



MINUTES

Henderson District Public Libraries Board of Trustees

Date: January 17, 2019

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

Chair Mark McGinty called the meeting to order at 7:45 a.m.

Roll Call

Board present: Angela Brommel, Jim Frey, Cindy Herman, Mark McGinty, Kip Noschese, David Ortlipp, Bette Silverman

Board absent: None

Staff present: Robbie DeBuff, Dana Friesen, George Greicar, Viveca Grinstead, Joy Gunn, Sean Hill, Gayle Hornaday, Betsy Johnson, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lori Richardson, Marcie Smedley, Nicole Thomas, Leona Vittum-Jones

Others present: Alan Lyford

Approval of Agenda

Cindy Herman made a motion to approve the agenda. Kip Noschese 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 20, 2018

CA-2 Review of Paid Invoices

December 2018

Cindy Herman made a motion to approve the consent agenda. Jim Frey 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.

Marcie Smedley said the Overdrive Digital Bookmobile will be at Gibson Library on February 22. The Board should check it out. Overdrive is one of the district's digital resource providers. Overdrive's digital bookmobile is a high-tech update to a traditional bookmobile. This 42 foot-long RV has tablets and technology to teach patrons how to borrow e-books, audiobooks magazines, stream video and so much more. The bookmobile was at the Paseo Verde Library last year and is definitely worth looking at.

The kick off for the Henderson Libraries' 75th anniversary made the front page of the View section in the Las Vegas-Review Journal today. The story included pictures and highlights of the 75 years since Henderson Libraries began serving the Henderson community. Robyn Campbell-Ouchida of All Write Communications and the district's marketing person has been working on getting the word out; Robyn Campbell-Ouchida and Marcie Smedley met with the reporter from the View last week, who will be on hand to cover upcoming events.

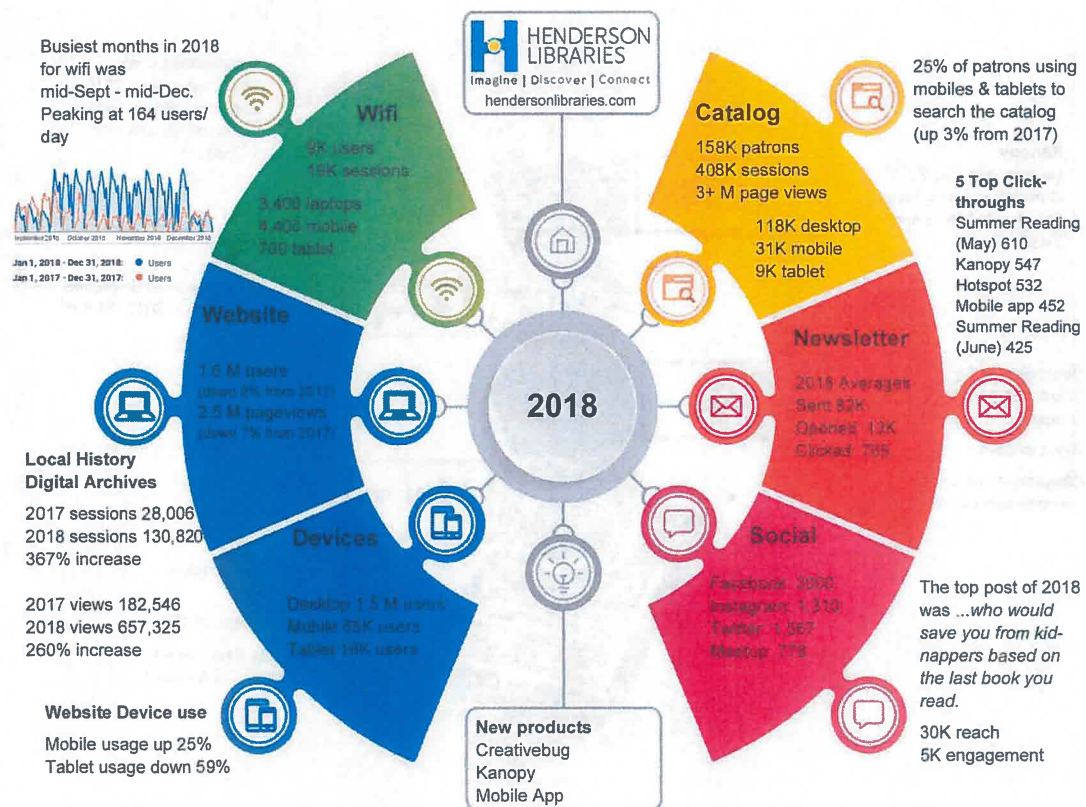
Lisa Phelan said this is a big year. The anniversary kicks off with a Birthday Block Party on Saturday, February 2, from 9:00 a.m. to 1:00 p.m. Highlights will include touch-a-truck, fire truck, police car, inflatable slide, inflatable obstacle course, corndog truck, a petting zoo and a unicorn. A picture display will feature Henderson in the 1940s. Dana Friesen is working on the amazing archival display. A replica of a real ration card will log visits to each area and enter the participant into a raffle. Sunset Garden Club will have a Victory Garden display giving away potted plants and teaching the meaning of Victory Gardens. In the youth services area there will be face painting, and bingo. A special recognition to Kristina Wang and her teen volunteers for the mindset, creative genius and hard work on the event. It will take a lot of library volunteers and staff. Staff will be wearing library retro baseball tee shirts, please let Marcie Smedley know if you would like to purchase an anniversary tee. Marcie Smedley will send out an electronic invitation for the Birthday Block Party.

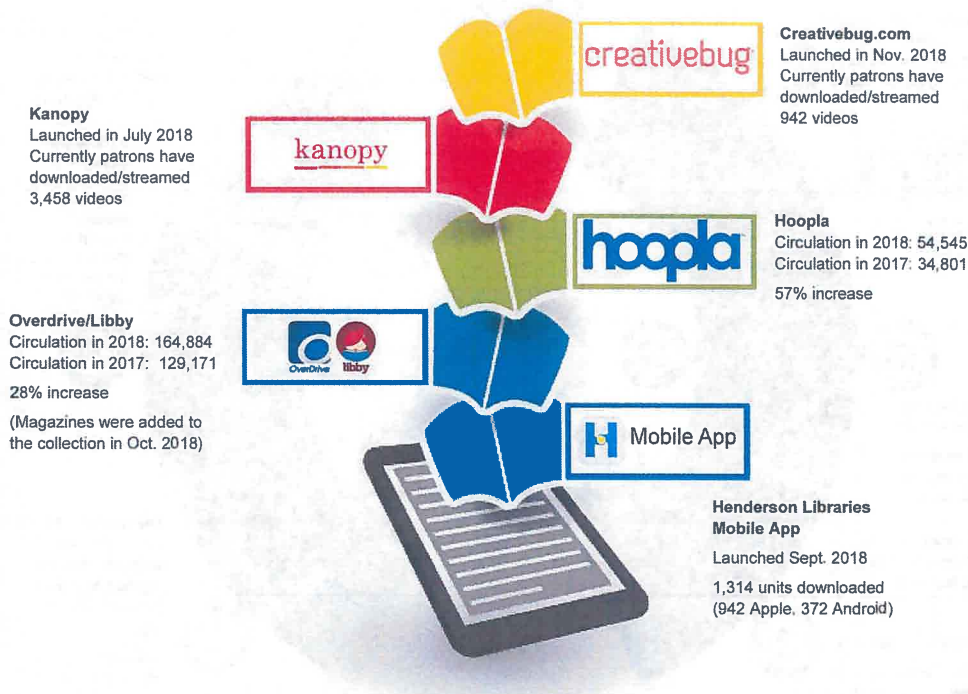
Talks are underway with the Raiders about possible partnerships. There is a possibility the Raiders outreach team will be at the Birthday Block Party event. "Raider's Nation on Location". Talks are underway about a yearlong reading partnership with the Raiders. Some elected officials will be attending and may present proclamations honoring Henderson Libraries anniversary.

Marcie Smedley said staff is working on partnerships for the 75th anniversary events. A specially designed 75th logo will be on everything during the year. Large events will take place quarterly. Dana Friesen has done a great job creating an interactive timeline for the website with updated information, historical dates and fun facts. Physical displays will be going out to the libraries today. Next Tuesday, at 3:00 p.m. each branch will unveil the 75th anniversary library card. Many fun things are going on. It is a great week to highlight libraries in our community and all the good done in the community: past, present and future. It is a lot of fun and there will be much more to come. 75 years is a big milestone for the library district.

Last year, Nicole Thomas, Senior Youth Services Specialist at the Gibson Library, spoke to the Board about Safe Place and a partnership with Nevada Partnership for Homeless Youth [NPHY]. Today is the official day all Henderson Library branches become official Safe Places. Teens can come in, ask for help and staff can connect them with helpful resources. Nicole Thomas became involved with NPHY through school and realized how our services could align, got conversations going, took a sewing program out to share at their location and discovered libraries are a natural fit for this partnership. Las Vegas-Clark County Library District is rolling out their partnership with NPHY today also. There will be some great national and local publicity. Jim Frey asked if staff training took place. Marcie Smedley responded yes, all youth service staff and managers have gone through 2 hours of training about where to call and how to interact with youth. The library district's MOU [memorandum of understanding] with NPHY specifies updated yearly training. Mark McGinty said Nevada Partnership for Homeless Youth is the only organization, outside of family services, in Nevada authorized to work with children without the permission of parents. Marcie Smedley commented that Southern Nevada has one of the highest occurrences of homeless youth in the nation. Henderson Libraries is proud to work toward a solution and provide access to those services.

Joy Gunn, Digital Library Manager/Assistant Information Technology Manager, presented a virtual services update to the Board:





New services debuted in 2018, including Kanopy for downloading and streaming videos, and a magazine collection made available through Overdrive/Libby. Because so many of the libraries' magazines walk away, this will be a great option for patrons. Creativebug is a new service that provides crafting videos run through Joann's craft store. Crafters are very excited. HOOPLA added new content and new publishers with no wait time. Also new in 2018, Henderson Libraries launched a mobile app, downloaded 1,314 times. Mark McGinty said this was a great report! Marcie Smedley commented staff will be watching digital usage going forward to see how to better meet those needs. Marcie Smedley thanked Joy Gunn and her team. Mark McGinty said he loves the graphics used to present the statistics. The graphics make for easy reading and understanding of the information.

Marcie Smedley introduced Viveca Grinstead, the district's accountant, to present the quarterly budget update through December 31, covering the first 2 quarters of the fiscal year. Salaries and benefits are under 50%. Utilities are just under 100%. Supplies were right around 52%. Services were just about 100%. The items showing 100% are encumbered funds. The book and capital outlay are just about 50%. Mark McGinty asked, when it says 100%, is the percentage for the quarter or year. Viveca Grinstead replied purchase orders encumber the funds for the estimated usage for the entire year; the funds are locked up in the system so they are not spent before needed. Mark McGinty said it is great to get quarterly budget reports and it satisfies the fiduciary responsibilities of the Board. Good job, Viveca Grinstead!

The management team has looked at barriers to service and made a few adjustments to remove them. The DVD limit was raised from 7 to 12. DVD circulation will go up in the next couple of months. Automatic time extensions on the public computers went into effect. If the system determines there are enough computers available, the user will automatically get a 90-minute extension. A computer user has the potential of using the computer for 3 hours total. Kip Noschese asked that it not be applied to the kids computers. Kids need a time countdown on their computers, not more time added. Marcie Smedley said, if asked, the librarian could send a message to the computer that the time is almost up. Sean Hill added that if all computers were in use, there would be no extra time given. Each library account has a fine threshold of \$6. Library privileges, including computer usage, are suspended until fines fall below the threshold. The management team decided to remove that fine limit suspension for computer use. There is a lot of talk across the country, and globe, about libraries going fine free. We do not want to be punitive but fines bring in about \$130,000 per year. The district would need a way to recoup that income if the district decided to go fine free. Mark McGinty suggested measuring expense of staff time used to monitor, watch and collect fines. Marcie Smedley said, in that regard, a patron with overdue items is not able to put them in the book drop and immediately check out new items. A staff member must manually check in the overdue items first. A staff time component goes into that. The fine free concept is interesting and just something on the radar. Jim Frey asked if there is any thought to limiting hold time from 10 to 5 days. Marcie Smedley said the 10 days is a reduction and the problem staff runs into is that the buildings are only open 5 or 6 days, so people have a hard time getting in to pick up their holds. Kip Noschese said fine free is an interesting concept, could grab the public's attention and be leveraged into a tax initiative. David Ortlipp asked about paying online. Sean Hill said fines are payable online, but usually staff have to talk the patron through the process. Bette Silverman suggested making an instructional video. Sean said staff are considering making several videos in the next year. Another consideration is that there is a \$5 minimum when making a payment with a credit card.

Patrons wanting to pay less than \$5 cannot. There was some discussion about the \$5 limit and credit card fees and David Ortlipp suggested the library could make more money without the limitation. Sean Hill said that maybe payments could be less than \$5 if the patron agrees to a processing fee. Kip Noschese asked if Henderson Libraries has an amnesty day. Marcie Smedley said there used to be a "food for fines" program, but that ended during the economic downturn. We may want to consider an amnesty day to go along with the 75th anniversary. Bette Silverman said there could be a prize for the most overdue book returned. The patron's picture could be in the newsletter.

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.

Alan Lyford introduced himself to the Board and said he is delighted to be here. Mr. Lyford said he has been a library member since 1985, when Green Valley Library was just a storefront on Sunset Road. Mr. Lyford said he has 2 issues he would like to raise. Although a slow reader, Mr. Lyford said he is delighted to pay the fines and supports them. It is a good source of revenue. If the library were to abolish fines, more people would probably need to be employed to chase down miscreants who do not return the books.

The second issue involves the café. The café connects to the library by many umbilical cords, such as climate control. The library has taken some actions to control the climate in the café, but the system does not work well. Whatever the climate is inside the library is not the same in the café. There is no separate thermostat or control for café temperature. Attending a meeting every Saturday morning, Mr. Lyford said he wears several layers of clothing (in the summer) to sit under hard blowing air-conditioned air, with temperatures of 80 or 90 degrees outside. This is quite uncomfortable. Mr. Lyford is not sure how the Board will address the issue, but believes something will happen. One time, the café managed to turn it off.

Alan Lyford said he appreciated being able to address his concerns with the Board, and said he loves this library hopes to attend future board meetings. Marcie Smedley said the situation in the café will be looked into. Mark McGinty thanked Mr. Lyford for coming to the board meeting.

The public comment period closed at 8:24 a.m.

New Business

1. Discussion and possible Board action regarding authorization to purge patrons inactive more than three (3) years and all associated fines, fees, and material held by said patrons.

Gayle Hornaday said this is an annual housecleaning. Sean Hill provided the purge figures. Close to 22,000 patrons have about \$130,200 in charges owing on their accounts. About 5,000 of these patrons have accounts showing positive deposit balances, totaling just over \$6,000 for printing deposits. All of these accounts have been inactive for the last 3 years. By law and library district policies, the district can take unused deposits as donations. This is part of the purge and updating process. Because of the money involved, the Board needs to approve the purge. David Ortlipp asked if the majority of funds due are for items checked out and never returned. Gayle Hornaday said yes, however, only 5-6,000 out of 22,000 are accountable for the charges. The majority of the patrons owe nothing, but are inactive. The patrons owing money have gone through the collections process and most likely have left the area. Kip Noschese asked if these amounts are similar to last year. Gayle Hornaday said the figures appear to be on a downward trend. The money owed is less than in previous years.

Jim Frey made a motion to authorize the purge of patrons inactive more than three (3) years and all associated fines, fees, and material held by said patrons. Bette Silverman seconded the motion. The vote was unanimous.

2. Discussion and possible Board action regarding authorization to open Gibson Library, Green Valley Library, and Paseo Verde Library late on the morning of Friday, February 22, 2019, to facilitate an all staff workshop on strategic plan implementation.

Next month Marc Futterman, CIVICTechnologies, will present the strategic plan to the Board for approval. The rollout workshop will also be that day. With the importance of the strategic plan rollout, an all-staff meeting is necessary. Marcie Smedley said the management team would like to open all branches at 11:00 a.m. on Friday, February 22, so library management can inform all staff about the strategic plan rollout. Cindy Herman made a motion to authorize opening Gibson Library, Green Valley Library, and Paseo Verde Library late on the morning of Friday, February 22, 2019, to facilitate an all staff workshop on strategic plan implementation. Kip Noschese seconded the motion. The vote was unanimous.

Old Business

1. Discussion and possible Board action regarding the Strategic Plan

Marcie Smedley said the strategic plan is in the end stages. Marc Futterman will be at the Board meeting next month. The meeting will be longer and board approval will be necessary for the strategic plan. David Ortlipp asked how long the meeting would last. Marcie Smedley said Marc Futterman's presentation would take about 1 hour; the meeting will be 1-1/2 to 2 hours long. Cindy Herman had the fortune to get an update with Jim Frey, Mark McGinty and Marcie Smedley and said she was impressed with the quality of the work done by the consultant and staff. Cindy Herman commended Marcie Smedley on the management of the consultant, and the many staff town halls held. This is a great product reflecting many culture changes. The strategic plan is good and needed for so long. Cindy Herman also commended previous board members who pushed for a strategic plan for the 9 years she has been on the Board.

Announcements

The next Board meeting will be **February 21, 2019 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 8:33 a.m.

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by January 11, 2019, 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 are available by calling the administrative offices at 702-207-4298.

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