



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, SEPTEMBER 16, 2015  
4:00 P.M.**

**Incline Village Library  
845 Alder Ave  
Incline Village, NV 89451**

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

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

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

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

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

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Administration  
301 South Center Street  
P.O. Box 2151, Reno, Nevada 89505  
(775) 327-8341  
[www.washoecountylibrary.us](http://www.washoecountylibrary.us)

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

- 1) Roll Call
- 2) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 3) *For Possible Action:* Approval of Minutes from the Library Board Meeting of August 19, 2015
- 4) Old Business
  - a. *For Possible Action:* Direction to Strategic Government Resources, the Firm Retained to Recruit Applicants for the Library Director Position, Regarding Questions to be Asked of Semi-Finalist Applicants in Written Questionnaires and Online Interviews (Appearance by Mike Tanner of Strategic Government Resources)
  - b. *For Possible Action:* Approval of Revised Public Hours at the Downtown Reno, Northwest Reno, Senior Center, Sierra View, South Valleys, and Sparks Libraries, Effective January 4, 2016
- 5) New Business
  - a. Staff Presentation on lynda.com, a Video-Based Online Training Resource Now Available to All Washoe County Library Cardholders
- 6) Reports
  - a. Library Director's Report to Include Administration and Collaborations, Programs and Activities
  - b. Incline Village Library Programs, Activities and Operation
  - c. Friends Activities
  - d. Financial Statements to Include the Monthly Expenditure Comparison and Gift Fund Balances
  - e. Monthly Library Usage
- 7) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 8) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 9) Adjournment

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, AUGUST 19, 2015**

**The Board met in regular session at the Northwest Reno Library, 2325 Robb Drive, Reno, Nevada**

**ROLL CALL**

Board Members Present: Wendy Alderman, Zany Marsh, Sara Sattler, Al Stoess, Derek Wilson

County Staff Present: Assistant District Attorney Dania Reid

Public Present: Beth Dummit, Morgan Gottier, Carly Borchard, Kathleen Warner, Colleen Lundgren, Cami Hawkins, Mary Jones, Marcia Whalley, Heather Cook, Dorothy Miller, Susan Olmo, Kathy Nall, Mary Ann McKibben, Jane Mucklou, Dee Ann Radcliffe, Vernon Anderson, Kerry Hansford, Tricia Padden, J.P. Single, Gideon Caploutz, Kathy Johnson, Susan Kehoe

**PUBLIC COMMENT**

Beth Dummit stated this was her second time coming before the Library Board of Trustees to save the Verdi Library. She provided the average age of Verdi residents to be 53 years of age compared to Washoe County overall at 37.2 years of age. She protested the proposed reduction of the Verdi Library hours, asking instead for an increase. She asked that the current hours on Wednesday and Saturday be retained and that Monday from 3-7pm be added. She said that the residents of Verdi provided \$100,000 to keep this branch operating.

Heather Cook, Verdi School Librarian, thanked the Board for reading her letter last meeting and for revising hours instead of eliminating them completely. She informed the Board that she spends time with her students, showing them how to navigate the Library website. She said that her students want to go to the library instead of buying books. She noted that the Verdi Library is used by school staff during school hours also, and focus shouldn't be on after-hours only.

Trisha Paddon stated that it is important to have a local library. She said that she was hooked as a child and still goes to the library now as a disabled adult.

Marcia Walley stated that her name is on a plaque at the Verdi Library. She said local residents have contributed to the library more than they would to anything else. She stated that she was a teacher and feels that books and reading are important.

Vern Anderson stated that although the use may be low, that should not matter to a non-profit organization. He stated that this is a service that should be provided and that people can't go there if the library is closed.

Deanne Radcliff stated she has been a Reno resident her whole life and has used library services more than any other County-provided services including police and fire. She said the loss of the library with lockers as a substitute is of concern. She also noted concern for the bond funding that

was put into the partnership library. She requested that we do not close Verdi Library as the only cost to the Library is 20 hours per week of staff time.

Mary Anne McKibbon asked the Board to keep the library there and noted that if it were open more the library would get more use. She stated she would prefer Monday hours.

Carly Borchard, Verdi Community counselor, stated she helped get the 2000 bond on the ballot. The library is the most important local resource in Verdi. Library supporters not only want to keep it open, but are encouraging residents to use it.

Dorothy Miller stated that there are a number of people who want to volunteer and help out right now and they will likely have more individuals interested.

Susan Kehoe, Verdi Elementary School Principal, stated she is familiar with the bond and sees the passion the Verdi public has for that space.

Kathy Johnson stated that her classroom has a plaque on the wall from the pennies, nickels and other denominations collected by the children.

Gideon Caploutz expressed the impact the library has on the residents. He asked the Board to not reduce, but increase hours so that all residents can go to the library.

Morgan Gottier cited the staff and resources of the Verdi Library as the reason her second-grade child is reading above age level. She stated that going to the library is an important experience, not going to a hold locker would not be such an experience. She said she doesn't like going to the Northwest Library because it is crowded and she cannot always access the books and materials she wants.

Beth Dummit recommended the book "Free Spirit" to the Trustees.

Colleen Lundren, 28-year Verdi resident, stated that she was inspired when the Verdi Library opened due to proximity and she has since become a reader.

Cammi Hawkins stated that closure of the Verdi Library would devastate her son and other students.

#### **APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF JULY 15, 2015**

On motion by Trustee Marsh, seconded by Trustee Alderman, which motion duly carried, the Board approved the minutes from July 15, 2015. All in favor, none opposed.

**OLD BUSINESS** – [None]

#### **NEW BUSINESS**

#### **SELECTING AN OPTION FOR MEETING THE MATERIALS-EXPENDITURE STANDARD WITHIN THE MINIMUM PUBLIC LIBRARY STANDARDS AS SET FORTH BY THE NEVADA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS**

The Library Board reviewed the information submitted in the packet.

Director Maurins explained this item is a follow up from Debi Stears' presentation at last month's meeting. He noted that the complete list of standards was included in the staff report. He briefly outlined the staff report, and confirmed that the Library currently meets the first two options for materials expenditures, but falls short on the third.

Director Maurins reminded the Board that Option Three is likely not attainable in the next several years and recommended the Board approve Option Two until the Library is able to meet Option Three.

Upon questioning by the board, Director Maurins clarified the following:

- The option percentages are set by the State, and they are not negotiable.
- This is the first time the decision to approve the State standard option for material spending used by the Library System has been brought before the Board for approval.
- The materials budget is down \$550-560,000 from where it was before the recession began.

Trustee Wilson noted that the Library System has a resource distribution issue, and operational hours and collection materials dollars come from the same resources. He stated that he would be happy to meet with any parties to discuss collection budgets and thinks the Board should aim high while continuing to have the necessary discussions to move towards our goal.

Upon motion by Trustee Alderman, seconded by Trustee Sattler, the Board approved Option Two as requested in the staff report and to emphasize our goal is to move to Option Three as soon as possible.

Trustee Marsh stated that looking to utilize option three "as soon as possible" is vague and the Board should set a definitive timeframe as a goal.

Upon motion by Trustee Alderman, second by Trustee Sattler, which motion duly carried, the Board approved (1) the use of Option Two and (2) that the Library should be using Option Three by FY 2017/18. All in favor, none opposed.

**APPROVAL OF REVISED PUBLIC HOURS AT NORTHWEST RENO, SOUTH VALLEYS, SPARKS, DOWNTOWN RENO, SENIOR CENTER AND VERDI LIBRARIES, EFFECTIVE NOVEMBER 2, 2015**

The Library Board reviewed the information submitted in the packet.

Director Maurins outlined the changes recommended in each branch. He referred to the Facility Master as the authority for adding another open day at the Northwest, South Valleys and Sparks Libraries. He highlighted the following:

- Total Library System hours would increase by 22 hours per week.
- Adding a sixth day requires additional staffing.
- Downtown Reno Library evening hours would increase by half an hour per day for people who want to stop by after work.
- Senior Center hours would increase, providing an additional day of service to seniors and meeting one of the FY16 County Strategic Objectives to keep senior services on pace with growth in the senior population.
- Verdi Library hours would be adjusted as per the written request from Heather Cook from the June meeting to close on Saturdays and to shift the hours on Wednesdays.

- Northwest Reno and South Valleys Libraries would lose a few evening hours in order to add a sixth open day.
- The Friends of Duncan Traner Library Group has initiated a community survey and may be requesting an increase in hours at that library. If the request is viable within current Library staffing, Director Maurins will include that request in the September Board packet.

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

- He confirmed his commitment to allocate an additional \$100,000 from the Expansion Fund to the materials budget.
- The Library's focus of adding a sixth day was not determined by the day of the week, but rather as the best way to add hours with the current staffing and newly allocated positions from the Expansion Fund. Adding Sundays to a library that's already open on Saturdays increases scheduling and staffing issues significantly.
- The affected branches added hours based upon individual branch data. These statistics are available upon request down to an hourly figure for gate counts.
- The staff report and Director are requesting review and approval of the agenda item as a whole package instead of individual branches, although the Board could choose to address each location individually.
- Volunteers cannot staff a branch without paid personnel in attendance. Staffing for the partnerships requires two paid staff members for safety reasons.

The following Board questions were addressed by Tammy Cirrincione, Assistant Library Director:

- Downtown Reno Library is extremely busy and well used. The branch manager maintains statistical data including an hourly gate count that is used when the branch is looking at changing its open hours. Another factor in choosing to extend hours rather than adding another day is the staffing requirement due to the size and layout of the building.
- All of the affected branches use statistical data to support decisions that alter schedules, hours and staffing. Other factors like safety are also taken into consideration.

Trustee Sattler stated that, as a parent, Saturdays are hectic for her, and she would like to see more branches open on Sunday.

Trustee Wilson stated that he was getting a sense that the Trustees want more discussion and provided an overview of the changes he has seen in his tenure on the Board:

- Up until recently, approval of hours changes has been easy as there has only been shifting of hours within the branches.
- Resources allocated to the Verdi Library when compared to other branches.
- Many people would benefit from more hours at the Downtown Reno, Sierra View and Sparks Libraries.
- The community surrounding the Duncan Traner Library has organized and the Library System may move towards more hours if able to do so.
- The Board of County Commissioners is always willing to talk about expanding service and Library resources, but so far the Library System is not seeing the dollars match up with those sentiments.
- In general, the individual branch managers know what is needed in their community based on what they see.

Director Maurins asked the Board to clarify their direction to staff, so that staff can provide the information desired to move forward, and meet the expectations of the Board to facilitate the decision-making process.

Trustee Wilson stated that he understood that Sunday hours may be more valuable. He noted that he would like to hear more from Library managers. He also noted that, overall, he liked the geographic triangle idea with Northwest Reno, Sparks and South Valleys opening an additional day.

Trustee Marsh stated a preference to table this agenda item to gather more information and get up to speed on this issue. She said that the cut of six hours at the Verdi Library seems significant due to its size and that she agrees with Trustee Wilson's comments on the knowledge of Library management. She stated she would like to table this item until next month.

Trustee Sattler requested that hours changes at each branch be addressed individually.

On motion by Trustee Marsh, seconded by Trustee Wilson, motion which duly carried, the Board approved (1) tabling discussion for adding library hours and days until the next meeting and (2) that the branches will be discussed individually. All in favor, none opposed.

**IDENTIFY A DATE AND POTENTIAL AGENDA ITEMS FOR THE NEXT JOINT MEETING OF LIBRARY TRUSTEES AND BOARD OF COUNTY COMMISSIONERS**

The Library Board reviewed the information submitted in the packet.

Director Maurins identified three possible dates for a Joint Library Board of Trustee and Board of County Commissioner Meeting: October 20, October 27 or November 17. He is looking a mid-afternoon start time, similar to the last joint meeting. The Board of County Commissioner meetings on October 20<sup>th</sup> and November 17<sup>th</sup> have lighter agendas. Although the Commission Chair has the final say, the Trustees can select a preferred date or decide that they are equally doable. Director Maurins recommends either of the October dates.

Director Maurins read the possible agenda items from the staff report for the Board.

Trustees Alderman and Wilson noted a preference for October 20<sup>th</sup>.

Trustee Marsh stated she did not have a preference.

Dania Reid, legal counsel, advised that any motion made did not require a selected or preferred date.

The Board discussion for potential agenda items resulted in replacement of the Ice Arena proposal with a status update on the Library Director Recruitment.

On motion by Trustee Marsh, seconded by Trustee Alderman, which motion duly carried, the Board (1) accepted the meeting date selected by the Commission Chair given the Board does not have an overriding date preference and (2) approved replacement of the Ice Arena proposal with an update on the Library Director recruitment. All in favor, none opposed.

## **REPORTS**

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

The Library Board reviewed the information submitted in the packet.

Director Maurins highlighted the following:

- The Library system will be represented by John Crockett on August 25 at the Governor's Conference on Business.
- The Summer Reading Program numbers are comparable to last year. Statistics were more meaningful this year as the program only counted completed logs.

Trustee Marsh left at 5:08 pm.

### **NORTHWEST RENO LIBRARY PROGRAMS, ACTIVITIES AND OPERATION**

Director Maurins reminded the Board that the Northwest Library manager provided a report at the April Board meeting. He highlighted the following updates as provided by the branch:

- During the month of May, the branch hosted nine programs specifically for seniors as part of Older Seniors Month.
- Branch staff is working on improving line of sight and interior spaces throughout the branch.
- Northwest Library patrons donated \$3,900 in hard print and Flipster magazines and newspapers during the periodical drive

### **FRIENDS ACTIVITIES**

Trustee Sattler reminded everyone that Friends are selling Reno Aces tickets for the August 25 game.

### **FINANCIAL STATEMENTS TO INCLUDE THE MONTHLY EXPENDITURE COMPARISON AND GIFT FUND BALANCES**

The Library Board reviewed the information submitted in the packet.

### **MONTHLY LIBRARY USAGE**

The Library Board reviewed the information submitted in the packet.

### **PUBLIC COMMENT**

Julie Machado, Spanish Springs Managing Librarian, invited the Board to Spanish Springs Library on September 29 from 5:30-6:30 pm for updates on the Pyramid Highway Project. Doug Malloy, Project Manager, will be present to provide a public update.

Tammy Cirrincione, Assistant Library Director, informed the Board that Library staff worked hard on scheduling for adding days and hours and requested clear direction from them so that staff can bring changes back that are desired by the Board.

Dania Reid, legal counsel, suggested agendaing what the Trustees would like to see for group discussion or Trustees may individually provide input to either the Library Director or Assistant Library Director without agendaing in a Board meeting.



Heather Cook thanked the Board for tabling the Revised Public Hours agenda item. She reminded the Board that the Verdi Library is a partnership library with the Washoe County School District and Department of Wildlife and hopes the Board takes that partnership into consideration.

Deanne Radcliffe noted that of the Gerlach Partnership Library is not included in the Master Facility Plan. She stated that the gate counter at the Verdi Library is broken and that staff are tracking visits on paper.

**BOARD COMMENT**

Trustee Sattler informed the Board that she found meeting with the Director after the agenda is posted is helpful. She stated that she would like to see more statistical data for individual branches included.

Trustee Sattler also stated that she spent a day at the Verdi Library on a Wednesday where only three people came in to browse and the rest came in for pick-up. She stated they are busy on Saturdays.

Trustee Wilson stated that he had put together a response to an article he read in the Reno News and Review regarding the Duncan-Traner Library. He stated he was willing to push it through the appropriate channels to make sure that his response to the article was not perceived as an official response from the Board.

Trustee Stoess stated that Director Maurins, Commissioner Jung and Trustee Wilson joined him in attending the Duncan-Traner Library open house on August 8<sup>th</sup>. He stated that he was there in the afternoon and there was very little activity at that time.

In response to Trustee Stoess' comment, Director Maurins informed the Board that John Crockett, Sierra View Managing Librarian, opened the Duncan-Traner Library earlier than planned due to a waiting crowd, and that the library issued many new library cards.

**ADJOURNMENT**

Chair Stoess adjourned the meeting at 5:18 pm.

**TO:** Library Board of Trustees  
**FROM:** Arnie Maurins, Director  
**RE:** Direction to Strategic Government Resources, the Firm Retained to Recruit Applicants for the Library Director Position, Regarding Questions to be Asked of Semi-Finalist Applicants in Written Questionnaires and Online Interviews  
**DATE:** September 16, 2015

Appended are two draft lists of questions, both of which will be used in gathering additional information about applicants for the Library Director position who have made it through the initial screening process. One set of questions will constitute a written questionnaire, and the other set will be used in an online interview.

At the Board meeting, Mr. Tanner will be soliciting your feedback regarding both sets of questions, including whether there are additional questions you would like to add to either of the lists.

**Library Director Questionnaire  
Washoe County**

**Full Name (first, middle, last):** \_\_\_\_\_

**Maiden Name(s), or other names, if any:** \_\_\_\_\_

**Nicknames (if any):** \_\_\_\_\_

**Daytime Phone Number:** \_\_\_\_\_

**Evening Phone Number:** \_\_\_\_\_

*Please answer each of the following questions completely and thoroughly.*

1. For your last three positions, what was your job title, how many employees did you oversee, and what size budget did you oversee? Please provide detail on the specific library departments or branches you have supervised.
2. Please explain why you left your last three positions.
3. Are there any gaps in excess of two weeks in your employment history? If so, please explain in detail.
4. Describe your experience and knowledge in social media marketing and public relations.
5. Most governmental entities need to do more with less. Please describe your experience in dealing with budget constraints. What approach have you used successfully?
6. What is the one area that you need to work on to become more effective in your profession?
7. Describe your experience in long range strategic planning.
8. Describe your experience in budget development and administration.
9. Describe your experience in grant administration.
10. What steps have you taken in your previous positions to stay informed of emerging trends and best practices in library services?
11. Describe your approach to developing a team that is passionate about customer service.
12. Describe your philosophy and approach to building a strong team environment and motivating your employees to perform at their highest levels.
13. Describe the essential elements of a successful library resource sharing environment?
14. What do you consider to be the most important skills of effective library staff members?
15. Please describe the most significant change that you have introduced into an organization. Was it successful? Why or why not?

16. Please tell us about a major mistake you have made, what you did in response to making the mistake, and what you learned from it.
17. What do you believe are the most important challenges facing library departments today? How will you address these challenges if you are hired for this position?
18. When we conduct a comprehensive background investigation and reference checks what will we find that may warrant explanation or that could be of concern to the county?
19. What will we find in an Internet search of press coverage that may be controversial or of concern to the county? Please provide whatever explanation you think is appropriate to help us understand what we will find.
20. Please provide a full description of your current compensation package.

**Proposed Online Interview Questions  
Washoe County Library Director**

***Respondents are allowed 5 minutes per question, unless otherwise specified.***

1. What is your proudest professional accomplishment?
2. What determines whether a library director succeeds or fails?
3. What have you found to be the most effective approach to developing and working with a "Friends of the Library" group?
4. What do you see as the primary role for the library system in the future? How would you proceed to develop and communicate a vision for the library?
5. Please discuss the research you have done on Washoe County and your interest in living and working in Washoe County. *(recommend 2 minute time limit on this question)*
6. If you are selected for this position and offered an acceptable compensation package, what concerns or hesitations do you have that would have to be resolved before you would be ready to accept the position? *(recommend 2 minute time limit on this question)*

**TO:** Library Board of Trustees  
**FROM:** Arnie Maurins, Director  
**RE:** Approval of Revised Public Hours at Downtown Reno, Northwest Reno, Senior Center, Sierra View, South Valleys, and Sparks Libraries, Effective January 4, 2016  
**DATE:** September 16, 2015

**Background:** In support of the Facility Master Plan recommendation to expand access at strategically located libraries, and Washoe County's strategic objective to improve services to senior citizens, I am recommending that the Library Board approve revised public hours at six branches effective Monday, January 4, 2016, in accordance with the chart below (new hours are in *blue bold italics*).

Branch	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours
Downtown Reno – Current	9-5	9-5	9-5	9-5	--	--	10-5	39
<i>Downtown Reno – Prop.</i>	<i>9-5:30</i>	<i>9-5:30</i>	<i>9-5:30</i>	<i>9-5:30</i>	--	--	<i>10-5</i>	<i>41</i>
NW Reno – Current	--	10-6	10-8	10-6	10-6	10-5	--	41
<i>NW Reno – Proposed</i>	<i>10-6</i>	<i>10-6</i>	<i>10-7</i>	<i>10-6</i>	<i>10-6</i>	<i>10-5</i>	--	<i>48</i>
Senior Center – Current	--	9-1	9-1	9-1	9-1	--	--	16
<i>Senior Center – Proposed</i>	<i>9-1</i>	<i>9-1</i>	<i>9-1</i>	<i>9-1</i>	<i>9-1</i>	--	--	<i>20</i>
Sierra View – Current	--	10-6	10-6	10-6	10-6	10-5	--	39
<i>Sierra View -- Proposed</i>	<i>10-6</i>	<i>10-6</i>	<i>10-6</i>	<i>10-6</i>	<i>10-6</i>	<i>10-5</i>		<i>47</i>
So. Valleys – Current	--	10-7	10-7	10-6	10-6	10-5	--	41
<i>So. Valleys – Proposed</i>	<i>10-6</i>	<i>10-6</i>	<i>10-7</i>	<i>10-6</i>	<i>10-6</i>	<i>10-5</i>	--	<i>48</i>
Sparks – Current	--	10-6	10-6	10-7	10-6	10-5	--	40
<i>Sparks – Proposed</i>	<i>10-6</i>	<i>10-6</i>	<i>10-6</i>	<i>10-7</i>	<i>10-6</i>	<i>10-5</i>	--	<i>48</i>

These proposed changes would yield an additional 36 hours in the Library System's weekly schedule, and evening access would be as follows:

Tuesdays: Spanish Springs open until 7:00 pm

Wednesdays: Northwest Reno, So. Valleys, North Valleys and Verdi open until 7:00 pm

Thursdays: Sparks open until 7:00 pm

Staff recommends the additional days and hours listed in the chart for the following reasons:

- Downtown Reno: the extra half-hour at the end of Mondays, Tuesdays, Wednesdays and Thursdays would enable more people who work downtown to stop at the library before heading home. The additional two weekly hours can be accommodated within existing staffing levels. An additional full day open would require a significant number of new positions, which in the current budget would result in greatly increased costs in the Expansion Fund.
- Senior Center: Patrons have been requesting restoration of Monday hours for the last few years. Adding Mondays would support the County strategic objective of improving services to senior citizens. The 9:00-1:00 schedule accommodates the great majority of library users; most of the people who visit the library and the Senior Center itself tend to leave the building after lunch is served in the multi-purpose room. The additional day can be covered by existing staff.
- Northwest Reno, Sierra View and South Valleys, and Sparks: When these libraries were open on Mondays in the past, they were all well used. When Northwest Reno, Sierra View and Sparks were open seven days a week, Mondays were as busy as Saturdays, and often busier than Sundays. In addition, opening these four branches (especially Sparks and Sierra View) on Mondays would enable them to more effectively serve individuals who need library computers or wifi to research newly published job openings and file claims for government assistance, and also to better fill the expanding need for collaborative work spaces.

The sixth day of operations at Northwest Reno, Sierra View, South Valleys and Sparks libraries would require the hiring of nine additional staff: two (2) full-time Library Assistant III's and seven (7) 15-hour Library Assistant II's. Funding for these nine positions, at an approximate total annual cost of \$254,263, is available within the Library's Expansion Fund, as part of \$710,000 worth of new positions that was added to that fund's budget authority. An effective date of January 4th for the new hours would allow sufficient time for the Library to hire and orient the new employees.

Regarding more libraries being open on Sundays, such a move would require either: Shifting one or more Tuesday-Saturday branches to a Sunday-Thursday schedule, or else adding Sundays to one or more Tuesday-Saturday branches. The first option, while feasible, would be problematic from a customer-service and public-relations perspective, while the second would present contractual and staff-scheduling issues. My preference for adding Saturdays or

Sundays to existing schedules is to do so when the Library is financially able to offer seven-day service at one or more locations.

Regarding the Duncan-Traner Community Library, the recently formed local "Friends" group has not yet been able to review the results of the surveys it passed out in August. Thus, at this time I do not have a proposal for revising the hours at that library.

Lastly, the Trustees have quite reasonably asked whether money should be spent on additional hours when the Library System's spending on new materials is still significantly lower than it was prior to the recession. I have committed to add at least \$100,000 to this year's materials budget by shifting that amount from the dollars that were approved for new positions in the Expansion Fund. While an extra \$100,000 is only a small step towards getting the Library's materials expenditures back to where they need to be, it can still result in significant improvements in our materials collections and in reducing wait times for popular items.

In summary, the additional hours proposed in this staff report represent a pragmatic balance between providing more access at strategically located libraries, and keeping the fiscal impact on the Expansion Fund at a manageable level. The expanded hours at Senior Center address both popular demand and a County strategic objective, without requiring any additional staff.

At the Board meeting, the six impacted Managing Librarians and I will answer any questions you might have about the proposed schedules.

**Recommendation and Suggested Motion:** Approve the revised public hours at the Downtown Reno, Northwest Reno, Senior Center, Sierra View, South Valleys and Sparks Libraries as set forth in the staff report, effective January 4, 2016.



**TO:** Washoe County Library Board  
**FROM:** Debi Stears, Resources Librarian  
**RE:** Staff Presentation on Lynda.com, a Video-Based Online  
Training Resource Now Available to All Washoe County Library  
Cardholders  
**DATE:** September 16, 2015

There is no written material on this agenda item.

A presentation will be made at the meeting.

## **DIRECTOR'S REPORT August-September 2015**

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### ***ADMINISTRATION***

- On August 31, I attended a meeting at the South Valleys Library where interested residents could offer their thoughts on what an updated South Valleys Regional Park Master Plan should look like. Attendees were divided up among 10 tables, and each table was asked to develop a new draft plan and present it to the rest of the participants. All of these plans included an ice arena located between the South Valleys Library and the new apartments that are about one-quarter mile north of the library. County Planning staff distilled three alternative plans out of the 10 drafts and allowed the public to vote for their favorite at a follow-up session on September 3<sup>rd</sup>. (Results not available at "press time.")
- In addition to the potential agenda items approved at last month's Library Board meeting, the next joint meeting of the Board of County Commissioners and the Library Board of Trustees will also include a "Library Funding Overview," to be presented by County Budget staff. The overview will include a description of revenue sources and line-item spending authority for both the Library's General Fund and Expansion Fund budgets.

### ***COLLABORATIONS, PROGRAMS AND ACTIVITIES***

- The Children's Cabinet (CC) has proposed the creation of Neighborhood Centers via public/private partnerships that would be a collocation of libraries and Family Resource Centers (FRCs), with services that are appropriate to their local neighborhoods. The Neighborhood Centers would integrate academic and job-readiness assistance along with social services. The CC proposal envisions Duncan-Traner Library as one possible location for this type of center. Trustee Wilson and I participated in a meeting where CC and FRC representatives discussed the proposal and identified certain further research to be done.
- Resources Librarian Debi Stears and Programs & Community Collaborations Coordinator Beate Weinert met with a representative from Lakes Crossing Center, a forensic hospital, to evaluate ways to provide library resources to incarcerated patients to improve their quality of life and provide skill-building opportunities.
- On September 16, Doug Erwin, EDAWN's Vice-President of Entrepreneurial Development, is presenting a session for WCLS staff on how EDAWN supports local entrepreneurs. With the knowledge they gain, staff will be able to better assist patrons who come to the library looking for help in getting a business or a company started. This session is part of the partnership between WCLS and EDAWN as joint members of the Entrepreneur Outreach Network.
- Eight Library staff will be attending the Nevada Library Institute on September 17 and 18 at the Sahara West Library in Las Vegas. The Institute's theme is "Become a Catalyst for Change," and it will feature presentations by libraries around the state about creative initiatives they have implemented. I will be speaking about the LSTA-funded Idea and Experience Boxes project that WCLS is rolling out this fall.
- WCLS has two new UNR service-learning partnerships, expanding our engagement with the community:
  - Office of Service Learning and Civic Engagement--Students from a Spanish class will be working in Sparks and Sierra View libraries assisting with outreach to the Hispanic community.

- Reynolds School of Journalism--Students from a journalism class have selected WCLS as one of four "clients" to receive a Communication Plan. A group of students met with Jennifer Oliver to define the scope of work. The students will identify ways in which our services (beyond books) can reach new users, including students and young professionals. Library staff will be working with the students as they identify meaningful outcomes. The students will make relevant recommendations and provide the tools to implement them.
- WCLS will host a booth at the RenOpen Streets ([www.renopenstreets.org](http://www.renopenstreets.org)) event on Saturday, October 17, 10am-3pm, jointly organized by the Washoe County Health District and the Reno Bike Project to encourage people to live a healthier lifestyle and to engage local merchants.
- The NV Reads program, featuring Laura McBride's *We Are Called to Rise*, will run October 2015 through February 2016. NV Reads is an initiative that encourages communities to read a pre-selected book that is at least partially set in Nevada, and to engage in activities such as book-discussion groups.

*My thanks to Jennifer Oliver and Beate Weinert for their contributions to this report. - Arnie Maurins, Library Director*

**WCLS Board of Trustees Report**  
**Incline Village Library 2014-2015**

Submitted by: Pam Rasmussen, Managing Librarian

**1. Branch or department highlights, accomplishments, significant changes or innovations.**

- **Meeting Room Chamber of Commerce Coffee & Chocolate networking event and community open house:** This was our official unveiling of the new collaborative/co-working furnishings in the meeting room. 25 members attended the Chamber event and were impressed with what we had to offer. They wanted a rack card or brochure they could use as a reminder and to promote to other colleagues (see attached). The Chamber officials were very happy with the attendance and interest, commenting that it was their most successful networking event since starting them a year prior.
- Hosted **20 after-hours programs** with a total of **222 in attendance**. We started READbox family film showings in Spanish on the 3rd Friday of the month, and English the 4th Friday of the month. Our most popular program to date was presented by a local who hiked the *Camino de Santiago* last November. 62 wannabee and former pilgrims packed the meeting room, illuminating the fact that travel programs are extremely popular in this community.
- **Early voting:** 1,571 citizens voted at the library.
- Transformed the old coffee bar into **the Studio**, a makerspace in progress. Since December, the space has been used for monthly maker activities such as *Christmas Creation Station, Oh, the Places You'll Go, DIY Valentines Creation Station, STEAM, Poetree, Rewrite, and Super Hero Journals*. LSTA-funded STEM activities arrived and were installed at the library, including AWE learning stations, moveable tables, and numerous creative activity kits.
- Participated in several **community outreaches** including, Squaw Valley Academy databases presentation, Trails of Treats and Terror, Hospitality Holidays Chamber event, Seniors Conversation Café, NCET Jelly co-working event, and Chamber of Commerce Mixers.
- New weekly **Toddler Time** and monthly **Paws to Read** programs.
- Hosted our first **Jelly** in April, a national event that encourages co-working and independent workers to gather to network. We have made it a monthly program on the first Tuesday from 2:00-5:00. We have a wonderful volunteer who is very committed and excited to participate. She has a marketing business and has created bookmarks and flyers for the services and events. She also created an Incline Village Co-working Facebook page where she lists the hours the meeting room is available each week, as well as posting pictures of the room, <https://www.facebook.com/groups/inclinecoworking>.
- Hosted **13 school tours**, including all first grade classes at both the public and private school.
- **Food for Fines** brought in 529 lbs. for Project Mana, the local food bank.
- We celebrated our **10th birthday** on June 20th. Our theme was **Then and Now**, highlighting where we've been from an *antique printing press demonstration* and return of *Shiloh with Mark Twain* to where we are now with the official grand opening of our *renovated teen/tween area, STEAM activities, and i-Mac computer*. It was a fun day filled with well-wishers, who enjoyed cake, lemonade, and presents, too!

**2. Facility-related projects completed or in progress.**

- A new **hydration system** was installed.
- **Teen/tween area renovation:** new furnishings, magnetic poetry, posters, LEGO wall & cart purchased with Friends Endowment grant. New i-Mac purchased with IV gift funds.



- **Young People's Library facelift and new topical user-friendly shelf signage in adult NF.**



- **the Studio**



### 3. Upcoming programs/initiatives/projects/services, and ideas under consideration

- **Monthly community conversation program, *Tahoe Talks***, facilitated by TMCC professors. The first in a year-long series will be presented on October 20<sup>th</sup>, facilitated by former LBOT member Fred Lokken.
- **Monthly IDEA Box activities in the Studio:** currently, is the first of the LSTA grant-funded Idea Boxes, Zoom Zoom (planes, trains and automobiles).
- **Monthly TED talks** viewing and discussion
- **Monthly Lynda.com class presentation and discussion**
- Recruitment and creation of a **teen advisory board**.
- **Coloring and puzzle stations.**
- Removal of one unit of shelving at the end of each row in adult non-fiction.

**TO:** Washoe County Library Board  
**FROM:** Zanny Marsh, Friends Liaison  
**RE:** Friends Report  
**DATE:** September 16, 2015

There is no written material on this agenda item.

An oral report will be made at the meeting.

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

GENERAL FUND

FY 2015 / 2016

10-Sep-15

<u>TITLE</u>	<u>CURRENT YEAR</u>			<u>PRIOR YEAR</u>				
	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>
SALARIES/WAGES	\$ 5,467,684	\$ 431,610	\$ 5,036,074	8%	\$ 5,324,211	\$ 948,976	\$ 4,375,235	18%
EMPLOYEE BENEFITS	\$ 2,296,996	\$ 196,365	\$ 2,100,631	9%	\$ 2,176,225	\$ 352,406	\$ 1,823,819	16%
SERVICES & SUPPLIES	\$ 496,386	\$ 47,288	\$ 449,098	10%	\$ 426,252	\$ 134,655	\$ 291,597	32%
CAPITAL OUTLAY								
<b>TOTAL:</b>	<b>\$ 8,261,066</b>	<b>\$ 675,263</b>	<b>\$ 7,585,803</b>	<b>8%</b>	<b>\$ 7,926,688</b>	<b>\$ 1,436,037</b>	<b>\$ 6,490,651</b>	<b>18%</b>

WASHOE COUNTY LIBRARY SYSTEM

DEPARTMENT MONTHLY EXPENDITURE COMPARISON REPORT

WC-1 / EXPANSION FUND

F/Y 2015 / 2016

10-Sep-15

<u>TITLE</u>	<u>CURRENT YEAR</u>			<u>PRIOR YEAR</u>			
	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>BUDGET</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>%</u>
SALARIES/WAGES	\$ 1,164,278	\$ 45,105	\$ 1,119,173	\$ 685,108	\$ 114,504	\$ 570,604	17%
EMPLOYEE BENEFITS	\$ 495,296	\$ 23,012	\$ 472,284	\$ 302,964	\$ 48,178	\$ 254,786	16%
SERVICES & SUPPLIES	\$ 1,002,423	\$ 103,637	\$ 898,786	\$ 905,495	\$ 89,324	\$ 816,171	10%
CAPITAL OUTLAY			\$ -				
<b>TOTAL:</b>	<b>\$ 2,661,997</b>	<b>\$ 171,754</b>	<b>\$ 2,490,243</b>	<b>\$ 1,893,567</b>	<b>\$ 252,006</b>	<b>\$ 1,641,561</b>	<b>13%</b>



# Washoe County Library System

## Systemwide Monthly Library Usage Statistics Report Fiscal Yrs 2014-2015/2015-2016

Accumulative	Checkouts			Library Visits			Patron Computer Use			Program Attendance			Downloadable Materials		
	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change	2014 - 2015	2015 - 2016	% Change
		166,953	145,188	-13.04%	98,714	80,867	-18.08%	25,347	22,764	-10.19%	6,956	6,144	-11.67%	62,611	18,180
July	157,069	129,363	-17.64%	94,781	89,571	-5.50%	22,807	22,464	-1.50%	6,308	4,960	-21.37%	60,398	19,187	-68.23%
August	155,234	0	0	91,907	0	0	23,022	0	0	5,379	0	0	60,831	0	0
September	163,330	0	0	111,021	0	0	23,360	0	0	21,231	0	0	60,523	0	0
October	142,699	0	0	79,964	0	0	20,666	0	0	6,749	0	0	55,779	0	0
November	140,348	0	0	81,286	0	0	21,187	0	0	5,407	0	0	55,189	0	0
December	161,353	0	0	92,700	0	0	22,790	0	0	6,116	0	0	62,482	0	0
January	142,907	0	0	87,713	0	0	20,447	0	0	7,545	0	0	57,413	0	0
February	151,184	0	0	95,841	0	0	22,968	0	0	10,615	0	0	74,544	0	0
March	146,691	0	0	91,129	0	0	23,070	0	0	8,682	0	0	71,607	0	0
April	143,844	0	0	82,361	0	0	21,919	0	0	7,299	0	0	70,110	0	0
May	137,787	0	0	85,910	0	0	22,678	0	0	5,871	0	0	64,586	0	0
June	<b>1,809,399</b>	<b>274,551</b>	<b>-15.27%</b>	<b>1,093,327</b>	<b>170,438</b>	<b>-11.92%</b>	<b>270,281</b>	<b>45,228</b>	<b>-6.08%</b>	<b>98,158</b>	<b>11,104</b>	<b>-16.28%</b>	<b>756,073</b>	<b>37,367</b>	<b>-69.62%</b>
Totals to Date	324,022			193,495			48,154			13,264			123,009		

Note 1: FY 15/16 Checkout totals including all partnership/Collection Development: 274,759

Note 2: FY 15/16 GRAND TOTAL (includes Library, Partnership, Coll. Dev., Online Activity, and Read & Share Checkouts): 695,056

Note 3: School checkouts are now being tracked separately from public hour checkouts which will decrease the numbers in FY 15/16. FY 14/15 checkouts included school and public hours. FY 15/16 reflects only public hour checkouts.

**\*\*PLEASE NOTE:**

CHECKOUT TOTALS

- a. Reflect only public hours for Partnership Libraries
- b. Do not reflect Gerlach or Collection Development

# Washoe County Library System

Monthly Statistics Report for Fiscal Year 2015-2016

## For The Month Of: AUGUST



	Library Visits		Checkouts		Patron Computer Use		Program/Outreach Attendance			
	# visits	YTD	# checkouts	YTD	# signups	YTD	# adult	YTD	# youth	YTD
<b>BRANCH ACTIVITY</b>										
Duncan/Traner (Public Hours)	554	912	170	608	0	78	0	0	0	0
Gerlach (Public & School Hours)	52	91	117	117						
Incline	5,898	11,797	5,445	11,617	504	997	130	174	222	676
North Valleys	0	0	11,390	23,727	1,118	2,273	28	47	256	664
Northwest	10,376	19,897	20,008	40,785	1,708	3,298	49	164	801	1,798
Reno	12,835	25,890	20,571	40,756	5,503	10,563	24	130	191	464
Senior Center	2,005	4,260	885	1,972	347	736	36	75	0	0
Sierra View	19,714	33,118	17,641	36,375	4,999	10,699	14	25	127	202
South Valleys	15,175	27,346	22,574	46,944	806	1,562	0	0	1,101	2,502
Spanish Springs	9,145	18,638	14,999	30,168	1,519	3,002	122	221	998	2,228
Sparks	13,538	27,967	14,999	40,309	5,948	12,000	64	120	797	1,614
Verdi (Public Hours)	279	522	564	1,173	12	20	0	0	0	0
<b>Total:</b>	<b>89,571</b>	<b>170,438</b>	<b>129,363</b>	<b>274,551</b>	<b>22,464</b>	<b>45,228</b>	<b>467</b>	<b>956</b>	<b>4,493</b>	<b>10,148</b>
<b>ADMINISTRATION OUTREACH</b>										
							100	100	0	0
<b>ONLINE ACTIVITY</b>										
Downloadable Materials (ebooks, audiobooks, magazines)			19,187	37,367						
Digital Visits (includes website, catalog, online services)	218,167	378,588								
Database Usage			10,077	22,424						
Social Media Reach							12,316	19,401	0	0
<b>Total:</b>	<b>218,167</b>	<b>378,588</b>	<b>19,187</b>	<b>37,367</b>			<b>12,316</b>	<b>19,401</b>	<b>0</b>	<b>0</b>
<b>MISCELLANEOUS</b>										
Collection Development			81	208						
Read & Share			4,700	10,048						
<b>Total:</b>			<b>183,159</b>	<b>383,138</b>						
<b>GRAND TOTALS</b>										
	<b>307,738</b>	<b>549,026</b>	<b>331,709</b>	<b>695,056</b>	<b>22,464</b>	<b>45,228</b>	<b>12,883</b>	<b>20,457</b>	<b>4,493</b>	<b>10,148</b>
<b>SCHOOL HOURS</b>										
Duncan/Traner	1,297	1,297	1,702	1,928						
Verdi	1,453	1,453	490	636						
<b>Total:</b>	<b>2,750</b>	<b>2,750</b>	<b>2,192</b>	<b>2,564</b>						

NOTE: Due to equipment malfunction, there is no gate count for NV

# Washoe County Library System

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

System Total Comparison For Fiscal Years 2013-2014 / 2014-2015

	Meeting Room Use									
	2014-2015		2015-2016		2014-2015		2015-2016		% Change	
	# of Meetings	% Change	# of Meetings	% Change	Attendance	% Change	Attendance	% Change	Attendance	% Change
Administration Outreach										
Duncan/Traner	0		0		0		0		0	
Gerlach	0		0		0		0		0	
Incline	5		0		71		0		0	
North Valleys	0		10	100.00%	0		151		100.00%	
Northwest	6		4	-33.33%	65		8		-87.69%	
Reno	11		8	-27.27%	121		66		-45.45%	
Senior Center	0		19	100.00%	0		210		100.00%	
Sierra View	1		0		3		0		0	
South Valleys	21		4	-80.95%	308		4		-98.70%	
Spanish Springs	15		46	206.67%	277		871		214.44%	
Sparks	1		26	2500.00%	14		452		3128.57%	
Verdi	0		8	100.00%	0		102		100.00%	
<b>Totals</b>	<b>60</b>		<b>125</b>	<b>108.33%</b>	<b>859</b>		<b>1,864</b>		<b>117.00%</b>	

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