



MINUTES

Henderson District Public Libraries

Board of Trustees

Date: September 17, 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, Dan Doherty, James Green, Mark McGinty, Kip Noschese [arrived 8:05], David Ortlipp [arrived 8:27], Bette Silverman

Board absent: None

Staff present (via Zoom): Debbie Englund, Dana Friesen, Viveca Grinstead, Joy Gunn, Sean Hill, Candace Kingsley, Bethany Lafferty, Carla Mason, Michelle Mazzanti, Heela Naqshband, Kate Peraza, Lisa Phelan, Marcie Smedley, Vivian Tufano, Justin Viskoc, Leona Vittum-Jones, Kristina Wang, Jessica White

Approval of Agenda

Mark McGinty 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

July 16, 2020

CA-2 Review of Paid Invoices

July, August 2020

James Green abstained from approval of previous minutes but stated he would approve the consent agenda otherwise. The remaining board members voted unanimously to approve the consent agenda.

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 welcomed Joy Gunn into the Assistant Director role. Joy Gunn has already moved into that position, working on curbside service, and interacting with team members. Joy is bringing 18 years of Henderson Libraries experience including involvement in or with all the district's various departments that she now oversees. Those departments are Public Services, Information Technology and Acquisitions and Bibliographic Services. Mark McGinty welcomed Joy Gunn to the Administration team.

Marcie Smedley reported on library services:

This week, the district has moved to appointment-less holds pick up. Since Monday, there has been a good response from patrons and team members and traffic has been a smooth flow. Upon arrival, the patron calls (or texts/chats) to let staff know they are here and provide their library card number. The materials are pulled, checked out and taken out for contactless pick up. People are excited about not needing an appointment, not needing to wait to pick up their materials. Marcie Smedley offered a big thank you to team members for the smooth transition. The process is working well so far. Staff were very thoughtful when planning the process to head off any unforeseen problems. If anyone asks, tell them to put their items on hold, then they can swing by and pick them up.

As part of the constant effort improve library services the district recently switched to a call center model. When someone calls into the library it rings to whomever is logged into the call center. This spreads the call volume throughout the district and allows quick service to callers. Since early September, we have been able to track the usage; the average wait time is 5 seconds. Our patrons calling in are being

served very quickly It has been great to look at things from a bigger perspective and help people across the community no matter what building the staff assisting are in. It is a great way to be more efficient with the services we have, and the customers are being better served. Thank you to IT [Information Technology Department] for setting the call center up and to staff for shifting to a new way of doing things, working through the process, being detail oriented in checking which library is the correct pick up spot. The phones have been a busy piece for us, since coming back into the buildings as it is the only way our customers have to reach us. Marcie Smedley said she appreciates everyone's work on the call center. It has been a great way to make those services more efficient.

The physical and digital collection teams have been coordinating to bring in-library services online. The newest development in digital services is to include digital access to Value Line, a high demand item in the libraries. Value Line can now be accessed anywhere with a library card. Magazines are being switched from Overdrive to Flipster, which offers more variety and titles to meet community needs. The service will be available soon.

As COVID cases stabilize and hold, Edson Navarro, the district's courier and facility technician, is working on installing Plexiglas at the service desks. When the public can come back into our facilities, those pieces will be in place to keep our team safe. We will be ready. For now, Henderson Libraries is supporting the community the best we can and getting ready for the next steps.

Regarding the CARES Act [Coronavirus Aid, Relief, and Economic Security Act] funding, Sean Hill of the IT department was looking at WiFi extenders but shifted focus. Sean Hill and Joy Gunn worked together to submit the CARES Act paperwork and were able to order 75 Chrome books, paired with hotspots, to be checked out by patrons. The set will be checked out together, basically a laptop and internet access, to help meet technology needs. This is a good way to utilize these funds and meet technology need in the community.

Lisa Phelan reported on the Summer Reading Challenge [SRC]. The SRC is always a big program requiring lot of time and effort by staff. This year the program was done virtually. It was fun to add an adult SRC component. Adults could log in, sign up and log hours. 530 adults enrolled, and 50 people participated in writing a book review, which added a fun social component to the challenge. Over 11,000 hours of reading was accomplished. Adults reading 40 hours were entered into a raffle for 8 Target gift cards. This may be offered again. It was very successful.

For children's SRC, over 1,300 children registered, and 1,752,958 minutes were read. There were virtual activity badges and 273 children earned at least 1. The top-reading elementary school was Neil C. Twitchell Elementary School. Lisa Phelan read a comment from one patron: "The online challenge was great. It was the first time we did it. My grandson was excited every morning to start reading and to see how many minutes he read throughout the day. I loved the emails we got with the book suggestions. I hope the challenges happen often." What was exciting was how our youth services department [YS] stepped up and offered virtual programming, including storytimes, crafts, and yoga. Craft kits were created to be picked up for school age children and teens. It is all on the library website. The board is invited to check it out. Marcie Smedley said everyone did a great job. It was great to pull in the adult services component. SRC is the core of youth service programming, planning goes into it year-round, but it had to be done in a different way. Mark McGinty wondered if parents would like it year-round. Lisa Phelan said YS staff is continuing with new programming, and some things for schools. They are prepping everything. Marcie Smedley said it was a great opportunity to showcase services, student learning, recreational learning, and job services. Staff is always looking for better ways to share with our community. The library district has some great resources online for the audiences that would benefit from it. Mark McGinty said this is exciting to hear about and told staff, "Great job!"

Bette Silverman asked about the FEMA [Federal Emergency Management Agency] reimbursement mentioned at that last meeting. Marcie Smedley said the application is in. Debbie Englund submitted everything and answered questions they had. It is much more comprehensive than a regular grant application. Marcie Smedley said we are just waiting to hear from FEMA.

New Business

1. Discussion and possible board action regarding approval of Henderson Libraries Employee Handbook

Marcie Smedley said the new Henderson Libraries Employee Handbook is the result of a new partnership for HR [Human Resources] services. This partnership will provide more support to staff in the HR area and help reach goals of the district's organizational initiative. It would be preferable to bring someone onto the team, but a new hire could not be financially supported. Consultants for HR services were recommended. Marcie Smedley interviewed a variety of HR firms and selected Consult HR Partners, LLC. They were the right fit for our organization and this company shares areas of focus and alignment support for Henderson Libraries' goals. The principal consultant for Henderson Libraries will be Kristen Nazario, with 20 years of experience in the corporate HR area; Ms. Nazario also brings along the expertise of the entire firm. We are looking forward to this partnership. The first effort was updating the personnel handbook. It has been made more approachable and user-friendly along with updated wording and policies that ensure compliance with federal regulations and standards, as well as meeting best practices in the field. Wording was updated to be consistent throughout the handbook. Policies were renumbered and grouped differently in some cases and edited where necessary. The new handbook also includes a welcome note, Henderson Libraries history, Mission, Core Values and Library Bill of Rights.

Marcie Smedley shared some of the highlights of the substantial changes: A new at will employment policy was added; it was included previously as a preface but is now a stand-alone policy. Policies were added for pregnancy accommodation, open door, employee eligibility and work authorization, personal and family relationships at work, gifts, additional standards of conduct, personal calls at work, social media, employees video, photos and likeness compensation philosophy, leave for school activities, domestic violence leave, infectious disease control, accident, injuries and illness on the job, emergency evacuation, reference and verification of employment, exit interviews and unemployment compensation. These changes were recommended by the HR firm based upon those federal requirements and/or best

practices in the field. A couple of policies were removed: the comp time policy was removed as the district now pays overtime and does not bank comp time. The AIDS policy was removed and replaced with the infectious disease policy. Some noteworthy modifications to existing policies include: under educational reimbursement, a section was added that requires an employee receiving educational reimbursement to remain with the district for 12 months, or if they leave voluntarily prior to 12 months after receiving the reimbursement, the employee must reimburse the district. If an employee leaves before the end of the 6-month probationary period, they are not eligible for PTO payout. The blood drive policy was reduced from allowing paid time of 4 hours to 2 hours. All policies were changed to be gender neutral. This was a big project and Marcie Smedley is happy with how it came together.

Mark McGinty asked for public comment. There was none.

Kip Noschese joined the meeting (8:05 a.m.).

Bette Silverman said the new manual is visually pleasing, readable, with a flow and friendliness to it. The appeal, layout, and use of negative and positive space were well done. Marcie Smedley said thank you, Consult HR Partners, LLC has a lot of experience and expertise in preparing handbooks. Having this allows library team members to dive in and understand our policies. Kristen Nazario will be offering webinars for staff to go through the handbook. It is a great way to ensure staff read and process the information, as well as allowing staff to have questions answered.

James Green said the manual looks fantastic, if took lots of hard work and is very comprehensive. James Green said he has a question for Marcie Smedley and then three comments on the handbook. What is the procedure to change a policy? Does the consultant change it and send to you? Are employees asked for comment before it goes to the board? Marcie Smedley said it is important to review policies on a regular basis, especially when it is keeping in alignment with regulations and it's important for the HR firm to bring items to our attention if we are not aware of them, then the change would go to the board. There were some struggles a couple of years ago regarding the dress code. Some staff felt picked on if a manager asked them to change something about their dress, because there was no policy. Dress code decisions were very subjective. It came to light that a policy was needed to support our team members and our managers to make sure expectations are met. Anytime there is a policy change, it does need to be approved by the board. Whether it comes from the HR firm or not, any policy change will come through Marcie Smedley to the Board for approval. James Green said employees should have the opportunity to look at the policy and make non-binding suggestions. Marcie Smedley said thank you and opportunity was given to the staff to review the handbook when it was posted for the Board. No feedback was received other than people liking the post. The internally suggested policies, such as the dress code policy, have had a lot of feedback. Marcie Smedley said she will make a note that changes to policies continue to be shared with staff to cultivate the environment that the district is open and transparent with team members and values the feedback offered.

James Green said on page 27, policy 300.5, personal appearance, this should perhaps address people sharing their causes, political beliefs with a pin, an earring, face paint, temporary tattoo – is there any limitation on that? Marcie Smedley said the closest thing is the second bullet point referring to slogans or advertising on clothing that by their controversial nature contradicts the mission or ethics of Henderson Libraries are not permitted. This is something that can be investigated further, and modifications can be made if that is the direction from the board. James Green said expression can be more than just an item of clothing. The HR consultant can recommend the change if necessary. Mark McGinty liked that suggestion. The 2nd bullet point could add slogans, advertising or political statements on clothing that could be controversial. James Green said he thought it should be reviewed. It could be clothing, but there are body art and other ways to express within policy or out. It should be left up to the consultant and it can be a future conversation. Marcie Smedley will follow up with the consultant and see what they recommend.

James Green referred the Board to page 36, overtime policy, 400.6. The last line of the 3rd paragraph states, "No authorization of overtime shall be made without consulting Henderson Libraries' personnel budget." James Green said in all his experience of approving overtime in his life, he has never pulled up a budget at the time the decision was being made. What does that mean? Is that talking to someone, or literally pulling up the budget to see if it puts you over budget? James Green said mandatory actions like this limit the supervisor's ability to do their job. Marcie Smedley said in the sentence before that, it lists the people who would know if there is funding in the budget. It may require them to have a conversation with CFO [Chief Finance Officer]. There are *not* a lot of situations in the library district that require overtime. When they arise, we want to make sure it is supported in the budget. If a branch manager needs to approve overtime, he/she would know if there was salary savings or they would check with the CFO. James Green said it feels limiting. People at that level, managers, can make that decision. If people are making bad decisions, then that is another thing.

Referring to blood donor leave, policy number 500.12 on page 49, James Green said he loves the policy, but has a few suggestions. The policy says it is only for when Henderson Libraries sponsors the blood donation drive. Blood donation in current times is a civic responsibility for people who can donate. There are other donations, plasma, and blood products. James Green suggests expanding the policy to include two blood/blood product donations, per year, at a local facility if there is not a library sponsored drive. This would get people in the spirit of blood donation. There is a place on Whitney Ranch, off Sunset Road, central to, and about 10 minutes away from, all locations. The time allowed could be 2 hours or 3 hours, with manager's approval, to support a little more freedom in this area. Mark McGinty said he can get behind that -

it is an encouraging issue. James Green noted, especially in COVID-19 world, there is value in supporting our community. Mark McGinty added that he appreciates James Green's suggestion from a first responder's viewpoint. Marcie Smedley said she will get some feedback and rework the language to support the intention of the board. James Green stated he is planning to support the document with the few caveats that can be discussed and reworked.

Bette Silverman asked about policy 300.7, personal calls policy. Was cellular phone usage left out for a purpose because it is unable to be monitored or governed? When working in the school system, employees were asked to keep cell phones in drawers. Marcie Smedley said they were trying to address it in the first part. It is discouraged to make personal cell phone calls while on the clock. Emergencies do come up. Preferable the staff member would step out of the public services area to deal with it. Bette Silverman said she liked the way it is done, and she is going to send it on to her friends. Mark McGinty said it is inferred in the second line, taken together with the first line, that you should not be on your phone all day. The language could be cleaned up a little bit.

James Green made a motion to approve the Henderson Libraries Employee Handbook, as written, with caveats for future exploration. Bette Silverman seconded the motion. The vote was unanimous.

2. Discussion and possible board action regarding approval of contract for legal counsel

The district's legal counsel, Jennifer Gaynor, left Dickinson-Wright and opened her own firm, J. Gaynor Law. The district is contracted with Dickinson-Wright but was given the choice to move with Ms. Gaynor or stay with Dickinson-Wright, with the same terms, but with a new attorney assigned.

Jennifer Gaynor has offered to represent Henderson Libraries for \$750/month, which is \$100 less than what the district currently pays Dickinson-Wright. After discussion with the board chair, Marcie Smedley suggested staying with Jennifer Gaynor through the end of the fiscal year, and then, if the Board desires, consider putting the services out to bid. Ms. Gaynor has always been very responsive to Henderson Libraries and easy to work with. Marcie Smedley recommended moving Henderson Libraries' business to Jennifer Gaynor and her new firm, effective October 1, 2020 through June 30, 2021.

Mark McGinty asked for public comment. There was none.

Mark McGinty said this happens a lot in the professional industry and generally he would never follow them to the new firm, as a matter of course. However, in this case, Mark McGinty said, he was extremely impressed with how Jennifer Gaynor got the district through one of the darkest times in our history. She kept her calm while everyone else was overwhelmed. The confidence level was with Ms. Gaynor, not the firm. Mark McGinty stated he will vote in affirmative, because of what Ms. Gaynor has done for Henderson Libraries in the past.

James Green made a motion to approve moving legal counsel with Jennifer Gaynor to her new firm, beginning October 1, 2020. Dan Doherty seconded the motion. The vote was unanimous.

David Ortlipp joined the meeting by phone (8:27 a.m.).

Announcements

The next Board meeting will be **October 15, 2020**, at the Paseo Verde Library, 280 S. Green Valley Parkway, Henderson, Nevada.

Public Comment

There was no 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 was adjourned at 8:32 a.m.

Pursuant to NRS 241.020, written notice of the meeting of Henderson District Public Libraries' Board of Trustees was posted by September 11, 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 indefinitely under Directive 018, Section 23, until the emergency is over or otherwise specifically addressed in a future directive.