



MINUTES

Henderson District Public Libraries

Board of Trustees

Date: August 19, 2021

Place: Paseo Verde Library

280 S. Green Valley Parkway, Henderson, Nevada

Also accessible via Zoom

Time: 7:45 a.m.

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 Vice Chair, Kip Noschese, called the meeting to order at 7:46 a.m.

Roll Call

Board present: Jennifer Andricopulos, Kip Noschese, Bette Silverman

Board present (via Zoom): Angela Brommel, James Green, Patricia Iannuzzi

Board absent: David Ortlipp

Staff present: Dana Friesen, Debbie Englund, Viveca Grinstead, Sean Hill, Betsy Johnson, Michelle Mazzanti, Heela Naqshband, Lisa Phelan, Marcie Smedley

Staff present (via Zoom): Joy Gunn, Shakita Kirkland, Lori Richardson, Vivian Tufano, Leona Vittum-Jones

Others present: None

Approval of Agenda

Jennifer Andricopulos 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

July 15, 2021

CA-2 Review of Paid Invoices

July 2021

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

Betsy Johnson gave a report on Summer Reading. 1,371 youth actively participated, up from last year but not quite up to pre-pandemic standards. The combined reading amounted to more than 2 million minutes. The adult program had 301 readers that read for over 500,000 minutes. The grand prizes included donated prize packages from Meow Wolf Omega Mart in Area 15 and party packages from My Gym. Nothing Bundt Cakes donated coupons for a free bundtlet for all children completing the program. My Gym donated coupons for 2 free weeks, and Black Bear Diner donated coupons for a free kids meal. These coupons, along with a free paperback book of their choice were given to the children who completed the program (20 hours of reading for 4 to 17-year-olds or 10 hours of listening for 0 to 3-year-olds.) James Green asked if the Nothing Bundt Cake was the store on Eastern Avenue and if it was done through coupon. Betsy Johnson responded, yes, that is the store the district works with, and they donate coupons.

Lisa Phelan presented about a new product at Paseo Verde Library, the first self-service tablet station. This is quite exciting for library staff. During the pandemic, Henderson Libraries put a concerted effort into providing more digital content to our patrons. These tablets allow patrons to experience and access to all this digital content in one place. The self-service tablet station is easy to use. Just scan your library card, enter your pin number and for 2 hours you have access to the tablet. These tablets can only be used in the library. If removed from the library, it will no longer have WiFi access; this is a security feature. The tablets are preloaded with PressReader, Flipster, Libby, Hoopla, YouTube, Value Line, and Google Chrome. Funds for the tablet station were made possible through a grant from the Institute of Museum and Library Services through the Library Services and Technology Act, administered by the Nevada State Library, Archives and Public Records. Library staff like the tablet station and are encouraging patrons to try it. Kip Noschese asked how many tablets it holds. Lisa Phelan responded 6. Jennifer Andricopulos asked if it is a full-service tablet where one can check their email and browse the internet. Lisa Phelan responded yes; Google Chrome allows access to the internet. Marcie Smedley said during the pandemic print resources (magazines, newspapers) were reduced and digital access increased. This enables our patrons to access those items.

Kip Noschese said the hotspots are great – could they be paired with the tablets? Marcie Smedley said these tablets can only be used in the library, but chrome books can be paired with the hotspot and checked out together. Patricia Iannuzzi asked if PressReader could be loaded onto a hotspot. Marcie Smedley said there is access to PressReader with your library card number if you are on a device offsite. In the library, there is direct access. The first-time access can be done remotely with your library card.

Friends of Henderson Libraries held a 3-day book sale event and raised \$4,215.35. This is the first sale in a year and a half. Marcie Smedley said this is phenomenal, thanked everyone involved (the Friends volunteers and staff that helped set up), and said she looks forward to continuing these events.

New Business

1. Discussion and possible board action regarding changes to Henderson Libraries Employee Handbook

Marcie Smedley said the district is looking at transitioning the team to laptop computers instead of desktop computers. Employees can take their laptop to different areas and when in their office or at the customer service desk they can hook into monitor and keyboard. The laptops are also equipped with cameras, allowing for easy attendance of virtual meetings and the laptops can be used to take to Outreach events outside of the buildings. Before this can be done there are 2 policies that need to be added to the employee handbook. The first one is policy number 200.17, Hours of Work Policy: Nonexempt Employee Electronic Communications. Nonexempt employees are being asked not to use the laptop outside of normal work hours. If they do, manager approval is needed to limit the possibility of having to pay overtime. The 2nd policy is 200.18, Laptop Policy. This policy lists the responsibilities that an employee would have with their laptop, taking it out of the building, keeping it secure and safe.

Kip Noschese asked for public comment. When there was none, Kip Noschese asked for Board discussion.

James Green asked if surveys have been done with staff regarding their desire for technology. Marcie Smedley said the district was not prepared for working from home when the pandemic hit. This change will put the technology in place to plug in if needed. It also better supports the needs and workflow of the district. The laptop itself will function like a regular desktop computer with the flexibility needed to continue operations under any conditions that may arise. There was no survey done, this is from the administrative side, desiring to provide flexibility that is needed. James Green commented there could be more productivity with more than one screen. Marcie Smedley agreed and said having a laptop would allow use of dual monitors. Patricia Iannuzzi asked if there are external contractual obligations for punishing staff. Marcie Smedley said the admin team worked with the HR consultant and SHRM [Society for Human Resource Management]. This is a protection for the employee as well as the library district. People need to understand that there is no obligation to work outside of regular hours. If it is work time, it will be paid time, but prior approval must be obtained for overtime. If approval is not received, the employee would be subject to disciplinary action. Patricia Iannuzzi asked if there is not already a policy that states overtime must be approved. Marcie Smedley said the overtime policy states that hours outside of normal working hours must be approved, however, since the employee may be taking the laptop home to be able to take it to an event the next day, we are trying to clarify that electronic communications, such as checking email, are considered work. The telecommuting policy was temporary; there are no employees telecommuting from home right now, so it doesn't really apply to this situation. This permanent policy makes it very clear that electronic communications do count as work time. Patricia Iannuzzi asked how the nonexempt people feel about not being able to check their email at home. Marcie Smedley said there is a mix of feelings. Some people are happy to leave work at work. There are some people that have had to be talked to about doing this kind of thing after work hours.

Kip Noschese asked for public comment. There was none.

James Green made a motion to approve the changes to Henderson Libraries Employee Handbook. Jennifer Andricopulos seconded the motion. The vote was unanimous.

2. Discussion and possible board action regarding open hours

Marcie Smedley said the proposed hours were shared with board and it is suggested the new hours take effect on September 7th, the first full week in September. The Gibson Library and Paseo Verde Library hours will be Monday through Thursday from 9:00 a.m. to 7:00 p.m., Friday and Saturday from 9:00 a.m. to 5:00 p.m. The neighborhood libraries (Green Valley Library and West Henderson Library when it comes online) will have shorter hours, as they have less staff and can't do two shifts for 6 days. The neighborhood libraries hours will be Tuesday through Thursday, 10:00 a.m. to 6:00 p.m., Friday and Saturday, 10:00 a.m. to 5:00 p.m.

Compared to our current hours, this proposal brings the library district back to a more comprehensive offering of hours. The current hours worked well coming out of the pandemic with curbside service and shorter hours. The proposed hours are very close to the pre-pandemic hours. Admin looked at foot traffic for the last hour. 7:00 p.m. to 8:00 p.m. accounted for 2% of daily use, a small figure to provide the resources to keep the library open that hour. This change allows evening hours 4 days a week (instead of 3), providing more evening hours and access for the community. The total open hours proposed are 1 hour less at the larger branches than pre-pandemic hours. When West Henderson Library opens the district will be providing even more open hours to the community.

Kip Noschese asked for public comment. There was none.

Jennifer Andricopulos asked if there was any outreach or survey concerning these hours. The library district might be sending a mixed message if opening another library but cutting hours. Have you received any feedback from people using the library as to what hours they would like the library to be open? Marcie Smedley said anecdotally people are asking for the morning hours back, not the evening hours. Looking at the usage, there are not very many people in the library that last hour. This library averaged 12-20 people inside the building during the 7 – 8:00 p.m. hour, where normally there are over a 100 people in the building. The Gibson Library was averaging 4% of the daily use, seeing 12-19 people. Usually there are 45-50 people in that building at any other time. This change provides more time when needed. Jennifer Andricopulos said she is more concerned about closing on Monday at the Green Valley Library, why can't more staff be hired for opening another branch? Marcie Smedley said when the decision to move the Green Valley Library to the neighborhood library model was made it was to free up some of the staffing to be able open the West Henderson Library because there aren't resources to hire more staff. The library district is underserving the West Henderson area and providing resources and services in the Green Valley area at a rate that was equitable to the Gibson Library without the usage, foot traffic or the circulation numbers seen at the other library. This change distributes services more equitably and allows opening the West Henderson Library under the constraints of the district's budget. Bette Silverman asked how the change in Green Valley Library's hours, closing on Monday, will affect Workforce Connections. Marcie Smedley said the Workforce Connections people are looking forward to having their team work Tuesday to Saturday as well. The goal is to reach people that work outside of Monday to Friday, being able to reach people on Saturday they find very important to provide that flexibility in the community. Kip Noschese asked if Mondays are a slower day. Marcie Smedley said the libraries were closed on Monday so long during the recession. As the libraries opened back up, Tuesday remained the busiest day. We do see busy Tuesday and Wednesday, then it tapers off throughout the week. Angela Brommel said she would be interested in the demographic that attends the 5-7 evening hours – how many children and families use the library computers. You can guess, but you really don't know without the data. Data needs collected to ensure that families and people needing resources are not disproportionately affected. Marcie Smedley said, with school starting up, the busiest time is after school, 3-5:00 p.m. then it trends down. School has been in session for 2 weeks and there is an afterschool crowd. Staff can keep an eye on that as we move forward. Patricia Iannuzzi said Angela raises an issue that she is very interested in and maybe there can be a presentation at a future board meeting about the overall demographics of Henderson and the marketing of library services to the various demographics. It is one thing to track people who are using the libraries, but Patricia Iannuzzi said she wants to know about the people who aren't using the library. Who may benefit or be interested if the library provides the kind of services they want, or more likely, if they knew about the services the library already has that could be taken advantage of? Patricia Iannuzzi is curious about a presentation of the demographics and marketing and how the district is making inroads into those communities. Marcie Smedley said she is working on the marketing and community partner presentation. Demographics can be pulled into that as well. During the strategic

planning process very detailed demographics and market shares were developed. The information was very interesting, and Marcie Smedley said she is glad to share that information, although it is likely very different today than 3 years ago when it was developed. Marcie Smedley said she will be happy to look at that and explore what the landscape looks like today. There was a real stalling out, during the pandemic, with our marketing and community partners. The community partnerships are still very strong as we are picking back up those partnerships. There is a lot of work to be done regarding partnerships. Patricia Iannuzzi said this request is not to provide oversight, but in the long term to support a tax initiative. It is very important to think about those audiences. Who they are, where they are and then market library services to them. Marcie Smedley said when the outreach vehicle is received, staff can get into communities that don't come to libraries. The library district can be much more visible about the services offered. It is a great opportunity in the coming years to be able to really hit that piece hard and market well to those audiences that need to learn about library services, how easy they are to access, and how libraries can be of assistance and service in the community to those populations.

Patricia Iannuzzi added the overall impact the library has improves the quality of life in the community. Even if they aren't taking advantage of the services to be aware of the resources and resources we provide to their neighbors and how the library improves the quality of life in the community. It is a big challenge. Marcie Smedley said it is a good challenge. We are in a good position because we do have a lot of great services and resources to offer to the community. This is a great opportunity. Kip Noschese said overall, the libraries are expanding hours even though we are cutting back the hours at the Green Valley Library and it is exciting to be able to open a neighborhood library in West Henderson. Hopefully in the future, through tax initiatives or other things, the library district can expand services with even more neighborhood libraries.

Kip Noschese asked for a motion. Bette Silverman made a motion to approve the new proposed hours effective September 7, 2021. James Green seconded the motion. The vote was unanimous.

Old Business

None

Announcements

The next Board meeting will be **September 16, 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.

Adjournment

The meeting adjourned at 8:21 a.m.

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by August 12, 2021.

Posted at hendersonlibraries.com, the State of Nevada Public Notice Website, Henderson City Clerk's Office, Paseo Verde Library, Green Valley Library, and the James I. Gibson Library.

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