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ABSTRACT

An anecdotal review covers the first year of increased library service in Nye, Lincoln, and Esmeralda Counties, Nevada, under the Southern Nevada Library Services project funded by the Library Services and Construction Act. Using information from questionnaires and site visits, the extent of library services in each community in the area is outlined. Recommendations are made for improvements in the services offered and in the administration of the project. (PF)

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SOUTHERN MICHIGAN LIBRARY SERVICES - Serving Lincoln County, Eye County  
Blount County through the Clark County Library District - AN EVALUATION

1975

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Mr. Charles H. Hurlbarger, Director  
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1401 East Flamingo Road  
Las Vegas, Nevada 89109

Dear Mr. Hurlbarger:

I am submitting with this letter an evaluation of the first year of operation of the Southern Nevada Library Services serving Nye County, Lincoln County and Esmeralda County through the Clark County Library District. This evaluation is an observational review of the activities of the operational year with recommendations for the future of the service.

I wish to express my appreciation to you and your staff for the valuable assistance they have provided throughout my work with the Library Services and Construction Act Project. I wish to express special thanks to Mr. William Fisher, Projects Director, with whom I worked closely in the initial planning and implementation of the Project.

I wish you well in the future of the development of further library service to the Counties of Nye, Esmeralda and Lincoln.

Sincerely yours,

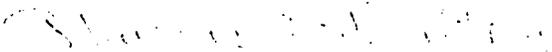
  
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SOUTHERN NEVADA LIBRARY SERVICES - Serving Lincoln County, Nye County, Esmeralda County through the Clark County Library District - AN EVALUATION

Objectives of the Project

The Project being evaluated is a part of the Regional Library Services of the Southern Nevada Library Services - that part which is concerned with library service in Nye, Lincoln and Esmeralda Counties based on the Clark County Library District. The Project is funded by the Library Services and Construction Act, a federal library program. The evaluation is concerned with the first year of library service.

Probably the most difficult of all evaluation tasks is that of evaluating library services. To do so makes it necessary to look at the reason for which library service is being provided. It is important to determine what characteristics have priority in a given situation. This particular evaluation and review concerns itself with how well the services are meeting the needs of the people; how accessible the service is to those who come to it; how active the program is in seeking out the people who need and/or want the service.

The evaluation is concerned with an anecdotal review of the library service. The statistical data reflecting the service are available in the local communities, in the Clark County Library District, at the Nevada State Library and in the Library Services and Construction Act reports in the U. S. Department of Health, Education and Welfare. They will, therefore, not be included in this evaluation. The emphasis is on the change that has occurred in the service or non-service since the beginning of the service in June, 1974, through fiscal 1975. The evaluation is directed mainly

toward planning for the future of library service in the three counties.

In developing the evaluation, a one-page questionnaire was sent to each community library and to the Nevada Girls Training Center library. A one-page questionnaire was also sent to the Clark County Library District. An on-site interview was conducted in as many areas of the three counties being covered as possible and at the Clark County Library District. In all instances, interviews were held, as often as possible, with the same people with whom library services were discussed during the first on-site visits in the planning phase. The evaluation is based primarily on the extent to which the objectives were met which were set forth in the development of the Project. The effectiveness of the specific programs of service is also considered. Both are related to the future development of library service in the three counties.

The use of the library service in the Project is only one measure of the effectiveness of the entire service. The determination of the number of users is a measure of the activity and an indicator of the wants of the user. To make a definitive assessment of the satisfaction of the users requires that the wants of the users be established and measured against the materials and information available. To determine whether the needs of the users are being met requires a determination of the people's needs in library service, matched with the materials and information available, and an assessment of the use of the library in relation to these needs. This process was built into the Project from the beginning through studies of the needs of the people of the community being served

and also as far as their wants are concerned. The potential users, themselves, as well as the librarians and library board members, were consulted as to the materials wanted and/or needed.

The objectives of the Project when planned were:

1. Build the regional library capability to support regional library service.
2. Identify the information needs in each community in the region as far as each local community is concerned.
3. Provide or improve library service in each community in the region.
4. Implement training programs to facilitate information flow and exchange to improve library service in the region.
5. Facilitate information flow and exchange by providing telephone services and by funding postal services.
6. Demonstrate to the Nevada State Legislature the value of using state funds to provide library service to the region within the state.
7. Develop programs to the fiscal capability of each local community to continue on their own with a feasible level of local support.
8. Develop a system of evaluation of local library service for each community in order to increase the awareness of citizens of the levels of library services available and their costs.

The questions asked in the evaluation are:

1. To what extent is the library service meeting the needs of the people?
2. How accessible is the service to those who come to it?

3. How active in the service in seeking out the people who need and/or want the service?

4. What should be the future activities in these three areas?

The evaluation of the service with respect to the expectations of the people receiving the service and the people providing the service, is concerned in with both the anticipated results and the anticipated conditions. Recommendations are made concerning the results and any need to change, modify or otherwise alter the objectives of the Southern Nevada Library Services relating to library, type and the other conditions based on the Clark County Library District. The basic questions which will be answered in relation to the objectives and initial planning are - Did we do it? Does it work? How can we improve what we are doing?

The services as planned to be provided in the Project include:

- a. Access to the 150,000 volume Clark County Library District book collection.
- b. Rotating collections of children's and adult books to support the book collection in each local community library.
- c. Organizational efforts to establish or improve local libraries and support for local libraries.
- d. Bi-weekly bookmobile service (25 stops per year) to populated areas at least two miles from an established library.
- e. Toll free telephone access to the ready reference personnel and collection in the Regional Library.
- f. Monthly staff training classes and travel expenses to the Clark County Library District.

- g. Cooperation services relating to library service and management.
- h. Reference to research and loans within the policies and limitations of the Regional Library.
- i. Special Library services to the aged, blind, handicapped or institutionalized.
- j. Access to the Nevada State Library.
- k. Support services, activities and interlibrary loan to other libraries in the State.
- l. Acquisition and book collection purchase to supplement local library book collections.
- m. Interlibrary exchange for local community libraries.
- n. Access to the State Department by purchasing under the Clark County Library District purchase contract.
- o. Cataloging and processing of library books according to regional standards.
- p. Community Resource Indexing of local business, economic, civic, social and historical resources.

Description of the Project

The Project itself is described in the planning documents and in the papers that are retained in the Clark County Library District in Las Vegas, the Nevada State Library in Carson City and in the Regional Office in San Francisco of the U. S. Department of Health, Education and Welfare. Briefly, the Project was developed in Nye, Lincoln and Esmeralda Counties to improve library service where it does exist and to establish library service for the first time where it does not exist. The services were established to the unserved

populations including senior citizens, ethnic and/or bilingual minorities, the institutionally handicapped and the handicapped. Information is provided through the National Information Center in the Clark County Library District for the people in the three counties. The development of the Clark County Library District is being facilitated by the National Information Center. Library development is provided through the following services which are coordinated by the Clark County Library District. Periodicals service is provided to many of the communities in the three counties; the purchase of films and a copy to a library and a delivery system among the libraries and other library service points. Books-by-mail service is available to the residents in the three counties as well as regional reference services. Materials are accessible to the people in many different media forms and rotating book collections are accessible to the communities. Staff is provided to assist with the library service. Programs of special services are presented by the Clark County Library District throughout the three counties. A special emphasis is placed on work with children. The Project cooperates with all other types of libraries whenever possible. Cooperation is also developed with other relevant agencies. Publicity and public relations materials are made available to the librarians and others in charge of libraries.

Distance and sparsely populated areas are two distinguishing characteristics of the three county area. Both must be taken into consideration in providing library service to small communities.

## How Is the Service Working?

The analysis of the results of the Project indicate that the point of view of the working staff has the library service based on the people for whom it is provided. There is the library service in the community. However, in the community, a question also was put to the staff about the service which is involved. An overall visit was made to the three counties of Esmeralda and Humboldt and also to the community of Silver Peak and Silver Peak concerning the service and the community in the three counties. In carrying the investigation of the Southern Nevada Regional Library Service Project in the three counties in relation to the objectives for the service, the analysis indicates a great variation in the achievements in the year of service.

1. A library service is provided in Silver Peak in Esmeralda County in a community of approximately 200 people through several delivery systems. A library has been established in the community itself and will provide a variety of services through a walk-in-service. Books-by-mail service is actively used in the community. The library at Silver Peak has a set of the Clark County Book Catalog which is utilized for the books by mail service. Reference books are available but the people have not utilized them to any great extent. The Bookmobile is actively used, especially in the winter months. Library personnel is available to assist in service and as a liaison with the Southern Nevada Library Services. Prior to the provision of the library services provided to the public through the Southern Nevada Library Services, Silver Peak did

not have public library services available to the people.

Silver Peak now has library services available in the Silver Peak Community Center. The library collection includes 12,000 books, 1000 filmstrips, 1000 records and 1000 magazines to which the community has access. The Silver Peak Library will also have a room for a permanent collection in the Silver Peak Community Center building. The library has a staff of 10 people. The Silver Peak Library is a member of the Nevada State Library and Archives, the Clark County Library District, and the Regional Library of the people in the community. It appears that the library services are being used in public use, active use of the library. A notice has already appeared, "We now have a library in Silver Peak at the community building. Mrs. Frances Bradley is in charge." This information appeared in the Esmeralda and Colville News in "It Happened in Silver Peak."

A room will be built on the community center to provide a larger space for the collection and space for its use. The Library Assistant in charge of the library handles all segments of the library services. Communication is open to the Clark County Library District as necessary. Communication among all the library services in Esmeralda County as well as with all libraries in the Southern Nevada Library Services is an actuality. To provide a permanent collection of books and other materials in the Silver Peak Public Library, books and other materials will be purchased directly for use to the community. A listing of films and filmstrips available in the Clark County Library District will be provided in the library for the use of the people in Silver Peak. Training Sessions are also available at the Regional Library for the Silver Peak Library Assistant

2. Fish Lake Valley in Esmeralda County will have a service similar to that provided in the community of Silver Peak. During the year of service being evaluated, Fish Lake Valley received homebound service. Fish Lake Valley had not received public library service prior to the availability of the bookmobile service.

The providing of library services to all of the people in Fish Lake Valley will be established as soon as the placement of concrete slabs in the Community Center has been accomplished. A reference collection is now available to the Fish Lake library services and will be placed in the Community Center soon. The same is true of the reading books from the Project. Children's books are available in the community and will be a part of the collection in the library in the Community Center as soon as the space is available for their placement there. Books-by-Mail service is now available and used successfully in the Fish Lake Valley community. Telephone Reference service will be available in the Community Center library in Fish Lake Valley.

A Library Assistant is presently handling the services for people as that library service now exists in that community. The Library Assistant has participated in the Training Sessions provided by the Regional Library and will handle all segments of the library services in the Fish Lake Valley community as soon as the material is placed in the area designated for a library.

The film service from the Regional Headquarters, the Clark County Library District, will also be available and from the interest expressed, this service will be valuable to the people. The services all will be provided from the Fish Lake Valley Public Library of the Esmeralda County Library Services.

3. Goldfield, the County Seat of Esmeralda County, will have library services available in that community on a walk-in-basis just as has been developed in Silver Peak and partially developed in Fish Lake Valley. Bookmobile service is now available to the people of Goldfield and is used. Reference books, a rotating collection and children's books will all be a part of the library that is being established in Goldfield. The Goldfield Public Library of the Esmeralda County Library Services is located in a room on the ground floor of the Esmeralda County Courthouse. The materials are available in Goldfield and a Library Assistant will be in charge of all segments of the program of library service to the public in that community. A telephone will be available in the library to allow for the use of the telephone reference service provided by the Regional Library, the Clark County Library District. Books-by-Mail service is utilized by the community. Book catalogs from the Regional Library are available to the people for use in ordering books by mail.

Film service of a variety of types and subjects will be available to the population in the community. Catalogs of filmstrips and films are also available for use in ordering the films needed. Because of the deep interest expressed for the desirability of an active film program in the community, all audio-visual material will have a wide acceptance.

The Library Assistant will have all of the training programs available that are provided by the Regional Headquarters. These programs are developed to include the needs and wishes of the Library Assistants in the areas of the Southern Nevada Regional Library Services where public library service is being established for the first time.

4. In Coaldale and Lida in Esmeralda County the people of those communities are receiving bookmobile service from the Project. Neither of these communities received public library service prior to the availability of the bookmobile service.

The Coaldale bookmobile stop has become a very active one. The service is utilized by both children and adults. It has many satisfied users who appreciate and like the service very much. Although the community served is small, the pleasure expressed by the users of the service indicates that it is a very valuable stop in terms of library service benefit to the people concerned. It appears, also, that bookmobile service is the very best kind of service for this particular community. Through the bookmobile, other Project services are available such as Books-by-mail and film services if such are required.

The Lida bookmobile stop is also an active one for the size of the community it serves. The people who use it are satisfied with its service. Their interest in the bookmobile is demonstrated by the fact, also, that they miss it when for an unavoidable reason it does not come or runs late. Some of those who do not use the bookmobile, it appears, do not find the kinds of materials that they wish to read or are so very busy with their own projects that they are not reading. With a dependable schedule for the bookmobile, the people in Gold Point and others in the surrounding community can utilize the Lida bookmobile stop very well.

Esmeralda County will be very well covered with the Esmeralda County Library Services when all library services from the Regional Library have been set up, and materials purchased for a permanent collection in addition to the Project Services.

5. The Lincoln County Library with headquarters in Pioche has provided an established service to Lincoln County. The Lincoln County Library headquarters is open for walk-in-service four hours during five days each week and is providing library service to a population of approximately 800. Books-by-Mail is a service which is actively used in the community. A children's program has had good attendance. The reference collection provided by the Southern Nevada Library Service receives a high rate of use. There is less utilization of the Reference and Information service. There is much interest in the film service from the Regional Headquarters, Clark County Library District, but the availability of the service appears to have had too many restrictions to allow for active use of the service. With a projector available and the films readily accessible from the Clark County Library District, this service would receive much activity.

The headquarters library has an active walk-in-service from the people in Pioche and the surrounding community. People are finding the books they want and using them. Because there are areas of Lincoln County in the Pioche Area which do not, as yet, receive bookmobile service, the Pioche headquarters library provides a service to areas and communities at a distance from Pioche.

The bookmobile is helpful as a courier service and as a delivery service to the Lincoln County headquarters library. The bookmobile could also provide service to the elementary school children on a regular basis if such is desired.

The Training Programs provided by the Regional Library in Las Vegas have been valuable to the library program in the Lincoln County

Library in the Pioche area. It is important that the training programs are announced far enough in advance for the participation by the people in the three northern counties in the Southern Nevada Library Region.

With the active use and program of the Lincoln County Library headquarters, with the evening hours in addition to the day-time hours and with the use of the Project Services, the library service is continually improving in the Lincoln County Library headquarters.

In Caliente the Lincoln County Library operates a branch library. This branch service was also available prior to the establishment of the Project. The Caliente Branch has moved to improved housing since the Southern Nevada Regional Library Services was started. The branch library serves Caliente and the surrounding community. The bookmobile brings books and other materials to the Caliente Library. It also provides service in Caliente by stopping at a designated place at a designated time. The service of the bookmobile is well received in Caliente and the surrounding community.

Satisfactory results are also achieved by the Books-by-mail service. The rotating collection is actively used and keeps the selection of books for the people on a current basis. The Caliente Branch Library held a successful children's program utilizing the books and other materials made available by the Regional Library. The story programs themselves were carried out by the branch personnel.

The telephone reference service is utilized on a regular basis but additional use can be achieved when the community becomes more aware of the service. The film service will be utilized to its

fullest extent when a projector is available and the films are readily accessible from the Regional Library.

The Caliente Branch Library is located near to other governmental offices and services. This is, for the most part, beneficial to the use of the library. Because the reading room is sometimes used as a reception room for some of the governmental services, the reading room is sometimes utilized when the Library itself is closed. The increasing interest of the community in the Caliente Branch of the Lincoln County Library, the creative use of the Project Services and the ability to utilize audio-visual will result in an ever improved service to the community and will also result in many satisfied users.

Bookmobile service is actively used in Panaca, Alamo, Hiko and Caselton where, with the exception of Alamo, no other public library service is readily available in Lincoln County. The service has also been actively available in Ash Springs. The service is utilized by both the school children and the adults. The service received has been very good, well used and very much appreciated by the people of the community.

In Alamo, the Library that has been developed in the high school has made marked improvement in all of its services. It has also improved in its physical appearance and in its useability. This library makes active use of all of the Project Services and finds that they are good and well used by the people. The Training Programs have been utilized to advantage and will be in the future. As the programs are developed to meet the needs of the people in charge of

the small community libraries, they will become more and more useful. The bookmobile, in addition to the stop at the high school, also makes a community stop.

A large part of the population of Lincoln County now has accessible public library service although all of the people in Lincoln County have not been reached by all of the Project Services. The available service has had satisfactory results in most instances. With the continued development of the local and regional services, the library service in Lincoln County will become most satisfactory in both quantity and quality.

At service points such as Hiko and Caselton, the users expressed deep satisfaction in the services of the bookmobile and the Project Services in general. In these two areas, the people have no other public library services so that the bookmobile service is their service point for books and other materials. It is important that bookmobile stops continue to be made in these areas and that other such service points be added to the schedule of the bookmobile service. Several such communities are yet to be served by bookmobile service in Lincoln County and can well benefit from that service and from the books-by-mail. Because of the size of the communities, bookmobile service is feasible rather than the establishment of a community library service.

To let the people know that the bookmobile service has arrived, some device should be added to the service that will alert the people to the fact that the bookmobile is on the grounds and available for service. A regular, dependable schedule will also add to user satisfaction

6. The Lincoln County Hospital in Caliente also receives library service from the Southern Nevada Regional Library Services. A high degree of satisfaction was expressed for this service. The library service includes: the bookmobile makes a regular stop at the hospital; a collection of books is available within the hospital and the rotating collection is placed in an area that is convenient to all and accessible through simple procedures; books-by-mail is a service that is utilized and appreciated also. Films can be utilized by the Lincoln County Hospital when such are accessible. All services received from the Project are highly satisfactory from the user point of view.

7. The Nevada Girls Training Center in Lincoln County is provided supplementary library service by the Southern Nevada Regional Library Services. The library which is available on-location at the Center is open for walk-in-service eight hours per day. The Books-by-mail service receives some utilization. Bookmobile service is available to the people in the Training Center also. The bookmobile stops regularly at the Training Center and remains for a specified time but also remains until all of the girls have had an opportunity to utilize the services of the bookmobile.

A rotating collection would receive much use at the Center as would films when they are accessible. A rotating collection would insure that a current collection of materials is always available in the Center. The films could be utilized in a variety of ways by the staff of the Center for the benefit of the program. A high degree of satisfaction was expressed for the benefits of the service now available. All service that the Project provides will be well used.

8. In Tonopah in Nye County a public library has been established for many years. During the past year, the established services have been supplemented by services from the Southern Nevada Regional Library Services. The Tonopah Public Library is available for walk-in-service three hours per day. Magazines are in active use from this library. The library has as its service area, Nye County. The Southern Nevada Library Services have provided a rotating collection, Books-by-mail service and an information and reference service. All have been actively used by the people in the community. There has been some use of the films available in Tonopah. Bookmobile service is available as a supplementary service when needed and as a primary service where no other public library service is readily available.

Books provided for the children's reading program have been most popular. The children have been actively using the Tonopah Public Library. Reference books have been added to the collection and vary in their value to the public. The Library is purchasing books on a regular basis to provide those needed frequently and which will become a part of the permanent collection. The Project's rotating collection, the books-by-mail, the information service and the films, as well as bookmobile service where needed provide a wide selection of materials and services supplementing those of the Tonopah Public Library. To supplement in an effective manner, all of the services provided by the Project must be rapid and complete.

With continuing service by the Project at a quality level both in response and selection, the continuing development of the Tonopah

Public Library in collection, programs, publicity and facilities and with the school library service that is available, the library service in Tonopah should achieve a quality of service that will meet the needs and desires of the public.

Because the physical facilities of the Tonopah Public Library are limited in size, the library program is also limited. The present library facility has been improved and will continue to be. The building, however, does not have expansion room so that programs that require space for accomplishment really cannot be held in the library building itself. Also, the book space is limited as there is no room for expansion. To utilize the audio-visual program to its fullest requires the use of additional space also. Consideration should be given to making additional space available to allow for the development of the public library program in Tonopah.

9. The Nye County Hospital in Tonopah is served by the bookmobile from the Southern Nevada Library Services Project. A collection of books is also available on a continuing basis. This book collection is actively used by the patients, staff and visitors in varying degrees. Books-by-mail cards are also readily available along with the rotating collection so that books not available at the hospital can be ordered from the Clark County Library District.

The Nye County Jail makes use of paperbacks primarily at the present time. In the new facility, it is planned to utilize fuller library service than is presently possible.

The projector and films are utilized to a varying degree in Tonopah. To utilize this service, space must be available to allow for film showings.

10. The Beatty Community Library is an established library having served the people of the community for many years. It serves about a 600 square mile area with a population of approximately 700 people. The Library is open for walk-in-service fifteen hours per week. The area served includes Sarcobatus Flats, Beatty and the Amargosa-Lathrop Wells area. The Southern Nevada Library Services has supplemented the Beatty Community Library Service through a rotating collection which is actively used. Some activity has occurred in the reference and information service. Bookmobile service is available both as a supplementary service and as a primary service. All of this service is in Nye County.

The Beatty Community Library now houses the Beatty School Library through a formal contract. The library is actively used and has improved hours of service availability. The combined school and public library service has been in existence for only a short period of time but appears to be effective. Audio-visual materials will be helpful to meet the needs and wishes of the library users in Beatty and the area served by the Library. As with the other established libraries in Nye County, Beatty purchases books for a permanent collection for the library.

The bookmobile acts as a courier and a delivery service to the Beatty Community and School Library as well as providing bookmobile service. The service provided by the bookmobile in Sarcobatus Flats is actively used and well received. The same is true at the Amargosa-Lathrop Wells stop, especially at the school. With all of these services, with continued community effort and dependable Project services, quality library service can be an actuality to the citizens of the area.

11. The Gabbs Community Library, in Nye County, serves a community of about 1,000. This library is an established library and has been serving the people of Gabbs for some time. The Library is open twenty hours per week for walk-in service. The Books-by-mail service is actively used and the turn-around-time is a very reasonable one. The mail service to Gabbs from Las Vegas is rapid. The Children's programs are well attended and the bookmobile service well utilized. The rotating collection is actively used and the films less so - but there is some use there also. The reference and Information Services receive little use but the library itself has a reference collection. Magazines receive active use in the library.

The Gabbs school library is not a part of the Gabbs Community Library so that the library is a Community-School Library. The combined collections and services have not been in use long enough for a complete evaluation. Only a projection can be made. It appears that the combination will be successful. The library is attractive with the addition to the building adding not only space but a total pleasing effect to the entire library building both from the outside and within the building itself. Because the school is only a short distance from the library building, the materials and services can be utilized by the students in total classes and with the teachers. This utilization of the library provides an excellent learning situation for the students.

The entire library service is well received in Gabbs. The community continues to provide all types of support for the library services. The Project services are well used and appreciated. Some of the services have become basic and others less so. Through the Project services and the continued community support, Gabbs residents will receive quality library service. 24

12. In Pahrump, the activity with the bookmobile has been heavy, especially in the summer months. Books-by-mail service is also utilized. People living in Pahrump are relatively close in geographical proximity to the Clark County Library District so that many utilize it in person. The library cards issued to the people in the three county area are honored in all Nevada public libraries so the people in Pahrump can utilize the Clark County Library District on a walk-in-basis. Pahrump is in Nye County.

Because Pahrump is progressing actively in so many service areas, however, permanent library service should be established in Pahrump. It is important that library service keep pace with school services, bank services and others that are being established in the Valley. The utilization of the bookmobile service and the development of the new school library indicate that library service is needed and desired in Pahrump. An established library and developed public library services would not indicate that the other Project services should cease, but they will then become supplemental to established public library service.

Because the bookmobile receives regular advance publicity and comes at a regular evening hour, it provides an invaluable service to the people of Pahrump. The high school library is becoming well established but the bookmobile would provide a valuable service to the elementary school students if such a service could be arranged.

It appears that an on-site community library is a high priority service in Pahrump. Because of the deep interest and active use of the people concerning public library service, the community support is presently available in Pahrump.

13. Public Library Service is provided, in many instances, for the first time in Nye County through bookmobile service. Some of the areas which had this type of public library service for the first time are the communities of Carver Station, Round Mountain, Manhattan, Sarcobatus Flats and Amargosa-Lathrop Wells area, all in Nye County.

Carver Station utilizes the bookmobile service actively. This is a growing community so the use should increase even more. Bookmobile service is also utilized with satisfaction by some of the people of Round Mountain. A collection of books now exists in the library established some time ago in Round Mountain. A recent gift of books to that library has been made so that a collection of some size and quality exists. Utilization can be made of this library if the service is combined with the bookmobile service. The combined service will provide an unusual quality collection to a community of this size.

Bookmobile service is also provided in Manhattan and is considered a valuable service by the people there. The same is true of Sarcobatus Flats and of the Amargosa-Lathrop Wells area. Additional materials on the bookmobile such as paperback books and magazines are desired by many of the users. Evening hours of service by the bookmobile would be helpful and would increase the value of the bookmobile to the community. Regular and dependable service is also a necessary part of the bookmobile service.

The community of Amargosa-Lathrop Wells is working toward developing on-site library service in the Amargosa Community Center. As soon as secured shelving is in place, books will be purchased and a rotating collection can be provided. It appears that the service will be used with the large population of the Amargosa-Lathrop Wells area.

14. The Clark County Library District, the Regional Library for the Southern Nevada Library Services, is being developed to provide actual, realistic and dependable library services to supplement the library services in Nye, Lincoln and Esmeralda Counties. In the evaluation process, the Regional Library reviewed its services in relation to the services provided in the three counties. It was determined that the services to the three counties will be a part of its already established extension services. The service to the *three counties* in the region north of Clark County will also be a part of other established services in the Clark County Library District. This re-commitment to the regional services in the counties north of Clark County in the Southern Nevada Library Region will enable those counties to provide quality service to the people of that part of the Region. The Project services will continue to supplement the public library services provided on a local basis.

15. Overall, the objectives of the library services in the three counties, Nye, Lincoln and Esmeralda, through the Clark County Library District have been reached. Specifically they have been reached in varying degrees but in all instances a part of the objective has been achieved.

One objective - To provide bookmobile service to Lincoln, Nye and Esmeralda Counties in the unserved areas - has been achieved by 100 per cent for the areas designated for the service during the first year.

A second objective was to establish library service in these

communities staffed by local people and paid through the Project. This was established as an objective to provide continuity between the bookmobile and the people and to facilitate the use of the mobile unit. This objective was achieved up to 90 per cent.

A third objective was to encourage the utilization of local resources and to continue and expand library services on a local basis. This objective was achieved up to 80 per cent.

A fourth objective was to facilitate the use of other services - rotating collections, books-by-mail, telephone reference service and audio-visual services. This objective was achieved up to 80 per cent.

The expansion of the bookmobile service from bi-weekly to weekly service and the addition of bookmobile stops in the three county area will achieve 100 per cent coverage geographically and an increase in quality. Training sessions now provided will be increased in the future both in number and in variety for local library personnel.

In rating library service programs for the first year on a scale of 1-2 (below average), 3-4 (average) and 5 (above average) - specific programs are rated as follows: Bookmobile service -5; Books-by-mail-5; Increased local funding-4 (funds increased in all areas in varying amounts); Development of new service locations-4; Telephone Reference Service-1; Audio-visual programs-1. The utilization of the Children's program varied from a rating of 5 to a rating of 0. The variation was caused by the receipt or non-receipt of the materials and the availability of personnel and/or space to carry out the program.

16. Recommendations for Improved Library Service through the southern Nevada Regional Library Services include the following:

a. A realistic and dependable access to the Clark County Library District Book Collection.

b. A rotating collection of children's and adult books readily available at all times in the libraries that were established or have been established.

c. Dependable, on-time bookmobile service with absolute scheduled stops.

d. All requests from the community libraries filled through the Southern Nevada Library Services with all reasonable speed and delivery when requested.

e. Information made available to community libraries concerning the activities in Books-by-mail, Bookmobile service and films in their area of operation.

f. Rapid service on all requests of whatever nature or whatever response to the Regional Library.

g. Magazines made available to the people in the three counties through the Southern Nevada Library Services.

h. Children's programs available to the communities on a regular basis.

i. A realistic support program of funding developed within the three counties to supplement the Library Services and Construction Act funding with the purpose of replacing that funding.

j. Paperback books made available through the Project services.

k. Evening hours provided by the bookmobile so that adults as well as the children can have direct use of the bookmobile service.

l. An improved collection of materials should be made available in the Regional Library, the Clark County Library District. Because this Library serves a large geographical area with a variety of services, a large collection of materials is necessary to insure the dependability of services. The larger collection will also increase the probability of receipt of requested materials.

m. A review should be made of the staffing of the Regional Library, the Clark County Library District, to insure that staff is available to carry out the program of the Project on a dependable and quality level.

n. Consideration should be given by all libraries and personnel involved in the Project to revising procedures to insure that the procedures are simple, understandable and effective.

o. A review, on-site, should be made of the Project services by the Extension Service in the Regional Library. This review should be made as soon as possible but no later than the Spring of 1976. The purpose of the review is to insure that the basic services are operational and effective. The review should also determine which services are needed by specific communities but not required by others.

p. All bookmobile scheduled stops should be reviewed carefully to determine the feasibility of the present stops and determine the need for additional or alternate stops.

## Recommendations for the Future

Several overall recommendations can be made which will not require restructuring of the Project but which either will modify it or strengthen certain elements of the Project. These are to:

1. Strengthen the programs in the Project by clearly defining the specific products to result, the benefits anticipated, the quantified objectives and the costs of achieving those results and benefits.
2. Initiate a precise program reporting mechanism.
3. Improve the finances of the library service on a continuing basis; insure improvement on all levels of government - local, state and federal.
4. Place special emphasis on the provision of adequate physical space for making library service available and accessible.
5. Provide, on an overall basis, permanent paid staff. The staff employed should be qualified for the specific services to be provided.
6. Give specific attention to studying the present hours of opening for service and those which would be desirable; the resulting findings should be implemented on a phased-in basis.
7. Give priority to continuing public information such as handouts, straight news stories, feature stories, incidental publicity, editorials and letters to the editor, special promotion, reviews or general news.
8. Review and revise objectives so that they are observable, attainable, quantified and time-defined intentions.

9. Increase local staff training programs in variety, in breadth and in depth.
10. Provide library service to all other unserved communities in the three counties.
11. Increase all services in the three counties including weekly bookmobile service.
12. Provide access to at least three books per capita with an overall plan for increasing the number on a yearly basis.
13. Increase the variety of titles available to the residents of the three counties through planned and implemented constant addition or exchange.
14. Provide materials in all media forms with sufficient and suitable equipment to make all realistically useable.

These recommendations are made with the realization that unlimited resources are presently not available. These proposed attainments are within the resources and capabilities presently available or potentially available in the Southern Nevada Library Region. Given unlimited resources, it would be possible to provide adequate library service to all people in the three counties at once. Within the time and resources that have been available in the first year of service, the overall progress in the development and delivery of library service in the three counties was remarkable. A firm structure has been developed in basic Project Services that can be carried on by the cooperative effort, on a regional basis, of all levels of government.

## APPENDICES

- I. Southern Nevada Library Bookmobile and Regional Services.
- II. Regional Bookmobile Schedule Revised June, 1975.  
Week One  
Week Two
- III. Representative Public Library Cards in Southern Nevada Regional Library Services.
- IV. Sample Newsletter for the Southern Nevada Library Services.
- V. Sample Books-by-mail card for the Southern Nevada Library Services in the three county area.
- VI. Library Service Program

SOUTHERN NEVADA REGIONAL LIBRARY BOOKMOBILE SCHEDULE - REVISED JUNE, 1975

Week One

Day	Arrive	Depart
<u>Monday</u>		
Las Vegas	----	
BEATTY	10:15 am	12:00 noon
GOLDFIELD	1:30 pm	4:00 pm

<u>Tuesday</u>		
GOLDFIELD		8:00 am
TONOPAH	8:30 am	10:00
MANHATTAN	11:00	12:00 noon
ROUND M.F.	12:25 pm	2:25 pm
CARVER ST.	2:40	3:15
AUSTIN	4:00	

<u>Wednesday</u>		
AUSTIN		8:00 am
GABBS	10:00 am	12:30 pm
SILVERPEAK	2:00 pm	3:30
COALDALE	4:00	

<u>Thursday</u>		
COALDALE		8:00 am
FISH LAKE VALLEY	8:40 am	11:40
LIDA	1:00 pm	1:30 pm
BEATTY VALLEY	3:00	4:00
BEATTY	4:00	

<u>Friday</u>		
BEATTY		1:15 pm
AMARGOSA	2:00 pm	4:00
PAHRUMP	5:00	8:00
LAS VEGAS	9:00	

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REPRESENTATIVE PUBLIC LIBRARY CARDS - SOUTHERN NEVADA REGIONAL LIBRARY SERVICES

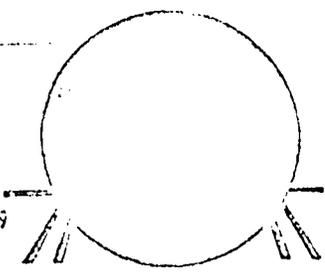
Phone Number

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SIGNATURE

I. D. ISSUED

TONOPAH PUBLIC LIBRARY BOX 467  
TONOPAH, NEV. 89049




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HONORED IN ALL NEVADA PUBLIC LIBRARIES

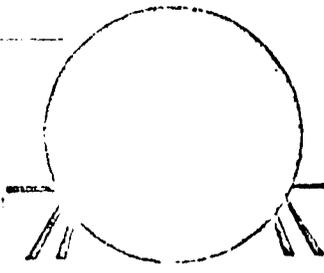
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I. D. ISSUED

PANRUMP PUBLIC LIBRARY  
PANRUMP NEV 89001




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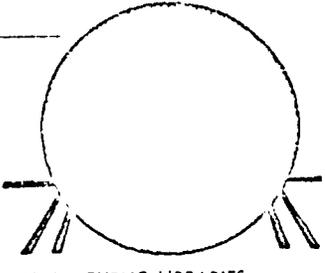
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I. D. ISSUED

LINCOLN COUNTY LIBRARY - ALAMO  
BOX 601  
ALAMO NEV. 89001




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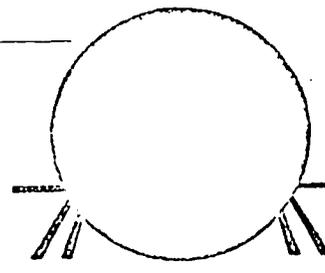
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GABBS COMMUNITY LIBRARY BOX 206  
GABBS NEV. 89409




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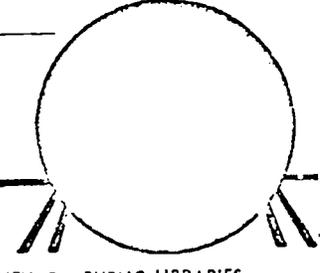
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LINCOLN COUNTY LIBRARY - PICOCHE  
BOX 248  
PICOCHE, NEV. 89043




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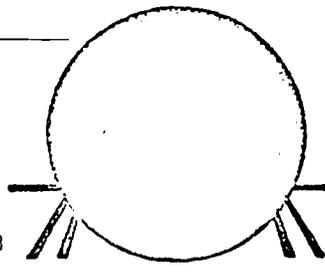
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LINCOLN COUNTY LIBRARY - CALIENTE  
BOX 306  
CALIENTE, NEV. 89008




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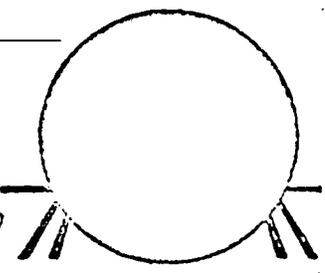
Phone Number

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NYE COUNTY LIBRARY SERVICES  
BOX 449  
TONOPAH, NEV. 89049




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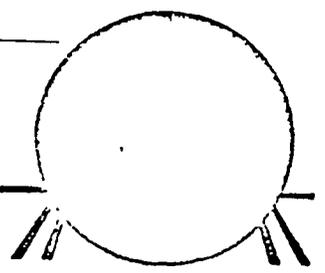
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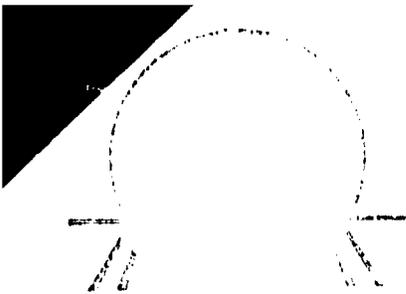
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ESHERALDA COUNTY LIBRARY SERVICES  
GOLDFIELD, NEV. 89013




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HONORED IN ALL NEVADA PUBLIC LIBRARIES



# SOUTHERN NEVADA LIBRARY COUNCIL

1401 EAST HARRIS ROAD  
LAS VEGAS, NEVADA 89102

702 739 6223

SERVICES

CLARK COUNTY  
LINCOLN COUNTY  
WYOMING COUNTY  
ESMERALDA COUNTY  
CLARK COUNTY

VOL. 1 NUMBER 1 WINTER 1978

## NEWSLETTER NOW AVAILABLE

The regional development program for Southern Nevada has been underway for six months. This news letter will attempt to bring everyone up to date concerning our progress.

## BOOKMOBILE SUCCESS STORY

The bookmobile has been in operation since August 19. In a two week period the van travels 1,600 miles, makes 24 stops and is open for public service approximately 40 hours. The bookmobile is scheduled at the Main Clark County Library 10 hours every two weeks and is on the road approximately 30 hours during this time. Our driver, Ms. Beal spends six nights on the road away from Las Vegas in each two week period.

Approximately 2,500 books are now assigned to the bookmobile. Of this number 1700 are constantly in circulation. On Tuesday, October 29, we added an additional 2,000 books to the bookmobile collection, and will continue to add books to the van until we have reached a point where the van will be 90% full at all times. We are now circulating on the average of 100 books a day from the Regional Bookmobile. We expect this figure to increase as a wider selection is made available to your library patrons.

## HELP NEEDED

Enclosed you will find the bookmobile books-by-mail circulation statistics for each community on a separate page. You should include these figures in your local circulation reports for they represent a portion of the library service offered to your communities. In turn, we would like you to keep record of the circulation of the rotating collections of material the bookmobile leaves at your library. This will help us ascertain their effectiveness.

## BOOKS-BY-MAIL

The books-by-mail cards are coming in at a fairly regular rate. To date 63% of the requests for books are filled as they arrive. 30% are placed on reserve, and 7% are requested from other libraries via inter-library loan. When the patron allows us to substitute a "best similar title", on the same subject approximately one-half of the reserves can be mailed out at once.

When a person requests a book that is currently in use by another patron, a reserve is placed on that title for the person who requested the book. When the book is returned to the library it is mailed to the next requesting library patron. If more than one person has requested the book, as in the case of "best seller," a waiting list is established for that title. When the waiting list has seven names on it, an additional copy of the book is purchased from a local book dealer. It is hoped therefore, that we can fill any request for a book either from a books-by-mail request, or



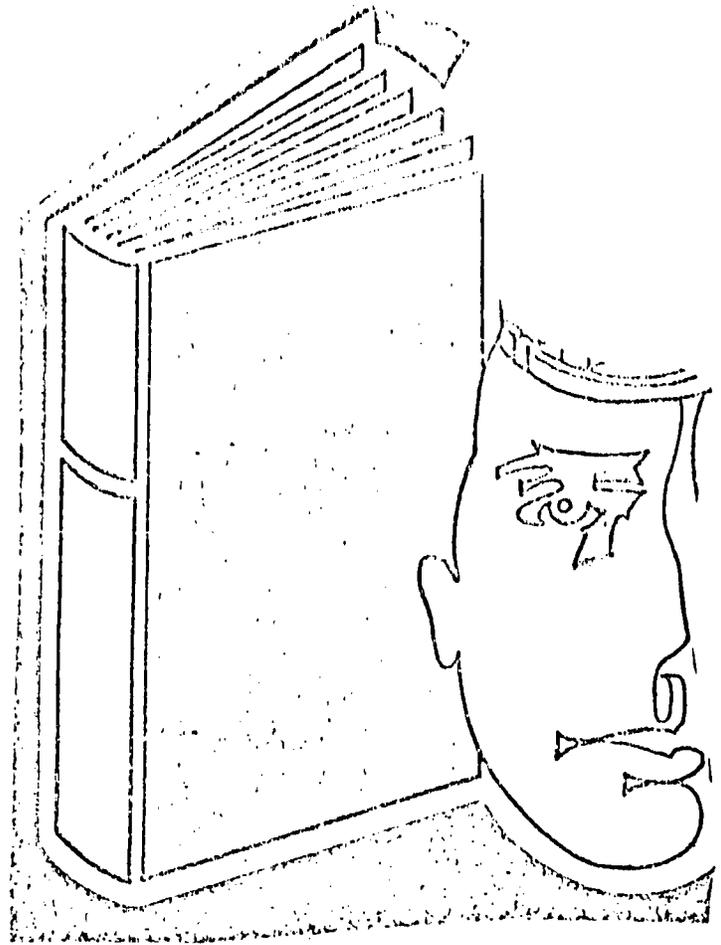
## BOOKS-BY-MAIL. cont'd.

from a walk-in-patron, within 90 days. We hope to be able to reduce this to 30 days when our computerized circulation system goes on line this spring. Persons who order books-by-mail should be aware of this procedure.

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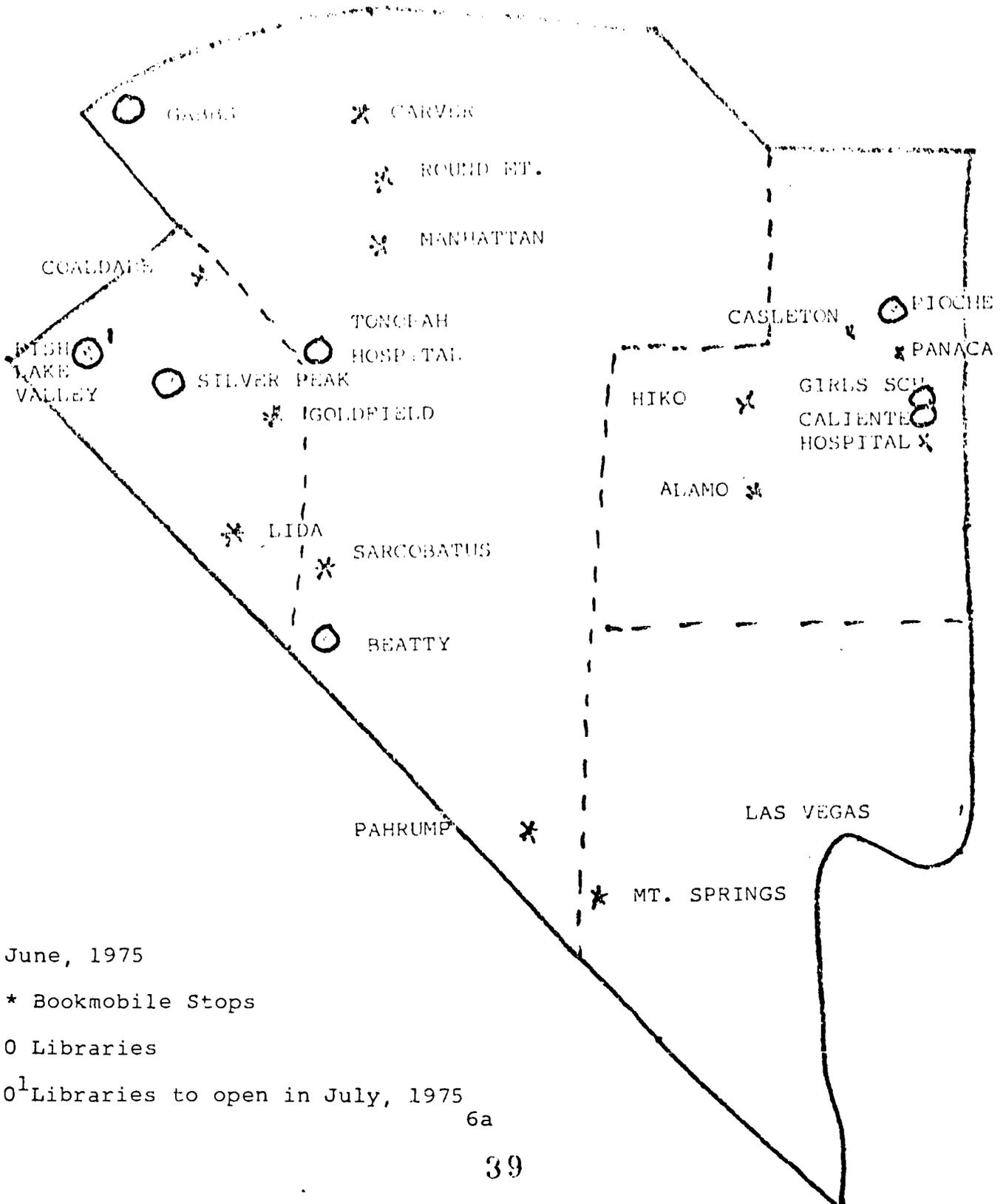
## TELEPHONE SERVICE

Little use has been made of the telephone reference service. I would like to encourage you to call the REGIONAL RESOURCE CENTER if you have concerns or questions regarding service to your library and to call the library reference desk for information needed to supplement your local reference collection. You would be amazed at the variety and depth of information that can be obtained by telephone from your REGIONAL RESOURCE CENTER LIBRARY.



*NEXT WEEK: AN UP-TO-DATE REPORT ON OUR PUBLICITY PROGRAM.*

SOUTHERN NEVADA LIBRARY BOOKMOBILE AND REGIONAL LIBRARY SERVICES



June, 1975

\* Bookmobile Stops

O Libraries

O<sup>1</sup> Libraries to open in July, 1975

6a

## LIBRARY SERVICE PROGRAM

### SOUTHERN NEVADA LIBRARY REGION WITH SPECIFIC PROGRAMS FOR THE COUNTIES OF ESMERALDA, NYE, AND LINCOLN

The library services program is discussed in "Library Service for All Southern Nevadans", a report which was developed through talking with people in the Southern Nevada Library Region - the counties of Clark, Esmeralda, Lincoln and Nye. The Program proposes specifically for the three counties of Lincoln, Esmeralda and Nye based on the Clark County Library District:

BOOKS AND OTHER LIBRARY MATERIALS will be provided where library service does not now exist and will assist the library with added services in the three counties. Audio-visual materials, including films and other materials as needed will be made available to all through programs such as books by mail.

MOBILE UNIT. A mobile unit will be provided. In some areas of the counties, it will give library service as a bookmobile and in other areas, it will supplement the library collections. The mobile unit will be based at the Clark County Library District and will make stops throughout the three counties. It will act as a bookmobile, as a courier service, as a means of transporting book collections as well as providing a communications service.

ROTATING COLLECTIONS. Books and other library materials such as films will be rotated from the Clark County Library District among the libraries in the three counties. Suggestions for the purchase of book titles and films, as well as subjects of interest, will be actively sought from the people in the three counties to supplement local collections.

REFERENCE AND INFORMATION SERVICE will be available from the Clark County Library District. THIS service will be provided by telephone, by mail, and in person through local library staff.

COMMUNICATIONS. Means of communication will include telephone, telephone credit cards, mail and a mobile unit.

PERSONNEL. Grants for community aids to serve on an hourly basis for a few hours each month to assist in providing library service to the people in the three counties can be developed. The community aids would serve in the communities in which they live. Librarians, where libraries now exist with paid personnel, could receive salary supplement grants for additional hours of library service.

LIBRARY PROGRAMS. Children's story hours; puppet shows; discussion groups and other types of programs of community interest could be developed.

FUNDING. Federal funds under the Library Services and Construction Act will fund the library service initially. Funds are now available and allocated to the project in the four counties through 1974-75. It is planned that these library services could begin in June, 1974. Use and cost records will be maintained to establish the cost and need for each part of the service to determine how the library programs can be continued on a permanent basis. State funding will also be sought to assist with the continued library service programs as well as continued partial federal funding.