I know lots of people who do
617. Whatever is needed. Library staff knows what is most important.
618. Don't what services you are talking about.
619. annual card fee
620. All services. How about a small fee per year for a card?
621. depends on the service
622. Book Purchases
623. open hours, staffing, new books
624. That would depend on choices put forth.
625. Can't think of any off hand. You tell me.
626. charge more for late fees
627. quicker access to online library books (pdf version)
628. Rental of videos and CDs
629. I think that people would not go if they had to pay.

630. NEW BOOKS, BOOK TRANSFERS, KIDS READING PROGRAMS
631. books, research.
632. children's initiatives for reading
633. All
634. not sure...keeping the library open
635. video rentals, stiffer over-due fines
636. since you mentioned it..... funding to further future employment for current students; especially the economically disadvantaged... if it could be proven that libraries of the 21st century can do that.
637. All services
638. books overdue
639. employee hours
640. Longer hours
641. would need more information
642. story time
643. internet usage, extensive research time
644. I guess if I know what services I would be supporting.
645. maybe
646. would have to look at the specific service
647. I don't know. I'm not aware of all the different services.
648. higher late fees
649. maybe charge to have a card for adults
650. Book Mobile
651. I wouldn't mind not having the book delivered to the closest branch. For the convenience I would pay a fee OR drive to the other location.
652. not sure, you should be providing examples me thinks :-)
653. not certain of all the services the library provides
654. ?
655. Almost any.
656. maybe...depends on if the customer service and the quality of service along with a great selection of events and books stays HIGH
657. Any that allows easy access to materials.
658. i believe that any increase in fees or taxes for a specific purpose, such as for the library, is immediately swept into the general revenue of the county and the library only sees a minor portion of it.
659. not sure.
660. a small fee to access new best sellers, and not having to wait months for the system to acquire them
661. longer hours
662. computer usage, faxing services
663. late fees, checking out books small fee
664. Weekend hours
665. Whatever helps the library.
666. e books for my kindle
667. computer access, requested material via internet
668. Which services? Maybe a small fee (but reasonable) for computer usage or internet usage.
669. new book/CD book acquisitions
670. Extended hours, more new book purchases
671. not sure but if the service is one that I want I am willing to pay.
672. Material acquisition, keeping the building open, salaries.
673. I can't think of an example right now, can you?
674. New books, computer services, ILL
675. Provide me with a list of proposals.
676. Internet access, story time
677. Videos and music (CD)
678. I'm not sure at this time. I only use the checkout services.
679. I have nothing specific in mind. I think it is better in general to charge users fees instead of increasing taxes for all. Let those who use a particular service pay for it.
680. I think library services should be supported through taxes and bonds so all patrons can access them.
681. audio books
682. all except checking out bookd
683. Reference; late fees
684. Our income is down and we do NOT have additional funds
685. libraries have always been free to the public. it would be best to maintain this if at all possible.
686. Staff salaries, buying books/magazines.
687. I'm a Friend of the Library and give to the libraries.
688. more hours
689. you should list possible services to choose!
690. eReader and audio book downloads.
691. Probably not, part of the beauty of the library is the lack of fees; If I want to pay fees, I'll go to a book store
692. transfer of books from another library, ebooks
693. Depends on the amount and what they're for. Not to check out books. Yes to attend programs.
694. no more taxes or fees

695. Pretty much everything the library system provides
696. slightly higher late fees
697. connection to elementary school libraries
698. Where the Library feels the most need.
699. Online reserve ability, flex hour sched
700. children's activities, adult educational opportunities
701. Not sure what Additional Fees means? Or which services that would be.
702. A greater connectivity with the States' University
703. any that need support
704. focus on children's support
705. annual fees and higher fines
706. more hours
707. which services?
708. book transfer, extending checkout length
709. Fines should be higher
710. I already donate to the periodical fund.
711. don't know
712. internet access, books and materials
713. E services
714. I don't know of any services. I would need to be advised of them.
715. digital books
716. not sure
717. Book purchases
718. children programs like art, book clubs, crafts, plays..
719. books
720. Depends on how much and which services
721. Depends on fees and which services
722. what services did you have in mind?
723. not sure at this time
724. classes
725. children services
726. computer labs, reading programs
727. Public programming
728. All current library services
729. tutoring
730. Depends entirely on the amount of the fees. General book availability and internet access.
731. all
732. childrens programs/
733. larger over due fees
734. Audio and online audio book procurement
735. community events
736. unsure
737. printing-holds if not picked up
738. Classes on computer and internet use for a nominal amount. Raise the ILL fees.
739. ALL
740. I'd need to see the list to answer this question.
741. I prefer to make private donation... thru the "Friends"
742. I am not sure since it would depend on options
743. To ensure library hours are not cut back.
744. whatever it may take to help support and keep sevices
745. Computer use; inter-library loans; increased overdue fines
746. operational expenses
747. I don't know, I would have to see a list.
748. Support of children and young people
749. Electronic books
750. All services. Libraries with books keep us exploring and interactive. The internet is a help, it is not everything in life.
751. member ship fee
752. open longer hours, children's programs
753. I need more info on all you services.
754. reserving books, dvd's etc.
755. Transfers
756. there should be a charge for holds
757. book, DVD rental (.50 each)
758. Book Club
759. educational programs for middle school aged children
760. internet use & booking
761. Open on weekends and evenings
762. Any special service beyond normal book/material borrowing.
763. All
764. DVD rental
765. any
766. Movie day, reading programs, free programs for kids
767. what is needed?
768. electronic books, DVD movies
769. I think services such as holds on books should have a fee - particularly best sellers
770. small fee when using the library
771. Online checkouts, inter library loans. These fees would have to be nominal.
772. All
773. Expansion of hours of operation and new book purchases.
774. ebooks
775. Reluctantly, computer use although I love it that it's free
776. All

777. I don't know the scope of this question, so can't answer.
778. A full service library
779. increased late fees, children's programming (after school programs or summer camps)
780. keeping the doors open
781. I think all services should be supported.
782. children's programs
783. maybe
784. Keep libraries open.
785. depends on the services
786. hmmm... libraries should be FREE.
787. ebooks
788. video and audio tape rentals
789. ALL
790. don't have enough info to comment.
791. keep current level of hours open
792. Need examples of the services, but willing to "pay" to support
793. I wouldn't mind harsher fees and paying for dvd rentals. Also I would pay for rentals on the Kindle.
794. more breadth of audio book downloads. Blu-Ray DVDs
795. staffing and more resources
796. I would be willing to pay to place a hold on a book
797. Storytime for young children
798. whatever may be needed
799. Any
800. Keep certain hours/access to books/computer use
801. not sure
802. Depends on the services.
803. Reference desk support, other librarian labor intensive activities for adults
804. Replacement cards prior to 1 year, modest rental fees for community room (not sure if this is already done)
805. To the elderly
806. Don't know, because I think its important to offer the services for those who can't afford them, but certainly there are people who could afford to contribute
807. I don't know what fees we pay today other than late fees, which I'm okay paying and would support an increase if it aids keeping libraries open.
808. in a "general serv. fund" to help those who need it.
809. any
810. Do not know at this time
811. answer is: don't know
812. any
813. the hold system, children's reading programs
814. Items put on hold and items transferred to a closer library.
815. Longer Hours, more open days, children's services
816. Unsure, but I would support specific library services that were clearly spelled out
817. need information on what is proposed
818. Late fees, a membership fee
819. It would depend on what services these fees would support
820. printing, copying, regular use of the specialty rooms
821. downloadable books, if you can afford a kindle you should be able to afford say a flat \$10 yearly fee for access to the books
822. library transfer of books from one location to another for easier access; computer access; current books and magazines
823. magazine subscriptions, paid speakers & programs
824. computer services
825. Interlibrary loans, whatever ...
826. I don't know all the services the library provides, but I would be willing to pay additional fees to help.
827. exta on over due books
828. Remaining open
829. All
830. small fee if hold that were order were not picked up
831. purchasing books
832. Dependent upon services
833. children's services
834. not sure if I would; I'd have to see which....
835. Youth Literacy
836. It would depend on the fees and the services.
837. I don't know what services may require fees
838. online databases
839. audiobooks (CD and downloadable)
840. MORE BOOKS ON CD'S
841. longer hours: 7 days a week from 9am until 9pm
842. I have mix emotions on this and what would be the fees and how much. Theses are vague questions,
843. Just keeping the library open!
844. e books
845. Holds

846. Depends on services, basic book checkout should remain at no cost, classes, movies, etc i could see paying a nominal fee to assist in covering costs.
847. Storytime
848. Classes, online access, workshops
849. We have all learned to run leaner. The library should not be an exception.
850. Children's programming
851. Any services - I think the library is important for everyone
852. More days, longer hours, more staffing.
853. I would need more specific information
854. Magazines, periodicals
855. late fees, room rental charges, special use fee like computers, some audio
856. Not sure. Would consider as they are proposed.
857. Invited speakers
858. Purchase of more children's books.
859. I figure that if the library needs extra money they will allocate it as needed and won't ask for funding that is non-essential. I trust my librarian!
860. regular services, regular hours
861. Fees for using computers, fees for DVD and video rentals, fees for room rentals.
862. late fees
863. All.
864. loan a book. small fee of course
865. audiobooks (CD and downloadable)
866. MORE BOOKS ON CD'S
867. longer hours: 7 days a week from 9am until 9pm
868. I have mix emotions on this and what would be the fees and how much. Theses are vague questions,
869. Just keeping the library open!
870. e books
871. Holds
872. Depends on services, basic book checkout should remain at no cost, classes, movies, etc i could see paying a nominal fee to assist in covering costs.
873. Storytime
874. Classes, online access, workshops
875. We have all learned to run leaner. The library should not be an exception.
876. Children's programming
877. Any services - I think the library is important for everyone
878. More days, longer hours, more staffing.
879. I would need more specific information
880. Magazines, periodicals
881. late fees, room rental charges, special use fee like computers, some audio
882. Not sure. Would consider as they are proposed.
883. Invited speakers
884. Purchase of more children's books.
885. I figure that if the library needs extra money they will allocate it as needed and won't ask for funding that is non-essential. I trust my librarian!
886. regular services, regular hours
887. Fees for using computers, fees for DVD and video rentals, fees for room rentals.
888. late fees
889. All.
890. loan a book. small fee of course
891. not sure
892. borrowing books. Libraries should not be publicly funded. They should be funded like every other business. Voluntary payment or donations to get what is desired.
893. all of them, we LOVE OUR library.
894. rental of books
895. see comments below
896. All
897. Children's literacy programs
898. children's programs, tech updates
899. Late fees should be raised.
900. Increased Late fees,nominal fee for use of rooms and equipment.
901. Late fees.
902. Not sure which services would need the funding
903. Library card, small book or DVD rental fee
904. depends how much and which services
905. computer access
906. depends
907. computer usage
908. Children's events, book purchases
909. electronic books
910. overdue books
911. Depends on the services I guess.
912. inter library loan, articles
913. Interlibrary loan, higher fines for late books, and yes, even a tax increase. I love love LOVE the library and it's vital to get more funding to support longer hours and more days. If it needs be, I would propose a modest tax increase to support that goal.
914. I am willing to make donations but not pay fees
915. Computer services and some classes

916. unknown
917. children's
918. story hour
919. computer usage
920. maybe.....I use audio books extensively
921. Of course, it would depend on how much. We believe in the library and know that it consists more than just books.
922. the over all support of keeping librarsy open
923. unsure, perhaps an advanced book fee for new books
924. more hours of operation
925. book rental
926. After hours pickup or shipping of pre-ordered books?
927. on line, etc
928. Fines
929. whatever the library needs
930. technology
931. Cannot answer ... Which services?
932. new books availability
933. Increased late fees. Whatever?
934. Getting boks that I want from other libraries
935. security at downtown branch
936. programming, purchasing
937. to rent audio and visual material Rent to use meeting space
938. I wouldn't mind a small fee for checking out books.
939. Late fees
940. I am not sure what is needed...I would have to be informed of this before deciding.
941. I don't know...it would depend on the services available...
942. Yearly Library Card Fee, \$1.00 per movie DVD
943. providing up to date educational books and other means cd-s etc.
944. holds and information desk personnel
945. Verdi!!!
946. I might be able to but it depends i am only 11 years old.
947. Library personnel
948. not sure; perhaps increase existing fees somewhat; Lifescapes
949. Salaries to keep employed staff. Costs to keep older books on shelves rather than disposing of them.
950. Having items sent to my local library
951. I would like more information on it
952. depends on whether the fees are mandatory and what they are for
953. Extension of operating hours
954. staying open
955. it all depends on what those fees are for and how much
956. I'm not sure of any services at this time, but would be intersted in learning. I would support services I agree with.
957. Keeping the libraries open for public access to computers & research is huge. Despite access to e-readers, which have their place, nothing replaces the ability to browse the stacks. Libraries do so much more than just house books. I also would pay fees to protect special collections.
958. To maintain magazine subscriptions.
959. storytime, computer access, etc.
960. copy services
961. low annual memebership maybe,
962. special orders
963. allow NW library to remain staffed and open...
964. student programs
965. Late fees, taxes,
966. Services which go above and beyond the typical library mission (e.g., computer internet usage)
967. I donate yearly to "Friends."
968. extended hours
969. not sure which services you are considering
970. You decide
971. Not sure I just know a library is important
972. internet services, higher late fees on "new" or high demand titles
973. Movies can be rented at a small fee, and they will circulate faster.
974. any as long as reasonable
975. New book purchases
976. not at this time, too many other priorities
977. additional hours
978. I do not mind paying \$0.50-\$1.00 for newer released DVDs.
979. Internet/computer usage for non-students can have a reasonable fee to help offset costs. Special requests that must be transported from other branches should have a reasonable fee to offset costs of fuel/time/paid people power. Again, if the cost is reasonable I'd be willing to pay.
980. Longer hours.
981. small charge for each book checked out.
982. Children's storytimes & internet
983. use computers, and rent video games. small fee for event use of rooms.

984. more fines...or possible yearly membership fee.
985. reserving and getting books from neighboring libraries.
986. Maybe
987. eservices, hours
988. Books, ebooks
989. unsure at present
990. children services, programs involving Washoe county schools
991. Any and all, eg. would pay to borrow books.
992. Libraries are a community service and as such they should be supported by community funds (ie taxes, direct secured funding sources) and not fees to patrons.
993. Any -- the greatest need.
994. anything that will help children reading to them or helping them learn to read
995. Whatever is deemed necessary.
996. Expanded DVD collection rentals. Each branch should have a heart-smart cafe' which services coffee, teas, and fruit and salad.
997. audio books downloads
998. The economy has hit me badly too.
999. I would if I could afford it, but can barely feed my kids.
1000. I pay outrageous property tax, the answer is no.
1001. However, I think fees should be optional, given that certain persons might not be able to use them otherwise.
1002. to maintain services at the current level
1003. online books
1004. book transfer services
1005. dvd rentals
1006. e-books, DVD borrowing, other emerging technology
1007. I'm struggly myself, as I have been unemployed for 2+ yrs
1008. open more often
1009. Art, Music
- 1.0 @ book for holds/ 5.00 for extra week on second hold.
1010. more e-books
1011. library hours
1012. childrens' services, book on CD collections for kids
1013. fee to borrow book
1014. extended hours.
1015. This would depend on how the fees are collected
1016. Only to keep the library open
1017. Purchasing books, library open more hurs
1018. hours, study rooms
1019. online services
1020. Give me a list, and I'll let you know which services need to be pay to use.
1021. I don't know which services but I am open to paying a reasonable amount such as a yearly membership because I benefit so much from the library.
1022. I fear for the poorest, for fee based restrictions on thier access to vital resources
1023. The children's reading program
1024. Open more hours
1025. longer hours, book purchases, staff
1026. ebook availability
1027. Don't know which services, but I bet card holders would be will to pay \$5 - \$10 per year to keep their library card active.
1028. all
1029. online subscription
1030. Not sure
1031. whatever it takes to keep our libraries open and running and staffed
1032. keep or increase library hours
1033. DVD rental, home delivery of materials, use of rooms for meetings
1034. DVD rental
1035. Extended hours
1036. I'm not sure what this question is asking, but to keep librairies free and open to the public should be our goal. Our taxes should pay for that.
1037. Depends on which service you are talking about. Not clear on this question.
1038. late fees, any paper usage
1039. A small fee for reserving books
1040. Would like to know which services. This question is to vagur
1041. Not because I don't want to, but because I can't afford it.
1042. Horrible idea.
1043. more regular hours
1044. periodicals
1045. Any
1046. computer labs
1047. childrens, media
1048. maintain opening hours, reading programs
1049. content of books coming into the library and real librarians

1050. When I lived in Pacifica, CA, we had to pay 75 cents for each book we put on hold. I think it's a good way to raise funds for the library!
1051. more non fiction books
1052. not sure
1053. computer usage
1054. don't know the options
1055. acquiring books, open hours, lectures
1056. Children's
1057. longer hours, children's area,
1058. Not shutting down!
1059. late fines
1060. keep the libraries open later in the evening
1061. More audio books via Overdrive
1062. BOOKS
1063. Fees discourage use, but I would be willing to have a slight property tax increase to support the libraries.
1064. Increase overdue book fees
1065. Operating hours
1066. internet. movies. crafts.
1067. Internet access, printing, etc.
1068. any services
1069. Computer use, flat fee for internet use (if own computer)
1070. yearly fee for library card
1071. Unknown, as long as they're reasonable
1072. Late fees of course, but I would like to hear about all that could keep our libraries open 7 days a week.
1073. children's programs
1074. which services need support?
1075. Annual membership fee.
1076. should have been a maybe....it would depend on what these services were.....
1077. I don't know but I do know I would NOT pay for interlibrary loans
1078. for computers
1079. people who work within the library
1080. inter library books
1081. I'm willing to pay more for overdue books. I wish there was a way I can support the kids' programs directly.
1082. Would need to find out what is being considered for "additional fees".
1083. what ever it takes to keep the system up and running
1084. fines
1085. internet use. donation jar at programs etc.
1086. Taxes.
1087. open another day or longer hours
1088. not at this time-you must be specific
1089. FICTION FOR ENJOYMENT,ALSO REFERENCE MATERIALS
1090. Any services that place unusual costs on the library system.
1091. Cleaning gadgets because mostly the CDs and DVDs are so dirty and it will damage the player for those who borrowed it.
1092. Interlibrary loan postage, copiers
1093. Books. Fiction, non-fiction, audiobooks. Spend more on books, less on dvds.
1094. books only, we need to preserve real books
1095. audio books
1096. holds and transfers
1097. maaaaybe
1098. I dont like th idea of paying fees to use library services and hope that the above mentioned ballot iniative is enough
1099. Newspapers are a must, also some magazines and for some more manga or graphic novels and internet
1100. children's programming
1101. Media Material Aquisition
1102. Keeping the libraries open.
1103. Quicker Aquisition of Best Sellers
1104. Improvement of the architectural structure of the libraries
1105. Remodeling
1106. interlibrary loans
1107. separate computer area for quiet, useful applications. reading room
1108. Special events such as your concerts. Small Fees
1109. fines on holds people don't pick up
1110. all
1111. over due fines
1112. children's programs
1113. charge to have a library card
1114. Costs should be included in taxes
1115. All services
1116. a fee to go to the top of a long wait list for a popular book
1117. People who use the computers should be charged.
1118. It would depend on the services offered.
1119. Increase in overdue fines
1120. Staying open
1121. Hmm, don't know off hand, would have to think about it
1122. Inter-library loan
1123. Interlibrary loan.
1124. computing (Not Chat, games, file-sharing). fines. & 4 QUIET
1125. faxes, notary

1126. I would be willing to pay a small fee to have 'holds' transferred from another branch, and a fee for DVDs.
1127. taxes
1128. While I would not mind paying additional fees, it would not be fair to those who cannot afford it - it kind of negates the concept of a free public library.
1129. Purchasing of more books
1130. I would be willing to make additional donations, but not pay fees. I do not think that access to information should be only given to the people who can afford it. That defeats the moral purpose of public libraries. Nor do I think that the poor should be required to spend time filling out a fee waiver program that forces them to admit they are poor in order to access information. I would be happy to support the library through donations, and support a broad-based tax for library funding, but I would be strongly opposed to a fee-for-service model.
1131. Not sure.
1132. Whatever is needed
1133. Community outreach programs, the library at the Senior Center, the Bookmobile, and more.
1134. I only check out books, but I would be willing to pay a few dollars for each checkout.
1135. general donation to support current services
1136. Holds, ILL, new books
1137. the getting of specific books
1138. I'd need more info, but am willing to lay if needed
1139. Not Sure
1140. user fees say on DVD's etc.
1141. late fees
1142. Programming, collection development, staffing costs.
1143. All, even an annual nominal fee. UNR library charges 25\$ a year to allow johnq public to use the library.
1144. Having the books I want in the library so I do not have to put them always on hold.
1145. rural libraries
1146. Classes and concerts
1147. extended hours. I would also support a firewall to prevent people from accessing inappropriate websites at the library.
1148. any which are available to the public
1149. Book holds
1150. buying new books, more computers, easily accessible building
1151. online reference

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Comments in response to Question 12

What changes could the library make to improve your library experience in the 21st Century? – 1,495 responses

1. Hours open. Sometimes, it is difficult to make it in on their hours of availability. (But not impossible)
2. simplify online steps to gain reading materials
3. I would like to see the addition of scanners.
4. I believe that the Sparks Library have 'pruned' their fiction section and there are less classics on the shelves as a result. I would donate books but I'm afraid they would not remain on the shelves but would be sold off in a book sale.
5. access to more large print books, different way of making ebooks accessible to more than just one person at a time per copy it makes no sense to have to wait for holds when the actual book isn't being accessed I would also like to see the way books are distributed between branches changed some branches seem to monopolize all the books on certain subjects such as crafts hobbies computer inf for an example but the current way of having the book mobile deliver to the different branches is a life saver I would hate to see the library do away with program it is one of the brainstorms that works really well
6. ebooks that can be checked out quickly so you don't have to wait for months to be able to access them; the library needs a different licensing agreement for the use of these books.
7. library/coffe shop/social place for nerds like me. Maybe some relationship with Sundance Books.
8. continue building overdrive (audio MP3 and WMA) as well as e-book collections
9. I am completely satisfied with it as it stands
10. Great place for meetings. Making additional rooms available.
11. I wish I could just take advantage of all the services the library offers! I think the Washoe County Library System is one of the best of all the many areas I have lived in!
12. keep them open!
13. The Sparks branch could use some lessons in friendliness. Overall each branch should operate the same and largely I find they don't.
14. access to power source outside of library for days that the weather is good.. sparks had them and now they are gone
15. Improve the hours of operation
16. Keep the bums away from the downtown facility. Not good to walk through with my children. The sparks high location could use some lighting help. Although the facilities are for the whole community, the majority of the uses the library provides, is now available from most cafes, phones, etc. Books will continue to struggle. I believe that, by improving the environment, you could use that as a lure for additional members and readers. I can't stress enough about the homeless, the fighting, smells and panhandling, will continue to keep my family and friends away. I look forward to seeing the improvements.
17. I don't know...it works well for me I work across the street for the library
18. No changes needed.
19. Bipartisan/non-bias. No agendas. No waste spending and more new fees or taxes. Less Chief's, more Indians.
20. Longer hours.
21. More computers
22. I would love to have Kindle borrowing.
23. Allow open hours on Saturday.
24. Integrate better with online knowledge, showing how one can start online and continue more in depth with a book.
25. Sorry I'm living in Vegas. I moved
26. no
27. The website to find books is not user friendly. The Teen/Children section needs to be organized better. Also to download the software and check out ebooks is confusing.

28. Seems like half the computer use is for game playing. As long as computing resources are limited, I'd like to see more serious internet uses get higher priority.
29. I would like to "borrow" books to put on my Kindle.
30. No fees for users, as that may limit access for some individuals. Expanded hours of operation - more on weekends, later into evenings. More Workshops - children's reading time, art projects for people of all ages.
31. With the current economy, I would say just try to keep them open and available.
32. More electronic copies to download into Ereaders.
33. Return to being open 7 days. Revamp the website. I find it very unfriendly.
34. Can't think of any at the moment.
35. Replenish books that have been lost/not returned to maintain selection.
36. The lending of E-books is an exciting new concept and I'm thrilled that Kindle format can now be lent. Expansion of E-book usage, perhaps without long waits, may be the wave of the future.
37. Retain knowledgeable and friendly staff in the libraries even when shifts are made to online resources. Children (and adults) need personal interaction as well as technology!
38. I would like to see more books on CDs.
39. I still have activity programs from all kinds of ages. Specially for ages from 0-18. These are our children of the future and we need to show that education preparation is a must for their future and our nation's future. Education is very important - our USA kids are falling behind. Libraries and Teachers must be respected by paying them plenty more - Teachers are the base of our children of tomorrow. Our nation is falling behind. Don't let this happen to us.
40. A more customer friendly software for the library catalog.
41. More open hours.
42. Mac compatibility with audio books. Library page for phones with audio book feature.
43. Make the schedule provide open hours that will permit citizens with jobs to use the libraries.
44. Nothing I love the library.
45. Again, better funding for more books, librarians, and libraries (everybody's wish, eh?)
46. OPEN ON SUNDAYS
47. Better lighting
48. Have no change in mind!
49. More ebooks and better selection or more copies. Better hours for a 24 hr town.
50. Up to date information and the latest versions of science based books.
51. Perhaps a sign could be put up asking people to put their phones on vibrate while in the library. The noise level is very annoying when a lot of people's phones go off at the same time.
52. Get a sign on the Bldg "Library" & "Entrance"
53. I frequent the Carson City library several times a month and I feel that Washoe County could learn a lot from observing and implementing some of their procedures.
54. I would like to see the library open more often.
55. Eliminate those self-serve checkouts.
56. Provide access to E-books via the library website. Possibly have an App for smart devices that allows viewing of E-books for a period of time. Provide more material in the Manga section.
57. 15 min max pc for printing only
58. I'm saddened by the cut in hours. I wish the library was open when I could utilize it on a regular basis.
59. Longer hours
60. Go back to being the traditional library - it is what people expect.
61. I see no changes needed. The library meets my needs.
62. Longer hours? People get off work about 5 or 6 PM and they may want to go to drop off a book they got or spend some time researching something.
63. I would like to see a search tool for locating materials in the library that is able to be more focused on details of the materials. I can search for books in a specific library, but not limit the search to books actually available in the library and not checked out.
64. A more user friendly website would be a huge plus. It is easier to find something on Amazon first and then look it up on your system. Such as books in a series.
65. hours

66. Any
67. Use correct emails
68. I would update the software on the computer systems as it creates problems when switching between computers.
69. Make ebook checkout process more user-friendly
70. I love Washoe County Libraries. It's just too bad that their budget has been cut. So give them more money.
71. I think library system is doing good balance of services right now. I like the fact that it is viewed as a community resource.
72. Advertise their services to the community, so people will know what a library is for. Skilled knowledge professionals are needed today more than ever in this age of information overload!!
73. I would like to find the librarians more helpful and more pleasant.
74. Longer hours, that's my peeve. I like the library I go to in Sparks. The people are great and it always surprises me how many books I find on the shelves I want to read. Keep up the good work!
75. nice as it is
76. Help with Sirsidynix
77. None, it meets my current needs
78. I would love a program where you can request materials for the library to acquire.
79. Give them more money and help More book Revive the magazine program If I could afford magazines I would not care. No community is whole without a good library system.
80. I'm not sure love to go for the kids and there school work
81. INTERNET. That's what most people go to the library for (at least when I go, i always see the computers occupied). Having faster internet would make it so people find what they're looking for faster.
82. down town lib needs to move the childrens play area. the kids in that area make a lot of noise and I did not stay.
83. Not quite sure.
84. More computers, better website, books to read online
85. updates in book acquisitions and ease in online library functionalities.
86. scan the book s into my computer and list anthologies as such.
87. Have a slightly better selection of not just newer material, but also older, harder to find material as well.
88. Better content online regarding the contents of a book. More eBooks.
89. afternoon story times, more school age summer programs
90. more nights (until 8:30-9) for working guests
91. Have more educated employees at the library. They get paid a lot for the education levels that they have. Require bachelors degrees and masters degrees for Lib. Assts. and Librarians; many library districts get paid much less and require much more rigorous education levels. Ridiculous that you can make close to \$70k with a high school diploma, doesn't do much for the profession.
92. more science fiction/fantasy books
93. Stop ringing cell phones and people talking on the phone - text messages only. The older people are the worst - the young people are already texting and not disturbing other patrons. The courtesy warnings for cell phones are ignored - issue a stronger policy.
94. The system is great!!! No changes
95. more computers
96. Take more steps to defend its purpose as a vital government service that should not take so many financial cuts. More insured government funding in the future.
97. A tax increase would allow the library to expand its collection. There are so many things you can't find. I would be willing to pay higher property taxes to fund the library.
98. More board books for young children
99. Easier drop off points for people with disabilities and more parking for with them.
100. increase hours, selection, and electronic borrowing(kindle/nook)
101. Can't think of any
102. More copies of popular books. Been waiting for a while. Or could be downloaded.
103. Limit cell phone use!!!!!!! Very annoying - older people especially! Young people are texting quietly!
104. none
105. Have more resources; use volunteers when needed; be involved in a jobs placement program with local businesses

106. have more ebooks
107. Try to carrier as many current additions as possible to resource type books.
108. Refocus on books, and authors by advertising in house collections, etc.
109. I wish there were newer books. I read technical (computer programming, math, etc), business and design books. From most of those categories, the books I would like to read are newer and not available at the library.
110. open more hours
111. add to the audio books collection. have more copies of hot best sellers
112. be opened
113. Remain open, funded, and sustainable. May need to focus on information aggregation as content becomes digital and therefore more portable and easily accessed.
114. more hours
115. 1. Make the hours more convenient daily..
2. Initiate a community volunteer program that focuses on skills available from the community. 3.Complete a community needs assessment and determine the varied needs of the groups and focus on activities that will achieve those goals. There are many persons in the community that would like to be active.... Exploring community activities with volunteers to use the facility could draw community support.
116. leave them open ,dont close them down...better hours.
117. Make the library available to check out via e-readers (Nook has the ability). I can't figure out how to get an E-Library Card to check books out to my Nook - that would be awesome. That would be the fee thing I was talking about. If I could check out an e-book for a month for \$0.50 - that would be cool.
118. Be open more often.
119. VERDI LIBRARY: Expand the adult stacks. Provide tables and comfortable chairs in the new addition plus a Computer carrel section. MORE DAYS OPEN. Libraries need a larger piece of the budge pie!!
120. Have more ePub books
121. Have a library open later in the evening if you do not have one already. I know the budget won't allow it but it would be helpful to some students.
122. Be a friend.
123. I think this survey is a good start. Address the needs of those who use the library, and charge them for it.
124. having more events going on at the library.
125. More books and dvds, better parking, regulatory control over use of computers, quiet zone, open more hourscontinually train patrons on how to use self checkout machines to free up reference desk o for other problems, patrons may have.
126. Longer hours and even more books and other materials. Additional programming at all libraries.
127. Not sure. Just keep up with the times...
128. You could add an information video in the library, like those I watch in the Dr's office, to assist in the how to's of library use. One might be to shy to ask therefore they could use the teaching video to learn more about using and accessing the librarys resources.
129. Kindle book format.
130. Is there anyway to make the Downtown Library smell better?
131. I have enjoyed the movie, performances and activities scheduled at the library. I use the downloadable books and audio books the most.
132. better hours!
133. More technology based. For example, downloading books for a reasonable fee. (lol may help the library...) Say a \$1.00 or so for the convenience...if someone gets to KEEP the e-book, then maybe a higher fee but keep it reasonable so everyone can afford it. :-) What is reasonable? I would research on e-bay as some used actual books are around \$3-\$4 dollars. I would also structure fees to help young children, seniors and students. You also have a businesses that need resources and it would be helpful to provide that service. I know the Small Business Administration helps with business plans, but that could be a service libraries could provide for additonal revenue. I know I would utilize it!
134. provide more Christian authors and books about the Christian heritage of our nation.
135. stay open on weekends

136. I rarely use the library facility. I get most materials I want to read online to download to my mp3 player. I would like to see a more robust increase in what is available for the entrepreneur and business person.
137. I think they do a fine job, at this time.
138. More convenient hours. Later in the evening and not so early in the morning. 12-8pm
139. I know this is impossible but I'd like to see at least 1 copy of every book published, within the system, meaning somewhere in the Reno/Sparks area you could check out any book out there.
140. E books
141. standardized library hours... 11am-8pm.
142. Hire more people, open more hours, have more materials
143. It would be nice if the website tracked your check-out history. Say, if you wanted another book by an author, but couldn't remember the name of the book you checked out, you could go back and see what you checked out and what it was called, etc.
144. Remove all the restrictions on digital files. There should NEVER be a waiting list for a digital book. It is digital, one click and now there are two. I know that is not your restriction, but you could work with the publishers.
145. nothing comes to mind
146. Have more copies of current best-sellers and more digital books available for Mac users/Ipod
147. The closest library to me is closed on Fridays and Saturdays. I understand the need for it to be closed twice a week but Friday and Saturday? Those are the two days it most needs to be open for children and families. I would think that closing it on Sundays and Mondays would make more sense.
148. Hours are a little weird
149. e books feature
150. No changes
151. don't follow it too closely
152. open on both days of the weekend
153. none that I can think of.
154. Make more electronic resources available - eBooks, audiobooks, videos, etc.
155. it seems everyone is going to the e-readers
156. Open on the weekends; bring back the coffee shop/snack bar;
157. Open Saturdays
158. community involvement, assistance & public budget awareness
159. Offer Kindle books.
160. Support Kindle format of e-books. Add more weekend hours to libraries to allow families with kids in school to visit.
161. Aren't we already a decade in? All kidding aside, just continue to make use of new technologies and stay up to date.
162. online books for my Kindle - I'd be willing to pay a small fee
163. More hours of operation. Self-service check-out & additional fees could ease manning requirements/expense. Suggest a \$5 per year Card fee and adding an additional \$0.05 (5 cents) per day fee for overdue books.
164. Eliminate computer access to X rated websites freeing up limited computer time for better use.
165. more kids activities
166. More ebooks to choose from more recent choices.
167. the ability to receive & mail books back rather than physically dropping them
168. Ebooks compatible with Kindle.
169. Better integration with the schools
170. Actually be open when it is supposed to be. Support Ebook type. Ability to get books from other libraries in the state and CA when they are not available in the Washoe system.
171. As I answered before, enhance or better website book search. More access to digital research libraries so more searching can be done from home rather than at library
172. Make giving to the library an expectation. Children of the future will not have libraries unless the habit of giving to the library starts now. Nickles and dimes now could change giving expectations in the future. When one thinks of what it costs to buy a book, a library is a true gift. A campaign to say something like "rent a book" for a quarter??? I don't know, but I think that things have to change...not for everyone (those who cannot afford it, can't give), but for most, they spend that on a coke or coffee without a thought. Times are a changin....

173. Hours
174. Probably need to have some written info that can be given to "seniors" to help them navigate 21st century resources.
175. Were funding less of an issue, more hours would be nice, including evening hours. The search features of the online catalog could be enhanced, including the "enhanced" or "advanced" search page. Re: Q2. I strongly agree that the I.V. branch library is comfortable and welcoming. As for the downtown Reno main branch I neither agree nor disagree.
176. Buy more copies of current bestsellers. I see a lot of books sitting on the shelves which were not bestsellers or books of any merit.
177. More hours
178. Increase the hours of usage
179. Back to regular hours.
180. Not changes in the library process but the 2nd class position that politicians put libraries in...
181. Use more volunteers to free paid staff for more important duties. I believe there is resistance to this idea due to public employee structures.
182. User interface must be WAY more intuitive and easy to use. It is so cludgy and obtuse that I actually get stressed reserving books. It is HORRID. That's why I rarely use the website - no matter what info is up there, the entire user experience is awful to the point of being a bad joke.
183. much more take home learning media
184. I think libraries have been good at making changes as necessary. like adding web based media access,, and having DVDs... I really think they are doing well and just need to remain progressive as they have been
185. Be opened more on weekends instead of weekdays. Library hours have been cut when people who work could go, so it has become difficult for me to use the library. It would be more useful if open on Sunday and closed on Friday.
186. More weekend hours.
187. None
188. Open more hours
189. More Ebooks.
190. Stamp the book with the due date, make the computer more user friendly
191. More modern physics books. Possible a wish list for proposed additions.
192. I am not sure why my tax dollars pay for library services used by people in California. I don't use their library, but I noticed that most of the cars in the parking lot have CA plates???
193. Promote library's website research capabilities and increase hours (I realize there are funding issues). Incline library provides a wonderful, satisfying experience for me and our 12 year-ols son.
194. books like kindle that are electronic
195. better reference computers
196. I would like to be able to browse the washoe library collection on www.worldcat.org. Every other library in the area participates.
197. longer hours
198. I'm happy with what our library offers. Especially now that we have the ebooks - could have a larger selection.
199. Raise money by having small charge for picking up materials put on hold. Other library systems do it.
200. keep same level of service
201. More ebooks
202. More new literature
203. It doesn't have to change much. It must stay current on the always improving computer services that become available as the technology continues to improve.
204. More selections in the e-Book catalog and easier usability would be welcome!
205. perhaps being able to download e-books
206. Use volunteers to keep the library open more days and hours (with limited services if necessary).
207. Be open more hours.
208. Have available more current books.
209. More computers and potentially remote access
210. More copies of audio books online so the wait isn't months for popular titles.
211. providing more web sites or access to journals
212. Provide funding. I think that our libraries are well run and provide a needed service.
213. Send notices the day before a book is due, rather than the day after. And make this adjustable by the user.
214. increase children's programs, more web - e reader resources to save money

215. Charge a small fee for putting a hold on books or other materials.
216. Offer more e-books. Also, more electronic subscriptions for research and industry publications. E.g., hoovers.com;
217. Expand e-book library
218. Longer hours. Movie theaters. Coffee shop.
219. More hours.
220. New to Nevada so have not had much experience with the library in Incline but I feel EBooks are going to be the future and libraries need to embrace this technology or go the way of the dinosaur. While I still like the feel of an actual book in my hand and will miss that when books are gone - EBooks just make sense....
221. availability is the only issue to a great service offering to the community.
222. more magazines and books. Selection at Incline is on the small side. I do like the county-wide lending option.
223. more books in electronic format
224. None
225. I suspect libraries will ultimately offer downloadable content, possibly funded via fee/subscription, which could subsidize other services.
226. More DVD's for those of us that love quality BBC programming!
227. I find the staff at the library so very helpful, and have recently be going to Lifescapes class...this is a great opportunity
228. Improved website
229. An updated book selection and I think the libraries need to expand and grow.
230. Now that I've written the below thoughts, I realize that a strong marketing program is necessary to tell/remind the public everything that libraries can and DO contribute to the community! I'd like to have known sooner about the Wish List program, and that a website exists (I'm older [56], but not computer illiterate). More comfortable/attractive seating/work and group activity areas. Teach seniors to access "computerized" dewey decimal system. Elementary school children making regular library visits a part of curriculum
231. more assistance
232. Just get into the 21st Century would be a start! I find most literature online however, my 14 year old does check books out for research projects currently though we just purchased a Kendal which she will be able to check out books online.
233. I think during these economic times, just keeping the library open is a major accomplishment. I think some weekend hours need to remain for working families that can't make it during the week. All and all, I think WC does an excellent job.
234. unknown
235. nothing
236. Home access to multi media
237. Library could be called second school or learning centre. should keep upto date info and books which could help one and all.
238. you may already have this but text when ordered books come in
239. lets make the library more like a book store where everything is easy to find. make it a FUN place to hang out. a place we want to go, a place where we can buy and drink coffee.
240. hello how can i help you?
241. They could have more ventilation and smell better!
242. I am embarassed to admit that I have never really used the library. I am more of a visual and doing learner and didn't get in the habit of reading very often. BUT, my daughter and granddaughter are moving to Reno and I plan to get her a card and frequent the library alot more for both our sakes. Thank you
243. I would love to see more educational discovery for family in need.
244. I don't know. I mostly get online audio books.
245. Not sure right now. Washoe County Library does a great job in the 21st century so far.
246. Able to borrow books of significant values.
247. More books and computers
248. Parking lot is nice without cost to me.
249. put video games and comic books
250. nothing at this time.
251. More copies of digital books.
252. More focus on electronic resources
253. MORE COMPUTER ACCESS FOR YOUNGER FOLKS
254. More electronic books

255. I don't know enough about your processes to offer advise.
256. I think the purpose of a library is to offer media. Librarians are great resources. The library of the future will likely not rely on librarians as much as they have in the past.
257. Provide weekend hours and a friendly atmosphere. The branch I frequently visit is Sierra View, it seems somewhat unfriendly.
258. Become a strong on line force with more audio and ebooks on the overdrive and similar websites.
259. continue to keep up with current technology
260. more E-Books
261. gET MORE COMPUTERS
262. Computer training, cash register training, entrepreneur training for free websites for people to sell their items..free training. Volunteer with people who do have jobs. the employed should do 1 - 2 hours volunteer work, or start working part-time so more people can be employed. Today the employed are over work, if 14 million people in the U.S. do not have jobs. Why dont the employed cut back their hours, so the other 14 million unemployed have some hours at work.? I do not know why this has not been implemented sooner.
263. Give staff more tech assistance so they can help people who want to borrow an e-book (for example, download to ipod - I tried several times to talk with someone and all they could do is tell me how to download it to my computer.)
264. No changes necessary. I am very pleased with the professionalism and friendliness of library personnel. I visit the Sierra View branch about 3 times a week.
265. More books on ancient history and religion.
266. Provide better information on access to E-Books
267. expanded hours
268. Stop charging people for lost items who turn in their items.
269. None
270. Their ability to obtain latest publications and have multiple copies of same.
271. Be open on the weekends. Make computer instructions clear
272. They need continue to be of the high quality that they currently are.
273. free electronic rentals
274. Doing great! Keep up the good work. My comments regarding a base of funding is one I would make for any county department. I do believe the library needs funding. I don't believe any department needs dedicated funding.
275. Do not sell off important books, redistribute if needed, but don't eliminate them from the collection that can be drawn upon when a need comes up for them.
276. Move hours up a bit...12-8pm would be wonderful
277. You changed from windows so I cannot read my email, windows should DONATE and not make you pay a fee for it's programs, they have PLENTY of money, let them donate so we can all open our email when we use the internet at the library.
278. Look at changing hours when you have to reduce them so that you can capture the most people.
279. Our library is losing its Resource Room. I have been using that room often. Please keep this available at all libraries. It helps those looking for work, etc.
280. all things considered you do quite well
281. Do not spend money on secondary languages, Establish lab areas that are supllimental to the WCSD where studants can do research and or low level minumal destructive testing leaning towards the vocations.
282. more ebooks, more variety,
283. security and location is an issue. my 8 yr old grand daughter was stalked in the library at that location. would love a hidden valley location.
284. Personally think the library is perfect. I love going there and being ble to check out books, and sometimes to just sit and enjoy reading a chapter or two.
285. offer internet and computer training, improve e-book access with mobile devices
286. cannot think of any now
287. better lighting, better places to read sit and relax and be confertable while at the library.
288. can't think of any
289. Better childrens programs
290. ??????
291. different decor-more modern and inviting; librarian more accessible to make reading suggestions

292. give more reasons to use it instead of computer
293. Larger ebook/audiobook selection. Just stay open!
294. As bad as this makes me sound, it would be nice if there weren't so many street people using the place for shelter. However, it would be too hard to eliminate that element and I am also saying that they it wouldn't be right by doing so.
295. better staff who want to help people and not harrass them, improve your newspaper collections(need newspapers nationwide), add more libraries by the airport, had more microfiche readers, restrooms are always dirty, libraries need to be cleaned, increase general interest collections, close all your locations and rebuild as well as design new locations to make the libraries more friendly and accessible. open library doors earlier than 9:00 and close later than 7:00, open libraries on Sunday, improve your job resources by compacting materials in one place so people know where to locate additional job resource material if needed, add apartment locater/For rent publications, improve your cd music collections by adding more music to include a larger selection of music and books, add more nutrition books for children and juvenile, add more hairstyle, spa, beauty training books, international books and magazines need to improved, get better headphones to sale at a better price, add audiovisual material like dvd or vcr rooms where we can check out or view videos, hire people who have real world work experience in today's economy
296. I would contribute to an ebook donation similar to the amazon.com wish list to expand the available selection. I only use the library for ebooks.
297. No idea.
298. more new books
299. While almost everything is done online, this survey being a case in point, I'd not want to close branches.
300. web page: session logout awkwardly placed - move to upper right as is common; not at all easy to get to book recommendation page/link - put a link on the front page; default location/hours window is much too small - default ought to be larger and not require quite so much scrolling all the time. Hours: add back an evening and a weekend day at Sierra View, drop a weekday if need be. A public library not open on Saturday? what have you been thinking/smoking???
301. Libraries should be open during evening hours. How about mobile library bus to areas that have funding issues. More story time to pre schoolers.
302. Get more funding. This should not even be questioned.
303. More anime books and more movies.
304. I hope the library stays up to date with current books, audiobooks etc.
305. More books, government does not place money to improve our future. If books can't get into the hands of children and young adults, how can they influence the leaders of tomorrow? It can take months to get a book on your wish list, no matter which format. That is very sad. Librarians in question 10 will have to fulfill both roles as they do now.
306. If we could save in cloud docs we create on the library's computer, e.g., resumes
307. Libraries need to be opened at least 6 days a week, closing on Sunday. Half the crew takes off Saturday/Sunday and half off Sunday/Monday by seniority. Right now I'm limited to one day a week or after work and it's a 7 miles drive from my house to the library.
308. make digital copies of books available to check out/rent for devices such as kindle or nook
309. Have frequent speakers, and cultural events.
310. be open more hours
311. I like the library just the way it is.
312. longer hours, more days open

313. I think the librarian's role will change, but I don't think it's altogether a good thing- our education system is failing to such an extent that the need for the kind of assistance traditionally offered by librarians is more necessary, not less due to the failures of the school system which even in the face of increasing internet information-gathering methods, has produced more, not fewer people with limited or poor skills in accessing research tools. In many cases these people may not even know the resources exist let alone where to find them, be it on the web or in a library. Furthermore the apparent death of the encyclopedia and fully verifiably proven information compiled by reliable, published academicians in their individual fields has left our entire world society terrifyingly vulnerable to caches of pseudo-facts ala wikipedia that lack the meticulous vetting and checks of veracity that went into traditional sources of knowledge in favor of the reference equivalent of fast/junk food that is riddled with subjective, biased, inaccurate and many times intentionally skewed misinformation that is presented, and tragically, increasingly taken at face value as fact. the librarian of today and tomorrow should be rededicating themselves to directing people to facts, and assisting them in methods of research whereby an answer to an inquiry is based on reliable facts harmonized from a variety of sources in order that a full understanding of the subject can be determined by facts that are as unclouded by inaccuracy, rumor, or other manner of misconstruance. As teachers become more endangered, librarians must resolve to become the keepers and defenders of facts, and not allow themselves to be reduced to mere crossing guards on the so-called information superhighway. As a child my love of reading and learning was nurtured by my librarians, and that was back when gifted teachers were more available than today. They are needed even more today!
314. As books and information become less expensive and easy to optain, libraries need to provide services to access educational and information for those who don't wish or can't provide access for themselves. children's services will always be big due the speed with which children learn.
315. I'm very happy with the libraries in Washoe County and feel that have adapted as well as financially feasible.
316. Can't think of anything at this time
317. The library I go to is Sierra View and I am always anxious about it closing since it is not a free-standing library...so I would like a stable Sierra View! More hours/days at SV!
318. Keep collections of books along with making space for study and using laptops. Both of these can be done not just one or the other.
319. A book recommendation program (perhaps similar to Pandora's "Music Genome Project") which tailors suggestion based on books one has been previously interested in.
320. I think you're headed in the right direction with more online media.
321. The present operation is fine
322. later hours closing at 8 on week days
323. Make them easier to get to
324. The downtown library smells. I support the idea of all people being welcome at the library but some of the transient people smell like sour alcohol and cigarettes, this makes the downtown library unattractive
325. More copies of popular books
326. I think you should be able to check out e-books to your Kindle, Phone or Ipad.
327. More Kindle e-books available.
328. More technology
329. Just to be open on the weekend would be a great help
330. stay open everyday
331. additional regular hours
332. The library system is the only way to offer to many of the next generation access to information. The library systems have been the access to the middle class.
333. more books
334. Have a quiet room for crying and loud children.
335. More access to out of print books

336. Have them closed on all library on Sunday like it was when I was a little one people need to have better and if students need to get a paper report done they will need to get it done in 6 days and on count on Sunday today to do it give people a day of grace to have a chance to go to church and if they are to church goers the OK too
337. Reduce salaries of librarians, shelving books and assisting customers is not a difficult job and DOES NOT require a college degree!!!!!! Ridiculous pensions and salaries are impacting our library system!!
338. I no longer live in Reno and have not lived there since Nov 30, 2009. I don't believe that any answers I might provide to the survey should be considered. Therefore, I have not provided any. I will say that while living in Reno I was VERY pleased with the library service.
339. realize that the web will replace libraries as we know them in the coming yrs; improvise, adapt & facilitate or become irrelevant
340. Not sure
341. Open more hours
342. Extend hours to include after the work day 8-5 to accommodate the m-fr worker.
343. Expand the hours!
344. Expand digital media and books in digital format....not however at the expense of a good "old fashioned" book!
345. nothing, very satisfied !
346. It's pretty darn good. Just keep up the good work and don't lose the personal touch over techno. improvements.
347. I use the library for researching and exposing my kids to books. My kids need to be able to use internet and type papers. I would like to still use an experienced librarian who could suggest books but also provide helpful list of websites for my kids who research in a different way.
348. Frankly I find some of the library's a bit dark and closed feeling despite having enough room, perhaps a change in decor could make it seem more open e.g. less brown in the Sparks facility. More materials (books, cd's, video, exhibit cases, etc.) are of-course always welcome.
349. We use the Public Library System frequently and it is always easy to navigate the system, the building itself and computer systems. We quite enjoy the system and think that it is run quite efficiently and to our satisfaction. Thank you!
350. Just stay open.
351. unsure at this point
352. Regarding the catalog search system, I sometimes have trouble getting relevant results when searching for books or videos by subject. By the way, question #10 gave me pause. It seems to describe the role of the librarian first in plain language, then in jargon. When have librarians NOT been information navigators? Also, I do hope the absence of any reference to "assisting" in the latter part of #10 was an oversight. What is most troubling about #10, however, is that it hints at a new definition for libraries as electronic info-worlds - more computers and fewer books? Yikes!
353. More days open.
354. coffee shop - to meet w/friends
355. I wish I could get a reminder email a few days before material is due, not after it's already overdue.
356. More e-books. Particularly Political, Historical and Science Fiction
357. None that I could recommend - yet. It will be a LONG time before the entire populace has access to e-readers, and until then, WE STILL NEED BOOKS! :-)
358. more hours of open time
359. ebooks for my Kindle?
360. library hours consistent with children's time away from school. After school, Sat. etc
361. I thoroughly enjoy the library system as it is but will also look forward to what the future holds. I do like access to new books (either hard copy or audio books) and hope to see more new books on the shelves in the future.
362. Coming to library and feeling a sense of welcoming, couches, soft lights, reading center, coffee bar, more computers
363. Technology
364. more and more computers!
365. I believe you are doing a great job! I do wish there was more funding which was priority for our public libraries. I'm impressed with what you do. I'm also a very happy camper!

366. Less technology and more actual books.
367. I like it the way it is
368. More new books that appeal to teenagers
369. I think the library is awesome, and the people who worker here are extremely cool.
370. Signs saying where Everything is at. Or a board placed around that says "you are here" and shows the location of other sections.
- 1) Keep moving in the direction of the future-- continuing to keep abreast of new opportunities in offering online services, online access to research databases, standardized testing assistance etc, training library employees in computer sciences and how to effectively navigate the internet. Essentially, taking advantage of new and developing technology and trends to keep the library system involved in changes of the future. 2) Work on hours of operation. I can't always make it out to libraries like Spanish Springs that are open on weekends. 3) Offer more copies of the newest books so the wait time is less.
371. Improve the online catalog search...I always have a difficult time finding titles and subjects.
372. newer audio books
373. Quiet workstations that access wifi and offer electrical outlets and space to work
374. more ebooks
375. I think the experience is keeping up very well with need and innovation, limited only by funding
376. Later hours possibly
377. keep up with the changes as time grow.
378. Opportunities for instruction in e-media.
379. Stay open against all odds!
380. More resent audio books.
381. I resent questions 13 and 14 where you tell me I must answer - you don't tell me anything ! Now you go figure out where I answered the other questions differently than I believe. X. Xxxxx
xxxxxxx@xxxxxxx.com
382. Easy to access and use website
383. I live on the NW side of town. It would help if the library was open on a more consistent basis. IE: M-F 10-5; Sat 12-5
384. I have applied for a card but have not been in to pick it up yet. I would like to have a card number that could be issued electronically so I can download books and not have to come into the building.
385. revert to the old dyas/hours that the library is open.
386. My ONLY complaint is that when I have a book on hold to pick up, I receive the email on Saturday night after hours and the library that has the book is closed on Sundays and Mondays. On a positive note, I LOVE my library, the knitting club, favorite thing: Drive up window!
387. Put the terminals at eye level. Remove the screen(s).
388. Let people borrow ereaders
389. Nothing at This Time.
390. Carry more science books and graphic novels. You have a good selection but most of it is for kids.
391. ? I'm still living in the 20th, so what do I know?
392. Better hours in the mornings
393. copy example of Salt Lake City and Seattle's libraries
394. see above
395. Hours...
396. I don't see anything to change.
397. Have up-to-date technology and train your staff on how to use these.
398. more computers; more resources to assist; have a job connect type person thereto help with job searching/answer questions - it would increase funding for the library.
399. Maybe send electronic notice the day before an item is due instead of waiting until the day after.
400. more kid friendly type stuff
401. Need to keep live staff and not all computers.
402. Increase hours to what they were
403. I found a little bit of trouble of loggin to my account. Each time if I want to renew my items, I need to enter my id and password. This I can understand but if I am continue to review my account right after renewing my items, I need to enter my Id and passwords again. Is that any other way to by pass this just enter once(ID and passwords) to access account? Thanks.
404. Expand your book collection, if possible.
405. make online services easier

406. More copies of new books. The waiting time can be months.
407. Weekend storytimes for working parents, align the ebooks account and regular books accounts so you don't have to sign in separately and manage them separately
1. interactive media area 2. coffee shop a la B&N
408. More open hours.
409. I think the libraries are doing a great job in the face of the budget cuts that have been made. I'd like to see more ebook availability, so I wouldn't have to wait 2 (or 3) months to get an ebook I wanted to read.
410. nicer employees
411. more digital- less printed books
412. more electronic books
413. There's should also be a separate section (closed room) for children to read and do some learning activity.
414. Longer hours.
415. Get the word out to the community, easy to say, tough to do Speak at local business clubs like Rotary with your important message
416. I think making some books 2 weeks and others 4 weeks would help with the queue's. Also, if we were able to see how long a book is checked out for it would help. Otherwise, I think the system here has their act together and provides outstanding service to the community.
417. It's a great system that has bent over backwards to meet the needs of the public. Now we have to step up to the plate and fund the libraries so that they don't have to make further cuts.
418. Email newsletter to keep us aware of services etc. Am supportive of tax initiative, but thought we did one of those a few years ago. Become more of a on line presence for delivery of services Place service updates in Washoe County newsletter Do more to solicit public adoption of books/periodicals or other library services Love the library and think it will have to radically revision its role into the 21st century-information is available everywhere-will the role be more about helping people meet to process that information?
419. none at this one.
420. More open hours. Keep professional librarians at every library. Classes on using computers are an absolute necessity for all patrons.
421. I like being able to access electronic books (ie, via Ipad). Not sure if the library has a large collection like this already.
422. I like someone when you ask a question they help you,, some are very nice
423. Additional Funding Change in administration
424. electronic books and media
425. More online access to library reources nationwide
426. Allow books to be renewed via email
427. godd to go as is !
428. I would like to add further comment to Question 10. I believe that the role of librarian will shift in that direction, but that librarians will always be responsible to some extent for answering questions and finding materials in the library. In fact, I don't think there's a radical difference in these two roles you mention. Being an information navigator on the web isn't really that different from being an information navigator in the stacks.
429. More e-books. Over the last 6 years my reading of "real" books has decreased to the point where I very rarely read them.
430. More hours on the weekend. A coffeehouse inside.
431. Increase the stock of the latest informational and learning videos for adults, for example, gardening, home DIY, home budgeting, etc.
432. More online resources
433. NONE
434. none
435. Not sure because I'm still new to making use of public libraries.
436. parking easier downtown, more and more recent online resources (i.e. audio books)
437. Get rid of the bums. They create an unwelcoming/uncomfortable environment
438. expand hours simplify electronic system
439. Have more family oriented programs.
440. i think reno has a really good library system right now.
441. Stop spending money on war and weapons and start spending money on people, for example improving the library.

442. RFID tags on books to make them easier to find
443. more e-books and audio books
444. The audio/download web site needs some work. You have to keep signing in every time you click on something, and book downloads always seem to fail, so that you have to re-start the download.
445. Just keeping up with the digital books and being able to reserve books online. It would also be nice to have some PSA's to inform people about these capabilities.
446. Insure that funding and support through State and County resources (funding) are available to maintain the stability of this invaluable resource.
447. I can't think of anything at present.
448. longer hours
449. Open the library on Monday and probably close it on Saturday if it's more convenient for you.
450. Just keep up the fantastic job that you're already doing!!!
451. Other than adapting to change, I believe libraries are going to become more rare before becoming a note in history.
452. none
453. Suggest services and materials I might be interested in based on my prior usage.
454. Well, I generally use the university library since the books I need are more literary and critical than those the public library often carries.
455. None that I can think of.
456. be open more
457. I check out digital audio books, but recently the library has started to include epub and kindle books on the site as well. It would be nice if they were separated under their own categories. So when I go to the site I can just look at the digital audio books available.
458. (1) I wish you had Rosetta Stone instead of the language learning program you now offer, which is not a good one. I tried it once and did not find it useful or engaging. (2) With reference to question #2 above, I use the downtown Reno library and find the open look of the stacks to be uninviting, even intimidating. Maybe some find this architectural style interesting, but for older people, or people with physical limitations, it honestly looks a little scary and insubstantial. Also, the loud fan noise inside this library is disturbing and interferes with concentration. Isn't there any other way to provide ventilation inside the library? I realize these are personal perceptions of features that may not bother other users. (3) I find your website complicated and rather difficult to use. It seems more suited to use by a professional librarian than by a member of the public. Is there a way to make it simpler and less maze-like for those who just want to find a particular item?
459. Don't co-mingle the large print books with the regular print ones at the downtown library! I think our libraries are great.
460. more assistive technology for disabled; longer download times for ebooks
461. Lending e-books for the Kindle, Nook and other e-readers if it doesn't already do this. This will become more important.
462. Better catalog search engine.
463. Just more hours, in the computer age I find it enjoyable to pick up "real" books and flip through the pages.
464. stay open, reduce hours open to balance budget issues
465. A wider variety of books
466. More weekend hours, a lot of users work Monday - Friday
467. more options, or more selections of non-fiction, and history
468. All librarians should hold a masters degree in library science.
469. I feel that the people who use the libraries most should pay for their services. NO NEW TAXES!! The government doesn't have enough money now.
470. Make sure that the North Valleys library stays open!
471. faster check-in check-out process
472. receive newly released books sooner.

473. More user friendly for the typical library user--hard now to navigate where picture books are versus straight text--type of resources for research versus literature.
474. larger selection of books,longer hours
475. More slick design. Not so dated and homespun. See Spanish Springs example
More Current Jobs Info
476. Website needs to be improved. Neither user-friendly nor aesthetically appealing.
477. more internet access. online books. more programs for families such as educational programs
478. Improve the web site so that it is easier to use
479. I'm pretty satisfied right now. I'd like the library to be open more hours, but that is it.
480. More hours
481. internet speed
482. Better hours including more evening hours.
More weekend hours
483. Make more e books available.
484. remaining available for all to use.
485. More computers and internet access.
486. Invite authors and artists for signings.
Increase reading excitement via competitive school programs. Update Law and Patent libraries/search abilities.
487. Make use of the hours paid to inhabit a library. The North Valleys library is open 25 hours a week. How many hours are we paying for?
488. link to other library sources such as higher ed and journal search sites
489. Charge a small fee yearly for being allowed to check out items from the library. Charge a fee for the initial library card.
490. Make the website mobile/tablet friendly.
Provide more e-books, especially for children.
491. Reduce the number of libraries and concentrate staff and services in centralized libraries. The library should use financial resources better before we lose the library completely! When will you guys get it? You keep running things the way you are and the tax payers can kiss this resource goodbye!
492. faster computers stronger wifi
493. I don't know but It wasn't too long ago that I found out about what a library can offer like books,movies, games, education for my kid and probably theirs more. I wish I new that I would have found out earlier. But now I try to tell people about the library so they don't miss out.
494. Up to date reference materials; longer hours of operation.
495. Greater variety of books available electronically (which has been improving, and is great!); maybe a branch with late hours - it can be really hard to make time to come in when I work two jobs most days.
496. I would like it if the North Valleys Library was open on the weekends, so Friday, Saturday, and Sunday and instead drop one of the weekdays. It's a comfortable setting to do homework which often carries over into Sunday and I'm normally to busy to stay later during the week itself.
497. Check out books for e-traders.
498. More ebook offerings
499. Nothing I can currently think of; perhaps more video games, but I don't want the library to become a purely a thing of disks.
500. Keep out lying locations open and longer hours.
501. provide more audio and ebooks
502. Improving the list functionality of library website. Too often I lost my reading list, and I ended up keeping the list on Amazon, even when I would be checking the books out from the Washoe County Library.
503. More electronic copies of books
504. no comments.
505. Be open more often, if possible. I also would like to see more events, programs to help educate/inspire children (and maybe adults) and to provide education about the fact that that reading printed books is a different experience than online reading, and that both are useful; one cannot replace the other.

506. Better customer service. Many librarians just are not happy. If I'm going to support a ballot initiative, the library will have to through major reformation of its libraries. By that I mean, if people who work in the library are not happy working there, then they should not be there in the first place simple as that. My children always come to me and complain that this librarian was mean to them, or telling them no to do this or do that or something like that. Librarians are not police officers, they are their to inform, educate, and support the needs of the community not tell everyone what they should and shouldn't be doing. Remember, the experience that people leave with is the how they get treated. Thanks.
507. I would like to see the library offer the ability to check out ebooks for ereaders such as the Kindle.
508. see #8 Enforce a hygiene policy. Also try to keep out the scumbags, and entitled soccer moms.
509. Updated materials. Case in point; Information Technology resources are practically nonexistent or woefully outdated.
510. None.
511. Have librarians that know what customer service is, the hours are inconvenient and you never have any good books there always out but you got too much political crap.
512. More helpful librarians
513. add ebooks for kindle
514. Not sure - I use a computer to find information a LOT - and I think audiobooks are wonderful inventions. Would enjoy access to more of those.
515. A better search engine on the website.
516. More electronic book resources and more evening hours for the libraries.
517. more e books available
518. Stop screwing with the website. Constant "improvement" is not necessary.
519. To make the technology and the people who use it more savvy to te techniques. Have better educated librarians that know how to use this equipment.
520. For many older persons, an update on how to use the library systems when using the library would be very nice. Although technology is a large part of our library systems and a needed and convenient process, those who enjoy the hands on library process is still a large part of the library experience. Many times the "old" way of doing things can encourage ones to feel comfortable and capable of still using our libraries.
521. less wait time for dowloadable audio books
522. New paint and comfortable furniture.
523. Obviously it would take more resources, but more hours of operation would be most helpful.
524. I have no changes in mind.
525. More hours of operation and more content of all kinds.
526. Do you have internet items? E-Books, online documentaries... Offer rare or expensive items for rent... Use a system like Amazon/Google to recommend books to visitors... Direct patrons to a place where they can purchase things they are borrowing (that's a money making scheme)... Support some events, allow people to rent rooms (get permission to open up to for profit events, its necessary.)
527. As a retired librarian, I believe our libraries are doing all they can just to stay open. The ballot initiative would be a start - provided the funds cannot be diverted. Then begin by increasing professional and paraprofessional staff; increasing hours; and begin to try to catch up on the backlog of needed repairs and maintenance.
528. would like to be able to check out books by downloading onto my ebook. not sure if you already have that ability now or not. info how to use the library website would also be helpful
529. Stop getting rid of books, and add to the collection.
530. I am perfectly fine with the way it is.
531. More library hours.
532. 1-have kindles or nooks to be used in the library to read books that are not in the library system. 2-wifi space 3-be careful not to remove older cherished books to make way for a totally modern realm of reading. 4- better funding for longer hours, no closed days, and more librarians.

533. I want to be able to check out items more than twice. If no one else is waiting in the queue, what difference does it make if I check it out 3+ times.
534. The library's I've seen have enough Children's fiction books. More digital media (learning games) for kids could be helpful.
535. I think they are doing an excellent job. I love my branch, they offer many services for children.
536. open 7 days a week and a little later in the day
537. Expand section of books for beginning readers.
538. Not sure.
539. Return the website to the prior program to SirisDynix. Its not near as user friendly
540. like the way things work, although web site could still use some work to improve navigation
541. More updated materials, computers and their availability.
542. expanded evening hours
543. I am happy with the services provided at this time. I would only prefer that they are no longer cut!!
544. Better weekend access - I believe most of the staff at North Valleys are very helpful and a good resource for everyone - including children and teens.
545. The website is difficult to use. I would like a more user friendly one. That's why I stopped using it.
546. All format e books
547. Unfortunately, I don't use the Library often enough to comment on this.
548. Fine as it is.
549. no suggestions at this time
550. I would like to have more e-books available.
551. Maintain internet access for children, the elderly and the disadvantaged and offer Linux computers as well as Microsoft computers to enhance the library's IT profile without having to spend money on licensing fees.
552. None
553. Some Librarians really don't belong working, they have bad attitudes. You guys should learn from the Washoe County School District, meaning, if these librarians don't show improvement or exceed expectations, then, they don't belong working there. Budget is already scarce as it is and having librarians that don't care about what they are doing, then they need to find another job. There are many librarians at the Spanish Springs Library that should not be there, always going around and policing what people are doing instead of being a wealth of information. If you are not doing anything rough or parents are hanging at the Teens Center and bonding with their sons or daughters by helping them with homework or even as having a conversation by sitting with them, parents should not be kicked out. Librarians are there to empower and assist and enrich lives not police everything or every single minute of the day. Take my advice seriously please, consider getting rid of those whom are not doing their jobs right and having fun doing so. Many librarians go around the library with their angry faces, not friendly at all. Thanks!
554. Increased availability of ebooks
555. More books for Kindle
556. Online E-books
557. have more than one or two books on hand for mp3 players.
558. Add more books to the download services. I have an hour commute to work each way and the only thing that keeps me sane is my audio books.
559. Better hours
560. Broader selection of audiobooks.
561. more weekend hours again!
562. Being open either Saturday or Sunday, or open until 8 pm weekday nights allowing access for those of us still working M to F 9 - 6 jobs,

563. I would really love it if the libraries could be open 6 days a week. I would love to see more kids programs in the evenings so the working parents could take their children. I also would love to see some adult evening opportunities. I used to live in a small town in the midwest with a population of only 13,000. The local library offered fun classes for a small fee such as: jewelry making, bandana purses, computer classes, stained glass, decorating sandles with buttons etc. It was fun and inexpensive.
564. More on-line resources and electronically available books, magazines, newspapers, etc.
565. not sure
566. Make the web site easier to navigate, putting synopsis of books on the page with the title. Make searching easier.
567. no opinion now
568. more ebooks
569. sending out emails when the system is either down or having maintenance done.
570. More magazines: Scientific America, Forbes, Economics
571. Increase hours
572. more digital media
573. provide books via e-readers
574. No changes needed. I am happy with the library as it is now.
575. Stay open later and on Weekends.
576. More down loadable audio books
577. many things
578. More epub copies of popular items
579. Email reminders, email newsletter with upcoming events, renew books through text message
580. I am content with traditional library services -- but I know that you have to re-vamp.
581. More kids programs
582. Extended hours and days. My kids miss the children's programs that got the ax. Getting in to an audio book such as NetLibrary. When I couldn't get the Spanish course I wanted from the library, I went to NetLibrary and got it on mp3. Now they have cut back to subscriber libraries and I can not finish the course. They have lots of good audio books and courses on mp3. A better system of checking out ebooks. Maybe paying royalties by how many times the book is checked out, rather than having only one copy. Instead of having to wait for an ebook the same as we would wait for a hardcopy, we can get the book when we are ready.
583. I dont believe any changes should be made at this time.
584. I enjoy it the way it is - Just wish they were open a little longer!
585. better hours more programming for children
586. Can't really think of any at this time
587. North Valleys Library serves us and NEEDS to stay open!
588. I think that the library needs to try and obtain all the books in a particular series of novels. I have seen a lot of series of books that the library is missing one or multiple books in the series.
589. More hours of operation
590. More hours, more staff, more resources, better communication with the public about services.
591. I would like to see longer hours on Saturdays. I think the computers are useful, but then I prefer a human to help with some things.
592. more open hours
593. Open earlier. I would use much more often if open in the morning.
594. more books
595. I think its great now and am not sure how you could make it better.
596. make book series complete for all applications. Some series have only a few books available for I pod but yet the whole series is available for mp3 or kindle.
597. Please do not have it all web-based. Being able to interact with people is one of the most important things that our society is excluding.

598. More books, more materials, more ebooks, more hours open.
599. Close all the libraries. I'm tired of seeing Washoe County waste money on a dinosaur. I wonder how many computers we could put in schools if we stopped wasting money on libraries.
600. The North Valleys Library (in the Raley's shopping center) is in great need of a face lift or new building.
601. How do I reserve a book on-line. It's so confusing to me that I haven't been able to do it yet.
602. More hours!
603. Give us back the hours that were taken away and have more of the classicis on the shelves.
604. nothing
605. renting books on my kindle
606. I would like to see more digital books, possibly with an interface to Kindle or the like.
607. hands on learning stations
608. Longer hours
- additional current materials - more interactive and user friendly website
609. I don't know. I usually search the library website for books etc and place holds and pick them up after I get the email. Can't think of any way to improve that. The only problem I have is that sometimes I don't pick up my material in time since the holding length has been shortened
610. Get some more funding so that the library is open 7 days a week again.
611. open more hours
612. I know the hours are hard to get there, but thats still my main thing. One day during the week with earlier hours open.
613. more refrence items available electronically
614. the search function on the website is terrible. It needs to be improved
615. Acquiring books as published and reviewed in New Yorker, NY Review of Books, Economist..would be willing to fund \$100 a year for that.
616. better collection, renew books online
617. more computers so less wait time
618. Longer hours or open more days.
619. email me library programs on monthly basis, tell me what new books are coming in so I can sign up to be on reading list
620. just fine as it is now, under current budget conditions
621. Continuing to update the website and embrace technology.
622. parking for the downtown library; better handicapped access for the other branches;
623. provide a separate area for homeless people who are seeking shelter in the library (Downtown Branch).
624. keep the concept the same, obtain better funding, broaden the open hours
625. website interface is awful!
626. more computers
627. More books! Longer operating hours.
628. keep out the bums
629. Improve hours. Have a better system in place for downloading audio books.
630. Open a Starbucks in the library, it will make money for the library as well as bring in people to enjoy a good cup of coffee and a book..
631. I hope that the librarians will continue to answer questions and give advice and assist as not everybody is used to find stuff at the computer. think of old people. and let more fresh air in the rooms, as there are a lot of unwashed customers!
632. More ebooks so wait times aren't so long
633. Libraries will have to move into e-books and patrons will have to learn to adapt. But we will always (at least as long as I'm alive) need print reference materials and books.
634. Hopefully no more closures or cutbacks in hours.
635. More visible signage
636. Greater selection of audio/MP-3 books. Extended hours of operation.
637. Cannot suggest anything at the moment
638. My current library experience is great!! I reserve books online, pick them up and manage my reading materials remotely. No more searching the aisles for a book that is not there. I have never experienced a system like this and it is fantastic. The library system is currently meeting all my needs...unless Sierra View is closed.
639. I think the online and audio-book download features are amazing as is the possibility have books transferred to your local branch. Overall, I have been very happy with the online services of the Washoe County Libraries.

640. Keep the library open despite budget cuts. Have computer resources available to reserve and check out books along with knowledgeable librarians who can provide recommendations.
641. More hours but I realize that's a budgeting issue.
642. A better website would be wonderful. It is terrible. and the OPAC interface is awful.
643. more books on cd's
644. Not sure.
645. Additional hours accommodating people who work. More downloadable books as that seems to be the progression with technology.
646. More hours and locations
647. The first change that needs to be made is that the library is not kept at a whisper level of conversation anymore. That needs to change back to how it used to be. Second, the library needs to be open later in the evening (maybe less in the morning, or split hours).
648. longer hours
649. stay open later
650. open more hrs
651. Library branch times have made it difficult for me to use the library as much as I would like.
652. More computers strictly for research.
653. Nothing I can think of off the top of my head.
654. Set up wifi connections.
655. inter-library loan which would make available books from other sources
656. help senior citizens navigate very hard to find fiction too many sub-divisions such as mystery, fiction, western ,large print etc
657. Perhaps ebook downloading? Maybe a mocha machine, or something...
658. can we search for what we want on your website and then simply go pick it up when it is available
659. Offer more e-books.
660. maybe sell coffee in the library to make some money.
661. none
662. 1-keep having lots of new and old dvds and audio cd books 2-keep old books as well as new books 3-more librarians so they can keep up with their duties
663. I personally expect flexible opening times for researchers by their 3 days or a week in advance request. Or instead, it makes sense to me to maintain at least weekends kiosk delivery of books, journals and CD/DVD materials by readers request either. The only device libraries would need is a recognition magnet sliding spot checking the cards and in respond to handle materials associated with the verified library cards.
664. more hours
665. More ebooks, getting the word out that, that service is available and that books can be checked out, reserved, transferred to another library, all online. Visit the schools and advertise.
666. Become more Computer friendly.
667. Longer hours, more acquisitions, new facilities, more social spaces for public use, more dynamic models for library usage and development - see Salt Lake City Library, King County Library in Seattle, etc.
668. The library is doing a great job - in spite of many budget cutbacks.
669. Access to PDF and iBook resources.
670. More books. It is hard to wait in long lists for reading material. Also it is hard for me to make time to pick up my book when it is ready for me in the few days allotted with the shortened hours.
671. Expand hours of operation, though that is extremely difficult during the current economic situation.
672. make journals available on-line
673. I would need to study the matter more thoroughly to make recommendations.
674. More online books. The wait list for some of these seems unreasonable.
675. I think the library is going in the right direction with it's e-books and audio books. I haven't used it yet, but I have put myself on the waitlist for a few books. I think to make the library more feasible, there may need to be some PSAs about using the library. Although several of my friends have library cards, many do not and just don't see the point in having one. I wonder if the library can push patronage and use by using the economy as a way to get more people to obtain library cards and use the facilities.
676. Keep getting good titles

677. Just keep up with current publications and books
678. None, it works well & if it is NOT broken do NOT fix it! Thank you!
679. Just keep up the good work and don't close any locations.
680. I can't think of any suggestions. I like it how it is now.
681. More ebook availability.
682. Please keep BOOKS and stuff on tape or Cds.... Not everyone uses ebooks and the computer to download stuff
683. interlibrary loan from beyond the Washoe County library system; also it would be nice if online searches would return records for all books, whether or not they're in current holdings.
684. More audio and print books more weekend hours
685. My library experience has been fine. I now borrow e-books and the staff has been very helpful. Library hours need to be extended and Sierra View needs to be open on the weekend.
686. I haven't looked at the website - there may be many benefits there - so I need to check that out before commenting
687. Reduce loitering of those not at the library to utilize its resources, i.e., the homeless.
688. Rent Kindles, etc and more e-downloads.
689. I have never been disappointed. So I can't recommend any changes to the library. However, saying this, it is essential to always keep the libraries open to service the public.
690. Online book downloads for Ipads Kindles
691. As a mom, I think activities that include the whole family in learning will really strengthen and educate our community. Also on the funding and ballot issue, I really think that those who want to give support should choose to, not that everyone should be compelled. Is there a "friends of the library" organization? What a boon a really active FOTL could be to the public libraries here!
692. make sure that you are open some evenings and at least one day during each weekend.
693. Open more hours and days
694. Bring back the old card catalogs; the new ones are a tedious pain.
695. website is not easy to use, especially regarding MP3 downloads
696. Your website needs to be more user friendly and it needs to be compatible with Mac computers. Also, I'd love to be able to access materials virtually (such as movies or audio books) without having to drive all the way to the actual library.
697. A more intuitive website with more sorting options; the ability to renew items more than once (unless someone is waiting for it).
698. better search engine for finding materials. expanded children's program
699. Longer hours.
700. more up to date books.
701. make the library kindle accessible
702. There are too many small libraries that are not open enough, especially at night. Consolidation could save money and offer better services and more materials.
703. Ability to download books to iPad, use of audio books on iPods. If these services are available now then I need to update my use of services.
704. i love the electronic books are available online through Overdrive. i would make the rental time more realistic, though -- matching regular printed material rental periods. i would also endeavor to make the online selections more extensive.
705. The hours are my main concern...weekend hours are needed to provide access for children's homework and entertainment!
706. I have no idea. However, the audiobooks offered are great, and the fact that the library system will move a book from one library branch to another is great.
707. I have been unable to figure out how to use the audio check out on line. The person tasked with this department tried to help, I got frustrated and quit. Probably my computer.
708. i have needed help learning to check out books on an Ipad.. Library personnel need to learn this AS new technology becomes available
709. I think have the books online is a help. I still like to visit the library for the vast array of periodicals that can be viewed. I prefer the northwest branch because it is new and clean.
710. Fresh fiction and non fiction reading material, though I do notice that new books are listed for future availability.
711. N/A

712. Be open on the weekends, create more variety in the Young Adult section, update outdated library lay-outs
713. more hours! more hours! Like being able to reserve books and renew them on line. Would like Kindle access
714. Not sure. I like books and ebooks.
715. Make more information available on the website. I'd like to be able to look for a book from my home computer.
716. status quo
717. Stay open!
718. More educational and how to do something via video, DVD's, etc. Learn how to ..., learn a new..., Documentaries on, etc.
719. more e material
720. easier access online to holding books, a history of books you have checked out on your account
721. longer hours.
722. more internet-accessible books and publications
723. I don't have any great idea changes; I love the libraries as they are.
724. Other than having more books of the type I like (don't we all want that!?!), nothing
725. Better hours. A comment on number 10 - I don't think the roles are at all mutually exclusive. More resources may be available online, but I think the librarian's role expands to include the web, rather than changing to something new.
726. increase hours and buy more books. Especially new books to replace older versions and cover new subjects.
727. Downloadable music (freeware), email notifications encouraging renewals before due date (sirsi has this function available), when library does not own material staff should offer a suggest to purchase form
728. unnecessary
729. More audio books.
730. Good for me as is.,
731. Libraries still need to have physical books. There seem to be some people on the Washoe County Council who think everything should be online and physical libraries are not important. This is an ignorant, wrong-headed view. It is great that the libraries offer Internet access to those in need in the community, but libraries still need physical books!
732. Better inter-library loan system.
733. I wish we could keep the emphasis on books rather than computers.
734. Sunday hours.
735. A slightly wider selection of foreign language books.
736. I would love a really good marketing campaign aimed at youth to make them aware of everything that the library has to offer this community - including a space for youth to hang out and access various resources
737. i have no suggestions
738. bigger selection of newer books.
739. One concern I have is that with more technology we will get away from personal service...people to people. Everything will be self help. Our society is becoming more disconnected because of this. I hate to see it happen in the libraries too.
740. Hours: align to students (evenings/weekends) vs during everyday.
741. expand hours into weekends and later in the week days (after 5 pm)
742. Be open sat and sun. Make the government prioritize funding to services the public wants and not ask for special funding to support what it already should.
743. Increase the access to technology - computers, online access to books and articles
744. I would like story time to continue at Sierra View past October.
745. Longer hours
746. I am satisfied with the Library services at Peckham/Virginia location. Am not familiar with others.
747. Improve the website. I shouldn't have to put in my card # everytime I change the screen.
748. Better selection of fiction on the new book shelf
749. Pick fonts and sizes that are easier for older people to use. My mother loves checking out electronic books, but finds the small, light green, italics font difficult to read. Other libraries' Overdrive fonts are much better, so this must be a local decision.
750. make it harder for bums to use the computers. People doing research or looking for jobs, etc, should get priority over people playing Doom, masturbating, or listening to Gangsta Rap.

751. Add more info on each book on the website. Like, Amazon.com, each book can show 5-10 pages that will give an idea of the book.
752. more open hours
753. Let the public donate magazine subscriptions from unused airline miles. If it's too hard to put the mags in the check-out system, just don't let them be checked out.
754. All library resources should be available in electronic format and accessible via the web.
755. Remove the fee for interlibrary loans
756. more electronic resources (ebooks, etc)
757. I would like NOT to have the librarians turn in to web navigators; the personal touch of answering Qs is very important. Human relationship is as important to education as is reading.
758. Stay open for as many days of the week as possible.
759. They are doing a great job right now.
760. parcel out libraries to schools, universities and CC. Have the rest of the services on line, do the early reader programs at schools so kids get to know thier schools. Have public go to local schools, CC or university campus's for books. We should be putting all our books on e-format.
761. More ebooks and more copies available
762. I'm a senior now and have been a life long library user and former teacher. I like the ease of on-line holds and the new pick up system. Maybe an automated fee pay as well?
763. More digital books, music, movies, etc. Open on Sunday!
764. More literacy programs for children, more programs exposing the community to performing arts, longer hours of operation.
765. app for my smart phone
766. please put library operating budget in the "essential" category.
767. Ponies!
768. Home delivery of library materials (for a fee). Broader access of library materials via the Internet.
769. Not sure - I'm not a librarian!
770. If the library does not have any yet, I would like to see Kindle books available for the public.
771. More open hours
772. have a variety of newer books
773. Keep more classic literature books on the shelf.
774. keep classic books the banned section is just stupid take better care of dvd/cd cases and check the cd's more often the sierraview library needs more laptop stations or a dedicated area just for that on the first thing that needs work make a classic area for older books as to see how much the reading levels have changed in the 10 to 20 to 30 years change the book fees to 5 dollars instead of 10 dollars so that people pay it off better
775. Increase in computers, I know it is difficult on a limited budget, but many low income families are still without internet resources and could benefit greatly from increased computers in the library.
776. I am a senior with eye problems, so I would like to see more large print choices. Also, just stamp my due date in the book and save on the paper you give me. It just gets lost. I love the notification on e-mail when my book is over due.
777. Don't have the slightest notion. My experience is based primarily on university libraries and graduarte work.
778. Insure adequate funding for libraries and staff...Which public has supported over the years.
779. More audio downloads so the wait isn't so long. Develop a cheap alternative to Nook, etc. for Ebook downloads.
780. have the books that are out in the store even if its just one copy that they all have to share.
781. If everything was available electronically, that would be great. But I still think there is a place for physical libraries in the community. I hope they don't ever go away.
782. Sadly, many people I have encouraged to use the library system did not know it is free. I suggest an ad campaign in Washoe County, or at least to public school families to be sure they know that this powerful resource for families & kids is not something they can't afford. A shocking number of people are still staying out because they think there's a membership fee or per item charge. Very sad for kids!
783. Just: Stay in business!!!
784. more for the kids

785. Fortunately my wife and I can afford to pay for such things as library services. However, we feel strongly that county government should raise taxes enough to maintain our excellent library system so as to provide equal opportunity for everyone, especially young people, to benefit from the libraries.
786. stay open 7 days a week
787. More e-books
788. more hours
789. Continue keen acquisition and collection development, already outstandingly carried out.
790. I hope in the future the libraries will be able to be open longer. I am willing to vote for a property tax increase to make it happen.
791. bring back the card catalogs in their friendly and handsome wooden drawers
792. Move all resources to a web based program that can be accessed from home, office, schools, etc. The physical location holds very little value in the future - beyond special collections that could be combined with a local university or museum.
793. Have inter-library loans with other libraries in the state and near-by states.
794. Hold community events that will incidentally draw in new people to the library
795. Provide new books timely.
796. Raise taxes (sales, or state), if needed. Libraries in "low tax" areas can barely keep up with user demand. I'd also like to see a better selection of International materials in my county; we cannot function globally if we only know locally.
797. I strongly support any library. And appreciate the staff and those that make it happen. Just keep up the good work and keep up with the times. Thank You!
798. Better funding
799. Remove the smokers and scary types from out front of the downtown branch
800. Keep open at least one week-end day
801. I use the online databases regularly, and occasionally even the online books, provided by WCL, however there are times I need a place to work and concentrate, on my laptop and on the web, away from my home or office. The public library provides the perfect alternative, way better than the coffee shops offering free wireless, bc sometimes there are resources in the stacks and at the information desk that no barista can provide. So this is a simple plea to keep the physical library comfortable and inviting and the hours convenient to most county citizens.
802. As us baby boomers age, initiate a mobile van to stop may be twice a month or weekly on regular schedule at major senior communities and apartment complexes or in parking lots of popular shopping centers in town, where there is enough parking for us to drive over.
803. Please, please help make the library and services available to those who have traditional weekday jobs! The services the library systems provides are invaluable, but should be available to everyone- not just those who have weekday days free.
804. None noteworthy
805. keep them and in various locations like it already are
806. ebooks of every book in the library for free
807. Keep Sierra View open!
808. A self check out.
809. longer hours
810. Allow checkout of books, music from other, non-Washoe libraries
811. disallow sleeping in the library. create and ENFORCE nonsmoking entrances.
812. It seems the libraries I've been to are extremely low tech and lacking in space.
813. More library hours on the weekend
814. none
815. I know of people with strong library backgrounds who have volunteered to work for local libraries & were turned down. This is ridiculous.
816. Find more time for me to read (ban television)
817. More DVDs and kids books on CD to borrow. More graphic novels (I have a little boy). Generally though, we love the libraries now.
818. More hours if the budget allows.

819. More books and publications available via the web!
820. none
821. they have been making them. The online access has been improving with the addition of lists to keep books on. Also the ability to renew and place holds works great. I also like the speedy checkout in the north valley library and the current way they have organized the holds shelf
822. having more copies of e-books. Why is there a shortage of copies of e-books? Must the library buy a certain number of copies even when they are e-books?
823. Greater access to electronic books and research materials, in open formats
824. Hours are sometimes a problem. I think an ability to borrow books by downloading would be phenomenal. I would also pay a fee to have books sent to me through the (threatened!) U.S. mails.
825. Unknown
826. More online access to books
827. Better hours, upgraded website - ie, in theory you can renew books up to three times, but can only do that once on the website.
828. revert to the old standard: "QUIET, please"
829. More comfy chairs and weekend hours
830. More ebook variety
831. More downloadable books
832. Just keep doing what you're doing. Literacy is a big deal, especially for non-native English speakers and people with low family income. Keep MY branch open! (Sierra View)!
833. Larger collection of ebooks
834. none
835. None that I can think of. The library is doing a great job here in Washoe County.
836. I am extremely satisfied with our library system. It is always a first resource for my family for books and movies for both entertainment and informational use.
837. Just stay open!
838. Middle school students often need biographies for reports and they are very hard to find for that age group.
839. Increase the amount of on-line books available.
840. Sierra View Branch: impossible to find books in Large Print category, which is jumbled up with other genres (westerns et al?). Categories in shelving also jumbled on top floor of Reno Downtown branch, 1 book could be in at least 3 different places.
841. help for students trying to prepare for the High school proficiency exams.
842. don't know
843. Reduced hours at easiest location for me have made it much more difficult to get to the library. I used to be able to go much more often!!!
844. More Kindle books. Easier way to find ebooks books. The way it's set up now seems difficult. More books, especially current science.
845. Inservice concerning the use of the new format of audio books-I use the DVD, and tapes extensively
846. get more books on tape and more ebooks especially since the kindle has been included
847. More and newer books available on line for download.....waiting 2 months for a book to become available is ridiculous
848. More seating for visitors. More wi-fi connections. Coffeemachines
849. Added hours.
850. PLEASE send out e-mails before the library books are due, as a reminder a day or two before they are due.
851. The library could make sure to have its central aspect be books. The Internet and computers and taking over the library, and of course they're important, but books are what the library should be about. A patron can take a computer class if they want to learn about computers.
852. I find it difficult to use the computer to find books at the library. More help is needed for older people.
853. Increased hours
854. close three days
855. not sure
856. Better hours, faster internet, more tech support and better access to hard to find books
857. Text message when holds arrive.
858. Have more current movies/DVD's for checkout
859. I would like to see more titles available in electronic formats.

860. More e-books. I love this new program! I also really appreciate the great website and ability to reserve online. I would like to see/hear about more children's reading programs.
861. continue web expansion of services
862. I would like to see more copies of the recent book releases. There could be a special check-out program for these books so that patrons can get them sooner. Whenever I peruse the new release section, they are generally books I've never heard of.
863. more books
864. Even though I don't want to see it happen, libraries are becoming outmoded due to the internet, ability to download many books, and the 24/7 access.
865. The computerized system is cumbersome. I should remember Id and passwords, It could be improved. Shorter library numbers
866. The library as it exists fit my needs.
867. Having both childrens and adult books avail. On-line to download
868. available kindle books
869. Don't change. Leave it old fashioned. Everything else is trying to be 21st century, but if you do that, then you'll lose whatever budget you had and the library won't have a relaxing homey feel anymore
870. my South Valleys library exceeds my expectations
871. keep the doors open, at every library, every day of the week
872. don't know. The library is always most accommodating.
873. I think the information age has changed the way people read. Many have Kindels. Perhaps downloads for the Kindels should be considered
874. None. I love all the Washoe County libraries I've been to.
875. I see the library as a community hub and this is getting more necessary in a digital world, rather than less. I see it as becoming the place where people can come together to share information in addition to accessing resources.
876. just stay open..
877. I'm satisfied with the library system. E-books may be more popular in the future, maybe there will be a need for more e-books or e-book technology.
878. Several questions depend solely upon getting to the library, especially children. I'd love to see public library become more involved with the schools, and I honestly don't have a clue how to accomplish it. Going to the library was such a treat while I was growing up -- even if in those days the librariain Salinas was an Old Grouch!
879. Probably having websites of users and sending infrequent messages.
880. I like talking to live librarians, not automated checkout.
881. Maintain the services that we have, nothing breathtaking is required at this point. We have to work within the resources of the current economy, the changes that we are going through are not cyclical, they are structural and generational we are not going to go back and see the easy money periods of the 90a and 2000s.
882. being able to borrow online books
883. Market easy way to download and borrow electronic books
884. I recently donated a lot of really good, good condition novels to the South Valleys library. These books were hard for me to part with since I don't want to leave them but I am moving. When I made my donation the librarian said "oh boy". No thank you, nothing. This made me feel like the library was ungrateful for my public support. I was very, very offended.
885. south valley is extremely well equipped, both with people and materials. WC website is exceptionally easy to use.
886. providing electronicbooks.
887. Better hours and greater ebook collection.
888. If creepy men would stop talking to me or seem like they want to get a date or try to make conversation while I'm looking at library material, that would improve my library experience. Also, if some DVDs & their cases would be de-odorized to not smell like armpit odor, that would be great.

889. I enjoy stopping by the library to look at periodicals when I have time to kill before a kid's baseball game. When my kids were little, we would come by occasionally to check out books. So much is online now, that I can't see a library fulfilling it's old function - at least not as a priority for limited dollars.
890. Increase the number of ebooks (I know that is in progress). What about having Kindles and Nooks available for loan or rent?
891. Improved hours, and more copies of the more popular materials.
892. More electronic resources
893. Acquire more new best seller books, more in large print. RE, Question 5, I do not support a dedicated new tax for libraries as the general funding support will just be reduced by an amount similar to the tax increase. It has happened in the past for the Library Dept. the Parks and Rec Dept., and Senior Services. It nearly always happens at every level of government. Don't waste your time and energy as you will not gain in the long term.
894. longer hours and open more days
895. Offer more variety of books
896. longer hr on weekdays and open Saturdays
897. Bigger selections
898. stay open
899. More digital books that we can check out from home. Getting to the library isn't the easiest in today's day and age with busy schedules. Ebooks make it MUCH easier to access library books (and then return them on time).
900. The library is wonderful and I do not see a need for change
901. Longer hours.
902. Just continue to be there for the public!!
903. Electronic books, Do not know how that could be managed but electronic delivery would be great
904. Integrated system of hard copies, computer research, efiles, etc. The librarians will be the system navigator helping patrons pull the information together. This job will require more education, intelligence and dedication than past librarians needed.
905. Keep print materials. I think management (and probably the public too) is currently placing a higher value on the delivery method of information (high tech) rather than the content.
906. More ebooks.
907. After hours.
908. More formats for ebooks (compatible with open source software), more ebooks, a better way to find ebooks. Listing of new books acquired by library. I don't like Sirsidynx much -- confusing. Downloading ebooks with Linux doesn't seem to be possible, so I have to run Windows XP (ugh!) in a virtual machine to get them. I'd rather not do this.
909. making down loading books easier.
910. Longer hours. Plentiful materials.
911. Seems pretty good to me for my needs.
912. If possible, I believe it is important to have hours available during the weekend. When Sierra View changed their hours, it also impacted the special events (book readings, films, etc.) for children. I understand that comes at a price, but what is the price for ignorance?
913. I am excited that you just started Kindle for library books---I just haven't downloaded the app yet.
914. It is quite possible that all materials could be electronic in 10-20 years, thus making physical locations in the county unnecessary.
915. speed availability of books requested from other branches than my own
916. more new books and magazines
917. Renewals online, and I like participating with a real, live, person instead of a computer
918. just a little drop off day care short times
919. Access to other research databases or other premium databases that are too expensive on an individual basis (like auto repair manuals)
920. Website could be better - it's not as easy to navigate as it should be
921. add more audio books
922. Longer hrs. of operation. Open 7 days a week
923. Provide more ebooks - charge for svcs that is less than kindle etc

924. extended hours to pick up books. perhaps this could be provided without the use of paid staff.
925. Mute the "beeps" when people are checking out books so the library is more peaceful/quiet for studying or reading. Merge WCSO school libraries with Washoe County libraries. All public funding!!
926. ore hours in certain branches
927. Extended hours of operation at all branches.
928. help dowload books. Explain the system better. It's a jumble of poor information
929. Don't really have any suggestions as use the library to take out books on tape mostly or sometimes a book. Don't use computers or other services.
930. More eReader and audio book downloads. Digitizing videos of Nevada archival footage available through the website. Nevada newspaper archives digitized and made available through the website.
931. Increase operating hours of Northwest and South Valleys drive-up windows. Shift the working hours of one person at each library to staff the driveup window outside of normal operating hours.
932. more ebooks
933. more on-line, audiobooks and e-books
934. Increase rentention time and quantity of older books.
935. Maintain normal hours. More community outreach to foster support from local government.
936. Make it immune from politicians budget cuts!
937. being able to check out digital books
938. I have no complaints
939. Open longer hours.
940. More of your IT folks classes on using computers and accessing materials from the internet. I have attended several and each was well worth the time!
941. Kindle availability for books, esp. student research.
942. I use the Library's OverDrive system almost exclusively; therefore, from a purely personal perspective, I would like to see the Library move to an electronic format and have all the titles available in ePub and get rid of all the paper. Looking at the waiting list on OverDrive, I tend to think that many, many patrons would agree with me. For instance, there is a waiting list for Water for Elephants of 14 on OverDrive but only 1 for the paper copy. Even the kids who come in on the weekend to do their school projects mostly use the computers. I think the Library needs to resign itself to the electronic 21st Century and figure out how to use its real estate to bring people together to discuss literature instead of just being a repository for an obsolete product.
943. More kindle books available with shorter wait lists
944. Provide more products and information online
945. I love the fact that books are available throughout the system and that books are not specifically assigned and "stuck" in one branch.
946. Build a larger digital, and audio, download catalogue.
947. Better search for audio books
948. I believe the library is already making positive changes, but don't go overboard with the electronic resources. There is a segment of the patron base that still wants a physical book or periodical. Don't alienate those folks by thinking all resources must be downloadable or electronic. There needs to be a balance. FURTHER RESPONSE TO NO. 10 - There is no doubt that the role of the library employees will change, but the public must be educated on how to help themselves. Some will never adapt to searching for themselves. They will still need an educated staff for assistance.
949. more new books supply
950. So far, it's pretty good. I enjoy exploring the site.
951. more digital books
952. open more hours shorter checkout period for CDs, DVDs, and new books
953. Offer more e-books and e-audio books, including Kindle compatible titles.

954. Have more copies of new books,movies and tv shows. Money is needed to do that of course. We should have to pay some sort of fee to enter the library.
955. I like the access to books and magazines. I have computers at home and would hate to see too much of the libraries resources funneled into electronic equipment.
956. Extended hours
957. offer more programs, educational seminars..
958. email newsletters to inform about events, new books arriving etc
959. Comunity center for meetings
960. serve coffee in the morning and wine in the evening
961. Keep libraries and activities going. We still love books!!!
962. Not have to wait so long for e books.
963. automatic alerts when my books are due in 3 days. I never know when they're due so just hope for the best.
964. More interaction or assistance to know what is possible, what is happening and what is available
965. The reason i would NOT support a separate ballot initiative to tax/support the library.....I do NOT trust the current county manager. It's amazing to me how many "dedicated" revenue streams have no longer been dedicated to where they were supposed to go. Currently, look at animal control..... If the library system was in charge of it's own destiny, i would probably change my mind.
966. Maybe some classes on how to use the downloadable resources.
967. None works great for me
968. More hours More community class or group offerings
969. more and better downloadable e-books and other media
970. Send out emails 3 days before books are due, so there won't be a fee if you get them in quickly.
971. Continue to be open for extended hours and function as a community resource center more than a traditional library. Use more volunteers to provide assistance and support with less funding
972. Keep books is important. Balance between book, ebook and strudy space
973. Do some fund raising!
974. What kinds of questions are these? Of course libraries are good for the community and helpful for children's literacy. What kind of person says no to that? I support the library but these questions are silly.
975. Evening & weekend hours increased when finances allow. Would like more online digital "book borrowing".
976. Fewer cook books, fiction, and fantasy books. Purge outdated travel, tax, and fashion books.
977. I would change the hours to allow the school aged kids to utilize it longer. Perhaps push back the opening of the library to later so that it stay open later. That way the costs will not increase.
978. longer hours availability
979. Allow audio and video ILLs again.
980. none
981. let people know about the website and the resources/research materials available on the website. I only just learned about it this wk.
982. Longer hours. More magazines. More free programs or speakers on various informational topics.
983. More hours and more stuff sponsored by the library.
984. None at present.
985. Allow book check outs for 4 weeks instead of 3 weeks.
986. Better selection of "E" Books
987. Access.
988. Continue to increase ebook numbers and electronic availability of materials
989. Open longer hours
990. Emphasis on programs for illiteracy (adults & non-english speaking citizens); e-books
991. We will be doing so much reading on personal devices that role of library will change. need more reference books, programs for the elderly---read to them---- programs for disadvantaged/young children
992. More digital media available for download
993. Given the state of the economy, you are doing a great job.
994. use interface on the website - very dificult to find the page to re-new a book
995. Be open more hours.
996. More open hours.
997. more media players -food&books nights music concert & books lectures

998. More digital books in Overdrive and Kindle formats.
999. Be able to order materials from other library systems without charge. Be able to stream materials on my laptop from the Library.
1000. Can't think of any right now.
1001. Make the library a more inviting place to go. The downtown library is nice, but it feels a bit old and dated inside. I like the plants, but I'm always just in and out. The library closest to my house (South Valleys) is extremely uninviting. It feels cold and when you walk inside there are barely any books. A library should have a warm feel, like a Barnes and Noble. The only reason I go to the South Valleys library is to drop off things I've checked out from the downtown location. I guess what I'm saying is, I think of the library is going to stay relevant in this day and age, it has to give people what they can't get online or on their kindles: atmosphere. You can't get the library experience online, but if your library experience is a big yellow building with no books, why go to the library?
1002. Additional evening and weekend hours.
1003. Make the film library a little easier to access online.
1004. E-books for Mac users, not just PC users.
1005. ADDITIONAL EBOOK AVAILABILITY
1006. Shut up the screaming kids and throw out them and their parents so the rest of us can read or study in peace. The library should NOT be a babysitter for parents too lazy to read to their kids at home.
1007. open all weekend
1008. continue to encourage younger generations to read a real book.
1009. The Old Town Mall branch smells bad and seems sparsely stocked.
1010. It's perfect!
1011. Be open more hours. Have more copies of the best seller list available.
1012. Longer check out period.
1013. I think the libraries appear to be overstaffed.
1014. Everything is fine except we need more days and longer hours.
1015. i don;t know
1016. More ebooks - better search feature for ebooks.
1017. I believe we are wasting money by having independent and repetitive services. With the libraries, I believe the public school and county library systems should be integrated. Same is true of sports facilities.
1018. Just expand the hours of operation.
1019. Extended hours
1020. Please stay open and available
1021. keep up with technology needed for public library
1022. Updating technology software, possibly. I find the library system to be very efficient and reliable and convenient.
1023. Ability to download books to my Kindle reader-or do you already provide this service?
1024. Libraries are national treasures.....so don't destroy or reduce their essential role in information dissemination. Ask yourself.....do you want a population that has the resources to learn to think critically? That is the role of the library
1025. add more computers
1026. A little easier interface for ebooks
1027. Offer more ebooks in more formats.
1028. Additional hours - when the economy improves
1029. better search engine on the website, ways to e-borrow books
1030. At this time I feel the library has kept up.
1031. Nicer librarians. Some of those women at our library are awful. Its scary to go in with my daughter, were always afraid well get in trouble. They are just waiting to tell you your doing something wrong.
1032. I find the librarians very cold and distant. No one ever greets you, says hello or asks if you need help at South Valley. They keep to themselves, look at their computer screens and check their emails. They're especially unwelcoming to children. It would be nice to have a children's library that was exciting for kids, where librarians talk and interact with the children. Being friendly is free! I get depressed every time I walk into the children's library and see another librarian who can't lift their head to smile. Also story time is a joke. Preschool aged kids are expected to sit for 5 books one after another. No standing, moving or clapping hands. Again, interacting, clapping your hands etc is free.
1033. None

1034. Make downloading ebooks and audiobooks more user-friendly.
1035. More ebooks and a better platform
1036. more materials
1037. To confusion to use, never have the books I need. Always at another Washoe County library
1038. wish there were more open hours, but that takes budget but I'm willing to pay more taxes or whatever it takes to support you
1039. Don't know. It's quite up to date, and I like the personal contacts, actual books vs. electronic books.
1040. more copies of digital library titles,
1041. They are doing a fine job right now. If I ever find more time, I'd like to volunteer.
1042. I would pay a small fee for a class(es) on how to search the internet and library resources on various topics.
1043. I think things are fine, although some of the older librarians have not been as helpful with online/computer based tech questions
1044. Offering hands on computer skill classes in the use of library materials (downloading info etc)
1045. More books, more availability online, compatibility with Kindles.
1046. More audio book downloads Longer hours Blu-ray DVD Art House / Indie and Foreign films (especially French films)
1047. NONE, KEEP THE LIBRARY OPEN AND KEEP THE WONDERFUL STAFF.
1048. The library as it is currently set up works for me.
1049. Hours. It is never open, so I can't use it.
1050. Provide e-books as does Amazon.com
1051. Have more popular books available for young readers.
1052. we returned a book and were notified that the book was over two months overdue two months later. we returned the book. how do we prove that?
1053. Would be willing to pay additional fees if the library could remain open more days. However, I would want to see additional fees go ONLY TO THE LIBRARY, not the general fund.
1054. One change you could make is when you do a survey, don't require demographic information that could be construed as an invasion of privacy. I'll mark my age as 0-18 because it's inaccurate, but it's that or don't answer the survey.
1055. I use downtown branch and sometimes South Valleys, both already do a great job for me.
1056. not sure
1057. Can't think of any right now.
1058. Put books online.
1059. programs geared toward older children such as elementary and middle school kids.
1060. The library needs to be open more hours.
1061. catalog/search app for iPhone? Ability to download checked out audio titles directly to iPod/iPhone. perhaps a workshop geared toward parents of young children (with childcare) on reading resources and examples from the suggested reading lists, along with research on benefits of reading to your child. Perhaps this is already done?
1062. promote more audio books
1063. I find the catalog search interface a bit rough and clunky to use. I'd like to see a smoother, slicker interface.
1064. more people of different language
1065. I think that offering children's programs for ages 5 and above would be fantastic (e.g. something beyond storytime which is too "young" for ages 5-7). Offering them on weekend days would be even better as many working parents cannot attend or bring their children to library events during the weekdays.
1066. more inter-library communication. Would like to know about programs from all WC libraries in one library. Better communication of ALL the services available. (I was surprised to know I can access magazines online with my library card!)
1067. I'm disappointed that electronics seem to be taking over the library system in our country. I would like to see a combination of technology and traditional library practices. We should not be so dependent on computers.
1068. I don't like them but some people like the electronic readers. Is there an offering of electronic books for checkout (e.g. it expires after so many days and can't be accessed by the reader)? But please don't switch completely to electronic books...I like the real things.
1069. Set up to allow early return of audio books similar to the way the e-books can be returned early.

1070. I have used both the North Valleys and South Valleys library a lot and found both of them to be just wonderful. The website is terrible!!! Confusing layout, hard to navigate, can't alter certain things about your profile that is says you can. I would also like to be able to renew my books up to the allowable renewal date from the day they were checked out instead of 3 weeks from the date I renew them online. That means if I don't renew on the exact day they are due I get less days, but if I always wait I risk not remembering on that exact day.
1071. more availability of e-books
1072. Stay open! Don't close our libraries.
1073. Add more books to the e-library
1074. More and easier downloadable audio books
1075. Better catalog in the areas of nutrition for children, culinary, spiritual and religious studies, health and medicines, pregnancy, and astronomy.
1076. get the funding so the County won't have to close ANY of them
1077. ability to put library books on readers like Kindle easily.
1078. less wait time to access books online for iPad
1079. Continue to upgrade the website. That will be key. More kindle books needed.
1080. Tech-savvy librarians who can think & move quickly.
1081. I still support a quiet area - where there are no screaming children, chatting people - one where someone could read in complete quite, study and prepare with no noise. This is the only complaint I have about the libraries. There is no really quiet place to read.
1082. More e books
1083. Buy used books on Amazon.com. Consider, these are once read. Every book the library has is used right after the first reading. You can expand books and save money.
1084. Make a UPDATED movie section and let ALL kids go into study
1085. I have had a bit of trouble using all the wonderful resources of your web site.. A tutorial given by the library would be greatly appreciated.
1086. more e-books available
1087. Continued movement toward and a much larger catalog in the electronic lending area. Available in both PC and Mac or cross platform formats.
1088. I'm very thankful for the library, and I just hope that the library can keep up with the times.
1089. order online and pay fee to have delivered to my home.
1090. please expand the e-book library. Extra copies of books would help a great deal.
1091. perhaps longer hours; the Overdrive access, however, is absolutely wonderful!
1092. Do not have the experience or inside info to offer any suggestions
1093. As above, scrap those low "privacy" computer tables - or just put the monitors on top where they can be read - even teenagers usually are seen leaning over the table to see the screens mounted under the table, so imagine how it is for over-60s!
1094. More digital content in all genres or fields, which is going to require more money. I would happily rent ebooks for a small fee, if that would help.
1095. make meeting rooms available to private groups. maybe make a nominal fee applicable
1096. More and better computers, computer classes (learning how to use computers), classes teaching how to access web resources, fireplaces in the library (I love that), a coffee shop
1097. Everything is great!
1098. I believe that in the future the librarian will still answer questions but also help with computers and web resources.
1099. I like checking out DVDS. I wish there was a way to ensure that they are not scratched. It is frustrating to start watching a program and not complete it as there is a huge scratch on the DVD.
1100. I don't have any recommendations. I'm happy with the current system.
1101. The new e-book and audiobook offerings are great! I would love to see a toddler story time at my local library (South Valleys).
1102. e-book borrowing
1103. I'm not sure at this time
1104. Can't think of anything.

1105. I don't have the chance to come to the library as often as I want to, but I've found the system works well. I tend to request a book, then come when I'm notified it's there.
1106. expanded web services
1107. Website is a disaster. Interface is convoluted and unclear; needs serious reorganization and streamlining. First, the home page is cluttered with way too many graphic images and the initial organization makes it hard to find things. There are many redundancies in trying to log on to the Overdrive portion of the site. The FAQs are fine, but the login interface is terrible. First, the site requires repeated logins with the same number to access first the ebook account, and then to access submenus within it. Second, the list of submenu items is organized alphabetically rather than logically. The submenus are not really explicit as to what is actually in each area (bookbag, holds, etc). The search functions are lame, because you cannot easily filter by multiple criteria such as MP3 vs WMA, what's available vs what is not, and by type of story. You have to first select the genre and go from there. The whole database needs to be rethought to allow selection/searching by multiple criteria, including keywords. If you want to see a SUPERB example of a well-organized database, take a look at the home page of www.smallparts.com, and also look up O-rings in their search box to see how multiple filters should be applied to a book search I also don't agree with the premises of Q 7 and 9. Childhood literacy is the responsibility of parents, not libraries. Libraries are useless without parental involvement in reading, and I think of library orientation towards children is only meaningful if parents actively incorporate it in their kids' lives. Which, based on my experience of American parents, is sadly lacking.
1108. I'm not sure
1109. The staff are so great. They make the experience. There is nothing that needs major change.
1110. Wouldn't it be great to gather 'out of print' books especially in the children's/teen section? For example: Journey for a Princess by Margaret Leighton is still relevant, but no longer in print.
1111. improve and speed up the hold system; allow email communication; have kindle books available
1112. Improve the search engine for finding materials, resources, and notification of when items need to be returned.
1113. loan out ebooks.
1114. What about wifi. Not sure you have it. Just recently purchased an IPAD so having that capability would be nice.
1115. Keep the liabrians don't go to computers
1116. pls make the limit of the number of dvds that patrons can borrow more reasonable. i think the current limit is too much.
1117. A way to check out books for kindles, pads, etc. Classes for computer illiterate adults.
1118. I think the library system in Reno is wonderful. I wonder however if they could make more money leasing and/or renting empty space to companies who want to have meetings -get a starbucks in there!
1119. I believe moving more toward e-books would allow more resources placed on acquiring actual materials and allow fewer actual branches with associated staffing and facilities costs.
1120. Increase operating hours on weekends
1121. Clarifying Q#10, I feel that the role of the librarian should include web resources in addition to finding materials in the library.
1122. I think you are doing fine.
1123. Offer more e-books, specifically those compatible with the kindle application from amazon.
1124. I think the library is doing great in light of the economy and cut-backs. I personally would like to see longer hours and more weekend hours since I have a more-than-full-time job.
1125. HAVe ereaders available for check out.
1126. no comment
1127. Offer certificate courses, hire librarians with master's degrees, market the information resources at the library more effectively to the community at large, develop an after-school type study program, continually expand the library book reserve, improve the search function in the online catalog,

1128. Change the login so it doesn't require the entire library id a
1129. have better people working there that are not confrontational
1130. extended evening hours for students who don't have computers at home.
1131. The library system's web interface is so minimal, and difficult to use. It needs to be modernized and fleshed out, and it would be a great help if it dropped the use of internal terms in favor of layman's terms, especially for things like hold statuses, requests, and checked out statuses. I shouldn't have to learn a new set of acronyms and terminology for use on a single web site.
1132. normal hours
1133. Make down loadable audio books Apple friendly
1134. The online search engine for the library website is terrible! The old one was much better at searching for titles.
1135. more music, books in the South Valleys library
1136. Develop a program like Netflix and Blockbuster where you pay a monthly fee to be able to establish a queue and check out resources via internet and receive and return via mail.
1137. More copies of new arrivals. More down loading for for E Readers
1138. More hours of availability. Current library employees are amazing and an excellent resource for our community!
1139. Are we in the 21st century? Wow. I wish they could be open 7 days a week, but with budget cuts & all, I know that is not possible.
1140. Better Wi-Fi connection
1141. Unless you've recently changed it, the online book reservation system is difficult to use. Can you "check out" e-books?
1142. Mail books to my home - like Netflix.
1143. Online search is confusing. Quick search needs to include media type
1144. change for DVD rental maybe \$1. I hope library get a new DVD for free. I can understand the old movie for keep.
1145. The most important thing the library can provide is . . . books! Not art shows Not computer terminals for Web browsing Yes to books on tape, on CDs, or on paper.
1146. less magazines, higher fines.
1147. seems fine to me.
1148. Become completely Web based. Lease out all library buildings to the private sector.
1149. Increase open hours
1150. Not sure.
1151. Make library use a paid service rather than a free tax paid service.
1152. new books.
1153. Thank you for your computer and drive up services!!!
1154. The person who reads to the 2 year olds/pre-schoolers needs to enjoy children and have an up lifting, dynamic personality. Otherwise the kids get bored and the parents are not happy.
1155. longer hours.
1156. Keep books on the shelves, do not downsize stacks for computers. The more people switch to digital media the more of a niche market there will be for hardcopies and the feel of a library. By changing the libraries to tailor the current trends you will be dooming yourself to join the fad. Fads end. Libraries have been around since man learned to write. There is something inherently pleasing about going to a library, please don't change this because people are temporarily distracted. If you're hurting for buisness try this: allow food and drinks in one section. Possibly the same section that computers/wifi are in. Then you can sell energy drinks and soda for 2 bucks a can and make money off that like every other social spot in America. Computer terminals are free, but you could charge for wifi someone with a laptop is going to more likely to pay the \$2.00 to access the internet. There can be a duality where the 'classic' library is free and the 'new modern digital library of the future' is based off of micro transactions that add up. Perhaps have a 'library supporter' card that is visually more apealing than the standard library card, costs 50 dollars a year but lets you have unlimited wifi, check out books longer, and waive 10 dollars of a late fees a year. something along those lines. There are many MANY things the library can do to stay in buisness besides and attract more patrons besides modernize to become 'the library of the future' I already have a library of the future - it's called the internet. I can read any book watch any movie research

- (1156, continued) any topic and contact any person. It's silly to think the library can compete with that. The library has a different appeal entirely, which they are currently not tapping into to the fullest. If you start changing the libraries you will see them turn even more into a homeless shelter and day care than they already are. My e-mail is xxxxxxxx@xxxx.com if you have any questions about what I've said or want some more ideas let me know. If all of this was too long to read I will summarize it in one phrase "DON'T CHANGE YOURSELF. CHANGE THE WAY YOU MARKET YOURSELF."
1157. Open every day.
1158. Stop the homeless people from using the library as a shelter. I will NEVER take my child to the downtown library - disgusting.
1159. Make the website more user friendly. Browsing for audio and e books is way too cumbersome.
1160. Encourage parent to read to their children at home from infants through high school.
1161. Better reference material, eg for GMAT.
1162. It is good enough for me already, no need to change
1163. Making books available to be viewed online would be helpful and since libraries have such limited hours and locations it would provide library services remotely.
1164. Increase the amount of days and hours it is open. 7 days a week. Morning until late evening.
1165. I'd prefer to browse from home, submit my "order" then pick up quickly. Currently, these capabilities aren't that user friendly.
1166. It is very difficult finding the books I search for to meet my curriculum every week. It would be helpful if books were categorized under whatever criteria they fell under and we could use that as a search option. Often times I have typed in a specific title and it does not come up first or does not come up at all. Same with Authors. I feel that the search method isn't completely user friendly and can be VERY frustrating. :)
1167. friendlier librarians. Some are awesome and some are old and cranky. Love story time!
1168. My children always gained so much from story time, I guess maybe incorporate technology into story time to make it more in tune with the current generation.
1169. Improve the selection of recorded materials. The current collection is heavy on murder mystery and self-help and maybe a bit light on history, classic literature, and sciences.
1170. Allow electronic books to be rented through electronic sources like iPhone and computers
1171. As much as I enjoy going to libraries, I don't believe that there needs to be a library in every zip code.
1172. Open earlier at least one day of the week.
1173. Sorry to be repetitive here, but it would be ideal if the libraries were open for longer hours, and for more days. I appreciate and support the libraries that are closed for Sunday - for personal and religious reasons, I respect that, but I also think that financially it would benefit all libraries to have a day of rest. Other than that, I want to say how much I LOVE all the libraries and I would be willing to have a modest increase in my property taxes to support library funding and programs. Keep up the great work!!
1174. Just fine the way it is - no changes necessary. I would just hope that the funding could be sustained, not cut.
1175. keep up with current tech advances but continue to provide actual books for those of us who like the feel of a real book in our hands.
1176. more ebook availability - I am planning to purchase a Kindle soon and use of this hopefully will negate my need for longer library hours
1177. We LOVE south valleys.
1178. stay open on southside of town
1179. more downloadable content
1180. Sending out e-mails letting us know more about your programs and in-services especially with the audio books
1181. Open hours longer
1182. wish the hours could be longer
1183. I know it's difficult in these economic times but expanded hours would be more accommodating

1184. A more user friendly website for ordering books online to be picked up after hours, maybe.
1185. Satisfied as-is.
1186. no comment
1187. More online materials
1188. Access to any book in publication through a transcontinental borrowing system. This may also be more possible through eventually offering more and more hard-to-get selections digitally.
1189. Check out book and movie downloads thru the library as a money maker...like redbox, etc. I rent info thru the library which funds programs.
1190. Kindle or other e reader education and access
1191. Offer more digital copies of books so the wait list to borrow them isn't as long.
1192. no idea at this time
1193. make the library location easier to find and the hours more accommodating to the public. We need to be able to renew online easier.
1194. children's programming on Saturday mornings, open on Mondays community lectures/music performances
1195. more ebooks and downloads for tablets and laptops
1196. More audio book titles and ease in which to download them to a Mac computer
1197. An upgrade to the website, catalog search, etc. All in all, pretty good already though. Very high marks for the electronic book database.
1198. I think the libraries in Washoe County are great, especially the one on Robb Drive where we used to live. The only complaint I would have about it would be the funky hours, which I know can't be helped.
1199. I think the Reno libraries are tops and I have no suggestions. They have kept up with all things so far and I trust this will continue.
1200. I would have newer books and videos available more quickly.
1201. Add more new DVD's & clean and purge old DVD's.
1202. I love the library. More DVDs would be nice, but I don't see much room for improvement. They are doing a wonderful job with the resources they have.
1203. I will always want a book in my hand rather than a Nook or Kindle. So keep technology for books as old fashioned as long as possible. We need to get children especially away from so much watching videos and games.
1204. provide educational material for all ages and up to date information not limited to our nations viewpoint!
1205. make the website easier to use.
1206. More hours open - I know that is difficult with budget constraints but the hours that they are open makes it difficult to get to the library when I work until 6:00 at school.
1207. Just a little more clean. Besides that i love it all!
1208. A little larger catalog
1209. none
1210. Since retirement, I see myself looking for more daytime programs or learning opportunities for adults, as well as checking out library materials more often -- so more adult programs to enjoy and more to interact with -----I want to comment on Question 10, which I couldn't answer because I believe librarians will continue to do both activities; the tools will change.
1211. Decrease centralization until you can substantiate projected cost savings. Taking control of magazine donation subscriptions, for example, has cost our branch many donations and prevents many magazines to be checked out.
1212. An application for cell phones; to check on holds, search etc...
1213. more couches. with the internet the library has shifted from being more of a center of resources to a location for study due to the atmosphere
1214. Have an educational session on how to navigate the library system in order to find the necessary information.
1215. The library doesn't need to make changes. The tax structure of Washoe Co. needs to change to fund the necessary services the library can provide.
1216. The hours are not convenient for me.
1217. more days open
1218. none.

1219. I have not spent enough time at the library to offer any idea for changes. The librarians are more than helpful. I do think there are too many of them and I am not willing to pay additional fees for their help.
1220. Access to all books in a down-loadable format. Old and new
1221. I would update your website. I find it difficult to navigate around and fairly dated. It needs an updated look and functionality.
1222. Better search engine. Current system is confusing when performing searches.
1223. Not sure. The library seems to be adapting productively to changes as well as anticipating the changes in the future.
1224. Change the NW library hour back to the original schedule before they when they were open every day of the week!
1225. Nothing at the moment. Use of audiobooks is great.
1226. During these difficult economic times, my primary focus if to keep the library system open and accessible.
1227. Offer more books as E-books.
1228. Unsure right now.
1229. More ebooks
1230. electronic books to my kindle (I know you have nook). More titles also. I would love to check out books using my electronic devices
1231. How about a "no excuses" campaign for life long learning. Get a library card - your "free ticket" to learn about everything and anything that interests you!
1232. none
1233. open libraries on Sat and Sunday. As a working adult the library I use NW Reno is only open on Saturday. That means that I visit the library less frequently and don't have the opportunity to browse and explore the resources. It also means that my children spend less time in the library.
1234. more and better books
1235. Dedicate funding specific to libraries
1236. I like things the way they are now.
1237. Stay open!!
1238. Data access and someone who knows how to navigte the resources
1239. continue to develop the use of e-books.
1240. My experiences are already very positive.
1241. as mentioned, increase availabiility.
1242. Open more.
1243. The search feature of the website for books is useless, it's so bad. Very random results are displayed; sometimes even materials I know are available do not show up.
1244. free printing
1245. It would be nice if it were easier to navigate the audio book web site. As it is now, it's difficult to find books in some genres. It's also difficult to browse for books because every time you do, you have to begin at page one again. Very inconvenient. I do love the convenience of the drive-up window at the NW Reno branch, and the people are always very friendly.
1246. A more traditional environment
1247. n/a
1248. Having friendlier and more eager service, opposed to acting bothered and annoyed when asked questions.
1249. For me nothing. As for everyone else I could not say.
1250. A search engine that sorts by types of materials such as DVDs or CDs
1251. My children tell me that the new video games take several months because of the wait list. They are avid readers and I do not buy video games, so the library is virtually their only access to new video games. I don't believe that people should be able to check video games out for 3 weeks at a time because they aren't like books. It doesn't take you as long to get through a video game as it does a book.
1252. More online access to books
1253. evening hours at NW library.
1254. youth outreach programs, working with schools to make using the library for research assignments, English assignments, etc.
1255. Vastly increase the book and magazine stock, start charging user fees, rely much less on taxpayers. This can be online (a heap of Kindles) if the damn culture insists on giving up physical books.
1256. Open on Sunday's. Work out of town during the week.
1257. Digital book checkout.
1258. You on line system is really bad. used the old system all the time probably once a week, but now I rarely use it at all. Really bummed about it.
1259. Keep buying audiobooks; e-books are great, but both are important.

1260. Consistency would be nice.
1261. Longer hours for the public who are unable to get to the library during work hours.
1262. Ordering books online and having them sent directly to your home.
1263. I am happy with your servuces. I am just not sure I know all of them.
1264. more Chloe king books and samurai girl books please.
1265. I enjoy it just the way it is. It's very useful especially with homeschooling my children. Thank you
1266. One or two days with longer hours of availability.
1267. The kibraries need to expand their collections of advanced mathematics, advanced science, and increase its collections of books by various ethnic groups.
1268. I enjoy reading books I don't have to buy, but I also understand the future is on-line access to books.
1269. Be open at least 6 days a week. Don't send me an email saying something is ready to be picked up, 2nd pick up notices or late notices on days when the library is closed.
1270. The audio book web site should be better organized. For example, finding a true crime book is not easy since it has no section of its own. And browsing fiction, for example, if one begins on page one and ends on page fifty, there is no GO TO page button when you return to once again browse fiction. Instead, you have to click your way there and that is tedious.
1271. Longer hours. Email the day before books due, rather than the day after!
1272. Please do not take away librarians
1273. more copies of online books
1274. Improve the website. The website is not intuitive and the search engine is poor.
1275. None that won't have anything to do with money
1276. more ebooks
1277. none at this time
1278. I don't know of any improvements. I can only say that I have enjoyed the on-line convenience of requesting, renewing and holding books. I am still exploring digital books ... but I am not yet very technically proficient.
1279. More ebooks available
1280. open more often
1281. Reading rooms.
1282. Make E-books available for E-Readers to check out through web site
1283. Normal Hours (9-5weekdays at least) of Operation at all public libraries.
1284. When I go in to the library, sadly they have hardly any new books on the shelves.
1285. Better user-friendly website
1286. Allow downloading of book checkout for longer time periods
1287. n/a
1288. more ebook libraries
1289. Do not change anything. I donate books often.
1290. Just stay open.
1291. I would have more story times, puppet shows, and knitting clubs. Also an increase in graphic novels and newer best sellers would be wonderful. Of course I don't have the funds to donate to the library as of this moment. If I become more financially stable I'd definitely like to help.
1292. Libraries should evolve to become more like the Big Book stores, e.g., Barnes & Noble and Borders (before it went under). That is, they should become places where people can come to read, browse, and relax; an extension of the family den/library.
1293. Open more hours
1294. hours, a clear map of the layout. I would like it to be easier to browse the shelves. The numbering doesn't help that much. A map or big signs with the categories would help
1295. I really like libraries as they are.
1296. n/a
1297. Increasing the quantity and variety of available ePub titles or anything else that works with the iPad :)
1298. Make it easier to find specific titles on the computer system.
1299. Better eBook and audio book electronic lending. Overdrive has never worked for me.
1300. I actually love how the library does it's hold system and how I can just drive-thru and pick up my books at the window. I also love how many ebooks are becoming available, which makes it convenient for checking out boks. I think that the libarary is doing a very good job!
1301. No compliants.

1302. none needed, an increase in budget should come the decrease in our politician's salary's and wasteful government spending
1303. More weekend/evening hours
1304. have more selections of ebooks
1305. Have a great supply of large print and audio books. Digital books! So those who have Kindles can still benefit from using the library, by borrowing a digital book instead of buying. That would be a great thing.
1306. Increase children's programs. Kudos to story time, toddler time and paws to read. Verdi turkeys last November exceeded expectations - kids ages 2-12 loved it along with the adults. Very educational and fun.
1307. Adding a focus on 21st Century technology and literacy skills is fine and important as society progresses, but I still feel traditional on-site services like access to a wide variety of print media, book groups, readings to children, study areas, community meeting facilities, after school programs, summer reading programs, etc. are essential to developing literacy skills and a sense of loyalty and community to your patrons. Question #10 on this survey worries me because it seems to set up an either/or scenario. I know you are under staffed and aver worked, but the emphasis needs to be on both traditional and 21st Century programming and resources.
1308. a better staffed library and expanded hours for the community.
1309. I worry that hard copy books and libraries are becoming obsolete. I think they need to evolve into a computer portal center for those that can not afford it with librarians to guide them through the process.
1310. Enhance quality of e-books for Kindle
1311. I don't think the website is as user friendly as it could be
1312. library at damonte
1313. I am lucky I live very close to my library that is why I use it so often. More current books would be great, but I understand with the tight budget it isn't easy to do that. I wish people would realize what a gift they have just around the corner...and use it.
1314. I would hate to see the librarian disappear. I like the personal service AND I would not like to have to use a computer at the library. I spend enough time on the computer as it is.
1315. Would prefer hours adjusted to the working public. Weekend hours and extended evening hours.
1316. downloading the ebooks and taking the class on how to do this has been a paradigm shift,
1317. more ebooks
1318. Make it easier to access e-books and have more of them.
1319. Better hours and open 7 days a week.
1320. UPS delivery of materials, for a fee. Text messaging of when materials have arrived. Use of high school seniors to get volunteer hours by working at libraries.
1321. With all the digital media replacing actual books space requirement for libraires should shift significantly.
1322. Better hours of operation.
1323. LOVE the BookMyne app for the iPhone. More access to ebooks.
1324. Longer hours.
1325. Extended after business hours. It's sometimes difficult to get to the library after work before it closes.
1326. More varieties of books such as, for example, piano music books.
1327. Don't let go of books! Electronic resources are fine, but nothing can replace actual physical books. Keep your hours as long as you can, keep well stocked on good reading material, and continue to foster free access for all to materials and to literacy programs. You are vital to our existence as a democracy!
1328. Expand hours. Expand remote access capability for e books.
1329. The book return system needs improving. Every time I have checked out books, and then returned them in the outside return slot, I have been charged for not returning a book. It has made me not want to check out books, or go to the library at all.
1330. No comments
1331. Librarians in bikinis.
1332. I'm very satisfied with the addition of kindle formatted ebooks to the library's collection.
1333. Make the connection between books and other media
1334. I believe it would be helpful to have a section for college students with things such as Cliff Notes clearly displayed, etc. I also think that paying library fines through Paypal would be beneficial.

1335. Hours can be difficult to make.
1336. Obtain more books on basic ukelele playing.
1337. We enjoy the library as it is
1338. A greater variety of downloadable audio books is needed. Also obtaining audio versions of the FREE public domain audio books would be a great benefit to me and the community.
1339. More evening hours open
1340. No opinion
1341. Open earlier & every weekday.
1342. Have more electronic resources and DVD's to borrow
1343. Although I work in technical fields, I would be concerned at the transition to a a more digital only experience. I feel that a physical building, with the atmosphere promoting an environment for reading is necessary, particular for school age children who may not have that environment present at home. I am not concerned with children's ability to access the web or technology. I am concerned with children's' ability to read and write.
1344. open more days and hours emphasis more on "books" than "web" resources
1345. Longer checkout periods
1346. I would agree with question 5 if it did not involve raising taxes. Question 7 is loaded, economic development should be a seperate question. Question 11 - never occurred to me, I will check it out. Questions 13 and 14 breed age and gender discrimination. I might have answered incorrectly because of that.
1347. more books
1348. More new books
1349. If they close due to budget constraints, then that's just awful.
1350. Open later in the evening. Always closed when I get home from work.
1351. Greater non fiction lending and reference section.
1352. extend e book lending and e magazines especially on iPod and Kindle
1353. open on both Sat and Sun..
1354. Longer hours, more room for groups
1355. Drive through services? (i.e. Check out online and have available for expedited pick up.)
1356. An after hours pick up service for books that have been held.
1357. Easier access to DVD Movies from initial screen
1358. I needed more than just yes or no choices for Question 10, or a better worded question.
1359. I like the way it is
1360. MORE BOOKS
1361. Open longer hours.
1362. More audio books.
1363. Have it be quick for people like me that go there to study without having crying and yelling kids and babies. I would love for library to be a good place to study not a distracting loud place like it is now.
1364. Would like 7 days a week but otherwise fantastic services. Pls don't go to far towards digitizing the library. Books are treasures.
1365. Improve the search database on the web site. It's not that easy to find the things you're looking for using the catalogue search.
1366. Show films in the evening. Discussion groups about boofs and films. Writers groups. Bridge groups. More Groups of all sorts.
1367. Additional online updates as to what's going on at the library.
1368. continued funding needed
1369. I'm not very technological. I am used to "old- fashioned" libraries.
1370. The Internet has mostly made libraries unnecessary. While I prefer to read printed material, I'm sure I'll ultimately adjust to e-books. Like planetariums, I see libraries struggling to find a (new) purpose. They host crafts, games, teen discussions, music, and other non-traditional-library activities, apparently just to stay alive. It's time to surrender to the Internet. But, like realtors (who didn't go out of business when house viewing could be done on the Internet), libraries should capture the Internet and make it their own.
1371. Inventory!!!!!!!!!!!!
1372. I would like to see more books on the shelves of all of the libraries. Spanish Springs for one is sadly lacking. It's hard to get everyone to read if the materials aren't available. Electronics are great, but let's also teach the joy of holding a wonderful book and turning the pages.
1373. more up to date books

1374. more ebooks more classes for teens
1375. like everything else stop cutting funding and the hours!
1376. everything ok.
1377. I'd like to see the audio and ebook selections expanded to include older books by popular authors, if they are available. I love the audio and ebook selections you have, but it would be nice to have more to choose from. Most of the time, I have to get on the waiting list for any of the books I want. I know this costs money and your budget is tight, but maybe you can keep it in mind for better times.
1378. Improved e-book selection, including Kindle.
1379. Keep a box of used magazines somewhere in the library that people could donate to and take from for free or for a small fee say \$.25 per magazine.
1380. I feel like the library system works very hard to provide programs for children and this is SO important.
1381. longer hours
1382. longer hours
1383. have longer hours on wednesdays
1384. More computers and printers at the Sparks branch
1385. library hours
1386. open more hours
1387. none
1388. Expand hrs. and more ebooks.
1389. I like my library the way it is. I spent my summers in the library growing up...I love books!!
1390. more branches and longer hours are always on the wish list. Continued commitment to new technology is vital
1391. more downloadable books
1392. Please install Firefox and/or Chromium as browsers. IE is slow and buggy. I've abandoned my reservations just because IE locks up. Also, the catalog search doesn't seem to work properly. Do a author or title search and you'll see numerous results that seem completely irrelevant. MORE LINUX PCs PLEASE. thanks
1393. I would like to see the library open both Saturday and Sunday. That is about the only time I can get there.
1394. Can't think of anything at this time.
1395. More ebooks available - although I think this is already occurring. The website is a great resource for research and access to other databases. Enhancing and expanding electronic access to these resources is something we would appreciate. If not already available: free wi-fi at the library, a "chat with a librarian" option on the website.
1396. expand services to support more community resources
1397. If I do not find a book I am looking for in your system or at your libraries, I might buy from the store, read it, then donate to the library so that others can read it (it is what I've done in other county libraries). But, for some unknown reason, the I'm told that many of the donated books get sold instead of put on shelves. I would like the books to be kept if there are none like it on the shelves!
1398. Don't turn it into an internet cafe. Books are ALWAYS first and foremost and knowledgeable staff.
1399. PROVIDE MORE E/BOOKS, MAKE THE E/BOOK SEARCH PROCESS MORE USER FRIENDLY
1400. The system should encourage more exchange of books between branches. I see a lot of library books that are still in good condition being sold at various sales. Maybe they can be traded to other branches before this happens.
1401. pornography around children?
1402. don't take away so many books - I like to read a "real" book, not download stuff
1403. Don't buy any library materials which do you think useless, for example in Music like CDs there's a lot of artists that unrecognizable and their music are unknown and not popular. In books also seems to be like that. Always clean the CDs and DVDs and check if it is still working or not, because most of the childrens DVDs have scratches from the disc and always stop while playing.
1404. WCL is doing a great job, as it currently exists. Some patrons will want more technology access, but this shouldn't be at the expense of interaction with knowledgeable, helpful staff.

1405. my local library (Sierra View) is a wonderful friendly place, I would just like to be able to spend some time there
1406. additional funding
1407. Keep it open! Don't close branches!
1408. Question #11: Librarians' jobs will encompass BOTH roles. Changes:
 1)continue to be open and try for better hours for students as well as for the unemployed. 2)Continue to acquire new books for adults as well as for children. 3) If money permits, be open more hours.
 4)Purchase ebooks, but continue to purchase "regular" books. 5)Coffee shop at the libraries? Some cities have them in their libraries, quite successfully. 6)Update the zipcode lists; "89519" was created from "89509," south of McCarron FIVE years ago. 7)Improve and update the children's selections at Sierra View. The section is quite outdated compared to South Valleys. 8)Continue the Sierra View library, as this branch serves many people who cannot get to any other branch of the library. I use this branch, but am able to drive elsewhere; many other people are dependent on this branch and do not have cars to drive to other branches (which are not necessarily on bus lines).
1409. Be more responsible with the items that you have. Where are all our books? We were told 'people' want more couches than library items. Quit throwing out so many fine items that were paid for by tax payers. LISTEN to your patrons and staff. Make patrons more responsible with replacing what they destroy.
1410. Close down and all but a few libraries and sell off the rest. Move into the internet age.
1411. I'd love to see more recently-released books available on ebook. Also, the search feature on the website and on Overdrive is just a bit strange. It takes me more time and effort to find what I'm looking for on the Library sites than any other website I use.
1412. Im gnerally pleased and like the ability to check out ebooks from the website, however I hope that improvements in this area do not take away from traditional library services
1413. I like the changes they have going now but they need to be aware of the digital age that we've come in. iPads, laptops, E-readers and Wi-Fi or anything portable is important to the current generation.
1414. I object to the wording of Question 10 - it is not really a question, it is a statement.
1415. Increase material other than books (software, Video, etc.). Since most computer's are going toward an "app" based system as opposed to installed software, eventually it is probably be incumbant on libraries to develop a way for checking out or sharing apps. The fact that the library uses Overdrive is great, but not widely known. Also, the overdrive software doesn't not seem to work very well and either needs to be improved or replaced with or to something that works better and across platforms.
1416. I'm happy with the library. I don't want to see more days or services lost. The library is the only access to the Internet for 1000s of people. I think the library is very important to people and that they are willing to support it.
1417. More emphasis on books & less Money & space on video movies,computers for internet & books in the Spanish language. I feel it is your job to promote literacy in our countries language.
1418. The post modern architecture of the libraries is awful.
1419. First off, the floorplan is all wrong. Libraries should have symetrical Georgian architecture with tall, dark wood booshelves. Second, When one walks into a library, one should be instantly enveloped by books, mahogany paneling, and maybe a few massive Baroque paintings. Third, the exterior of the library should be dark grey brick or stucco, accented by many embelishments of a slightly gothic nature, i.e., gargoyles and spires. I am rather disappointed with the post-modern style which has been implemented in recent additions to the library system.

1420. It would be nice to have more rounded librarians. Library science does not necessarily make a good libraian. In "weeding" books from the collection, you should have a better understanding of what books a library should have. Too often good books are discarded; too often junk is retained.
1421. have Sparks librarians not be so LOUD. Patrons keep convwersations to relevant subjects, this is not a lounge or clubhouse. Decibels are LOUD
1422. Strengthen outreach initatives so more people utilize the library and are aware of all of the programs that you already provide.
1423. No changes, just longer hours. I won't pay additional fees for services as asked in question 8, but I would support an increased slice of the tax pie for the libraries. In a peaceful society, information-not a revolver, is the great equalizer!
1424. More ebooks to download then the hours don't matter so much
1425. online content, more professional staff
1426. Be funded adequately so they could go back to being open more hours.
1427. The people that work there should assist with anything or help you need and stop talking to each other and saying we can't help you. For example we wanted to reserve a book and was told to do it ourselves and the person pointed at the computers, barely stopping their conversation. The computers were full and we did not know how to do it at home so we just left.
1428. Get a decent Library software program.
1429. rotate staff more frequently, create "mystery customers" as in retail.
1430. Can't download a lot of common things off the Internet. More Medical books at a more advanced level, more current use text in different discipline books. This really helps students who can't afford their books. Many times professors will allow an earlier edition for their classes if it is similar to the one needed. This really does help and it can be cheap. Buy the text that is being replaced by the newer edition and let students know. Also, we seem to need a federal repository here--maybe I just do not know where it is.
1431. allow reminder emails to ask people if they want to renew items, book clubs that meet online, more activities for people of all ages, ask people when signing up for cards if they want to receive tweets about library events (especially since the rgj never quite gets it right)
1432. Technology. IPad/ iPhone app and book access via library permission for learning and other apps for use on our own devices.
1433. Provide or subscribe to online library resources and close the conventional libraries.
1434. Step away from brick and mortar libraries and move into the future. Online libraries. Keep central, incline, and gerlach libraries open and close the rest. Use the money saved elsewhere.
1435. I believe that libraries are becoming archaic and obsolete. We are well into the internet age and libraies are obsolete. The county could easily close all of the libraries, and provide a subsidy to the 400,000 residents of Washoe County for internet service and save money in the process. The county needs to look into the future and not into the past.
1436. longer hours, more days, ability to purchase new books
1437. Better selection and more books for Kindle
1438. I would like to see a larger teen section with book offerings that are clean, worthwhile reading.
1439. If you want to save money how about getting rid of double languaging everything by getting rid of Spanish. I personally don't like seeing and dealing with Spanish signs.
1440. Longer hours, staggered hours so at least one branch is open, books on tape by Debbie Macomber and other best sellers, larger buildings, more current materials in all formats, more/enhanced computer access .
1441. I find that at certain libraries, a person is able to use the computer without having to log off and log back on without having to go through the procedure.....like the library on Robb Drive. Sure, if there is a wait list, one should make the computer available after the hour is up, but, if one wants to continue to use the computer, it is a pain to log off after the hour and log back on again.

1442. Eliminate the need of so many Librarians and downsize with consolidating!
1443. Get out of the leased facilities.
1444. the role of a librarian is that of a teacher, for all levels of society and ages. The role of a library is that of an information storage and retrieval center. Too much dependence on cyber rather than physical equals failure
1445. More books or access to online books. Less emphasis on seminars, let the colleges handle that. Also, children should be learning to read in school, should they not?
1446. Expansion of digital library services with Overdrive. I'm a regular user of the audio and epub books.
1447. Get rid of the DVDs and the video games. The library should not be a Netflix for poor people, it should be a resource for learning. Ever see that post-apocalyptic twilight zone where the guy breaks his glasses? Wouldn't make sense if the library was full of optical disks.
1448. Better search engine for the on-line catalog, stop shutting down services to the community (no more library budget cuts)
1449. Staff the libraries fully even if that means closing some branches so that the remaining branches have the employees needed to serve the public and handle the materials well.
1450. Have a program that teaches four-year old children to read, and support parents teaching their own children to read before kindergarten - most parents just do not know where to begin.
1451. I don't know
1452. More downloadable content; more community computer classes.
1453. Reduce the number of DVD's and music CD's that can be checked out at one time to allow others to have a chance and to get them sooner. Another option is to reduce the checkout time period on those items to circulate them faster.
1454. Longer library hours, Permanent library locations so we don't have to worry if our community library will be there next year. Better funding
1455. More computers and more programs for kids.
1456. you need to shorten the time dvd's check out to be competitive with companies that charge (stop letting people take advantage) - and charge higher rates for late fees on media materials - redbox is \$1 a day.....you CAN compete with them and stand to exponentially increase your income from fines this way. you also need to focus on whether you are shooting for a 'commons' type atmosphere or that of fast information access and literacy. the two don't mesh well and those utilizing one type of service may be pushed out (or turned off) by the other. maybe particular branches specialize in particular services....even the school district has recognized the need for this shift, and beginning next year the high schools are being made into magnet schools for particular programs. you can't fill all needs for all people in all areas.....you're going to need better focus.
1457. Stop spending money on music CDs that people can download cheaply themselves and the latest movies that are offensive, rated R.
1458. Step one is to work with the County Commission--they oversee your budget so it is crucial that the library staff/Library Board engage them in discussions. Don't try to do all things alone--work within the community to find ways in which you can leverage the resources you do have. The Library is not the only organization enduring painful cuts. Look at your expenditures--why is over 90% of it in salaries? Keeping as many people employed as possible is commendable, especially since the community needs the experienced staff; however, that needs to be balanced with adequate service/supply funding that enables you to operate effectively.

1459. Ensure a better, quieter Library with patrons observing the rules for computers/phones, talking quietly. Better reading material exchange, by listing/"wanted" or other affinity bookstores r dead, I trade.. & If magazines are placed by Library, don't just Dump in Random order!! I see this always in Sparks! Duhmb Duhmb Dedicate hours/access to Computer, charge for this. Remote or by-phone computer sign-up. Less video rental, more exchange. Better organize periodicals among branches/rotate. All those \$\$magazines @ SSp & SVall, Y do these branches have all the amenities and pricey mags which most patrons there could read at home. Reno/Spks city libraries are NOISY- how do i read? Librarians/kids are noisy (Sparks/NW).
1460. Stop getting rid of the books!
1461. I love the downloadable books, but check out more print books. On the website if an individual could enter parameters on what they wanted both with books and programs so that those appear first on the screen that would be handy and time saving. For instance, if a person wanted just programs at a certain library they would pop up when you opened the library website. Or, if you wanted to know when a certain set of authors came out with a new book those would pop up first.
1462. Stay open - obviously funding is required and the voters have previously approved increasing their own taxes for both libraries and parks. Perhaps this committee could speak to the Commissioners as a group in support of this. It might get them off the Republican charge to squeeze the lower to mid income citizens in favor of the rich.
1463. I believe that the libraries should contain more books and less computers. The computers seem to draw a lot of people who want to play games, look at pornography and not do research or send e-mail.
1464. More bestsellers and dvds
1465. Update your computers when the budget permits.
1466. private room for the porn pervs. more frequent surveys. update from windows xp. more outlets at reno town mall. more objective oversight at reno town mall. change in management at reno town mall.
1467. The library used to be a place for peace and silence for reading or research. Now that protocol is not present. Enforce quiet zones !!!!
1468. I do hope the librarians are always there to help. They are wonderful and very helpful at all times.
1469. Extend hours. No more days closed. No libraries closed indefinitely.
1470. In these current economic times, I would not like to see libraries shut down. Having a library accessible allows me to check out books for research, education, and/or entertainment. In the past several months, I have noticed an increase in the number of individuals utilizing the computers. I believe this is a great benefit to the general public that does not own a computer. The services provided by the county libraries are essential to our community.
1471. Eliminate late fines or lower them. For individuals in low income situations they can be a problem, especially with the bus fares raising and transportation costs. Sometimes individuals may need that extra \$5 to eat and have to eliminate their opportunity to go to a library until they can afford the fee.
1472. Better search on web site, easier e-books
1473. More new books
1474. Truthfully the library is doing great. Though a few more online audio books would be great (young adult/teen age).
1475. the south valleys library computers are put under tables with a glass tabletop. This was necessary in the late 90's and early 2000's, but it is no longer necessary. The older people and even the younger ones I've seen having to bend over and look through the glass down under the table to see the computer screen. They should get a service technician to put the screens on to the tables for easier and better usage of said computers. Thanks.
1476. Doing a very good job now.

1477. Those without car cannot use the library system on Sun, Mon because most are closed those days. Please stagger the days closed it would be possible to use library on those days. Example: Sparks and Senior Center libraries are the primary libraries within my range but as of Oct 31 they're both closed Sun, Mon.
1478. Modernizing facilities in older branches. Going on wi-fi for ipad users. Bringing back the reference desk to better acquaint users to what's available; i.e, downloading books to cd, etc.
1479. Open 7 days a week
1480. Not use never as an answer to a question that cannot have the answer of never.
1481. The library shouldn't just sit there and be available as a giant shelf; that was the library of the past. The library system today needs to engage the community--provide more programming, start fundrasing, get the public excited about the library again! We shouldn't be worried about how technology is changing the face of the library. If it wants to survive, it must adapt; technology must be welcomed. It is great to see WCLS offer downloadable materials, but what about more programming focused on how to use them? This will bring those online library users into the building, allowing them to have a relationship with the staff, and value further the library's mission. There you have it--tradition meets technology, and all for the benefit of WCLS and our community. But it shouldn't stop there...
1482. 1) Formalized Volunteer training program. 2) Extended hours for those of us who work 9-5 hours. 3) More programming at the Libraries for 25-50 crowd. 4) Evening book clubs for various genres of literature. 5) Collaboration with other area book clubs such as those through churches, temples, synagogues.
1483. I know money is an issue - but updating the Sparks library is a must.
1484. Have book available in my branch so everything does not have to be put on hold. Get rid of the couches and get more books. Overdrive program is great for downloads. Do not cancel the children.s programs. Downtown library is bad. I hate to go there.
1485. I would like to see more activities to bring kids into the library. maybe a game night.
1486. just keeping up with the times so young people will learn to love the library, keep it going for future generations.
1487. The search function for electronic books doesn't seem to work very well; books that don't meet the criteria seem to pop up.
1488. Just make sure they stay open!
1489. how to instructions on using data bases