



LIBRARY BOARD OF TRUSTEES MEETING AGENDA
WEDNESDAY, December 15, 2021
4:00 P.M.
Downtown Reno Library
301 S Center St., Reno, NV 89501

Pursuant to NRS 241.020, the agenda for the Trustees' meeting has been posted at the following locations: Washoe County Courthouse, Washoe County Administration building, Downtown Reno Library, Incline Village Library, North Valleys Library, Northwest Reno Library, Sierra View Library, South Valleys Library, Spanish Springs Library, and Sparks Library. Further, in compliance with NRS 241.010, this notice has been posted on the official website for the Washoe County Library System at www.washoecountylibrary.us and at <https://notice.nv.gov>.

Members of the public may attend this meeting in person or can attend by teleconference by logging into the Zoom webinar accessible through the following link: <https://us02web.zoom.us/j/84224131597>. If prompted, use the following passcode: 889408.

Support documentation for items on the agenda is available to members of the public at the Downtown Reno Library Administration Office, 301 South Center Street, Reno, Nevada, and may be obtained by contacting L J Burton at (775) 327-8343 or by email at ljburton@washoecounty.us. We are pleased to make reasonable accommodations for members of the public who are disabled and wish to attend meetings. Should you require special arrangements for any Trustee meeting, please contact our office at (775) 327-8341, at least 24 hours prior to the date of the meeting.

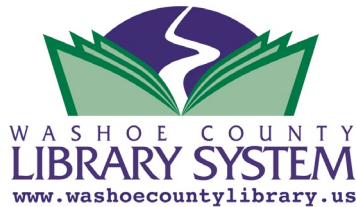
The Library Board can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment period, speakers may address matters listed or not listed on the published agenda. The Open Meeting Law does not expressly prohibit responses to public comments by the Board, however, responses from Trustees to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Trustees will consider, Trustees may choose not to respond to public comments, except to correct factual inaccuracies, to 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 Library Board of 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.

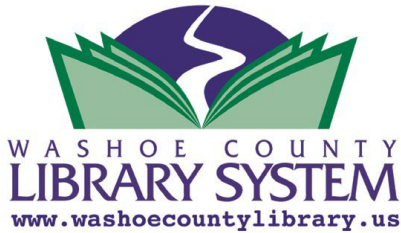
LIBRARY ADMINISTRATION

301 South Center Street | PO Box 2151, Reno NV 89505
(775) 327-8341 | www.washoecountylibrary.us



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

- 1) Roll Call
- 2) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person
No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.
- 3) Approval of Meeting Minutes
 - a) *For Possible Action:* Approval of Minutes from the Library Board Meetings of October 20, 2021 and November 17, 2021
- 4) Old Business
None
- 5) New Business
 - a) *For Possible Action:* Washoe County Staff Report, Review and Possible Approval of the Library Director’s Annual Performance Evaluation for the period 2021, and Possible Direction Regarding Future Performance of the Library Director
 - b) *For Possible Action:* Acknowledgement of 4th Quarter Fiscal Year 2020-2021 Cash and Non-Cash Donations Received by the Library System Between April 1, 2021 and June 30, 2021 for a Total of \$601.00; and acknowledgement of 1st Quarter Fiscal Year 2021-2022 Cash and Non-Cash Donations Received by the Library System Between July 1, 2021 and September 30, 2021 for a Total of \$63,355.00
 - c) *For Possible Action:* Select an Option for Meeting the Materials-Expenditure Standard Pursuant to the Minimum Public Library Standards as Set Forth by the Nevada State Library, Archives and Public Records
 - d) *Update on Washoe County Detention Center Library*
- 6) Reports
 - a) Library Director’s Annual Report
 - b) Board Task Report
- 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



**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, OCTOBER 20, 2021
4:00 P.M.**

The Board met in regular session in a hybrid format via Zoom webinar and in person.

Chair Holland called the meeting to order at 4:11 p.m.

1) ROLL CALL

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

County Staff Present: Assistant District Attorney Herb Kaplan, Assistant County Manager David Solaro

Public Present: None noted

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

a. Approval of Minutes from the Library Board Meeting of September 15, 2021

On motion by Trustee Ghilieri, seconded by Trustee Marsh, which motion duly carried, the Board approved minutes from the September 15, 2021 meeting. All in favor, none opposed.

4) OLD BUSINESS

None

5) NEW BUSINESS

a. *For Discussion Only: Washoe County Library System Strategic Plan Draft*

Library Director Jeff Scott reviewed the Washoe County Library System Strategic Plan Draft and requested input from the Board. He discussed the Executive Summary and the format of the August 2021 survey. He reviewed the processes involved in collecting and compiling data from the surveys and highlighted some of the topics that came up frequently in the responses, such as book requests and suggestions, patrons expressing appreciation for the chance to browse new materials, and community members sharing how much they enjoyed spending time and hanging out at their local library branches.

Director Scott also reviewed sub-categories within the strategic plan, including programs for seniors, supporting schools and early literacy development, expanding tutoring in schools, workforce development and training – both virtual and in person – and the libraries' roles in the future of virtual office and remote work in the community. He discussed upcoming renovations at local branches and the progress being made towards the new mobile book van.

Director Scott mentioned important upcoming tax initiatives and discussed plans to raise community awareness of potential impacts to the Library System if citizens did not vote to renew the taxes which currently funded a large portion of the Library System's activities.

There was discussion regarding library renovations and the recent renewal of the lease for the Sierra View Library. Director Scott noted the Reno Town Mall had agreed to contribute towards 50 percent of the branch renovations. He also reminded the Board the strategic plan was still within the draft and planning phase, with work still remaining to be done and continued data collection in process.

b. *For Review and Approval: Accept \$104,315.14 Senior Center Library Donation from Kaiser Trust*

Public Information Officer Andrea Tavener discussed a generous \$104,315.14 donation made by the Keiser Family Trust to the Washoe County Library System in support of the Senior Center Library. Ms. Tavener expressed gratitude on behalf of the Library System and staff for the donation, which would make a tremendous difference to the senior citizens of Washoe County. She requested the Board acknowledge the gift so distribution of funds could begin.

On motion by Trustee Perez, seconded by Trustee Stoess, which motion duly carried, the Board accepted the monetary gift fund donation from the Keiser Family Trust to the Washoe County Library System Senior Center Branch in the amount of \$104,315.14. All in favor, none opposed.

6) REPORTS

a. Library Director's Report

Director Scott reviewed the Library Director's Report for October 2021. He discussed the implementation of expanded hours at several branches and the reopening of the Duncan Traner and Verdi libraries. Director Scott noted expanding hours had been the top suggestion identified in strategic planning forums and staff were happy to be able to finally meet that demand.

Director Scott stated the Library System had applied to the Washoe County Impact Awards for recognition of its efforts in response to the COVID pandemic, including the Virtual Early Literacy Program and production of 3D-printed face shields, face masks, and personal protective equipment distribution throughout the community.

Noting the recent launch of a partnership with the Northern Nevada Literacy Council, Director Scott explained Adult Basic Education Instruction would begin at the Sierra View Library, with plans for later expansion to four other branches. He discussed a proclamation planned to honor the Friends of the Washoe County Library at the Board of County Commissioners meeting on October 19, 2021, and expressed appreciation for the dedication of the Friends volunteers who provided critical support to library operations throughout the community.

Director Scott stated County Commissioner Forums would be coming to various library branches, allowing the use of meeting rooms after-hours to facilitate improved communication between the County and its citizens.

Director Scott expressed condolences to the family, friends, and coworkers of long-time Washoe County and Washoe County Library System employee Kim Carlson, who passed away suddenly in September 2021. He shared memories of Ms. Carlson and remarked she would be dearly missed.

Director Scott reviewed the return of Bookmobile services to the County, noting the Library System had been awarded a \$73,000 grant from the Nevada State Library and Archives through the Institute of Museum and Library Services American Rescue Plan Act. The new Bookmobile was expected to be on the road by May 2022. Director Scott also discussed the success of the recent County Manager Story Time at the South Valleys Library, and stated he hoped Manager Eric Brown would return for future story times and events.

Finally, Director Scott provided an overview of recent hiring activities within the Washoe County Library System, noting more than 40 new staff members had been brought on board since May 2021. Future hiring plans included a Department Systems Specialist position within Library Technology Services, more Library

Assistant II and III positions, and Library Aides. Staff hoped to be back to full staffing levels by January 2022.

b. Maker Team Report

South Valleys Library Branch Manager Julie Ullman reviewed the Maker Team Report. She discussed distribution of more than 600 Hands On Learning Activities (HOLA) kits provided with the support of the National Aeronautic and Space Administration (NASA), the Nevada State Library and Archives, and the Desert Research Institute (DRI). These kits were distributed to third through fifth grade students throughout Washoe County in order to promote a focus on Science, Technology, Engineering and Math (STEM) education and get kids excited about space travel and exploration. Ms. Ullman noted DRI was working with NASA to get surveys back from the children who utilized the kits, with an online survey version available which she hoped families would respond to.

Ms. Ullman also discussed other activities at the Spanish Springs and Incline Village library branches, aimed at engaging youth ages six through twelve who were interested in robotics. These events would begin in January. She also noted the Washoe County Library System would be participating in a robot-themed community-wide Science and Technology Festival event at the Discovery Museum in April 2022.

c. Tacchino Trust Update

Library Director Jeff Scott reviewed the Tacchino Trust report for October 2021 and noted funds available at the beginning of the month were \$227,642.46. He noted renovations for the Sparks and Northwest Reno branches would begin soon.

d. Board Task Report

Library Director Jeff Scott briefly reviewed the Board Task Report; there had not been many changes from the previous month. A copy of the report was provided within the agenda packet.

7) STAFF ANNOUNCEMENTS

None

8) PUBLIC COMMENT

None

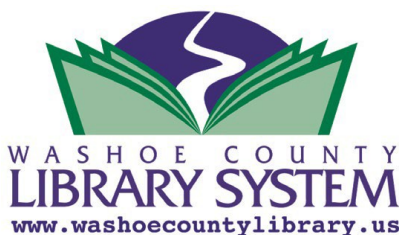
9) BOARD COMMENT

None

10) ADJOURNMENT

Chair Holland adjourned the meeting at 6:00 p.m.

Pending Board Approval



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

The Board met in regular session in a hybrid format via Zoom webinar and in person.

Chair Holland called the meeting to order at 4:05 pm.

1) ROLL CALL

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

County Staff Present: Assistant District Attorney Herb Kaplan, Assistant County Manager David Solaro

Public Present: None noted

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

a. For Possible Action: Approval of Minutes from the Library Board Meeting of September 15, 2021 and October 20, 2021

Library Director Jeff Scott displayed the draft minutes for the September 15, 2021 meeting, a copy of which was provided to Board members and included in the updated agenda packet. He noted the minutes for the October 20 meeting were not yet available and apologized for the delay on behalf of the administrative/HR team, which had been short-staffed for months after losing three long-term employees to retirement. The Library System had also recently hired more employees in one year than it ever had, he continued, most recently filling a record 17 Library Assistant II vacancies in time for the October hours expansion. Chair Wayne Holland hoped the minutes would be back on track by the December meeting; Director Scott affirmed this was staff's goal.

On motion by Trustee Frank Perez, seconded by Trustee Jean Stoess, which motion duly carried, the Board approved minutes from the September 15, 2021 meeting. All in favor, none opposed.

4) OLD BUSINESS

None

5) NEW BUSINESS

a. ***For Possible Action: Review and Approve Washoe County Library System Strategic Plan 2022-2025***

Library Director Jeff Scott provided an overview of the new and improved Washoe County Library System Strategic Plan. Stimulating imagination, providing welcoming spaces, workforce building, lifelong learning, school support, celebrating diversity, and promoting the Libraries were the top initiatives resulting from the survey. Director Scott summarized each initiative and highlights, including planned renovations to the Downtown Reno Library to increase accessibility and safety, and renovations of other library spaces included in Washoe County Capital Improvement Projects. He spoke about providing enhanced training for staff to increase awareness of the Library System's available resources and other important resources within the surrounding communities.

On motion by Chair Holland, seconded by Trustee Frank Perez, which motion duly carried, the Board approved the Washoe County Library System Strategic Plan 2022-2025. All in favor, none opposed.

b. ***For Possible Action: Review Parameters of Library Director Annual Review***

Assistant County Manager Dave Solaro presented an overview of the process for the upcoming Library Director annual review. He reviewed the proposed process and information outlined in his staff report and stated a survey would soon be sent via e-mail to each member of the Library Board of Trustees with the help of Washoe County's Human Resources (HR) Department; Board members would have two weeks to respond. He discussed the types of information which could be made available to Board members, such as the Library System's hiring and HR activities; in addition, information from other County departments could be provided for context and comparison. Before his review, Director Scott would be invited to provide an overview of the Library System's achievements and accomplishments, awards, milestones, events, and other considerations.

Mr. Solaro requested the Board's feedback on the planned evaluation process and asked whether any changes were needed.

Trustee Frank Perez and Mr. Solaro discussed the creation of an additional survey question to evaluate the Library Director's communication with the Board and performance measures related to the Strategic Plan. Mr. Solaro stated he would work with the Human Resources Department to craft the new question.

Though he acknowledged the pandemic's role in delaying the Library Director's annual review, Washoe County also expressed concern regarding the length of time that had passed since the last evaluation. He indicated allowing too much time between evaluations could negatively impact Library staff. He inquired as to the next steps in the Director's review process. Mr. Solaro responded the Trustees should expect to receive more information on or about December 3, 2021. He stated he planned to present a final draft and staff report to the Board at the December meeting.

On motion by Chair Holland, seconded by Trustee Frank Perez, which motion duly carried, the Board approved the final procedure and questions for the 2021 calendar year review of the Library Director. It was further ordered that Assistant County Manager Dave Solaro work with the Washoe County Human Resources Department to create an additional question to be added to the survey, which would evaluate performance measures related to the strategic plan. All in favor, none opposed.

- c. ***For Possible Action: Review and Approve Renaming the new Downtown Reno Library meeting room the Truckee Room.***

Director Jeff Scott explained the Board of Trustees had authority to select names for various library facilities. The Public Defender's office had recently been utilizing the circular, glass-walled room on the lower level of the Downtown Reno Library to meet with clients. This room, informally known as "the fishbowl", was now being revitalized as a reservable space where businesses and organizations could host meetings, presentations, and similar small events. Staff planned to revamp the space with fish-themed décor, and had suggested naming it "The Truckee Room" in celebration of the Truckee River.

On motion by Trustee Perez, seconded by Vice Chair Ghilieri, the Board approved the renaming of the Downtown Reno Library meeting room as the Truckee Room.

- d. ***For Possible Action: Acknowledgement of 4th Quarter Fiscal Year 2021-2022 Cash and Non-Cash Donations received by the Library System between July 1, 2021 through September 30, 2021, for a combined total of \$ 9,355.00***

Development Officer Andrea Tavener requested additional time to review this agenda item to ensure the information provided was correct. She stated she would bring the information back to the Board at the December meeting.

6) REPORTS

- a. **Library Director's Report**

Director Scott reviewed recent events, sharing that the Downtown Reno Library had hosted the Young Adult Library Services Association (YALSA) Symposium on November 6th, with a theme of "Biggest Little Safe Spaces". He discussed renovations to the Sparks and Northwest Reno Library branches; the Northwest Reno Library had closed to the public on October 25th and would remain closed through January 31st, while the Sparks Library closure would begin December 16th and last through March 31, 2022. An all-staff day was planned for December 16th at the Downtown Reno Library, where awards would be presented, staff members would be recognized for recent educational achievements and graduations, promotions, and other accomplishments, and long-term anniversaries with the County and the Library System would be celebrated.

Director Scott shared that special cameras had been ordered for each branch so hybrid Citizen Advisory Board meetings could be held. He noted renovations to the Senior Center Library were being planned thanks to generous donations from the Keiser Grant, and renovations to the Sierra View Library were anticipated for 2023 with costs to be split with the Reno Town Mall. Changes

to the phone systems throughout the Library System were underway, with Vonage service to replace landlines. Staff were seeking funding opportunities to provide fiber service for the Gerlach Library and waiting on funding for a hot spot project to provide service to the Pyramid Lake Paiute Tribal area.

b. North Valleys Library Report

North Valleys Library Branch Manager Jonnica Bowen provided a presentation regarding recent changes and events at the North Valleys Branch, including staff achievements and graduations, baby showers for coworkers, new hires and promotions, and two long-term staff retirements. She discussed STEAM outreach collaborations with KNPB and the Sierra Nevada Job Corps and shared that the library had recently introduced new business hours to better serve the North Valleys community.

Vice Chair Ghilieri left the meeting at 6:10 p.m.

c. Circulation Team Report

Library Technology Manager Brenda Owens presented the Circulation Team Report. She outlined some of the changes to business since the pandemic, including the installation of automated material handlers at different branches, the removal of fines and fees, and creating digital library cards for patrons. She stated she was currently working with other team members to update the manual.

d. Quarterly Stats Report to Include Statistics for July, August, and September 2021

Library Director Jeff Scott displayed the quarterly reports for July, August, and September 2021. The graphs displayed the total numbers of monthly Wi-Fi users, sessions, minutes connected, and unique users.

e. Quarterly Financial Report to Include Gift Fund Expenditures for July, August, and September 2021

Development Officer Andrea Tavener requested additional time to review this agenda item to ensure the information provided was correct. She stated she would bring the information back to the Board at the December meeting.

f. Tacchino Trust Update

Library Director Jeff Scott provided an update regarding the status of expenditures from the Tacchino Trust bequeathment to the Washoe County Library System, including renovations to the Northwest Reno Library, which had not been renovated since 1999. He noted renovations at the Sparks Library would take longer due to asbestos mitigation; that branch would close in mid-December and hopefully reopen towards the end of March or April 2022. Director Scott stated the Tacchino Trust agenda item was informational only and did not require action from the Board.

g. Board Task Report

There were no changes to the Board Task Report and no discussion on this agenda item.

7) STAFF ANNOUNCEMENTS

None

8) PUBLIC COMMENT

Assistant Library Director Joan Dalusung stated a member of the public had given her multiple sealed envelopes individually addressed to Director Jeff Scott, Chair Holland, Vice Chair Ghilieri, Trustee Stoess, and Trustee Marsh. There was no envelope for Trustee Perez. Ms. Dalusung stated she would forward the sealed envelopes by mail to Trustees Amy Ghilieri and Zanny Marsh as they had attended the meeting via Zoom and were not there in person to collect them directly.

Assistant County Manager Dave Solaro expressed appreciation for the excellent performance of Library System staff during the pandemic.

9) BOARD COMMENT

None

10) ADJOURNMENT

Chair Holland adjourned the meeting at 5:51 p.m.

Pending Board Approval



Library Director 2021 Performance Evaluation



2021 Performance Evaluation

Chapter 379 of Nevada Revised Statutes section 379.025-1.b states that the trustees of any county library shall:

“Appoint, evaluate the performance of and, if necessary, dismiss a librarian...”

In this instance the Director is the Librarian referenced.

NRS 241.033 requires:

- ❖ Written Notice to employee of time and place of meeting at least 5 working days before the meeting***
- ❖ Written Notice of a list of general topics to be discussed***





Timeline

November 17, 2021 ~ The Library Board of Trustees provided direction to Assistant County Manager Solaro related to the process and questions for evaluation of the Director.

November 22, 2021 ~ Performance Feedback Surveys were distributed by Washoe County Human Resources to all Trustees. All responses were anonymous

December 1, 2021~ In accordance with NRS 241.033, Trustee Holland formally notified Director Jeff Scott that the Board would be reviewing his performance and professional competence as the Washoe County Library Director in a public session at their December 15, 2021 Board meeting.





Survey Participants

**5 individuals were invited to participate in the Performance Feedback Survey
5 participants responded (100% response rate)**

❖ Library Board of Trustees

(5 invited; 5 responded, 100% response rate)





Integrity ~ Leadership ~ Communication

Sets an effective example of high personal standards and integrity, inspiring staff to do the same.

100% Meets (2) or Exceeds Expectations (3)

Functions as an effective leader of the organization; gaining trust, respect, and cooperation.

100% Meets (2) or Exceeds Expectations (3)

Practices timely and effective communication with all stakeholders and staff across the organization on emergency issues within the County.

100% Meets (1) or Exceeds Expectations (4)





Survey Results - Overall Performance

“Select the best statement for the overall evaluation of Washoe County Library Director Jeff Scott.”

100% indicated Meets or Exceeds Expectations

Participant Group

Meets (2) or Exceeds Expectations(2)

Trustees*

100%

* 4 Trustees answered this question, and one did not.





Next Steps

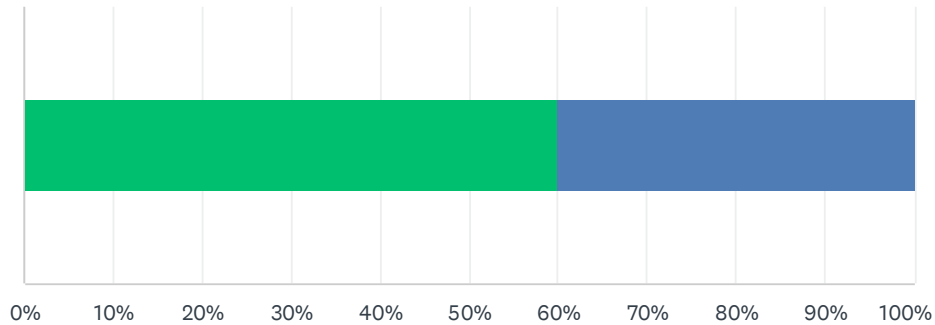
Director Jeff Scott





Q1 Sets an effective example of high personal standards and integrity, inspiring staff to do the same.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	60.00%	3
Meets your expectations	40.00%	2
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

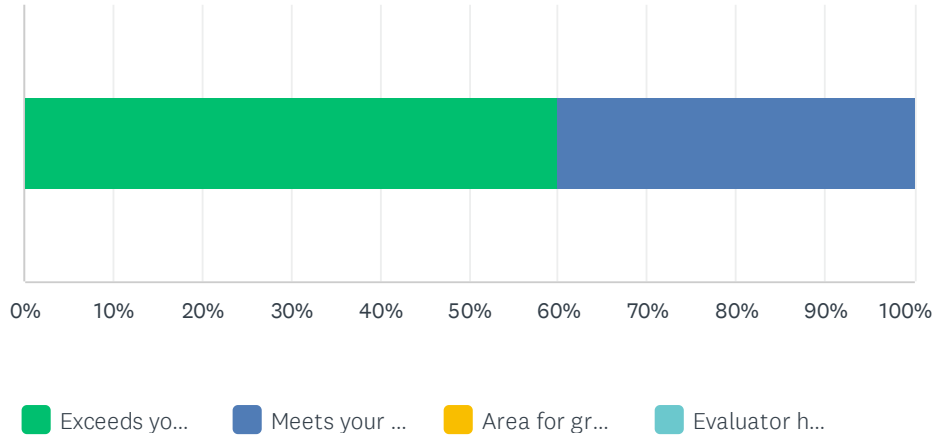
Q2 Comments: Provide details of success and/or needed improvement.

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	Director Scott does have high expectations for the library system and does a good job motivating his staff to the same standards.	12/3/2021 9:31 AM
2	Director Scott sets good standards for his staff. His presentations detail facts and focus on the issues. His staff shows the same professionalism in their work and presentations.	11/30/2021 4:47 PM
3	Since the beginning of the pandemic (which entirely encompasses this evaluation period), Dir. Scott has provided numerous opportunities for staff to explore creative programming and engagement with library patrons that mitigated the effect of branch closures and restricted hours. He fulfilled a commitment to this community and to his staff to preserve the library as a trusted community resource during an unprecedented time. He demonstrated remarkable integrity of preserving jobs (even increasing the number of staff positions).	11/30/2021 12:19 PM
4	Writes well but needs to keep his personal feelings out of what he writes.	11/30/2021 10:55 AM
5	Staff appears to be completely behind Director Scott.	11/29/2021 1:58 PM

Q3 Functions as an effective leader of the organization; gaining trust, respect, and cooperation.

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds your expectations	60.00%	3
Meets your expectations	40.00%	2
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

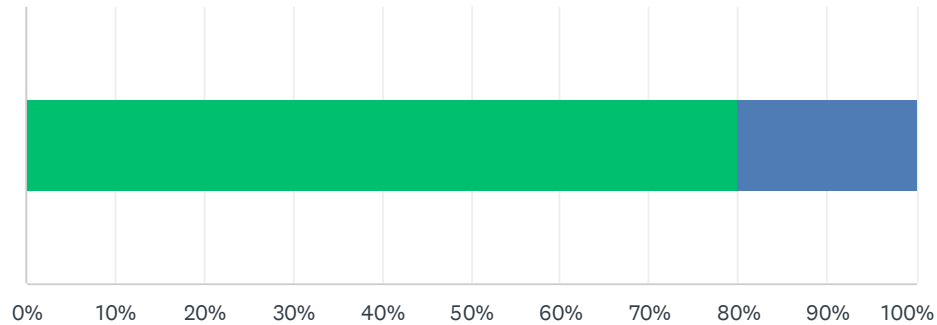
Q4 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Staff's faith in Director Scott has improved over the past couple of years. Previous concerns seem to have been resolved. This was a major concern when I joined the board, but seems much improved.	12/3/2021 9:31 AM
2	A previous review indicated issues with Director Scott's leadership. During my tenure on the board his leadership was consistent and his staff did a great job following him through almost two years of COVID problems.	11/30/2021 4:47 PM
3	Dir. Scott's leadership during this period of uncertainty has resulted in increased trust. The staff - always cooperative from my vantage point - appear to have strengthened their collegial bonds. Their creativity has been limitless as they introduced new programming to engage library patrons. His September presentation to the Trustees demonstrated the value placed on staff recognition for their work builds trust and loyalty that is absolutely essential during the best of times and even more important during times of uncertainty.	11/30/2021 12:19 PM
4	He seems to be a lot more at ease with the Trustees and the staff than he was when I joined the Trustees six years ago.	11/30/2021 10:55 AM

Q5 Practices timely and effective communication with all stakeholders and staff across the organization on emergency issues within the County.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	80.00%	4
Meets your expectations	20.00%	1
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

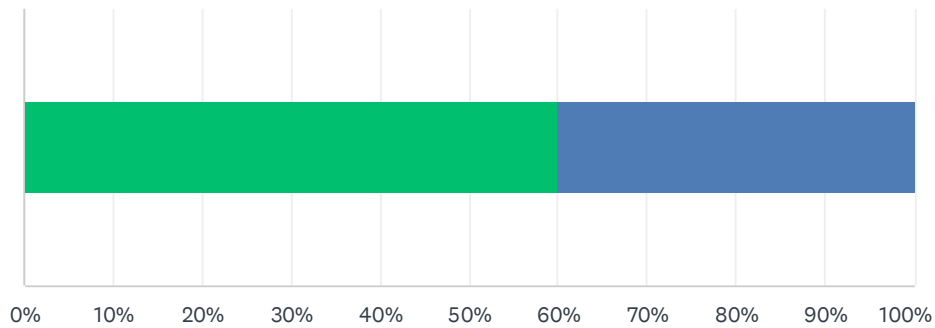
Q6 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Communication during the COVID response was always timely, followed the state and local health guidelines and always had staff and patron safety as a priority. The public was always made aware of changes and the appropriate reasons for library decisions.	12/3/2021 9:31 AM
2	Trustee requests for information and follow-up are always received in a timely manner. The board hears of no issues where staff responses were hindered in emergency situations by poor communication from Director Scott	11/30/2021 4:47 PM
3	Dir. Scott took initiative to communicate with Trustees about library operations throughout the pandemic response. His efforts to educate were proactive and he navigated smoothly criticism and hostility from a nominal number of community members, delivering foundational information and education objectively.	11/30/2021 12:19 PM
4	When something occurs that he should know about, I email the item to him--but these days he usually knows about it already	11/30/2021 10:55 AM

Q7 Effectively implements the Board's policy directions and philosophy.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	60.00%	3
Meets your expectations	40.00%	2
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

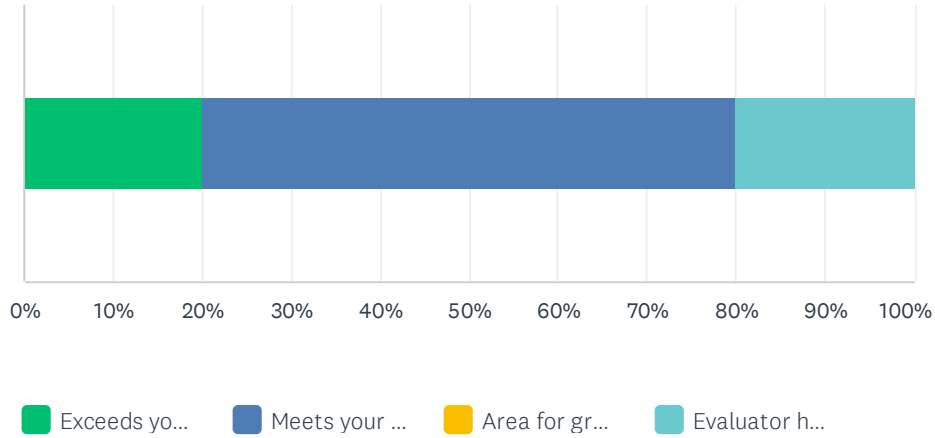
Q8 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Director Scott has a good relationship with the board and is always open to board suggestions. Follow-up is timely and he always expresses his viewpoints. The board has pushed for a more data driven philosophy and Director Scott has worked to implement this into the library system.	12/3/2021 9:31 AM
2	Director Scott is always ready to listen to board suggestions. If there is a concern with the board's direction he does a good job explaining his thoughts.	11/30/2021 4:47 PM
3	Dir. Scott has utilized the Board task list as a planning document to address questions and requests. In reviewing each month, the Board remains informed about policy and philosophy. The most recent example is the presentation of the Washoe County Library System Strategic Plan 2022-2025. In presenting his vision with sufficient lead time, Dir. Scott has invited has also been receptive to feedback.	11/30/2021 12:19 PM
4	Seems to be on top of almost everything we ask him during the meeting. In fact, it seems to me that he has a lot more info than he puts into words, and I wish he would give us some more information that he has	11/30/2021 10:55 AM

Q9 Works to be an effective liaison between Board members and staff; allowing staff the space needed to successfully execute the Board policies.

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds your expectations	20.00%	1
Meets your expectations	60.00%	3
Area for growth	0.00%	0
Evaluator has no basis for judgment	20.00%	1
TOTAL		5

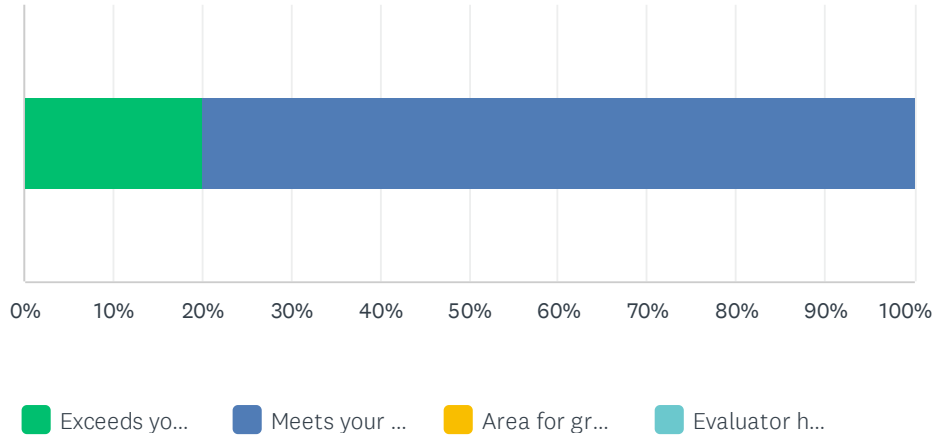
Q10 Comments: Provide details of success and/or needed improvement.

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	Director Scott does a good job relating board suggestions to library staff and staff appears to have good flexibility in how they approach the the issues.	12/3/2021 9:31 AM
2	From the board's perspective, Director Scott is an effective liaison between board desires and staff performance.	11/30/2021 4:47 PM
3	I rarely call on him for liaison between Board and staff because I already know just about all staff--I talk to them after meetings and sometimes visit their branches. When I'm in a branch for any reason (such as elections) I always let the manager know I'm there.	11/30/2021 10:55 AM

Q11 Communicates complete and accurate information to all Board members in a timely manner.

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds your expectations	20.00%	1
Meets your expectations	80.00%	4
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

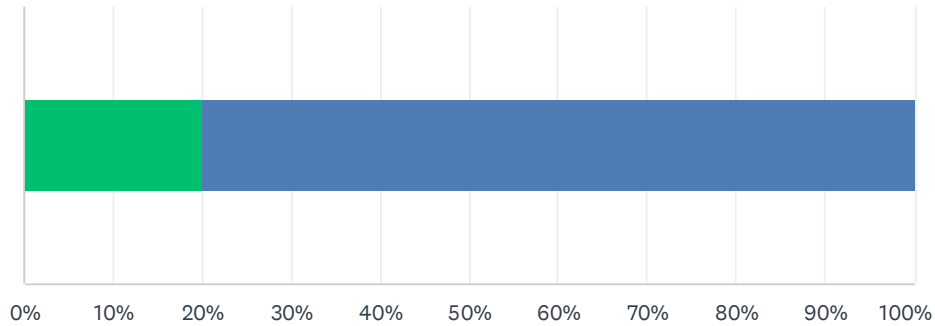
Q12 Comments: Provide details of success and/or needed improvement.

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	Information flow between the board and Director Scott is timely and accurate. If questions on direction arise, he makes sure to present his thoughts to the board and offer up alternative ideas.	12/3/2021 9:31 AM
2	Director Scott always ensures board questions are answered completely. His presentations are thorough.	11/30/2021 4:47 PM
3	Dir. Scott's monthly reports are thorough and accurate. In addition, he shares his responses to community complaints or questions that keeps the Board informed about community concerns that allows us to frame questions or requests that might address those needs.	11/30/2021 12:19 PM
4	He's getting better about it, but I wish he would give us a report at the end of the week about important issues he dealt with, including day-to-day items such as how book-return machines are working, whatever nuts and bolts he thinks we would find interesting,.	11/30/2021 10:55 AM
5	There have been multiple times that I needed to reach out to Director Scott on issues and he has completely and thoroughly answered my questions.	11/29/2021 1:58 PM

Q13 Responds well to requests, advice, and constructive criticism.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	20.00%	1
Meets your expectations	80.00%	4
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

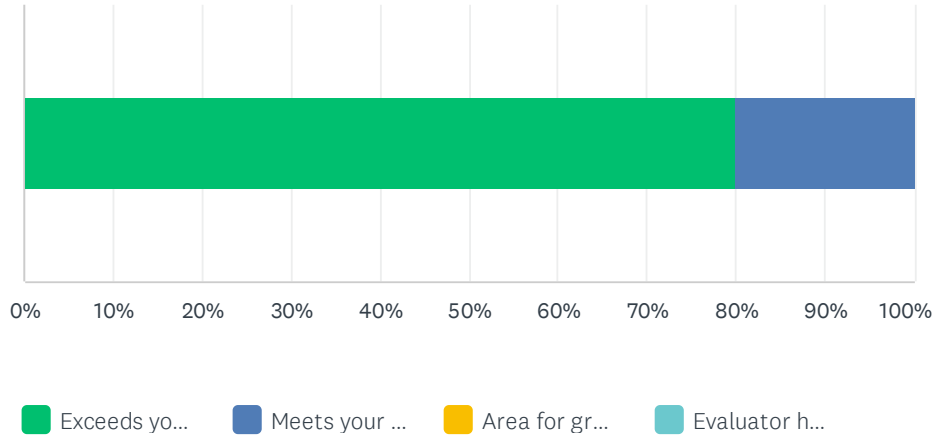
Q14 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Director Scot is always open to requests from the board. He has much more experience in the library field than we do and is patient with us and our ideas. There have been a couple of instances where library patrons initiated letters to the board discussing their problems with the library. The concerns, generally, related to policy issues, but the individuals felt like there was a lack of understanding of their positions by Director Scott. It is OK to resolve situations like this with "Agree to Disagree" , but it is important to ensure both parties work to understand each other's position.	12/3/2021 9:31 AM
2	I always found Director Scott be listen to board suggestions. He does know much more about the library system and has more experience than board members which may come across as defensive when thoughts are expressed.	11/30/2021 4:47 PM
3	Dir. Scott has accepted recommendations or requests from the Board with a positive attitude and responds in a timely way.	11/30/2021 12:19 PM
4	We have gone from an antagonistic relationship to one I think both of us handle pretty well.	11/30/2021 10:55 AM

Q15 Provides support to the Board's meeting process that allows for open, transparent decision making.

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds your expectations	80.00%	4
Meets your expectations	20.00%	1
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

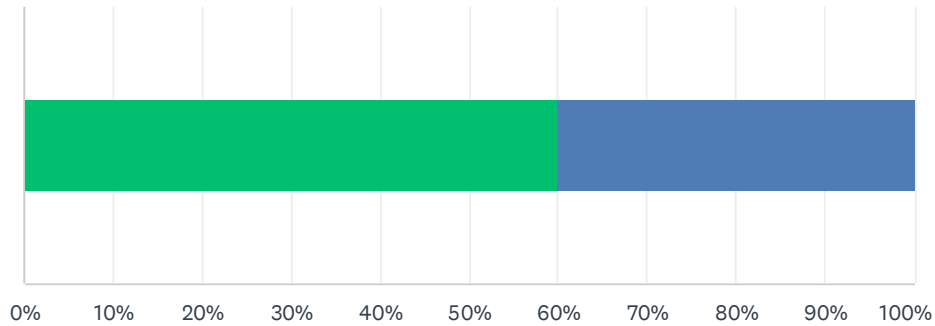
Q16 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Board meetings are always open and very transparent. Director Scott has established times during each board meeting for various staff and team leaders to discuss their programs with the board. This has been very beneficial for board members to learn more about the library system.	12/3/2021 9:31 AM
2	He does an exceptional job ensuring topics are presented to the board and all facets are discussed.	11/30/2021 4:47 PM
3	The Board Task List has provided for longitudinal tracking of projects and requests, which facilitates Board decision-making.	11/30/2021 12:19 PM
4	This is another case in which the Director can draw on his experience and knowledge.	11/30/2021 10:55 AM

Q17 Facilitates the Board's decision making without usurping authority.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	60.00%	3
Meets your expectations	40.00%	2
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

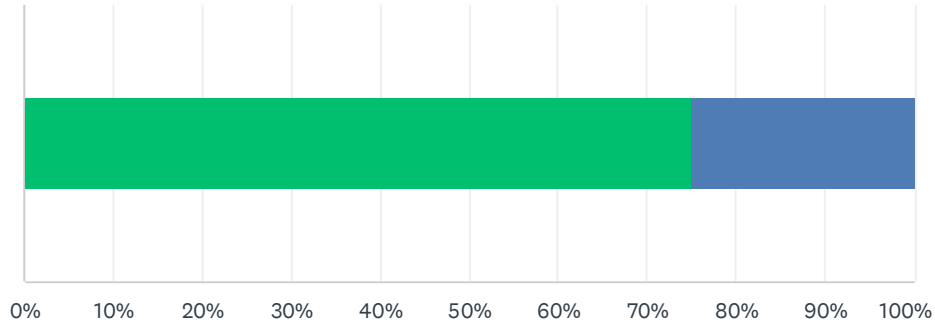
Q18 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Director Scott is considered a partner in board decisions which makes for a good working relationship. Decisions are always based upon consensus and an understanding of the direction needed for the library system.	12/3/2021 9:31 AM
2	He has never implied his authority overrides board decisions. He is always supportive and willing to adjust based upon board recommendations.	11/30/2021 4:47 PM
3	Dir. Scott supports the Board by providing information, education, and access to staff. This facilitates decision-making.	11/30/2021 12:19 PM
4	He's careful about usurping authority.	11/30/2021 10:55 AM

Q19 Has launched effective initiatives that have influenced Library staff morale.

Answered: 4 Skipped: 1



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	75.00%	3
Meets your expectations	25.00%	1
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		4

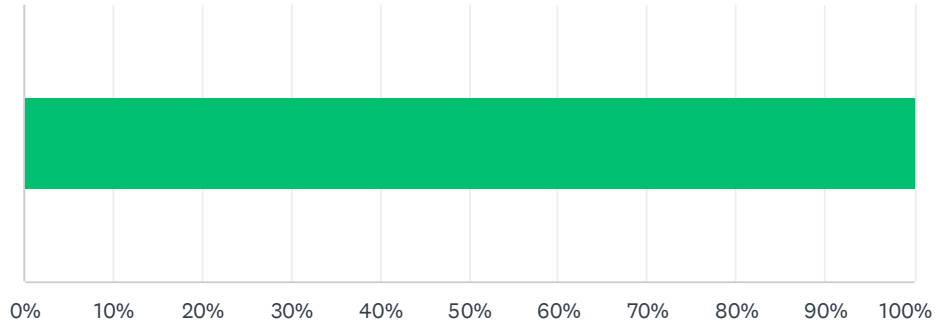
Q20 Comments: Provide details of success and/or needed improvement.

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	The COVID virus created many challenges for the library system. Closing down libraries eliminated the main contact between the library system and its patrons. However, the many initiatives created by the library staff maintained the ability for patrons to receive books, have resources as needed and maintain good contact between the patron and their libraries.	12/3/2021 9:31 AM
2	This has been a remarkable evaluation window in which to evaluate Dir. Scott for the leadership and staff-inspired initiatives that maintained access to the library during Statewide closures. His efforts mitigated staff reduction, encouraged collaboration and creativity that facilitated library patron access, supported staff to participate in contact tracing, which utilized many of the specialized skills that our staff possessed, and communicated his level of trust in their collaborative and cooperative work. These are essential building blocks of staff morale.	11/30/2021 12:19 PM
3	I don't know for sure what initiatives he has used lately.	11/30/2021 10:55 AM

Q21 Encourages creativity, reasonable autonomy, and problem-solving among Library staff.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	100.00%	5
Meets your expectations	0.00%	0
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

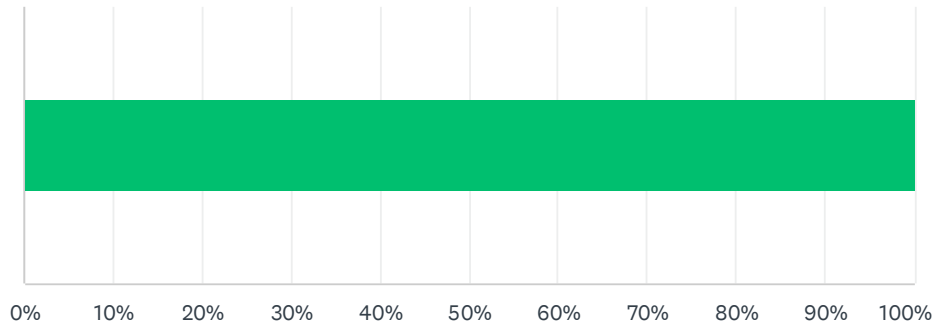
Q22 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	As noted in question 19, the creativity, and problem solving shown by the library staff during the past 18 months has been excellent. With Director Scott's encouragement, staff was able to create and implement many programs which enhanced the public's perception of the library system.	12/3/2021 9:31 AM
2	Based upon the past 18 months of COVID, the library staff has shown tremendous creativity, autonomous thinking and problem solving to ensure new ideas are implemented and that the public understands the library is open and available. This could only have happened due to Director Scott's encouragement and support.	11/30/2021 4:47 PM
3	For most of the last two years, Dir. Scott has prioritized creativity, reasonable autonomy, and problem-solving among Library staff, which has allowed staff to develop wildly creative programs that appear to have engaged each other as much as the community.	11/30/2021 12:19 PM
4	He is very good about encouraging creativity and problem-solving. Relationship with North Valleys manager is a good example.	11/30/2021 10:55 AM

Q23 Recognizes achievements and accomplishments of Library staff.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	100.00%	5
Meets your expectations	0.00%	0
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

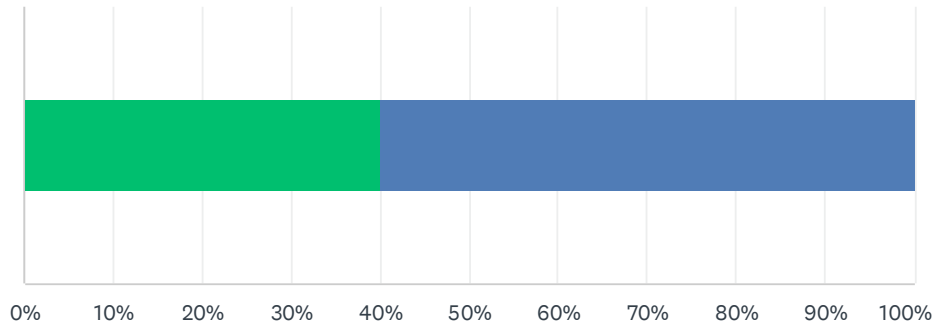
Q24 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Director Scott does an excellent job of identifying individual successes by librarians and also state and national recognitions received by the library system. He is very proud of their accomplishments.	12/3/2021 9:31 AM
2	Director Scott and his staff always alerts the board to library awards, achievements and personal accomplishments. This is a very positive attribute of he and his staff.	11/30/2021 4:47 PM
3	Dir. Scott shared a powerful staff recognition presentation at the September meeting in Incline. Regularly, he includes updates about promotions and academic achievement in Trustee packets. He has thanked and recognized Joan at meetings. Recognition of team members cannot be valued highly enough and Dir. Scott has a history of recognition of library staff.	11/30/2021 12:19 PM
4	He brings staff who have earned some degree or rating in librarianship before the board. I'm not sure they always enjoy that, but they do get recognized	11/30/2021 10:55 AM

Q25 Has made consistent progress in meeting the initiatives of the Strategic Plan as approved by the Board.

Answered: 5 Skipped: 0



■ Exceeds yo...
 ■ Meets your ...
 ■ Area for gr...
 ■ Evaluator h...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations	40.00%	2
Meets your expectations	60.00%	3
Area for growth	0.00%	0
Evaluator has no basis for judgment	0.00%	0
TOTAL		5

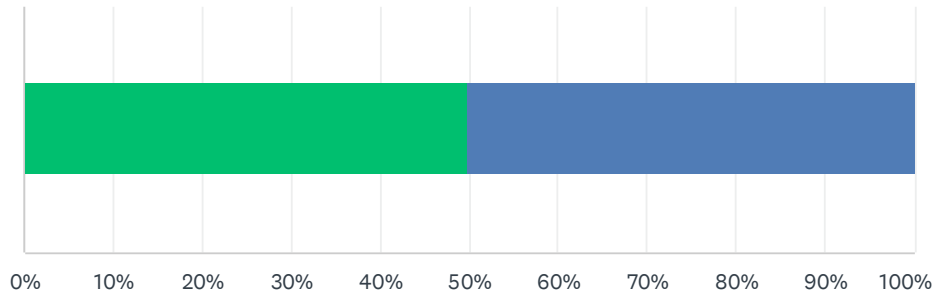
Q26 Comments: Provide details of success and/or needed improvement.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	COVID did have an impact on the previous strategic plan, but Director Scott was always timely in presenting updates to the board. The upcoming Strategic Initiative is well thought out and provides opportunities to quantifiably measure successes and move the system ahead in the next 5 years.	12/3/2021 9:31 AM
2	As with most functions, COVID directly impacted progress of the previous strategic plan. Director Scott did a good job communicating status with the board and explaining any variances. The proposed five year plan is aggressive, topical and the board feels will be effective in positioning the library for the future.	11/30/2021 4:47 PM
3	Dir. Scott has made consistent progress on the Strategic Plan during a pandemic, with branch closures, and fully-remote work teams. That should be sufficient by any measure.	11/30/2021 12:19 PM
4	Does well in interpreting this word salad for Trustees/	11/30/2021 10:55 AM

Q27 Select the best statement for the overall evaluation of Library Director Jeff Scott.

Answered: 4 Skipped: 1



■ Exceeds yo...
 ■ Meets your ...
 ■ Below your ...

ANSWER CHOICES	RESPONSES	
Exceeds your expectations: Performance is consistently above requirements. Demonstrates all requisite skills and willingness to continuously improve self and work processes.	50.00%	2
Meets your expectations: Demonstrates requisite skills, knowledge, and abilities. Performance consistently aligned with requirements of the position.	50.00%	2
Below your expectations: Demonstrates some requisite skills, knowledge and abilities but lacks significant others. Performance below acceptable levels for the time in position.	0.00%	0
TOTAL		4

Q28 Comments: Provide details of overall success and/or needed improvement.

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	Director Scott has every right to feel proud of his and the library's accomplishments during a very challenging time period. The board looks forward to continued success by Director Scott and the library system.	12/3/2021 9:36 AM
2	For all of the reasons already articulated, Dir. Scott has provided exceptional leadership of the library - as a system and for the staff during this evaluation period.	11/30/2021 12:22 PM
3	I think he should be rated between "Exceeds" and "Meets." He has become very professional in dealing with media, other stakeholders, and the board.	11/30/2021 10:57 AM

Library Director Accomplishments 2021

The past year has been a challenging one for the Washoe County Library System. I am proud of what we have been able to accomplish during these very difficult circumstances. I had personal and professional goals that I set out to accomplish before the pandemic hit. In reflecting upon them, I am happy about how many of these items that I was able to accomplish. This time period required quick thinking, a flexible outlook, and good communication with the staff and the public. I hope that I can fully convey everything I was able to accomplish.

Supporting Our Staff

Kept staff and public safe during COVID-19 Pandemic.

Created reopening plan following Governor Sisolak's Roadmap to Recovery Plan.

Able to open libraries to the public May 2021

Staff and public surveys reflect appreciation of response to COVID approach

Able to unfreeze 10 management positions despite hiring freeze.

Able to increase library budget by \$1.5 million to add 15 positions and expand library hours. 5 of 8 major branches are open seven days a week. Major addition to Spanish Springs and North Valleys Libraries with their growing population in their service areas.

COVID Fighting

Reallocated Library Staff for COVID-19 Contact Tracing for Washoe County School District (School District Strike Force) which kept schools open and in-person. Helped team coordinate good response with Health District jargon and process.

Kept Library Board of Trustees, Board of County Commissioners, Washoe County, Library Staff, and Public up to date about library adjusted services during pandemic.

Lead team to make adjustments for public services for both virtual and adjusted in-person services.

Virtual Services, Library Adjusted Services, and COVID Fighting Measures recognized:

Senator Cortez Masto IMLS Gold Medal Nomination

National Association of Counties Achievement Award

Washoe County Impact Award for Quality Public Service Third Place

New Services

Negotiated CARES ACT funding through Washoe County for six new Automated Materials Handlers (\$150,000)

Wrote and received Washoe County Detention Center Library Grant (\$10,000)

Wrote and received ARPA Grant for Workforce Development Funding/built partnership with Northern Nevada Literacy Council for services (\$54,000)

Wrote and Received ARPA Grant for Bookmobile Services (\$75,000)

Funded new Courier Van (\$38,000)

Funded new Book Vending Machine at Incline Village Library (\$30,000)

Hosted Immunize Nevada Vaccine Clinics at all branches

Wrote grant funding for Hotspot/Chromebook project outreach to Lake Pyramid (\$70,000) (Funding Pending)

Wrote grant funding for Lit Fiber Internet to Gerlach (\$10,000,000 project) (Funding Pending)

Facility Improvements

Negotiated Tacchino Trust/Washoe County funded renovation for Northwest Reno Library and Sparks Library (\$475,000)

Negotiated funding for Sierra View Library Renovation through Lease with Landlord providing 50% match on all improvements.

Negotiated Keiser Family Trust Funding for Senior Center Library renovation (\$100,000)

New Strategic Plan 2022-2025

Created process to develop new Library Strategic Plan for 2022-2025 which included:

- Public Forums (Eight)
- Public Survey (public, staff, and board)
- Planning Sessions with Leadership and Service Teams
- Plan approved by Library Board of Trustees November 2021

Personal Goals:

Continue to oversee Strategic Plan and programs

Increase involvement in national library organizations and local community organizations

Attend Leadership Workshops

We receive monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by the Library Board of Trustees, staff and the public. The list includes the names of donors from April 1, 2021 through June 30, 2021.

Cash Donations: \$601.00

Carolyn Beatty – for as needed systemwide \$100.00
 Alec Holland – for as needed systemwide \$300.00
 Pamela Nummela – for as needed systemwide \$20.00
 Nathan & Varvara Payne – In Memory of Phillip Payne \$81.00
 Charlotte E Voitoff- Downtown Reno Gift Funds \$100.00

Non-Cash Donations

Historic Reno Preservation Society – Carol Coleman – Virtual guest speaker
 KUNR – Noah Glick – On the Shelf Segments – Ongoing Support
 Michelle Lassaline – Virtual Gallery
 Nevada Department of Wildlife – Brittany Trimble – Donation of seed packets
 Nevada Historical Society – Sheryl L Hayes-Zorn- Virtual event
 Paws 2 Read – Joan Bohmann – In person story time
 Pax Leigh Robinson – Virtual Gallery

We strive to ensure that our donors and supporters are recognized accurately. If we have inaccurately not listed you, or if a mistake has been made, please let us know so we can correct it. Thank you!

We receive monetary and in-kind donations throughout the year that assist in providing services and materials. These donations are greatly appreciated by the Library Board of Trustees, staff and the public. The list includes the names of donors from July 1, 2021 through September 30, 2021.

Grants:

LSTA CARES funding \$54,000.00

Cash Donations: \$ 9,355.00

Glen & Patricia Atkinson – Via Friends of Washoe County Library NW Reno Remodeling \$7,000.00|
 Envirolution – In Memory of Dick Kuehner Downtown Reno Library \$25.00
 Joshua Glantz – for as needed systemwide \$30.00
 Alec Holland – for as needed systemwide \$300.00
 Carolyn Misumi – In Memory of Sam Misumi-Senior and Adult Materials \$2000.00

Non-Cash Donations

Community Foundation of Northern Nevada – Jamie Klund – Fall Family Estate Planning Series
 Historic Reno Preservation Society – Carol Coleman – Fall Systemwide Speaker Series
 KUNR – Noah Glick – Weekly On the Shelf segments
 Marguerite Crokus – Art Gallery SS
 Matthew Baily – Art Gallery SS
 Nevada Historical Society – Various presenters systemwide
 Nevada Historical Society – Docent Council Artown – Virtual Speaker Series
 Nevada Museum of Art - Claire Munoz – YSLE Retreat
 Paws 2 Read – Joan Bohmann – Systemwide in person story time
 Ruby Barrientos – Virtual Gallery
 State of Nevada – Governor Sisolak – RN Story time
 Wildlife Education Program – Jessica Castle – Virtual

We strive to ensure that our donors and supporters are recognized accurately. If we have inaccurately not listed you, or if a mistake has been made, please let us know so we can correct it. Thank you!

Budget Standards

The Nevada Library and Archives requires Library Boards of Trustees to select one of three minimum funding standards annually.

- Option I: Meet or exceed at 90%- the five-year average of amounts spent on collection
- Option II: Meet or exceed at 30% - Amount spent on collections divided by Total Services
- Option III: Meet or exceed at 10% - Adjusted total operating budget divided by collection budget

For Washoe County Library System the corresponding minimum standards for 2021/2022 are:

- Option I Minimum - \$842,210
- Option II Minimum - \$732,445
- Option III Minimum - \$1,399,887

At the August, 2015 Library Board of Trustees meeting the Board set a goal that by FY2017/18 we would meet the 10% minimum established in Option III. We have not been able to reach that goal, but the table below demonstrates Director Scott's dedication to increasing the materials budget each year. Even with increases in revenue from the expansion fund, we will be unable to meet the 10% minimum without a significant increase from Washoe County.

Fiscal Year	Adjusted Total Budget	Materials Budget	Percentage
FY12-13	\$9,873,273	\$530,450	5.40%
FY13-14	\$9,797,314	\$636,000	6.50%
FY14-15	\$9,895,527	\$645,320	6.50%
FY15-16	\$10,937,279	\$860,320	7.90%
FY16-17	\$11,807,964	\$884,720	7.50%
FY17-18	\$12,460,440	\$934,720	7.50%
FY18-19	\$11,991,826	\$984,720	7.50%
FT19-20	\$12,857,560	\$1,017,970	7.90%
FY20-21	\$12,708,477	\$856,812	6.70%
FY21-22	\$14,349,798	\$1,014,720	7.10%

Recommendation and Suggested Motion: Approve recommendation and select Option I as described in this staff report.



WASHOE COUNTY JAIL LIBRARY PARTNERSHIP

An LSTA Mini Grant



Washoe County Jail Library – before our partnership

- Library service provided as part of chaplain's responsibility
- Outdated collection in poor condition
- Relied on whatever donations came from outside groups



\$10,000 LSTA Mini-grant

- WCSO created 21-hour library aide position from their budget
- WCLS provides library training for aide
- \$10,000 for purchase of new library materials
- Leverage purchasing power of WCLS to provide high interest materials for inmates
- Megan Conelly – project manager



Logistics

- Collection needed extensive weeding
- Intellectual freedom and the incarcerated
- Legal reference support vs recreational and popular materials



Megan
purchased
1,009 new
books with
the \$10,000
grant



Sparks branch
donated surplus
shelving



WCLS has provided more than 1,500 additional items from donations and ARCs

Impact

- High Inmate Engagement
- Coveted Work Detail
- Average 1,000 inmate requests per month





Going Forward

Sustain collection with \$2,000 annual budget allocation

Provide book cart from our surplus

WASHOE COUNTY LIBRARY SYSTEM ANNUAL REPORT

FY 2020-2021

WASHOE COUNTY LIBRARY SYSTEM ACCOMPLISHMENTS



- Covid Response
- Staff Support
- New Services
- Facility Improvements
- Strategic Plan
- Statistics

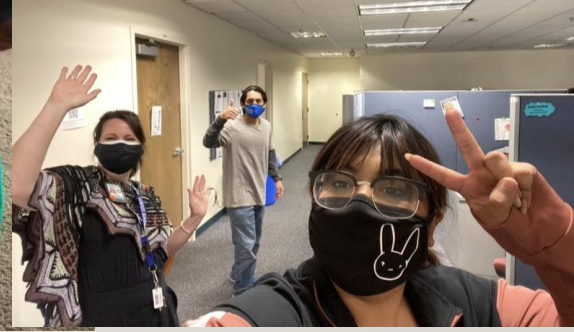
COVID-19 RESPONSE



#LibrariansAtWork
SIERRA VIEW LIBRARY



Maya & Michelle are shelving many carts of holds for grab-and-go pickup.



COVID-19 RESPONSE

- Virtual story time
- Virtual reference
- Virtual programs and events
- Enhancement of databases, digital magazines, e-books, and downloadable audiobooks
- Digital library cards
- School digital cards



COVID-19 RESPONSE

- Dedicated to a safe reopening
- Hold Pick-up and Virtual Services
- Printing 3D masks, sewing masks, and distributing masks
- Reallocation of Staff for COVID-19 tracing/Keeping schools open



COVID-19 RESPONSE

- Recognized for COVID Fighter efforts:
 - Senator Cortez Masto nomination for IMLS Gold Medal
 - Washoe County Manager Impact Awards Third Place
 - National Association of Counties Achievement Award



COVID-19 RESPONSE

- Normal Operations began May 2021
- Events and Outreach return September 2021
- Expanded hours with new staff October 2021
- Seven Day a Week Service at four branches/increased days for other branches



STATS FY 2020-2021 (JULY 1, 2020 -- JUNE 30, 2021)

- Statistics Impacted by limited library services
- Library Cards: 363,439
 - 77% of Washoe County residents have a library card
- Total Circulation: 1.2 million
 - E-books = 64% of circulation
- Computer Usage: 112,940
 - Wi-Fi Usage=90% of Usage
- Library Collection 348,014



STAFF SUPPORT



#LibrariansAtHome

Ms. Robin
MAKING MASKS.

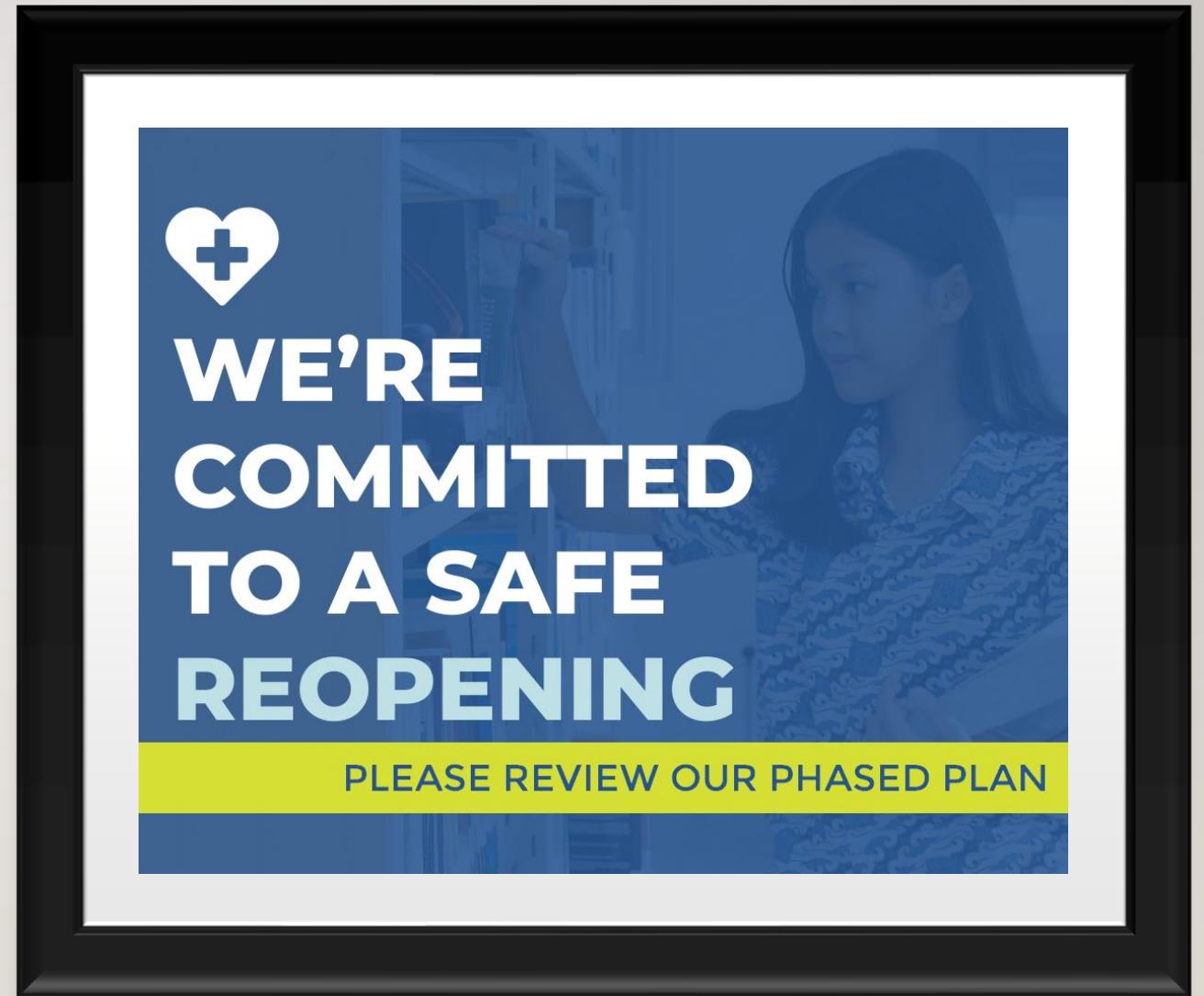
"I finished my quilt so I decided to make some face masks."

#StayHomeForNevada



STAFF SUPPORT

- Followed Guidelines set by Governor Sisolak/Created Reopening Plan
- Kept Staff and Public Safe during COVID-19 Pandemic
- Ensured availability of Personal Protective Equipment with operational protocol
- Able to unfreeze 10 management positions during hiring freeze



STAFF SUPPORT

“We really addressed some of the issues we’ve been hearing about with libraries for years,” Commissioner Alexis Hill said. “Expanding services for all the libraries in all the districts is a very exciting move and I think this commission is being very bold and showing we really care about that community service, as well as our homeless service and other community services we’re concentrating on.”



Washoe County
Commissioner Alexis Hill

- Increased library budget by \$1.5 million
- Added 15 new library staff to support expansion of library hours and services
- Hired 46 Staff from January to October 2021
- Four of eight libraries open seven days a week
- Expanded service for North Valleys, Northwest Reno, South Valleys, Sparks, and Spanish Springs Libraries

NEW SERVICES



NEW SERVICES

- Received CARES Act funding for six Automated Materials Handlers (\$150,000)
- Received LSTA Funding to support Detention Center Library (\$10,000)
- Received ARPA Funding for new Workforce Development Services with Northern Nevada Literacy Council (\$54,000)

**FREE U.S. Citizenship Prep
Classes Starting
October 2nd!**

SATURDAYS 9AM-2PM

SIERRA VIEW LIBRARY
RENO TOWN MALL
4001 S VIRGINIA ST
RENO, NV 89502

10-WEEK SESSIONS

Provided by:

NNLC
Northern Nevada Literacy Council
A proud partner of the
AmericanJobCenter
network

Catholic
Charities
of Northern Nevada

WASHOE COUNTY
LIBRARY SYSTEM
www.washoelibrary.org

Call NNLC at (775) 356-1007 to
sign-up today!

NEW SERVICES

- Received APRA Funding for new Bookmobile Services set to launch in 2022 (\$75,000)
- Received CARES Act Funding for Chromebook checkout project (\$24,000)
- Funded new Courier Van (\$38,000)



NEW SERVICES

- Funded new Book Vending Machine at Incline Village Library (\$30,000)
- Hosted Immunize Nevada Vaccination Clinics
- Enhanced Virtual Services



NEW SERVICES

- Waiting on funding for two new opportunities:
 - Hotspot and Chromebook support to Lake Pyramid Paiute Tribe
 - Fiber Internet to Gerlach
 - Both E-rate Supported Projects



FACILITY IMPROVEMENTS

WELCOME
SOLID DARK CHOCOLATE
48" x 48" RND
HARBORVIEW RANDOM

SERVICES
SOLID TAN
48" x 48" RND
HARBORVIEW RANDOM

ADULT
SOLID DARK CHOCOLATE
48" x 48" RND
HARBORVIEW RANDOM

JUVENILE
SOLID TEAL
48" x 48" RND
HARBORVIEW RANDOM

TEEN HOUSE
SOLID DARK CHOCOLATE
48" x 48" RND
HARBORVIEW RANDOM

Visualize

The floor and color selections in this floor plan may not be an exact representation of the actual flooring. Please refer to the manufacturer's literature for exact appearance and product information. An estimate must be completed by a professional for accurate flooring and material information.

Project: Northwest Library
Date: January 15, 2021 • VERSION: 06
Rep: Shanna Anderson 775-470-1401
Rendered By: LG

ShawContract®









FACILITY IMPROVEMENTS



- County approved funding to match Tacchino Trust projects:
 - Northwest Reno Library renovation
 - Sparks Library Renovation
- Sierra View Lease Approved for five years includes 50% share in renovation costs with landlord
- Keiser Family Trust funding to renovate Senior Center Library

STRATEGIC PLAN



 <p>Washoe County Library Stimulates Imagination</p>	 <p>Washoe County Library is a Welcoming Space</p>	 <p>Washoe County Library Provides Workforce Building</p>	 <p>Washoe County Library Provides School Support</p>	 <p>Washoe County Library Provides Lifelong Learning</p>
<p>Stimulate Imagination: Enhance Washoe County Library System's Collection based on patron interest and proximity.</p>	<p>Welcoming Spaces: Enhance Washoe County Library System's Spaces through renovations, spaces, furniture, fixtures, and equipment.</p>	<p>Workforce Building: Provide Workforce Training and Virtual Space Opportunities for a COVID and Post-Covid Environment</p>	<p>School Support: Ensure Washoe County Library System supports in-school children to help them succeed.</p>	<p>Lifelong Learning: Improve the welfare and provide more resources for Lifelong Learners and Seniors in Washoe County.</p>
 <p>Washoe County Library Celebrates Our Diverse Community</p>		 <p>Washoe County Library Promotes the Library</p>		
<p>Celebrate Our Diverse Community: Ensure we are serving everyone and celebrating everyone in our community.</p>		<p>Promote the Library: Renew Tax Initiative and ensure the library is financially secure.</p>		








STRATEGIC PLAN

- Created new three-year strategic plan 2022-2025
- Process included public forums, public surveys, staff surveys, and board surveys
- Overall patrons held a positive view of library services despite challenges during pandemic



STRATEGIC PLAN

- Plan focuses on:
 - Welcoming Spaces (Facility Centered)
 - Stimulate Imagination (Book Centered)
 - Lifelong Learning (Senior Centered)
 - Workforce Building
 - School Support
 - Celebrate Our Diverse Community
 - Promote the Library (Tax Initiative Focused)

				
Washoe County Library Stimulates Imagination	Washoe County Library is a Welcoming Space	Washoe County Library Provides Workforce Building	Washoe County Library Provides School Support	Washoe County Library Provides Lifelong Learning
Stimulate Imagination: Enhance Washoe County Library System's Collection based on patron interest and proximity.	Welcoming Spaces: Enhance Washoe County Library System's Spaces through renovations, spaces, furniture, fixtures, and equipment.	Workforce Building: Provide Workforce Training and Virtual Space Opportunities for a COVID and Post-Covid Environment	School Support: Ensure Washoe County Library System supports in-school children to help them succeed.	Lifelong Learning: Improve the welfare and provide more resources for Lifelong Learners and Seniors in Washoe County.
 <p>Washoe County Library Celebrates Our Diverse Community</p> <p>Celebrate Our Diverse Community: Ensure we are serving everyone and celebrating everyone in our community.</p>		 <p>Washoe County Library Promotes the Library</p> <p>Promote the Library: Renew Tax Initiative and ensure the library is financially secure.</p>		

STAFF RECOGNITION



IN MEMORIAL: KIM CARLSON

- Long time Washoe County and Washoe County Library employee Kim Carlson passed away in 2021
- Kim started working for Washoe County in 1993.
- She had retired and then came back to work for the Washoe County Library as a Library Aide for the Northwest Reno Library since 2016.
- Kim was an integral part of the Northwest Reno Library team. Always positive, she loved telling stories about her sisters, Minnesota, adventures in the Tahoe snow, and her many travels.
- She will be dearly missed by the Northwest Reno Library Team and by all of us at Washoe County Library and Washoe County.



STAFF RECOGNITION: NEW HIRES

BENJAMIN	LA II	JEREMY	LA III
JAYNI	LA II	MIRIAM	LIBRARIAN
AARON	LA II	NATHANIE	LA II
KRYSTINA	LA II	JEROME	LA II
CHRISTINE	LA II	SUSAN	LA II
JENNIFER	LA II	JACQUELINE	LA II
LORI	LIBRARIAN	LAUREL	LA II
ANGEL	LA III	CASSANDRA	LA II
CARLY	LA III	KATIE	LA II
MARILYN	OSS	CLAIRE	LA II
LJ	ADMIN SUPER	CECE	OSS

STAFF RECOGNITION: FIVE YEARS

RUSSELL	LA II	JEFF	LIBRARY DIRECTOR
COLIN	LA II	LAURIE	LA III
THANH	LA II	JENNIE	LA II
SHAWN	DSS	MEG	LA II
JULIANA	LA II	JOAN	ASSISTANT DIRECTOR
BRENDA	Library Tech Manager	MELISA	LIBRARIAN
ANA	LA II	KRISTOPHER	LA II
EMILY	LA III	ROBIN	LIBRARIAN
SUSAN	LA II	CECILIA	OSS
AMANDA	LA II	TYNA	LA II
ALFREDA	LA II	TERESA	LA II

STAFF RECOGNITION: 15 YEARS

KRISTIN	BRANCH MANAGER	SUZANNE	LA III
MARILYN	OSS	STEPHANIE	LA III
ERIC	LA II	ANDREA	PIO
ANDREW	LIBRARY AIDE	LYSA	LA II
MARJORIE	LA II	ROBIN	LIBRARY AIDE
BRENT	LIBRARIAN	JOYCE	LA II
JANA	BRANCH MANAGER	AURORA	LIBRARIAN
CARLA	LA II	CHARLES	LA II
JOHN	BRANCH MANAGER	LISA	LA II
PAMELA	LIBRARIAN	JENNIFER	LA II

STAFF RECOGNITION: 20 YEARS

TURI	LA II	MEGAN	LIBRARIAN
LINNAE	LA II	BONETA	LA II
ANN	LA II	WILLIAM	LIBRARY AIDE
GRACE	LA II	PAMELA	LA II
CHRISTOPHER	LA II		
ROBYN	LA II		
JULIE	BRANCH MANAGER		
JAMIE	LA III		

STAFF RECOGNITION: ACCOMPLISHMENTS

KRISTEN	BACHELORS OF ARTS
PAM	MASTERS IN LIBRARY SCIENCE
AMANDA	MASTERS IN MANAGEMENT
JACKIE	CERTIFICATE ONLINE WORKSHOP
VANESSA	BACHELORS OF ARTS
AARON	LIBRARY SCIENCE CERTIFICATE
TERRI	CERTIFIED PUBLIC LIBRARIAN
CLAIRE	LIBRARY MEDIA SPECIALIST CERTIFICATION

STAFF RECOGNITION: ACCOMPLISHMENTS

EMILY	ESSENTIALS OF HIGH PERFORMING TEAMS CERTIFICATE
JOHN	ESSENTIALS OF MANAGEMENT DEVELOPMENT CERTIFICATE
ANN	ESSENTIALS OF PERSONAL EFFECTIVENESS CERTIFICATE
SARAH	PROMOTE YOURSELF CERTIFICATE

THANK YOU
