



MINUTES
Henderson District Public Libraries
Board of Trustees

Date: January 21, 2021

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

Board Chair, Mark McGinty, called the meeting to order at 7:45 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): Cristi Burroughs, Lauren Dahlgren, Debbie Englund, Dana Friesen, Viveca Grinstead, Joy Gunn, Sean Hill, Caroline Hoover, Carla Mason, Michelle Mazzanti, Heela Naqshband, Marcie Smedley, Vivian Tufano, Justin Viskoc, Leona Vittum-Jones

Others present (via Zoom): None

Approval of Agenda

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

December 17, 2020

CA-2 Review of Paid Invoices

December 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.

Viveca Grinstead gave the quarterly budget report, explaining that two quarters in, expenditures should be at 50%. Due to the pandemic the consolidated taxes (that come 2 months behind) were projected to decrease 41%, the actual decrease was only 8%; that was good. Part time salaries were lower because there are vacancies that are not being filled. Some supplies costs are lower; things like program supplies and janitorial, due to the buildings being closed. Others are slightly higher, such as library supplies, and office supplies due to PPE [personal protective equipment] and staff working in the buildings. Utilities are the same since the buildings are being used. Honorariums, background checks and fines are all lower due to being closed. Fines are not being charged and accounts are not being sent to collections.

Cristi Burroughs shared remote programming for the community. Throughout the closure, the Adult Services department has provided informative and creative kits to the adult patrons. Children are given permission to make time to be creative, but adults do not allow themselves that time to slow down and be creative. To help with that the libraries are offering *Crafty Adults* creative new craft kits at curbside service. In 2018, at the Gibson Library, the *Crafty Adults* program was offered twice a month. This past year, staff has been able to continue reaching out to the

adult crafters by offering pre-packaged adult craft kits – and with great results. The kits have been so successful that staff are now making 75 each time, 25 for each library. The kits are promoted on the library social media and through blog entries, that include a step-by-step tutorial. If unable to pick up the kit, the patron can still access and download the instructions and enjoy the creative process on their own. Each kit is meant to be fun, relaxing and stress free, encouraging creativity for all levels of crafters. Cristi Burroughs demonstrated one of the crafts made in the program. The crafts are distributed in paper bags or envelopes. Each month a new kit is featured. Patrons really appreciate the kits, and they are always gone (from all locations) within the week. This is a great sign that patrons appreciate getting the supplies and informative materials. Marcie Smedley said it has been a great program. As Cristi Burroughs pointed out, libraries focus a lot on children and crafts. It has been fun to offer this to adults and encourage an activity that can be done at home, especially at a time when there is not a lot of connection with other people. To be able to make a craft with a larger community has been a benefit and a great way to reach out to people that were coming into the library to participate. Cristi Burroughs said the library has been able to reach out to many more people because there were people who previously could not come into the library at the times the classes were offered. Mark McGinty complimented Cristi Burroughs for doing a great job on the presentation. Marcie Smedley thanked Cristi Burroughs and the Adult Services team for working together to roll this out in a districtwide way.

Marcie Smedley gave an update on the Customer Care team. Chad Lenzini has been chosen to be Customer Care department head. Chad Lenzini has almost 12 years' experience with Henderson Libraries, most recently serving as Circulation Manager at the Green Valley Library. Chad Lenzini's passion for customer service and institutional library knowledge will benefit both the organization and the community as he leads the deployment of the Customer Care team. Chad Lenzini chose Marsha' Wells to be the Customer Care department Senior Specialist. Marsha' Wells brings over 14 years of Henderson Libraries experience to her new role, and most recently served as an Adult Services Specialist at the Gibson Library. Being adept at technology and training, Marsha' Wells will be an asset in getting the department up and running and providing continuing support for that team. The full-time positions are being filled and transfer requests for the part-time openings are still being accepted for the Customer Care department. The library team is looking forward to rolling the Customer Care department out next month. All remote communications will be centralized from that one department beginning next month.

Marcie Smedley said adding in-person services in the buildings is still on hold, but the team is ready. With the high case count [COVID-19 infections] being seen, the library will continue to offer curbside and virtual services. Staff is ready, though, to open the libraries on a limited basis when possible. As the infection numbers decrease and stabilize, the libraries will be ready to move forward offering limited in-person services at the libraries; this will include computer services and browsing the collection. The team is ready to go when the time is right. The board will be kept updated. Mark McGinty said that the virus only lives for a small amount of time on surfaces. James Green asked where that information came from. Mark McGinty responded from a report on CNN and some papers written about it that were found on the internet. James Green said it changes the way the world sanitizes everything.

New Business

- 1. Discussion and possible Board action regarding approval of Memorandum of Understanding with Workforce Connections**
Marcie Smedley said there is 1 year remaining in the Memorandum of Understanding [MOU] with Workforce Connections. This refers to the One-Stop Career Centers in the libraries. Workforce Connections wants to get all libraries on the same renewal cycle and has asked Henderson Libraries to renew early. The only changes to this MOU, compared to the last one, included cleaning up for the acronyms for Henderson Libraries, Workforce Connections, One-Stop Delivery Systems and One-Stop Centers. Section 11, the Indemnification Section, was added. All changes were shared with the library district's attorney and her suggestions were included in the MOU that was in the Board packet.

Mark McGinty asked for public comment. There was none.

James Green asked how long the district has been with Workforce Connections. Marcie Smedley said the MOU first rolled out 3 years ago. It was a 4-year contract. James Green appreciated the language in both the terms and the outs, noting it is on auto-renew and there is an easy out if for any reason the district needs to break away. Marcie Smedley the relationship the library district has with Workforce Connections has been very positive. Workforce Connections staff are appreciative of the space the library district provides and it is a good partnership to help the public that will be seeking jobs coming out of the pandemic.

James Green made a motion to approve the Memorandum of Understanding with Workforce Connections. Angela Brommel seconded the motion. The vote was unanimous.

2. Discussion and possible Board action regarding Strategic Plan Updates – 2021

Every 2 years the district is required to file an updated strategic plan with the Nevada State Library Archive and Public Records. With everything that is going on in the world right now it is important to review the strategic plan and shift some of the priorities of the initiatives to support where circumstances are right now. Marcie Smedley shared her screen to show revised strategies. The district's Vision is "One Henderson," the Mission is "Imagine Possibilities, Discover Opportunities and Connect with our Community." Marcie Smedley said the organizational strategies are internal strategies that support the other two front facing strategies: marketing strategies and partnership strategies that focus on friends and foundation and government alliances.

Marcie Smedley read the Scenario: Growth: "To continue on a path toward growth with a focus on customer and demand driven services Henderson Libraries will be introducing a new service model, the Neighborhood Library. The first of these will be deployed at the existing Green Valley Library location. This will free up staffing resources to also offer a Neighborhood Library in West Henderson, as well as roll out our Customer Care Department to better serve our community."

The document goes through each initiative and strategy. In some cases, initiatives have been combined. Accomplishments, the priority level for 2021 and any areas of focus being looked at for the next 1-2 years are listed.

Mark McGinty said he loves that the strategic plan is reviewed and revisited. It is important that strategic plans do not just get put on the shelf once completed. Marcie Smedley and staff have done a good job on going back over each item again and again.

Mark McGinty asked for public comment. There was none.

Bette Silverman said from the 21 goals, the fact that 7 were selected during this pandemic is very impressive. Marcie Smedley said initiatives were identified that needed focus to allow the district to move forward. When the strategic plan was rolled out everyone was 'all hands-on deck' to push all pieces forward. Cutting the plan down to 7, feels like less of an accomplishment, but it is important to look at the goals that are being supported. There likely will not be a sustainable increase in funding in the next two years. How does the district reposition ourselves to provide our services to accomplish that? Marcie Smedley thanked Bette Silverman for her comments. The team is phenomenal and has put in a lot of work on all the initiatives during the past 2 years since the plan was rolled out. Marcie Smedley is looking forward to seeing what will be accomplished in the next 1-2 years. Because this is an update that goes to the Nevada State Library Archive and Public Records, board approval is required.

Angela Brommel made a motion to accept the update to the strategic plan 2021. James Green seconded the motion. The vote was unanimous.

Announcements

The next Board meeting will be **February 18, 2021**, at the Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada.

David Ortlipp said he has received feedback from people that curbside service is great and the people who contacted him were very appreciative. Staff is doing a great job with curbside service. Marcie Smedley thanked David Ortlipp for the input and said she will pass that on to the larger team.

James Green will be at the library later today to pick up some books with son Christopher. He will let the Board know how that goes.

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

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

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by January 14, 2021.

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.