



## MINUTES

### Henderson District Public Libraries

#### Board of Trustees

Date: June 18, 2020

Time: 7:45 a.m.

Due to the COVID-19 pandemic, there will be no in-person attendance at this time.

Attendance will be by videoconference ONLY.

Click here for information on accessing the video conference:

<https://hendersonlibraries.com/board-of-trustees-769>

*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 7:46 a.m.

#### Roll Call

Board present (via Zoom): Angela Brommel, Dan Doherty, James Green, Mark McGinty, Kip Noschese, David Ortlipp, Bette Silverman

Board absent: none

Staff present (via Zoom): Rachelle Basso, Lauren Dahlgren, Debbie Englund, Ed Feldman, Joy Gunn, Sean Hill, Candace Kingsley, Shakita Kirkland, Melissa LaPorte, Maia Malone, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lisa Phelan, Jeffrey Salinas-Jenni, Marcie Smedley, Vivian Tufano, Leona Vittum-Jones, Kristina Wang, Jessica White

Others present (via Zoom): None

#### Approval of Agenda

James Green made a motion to approve the agenda. David Ortlipp 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

May 21, 2020

##### CA-2 Review of Paid Invoices

May 2020

David Ortlipp made a motion to approve the consent agenda. Bette Silverman 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*

Joy Gunn, Digital Library Manager/Assistant Information Technology Manager, presented a digital services update to the board.

When the library district closed, due to the Covid-19 pandemic, the digital library team and IT team kicked into action answering questions through email, online chat and social media. New library accounts were issued and very quickly a digital library card was launched. New patrons got instant access to check out digital eBooks, audiobooks, movies and magazines. From the time of closure, March 15<sup>th</sup>, through May 31<sup>st</sup>, 1,075 digital library cards were opened. 649 questions were answered and there were 119 title requests from patrons. With new and existing patrons accessing the downloadable materials, while staying home for Nevada, usage went up 25% for March, April and May 2020. The usage doubled from last year.

All staff are adapting and reinventing library services. One of the mainstays, children's programming, has gone virtual. A mini recording studio was set up in the Paseo Verde Library story room and the youth services team are in front of the camera with the digital library team behind the scenes filming and producing story times and youth and teen programs that are now available on YouTube. The programming started June 1<sup>st</sup>; there are now 21 videos, with 1,460

views. Last year, two weeks into summer, youth services had 47 programs district wide and 2,000 patrons. Youth services programming is doing well for going virtual.

For adults, book clubs have been meeting online very successfully through Zoom. Some patrons with transportation issues were excited to be able to participate in book club again. Book clubs are encouraged to choose titles within HOOPLA. HOOPLA allows for simultaneous use of eBook titles so patrons can safely checkout and read the next title. Additional adult programming with guest speakers on various topics will be coming soon.

Summer reading is here! It is as virtual as the team could make it. The Summer Reading Challenge started June 1<sup>st</sup> and has signed up 1,038 readers ages 0-17 in the first 2 weeks. Compared to last year's numbers 1,500, participation is not that far behind. The state library purchased a new product called Beanstack for all Nevada libraries and it is being used to keep track of reading. Changes to summer reading include elimination of tangible items that were picked up after levels were reached. Online badges are earned now. The 4 to 17-year-olds still earn digital raffle tickets for a chance to win a physical prize at the end of the program. Adult summer reading has returned with 404 sign-ups. For every 5 hours read, a chance is earned to win one of six \$25 Target gift cards.

Curbside pickup is the newest service offered at all three libraries. Patrons can either reserve titles online or call to have staff reserve items for them. An email or text message is sent when titles are ready for pickup. They can then go online or call to make a curbside pickup appointment. Patrons living close have the option to do a walk-up appointment. When the patron arrives, they call the pickup number to let staff know they have arrived. Staff brings the items out. Since appointments started on June 1<sup>st</sup>, 1,235 appointments have been made at the three locations. 4,804 items were checked out. In addition to reserved items, youth services staff have created take home craft kits that can be picked up curbside. The kits complement programs offered online. Library staff are very excited to offer curbside pickup and patrons have been equally excited about picking up their items.

Change is hard. Joy Gunn said she is very proud of the way all team members have adapted and come together to work through an evolving and fluid situation. Staff is communicating and coming up with creative solutions to reinvent what the library can offer to our community, while keeping everyone safe and healthy. Joy Gunn is proud to be part of a team that has risen to meet these challenging times.

Mark McGinty said "great job!" Marcie Smedley expressed appreciation to Joy Gunn for being a liaison to the team, getting feedback and pulling together meetings of the managers to be able to coordinate and work together. It really has been a lot of quick moving, thinking differently and providing services in a new way. Everyone has been on board with it and it gets better and better. The library team has been great. Along with the curbside going very smoothly, the team is working together, and the community is happy to receive this level of service, happy to check out books and receive them. Plans are being made for the next steps. There has been an uptick in positive Covid-19 cases. The library district will be waiting to see if this is a trend or will flatten out before expanding services.

Marcie Smedley said 2 board members were reappointed this month. The Clark County Commission reappointed Kip Noschese at their meeting on Tuesday. Kip Noschese' new term expires June 16, 2024. Henderson City Council reappointed David Ortlipp through June 30, 2023.

Also, at the Henderson City Council meeting, the RFP [request for proposal] for the Henderson Events Center was awarded to the Whiting-Turner Contracting Company for \$70 million. Total project budget is \$84 million. There are renderings online. Some of the traffic and parking concerns were addressed. There are many more conversations to have moving forward. There is a group collecting signatures to attempt to have a ballot issue on the November ballot to block spending taxpayer dollars on the events center. The board will be kept informed.

Henderson Libraries has an MOU [memorandum of understanding] with Workforce Connections through next June. Workforce Connections is trying to get all libraries on the same renewal schedule and has asked Henderson Libraries to renew a year early. Workforce Connections has locations in the Gibson Library and the Green Valley Library. The library provides the space and Workforce Connections provide the staff. The first year there were 85 enrollees between both facilities. Since July 1, 2019 there were 158 enrollees between both locations. Considering there were no services early in the project year due to a change in service provider and the pandemic closures, that was double the number of enrollees in a smaller time frame. Mark McGinty asked how they are providing services now. Marcie Smedley said there have been virtual services and a soft opening, by appointment only, at the One Stop Career Center at the West Charleston center. Services are also being rolled out at Las Vegas-Clark County Library District as they open up.

Marcie Smedley asked that public comment be submitted using the Q&A icon to be read into the meeting. It was also noted that no public comment or questions were submitted prior to the beginning of this meeting.

## **New Business**

### **1. Discussion and possible board action regarding election of Board officers for FY 21**

Marcie Smedley said last month the existing officers were nominated to serve for another year. Mark McGinty as board chair, David Ortlipp as board vice-chair and Kip Noschese as secretary.

Mark McGinty asked for public comment. There was none. [Chair Mark McGinty noted that trustee Dan Doherty has arrived to the meeting.]

Bette Silverman made a motion to elect the current slate of officers for another year. James Green seconded the motion. The vote was unanimous.

### **2. Discussion and possible board action regarding FY20 budget amendments**

Debbie Englund said pursuant to NRS 354.598005(3), acceptance of a grant, gift or bequest which is required to be used for a specific purpose constitutes a budget amendment. The district had one such grant during FY20. An LSTA grant, *Imagine, Discover, Connect*, for youth services programming in the amount of \$10,000 was received.

Pursuant to NRS 354.598005(5) budget appropriations may be transferred between functions, if such a transfer does not increase the total appropriation for any fiscal year and is not in conflict with other statutory provisions. The governing body must be notified of such transfers. In FY20, the district has one such transfer. The district is preparing to process only cashless transactions upon reopening. Every library has one payment station, in which patrons can put cash on their accounts, thereby allowing staff to only process only cashless transactions. Due to the volume of activity at the Paseo Verde Library, IT requested to add one additional payment station at that library. There was not enough in the major equipment appropriation to cover the cost of this additional unit. Therefore, IT requested a transfer from minor equipment to major equipment in the amount of \$4,648.

Mark McGinty asked for public comment. There was none.

James Green made a motion to accept the FY20 budget amendments. David Ortlipp seconded the motion. The vote was unanimous.

### **3. Discussion and possible board action regarding Automated Material Handling System for Paseo Verde Library**

Sean Hill said this contract was supposed to be on last month's agenda but was delayed so the project could be redesigned to allow for 6 feet of social distancing. This will be the first library to have this design and the company did so at no extra cost. The board is being asked to approve this contract. The remodeling has been done to support it. Las Vegas-Clark County Library District used due diligence to seek out the best price for services in 2018 and Henderson Libraries can join onto that existing contract. Because of the size of LV-CCLD, there are support staff locally to support these units. This would benefit Henderson Libraries as well. Additionally, there are many shared patrons, so there will be a similar experience. The total for the project is \$181,554.16, substantially less than many vendors that were looked at previously. The system includes a 10-bin sorter. Patrons can put the return books on the conveyor and the system will check in and sort them into 10 bins. The sorting profile can be changed during the day, for instance, if there is a story time and children's books need special sorting. 1 bin will be specifically for holds and will automatically print out the hold slip. The induction system is in proximity to the regular book drop, to make it easy on patrons who may not want to use the automated check in. Patrons can place returns in the regular box and staff can put them on the conveyor. It is still less work intensive; a staff member can check in 5,000 items in one hour.

Mark McGinty asked for public comment. There was none.

Marcie Smedley said this expense has already been budgeted. Mark McGinty added this is a big boost to staff. Marcie Smedley said it will allow team members to shift their attention to the public side of things, customer service, allowing technology to streamline back end processes. Mark McGinty asked if there will be return on the investment. Marcie Smedley said yes. Sean Hill stated funds are budgeted to put AMH systems in Gibson Library and Green Valley Library next year. There are space considerations at those locations. The machines are fully RFID ready, which will include putting radio frequency tags in the books, but that will probably not happen for a few years, due to budgetary restraints. David Ortlipp asked if the existing barcodes will be used. Sean Hill said yes, and the machine talks in real time to the library management system. HDPL started implementing the qr code on all materials a few years ago. Envisionware has worked with us to ensure their system can read those. A little module had to be added to be able to read two dimensional and the cost remained the same. Sean Hill said the local representative has already come out to look at the holes in the walls to ensure the correct placement. As part of the quote, a spare module was purchased; in case of a failure, the module can be swapped out, saving down time. David Ortlipp said he has worked with this system before and the local support is great.

Sean Hill said the modular units can be added or subtracted very easily. Other vendors didn't allow upgrade addition/deletions. The unit is also very power efficient and quiet. Staff had concerns, but after looking at the one at the East Las Vegas branch, they were impressed. Mark McGinty wondered where it will fit in the Green Valley Library space. Sean Hill said there is not a lot of area. There isn't a location in the current sort room and there isn't a way to enlarge the area due to all the electrical in that space. Creativity will be needed. Kip Noschese asked Sean Hill to show the current drop box location on the diagram. Sean Hill showed how patrons can put their books directly on the conveyor belt or can choose to place their items in the returns drop box. Staff, or even a volunteer, can place the items on the conveyor belt. It is easy to do and there is no screen watching or presorting needed. Dan Doherty asked when this was placed in the budget. Sean Hill replied last year, but the funds are being moved to an FY 21 purchase. Mark McGinty reminded the board the construction was approved this year. It was a 2-fold approval process. Sean Hill said by the end of the month the remodel work should be done and once the order is placed, it will take about 20 weeks until the machine is ready to be delivered and installed. It will be installed in the fall. David Ortlipp commented that it ships from Denmark. Sean Hill said it can't be shipped by air currently; it will have to come by boat.

James Green made a motion to approve the contract for the Automated Material Handling System for Paseo Verde Library. Dan Doherty seconded the motion. The vote was unanimous.

## Old Business

### 1. Discussion and possible board action regarding Executive Director's evaluation

Angela Brommel thanked Marcie Smedley for an incredible year leading to transformation and changes in everything. The librarians and staff of Henderson Libraries were also thanked for the monumental year; the Board is proud of all the accomplishments.

This year Marcie Smedley led everything from strategic plan to emergency management plan. It was quite a scope: going through the process of creating and implementing a new strategic plan and then going virtual so fast when it was needed due to the pandemic, while maintaining the mission and the values of the library district.

Marcie Smedley had an amazing amount of community involvement, connecting with local, state and national organizations. At the State of the City, Angela Brommel said she was so proud to see the feature about library cards going to new babies at Henderson Hospital. It was such a good reminder that libraries span our lifetime. It is not just seeing Marcie Smedley out in the community but hearing about Marcie Smedley and staff going places. Everyone is talking about the libraries.

Marcie Smedley is to be commended for handling something no one knew how to handle and educating herself on ways to keep staff and the public safe. Libraries were still there when people needed them. It brought a lot of comfort and joy to our patrons to see the virtual services and to be able to obtain a virtual library card if they didn't have one.

Areas we talked about for the next year, and growth, are already imbedded in Marcie Smedley's goals. This includes new ways to get revenue streams at a time where we will see a decrease in the budget, developing a new approach to grants and fundraising.

For these reasons, the personnel subcommittee is recommending a 4% increase which is in line with staff increases. [The Executive Director does not receive cost of living, only merit.]

Mark McGinty thanked the personnel subcommittee for their work on this.

Mark McGinty asked for public comment. There was none.

Marcie Smedley said on reflection of the past year, it has been a challenging year. Marcie Smedley remains grateful for the opportunity to serve in this role together with a group of dedicated professionals and to grow with every challenge faced.

Some of the highlights of the year has been working with the management team to redesign elements of the strategic plan to allow for better implementation: combining initiatives, and reworking how teams are assigned to initiatives. The strategic plan and the work that comes out of it makes Marcie Smedley so proud, because it spans the entire district and we are able to see from every level the experience and ideas that people bring to the table, allowing for a diversity of thought. This allows us really push forward and offer new services to the community. A lot of work went into the strategic plan and a lot effort continues going into the strategic plan. Marcie Smedley appreciates the effort staff puts in and is very proud of the chance to participate.

The pandemic hit and threw a wrench into everything. The team came together very quickly to push out new services from added digital services to curbside pickup. The staff have embraced a new normal with a willingness and team spirit. They've provided feedback to refine these customer service modules. Marcie Smedley thanked management and especially the admin team for all of the effort put into keeping the team and community safe while effectively providing meaningful

services these past few months. Marcie Smedley said she has appreciated the commitment the team has shown, working together to solve issues that are much greater than we have faced before. When faced with challenges, Marcie Smedley said she can't imagine having a better team in place. Thank you to everyone.

Looking forward to the next 2-3 years, immediate goals include restoring full operations, in phases, when safe to do so; monitoring the economic impact of the pandemic so we can prepare a balanced budget for FY 22; developing a facilities master plan to address building maintenance in a proactive way; identify where we can shift alignment so existing roles and positions better support library services. Also, a large priority in the closer term is working with the foundation in rebuilding their board so they can work on fundraising that is sustainable and supports an additional revenue source for the library. Marcie Smedley also plans on working with library Board of Trustees to identify a plan for the tax initiative that was put on hold. Long term, it is still a goal to get a facility in West Henderson, an underserved part of the community, dependent upon having the revenue needed to operate an additional facility.

In closing, Marcie Smedley shared the final paragraph of her self-assessment: "I am entering year four of my directorship with much optimism. While we are in uncertain times, I am certain that our libraries are an anchor in our community – providing strength and stability while so much is in flux. I continue to hear from our community that they appreciate library services and our team that provides them. So, I offer a heartfelt thanks to the whole team at Henderson Libraries – they are dedicated professionals who make the libraries our community's anchor – something stable to cling to when uncertainties abound. Additionally, I offer my sincere thanks to the Board of Trustees. I have appreciated the thoughtful response and involvement of the Board as we've dealt with policy and programming challenges during the last year, as well as the support and guidance you've offered as we've navigated the effects of the pandemic. I am grateful for each of you and the commitment you have for supporting Henderson Libraries and the services we offer to the community."

Marcie Smedley thanked the personnel subcommittee for the time and effort in preparing her evaluation and making it a meaningful process.

Mark McGinty added he knew Marcie Smedley was good at the library side of the business, but she really shined through and showed a lot of poise and calm working with the City of Henderson's emergency management team. This showed Marcie Smedley is doing a great job. Mark McGinty said he is glad the contract allows for an increase by 4% and for the personnel subcommittee's recommendation to go hand-in-hand with what the rest of the staff is receiving. It shows solidarity and sends an important message that we are all in this together.

Mark McGinty made a motion to accept the Executive Director's evaluation and approve a 4% increase in pay. James Green seconded the motion. The vote was unanimous.

## **2. Discussion and possible board action regarding The Coffee Press**

Marcie Smedley said there is no action on this item. This an update on the Coffee Press. In the March meeting, the Board approved two items that affected the Coffee Press. One was a 90-day time period to negotiate coffee shop rent reductions due to possible closures for flooring replacement. The other was the approval of the pandemic closure policy which gave the director the ability to forgive rent for closures. The Coffee Press rent is still being forgiven, as the building is still closed. As plans are made to open, there may be modifications to the rent, depending on reduction in library hours. At this point the rent is being forgiven and the issue can be readdressed as needed.

Mark McGinty asked for public comment. There was none.

## **Announcements**

The next Board meeting will be **July 16, 2020**, at the Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada, or virtually as needed.

## **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.*

There was no public comment.

## **Adjournment**

David Ortlipp made a motion to adjourn the meeting at 8:38 a.m. James Green seconded the motion. The vote was unanimous.

*Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by June 11, 2020.*

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

Posted at hendersonlibraries.com and the State of Nevada Public Notice Website pursuant to Nevada Emergency Directive 006 which modifies the rules for open meeting law, extended through June 30, 2020 under Directive 018, Section 23.