



**MINUTES**

**Henderson District Public Libraries  
Board of Trustees**

**Date: February 15, 2018**

**Time: 7:45 a.m.**

**Place: Paseo Verde Library, 280 S. Green Valley Pkwy., Henderson, Nevada**

*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.*

**Call to Order**

Board Chair Mark McGinty called the meeting to order at 7:46 a.m.

**Roll Call**

Board present: James Frey, Mark McGinty, Kip Noschese, David Ortlipp, Bette Silverman

Board absent: Cindy Herman

Staff present: Dana Bullinger, Debbie Englund, George Greicar, Joy Gunn Gayle Hornaday, Betsy Johnson, Bethany Lafferty, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lisa Phelan, Stephen Platt, Marcie Smedley, Leona Vittum-Jones, Kristina Wang

Others present: Julie Buckley, Laura Carroll, Diane Collins, Alexandra Costa, Cindy Vallar

**Approval of Agenda**

Kip Noschese 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**

January 18, 2018

**CA-2 Review of Paid Invoices**

January 2018

Jim Frey 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.*

Cindy Vallar, the new president of the Friends of Henderson Libraries since January, said there is good news because the Friends have some money for the library district and two items to share with the Board. There is a new book sale-matching program for 2018 that will bring in more book sale money. Each month, local businesses can show their support for Friends by matching funds raised at the monthly book sales. There are levels of sponsorship from \$1,000 to \$3,000. So far, there is one anonymous donor and Nevada State Bank. A grant request is pending at Wells Fargo. The program is gaining momentum, thanks to Marcie Smedley and her connections. A flyer for the opportunity is available. If anyone has connections, please let them know the Friends will display their business' support on signs, email blast, handouts, and the library newsletter. This is a great way to support the library without much extra work.

Cindy Vallar asked the Board to save the date for an April 19, 2018 reception for donors, Friends' members, contributors, and Library Tree Lane supporters. The guest list is up to almost 200 people. The Board is invited. The reception will be from 6:00 to 7:30 p.m. at the Paseo Verde Library.

Julie Buckley, Laura Carroll, Diane Collins and Alexandra Costa came forward to represent the Library Tree Lane committee. Julie Buckley said the Friends of Henderson Libraries and the Library Tree Lane group are pleased to be here to present a check to the library district. Library Tree Lane was a huge success. The partnership with the Henderson Community Foundation brought new excitement to the gala with a live auction, new donations and new

patrons to help support the event. It was a fun and great event. Many thanks to Henderson Community Foundation, all the volunteers and library staff, including Marcie Smedley, Lisa Phelan and Joy Gunn. The event raised \$43,724.94. The previous year raised \$42,000. Henderson Community Foundation received \$20,000 to help support their non-profit members and Friends received \$23,724.94. Friends donated money to round the number up to \$24,000.00. The Library Tree Lane committee presented a check for \$24,000.00 to the board.

The meeting adjourned at 7:52 a.m. to allow the volunteers and board to have a picture taken to commemorate the event.

The meeting resumed at 7:54 a.m.

Mark McGinty said the board appreciates this gift so much as well as the time put into making the event a success. Each volunteer takes time away from their family to support this project; the volunteers are such a big part of the mission in making Henderson Libraries successful. David Ortlipp said just having the event is a big thing: getting people in the library. That exposure and bringing the community together counts for more than money or anything else. Cindy Vallar said the Library Tree Lane committee is looking for space for building baskets for Library Tree Lane 2018. Mark McGinty replied that some of the board are working on it. Marcie Smedley said she and staff are appreciative of everything the Friends volunteers do and for the support of everything staff is endeavoring to accomplish.

Stephen Platt reported that Workforce Connections is bringing three great programs to the library. *Back to Work 50+*, presented by AARP, and will consist of a series of intensive, targeted classes this summer. It will help people to get back into the employment scene, or better their employment situation. The classes are intensive and include six 4-hour coaching sessions. College of Southern Nevada [CSN] will be offering *English Language Arts* classes, Tuesday through Thursday, in April and May. These ESL [English as a second language] classes will help improve speaking skills to make it easier to get workplace jobs. Textbooks are no charge for these students. CSN will be doing some registrations. Professional Institute of Technology and Accounting will present the final series, consisting of computer classes at Gibson Library and Green Valley Library from February to June. Classes will include resume writing, Microsoft Word and learning how to utilize the Nevada Training System. This is something the library currently offers and outside help will ease staff workload. This is very exciting and staff hopes to see more of these classes in the future. Without the partnership with Workforce Connections these opportunities may not have been available.

Bethany Lafferty gave a report on StoryWalk. A handout in the board packet featured a photo array of StoryWalk events. Ann Ferguson developed the trademarked activity with the Kellogg Hubbard Library in Montpelier, Vermont. StoryWalk debuted in 2007 and a report that came out last year said StoryWalks are now in all 50 states and 12 countries (including Germany, Canada, England, Bermuda, Russia, Malaysia, Pakistan and South Korea). It is exciting that Henderson is part of that. Bethany Lafferty demonstrated a storyboard. A permanent installation at Cornerstone Park kicked off on January 20, 2018. The StoryWalk is on the 1.2-mile trail around the pond. The story changes each month. Bethany Lafferty creates the boards and city staff picks up the boards and installs them. The second permanent location will open February 26, 2018 along the Burkholder trail between Lake Mead Parkway and Collins Drive. Some staff on the outreach committee have ideas to draw crowds, such as storytime and activities in the park, ending with taking the group around the StoryWalk. Details to be determined. Pop up StoryWalks will continue. Pop ups are portable to community events around the city; it is a good way to do outreach to growing areas such as Inspirada and Cadence. The first Henderson Libraries pop up StoryWalk was in December 2015. Development of the project took 2 years. The city is supportive and included StoryWalk in a parks and recreation grant, making the permanent locations possible. David Ortlipp asked if the city picks the locations. Bethany Lafferty said yes, the city selected the spots for the two permanent StoryWalk locations. The city also provides funding to the library to purchase materials to create additional stories. Boards, laminates and books are necessary to create each storyboard. The initial funding came from Henderson Libraries Foundation. Jim Frey said it is good to establish a presence in the new and developing communities. Bethany Lafferty said the pop up StoryWalks are so unique, it could be helpful to get in there and do activities with kids and adults. The StoryWalks draw people in off the street to read the story. It is fun for all ages. David Ortlipp said soccer is starting up in Anthem Hills Park; there are 11-12 weeks with hundreds of people walking through there, something like StoryWalk would be a big hit. Bethany Lafferty said there are so many city-sponsored events; staff have not pursued the many events and sports with which the library could associate. Permission is necessary from the city, homeowners associations, etc. Kip Noschese asked if any book could be used. Bethany Lafferty said library staff get to choose. There is an expansive StoryWalk FAQ about utilizing books.

Each StoryWalk requires two books to assemble. Kip Noschese asked if any of the authors had been contacted. Bethany Lafferty said no. Kip Noschese said the authors and/or illustrators of those books might be thrilled to see their book on a StoryWalk. Marcie Smedley said the StoryWalk is very positive and brings recognition and attention to the libraries. Bethany Lafferty said the district will promote the program more through the website and social media.

Lisa Phelan spoke about training at the branches. Staff day provided an opportunity to collect information from staff about what training is needed/wanted. A newly formed training committee includes all the branches and departments. Requested topics include dealing with difficult patrons, customer service, setting boundaries, communication, diversity and inclusion. The first focus was customer service training, including how to deal with difficult patrons. Topics include what to say to angry patrons, setting boundaries, when to terminate the discussion and strategies for dealing with common problems. Setting boundaries is the first step in keeping patrons from becoming difficult patrons and keeping the library safe for everyone. Good customer service takes teamwork, clarity and consistency. Empowering staff builds good morale and a positive work environment. The training committee is working with Nelandra Anselmo who presented a diversity and inclusion presentation on staff day. Lisa Phelan said the training committee is dedicated to ongoing training. Mark McGinty commented that training is vital for a happy and strong workforce. These efforts sound very good. Marcie Smedley thanked Lisa Phelan and the training committee; Gayle Hornaday is heading the training committee and they are looking at great training opportunities for the Henderson Libraries team.

Marcie Smedley said a new project, circulation of mobile Hotspots, is possible through a \$10,000 grant from Henderson Libraries Foundation. The Hotspots allow patrons to access the internet from home, or almost anywhere. The Information Technology and Acquisitions and Bibliographic Services departments are working together to make it happen. Sean Hill's team worked on some great packaging and Michelle Mazzanti's team worked on labeling the equipment, readying the sets for checkout. Each kit contains the Hotspot, a retractable charging cable with USB adapter and a heavy-duty case. Staff have been checking them out, trying them at home and not returning them on time so staff could practice deactivating them. There are 60 of the devices and the funding will cover the startup and the cost of internet service for 6 months. After the initial period, usage will evaluate the use and the cost will then come out of the materials budget. Staff is excited to have something new coming out and to be able to offer help to patrons without internet access, or who are travelling and need internet access. Many of the schools send a Chromebook home with students but many do not have internet access at home. Jim Frey asked if a deposit is required to check out a Hotspot. Marcie Smedley said no. The device is not expensive; the monthly internet service is the expense. Once a Hotspot is overdue, the service is terminated. Hopefully, once the service is turned off the patron will be motivated return the Hotspot. Service can then be restored and the unit checked out again. If components of the set are missing or damaged, the patron will be charged accordingly. A list of replacement costs are in the case. Mark McGinty recently read statistics for education in the valley and learned that 28% of homes do not have internet access. The Hotspot is very progressive. Marcie Smedley said the school district is looking at programs that offer Hotspots and looking for funding. Bette Silverman asked if there would be bilingual directions. Marcie Smedley said this has not been considered but may be very important in Spanish-speaking households. Marcie Smedley will discuss developing bilingual instructions with staff.

Marcie Smedley called the board's attention to the Save the Date flyer in the board packet. The volunteer appreciation luncheon will be Wednesday, May 9, 2018 from 12 p.m. to 2 p.m. The event will be in the Sunset Room at Sunset Station. Invitations will follow.

The Mini Con will take place March 3, 2018 at the Gibson Library from 10:00 a.m. to 3:00 p.m. The board is invited to stop by. The Mini Con event attracts a great crowd.

The digital bookmobile from Overdrive will visit the Paseo Verde Library on Tuesday, March 6, 2018 from 10:00 a.m. to 4:00 p.m. Overdrive representatives will be available to show people how use downloadable services. There is a new app named LIBBY that is very intuitive and downloadable from the app store.

Marcie Smedley received positive feedback from the state library regarding the first draft of the LSTA [Library Services and Technology Act] grant. Marcie Smedley will submit the final draft today. The deadline is next week. Decisions about grant applications will come out in the spring. This grant is for funding to hire a consultant for the district's strategic planning process, from the community assessment through actually drafting and implementing a plan.

There has been a lot of board involvement in this grant application. The board will be very involved in developing the strategic plan and will hear a lot more about this in the near future. Marcie Smedley hopes that the next word will be that Henderson Libraries received the grant and strategic planning can start.

Marcie Smedley informed Commissioner James Gibson of the board's feedback regarding the applicants for the open board position. This item will probably be on the Clark County Commission agenda for the first meeting in March.

#### **Public Comment**

*Note: Comment will be taken on each agenda item as it is heard. Pursuant to Nevada's Open Meeting Law, action may not be taken on matters presented during this period until included on an agenda as an action item.*

#### **Old Business**

##### **1. Discussion and possible Board action regarding possible sale of the Malcolm Library**

Marcie Smedley said escrow closes February 26, 2018. Debbie Englund is completing last minute paperwork. The sale should be a "done deal" in the next few weeks.

#### **Announcements**

The next Board meeting will be **March 15, 2018** at the Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada.

Mark McGinty said Kip Noschese' artwork at the Green Valley Library is beautiful. Stephen Platt is blessed to have Kip Noschese volunteering his time on this project; it is a BIG undertaking. Everyone is encouraged to go by and take a look. Kip Noschese said more work is being done in the next two weeks to complete a "space station" bulletin board; Stephen Platt did the woodwork himself. In the spring, Kip Noschese said he would like to get started on the younger kids' side of the library. The artwork is a Fiji theme. Mark McGinty said he loves it – it is great!

Mark McGinty thanked the Friends volunteers for coming to the meeting and for the check.

#### **Public Comment**

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#### **Adjournment**

Board Chair Mark McGinty adjourned the meeting at 8:23 am.

*Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by February 9, 2018, at least three (3) business days before the meeting, including in the notice the time, place, location and agenda of the meeting. Details of the agenda may be obtained by calling Trudy Casey at 702-207-4298.*

Posted at Green Valley Library, James I. Gibson Library, Paseo Verde Library, City of Henderson-City Clerk's Office, and the Henderson Libraries website.