



**LIBRARY BOARD OF TRUSTEES MEETING AGENDA  
WEDNESDAY, October 20, 2021  
4:00 P.M.  
Downtown Reno Library  
301 S. Center Ave. Reno, Nevada 89501**

Pursuant to NRS 241.020, the agenda for the Trustees' meeting has been posted at the following locations: Washoe County Courthouse, Washoe County Administration building, Downtown Reno Library, Incline Village Library, North Valleys Library, Northwest Reno Library, Sierra View Library, South Valleys Library, Spanish Springs Library, and Sparks Library. Further, in compliance with NRS 241.010, this notice has been posted on the official website for the Washoe County Library System at [www.washoecountylibrary.us](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 September 15, 2021](#)
- 4) Old Business  
None
- 5) New Business
  - a) [For Discussion Only: Washoe County Library System Strategic Plan Draft](#)
  - b) [For Review and Approval: Accept \\$104,315.14 Senior Center Library Donation from Kaiser Trust](#)
- 6) Reports –
  - a) [Library Director's Report](#)
  - b) [Maker Team Report](#)
  - c) [Tacchino Trust Update](#)
  - d) [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

Minutes will be provided at the November LBOT



5a

Strategic Plan

Washoe County Library System

Strategic Plan 2022-2025

DRAFT



## Strategic Plan FY 2022-2025

### Executive Summary

Washoe County Library System began its strategic planning process in August 2021. In creating a variety of opportunities for the public and staff to provide input we can maximize the library's resources to serve the greatest need of Washoe County.

We created an online and paper survey that received over 775 responses. We held eight strategic planning forums at most of our branches throughout the county. We provided an internal survey for staff to provide input as well as the Library Board of Trustees.

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.

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.

Using the survey, forum feedback, and staff feedback our Leadership Team met over two weeks to discuss how to translate these needs into the following:

**Stimulate Imagination:** Enhance the Washoe County Library System's Collection based on patron interest and proximity.

**Provide Welcoming Spaces:** Enhance the Washoe County Library System's Spaces through renovations, spaces, furniture, fixtures, and equipment.

**Workforce Building:** Provide Workforce Training and Virtual Space Opportunities for a COVID and Post-Covid Environment

**Lifelong Learning:** Improve the welfare and provide more resources for Lifelong Learners and Seniors in Washoe County

**School Support:** Ensure Washoe County Library System supports in-school children to help them succeed.



**Celebrate Our Diverse Community:** Ensure we are serving everyone and celebrating everyone in our community.

**Promote the Library:** Renew Tax Initiative and ensure the library is financially secure.

Below we have provided a deeper dive into these initiatives. There will be a specific time action plan to accompany this document.

In engaging these initiatives, we will still maintain existing goals. Our last strategic plan had similar initiatives with Community Hub (much like Welcoming Space), Grow Young Readers (like School Support), Express Creativity (Maker Services and Technology Classes) and Know Your Community. Just like growing an orchard, a strategic plan plants the seed and allows it to grow. Once matured, we can maintain it. This next phase will plant more seeds for our library to grow and meet the need of the citizens of Washoe County.



Strategic Plan FY 2022-2025

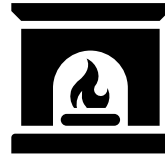
Washoe County Library System | [washoecountylibrary.us](http://washoecountylibrary.us)

Our Mission is to connect people with information, ideas, and experiences to support an enriched and engaged community, one person at a time

Our Vision is that all Washoe County residents benefit from the library's support of literacy and self-education

Plan Themes:

Stimulate Imagination | Provide Welcoming Spaces



Workforce Building

Lifelong Learning

School Support

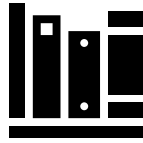


Celebrate Our Diverse Community | Promote the Library





STIMULATE IMAGINATION



Goal: Enhance the Washoe County Library System's Collection based on patron interest and proximity.

Source: Survey and strategic plan respondents stated that picking up holds and browsing for something new were the top two needs at the library.

Synopsis: Washoe County Library System will expand the collection based on patron need. WCLS will also identify book deserts and similar needs.

Action Items: Washoe County Library System will develop the following:

- Establish Bookmobile Services in Washoe County including stops, community events, book deserts and homebound services
- Establish Book machine Services in Washoe County in book deserts or to expand library hour availability at branches
- Review Collection for: Consistency of Children's' books at branches, Graphic Novel Collection, Spanish Language, Local Authors, and Local History
- Review Book Serendipity Services: Mystery Packs, Lucky Day, etc.
- Book Promotion: Enhance KUNR On the Shelf and On the Kids Shelf, Book Talks on social media, find other avenues to promote books (KUNR, RGJ, etc.)
- Author Talks: Find local interest for authors, local authors, and more.





## PROVIDE WELCOMING SPACES



Goal: Enhance the Washoe County Library System's Spaces through renovations, spaces, furniture, fixtures, and equipment.

Source: Survey and strategic plan respondents stated reading, relaxing, and hanging out was the third highest need for the library.

Synopsis: Washoe County Library System will enhance our spaces.

Action Items: Washoe County Library System will develop the following:

- Review Library Spaces and Renovate Libraries based on funding projects:
  - Renovate Sparks Library June 2022
  - Renovate Northwest Reno Library June 2022
  - Upgrade Elevator at Downtown Reno Library June 2022
  - Review Furniture Fixtures and Equipment at all branches June 2022
- Review Capital Improvement Projects for Washoe County
  - Renovate Sierra View Library June 2023
  - Create Restroom on main floor of Downtown Reno Library June 2025
  - New North Valleys Library June 2025
- Library Staff will receive regular training to ensure a welcoming environment for everyone
  - Develop training calendar for various topics (customer service, diversity training, readers advisory, etc.)
  - Ensure staff are aware of all library resources
  - Improve internal staff communications for library initiatives



## WORKFORCE BUILDING



**Goal:** Provide Workforce Training and Virtual Space Opportunities for a COVID and Post-Covid Environment

**Source:** Strategic Planning Surveys, Strategic Planning Forums, Washoe County and State of Nevada needs for workforce recovery due to COVID.

**Synopsis:** COVID-19 has changed the nature of the workforce. The Digital Divide has widened further with the need to level-up technology skills. Pre-Covid virtual meetings were a rare occasion, now they are essential. Without the skill set to compete, the Northern Nevada community will be left behind. This initiative is also closely connected to Welcoming Space since it is both service and space focused

**Action Items:** Washoe County Library System will help build the workforce through:

- Review Furniture Fixture and Equipment to Support welcoming spaces and virtual environments
- Create Virtual Office Spaces
- Review and expand Northern Nevada Literacy Council Partnership
- Review Community Resource Project for Expansion
- Provide Workforce Training including virtual environments
- Provide Space for Workforce Opportunities
- Partner with Workforce Builders in Washoe County



LIFELONG LEARNING



Goal: Improve the welfare and provide more resources for Lifelong Learners and Seniors in Washoe County

Source: Strategic Planning Survey and Strategic Forum participants stated that events for Seniors was the highest priority. Most survey respondents identified as highly educated, older, white women.

Synopsis: Survey Seniors in Washoe County to identify services and materials that are most essential. Provide outreach to seniors including homebound services. Build partnerships to serve seniors and Lifelong Learners in Washoe County.

Action Items: Washoe County Library System will serve Lifelong Learners through:

- Survey Seniors to find the greatest need for services and collections
- Identify partners to assist the greatest need of seniors and lifelong learners
- Identify current services and expand
- Ensure Seniors stay connected digitally and have the tools and training to keep up
- Ensure Seniors stay connected with community resources so they can get the assistance, events, and programs they need.



## SCHOOL SUPPORT



Goal: Ensure Washoe County Library System supports in-school children to help them succeed.

Source: Strategic Planning Survey and Strategic Planning Forum participants rated this as a high priority.

Synopsis: Provide a welcoming space for students to study, provide tutoring support, and provide and up to date and complete collection at every branch.

Action Items: Washoe County Library System will support students by:

- Partnering with agencies that provide tutoring and student support
- Creating Spaces in the library to facilitate homework help
- Enhance and advertise tutoring and student support online services
- Ensure complete collections for Juvenile Chapter Book Collections
- Support Homeschool Families



## CELEBRATE OUR DIVERSE COMMUNITY



Goal: Ensure we are serving everyone and celebrating everyone in our community.

Source: Strategic Planning Forums participants rated this a high priority as well as library staff.

Synopsis: Provide opportunities to include everyone in the community and ensure they are using the library and getting access to resources.

Action Items: Washoe County Library System will:

- Continue to Update our Diversity Celebration Calendar
- Plan for Outreach to Indigenous Peoples in Washoe County
- Review and plan for Services to Monolingual Spanish Speakers
- Review commitment to serving our diverse community
- Ensuring and enhancing services to our vulnerable population



#### PROMOTE THE LIBRARY



Goal: Renew Tax Initiative and ensure the library is financially secure.

Source: 1994 30-year tax will expire in 2024. Over 80% of our survey respondents are not aware Washoe County Library System was supported by this tax.

Synopsis: This tax supports library staff, collection development, technology, and library improvements. Without this tax we would face a 33% budget cut which would be devastating for service delivery.

Action Items: Washoe County Library System will ensure our tax renewal and fiscal security by:

- Create an explainer of our current tax on our webpage
- Develop an awareness campaign
- Create a communications structure to raise awareness of how patrons can donate to the Washoe County Library System and Friends of Washoe County Library
- Gain commitment from the public and elected leaders for the tax renewal



#### TIMELINE FORMAT

For each initiative, we will have timed action items. Each year will be broken down into three phases. PLAN, LAUNCH, and REVIEW. This gives the library enough time to create programs, services, collections, and initiatives. This timeline will be provided in the next phase of our strategic planning process.



5b

**TO:** Washoe County Library Board of Trustees

**FROM:** Andrea Tavener, Development and Public Information Officer

**RE:** Acknowledge a monetary gift fund donation from the Keiser Family Trust to the Washoe County Library System – Senior Center Branch in the amount of [\$104,315.14]

**DATE:** October 18, 2021

**Background:** The Library System is requesting that the Board of Trustees acknowledge a Keiser Family Trust monetary gift fund donation made to the Washoe County Library System - Senior Center Branch in the amount of [\$104,315.14]. This generous gift fund donation will be used in a variety of ways to help support the Senior Center Library Branch such as purchasing of materials to add to the collection, equipment, programs and services. With this donation, the Washoe County Library System will be able to enhance and expand upon information, resources, and access opportunities available. The Washoe County Library System is dedicated to lifelong learning, and access to everyone in Washoe County.

The Washoe County Library System occasionally receives large donations by private citizens to show their appreciation to the Washoe County Library System. This donor graciously donated [\$104,315.14] to the Washoe County Library System to be used for the Senior Center Branch.

Per Nevada Revised Statutes section 379.026 which states that trustees may establish gift funds of libraries. The money in such a fund must be derived from all or any part of any gift, bequest or devise, including the interest thereon, and any additional money of the library that is needed to supplement or match any gift, bequest or devise in the gift fund.

This generous donation is greatly appreciated by Library staff and the public and will make a tremendous difference to those we serve.

**Recommendation:** Staff recommends that the Library Board of Trustees Accept the monetary gift fund donation from the Keiser Family Trust to the Washoe County Library System – Senior Center Branch in the amount of [\$104,315.14]





## **Library Director's Report for October 2021**

### **Library Hours Expanded/Partnerships Reopened**

Washoe County Library System has implemented its board approved hours. Six of our eight libraries are now open on Sundays. Our partnership libraries have also reopened for service after renovations and changes at both Duncan Traner and Verdi Libraries. This is the result of a great deal of hard work by Washoe County and your Washoe County Librarians with administrative support. Expanding hours was the top suggestion in our Strategic Planning Forums and it is a wonderful accomplishment to be able to meet that demand.

### **Washoe County Impact Awards**

Washoe County Impact Awards are back. Every department and Washoe County applied for recognition for their response to COVID. Washoe County Library System applied for our Virtual Early Literacy Program and for our COVID prevention program creating 3D printed face shields, masks, and distribution of this and other PPE in the community.

### **Northern Nevada Literacy Council Partnership Launched**

NNLC will provide Adult Basic Education Instruction at the Sierra View Library with the plan to expand services to four other branches.

The services include ELA (English Language Acquisition), Integrated English Literacy and Civics Education (IELCE), Citizenship Classes and other services.

### **National Friends of the Library Week Proclamation**

Washoe County Board of County Commissioners will honor the Friends of Washoe County Library on Tuesday October 19<sup>th</sup> via proclamation. This is the 16th annual National Friends of Libraries Week Oct. 17-31, 2021. We are honored to have such a dedicated group of volunteers providing such crucial support for library operations.

### **County Commissioner Forums return at our libraries**

We have worked with the new configuration of the County Commissioner Forums. New county staff are facilitating these forums and using our libraries. They can reserve our meeting rooms and use the rooms after hours with our new arrangement. This new program set-up was the result of a review and using our talented library staff for guidance and advice. I think this will improve communication with the county and its citizens.



### **Passing of Kim Carlson**

It is with a heavy heart I announce the passing of long time Washoe County and Washoe County Library employee Kim Carlson.

Kim started working for Washoe County in 1993. She had retired and then came back to work for the Washoe County Library as a Library Aide for the Northwest Reno Library since 2016.

Kim was an integral part of the Northwest Reno Library team. Always positive, she loved telling stories about her sisters, Minnesota, adventures in the Tahoe snow, and her many travels. She will be dearly missed by the Northwest Reno Library Team and by all of us at Washoe County Library and Washoe County.

Her obituary is here: <https://www.rgj.com/obituaries/rgj045247>

### **Bookmobile Services will return to Washoe County**

Nevada State Library Archives and Public Records awarded Washoe County Library a \$73,000 grant via the Institute of Museum and Library Services American Rescue Plan Act funding. A converted Ford Transit Van will be available starting early next calendar year with plans to be on the road by May 2022. I have provided an example of a similar vehicle at another library.



### **County Manager Storytime**

County Manager Eric Brown graced us with a Storytime at the South Valleys Library. He did a wonderful job reading and entertaining our kids. We hope that he will return for future library story times and events.



## **Hiring**

We have hired over 40 staff since May 2021. We still have more hiring to do with a new DSS (Library Technology Services), new part-time Library Assistant II, and Library Aides to hire.

Branch Manager - January – 1 hire

Library Assistant III - March – 2 hires

Admin. Secretary Supervisor – 1 hire

Library Assistant II - May – 12 hires

Librarian I - June – 6 hires

Office Support Specialist – June/October – 2 hires

LAI - August – 5 hires

LAI - September – 17 hires

Grand total – 46 hires

## **Strategic Plan**

Our new strategic planning process began in August 2021. Using online surveys for the public and staff as well as strategic forums we were able to determine the most pressing need of our Washoe County Community. These are our goals and initiatives:



**Stimulate Imagination:** Enhance the Washoe County Library System’s Collection based on patron interest and proximity.

**Provide Welcoming Spaces:** Enhance the Washoe County Library System’s Spaces through renovations, spaces, furniture, fixtures, and equipment.

**Workforce Building:** Provide Workforce Training and Virtual Space Opportunities for a COVID and Post-Covid Environment

**Lifelong Learning:** Improve the welfare and provide more resources for Lifelong Learners and Seniors in Washoe County

**School Support:** Ensure Washoe County Library System supports in-school children to help them succeed.

**Celebrate Our Diverse Community:** Ensure we are serving everyone and celebrating everyone in our community.

**Promote the Library:** Renew Tax Initiative and ensure the library is financially secure.

### **Senior Center Library Donation**

We were informed about a large donation from the Keiser family. The Keiser Family Trust has dedicated \$104,000 towards the Senior Center Library. Our plan is to use these funds to improve the facility and use it to improve services to Seniors in Washoe County. We plan to partner with Washoe County Senior Services to address the most pressing needs for seniors.

### **Washoe ACT Project**

The goal of this adoption is to improve the quality of the local workforce by getting a better picture of a potential employee’s abilities.

Work Keys Program allows employers to:

- Identify
- Upskill
- Reskill
- And Develop
- our local workforce

It helps our community stand out as a desired place to live and work

ACT provides testing for potential employees.



ACT sounds familiar since it is the same test High Schoolers take to get into college.

Work Keys is also like an existing program called Job Keys. Job Keys is an assessment tool used by job centers to determine placement for potential employees. If employees cannot pass this test, they get referred to adult basic education resources such as at Truckee Meadows Community College and Northern Nevada Literacy Council.

Work Keys is more advanced as it can determine the current skill level and the potential skill level of the local workforce.

It helps measure:  
Job-Specific Skills  
Essential Skills  
Foundation Skills

Assess  
Certify  
Grow

Currently there are 514 communities currently participating in Work Ready Communities.



6b

### Maker Services Team Report

DRI received a grant to increase STEM interest in young students throughout Nevada, particularly in topics relating to NASA, space travel, rockets. WCLS received 650 kits. All branches participated in distributing kits to 3-5th graders in September and October.



Our STEAM spark activities created by WCLS library staff will be highlighted at the Association of Rural and Small Libraries Conference being held in Sparks on Oct 21-23. Toni McLaughlin's proposal to include these was accepted by ASRL as part of a video series of easy-to-do STEAM ideas to be shared with conference attendees.

Spanish Springs Library and Incline Village Library are collaborating to offer a series of robotics events aimed at ages 6-12. Events begin in January 2020.



WCLS will be participating in this community-wide event April 25-30, 2022. Information about STEAM library events happening during that week will be shared with local families. WCLS will also be at The Discovery Museum on April 27 for a free event where multiple community organizations will provide simple and fun activities based on the theme "Robots Rock".



**TACCHINO TRUST REPORT**

TO: Washoe County Library Board

FROM: Jeff Scott, Library Director

RE: Tacchino Trust Expenditure Update

DATE: October 20, 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.

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

We are anticipating renovation dates for Sparks and Northwest Reno soon.

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 – October 2021**

FY 2020/2021

<b>DATE ASSIGNED</b>	<b>TRUSTEE</b>	<b>TASK / AGENDA ITEM REQUESTED</b>	<b>ANTICIPATED COMPLETION</b>	<b>DATE COMPLETED</b>
9/18/19	Chair Holland	Regular updates on Library progress towards 2024 Tax Initiative	November 2021	
9/18/19	Trustee Marsh	Created ad hoc committee consisting of an LBOT committee to determine metrics in which Library Director should be evaluated upon to present for recommendation.	TBD	

Gray = Completed

Blue = Notes from Chair/Director meeting