

**LIBRARY BOARD OF TRUSTEES MEETING AGENDA**  
**WEDNESDAY, September 15, 2021**  
**4:00 P.M.**  
**Incline Village Library**  
**845 Alder Ave. Incline Village, Nevada 89451**

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](http://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](mailto: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.

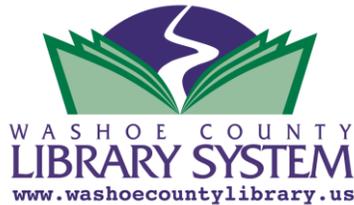
The Library Board of Trustees may take agenda items out of order, consider two or more items in combination, remove one or more items from the agenda, or delay discussion on an item.

---

**LIBRARY ADMINISTRATION**

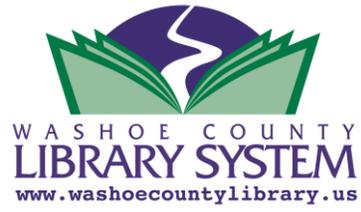
301 South Center Street | PO Box 2151, Reno NV 89505  
(775) 327-8341 | [www.washoecountylibrary.us](http://www.washoecountylibrary.us)

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.

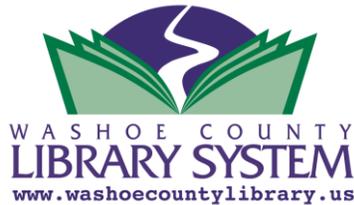
- 1) Roll Call
- 2) Public Comment and Discussion Thereon – Three Minute Time Limit Per Person  
*No discussion or action may be taken upon any matter raised under this public comment section until the matter has been specifically included on an agenda.*
- 3) Approval of Meeting Minutes
  - a. [For Possible Action: Approval of Minutes from the Library Board Meeting of August 18, 2021](#)
- 4) Old Business  
None
- 5) New Business
  - a) [For Discussion Only: Library Board of Trustees Strategic Planning Review](#)
  - b) [For Review and Approval: Update on Library Hours](#)
- 6) Reports –
  - a) [Library Director’s Report](#)
  - b) [Incline Village Library Report](#)
  - c) [Youth Services and Library Events Report and Presentation](#)
  - d) [Tacchino Trust Update](#)
  - e) [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



3a

Minutes

Will be distributed at meeting and placed in packet.



## **Strategic Planning Survey Data**

### **Washoe County Library System Strategic Plan Survey Executive Summary**

As part of our Strategic Planning process for 2022-2025, we have an online and a paper survey about the library. The goal is to get a snapshot as to who is using the library, what our patrons value the most about our library, and what kind of services they would like to see in the future.

As of now, we have had 440 survey responses. Most of our patrons responded as well educated (41% said graduate degree or higher) mostly women (78%) and mostly white (87%). This response is typical for most library patrons. Our survey response is consistent with our user base. However, it does allow us to reflect on outreach to different community to make sure we are hearing from everyone.

Of the 440 responses, most have a library card (97%) and had one prior to the COVID-19 pandemic (85%). When asked which libraries they use the most, patrons responded that they use multiple branches as well as online resources (77%). Most patrons use the library a few times a month (30%) and most online patrons use the library several times a week (33%).

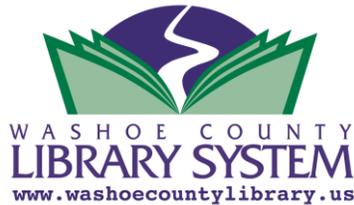
When asked how patrons use the library, the top four responses were: Picking Up Holds, Browsing for Something New, Reading, Relaxing, and Hanging Out, and Attending Library Events. The services most important for patrons were: Open Hours, New and Popular Books and Movies, Magazines and Newspapers, Events for Seniors, and Events for Kids. This response was also consistent when asked what services patrons would like to see expanded. One addition was the expansion of eBooks and downloadable audiobooks from our online patron respondents.

Most patrons found what they were looking for or received assistance from staff when they visited the library. Most are very likely to recommend the library to Friends and Family.

Next steps are to review this information, the strategic planning forums, and other data points and start putting together the plan that best services our community and our patrons.

STRATEGIC PLANNING SURVEY STATS IS ATTACHED SEPARATELY





**Update On Library Hours**

Washoe County Library Board of Trustees approved the expanded library hours in July 2021. We had discussed timelines if we could not hire staff fast enough to make the October 4<sup>th</sup> deadline. Out of abundance of caution and to ensure we have the staffing strength; we are asking the board to begin the new expanded hours one-week later October 11<sup>th</sup>.

Furthermore, we have made two adjustments to the hours. One, South Valleys Library will be open until 5pm on the weekends instead of 4pm. Also, we have adjusted the Duncan Traner hours to increase open days during the week and after school.

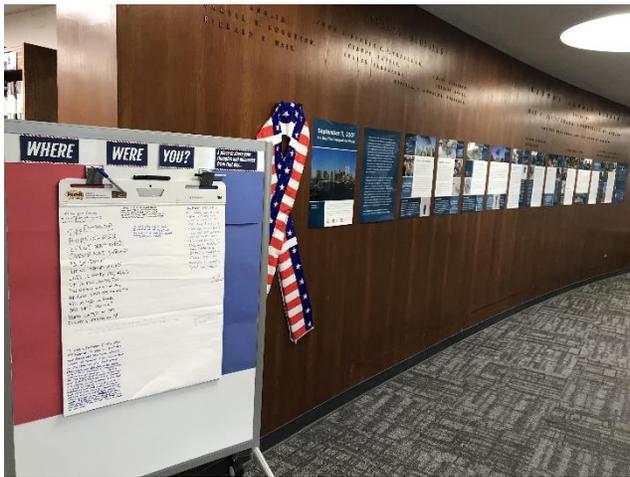
**Library Hours Schedule Effective October 11, 2021**

<b>Branch</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
Incline Village	10-6	10-7	10-6	10-6	10-6		
Downtown Reno	10-6	10-6	10-6	10-6	10-6	10-2	10-2
North Valleys	10-6	10-6	10-7	10-6	10-6	10-4	
Northwest Reno	10-6	10-6	10-7	10-6	10-6	10-4	10-4
Sierra View	10-6	10-6	10-6	10-7	10-6	10-4	
South Valleys	10-6	10-6	10-7	10-6	10-6	10-5	10-5
Spanish Springs	10-6	10-7	10-6	10-6	10-6		10-5
Sparks	10-6	10-6	10-6	10-7	10-6	10-4	10-4
<b>Partnership Branches</b>							
Duncan Traner	3-6	3-6	2:30-6		3-6		
Senior Center	9-1	9-1	9-1	9-1	9-1		
Verdi		3-6	2:30-6		3-6		
Gerlach			3-7				

## Library Director Report 9/15/21

### 9/11 Memorial

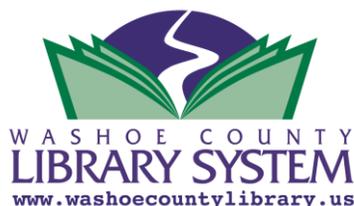
Downtown Reno Library and North Valleys Library hosted a 9/11 Memorial. Libby R., who works at the North Valleys Library, wrote up a wonderful post commemorating the day and talking about the importance of the exhibit. I have attached her article to the end of this report.



### Governors Sisolak's Storytime

We were honored by Governor Steve Sisolak's appearance at the Downtown Reno Library in July 2021. Governor Sisolak read to 15 kids and gave commemorative coins. It was an exciting day for our library and a wonderful demonstration on how our state values our libraries!





### **Board of County Commissioners Honoring National Friends Month in October**

We are waiting for a new date for the Board of County Commissioners to honor of Friends of Washoe County Library for their efforts in supporting Washoe County Library System.

### **Board of County Commissioners honor our COVID tracers in July**

In July, the Board of County Commissioners honored Washoe County employees for their work COVID Contact tracing for the Washoe County School District. Without their help, our schools would not be able to stay open and help students graduate earlier this year. Most of the staff that assisted (36 of 40) were with our very own Washoe County Library!



### **In Person Events Begin**

Our Fall Washoe County Library Explorer is back with in-person events!

In-Person Storytime is Back! Washoe County Library System had its first week of in-person story times. Library staff had a refresher on story time techniques and were back in action in September.



### **Meeting Room Reservation Returns!**

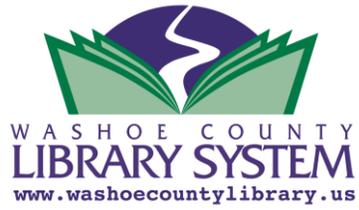
The public can again use our meeting rooms. Patrons can go to our website <https://www.washoecountylibrary.us/services/meeting-rooms.php> to reserve our rooms for free!

### **Strategic Planning Forums**

We held nine Strategic Planning Forums in August. We had 38 patrons attend at nine forums:

Incline Village: 13

Sierra View: 0



Sparks: 0

Downtown Reno: 5

North Valleys (2 forums combined): 10

Northwest Reno: 1

South Valleys: 1

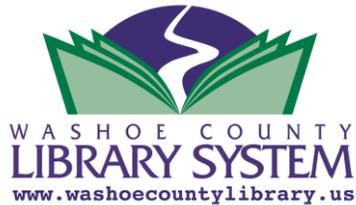
Spanish Springs: 3

Virtual Meeting: 5

We have over 400 survey responses

We received great feedback from our public that will help guide our strategic planning process.





### **Caldor Fire Evacuees Support**

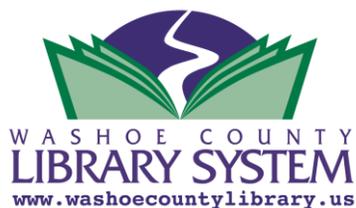
City of South Lake Tahoe was fully evacuated in August. With 22,000 people evacuated there were many opportunities for the library to help. Sierra View Library reached out to evacuees at the Reno Sparks Convention Center, many of which used our library services. They can get library cards, access our collection, use our digital resources, get technology and access to the internet. We also made a social media push to advertise our resources to evacuees.

Downtown Reno Library provided story times for evacuees at the Discovery Center Camp. Discovery Center had a camp for kids for evacuees. We partnered with them in providing programming and events.



### **Hiring Process**

We are currently interviewing for our 10 Full-Time and 5 Part-Time Library Assistant II positions. We will work on the Library Assistant III Recruitment at Downtown Reno Library and Library Aides thereafter. We will also have our Account Clerk position reclassified to an Office Support Specialist by the Washoe Board of County Commissioners in September. The hiring process will push back our expansion of hours to October 11th.



### **Detention Center Library a Success!**

Debi Stears and her Technical Services Team has been hard at work getting the Detention Center Library ready for operation. Washoe County Sheriff has created and hired a Detention Center Library Aide that has provided the day-to-day assistance. Debi will provide a full presentation later this year, but I wanted to share some great before and after photos of the collection.



### **Two Grant Projects**

We were awarded two grant projects via the Nevada State Library and Institute of Museums and Library Services from the American Rescue Plan Act of 2021.

We will begin a partnership with the Northern Nevada Literacy Council for a workforce development plan. Sierra View Library will be the host and the lead for Citizenship Classes, English Language Learning Circles, and workforce development classes.

In our second grant, we are creating a new Outreach Services Team to manage a bookmobile. This will focus on rural, urban isolated areas, and homebound seniors to deliver books, internet, and technology training on the go.

### **Sierra View Library Lease Renewal**

The Washoe County Board of County Commissioners will approve a new five-year lease with the Reno Town Mall. This lease includes the library and Friends of Washoe County Library. This lease also includes

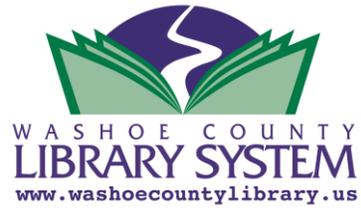


a renovation of the Sierra View Library in Year 2 of the lease (FY 2022-2023). It will be a 50/50 split on carpet and furnishings to improve the facility. There will also be an opportunity to create an entrance on the other side of the library for the public to use.

### **Duncan-Traner and Verdi Reopen!**

Duncan-Traner was renovated over the summer. Verdi also made some changes to improve services. Both are back open as of September 13th! A ribbon cutting event kicks off the day!

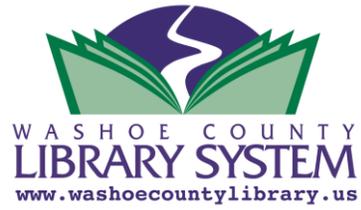




6b

**Incline Village Library Report**

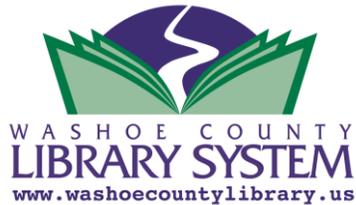
REPORT IS ATTACHED



6c

**Youth Services and Library Events Update: Recognition of Virtual Presenters**

Report is Attached



**TACCHINO TRUST REPORT**

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Tacchino Trust Expenditure Update

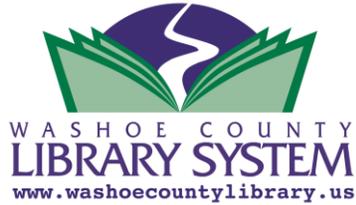
DATE: September 15, 2021

Background: The Library Board of Trustees receives regular monthly updates regarding the status of expenditures from the Tacchino Trust bequeathment to the Washoe County Library System. Northwest Reno Tacchino funds expended \$4,111.86 for April 2021, \$20,453.08 for May 2021, and \$3,203.67 for June 2021. Sparks Tacchino funds expended \$8,053.91 for April 2021, \$24,741.34 for May 2021, and \$5,645.03 for June 2021.

The total of Tacchino Trust funds available at the beginning of September 2021 was \$227,642.46.

We are anticipating renovation dates for Sparks and Northwest Reno by the end of September.

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



**Board Task Report**

**Library Board of Trustees – Task Record/Follow-Up – September 2021**

FY 2020/2021

DATE ASSIGNED	TRUSTEE	TASK / AGENDA ITEM REQUESTED	ANTICIPATED COMPLETION	DATE COMPLETED
10/21/20	Parkhill	Follow up to fine-free policy changes for review – moved to December 2021	December 2021	
9/18/19	Chair Holland	Regular updates on Library progress towards 2024 Tax Initiative – From June 2020: need to start messaging by November 2021, after getting a sustainable plan from CDC on how to keep services safe	November 2021	
9/18/19	Vice Chair Marsh	Created ad hoc committee consisting of herself and Trustee Parkhill to determine metric in which Library Director should be evaluated upon to present for recommendation. From June 2020: plan to address at physical meeting after reopening in Phase IV of State Reopening Plan.	TBD	

Gray = Completed

Blue = Notes from Chair/Director meeting



### **Additional Backup Documents**

August 2021 LBOT Meeting Minutes - for Board Approval

2021 Strategic Planning Survey Responses

September 2021 Incline Village Branch Report

September 11, 2001: the Day that Changed the World  
(presented by North Valleys and Downtown Reno Libraries)

September 2021 YSLE Report



**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 (LAII), Library Assistant III (LAIII), 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 (LAII) 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.



# 2021 Strategic Planning Survey

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

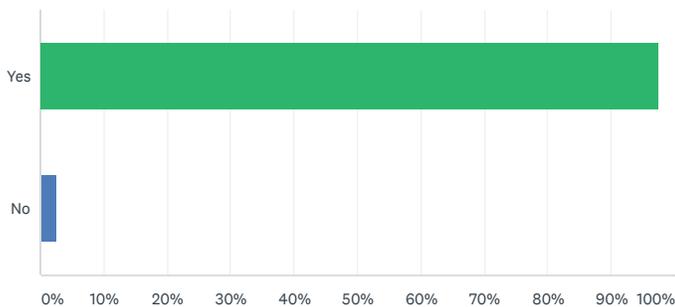
All Pages ▾

Q1



## Do you have a Washoe County library card?

Answered: 440 Skipped: 0



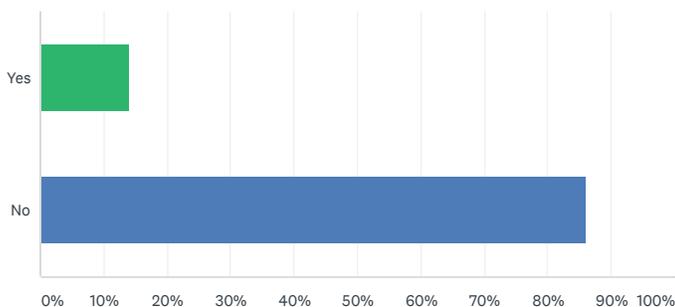
ANSWER CHOICES	RESPONSES	
Yes	97.50%	429
No	2.50%	11
<b>TOTAL</b>		<b>440</b>

Q2



## Did you register for a digital library card during COVID?

Answered: 440 Skipped: 0

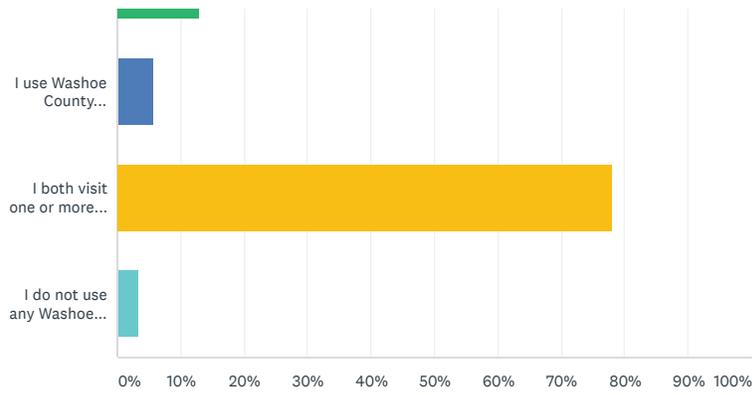


ANSWER CHOICES	RESPONSES	
Yes	14.09%	62
No	85.91%	378
<b>TOTAL</b>		<b>440</b>

Q3



## Which of the following best describes how you use the library?



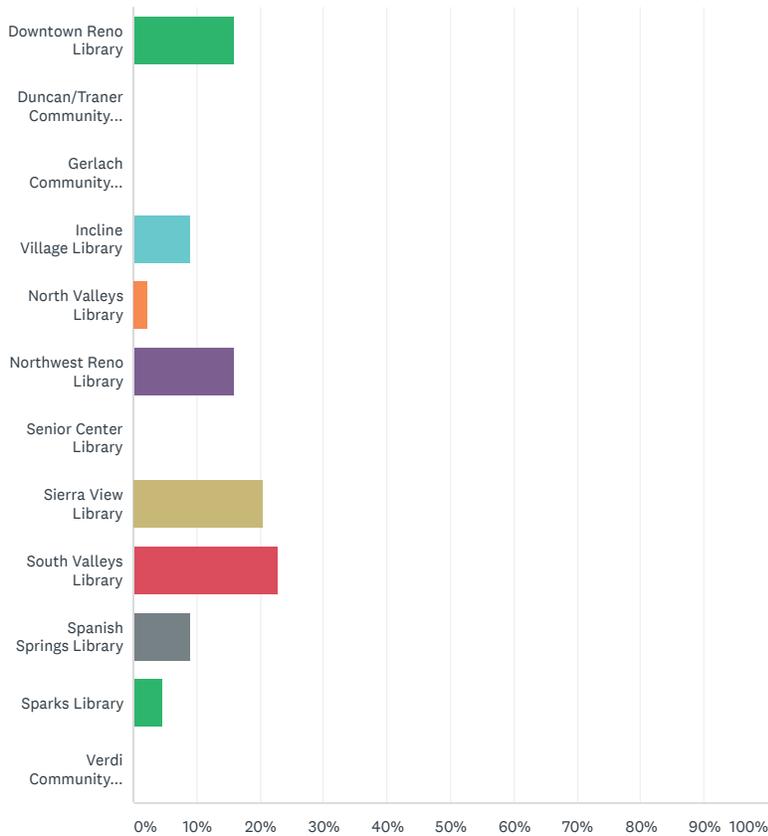
ANSWER CHOICES	RESPONSES
I visit one or more Washoe County Library locations, but do not use the library's online service.	12.95% 57
I use Washoe County Library's online services, but don't use a physical location.	5.68% 25
I both visit one or more Washoe County Library locations and also use the library's online services.	77.95% 343
I do not use any Washoe County Library services, either in-person or online.	3.41% 15
<b>TOTAL</b>	<b>440</b>

Q4



Which is your preferred Washoe County Library branch? If you use more than one location, please select the one you use most frequently.

Answered: 44 Skipped: 396



ANSWER CHOICES

RESPONSES



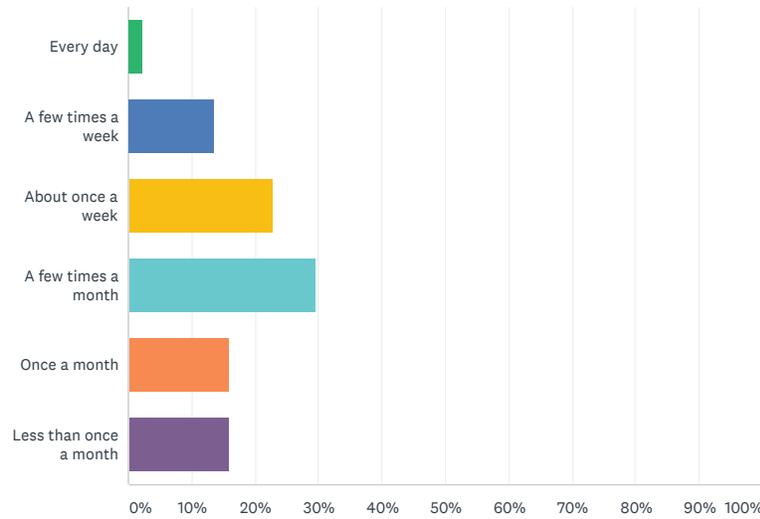
Incline Village Library	9.09%	4
North Valleys Library	2.27%	1
Northwest Reno Library	15.91%	7
Senior Center Library	0.00%	0
Sierra View Library	20.45%	9
South Valleys Library	22.73%	10
Spanish Springs Library	9.09%	4
Sparks Library	4.55%	2
Verdi Community Library and Nature Center	0.00%	0
<b>TOTAL</b>		<b>44</b>

Q5



On average, how often do you visit a Washoe County Library location?

Answered: 44 Skipped: 396



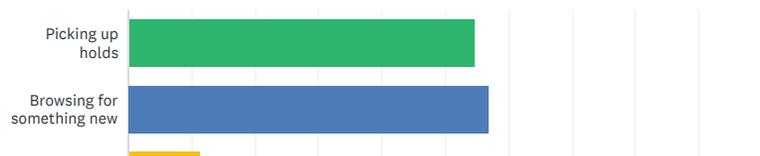
ANSWER CHOICES	RESPONSES	
Every day	2.27%	1
A few times a week	13.64%	6
About once a week	22.73%	10
A few times a month	29.55%	13
Once a month	15.91%	7
Less than once a month	15.91%	7
<b>TOTAL</b>		<b>44</b>

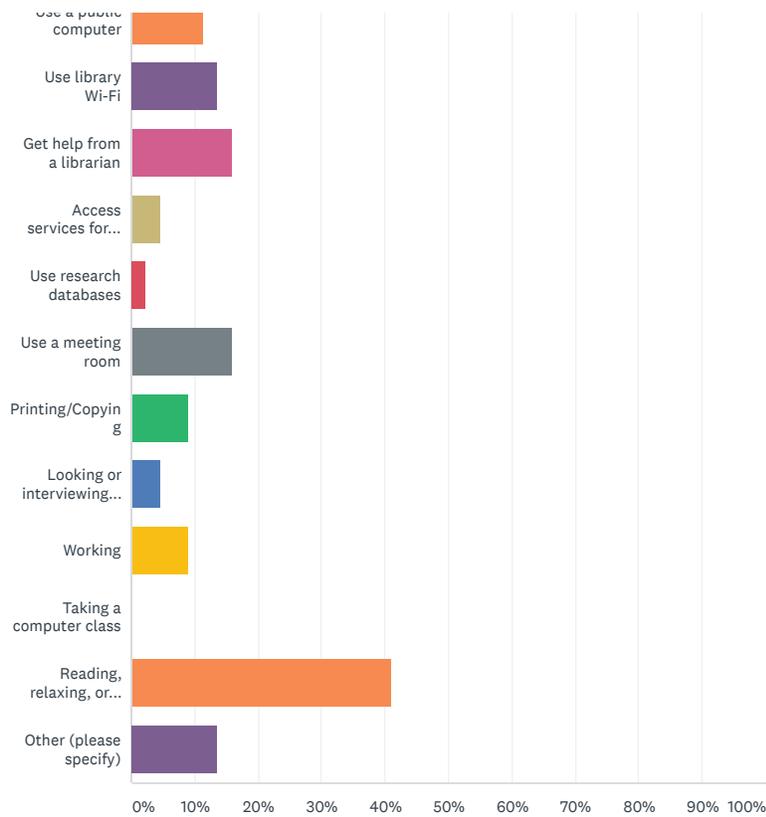
Q6



What are your most important reasons for visiting a Washoe County Library location? (Select all that apply)

Answered: 44 Skipped: 396





ANSWER CHOICES	RESPONSES
Picking up holds	54.55% 24
Browsing for something new	56.82% 25
Research or studying	11.36% 5
Attend a library event	27.27% 12
Use a public computer	11.36% 5
Use library Wi-Fi	13.64% 6
Get help from a librarian	15.91% 7
Access services for makers (3D printing, DIY, heat press, etc.)	4.55% 2
Use research databases	2.27% 1
Use a meeting room	15.91% 7
Printing/Copying	9.09% 4
Looking or interviewing for a job	4.55% 2
Working	9.09% 4
Taking a computer class	0.00% 0
Reading, relaxing, or hanging out	40.91% 18
Other (please specify)	Responses 13.64% 6
<b>Total Respondents: 44</b>	

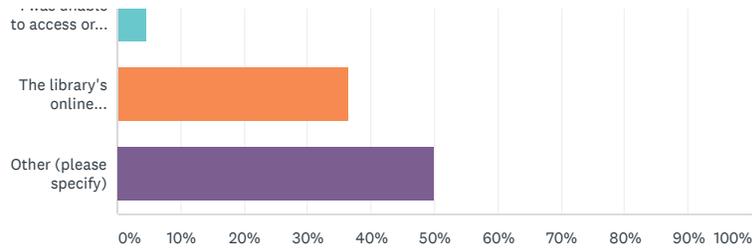
Q7



Which of the following reasons describes why you do not use the library's online services?

Answered: 44 Skipped: 396





ANSWER CHOICES	RESPONSES
I was unaware of the library's online services	11.36% 5
Ebook or other resource was not available when I needed it	9.09% 4
I don't have access to the correct technology (computer, smartphone, internet access, etc.)	4.55% 2
I was unable to access or use the library's online resources.	4.55% 2
The library's online resources are not relevant to me.	36.36% 16
Other (please specify)	<a href="#">Responses</a> 50.00% 22
<b>Total Respondents: 44</b>	

Q8



What kinds of services would make you more likely to use the library's online resources?

Answered: 36 Skipped: 404

Unknown  
9/13/2021 12:47 PM

I would just need to look for your explanation of how to use it.  
9/13/2021 11:48 AM

Do not need  
9/11/2021 1:53 PM

none  
9/10/2021 1:57 PM

Q9



Was your most recent visit to a library successful?

Answered: 44 Skipped: 396





0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES	RESPONSES	
Yes	88.64%	39
No	11.36%	5
<b>TOTAL</b>		<b>44</b>

Q10



If your visit was not successful, what would have helped you? How can we improve your experience?

Answered: 19 Skipped: 421

I drove into town to pick up a book on a Tuesday. It was on hold, I thought til Monday, but I was told that you count the day you notified me (need to make people aware of that), which would have made it be on hold til Sunday. However, the library was closed on Sunday and also closed on Monday because of a holiday, so I showed up when you opened on Tuesday and was told you'd already sent the book to a person at another library.

9/13/2021 11:48 AM

Picked up a hold, returned several books. Do NOT like the computerized book return. Again, I prefer to deal with humans.

9/8/2021 9:48 PM

No problems.

9/3/2021 5:26 PM

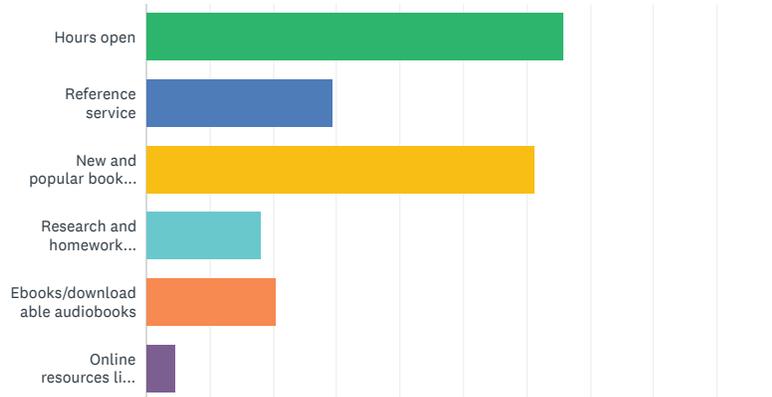
N/a

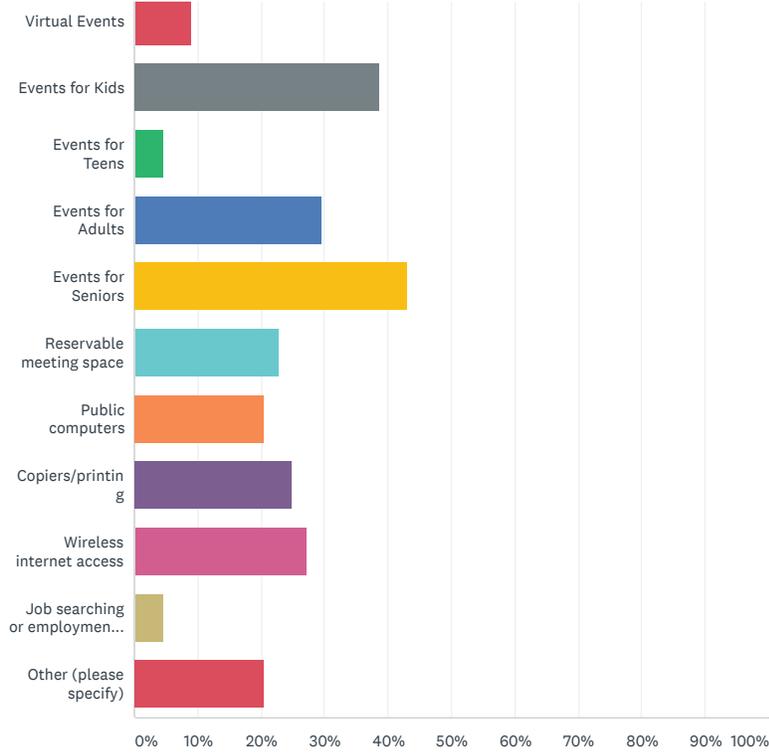
Q11



Of the following library services, which five are the most important to you? (Please note: You must select exactly five in order to complete the survey.)

Answered: 44 Skipped: 396





ANSWER CHOICES	RESPONSES	
Hours open	65.91%	29
Reference service	29.55%	13
New and popular books and movies	61.36%	27
Research and homework resources	18.18%	8
Ebooks/downloadable audiobooks	20.45%	9
Online resources like LinkedIn Learning and Mango Languages	4.55%	2
Magazines/Newspapers	43.18%	19
Maker services (3D printing, virtual reality, etc.)	11.36%	5
Virtual Events	9.09%	4
Events for Kids	38.64%	17
Events for Teens	4.55%	2
Events for Adults	29.55%	13
Events for Seniors	43.18%	19
Reservable meeting space	22.73%	10
Public computers	20.45%	9
Copiers/printing	25.00%	11
Wireless internet access	27.27%	12
Job searching or employment resources	4.55%	2
Other (please specify)	<a href="#">Responses</a> 20.45%	9
<b>Total Respondents: 44</b>		

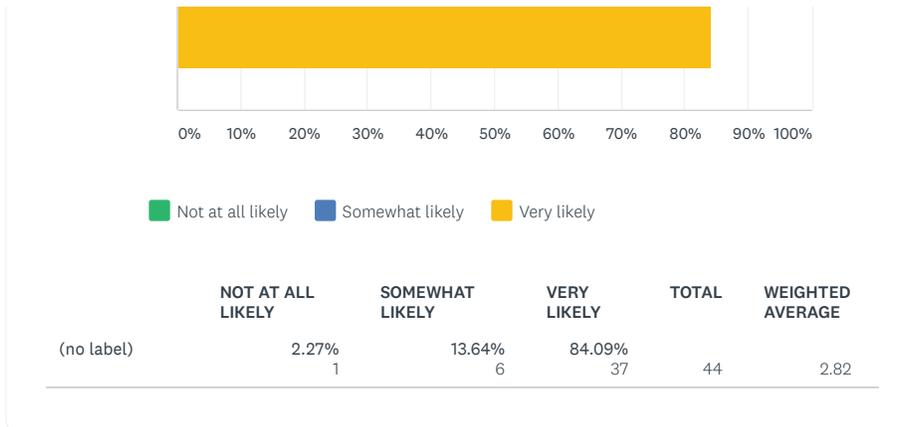
Q12



How likely are you to recommend library services to your friends and family?

Answered: 44 Skipped: 396





Q13



If not very likely, what would make you more likely to recommend the library to your friends and family?

Answered: 16 Skipped: 424

Can't think of anything - friends already use the library.

9/8/2021 9:48 PM

See above answer.

9/3/2021 5:26 PM

N/a

8/30/2021 5:10 PM

If they knew how to read, it might be useful to them.

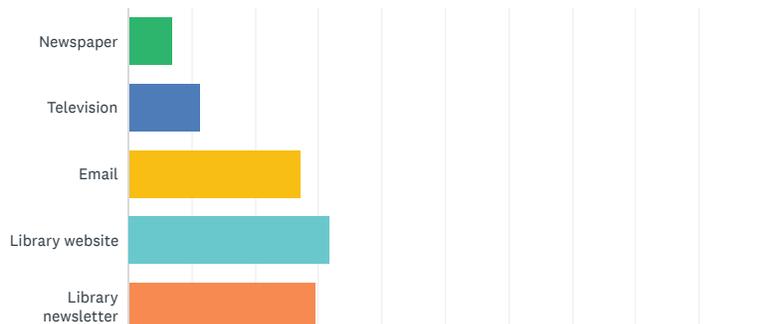
8/25/2021 1:52 AM

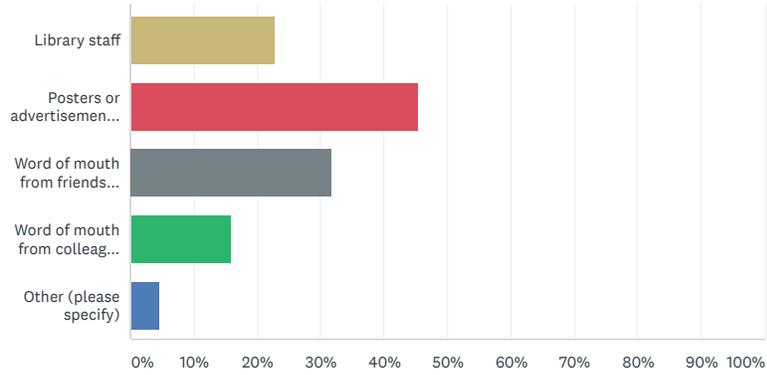
Q14



How do you typically find out about library events and services? Check all that apply.

Answered: 44 Skipped: 396





ANSWER CHOICES	RESPONSES	
Newspaper	6.82%	3
Television	11.36%	5
Email	27.27%	12
Library website	31.82%	14
Library newsletter	29.55%	13
Library brochure	11.36%	5
Social media (Facebook, Twitter, Youtube, Instagram)	4.55%	2
Library staff	22.73%	10
Posters or advertisements in the library	45.45%	20
Word of mouth from friends or family	31.82%	14
Word of mouth from colleagues or coworkers	15.91%	7
Other (please specify)	<a href="#">Responses</a> 4.55%	2
<b>Total Respondents: 44</b>		

Q15



### What do you value most about the library?

Answered: 41 Skipped: 399

- New supply of mysteries  
9/13/2021 12:47 PM
- Drive through access to pick up and drop off books  
9/13/2021 11:48 AM
- Location, selection of books  
9/11/2021 1:53 PM
- Free books for my kids! They read so fast I can't afford to always buy them new books.  
9/10/2021 1:57 PM



Answered: 34 Skipped: 406

Drive up book return slot for disabled patrons.

9/13/2021 12:47 PM

More hours and days open

9/13/2021 11:48 AM

Seems good

9/11/2021 1:53 PM

I want to feel safe when I'm there. Some of the homeless people are creepy (some are simply sick or sad).

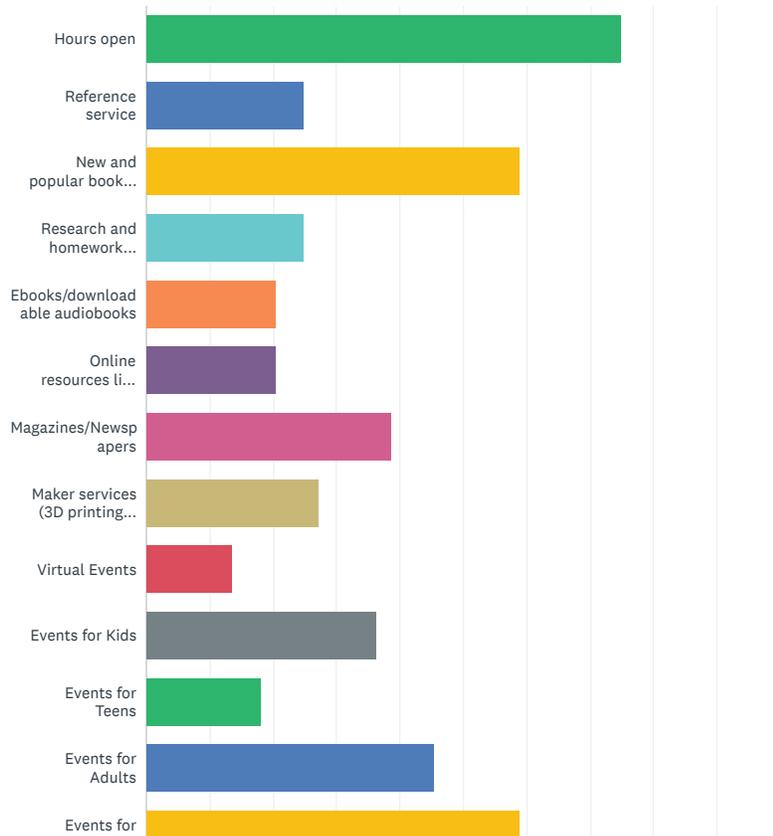
9/8/2021 9:48 PM

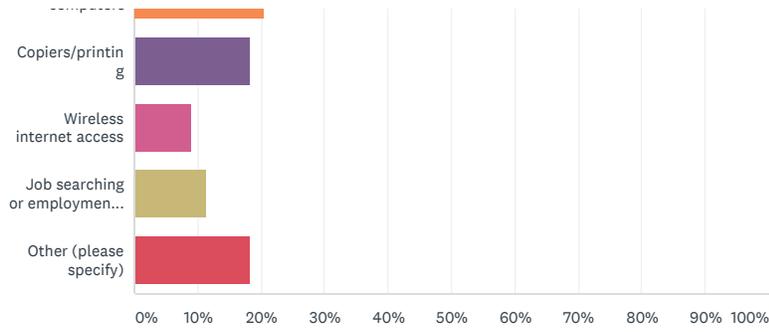
Q17



Which of the following services would you like to see expanded to better serve the needs of our growing community? (Select 5-10)

Answered: 44 Skipped: 396





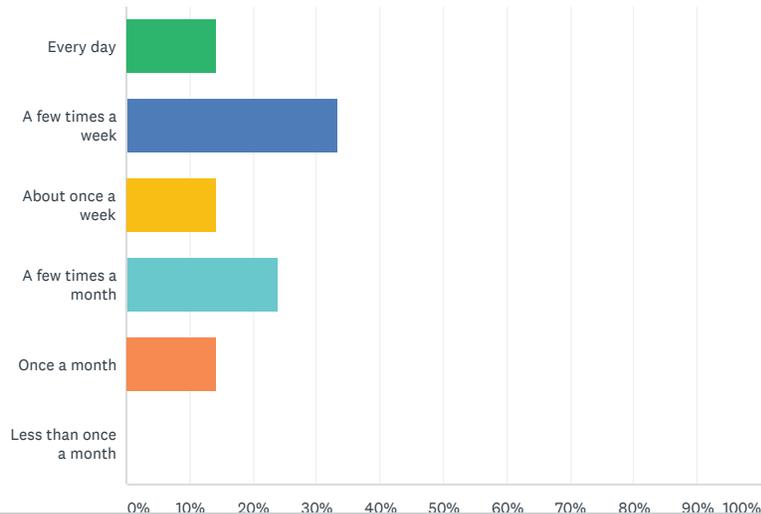
ANSWER CHOICES	RESPONSES	
Hours open	75.00%	33
Reference service	25.00%	11
New and popular books and movies	59.09%	26
Research and homework resources	25.00%	11
Ebooks/downloadable audiobooks	20.45%	9
Online resources like LinkedIn Learning and Mango Languages	20.45%	9
Magazines/Newspapers	38.64%	17
Maker services (3D printing, virtual reality, etc.)	27.27%	12
Virtual Events	13.64%	6
Events for Kids	36.36%	16
Events for Teens	18.18%	8
Events for Adults	45.45%	20
Events for Seniors	59.09%	26
Reservable meeting space	27.27%	12
Public computers	20.45%	9
Copiers/printing	18.18%	8
Wireless internet access	9.09%	4
Job searching or employment resources	11.36%	5
Other (please specify)	Responses 18.18%	8
<b>Total Respondents: 44</b>		

Q18



On average, how often do you visit the library's online services (website, ebooks, etc.)?

Answered: 21 Skipped: 419





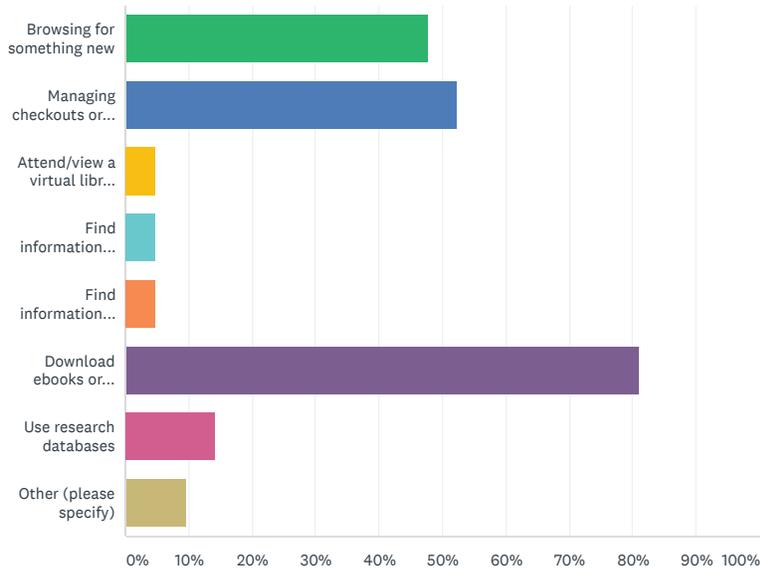
A few times a week	33.33%	7
About once a week	14.29%	3
A few times a month	23.81%	5
Once a month	14.29%	3
Less than once a month	0.00%	0
<b>TOTAL</b>		<b>21</b>

Q19



What are the most important reasons you visit and use digital library services? (Select all that apply)

Answered: 21 Skipped: 419



ANSWER CHOICES	RESPONSES
Browsing for something new	47.62% 10
Managing checkouts or holds	52.38% 11
Attend/view a virtual library event	4.76% 1
Find information about library hours and locations	4.76% 1
Find information about library services	4.76% 1
Download ebooks or audiobooks	80.95% 17
Use research databases	14.29% 3
Other (please specify)	<a href="#">Responses</a> 9.52% 2
<b>Total Respondents: 21</b>	

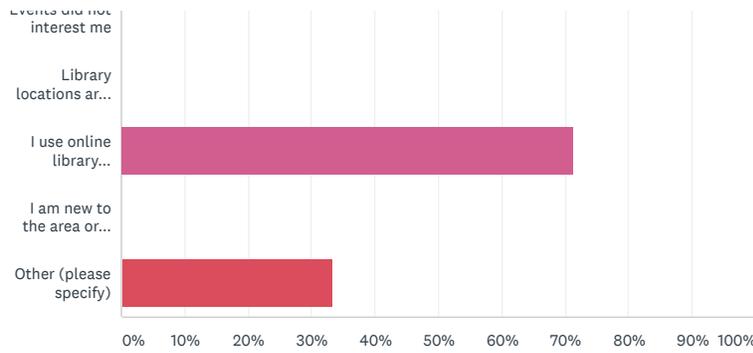
Q20



Which of the following reasons describes why you do not use one of the library's physical locations?

Answered: 21 Skipped: 419





ANSWER CHOICES	RESPONSES
Hours are not convenient	4.76% 1
Open days are not convenient	4.76% 1
Needed items are not available	0.00% 0
Event times are not convenient	4.76% 1
Events did not interest me	0.00% 0
Library locations are inconvenient	0.00% 0
I use online library resources but do not visit the library.	71.43% 15
I am new to the area or haven't otherwise had an opportunity to visit yet.	0.00% 0
Other (please specify)	<a href="#">Responses</a> 33.33% 7
<b>Total Respondents: 21</b>	

Q21



What kinds of events and services would make you more likely to use the library or its online resources?

Answered: 15 Skipped: 425

more audio-books please

9/13/2021 9:04 AM

Classes, local events, fairs, workshops. The range of topics for the above would be extensive. If there's a book about it, there's a teaching moment to go with it.

9/11/2021 9:24 PM

Actual books that are available. More than one copy of the books. A welcoming atmosphere.

9/9/2021 7:10 AM

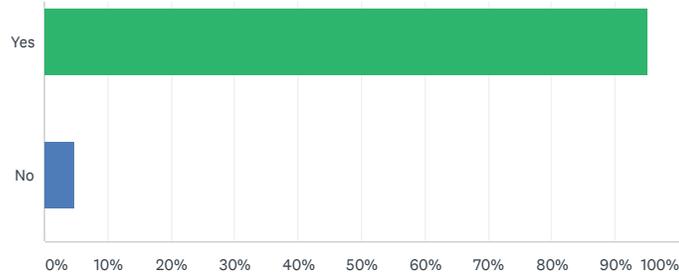
classes, computer

9/2/2021 11:57 AM

Q22



Was your most recent visit to the library's online resources



ANSWER CHOICES	RESPONSES	
Yes	95.24%	20
No	4.76%	1
<b>TOTAL</b>		<b>21</b>

Q23



If your visit was not successful, what would have helped you? How can we improve your experience?

Answered: 7 Skipped: 433

Keep expanding your ebook library.

9/11/2021 9:24 PM

Buy books. Not just ebooks.

9/9/2021 7:10 AM

n/a

8/15/2021 6:13 PM

Na

8/12/2021 4:45 PM

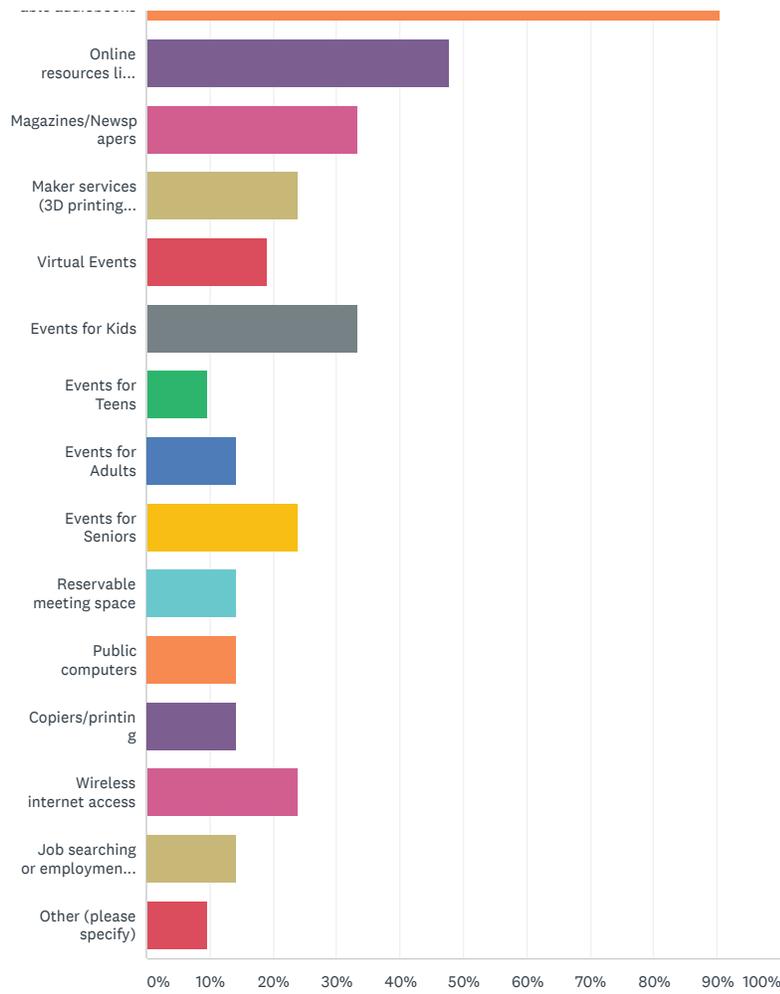
Q24



Of the following library services, which five are the most important to you? (Please note: You must select exactly five in order to complete the survey.)

Answered: 21 Skipped: 419





ANSWER CHOICES

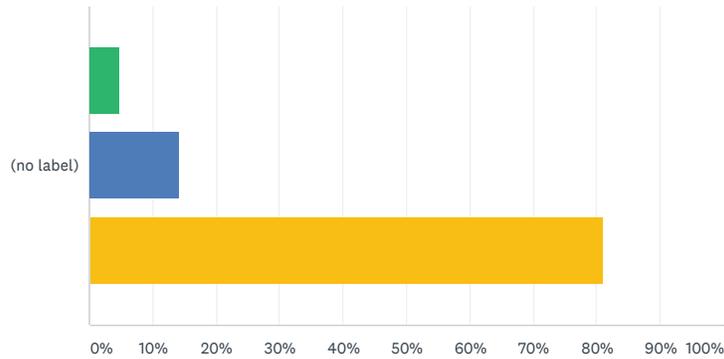
RESPONSES

ANSWER CHOICES	RESPONSES	Count
Hours open	19.05%	4
Reference service	19.05%	4
New and popular books and movies	52.38%	11
Research and homework resources	23.81%	5
Ebooks/downloadable audiobooks	90.48%	19
Online resources like LinkedIn Learning and Mango Languages	47.62%	10
Magazines/Newspapers	33.33%	7
Maker services (3D printing, virtual reality, etc.)	23.81%	5
Virtual Events	19.05%	4
Events for Kids	33.33%	7
Events for Teens	9.52%	2
Events for Adults	14.29%	3
Events for Seniors	23.81%	5
Reservable meeting space	14.29%	3
Public computers	14.29%	3
Copiers/printing	14.29%	3
Wireless internet access	23.81%	5
Job searching or employment resources	14.29%	3
Other (please specify)	Responses 9.52%	2

Total Respondents: 21

Q25





■ Not at all likely
 ■ Somewhat likely
 ■ Very likely

	NOT AT ALL LIKELY	SOMEWHAT LIKELY	VERY LIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	4.76% 1	14.29% 3	80.95% 17	21	2.76

### Q26



If not very likely, what would make you more likely to recommend the library to your friends and family?

Answered: 8 Skipped: 432

Have more events at the library location.

9/11/2021 9:24 PM

Money spent on books and not crappy plastic producing 3D printers "maker spaces" and other ridiculous ideas. Stick to your missions if you can remember it. LITERACY.

9/9/2021 7:10 AM

n/a

8/15/2021 6:13 PM

Larger e-book selection

8/12/2021 6:22 PM

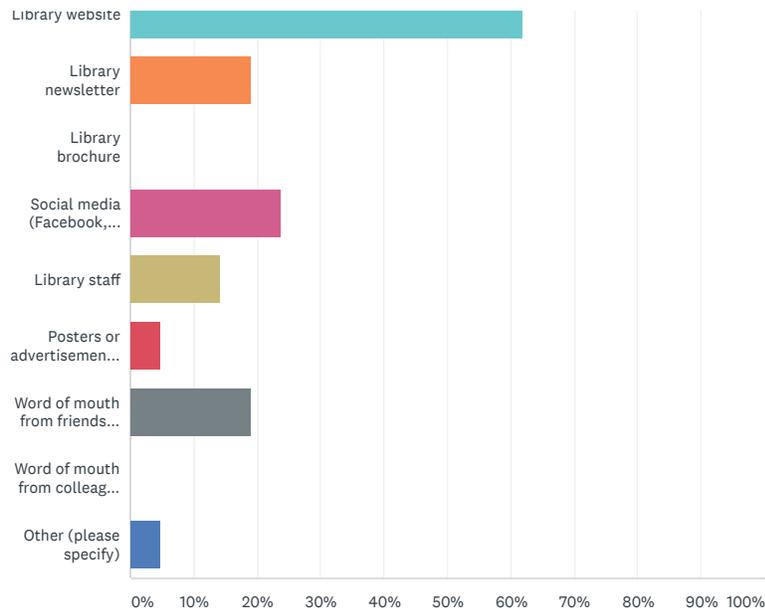
### Q27



How do you typically find out about library events and services? Check all that apply.

Answered: 21 Skipped: 419





ANSWER CHOICES	RESPONSES	
Newspaper	4.76%	1
Television	4.76%	1
Email	42.86%	9
Library website	61.90%	13
Library newsletter	19.05%	4
Library brochure	0.00%	0
Social media (Facebook, Twitter, Youtube, Instagram)	23.81%	5
Library staff	14.29%	3
Posters or advertisements in the library	4.76%	1
Word of mouth from friends or family	19.05%	4
Word of mouth from colleagues or coworkers	0.00%	0
Other (please specify)	<a href="#">Responses</a> 4.76%	1
<b>Total Respondents: 21</b>		

### Q28



## What do you value most about the library?

Answered: 16 Skipped: 424

- Audio-books!  
9/13/2021 9:04 AM
- It's a free resource for the budget conscious.  
9/11/2021 9:24 PM
- ? Nothing much anymore. Ebooks I guess.  
9/9/2021 7:10 AM
- I've been coming for 45 years and it's always moved with the times. Story time when I had a preschooler, cd's to listen to books in the car when I was doing a lot of driving. on line services when we were locked down. It try's to meet people where they are in life.  
9/2/2021 11:57 AM



Q29



How could the library or its services be improved, if at all?

Answered: 14 Skipped: 426

More audio-books!

9/13/2021 9:04 AM

Keep collecting books

9/11/2021 9:24 PM

New director. Managers who support reading and literacy instead of kowtowing to the director and his lousy ideas. Quit wasting our money.

9/9/2021 7:10 AM

I'm currently satisfied.

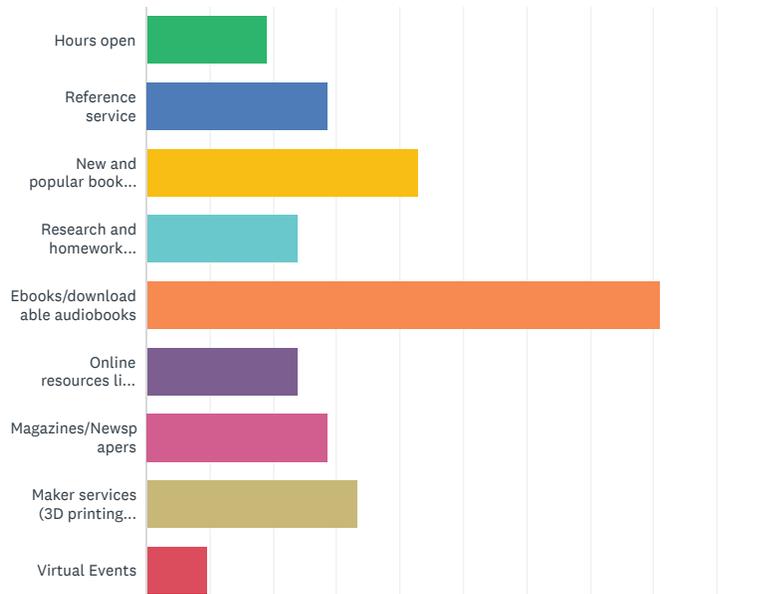
9/2/2021 11:57 AM

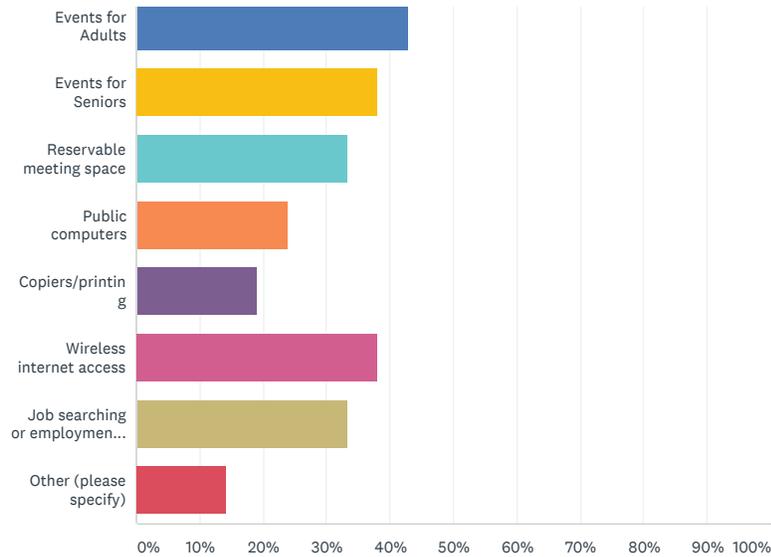
Q30



Which of the following services would you like to see expanded to better serve the needs of our growing community? (Select 5-10)

Answered: 21 Skipped: 419





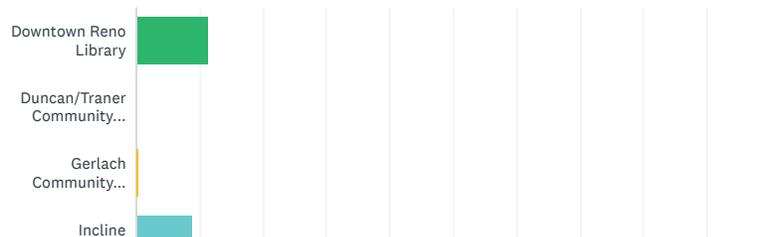
ANSWER CHOICES	RESPONSES
Hours open	19.05% 4
Reference service	28.57% 6
New and popular books and movies	42.86% 9
Research and homework resources	23.81% 5
Ebooks/downloadable audiobooks	80.95% 17
Online resources like LinkedIn Learning and Mango Languages	23.81% 5
Magazines/Newspapers	28.57% 6
Maker services (3D printing, virtual reality, etc.)	33.33% 7
Virtual Events	9.52% 2
Events for Kids	47.62% 10
Events for Teens	38.10% 8
Events for Adults	42.86% 9
Events for Seniors	38.10% 8
Reservable meeting space	33.33% 7
Public computers	23.81% 5
Copiers/printing	19.05% 4
Wireless internet access	38.10% 8
Job searching or employment resources	33.33% 7
Other (please specify)	<a href="#">Responses</a> 14.29% 3
<b>Total Respondents: 21</b>	

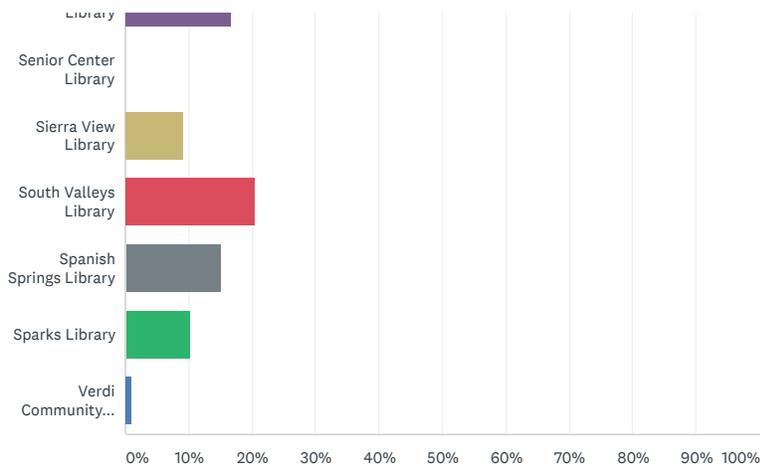
Q31



Which is your preferred Washoe County Library branch? If you use more than one location, please select the one you use most frequently.

Answered: 293 Skipped: 147





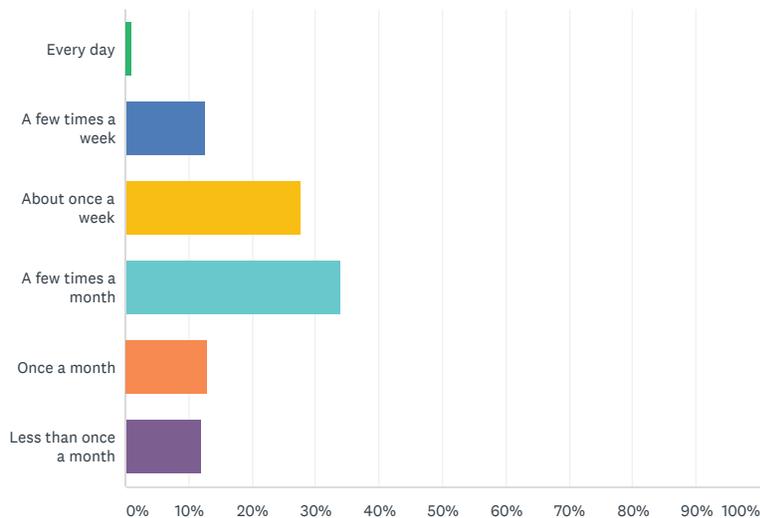
ANSWER CHOICES	RESPONSES
Downtown Reno Library	11.26% 33
Duncan/Traner Community Library	0.00% 0
Gerlach Community Library	0.34% 1
Incline Village Library	8.87% 26
North Valleys Library	6.83% 20
Northwest Reno Library	16.72% 49
Senior Center Library	0.00% 0
Sierra View Library	9.22% 27
South Valleys Library	20.48% 60
Spanish Springs Library	15.02% 44
Sparks Library	10.24% 30
Verdi Community Library and Nature Center	1.02% 3
<b>TOTAL</b>	<b>293</b>

### Q32



## On average, how often do you visit a Washoe County Library location?

Answered: 293 Skipped: 147



ANSWER CHOICES

RESPONSES



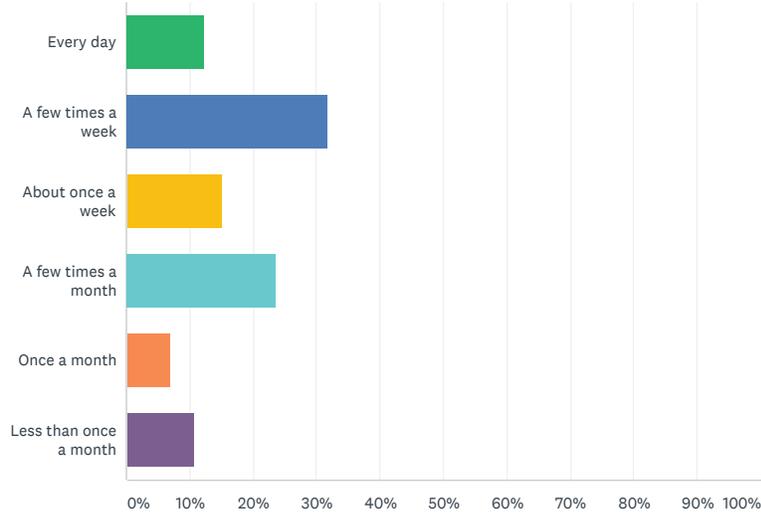
Once a month	12.97%	38
Less than once a month	11.95%	35
<b>TOTAL</b>		<b>293</b>

Q33



On average, how often do you visit the library's online services (website, ebooks, etc.)?

Answered: 293 Skipped: 147



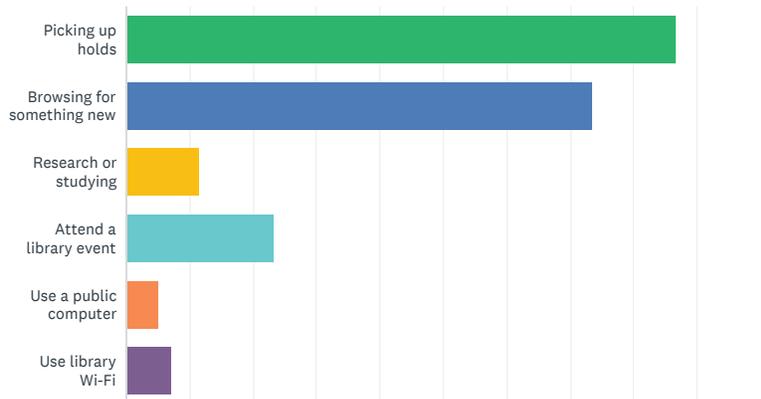
ANSWER CHOICES	RESPONSES	
Every day	12.29%	36
A few times a week	31.74%	93
About once a week	15.02%	44
A few times a month	23.55%	69
Once a month	6.83%	20
Less than once a month	10.58%	31
<b>TOTAL</b>		<b>293</b>

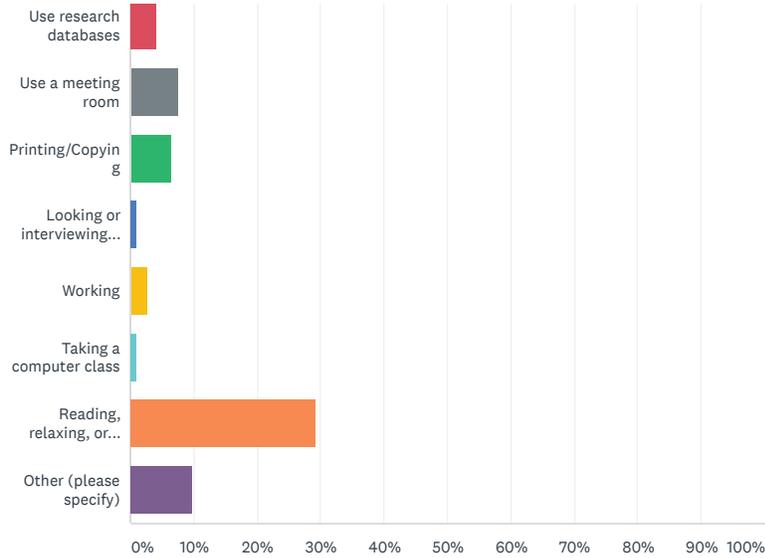
Q34



What are your most important reasons for visiting a Washoe County Library location? (Select all that apply)

Answered: 293 Skipped: 147





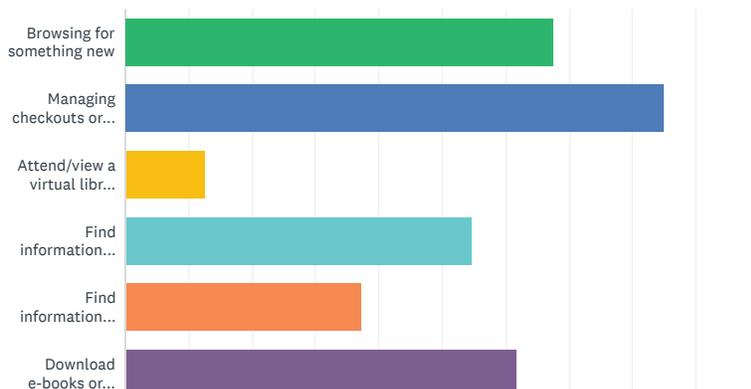
ANSWER CHOICES	RESPONSES	
Picking up holds	86.69%	254
Browsing for something new	73.38%	215
Research or studying	11.60%	34
Attend a library event	23.21%	68
Use a public computer	5.12%	15
Use library Wi-Fi	7.17%	21
Get help from a librarian	9.90%	29
Access services for makers (3D printing, DIY, heat press, etc.)	4.10%	12
Use research databases	4.10%	12
Use a meeting room	7.51%	22
Printing/Copying	6.48%	19
Looking or interviewing for a job	1.02%	3
Working	2.73%	8
Taking a computer class	1.02%	3
Reading, relaxing, or hanging out	29.35%	86
Other (please specify)	<a href="#">Responses</a> 9.90%	29
<b>Total Respondents: 293</b>		

Q35



What are the most important reasons you visit and use digital library services? (Select all that apply)

Answered: 293 Skipped: 147





0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES	RESPONSES	
Browsing for something new	67.58%	198
Managing checkouts or holds	84.98%	249
Attend/view a virtual library event	12.63%	37
Find information about library hours and locations	54.61%	160
Find information about library services	37.20%	109
Download e-books or audiobooks	61.77%	181
Use research databases	13.65%	40
Other (please specify)	<a href="#">Responses</a> 4.44%	13
<b>Total Respondents: 293</b>		

Q36



What kinds of events and services would make you more likely to use the library or its online resources?

Answered: 223 Skipped: 217

Hobbies, crafts, book club, informative sessions-legal, covid updates

9/13/2021 3:21 PM

More audio titles available

9/13/2021 2:19 PM

Author visit sessions

9/13/2021 2:16 PM

New books, easy access to online seminars

9/13/2021 1:47 PM

Q37



Was your most recent visit to a library or the library's online resources successful?

Answered: 293 Skipped: 147





ANSWER CHOICES	RESPONSES	
Yes	97.27%	285
No	2.73%	8
<b>TOTAL</b>		<b>293</b>

Q38



If your visit was not successful, what would have helped you? How can we improve your experience?

Answered: 112 Skipped: 328

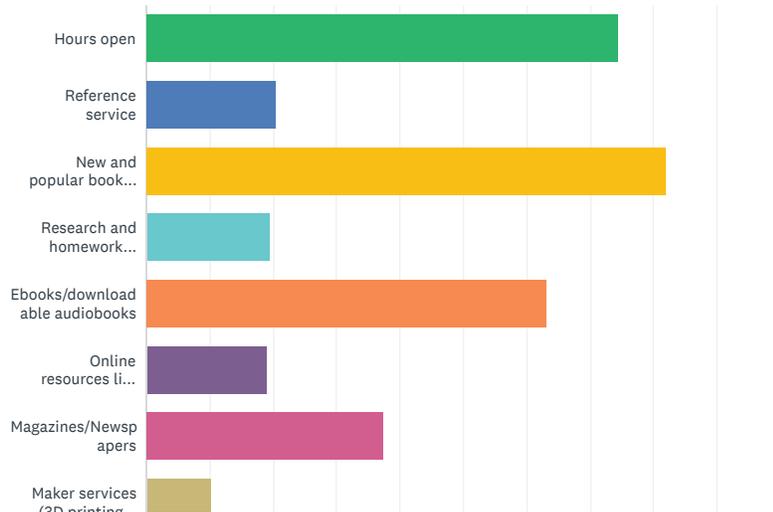
- N/A  
9/13/2021 3:21 PM
- Nothing  
9/13/2021 2:19 PM
- N/A  
9/13/2021 2:16 PM
- More graphic novels in Sparks!  
9/13/2021 1:47 PM

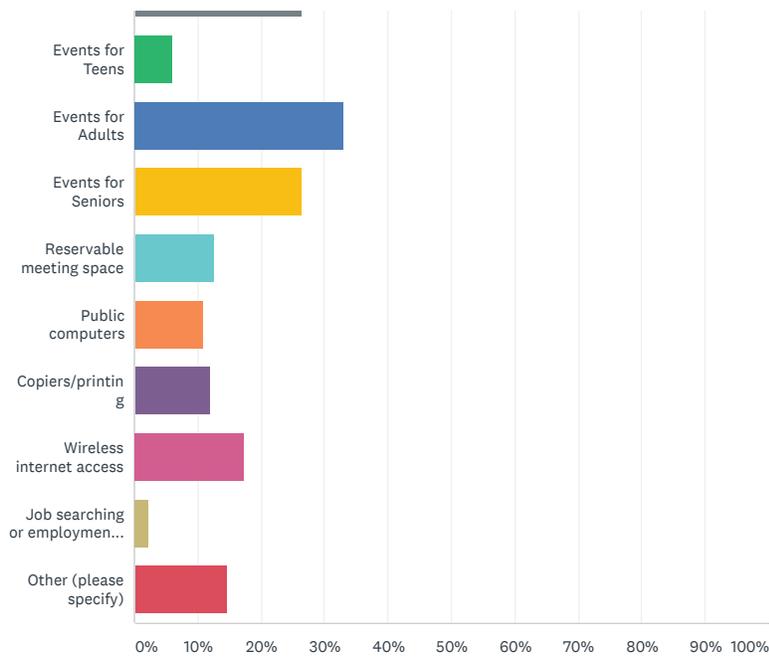
Q39



Of the following library services, which five are the most important to you? (Please note: You must select exactly five in order to complete the survey.)

Answered: 293 Skipped: 147





ANSWER CHOICES	RESPONSES
Hours open	74.40% 218
Reference service	20.48% 60
New and popular books and movies	81.91% 240
Research and homework resources	19.45% 57
Ebooks/downloadable audiobooks	63.14% 185
Online resources like LinkedIn Learning and Mango Languages	19.11% 56
Magazines/Newspapers	37.54% 110
Maker services (3D printing, virtual reality, etc.)	10.24% 30
Virtual Events	11.95% 35
Events for Kids	26.28% 77
Events for Teens	6.14% 18
Events for Adults	33.11% 97
Events for Seniors	26.28% 77
Reservable meeting space	12.63% 37
Public computers	10.92% 32
Copiers/printing	11.95% 35
Wireless internet access	17.41% 51
Job searching or employment resources	2.39% 7
Other (please specify)	<a href="#">Responses</a> 14.68% 43
<b>Total Respondents: 293</b>	

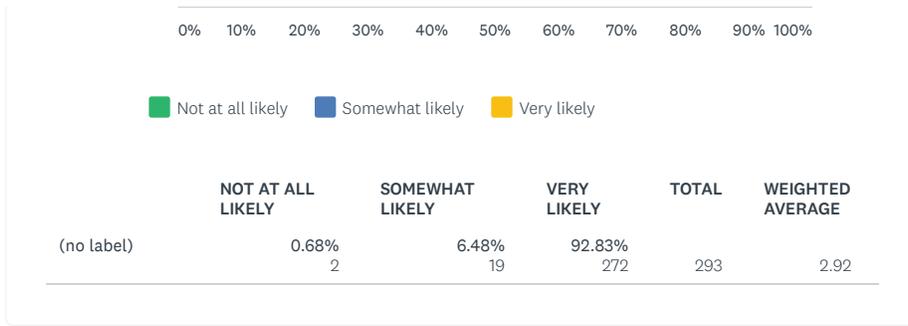
Q40



How likely are you to recommend library services to your friends and family?

Answered: 293 Skipped: 147





Q41



If not very likely, what would make you more likely to recommend the library to your friends and family?

Answered: 89 Skipped: 351

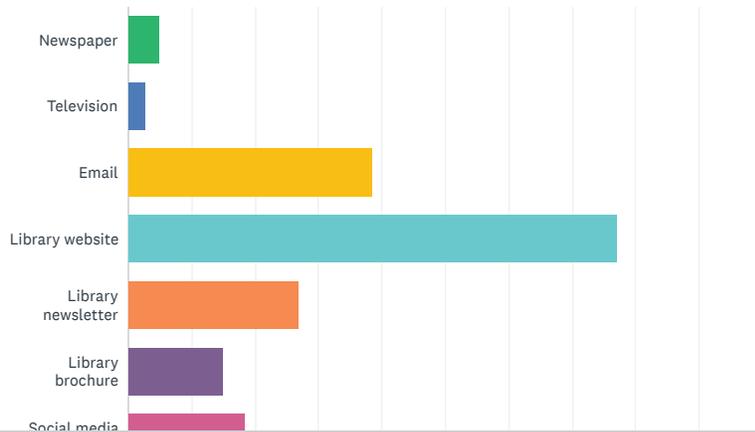
- NA  
9/13/2021 3:21 PM
- Nothing  
9/13/2021 2:19 PM
- N/A  
9/13/2021 2:16 PM
- n/a  
9/13/2021 1:47 PM

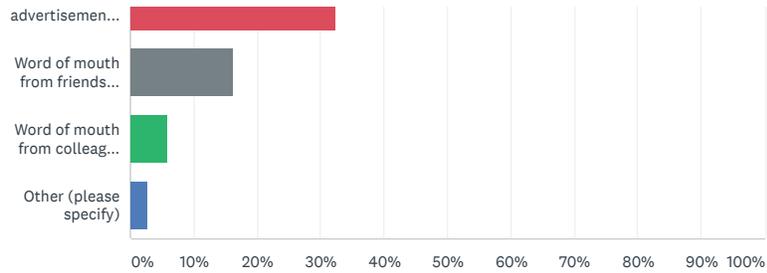
Q42



How do you typically find out about library events and services? Check all that apply.

Answered: 293 Skipped: 147





ANSWER CHOICES	RESPONSES	
Newspaper	5.12%	15
Television	2.73%	8
Email	38.57%	113
Library website	77.13%	226
Library newsletter	26.96%	79
Library brochure	15.02%	44
Social media (Facebook, Twitter, Youtube, Instagram)	18.43%	54
Library staff	29.01%	85
Posters or advertisements in the library	32.42%	95
Word of mouth from friends or family	16.38%	48
Word of mouth from colleagues or coworkers	5.80%	17
Other (please specify)	<a href="#">Responses</a> 2.73%	8
<b>Total Respondents: 293</b>		

Q43



What do you value most about the library?

Answered: 272 Skipped: 168

- Ebooks!!!!  
9/13/2021 4:40 PM
- Access to books and movies  
9/13/2021 3:21 PM
- Being able to check out books for my kids to read  
9/13/2021 2:19 PM
- Free access to endless possibilities and books!  
9/13/2021 2:16 PM

Q44





Buy ebooks that I suggest for purchase. It's incredibly frustrating when the vast majority of my requests just sit there. The only ones that ever seem to get moved on are new books coming out.

9/13/2021 4:40 PM

More drive through pick up locations

9/13/2021 3:21 PM

Be able to suspend all holds at one time not individually

9/13/2021 2:19 PM

More reading challenges any time, especially over school calendar breaks (such as Tails and Tales)

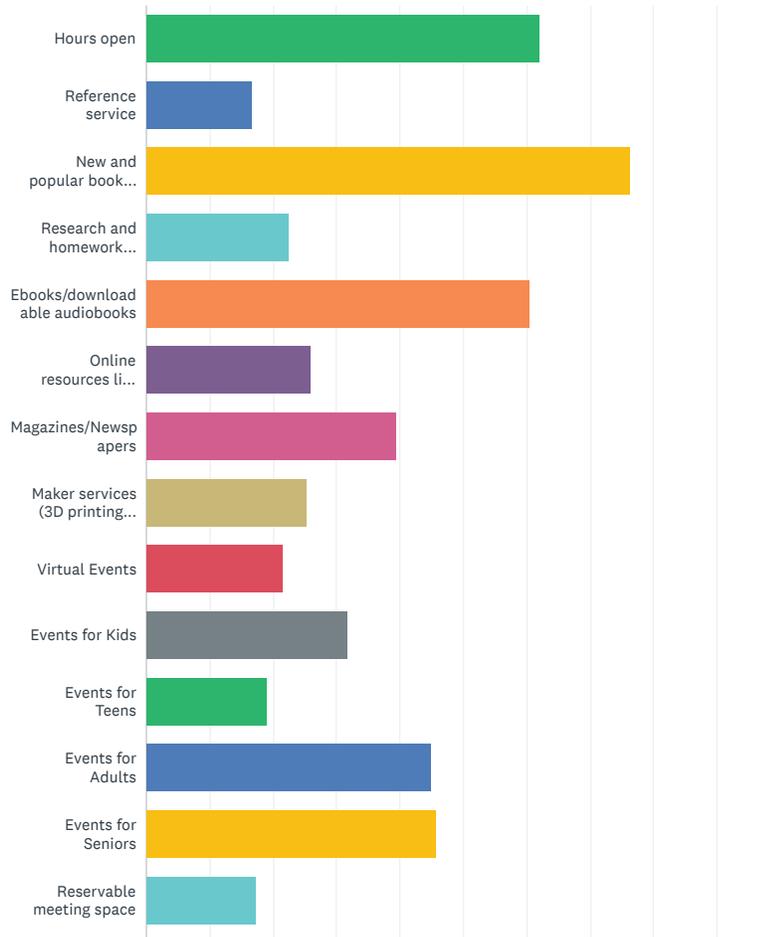
9/13/2021 2:16 PM

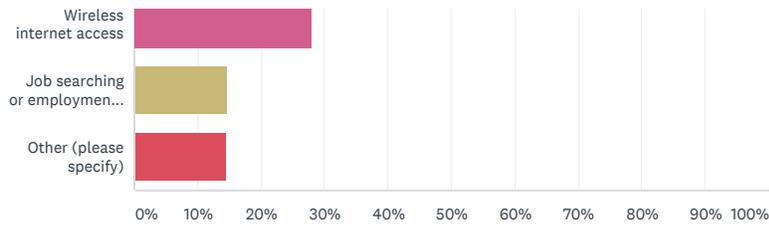
Q45



Which of the following services would you like to see expanded to better serve the needs of our growing community? (Select 5-10)

Answered: 293 Skipped: 147





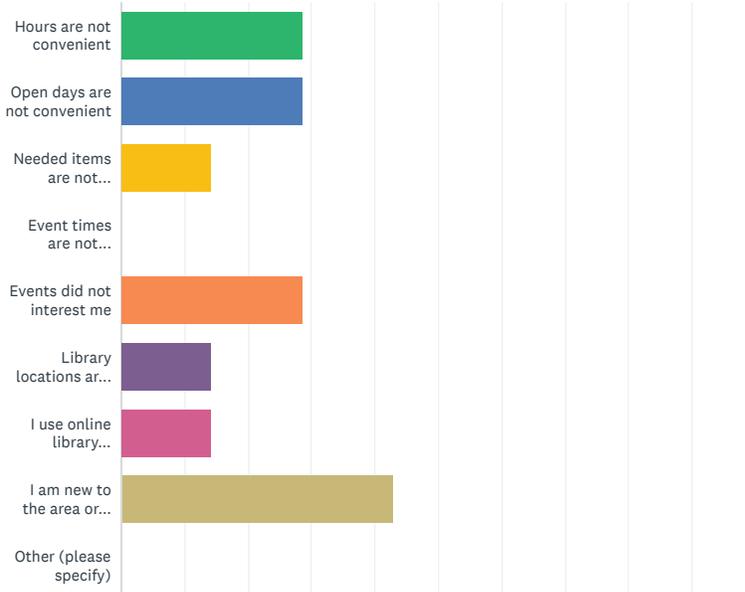
ANSWER CHOICES	RESPONSES	
Hours open	62.12%	182
Reference service	16.72%	49
New and popular books and movies	76.45%	224
Research and homework resources	22.53%	66
Ebooks/downloadable audiobooks	60.41%	177
Online resources like LinkedIn Learning and Mango Languages	25.94%	76
Magazines/Newspapers	39.59%	116
Maker services (3D printing, virtual reality, etc.)	25.26%	74
Virtual Events	21.50%	63
Events for Kids	31.74%	93
Events for Teens	19.11%	56
Events for Adults	45.05%	132
Events for Seniors	45.73%	134
Reservable meeting space	17.41%	51
Public computers	22.18%	65
Copiers/printing	12.29%	36
Wireless internet access	27.99%	82
Job searching or employment resources	14.68%	43
Other (please specify)	<a href="#">Responses</a> 14.33%	42
<b>Total Respondents: 293</b>		

Q46



Which of the following reasons describes why you have not visited a Washoe County Library location?

Answered: 7 Skipped: 433





Hours are not convenient	28.57%	2
Open days are not convenient	28.57%	2
Needed items are not available	14.29%	1
Event times are not convenient	0.00%	0
Events did not interest me	28.57%	2
Library locations are inconvenient	14.29%	1
I use online library resources but do not visit the library.	14.29%	1
I am new to the area or haven't otherwise had an opportunity to visit yet.	42.86%	3
Other (please specify)	<a href="#">Responses</a>	0.00% 0

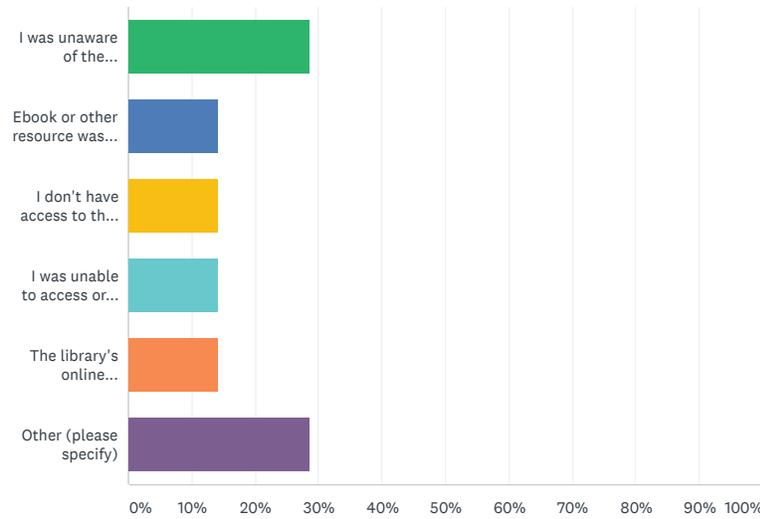
Total Respondents: 7

### Q47



## Which of the following reasons describes why you have not used Washoe County Library's online resources?

Answered: 7 Skipped: 433



ANSWER CHOICES	RESPONSES
I was unaware of the library's online services	28.57% 2
Ebook or other resource was not available when I needed it	14.29% 1
I don't have access to the correct technology (computer, smartphone, internet access, etc.)	14.29% 1
I was unable to access or use the library's online resources.	14.29% 1
The library's online resources are not relevant to me.	14.29% 1
Other (please specify)	<a href="#">Responses</a> 28.57% 2

Total Respondents: 7

### Q48



## What kinds of events and services would make you more likely to use the library or its online resources?

Answered: 3 Skipped: 437

For articles and websites to use for my classes

8/23/2021 6:29 PM



Having resources relevant to my research projects. The book titles for the WCL are more frivolous in nature. And I never want to hear that the Library is doing a Drag Queen Story EVER AGAIN

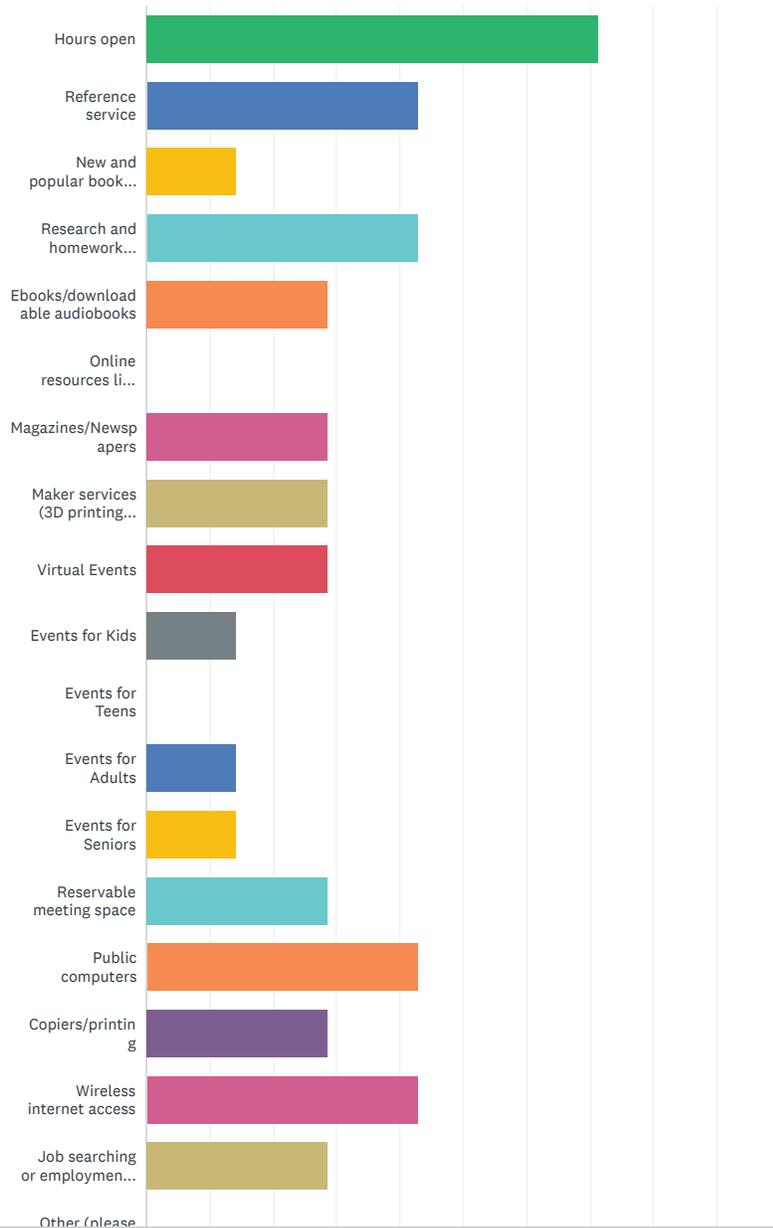
8/12/2021 7:02 PM

Q49



Of the following library services, which five are the most important to you? (Please note: You must select exactly five in order to complete the survey.)

Answered: 7 Skipped: 433





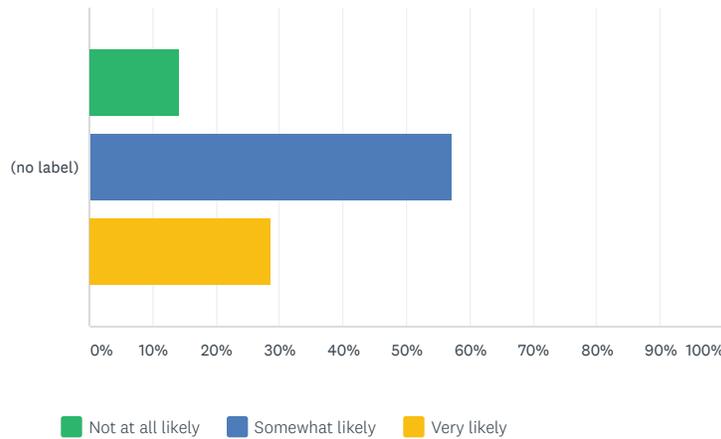
ANSWER CHOICES	RESPONSES	
Hours open	71.43%	5
Reference service	42.86%	3
New and popular books and movies	14.29%	1
Research and homework resources	42.86%	3
Ebooks/downloadable audiobooks	28.57%	2
Online resources like LinkedIn Learning and Mango Languages	0.00%	0
Magazines/Newspapers	28.57%	2
Maker services (3D printing, virtual reality, etc.)	28.57%	2
Virtual Events	28.57%	2
Events for Kids	14.29%	1
Events for Teens	0.00%	0
Events for Adults	14.29%	1
Events for Seniors	14.29%	1
Reservable meeting space	28.57%	2
Public computers	42.86%	3
Copiers/printing	28.57%	2
Wireless internet access	42.86%	3
Job searching or employment resources	28.57%	2
Other (please specify)	<a href="#">Responses</a>	0.00% 0
<b>Total Respondents: 7</b>		

Q50



How likely are you to recommend library services to your friends and family?

Answered: 7 Skipped: 433



	NOT AT ALL LIKELY	SOMEWHAT LIKELY	VERY LIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 1	57.14% 4	28.57% 2	7	2.14

Q51



If not very likely, what would make you more likely to recommend the library to your friends and family?

Answered: 4 Skipped: 436



Libraries are always useful resources

8/13/2021 12:34 PM

Hours, more advertisement of events for kodsy

8/13/2021 2:41 AM

Libraries are rarely open in Washoe County. The shelves have titles that hold zero interest

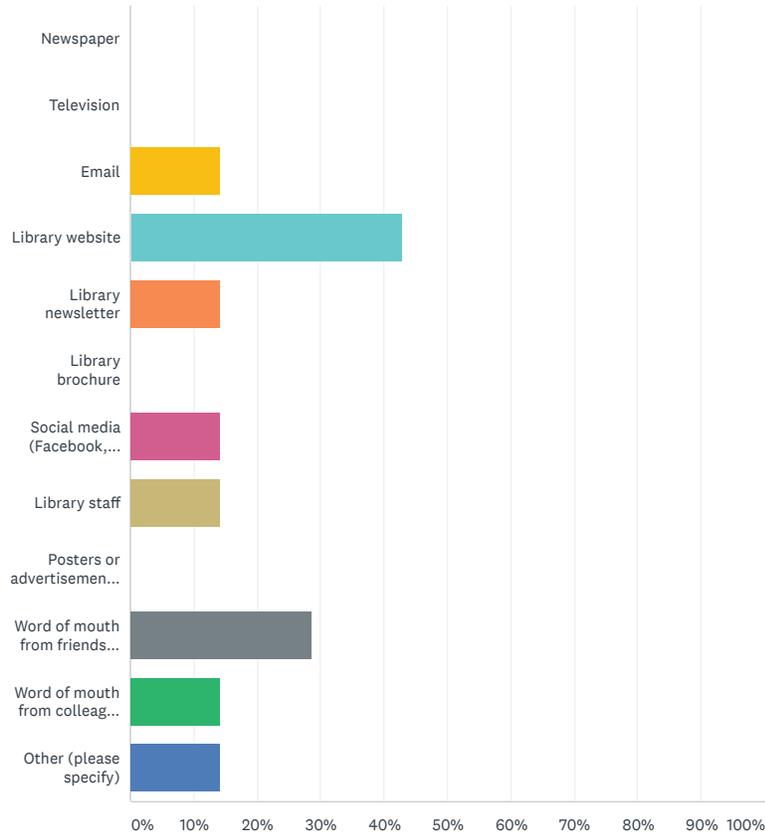
8/12/2021 7:02 PM

Q52



How do you typically find out about library events and services? Check all that apply.

Answered: 7 Skipped: 433



ANSWER CHOICES	RESPONSES	
Newspaper	0.00%	0
Television	0.00%	0
Email	14.29%	1
Library website	42.86%	3
Library newsletter	14.29%	1



Word of mouth from friends or family	28.57%	2
Word of mouth from colleagues or coworkers	14.29%	1
Other (please specify)	<a href="#">Responses</a> 14.29%	1
<b>Total Respondents: 7</b>		

Q53



What do you value most about the library?

Answered: 3 Skipped: 437

the manga and computers

8/23/2021 6:29 PM

That you can go in and discover books

8/13/2021 2:41 AM

Nothing

8/12/2021 7:02 PM

Q54



How could the library or its services be improved, if at all?

Answered: 3 Skipped: 437

no improvments

8/23/2021 6:29 PM

Be open later times? Re-vamp some libraries like Sierra Vista

8/13/2021 2:41 AM

Have them open; and have books on a variety of subjects

8/12/2021 7:02 PM

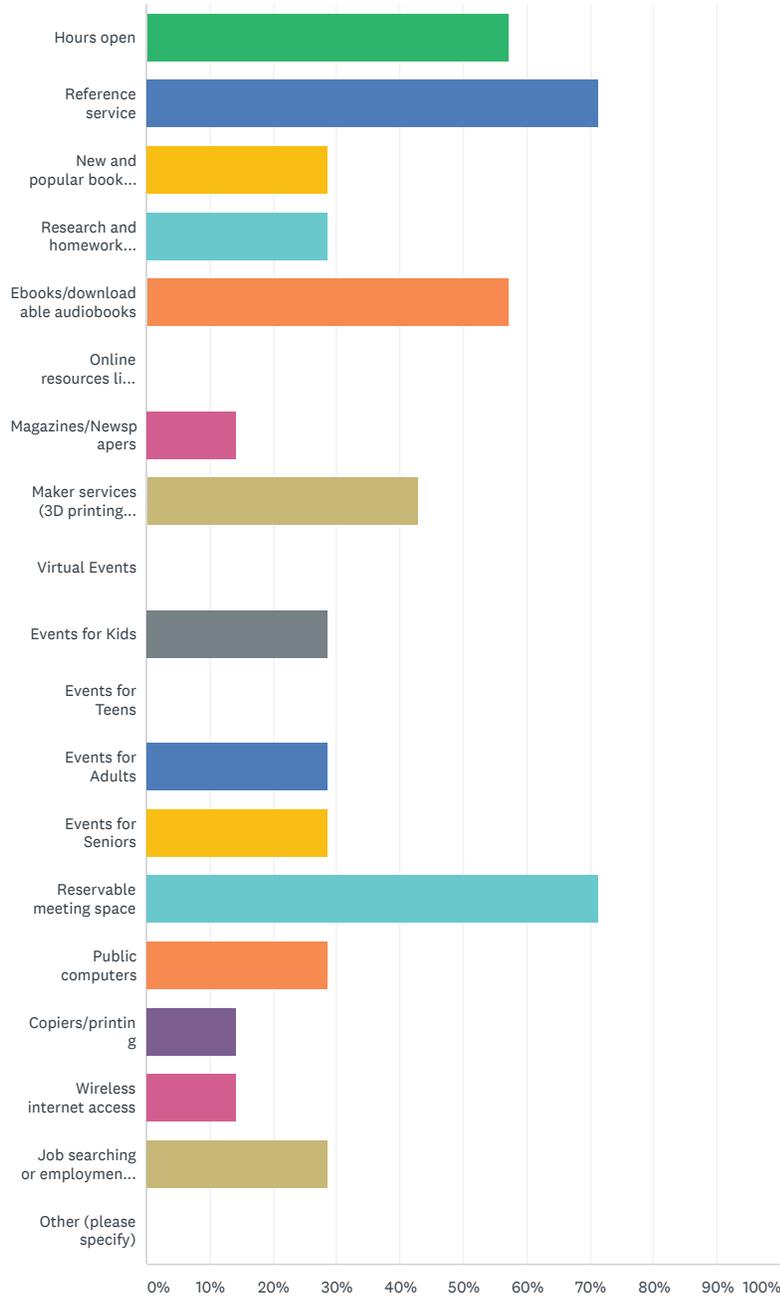


Q55



Which of the following services would you like to see expanded to better serve the needs of our growing community? (Select 5-10)

Answered: 7 Skipped: 433



ANSWER CHOICES	RESPONSES
Hours open	57.14% 4
Reference service	71.43% 5
New and popular books and movies	28.57% 2
Research and homework resources	28.57% 2
Ebooks/downloadable audiobooks	57.14% 4
Online resources like LinkedIn Learning and Mango Languages	0.00% 0
Magazines/Newspapers	14.29% 1



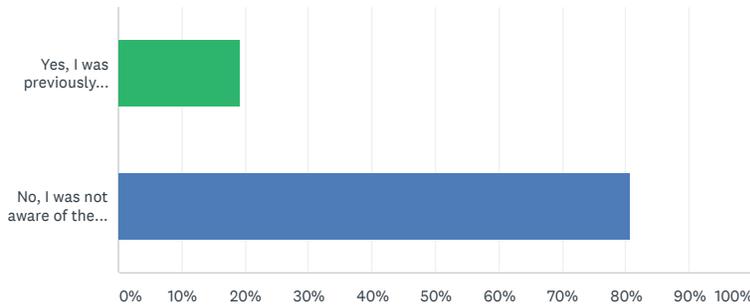
Events for teens	0.00%	0
Events for Adults	28.57%	2
Events for Seniors	28.57%	2
Reservable meeting space	71.43%	5
Public computers	28.57%	2
Copiers/printing	14.29%	1
Wireless internet access	14.29%	1
Job searching or employment resources	28.57%	2
Other (please specify)	<a href="#">Responses</a> 0.00%	0
<b>Total Respondents: 7</b>		

Q56



In 1994, Washoe County voters approved a 30-year, two-cent property-tax override for the purpose of "acquiring, constructing, improving, equipping, operating and maintaining library facilities for the County." Were you aware of this dedicated source of library funding, which will expire in 2024?

Answered: 362 Skipped: 78



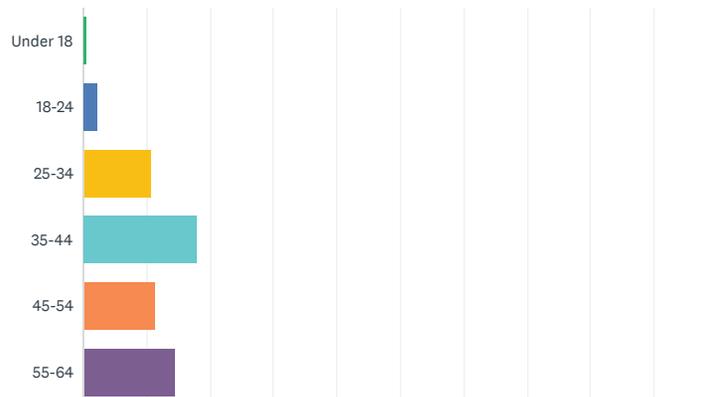
ANSWER CHOICES	RESPONSES
Yes, I was previously aware of the 1994 tax override.	19.34% 70
No, I was not aware of the 1994 tax override before completing this survey.	80.66% 292
<b>TOTAL</b>	<b>362</b>

Q57



Your age

Answered: 345 Skipped: 95





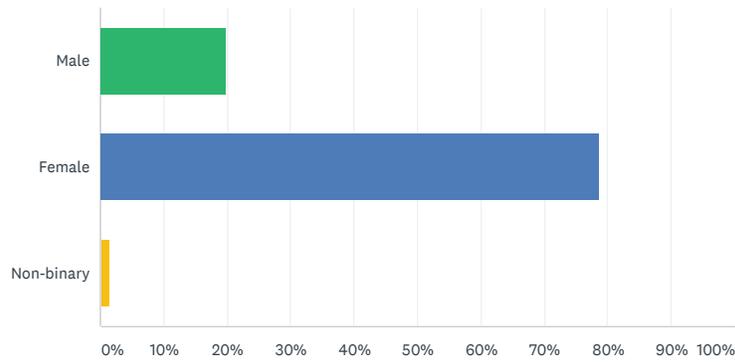
ANSWER CHOICES	RESPONSES	
Under 18	0.58%	2
18-24	2.32%	8
25-34	10.72%	37
35-44	17.97%	62
45-54	11.30%	39
55-64	14.49%	50
65+	42.61%	147
<b>TOTAL</b>		<b>345</b>

### Q58



## Your gender

Answered: 347 Skipped: 93



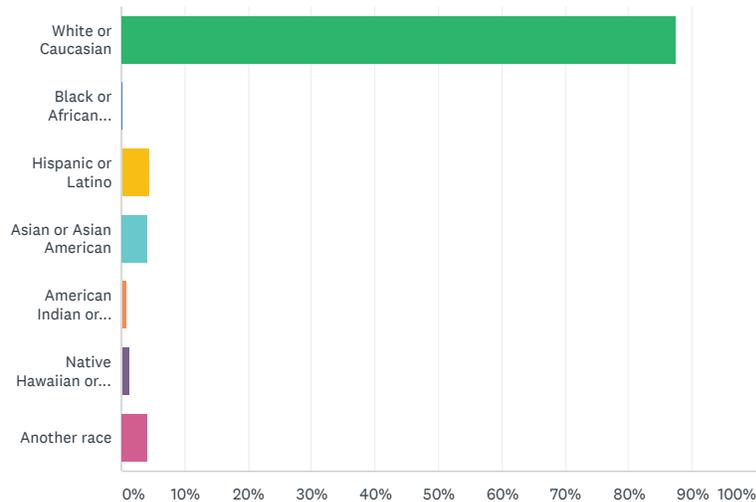
ANSWER CHOICES	RESPONSES	
Male	19.88%	69
Female	78.67%	273
Non-binary	1.44%	5
<b>TOTAL</b>		<b>347</b>

### Q59



## Your race

Answered: 341 Skipped: 99





Black or African American	0.29%	1
Hispanic or Latino	4.40%	15
Asian or Asian American	4.11%	14
American Indian or Alaska Native	0.88%	3
Native Hawaiian or other Pacific Islander	1.17%	4
Another race	4.11%	14
<b>Total Respondents: 341</b>		

Q60



What is your 5-digit zipcode?

Answered: 339 Skipped: 101

89434  
9/13/2021 4:40 PM

89503  
9/13/2021 3:22 PM

89434  
9/13/2021 2:19 PM

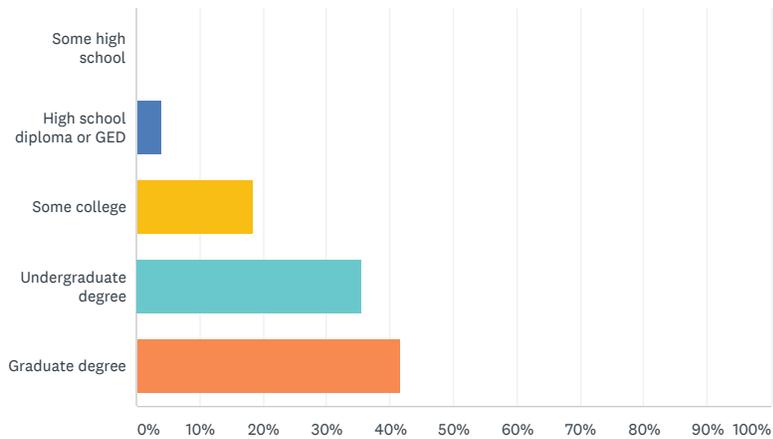
89511  
9/13/2021 2:17 PM

Q61



What is your highest level of educational attainment?

Answered: 348 Skipped: 92





SIGN UP FREE



Some college	18.39%	64
Undergraduate degree	35.63%	124
Graduate degree	41.67%	145
<b>TOTAL</b>		<b>348</b>

Powered by  SurveyMonkey

Check out our [sample surveys](#) and [create your own now!](#)

# Incline Village Library

---

Board Report 2020-2021

# Staff Notables

---

- Retirement
  - LAll Richard Grady
- Promotions
  - Library Aide --> LAll Jackie Peacock-Burton
  - LAI --> LAll Russell Dorn
  - LAll --> LI Lynsy Nolan (now at Spanish Springs Library)
- New hires
  - LAll Natalie Villegas

# Staff Accomplishments

---

- Degrees earned
  - Amanda McPhail – Master's Degree, Management and Leadership
- Certificates earned
  - Jackie Peacock-Burton – Stories, Songs, and Stretches Certificate
- Super Star Celebrity Librarians
  - Russell Dorn
  - Jackie Peacock-Burton
  - Robin Barnett
- Years of Service
  - Robin Grundner, 15 years



# What We've Been Up To

- Grab n Go service
- Facilitating Early Voting
- Staying connected to the community via Rotary, IVCBA, local schools, IVCB Community Mtg via Zoom, and libraries within the Tahoe Basin
- Various staff training opportunities
- Facility Sprucing up
  - Shelf shifting
  - YPL Revamp
  - Deep cleaning inside and out



# Facility Notables

- Young People's Library makeover
- Bike Racks
- Smart Chute



# Looking Ahead

---

- Collaborating with IVGID and Washoe County Human Services in expanding services to IVCC
- Parking lot resurfacing and curb repair
- Expand Access
  - Weekend meeting room use
  - Lending Library Kiosk
  - Expand hours to include Saturdays
    - Additional pt-LAll position needed



# North Valleys & Downtown Libraries present "September 11, 2001: The Day That Changed the World"



Rheault, Libby  
LIBRARY ASSISTANT II



Change This Photo

The North Valley's and Downtown libraries are proud to display the educational exhibition "September 11, 2001: The Day That Changed the World" thanks to the generosity of the 9/11 Memorial & Museum.

The exhibition recounts the events of September 11, 2001 through eyewitness and personal accounts of those who survived the attacks, told across 14 posters. The posters include archival photographs and images of artifacts from the 9/11 Memorial & Museum's permanent collection. The hopes of this exhibition is to present the history of 9/11, its origins, and its ongoing implications, 20 years after the events.

We invite anyone to come and reflect on the legacy of this day, and the impact it still has on our lives today. The Downtown Reno library is inviting visitors to the exhibit to engage by sharing notes of where they were on 9/11.

The display will be up at the libraries beginning September 11 through the remainder of the month. For more information about the exhibit, visit the [9/11 Memorial website](#).



**Sign Ups**  
**8,175**

**Activity Bags Distributed**  
**2,000**

**400**  
**Age 0-5**



**500**  
**Age 6-8**



**500**  
**Age 9-11**



**200**  
**Age 12-18**



**400**  
**Age 6-11**

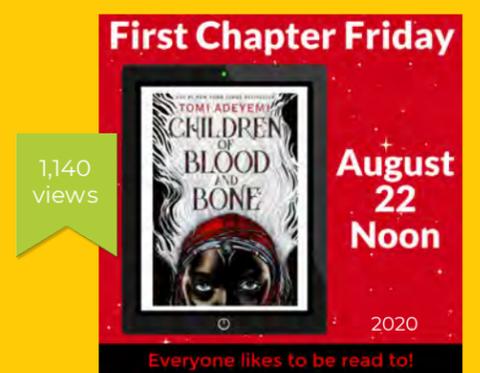
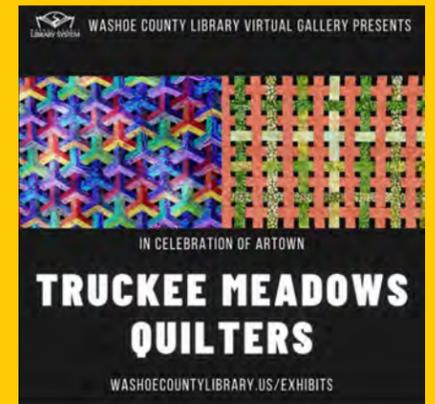
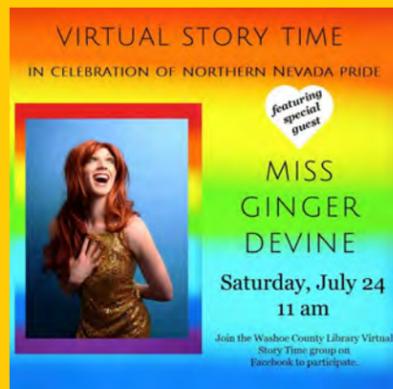
Community Partner



**Prize Books Distributed**  
**4,134**

**VIEWS OF VIRTUAL EVENTS**

**21,357**



## FALL 2021 - Events EXPLORER

- In Person Story Times & Events
- Outreaches
- Spellbinders
- Paws 2 Read
- RAFT - In Person Tutoring
- Pioneer Center Youth Programs
- Virtual Events
  - ▶ Historic Reno Preservation Society
  - ▶ Nevada Historical Society



# SUMMER READING CHALLENGE 2021

## • COMMUNITY PARTNERS •



### WASHOE COUNTY LIBRARY THANKS OUR #TAILSANDTALES SUMMER READING CHALLENGE PARTNERS!

#### Friends of Washoe County Library

**Artown Tuesday:** Nevada Historical Society and presenters Jack Hursh, Neal Cobb, Larry Walker, and Lt. Col. Anne Davis, US Army (Retired)

**Backyard Tales:** Nevada Department of Wildlife

**Basket Weaving with Pine Needles:** Jacquie Chandler of Sustainable Tahoe

**High Noon with Neal Cobb:** Nevada Historical Society and presenters Ramon Seelbach, Jack Bacon, Jon D. Wagner, and Neal Cobb

**#TailsandTales Story Stroll:** Washoe County Regional Parks and Open Space, Tahoe Fund, Nevada State Parks, and contributing artists

**Virtual Gallery Artists:** Pax Robinson, Truckee Meadows Quilters, #TailsandTales Chalk Art contributors, and Ruby Barrientos

**Virtual Story Time Special Guest:** Miss Ginger Devine/Christopher Daniels

**What it Means to be a Mustang:** Local author Terri Farley

**Wild Wednesday with Wild Things:** Gabe Kerschner and Conservation Ambassadors



Distributed 2,000  
Summer Reading Logs

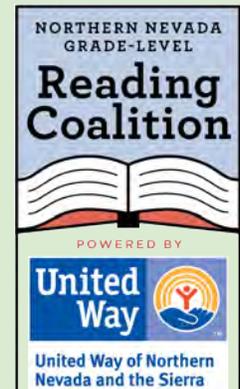
Distributed 954  
Summer Reading Logs



470-Children's Cabinet  
384-Community Outreaches  
100-Family Engagement Center

TOTAL READING LOGS DISTRIBUTED

4,054



Distributed 1,100  
Summer Reading Logs

# Connect, Gather, Explore

WASHOE COUNTY LIBRARY SYSTEM [washoecountylibrary.us](http://washoecountylibrary.us)





ROLL OUT THE  
*red carpet*  
FOR OUR YSLE  
VIRTUAL EVENTS  
CONTRIBUTORS!



VANESSA



JULIANA



TYNA



THANH



TEREE



SUE



SHANNON



SAMANTHA



SAMANTHA



RUSSELL



ROBIN



MICHELLE



MELISSA



ROBIN



MÉLA



MAYA



LYSA



LINNAE



JONNICA



JOHN



EMILY



DENISE



JUDY



JESSICA



JENNIE



COLIN



GRACE



JACKIE



ANN



CECILY



JAMIE



CHARLES



BEATE



TONI



THERESA



TERRI



SARAH



PAM



MELISSA



MARIE



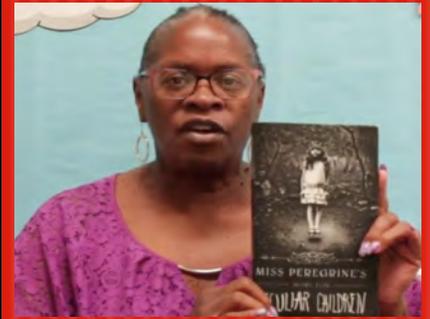
SASHA



LIBBY



JOY



KRISTOPHER



KAREN



LAURIE



JANA



BILL



AURORA



AMY



AMANDA



JENNIFER



PAMELA



AMANDA



MORGAN



KRISTEN



JENA



CARLA



ANA



BRENT



RACHEL



LYNSY



TIM



FREDA MAE



JEANNIE



EMILY



ELLEN



*A Special Thank You To...*

*John*



*Joan*

