



MINUTES
Henderson District Public Libraries
Board of Trustees

Date: December 17, 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): Angela Brommel, James Green, Mark McGinty, Kip Noschese, David Ortlipp, Bette Silverman

Board absent: Dan Doherty

Staff present (via Zoom): Lauren Dahlgren, Debbie Englund, Dana Friesen, Viveca Grinstead, Joy Gunn, Sean Hill, Caroline Hoover, Betsy Johnson, Candace Kingsley, Melissa LaPorte, Chad Lenzi, Carla Mason, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lisa Phelan, Reslie Retuyan, Lori Richardson, Marcie Smedley, Vivian Tufano, Justin Viskoc, Leona Vittum-Jones

Others present: None

Approval of Agenda

Kip Noschese 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

November 19, 2020

CA-2 Review of Paid Invoices

November 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

Sean Hill said the automated materials handling unit [AMH] has finally been delivered, after several delays. Yesterday the book sorting process was tested; Sean Hill showed the Board a video and said after the meeting the AMH will be hooked into the Polaris software so books can be checked in. Staff was super excited to see it work. Everything went well except for issues with COVID resulting in shipping companies getting the wrong dates. But now it is here, installed, and hopefully usable next week. Mark McGinty asked how many man hours will it save? Sean Hill said there is not a standard. The AMH can check in a couple of thousand items per hour. A person could also check in that many, but the machine does all the decision making so the staff member does not have to. A volunteer can feed the machine. The patron side is also fast. When the library district upgrades to RFID this machine supports that, but a special barcode module had to be added which makes it a lot faster for patrons to check in. Mark McGinty observed that a big part is not to overfill the bins. Sean Hill agreed, saying someone must watch that. One extra cart was ordered, but the trash bins purchased for returns fit and can be used if needed. When a book with a hold request is returned it is put in a special bin and when the team member from the staff side puts it in, the unit will stop and print a hold slip allowing it to be processed right there. Mark McGinty asked if there will be one at each library. Sean Hill answered yes, that is the plan, but said he is not sure we can get them during the pandemic, because people need to come out to survey the locations to see if an AMH can fit in the space. An AMH at Green Valley Library may just be on the staff side because of location limitations. This has been a long time coming. When the AMH was running yesterday, staff rushed from all over the building to see it work. The system makes no noise whatsoever other than the conveyor moving. The early AMH machines were very noisy. Marcie Smedley

said this really ties in with the libraries' streamline backend processes part of the strategic plan and allows for the redirection of the activities of the library team members toward the public.

Marcie Smedley said reopening plans continue to push out due to the governor's restrictions. Under the current guidelines libraries can open at 25% capacity, but a decision was made to stay in the current phase continuing to offer curbside and virtual services. A limited reopening is tentatively set for the end of January, depending on how this "pause" goes and recommendations from the governor going forward. Henderson Libraries will remain in this phase into the new year. David Ortlipp mentioned that the Las Vegas-Clark County Library District [LV-CCLD] is cutting back services until January 4th. Marcie Smedley said yes, LV-CCLD is closed until Jan 4 and then will reopen. Henderson Libraries has been very responsible positioning services to allow library team members to be spread out throughout the building, eliminating close contact. The safety procedures keep our team and the community safe. There are no plans to add more restrictions. The Henderson Libraries team is glad to be able to offer services, while keeping staff safe. Mark McGinty asked about the closed dates for the holiday. Marcie Smedley said the libraries will be open from 10:00 a.m. to 1:00 p.m. on December 24th, close completely on December 25th, and will reopen curbside services on Saturday, December 26th.

Marcie Smedley said an invitation was received from a public affairs woman for Google data centers in the western U.S. wanting to learn more about Henderson Libraries. Marcie Smedley was asked to attend a virtual meeting to share several projects the Henderson Libraries team is working on. During that meeting, many alignments were found with the Google initiatives – bridging the digital divide, increasing connectivity in the community, and supporting STEM education. Marcie Smedley was told there were leftover funds in the amount of \$24,200 from Google's previous grant cycle in Southern Nevada. The committee that recommends funding, made up of locals from the Henderson community, unanimously called out Henderson Libraries as an organization that does a lot of good in the community and they wanted to grant the entire amount to Henderson Libraries. Marcie Smedley said she was excited that the committee thought of Henderson Libraries and the library district was at the top of their minds. An application was completed, and the funds were sent. Sean Hill ordered hotspots that will be getting into circulation shortly. It is a great way to support the need for connectivity in the community. It was great news to hear Henderson Libraries at the top of their minds for this grant money. Information will be sent about the next grant cycle. If an applicant is funded once, they are not excluded from applying again. Also, through this process, Marcie Smedley was able to talk to the data center operations manager, and he will be participating in Henderson Libraries virtual VIBE [Voracious Innovation for our Business Economy] event, to talk to people about improving or building their skills to enter these fields. An interview was recorded with Jeanette Jones, Adult Services Librarian, and owner of the Learning for Career Achievement initiative which coordinates the VIBE programming, that will be posted online as the virtual event is rolled out.

Marcie Smedley said that service pins, in 5-year increments, are usually awarded at the holiday party or staff day. Due to the pandemic, neither event happened this year. Marcie Smedley wants to recognize the milestones reached this year. Pins will be sent out for the following team members:

5 years:

Natalie Heimerle-Warhan, Senior Specialist, Acquisitions & Bibliographic Services
Kate Peraza, Adult Services Department Head, Paseo Verde Library
Jeanette Jones, Adult Services Librarian, Paseo Verde Library
Lauren Meza, Circulation Specialist, Gibson Library
Jeffery Salinas-Jenni, Circulation Specialist, Gibson Library

15 years:

David Hollinger, Circulation Specialist, Paseo Verde Library

20 years:

Debbie Englund, Chief Finance Officer, Administration

25 years:

Betsy Johnson, Assistant Library Manager and Youth Services Head, Paseo Verde Library

Marcie thanked each for the years of service and said the longevity speaks to a level of commitment to the organization. Congratulations to everyone receiving service pins. This is a great thing to celebrate.

New Business

1. Discussion and possible Board action regarding approval of the creation of the customer care department

Marcie Smedley said the customer care team will be a new department; the new team will be responsible for all remote communications and services to the community. The customer care team will answer phone, emails, chat questions, provide remote computer assistance and behind the scenes work to assist in various areas such as maintaining the patron database, materials that roll out needing work on the back end. This department will build a knowledge base and work with staff throughout the district to ensure there is timely and relevant information available to share with our library users. The team will consist of 6-7 members and will be developed with lateral transfers. People within the district will be reorganized, thus no cost impact is expected.

Mark McGinty asked for public comment. There was none.

Bette Silverman asked if this department will be for all the libraries and where it will be centered. Marcie Smedley said yes, and the customer care team will take over the outreach area at the Gibson Library. Mark McGinty asked if there will be much

physical reconfiguration of space. Marcie Smedley said after the outreach department closed, Friends of Henderson Libraries started using the area to sort donations. There will be no construction needed, just some shelving removal. David Ortlipp said when libraries reopen, he anticipates more people will be coming in to take advantage of programs like Workforce Connection; this is going to be a good first impression. Marcie Smedley said the customer care team will be most people's first impression, she appreciates having a team dedicated to that. Currently phones are answered at the service desk, balancing the phone customer with the in-person customer. This change will allow better customer service to the community, and each team member can focus 100% on their customer. This ups the customer service level across the board and allows the library team to have "experts". If I am on the phone, I have worked with the team to build up an information base to answer questions and topics people are calling about. This is about providing better service... David Ortlipp asked if the customer care team will handle inquiries to the website, portals, and things like that. Marcie Smedley said the customer care team will be overseeing and responding to those inquiries, as well as the chat and comment features on website. There will also be remote help computer access software and the customer care team will provide that service. The remote help is not face-to-face, allowing for social distancing. This team will be very well trained in Henderson Libraries' digital resources. A lot of phone calls come in regarding digital devices. This is very tricky. There are a variety of different devices, download processes, etc. The customer care team will have that same device in hand and walk the person through it, step-by-step. This really will provide a great level of service in the community and allow the focus to be where it is needed at the time. Kip Noschese said this fits in with the strategic plan of growth and community outreach. Mark McGinty said it is very customer centric. James Green made a motion to approve the creation of a customer care department/team. David Ortlipp seconded the motion. The vote was unanimous.

Announcements

The next Board meeting will be **January 21, 2021**, 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.

Mark McGinty said the Board Chair says happy holidays to everyone. Be safe. Love your families where you can. Have a good holiday season.

Adjournment

David Ortlipp made a motion to adjourn the meeting. James Green seconded the motion. The vote was unanimous, and the meeting adjourned at 8:09 a.m.

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