



**LIBRARY BOARD OF TRUSTEES MEETING MINUTES
WEDNESDAY, AUGUST 18, 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 4:00 pm.

1) ROLL CALL

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

Board Members Absent: None

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 July 21, 2021

On motion by Trustee Marsh, seconded by Trustee Ghilieri, which motion duly carried, the Board approved minutes from the July 21, 2021 meeting. All in favor, none opposed.

Trustee Stoess praised the minutes and stated they were well-written and thorough; Chair Holland expressed agreement. Trustee Stoess requested the August meeting minutes reflect the Board had complimented staff member L.J. Burton for a job well done. Ms. Burton thanked the Board for their support and recognition.

4) OLD BUSINESS

None

5) NEW BUSINESS

a. *Informational Only: Library Board of Trustees Strategic Planning Exercise*

Library Director Jeff Scott provided a brief update on the Washoe County Library System (WCLS) strategic planning survey process, which was currently under way; a public survey had already been sent out, and within the next few days, a SurveyMonkey link would also be sent to Board members and all staff to allow feedback. After all surveys closed on September 15, 2021, responses would be anonymously compiled and shared at a future Board meeting. Director Scott hoped to get a good response from the public, staff members, and members of the Board. He noted more than 250 responses had been received in just ten days thus far, with a goal of receiving 1,000 responses before the close of the survey. Hybrid online and in-person community forums had been conducted at different branches with varying results. He explained the goals of the surveys and the types of questions being asked; the goal, he said, was to get people thinking about how the Library System fit in as a part of the community. He provided examples of some of the responses and concerns expressed at the Incline Village Library community forums, such as residents' feeling they were not receiving adequate responses from local elected officials, and discussion regarding Citizen Advisory Boards. The next forum would be held at the Sparks Library that day at 6:00 p.m., and another was upcoming at the Downtown Reno Library at 12:00 p.m. on Saturday August 21.

Trustee Marsh inquired as to how feedback would be incorporated into the Library System's future planning processes. Director Scott answered that, once surveys closed and responses were compiled, the WCLS Leadership Team would meet to discuss trends and general themes seen among those responses in order to gain a better understanding of the community's needs with regard to the Washoe County Library System; this information and feedback would then be used in the continued development of the strategic plan.

Trustee Marsh discussed plans for follow-up and the importance of responding to community members and staff who had taken the time to respond to the survey. Chair Holland expressed agreement. Director Scott responded that insights gleaned from the various responses would be displayed at the branches for the public to see, and there would also be outreach whenever a survey response indicated a need for staff to follow up.

6) REPORTS

a. **Library Director's Report**

Director Scott reviewed the Library Director's Report. He commented the Washoe County Library System (WCLS) had been extremely busy with recruiting and hiring, having conducted more than 100 interviews and hiring 24 new staff members since May 2021. The new and existing vacancies had included full and part time Library Assistant II (LAI), Library Assistant III (LAI), and Librarian I positions; more interviews would be held over the following several weeks. The goal, he continued, was to have new and promoted staff members trained, acclimated, and up to speed in advance of the branch hours changes tentatively planned for October.

Chair Holland inquired regarding the progression path for the Library Assistant job series. Director Scott explained that, after gaining experience and demonstrating good performance on the job,

Library Aides often progressed to Library Assistant I (LAI) or Library Assistant II (LAI) positions when vacancies became available. These could be either part or full time depending on branch needs and budgets. LA I, II, or III vacancies could also be filled with qualified external candidates. LAI staff members could promote to the LAII level, and LAII's were able to promote to the LAIII level. After the Library Assistant-level positions, there were also Librarian and Branch Manager positions. Director Scott hoped to have new organizational charts available for the Board to review once hiring slowed down, as there had been many changes.

Director Scott outlined the ImmunizeNV and COVID-19 vaccination outreach clinics recently hosted at different branches. He noted mask mandates had been reimplemented in Washoe County and at all WCLS libraries and stated some staff members had experienced occasional pushback from non-compliant patrons. He reiterated his previous comments regarding the strategic planning processes underway, adding that staff had done their best to accommodate community members' varying schedules and needs. Forums had been conducted in a hybrid format with both in-person and Zoom attendance, which had allowed residents who were not comfortable physically attending to participate in the discussions remotely.

Chair Holland and Director Scott discussed mask requirement pushback from some patrons and the potential for negative interactions with members of the public. Director Scott stated surplus personal protective equipment had been received from Washoe County, saving the libraries money on supplies.

b. Reference Technology Team Update

Assistant Library Director Joan Dalusung presented the Reference Technology Team Update, sharing that she was excited to discuss a new project called Library Pro Tips. She conducted a PowerPoint presentation, a copy of which was provided in the agenda packet, and reviewed slides with the following titles: Library Pro Tips: Technology Instruction Live and Online; Library Pro Tips (2 slides); Power Searching; Homework Help; Previews (2 slides); Preview: BrainFuse; and Thank You. She acknowledged the employees involved in the development of the Library Pro Tips project and explained how staff had come up with the project's name, which would allow development of a number of different programs under the same title.

Assistant Director Dalusung recalled how the series had come into existence during the early days of the COVID-19 pandemic, when the Washoe County Library System (WCLS) increased its focus on developing virtual programming for patrons who could not physically visit the branches during public shutdowns. She noted the WCLS had previously offered services and events such as formally-scheduled technology classes, tech cafes, drop-in device help sessions, and staff had felt the increased focus on virtual programming was a good opportunity to begin hosting online classes. One course in particular was somewhat of a niche subject, focused on helping patrons get to know the new catalog system. Ms. Dalusung felt if it had been offered in person, the class might have struggled with somewhat poor attendance, but offering the course online had allowed staff to conduct four classes in April and May with nine attendees. Staff had been thrilled with the turnout and the increase of public interest in remote learning had pushed the WCLS to continue these and similar offerings.

Ms. Dalusung reviewed plans to expand the Library Pro Tips series to include back-to-school and homework help classes, which were currently being developed for potential implementation in

the fall. Staff hoped to be able to offer two of these trainings per month to assist both students and parents. She also detailed the BrainFuse online tutoring and homework help platform available to students in grades K through 12 and beyond, and the type of assistance students could receive, as well as various research resources and databases available for both students and professionals, including Explora by EBSCO. She expressed pride regarding the initiative staff had taken with the virtual programming efforts and described new informational video clips also being developed, as well as the plans for future development of similar resources to continue focus on virtual resources for patrons and community members.

c. Tacchino Trust Update

Library Director Jeff Scott briefly reviewed the updates to the Tacchino Trust expenditures, noting there had not been much activity since the last report. He stated staff were waiting to hear back from contractors regarding upcoming construction.

Chair Holland asked whether the funds would need to be spent before the end of the fiscal year, or prior to July 1, and Director Scott confirmed this, stating he would remind the Board of the deadline again as it approached.

d. Quarterly Stats Report

Library Director Jeff Scott stated the branches were seeing approximately half of their normal amount of traffic for that time of year and thought many patrons might only be visiting the branches briefly to pick up holds or to use digital services. He hoped traffic would increase as the Library System ramped up its outreach activities in the fall.

Chair Holland mentioned the recorded number of visits at the Incline Village branch appeared to have increased dramatically during the month of May 2021; Director Scott explained it could have been an error with the gate system counting each time the branch door opened rather than actual foot traffic, and he noted this had also been an issue previously at the South Valleys branch. Chair Holland thought the statistics seemed to indicate some foot traffic was in fact returning to the libraries, and Director Scott agreed.

e. Quarterly Financial Report

Library Director Jeff Scott stated he had discussed with Chair Holland the possibility of returning to a more simplified Quarterly Financial Report format. The simplified report had previously been utilized by staff to prepare reports for the Board and had been a much quicker and less tedious way to maintain and provide the needed data in an easy-to-read format. Director Scott noted Chair Holland had pointed out a possible formula error on the Quarterly Financial Report provided in the agenda packet, which staff would correct. He continued, branches had recently brought back book sales and were accepting donations on behalf of the Friends of the Washoe County Library, with good attendance. He expected the gift fund balances to soon be increasing.

f. Board Task Report

Library Director Jeff Scott briefly reviewed the Board Task Report. He noted that, regarding the tax initiative and strategic planning processes, staff had made sure to include a question in the recent surveys asking whether residents were aware that a tax initiative providing financial

support to the Library System was due to end in 2024 if it was not renewed by taxpayers. Survey results had revealed many residents had not been previously aware of this, and education and outreach would be needed to raise awareness.

7) STAFF ANNOUNCEMENTS

Downtown Reno Library Librarian I Pam Larsen shared that Governor Steve Sisolak had recently hosted a story time event with a great turnout and feedback from the public. Library Director Jeff Scott thanked Ms. Larsen for sharing this.

8) PUBLIC COMMENT

None

9) BOARD COMMENT

Chair Holland thanked former Chair Zanny Marsh for doing an outstanding job the previous year. He inquired whether there were any updates regarding a recent phishing scam; Library Director Jeff Scott responded that he had not heard anything further but cautioned both employees and patrons to be careful with any suspicious emails, noting staff would never request that patrons purchase gift cards for the library.

10) ADJOURNMENT

Chair Holland adjourned the meeting at 5:09 p.m.