



**MINUTES**  
**Henderson District Public Libraries**  
**Board of Trustees**  
**Date:** October 20, 2022  
**Place:** James I. Gibson Library  
100 W Lake Mead Parkway, Henderson  
**This meeting will NOT be accessible via Zoom**  
**Time:** 7:45 a.m.

*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, David Ortlipp, called the meeting to order at 7:45 a.m.

**Roll Call**

Board present: Jennifer Andricopulos, James Green, Kip Noschese, David Ortlipp, Gerri Schroder, Bette Silverman

Board present (via Zoom): N/A

Board absent: Angela Brommel

Staff present: Viveca Grinstead, Joy Gunn, Candace Kingsley, Marcie Smedley, Joseph Tracy, Leona Vittum-Jones, Normalene Zeeman

Others present: Victoria Giampa

**Approval of Agenda**

Gerri Schroder made a motion to approve the agenda. Jennifer Andricopulos 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**

August 18, 2022

**CA-2 Review of Paid Invoices**

August - September 2022

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*

Viveca Grinstead gave the quarterly financial report for the end of the first quarter. Everything is under budget because it takes a while for all the 4th quarter invoices to trickle in and get paid. And because revenue from the state comes in a little delayed so Debbie Englund freezes spending thru September, but don't worry that will get caught up. One thing to note on second section "other revenue" is in the negative, because the Nevada State Treasurer reports fair market value on the district's investments that should be recorded in the 4th quarter and then we turn around and take it out of the 1st quarter. Other than that, everything is encumbered as it should be so supplies, services, and books are at close to 100%.

Marcie Smedley gave a brief update about what is happening with the district's computer systems. Marcie Smedley is currently working with the FBI on their investigation into the district's ransomware attack. The district's attorney has been notified and has said because the library district does not keep identifying records it will not be necessary to notify patrons. The human resource software stores employee information in a cloud-based storage which was not touched by the attack. Research is ongoing regarding older employee data that may have been stored on the breached system. Joy Gunn gave a systems update, saying Polaris, Point of Sale, AMH [automated

material handling] and self-check are all working. Patrons can search for items, access their accounts, use self-service for check in and checkout, pay fees, access e-books, movies and music. WiFi is available in the buildings. The phone system is up so patrons can call in with questions. Team computers and laptops are up and working. There was a problem with the time clock, but that issue has been fixed. Public computers, printers, copiers and mobile printing are not up but are being worked on now. Sean Hill has purchased software to better detect and prevent this in the future. Marcie Smedley thanked the team that hit the ground running when systems were down by getting out paper and recording patron checkouts by hand, and the IT department that has been working nonstop since the intrusion happened. David Ortlipp asked if there was a specific demand. Marcie Smedley responded that the FBI has asked that specific information not be shared publicly while the FBI is investigating. James Green asked how much the security software cost. Joy Gunn responded about \$1,000. James Green asked if there is expectation of more expense for hardware/software. Joy responded the purchased software is cloud based, there should not be any more expense. Marcie Smedley said there was discussion about having a forensic analysis done to identify the weakness, but the focus is on going forward and being more secure. There will be grumblings from the team because staff will not be able to install anything on their computer. That's not to say our systems weren't secure but there are people out there with bad intentions. James Green commented this happens to the most secure systems in the world. Jennifer Andricopulos thanked Joy for the update and said this would be a perfect time, once things are rectified, and it could have been a lot worse, (although disruption of service is a concern) to consider a security threat assessment. This would advise the IT department as to what further measures they could take, what has been done to make the systems secure and what other steps may be taken. The FBI may have similar suggestions. That is a normal thing that organizations go through and it's a lot different for IT staff. It might be good for the IT staff to go through some trainings/sessions on how to protect the district in today's environment. Especially if the training hasn't been done in the last three years. Gerri Schroder asked if the expenditures are in the budget or will they have to come back to the Board for approval, depending on the total cost. Marcie Smedley replied that IT has a budget for software that was already approved in the budget. If the expenses exceed that they will be brought back to the Board for approval. Marcie Smedley thanked the public services team and the IT team who really have been working nonstop to get the library district back up. Everyone has been patient and grateful. As a team, IT buckled down and did what needed done to get services back up and running. A BIG thanks to the IT staff from everyone.

Marcie Smedley said the West Henderson Library ribbon cutting was huge success. It was a very community-oriented event. A lot of folks from the surrounding neighborhood in Inspirada showed up and supported the event. It went very well. Thanks to the Board that could be there and team members that planned the event and made it a success. Operations at the West Henderson Library are going very well.

Staff Day took place on September 23<sup>rd</sup>, and it felt good to get the whole team together, in person, again. That was the main feedback from the team. To share some learning opportunities and come together was very important. It was a great day with different classes and an avenue to share information. One of those informational items was the updates to the strategic plan, which is an agenda item and will be discussed shortly.

The Outreach vehicle is parked outside. The team is very excited to have it. After the meeting the Board is invited to go out and see it. Starting at the first of the year, the outreach vehicle will be heading out to events with community partners where visits will take place on a regular basis and will bring information and services to areas of Henderson that don't have library services. There are a few fall events that the vehicle may go to. Kristina Wang and Maia Malone have worked very hard creating the grant and getting supplies ready. Marcie Smedley said that work is appreciated. It's exciting to get the word out and start scheduling events. Our team will be working on some publicity and getting information out. Maybe there will even be a touch-a-truck event.

## **New Business**

### **1. Discussion and possible board action regarding the 2019-2024 Strategic Plan updates**

Marcie Smedley said this will require approval. Some board members were not here in 2019 when it was rolled out. An overview of the plan and changes since the beginning of the Strategic Plan were highlighted.

Graphic that shows the framework:





## MARKET STRATEGIES

### Core Services:

**CS1 Outreach (Combined CS1 Pop-Up Locations & CS2 Community Events)**

Leaders: Kristina Wang & Maia Malone

#### **Areas of Focus:**

Finish development of Ambassador training and tools for outreach efforts

Develop plans for outreach vehicle

Work with new Outreach Coordinator to identify role of initiative

**CS3.5 Customer Service Language & Engagement (Combined CS3 Customer Service Language & CS4 Customer Engagement)**

Leader: Melissa LaPorte

#### **Areas of Focus:**

Identify/map existing customer experiences to identify how to best serve our community

Implementation of Customer Service Pledge

Identify where changes are needed to customer service language

**CS5 Physical & Digital Collection & Resources (Combined CS5 Physical Collection & Resources & CS6 Digital Collection & Resources)**

Leader: Michelle Mazzanti

#### **Areas of Focus:**

Continued management of collections (i.e. – administration of selectors, review of policies, etc.)

Continued identification of tools, procedures, etc. to support collection development and maintenance

### Out of School Learning:

**OSL1 Children Ready to Enter Pre-K**

Leader: Nicole Thomas

#### **Areas of Focus:**

Born to Read program  
Early literacy storytimes and resources  
Explore partnership opportunities for reaching underserved families  
1000 Books Before Kindergarten

**OSL2 Children Reading at Grade Level**

Leader: Kari Jensen

***Areas of Focus:***

Summer Reading Challenge  
Third Grade Super Sleuths  
500 Books Before Middle School  
Reading with Rover

**OSL3 STEAM Services**

Leader: Leona Vittum-Jones

***Areas of Focus:***

Development of STEAM programming with a youth-focus  
Exploration and development of plans for STEAM center (encompassing CS7 Community Tech Center)

**OSL4 Learning for Leisure & Cultural Connections (Combined OSL 4 Learning for Leisure & CC1 Cultural Connections)**

Leaders: Rachelle Basso and Emilee Wirshing

***Areas of Focus:***

Writing workshops/local authors Community Read  
Cultural programming

**OSL7 Teen Services**

Leader: Christina Terriquez

***Areas of Focus:***

Teen Services, Programming & Spaces  
NPHY Partnership

**ORGANIZATIONAL STRATEGIES**

**One Library:**

**OL5.5 Communication & Cultural Language (Combined OL5 Evolve Cultural Language, OL6 360 Communications, & GL1 See It, Own It, Fix It)**

Leader: Chad Lenzini

***Areas of Focus:***

Teams as mode of communication (survey for barriers, training, communication plans)  
Solutions-based Communications  
Deploy new Problems & Solutions Channel – with modifications

**Service Innovation:**

**SI1 Sunsetting and Streamlining Backend Processes**

Leaders: Sean Hill & Jayson Villamor

***Areas of Focus:***

AMH at GRE, GIB, WHL  
RFID Conversion  
Continued plans for sunsetting programs/services  
Continued documentation of processes (Screen Steps)

**SIS Project & Time Planning & Management & Design Thinking (Combined SIS Project & Time Planning & Management and CC2 Design Thinking Activities)**

Leader: Ed Feldman

***Areas of Focus:***

Continued training in Design Thinking

Identify process for using project planning tools in Teams

**Growing Leaders:**

**GL2 Leadership Education**

Leader: Erin Owens

***Areas of Focus:***

HL mentoring program

**GL3.5 Recruitment, Career Objectives & Coaching (Combined OL4 Team Development: Recruitment, GL3 Individual Career Objectives, & GL4 Implement Quarterly Coaching Sessions)**

Leader: Viveca Grinstead

***Areas of Focus:***

Assess one area annually: Career Objectives; Coaching; Recruitment

**PARTNERSHIP STRATEGIES**

**Friends Development:**

**Friends 1: Business Plan**

Leader: Marcie Smedley

***Areas of Focus:***

Continue to support FOHL Business Plan

**Friends 2: Membership Database & Volunteer Scheduling Software**

Leader: Marcie Smedley

***Areas of Focus:***

FOHL is not moving forward with a membership database at this point. HL is moving forward with our own volunteer scheduling software to support our needs.

**Friends 3: Volunteer Manual & Training**

Leader: Marcie Smedley

***Areas of Focus:***

Continue to support development of pilot volunteer shelving program and share HL volunteer orientation, training, and manual

**Friends 4: Board Manual & Training**

Leader: Marcie Smedley

***Areas of Focus:***

None at this time

**Friends 5: Streamline Work Processes**

Leader: Marcie Smedley

***Areas of Focus:***

None at this time

**Foundation Rebuild:**

**Foundation 1: Business Plan**

Leader: Marcie Smedley

***Areas of Focus:***

Support HLF in development of business plan

**Foundation 2: Board Manual & Training**

Leader: Marcie Smedley

***Areas of Focus:***

Continue to work with existing HLF board to support the creation of manual, board expansion, and development

**Foundation 3: Fundraising**

Leader: Marcie Smedley

***Areas of Focus:***

Support efforts to reengage donation campaigns and donor cultivation

**City Alignment:**

**City 1: Initiatives Alignment**

Leader: Marcie Smedley

***Areas of Focus:***

Realign priorities through a cross-reference of Henderson Strong plan with HL Strategic Plan updates

**City 2: Annual Plan**

Leader: Marcie Smedley

***Areas of Focus:***

Development of plan based on cross-referenced priorities

**City 3: Communications & Engagement**

Leader: Marcie Smedley

***Areas of Focus:***

Continue communications

Develop/implement a communications plan based on initiative alignment

**County Alignment:**

**County 1: Initiatives Alignment**

Leader: Marcie Smedley

***Areas of Focus:***

Realign priorities through a cross-reference of Southern Nevada Strong plan with HL Strategic Plan updates

**County 2: Annual Plan**

Leader: Marcie Smedley

***Areas of Focus:***

Development of plan based on cross-referenced priorities

**County 3: Communications & Engagement**

Leader: Marcie Smedley

***Areas of Focus:***

Continue communications

Develop/implement a communications plan based on initiative alignment



**ADDITIONAL ITEMS OF NOTE****OSL6.5 Learning for Career Achievement (Combined OSL5 Learning for Achievement and OSL6 Learning for Career Development)****Areas of Focus:**

Financial, health and digital literacies

Workforce Connections Partnership

Job Seeker Supports

Small Business Supports

Currently have team members assigned to specific related projects (Project SANDI, NV Career Explorer, etc.) identifying next steps

**OL2 Koi Pond****Areas of Focus:**

Review Koi Pond and identify processes for seeking larger-scale, innovative proposals

Identifying how to rework this process to support larger-scale projects from an administration standpoint

**Initiatives that have been sunsetted:**

**CS7 Community Tech Centers**— moved priorities for a STEAM center under OSL3

**CC3 Digital Community** – responsibilities falling under Social Media Librarian role

**OL1 Realignment and Building on Strengths** – any additional realignment to happen at exec team level first

**SI4 New Challenges New Skills** – initiative teams to continue their own research; newsletter to move to Staff Association, if desired

David Ortlipp asked for public comment. There was none.

Gerri Schroder said she has a question about the *Out of School Learning, pre-k to teens*, and asked if the library works with organizations like the Boys and Girls Clubs. Marcie Smedley said one of the district's newer initiatives with the Boys and Girls Club revolves around summer reading as many of those attending the Boys and Girls Club may not have the support or opportunity to visit the library to participate. Library staff has been bringing out kits to enable participation in the summer reading challenge and providing storytimes and programmatic activities at the Boys and Girls' Club facilities. The library district also partners with schools, literacy nights and additionally, pre-kindergarten information is provided to anyone having a baby at Henderson Hospital. There are many partnerships. Teen services staff participate with Nevada Partnership for Homeless Youth to provide outreach services to teens in our community that need these resources but may not be able to get to a library to receive them. Gerri Schroder asked about involvement with daycares. Marcie Smedley said library staff are asked, from time to time, to go out to daycares and provide storytimes and information, which they do. There are also close partnerships with some of the school district's pre-k programs. Leona Vittum-Jones said she goes out to Sewell elementary once a month, or more depending on requests from the teachers. When the new daycare opens by West Henderson Library there may be an opportunity to partner with them and use that as a model for working with other daycares. Visits to daycares may be possible with the outreach truck and information can be shared with parents at pick up time.

Jennifer Andricopulos asked if schools reach out to the library district or does the library district reach out centrally to the school district. Marcie Smedley said some of both. The library district has consistent involvement with the school district in two ways: the summer reading program and the APPLE partnership. The schools provide information about the summer reading challenge and programs to the students. The APPLE author just visited all the schools and appeared for a book signing and talk at the Paseo Verde Library with 175 attendees. Leona Vittum-Jones added that staff go to the individual schools during Nevada Reading Week. Schools generally request involvement for that. There are other individual events, like literacy night, where the library district is invited to participate. Jennifer Andricopulos said getting a child reading early makes a difference in their schoolwork and throughout their lives. Is there outreach to stay-at-home families in any way other than social media? Maybe information could be mailed out or flyers could be left in strategic places where new families may see them. Marcie Smedley responded information is put out



however the district can get it out, through the mail, through ads, through community outreach. Jennifer Andricopulos said the library district needs to find a way to keep hitting people with that information. Gerri Schroder said the Henderson Happenings would be a good partner. Henderson residents are always looking for what classes and events are offered. Bette Silverman said parent-teacher nights are a great opportunity to hand out information. A teen could be hired to hand out flyers. David Ortlipp said the outreach vehicle could be parked out front. Marcie Smedley agreed these are all great suggestions.

The library team continues to try to make new partnerships. Marcie Smedley said she has had conversations with Living Grace and Hope Link to try to develop community partnerships. The City of Henderson has been good about getting the library district information into the Henderson Happenings. Marcie Smedley said she is very appreciative of these suggestions.

Kip Noschese said he likes the idea of the KOI pond. This includes everyone at every level in the library – bringing the team together. Kip Noschese is very supportive of this idea incubator. Marcie Smedley said it is important to find ways to embed the idea with the library team to think outside the box and share ideas. Jennifer Andricopulos inquired if the public could be involved in the KOI pond, since it is donor-funded, such as a challenge for youth or teens to provide ideas and plans. Marcie Smedley said potentially. Jennifer Andricopulos said she doesn't know how it was set up. Maybe it's not just staff ideas but external ideas, suggestions and incentives. Gerri Schroder suggested partnering with economic development. The \$25,000 KOI pond budget could be much more if there are community partners. David Ortlipp thanked Marcie Smedley for staying on top of the strategic plan, the fundamentals are still there but it was meant to be a living thing.

James Green made a motion to approve the 2019-2024 Strategic Plan updates. Gerri Schroder seconded the motion. The vote was unanimous.

#### **Old Business**

None

#### **Announcements**

The next Board meeting will be **November 17, 2022**, at the **Paseo Verde Library, 280 S. Green Valley Pkwy**, 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.*

Victoria Giampa addressed the Board and said she was unlawfully declared a trespasser. In August 2022 Ms. Giampa called the Green Valley Library to ask if she had permission to enter. The staff member called the director and called back to tell her she was trespassed for 5 years. There was no hearing or write-up of the trespass. Ms. Giampa stated she didn't go into the library to harm anyone. Having been a homeowner here for 25 years, Ms. Giampa brought her children and grandchildren to the library. During that time there was never one incident where Ms. Giampa was told she needed to leave due to inappropriate behavior. The incident in question happened when Ms. Giampa was visiting the library during the COVID lockdown. Ms. Giampa said she wore a mask and used a computer. Ms. Giampa asked if she could use her laptop to finish the remaining half hour or 20 minutes and was allowed to do so. When Ms. Giampa entered the library again, same situation, she was told no she could not use her laptop. Then the librarian changed her mind. Ms. Giampa stated she told the librarian that she needed to finish the work and was adamant about it. At first, the librarian said yes, then she said no and called the security officer who told Ms. Giampa to leave. Ms. Giampa called and asked if she could re-enter, and the library director said no. Ms. Giampa said she is asking board to investigate this and consider relief pursuant to the request as outlined in the papers given to the Board members this morning.

#### **Adjournment**

The meeting adjourned at 8:26 a.m.

*Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by October 13, 2022.*



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

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