

From: Kristen Peck <kristen_peck@yahoo.com>

Sent: Monday, February 1, 2021 10:37 AM

To: Jengles@douglasnv.us; bonnie.rogers@douglas.lib.nv.us; Cates, Patrick <pcates@douglasnv.us>
<pcates@douglasnv.us>

Subject: Library Closure

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I am writing to express my frustration with the Douglas County Library closure. I first expressed my concerns with Amy Dodson in a email exchange where she didn't address my concerns and wouldn't answer what the criteria is to open the library. She quoted data that just didn't add up.

I watched the library board meeting where she referred to me and 2 others as the kind of people who just complain. She went on to say we were aggressive and that library patrons spit in books. I take that personally and have since connected with over 170 people via Facebook and Nextdoor who are also upset that she refuses to open the library.

I don't understand why the trustees are letting her do private research with a specific local doctor when the state has data that supports a safe opening.

She says she and her staff are scared. Aren't we all a little scared? I am a public school teacher who has been face to face since August. We were provided PPE, given safety guidelines and we serve our community every day. It is time to put fear aside and provide the services our tax dollars pay for. T

It has been a wild goose chase to figure out who can address this issue and overrule her decision. Any guidance and information would be greatly appreciated.

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Douglas County Public Library
Board of Trustees Meeting 2/4/21
Supporting Document - Agenda Item #3-5

The following libraries in neighboring counties are offering curbside services but are otherwise closed: Carson City, Washoe County, and Churchill County. The following libraries are closed without curbside services: Storey County and Mineral County. The Lyon County libraries are open.

DCPL Next Phase Plan Proposed Service Hours

Current staff total FTE is 13.96

(Full staff total FTE is 17.44)

Minden Library	Hours of Operation	Staffing Required
Curbside pickup service	Monday-Saturday 10:00-4:00 (36 hours)	5.96
Telephone assistance	Monday-Saturday 10:00-4:00 (36 hours)	2.0 additional FTE
Patron Browsing	Wednesdays – Fridays – Saturdays 10:00-4:00 (18 hours)	3.0 additional FTE
Total for these services		10.96 total FTE

Lake Tahoe Branch	Staffing Required
Curbside pickup service	Tuesday and Thursday 10:00-4:00 2
Telephone assistance	Tuesday and Thursday 10:00-4:00 2
Patron Browsing	Tuesday and Thursday 10:00-4:00 2
Total for these services	2.0 total FTE

Bookmobile	Staffing Required
Patron Browsing & Checkout	Two (2) days per week 2.0 FTE
	Routes & Hours TBD

Good morning, Joan,

I'm reaching out to you today in my role as the SCLL public representative to say how disappointed I am in the Nevada public libraries I use: Washoe and Douglas County.

I live in Douglas and will be contacting Amy Dodson as well, but I since own a condo in Reno and occasionally use the Incline Branch, I am also contacting you.

I myself feel these Nevada libraries are out of touch with the communities they serve. Furthermore, several distant friends who know I have library contacts have called me in the past month to tell stories of mild mannered community members' anger bubbling over about library closures, and venting on social media.

Joan, I certainly understand and sympathize with the numerous challenges of providing services safely during Covid, but we're approaching a year of what I see as an inadequate Nevada Public Library response to the people who need their services.

In sum, I believe Nevada public libraries should re-evaluate their closures, for their own benefit and relevance, as we contemplate future budgets, and thereby hope to gain forgiveness by the taxpayers.

Here are the outstanding hours of operation my neighboring libraries in California provide, which include special consideration for seniors and those at risk:

<https://eldoradolibrary.org/curbside-2/>

My personal frustration bubbled over with Washoe County Library last week when they sent me automated messages saying that my holds were at long last available, but neglected to mention in these alerts that the branch had reduced its hours and so I found the library closed once again! I would add that the standards for entering the pickup area of the Incline Branch approached what seemed like hospital standards, which I welcome. But I honestly do not understand why these extremely distanced, safe protocols could not be offered *throughout* the past year, including the first weeks of January 2021. I also was disappointed in the WCL's very sudden shut down of its libraries last winter. I wished that there had been at least 3 days' warning to the public, with loads of public service announcements and press releases, that their library was about the close....just when you most need it when you're locked down.

As for Douglas Library, my anger frothed when I witnessed a staff member rudely shutting the library door, saying “ We’re closed!” to an elderly man bringing a small bag of donations who asked if he “could please come in to look around.”

Thank you for listening, Joan. Again, I know these are extremely challenging times with tough choices.

Lisa Foley

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