

**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, SEPTEMBER 19, 2018**

**The Board met in regular session at the Sierra View Library, 4001 S. Virginia Street,
Reno, NV 89502**

Chair Alderman called the meeting to order at 4:03 pm.

1) ROLL CALL

Board Members Present: Wendy Alderman, Wayne Holland, Zanny Marsh

Board Members Absent: None

County Staff Present: Assistant District Attorney Dania Reid, Assistant County Manager
David Solaro

Public Present: Friends of Washoe County Library Director Mary Jones

2) PUBLIC COMMENT

None

3) APPROVAL OF MEETING MINUTES

a. APPROVAL OF MINUTES FROM THE LIBRARY BOARD MEETING OF AUGUST 15, 2018

Trustees Parkhill and Stoess arrived at 4:05 pm

On motion by Trustee Holland, seconded by Trustee Marsh, motion duly carried, the Board approved the meeting minutes the Library Board meeting of August 15, 2019. All in favor, none opposed

4) OLD BUSINESS

a. LIBRARY DIRECTOR LEADERSHIP TRAINING UPDATE

Assistant County Manager (ACM) Dave Solaro reminded the Board that this agenda item was a follow up to discussion in the May Library Board of Trustee meeting. He stated that Director Scott, Washoe County Human Resources (WCHR) and himself had met to discuss types of training available to create a leadership training program to help in the lower rated areas from the review process. He explained that training available through WCHR are not presented on a regular basis and create an issue of getting this started in a timely manner. ACM Solaro stated that Director Scott suggested reaching out to the University of Nevada Reno (UNR) based upon training provided by them in past Library Staff Days.

Together, in collaboration with Dr. Rebori from UNR, a training packet has been put together that benefits the Library Director, Branch Managers and other library leaders collectively. This training for up to 20 participants is designed to build communication and trust into the relationships between Library leadership team and the Director, develop understanding and awareness regarding administrative limitations/parameters for decision making and help library leadership in making decisions and implementing change.

ACM Solaro recommends the Library Leadership Team to be included in this training opportunity which consists of 360 degree assessment of themselves and others. The cost for the training is \$3,000 for the full program and includes 5 benchmarks and the ability to look back. He anticipates the program could be completed by the end of the fiscal year and plans on providing quarterly updates to the Library Board of Trustees as the program moves forward.

ACM Solaro also addressed the concern raised during public comment in the May meeting regarding the Library Directors status for County and Library mandated trainings. He stated that after conferring with Washoe County Human Resources and the Library Human Resources representative, Director Scott is up to date in all Washoe County and Library Staff required annual training.

Upon questioning by the Board, ACM Solaro clarified that each program participant in the Library Leadership Training Program will take a self-assessment as well as an assessment of the other team members and they will have the ability to look back to see how they see themselves and how others see them. He informed the Board he would report back in January 2019.

Director Scott informed the Board that Dr. Rebori provided training during the Library In-Service day in May 2018. He stated that Dr. Rebori has helped both the Library and County in the past and believes she will be able to help make a difference.

5) **NEW BUSINESS**

a. **APPROVAL TO CLOSE ALL LIBRARIES AT 5 PM ON NOVEMBER 20, DECEMBER 24, AND DECEMBER 31, 2019 AS NOTED ON THE 2019 LIBRARY SYSTEM CLOSURE CALENDAR**

Board Secretary and Library Human Resources Representative Tami Gaston stated the Closure Calendar is based upon contractual County office closures, but includes additional closures that affect individual library branches based upon their open days to the public. She also noted the correction to the Closure calendar for early closure at 5 pm on November 20 should actually be November 27.

Director Scott clarified that the Board is not approving the contractual closures, but the early closures as noted in the agenda item and that the early closure is the day just before major holidays. He also noted that Board approval includes late opening to the public on scheduled Library Staff In-Service Training days.

On motion by Trustee Parkhill, seconded by Trustee Stoess, the Board approved the 2019 Washoe County Library Closure Calendar as presented, to include the correction of November 27, 2019. All in favor, none opposed.

b. **RESIGNATION OF TRUSTEE STOESS AND APPOINTMENT OF TRUSTEE HOLLAND AS THE FRIENDS OF WASHOE COUNTY LIBRARY (FCWL) LIAISON**

Chair Alderman noted that Trustee Stoess requested resignation and Trustee Holland accepted position of liaison.

On motion by Trustee Stoess, seconded by Trustee Holland, the Board approved the resignation of Trustee Stoess and appointment of Trustee Holland as the liaison to FWCL. All in favor, none opposed.

c. **APPROVAL OF POSTING EXHIBIT AND DISPLAYS POLICY TO INCLUDE UPDATED VERBIAGE REGARDING DECLINE OF A POSTING, EXHIBIT OR DISPLAY EFFECTIVE SEPTEMBER 20, 2018**

The Board reviewed the information submitted in the packet.

Upon questioning by the Board, Director Scott clarified the verbiage change of “managerial staff” to “Library” allows more flexibility to branch staff when receiving requests for posting of exhibits or displays.

After a brief walk through of the process by Trustee Holland, Branch Manager Corinne Dickman informed the Board that Washoe County has specific guidelines for posting of materials in County buildings. She stated that currently, the Library System generally will post art, culture, not for profit and agendas. Agenda posting is done based upon legislative mandate (Open Meeting Law) and is typically done at the Downtown Reno Library more than other branches.

Legal Counsel Dania Reid informed the board that all policies set for Board approval require review through legal before being agendized. She stated these policies were vetted and approved by her personally. She clarified that the verbiage designation of “Library” allows for managerial discretion, appropriate and in line with county policies and state laws delegating to management staff. This allows the director to appropriately staff and carry out, what is largely, a state policy or law.

On motion by Trustee Holland, seconded by Trustee Parkhill, the Board approved the Posting, Exhibit and Displays Policy as presented effective September 20, 2018. All in favor, none opposed.

d. **APPROVAL OF LIBRARY EVENTS AND PRESENTERS POLICY TO INCLUDE TITLE CHANGE AND UPDATING POLICY FOR LIBRARY PROGRAMS TO LIBRARY EVENTS EFFECTIVE SEPTEMBER 20, 2018**

The Board reviewed the information submitted in the packet.

On motions by Trustee Marsh, seconded by Trustee Parkhill, the Board approved the Library Events and Presenters Policy as presented effective September 20, 2018. All in favor, none opposed

e. **APPROVAL OF LIBRARY CARD AND MATERIALS BORROWING POLICY TO INCLUDE UPDATES TO NON-WASHOE COUNTY RESIDENT CARDHOLDERS AND ADDITION OF EDUCATOR CARDS EFFECTIVE SEPTEMBER 20, 2018**

The Board reviewed the information submitted in the packet.

Upon questioning by the Board, Director Scott explained past practice for issuing library cards to non-Washoe County residents was based upon a reciprocal borrowing policy between Washoe County Library System and the library of that patron’s residence. This policy became cumbersome to verify and library management believes it is a better practice to allow for non-county residence card availability without barriers. This option allows staff flexibility and access to physical materials for individuals with a permanent residence outside state and county lines who work in or are temporarily living in Washoe

County. Additionally, a non-county library card, which allows access to physical materials, maintains contractual database agreements/restrictions imposed.

Sparks Branch Manager Corinne Dickman and North Valleys Branch Manager Jonnica Bowen both addressed the Board providing specific examples of the patronage that will be positively affected by the new policy and briefly explained how those patrons were unable to receive a library card through the reciprocal borrowing policy. They both agreed that the new policy removes barriers and allows access to library materials to the increasing population of individuals temporarily working in or around Washoe County.

Collection Development Manager Debi Stears stated that this policy shows good faith in abiding by the Nevada Revised Statutes (NRS) which states that public libraries will lend physical materials to anyone who resides in the state of Nevada, as well as, honoring database licensing agreements which pay for Washoe County resident use but the databases are not owned by the Library System.

Director Scott and Branch Manager Corinne Dickman also clarified charges and fees for returned materials upon questions from the Board. They clarified that the policy change removes barriers for access including no cost for non-resident card, however, everyone is subject to being charged the full cost of lost materials whether they are a resident or not. Washoe County Library charges no more than the cost of the lost material and has never imposed administrative fees.

Upon questioning about the Overdrive or conditional card, Branch Manager Corinne Dickman clarified that the Overdrive card is intended for electronic materials and the software system verifies addresses to ensure the Library System is abiding by database licensing agreements to residential access only. She explained that the conditional card is a limited access use for minimal item checkout for up to three (3) months to allow time for new patrons to establish a residence to get a regular library card.

Upon questioning by the Board, Director Scott explained that the difference between the regular library card and the Educator Fine Free card is a software designation which allows for staff to ensure educators are not charged fees for late items checked out for professional purposes.

Board comment included appreciation to the Library System for seeing trends and trying to be proactive and for explaining the rationale for the record.

On motion by Trustee Holland, seconded by Trustee Stoess, the Board approved the Library Card and Materials Borrowing Policy as presented effective September 20, 2018. All in favor, none opposed.

f. **APPROVAL OF FINES, FEES AND CHARGES POLICY TO INCLUDE UPDATED CHARGE INFORMATION FOR CARDHOLDERS, REMOVAL OF MEETING ROOM AND E-READER FEES EFFECTIVE SEPTEMBER 20, 2018**

The Board reviewed the information submitted in the packet.

Upon questioning by the Board, Director Scott clarified that none of the policy changes will affect collected fees. He explained that the fine free cards restrict costs related to

children's material type and that the areas in which fees are regularly accrued, such as DVD's, are exempt from being fine free as they are not categorized as children's.

Chair Alderman informed the Board that paid fees do not return to the Library budget, but are received by Washoe County General Fund.

On motion by Trustee Parkhill, seconded by Trustee Stoess, the Board approved the Fines, Fees and Charges Policy as presented effective September 20, 2018. All in favor, none opposed.

6) REPORTS

a. SIERRA VIEW LIBRARY REPORT ON PROGRAMS, ACTIVITIES AND OPERATIONS

Acting Branch Manager Sarah Jaeck highlighted the following from the staff report submitted with the agenda packet:

- Significant changeover in supervisory and higher level staff at Sierra View Library
 - Retirements of Branch Manager, Librarian I, Library Assistant III and Duncan-Traner Librarian
 - New Youth Services Librarian, Library Assistant III, Library Assistant II, Library Aide and new Partnership School Librarian for Duncan-Traner.
- Several staff members presented at the Nevada Library Association (NLA) Conference including a preconference workshop on Makerspace and partnering with Sparks staff to present a Sensory Story Time
- November marks the 30th Anniversary for the Sierra View Library
- Sierra View received a \$500 donation from the Second Baptist Church for Duncan-Traner
- Facility Updates: Seeing some age throughout the library and have had HVAC issues off and on all summer
 - Sierra View is working with Administration on ways to improve appearance with an F,F&E (furniture, fixtures and equipment) replacement schedule
 - Sierra View staff are always looking at better ways to display materials.
- Early Literacy: continuing support of initiatives, includes Stay and Play after Toddler Times for Early Literacy initiatives
 - Supporting Steam initiatives with a variety of programs
 - Sierra View participated in the Summer Lunch Program at Duncan-Traner this summer
 - Upcoming staff pumpkin decorating in October
- Outreaches and Tours: Kids Cottage twice a month and Sierra View is looking at expanding preschool outreaches

Upon questioning by the Board, Acting Branch Manager Sarah Jaeck clarified the following:

- Sierra View Library is currently open to the public seven (7) days a week
- Duncan-Traner Library is open to the public five (5) days a week
- Sierra View Library statistics is tracking about the same for computer use, but is seeing that Mondays are busier than Sundays. Based upon that and the changes in weekend mall traffic, the Sierra View Library is looking to close on Sunday and increase Monday hours as the mall traffic is generally Monday through Friday and people are not able to access the library in the morning hours.

b. **MONTHLY TECHNOLOGY UPDATE**

Systems Librarian Nancy Keener provided a written report at the meeting that has been attached to the packet, updating the Board on the following:

- The Library System is working towards installation with the Automated Materials Handling (AMH) vendor. The vendor is having to re-measure the areas due to an error on their end in the initial measurements
- Nancy and 3 other staff members attended KohaCon 2018 conference in Portland, Oregon. Members of Koha-US, a non-profit organization of libraries using Koha, will be handling development ideas for Koha software and are looking at getting funding. They were able to meet and explain the necessity of creating and moving forward with the Koha-US non-profit to other KOHA users. Nancy Keener is currently a member of the Koha-US Development Committee. Members attending the conference were able to meet and talk with the KOHA original software developer.
- Systems staff trained several library staff members on how to use virtual reality (VR) equipment. The Vive (bigger system) units have been configured and ready for use as well as the smaller portable Oculus Go units to be used at outreaches. South Valleys, Sierra View and North Valleys have already been using them.

Upon questioning by the Board, Systems Librarian Nancy Keener clarified the VR plan includes purchasing more equipment with the intent for each branch to have their own set of VR items. The Oculus Go units range in price from \$250 for the headsets, \$300 for the Oculus Rift and \$1,400 for the Vive. VR programs are purchased individually by Systems staff and added to the units.

c. **TACCHINO TRUST EXPENDITURE UPDATE**

Director Scott stated there were no expenditures in August and that the Library System is still waiting for the second payment check.

Upon questioning by the Board, Tacchino funding for the Downtown Reno renovations are currently available for when the renovation takes place. He stated the second half of the trust that is still pending will cover the renovations and materials for Northwest Reno and Sparks Libraries.

d. **KNPB PARTNERSHIP/MARKETING REPORT**

Director Scott referred to the staff report for coverage information from June through July 2018. He informed the Board that the Library System also has a document that shows every show it. KNPB aired daily, showing that KNPB provided valuable air time that reached a large market covering all of Nevada and not just Washoe County.

Upon questioning from the Board, Director Scott stated that not only did the Library System send a thank you letter, but have also reciprocated and included them on the 7,500 Summer Reading Brochures distributed throughout the communities.

7) **STAFF ANNOUNCEMENTS**

Development Officer and PIO Andrea Tavener thanked Trustee Stoess for her dedication while appointed as liaison to FWCL and welcomed Trustee Holland.

Development Officer and PIO Andrea Tavener informed the Board that the Summer Reading Program brochures were submitted to the Public Relation Society for America, Sierra Nevada

Chapter for an opportunity to win the Silver Spike award. The Library System will be notified in November. She also advised the Board that the Early Literacy Program (includes Storytimes, outreach, Summer Reading Program, Winter Reading program, etc) were submitted to Washoe County Impact Awards, an County employee/program recognition program. The Library System will be notified in October for this.

8) **PUBLIC COMMENT**

None

9) **BOARD COMMENT**

Trustee Parkhill stated he would like the Task Update Chart included in the agenda for discussion or to review tasks during the meetings. He also stated he would like to extend a Kudos" to Branch Manager John Crockett for hosting Tahoe Talks. Trustee Parkhill took part in the last Tahoe Talks as a panel member and stated it was well run and that Johan was good with the technology.

Trustee Holland handed out two (2) documents for information to the Trustees: FWCL Allocations to Washoe County Library from 1981-2017, and Branch Book Sales from July 2017-June 2018.

Upon questioning by Trustee Parkhill, Legal Counsel Dania Reid suggested that if he was able to get any answers to questions offline, then he should do that before creation of an agenda item for discussion.

Upon questioning by Trustee Marsh regarding opportunities for patrons to benefit from the private sector by using their library cards such as the TedX event last year, Director Scott stated that the Library has a good relationship with the chamber and will talk to them.

Trustee Holland stated the Grand Opening of the Quad was great.

Chair Alderman suggested to the Trustees that if they opportunity to attend any of the makerspaces, they should do so.

10) **ADJOURNMENT**

Chair Alderman adjourned the meeting at 5:07 pm.