



OLD June 2019

Goal # 1 (2019 objectives)

Douglas County residents and visitors will access the digital world using high-speed connectivity, emerging technologies and guidance from specialists in information, media and technology.

Objective #1- Increase technology available to patrons

- A. Investigate possible expansion of Virtual Reality technology program at both libraries by September 1, 2019 Proposed deadline November 1, 2019 → now 6/20!
 - a. Collect information according to NSLAPR grant guidelines
 - b. Utilize the data to determine potential demand at each library location
 - c. Determine cost estimates (software, equipment)
 - d. Consider potential demand and costs to determine feasibility and sustainability
- B. Assess and determine the need(s) for additional mobile devices and resources by October 1, 2019 Proposed deadline December 1, 2019 now 1/31!
 - a. Conduct survey of public (users and non-users if possible)
 - b. Examine historical and statistical trends
- C. Evaluate available robotics technology/devices and determine collection possibilities by November 1, 2019
 - a. Perform research of current available technology/devices including their use by other public libraries
 - b. Determine demand and needs for robotics resources
 - c. Create robotics program for 2020 and beyond (based on (b) above)
 - d. Develop assessment protocol for evaluation of program(s)

Objective #2 - Assess and evaluate the demand for technology assistance and education

- A. Collect user data and statistics by September 1, 2019 Proposed deadline December 31, 2019 now 3/31!
 - a. Use Polaris to generate reports on usage of mobile devices
 - b. Track Reserve-a-Tech sessions
 - c. Consult staff and document their input
- B. Gather information from patrons and the greater community by October 1, 2019 Proposed deadline January 1, 2020 now 5/31!
 - a. Distribute online and paper surveys
 - b. Develop other potential tools for gathering information
- C. Determine possibilities for technology education programs by November 1, 2019 Proposed deadline February 1, 2020 now 5/31!
 - a. Compile input from Tech Team and other staff



- b. Using collected data, develop framework of potential programs
- c. Determine cost estimates (software, equipment, program supplies)
- d. Use collected data and staff input to determine feasibility and sustainability
- D. Begin implementing new technology programs by December 1, 2019 Proposed deadline June 30, 2020
 - a. Create new publicity plan to feature each resource or program in a series of monthly promotions (newspaper articles, social media posts, and flyers)
 - b. Develop assessment protocol for evaluation of program(s)

Objective #3 – Assess, test and streamline eResources

- A. Evaluate Axis 360 eBooks and eAudiobooks by March 1, 2019 *Completed*
 - a. Investigate usage by other Polaris libraries
 - b. Meet with vendor
 - c. Determine impacts on library's acquisition/selection processes
 - d. Examine functionality (staff and patrons) and cost to determine feasibility
- B. Monitor and evaluate current digital offerings by December 1, 2019 *now 1/31 !*
 - a. Examine statistical trends
 - b. Collect staff input
 - c. Determine if (and which) resources should be added and discontinued
- C. Develop and create learning tools for patrons by December 1, 2019 *now 5/31 !*
 - a. Design technology education/assistance programs focused on the selected eResources (see Objective #2)
 - b. Develop assessment protocol for evaluation of program(s)



Goal #2 (2019 objectives)

Douglas County residents will have services, resources and programs designed to stimulate imagination, satisfy curiosity and create young readers.

Objective #1 – Establish Bookmobile service for valley region of Douglas County

- A. Hire Bookmobile Library Technician by February 1, 2019 *Completed* *now (pending)*
 - a. Interview candidates and offer job to top candidate
 - b. Train the new Library Technician on library functions as they apply to bookmobile service
- B. Bookmobile committee will create a service plan for bookmobile (delivery date is TBD) *Completed*
 - a. Bookmobile committee will reconvene by April 1, 2019
- C. Train the Bookmobile Library Technician and other staff on bookmobile functions and services within thirty (30) days of delivery *Completed*
- D. Train Bookmobile volunteers in basic duties within thirty (30) days of delivery
Proposed deadline September 1, 2019 *now 10/1!*
- E. Launch bookmobile service within thirty (30) days of delivery *now 10/1!*

Objective #2 – Produce, revise, and improve Library policies, procedures and support documents

- A. Review existing policies and procedures
- B. Establish small staff groups or committees assigned to specific documents
- C. Create and/or update policies and procedures
- D. Interim documents and handbook will be presented September 1, 2019
Proposed deadline May 31, 2020
- E. Inform Board of progress by December 1, 2019 *Proposed deadline March 1, 2020*

Objective #3 – Develop and implement a standard system of assessment that will be used to measure, evaluate, and track all library programs by May 1, 2019

- A. Develop a standard system that will be used to evaluate all library programs by March 1, 2019 *Proposed deadline December 31, 2020*
 - a. Initiate a staff committee to design the system
 - b. Tracking and evaluation procedures will be digitized and applicable to all program types
 - c. New system will include statistical analysis
- B. Create a procedure for new programs to ensure equal consideration of all ideas



- a. Design a workflow that will track programs from the "idea" stage to the "evaluation" stage

no deadline?

Objective #4 – Introduce one or more new programs at Minden Library by October 1, 2019

- B. Program(s) will be sustainable (repeatable, cost-effective, realistic)
 - C. Program will be aligned with the Library's mission and goals
 - D. Program will be launched by September 30, 2019
 - E. Evaluate the program using new system (see Objective #5) by December 1, 2019
- Proposed deadline January 31, 2020

Objective #5 – Introduce one or more new programs at Lake Tahoe branch by October 1, 2019

- A. Program(s) will be sustainable (repeatable, cost-effective, realistic)
 - B. Program will be aligned with the Library's mission and goals
 - C. Program will be launched by September 30, 2019
 - D. Evaluate the program using new system (see Objective #5) by December 1, 2019
- Proposed deadline January 31, 2020

Objective #6 – Summer Reading 2019 patrons will have a Summer Reading Program that features the theme "Space: A Universe of Stories" for all age groups

- A. Launch SRP in June 2019 to include children, teens, and adults
- B. Evaluate SRP by December 1, 2019

New proposed deadlines presented to the Library Board on June 25, 2019

- The Board of Trustees no longer works together as a cohesive unit as they once did. The guiding of the libraries and Director has now splintered and it has a trickledown effect. It is not a good environment to foster excellence in service.
- In addition to attending training, she will work hard to improve and restore the team environment enjoyed in the past.
- She will improve communications with staff and the Board of Trustees and do whatever is necessary to mend what has been damaged and build an even stronger library organization.
- A few months ago she started recurring one-on-one meetings with staff members to improve communication. She will continue these meetings when she returns to work full time.

Lengthy discussion followed. The substantive points are summarized below.

Board of Trustees

- Melanie Boudreau - Director Dodson has committed to attend the County's new management training in December and will attend more classes next year. She asked if the recommended staff training had begun.
- Deborah Blackman/Bonnie Rogers – Director Dodson invited Board of Trustee members to speak with her last year after the November 2017 Board meeting, but Chairperson Blackman and Trustee Rogers declined to meet with her since the item to be discussed was a matter already voted on in the open Board meeting of November 2017.
- Bonnie Rogers – for the record, Trustee Rogers clarified that she did meet with Director Dodson after the December Friends of the Library meeting to discuss library business. She was not comfortable meeting with her specifically to discuss the November 2017 Board meeting outcome.
- Charles Wolle – he was on the Board when Director Dodson was hired. She has performed even better than expected. He will give her very high marks at her next performance evaluation and does not believe any action be taken against her.
- Deborah Blackman – reminder that the Human Resources report outlines the recommendations for training and so forth. She requested clarification why Wendy Lang, Human Resources Director, met with only 10 staff members and not with the entire library staff.
- Mark Jensen – did not suggest requiring further staff training, but thought it would be useful to continue.
- Melanie Boudreau – after refresher staff training, she suggested surveying staff a couple of times per year regarding what is going good, what isn't, what changes they would like to see, etc., not to intimidate staff but for the purpose of moving the library forward, facilitated possibly by a Board of Trustees subcommittee.
- Bonnie Rogers – had concern that in response to current issues, Director Dodson only talked to selective Board members. To increase communication, she needs to meet with all Board members. In meeting with only three Board members, the Board is not acting as a whole unit.

Deborah Blackman asked for public comment.

LIB. BOARD OF TRUSTEES
 MTG 8/27/19
 AGENDA ITEM 13d

DOUGLAS COUNTY PUBLIC LIBRARY

Statistical Report

FY 2018-2019

	Year-to-Date			June 2019		
Circulation	Minden	Tahoe	Total	Minden	Tahoe	Total
Items Checked Out/Renewed	154,429	9,106	163,535	13,619	799	14,418
eCheckouts	21,270			2,064		
New Cards Issued	1,256	128	1,384	140	9	149
Patrons	26,923	3,076	29,999	26,923	3,076	29,999
Library Visits	90,444	26,046	116,490	8,199	1,780	9,979
Inventory	109,283	28,209	137,492	109,283	28,209	137,492
Interlibrary Loans Requested	519	21	540	35	8	43
Interlibrary Loans Loaned	501	32	533	32	1	33
Homebound Patrons	15	-	15	15	-	15
Homebound Checkouts	1,671	-	1,671	132	-	132
Database Sessions	30,130					
Services	Minden	Tahoe	Total	Minden	Tahoe	Total
Meeting Room Use	483	85	568	31	9	40
Meeting Room Attendance	5,796	1,231	7,027	372	135	507
Pine Nut Room Use	127	-	127	-	-	-
Pine Nut Room Attendance	635	-	635	-	-	-
Kids' Programs	329	138	467	21	11	32
Kids' Program Attendance	5,566	1,551	7,117	588	142	730
Teen Programs	49	3	52	3	-	3
Teen Program Attendance	250	1	251	5	-	5
Adult Programs	47	9	56	4	3	7
Adult Program Attendance	1,045	45	1,090	73	12	85
Total Programs	425	150	575	28	14	42
Total Program Attendance	6,861	1,597	8,458	666	154	820
Outreach	18	-	18	-	-	-
Public Computer Use	9,207	934	10,141	708	76	784
ADA-pc Use	35	5	40	-	-	-
Wireless Use	26,078	1,476	27,554	1,813	112	1,925
Volunteers	130	1	131	56	-	56
Volunteer Hours	3,243	35	3,278	249	-	249

Useful Use June 2019

DLT		DCL			
Internet		Internet		ADA	
Internet & Office	73	Internet & Office	575	Extended use	0
Large Print (LP)	3	Large Print (LP)	52	Restricted LP	0
		15-minute Internet & Office	73		
		Word processing	8		
Total	76	Total	708	Total	0

DOUGLAS COUNTY PUBLIC LIBRARY

Statistical Report

FY 2019-2020

	Year-to-Date				July 2019			
Circulation	Minden	Tahoe	Bkmobile	Total	Minden	Tahoe	Bkmobile	Total
Items Checked Out/Renewed	14,309	736	-	15,045	14,309	736	-	15,045
eCheckouts	2,229				2,229			
New Cards Issued	148	15	-	163	148	15	-	163
Patrons	27,067	3,091	-	30,158	27,067	3,091	-	30,158
Library Visits	8,131	1,555	-	9,686	8,131	1,555	-	9,686
Inventory	109,264	28,332	1,019	138,615	109,264	28,332	1,019	138,615
Interlibrary Loans Requested	47	2	-	49	47	2	-	49
Interlibrary Loans Loaned	1	-	-	1	1	-	-	1
Homebound Patrons	15	-	-	15	15	-	-	15
Homebound Checkouts	142	-	-	142	142	-	-	142
Database Sessions	-				-			
Services	Minden	Tahoe	Bkmobile	Total	Minden	Tahoe	Bkmobile	Total
Meeting Room Use	37	7	-	44	37	7	-	44
Meeting Room Attendance	444	73	-	517	444	73	-	517
Kids' Programs	23	5	-	28	23	5	-	28
Kids' Program Attendance	498	26	-	524	498	26	-	524
Teen Programs	6	-	-	6	6	-	-	6
Teen Program Attendance	13	-	-	13	13	-	-	13
Adult Programs	6	3	-	9	6	3	-	9
Adult Program Attendance	108	4	-	112	108	4	-	112
Total Programs	35	8	-	43	35	8	-	43
Total Program Attendance	619	30	-	649	619	30	-	649
Outreach	-	-	-	-	-	-	-	-
Mobile Device Assistance	21	5	-	26	21	5	-	26
Public Computer Use	714	86	-	800	714	86	-	800
ADA-pc Use	-	-	-	-	-	-	-	-
Wireless Use	3,967	212	-	4,179	3,967	212	-	4,179
Volunteers	57	-	-	57	57	-	-	57
Volunteer Hours	283	-	-	283	283	-	-	283

Useful Use July 2019

DLT		DCL			
Internet		Internet		ADA	
Internet & Office	80	Internet & Office	613	Extended use	0
Large Print (LP)	6	Large Print (LP)	34	Restricted LP	0
		15-minute Internet & Office	55		
		Word processing	12		
Total	86	Total	714	Total	0

DCL Item Circulation By Collection fy 2018-2019

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Minden Library

	Items	Checkouts	Renewals	Total Renewals and Checkouts
<None>	562	659	27	686
Adult Audiobook	3,966	10,177	1,594	11,771
Adult Biography	601	1,065	192	1,257
Adult CD Non-Fiction	202	245	71	316
Adult DVD	3,243	15,612	1,315	16,927
Adult Fiction	12,655	32,326	4,234	36,560
Adult Launchpad	19	59	1	60
Adult Magazines	1,035	2,016	8	2,024
Adult Music	824	1,815	189	2,004
Adult Non-Fiction	6,884	11,613	2,751	14,364
Adult Oversize	1	1	-	1
Adult Reference	12	12	-	12
Adult Spanish	62	73	14	87
Adult Video	12	21	3	24
Children's Audiobook	442	1,259	160	1,419
Children's Biography	234	372	51	423
Children's DVD	1,321	5,432	551	5,983
Children's Fiction	3,102	8,537	1,263	9,800
Children's Launchpad	62	159	18	177
Children's Magazines	96	155	-	155
Children's Music	123	374	54	428
Children's Non-Fiction	3,911	8,577	1,067	9,644
Children's Oversize	62	101	23	124
Children's Spanish	75	126	18	144
Children's Video	8	44	2	46
China Spring Boys	1	1	1	2
China Spring Girls	3	4	1	5
China Spring Library	1	3	-	3
Computer Disc	2	3	-	3
Easy Reader	1,325	6,902	569	7,471
Equipment	43	491	69	560
Exam Books	19	41	7	48
Large Print	3,321	7,993	728	8,721
Mobile Devices	10	39	-	39
Nevada	336	487	87	574
Picture Books	3,989	16,060	1,740	17,800
Professional Collection	7	6	5	11
Video Games	31	145	13	158
Young Adult	1,280	2,871	435	3,306
Young Adult Graphic Novel	610	1,265	55	1,320
Young Adult Launchpad	12	30	3	33
Young Adult Magazines	28	39	-	39
Total For Organization:	50,336	137,210	17,319	154,529
Total Children's Circulation during fy 2018-2019				58,480

DLT Item Circulation By Collection fy 2018-2019

From 7/1/2018 To 6/30/2019 11:59:59 PM

Lake Tahoe Branch Library

	Items	Checkouts	Renewals	Total Renewals and Checkouts
<None>	32	35	2	37
Adult Audiobook	260	349	59	408
Adult Biography	58	70	6	76
Adult CD Non-Fiction	11	11	3	14
Adult DVD	416	733	113	846
Adult Fiction	1,324	2,087	489	2,576
Adult Launchpad	2	2	-	2
Adult Magazines	49	53	1	54
Adult Music	103	139	20	159
Adult Non-Fiction	503	627	184	811
Adult Reference	7	10	2	12
Adult Video	2	2	1	3
Children's Audiobook	18	28	5	33
Children's Biography	9	9	1	10
Children's DVD	168	282	66	348
Children's Fiction	449	541	65	606
Children's Music	8	8	2	10
Children's Non-Fiction	294	362	33	395
Children's Oversize	9	10	1	11
Children's Spanish	16	18	7	25
Children's Video	1	1	-	1
Easy Reader	147	231	39	270
Equipment	14	21	-	21
Exam Books	2	2	-	2
Large Print	210	369	42	411
Mobile Devices	2	3	-	3
Nevada	48	56	18	74
Picture Books	1,034	1,562	179	1,741
Video Games	8	12	1	13
Young Adult	75	82	22	104
Young Adult Graphic Novel	28	29	1	30
Total For Organization:	5,300	7,744	1,362	9,106
			Total Children's Circulation during fy 2018-2019	3,597