

MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
July 10, 2014
(approved September 11, 2014)

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Centennial Hills Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, July 10, 2014.

Present:

Board:	K. Crear, Chair	M. Saunders
	R. Ence	Y. Yturralde
	S. Bilbray-Axelrod	S. Moulton
	R. Wadley-Munier (via telephone)	
	M. Francis Drake	F. Ortiz

Counsel: G. Welt

Absent: K. Benavidez (excused)

Staff: Jeanne Goodrich, Executive Director
Numerous Staff

Guests: Kris Hipwell

K. Crear, Chair, called the meeting to order at 6:00 p.m.

Roll Call and Pledge of Allegiance (Item I.) All members listed above represent a quorum. Trustee Wadley-Munier called in at 6:03 p.m. Trustee Benavidez was unable to attend and had an excused absence. Appendix A.

Public Comment (Item II.) None.

Agenda (Item III.) Trustee Moulton moved to approve the Agenda as proposed. There was no opposition and the motion carried.

LJ Design Institute Report by Assistant Public Services Director Jennifer Schember (Item IV.) Assistant Public Services Director Jennifer Schember introduced the Public Innovation Team (PIT) which is made up of Mario Aguilar, former Laughlin Branch Manager and current Regional Branch Services Director; Carlotta Dickerson, Rainbow Branch Manager; Kim Clanton-Green, Sahara West Library Branch Manager; and Nikki Winslow, Spring Valley Branch Manager. Ms. Schember explained that the team was tasked with:

- Investigating current and future library trends
- Prototyping new service models in team member branches and eventually throughout the District

Some models the team have been working on include:

- Permanent TechArt Studio areas at the Sahara West and Enterprise Libraries and exploring Maker Spaces (3-D printing)
- Conducting staff and patron surveys using iPads

All branches received iPads and Kindles to be used for customer service feedback and satisfaction surveys. Staff also plan to use them as a training tool to better assist patrons with own devices

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- Using wireless devices to help patrons by taking a device from the desk and into the stacks to assist patrons in finding books or material
- Downsizing collections to make room for additional services and comfortable seating, which has been done as part of the remodeling project at the Sunrise Library and will be done very soon at the Rainbow library.

Staff believed that the *Library Journal* Design Institute in Salt Lake City would be a great seminar to attend to get everyone thinking outside the box. In May 2014, General Services Steve Rice and Ms. Schember attended the seminar along with the PIT crew and attended a full day of seminars and workshops, as well as building tours. She said that the program emphasized designing buildings and services for the future.

Trustee Wadley-Munier called in while Ms. Schember reported on the above staff activities.

Ms. Schember turned the podium over to Mr. Aguilar and Ms. Dickerson to share highlights from the Design Institute.

Ms. Dickerson reviewed the seven different libraries that were seen on the building tours. She showed photos of each library with its distinctive elements. Each library building was different, and featured:

- Branches sharing spaces with shops, community centers, an event center, different types of event spaces and an auditorium
- Wide open spaces and clean sightlines with multiple types of seating areas and service points which allowed many different zones for use by patrons
- Accessible shelving units that feature retail-type displays
- Raised floors allowing quick reconfiguration of cables and power
- Children's spaces with many different types of creative reading nooks
- Lots of computers available for use

Mr. Aguilar reviewed the different seminars and workshops he attended:

- Architect and Library Design Challenge – Attendees were divided into six breakout groups and each one was tasked to redesign a specific library building. Aguilar's group was asked to redesign the entire interior of a Pima County Library space. The building was 25 years old, four stories and underbuilt for the population. The group implemented a new interior design for the entire building, determining where to place children, teen and adult spaces, computer labs, Maker Spaces and reading areas.

The group was then asked to focus specifically on the teen space, which they had placed on the top floor of the building. The group was tasked to determine the different zones that should be present in the space, where they should be inside the space and why they should be there.

Mr. Aguilar reported that the Director of Pima County said he would take the ideas back and some may be implemented in the future.

- Products and Trends Showcase: This was a seminar highlighting several emerging trends in libraries. Mr. Aguilar showed photos of different types of equipment including a CD/DVD tower, similar to a Redbox unit, for media security. There were also units to provide laptops on demand (upon checkout) that can be customized to house tablets as well, interactive children's furniture that can serve as seating or design, mobile/modular seating, non-traditional shelving that leads patrons to different areas of the library, easy e-book dispensers to get patrons over downloading issues and what Aguilar described as affordable outreach units. These are library book vending machines, again similar to Redbox units. These can be placed in stores, malls or community centers and can be available 24/7 to patrons.

Mr. Aguilar said that there is a clear dichotomy between the library of yesteryear and where libraries are moving in the future. For example, Aguilar listed the eight ways that libraries used to be:

- A quiet place
- A repository for books
- Featuring an imposing circulation desk for manual checkout and return
- Containing a modest community room
- With a "guard the books" staff viewpoint
- Containing an extensive collection of encyclopedias and other print reference materials
- Usually featuring an inspiring place, often the main reading room
- With a civic presence for the library in the fabric of the town

Mr. Aguilar then listed nine new ways or emergent trends in how we now use libraries:

- There are an increased number of digital materials which reduce space devoted to the book collection
- Features automated self-checkout reducing or eliminating the circulation desk altogether
- There are digital card catalogues scattered throughout the library rather than being in one central location
- Wireless internet access throughout the building allows patrons to bring their own devices and reduces the need for banks of static computers
- An automated material handling system in larger libraries frees up staff times and reduces patron wait times
- Staff are more accessible to patrons and less separated from

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them due to the elimination of the overpowering circulation desk and reduction of previous time constraints

- There is more programming for children and teens in creative spaces
- Cafes induce informal socializing and an enhanced sense of community
- The community meeting rooms and art galleries have a wider agenda

Mr. Aguilar concluded that these new ways are being utilized not only by the District but at other libraries as well. He then asked if there were any questions.

Trustee Saunders asked if the iPads provided to the District's branches are being used by patrons. Ms. Schember answered that they were being used only by staff at this point for patron surveys. Based upon the data from the surveys, staff will then begin the process of planning future use.

Trustee Bilbray-Axelrod asked if DVDs were a large source of the security issues that were discussed. She does not want to see dummy DVD boxes in the library. Mr. Aguilar said the CD/DVD tower is only one of the technologies that is available and perhaps other library systems have these problems. Bilbray-Axelrod then asked if there is a lot of theft at the Laughlin Library and Aguilar said there was not a big problem at that location.

Trustee Yturralde was interested in the mobile library unit that can be located in an airport or retail location, similar to Redbox and the idea of this type of dispenser and wants to move forward with it. She acknowledges that sometimes, due to sorting issues, that a line may quickly form, but is very interested in these types of patron outlets.

Chair Crear appreciated the presentation and is looking forward to hearing more from the team.

**Approval of
Proposed Minutes:
Risk Management
Committee Meeting,
June 12, 2014,
Nominating
Committee Meeting,
June 12, 2014,
Regular Session,
June 12, 2014 and
Special Board
Meeting, June 17,
2014.
(Item V.A-D.)**

Trustee Saunders moved to approve, as one motion, the Minutes of the Risk Management Committee Meeting held June 12, 2014, the Minutes of the Nominating Committee Meeting held June 12, 2014, the Minutes of the Board of Trustees Meeting held June 12, 2014 and the Minutes of the Special Board Meeting held June 17, 2014.

Trustee Moulton questioned whether she could approve the Minutes of the Risk Management Committee as she did not attend. Counsel Welt said, according to Roberts Rules, Trustees are reviewing the submission and not verifying the accuracy, so she could vote to approve.

Trustees then voted. There was no opposition and the motion carried.

**Chair's Report
(Item VI.)**

**Recognition of Las Vegas-Clark County Library District
Foundation retiring directors Tom Lawyer and Kris Hipwell**

Chair Crear commented that, for as long as she has been on the Foundation Board, Ms. Kris Hipwell and Mr. Thomas Lawyer have been rocks, generous with their time and support. She appreciated all their years of dedicated service.

Development Director Danielle Milam made remarks regarding the service of Ms. Hipwell and Mr. Lawyer, who are retiring after serving ten years each on the Foundation's Board. Ms. Hipwell, who was present at the meeting, served as the Foundation Board's Secretary-Treasurer for two terms and obtained \$30,000 from the Price Waterhouse Coopers (PwC) local office through her husband, Fred, the managing partner. This generous donation started the District's TechArt Studio project. This project has rolled out with a robust group of partners that include the City of Las Vegas and the Journalism and Media Department at UNLV and helps youth find their voice as well as pathways to learning and employment.

Ms. Hipwell was thanked for her leadership and support and Ms. Milam noted that Hipwell has already been asked to serve on two other boards, the Public Education Foundation and Spread the Word Nevada. Milam concluded by thanking Ms. Hipwell for her hard work and support. Ms. Hipwell received a round of applause.

Ms. Milam next thanked Mr. Thomas Lawyer, who was not able to be present. Mr. Lawyer has been President three times and has donated \$36,000 to the Library District Foundation for the program he initiated, the Tom and Bonnie Lawyer West Las Vegas Scholarship Award. The gift came about after a presentation at a Foundation Board meeting at the West Las Vegas Library. Staff explained how the library is a community hub and, at that point, Mr. Lawyer and his wife made a five-year commitment to give away \$5,000 each year, \$1,000 apiece to five different scholars, who had graduated successfully and given back to the community, including service at the West Las Vegas Library. These individuals would also be planning to further their education, whether through a program at the College of Southern Nevada, UNLV or another school of higher education.

In 2014, the program awarded 10 scholarships which brings the total amount awarded over the five years to \$36,000. There have been 25 different scholars (some individuals have received the award in multiple years). Ms. Milam reported that Mr. Lawyer said we must not forget the big dreams of the scholar award recipients who have shown a lot of courage and creative resiliency to get to this point. The scholars want to be lawyers, dancers and senators and will come back home to participate in the life of the community.

Ms. Milam is tremendously appreciative of Mr. Lawyers' enormous contributions and the leadership he has shown to the Foundation over his years as a Board member.

There was a round of applause.

Ms. Milam then reported that the Foundation Board, at its last meeting, recognized its ex-officio Director, Ms. Goodrich, upon her retirement and thanked her for her work.

Ms. Milam then asked Ms. Hipwell to make a special presentation.

Ms. Hipwell said she has been so pleased to have served on the Foundation Board for the last ten years. She said it has been a fantastic experience to see the growth that has occurred and it has been a wonderful opportunity for her. Hipwell then presented a special award to Foundation Board member and former President of the Foundation, Keiba Crear. Ms. Crear served as President of the Foundation from 2012-2013, approximately 18 months. Hipwell said Crear worked to align the work of the Foundation as it seeks to expand and amplify the role of the District as a catalyst for education and economic development. Hipwell thanked Crear for her leadership and looked forward to working with her going forward. After the presentation, there was a round of applause.

Executive Director Recognition

Chair Crear said she was sorry to see Ms. Goodrich go, but that her accomplishments during her five years as Executive Director are many. Just a few are:

- Attended the groundbreaking of the Windmill Library and Service Center in June 2009, and opened the building on May 7, 2011.
- Led the District through the Great Recession, without reducing seven day a week service at all urban branches.
- Increased the visibility of the Library District and its importance as a valued community partner through many appearances at City Council and County Commission meetings as well as individual meetings with elected officials, and through participation in organizations such as the Women's Leadership Council, Jameson Fellows and Leadership Las Vegas.
- Expanded the Library District's commitment to partnerships to offer programs and services vital to our community.
- Named the Nevada Library Association's Librarian of the Year.
- Her leadership led the District to be one of five libraries to be awarded the prestigious National Medal for Museum and Library Service.
- Hosted the American Library Association conference in Las Vegas, arranging for numerous tours and activities.

Chair Crear then added that she appreciated the work Ms. Goodrich has done and expressed that Trustees are thankful for Goodrich's leadership and said that she would be missed.

Chair Crear asked Trustees if they wanted to comment.

Trustee Ence said Ms. Goodrich has constantly kept the District moving forward and combined strong leadership with excellent people skills.

He was not aware of everything he took on when he was appointed to the Board, but Ms. Goodrich made sure the District is well ahead in a number of areas and has kept Trustees aware of everything going on.

Trustee Saunders said Ms. Goodrich provided an example of inspiring leadership for the Board as well as the staff.

Trustee Yturralde said she had been blown away by Ms. Goodrich's accomplishments prior to the beginning of her service and then she went to a conference in Philadelphia, saw a presentation on a panel and was even more impressed by her overall knowledge and experience that she shared with the Board.

Trustee Ortiz, while noting he is the most recently appointed Board member, praised Ms. Goodrich's attention to the District's financial issues while continuing to increase the District's visibility and commitment to the public. He also praised her role as the District's face in the community, relating well to patrons, politicians and educators in order to keep the District an important part of the valley. He said she had done a tremendous job and appreciated what she will leave behind.

Trustee Wadley-Munier appreciated the opportunity she has had to work with Ms. Goodrich, especially praising her work with the different types of District partners. Wadley-Munier said Ms. Goodrich's contributions were so numerous and wide-ranging she could not cover them all. She also mentioned the appreciation she gained as she went to the same conference as Trustee Yturralde and realized the respect in which Ms. Goodrich is held in by the library community.

Trustee Bilbray-Axelrod simply said thank you to Ms. Goodrich and said she has been impressed since she first met with Goodrich. Bilbray-Axelrod appreciated Goodrich's depth of knowledge and willingness to share it with her.

Trustee Moulton said that her fellow southwest Idahoan shared several experiences with her and felt that Ms. Goodrich could simply be described as a great public servant.

Trustee Francis Drake said she was also unclear of what her role was to be when she was appointed but Ms. Goodrich communicated well, kept the Board aware of what was going on and was in every aspect a leader. Francis Drake also cautioned Goodrich that she may feel, in retirement, so busy, she would wonder how she ever had time to work!

Chair Crear presented Ms. Goodrich with a plaque representing an open book showing her dates of service and the District's logo. Crear said she truly appreciated the work Goodrich has done and said she would be missed, hoped she would enjoy retirement and said how thankful she was for her leadership.

There was a round of applause and photos were taken.

Ms. Goodrich said it had been a wonderful experience being the District's Executive Director. She said she has tremendous respect and affection for the District's fantastic staff. As she looks out at the banners celebrating the District's IMLS Library medal, which ALA

guests saw during their branch visits during the recent conference, she noted that it is important to understand what staff has done with the District; that there are over 700 people that make its achievements possible. Goodrich said she has been fortunate in that she has been able to work with all these wonderful people.

Ms. Goodrich went on to say that the District is a pre-eminent library system and she was pretty excited to see it get back "on the map." It was hard going for a while, but people now look at the District as a place they might want to visit or to work. The District has had progressive policies for so many years and there are so many things that are unique about it. For example, the District is one of the few systems in the country that helps staff get their undergraduate degrees.

When Ms. Goodrich was consulting prior to taking this position, she worked with libraries that want a diverse staff reflective of their community, but it is very tough when the first hurdle is a requirement that the applicant have a bachelor's degree before receiving a library degree. A lot of times, certain groups find that hard to achieve; e.g. a single mother of color may find an undergraduate degree a hurdle that cannot be crossed. Assistance with education is a strategy/practice this District has had for many years and that has created a staff with a high level of diversity and involvement in the community. This is necessary, due to the diverse community the District serves. It made Ms. Goodrich very happy to see that District staff members look a lot like the people who are District patrons.

Ms. Goodrich added that staff will be visiting more libraries systems and the Executive Council has spent a lot of time talking and planning for the District's comprehensive services and facilities master plan. Staff has learned a lot through the CommunityConnect program data in terms of community. CommunityConnect consultant Marc Futterman has told staff that the District is even more diverse since we started working with the data four years ago. Staff is aware that this is the nature of the Vegas Valley. It is such a huge part of why Ms. Goodrich wanted her position, as Las Vegas is such an exciting place to be and the District is such an exciting place to work.

Ms. Goodrich said she can see staff that have literally grown up in the District and, unlike so many other library systems, have had a wide variety of jobs in the District. Staff have received their education and have worked in many parts of the system. There are no fossilized staff members, where someone has been in one section or position for many, many years. That is part of the vibrancy of the communities, the Vegas Valley and the District. She said it has been an absolute joy, even during the hard times, to have worked with everybody. Goodrich is thankful for the opportunity Trustees gave her and thankful to the staff. It has been so much fun coming to work and have such great people to work with. She reminded Trustees that this wonderful staff remains, so that when Dr. Heezen arrives, he is inheriting a tremendous management team and staff to help him take the District to the next level. She knows the District can do it and it will be very exciting to watch.

Ms. Goodrich concluded by thanking Trustees for their wonderful, kind words of support and for the memento, which she would treasure forever. As she concluded, there was a round of applause.

Possible Board discussion regarding the makeup of Board Committees for Fiscal Year (FY) 2014-2015.

After a brief discussion, Trustees were named to the following committees:

Executive Committee: Keiba Crear, Chair; Michael Saunders, Randy Ence, Ydoleena Yturralde

Finance and Audit Committee: Ydoleena Yturralde, Chair; Michael Saunders, Randy Ence, Sheila Moulton, Robin Wadley-Munier

Risk Management Committee: Randy Ence, Chair; Shannon Bilbray-Axelrod, Marilyn Drake, Robin Wadley-Munier, Ydoleena Yturralde

Bylaws Committee: Counsel Gerald Welt – no further members needed at this time.

Special/Ad Hoc Committees:

None at this time.

Members of the Nominating Committee will be appointed next May.

Oral Reports on the American Library Association Annual Conference, June 27- July 1, 2014 by Trustees and Board Counsel.

Trustees Moulton, Yturralde, Ortiz, Francis Drake, Saunders and Chair Crear all spoke about their experiences at the recent ALA conference in Las Vegas. Trustees Moulton, Yturralde and Francis Drake made it a family experience as they and several of their family members participated as volunteer workers to stuff the welcome packets, helping at the District's booth and enjoying the exhibit halls. Trustee Yturralde attended several programs and was very enthusiastic about programs discussing the collaborative spaces and work with local schools.

Trustee Ortiz noted that this was his first library conference and observed that librarians are very passionate about what they do and wanted to share it. He also commented that the District is well known around the country and remarked upon the number of questions and positive comments he received once he made it known where he was from. He said that is a testament to the hard work of the District's employees.

Trustee Francis Drake noted that attendees enjoyed the giveaways of chips and cards at the District's booth and appreciated that they did not have to provide badge information to receive the items. She had attended previous ALA conferences as a school librarian and appreciated the difference in attending as a public library trustee.

Trustee Saunders appreciated the opportunity to attend; he spoke with many staff members while he was there. He enjoyed seeing the

technology that can be used in libraries soon or in the future such as 3-D printers and Maker Spaces.

Chair Crear said that librarians are the friendliest people. She ran into several of her daughter's school librarians and also appreciated that so many District staff were able to attend.

Trustees also spoke of how much they enjoyed the presenters, especially Stan Lee, Lois Lowry and Jeff Bridges.

Executive Director's Report
(Item VII.A.)

Trustee Yturralde moved to accept Reports VII.A. 1-7. There was no opposition and the reports were accepted.

Ms. Goodrich said she cannot believe this is her last report. She commented on the success of the American Library Association (ALA) conference in Las Vegas, updated Trustees on the Sunrise Library renovation project which will celebrate its completion and soft opening on July 11th, discussed how staff planned to use the IMLS award money (\$5,000) to support the Performing and Visual Arts Camp and briefly explained the StoryCorps project and encouraged Trustees to participate in the fall. All were detailed in her written report.

Public Services and Security Report
(Item VII.A.1.)

No questions.

Business Office Report
(Item VII.A.2.)

No questions.

Human Resources Report
(Item VII.A.3.)

No questions.

Information Technology Report
(Item VII.A.4.)

No questions.

General Services Report
(Item VII.A.5.)

No questions.

Marketing Report
(Item VII.A.6.)

No questions.

Development Report
(Item VII.A.7.)

No questions.

Unfinished Business
(Item VIII.)

None.

Discussion and possible Board

Trustee Saunders reported that following the selection of Ronald R. Heezen, Ph.D., for the position of Executive Director on Tuesday,

action regarding a report from Trustee Michael Saunders regarding the negotiated contract terms of employment with Ronald R. Heezen, PhD, for Executive Director. (Item IX.A.)

June 17, 2014, he was delegated to work with Counsel Gerald Welt and Human Resources Director Jerilyn Gregory to negotiate Dr. Heezen's employment contract. Trustee Saunders, Ms. Gregory and Counsel Welt have discussed employment terms with Dr. Heezen.

Trustee Saunders went on to say that Dr. Heezen has indicated that he can begin work on September 2, 2014. This will provide him time to wrap up obligations incurred through his current position as Executive Director of Shreve Memorial Library System and Director of the Green Gold Library System and provide time to relocate to Las Vegas. There will also be a transition period of one day during which Ms. Goodrich will meet in Las Vegas with Dr. Heezen for briefings. Saunders believes the contract terms are reasonable and include the following:

- Salary of \$164,614.73, equivalent to Salary Level 145, Step D
- Length of five years, starting September 2, 2014 and concluding on September 1, 2019
- Car allowance of \$500 per month
- Provided the same benefits package as District staff
- No additional employment allowed
- With respect to Dr. Heezen's performance reviews, if there are two negative reviews, the District reserves the right to terminate his contract.

Trustee Ence asked whether these terms are similar to Ms. Goodrich's contract and Trustee Saunders confirmed that they were.

Trustee Moulton commented that she appreciated the work of everyone involved in the process, said all her questions had been answered by the employment agreement and felt that the contract was detailed yet simple, and included all the technical details necessary.

Trustee Saunders thanked Ms. Gregory and Counsel Welt for their assistance.

Trustee Yturralde moved to authorize the Chair to ratify an employment contract for Ronald R. Heezen, Ph.D., subject to the terms outlined by Trustee Saunders. There was no opposition and the motion carried.

Announcements (Item X.)

The August 14, 2014 Board Meeting is cancelled.

The next Board Meeting will be held Thursday, September 11, 2014 in the Rainbow Library at 6:00 p.m.

Public Comment (Item XI.)

None,.

Executive Session (Item XII.)

Removed from Agenda.

Adjournment (Item XIII.)

Chair Crear adjourned the meeting at 7:15 p.m.

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Respectfully submitted,

Randy Ence, Secretary

2014 ATTENDANCE

Appendix A

July 10, 2014 Regular Board Meeting

2014		January 9 Regular Board Mtg	January 22 Special Board Mtg	February 13 Risk Mgmt Cmte	February 13 Regular Board Mtg	March 13 Regular Board Mtg	April 10 Finance and Audit Cmte	April 10 Regular Board Mtg	May 15 Regular Board Mtg	June 12 Risk Mgmt Cmte	June 12 Nominating Cmte	June 12 Regular Board Meeting	June 17 Special Board Mtg	July 10 Regular Board Meeting
Benavidez	Kelly	P	A-E	P	P			A-E	P		P	P	A-E	A-E
Bilbray-Axelrod	Shannon	P	P	A-E	A-E	A-E	P	P	P	P	P	P	P	P
Crear	Keiba	P	P	P	P	P	P	P	P	P	P	P	P	P
Drake	Marilyn	P	P	P	P	A-E	P	P	A-E	P	P	P	P	P
Ence	Randy	P	P	P	P	P	A-E	A-E	A-E	P	P	P	P	P
Moulton	Sheila	P	P	P	P	P	P	P	P		P	P	P	P
Ortiz	Felipe	P	P	P	P	P		A-E	P		P	P	P	P
Saunders	Michael	P	P	P	P	A-E	P	P	P		P	P	P	P
Wadley-Munier	Robin	P	P	P	P	P	P	P	P	A-E	P	P	P	P
Yturralde	Ydoleena	P	P	P	P	P	P	P	P	P	P	P	P	P

attended Committee meeting but not a member

A-E Excused Absence
 A-U Unexcused Absence

as of July 11, 2014