



MINUTES

Henderson District Public Libraries

Board of Trustees

Date: July 16, 2020

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

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

Roll Call

Board present (via Zoom): Angela Brommel, Mark McGinty, Kip Noschese, David Ortlipp, Bette Silverman

Board absent: Dan Doherty, James Green,

Staff present (via Zoom): Susan Arvizu, Rachelle Basso, Debbie Englund, Ed Feldman, Dana Friesen, Viveca

Grinstead, Joy Gunn, Sean Hill, Betsy Johnson, Candace Kingsley, Bethany Lafferty, Melissa LaPorte, Carla Mason,

Michelle Mazzanti, Carol Miller, Heela Naqshband, Edson Navarro, Kate Peraza, Lisa Phelan, Marcie Smedley,

Justin Viskoc, Leona Vittum-Jones, Kristina Wang

Others present (via Zoom): Marian Brown, Sue Bunyan, Alexandra Costa, Cindy Vallar

Approval of Agenda

David Ortlipp made a motion to approve the agenda. Angela Brommel 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

June 18, 2020

CA-2 Review of Paid Invoices

June 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

Marcie Smedley introduced Cindy Vallar, President of the Friends of Henderson Libraries board. Cindy Vallar said it is great to see everyone. The Friends group is happy to give an update on the earnings being donated to the library. A check was given to the library district earlier in the year for the proceeds from the very successful Library Tree Lane, \$42,000. The check being presented today represents book sales, bookstores, Amazon sales, memberships and donations. Cindy Vallar took a moment to recognize some key Friends' team members. In alphabetical order, Marian Brown is a past president, has mentored so many on the Friends board, and is dedicated to the library in terms of volunteer and financial leadership. Julie Buckley manages the Library Tree Lane events and has given so much over the years. Susan Bunyan manages the Amazon group and is an amazing leader. The GM Corporation should look at how Sue Bunyan organizes the Amazon team. It runs that smoothly! Laura Carroll volunteers, handles membership and helps wherever needed. Alexandra Costa, Friends' treasurer, oversees all the finances, takes care of the 501c3 status and files the taxes. Leslie Finzer works 5-6 hours every day when the library is open, oversees the book donations and book sales at all buildings. A big portion of this donation is due to the efforts of Leslie Finzer. Paula Petruso writes the newsletter and oversees parliamentary rules in the Friends meetings. Bonnie Lemert is working on the new database. This group is very diverse and brings different things to the library. We all have one thing in common – we all miss the library. When the volunteers can come back, we are ready and able! Friends of Henderson Libraries is presenting to the library our best donation ever - \$176,000! There could not be a better cause and the Friends is pleased to support such a great organization and team committed to doing the best they can for the community of Henderson. Mark McGinty thanked the Friends and Cindy Vallar, personally, for all she does for the library district. Mark McGinty commented there are 14 people watching this presentation. Marcie Smedley showed the plaque and thanked Marian Brown for having it engraved with the most recent donation in

time for today's presentation. Marcie Smedley told the Friends they are missed, and the library team is looking forward to having them back in the buildings. Cindy Vallar said it makes them happy to be able to see everyone's faces on Zoom. At the last Friends' meeting concern was expressed about not being able to fundraise this year due to the pandemic. Marcie Smedley said she speaks for the board when she says we understand and don't want the Friends' volunteers to feel pressure or expectations. Everyone is so grateful for the hard work you put into fundraising and all the goodwill you spread in the community for the library district. Thank you and your team so much for these wonderful donations that allow the library district to do so much more for our community.

Marcie Smedley gave an update on the COVID-19 pandemic. Henderson Libraries is offering curbside service, but the buildings remain closed to the public. There is still a rise in active cases and the governor has implemented more restrictions and that will impact the services the libraries can provide. The libraries are holding steady with the services offered. There is a lot of participation and the ADMIN team is working to see how additional services can be rolled out. Services being considered include adding mobile print to allow people to send their print jobs directly to the library copy machines with the copies picked up curbside. Genre-specific book bundles can be created for people who don't want to/or can't decide what to read next. Other library districts have found ways to supply limited access to public computers. Henderson Libraries is looking for opportunities to serve the community within the current limitations. Social distance must be maintained [6 feet apart] and the public is not allowed in our buildings right now. It is great to hear staff ideas about how to better serve the community. Providing tax forms to patrons has been popular the last few weeks. The library team knows, at their heart, customer service is what it is all about. They are doing a fabulous job serving the community and brainstorming/exploring what else can be offered. Next steps are being carefully considered and plans are being made for next steps when it is safe to do so. The district's facilities person, Edson Navarro, has ordered plexiglass and will be installing shields. The team is working on signage and talking points about how to assist people and enforce the regulations in place. With access to the library there will be limitations to the number of people allowed in. Will we schedule appointments or count patrons as they come in and adjust as necessary. These details are being worked out so when restrictions lift the libraries are ready. Part of that aligns with the lifting of restrictions the governor provides. There have been no specific guidelines for libraries. The recommendations for phase guidelines are examined and we study how libraries fit in. Staffing is a bit limited. Hours are being split between in building and telecommuting to allow for 6 feet of social distancing. There have been 3 positive COVID-19 cases in the library district. Close contact employees were asked to do their work from home for their full hours while they are quarantining. It is a challenge. Curbside service requires staff to pass by each other. Even though masks and gloves are being worn, this is still considered close contact. The most important thing is that the team members have recovered, are doing fine, and safety precautions are being followed.

Angela Brommel asked if curbside pickup requires a lot more staff time – does it take up the whole shift? With the volume of people coming to use curbside service, how is it impacting staff? Marcie Smedley said the public services team is providing curbside service and taking the phone calls. This takes up most of the shifts. There is a lot of time spent on the phones. Different models are being considered and the IT team may be ready to roll out a call center model with people assigned to phones. It will be a better experience for the patrons. Customers will know where they are in the queue. Right now, customers call and set up appointments for curbside service. When the patron arrives for the appointment, they call a number and staff bring out their items, placing them on a table. The customer then gets out of their car and picks up the items from the table. The interaction is contactless. It is time consuming to pull the items and have them ready before patrons arrive. The items are put in a staging area. This model of service has been in use for 1-1/2 months and is being monitored. The time staff spends in the building is mostly spent on the phone making appointments, staging the items for pick up, and providing curbside service. Ways are being explored to improve on the model. Discussion is taking place about having non-appointment curbside service at the Green Valley Library.

While the buildings have been closed, there have been a lot of special projects. An inventory was done on the library book collection. There is training for an online chat service to free up people in the building for phones and curbside. Other special projects are being done through telecommuting from home. The workflow is as different as it has ever been, but the team has adapted well. Angela Brommel expressed appreciation for the outline of the curbside services and said it sounds like good solutions are being found. Mark McGinty said he envisioned staff waiting for customers outside. The appointment solution is great. Mark McGinty said the City of Henderson and Clark County have grant programs for any expenses incurred due to COVID-19. The Plexiglas and mounting could possibly fall under that. Marcie Smedley said the district received approval, as a government entity, to submit for up to 75% reimbursement through FEMA [Federal Emergency Management Agency] funds. It will include the Plexiglas and Microshield 360 application which are obvious expenses, but also the gloves, masks, disinfecting supplies and the tools needed to keep staff safe in the workplace. These items really add up to a lot of money that was not necessarily budgeted. No one knew what the pandemic looked like from a long-term perspective. Mark McGinty said the grants he mentioned may only be for businesses, but we can look into it.

Kip Noschese commended Marcie Smedley for not rushing into reopening. Las Vegas-Clark County Library District [LV-CCLD] has reopened to some extent and may have to close again. Has Marcie Smedley heard anything about how it is going and what their experience has been like? Marcie Smedley said we do have some team members that work at both districts. Because there are different governing boards, there are different plans being made. Their effort to offer that service to the community is appreciated. LV-CCLD has resources that Henderson Libraries doesn't have, such as a facilities department that can ready the libraries with safety measures such as Plexiglas. Boulder City Library District moved some computers into the atrium in the front of their library for people to use. North Las Vegas Library District is offering curbside. Washoe County is offering a grab and go model. There are some rural libraries throughout the state that can be fully open because the COVID-19 cases locally are low. Everyone makes the best decisions they can with the information they have. It is important for Henderson Libraries to be cautious and keep safety at the forefront. Some considerations are physical layouts and how people will be spaced throughout the buildings. Services will expand as soon as safely possible. Kip Noschese said he is looking forward to seeing the improvements that have been made during the closure, but appreciates the efforts and determination to keep staff and the community safe.

David Ortlipp said he has been meeting, on a state level, with the state library council and all the library executive directors. This has the benefit of everyone sharing best practices. On a state level there has been a really good sharing of information and Marcie Smedley has

been part of that. The pandemic forces us to collaborate more, and this will be very advantageous moving forward. There is better coordination and communication between the libraries. Marcie Smedley agreed. The collaboration has been magnified greatly during this pandemic. Marcie Smedley has appreciated that connection with colleagues throughout the state. It's nice to hear how other people are handling the pandemic and bounce ideas off each other. Libraries across the state are working more closely. This will serve us well when advocating to the legislature about the importance of libraries going forward. There can be a much more coordinated effort and message.

The Nevada legislature is in a special session right now. The Nevada State Library, Archives and Public Records falls under the department of administration and was required to cut 14% from its budget. Those cuts total \$137,000; \$15,000 will be cut from the bookmobile budget and \$122,000 will be cut from the collection budget. There is LSTA [Library Services and Technology Act] funding that the state library hopes to use to make up for some of those shortfalls through LSTA grants. Things are being moved around to avoid impacting the library district budgets. It could have been a lot worse. Additionally, we have been able to add to the library budget during the last few legislative sessions, which lessens the impact. No one likes to make cuts. The IMLS [Institute of Museum and Library Services] has provided CARES ACT funding to each state. The funds must be spent on providing access to technology in communities. The funding can be spent on Hot Spots for lending, devices for lending, community wireless internet access [WiFi] hubs, mesh networks, WiFi extenders or repeaters and technical support. The amount of money each state received was calculated based on criteria in a formula from IMLS that considered unemployment data, the number of library outlets, and the number of homes without internet in the area. Henderson Libraries qualified for \$13,000 of this funding. Sean Hill has already been working on getting extenders to run WiFi out further in the parking lot to allow patrons access to WiFi from their airconditioned cars. Sean Hill will be putting that money toward extending the WiFi. Marcie Smedley said the district was glad to be able to get that funding and the work is underway right now.

Marcie Smedley said work is beginning on the new Henderson Events Center. The parking lot adjacent to the police substation and across from the Pavilion has already been fenced off. That area will be used for the contractor trailers and worker parking. Next they will fence off the actual Pavilion area. Temporary powerlines are being installed and power is being pulled from a power box behind the Paseo Verde Library for the construction site. Marcie Smedley has met with the city project manager and the superintendent from Whiting-Turner Contracting Company. There will be ongoing communication and regular meetings. The first meeting is scheduled for next month; Marcie Smedley and Lisa Phelan will attend and address parking and access concerns. Plans indicate the "spine street" that runs from Green Valley Parkway, past the Paseo Verde Library and Multigenerational Center to Paseo Verde Parkway will remain open. There is a special city council meeting this afternoon to hear comment about the petition that was denied due to format. Mark McGinty asked if they put up a green screen to shield the area on Green Valley Parkway. Marcie Smedley said so far there is only a chain-link fence. Mark McGinty recommended getting a sign for the fence facing out on Green Valley Parkway saying the library and coffee shop are open. A lot of people will look at the construction in progress and think everything in there is closed.

New Business

1. Discussion and possible board action regarding approval of 3-year Perpetual License agreement for Polaris software

Sean Hill said this contract is for licensing the software that runs the library; it keeps track of all the books and who has them, how much money is owed, and Michelle Mazzanti uses the software to do the ordering. The library district pays an annual maintenance and support fee. The library district has been with Polaris since 2005. Polaris was purchased by a bigger company a few years ago; then that vendor was purchased by an even bigger vendor this year. They are formalizing their contract and want Henderson Libraries on the new agreement. It is saving the district some money. The annual increase is 3.5% instead of the usual 5%. Over the life of the contract, 3 years, the value is \$270,455.72.

Mark McGinty asked for public comment. There was none.

David Ortlipp made a motion to approve the 3-year Perpetual License agreement for Polaris software. Mark McGinty seconded the motion. The vote was unanimous.

2. Discussion and possible board action regarding approval of the Five-Year Capital Improvement Plan

Debbie Englund said per regulations the Five-Year Capital Improvement Plan must be updated every year. FY21 ties to the approved budget and equals just over \$1.7 million. FY 22-25 are projections. The contributions amount was reduced for FY22, as it is dependent on when the libraries open and the Friends volunteers can come back in and fundraise. That will be adjusted next year if needed.

Mark McGinty asked for public comment. There was none.

David Ortlipp said who knows what's going to happen to revenue in the next 4 or 5 years, due to the pandemic. We can only plan for what we know - it is a best guess scenario. Marcie Smedley did say that it is presented annually. Changes can be made through the year if needed. Mark McGinty said it looks good for right now.

David Ortlipp made a motion to approve the 5-Year Capital Improvement Plan. Kip Noschese seconded the motion. The vote was unanimous.

Announcements

The next Board meeting will be **August 20, 2020**, at the Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada.

Public Comment

Alexandra Costa said her Facebook memory came up this morning showing the \$80,000 Friends donated 10 years ago. Friends of Henderson Libraries has more than doubled their donation in 10 years! Mark McGinty said that's great – look how far you've come, Friends, we appreciate you so much.

David Ortlipp asked the board members to keep a previous board member in their thoughts as she is currently recovering from COVID-19. Mark McGinty commented that COVID-19 is not as scary for him now, as a lot of his family members have had it. Unless you have underlying conditions, the virus isn't that hard to recover from. Mark McGinty did comment that there is an elderly member of his family, in a nursing home, that probably will not make it through it.

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 at 8:27 a.m. Angela Brommel seconded the motion. The vote was unanimous.

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by July 9, 2020.

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 through July 31, 2020 under Directive 018, Section 23.