

STRATEGIC PLAN FY 2018-20

WASHOE COUNTY LIBRARY SYSTEM 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.

Washoe County Library is a Community Hub

Washoe County Library Grows Young Readers

Washoe County Library Provides Opportunities to Express Creativity

Washoe County Library Wants Residents to Know Their Community

Washoe County Library System Provides:

- Opportunities for Connection
- Welcoming & well-maintained spaces
- A welcoming and safe environment
- Meeting room space with relevant equipment & resources
- Dynamic spaces to maximize community access

Washoe County Library System:

- Provides collections to support young readers
- Encourages family support of early literacy
- Builds a bridge to education from birth to school
- Instills a love of reading & learning

Washoe County Library System:

- Provides access to creative experiences
- Provides opportunities to experience 21st century skills

Washoe County Library System:

- Is dedicated to growing a well-educated community
- Is a trusted source for local information

Community Hub



Growing Young Readers



Express Creativity



Know Your Community



Washoe County Library System Strategic Planning Process for 2018-2020

Know your community

2018								2019		2020
JANUARY	FEBRUARY	MAY	JULY	AUGUST	SEPTEMBER	OCTOBER	DECEMBER	JANUARY	DECEMBER	DECEMBER
Attend Community/ NAB/ Senior Groups January 18	EDAWN: Know Your Business	Develop and support Front Line Advocacy in Libraries May 18	Literacy Services as a referral/Adult/Family/Early and keep resources updated	Expand Tahoe Talks	Curated list of Resources/ Washoe 311	Homeowners help/Wildfire/flooding etc/ Winter weather awareness	Active Presence at Emergency Situations/ Providing support through Storytimes, hotspots, and emergency kits	Review 24/7 chat service by January 2019	Display Meeting Room Calendar digitally in the library December 2019	Libraries will renovate Downtown Reno Library, Sparks Library, Northwest Library, and plan for building a new North Valleys Library by 2020
Attend Housing Meetings/ Programs January 18	Know Your Non-profits			Expand UNR Extension Programs	Review Volunteer Services Annually		Ensure Library Services are consistent with peer libraries	Access e-resources before getting a full library card January 2019		
Attend Transportation meetings January 18					Review Marketing/ Branding of Library		Review staff strengths	Review one stop services: DMV, Notary, Job search, Passport, Proctoring, Fax, and more January 2019		
Library at the table when discussing community expansion					Promote Community Referrals to Resources via social media		Seek alternative funding	Support Distance Education January 2019		
					Mutual promotion of Community Events					
					Washoe County Library System wants you to know series					

Washoe County Library System Strategic Planning Process for 2018-2020

Community Hub

2018							
FEBRUARY	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	DECEMBER
Implement ExecReport Incident Reporting System to make it easier to report and track patron incidents by February 2018	Better Market Meeting Space and Meeting Room Events by April 2018	Conduct Meeting Room needs assessment on an annual basis. Assess all needs including a Technology Review and Stakeholder surveys by May 2018 and annually thereafter	Review before and after hours Services and opportunities: HVAC, Lighting, alarm and card key access	Libraries will maintain a spreadsheet of Furniture, Fixtures, and Equipment that need replaced and develop a replacement schedule by July 2018	Ensure adequate janitorial services at all branches annually starting August 2018	Ensure each library has adequate security. Review security incident and procedures annually to ensure a safe environment annually starting September 2018	Implement Online Meeting Room Reservations by December 2018
		Ensure adequate Teleconferencing Equipment by May 2018 and annually thereafter		Libraries will create a budget and schedule for maintenance, upkeep, cleaning, and replacement by July 2018 and update annually.			Assess Small Meeting space by December 2018
		Ensure adequate Teleconferencing Equipment by May 2018 and annually thereafter		Add one security guard to the Sparks Library and Downtown Reno Library by July 2018			Ensure Collaborative Spaces
		Evaluate Meeting Room Policy by May 2018 and annually thereafter		Ensure every library has AED machines, Narcan, and library staff have CPR training at every branch by July 2018			

Washoe County Library System Strategic Planning Process for 2018-2020

2018

JANUARY

FEBRUARY

APRIL

MAY

JUNE

JULY

AUGUST

SEPTEMBER

OCTOBER

Express Creativity

Continue to support and Grow Idea Boxes	Arts, Culture, Authors, Speakers hosted @ the library February 2018	Retire some boxes, create others. Begin 3rd rotation of boxes. Budget for and Evaluate Maker services/ Idea Boxes/ Branding/ replacement on a quarterly basis starting April 2018.	Create Maker Plan for 4th floor of Downtown Reno Library by May 2018. Begin construction and open RN 4th Floor Makerspace.	Track wireless session, average wait time per computer, and the number of requests for technology help by June 2018	Higher engagement with Artown July 2018	Review Library Databases to ensure useful and relevant content. Make annual recommendations with a zero based budgeting model. August 2018	Benchmark the public access computer environment against published standards annually starting September 2018	Annually Review Presentation Equipment to ensure it meets the needs of the public October 2018
Continue to Support Gallery Spaces	Seek increased funding with a goal of \$500,000 technology budget. Fundraise, grant write, and request funding starting February 2018	Maintain and review library website for accessibility, self-service, and next generation services annually starting April 2018	Possible fundraiser for RN 4th Floor Makerspace. RN 4th Floor Makerspace grand opening. Idea Box Faire. Fix-it Clinic	Develop a staff technology-training plan including a centralized collection of library software/ services, proactively market to library staff with training available on the clock, and regular evaluations June 2018	Heavy Marketing for Art during Artown/ Booklet entry due February every year July 2018	Keep up to date on Koha upgrades and make recommendations to enhancements on an annual basis. Circulation Team will meet monthly and review potential upgrades on an annual basis starting August 2018	Regularly check Wi-Fi signal reaches all public areas at all locations, annually review computer sessions ensuring adequate time for patrons starting September 2018	
Continue to Support Discover and Go for Museums and expand number of locations	Apply for federal government's E-rate discounts for libraries by February 2018	The Library will conduct speed tests on a quarterly basis starting April 2018	Expand marketing for RN's 4th floor and other WCLS Maker services and programs		Create Regional Maker Network by July 2018. Identify and reach out to partner organizations for programs or volunteers for RN's 4th floor. Continue partnership with Reno Mini Maker Faire and DeLaMere Library for community outreach and programming			
Build a Bridge to TMCC/UNR	Establish E-rate Compliance saving money annually Starting February 2018 will proceeds realized FY 2019	Develop core list of training needs for staff April 2018			Expand the Maker Network as new organizations are identified. Continue partnership with Reno Mini Maker Faire and DeLaMere Library for community outreach and programming.			

