



**VIRTUAL LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, OCTOBER 21, 2020  
4:00 P.M.**

**VIRTUAL ZOOM MEETING**

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

SUPPORT DOCUMENTATION FOR ITEMS ON THE AGENDA PROVIDED TO THE LIBRARY BOARD OF TRUSTEES IS AVAILABLE TO MEMBERS OF THE PUBLIC AND MAY BE OBTAINED BY CONTACTING TAMI GASTON AT 327-8343 OR [tgaston@washoecounty.us](mailto:tgaston@washoecounty.us). **NO MEMBERS WILL BE MEETING IN PERSON AND THERE WILL BE NO PHYSICAL LOCATION FOR THE PUBLIC TO ATTEND DUE TO CONCERNS FOR PUBLIC SAFETY RESULTING FROM THE COVID-19 EMERGENCY AND PURSUANT TO THE GOVERNOR OF NEVADA'S DECLARATION OF EMERGENCY DIRECTIVE 0006 SECTION 1 WHICH SUSPENDS THE REQUIREMENT IN NRS 241.023(1)(B) THAT THERE BE A PHYSICAL LOCATION DESIGNATED FOR MEETING OF PUBLIC BODIES WHERE MEMBER OF THE PUBLIC ARE PERMITTED TO ATTEND AND PARTICIPATE. THIS MEETING WILL BE HELD BY TELECONFERENCE ONLY.** IF YOU SHOULD REQUIRE SPECIAL ARRANGEMENTS FOR ANY TRUSTEE MEETING, PLEASE CONTACT OUR OFFICE AT 327-8341 24 HOURS PRIOR TO THE DATE OF THE MEETING.

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

**PUBLIC COMMENT.** As required by the Governor's Declaration of Emergency Directive 006 Section 2, members of the public may submit public comment via teleconference by logging into the Zoom webinar link above. NOTE. This option will require video and audio capabilities. Additionally, public comment can be submitted via email to [tgaston@washoecounty.us](mailto:tgaston@washoecounty.us). Please try to provide email or voicemail comments by 4:00 p.m. on the day prior to the meeting.

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

THE BOARD OF LIBRARY TRUSTEES CONDUCTS THE BUSINESS OF THE WASHOE COUNTY LIBRARY SYSTEM DURING ITS MEETINGS. THE PRESIDING OFFICER MAY ORDER THE REMOVAL OF ANY PERSON WHOSE STATEMENT OR OTHER CONDUCT DISRUPTS THE ORDERLY, EFFICIENT OR SAFE CONDUCT OF THE MEETING. WARNINGS AGAINST DISRUPTIVE COMMENTS OR BEHAVIOR MAY OR MAY NOT BE GIVEN PRIOR TO REMOVAL. THE VIEWPOINT OF A SPEAKER WILL NOT BE RESTRICTED, BUT REASONABLE RESTRICTIONS MAY BE IMPOSED UPON THE TIME, PLACE AND MANNER OF SPEECH.

IRRELEVANT AND UNDULY REPETITIOUS STATEMENTS AND PERSONAL ATTACKS WHICH ANTAGONIZE OR INCITE OTHERS ARE EXAMPLES OF SPEECH THAT MAY BE REASONABLY LIMITED.

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

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

- 1) Roll Call
- 2) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 3) Approval of Meeting Minutes
  - a. *For Possible Action:* Approval of Minutes from the Library Board Meeting of September 16, 2020
- 4) Old Business
  - a. *Informational:* Best Places to Work Survey Results Follow-Up for Review and Information to Include Trustee Holland's Summary of the Conversation with Director Scott Regarding the County Response Rate and Questions with the Lower Ranked Scores
- 5) New Business
  - a. *Informational:* Institute of Museum and Library Services (IMLS) Nomination for 2021 National Medal for Museum and Library Service Award for Review and Information
  - b. *Informational:* Reno Community Court, a Municipal Court for Nonviolent Crimes to Connect Individuals with Services Held in the Downtown Branch, Project Summary Results Compiled by the University of Nevada Reno for Review and Information
- 6) Reports
  - a. Library Director's Report to Include Administration, Collaborations, Programs and Activities
  - b. Collection Report to Include Updates on Processes for Purchase of Materials and Patron Requests
  - c. Internet Librarian Report to Include Social Outreach and Newsletter Updates
  - d. Tacchino Trust Update to Include Expenditures and Balance
  - e. Board Task Report to Include Board Tasks to be Followed Up
- 7) Staff Announcements - Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this comment section until the matter has been specifically included on an agenda.*
- 8) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 9) Board Comment – Limited to Announcements, Strategic Plan Activity Updates or Issues Proposed for Future Agendas and/or workshops
- 10) Adjournment

**VIRTUAL LIBRARY BOARD OF TRUSTEES MEETING MINUTES  
WEDNESDAY, SEPTEMBER 16, 2020  
4:00 P.M**

**The Board met in regular session virtually via Zoom Webinar**

Chair Marsh called the meeting to order at 4:16 pm.

**1) ROLL CALL**

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

Board Members Absent: Ted Parkhill

County Staff Present: Assistant District Attorney Lindsay Liddell

Public Present: None noted

**2) PUBLIC COMMENT**

None

**3) APPROVAL OF MEETING MINUTES**

**a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF AUGUST 19, 2020**

On motion by Trustee Stoess, seconded by Trustee Ghilieri, motion which duly carried, the Board approved the meeting minutes for July 15, 2020. All in favor, none opposed.

**4) OLD BUSINESS**

None

**5) NEW BUSINESS**

**a. BEST PLACES TO WORK SURVEY RESULTS FOR REVIEW AND INFORMATION**

Director Scott noted the packet contained two documents for this survey. He stated the first document was a general PowerPoint presentation from Washoe County that provides an overview of how the survey was conducted and that most of the survey was pre-pandemic with pre-pandemic responses. He stated that the survey, in general, was mostly unchanged from the 2019 survey to the 2020 survey. He noted the second document were the survey results specific to the Library System that was put together for our department. He said the Library System overall rated over 80%, the minimum percentage to be considered one a "best" place to work. He briefly reviewed the Library System report with the following comments:

- The County and Library would like to increase the response rate which is low across the Board for future surveys.
- On the high end, the Library System is considered a happy and good place to work with staff not desiring to leave and promoting employment to others and that we do have some facets that scored lower that were listed in the presentation.

Upon request for Board feedback or comments, Trustee Holland requested approval from Chair Marsh to send an email to her and Director Scott with his questions and could be addressed at the board meeting next month.

Chair Marsh agreed with this course of action and offered the same option to the other Trustees. She noted this course of action would allow the questions to be grouped by category so that the next board meeting this agenda item would allow for more discussion.

**b. EMEASURES SURVEY RESULTS FROM APRIL 1, 2020, THROUGH JULY 31, 2020 FOR REVIEW AND INFORMATION**

Director Scott stated this survey was put out by the Public Library Association (PLA) specifically to get an idea of how public libraries are responding to the COVID pandemic. The infographic in the packet was provided by PLA and provides an easy overview of electronic measures the Library System has provided during this crisis. He pointed out that in the infographic has shown how a year's worth of programming events has been provided within the three-month time frame, which highlights how innovative staff have been during this crisis.

Chair Marsh noted that over 6,600 people registering for digital library cards is a lot of people and over 315,000 website visits in three months is an affirmation the public knows the Library System will provide service even during a time when they cannot have physical access. The work Library Staff is doing is extraordinary and demonstrates the trust the public places in the library.

Director Scott stated the ability to be ready and ability to provide support for our communities and students in working closely with the Washoe County School District is an attribute to the staff of the Washoe County Library System.

**c. TRUSTEE STOESS' GRAB AND GO EXPERIENCES FOR INFORMATION**

Trustee Stoess briefly reviewed the information provided in the packet. She stated that she specifically went to North Valleys and Northwest Reno Libraries because they provide hold materials to patrons in different manners. She said that staff are very careful about following disinfecting procedures and safety protocols set in place and that she is proud of what they are doing. She stated that she believes their consistency in safety practices while being able to provide services will

continue to provide a lot of positive public relations material and that photos will assist in promotion in the library campaign.

Director Scott stated the Library System extended quarantine time of materials to 7 days due to the most recent testing results which shows the virus to remain on book covers to over 6 days. He said the most important thing is to ensure the safety of staff and patrons.

Trustee Holland stated he has been to Sierra View, South Valleys and Sparks Libraries, noting they all utilize different room and accesses, but all maintain safe practices. He was very complimentary and noted everyone is happy and has a smile.

Chair Marsh thanked the Trustees for sharing their experiences, stating this is a validation of the services provided by the branches and staff.

Trustee Stoess stated her next endeavor is to meet with Collection Manager Debi Stears to follow the process from when a new book is ordered, process and shelved.

Collection Manager Debi Stears responded in chat that she would be happy to present this information at next month's meeting.

## 6) REPORTS

### a. LIBRARY DIRECTOR'S REPORT

Director Scott reviewed the staff report provided in the Board packet.

Upon questioning by Trustee Ghilieri, Director Scott stated that the Library System is always working with the KOHA notifications and could check if the library hours are included. He also noted it is a good practice to check the library website for library hours which are posted on the front page

### b. CIRC TEAM UPDATE

New Library Technology Manager Brenda Owens provided an overview of the team make up and purpose to include the following:

- Team consists of a group of frontline circulation staff that represent each branch, as well as members from the Collection Development division, Technical Services Division and Administration.
- All team members have input and are aware of why a process or procedure is in place and work to resolve any issues that arise. This team also makes sure the information is passed to the branches with explanations of why and the effects.

- The main goal is consistency in handling patron interactions and to ensure materials are treated consistently and efficiently, such as all branches requiring the same documents before issuing a library card, or staff entering patron data in the same way. Another example provided was the approved fine free policy allowing for all branches to check in items immediately (as is done with the branches with the automated materials handling units) which places all patrons on a level playing field when turning in items that may have damage.
- The team works to find efficiency and work arounds when encountering issues, especially during the pandemic limited services, to make the checkout process as seamless as possible.

Upon questioning by Chair Marsh, Ms. Owens noted the email group for the Circ Team consists of 34 employees and meetings generally have 12 staff members in attendance.

Chair Marsh thanked Ms. Owens for her report and congratulated her on her new position as Library Technology Manager.

c. **TACCHINO TRUST UPDATE**

Director Scott stated there is nothing to report at this time as the Library System is awaiting contact from the Capital Improvement Project Team to move forward on the projects. He reminded the Board the carpeting was already priced out and that the furniture, fixtures and equipment would be the final pieces.

d. **BOARD TASK REPORT**

Trustee Holland reported on the posting of the Patron Conduct Policy in the branches after contacting the branch managers. He stated that after speaking with them, he was comfortable with patrons understanding expectations and knowing their behavioral obligations as the branches all have the policy displayed somewhere near the front desk and have copies available for patrons that need to be addressed.

Trustee Ghilieri stated that she had made contact with Collection Manager Debi Stears and received a comprehensive email in return. She noted that Ms. Stears would be addressing it in the meeting next month.

7) **STAFF ANNOUNCEMENTS**

Development Officer Andrea Tavener introduced herself and informed the Board that the Friends of Washoe County Library (FWCL) were in the middle of their book sale which ends on September 20, 2020, and that they intend to do continue with the November 2020 book sale. She said they reported a steady stream of patrons and no

noted problems. They have also requested that the Library System not push the November book sale to the public, and Ms. Tavener stated she would double check with them prior to the book sale.

**8) PUBLIC COMMENT**

None

**9) BOARD COMMENT**

Vice Chair Stoess stated she would contact Internet Librarian John Andrews to work with Zoom with hopes to better participate in the meeting next month.

Trustee Holland thanked Collection Manager Debi Stears, who is willing to talk to FWCL at their next meeting regarding information on the McMillan embargo information provided last winter.

**10) ADJOURNMENT**

Chair Marsh adjourned the meeting at 5:08 pm.

**From:** [Wayne Holland](#)  
**To:** [Gaston, Tamara](#)  
**Subject:** Re: LBOT Agenda Item  
**Date:** Wednesday, October 14, 2020 8:23:55 AM  
**Attachments:**

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

Director Scott and I were able to meet and discuss the results of the recent County Best Places To Work Survey. The library system is to be commended for its result of 81.2 out of 100, which designates it as a "Best Place To Work" agency. This is significant when compared to the county average of 76.2 which was actually a decrease from the 77.6 score in 2019. Questions were scored on a value of 1 to 6 with a minimum value of 4.8 required to be considered "Good". Library employees scored well in the categories of pride in their work, happy on the job, faith in immediate managers and trust with their peers. All of these questions had scores of 5.2 or above.

The intent of my discussions with Director Scott was to learn more about the 57% response rate and potential concerns with the lowest ranked questions. As Amy noted in the last board meeting, many survey responses tend to congregate around one extreme or the other. Gaining a higher percentage of participants may mitigate that issue somewhat. Director Scott indicated he communicated with staff about the importance of responding to this survey and we talked about possible options for increasing the participation rate in the future survey.

Regarding the questions, the report identified 11 responses as Lowest Ranked Questions. These tended to center around communication, perceived employee value to the organization, building of trust and integrity, and employee involvement in county Leadership opportunities. When you compare these responses to those questions marked with good scores, there seems to be a bit of a conflict. As noted before, good scores were achieved in pride of work, happy on my job, my immediate manager cares about me and my development, people I work with treat me with respect, etc. As Director Scott and I discussed the apparent inconsistencies he mentioned this is the first time the library system responses have been pulled out separately from county responses. In-other-words, previous to this survey all of the county agencies responses were compiled into one macro compilation. Individual agency scores and responses were not identified or reported. That being the case, it is possible library staff felt they were answering questions as though they related to the county organization rather than the library organization. This would explain some



of inconsistencies in the responses.

We ended our talk with the understanding that for relevancy in the next survey, we should strive to increase participation to a higher value and communicate to respondents that their answers should reflect their thoughts and feelings specific to the library system.

**From:** [Scott, Jeff](#)  
**To:** [Gaston, Tamara](#)  
**Subject:** Nomination for the National Medal for Museum and Library Service – 2021  
**Date:** Tuesday, October 13, 2020 12:07:29 PM

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**From:** nationalmedals@imls.gov <nationalmedals@imls.gov>  
**Sent:** Thursday, October 8, 2020 1:24 PM  
**To:** Scott, Jeff <jscott@washoecounty.us>  
**Subject:** Nomination for the National Medal for Museum and Library Service – 2021

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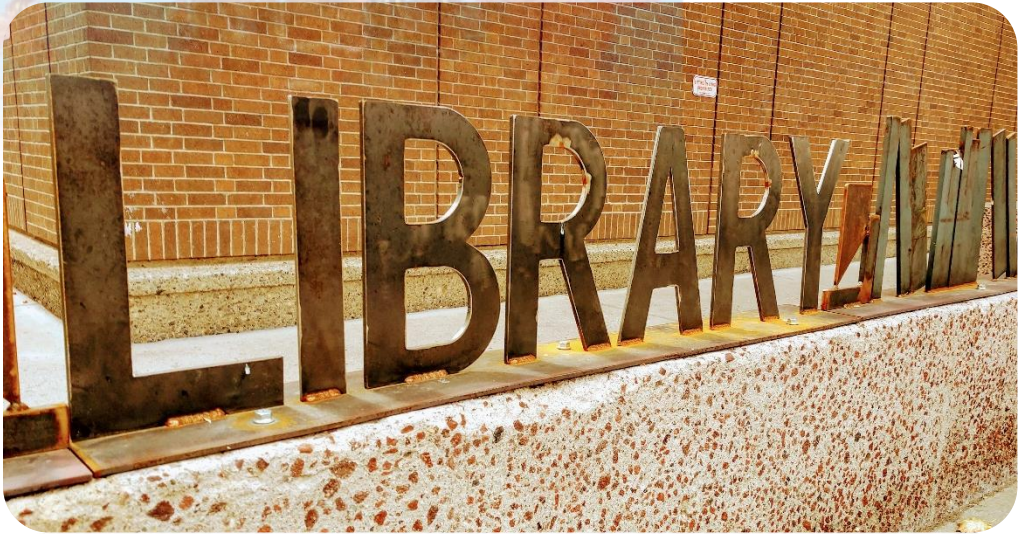
Dear Mr. Scott,

I am pleased to inform you that the Washoe County Library has been nominated by Senator Catherine Cortez Masto for the 2021 National Medal for Museum and Library Service. This annual award is presented by the Institute of Museum and Library Services to institutions that demonstrate extraordinary and innovative approaches to community service. Since 1994, this award is the nation's highest honor for institutions that make significant and exceptional contributions to their communities.

In order to be considered for the National Medal for Museum and Library Service, you will need to complete and submit the required Nomination Form. Three representatives from the community served by the institution should submit letters of recommendation either with your nomination packet or separately to IMLS by the November 2nd deadline. The online form and instructions are available on the IMLS website at:  
<https://www.imls.gov/grants/available/national-medal-museum-and-library-service>

If you have questions, please contact [nationalmedals@imls.gov](mailto:nationalmedals@imls.gov). A few weeks after the deadline, IMLS will send email confirmations to institutions with full nomination packets, and we expect to announce winners in spring 2021. We look forward to receiving your materials and learning more about your institution's role in the community.

# Reno Community Court Program



**Report Date: July 29, 2020**



Report prepared for the Reno Municipal Court, Reno Community  
Court Program by:

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Associate, Grant Sawyer Center for Justice Studies



## **Acknowledgements**

We would like to acknowledge all of the hard work of the entire Reno Community Court team, who made this project come together. Judge Riggs, Caitlin Skill, Veronica Lopez, and Mary Baker worked hard from day one to bring this program together. We would also like to acknowledge the attorneys who worked with this program, and who showed immense compassion and understanding for the people this program served. This program would not have been possible without the hard work of the numerous service providers who dedicated their time each week to being present and available for this program. And finally, the evaluation reporting for this project would not have been possible without immense patience and dedication of Alexa Olsen and Tim Davis. Lastly, we would like to acknowledge Peter Rerick, who stepped in to collect defendant exit survey data for the Grant Sawyer Center whenever he was needed.

## **Executive Summary**

The Reno Community Court Program (RCCP) held their first docket on March 6, 2019. This program was designed to address the growing problem of “quality of life” crimes in the Reno Business Improvement District (BID). Open container violations, trespassing, and use or possession of drugs and paraphernalia are common crimes that occur in the downtown area, and are primarily perpetrated by people affected by chronic risk factors such as substance dependence, homelessness, and poverty. The RCCP works to identify the risk factors for the defendants committing these crimes, so that the appropriate services can be provided to address the underlying criminogenic conditions, as an alternative to fees, fines, and incarceration, with the goal of reducing recidivism. Overall, 154 defendants were screened for criminogenic risk factors. Of these, 85% had a need for housing assistance, 85% needed employment assistance, and 62% needed substance use treatment (see Fig. 1). While the majority of defendants (34%) had zero prior misdemeanor violation convictions within the previous three years, almost as many defendants (32%) had three or more such convictions (see Fig. 2). Open container violations were the most common charge for RCCP defendants, followed by failure to appear (FTA) charges, and trespassing (see Fig. 3).

Defendants in the program were surveyed regarding their perceptions of the program, and they responded to both quantitative and qualitative questions pertaining to procedural and distributive justice. The response from defendants was largely positive. Service providers were also surveyed regarding their perceptions of the RCCP, and the majority of service providers were very satisfied with their experiences with the RCCP, including the opportunity to recruit new clients and build collaborative networks with other agencies. Additionally, the majority of service providers surveyed believed that the program was having a positive impact on defendant’s trust in the courts, and in reducing defendant’s recidivism.

RCCP implemented a number of changes to the program operations through the first year. Major changes include the introduction of a status hearing designation, as well as a “status hearing FTA event,” and changes to the process of issuing FTA warrants. Over the one year period, the RCCP recorded 897 FTA events. November was the lowest month for FTA events in the RCCP, and May was the highest month (see Fig. 4). Program defendants were issued FTA warrants on a significantly higher proportion of their RCCP cases (58%) than their Reno Municipal Court (RMC) cases (39%). This is not surprising considering that the program issued warrants faster than the RMC, and also issued warrants for defendants who failed to appear for status hearings. FTA warrants were also issued at a higher rate for the subset of the total annual sample that had at least one case in each of the two years.

A subsample of defendants received similar citations to the RMC in the year prior to the start of the RCCP and to the RCCP. A statistically significant decrease in the number of new cases filed against members of this subsample was observed after their first engagement with the RCCP. Conservative estimates suggest that defendants averaged 1.8 fewer cases filed against them after engaging with the RCCP ( $t(234) = 8.11, p < 0.001$ ). A second analysis comparing the total case volume for defendants with RCCP eligible offenses showed that there were fewer cases filed for these charges overall in the program year, as compared to the prior year. When examining the total population of RMC defendants and RCCP defendants combined, the average number of eligible cases per defendant per year was lower in the program year ( $m = 1.40$ ) than it was the year prior ( $m = 1.48$ ),  $t(8599) = 2.59, p = 0.01$ ).



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## **Reno Community Court Program Overview**

Like many American cities, Reno, Nevada has seen tremendous growth in their homeless population over the last decade. One consequence of this growth has been an increase in “quality of life” crimes, especially in the downtown area. These crimes are those which detract from the quality of life in the city, such as public urination, sleeping and lying on the sidewalk, illegal camping, open containers of alcohol, smoking where smoking is prohibited, and possession and use of drugs. The typical responses to these violations, which often include fines or jail, are not effective with the homeless population. This population, in particular, often fails to appear in court (FTA), and are often not in a financial position to pay monetary fines. Given their circumstances, the standard sanctions do not serve as a deterrent to these types of criminal behaviors within this population. The RMC was awarded a grant to try a new approach, one which would provide this population with much needed services, and which would allow the court to incentivize participation in services by offering this as an alternative to traditional sanctions for specific crimes, and for qualified defendants.

The court operates out of the downtown library, which provides an ideal and secure space to invite service providers on-site, and allows defendants from the target population to feel secure in the space. Providers with a range of services, including housing, drug and alcohol treatment, mental health services, and social benefits program assistance, congregate once a week, during the RCCP docket, to connect defendants to assistance. The philosophy guiding this practice is that, with adequate access to services and the appropriate incentive to engage with those services, the life circumstances which are the perceived root-cause of defendants’ criminal activity can be remedied, leading to lower rates of recidivism and overall crime within the program’s jurisdictional area. Additionally, the program hopes that by creating a friendly atmosphere, and reducing the fear of jail or financial penalty, more defendants will be more

inclined to appear for their hearings, reducing the overall burden of FTA warrants on the justice system.

The court team implementing this specialty program is particularly interested to learn whether the program's goals are being met. In particular, the team is interested in whether defendants who participate in this program are less likely to fail to appear for scheduled hearings and recidivate less. Additionally, this report will address the perceptions of this program from the defendants as well as the service providers who have worked hard to make this program a success.

### **Materials**

The materials required for this evaluation were minimal. An exit survey was conducted with defendants after they had a hearing, and a service provider satisfaction survey was conducted with the service providers at approximately one year after the start of the program. The Center for Court Innovation has published an evaluation toolkit (LaGratta & Jensen, 2015) which includes a defendant exit survey. The defendant exit survey was modified for the purposes of this study. Some of the questions in the original toolkit do not pertain to this court or this population and were removed, and additional questions about defendants' intentions to engage with services were added. We developed the service provider satisfaction survey based in part on observations of the court, and based in part on casual interviews with the providers themselves.

### **Methods**

The current study is comprised of five components: court observations, defendant responses to the criminal court assessment tool (C-CAT), defendant responses to an exit survey, service provider survey responses, and defendants' case histories. To answer the primary research questions, whether FTA rates and recidivism rates are lower for RCCP defendants, case histories were collected for a comparison group (described below).

## **Court Observations**

Court observations were conducted concurrently with survey data collection. These were informal observations, in which we noted the challenges and changes in the court over time, as well as disruptive or abnormal incidents involving court defendants. We also sought additional follow up information from members of the RCCP team as necessary, to clarify when and why specific changes occurred.

## **C-CAT Assessment**

The C-CAT is a self-report inventory pertaining to the defendants' demographic information, arrest history, previous felony and misdemeanor convictions, housing status, substance use risks, and mental health risks (Picard-Fritsche, Rempel, Kerodal, & Adler, 2018). This tool was administered by a professional, recruited by the RCCP team, to identify risks and needs of defendants so that the court could match defendants with appropriate services.

## **Defendant Surveys**

The defendant exit survey was adapted from the Center for Court Innovation's evaluation toolkit (LaGratta & Jensen, 2015). This toolkit provides a defendant exit survey which includes procedural and distributive justice measures (for an overview of procedural justice theory, see Lind & Tyler, 1988). We modified the defendant exit survey by removing questions that did not pertain to this specific program. We also added two questions about defendants' intentions to continue engaging with the services beyond what the judge ordered, and whether they felt overall that the RCCP had helped them.

## **Service Provider Surveys**

A survey was developed to capture the attitudes and experiences of the service providers working for the court. During preliminary observations, the research assistant sat down and

discussed the program with the service providers, exploring their perceptions of benefits and challenges.

### **Defendant Case History Samples**

Data were provided by the court from the Odyssey Case Manager™ system in a series of reports which identified defendant demographics, case filing dates, and the charges filed. Defendants in this system are assigned a permanent unique “Party ID” which allows the court to connect multiple records for the same person over time. Data were collected for the one-year period prior to (March 2018 – February 2019) and the one-year period after (March 2019 – February 2020) the start of the program, and consisted of defendants and cases where specific offenses were charged (see Table 1). The data were reasonably complete with regard to the variables used. We reviewed and organized the data and calculated additional variables as needed, and these data were combined with additional data from the defendant exit surveys, NCIC data, C-CAT surveys).

Records from the RCCP included any party entered into the case management system tagged with a specific “Community Court Event” identifier. Some individuals had been assigned more than one Party ID, most often due to data entry errors which prevented the automated system from associating them with existing records. We partnered with the court staff to identify and investigate duplicate defendants, so that their case histories could be merged for analysis.

**Table 1. Eligible Charges**

| Source                  | Title                            | Type                              | Offense        |                |
|-------------------------|----------------------------------|-----------------------------------|----------------|----------------|
| Reno Municipal Code     | General Provisions               | FTA                               | 1.04.080(a)    |                |
|                         |                                  | FTC                               | 1.04.080(b)    |                |
|                         | Health and Sanitation            | Unlawful Dumping                  | 10.08.020      |                |
|                         | Public Peace, Safety, and Morals | Camping                           |                | 8.12.030       |
|                         |                                  |                                   |                | 8.23.090       |
|                         |                                  | Climbing on Structure             | 8.10.015(a)    |                |
|                         |                                  | Defrauding                        | 8.10.050(a)(1) |                |
|                         |                                  | Disturbing the Peace              | 8.12.020       |                |
|                         |                                  | Open Container                    |                | 8.12.033       |
|                         |                                  |                                   |                | 8.12.035       |
|                         |                                  | Park Hours Violation              | 8.23.065       |                |
|                         |                                  | Petit Larceny                     | 8.10.040       |                |
|                         |                                  | Public Urination/Defecation       | 8.12.018       |                |
|                         |                                  | Registration                      | 8.36.020(a)    |                |
|                         |                                  | Sitting/Lying Prohibited          |                | 8.12.012       |
|                         |                                  |                                   |                | 8.12.015       |
|                         |                                  | Solicitation                      | 8.30.040       |                |
|                         |                                  | Tampering with Vehicle            | 8.12.150       |                |
|                         |                                  | Trespassing                       | 8.10.010       |                |
|                         |                                  | Unlawful Use/Possession (Alcohol) |                | 8.16.020(a)(1) |
|                         |                                  |                                   | 8.23.120       |                |
|                         |                                  |                                   | 8.17.030       |                |
|                         |                                  |                                   | 8.23.123       |                |
| Vehicles and Traffic    | Bicycle                          |                                   | 6.18.060       |                |
|                         |                                  |                                   | 6.18.110(a)    |                |
|                         |                                  |                                   | 6.18.140       |                |
|                         | Open Container (vehicle)         | 6.06.710(b)                       |                |                |
| Pedestrian Solicitation | 6.06.755(e)                      |                                   |                |                |
| N.R.S.                  | Controlled Substances            | Unlawful Use/Possession (Drugs)   | 453.336(4)     |                |
|                         |                                  |                                   | 453.566        |                |
|                         |                                  |                                   | 453D.400.2     |                |
|                         | Crimes Against Property          | Defrauding                        | 205.445.2b     |                |
|                         | Crimes Against the Public Peace  | Disturbing the Peace              | 203.010        |                |
|                         | Probation Violation              | Probation Violation               | 211A.125       |                |
|                         | Rules of the Road                | Traffic/Pedestrian                |                | 484B.283       |
|                         |                                  |                                   |                | 484B.283.1D    |
|                         |                                  |                                   | 484B.287       |                |
|                         |                                  |                                   | 484B.2974      |                |
|                         |                                  | 484B.440                          |                |                |

Finding adequate comparison groups presented a methodological challenge because the program imposed several criteria for defendants which are not tracked in Odyssey. The program only accepted referrals from within the BID, which is a geographic area defined for the first time

by this program. The program also disqualified defendants based on factors, such as a history of violence. These specific variables were only available for the RCCP defendants, and not for all RMC defendants. Therefore, we did not have enough variables to identify a sample of defendants who had not been involved with the RCCP, while still controlling for theoretically relevant variables. Ultimately, two comparisons were possible to explore the effects of the RCCP: the “crossover sample” and the “total annual sample.”

**Crossover Sample.** The most effective comparison that could be made was a within-subjects comparison for the RCCP defendants who had also been active in the prior year (n = 242). Data from the court’s case management system was drawn from the RMC docket for the year prior to the start of the RCCP (defined as the first date the docket was held). Defendants who appeared in both the RMC data for the prior year, and the RCCP data were included in a crossover sample. This sample was used to identify changes in defendant behavior across both of the years for which data were recorded (i.e., one year in RMC and one year in RCCP).

**Total Annual Sample.** In addition to comparing the RCCP participants on similar offense types over the course of two years, we were also able to make comparisons of the total annual samples, which were defined by cases where the defendant was charged with one of the offenses listed in Table 1. One of the limitations to this method is that we did not have a way to track escalation for such a large sample (7,313 for the prior year, and 5,311 for the program year). Therefore, we do not know whether the defendants across this sample also had other pending cases with more serious charges. They also were not able to determine why some offenders’ criminal behavior ceased.



## **History Effects**

### **COVID-19**

The RCCP began in March of 2019. Approximately one year later, as we are preparing this report, communities across the country are quarantined and practicing social distancing to slow the spread of the novel coronavirus (COVID-19). This has had a tremendous impact on the ability of courts across the country to operate as usual, including this RCCP. This pandemic has created a public health problem that our country has not experienced in decades, and places an even greater burden on many of the service providers who participate in this program. The population this program serves is likely at higher risk for this virus, given the prevalence of economic disadvantage, housing insecurity, substance use issues, and mental and physical health issues within this population. This has had a minor impact on our ability to conduct this evaluation because we have had to cease collecting defendant exit surveys. Response rates for the service provider satisfaction survey based on email invitations were very low, and so most of the service provider survey data was also collected in-person by the research assistant. Due to the court shut-down, we were unable to continue conducting in-person service provider surveys. Whether the current public health crisis will affect the court going forward, with regard to the ability of service providers to continue participation or the court to continue funding the program beyond the allocated grant funding period, remains to be seen.

### **Significant Program Changes**

The most notable changes to the court include process changes for status hearings and FTAs, and the implementation of the community service program. Additionally, over time the RCCP judge resolved a number of cases for defendants who did not strictly qualify for the program, rather than calendaring them for RMC.

**Status Hearings.** From the beginning of the RCCP, defendants were scheduled for status-check hearings so that the judge could monitor their compliance and progress with the programs to which the defendants had been referred. However, for the first several months, these status hearings were not assigned a different case type in the case management system, so initial hearings and status hearings were not differentiated. The first application of the Case Status Hearing label in the dataset occurs in May, fully two months after the first RCCP docket. Prior to this time, all cases, regardless of whether they were an initial appearance or follow-up, received the same case type designation.

Initially, defendants appearing in court for a status hearing would discuss the status of their case with the marshal, who relayed this information to an attorney to present to the court. However, the court modified this process after several months, allowing for the marshal to appear before the judge with the defendant to present the status update, which is more efficient, and allows the attorneys more time to work with defendants on new citations.

**FTA Warrants.** When the RCCP began, the court was not issuing warrants for defendants who failed to appear for their first hearing, and defendants were given some leeway. Ultimately the court felt that this strategy was ineffective, and in July 2019, the court began issuing warrants for defendants upon their first missed appearance in the RCCP. The judge retained the discretion to quash these warrants, but they provided incentive for defendants to appear because the police may arrest them and compel them to attend their hearing. At the same time, the issuance of such warrants allowed for the arrest of defendants who continued to fail to appear. At this point, the program also had to make arrangements to transport arrested defendants from jail to the RCCP. This responsibility was assigned to the community service coordinator.

Additionally, these defendants in particular required monitoring to ensure that they did not leave the building prior to their hearing.

**Community Service Program.** Defendants in the RCCP must opt into the program, and agree to engage with service providers as a part of their case resolution. They are incentivized through an agreement with the court that, in addition to obeying all laws, such engagement will result in dismissal of their case. Defendants who agree to participate receive a suspended sentence for community service, and if they do not meet the obligations of their agreement, the judge can revoke the suspension of their sentence and impose mandatory community service. In order to enforce community service requirements, and to do so in a way that would meaningfully engage defendants in their community, the court committed to providing community service opportunities for defendants. In July 2019, the court launched a program to bring defendants out into the community with a designated community service coordinator. Every Wednesday afternoon, the coordinator would attend the RCCP docket, and transport defendants sentenced to complete their community service requirements to various locations for trash collection and other projects. Completion of one day's service satisfied 8 hours of required service.

## **Results**

### **Community Court Defendants**

The RCCP developed a predictable rhythm. Generally, defendants reported satisfaction with the process, and many have accessed much needed help from the affiliated service providers. As is common with any new program, the RCCP implemented several changes to their process over time. Some of the changes affected the way that data were collected for the program, and these changes should be taken into consideration when interpreting the results. Changes to the program operations are discussed below, and where applicable, are noted in data analysis results.

## Program Defendant Screening: C-CAT

Over the course of one year, 154 defendants were screened for risk and need factors using the C-CAT. Race/ethnicity and gender were reported for 151 defendants. Overall, 58% of the defendants screened were male, and 48% were both white and male. The most commonly identified ethnicity was white/Caucasian (69%), followed by Native American (8%), Black/African American (7%), and Hispanic/Latino (5%). The majority (53%) of defendants were under the age of 50, though an additional 31% reported their age between 50 and 59 years old. The largest demographic group of defendants were white males between 50 and 59 years old (see Table 2).

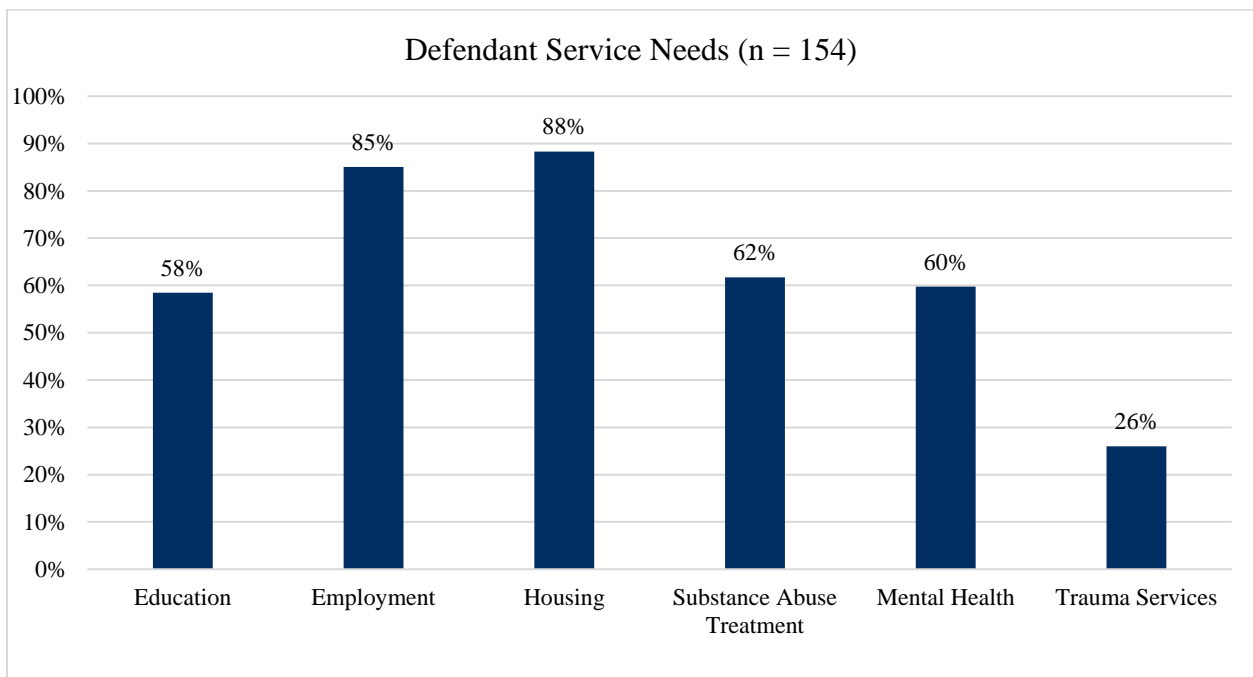
**Table 2. C-CAT Screening: Demographics (n = 154)**

| <b>Male (n = 105)</b>  | <b>20-24<br/>Years<br/>Old</b> | <b>25-29<br/>Years<br/>Old</b> | <b>30-39<br/>Years<br/>Old</b> | <b>40-49<br/>Years<br/>Old</b> | <b>50-59<br/>Years<br/>Old</b> | <b>60+<br/>Years<br/>Old</b> | <b>Total</b> |
|------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|------------------------------|--------------|
| White/Caucasian        | 1                              | 1                              | 16                             | 16                             | 22                             | 16                           | 72           |
| Native American        |                                | 1                              | 2                              | 3                              | 3                              |                              | 9            |
| Black/African American |                                | 1                              | 5                              |                                | 1                              |                              | 7            |
| Hispanic/Latino        |                                |                                | 2                              | 2                              | 2                              |                              | 6            |
| Other                  |                                | 1                              | 2                              | 2                              | 2                              | 1                            | 8            |
| Unknown                |                                | 1                              | 1                              |                                |                                | 1                            | 3            |
| Subtotal               | 1                              | 5                              | 28                             | 23                             | 30                             | 18                           | 105          |
| <b>Female (n = 49)</b> | <b>20-24<br/>Years<br/>Old</b> | <b>25-29<br/>Years<br/>Old</b> | <b>30-39<br/>Years<br/>Old</b> | <b>40-49<br/>Years<br/>Old</b> | <b>50-59<br/>Years<br/>Old</b> | <b>60+<br/>Years<br/>Old</b> | <b>Total</b> |
| White/Caucasian        | 3                              | 2                              | 5                              | 9                              | 11                             | 5                            | 35           |
| Native American        |                                |                                | 1                              |                                | 2                              |                              | 3            |
| Black/African American |                                | 1                              |                                | 1                              | 1                              |                              | 3            |
| Hispanic/Latino        |                                |                                |                                |                                | 1                              |                              | 1            |
| Other                  |                                |                                | 2                              | 1                              | 3                              | 1                            | 7            |
| Unknown                |                                |                                |                                |                                |                                |                              | 0            |
| Subtotal               | 3                              | 3                              | 8                              | 11                             | 18                             | 6                            | 49           |
| <b>Grand Total</b>     | <b>4</b>                       | <b>8</b>                       | <b>36</b>                      | <b>34</b>                      | <b>48</b>                      | <b>24</b>                    | <b>154</b>   |

Most of the defendants who completed the needs assessment identified as either homeless or living in a long-term shelter (80%), and an even greater number (88%) were identified as in need

of housing assistance. The second most commonly identified need was employment services (85%). Additionally, more than half of defendants screened indicated a need for substance use treatment (62%), mental health treatment (60%), and education (58%; see Fig. 1). Only 33% of defendants claimed that they were either working or enrolled in an educational program at the time of their appearance in RCCP. Relatively few of the defendants who completed the risk assessment were designated as low risk (19%), and even fewer (16%) were classified as high risk. The most common risk category was “moderate-high” risk (37%). There were no significant differences in risk classification based upon which interviewer conducted the risk assessment.

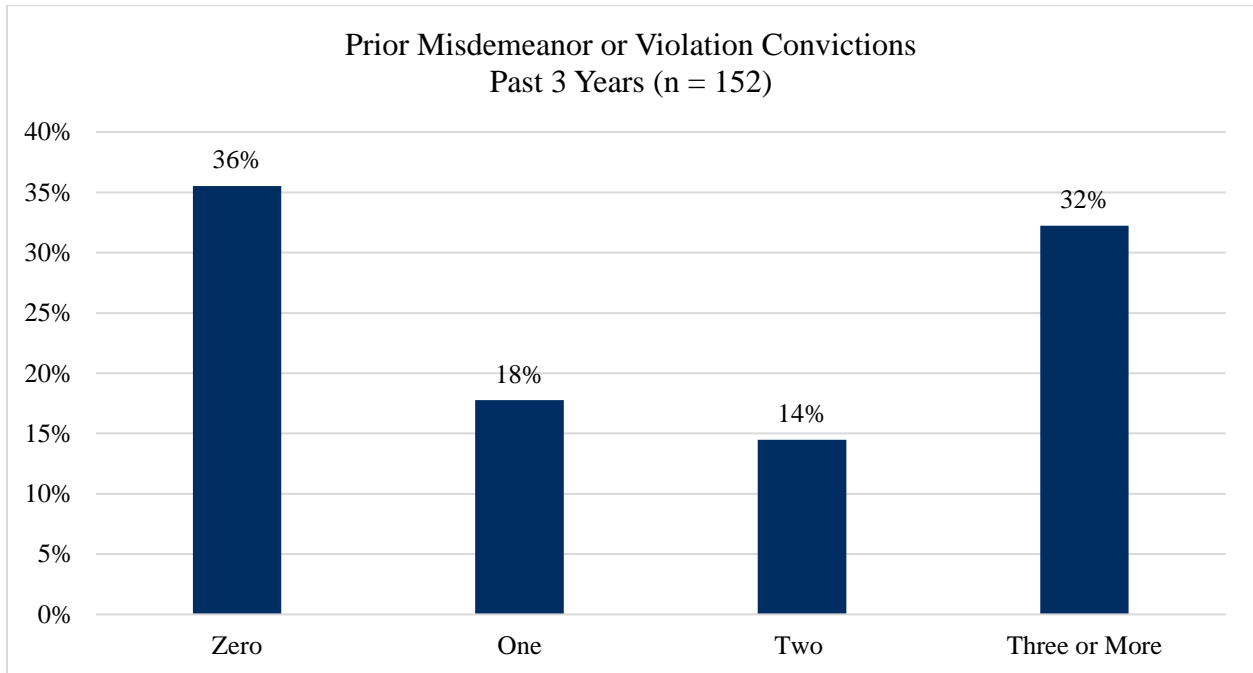
**Fig. 1. Defendant Service Needs**



In addition to current needs for services, this assessment tool also includes items exploring past criminal behavior. Fifty-seven percent (57%) of defendants screened had previously been sentenced to jail or prison. Half (50%) had prior FTA warrants, and over one-third (34%) of defendants had at least one additional open case at the time of their screening.

Only 18% of defendants screened reported prior felony convictions. The majority of defendants had at least one previous misdemeanor or violation<sup>1</sup> in the past three years (see Fig. 2).

**Fig. 2. Prior Misdemeanor or Violation Convictions**



### **Defendant Surveys**

While the survey tool that we used was originally developed as a self-administered survey, we anticipated that some of the unique characteristics of the intended population served by this specialty court could result in low response rates (e.g., homelessness, substance use, and mental health challenges, as well as possible literacy issues), and so survey data were collected in person. Surveys measuring defendant’s perceptions of procedural justice and usefulness of services were collected using a modified version of a defendant exit survey developed by the Center for Court Innovation, The National Judicial College, and the Bureau of Justice Assistance

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<sup>1</sup> The item reads “Number of misdemeanor or violation convictions in the past three years.” No further information is provided regarding what is meant by “violation conviction,” but this likely refers to violations of parole, probation, or other court ordered compliance measure. For more information, see Picard-Fritsche, Rempel, Kerodal, & Adler, (2018).

Survey data was collected from the defendants in court, after they have appeared before the judge. Some defendants were surveyed directly after their case disposition, while others were surveyed after their case status hearings. Defendant surveys have been collected every other week for the duration of the court. Participants in the court were not surveyed if they were intoxicated or belligerent, or if they were removed from the court for medical reasons or in protective custody. For example, one woman was escorted by the marshal from the bench to a vehicle to take her to a secure shelter for female victims of domestic violence.

Prior to survey administration, we explained to defendants that we do not work for the court, and that we are evaluating the program. Participants were informed that their opinions on the program were important, and their willingness to participate in the survey was requested. The majority of participants who were approached for a survey agreed to participate.

*Procedural Justice Scale.* We conducted a preliminary factor analysis for the procedural justice scale based on data collected from the RCCP defendants. While the theoretical construct of procedural justice is well established, we felt that it was important to explore whether the model fit our data. Through November 2019, we gathered a total of 59 usable surveys from participants. This is a small sample for conducting a factor analysis, and we will conduct this analysis, again, when more data have been collected. Missing data were generally not random, because several of the defendants surveyed did not have an attorney and the questions pertaining to their attorney were not applicable. Thus, these cases were removed for the analysis. The source for the scale did not provide a factor model for analysis, and so we used exploratory factor analysis to determine the best model for the data. Reliability estimates using maximum likelihood modeling were promising ( $\alpha = .88$ ,  $df(g) = 77$ ).

A general factor model produced a better fit than a three factor model, however two of the three factors produced eigenvalues near or above 1. Additionally, the item asking whether the judge seemed biased in favor of the prosecution did not load onto any factor. This particular item had a much larger variance than all of the other items. In surveying defendants, multiple researchers noted that some defendants seem to have trouble interpreting this item. For example, one participant insisted that they “strongly agree” that “the judge showed bias in favor of the prosecutor,” despite their insistence that she was also “very fair,” and despite the researcher’s attempts to clarify the question. Again, after culling the incomplete cases, the sample size was small ( $n = 45$ ), and more participants are needed to improve the reliability estimates.

Overall, defendants’ perceptions of procedural justice seem quite high. The lowest item mean was for the item, *the judge showed bias in favor of the prosecutor*. The average scale score for procedural justice was 4.51 ( $s = .46$ ), and scores ranged from 3.8 to 5.

***Defendant comments.*** Preliminary analyses of defendants’ open-ended comments on the exit survey suggest that the majority of defendants had a positive view of the court. Several defendants mentioned that they had not been aware of the quantity or quality of services offered in Reno. For example, one defendant mentioned,

*“[There are] a lot of resources! This is awesome. The community needs it. ... had to get in trouble to know all this was here.”*

Several defendants described feelings of hope and gratitude as a result of participating in the RCCP.

*“They don’t punish you; they give you help and give you hope. I think they should keep it going because a lot of people want help.”*

*“I am so very pleased and grateful for the many people a part of this project. I truly spread the message to everyone I know that there is HOPE - we just have to be the ones to want it.”*

Other defendants described positive interactions with specific staff members.



*“Most human judge I ever saw. Available & real, approachable.”*

*“[Security staff] treated me fair. Much more than I deserve!”*

Some defendants praised the program broadly:

*“They were very nice and polite and to the point. They should’ve started this years ago!”*

*“They give you a chance and motivate you to do good! Got me up on my feet, believed in me. ‘You’re a human being!’ They believe in people.”*

*“Much better way to handle these things. Doesn’t alienate people the way [the] other court does. Helpful for homeless people... helps them instead of just going back to doing what they were doing.”*

*“Very grateful for making it here. Grateful for services. I can succeed now with the help I need.”*

Other defendants praised specific aspects of the program:

*“[I] got a hygiene kit. It might seem small, but these little things mean the world.”*

*“Everybody is so kind and fair, and shows me where to go and what to do. I just love it here!”*

*“Been trying to get in [to homeless shelter] for two and a half years now. Now [that it’s court] ordered, it’s going to happen.”*

While the majority of comments from defendants were positive, a few expressed negative views of the RCCP. Two defendants mentioned the long wait time specifically, while others complained about the number of times they had been asked to return for status hearings. One defendant in particular mentioned,

*“[They] treated ...the person who was drunk better than me. [Had to] jump through hoops, would’ve rather had the fine”*

Another said:

*“I’ve been going to court and going to court and going to court, ya know? I guess I’m just burnt out on the whole thing. These people don’t know me.”*

Another defendant commented on the fairness of the original charge, believing that the charges

*“should’ve been dismissed.”* One defendant commented that the court seemed “more interested

in getting through cases than in helping people,” but noted that, “other than taking so long, they did very well.” Another defendant seemed upset that substance use treatment was a condition of opting into the RCCP. In their own words:

*“Confusing. They said no jail, but threatened me with jail. If I wanted to get services [they] are easy to get to.”*

### **Service Provider Surveys**

Service providers stationed at the RCCP participated in a short survey about their experiences working with the program. Eighteen service providers consented to participate in the survey. Of the 16 who responded to the question, “How would you rate your experience working with the Community Court so far?” the average score was a 4.5/5., and over 93% of respondents rated their experience as “Somewhat satisfied” or “Extremely satisfied.” The lowest-rated response to this question was a 3, “Neither satisfied nor dissatisfied/unsure.”

Eleven service providers indicated which services their organizations provide. Six indicated that they provide mental health services, three provide drug treatment services, six provide housing, two provide job services, two provide financial services, and five provide other health services. Additional services identified in the “other” service option included community referrals, assistance with identification such as state IDs and birth certificates, community resources, wraparound services, and assistance with supplemental nutrition assistance program (SNAP) benefits. The majority of service providers who responded to this question (73%) offer more than one service.

Eleven service providers also responded to a series of questions about their satisfaction with different aspects of the RCCP. The majority of providers (73%) reported being “Very satisfied” or “Extremely satisfied” with their opportunities to recruit new clients through the program. Almost all of the providers (9%) reported being “Very satisfied” or “Extremely

satisfied” with the remaining items, including communication from the program staff, interactions with program staff, interactions with other service providers, and networking opportunities through the RCCP. A slight majority of providers reported being “Very satisfied” or “Extremely satisfied” with their ability to help their target population (7%), and most reported being “Very satisfied” or “Extremely satisfied” with their technical assistance from the RCCP (8%).

Eight service providers offered responses to the question, “What benefits have you seen for your organization from participation in the Reno Municipal Community Court Program?” Six of these responses related to opportunities for networking and outreach to target populations. For instance, one provider wrote, “Were [sic] able to meet with the population that need us most,” and another wrote,

*“Making sure we know what the other services are in the community. Because we have so many, we sometimes forget about what’s out there. Community partnership, for those who we can’t provide for.”*

Responses also included being able to work directly with the RCCP, and being able to offer same-day approval through the RCCP.

Ten service providers offered responses to the question, “What are your greatest challenges in participating in the Reno Municipal Community Court Program?” Three providers noted a lack of referrals from the RCCP as their greatest challenge. Three other providers noted a lack of follow-through from clients. For instance, one provider wrote,

*“The greatest challenges are surrounding the clients and whether they are ready for change.”*

One provider noted a lack of RCCP reimbursement for costs, such as costs for replacement identification and birth certificates, and under benefits, one provider indicated that there were “None. This is costing me money.” Another service provider said that not being

provided the docket ahead of time, which would allow them to check client eligibility before RCCP, was challenging. One wraparound service provider noted that they require prescreening for all of their clients, and that it is challenging not knowing which of the programs to which they refer people offer preferential treatment for RCCP defendants. Finally, only one provider indicated that they have not encountered any challenges.

Ten providers responded to a question about their organization's intention to continue participation if the RCCP were to continue. The majority (8%) responded that their organization is either "Somewhat likely" or "Extremely likely" to continue participation in this program. Nine providers responded to a question about their personal intention continue participation. Of these providers, 89% indicated that they were either "Somewhat likely" or "Extremely likely" to continue *personally* working with the RCCP on behalf of their organization.

Ten providers responded to questions about the RCCP's effectiveness. For the question, "Based on your experience working with the Community Court, how effective do you think this program has been in meeting its goal of addressing defendants' need for services?" One percent of providers selected "Very effective" or "Extremely effective." For the goal of increasing defendants' trust in the court, seven of nine providers (78%) selected "Very effective" or "Extremely effective." For the goal of reducing re-offending rates among defendants, seven of nine providers (78%) selected "Very effective" or "Extremely effective." However, for the goal of reducing crime in the downtown area, only three of eight providers (38%) selected "Very effective" or "Extremely effective."

The final three questions pertained to potential areas of improvement, advice for policymakers, and anything else providers wanted to share with the researchers. In response to suggestions for the RCCP to improve their partnerships with service providers, several providers

mentioned opportunities for communication. One respondent praised the communication, while another praised the judge's outreach efforts. Others noted communication as an area with opportunity for improvement. One provider stated that a lot of their clients are unaware of this program; another suggested creating a community forum for communication between the service providers, such as an email list. One provider mentioned that the time commitment required of providers could be problematic, and offered some suggestions to mitigate these challenges:

*“Having [service providers] have to commit 8-12 is kind of hard. 8-1 or 1:3 might be more feasible. A lot of times we get out early, but we've had to block that time... A more standardized commitment, and identifying defendants already receiving services ahead of time. Now having a case coordinator will help.”*

The next question asked, “What would you say to a policy maker who was considering whether or not to allocate an annual budget for the Community Court to continue?” Of the seven participants who responded, six explicitly advocated for continuing the RCCP. One provider pointed out that

*“The defendants are comfortable coming down here. Far more comfortable and willing to participate in court in this type of setting, far more than going to a courthouse.”*

Another provider wrote,

*“If we don't do this, if we don't fund this court so we can provide more services for housing, I'd, treatment, the problem will just grow. This is the only court that's really affecting people where they are. This court meets the people where they are, and that's what you have to do. You can't tell homeless people what they need, you have to ask them what they need. Compare bench warrants here and there. People aren't afraid to come here.”*

A third provider commented,

*“Partnerships like this are beneficial to the community. Even if we don't see the direct clients, we are able to help the clients that we do have even when we are not here by knowing what other services are available. The more that people come through the court, the lower the recidivism rate. It might not catch on for the person the first time, but it will if we get them connected to the right spot. If one thing doesn't work, we have other places we can try. That's what I love about this court!”*

The lone participant that did not explicitly advocate for continuing the program instead pointed out the need for housing for Reno's homeless population, who comprise the majority of RCCP defendants.

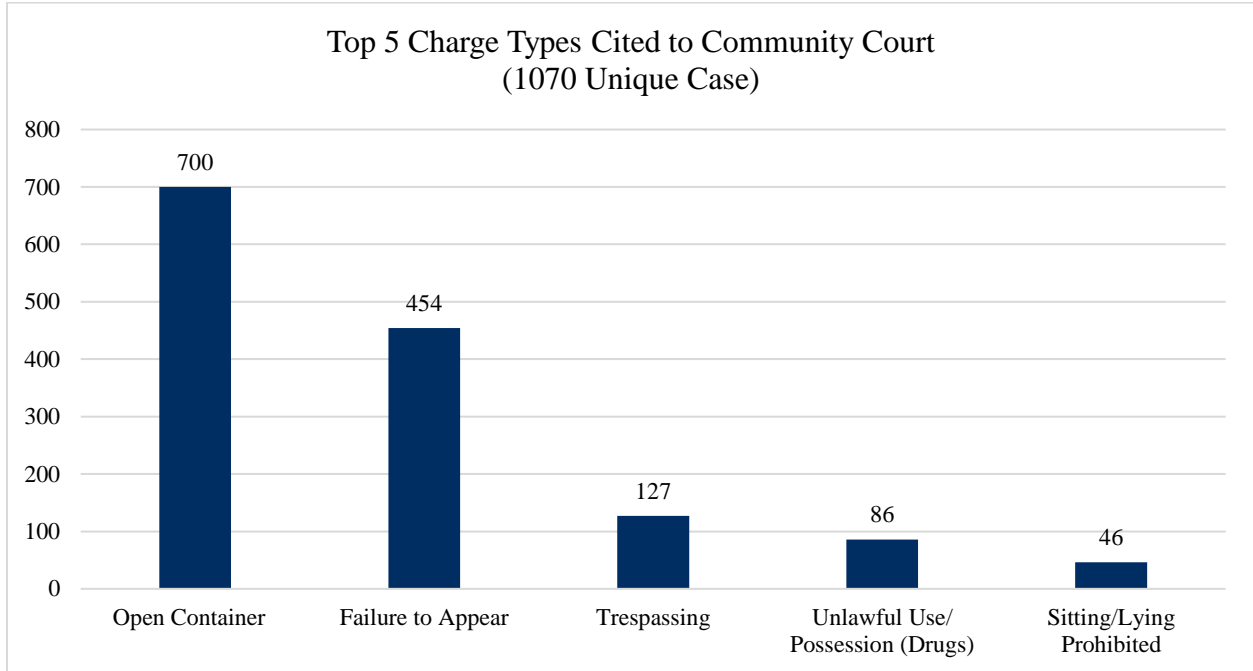
*“The biggest problem with all of these defendants is that they need housing. It's a big housing issue.”*

Four providers responded to an opportunity to offer additional comments. One suggested that the RCCP should not be open to “repeat, habitual [defendants] who refuse to take advantage of the services.” Another provider suggested other providers should give more commitment to attendance at the RCCP. A third provider said it is “nice to have a warm, quick handoff, considering the limitations and expanse of other programs.” Finally, the last provider simply stated, “I think it's a great program and we ought to continue it.”

### **Case Histories**

Case histories were assessed for completeness, and the data were examined to ensure that defendants were not duplicated. The most common charges for defendants appearing in RCCP were possession of an open container of alcohol (n = 700), followed by failures to appear (n = 454; see Fig. 3).

**Fig. 3. Charge Types Total Charges**



Note: This chart displays the total number of offenses charged in citations issued, not the number of unique defendants who received each charge. Several defendants received multiple citations for repeating the same offenses.

### **Failures to Appear**

Failures to appear (FTAs) cost the courts and the taxpayers money because they waste the court's time and resources, result in additional charges against defendants, and the issuance of warrants. One of the goals of the RCCP was to encourage defendants to participate in the justice process by appearing for their hearings. The program encouraged defendant participation, in part, by providing hot coffee and lunch meals, and hosting hearings in a more comfortable and familiar location (the public library). Theoretically, the program's approach to justice, which was heavily focused on procedural and distributive fairness, should have also resulted in greater engagement from defendants.

FTA events are tracked differently for the RCCP than they are for the RMC, which poses challenges in directly comparing the number of times a defendant failed to appear in each venue.

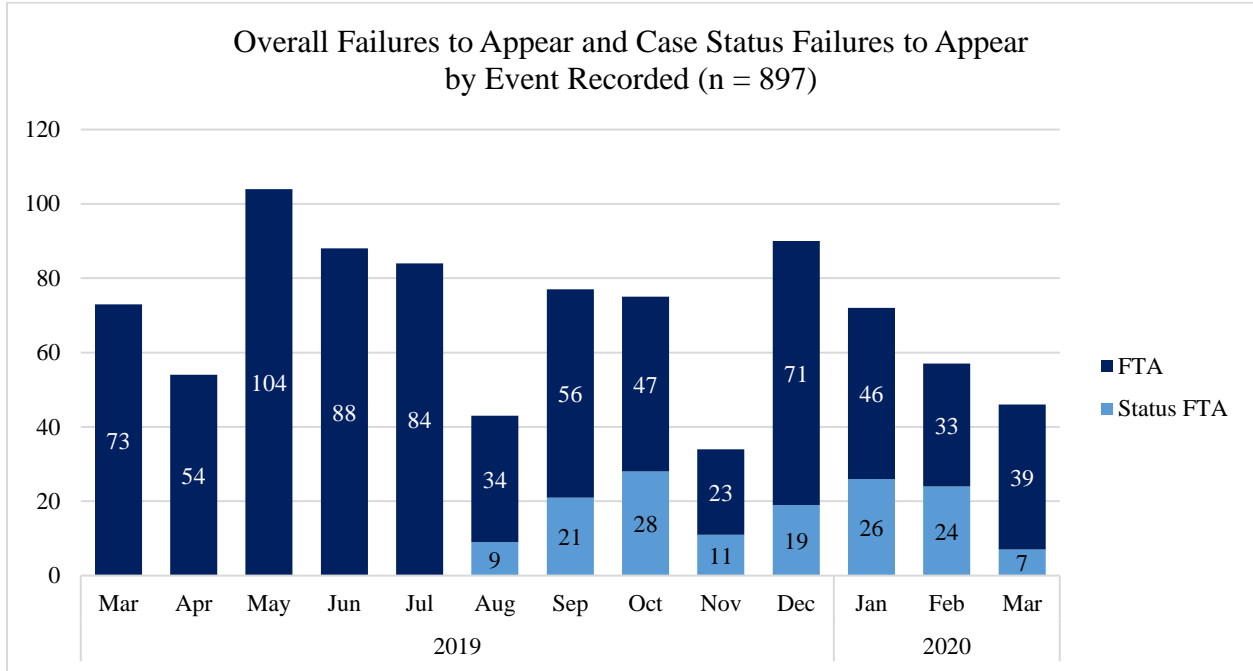
The RMC sends post cards to defendants who fail to appear, but there is no equivalent event for the RCCP. The issuance of a warrant for an FTA is tracked in the same way between the two venues, because it is a violation of a specific statute. However, for RCCP defendants, FTA warrants are issued the same day whereas for the RMC defendants might be given up to 30 days to appear before a warrant is issued. We explored several options for comparing the FTA rate for the crossover sample before and after they became involved with the RCCP. A comparison of the number of FTA warrants issued for a defendant, as a percent of their total cases in each venue, showed that defendants were issued FTA warrants on a higher percentage of their RCCP cases (58%) than of their RMC cases (39%),  $t(256) = -4.03, p < 0.001$ . There were 242 RCCP participants who were also included in the prior year sample. The average number of FTA warrants issued for these defendants did not differ significantly between the program year ( $m = 1.48$ ) and the prior year ( $m = 1.24$ ),  $t(481) = 1.76, p = 0.08$ .

### ***FTAs Over Time***

To provide a fuller picture of RCCP defendant's FTAs, we examined the number of FTA events over time. FTA events are different than FTA warrants issued. Within the program, the decision-making process for issuing FTA warrants changed over time, so comparing the number of warrants issued by month is not a reliable measure of whether defendants actually failed to appear. However, a case event is recorded in the case management system whenever a RCCP defendant fails to appear for their hearing, regardless of whether a warrant is issued. The overall number and type of FTA events recorded per month are presented in Fig. 4.



**Fig. 4. RCCP Failures to Appear by Event Recorded**



In August 2019, the program began using a separate event code for defendants who had failed to appear for a status hearing, as opposed to an initial case hearing. In part, this is because status hearings were introduced as a separate hearing type several months after the program began. These types of FTA events were combined for analysis. We conducted a simple linear regression to determine if there was a change in the number of FTA events over time. There was no significant change in the number of FTA events recorded by month,  $F(1,12) = 1.508, p = 0.245$ . It is possible that the number of months that were included in the analysis were insufficient.

### **Recidivism**

To test recidivism within the RCCP subsample, we compared both the number of cases before and after program engagement, and the average number of days between reported citations for cases that were filed in each venue. Citations might not be filed the same day that they are issued for a number of reasons, but there does not appear to be a systematic difference in

the number of days it takes for a citation to reach either venue. The exact citation date is not available in these data, so the average number of days between citation filings is used here as an imperfect proxy for the number of days between offenses.

First, we examined the number of citations filed against defendants before and after they first came into contact with the RCCP. The samples were narrowed to ensure that the same number of months were captured before and after the start of the court. There were very few cases in our RMC dataset for February 2020, and there were some cases in the RCCP data that were originally filed in 2018. New citations were counted for defendants if they were filed in the RMC between March 2018 and January 2019 or if they were filed in RCCP between March 2019 and January 2020. Defendants in this subsample had more new citations filed against them in the RMC ( $m=3.92$ ) than they had filed against them in the RCCP after the start of that program ( $m=2.13$ ),  $t(234) = 8.11$ ,  $p < 0.001$ . On average, defendants had 1.8 fewer new citations filed against them in the RCCP. Assuming that all new cases for the same offense types for a particular defendant would have been filed in the RCCP, these results suggest a statistically significant reduction in offending behavior for program participants.

Of the 242 defendants eligible for inclusion in this analysis (cases filed in both the RMC in the year preceding the program, and then also in the RCCP), 24 had recidivism records entered into the National Criminal Information System (NCIC) database after their first admission into the RCCP (excluding additional FTA cases). Of these 24 defendants, three had escalated to a gross misdemeanor, and two additional defendants escalated to a felony. The remaining 19 defendants had only committed additional misdemeanors outside of the RCCP's geographical jurisdiction after their first contact with the RCCP.

## **Total Annual Sample**

### **Failures to Appear – Total Annual Sample**

Defendants included in the full sample averaged fewer FTA warrants in the program year ( $m = 0.60$ ) than in the prior year ( $m = 0.66$ ),  $t(8333) = 3.51$ ,  $p < 0.001$ . However, for defendants that had at least one case in each of the years ( $n = 746$ ), the average number of FTA warrants issued per defendant in the program year ( $m = 0.86$ ) was not significantly different from the year prior ( $m = 0.95$ ),  $t(1484) = 1.56$ ,  $p = 0.11$ .

These results must be interpreted with caution due to the significant differences in the process for entering FTAs between the RMC and the RCCP. These data cannot account for the difference in the speed with which these warrants are issued in each venue. It is impossible to determine which defendants might have shown up within 30 days of their scheduled hearing in RCCP, thus avoiding additional warrants.

### **Recidivism - Total Annual Sample**

During the program year, there were fewer cases filed for defendants with eligible charges (see Table 1) than had been filed in the prior year. When examining the total population of RMC defendants and RCCP defendants combined, the average number of eligible cases per defendant per year was lower in the program year ( $m = 1.40$ ) than it was the year prior ( $m = 1.48$ ),  $t(8601) = 2.59$ ,  $p < 0.01$ . When the sample was further reduced to only those defendants who had active cases in both years, the same pattern emerged. For the 746 defendants who were active in both years, the average number of cases was higher in the prior year ( $m = 2.73$ ) than in the program year ( $m = 2.26$ ),  $t(1410) = 3.20$ ,  $p < 0.002$ . The average number of cases per defendant in each year dropped for both RCCP defendants and RMC defendants, though there

was no significant difference between these groups with regard to the decrease,  $t(374) = 0.74, p = 0.46$ .

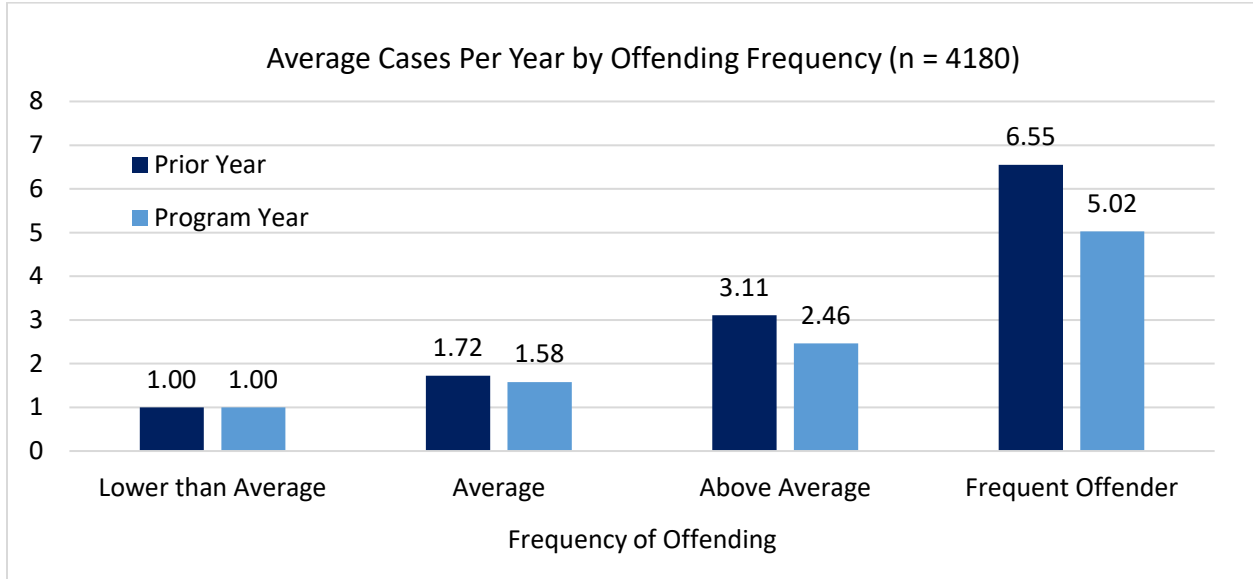
**Table 3. Offender Frequency Groupings**

| Number of Cases    | Grouping           |
|--------------------|--------------------|
| One Case           | Lower than Average |
| Two to Three Cases | Average            |
| Four to Five Cases | Above Average      |
| Six or More Cases  | Frequent Offender  |

Defendants were grouped by the total number of cases that were filed against them in the RMC or the RCCP over the two year period, to allow for a closer examination of which offenders were most responsible for changes to the average number of cases filed. Because the number of cases is a discrete variable, and were not normally distributed, whole number cutoffs were chosen as the basis for these grouping.

A simple linear regression of defendants who had at least one case in each year suggested that higher frequency of offending is significantly related to the change in cases during the program year,  $F(1,744) = 33.03, p < 0.001, b = -.0.701$ . The greatest change in offending from the prior year to the program year was among defendants who had six or more cases overall (see Fig. 5). It is possible that some of these offenders were the most in need of services. However, it is also possible that some offenders stopped receiving new citations to the RMC or RCCP because their offenses escalated, and they were incarcerated. We did not replicate this comparison between RMC participants and RCCP defendants because the groups are not equivalent.

**Fig. 5. Average Cases per Year by Offending Frequency**



\*Zeroes for either year were not counted toward the average for that year, because that means that offender was not active during that year.

### **Discussion**

The RCCP operated for just over one year before the court ceased operations due to the COVID-19 pandemic. During that time, the program team worked to overcome challenges and refine the program. Over the last several months of the program, cases seemed to move faster, and the team seemed more cohesive overall. The defendants surveyed by the evaluators gave very positive reviews of this program overall. Many participants were not previously aware of the breadth of services available in the Reno-Sparks area, or the variety of services for which they might be eligible (e.g., veteran’s benefits, housing and job placement, fiduciary services, substance use and mental health treatment, etc.). The court team worked to determine the needs of each program participant, and worked with service providers to ensure seamless cooperation between different agencies. Despite the overall positive perceptions of program participants, some expressed displeasure at the RCCP process. Many of these participants were concerned with the fairness of the charges against them and the amount of time they were spending engaging with the program.

Many of the service providers surveyed expressed only positive views of the program, and generally believed that the program was helping the defendants it was intended to help. During court observations early on in the program year, at least one service provider expressed concern for the overlap in services, and the lack of defendants referred to their organization by the court. Concerns shared by service providers during the formal survey included the time commitment required, as well as communication from the court. Several service providers made suggestions about the process for notifying them about the defendants they would be expected to help each week, and one pointed out that the newly created case coordinator position with the court program would likely help address their concerns.

Across the board, defendants averaged fewer new eligible cases during the program year than they did in the year prior. The average number of cases filed for crossover defendants (who had cases in RMC before, and then in the RCCP once the program began) was also lower after their first engagement with the RCCP. This is particularly important because this statistic includes defendants whose unlawful behavior began at any point during the prior year, and possibly even before that. Further, a review of these defendants in NCIC showed that very few of the crossover defendants had escalated their criminal activity, or had charges filed against them in other venues (excluding FTA charges). Thus, it appears that this program shows promise with regard to recidivism reduction. It would be expected that if the program was truly effective, the average number of citations filed per defendant for the enumerated offenses should be less for the year following the start of the program than for the year prior. A second comparison examined the total annual sample of defendants (as defined by defendants with similar charges), and a decrease was observed in the overall number of cases, but also in the average cases per defendant in each year of the sample.

## **Limitations**

This study has several limitations, in both data quality and comparability. First, the program experienced significant changes in process from the time it began until the end of this evaluation period. The “case status hearing” and event, “cases status failure to appear” were both introduced several months after the start of the program. Finally, because there are a number of factors that make the RCCP population unique, but comparable variables are not collected for RMC defendants, we were unable to derive a valid comparison group from the available data.

The C-CAT assessment tool has been validated with other populations, but it has not been validated with this population (though preliminary analyses show reliability for this sample). The defendant exit survey was developed as a tool to be self-administered, which allows a greater degree of privacy by giving the defendant control over the anonymity of their responses. While personally identifiable information is not provided in this report, it was collected by the researchers for the purpose of connecting survey data to the court record. Defendants were informed that their responses would be kept confidential by the research team, but it is unclear whether defendants truly believed that their results would remain anonymous which could have affected their responses. Further, while privacy was sought whenever possible, the risk of having their answers overheard by court staff, service providers, or other defendants may have influenced the responses provided by some defendants. Most service providers were also surveyed at the court in the presence of other service providers, and so the same privacy concerns apply with regard to the validity of survey responses. Proximity to other providers and court staff may have influenced some providers answers to survey items.

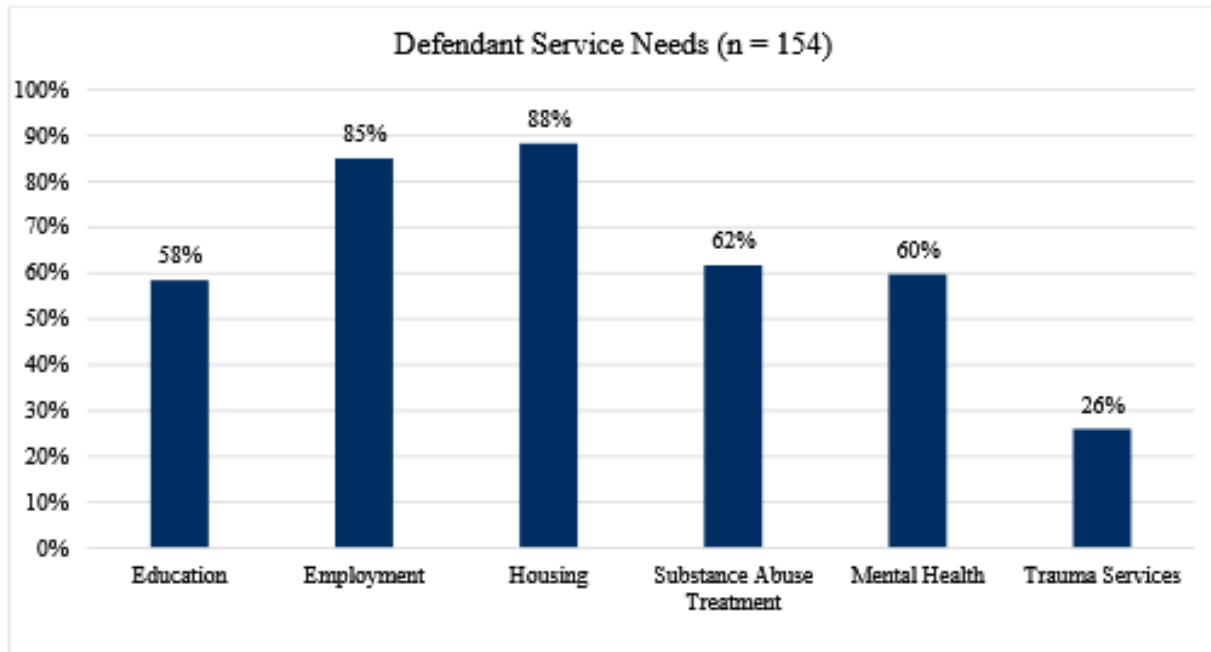
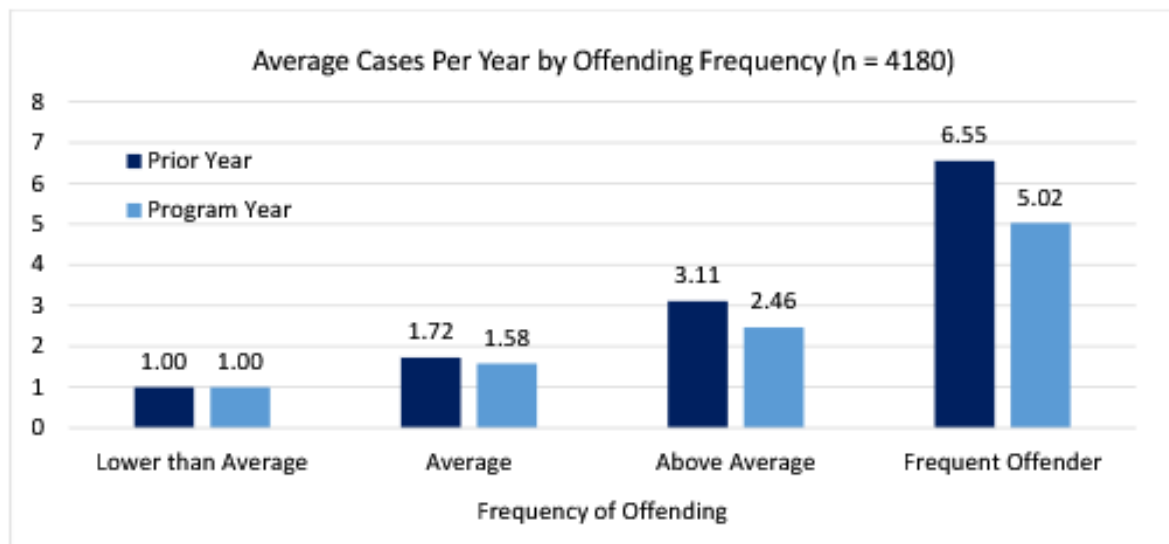
## References

LaGratta, E. G., & Jensen, E. (2015). *Measuring Perceptions of Fairness: An Evaluation Toolkit*. New York, NY: Center for Court Innovation.

Lind, A. E., & Tyler, T. R. (1988). *The Social Psychology of Procedural Justice*. New York, NY: Springer Science+Business Media, LLC.

Picard-Fritsche, S., Rempel, M., Kerodal, A., & Adler, J. (2018). *The Criminal Court Assessment Tool: Development and Validation*. New York, NY: Center for Court Innovation.



**Fig. 1. Defendant Service Needs****Fig. 5. Average Cases per Year by Offending Frequency**

\*Zeros for either year were not counted toward the average for that year, because that means that offender was not active during that year.

Overall, defendants' perceptions of procedural justice seem quite high. The lowest item mean was for the item, *the judge showed bias in favor of the prosecutor*. The average scale score for procedural justice was 4.51 ( $s = .46$ ), and scores ranged from 3.8 to 5.

**Defendant comments.** Preliminary analyses of defendants' open-ended comments on the exit survey suggest that the majority of defendants had a positive view of the court. Several defendants mentioned that they had not been aware of the quantity or quality of services offered in Reno. For example, one defendant mentioned,

*"[There are] a lot of resources! This is awesome. The community needs it. ... had to get in trouble to know all this was here."*

Several defendants described feelings of hope and gratitude as a result of participating in the RCCP.

*"They don't punish you; they give you help and give you hope. I think they should keep it going because a lot of people want help."*

*"I am so very pleased and grateful for the many people a part of this project. I truly spread the message to everyone I know that there is HOPE - we just have to be the ones to want it."*

Other defendants described positive interactions with specific staff members.

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Library Director's Update  
**DATE:** October 21, 2020

### **Library Director's Report for October 2020**

#### **Early Voting/Elections**

Washoe County Libraries are both early voting locations and ballot drop-off sites. Early Voting runs from October 17 to October 30. Locations will be open from 9 am to 7 pm on those dates.

The following libraries are participating:

- Downtown Reno Library
- Incline Village Library
- Northwest Reno Library
- North Valleys Library
- South Valleys Library
- Spanish Springs Library

Early voting at the Reno Town Mall will be adjacent to Sierra View Library.

I want to commend our managers for working with Elections to ensure voting access for Washoe County residents. Due to the pandemic, this is an unusually tense time and a complicated process. They have demonstrated their dedication and creativity in solving problems and I appreciate that.

- Early Voting Location is available here:

<https://www.washoecounty.us/voters/files/Early-Voting-2020-Calendar-update.pdf>

- I was interviewed about libraries as elections site for American Libraries. The article is available here: <https://americanlibrariesmagazine.org/blogs/the-scoop/library-ballot-box/>

#### **Reno Community Court Project Report by UNR**

University of Nevada, Reno, has graciously put together a report for the Reno Community Court Project. A good refresher article from last year is available here: <http://www.ourtownreno.com/our-stories-1/2019/8/16/judge-tammy-riggs-restoring-peoples-dignity-at-the-community-court>

Overall, the program was a tremendous success. The homeless population who came to community court received referrals for assistance, which lowered the recidivism rate among this population.

**IMLS National Medal Nomination by Senator Cortez-Masto**

We were honored to be nominated by Senator Cortez-Masto for the Institute of Museum and Library Services (IMLS) National Medal. This is one of the highest honors in the library field. We are working on filling out the application and gathering letters of support from community members. The nomination is a confirmation of the importance of the work that we have done and the community support that we have received.

**This is Reno/Candidate Forum Hosting**

Our Internet Librarian, John Andrews, supported This is Reno's Candidate Forum for the City of Reno, City of Sparks, and Washoe County Commissioner candidate forums. Such partnerships are a method to assist groups in the community and create a virtual meeting room for third-party events. The program was highlighted on our social media and well attended.

**IVGID Candidate Forum Hosting**

Incline Village Library Branch Manager John Crockett is also hosting a community forum for the upcoming IVGID Elections. These elections may not get as much attention from the media, which makes this partnership even more valuable. It is fantastic the library can step-up and provide this kind of support for our various communities.

**Chromebook Plan**

We received CARES Act funding from the State Library. We are using that funding to expand our public access computing. Currently, over 6,000 patrons use the library's Wi-Fi outside the library. In implementing this program, we can expand access for patrons who do not have a device, or who need a laptop to conduct their business. This plan also includes printing at each location. Since we initially opened Grab-and-Go services, we have received inquiries about public access computing. I am glad that we could come up with a safe solution to fulfill this need.

**Automated Materials Handlers**

These are ordered and on their way. We hope to receive these and get them installed by the end of the calendar year. This will greatly speed up our internal process for checking in items. Items will be automatically checked-in and allowed to sit for quarantine. This will free up crucial staff time for other tasks.

**Sparks and Northwest Reno Library Renovations Update**

The first meeting was on October 13th for carpet review. Opening day collections have been ordered. We are waiting on scheduling carpet installation and furniture review. We should have renderings for library staff to evaluate soon. This is a very exciting development. If the timing works out, we may be able to start work before the end of the calendar year.

<https://americanlibrariesmagazine.org/blogs/the-scoop/library-ballot-box/>

# The Library as Ballot Box

Voters turn to libraries as nation faces a pandemic, wildfires, and uncertainty with postal service

By Greg Landgraf | September 28, 2020



A ballot drop box outside the Arthur Lakes Library in Colorado School of Mines in Golden.

Many states have [increased the opportunities](#) for voters to cast their ballots by mail this year as an alternative to gathering at a polling place during a pandemic. But in an environment where [some politicians](#) are trying to raise doubts about the security of voting by mail and the ability of the United States Postal Service to deliver mail-in ballots, many libraries are using their unimpeachable reputations to offer stability as ballot drop-off sites.

“I think people miss the environment of the polling place, and going to a drop box helps them re-create that,” says Oregon Library Association Vice President Arlene Weible. Oregon has conducted all elections by mail since 2000, but Weible says libraries hosting ballot drop boxes is a common practice in the state.

The benefits of hosting drop boxes go beyond mere nostalgia. Drop boxes can offer a safe and secure way to vote as the nation continues to face COVID-19, wildfires, and policy changes affecting the stability of the postal system.

Arthur Lakes Library at the Colorado School of Mines in Golden has had a ballot box in front of the library for two years. “Students have been very enthusiastic about the opportunity, and it’s been well received,” says University Librarian Carol Smith. “They take their voting rights seriously, but the convenience is an issue for them since they’re so busy and focused on their studies.”

Dunedin (Fla.) Public Library provided ballot drop-off for the first time during this year’s primary elections in August. Director Phyllis Gorshe says a line of people waited to drop off their ballots the first day the drop box was in place. “We received lots of calls in appreciation, so I’m expecting the next election to be a busy time,” she adds.

### Working with elections boards

Weible worked with the Oregon Library Association to prepare a [tip sheet](#) for libraries in the state interested in serving as ballot drop sites. But there is no one-size-fits-all template for all libraries to follow because elections are administered by states and must be conducted in accordance with state and local policies. Some jurisdictions may not allow it at all: A Cuyahoga County (Ohio) Board of Elections plan to have ballot drop-off at six county libraries was [overruled](#) September 14 by Ohio Secretary of State Frank LaRose, who had ordered each county to offer only a single drop box, although [lawsuits](#) challenging the order are [under way](#).

In general, most of the work related to collecting ballots is done by election staff, but libraries that wish to offer the service frequently need to prepare. Washoe County (Nev.) Library System is hosting ballot drop boxes at seven of its 12 locations, even though the system is currently closed apart from hold pickups. Director Jeff Scott says the fact that many of the county’s libraries have meeting rooms with exterior access has made the partnership easier. “We installed RFID readers so election staff with the necessary tags can access those rooms without putting an undue burden on library staff,” he says. The library worked closely with elections staff generally, inviting them to tour their libraries to figure out options at sites that don’t have meeting rooms with exterior access.

Gorshe says working with the county Supervisor of Elections office was critical for her library as well. “One of their administrative outreach people did a presentation for the staff to learn what they do and their process,” she says. The supervisor of elections provided the drop box as well as the staff who monitored it and delivered ballots to the election office each day. But library staff needed to know how to respond if a voter attempts to hand a ballot to them, or how to direct voters on Election Day itself, when voters must cast their ballot at a polling place or the Supervisor of Elections office. The library also had to carefully locate the ballot boxes to make them accessible throughout the day, even though the library currently closes twice a day for cleaning and disinfecting.

“People have the tendency to think they can drop ballots in our book drops, so we have a lot of signage there,” Gorshe notes. The county permits ballots left in the book drop to be counted, if they are properly sealed and signed to prevent tampering and if election staff approve. But the practice is discouraged.

Again, policies in different jurisdictions will vary: Multnomah County, Oregon, designated [library book drops](#) as ballot drop boxes as well because of the pandemic, deputizing librarians to separate ballots from books.

# PURCHASING MATERIALS

October, 2020

A COLLECTION  
WHICH  
REPRESENTS THE  
NEEDS AND  
INTERESTS OF  
OUR  
COMMUNITY

Collection  
Development  
Policy



# PUBLISHERS AND WHOLESALERS PROMOTE FORTHCOMING TITLES



SIMON &  
SCHUSTER



Penguin  
Random  
House



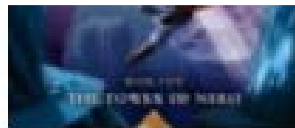
Troubles in Paradise

Hilderbrand, Elin



The Searcher

French, Tana



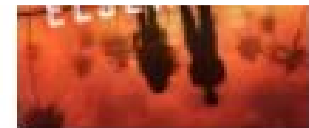
The Tower of Nero

Riordan, Rick



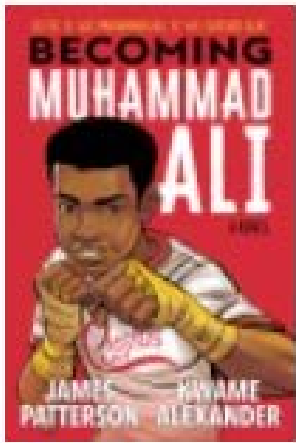
I Want to Sleep Under the Stars!

Willems, Mo



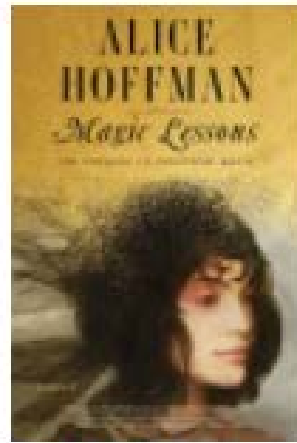
Elsewhere

Koontz, Dean



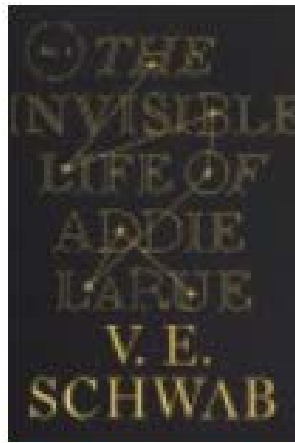
Becoming Muhammad Ali

Patterson, James



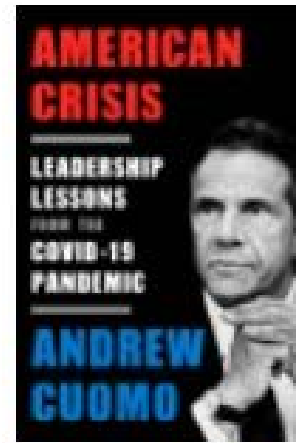
Magic Lessons

Hoffman, Alice



The Invisible Life of Addie LaRue

Schwab, V. E.



American Crisis

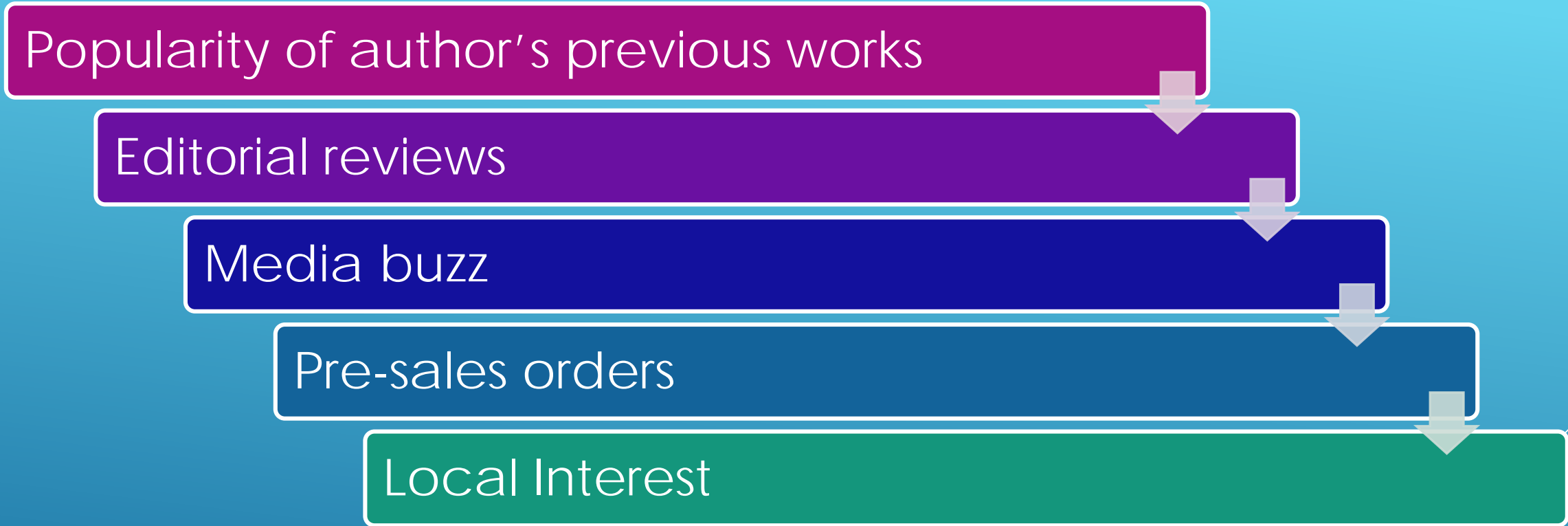
Cuomo, Andrew



Leave the World Behind

Alam, Rumaan





VENDORS PUSH US LISTS BY GENRE  
AND SUBJECT

Next >

| ✓                        | Qty | Loan Status | Shelving Location | Branch | TS | Collection Code | Fund   | Item Type |
|--------------------------|-----|-------------|-------------------|--------|----|-----------------|--------|-----------|
| <input type="checkbox"/> | 1   | -1          | LNEW              | TS     | TS | CFA             | AF2021 | BK        |

ITEM 6b



HOW MANY  
COPIES



WHICH BRANCHES



PURCHASE PRICE  
AND FUND TO  
CHARGE



LOCATION WITHIN  
THE COLLECTION  
AND CALL NUMBER

CODES COMMUNICATE INFORMATION TO THE VENDOR  
AND CREATE THE RECORDS IN THE CATALOG

WE DON'T PREDICT  
EVERYTHING PEOPLE MIGHT BE  
SEARCHING FOR

Not finding what you're looking for? [Request an item not in our collection.](#)

Barcode

Spine Label

Mylar cover

RFID security  
tag

Robust  
catalog  
record

Generate  
Invoice

## VENDOR SERVICES



- ✓ Unpack Boxes
- ✓ Enter Invoice
- ✓ Distribute to Branches

# SENSITIVE TOPICS

- ▶ Preserve patron privacy
  - ▶ eBooks provide anonymity
  - ▶ Anticipate demand
  - ▶ Seek best available resources
  - ▶ Replace missing copies
- ▶ 2020 State grant





## WASHOE COUNTY SCHOOL PARTNERSHIP

71% growth in  
children's/teen  
checkouts on  
OverDrive



## COLLECTION DEVELOPMENT AND MANAGEMENT POLICY

Collection Development is the ongoing process of assessing the materials available for purchase or licensing and making decisions about their inclusion and retention within the Library.

### Scope of the Collection

The library materials collection, one of Washoe County Library System's (WCLS) major assets, is developed and managed to meet the informational, educational, cultural and recreational needs of Washoe County Library customers. Since library systems cannot possibly acquire all print and non-print materials, they must employ a policy of selectivity in acquisitions. The Library System provides, within its financial limitations, a general collection of materials embracing broad areas of knowledge and literary and cultural genres. Included are works of enduring value and timely materials on current issues. Within the framework of these broad objectives, selection is based on community demographics and evidence of areas of interest.

Collections are reviewed and revised on an ongoing basis to meet contemporary needs. Collections are current and popular, not archival, and materials are not needlessly duplicated. Collections provide general coverage of subjects and reflect the characteristics of the community. Materials are withdrawn from the collection to maintain the collection's usefulness, currency and relevance. Withdrawn materials may be sold or used in collaboration with community agencies.

Other community resources and area library resources are taken into consideration when developing collections. Through Interlibrary Loan, librarians may obtain materials from other institutions for the use of WCLS patrons. Information may also be obtained through electronic access and the internet. Information sources made available electronically will be selected using the same principles that are applied to books and other formats. New formats will be considered when a significant portion of the community creates a demand.

The Library supports the individual's right to access ideas and information representing all points of view. To this end, the Library welcomes and solicits patron suggestions, comments and ideas about the collection and its development. The Washoe County Library Board of Trustees has adopted the American Library Association's Library Bill of Rights, Freedom to Read Statement and Freedom to View Statement. The Library recognizes and respects intellectual property rights and conforms to legislative mandates regarding copyright protections.

### Collection Development and Management Criteria

To build and maintain a collection of merit, materials are evaluated according to one or more of the following criteria. An item need not meet all of these criteria in order to be acceptable.

- Current and potential relevance to community needs
- Suitability of subject and style for intended audience
- Attention by critics and expert reviewers
- Cost
- Requests by the public
- Comprehensiveness
- Skill, competence, purpose of author
- Reputation and significance of author
- Objectivity
- Authenticity of history or social setting
- Consideration of the work as a whole
- Representation of diverse points of view
- Suitability in physical form for library use
- Technical quality

## **Gifts of Library Materials**

WCLS will accept unrestricted, irrevocable gifts of books and other library materials. Gifts and donations are accepted with the understanding that they will be evaluated by the same criteria used to select and purchase materials for addition to the collection. If gifts do not meet these criteria, they may be conveyed to the Friends of Washoe County Library for sales to benefit the Library System, used for Read and Exchange collections, recycled or otherwise disposed of.

## **Collection Structure**

The placement of materials within the libraries is determined by several factors. The Library uses the Dewey Decimal Classification scheme which divides materials by subject. Professional catalogers use Dewey and Library of Congress subject headings to place materials into the proper subject areas and assign them to Adult, Juvenile, Young Adult, Reference or other specific areas of the Library. Reviews by professionals in the field and the librarians' expertise contribute to the proper placement of material.

Washoe County Library respects the rights of children to choose their own materials. It is the responsibility of parents to monitor the materials their children borrow or use in the Library.

## **Collection Responsibilities**

Staff responsibility for the collection rests with the Library Director, who operates within the framework of the Washoe County Library Collection Development and Management Policy. The Director delegates to staff members authority to interpret and apply this policy in daily operation.

Staff in a centrally organized collection development unit provides continuity in the collections through an organized structure for planning, selecting, acquiring and managing library materials. All staff contributes to the development of collections driven by customer needs and expectations by:

- Engaging in open, continuous communication with customers
- Handling all requests equitably
- Understanding and responding to continually changing demographics, as well as societal and technological changes
- Recognizing that materials of varying complexity and format are necessary to satisfy diverse needs

## **Intellectual Freedom**

A democracy presupposes an informed citizenry, and the public library has an integral role in achieving that goal. The Library provides a neutral environment in which individuals and their interests are brought together with the universe of ideas and information spanning the spectrum of knowledge and opinions. The American Library Association's Library Bill of Rights, Freedom to Read and Freedom to View statements are cornerstones of this policy and guide the acquisitions and management of the collection.

Collection development and management decisions are based on the merit of the work as it relates to the Library's mission and its ability to meet the needs and interests of the community. Decisions are not made on the basis of any anticipated approval or disapproval of the material. The inclusion of an item in the Library collection is in no way an endorsement of its contents. Materials are not marked or identified to show approval or disapproval of the contents.

The Library recognizes that some materials may be controversial and that any given item may offend some. Only the individual can define what materials are consistent with her/his own values. Individuals can apply those values to the use of library materials only for themselves. Parents and legal guardians have the responsibility for monitoring their children's use of library materials.

## Reconsideration of Library Materials

A singular obligation of the public library is to reflect within its collection differing points of view. Individuals may request reconsideration of a selection decision of library materials by submitting a written request for reconsideration to any Washoe County Library using the form appended to this policy. The Library Director will respond in writing to an individual's written request.

The Washoe County Library Board of Trustees, upon written request to the Board Chair, will hear appeals of the Library Director's written response. Decisions on appeals are based on this policy, the material, careful review of the objection and the American Library Association's Bill of Rights, Freedom to Read Statement, Freedom to View Statement and Guidelines on Intellectual Freedom. The final decisions on appeals rest with the Washoe County Library Board of Trustees.

**APPROVED: December 15, 2004**

**REVISED: May 19, 2010**

# CITIZEN REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS AND ARTWORK

Author/Artist \_\_\_\_\_

Title \_\_\_\_\_

Book \_\_\_\_\_ Periodical \_\_\_\_\_ Other \_\_\_\_\_ Publisher/Date \_\_\_\_\_

Please state the reason for your request. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you read/viewed/listened to this work/exhibition in its entirety? \_\_\_\_\_

What are the positive points of this material? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What would you like the Library to do about this work? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject? \_\_\_\_\_  
\_\_\_\_\_

Have you read the Washoe County Library Collection Development and Management Policy? \_\_\_\_\_

Have you read the Washoe County Library Public Use of Bulletin Boards, Exhibit Spaces and Display Spaces Policy? \_\_\_\_\_

Request initiated by: \_\_\_\_\_

Address \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Do you represent:

- Yourself
- Organization (name) \_\_\_\_\_

Date: \_\_\_\_\_ Signature of Patron: \_\_\_\_\_

Date: \_\_\_\_\_ Received by Staff Member: \_\_\_\_\_

**TO:** Library Board of Trustees  
**FROM:** John Andrews, Internet Librarian  
**RE:** Internet Librarian Report to Include Social Outreach and Newsletter Updates  
**DATE:** October 21, 2020

There is no written material on this item.  
An oral report will be made at the meeting

**TO:** Washoe County Library Board  
**FROM:** Jeff Scott, Library Director  
**RE:** Tacchino Trust Expenditure Update  
**DATE:** October 21, 2020

**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.

There were no expenditures for the months of September 2020.

To date, Tacchino Trust funds has expended a total of \$471,768.72 with \$99,999.18 of those funds spent on Children's Materials.

The total Tacchino Trust funds available the beginning of October 2020 is \$440,481.28.

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

# LIBRARY BOARD OF TRUSTEE TASK RECORD/FOLLOW-UP

ITEM 6e

FY2019/20

| DATE ASSIGNED | TRUSTEE          | TASK / AGENDA ITEM REQUESTED  | ANTICIPATED COMPLETION  | DATE COMPLETED |
|---------------|------------------|---|---|----------------|
| 9/16/2020     | Holland          | Will send a list of categorized questions in regard to the Best Places to Work Survey to Chair Marsh and Director Scott to be placed on the agenda for the October meeting for more in depth discussion. Other Trustees may do the same   | October 2020  |                |
| 8/19/2020     | Ghileri          | Share information from how a format is selected when making a purchase based upon a patron material request. Trustee Ghileri to contact Collections Manager Debi Stears to discuss.   | October 2020  |                |
| 9/18/19       | Chair Holland    | Regular updates on Library progress towards 2024 Tax Initiative –<br><span style="color: blue;">From June 2020: need to start messaging by November 2021, after getting a sustainable plan from CDC on how to keep services safe</span>   | <del>To be determined</del><br>once new Strategic Plan is created   |                |
| 9/18/19       | Vice Chair Marsh | Created Adhoc committee consisting of herself and Trustee Parkhill to determine metric in which Library Director should be evaluation upon to present for recommendation. From June 2020: plan to address at physical meeting after reopening in Phase IV of State Reopening Plan | <del>October November 2019-Feb 2020</del><br>by June 2020 –<br><span style="color: blue;">CLOSED COVID – TBD for next physical Board meeting</span> |                |