



MINUTES
Henderson District Public Libraries
Board of Trustees

Date: October 15, 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 7:45 a.m.

Roll Call

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

Board absent: Angela Brommel, Kip Noschese

Staff present (via Zoom): Debbie Englund, Joy Gunn, Sean Hill, Renee Hudacek, Candace Kingsley, Melissa LaPorte, Carla Mason, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lisa Phelan, Marcie Smedley, Vivian Tufano, Justin Viskoc, Leona Vittum-Jones

Others present: Ben Carvalho

Approval of Agenda

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

September 17, 2020

CA-2 Review of Paid Invoices

September 2020

James Green 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

Debbie Englund gave the quarterly financial update through the end of September. The original report was modified to include revenue. The ad valorem tax revenue is at 30%, right in line with where it usually is at this time of year. Consolidated taxes run 2 months behind so there is only 1 month to report, and it is at 13%, down 10% from this time last year. Even so, it was better than we expected. This was for July and extended unemployment benefits were still being paid. In October, the effect of not having those benefits will be seen. The revenue includes \$40,000 patrons have paid on account. This money must be booked but is not the library district's money yet. At the end of the year, what has not been spent will be moved back out of revenue. Without that item, there is 0% other income coming. There is 1.4% in fines. This is because the libraries are closed. No revenue is expected until we open back up. Salaries and benefits are right in line for a quarter of the year done. Keep in mind that purchase orders inflate the percentages. If those are removed, expenses are at 13%, less than the anticipated 25% because the libraries are closed, and programming expenses are less. Utilities and most services are encumbered for the year and are right where they should be. Library materials are at 56% spent, however it includes encumbrances by purchase orders. Nothing has been done with capital outlay yet because, again, we are closed. It is going along as expected. Expense for office supplies and library supplies is a little higher than originally anticipated. Supplies purchased for dealing with COVID-19 may be reimbursed. Mark McGinty said things are going to get tighter and tighter for a while. Are projections being made? Is spending being watched closely? Debbie Englund said yes.

Renee Hudacek, a member of the Learning for Career Achievement Initiative team, presented about a program the team is working on and hoping to roll out in about a month. It is an online interview coaching program. Renee Hudacek gave some background on the conception of the idea. Working in adult services, Renee Hudacek said, there is frequent contact with frustrated job seekers. The days of

picking up an application, taking it home to fill out, and returning it to the prospective employer are gone. As a result, there are people frustrated with the technology needed to upload an application or update a resume. And that was before COVID-19 struck. Now there are more people out of work and interviews are moving online due to social distancing. Renee Hudacek said she really feels for people who have trouble completing an online application. How will they ever accomplish an online interview? People are trying to navigate a foreign territory; this is something they are not comfortable with nor do they have the skillset needed to succeed. The Learning for Career Achievement Initiative tries to identify a need in the community, relating to developing skills for jobs or job seeking and figure out a way the library can meet those needs. With reduced hours, less public contact, and a wonderful opportunity opening to explore more virtual learning – what if the library could provide patrons with help navigating the technology? What if staff could coach potential job applicants and give feedback on the answers to the questions. Staff started brainstorming and that is how the idea for this program came about. It is a Book a Librarian and Online Interview Coaching program.

The program allows patrons to book a 20-minute mock interview. The purpose is threefold. First, it allows a patron to practice navigating technology. Second, it helps the patron become aware of considerations that are unique to online interviews; and third, it gives the patron an opportunity to answer basic interview questions and get feedback on their answers. How much can be accomplished in a single interview depends on where the individual patron is at, and how much help is needed. If most of the time is spent navigating the technology, another interview can be booked. The idea is to help the patron get from where they are to a place that is more comfortable and more competitive in the job market. This is especially important in today's economy. The program will start using Zoom [Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video]. If the program catches on, other formats, popular with business, can be considered for use.

Mark McGinty said he likes the initiative this took and asked if this program is part of the Nevada Job Connect. Renee Hudacek responded that once the program is up and running, the initiative will reach out and try to partner with OneStop as their patrons will want to use the service. David Ortlipp said this would be a great story to keep track of and report at the Tuesday morning state library council meetings. Marcie Smedley said once they are set to go, the program will be advertised and highlighted in various spots. The Tuesday meetings would be a good forum to present to and the state librarian, Tammy Westergard, can help promote it to other audiences as well. Marcie Smedley said this is another example of the creativity and thinking outside the box as to how the district can pivot and shift services to meet the actual need of the community now. The team members are appreciated for the way they look at how existing goals and priorities look in today's world. How do priorities need to shift to face the challenges? Marcie Smedley thanked Renee Hudacek and the initiative team for their hard work and creative thinking.

Marcie Smedley reminded the Board that when the employee handbook was approved at the last board meeting there were comments and suggestions from the Board. Information is still being compiled and feedback is coming from the human resources consultant. Marcie Smedley said all results will be brought back to the Board when the work is complete.

Curbside pickup, virtual programming and e-resource services continue. Recently book bundles for adults and children have been offered. When someone arrives at curbside and says they just want a few historical novels, or picture books for children, or they do not know what they want, but like a particular genre, materials are ready to go. It makes it easy to help the patron. There is an uptick in checking out book bundles. An online reader's advisory for children's books is being offered. For instance, a parent can fill out a request saying their child is reading at a 3rd grade level and needs materials on "space", and how many physical resources/books are needed. Staff can pull those for the parent to pick up. It is exciting to be able to offer these different service levels and as high a quality of service as when the patron could come into the library. There has been an uptick in curbside services since implementing no appointments. When doing appointments at all three locations, appointments were scheduled every 15 minutes; the most patrons that could be served per hour was 40. The highest number seen now is 66 patrons per hour. On average 50 patrons per hour are being served. This appointment-less service is a benefit to the community.

Plans are being made to roll out limited services with focus on express computer use before the end of the year. Staff is working very hard on this and working on getting libraries ready to allow additional limited use of library resources to the community. Thanks to everyone for helping with that; they are working hard while identifying ways to protect the team and community members.

Mark McGinty asked if any staff have tested positive for COVID. Marcie Smedley replied not lately, but there have been 5 members test positive over the course of time. A great job was done here with safety protocols and there has been no community spread within the libraries. Each case contracted the virus outside of the library. Marcie Smedley said she is confident in the library team's ability to ensure and practice safety measures. Staff is very diligent in washing their hands, wearing masks and gloves, and sanitizing their workstations. Daily self-health checks are conducted before coming to work. Each staff member must identify if they have any symptoms before coming into work. It has been a success. Health has been made a priority. There are many unknowns about the virus. Marcie Smedley said she is proud of the team's diligence in adhering to protocols and keeping them, their fellow team members and the community safe. Mark McGinty said a good job is being done.

New Business

1. Discussion regarding The Coffee Press

Ben Carvalho, owner of The Coffee Press, said it has been no secret that small businesses have been challenged by the COVID-19 situation. Financially, the customer transaction count is 1/8 of pre-COVID-19 conditions. Transaction amount is up per customer, but the business is running flat. The real challenge, besides the limited foot traffic and hindered access, is the inability to offer inside dining (the health department requires a restroom must be available to customers dining in). This added to the longstanding destination aspect of being located off the main road. People are not coming in for a quick, convenient coffee because the coffee shop is located off the main drag. Most of the coffee shop customers are library patrons because it is a convenience for them. For these reasons, a decision was made that the coffee shop is going into a

hibernation phase. Ben Carvalho asked to be kept in the loop when plans develop, to allow him to strategize behind the scenes and be ready to go.

Mark McGinty asked for public comment. There was none

Mark McGinty said he understands, his heart goes out to Ben Carvalho. Mark McGinty feels the fight for survival too. Ben Carvalho said it is a double or triple whammy with COVID and now construction blocking visibility. Passing the Paseo Verde turnoff looks like a warzone. Ben Carvalho said he put yelp and social marketing on hold after 3 or 4 months. Employees were furloughed six months ago, and Ben Carvalho has been doing all the work. It is time to take a step back to strategize and get in line with the library to be on the same page going forward. Mark McGinty asked if there was any business from the construction workers. Ben Carvalho said most of the construction workers start at 6:00 a.m. and come with big coolers and lunches. For a while he had some customers for coffee, but construction workers are out early. David Ortlipp asked about the start up cost, muffins, etc. Will there be a significant start up expense? Ben Carvalho said no, offerings were scaled back the last six months, just purchasing what could be moved in a few days. Behind the scenes there is still insurance, WiFi, etc. The equipment is in tip top shape. Other than payroll, there is no real start up cost.

Marcie Smedley said the lease with The Coffee Press asks the owner to keep the shop open the same hours as the library. Since the library is closed, no board action is needed for him to close temporarily. Marcie Smedley thanked Ben Carvalho and said she is looking forward to the next steps when there will be an increase in foot traffic so the coffee shop can return. Ben Carvalho said he will miss being at the coffee shop, the daily routine, the partnership with the library, and will look forward to getting back to it. Mark McGinty commented we will have to work on getting better signage. Is there signage on the construction fences? Marcie Smedley said, yes, there is some, but she is not sure how much it has helped; there is a lot of signage on the fences. It is appreciated that the city put up signs, but it is probably more helpful for people picking up their books than bringing in new customers.

2. Discussion and possible board action regarding Group Enrollment Agreement with Health Plan of Nevada (HPN)

Debbie Englund said staff is offered the choice of 2 health insurances. Health Plan of Nevada [HPN] is the HMO [health maintenance organization] and Clark County Self-Funded is the PPO [preferred provider organization].

This item is to renew the HMO contact. Co-pays were increased for in-patient, out-patient, emergency room and pharmacy co-pays. The out of pocket maximum was increased from \$6,000 to \$6,850. There was an 4.72% increase in the premium. Approximately 30% of the employees on health insurance are on the HMO program.

Mark McGinty asked for public comment. There was none.

Mark McGinty commented that it is typical of insurance to pay more to get less, or coverage stays the same, but the employee picks up more of the cost. Debbie Englund said a 5% increase was anticipated and budgeted. David Ortlipp said it is in line with what was expected. He had anticipated a 6 or 7% increase. Mark McGinty said less than 5% is pretty good.

David Ortlipp made a motion to approve the Group Enrollment Agreement with Health Plan of Nevada (HPN). James Green seconded the motion. The vote was unanimous.

3. Discussion and possible board action regarding amendment to Interlocal Agreement for Self-Funded Health Benefits Plan changes

Debbie Englund said the self-funded insurance item is broken into two agenda items. This item is to approve the plan changes and the next agenda item is to approve the rates. Changes include added provision for a voluntary separation program that does not apply to Henderson Libraries. COBRA coverage for furloughed employees is extended to 24 months. Other added items include group therapy for autism, telemedicine, prophylactic services, and a co-pay assistance program for specialty drugs which is a great benefit to employees because specialty drugs can be very expensive. The Moapa Valley Fire Protection District was added. Other than these changes, there were no changes to the actual plan.

Mark McGinty asked for public comment. There was none.

David Ortlipp made a motion to approve the amendment to Interlocal Agreement for Self-funded Health Benefits Plan Changes. James Green seconded the motion. The vote was unanimous.

4. Discussion and possible board action regarding amendment to Interlocal Agreement for Self-Funded Health Benefits rate changes

Debbie Englund said this is her favorite agenda item: Self-Funded insurance is proposing no rate change. Again, there was the change to add Moapa Valley Fire Protection District.

Mark McGinty asked for public comment. There was none.

Mark McGinty said he loves that there is no rate change. Makes it kind of funny to vote on.

Mark McGinty made a motion to approve the Interlocal Agreement for Self-Funded Health benefits rate changes. David Ortlipp seconded the motion. The vote was unanimous.

Announcements

The next Board meeting will be **November 19, 2020**, at the Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada.

Public Comment

Mark McGinty asked for public comment. There was none. 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.

Mark McGinty said it was a great meeting. He loved the presentation that Renee Hudacek and her team put together.

Adjournment

David Ortlipp made a motion to adjourn the meeting at 8:20 a.m. The vote was unanimous, and the meeting adjourned.

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by October 8, 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 indefinitely under Directive 018, Section 23, until the emergency is over or otherwise specifically addressed in a future directive.