

**MINUTES****Henderson District Public Libraries****Board of Trustees****Date:** April 20, 2023**Place:** Green Valley Library

2797 N. Green Valley Pkwy., Henderson, NV 89014

**Time:** 7:45 a.m.**This meeting will not be accessible via Zoom**

*Notice is given that items on the agenda may be taken out of order. Two or more agenda items may be combined for consideration; items may be removed from the agenda or discussion delayed relating to an item on the agenda at any time. Public comment will be taken on each item as it is heard. There will be a 3 minute per person time limit during the public comment portion of the meeting.*

**Call to Order**

Board Chair, David Ortlipp, called the meeting to order at 7:45 a.m.

**Roll Call**

Board present: Jennifer Andricopulos, Angela Brommel, James Green, Kip Noschese, David Ortlipp, Gerri Schroder, Bette Silverman

Board absent: None

Staff present: Marcie Smedley, Viveca Grinstead, Joy Gunn, Sean Hill, Melissa LaPorte Michelle Mazzanti, Christina Terriquez, Joseph Tracy

Others present: Marian Brown, Julie Buckley, Alexandra Costa, Leslie Finzer, Roberta Holton, Cindy Vallar

**Approval of Agenda**

Jennifer Andricopulos made a motion to approve the agenda. Angela Brommel seconded the motion. The vote was unanimous.

**Consent Agenda**

These items are not expected to be controversial and will be considered together and approved in a single motion. Any person desiring to remove an item for separate consideration should so request before approval of the agenda. Items pulled from the Consent Agenda will be considered separately. All other consent items will be approved as one item.

**CA-1 Approval of Minutes**

March 16, 2023

**CA-2 Review of Paid Invoices**

March 2023

Bette Silverman made a motion to approve the consent agenda. Jennifer Andricopulos seconded the motion. The vote was unanimous.

**Director's Report**

*Possible Board discussion of the Director's report or various staff reports highlighting various administrative and staff activities since the last meeting.*

Cindy Vallar, President of the Friends of Henderson Libraries [Friends], introduced the volunteers present and explained that despite the adjustments made after COVID, the Friends are pleased to be able to give \$68,000 to the library; these funds are primarily from used book sale proceeds. Special recognition was given to Leslie Finzer who runs the book sale operation from seeking and sorting donations to organizing bookstores, recruiting volunteers, and holding special sales. Cindy Vallar said Leslie Finzer has been volunteering with Friends for 19 years. It would be impossible to put a dollar amount on these efforts. Leslie Finzer expressed appreciation to all the library staff and especially Edson Navarro who helps with the heavy lifting. Everyone's help is appreciated, this is truly a group effort. Cindy Vallar introduced and thanked Roberta Holton who is working on getting the Amazon store that was closed during COVID, back up and running. Roberta Holton commented that it is a work in progress. Alexandra Costa was welcomed back. Marian Brown was thanked for her many contributions. Cindy Vallar said she is pleased to present these great results today. A check presentation picture was taken. Marcie Smedley, on behalf of the entire Henderson Libraries team, thanked the Friends for their many contributions. The work the Friends do is just phenomenal. It is a testament to the Friends' commitment that a \$68,000 is presented check today. As much as things have changed, it



is because of your commitment to support the library that makes it possible to bring the best library services to the Henderson Community. Cindy Vallar said book donations are always being sought. Angela Brommel said she plans to bring a bunch of books to donate from Provost Shields home and office. Provost Shields is retiring. Leslie Finzer reminded everyone the book sale starts tomorrow. David Ortlipp thanked the volunteers for being a constant during his service on the Board.

Viveca Grinstead presented the 3<sup>rd</sup> quarter budget report. Tax revenues have come in just under 75%. It is the same with salary and benefits. Funds used to be encumbered for some items, like utilities and services, and they would show 100 percent spent for the entire year. There is a new process in place. Purchase Orders won't be used anymore, and credit cards will be used more. This will allow considerable savings, use less consumables, and prevent fraud. It will be a much more accurate report of where the district is with the budget. Everything should be at 75% but came in a little under budget. Viveca Grinstead asked if the Board had any questions. James Green said Viveca Grinstead mentioned convenience, credit card fraud protection and consumables, is there a benefit that the process is quicker and more efficient? Viveca Grinstead replied yes, check usage has gone from 25 per week to less than 10. That reduces staff time for printing, folding, stuffing and stamping envelopes. James Green asked if there is a time in the future when the district may stop using checks and may start using Zelle® or PayPal? Viveca Grinstead replied that more companies are taking credit cards and ACH transfers are also becoming an option. Eventually the accounting department would like to go paperless. It is a process. Bette Silverman said this would save \$600 a year just in postage. Jennifer Andricopulos asked how using the credit card provides better fraud protection than mailing a check. Viveca Grinstead explained that when checks are mailed, they can be stolen and washed, then filled in with fraudulent information. At Nevada State Bank there is a system where all the check numbers of checks going out are flagged. If a check comes through that is not the check number or payee entered that check is flagged. Basically, checks that have been washed are flagged. This allows the finance department to approve or decline payment. Jennifer Andricopulos asked if there is a portal where all posted transactions are reviewed. Viveca Grinstead said the originator codes the payment, makes sure there is no tax, and checks everything. When submitted for payment, Viveca Grinstead double checks everything, approves it, then that is 1 check that is sent out. Marcie Smedley said the district is also getting a rebate for paying with credit cards, much like how individuals receive cash back or rewards for using their credit card. Viveca Grinstead said it also allows the district to pay invoices with more accuracy. Payment can be made on the due date, with late fees avoided.

Melissa LaPorte, Head of Circulation at the Paseo Verde Library, and leader of the *CS3 Initiative: Customer Service Language and Engagement*, introduced the Customer Service Pledge. This document and concept have been in the works for some time, even pre-pandemic. Some of the people who worked on this no longer work at Henderson Libraries, but they came up with a great framework. Some changes happened, which required some editing, such as the addition of Neighborhood Libraries and the Customer Care Team to handle customer service for all phone calls. By providing this flyer to existing staff and all incoming new staff, we are renewing the commitment to Henderson Libraries' already good customer service. This is an outstanding tool to give to people when they come on board, sharing expectations and it keeps us consistent, districtwide. Marcie Smedley said it is great to highlight the district's initiatives and this pledge allowed for testing the procedure through the approval process, implementation districtwide as well as getting feedback from other members of the team. Marcie Smedley thanked all the members of the CS3 Initiative for their hard work. This emphasizes how important customer service is to Henderson Libraries' culture.

Christina Terriquez, Youth Services Librarian at the Paseo Verde Library, shared an update from the *Initiative OS7-Teen Services*, which she leads. There are a lot of fun things being planned, such as a job fair and a teen specialty card. This team's current focus has been on the Teen Writing Contest. This is the 14<sup>th</sup> year that students in grades 6-12 have been able to submit an entry in poetry, fiction, or nonfiction essay categories. The contest opens December 1<sup>st</sup>, closes February 28<sup>th</sup>. Think Art has been a partner since the beginning to provide judges, score the results and deliver summaries. A huge reception is held, displaying all the entries, featuring a guest speaker, and providing refreshments. This year's reception will be tomorrow at the Gibson Library from 6-7 p.m. Jean Munson will be the presenter, owns her own publishing company, and is a writer and illustrator. The Board is invited to attend. Marcie Smedley added that all entries that are accepted will be included in a digital presentation, "Unlocked Voices" on the library district's website. Christina Terriquez said 118 teens entered the contest and 220 people have RSVP'd for the reception. Marcie Smedley said it is great to coordinate the efforts districtwide through the teen initiative, providing services, resources, programs, and opportunities to teens in our community. Thank you for all the work your team does for teens.



The Henderson Book Festival is Saturday, April 29<sup>th</sup>, from 10 a.m. to 3 p.m. The City of Henderson has paid to bring the authors. The outreach vehicle, Leo, will be onsite with activities. A variety of library team members will be working at the event, helping with logistics, hosting various author tents, introducing authors, and facilitating question and answer sessions. 3 of the authors will be coming to libraries (Gibson Library, Green Valley Library and Paseo Verde Library) for meet and greet events the day before the book festival. Last year the book festival came together so fast, Library staff reached out and offered to play a bigger role this year. Happily, Henderson Libraries will be included more in this year's event. Marcie Smedley said the team is looking forward to the event and it's a great partnership with City of Henderson.

Marcie Smedley said the Board should have received an invitation to the *Volunteer Appreciation Lunch* on Wednesday, May 17<sup>th</sup> at noon. This year the event will be held at the Wild Horse Golf Course. Please RSVP if planning to attend.

#### **New Business**

- 1. Discussion and possible Board action regarding Petitions Policy**

Marcie Smedley said the Petitions Policy used to start with some references to the library's position on petitioning which does not need to be in the policy. That was removed as this policy is dictated by statute. A couple of herself/himself references were changed to themselves. The correct name for Library Rules of Conduct was inserted. It was formerly called the Patron Conduct Policy. The contents of the Petitions Policy is dictated by statute, thus, most everything was laid out by state statute. There were very minor changes.

David Ortlipp asked for public comment. There was none.

Kip Noschese made a motion to approve the revisions to the Petitions Policy. James Green seconded the motion. The vote was unanimous.

#### **Old Business**

- 1. Discussion and possible Board action regarding Executive Director evaluation**

David Ortlipp said this item is more of a reminder. There is nothing to report or discuss.

David Ortlipp asked for public comment. There was none.

James Green said the next step will be for the three-person personnel subcommittee to review the questions to make sure they are relevant and send out questions to the Board and admin staff. The Executive Director will prepare a self-evaluation. The personnel subcommittee will review all the responses and meet with the Executive Director. A summary and recommendation will then be brought to the entire Board at the June Board meeting. Marcie Smedley said there is plenty of time if the questionnaire goes out in the next couple of weeks.

#### **Announcements**

The next Board meeting will be **May 18, 2023**, at the **Paseo Verde Library**, 280 S. Green Valley Pkwy., Henderson, Nevada.

#### **Public Comment**

*Note: Pursuant to Nevada's Open Meeting Law, action may not be taken on matters presented during this period until included on a future agenda as an action item.*

#### **Adjournment**

The meeting was adjourned at 8:10 a.m.

*Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by April 12, 2023.*

Posted at hendersonlibraries.com, the State of Nevada Public Notice Website, Henderson City Clerk's Office, Paseo Verde Library, Green Valley Library, James I. Gibson Library, and West Henderson Library

*For details of the agenda, or to leave public comment before the meeting, please call the administrative offices at 702-207-4298.*