



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, JUNE 20, 2018  
4:00 P.M.**

**Northwest Reno Library  
2325 Robb Drive  
Reno, NV 89523**

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

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 – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 3) Approval of Meeting Minutes
  - a. *For Possible Action:* Approval of Minutes from the Library Board Meeting of May 16, 2018
- 4) Old Business
  - a. *For Possible Action:* Approval of Revised Meeting Room Policy Removing Reservation Fee of \$20 effective January 1, 2019
- 5) New Business
  - a. *For Possible Action:* Approval to Extend Summer Hours at the Incline Village Library to 7 pm on Thursdays Through August 31, 2018
- 6) Reports
  - a. Library Director's Quarterly Strategic Plan Update
  - b. News Channel 4 Friends Video Clip
  - c. Northwest Library Report on Programs, Activities and Operations
  - d. Monthly Technology Update
  - e. Tacchino Trust Expenditure Update
  - f. Financial Statements to Include Monthly Expenditure and Gift Fund Balances
  - g. Library Usage Statistics for 3<sup>rd</sup> Quarter 2017/18
- 7) Staff Announcements - Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this comment section until the matter has been specifically included on an agenda*
- 8) Public Comment – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda*
- 9) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops - *No discussion or action may be taken upon any matter raised under this comment section until the matter has been specifically included on an agenda*
- 10) Adjournment

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, May 16, 2018**

**The Board met in regular session at the Downtown Reno Library, 301 S. Center Street  
Reno, NV 89431**

Chair Alderman called the meeting at 4:02 pm.

**1) ROLL CALL**

Board Members Present: Wendy Alderman, Zanny Marsh, Jean Stoess, Derek Wilson

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

Public Present: Holly Johnson, Wendy Leonard (WCEA), Mary Scott Wallace, Heidi  
Wilson

**2) PUBLIC COMMENT**

Julie Machado, Managing Librarian at Spanish Springs Library stated she was there to speak on behalf of front line staff as only the managers and administration typically participates in the Library Director's evaluation process. She asked that the Board not discount any public comment, stating that employees are fearful of retaliation in a negative work environment where the director has not effectively communicated with staff. She stated that her second point in public comment is that Director Scott uses two different presentation styles; one that the Board sees as an optimistic point of view, others have called his style bullying and demeaning. She requested that the Board not renew his contract.

Theresa Kenneston, Librarian at Spanish Springs Library stated that Director Scott showed deficiency in his internal communication and extreme lack of leadership ability, setting the stage for creating a hostile and toxic work environment from the beginning. She stated that he refused to meet with managing library staff even after on-going requests and is either unwilling or unable to address staff concerns. She said, although the library director states he has an open door policy, which is not accurate. She informed that Board, as one of the 11 transferred employees; she did not receive any consultation from management or any other administrative representatives, nor were her personal circumstances taken into consideration. She stated that this has led to an atmosphere of uncertainty and staff fearful of retribution and retaliation. She stated that the director is a bully and if he is allowed to continue to display vindictive behavior that the hostility will spread into the public arena, affecting their ability to do their jobs and provide services. She stated that staff is not safe in this toxic environment and that his intimidation, leadership and lack of communication is detrimental to the Library System as an organization.

Cathy Maurins, Library Assistant II at Northwest Reno Library stated that she is one of the numerous employees who filed a grievance with Washoe County Employee Association (WCEA) and felt it was important for the Board to understand the hostile work environment that has been created. She stated that in July 2017, she was punitively transferred to the Northwest Reno Library after 15 years of working in Technical Services, for asking her department

supervisor, Resources Librarian Debi Stears, questions about how funds were being used and accounted for. She stated that she also questioned Ms. Stears about the financial sustainability of outsourcing related programming. She informed the Board that Ms. Stears response to her [Cathy Maurins] and her co-workers on numerous occasions was that the library director could fire them at any time and that he was not interested in their ideas, thoughts or concerns. She told the Board that Ms. Stears also used a library database and researched her, personally, then emailed her coworkers with the information violating American Library Association Code of Ethics. She said that Director Scott was aware of the tactics Ms. Stears was using towards her and believed he felt comfortable in allowing her to continue handling the situation. She stated that she is not aware of any action taken towards Ms. Stears for her behavior. She stated Director Scott punitively transferred employees to other branches in November 2017 to take care of problem staff and that she believes the director sets the tone and that the tone he has been set for a hostile work environment using intimidation, threats, transfers and public reprimands to control staff. She stated that she is not asking the Board to remedy her situation but does not want this to happen to others and that she believes it is the Boards responsibility to be aware of what is going on and to address behaviors. She said that if these and other grievances are not meaningfully handled then the behavior is effectively condoned and that library staff deserve better than that.

Trustee Parkhill arrived at 4:11 p.m.

Holly Johnson, former employee started off with a quote from Edmund Burke, then informing the Board of her retirement in January 2018. She stated that she retired earlier than planned because of a lot of what has already been stated. She said she went to Washoe County Human Services, WCEA and the County Manager, stating that either everything she said was ignored or they did not answer anything she asked. She stated she was transferred to the Spanish Springs Library solely for punishment because she and her branch manager disagreed and that all the employees at her branch were afraid to say or do anything. She said that she believes that Director Scott agreed with the branch manager as he also assigned several of the Spanish Springs Library trained staff to other branches also. She stated that a couple of lawyers said they [employees] had cases and they [employees] thought about going to the newspapers locally, but do not want to do that and hurt the library funding in the future and the reputation of the library. She said that it is coming time for the Board to step up the plate and help or they [employees] may need to do something more.

Mary Scott Wallace, former employee informed that Board that she resigned after 15 years as a branch manager on March 1, 2018. She stated that in the last year and a half or so, Library employees have sought help from other County departments to always be directed back to the Library Board of Trustees. She said that, when approached, the Trustees always referred back employees back to the County Departments including HR, County Manager and Board of County Commissioners. She said that her last few years with the library was a tough time including two threats of discipline, a formal accusation of insubordination and an accusation of running a toxic work place. She said she watched her team be disassembled and reassigned to other branches. She stated that she has tried to follow protocol, but feels that anything she did seemed to make it worse and the answers have were always to report to the Trustees. She stated she would like to see several things occur:

- Augment current administrative appraisal processes as applied by other Washoe County departments.

- Deeper, empowered 360 appraisals to include lead workers and supervisors along with administrators and branch managers in the respondent pool.
- She stated she would like to see a definitive clearly communicated for departmental tasks.....end of 3-minute limit.

Andrea Tavener, Public Information and Development Officer in Library Administration stated that she is not commenting towards any of the public comments already stated but wanted the Board to hear about her personal experience with the Library System. She informed the Board she was hired by the Library System in 2005 for the Sierra View Library. She said she was transferred in 2011 which included a schedule change working nights and weekends as a single mother. She stated she was not asked for any input and that the transfer stood despite expressing her difficulty in arranging childcare on Sundays. She said that, in the end, she ultimately made it work because she loves the Library and believes in what it does and she said she believes in chain of command and leadership. She informed the Board that she was hired back into the Library System in 2015, working directly with Director Scott and the managers and stated she feels very fortunate to work in an organization that is forward thinking with initiatives and wants employees to be creative. She stated that although she may not share the views presented today and is not privy to that kind of information, she stated that from her point of view and responsibilities in this organization, she is this thrilled to work with this leadership and believes they do an outstanding job.

Trustee Stoess advised the Board there was an email sent by Library Assistant III Mary Lohnes to the Board who was unable to attend the meeting.

The email was previously received and reviewed by all trustees therefore it was not read at the meeting but included with all the documents as part of the meeting record.

### 3) **APPROVAL OF MEETING MINUTES**

#### a. **APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF APRIL 18, 2018**

On motion by Trustee Stoess, seconded by Trustee Wilson, motion which duly carried, the Board approved the meeting minutes from the Library Board of Trustee meeting of April 18, 2018. All in favor, none opposed.

### 4) **OLD BUSINESS**

#### a. **WASHOE COUNTY STAFF REPORT, REVIEW AND POSSIBLE APPROVAL OF THE LIBRARY DIRECTOR'S ANNUAL PERFORMANCE EVALUATION FOR THE PERIOD 2017 TO MAY 2018, AND POSSIBLE DIRECTION REGARDING FUTURE PERFORMANCE OF THE LIBRARY DIRECTOR**

Assistant County Manager David Solaro provided a brief background in the evaluation process for this evaluation, which was also provided in the staff report. He reaffirmed the Board's awareness that Washoe County has an internal policy for handling employee complaints and investigations or outcomes result in a written report that is always confidential. He informed that Board that his purpose at the meeting today was to ensure the Board of this and that all Washoe County employees are subject to the process. He encouraged the Board to discuss and act upon the evaluation as presented through the packet from December and through May 2018. He explained that the job of the Board is to review the Library Director evaluation based upon the evaluation itself. He stated that he was not present to inform the Board of any results from the investigation process or the

public comment from WCEA in December but that as part of the internal process, should a complaint be substantiated, the Board would be notified.

Legal Counsel Dania Reid stated that she is not aware of any more issues that need to be shared at this time.

Upon questioning by Chair Alderman, Assistant County Manager Solaro stated that if an actionable item was found by the third party investigating, he would not expect it would be treated differently than any other employee and would expect the Board would be notified. He reiterated that the process is confidential and only a couple of people have the authority to divulge what transpired and the results of that report and for who they report it to. He stated that if any operational issues were reported, the Board would be notified as that is within their purview to act upon. The internal policy has several components to the process including the process of investigation and reporting.

Chair Alderman moved the Board forward into the agenda item as presented for review and possible approval of the annual evaluation for the period 2017 to May 2018 with possible direction for future performance of the Library Director. She reiterated the brief background of this annual review and asked the Board for any further comments.

Trustee Stoess informed the Board that she has met informally with Director Scott once prior to the December 2017 Board meeting and several times since. She stated that the first time she heard of any issues was at the December 2017 Board meeting when WCEA presented in public comment. She informed the Board that she spoke with WCEA about the issues and occurrences as well as several of the involved individuals after the first of the year. She said she started to receive calls at home and many were not senior staff and many of whom were transferred, adding to the comments presented by supervising in the survey.

Trustee Wilson informed the Board that he has also met with some employees. He stated that he knows there is a process that needs to be respected and understands that he cannot fill the role of Human Resources. He stated that although he did not like delaying the evaluation in December, he felt it was the duty of the Board to look into the information coming in and he believes that is part of his job as a Trustee is to listen and collect information. He clarified that he agrees that the employee meetings are separate from the evaluation survey results. He stated that he was unsure if he misunderstood the comments by WCEA or if they possibly overstated their case, believing that he had thought he heard that human resources had determined that there were valid complaints that needed to be brought to the next level. He moved forward stating that with no apparent advancement of those complaints to reach the level of the Board, the Board is left to deal with the material presented for the annual survey. He stated that if you lop off the extremes, you get some pretty good numbers in the middle. He stated that he likes that Director Scott has brought changes, energy and new thinking to the system. He stated also that there are some dissatisfied people. He stated that he believes that some of those individuals may have felt left out of the process and he would like to see assurance that things and communication are moving in an appropriate way that people feel free to bring ideas and issues to the library director. He said he understands that there will be complaints and resistance to change, but that has to be managed and the bottom line is that the director needs to be available and able to manage the Library. He clarified that this may include losing people and that there may be friction with some of those moves but

believes Human Resources has a process for this. He stated that he thinks it would be fair for the Trustees to get some assurance and insight as to how those things are happening and why. He believes that the Board is moving towards a more standardized process to something that works.

Upon questioning by Trustee Parkhill asking how the Board would be notified and what severity would trigger notification, Chair Alderman reiterated that there is an internal process within Washoe County and there is nothing for the Board to act on at this time.

Assistant County Manager Solaro confirmed that if an egregious behavior was found, the Board would be notified. He also clarified that structural difference between the Library and Washoe County where the Library Director is employed by a Board, but all Library employees' work for Washoe County. He stated that if there was a threat to employees they [Washoe County] would take action and the issue would go to Board of Trustees as advising body for the Library Director.

Upon further questioning by Trustee Parkhill regarding the requirement or authority to determine what is reported to the Board, Legal Counsel Dania Reid stated the Nevada Revised Statute authorizes hiring, evaluation performance and dismissal of the Library Director by the Board. She reiterated that the Library Board of Trustees does not supervise, hire or manage library employees. She explained that the duty the Board has, is to evaluate the performance of the director, including employee relations, which is part of the County process and would include a report by management [Washoe County] to the Board. She stated should any actionable item, possible violation or egregious issue be discovered during an evaluation year, the Board would then have to make a decision on how to proceed in regards to the Library Director based upon any information provided. Per the NRS, the Board does not have management authority over the employees and any information received by the Board is relevant only to the duty of the Board to evaluate the performance of the Library Director.

Trustee Parkhill agreed that helped clarify the role of the Board during this process. He stated that the Trustees seem to be contacted by many unhappy employees and have been advised not respond to employees, directing them to WCEA or Washoe County Human Resources as avenues instead of the Library Board based upon a legal response sent via email. He asked Legal Counsel if that was a fair statement.

Legal Counsel Dania Reid asked Trustee Parkhill if he was electing to waive attorney/client privilege in regards to Board advice in this situation. Trustee Parkhill confirmed that he was waiving attorney/client privilege.

Following confirmation of waive of attorney/client privilege, Legal Counsel Dania Reid cautioned the Library Board of Trustees that they have a duty to evaluate the Library Director through the established process and that the Board has a responsibility to remain objective and not conduct investigations which could impair the Boards subjectivity and impede this process. She stated that because there is a caution from Human Resources, the risk of action to that process is real. She said that in conjunction with counsel [herself] to the Board and counsel to Human Resources, the advice from legal is, undertaking independent investigation runs risk of open meeting law violation, as well as, impairing the Board's duty and fidelity as a larger body and the duty to perform objectively during the

evaluation of a Library Director based upon all the information. She stated that they have received her advice and it is up to them to either heed it or not.

Trustee Parkhill thanked Ms. Dania, stating that her response was very well put. He also stated that he has received and read several emails from library employees, but has not, and will not respond, based upon legal advice. He stated that he wanted it noted on record that this was the reason library staff was not receiving responses, but will continue to read any emails sent to him.

Legal Counsel Dania Reid clarified that the decision to respond or not rests solely upon the Trustees and that she can only outline the factors to consider in doing so and also in what type of response. She stated that she knows there have been directions for reporting through the proper channels as described by Assistant Manager Solaro. She said there is always an openness of speech when it comes to communication and she does not want to leave anybody with the notion that speech is censored or prohibited in any way or anything like that. She stated the Trustees have to make their own judgements and that is always a blurred line.

Chair Alderman stated that the processes between the private sector and public sector are challenging and it has been a learning experience for her personally. She stated that in returning to the evaluation process, she would like to separate what has been presented in public comment from the process that was presented and agreed to in order to complete the evaluation process this time. She stated that as far as Board Comments, they could redirect a future agenda how to improve the evaluation process based upon comments presented and the proper way to handle that with the Library System being a public entity.

Legal Counsel Dania Reid, referred to the Staff report where the possible approval of this annual evaluation period contained within the documents includes information received through May 2018. This opens up the ability of the Board's consideration of public comment and information received in the global sense of the evaluation and any new direction. Any discussion beyond that will have to be delayed for a future agenda.

Trustee Parkhill stated that when looking at the overall results, the majority fall into the meets standards. There are areas that are higher for growth and some areas that are looking good. He stated that when you look at the Leadership role, there are some numbers in that column that the Board needs to look at that act with some of the things they have seen. He moved onto the Communications, which is pretty much a 2/3 split with exceeds being rated slightly higher between both exceeds and needs growth ratings. He stated that when you look at Community Relations, it is heavily weighted to exceeding standards, which is looking good. Moving to Library Board Relations, he said that area looks okay and where meets standards leans towards exceeding is based upon the results the Board was presented with. He stated that as he looks at the material presented, he sees a report that meets expectations. Big picture meets expectations.

Chair Alderman stated that change is difficult and the Board asked the library system and Director Scott to make changes in the last couple of years that may be counterintuitive to how the Library system has previously operated and is happening branch by branch. She said the comments are not about what is happening but about how it is happening. She stated this is something they can ask the director to work on but that based upon the comments, these changes were what the Board asked for. Moving forward with the



### ITEM 3a

Strategic Plan will help fine tune what the Board reviews. She said that based on information presented today, this is what the Board had asked for. She asked the Board to look at entertaining a motion and noted the Board can provide direction for any areas of concern and move forward with new direction to the Library Director.

Legal Counsel Dania Reid reiterated that the motion includes approval of the report presented being what it is and that the second half of the motion allows for any direction for future performance to be provided by the Board.

Trustee Parkhill stated that he based upon the data, 52% stated they have an issue under the Leadership question regarding the Inspiring Trust. He stated that there seemed to be a commonality between the comments and the data presented. He stated he believes this to be an area for improvement. He stated that another area indicating a need for improvement under the Leadership question was Functions as an Effective Leader with 42% of the responses. He noted that the third category under the Leadership question, Values Staff at 42% of the responses indicate the need for improvement as well. He stated that in his perspective, if the Board wanted to evaluate the report for future performance and if Director Scott wanted to improve the overall methods and performance then this is an area that he may want to concentrate on. He stated, that as a group, this is what he would like to see the Board recommend. He stated he personally would like to see improvement in this section as there appears to be a core theme from the report as well as what some of the Board has discovered independently.

Trustee Stoess stated that Director Scott has a good reputation in town with organizations and other affiliations. She noted he his newly elected position as the Vice President of the Nevada Library Association and that he is a member of the United Way Board.

Trustee Parkhill responded to Trustee Stoess' commenting that this is also reflected in the higher percentages in the Collaborative and Partnering Relations area of the evaluation.

Chair Alderman stated that these were two priority areas [Collaborative and Partnering Relations] the Board asked Director Scott to focus on. She stated that for many years the Library was focusing on keeping the doors open and Director Scott was asked to focus on improving community relations after his first year of employment. She stated that these results are phenomenal and that she does not have a problem expecting results when asking the director to focus on the Leadership area for his future evaluation.

Trustee Stoess stated that she was not sure how Director Scott could go about doing as requested by the Board and asked Assistant County Manager if they were able to offer assistance.

Trustee Wilson stated Director Scott has a responsibility to implement the Strategic Plan, which is detailed and well put together. He stated that Library staff has a responsibility to look at that plan and determine how they can contribute to it and make it happen. He stated that he believes that the director and staff meet at that Strategic Plan and believes that is the Library's Action.

In response to Trustee Stoess' question, Assistant County Manager Solaro stated that Washoe County has resources available to work with Director Scott. He noted that this a weird situation where the Library Director essentially works for the Library Board of

Trustees but that for any direction the Board gives to the director, Washoe County will provide support to the director.

Trustee Marsh noted appreciation for the Board is working within the parameters of the data and Chair Alderman's statement about the difference between implementation and leadership. She acknowledged how the Board put Director Scott in a position to achieve some immediate results where they wanted the Library System to emerge from the economic meltdown and negative impacts on the community and culture of learning and literacy by virtue of the operational deficit the Library System was experiencing. She stated she thought the Board hoped to hold a new director to a new standard and stated that in the implementation she believes they have seen the progress they were hoping to see. She stated that she is also particularly moved by comments that have been made and said she thinks that part of the Board's obligation is to ensure the community that they are being heard and taken seriously. She said the leadership component is every bit as important as the data they will be evaluating at this meeting. She stated that she personally hopes to see, not just an olive branch, but a true coming together. Using an analogy, she stated that staff are delivering service and if morale hits rock bottom, not that she is saying it is, then the Library will not be able to be a world class system. She collectively acknowledged the individuals who came forward had courage and took a risk. Continuing with her analogy, she asked Director Scott to create a train that staff can stay on, and that every member feels supported as they want the patrons to feel. She stated she could not imagine what it takes nor was she sure if she could do so in a public setting and was appreciative that Director Scott was able to sit through the last 55 minutes of public comment and the Board evaluation process. She also stated that she wanted everyone in the room to hear that public comments were not said in vain, and believed it is now incumbent upon the Board to provide some oversight. She stated she hoped moving forward that evaluations could thoroughly integrate all staff.

Chair Alderman requested a motion to accept the Library Director's annual performance evaluation results.

On motion by Trustee Wilson seconded by Trustee Marsh, the Board accepted the Library Director's annual performance evaluation results. Trustee Marsh seconded the motion but abstained from the vote.

Upon questioning by the Board, Assistant County Manager Solaro stated that he would meet with Director Scott and they would make a proposal back to the Board with a plan to improve in the specific areas of note.

On motion by Trustee Parkhill, seconded by Trustee Stoess, the Board recommended that Director Scott improve in the following three areas under the Leadership evaluation component:

- Inspires trust and confidence with Library staff, the Board and the public
- Functions as an effective leader of the organization, gaining respect and cooperation from others
- Values staff, help staff develop a passion for their work and recognizes their contributions

All in favor, none opposed

b. **WASHOE COUNTY STAFF REPORT REGARDING RADON TEST RESULTS AND CURRENT MITIGATION EFFORT AT THE DOWNTOWN RENO LIBRARY**

Assistant County Manager David Solaro addressed the Board regarding Radon testing updates in the Downtown Reno Library. He informed the Board that information received from recent tests [included in the Board packet] show 70% reduction of picocuries (pCi/l) by keeping the AC/HVAC running constantly. He stated Washoe County has been researching OSHA about Radon levels in the workplace. Although the information was not provided in the packet, one of OSHA's primary regulations includes the requirement of a radon program, which Washoe County has, if a building has over 25 pCi/l, OSHA has a notification requirement. Mr. Solaro informed the Board that Washoe County was currently working to create a Radon policy for County buildings. He also stated that a letter would be drafted following the meeting, updating the current situation at the Downtown Reno Library.

5) **NEW BUSINESS**

None

6) **REPORTS**

a. **SPARKS LIBRARY REPORT ON PROGRAMS, ACTIVITIES AND OPERATIONS**

Managing Librarian Corinne Dickman highlighted the following from her attached report:

- Makerspace area was relocated within the facility, creating higher visibility and adding space.
- Hiring and rebuilding Sparks Library team after significant decrease in staff due to retirements last year.

Upon questioning by the Board, Managing Librarian Dickman clarified the following:

- The Sparks meeting room availability is on the Library website and often the community is informed by word of mouth
- The Sparks Library is expected to be re-roofed through Washoe County funding in the very near future.

Director Scott informed the Board that the roofs at the Sparks and Downtown Reno Libraries would be done at the same time.

b. **TACCHINO TRUST EXPENDITURE UPDATE**

The Board reviewed the information submitted in the packet

Director Scott reiterated that the Downtown Reno Library renovation is back on for the next fiscal year with the Washoe County matching CIP Funding intact to get this project completed.

7) **STAFF ANNOUNCEMENTS**

Assistant Library Director Joan Dalusung informed the Board the Library has a new app for electronic books called Libby. She also advised that over the last year the Marketing team has

launched newsletters that are available through the Library website. One of them is Library News and Events. She is requesting the Board subscribe if they have not already done so. She Also read an email response received on May 4, 2018 to the Washoe County Library News and Events newsletter that has been included with all the documents as part of the meeting record. She noted the response was from Amber Joiner, who is a representative with the Nevada Legislature and is supportive of the Library.

Public Information and Development Officer PIO Andrea Tavener noted that the Summer Program Schedule, provided to each Trustee prior to the meeting, was the result of the Marketing and Communications Team efforts. She directly acknowledged the following individuals for their time and thanked the Library system for allowing them time to help create this product: Internet Librarian John Andrews, Northwest Reno Library Assistant II Jamie Hemingway, Downtown Reno Library Assistant II Jena Molina, and Administration Office Assistant II Diana White. She also thanked all of the sponsors who have been listed on the back of the schedule as well as the Library Director for centralizing marketing for the Washoe County Library System.

**8) PUBLIC COMMENT**

Theresa Kenneston, Librarian at Spanish Springs Library

She stated that she would like to see the following on the next Library Director's evaluation:

- That the Board consider ensure ...[unable to translate recording]...
- She would like to see the Library Director complete all the Washoe County training that is required of all Washoe County Staff
- She would like to ask the Board to agendize discussion on Gift Funds and the purpose of them.

**9) BOARD COMMENT**

Trustee Parkhill thanked Trustee Stoess for the Friends of Washoe County Libraries (FWCL) information provided in the April 2018 Library Board of Trustee meeting.

Trustee Stoess stated that FWCL is also willing and able to attend a future meeting if the Board wants to agendize an item for FWCL Treasurer to discuss.

Trustee Parkhill thanked Assistant County Manager for his guidance during the agenda item discussing the Library Director Evaluation.

Trustee Stoess stated she had requested the news video for the FWCL book sale to play at the next Library Board of Trustee Meeting as this last FWCL book sale received much publication.

Chair Alderman requested an agenda item for the June 2018 Library Board of Trustee meeting to include a process in which the Library Director's evaluation can be tied to the Library Strategic Plan as well as including Washoe County recommendations in area of improvement for the Library Director's evaluation.

Trustee Parkhill noted that the Library now has a working draft for the Financial report for the Library Board of Trustee meeting in July as he will not be in attendance in the June meeting.

Per Chair Alderman, future agenda items are as follows:

- June Meeting agenda to include the Financial and Statistical reports.
- July Meeting agenda includes agendaizing discussion on the Financial and Statistical reports presented in June.

Jeff Scott advised the Board that the recruitment for Trustee Wilson's pending vacancy has been posted to run in several Sunday papers. The application deadline for the vacancy recruitment is Sunday May 27, 2018. The Library expects the report to go before the Board of County Commissioners on June 19, 2018, for appointment of one of the applicants.

**10) ADJOURNMENT**

Chair Alderman adjourned the meeting at 5:34 pm.

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Approval of Revised Meeting Room Policy Removing  
Reservation Fee of \$20 effective January 1, 2019  
**DATE:** June 20, 2018

**Background:** The Policy Review and Leadership Teams recommend approval to the revisions completed to the Meeting Room Policy. Changes noted are:

- Removed statement regarding fees in paragraph two and bullet five
- Renumbering of bullets after removal of bullet five
- Clarification in bullet two that money should not be exchanged during any programs or meetings by meeting room users
- Verbiage update to remove redundancy or wordiness in bullets four and new number 10, and provide further clarification in new bullet number six.

**Recommendation and Suggested Motion:** Approve the Meeting Room Policy, effective January 1, 2019.



## MEETING ROOM POLICY

The community meeting rooms provided by the Washoe County Library System are for Library-sponsored programs, for carrying out the mission and goals of the Library System and for use by other governmental agencies.

When a Library or other governmental agency is not using these meeting rooms, they are available for use by the public. Social events are prohibited. Use of Library facilities may be subject to special conditions imposed by the Library or by the branch in charge of a meeting room/auditorium facility. ~~Fees for each meeting room reservation will be charged according to the Fines, Fees and Charges Policy. Refunds cannot be made for reservations not kept.~~

The Washoe County Library System is an institution dedicated to free expression of and access to ideas representing all points of view. Accordingly, subject to all applicable laws and Library policies, the Library System's meeting rooms are available for the activities of individuals or groups. Permission to use Library facilities, in and of itself, does not constitute an endorsement or sponsorship by an individual library, the Library System, the Library Board of Trustees or Washoe County. By submitting a room reservation request, users agree to abide by all applicable laws and library policies, and release Washoe County and Washoe County Library System from all liability.

1. Meeting rooms may be used any time during the regular business hours of the Library. Some Library facilities have separate entrances to meeting rooms and can be reserved for meetings that may begin prior to or end after Library hours.
2. All programs and meetings must be free and open to the public. Meeting room users, groups and individuals may not charge or solicit fees, dues or donations as a condition of attending, ~~or during~~ any meeting or program.
3. All Library-sponsored and Friends of Washoe County Library-sponsored meetings/programs take first priority on all meeting room schedules. The Library reserves the right to reschedule an existing reservation.
4. Reservations will be on a first-come, first-served basis. ~~Non-Library-related g~~Groups may schedule up to 24 meetings per library in a calendar year (January through December). Meeting rooms may be reserved no more than six months in advance; exceptions may be made at the discretion of the Library Manager or designee.
- ~~5. Payment is required within seven (7) days of booking. The reservation is confirmed at the time payment is made and is tentative until that time.~~
- ~~6.~~5. More than two no shows or last-minute cancellations within a twelve-month period may result in the loss of privileges. Reservations will be held for 20 minutes, unless the group has notified the Library that it will be late.
- ~~7.~~6. Groups and individuals using the meeting room may not disrupt the use of the Library by others. Persons attending meetings or programs are subject to all applicable Library and County policies. Washoe County Library System reserves the right to revoke meeting room privileges when policies or procedures are not followed. Print copies of Library policies are available upon request or at our website.
- ~~8.~~7. Food and non-alcoholic beverages may be served upon the approval of the Library Manager or his/her designee. Alcoholic beverages may be served outside of the Library's public hours upon the approval of the Library Director or his/her designee.
- ~~9.~~8. Pursuant to Library policy, no child aged nine or under may be left unattended elsewhere in the Library while a parent or guardian attends a meeting or program in the meeting room. Library staff cannot assume liability for children who are left unattended.

- 40.9. \_\_\_\_\_ Groups must provide proof of adequate liability insurance coverage when any of its meetings or programs has more than 106 attendees.
- 41.10. \_\_\_\_\_ Set-up and clean-up are the responsibility of the group. ~~\_If either of these is necessary, the program or meeting starting time should be scheduled at least one-half hour after the Library opens and meeting ending time should be scheduled at least one-half hour before the Library closes, unless the facility allows for after-hours meeting room use.~~ When scheduling, groups or individuals should include the full time they will need access to the room including set-up and clean-up.
- 42.11. \_\_\_\_\_ Activities that create substantial risk of damage to or destruction of Library property are prohibited in the Library meeting rooms. Meeting rooms must be left in a clean and orderly condition. Groups will pay the cost for repair of any damages to facilities or equipment for which the group is responsible. The Library will not be responsible for materials or equipment left in the building by groups.

**Approved: October 16, 2014**

**Revised: ~~February 23, 2017~~ January 1, 2019**





## MEETING ROOM POLICY

The community meeting rooms provided by the Washoe County Library System are for Library-sponsored programs, for carrying out the mission and goals of the Library System and for use by other governmental agencies.

When a Library or other governmental agency is not using these meeting rooms, they are available for use by the public. Social events are prohibited. Use of Library facilities may be subject to special conditions imposed by the Library or by the branch in charge of a meeting room/auditorium facility.

The Washoe County Library System is an institution dedicated to free expression of and access to ideas representing all points of view. Accordingly, subject to all applicable laws and Library policies, the Library System's meeting rooms are available for the activities of individuals or groups. Permission to use Library facilities, in and of itself, does not constitute an endorsement or sponsorship by an individual library, the Library System, the Library Board of Trustees or Washoe County. By submitting a room reservation request, users agree to abide by all applicable laws and library policies, and release Washoe County and Washoe County Library System from all liability.

1. Meeting rooms may be used any time during the regular business hours of the Library. Some Library facilities have separate entrances to meeting rooms and can be reserved for meetings that may begin prior to or end after Library hours.
2. All programs and meetings must be free and open to the public. Meeting room users, groups and individuals may not charge or solicit fees, dues or donations as a condition of attending, or during any meeting or program.
3. All Library-sponsored and Friends of Washoe County Library-sponsored meetings/programs take first priority on all meeting room schedules. The Library reserves the right to reschedule an existing reservation.
4. Reservations will be on a first-come, first-served basis. Groups may schedule up to 24 meetings per library in a calendar year (January through December). Meeting rooms may be reserved no more than six months in advance; exceptions may be made at the discretion of the Library Manager or designee.
5. More than two no shows or last-minute cancellations within a twelve-month period may result in the loss of privileges. Reservations will be held for 20 minutes, unless the group has notified the Library that it will be late.
6. Groups and individuals using the meeting room may not disrupt the use of the Library by others. Persons attending meetings or programs are subject to all applicable Library and County policies. Washoe County Library System reserves the right to revoke meeting room privileges when policies or procedures are not followed. Print copies of Library policies are available upon request or at our website.
7. Food and non-alcoholic beverages may be served upon the approval of the Library Manager or his/her designee. Alcoholic beverages may be served outside of the Library's public hours upon the approval of the Library Director or his/her designee.
8. Pursuant to Library policy, no child aged nine or under may be left unattended elsewhere in the Library while a parent or guardian attends a meeting or program in the meeting room. Library staff cannot assume liability for children who are left unattended.
9. Groups must provide proof of adequate liability insurance coverage when any of its meetings or programs has more than 106 attendees.
10. Set-up and clean-up are the responsibility of the group. When scheduling, groups or individuals should include the full time they will need access to the room including set-up and clean-up.

11. Activities that create substantial risk of damage to or destruction of Library property are prohibited in the Library meeting rooms. Meeting rooms must be left in a clean and orderly condition. Groups will pay the cost for repair of any damages to facilities or equipment for which the group is responsible. The Library will not be responsible for materials or equipment left in the building by groups.

***Approved: October 16, 2014***

***Revised: January 1, 2019***

**TO:** Washoe County Library Board

**FROM:** Jeff Scott, Library Director

**RE:** Approval to Extend Summer Hours at the Incline Village Library to 7 pm on Thursdays Through August 30, 2018

**DATE:** June 20, 2018

**Background:** For the second year, the Incline Village Farmers' Market operates on Thursdays from 4 to 7 p.m. in the upper parking lot of the Library and Community Center. Incline Village Library would like to extend Thursday hours from 11 a.m. – 6 p.m. to 11 a.m. – 7 p.m. through 8/30/18. This proposed extension will not require additional staff resources, simply a shift in staff schedules. An approved extension in hours will:

- Gain some cross-traffic from the market into the library
- Provide an extra hour for patrons to access the library on a day that we receive a courier delivery
- Gauge weekday evening traffic for future public hours planning

**Recommendation and Suggested Motion:** Approve the extended hours at the Incline Village Library as set forth in the staff report through August 30, 2018.



WASHOE COUNTY  
LIBRARY SYSTEM

# Washoe County Library System Strategic Plan Update

Jan-Mar 2018


Connect

Gather

Explore

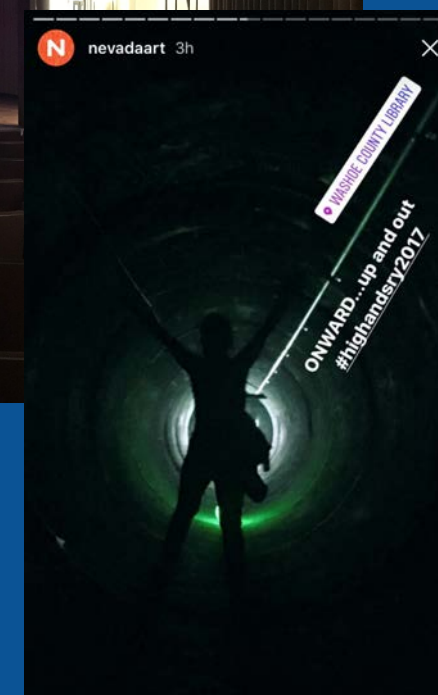


# Strategic Initiatives

 <p><b>Washoe County Library is a Community Hub</b></p>	 <p><b>Washoe County Library Grows Young Readers</b></p>	 <p><b>Washoe County Library Provides Opportunities to Express Creativity</b></p>	 <p><b>Washoe County Library Wants Residents to Know Their Community</b></p>
<p>Washoe County Library System Provides:</p> <ul style="list-style-type: none"> <li>• Opportunities for Connection</li> <li>• Welcoming &amp; well-maintained spaces</li> <li>• A welcoming and safe environment</li> <li>• Meeting room space with relevant equipment &amp; resources</li> <li>• Dynamic spaces to maximize community access</li> </ul>	<p>Washoe County Library System:</p> <ul style="list-style-type: none"> <li>• Provides collections to support young readers</li> <li>• Encourages family support of early literacy</li> <li>• Builds a bridge to education from birth to school</li> <li>• Instills a love of reading &amp; learning</li> </ul>	<p>Washoe County Library System:</p> <ul style="list-style-type: none"> <li>• Provides access to creative experiences</li> <li>• Provides opportunities to experience 21st century skills</li> </ul>	<p>Washoe County Library System:</p> <ul style="list-style-type: none"> <li>• Is dedicated to growing a well-educated community</li> <li>• Is a trusted source for local information</li> </ul>
<p><b>Community Hub</b> </p>	<p><b>Growing Young Readers</b> </p>	<p><b>Express Creativity</b> </p>	<p><b>Know Your Community</b> </p>

# Community Hub

- Opportunities for Connection
- Welcoming & well maintained spaces
- A welcoming and safe environment
- Meeting room space with relevant equipment & resources
- Dynamic spaces to maximize community access
- Goal is Focused on Patron experience inside the library



# Community Hub

- Implement ExecReport: IN PROGRESS
- Analyze Meeting Room Needs: COMPLETED/CONTINUOUS
- Better Market Meeting Space: IN PROGRESS/CONTINUOUS
- Raise Awareness of Library Resources: IN PROGRESS/CONTINUOUS



# Community Hub

- Washoe County Library Technology Services Analyzed Meeting Room Spaces
  - Services Sufficient
  - North Valleys needs equipment
  - Assess annually for maintenance
  - Need to better market venue especially Downtown Reno
  - ExecReport still in training phase





# Community Hub

- Meeting Room Usage
- Incline Village
  - Incline Village/Crystal Bay Community Forum: a citizen-driven group that disseminates local information
  - Sierra Avalanche Center
  - IV/CB Republican Women
  - North Tahoe Democrats
  - Upper Tyner Book Club
  - Bee Inclined Quilters
  - Lake Tahoe Investor's Business Daily Meetup Group.
- Downtown Reno
  - Mélisande [électrotrad] special performance thanks to UNR Performing Arts Partnership
  - This is Reno/Holland Project/KWIK Radio Candidate Forums
- Northwest
  - Historic Reno Preservation Society
  - AARP Tax Help
- Sierra View
  - Consumer Fraud Protection Fair
  - Alpha One Support Group
  - Historic Reno Preservation Society

# Community Hub

- Meeting Room Usage
- South Valleys
  - South Washoe Democrats
  - Reno Fiber Guild
  - Sierra Manor Neighborhood Watch
  - Weekend Tardis
  - EIC
  - High Sierra Writers
  - Daughters of the American Revolution
  - Washoe Residents for Appropriate Planning
  - Reno Mustang Car Club
  - Washoe County CERT
  - One and Only Book Club
- High Desert Steam
- Athlos Academies
- Reno Tahoe Modern Quilt Guild
- ProAutomated
- Sunrise HOA
- Toastmasters International
- DANN PTO
- Intrio Inc.
- Hidden Valley Wild Horse Protection Fund
- Doral Academy
- Tamil Senior Group
- Curti Ranch
- Italian Study Group
- Steamboat HOA
- Community Fellowship
- Southwest HOA

# Community Hub

- Meeting Room Usage
- Sparks

- Rockwell Development
- Northern Nevada Beekeepers
- Washoe Area Gaming Enclave
- Dream Team
- Starbucks



- Spanish Springs
  - AARP free Tax Help
  - Alpha/Omega
  - GPAA
  - Health Can Be Simple
  - Embroidery Club (new)
  - Nevada Department of Wildlife
  - Nevada Early Intervention
  - Autumn Trails HOA
  - Bridle Path HOA
  - Kiley Ranch HOA
  - Pebble Creek HOA
  - Spanish Springs Village HOA

# Grow Young Readers

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



# Grow Young Readers

- Fine Free Library Cards for Children: COMPLETED/CONTINUOUS
- Patrons can automatically enroll for library cards through Washoe County School District Registration: COMPLETED/CONTINUOUS
- Summer Reading Program: COMPLETED/CONTINUOUS
- Winter Reading Program: COMPLETED
- Friction Free Library Card: COMPLETED/CONTINUOUS
- Support Teachers and Educators: IN PROGRESS
- Readers Advisory: COMPLETED/Training at May, 2018 In-Service Day



# Grow Young Readers

- Multi-Generational Access to Collections: IN PROGRESS/ONGOING
- Support Teachers and Educators
  - Longer Checkouts: Reviewed
  - Fine-Free Cards: Library Procedural Change for Educators
  - Open House/Educator Night at branches: Scheduled at every branch from July to September
  - Automatic Opt-In Library Cards for WCSD Teachers: In progress
- Review Library Card Policies: Reviewed
  - Remove Out of County Charge
  - Remove Card Replacement charge



# Grow Young Readers

- Collection Development Budget Increased
- Youth Materials Increased
- 54,000 student cards issued through WCSD
- Summer Reading Program Participation
- Winter Reading Program Participation

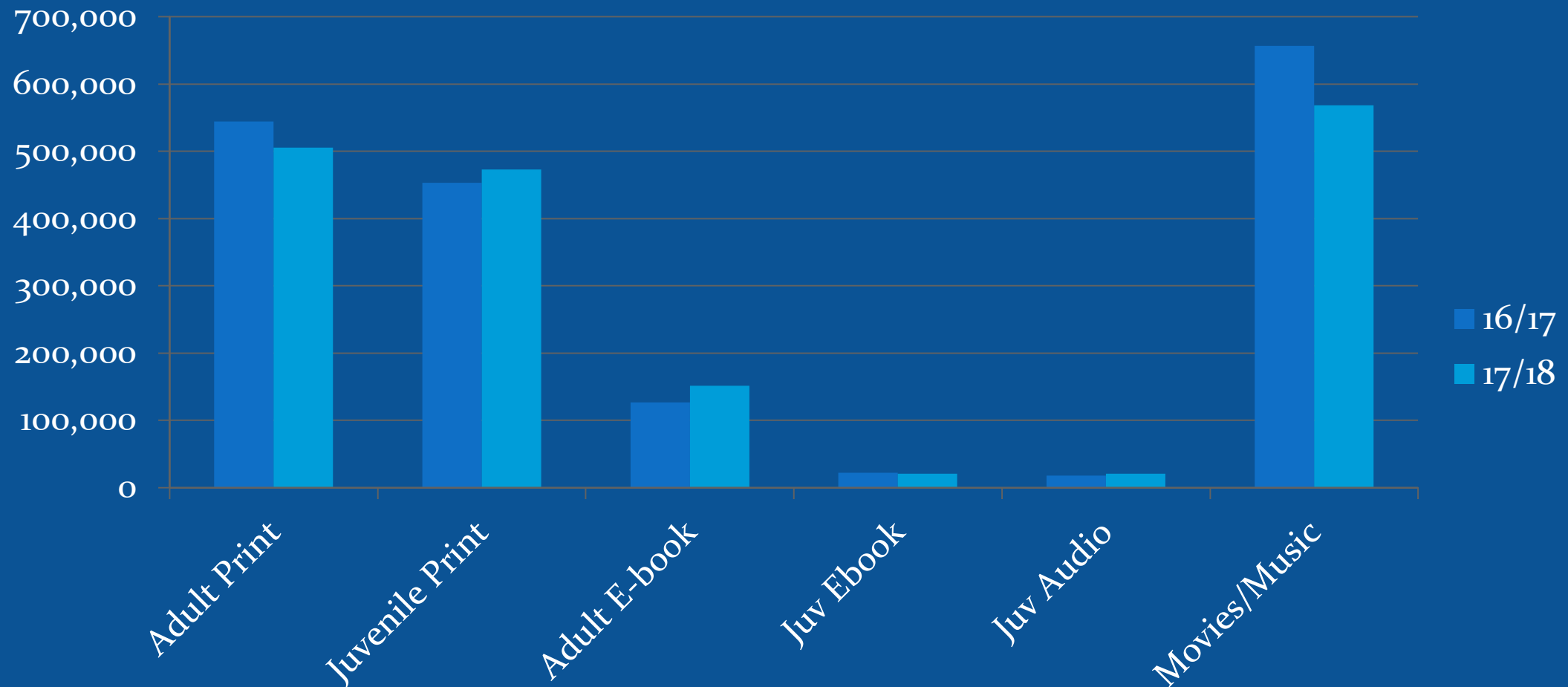


# Grow Young Readers: Usage Update

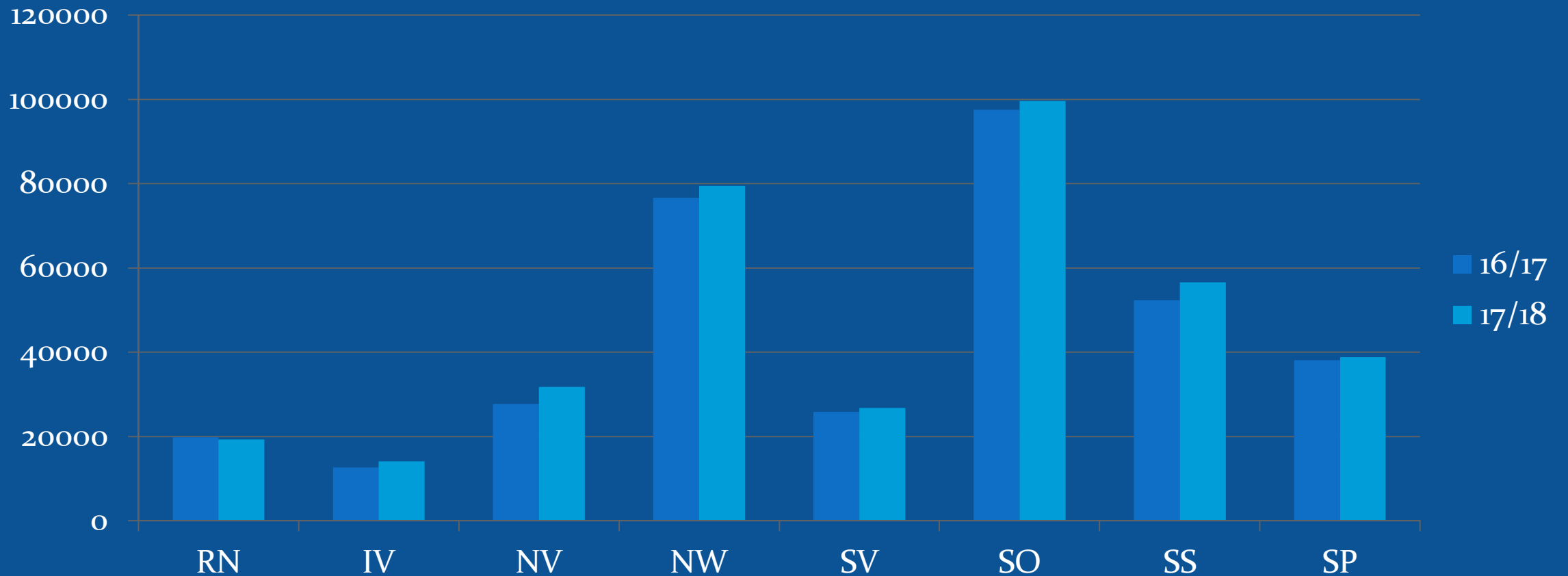
- Collection Usage in Transition
- AudioVisual usage declining
- Adult Fiction/Non-Fiction migrating to Overdrive
- Children's Materials usage increasing
- Total Circulation Increased by 2.9%
- Alternative to physical Audio/Video needed in next few years
- Increase in children's usage = increase in children's footprint in our libraries
- Expansion of the children's area and prominence at North Valleys Library resulted in a 20% increase in the usage of children's materials.



# Grow Young Readers/Circulation Trends



# Grow Young Readers/Juvenile Circulation



# Express Creativity

- Continue to support and grow Idea Boxes: COMPLETED/ONGOING
- Continue to Support Gallery Spaces: COMPLETED/ONGOING
- Continue to Support Discover and Go: COMPLETED/ONGOING
  - Current members:
    - Nevada Museum of Art
    - Terry Lee Wells Discovery Museum
    - Fleischman Planetarium
    - National Automobile Museum
- Build a Bridge to TMCC/UNR: IN Progress
- Arts, Culture, Authors, and Speakers hosted at the library: In Progress
  - Nevada Reads Program/Discussion
  - Partnership with Nevada Humanities
  - Julie Buntin, Sam Quiones available to talk on Opioid Crisis
  - Will host part of NV Humanities Lit Crawl in September
- Seek Increased Funding with goal of \$500,000 annually: Not met
  - Current Funding level \$155,000
  - Next year, \$205,000
  - LSTA Grant: Additional \$96,000
  - Apply for Federal E-rate discounts: Completed
- Establish E-Rate Compliance: Completed






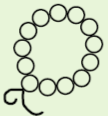

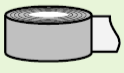
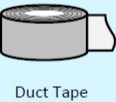








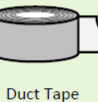














# Library Events

## Branches

- Spanish Springs IdeaBox Faire
  - Mini Gardens
  - Duct Tape Creations
  - Sound of Science
  - Bead On
  - Mad Mattr
  - Origami and Paper Art
  - Zip, Zap, Zing
  - Sew, Stitch, Wrap, Weave
- Virtual Reality Pilot Project coming soon



# Idea Boxes

	Downtown Reno	Sparks	Spanish Springs	North Valleys	Northwest Reno	Incline Village	South Valleys	Sierra View
April / May	 Mini Gardens	 Mad Mattr®	 Origami & Paper Art	 Zip, Zap, Zing	 Sew, Stitch, Wrap, Weave	 Bead On	 Sound of Science	 Duct Tape Creations
June / July	 Duct Tape Creations	 Mini Gardens	 Mad Mattr®	 Origami & Paper Art	 Zip, Zap, Zing	 Sew, Stitch, Wrap, Weave	 Bead On	 Sound of Science
Aug / Sept	 Sound of Science	 Duct Tape Creations	 Mini Gardens	 Mad Mattr®	 Origami & Paper Art	 Zip, Zap, Zing	 Sew, Stitch, Wrap, Weave	 Bead On
Oct / Nov	 Bead On	 Sound of Science	 Duct Tape Creations	 Mini Gardens	 Mad Mattr®	 Origami & Paper Art	 Zip, Zap, Zing	 Sew, Stitch, Wrap, Weave

Find out more at [events.washoecounty.us](http://events.washoecounty.us)



### Miniature Gardens

Zen gardens are traditionally carefully composed landscapes with arrangements of rocks, water features, moss, pruned trees and bushes. Some also incorporate gravel or sand that is raked to represent ripples in water. Since we all don't have the time or patience to create a beautiful Zen garden in our backyards, try this tabletop version.



### Mad Mattr®

Mad Mattr is a super soft modeling compound that can be shaped and molded, that also "flows" when slowly pulled apart. Create, build or simply squeeze some stress away. Fun for ages 3 to 103.



### Origami & Paper Art

Origami, derived from the Japanese words *oru* (to fold) and *kami* (paper), has been a recreational and ceremonial art tradition in Japan since the early 1600s. The purist origami artist does not use tools to cut or glue the paper being worked with, but relies on oftentimes intricate geometrical folding to create delicate mathematical works of art.



### Zip, Zap, Zing

What is a simple circuit? Explore electricity and create LED paper lanterns, circuit bugs and more in this family friendly kit that promise to light up your life!



### Sew & Stitch, Wrap & Weave

Explore textiles by weaving, sewing, and quilting. Use burlap, feathers, yarn, fabric, and your imagination! Make a colorful craft to take home, or experiment with a simple table top loom.



### Bead On

Beads can be found in every culture on Earth, and signify great importance in some cultures. Beading provides a sense of accomplishment which contributes to creativity and self-expression. Beading is not just a creative leisure activity for all ages, but it also contributes to children's development in the following areas: fine motor skills, visual perceptual skills, visual motor skills, cognitive skills and social skills.



### Sound of Science

Science is in everything, especially in the sounds we hear. Learn how sound waves create different tones and noises. Make new sounds with a variety of singing bowls, wooden percussion instruments, and tuning forks. Experiment with a theremin, an electronic musical instrument that you play without actually touching the instrument, and make two musical instruments to take home.



### Duct Tape Creations

Duct tape or duck tape has a unique history. It's use dates back to WWII to keep ammunition dry. Duct tape has also been used by NASA as a tool on space missions. Today duct tape is in every home repair kit and is also used for creative projects.

# Know Your Community

- **Attend Community Meetings: Completed/Ongoing**
  - City Neighborhood Advisory Groups
  - Senior Groups
  - County Citizen Advisory Groups
    - Washoe County Library System Branch Managers and staff attended meetings in their district
    - Attended Washoe County Senior Advisory Board and was heavily involved in Older American Month activities in May 2018
- **EDAWN Know Your Business: In Progress**
  - Met with EDAWN and they and other entities currently have similar program
- **Know Your Non-Profits: In Progress**
  - Still researching possibilities and working with the United Way
- **Attend Community Meetings: Feedback**
  - Neighborhood Advisory Boards and Citizen Advisory Boards are commonly held at the library
  - Heavy attendance if controversial issue such as housing comes up

# NEXT UPDATE: April through June 2018

## Presented at August LBOT

- Know Your Community
  - Develop Front Line Advocacy
- Community Hub
  - Better Market Meeting Space
  - Meeting room assessment completed
  - Meeting Room policy change to board (remove fee)
  - Review before and after hours services
- Grow Young Readers
  - Foreign Language Children's' Collection
  - Children's Reader's Advisory Completed
  - Develop Summer Lunch Program (Plan with Northern Nevada Food Bank signed off with first day June 12)
  - Concentrate on Support for Reno Sparks Indian Colony

# NEXT UPDATE: April through June 2018

## Presented at August LBOT

- Express Creativity
  - Retire/Rotate Boxes (Boxes have been assessed with new boxes rolled out during Spanish Springs Idea Box Faire and WCLS In-Service Day Idea Box Faire)
  - Assess website for Accessibility
  - Internet Speed Test
  - Training Needs for Staff  
Training Needs for Workforce, Seniors, and General Public
  - Unveil Downtown Reno Library “Quad” planned for August to coincide with our Educator Open House
- For the current quarter:
  - 28 Initiatives
    - 13 Completed
    - 14 In-Progress
    - 1 Not Met (\$500,000 for technology)





WASHOE COUNTY  
LIBRARY SYSTEM

Thank you!

Connect

Gather

Explore



ADVERTISEMENT

## All Things Maker - Robotics, Circuitry, Furniture

Everything you need to start & manage maker activities. furniture, storage, etc.  
demco.com/makerspace



# Volunteers keeping local libraries alive and well

by Karsen Buschjost | Thursday, May 10th 2018



AA

A group of roughly 50 volunteers are doing all they can to help strengthen local libraries and keep the era of the book alive and well.

RENO, Nev. (News 4 & Fox 11) —

f

The [Friends of Washoe County Library](#) is a non-profit organization where citizens receive, clean and organize donated books for a book sale that occurs once every two months.




The sale takes place at the [Reno Town Mall](#) and all proceeds of the book sale go directly to the Washoe County Library System. That money is then dispersed to libraries across Northern Nevada to help keep them running for years to come.

The book sales not only feature discounted books, but also, CDs, records, DVDs and puzzles. Over 15,000 items are sold each sale, and every year the Friends of Washoe County Library donate a check over \$100,000 to the library system.

The next book sale begins Saturday, May 12th and runs through May 20th.

If you're interested in donating books you can call (775) 772-6297 for details.

## **NORTHWEST RENO LIBRARY JUNE 2017-2018 ANNUAL HIGHLIGHTS**

### **Strategic Objectives supported**

#### **As a community hub we provide:**

A large meeting room with equipment, used by multiple organizations and clubs

Two smaller meeting rooms, used multiple times each day

Quiet work areas scattered around the library, many by windows for natural light and a visual break, filled throughout the day

#### **We grow young readers by:**

Presenting 3 storytimes and providing 3 Stay & Play opportunities weekly

Hosting a Paws 2 Read program monthly

Creating an inviting children's area with books, computers and a play area

Promoting and supporting the 1000 Books before Kindergarten program

#### **Providing opportunities to express creativity:**

Dedicated Makerspace areas highlighting the current Box, coloring pages, puzzles, and a loom

Seasonal Make and Take crafting tables (e.g. Thanksgiving, winter, Spring/Easter, reading program themed crafts)

Frequent craft programs (Home for a Gnome, Papel Picado, Valentine's Day cards, etc)

#### **Wants residents to know their community:**

Showcased programs from NDOW (Bats, Bears, Truckee River Watershed, Trout in the Truckee)

Historic Reno Preservation Society

TMCC (genealogy research tips)

Carson City Museum (Brief History of Underwear)

Terri Farley, author and wild mustang advocate

Displayed original photography, oil, watercolor, and pastel works of Nevada and Eastern California artists

Tahoe Rim Trail Association exhibits

Great Basin Baskets artwork

fiber art works from Artown Presents: Constructing Memories

## Programming Highlights

NW hosted 92 adult focused programs with over 1500 attendees and 238 youth focused programs, tours, and outreaches for close to 11,000 participants

Started offering regular STEM activities like coding, pan flutes, slime, gum drops, catapults, bridges, and building structures

Made art a core component of our programming with painting rocks (multiple and successful), decorating horseshoes, learning to paint like Van Gogh and Matisse, quilting, looming, and working with textiles and we've had multigenerational success with them

Camp Out Fun, Fun with Pirates, New Year's Dance Party, Brazilian Carnival, May the Fourth Star Wars party, Cinco de Mayo are just a few examples of original creative programs staff have presented

## Gallery/Displays highlights

Banned Books

Great Basin Baskets

A life sized image of Martin Luther King kept us company in January and February celebrating MLK Day and African American History Month. Most of the staff were either startled by the cut out or began to ask if he needed help more than once.

Women's History brought life sized cut outs of Sacajawea, Harriet Tubman, Susan B. Anthony, Eleanor Roosevelt, and Helen Keller and many discussions of the varying heights of the women. Kudos to Carla Trounson for her creative and interest generating displays.

## Community Partnerships/Outreaches

Holland Project's High & Dry Library Stop (Jamie Hemingway - July)

Reno Mini Maker Faire (Lisa Felix - July)

Back to School Nights (Mamie Towles, Verdi Elementary)

Sparks Hometowne Christmas Parade (Jamie Hemingway - December)

Tours/visits for Mamie Towles (several classes), Rollan Melton (several classes), Elmcrest, Grace Warner, King's Academy, Big Steps Little Feet preschool, Faithful Friend preschool, and Parent University participants

## Staffing/Support

Completed RFID project for one of the largest (NW) and one of the smallest (VE) collections in system

Large scale collection shifts to better allocate space on existing shelving and remove shelving that is no longer needed with the goal of opening up more floor space

Regular staffing of Verdi with two NW branch staff three times a week

Resignation of a Library Aide in early March, interviews are currently taking place for a replacement

## **Facility**

We are in our 19<sup>th</sup> year and this renovated building is showing its age. We are looking forward to a refresh in 2019-2020!

Oldest HVAC system in Washoe County

Three broken window seals (1 fixed, 2 to be fixed in FY 2018-2019)

Lots of carpet tears

Lack of comfortable seating

Mismatched chairs, cast offs from various county departments combined with some original furniture

Our newly renamed Tree cottage (play area) is being replenished with more toys. The large items (a sit in car and train table) have been very popular

New Concrete steps installed to replacing crumbling steps from eastern emergency exit

Brought down flags until flagpoles are adjusted per Washoe County Risk Manager's advice

Ongoing issues with the ADA door

Experienced some roof leaks in Children's area

Received the donation of a sculpture replica of Frederic Remington's Mountain Man in May

## **Public Comments and Feedback highlights**

A girl whose dad promised to bring her to a rock painting program had a complete meltdown at the front desk when they were informed that it had taken place a couple days earlier

"Your men's room is one of the cleanest I have ever seen"

As a Rollan Melton kindergartener walked back up the hill to school, he enthusiastically told his teacher that "This was the best day of my life!"

Hug High School Key Club students presenting their favorite librarians with a bouquet of handmade roses in celebration of National Library Week

## **Additional Verdi Programming Highlights**

Programming was formally reinstated in August

Weekly Make it Wednesdays (original programs, games & manipulatives, STEM and special guests)

Spellbinder's Pop Hayden drew a crowd of 125 in October, the largest for all the WCLS branches

First presentation of Radon Awareness for Verdi residents brought in 20 attendees in January

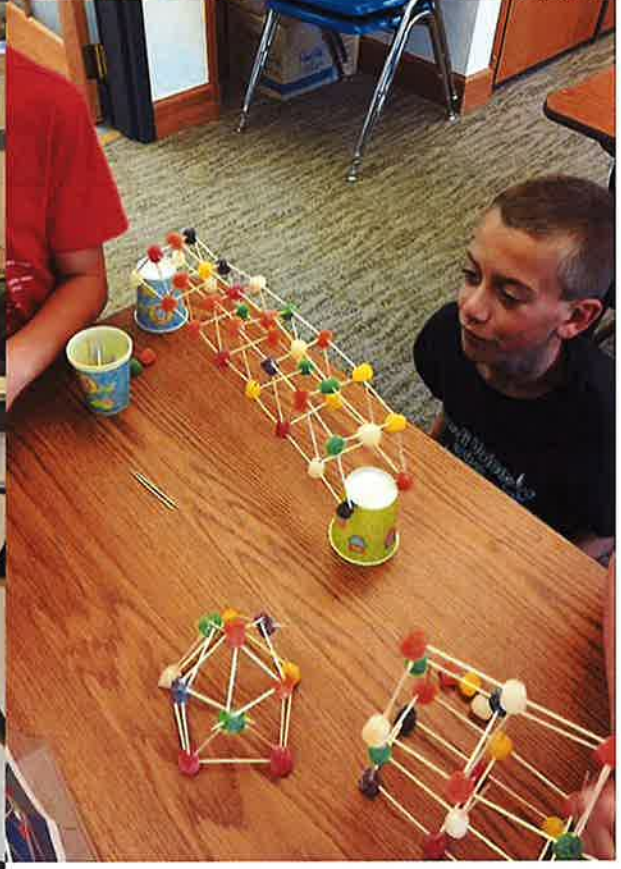
NDOW's Trout in the Truckee attracted the attention of the Boys & Girls club so there were

65 afterschool participants

Boredom Busters programs were a complete bust for both the WCSD Winter and Spring breaks,

confirming our sense that reaching the community's children is best done immediately

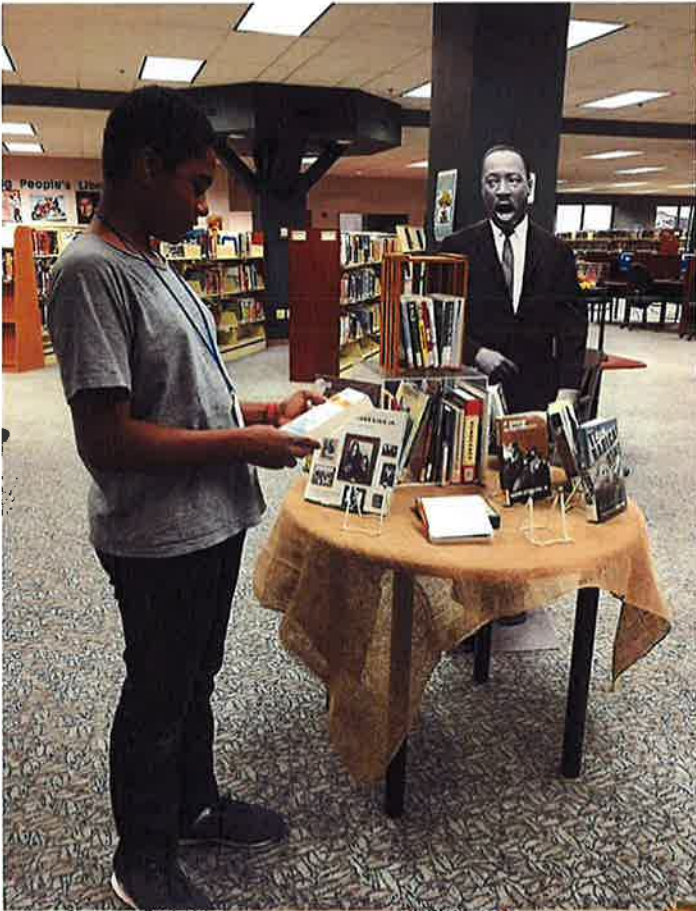
after school lets out





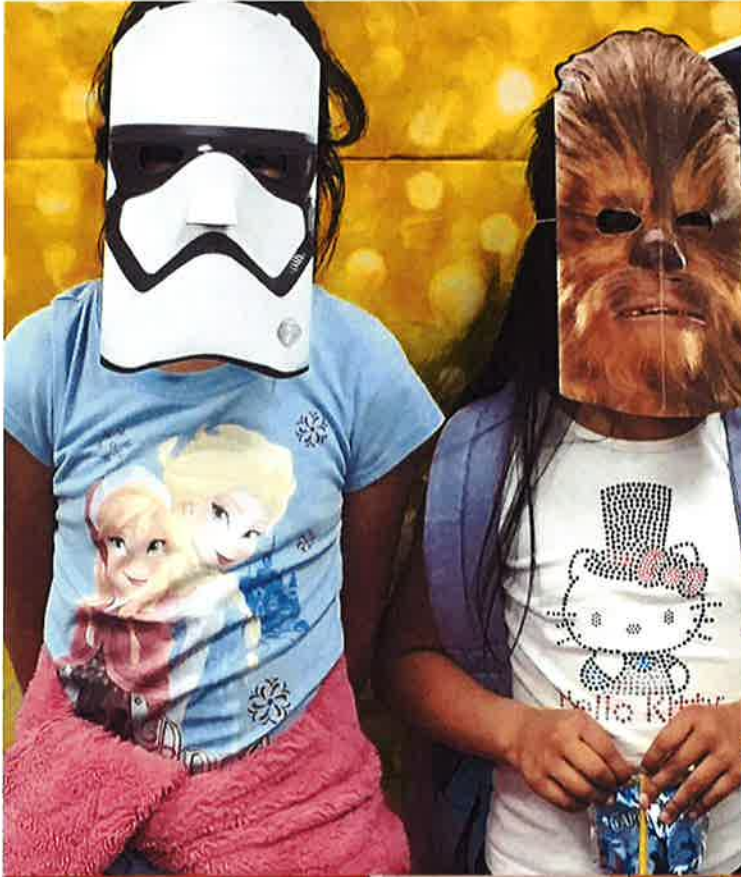


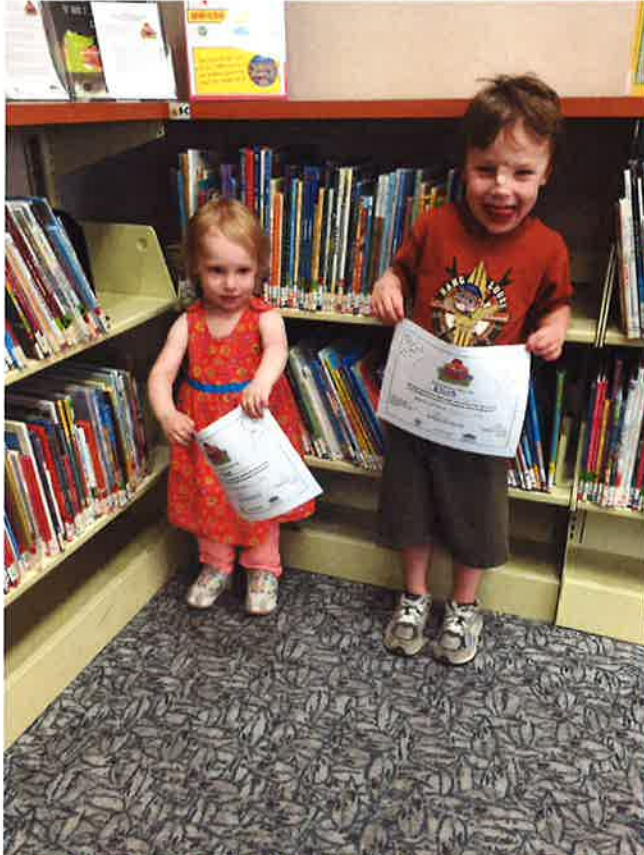












## UPDATE ON TECHNOLOGY AT WCLS JUNE 2018

### **RN Water Damage**

The reference area at the Downtown library branch suffered water damage on May 25th.

The computer reservation station and the reference computers were moved to the main floor as a temporary measure. Limited public computer access was in effect for about 2 ½ weeks while building repairs were made. All equipment came back up with no permanent damage.

### **Public PC Refresh**

South Valleys will receive new public PCs in July.

### **VR Equipment for Programs**

The library will soon have 4 virtual reality units to provide public programming. We are currently learning how to use the software and equipment. The units will include a Vive Pro system, an Oculus Rift system, a 360 degree camera, a gaming PC and a 27 inch monitor on a cart.

### **AMH**

The paperwork is in the process to get BCC approval for a 7-bin automated materials handling unit for Sparks library and a 5-bin unit for the South Valleys library. These units will provide the patron with instant check-in and a receipt. They can then immediately check out new AV or Lucky Day books without waiting on staff to check their returned items in. Staff will have returned items sorted and ready to return to the shelves. Holds and transit items will also be sorted into a separate bin.

### **Fiscal Year-End Spending**

Sparks library will be getting new 22 inch monitors for their public PCs.

### **RN Auditorium**

A sub-woofer and a blu-ray player were purchased to complete the equipment update for the Downtown library auditorium.

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Tacchino Trust Expenditure Update  
**DATE:** June 20, 2018

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

For the month of May 2018, a total of \$106.40 was spent on furniture/fixtures for the Downtown Reno Library and \$349.54 spent on children's materials.

To date, Tacchino Trust funds spent for Downtown Reno Library remodel and Children's Materials \$59,996.92.

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



<b>FWCL ALLOCATION GIFT FUND BALANCES</b>						
<b>2017 Allotment</b>	<b>Technology (38%)</b>	<b>Materials (32%)</b>	<b>Programs (9%)</b>	<b>Marketing (7%)</b>	<b>Training (6%)</b>	<b>SRP Books (8%)</b>
	\$ 45,300.00	\$ 38,400.00	\$ 10,800.00	\$ 8,400.00	\$ 7,500.00	\$ 9,600.00
<b>Beginning Balance</b>						
<b>as of 5/1/18</b>	\$ 73,394.96	N/A	N/A	\$ 10,305.87	\$ 1,419.93	\$ 1,259.70
<b>EXPENDITURES</b>		Expenditures	Funding held/			
Books		done by	paid by FWCL			
Program Supplies		Library	upon completion	\$ 314.63		
Collateral		Tech Services	of contracted			
Social Media/Subscriptions		included in	programs			
SWAG		materials				
Makerspace Supplies	\$ 2,074.65	below				
Operating Supplies	\$ 1,150.00			\$ 493.00		
Training					\$ 364.46	
Membership						
<b>Total Expenditures</b>	\$ 3,224.65			\$ 807.63	\$ 364.46	\$ -
<b>Ending Balance</b>	\$ 70,170.31			\$ 9,498.24	\$ 1,055.47	\$ 1,259.70

<b>COORDINATORS / DEPARTMENT GIFT FUND BALANCES</b>				
	<b>Beginning Balance</b>	<b>Donations</b>	<b>Expenditures</b>	<b>Ending Balance</b>
	<b>as of 5/1/2018</b>			<b>as of 5/31/2018</b>
<b>Children's Coordinator</b>				
ERWIN	\$ 500.00			\$ 500.00
BENDER	\$ 557.74			\$ 557.74
KINDER MORGAN	\$ 2,079.86		\$ 30.73	\$ 2,049.13
<b>Children's Coord Totals:</b>	<b>\$ 3,137.60</b>	<b>\$ -</b>	<b>\$ 30.73</b>	<b>\$ 3,106.87</b>
<b>Systems Office</b>	<b>\$ 136.44</b>			<b>\$ 136.44</b>
<b>Tech Services</b>	\$ 61.11			\$ 61.11
MATERIALS (INCLUDES FWCL)	\$ 70,506.71	\$ 1,908.20	\$ 155.30	\$ 72,259.61
GMAGS (PERIODICALS)	\$ 462.94			\$ 462.94
READING CAMPAIGN	\$ 48,591.68			\$ 48,591.68
<b>Tech Services Totals:</b>	<b>\$ 119,622.44</b>	<b>\$ 1,908.20</b>	<b>\$ 155.30</b>	<b>\$ 121,375.34</b>
<b>Systemwide</b>	\$ 71.55			\$ 71.55
BOOK BAG SALES	\$ 2,991.00	\$ 97.00	\$ 2,520.00	\$ 568.00
DISTRICT 3	\$ 500.00			\$ 500.00
HEADPHONE SALES	\$ 222.00	\$ 95.00		\$ 317.00
FWCL HOLDING ACCT	\$ 773.12			\$ 773.12
INTEREST	\$ 12,630.12	\$ 1,280.99		\$ 13,911.11
TACCHINO	\$ 382,618.30		\$ 455.94	\$ 382,162.36
WHYMAN	\$ 1,800.00			\$ 1,800.00
<b>Systemwide Totals:</b>	<b>\$ 401,606.09</b>	<b>\$ 1,472.99</b>	<b>\$ 2,975.94</b>	<b>\$ 400,103.14</b>

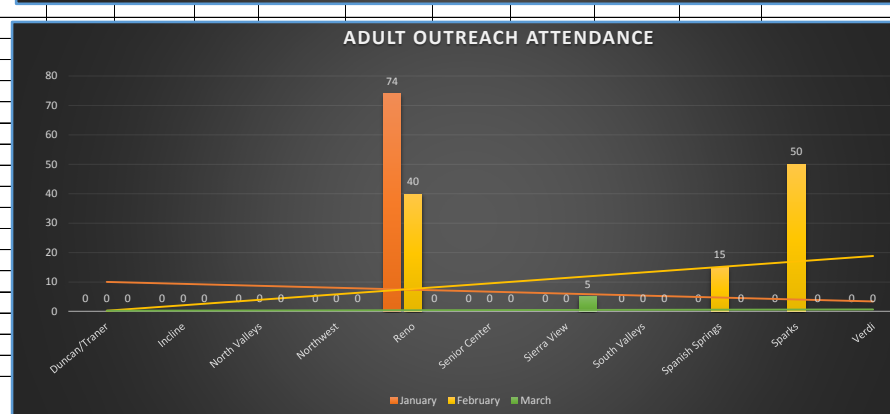
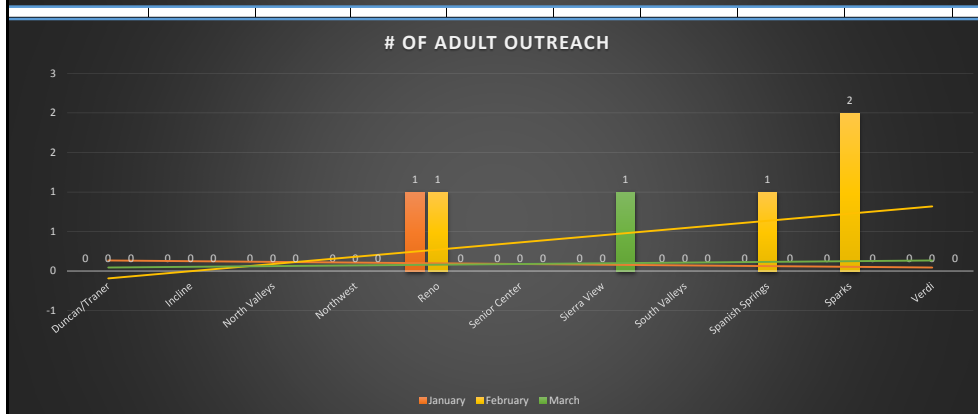
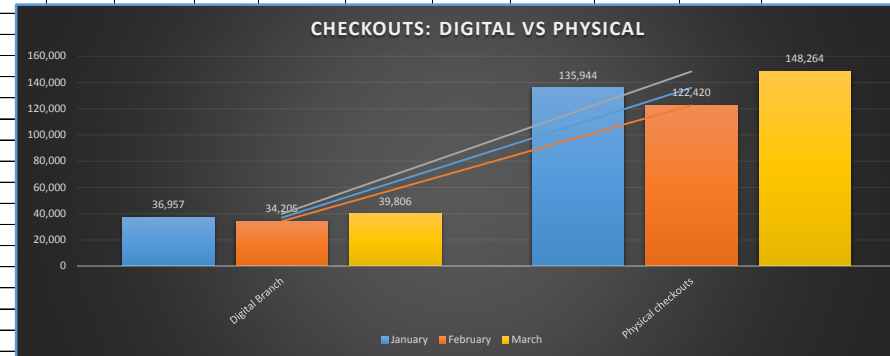
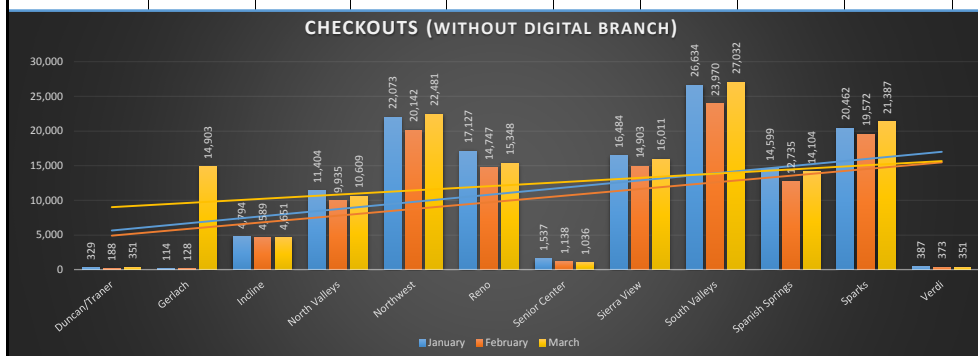
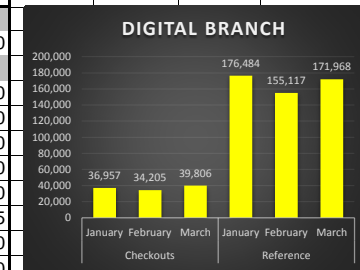
<b><u>BRANCH GIFT FUND TOTALS</u></b>					
	<b>Beginning Balance as of 5/1/2018</b>	<b>Donations</b>	<b>Expenditures</b>	<b>Ending Balance as of 5/31/2018</b>	
<b>DOWNTOWN RENO</b>					
UN-DESIGNATED	\$ 3,903.23	\$ 90.65	\$ 32.56	\$ 3,961.32	
BENNETT	\$ 3,039.91			\$ 3,039.91	
				\$ -	
<b>DUNCAN/TRANER</b>					
				\$ -	
UN-DESIGNATED	\$ 452.69		\$ 235.01	\$ 217.68	
BERKBIGLER	\$ 1,349.80		\$ 94.49	\$ 1,255.31	
<b>INCLINE VILLAGE</b>					
UN-DESIGNATED	\$ 4,387.41	\$ 160.01	\$ 305.57	\$ 4,241.85	
ROSENBERG	\$ 100.00			\$ 100.00	
FRIENDS ENDOWMENT	\$ 540.39			\$ 540.39	
SMALLWOOD	\$ 3,673.51			\$ 3,673.51	
<b>NORTH VALLEYS</b>					
				\$ -	
UN-DESIGNATED	\$ 1,785.40	\$ 87.10	\$ 165.53	\$ 1,706.97	
FRIENDS ENDOWMENT	\$ 497.70			\$ 497.70	
<b>NORTHWEST RENO</b>					
				\$ -	
UN-DESIGNATED	\$ 3,882.35	\$ 616.00	\$ 117.92	\$ 4,380.43	
GALLERY	\$ 239.79			\$ 239.79	
<b>SENIOR CENTER</b>					
UN-DESIGNATED	\$ 20.21			\$ 20.21	

	<b>Beginning Balance</b>	<b>Donations</b>	<b>Expenditures</b>	<b>Ending Balance</b>		
	<b>as of 5/1/2018</b>			<b>as of 5/31/2018</b>		
<b>SIERRA VIEW</b>						
UN-DESIGNATED	\$ 6,049.27	\$ 373.61	\$ 289.38	\$ 6,133.50		
<b>SOUTH VALLEYS</b>						
UN-DESIGNATED	\$ 5,000.63	\$ 338.24	\$ 26.46	\$ 5,312.41		
GALLERY	\$ 676.96			\$ 676.96		
STEAM	\$ 4,532.65			\$ 4,532.65		
<b>SPANISH SPRINGS</b>						
UN-DESIGNATED	\$ 9,459.15	\$ 461.60	\$ 342.92	\$ 9,577.83		
KERMOADE	\$ 326.30			\$ 326.30		
REDFIELD	\$ 314.83			\$ 314.83		
<b>SPARKS</b>						
UN-DESIGNATED	\$ 15,532.37	\$ 631.13		\$ 16,163.50		
<b>VERDI</b>						
UN-DESIGNATED	\$ 274.43			\$ 274.43		
<b>TOTALS:</b>	<b>\$ 66,038.98</b>	<b>\$ 2,758.34</b>	<b>\$ 1,609.84</b>	<b>\$ 67,187.48</b>		
<b>GRAND TOTAL GIFT FUNDS</b>	<b>\$ 673,892.99</b>					

Washoe County Library System  
Wants Residents to Know Their Community



FY 17/18 Third Quarter BRANCH ACTIVITY	Checkouts			Reference			Digital Visits			# of Outreach Adult			Outreach Attendance Adult		
	January	February	March	January	February	March	January	February	March	January	February	March	January	February	March
	Digital Branch	36,957	34,205	39,806				176,484	155,117	171,968					
Duncan/Traner	329	188	351	166	135	185				0	0	0	0	0	0
Gerlach	114	128	14,903												
Incline	4,794	4,589	4,651	877	698	882				0	0	0	0	0	0
North Valleys	11,404	9,935	10,609	2,574	2,350	2,675				0	0	0	0	0	0
Northwest	22,073	20,142	22,481	3,340	2,604	2,798				0	0	0	0	0	0
Reno	17,127	14,747	15,348	1,717	1,488	1,937				1	1	0	74	40	0
Senior Center	1,537	1,138	1,036	257	266	261				0	0	0	0	0	0
Sierra View	16,484	14,903	16,011	3,068	2,576	2,568				0	0	1	0	0	5
South Valleys	26,634	23,970	27,032	3,214	2,247	2,572				0	0	0	0	0	0
Spanish Springs	14,599	12,735	14,104	2,435	2,979	3,112				0	1	0	0	15	0
Sparks	20,462	19,572	21,387	4,830	4,432	5,982				0	2	0	0	50	0
Verdi	387	373	351	114	45	37				0	0	0	0	0	0
<b>Total:</b>	<b>172,901</b>	<b>156,625</b>	<b>188,070</b>	<b>22,592</b>	<b>19,820</b>	<b>23,009</b>	<b>176,484</b>	<b>155,117</b>	<b>171,968</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>74</b>	<b>105</b>	<b>5</b>
Physical checkouts	135,944	122,420	148,264												

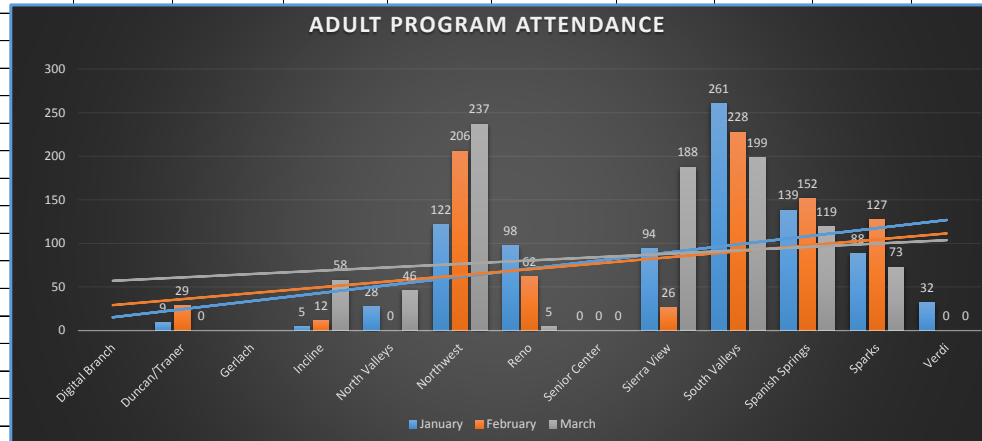
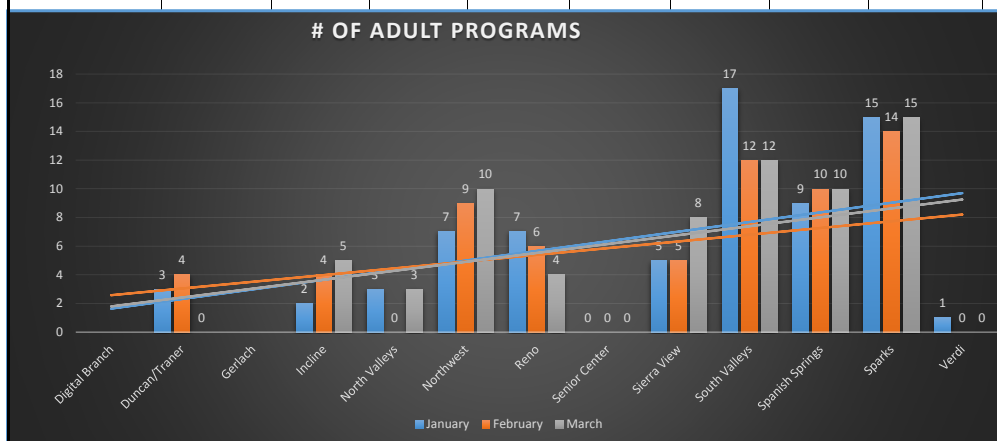
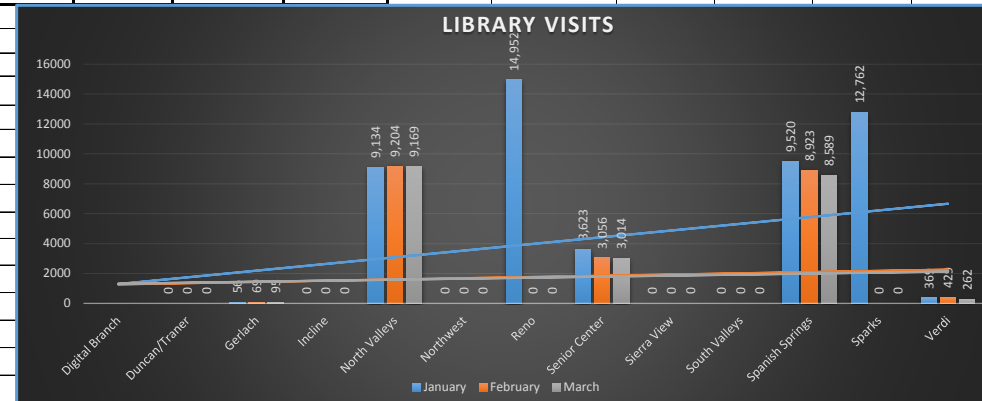
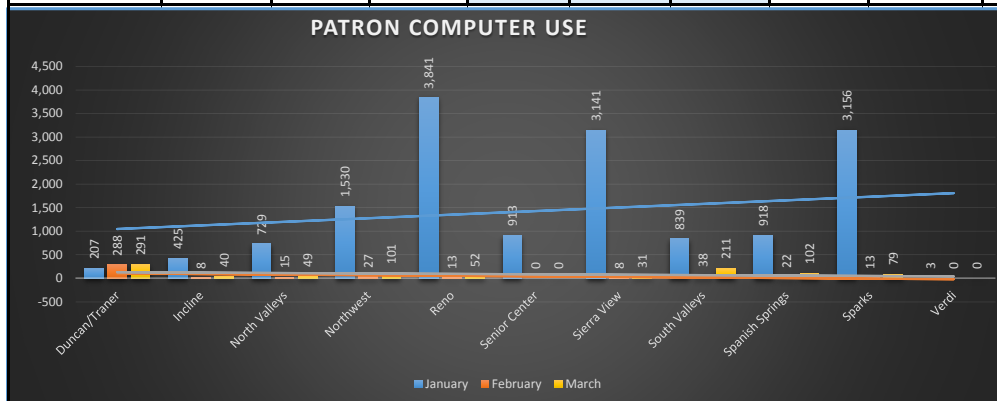


Note: Digital Branch includes ebooks, audiobooks, magazine checkouts  
 Duncan/Traner & Verdi reflect public hours only  
 Gerlach reflects both public and school hours

## Washoe County Library System is a Community Hub



FY 17/18 Third Quarter	Patron Computer Use			Library Visits			# of Programs			Program Attendance		
							Adult			Adult		
	January	February	March	January	February	March	January	February	March	January	February	March
Digital Branch												
Duncan/Traner	207	288	291	0	0	0	3	4	0	9	29	0
Gerlach				56	69	95						
Incline	425	8	40	0	0	0	2	4	5	5	12	58
North Valleys	729	15	49	9,134	9,204	9,169	3	0	3	28	0	46
Northwest	1,530	27	101	0	0	0	7	9	10	122	206	237
Reno	3,841	13	52	14,952	0	0	7	6	4	98	62	5
Senior Center	913	0	0	3,623	3,056	3,014	0	0	0	0	0	0
Sierra View	3,141	8	31	0	0	0	5	5	8	94	26	188
South Valleys	839	38	211	0	0	0	17	12	12	261	228	199
Spanish Springs	918	22	102	9,520	8,923	8,589	9	10	10	139	152	119
Sparks	3,156	13	79	12,762	0	0	15	14	15	88	127	73
Verdi	3	0	0	369	429	262	1	0	0	32	0	0
<b>Total:</b>	<b>15,702</b>	<b>432</b>	<b>955</b>	<b>50,416</b>	<b>21,681</b>	<b>21,129</b>	<b>69</b>	<b>64</b>	<b>67</b>	<b>876</b>	<b>842</b>	<b>925</b>



Duncan Traner & Verdi reflect public hours only  
Gerlach reflects both public and school hours

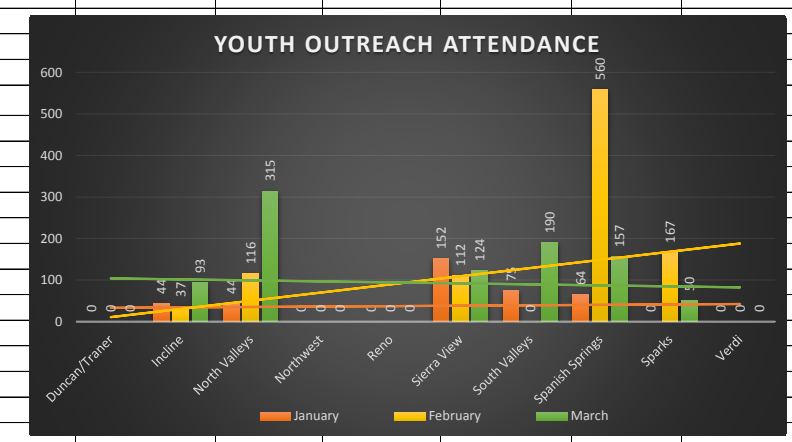
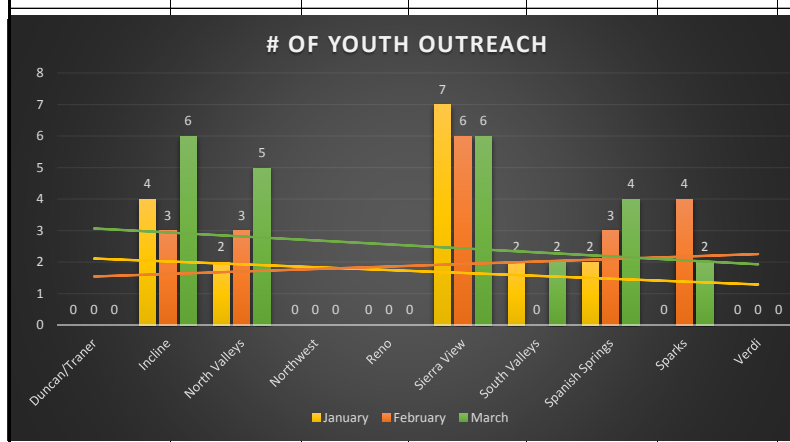
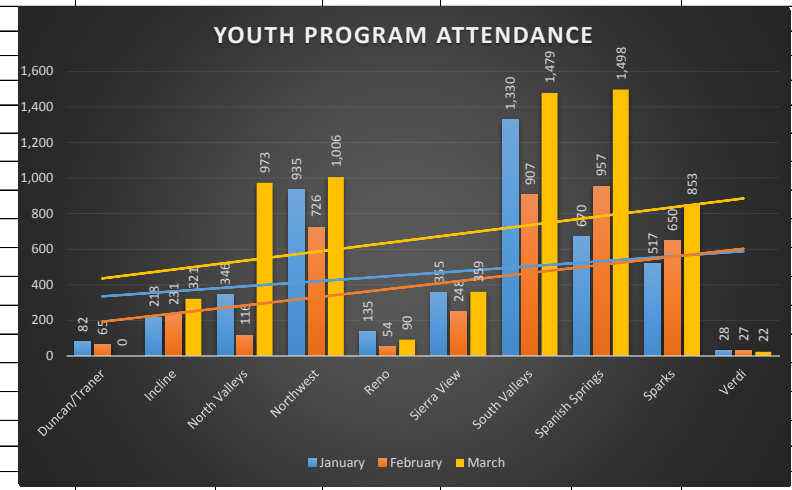
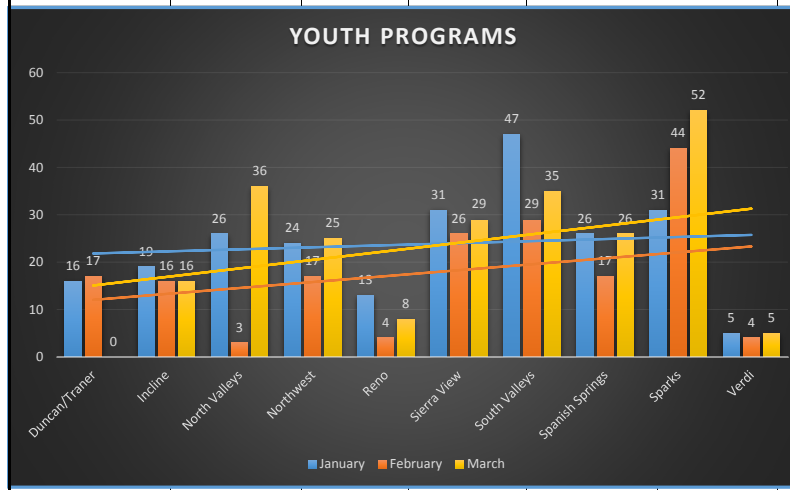
**NOTE: Due to issues with the new gates, counts for Library Visits are either not available or are inaccurate (except for Gerlach)**

## Washoe County Library System Grows Young Readers



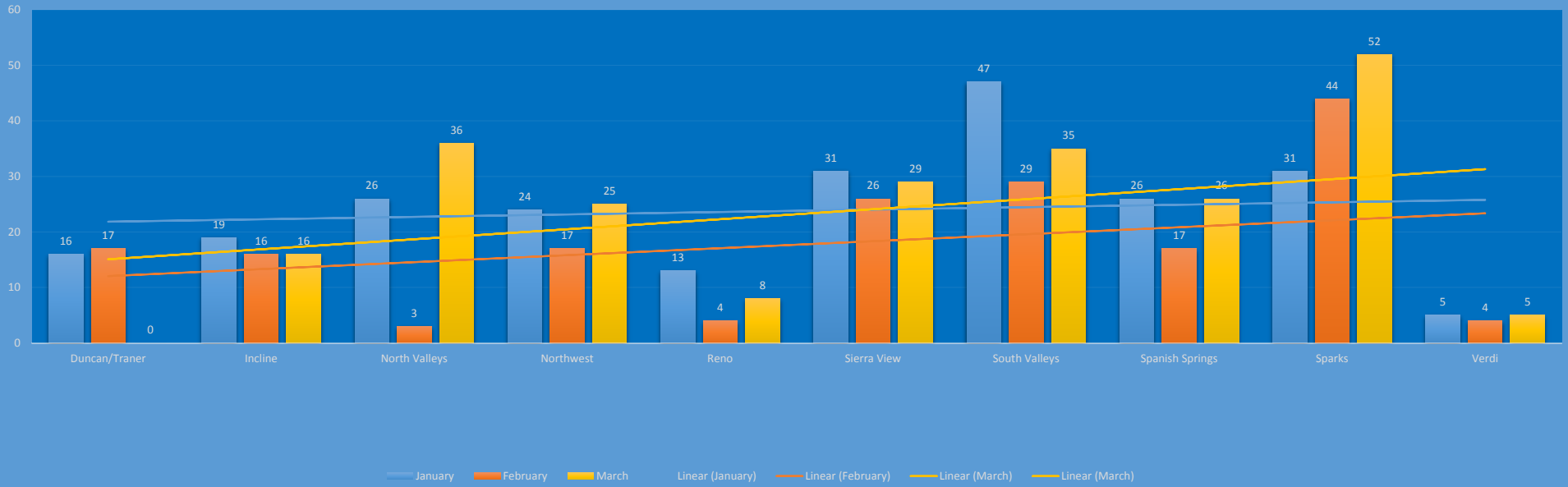
FY 17/18 Third Quarter	# of Youth Programs			Youth Program Attendance			# of Youth Outreach			Youth Outreach Attendance		
BRANCH ACTIVITY	January	February	March	January	February	March	January	February	March	January	February	March
Digital Branch												
Duncan/Traner	16	17	0	82	65	0	0	0	0	0	0	0
Gerlach												
Incline	19	16	16	218	231	321	4	3	6	44	37	93
North Valleys	26	3	36	346	116	973	2	3	5	44	116	315
Northwest	24	17	25	935	726	1,006	0	0	0	0	0	0
Reno	13	4	8	135	54	90	0	0	0	0	0	0
Senior Center												
Sierra View	31	26	29	355	248	359	7	6	6	152	112	124
South Valleys	47	29	35	1,330	907	1,479	2	0	2	75	0	190
Spanish Springs	26	17	26	670	957	1,498	2	3	4	64	560	157
Sparks	31	44	52	517	650	853	0	4	2	0	167	50
Verdi	5	4	5	28	27	22	0	0	0	0	0	0
<b>Total:</b>	<b>238</b>	<b>177</b>	<b>232</b>	<b>4,616</b>	<b>3,981</b>	<b>6,601</b>	<b>17</b>	<b>19</b>	<b>25</b>	<b>379</b>	<b>992</b>	<b>929</b>

Administration Outreach										1	1	1
-------------------------	--	--	--	--	--	--	--	--	--	---	---	---

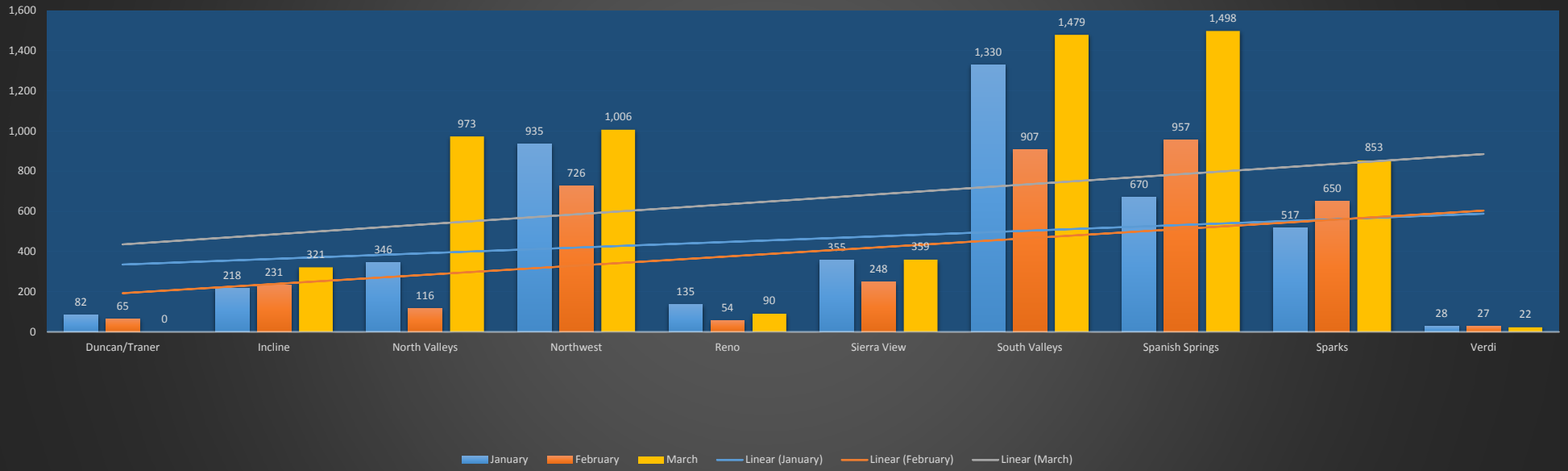


# YOUTH PROGRAMS

ITEM 6g



# YOUTH PROGRAM ATTENDANCE





## Teenage tech support

Incline Village teens teach technology to senior citizens

By [Matt Bieker](#)



Incline High School student Matt Cornell, 17, helps Carl Levinson, 81, with tech questions during a recent Seniors to Seniors event.  
PHOTO/MATT BIEKER

Learn more about the Seniors to Seniors program by visiting: <https://bit.ly/2rjjiVa>

The internet is full of memes about teaching old people to use technology. And many young people are, no doubt, less than enthused by time spent helping their elders figure technology. Born and raised in the era of personal devices and internet culture, most teenagers and young adults possess a level of technological proficiency that can be frustrating to communicate across the generational divide. At Incline Village's public library, however, local high school students dedicate several hours every other week to doing just that.

The Seniors to Seniors program was restarted in February of this year by Incline High School student Matt Cornell, as a community service project for the National Honors Society. When learning about the program and discovering it was on hiatus, he felt it was a good application of his interests.

"I've always been interested in the newest technology and just seeing what it can do, because right now any device can do just incredible things," Cornell said. "I figured if I could bridge that gap between senior citizens and the newer technology, then that could be helpful."

Cornell and usually one other volunteer spend afternoons on the first and third Wednesday of each month in a shared space at the Incline Village Library, where local seniors are encouraged to bring devices or questions about technology. Ricky Resendiz most often accompanies Cornell.

“Older people in my family always ask me for help and how to do something,” Resendiz said. “The first time I did it, I didn't know what to expect—but when I was sitting down with another senior and showing them around, it was actually pretty fun.”

The students said they get a range of different requests: from resetting a password and checking an email account, to helping one patron format the book he was writing. Occasionally, the process, they said, in which case it's important to remain calm and communicative.

“I make sure they know how to do everything, step by step, and walk them through it,” Resendiz said. “Sometimes they might get a little frustrated or it might be a little hard to learn how to do it, but I just make sure that I'm polite as possible when I show them how to do it.”

The conversations they have with senior citizens aren't always difficult, though, and sometimes they find common ground in unexpected subjects. One particular couple, Cornell, had a good impression on him as they inquired about how to save and share their family photos.

“We had a great conversation about how—through the history of technology—the different devices and stuff are phased out, like the floppy disk, and then CD, and now even thumbdrive,” Cornell said. “We were just talking about what's the safest way to make sure whatever you save will stand the test of time and how you can sort of predict that.”

While what Cornell and Resendiz do may resemble simple tech support, the service they're providing is valuable to senior citizens who have few resources for help when most aspects of health and finance are digitally automated. Cornell helped one gentleman list a house online, the sale of which was necessary for his retirement fund.

“I think it is one of the most important pieces of the library currently,” said Managing Librarian John Crockett of the Seniors to Seniors program. “Folks have to file their tax forms online, have to apply for Social Security all online—so this is a vital role that the library wants to play.”

Crockett said the program is valuable, both as a collaboration between the Washoe County Public Library System and Incline High School, and as a part of the library's plan to increase literacy in the community. Resources like this, he said, will hopefully increase participants' confidence in using technology—even in the library.

He explained, “[With] libraries, in the past—it was very transactional, ‘I want this book.’ You give me the book. ‘I have this question.’ You give me the answer.’ Now it's a lot more on the learning and literacy aspect of it. It's finding out how to get to the ‘Help’ menu so you can ask your own questions.”

While some form of technology training is offered at most branches of the Washoe County library system, Seniors to Seniors is especially valuable to Incline Village because of its isolation from the rest of the county.

“There was this one guy I helped, and after I was done helping him, he said, ‘If I have any more problems, I'll come back here because I really don't know where else I can go,’” Resendiz said.

Cornell said he plans to keep the program going into next year, when the term ‘Seniors to Seniors’ will be a little more factual. Technically, right now, he's still a junior. After next year, he'll look for someone new to take over.

From his time spent working with the senior citizens of his community, Cornell has some advice for making those intergenerational conversations a little easier:

“I've found that, if someone has a problem and you look at it and see it's super easy, you might not want to say, ‘Oh, yeah, you just do this.’ You let them talk out their whole problem and then walk them through it. You don't want to jump into it too fast, where maybe it's not clear to them. You just want to make sure they get their ideas out there, so you can see what they were doing first.”

# LIBRARY BOARD OF TRUSTEES

## 2018/19 Meeting Calendar

Unless another date or time is indicated, regular Board meetings are held on the third Wednesday of each month at 4:00 p.m.

<u>DATE</u>	<u>LOCATION</u>
July 18, 2018	Northwest Reno Library
August 15, 2018	Incline Village Library
September 19, 2018	Sierra View Library
October 17, 2018	South Valleys Library
November 21, 2018	North Valleys Library
December 19, 2018	Downtown Reno Library
January 16, 2019	South Valleys Library
February 20, 2019	Spanish Springs Library
March 20, 2019	Spanish Springs Library
April 17, 2019	Sparks Library
May 15, 2019	Sparks Library
June 17, 2019	Northwest Reno Library