



# RESOLUTION No. 17-239

## OF THE BOARD OF SUPERVISORS OF THE COUNTY OF NEVADA

### RESOLUTION ADOPTING THE 2017 NEVADA COUNTY COMMUNITY LIBRARY STRATEGIC PLAN

WHEREAS, the Nevada County Community Library Strategic Plan is a five-year strategic planning document detailing key priorities for the Library for years 2017 through 2022; and

WHEREAS, the Strategic Plan was developed in accordance with the Expenditure Plan from Measure A, approved by Nevada County voters in November, 2016; and

WHEREAS, input was actively sought during the planning process from the public, from Library staff members, from the Measure A Citizens' Oversight Committee, and from other key partner organizations; and

WHEREAS, no funding is being approved by adopting this plan, as Library expenditures will be brought to the Board for formal approval through a budget amendment in Fiscal Year 2017/18.

NOW, THEREFORE, BE IT HEREBY RESOLVED by the Board of Supervisors of the County of Nevada, State of California, that the 2017 Library Strategic Plan is adopted as the planning document guiding Library projects, services, and initiatives.

PASSED AND ADOPTED by the Board of Supervisors of the County of Nevada at a regular meeting of said Board, held on the 23rd day of May, 2017, by the following vote of said Board:

Ayes: Supervisors Heidi Hall, Edward Scofield, Dan Miller, Hank Weston and Richard Anderson.

Noes: None.

Absent: None.

Abstain: None.

ATTEST:

JULIE PATTERSON HUNTER  
Clerk of the Board of Supervisors

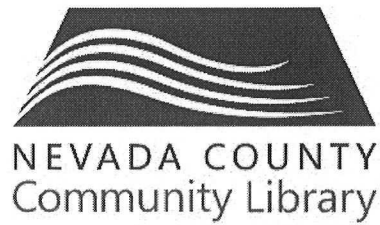
By: 

  
Hank Weston, Chair

5/23/2017 cc: Library\*

## Strategic Plan 2017

### Nevada County Community Library



Create. Connect. Inspire.

**Vision:** A center of enrichment in a strong, empowered, and literate rural community

**Mission:** Create: An inclusive environment that fosters discovery  
Connect: Our community with innovative opportunities  
Inspire: Lifelong learning and personal growth

### Strategic Priorities

<b>Patron Experience</b>	Provide an outstanding library experience for everyone
<b>Access</b>	Provide equal access to the library and its resources for all
<b>Enrichment</b>	Connect people to information and experiences that help them to learn and grow
<b>Technology</b>	Embrace technologies that improve our libraries and empower our community
<b>Culture and History</b>	Reflect and preserve the history and culture of our area

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# Executive Summary

The Nevada County Community Library adopted a new slogan in 2016:

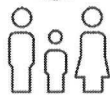
Create. Connect. Inspire.

These three words were identified by a community task force as expressive of the Library's role in Nevada County. As the Library embarks on a plan of responsible enhancement of service enabled by Measure A sales tax funding, the goals of creation, connection, and inspiration shapes and guides our efforts. The history of the Nevada County Community Library system and its funding, as well as key data points, is presented in Appendix A of this Strategic Plan.

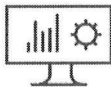
A successful library system is grounded in its community and reflects the community's unique needs and desires. In advance of the preparation of this strategic plan, the Library solicited input from the public regarding community priorities. The first such effort took place in February 2016 with a survey conducted by Godbe Research. Key findings of the survey included the top three public funding priorities, which are:



Hours and days of library service



Services and programs for children and teenagers



Access to technology

After the passage of Measure A in 2016, the Library wanted to explore these three public priorities in more detail. Four specialized surveys were conducted in March and April 2017 through the internet, with paper versions available in branches. These surveys covered:

470 Responses: Hours and Days of Operation

258 Responses: Facilities and Locations

109 Responses: Technology

191 Responses: Materials and programs

A total of 1028 surveys reflecting viewpoints from all areas of the County were received across the four surveys. In order to capture the unique perspective of Truckee residents, the Library contracted with the Tahoe Truckee Community Foundation to produce a report outlining expenditure priorities from the Truckee community. The report, completed in April 2017, incorporated input received through focus groups and area-specific surveys. Key findings from all surveys are presented in Appendix B.

The Library also reached out to affiliated groups – the Friends of the Nevada County Libraries, Friends of the Truckee Library, and Measure A Citizens’ Oversight Committee – to get their input on Library needs and goals. As usual, the assistance of these groups was invaluable.

Last, but certainly not least, library staff members interact with the community daily. From their conversations and observations, staff members glean ideas, suggestions, and comments that give them a front-line perspective of our patrons. Library staff had many creative and specific suggestions for improvements to library offerings that are incorporated throughout the strategic plan.

Through all of this input, as well as the Expenditure Plan for Measure A (see Appendix C), clear community priorities for the library system emerged: an outstanding **Patron Experience**, the expectation of **Access** to the library and its resources, the desire for the library to provide opportunities for community and individual **Enrichment**, a need for access to **Technology** through the library, and the wish for the library to play a strong role in the **Culture and History** of the community. This strategic plan is organized around these community priorities, as they guide our decisions and initiatives.

The Nevada County Community Library is the envy of many other library systems for the enthusiastic support it enjoys from County residents. We appreciate the rapport we have with our community and the interest our community members take in their library system. This strategic plan will guide Library initiatives, projects, and services from July 1, 2017, through June 30, 2023, at which point it will be revisited and revised as the community continues to grow and change, and the Library grows and changes within the community.

# Patron Experience: Provide an outstanding library experience for everyone

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*The Nevada County Community Library's patrons should receive excellent and helpful customer service every time they interact with the Library, whether they visit one of our facilities personally, call us on the phone, or use our digital resources online. It is the number one priority of all library staff to ensure that our patrons have a very positive experience.*

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1. Provide comfortable and welcoming library facilities that encourage exploration and enjoyment.
2. Offer in-demand services, programming, materials, and classes that engage people of all ages and interests.
3. Create avenues of communication with the public and strong relationships with local organizations and community leaders to actively seek input into library services.
4. Provide a comprehensive program of consistent and frequent training that gives every staff member the knowledge and authority needed to deliver outstanding customer service. Provide library staff with the information and training needed to serve our vulnerable populations with dignity and respect.

## Access: Provide equal access to the library and its resources for all

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*A core value of public libraries is to treat everyone equally and eliminate policies, procedures, or conditions that hinder our patrons. No one should experience a barrier when trying to use the services or facilities of the Nevada County Community Library.*

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1. Evaluate and adjust hours and days that branches are open to the public in accordance with the community's needs.
2. Continually review and evaluate access to facilities and materials for patrons with disabilities, and improve as needed.
3. Provide library services in underserved geographic areas by seeking financial opportunities and partnerships in those areas. Identify underserved community segments in need of targeted library services by monitoring community trends and demographics.
4. Provide services in the library by developing and enhancing partnerships with community-based organizations, local businesses, and public service agencies to work collaboratively on the provision of library services.
5. Contribute toward the education and overall quality of life of children in Nevada County by partnering with educators and leaders.
6. Implement marketing and community outreach strategies so that the community is fully aware of the range of services and programs the library provides.



# Enrichment:

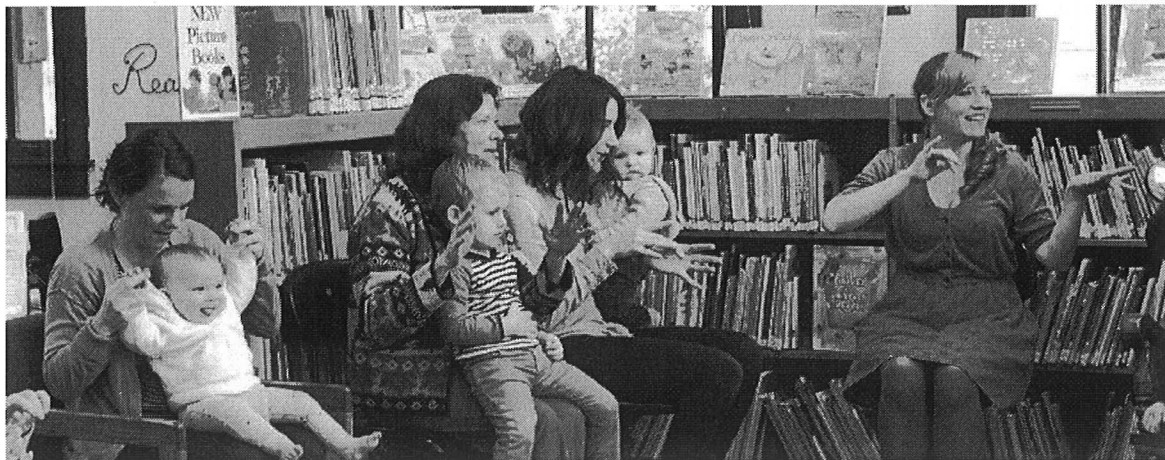
Connect people to information and experiences that help them to learn and grow

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*The events, programs, and services at the Nevada County Community Library provide patrons opportunities for lifelong learning. The Library makes the community a better place by connecting our patrons to experiences and to others.*

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1. Meet the diverse needs of all of our community members by offering items to borrow in a range of formats, including non-traditional items.
2. Spark lifelong learning and reflect our community's needs through a wide range of programs and classes for all age levels that support creativity, experimentation, and exploration.
3. Strengthen literacy within our community through targeted programs for all ages.





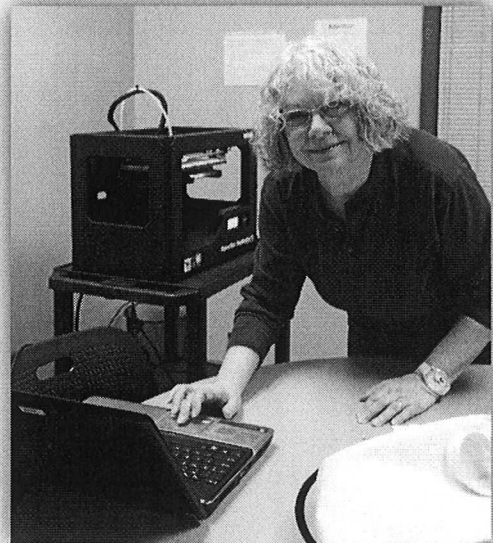
# Technology: Embrace technologies that improve our libraries and empower our community

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*The Nevada County Community Library develops innovative services that give the residents of our rural county opportunities to explore, learn about, and use technology to better their lives, as well as to improve the future of Nevada County.*

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1. Empower patrons through up-to-date technology and digital services in our library branches, off-site, and online.
2. Offer patrons the opportunity to acquire skills, explore possibilities, and make informed decisions by providing technology classes and services at all branches.
3. Provide the most knowledgeable assistance and service to the public by staying abreast of technology trends.



## Culture and History: Reflect and preserve the history and culture of our area

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*By developing innovative cultural programs and providing access to historical resources, the Nevada County Community Library enriches the present.*

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1. Maintain high standards for preserving and providing access to the historically significant materials at the Doris Foley Library for Historical Research.
2. Share the collections at the Doris Foley Library with a broader audience through digitization and other programs.
3. Assist patrons effectively by ensuring that all library staff are knowledgeable about available historical collections and materials in the community.
4. Partner with local cultural groups to celebrate and perpetuate their history and heritage.

# Appendix A: The Nevada County Community Library

## History:

In 1902, a free library and reading room was established in Nevada City and a librarian appointed. A \$10,000 endowment from the Carnegie Foundation allowed the Nevada City Library's construction, which was dedicated on October 4, 1907, at the corner of North Pine and York Streets. Today, this building remains open to the public and part of the County library system as the Doris Foley Library for Historical Research.



In Grass Valley, the City of Grass Valley became responsible for a grass roots library in 1911, paying rent on the building that contained it. In 1915, Grass Valley received an offer of \$15,000 from Andrew Carnegie, and in 1916 construction was completed on Mill Street in downtown Grass Valley.

Truckee had had a public collection of books that was available for the community to borrow since 1951. The collection was originally located in a church before moving to several different locations in school district buildings.

In August 1972, the Nevada County Library System was incorporated, with the Nevada City library serving as the main branch, along with the Grass Valley and Truckee Libraries. In 1976, the new Truckee Branch Library was opened. In 1991, the \$2.2 million Madelyn Helling Library was built next to the Eric Rood Government Center and became the main branch, while the Nevada City Library began a new mission as the Doris Foley Library for Historical Research. The Bear River Station (a partnership with the Bear River High School Library) and Penn Valley Station (located in a shopping center) were added in 2002.

Today, the Nevada County Community Library includes the Collaborative Technology Center, a 5,000-foot addition to the Madelyn Helling Library, which houses a classroom, two study rooms, and a bank of public computers. The Library also has a Mobile Technology Center which goes out into the community to provide technology classes and programs, as well as book-lending kiosks in North San Juan and Chicago Park.

## Funding:

The first sales tax measure in support of the Nevada County Community Library, Measure B, was passed by voters in 1998 with 69.3% of the votes. Measure B established a countywide sales tax of one-eighth of a cent, with all of the money going to the Nevada County Libraries. As Measure B had a duration of only five years, the sales tax measure came before the Nevada County voters again in 2002, named Measure C. Measure C, which passed with a vote of 76.4%, continued the one-eighth cent sales tax for fifteen years and established a Citizens' Oversight Committee appointed by the Board of Supervisors to

ensure that all money was spent for the libraries in a manner that was in the best interest of the residents of Nevada County.

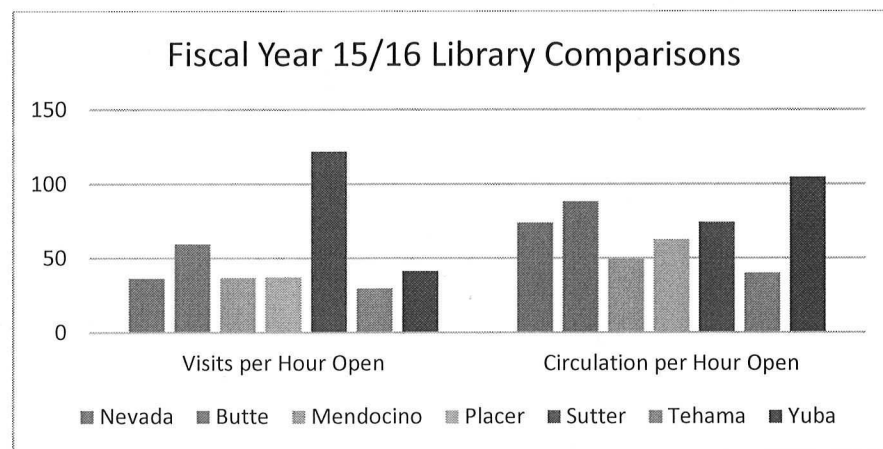
The Great Recession was hard on the Library, as approximately 65% of the system's budget came from Measure B sales tax and economic recovery was cautious in Nevada County. As a result, by 2016, financial forecasts showed that the level of library service at the time was not sustainable at the 1/8-cent sales rate. With Measure B scheduled to sunset in 2018, the Library could either cut back on services or ask voters for a renewal of the sales tax at an increased tax rate. With the advice and support of the Nevada County Board of Supervisors and a Library Advisory Committee formed to study the issue, Measure A was presented to Nevada County voters in November 2016. Measure A passed with 70.77% of the vote; two-thirds was required.

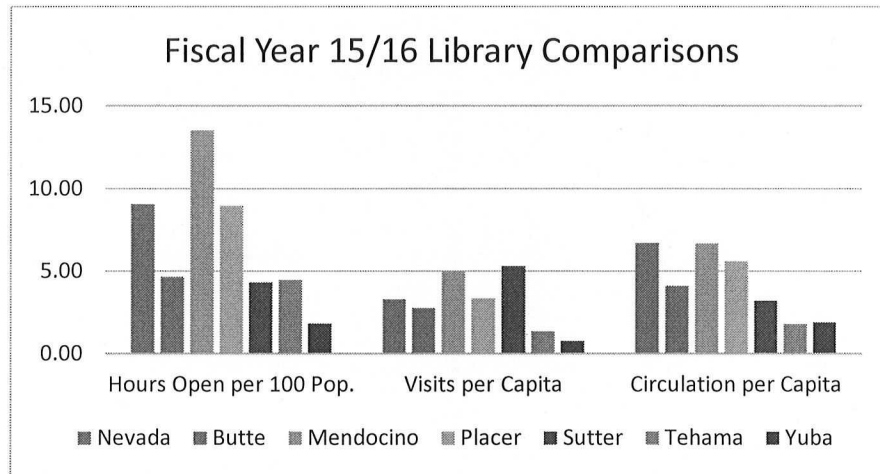
Measure A went into effect on April 1, 2017 and remains in effect for 15 years. As a result, the Nevada County Community Library is in a position to increase services and programs in a responsible and controlled manner. Extensive community input has been sought to ensure that funding decisions reflect the vision of the Nevada County community.

### Library Usage:

In 2016, Nevada County residents visited the library 325,991 times and checked out 698,300 items.

### Key Ratios in Comparison with Other Library Systems: (July 2015 through June 2016)



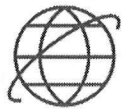


Source: California State Library

## Appendix B: Community Input

The Nevada County Community Library actively seeks public input regarding programs, services, and all other aspects of library operations and planning. Three initiatives were conducting as finding tools for the preparation of this Strategic Plan: an internet survey conducted by Godbe Research in February 2016; four online and paper surveys conducted by library staff in February, March, and April 2017; and an outreach initiative consisting of focus groups and surveys conducted by the Tahoe Truckee Community Foundation (TTCF) in March and April 2017. Top findings of those initiatives are presented in this appendix.

### 2016 Internet Survey



The Library engaged Godbe Research to invite Nevada County residents via email to participate in an internet-based survey in February 2016. 656 survey responses were received. Survey respondents identified three uses of library funding as top priorities:

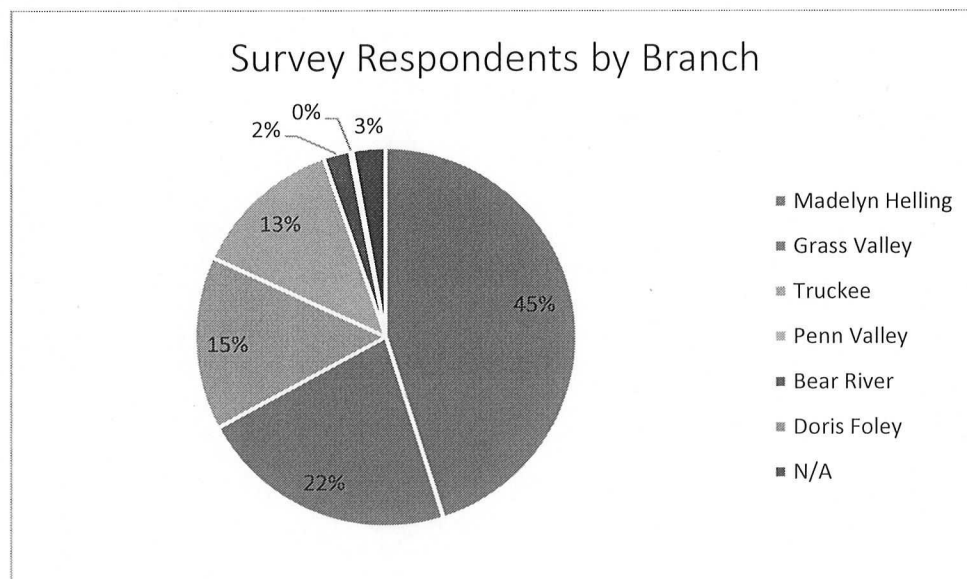
1. Restoring and enhancing library hours
2. Providing services and materials for children and teenagers
3. Providing access for the public to technology

### 2017 Internet and Paper Surveys



The Library created four internet-based surveys in February, March, and April 2017 and promoted them on the Library, The Union, and YubaNet websites. Corresponding paper surveys were offered in library branches. A total of 1028 surveys were received from the four surveys.

The focus of publicity was in western Nevada County so as not to compete with the TTCF survey and focus groups, but a healthy response was received from the Truckee community due to the links from the Library website and circulation through email and social media. The chart below shows the proportion of responses from users of each branch:



Each survey was open for approximately two weeks at a time and covered the subjects of Library hours and days, facilities and locations, technology, and programs and materials. Key findings of each survey are listed below.

### Library Hours and Days:

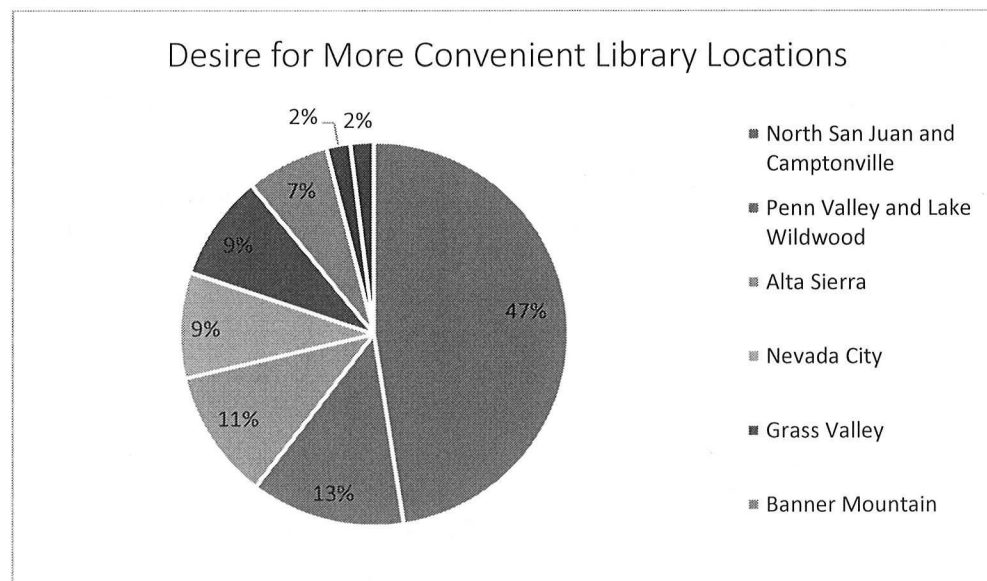


- The majority of respondents (64%) chose Saturday as their preferred weekend day to visit the library, 11% chose Sunday, and 25% indicated no preference.
- Respondents overall expressed a strong preference (49%) for opening the libraries at 10:00 AM, with 9:00 AM next with 35% and 11:00 AM behind at 16%.
- When asked for preferred closing hours, the majority chose 7:00 PM (42%), with 32% choosing 8:00 PM and 26% choosing 6:00 PM. Grass Valley respondents were pretty evenly split between the three choices, with a slight preference for 8:00 PM.
- In the comments section, many Penn Valley respondents said that the current schedule is confusing and requested consistent hours of operation. Many respondents also asked that the Grass Valley Library be open on Mondays.

### Library Facilities and Locations:



- 85% find their nearest County library branch to be convenient; 15% do not
  - Those who responded that the location is not convenient were from:



- The majority of respondents who felt County services are needed in a geographic area cited North San Juan (62%). Next highest was Penn Valley (22%), with respondents requesting a larger library with more space for materials and services. Chicago Park and Alta Sierra were also mentioned, with 5% of the responses each.
- Overall satisfaction with the local branch was highest for Bear River, then Madelyn Helling, Penn Valley, Grass Valley, and finally Truckee.

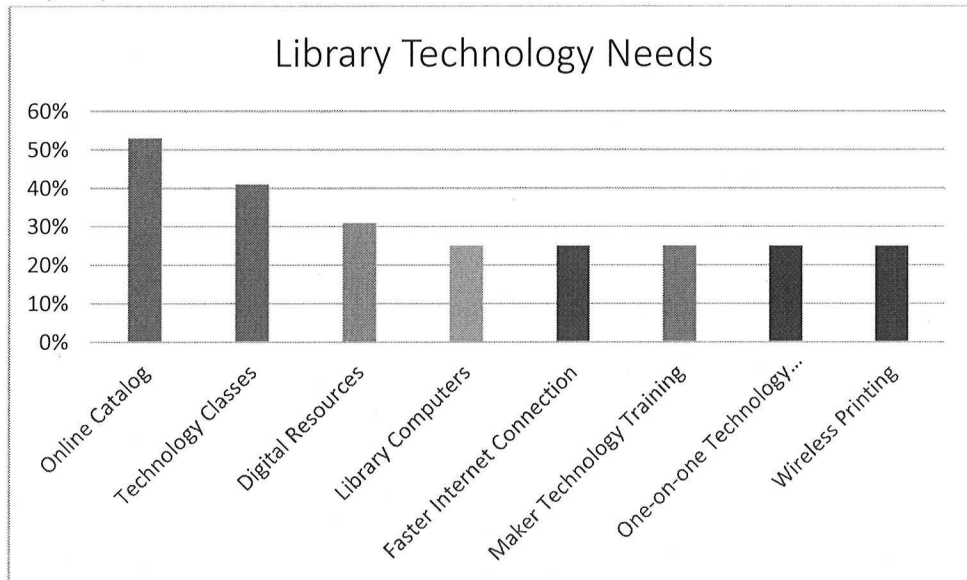


- Respondents indicated the most satisfaction with the ease of finding a staff member and the comfortableness and safety of the facilities, and the least satisfaction with the quantity of materials and the availability of public computers.

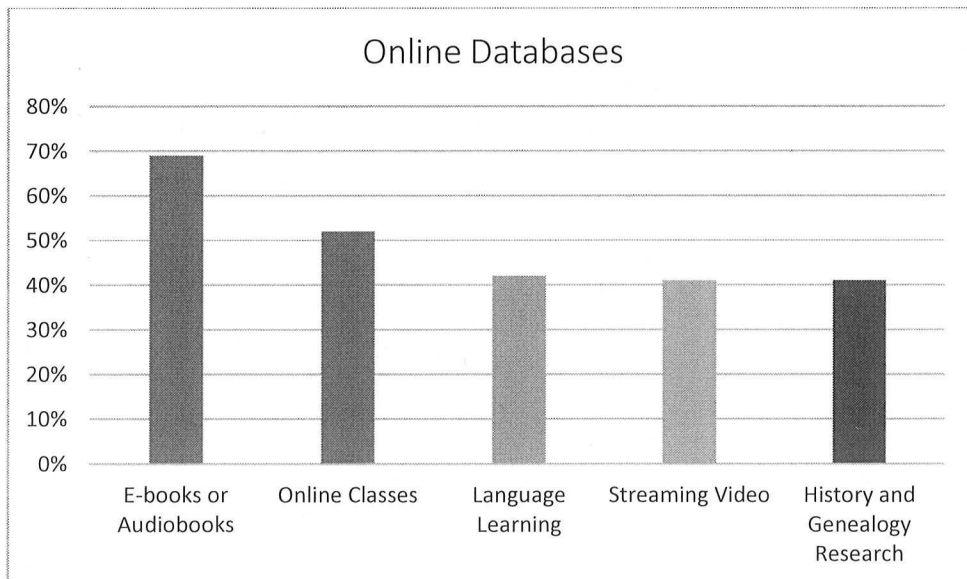
## Library Technology:



- Although the majority of respondents felt the Library's website and online catalog was easy to use, a significant number (between 24% and 33%, depending on the question) did not.
- The biggest area of improvement seen for Library technology was with the Library's online catalog. 53% of respondents requested this and the need was mentioned in the majority of write-in comments.



- The top online databases and services that respondents are most likely to use are:



## Library materials and programs:



- The most popular topic for adult programs was historical topics (44%), followed by literary events such as author or poetry readings (41%), hands-on arts & crafts workshops or classes or film viewings/discussions (tied at 35%), and musical performances (34%).
- The most popular programs for children and teenagers were the Summer and Winter Reading Programs (40%). The other program choices all received a significant number of votes, indicating that youth programs of all types are desired.

## TTCF Findings

The TTCF conducted a Community Survey in English and Spanish, as well as targeted focus groups. Findings were organized around the three priorities from the February 2016 survey. While the final report is not expected before the fall, preliminary findings for the Truckee Library were as follows:

- Desired Hours of Operation:
  - **Weekdays:** 9:00 AM to 6:00 PM, open to 8:00 PM two days a week
  - **Saturdays:** 10:00 AM to 4:00 PM
- Programming for Children and Teens:
  - Provide gathering spaces to study, create, and socialize
  - Engage in activities such as storytimes, STEAM programs, homework help
- Access to Technology:
  - Update the current Library website (extremely difficult to use)
  - Expand online offerings
  - Circulate technology devices (e.g., virtual reality headsets, GoPros, digital cameras)
  - Provide opportunities to learn about technology
- Further Insights:
  - Community seems enthusiastic about offering a space for technology and classes
  - The Mobile Technology Center was met with enthusiasm by all focus groups.
  - 35% of respondents indicated that the lack of space and “inviting” or “comfortable” spaces was a reason they do not use the Truckee Library.

# Appendix C: Expenditure Plan from Measure A

## Sec. G-V 7.4 Expenditure Plan

The specific projects for which the revenues from the transactions and use tax shall be expended are contingent upon total revenue received and allocated as follows:

- A. OPEN HOURS: Extend hours at Library locations in response to needs and desires of Library users.
- B. PROGRAMS AND SERVICES FOR CHILDREN AND TEENS: Increase children's services at all age levels and at all circulating library branches, including for the Summer Reading Program. Provide after school programs, homework help, and reference services for students at circulating branches in response to needs and desires of Library users.
- C. LIBRARY MATERIALS: Increase books and other materials for all ages and replace worn and out-of-date items at all library locations. Continue to include a variety of formats, such as DVDs, audiobooks, ebooks, and online resources.
- D. INFORMATION AND TECHNOLOGY ACCESS: Provide current information services and products in libraries and for remote access. Keep pace with changing and emerging technologies. Increase and improve public access to computers, high-speed broadband, and other technologies such as 3D printers, tablets, video conferencing, software, etc. Provide technology and digital literacy based educational classes for all ages.
- E. SERVICES FOR SENIORS AND LIBRARY USERS WITH DISABILITIES: Improve the accessibility of library locations, services, and materials for seniors and library users with disabilities. Offer a variety of library materials and services in order to be inclusive of the needs of all library users.
- F. LIBRARY SERVICE LOCATIONS: Establish, move or add library service locations in areas where the demand for services and cost effectiveness is warranted. Improve and enhance current service locations to meet community needs and the objectives listed in this expenditure plan.
- G. CITIZENS OVERSIGHT COMMITTEE: A Citizens Oversight Committee will be appointed by the Board of Supervisors consisting of members of the public interested in the continued operation of the public libraries. The purpose of the Committee will be to ensure that the proceeds of the library sales tax are appropriated in accordance with the Expenditure Plan set forth in this Section. Such Committee shall serve without compensation.
- H. The County Librarian will meet with representatives of the County's Eastern and Western Friends of the Library organizations to develop and propose an equitable and fair fiscal plan for the operation of the libraries and the proceeds of the tax.

## Appendix D: Action Plan for Fiscal Year 2017/2018

### **Patron Experience: Provide an outstanding library experience for everyone**

Provide comfortable and welcoming library facilities that encourage exploration and enjoyment.

1. Improve public areas in Truckee Library to reflect the needs of today's patrons by creating seating and computer areas, and a teen spot
2. Reevaluate book return areas at Madelyn Helling and Grass Valley Libraries
3. Improve the lower floor of the Grass Valley Library, including the areas for children, young adults, and staff (FY17/18 to plan and prepare; FY18/19 for construction)
4. Evaluate furniture in branches; replace as necessary
5. Have all furniture and carpets in branches professionally cleaned at least twice a year
6. Design staff spaces at the Truckee, Grass Valley, and Madelyn Helling Libraries to facilitate collaboration and efficiency
  - a. Madelyn Helling: FY16/17 or FY17/18
  - b. Truckee: FY17/18
  - c. Grass Valley: FY18/19

Offer in-demand services, programming, materials, and classes that engage people of all ages and interests.

1. Adjust the balance of books at branches and optimize offerings to the public by using analysis tools at the Library's disposal
2. Develop the collection of library loaning materials that are available to the public
  - a. Expand the library's collection of books, DVDs, and other items in a range of formats that meet the diverse needs of all of our community members
  - b. Generate a detailed collection development policy to guide allocation of limited resources
  - c. Utilize data and community input to guide collection development
  - d. Provide selectors with training and tools to enhance their decision-making process, such as access to reviews and methods of streamlining selection activities
  - e. Develop collection of non-traditional items to loan to the community

Create avenues of communication with the public and strong relationships with local organizations and community leaders to actively seek input into library services.

1. Create avenues for patrons to contribute their ideas for improving library services

2. Build strong relationships with local organizations and community leaders that result in a shared vision of the library's future

Provide a comprehensive program of consistent and frequent training that gives every staff member the knowledge and authority needed to deliver outstanding customer service.

1. Establish specific training goals for each job classification
  - a. Augment with specific training goals for individuals
2. Refine and standardize training materials and programs for all new hires
3. Create a comprehensive Policies & Procedures manual for library staff
  - a. Review all Policies & Procedures with current staff members
  - b. Determine quarterly training topics for branch managers to review with their staff
4. Ensure that every staff member receives the training necessary to help patrons with typical technology questions (e.g., how to download ebooks to a device)
5. Hold two All-Staff Meetings per year to provide staff training and improve communication
6. Provide library staff with the information and training needed to serve our vulnerable populations with dignity and respect
7. Develop an organizational culture that embraces innovation and risk-taking and accepts failure as a positive learning experience
  - a. Identify and remove barriers to effective customer service and work processes and discontinue processes and services that are no longer effective or in-demand
  - b. Review industry standards to establish best practices for inventory control, acquisitions, processing, and other significant library operations
  - c. Develop measures, outputs, and outcomes that clearly define successful library operations
  - d. Develop library leaders with the skills and confidence required to support excellence in staff, customer service, and library operations

**Access: Provide equal access to the library and its resources for all**

Evaluate and adjust hours and days that branches are open to the public in accordance with the community's needs.

Continually review and evaluate access to facilities and materials for patrons with disabilities, and improve as needed.

1. Reach out to local organizations serving people with disabilities to identify areas of service that do not offer universal access and to recommend solutions
2. Develop a plan with County Facilities to address any access deficiencies at library facilities
3. Add software and other improvements to enhance the ability of patrons with sight, hearing, and other impairments to access library materials and services
4. Provide materials in a variety of formats to accommodate the needs of patrons who are challenged by typical formats

Provide library services in underserved geographic areas by seeking financial opportunities and partnerships in those areas.

1. Evaluate the need for additional services at the Truckee Library and provide a space, such as a satellite location, to offer these services
2. Work with stakeholders in the Truckee community to expand services and programs and support efforts to build a new library
3. Work with community leaders in Penn Valley to expand services and programs in the area
4. Provide professional and financial support for San Juan Ridge Community Library in North San Juan
5. Identify and apply innovative methods of service delivery in other underserved areas, such as Washington and Chicago Park

Identify underserved community segments in need of targeted library services by monitoring community trends and demographics.

1. Provide Spanish-language materials and programs, particularly at the Truckee Library
2. Explore partnerships and innovative methods of providing Spanish language service
3. Support professional development in Spanish language skills for Library staff members

Provide services in the library by developing and enhancing partnerships with community-based organizations, local businesses, and public service agencies to work collaboratively on the provision of library services.

Contribute toward the education and overall quality of life of children in Nevada County by partnering with educators and leaders.

1. Partner with local schools to provide library cards to students in Nevada County
2. Partner with the office of the Nevada County Superintendent of Schools to produce annual Nevada County Reads & Writes programs and events
3. Work together to identify ways to collaboratively increase community impact

Implement marketing and community outreach strategies so that the community is fully aware of the range of services and programs the library provides.

**Enrichment: Connect people to information and experiences that help them to learn and grow**

Meet the diverse needs of all of our community members by offering items to borrow in a range of formats, including non-traditional items.

Spark lifelong learning and reflect our community's needs through a wide range of programs and classes for all age levels that support creativity, experimentation, and exploration.

1. Provide learning support for youth, such as homework help and online resources
2. Offer a variety of programs and classes that support creativity, experimentation, and exploration at all library locations
  - a. Develop partnerships and collaborations with local organizations to assist in the development and teaching of classes and programs
  - b. Develop a public technology-training program that gives people of all ages an opportunity to acquire new digital literacy skills and explore a variety of computers, handheld devices, and software applications

Strengthen literacy within our community through targeted programs for all ages.

1. Provide early literacy programs to engage our youngest patrons and their caregivers
2. Support the library's adult literacy program, Read Up!, to enable it to thrive and grow
3. Continue to provide excellent Summer and Winter Reading Programs for children and young adults
4. Provide programs for all age levels in reading, financial, information, health, and digital literacy



## **Technology: Embrace technologies that improve our libraries and empower our community**

Empower patrons through up-to-date technology and digital services in our library branches, off-site, and online.

1. Implement or improve options for automation of typical patron transactions in the library, such as checking in and out library materials
2. Extend system for public computer sign-ups and printing to library branches (Dependent on CENIC branch extension)
3. Improve speed and capacity of high-speed broadband public internet connections at all branches (MH – This FY; GV/TR/PV/DF – dependent on CENIC time frame.)
4. Enable wireless printing for the public whenever possible (Dependent on PC management system extension)
5. Establish and implement a plan to update public computers on a three-year cycle
6. Provide off-site library services through technology
  - a. Provide online resources and databases that serve the needs of our patrons
  - b. Increase number of digital materials, such as ebooks and downloadable audiobooks, that are available to check out
  - c. Improve access to information on the Library website and online catalog
    - i. Develop website content to assist patrons with connecting to library services
    - ii. Improve usability of library website
7. Offer wireless hotspots for library patrons to borrow
8. Create Mobile Technology Center program plans for various ages to use for class visits and community events
  - a. Establish regular service routes for the Mobile Technology Center

Offer patrons the opportunity to acquire skills, explore possibilities, and make informed decisions by providing technology classes and services at all branches.

1. Provide our patrons with access to a variety of technologies in order to acquire new skills, explore new possibilities, and make informed consumer decisions with technology
2. Provide classes and programs at all library branches that expand the public's knowledge of technologies that affect their lives

Provide the most knowledgeable assistance and service to the public by staying abreast of technology trends.

1. Be early adopters of consumer technology in order to have the knowledge to help the public with questions and training
2. Provide library staff with the tools needed to provide excellent customer service

- a. Create a Technology Plan for the library to guide the acquisition and updating of equipment and materials
- b. Establish and implement a plan to update staff computers on a three-year cycle
- c. Provide all staff members with the time and training necessary to assist our patrons with technology
- d. Ensure that all branches have adequate equipment for staff to use

### **Culture and History: Reflect and preserve the history and culture of our area**

Maintain high standards for preserving and providing access to the historically significant materials at the Doris Foley Library for Historical Research.

1. Reestablish direct staff support for the Foley, per the request of the Friends of the Nevada County Libraries
2. Provide necessary maintenance that has been deferred, such as window repairs and exterior painting
3. Evaluate systems and equipment at the Doris Foley Library for efficiency. Replace or introduce systems and equipment, as needed.

Share the collections at the Doris Foley Library with a broader audience through digitization and other programs.

1. Partner with state and national organizations and agencies to digitize and share the unique collections at the Doris Foley Library
2. Develop a webpage to feature the collections at the Doris Foley Library

Assist patrons effectively by ensuring that all library staff are knowledgeable about available historical collections and materials in the community.

1. Train all library staff on the resources and materials available at the Doris Foley Library so that they are able to identify patron questions that should be referred

Partner with local cultural groups to celebrate and perpetuate their history and heritage.

1. Develop ways to work with the Nisenan Indians of the Nevada City Rancheria to promote the Nisenan Collection at the Doris Foley Library and educate the community about their history and contemporary experience
2. Design, promote, and execute a program to lend the Nisenan Kiosk to schools and other organizations in the community
3. Offer community spaces to allow art and cultural organizations to share their creativity with the public

## Appendix E: Timeline for Major Projects

On July 1, 2017:

- Increase budget for purchasing lending materials, to benefit all library locations

- Reestablish County oversight and financial support of Doris Foley Library operations

By September 1, 2017:

- Introduce revised open hours and days of service at library facilities

- Replace one-third of public and staff computers (dependent on availability of Information Services staff)

By January 1, 2018:

- Extend broadband public internet to Truckee, Grass Valley, Doris Foley, and Penn Valley (dependent on CENIC/CVIN vendor's schedule)

- Establish and implement schedule for regular stops of Mobile Technology Center

- Complete cleaning of furniture and rugs in all branches

- Open Satellite Tech Library in Truckee

- Establish Memorandum of Understanding (MOU) with San Juan Community Library's Board of Directors for support of operations

- Complete work on book return area at Madelyn Helling Library

By April 1, 2018:

- Extend public computer management system to Truckee, Grass Valley, and Penn Valley

- Install public scanners at Madelyn Helling and Grass Valley and public scanner/printer at Truckee

- Install self check machine at Truckee

By June 30, 2018:

- Complete Truckee Library soft remodel (seating and computer areas, staff areas)

- Complete work for accessible book return at Grass Valley Library