



MINUTES

Henderson District Public Libraries

Board of Trustees

Date: February 20, 2020

Time: 7:45 a.m.

Place: Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada

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

Chair Mark McGinty called the meeting to order at 7:45 a.m.

Roll Call

Board present: James Green, Mark McGinty, Kip Noschese, David Ortlipp, Bette Silverman

Board absent: Angela Brommel, Dan Doherty

Staff present: Debbie Englund, Dana Friesen, George Greicar, Viveca Grinstead, Joy Gunn, Sean Hill, Betsy Johnson, Candace Kingsley, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lisa Phelan, Marcie Smedley, Vivian Tufano, Leona Vittum-Jones

Others present: Lois Brown, Marian Brown, Julie Buckley, Sue Bunyan, Tish Campbell, Diane Collins, Alexandra Costa, Leslie Finzer, Glyn Taylor, Cindy Vallar

Approval of Agenda

David Ortlipp made a motion to approve the agenda. Kip Noschese 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

January 16, 2020

CA-2 Review of Paid Invoices

January 2020

Bette Silverman made a motion to approve the consent agenda. James Green 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.

Marcie Smedley welcomed the Library Tree Lane committee. Julie Buckley thanked the board for allowing them to be at the meeting to present a check for the Library Tree Lane proceeds. The Gala was a huge success. Julie Buckley said she was sad not to be able to be there; the committee, staff and volunteers did a wonderful job. Like a well-oiled machine, it gets better every year. The committee members present introduced themselves. Tish Campbell said she does data entry for the baskets and helps where needed. Glyn Taylor said she oversees the volunteers for the boutique and chance ticket sales. Julie Buckley said she is the committee chair. Diane Collins introduced herself as first assistant. Alexandra Costa is treasurer. Cindy Vallar oversees communications. Sue Bunyan took charge of book bundles. Marian Brown said she writes checks. Julie Buckley presented a check to the board for \$42,000. The meeting adjourned briefly at 7:49 a.m. for a picture with the board and the Library Tree Lane committee. Mark McGinty said it is such a pleasure to have the friends come in February to give the library district a check. It is amazing the effort put into this event every year. We are working on finding you a new workspace. The friends are so important in the district's day-to-day function. Thank you. David Ortlipp said he values the Library Tree Lane Gala for the outreach,

bringing people from the community into the library. This is the most important event of the year. Marcie Smedley said, on behalf of all the library staff, thank you. The Library Tree Lane committee works hard all year long to make this event happen. We appreciate it. We love the money you raise, the people you bring in, but mostly love having you here every day. We appreciate you. The Library Tree Lane committee left the meeting at 7:53 a.m.

The new Green Valley Library manager, Carla Mason, will start March 16th. Ms. Mason is coming from Seattle Public Library and gained most of her experience from working in southern California. She has been a branch manager and a regional manager, with oversight of 24 branches. Carla Mason brings a lot of management and leadership experience and a strong foundation for supporting her team. The board will meet her at the next meeting.

With Gayle Hornaday's retirement, the assistant director job is posted. It will close on the 28th of February. The first round of interviews will take place in March. There have been a fair number of applicants already. The position will probably be filled at the end of March or the beginning of April.

A group from the library district attended the State of the City address last week. Marcie Smedley thanked Mark McGinty for allowing staff to sit at his table. Mayor March highlighted the *Born to Read* project. This initiative delivers books to Henderson Hospital for to be shared with new parents. The books come with reading tips and a first library card. The new parents can bring the library card into the library to register it. It was nice that the library was highlighted during the address. The big news at the address was the hockey arena coming to the Henderson Pavilion. Marcie Smedley has been in touch with Stephanie Garcia-Vause, who, along with Rob Herr, will be meeting with stakeholders. They were under a gag order until the Mayor's state of the city address. Parking and traffic will have the biggest impact, but this brings a lot of opportunity as well and will create a vibrant environment and possibility for programming. Marcie Smedley is looking forward to it. Increased traffic can bring increased possibilities. We will work through it.

New Business

1. Discussion and possible board action regarding approval of contract for carpet project at Paseo Verde Library

Lisa Phelan presented a carpet proposal for board approval. The proposal includes materials, removal, prep, installation and disposal, totaling \$233,809.02. Lisa Phelan said it is exciting to move forward. Samples of the carpet and tile were shown. There will be plank in the program room, the public area, adult area and children's area will be carpeted. The administrative offices will use the hard plank. Moving shelving, furniture and materials is not included in the bid. A lot of money can be saved by contracting it out. Since this contract is joining onto a contract with Source Well, a company that holds many government contracts, the job does not have to go out to bid. Mark McGinty commented that NRS provides for joining onto other government contracts that have already been bid. Staff has done a great job saving up the money and getting the plans made. It will make some of our state senators happy when they visit the library. Bette Silverman asked about the warranty. Lisa Phelan said the materials are commercial grade with a 10 to 15-year warranty. Lisa Phelan has personally tested it herself. Bette Silverman asked if the carpet is roll or tile. Lisa Phelan responded tile. Mark McGinty said it is the same product the school district uses. It is a great product. CCSD [Clark County School District] buys by the trainload. David Ortlipp asked if it is wood laminate or vinyl. Lisa Phelan responded it is luxury vinyl tile. James Green asked if this was budgeted. Marcie Smedley said \$300,000 was budgeted for this fiscal year. James Green commented it is under budget, but the moving still needs included. Lisa Phelan said the moving will be \$27,000 and the project will still come in just under budget, overall. Marcie Smedley there is also an opportunity to replace the computer pods. David Ortlipp said that city councilmen, state senators have come through and commented on how badly the flooring needs replaced. Marcie Smedley also added there were safety issues, carpet fraying and rippling. Next month the board will be asked to approve closed dates for the project. David Ortlipp asked how much lead time there will be. Lisa Phelan couldn't recall but commented that projects usually take longer than anticipated. The library will need to be closed while remodeling but there are areas that may be able to remain open when the back areas are done. Marcie Smedley said Lisa Phelan is working with her team to perhaps be able to offer holds pickup and limited services in the program room. Mark McGinty said it has been his experience that the longer you can be closed the faster the job gets done. That is the painful reality. Marcie Smedley pointed out that books will have to be un-shelved and re-shelved and the shelves moved and moved back. Mark McGinty said there are companies that will come in, shrink wrap the books and shelves and lift them up while the flooring is replaced, but it is very expensive. Bette Silverman told of a small library in Illinois that encouraged people to check out more books to help with the remodel. Marcie Smedley said the team has discussed some creative ways to help with the project, such as increasing the number of books that can be checked out. David Ortlipp suggested having extended open hours for the couple of days before the project starts.

Mark McGinty asked for public comment. There was none.

James Green made a motion to approve the contract for carpet project at the Paseo Verde Library. Bette Silverman seconded the motion. The vote was unanimous.

2. Discussion and possible board action regarding overview of Initiatives/Strategic Plan

Marcie Smedley discussion item only, it's been a year since the Strategic Plan was approved and rolled out. Feedback from team members led to discussions and combining initiatives that were working parallel to work together. One item, teen services was added as a new initiative. The list shows initiatives that were merged to be able to function more cohesively toward a common goal:

Strategic Plan

2019-2024

Market Strategies

Core Services

CS1: Outreach (Combined CS1/CS2) [pop up libraries and community events combined into outreach team]

CS3.5: Customer Service Language & Engagement (Combined CS3/CS4)

[these items address customer service and engagement. The two initiatives went hand in hand, how we are speaking to people and engaging online. These go hand in hand. This initiative is very close to rolling out a customer service pledge. Customer Service is one of our top priorities and this is a way to celebrate that.]

CS5: Physical Collections & Resources [automating, brought a selector's group together. This is more comprehensive and uses new tools and weeding guidelines.]

CS6: Digital Collections & Resources [Gayle Hornaday handled a lot of the digital resources and transferred them over to the initiative. The initiative will look at statistics and identify digital resources to support other teams and align the needs of the community to identify what services are needed.]

CS7: Community Tech Centers [This initiative remained the same. The Green Valley Library computer lab move is complete. The computer lab is now the program room. The old program room is being changed over to a tech area. A \$100,000 LSTA grant is being sought. The city has pledged \$25,000. The funds will be used to turn the program room into a STEAM center.]

Out of School Learning

OSL1: Children Ready to Enter Pre-K [responsible for the Born to Read program mentioned earlier]

OSL2: Children Reading at Grade Level [reading programs that are being developed to reach those school age children. Work on the 3rd grade initiative. For competitive funding project received funds to bring school groups to the library. This will identify which schools in the area are or are not participating in the summer reading challenge.]

OSL3: STEAM Services [working with community tech centers]

OSL4: Learning for Leisure [An interesting series has been added through this initiative – Hidden History of Nevada. Programs will feature interesting characters from Nevada history, such as early settler John Powell and Mark Hall-Patton will discuss Elwood Mead, the namesake of Lake Mead.]

OSL6.5: Learning for Career Achievement (Combined OSL5/OSL6)

[Learning for achievement and career development. Includes high school equivalency exams, English as a second language. A Tech networking event, VIBE, brought in local tech companies and exposed community members to the industry. This combined initiative is also looking at providing more training to staff on our partnership with Workforce Connections.]

OSL7: Teen Services (New Initiative encompassing all things teen)

Culture & Creativity

CC1: Cultural Connections [rainbow connection and collection programming, International Festival, cultural programming]

CC2: Design Thinking & Activities (Combined CC2/SI3)

[Design thinking aimed at our team. How do we train staff? How do our initiatives roll out? They have worked with the initiative teams to understand their needs and offer relevant thinking. Once the team is trained, all initiative teams will look at how design thinking fits in.]

CC3: Digital Community [Social media, website, how to elevate library district presence in the

community. Through many posts, Heela Naqshband is trying different ways to get people in our community to engage.] We have started utilizing our library managers to engage with and support teams they are responsible for.

Organizational Strategies

One Library

OL1: Realignment & Building on Strengths (Combined OL1/OL3)

Both teams had similar responsibilities, looking at job descriptions. They were combined to look at the journey, assign new team members to initiatives and provide an opportunity to switch to an initiative where they are more engaged. We want people to engage with what they are doing so they bring their feelings and their thoughts]

OL2: Strategic Budgeting & Koi Pond (Combined OL2/SI2)

[This is competitive way to get funding for new and innovative programs.]

OL4: Team Development: Recruitment

[Team development and recruitment. This team is looking at how we recruit and how we will in the future. Created a bank of interview questions, looking at structure of panel interviews and identifying some standards for recruitment. Also looking at other places we can recruit from to cast a wider net.]

OL5.5: Communications & Cultural Language (Combined OL5/OL6)

These two initiatives were working on the same things and were combined to be more effective]

Service Innovation

SI1: Sunsetting & Streamlining Backend Processes (Combined SI1/SI6)

[How do we identify things that aren't working for us anymore? Sunsetting explores this. The big item for streamlining backend processes will be installing the automated materials handling system. Once installed at the Paseo Verde Library, it will be rolled out to the other two libraries.]

SI4: New Challenges, New Skills

[Puts together a newsletter to identify trends, will support other initiatives in researching information on trends that apply to their initiatives.]

SI5: Project & Time Planning & Management

[This initiative is putting together a toolkit all the initiatives can use.]

Growing Leaders

GL1: See It, Own It, Fix It [tool through Microsoft Teams allows people to submit problems, solutions, or sometimes just discussion to bring light to the subject.]

GL2: Leadership Education [mentoring program]

GL3.5: Individual Career Objectives & Quarterly Coaching (Combined GL3/GL4)

[This combined initiative will examine how the team members are setting goals and being supported in reaching those goals.]

Friends Development

Friends 1: Business Plan

Friends 2: Membership Database & Volunteer Scheduling Software

[We are helping the friends to implement a database where memberships can be renewed online and volunteers can be scheduled.]

Friends 3: Volunteer Training & Manual

[How can we work more effectively with Friends to bring in and train new volunteers. There are only so many spots. Long term volunteers, through the LDS church, can serve an 18 month mission through volunteering. These missionaries can help train/streamline incoming volunteers.]

Friends 4: Board Training & Manual

Friends 5: Streamline Work Processes

Foundation Rebuild

Foundation 1: Business Plan

Foundation 2: Board Training & Manual

[The foundation board has actually shrunk. We are working on getting a proposal from someone who can help get the foundation board moving forward.]

Foundation 3: Fundraising

City Alignment

City 1: Initiative Alignment

City 2: Annual Plan

City 3: Communications & Engagement

[There has been progress here, partnering with the city on education initiatives and working a little more with them.]

County Alignment

County 1: Initiative Alignment

County 2: Annual Plan

County 3: Ongoing Communications

Marcie Smedley said it has been a busy year, there has been a lot going on and now we look at how we continue to adapt to meet our priorities.

Mark McGinty asked for public comment. There was none.

Marcie Smedley said that at future board meetings, initiative teams will be asked to prepare a presentation showcasing their efforts.

Bette Silverman said there has been a lot of work done since the presentation last year – it is mind boggling. Mark McGinty commented that the strategy consultant warned us that many strategies may fall by the wayside. Marcie Smedley said we must be nimble, merge, find what works. Eventually as progress is made, the teams will shrink and hopefully staff will be on only 1 initiative. Mark McGinty asked if initiative owners volunteered. Marcie Smedley said some volunteered, but others were assigned. When choosing an initiative, each person was asked for their top 3 choices. Everyone got at least 1 of their choices. When the initiatives were rolled out, it became clearer what the intent of that strategy was. A process is being developed to allow people to work on an initiative they feel more aligned with. Mark McGinty said the strategic plan was vast. There will be more focus as it continues. David Ortlipp said state alignment should be also be considered. Some of the representatives will be changing. District 5 had someone term out. There will be opportunities for engagement, getting in our representative's ears. Once the election is done in November, the library district will want to engage with the representatives in Carson City.

Old Business

None

Announcements

The next Board meeting will be **March 19, 2020**, at the Paseo Verde Library, 280 S. Green Valley Parkway, 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 adjourned at 8:37 am.

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by February 13, 2020. Details of the agenda may be obtained by calling the administrative offices at 702-207-4298.

Posted at Green Valley Library, James I. Gibson Library, Paseo Verde Library, City of Henderson-City Clerk's Office, and the Henderson Libraries website.