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APPROVED 10/26/2021
LIBRARY BOARD OF TRUSTEES
September 28, 2021

ATTENDEES

Library Board Members: Chairperson Bonnie Rogers; Vice Chairperson Heather Martin Maier; Trustees Jill Harper, Elizabeth Tattersall

Library Staff: Library Supervisors Julia Brown and Laura Treinen; Administrative Services Manager Veronica Hallam, Clerk to the Board

County Staff: Deputy District Attorney Cynthea Gregory; Human Resources Director Wendy Lang; Human Resources Analyst Cindy McMurry

Guests: Colleen Rozillis and Tammy Lohr, Moss Adams

Absent: Trustee Kate Garrahan

THE MEETING CONVENED AT 10:00 A.M.

1. PUBLIC COMMENTS.

Chairperson Bonnie Rogers asked for public comment.

There being no public comment, public comment was closed.

2. APPROVAL OF PROPOSED AGENDA.

MOTION/VOTE:

Trustee Jill Harper made a motion to approve the agenda. Vice Chairperson Heather Martin Maier made a second and the motion carried unanimously with a 4-0 vote.

Chairperson Rogers requested to move agenda item #6 here for discussion.

6. PRESENTATION AND DISCUSSION ON THE DOUGLAS COUNTY PUBLIC LIBRARY ORGANIZATIONAL ASSESSMENT BY MOSS ADAMS, LLP.

[Discussion]

Colleen Rozillis and Tammy Lohr of Moss Adams joined the board meeting via zoom and gave an overview of the Organizational Assessment report provided to the board. Colleen stated that they started the organizational assessment process back in May. She explained that what they were looking at in their assessment process were opportunities to improve operations focusing on efficiency and effectiveness. There are four broad areas that they look at: people, processes, systems and culture. She stated they look at whether the organization is organized in the right way; the workloads, succession planning and workforce planning, work processes, system support, not just IT and technology but HR as well. They look at the County Manager's office and the relationships between the library and the other departments and the other systems that support the library. She noted that in all they are looking at what it is that helps the library get its work done and what may be standing in the way. As part of this process Moss Adams met with library employees, conducted surveys, did bench working, met with the board and employees from other departments. Tammy presented the results of the assessment to the board with an overview of the Organizational Assessment report. She noted that for the library to be successful moving forward as an organization, the library needs to focus on three critical elements; leadership, community engagement and planning.

Chairperson Rogers asked if there were any questions.

There was a question from the public by Deborah Blackman who asked what recommendations Moss Adams has for the Friends of the Library, the library director and the board to raise funds for the library now that the foundation disbanded and who were a big funding support for the library.

Tammy noted that this is an opportunity for the library to harness the strategic plan by saying this is what the library is trying to achieve and making sure that all the other parties are in line to be able to buy into that. She stated that if the county commissioners have an understanding of the library's goals and operations and what the library is doing to achieve those goals and serve the community they are more likely to fund those initiatives. She noted that the Friends of the Library need to be involved in the planning process and that they understand where the library is going and that the library has a framework in place to say that this is the criteria that the library is using to evaluate the library's funding requests. Colleen noted that there are opportunities to leverage external non-profits to raise money for the library and that many libraries raise funds on their own either through capital campaigns or other type of fundraising campaigns as well as having connections with the state for state and federal funding through grants. Fundraising should be a goal in the library's strategic plan.

Chairperson Rogers noted that there was a section in the report that mentioned the board not being involved in the operations of the library with an example of giving specific direction. She stated that formerly in order for the board to get something accomplished the board had to give specific direction to get the operation accomplished and she asked that Colleen and Tammy talk to the board about this as she thinks it is important for the board when working with a new

director to not get involved with the day to day operations of the library. Tammy explained that it is important for the board and new library director to set up a good foundation of trust and to establish good communication. If the board felt that there was some miscommunication or that something wasn't being handled appropriately than the chair should have a one on one meeting with the library director and have a conversation that is not in a public setting and ask what happened in that situation and what can the board and the library director do to move forward positively. Establishing good reporting from the director is important and identifying what the board wants to see in order to have confidence in the director and confidence in the way the director is leading and directing the organization. Based on what worked well with the previous director and what the library would benefit from moving forward with a new director, Tammy briefly discussed the four key characteristics that shape the qualities of a successful director which were included in the report under Appendix A. Deputy District Attorney Cynthia Gregory asked Colleen and Tammy to explain to the board what the next steps are in the process in regards to the organizational plan. Colleen explained that they will present the report to the Audit Committee which they will forward to the commissioners either for presentation or just informational and then the commissioners will direct staff to implement the recommendations. She noted that because of the distinct nature and the powers of the library board, the library board can also direct staff to begin implementing Moss Adams recommendations and then staff will develop an implementation plan. Deputy District Attorney Gregory clarified that it is the library board that will direct staff to implement the recommendations. Vice Chairperson Martin Maier asked Tammy and Colleen what they think the board should be doing during the recruiting process and prior to the start date upon hire how to facilitate the onboarding to make this a success. Tammy stated that the strategic planning process is a great start and to think about making sure the library has that community engagement. She noted that being able to provide the organizational report and the strategic plan in whatever phase it is at to the new director or to a potential recruit will be very helpful. Start thinking about what the board wants to see in the monitoring activity and setting up systems for program evaluation and start building community relationships. Colleen noted that the library director has a very community focused, community service role and it is very important for the new director to make those community connections.

Chairperson Rogers asked for public comment.

Deborah Blackman commented that having been on the library board she was involved in the hiring of the previous director. She stated that she likes Moss Adams onboarding process for the first 60 days because the hiring of the last director, the way the panels were set up and the candidates interaction with the staff was very artificial and it ended up not being the director that was hired. She commented that this a very good step to make sure the library is getting who they think they are getting.

MOTION/VOTE:

There being no further public comment, Trustee Harper made a motion to accept the report. Trustee Tattersall made a second and the motion carried unanimously with a 4-0 vote.

The board resumed with agenda item #3.

3. DISCUSSION ON APPROVAL OF THE MINUTES OF THE AUGUST 17, 2021 REGULAR MEETING.

MOTION/VOTE:

Vice Chairperson Martin Maier made a motion to approve the minutes of the August 17, 2021 meeting. Trustee Harper made a second. There being no public comment, the motion carried unanimously with a 4-0 vote.

4. CONSENT CALENDAR.

a. Approval of Gift fund claims

- i. August 2021
- ii. September 2021

*Center Point	Donated funds in memory of Helen Raso – large print	03819	\$ 45.73
*Blackstone Audio	Donated funds in memory of Helen Raso – audiobooks	03833	\$ 244.78
*Center Point	Donated funds in memory of Helen Raso – large print	03834	\$ 68.23
OverDrive	Ebooks – LSTA Evolving Needs Grant	03835	\$1,298.05
*DoCo Procurement Program	TAB Meeting	03837	\$ 29.58
*DoCo Procurement Program	Adult Crafting Program	03839	\$ 67.32
*Blackstone Audio	Donated funds in memory of Helen Raso – audiobooks	03845	\$ 92.39
OverDrive	Ebooks – LSTA Evolving Needs Grant	03847	\$ 109.00

*Funding/partial funding by Friends of the Library

MOTION/VOTE:

Trustee Elizabeth Tattersall made a motion to approve the consent calendar. Trustee Harper made a second. There being no public comment, the motion carried unanimously with a 4-0 vote.

5. DISCUSSION AND REVIEW OF BUDGET PERFORMANCE REPORT SUMMARY AND GIFT FUND SUMMARY.

a. 8/31/2021

Referring to the Budget Summary Report, Veronica Hallam stated that the summary shows the library is at 45% in Services and Supplies but that is due to the encumbrances from the purchase orders. As far as expenditures in Services and Supplies, year to date the library is at 6.9% and on budget. She noted that after recently pulling a Budget Summary Report for fiscal year 20-21, the library is at 99% in its overall budget.

Agenda item #6 was discussed earlier in these minutes after agenda item #2.

7. DISCUSSION AND UPDATE ON TIMELINE, PROCESS, AND STATUS OF LIBRARY DIRECTOR RECRUITMENT. [Action]

Human Resources Analyst Cindy McMurry stated that the phone interviews were completed last week and there are a good solid group of 4 candidates to move forward to the in person panel interviews that will be taking place October 12th. Chairperson Rogers asked who will be on the panels for the interviews and Cindy answered that she had reached out to the rotary, Friends of the Library, Finance Officer Terri Willoughby, Assistant County Manager Jenifer Davidson who has not yet confirmed, library staff Laura Treinen and Julia Brown and Assistant District Attorney Cynthia Gregory. Chairperson Rogers stated that it is important that there be a community member on the panel in particularly someone from Lake Tahoe. The board had a long discussion who they think would be best suited from the community to be on the panel. Human Resources Director Wendy Lang stated that at the last meeting where Chairperson Rogers was absent, the board's discussion on having community member involvement in the recruitment process was to have a community mixer with the candidates. The candidates would give a presentation at the mixer and the community can then give their feedback by way of public comment either in person at the board meeting when the interviews take place or by written public comment. She recommended using the standard written Public Comment Solicitation form for the community who want to submit written public comment which would be made available at the mixer and then remitted as public comment to the board. Chairperson Rogers stated that she felt it is important to have someone from the community to be on each of the interview panels. It was agreed that there would be five people on each panel. Deputy District Attorney Gregory suggested having someone from the law library be on the interview panel as the library director reports to the law library board. Chairperson Rogers asked if the names of the people being interviewed will be released to the board and Cindy answered that they would be released to the board after the interview panels on the 12th. There were six people who applied for the director position but two of them did not meet the minimum requirements for the position as established in the job description. Cindy noted that she felt very good with the four candidates after the phone interviews and that the four within the group are not local. Trustee Tattersall stated that the board needs to make a decision on who will be on the panels because throughout this discussion different decisions have been made on how the panel should be represented. The board needs to have a motion to counteract the motion that was made at the last meeting.

MOTION/VOTE:

Trustee Tattersall made a motion that between the two panels there will be two library staff which will be on separate panels, two Friends of the Library which will be on separate panels,

one rotary public member, one Tahoe public member, one law library representative, two county directors, and the DA. The two county directors will be on separate panels, the rotary member and the Tahoe member will be on separate panels and the law library representative and the DA will be on separate panels. Trustee Harper made a second. There being no public comment, the vote carried unanimously with a 4-0 vote.

Cindy informed the board that tentative interview architect questions were selected for each of the panel groups and interview questions for the board have been selected as well. Trustee Tattersall stated that the board still needs to decide what the assignment for the public presentation by each candidate is going to be. Examples would be what are the current general library challenges and how does the library get more residents involved with the library. Chairperson Rogers stated that she would like the candidates to describe their vision for the library and how they plan to accomplish that vision. It was decided that the presentation would be 10 min. with visuals and Trustee Tattersall suggested narrowing some of the topics so the candidates can fulfill that 10 min. presentation. Director Lang reminded the board that the candidates will be facing multiple panels and that this presentation isn't the singular thing that the board will want to rate the candidate on. She noted that the general objective for this presentation is to see if the candidates are comfortable speaking in front of groups and do they have the ability to be coherent in their speech. The board needs to choose a simpler topic that can introduce their thinking process and the way they present information. Chairperson Rogers suggested asking the candidates to describe what they see is the purpose of a public library and the board agreed with that topic.

Cindy informed the board that the mixer will be held at the Senior Center. It was decided that the event will begin at 5:00 pm. with the presentations taking place at 5:30 pm. There will be a press release for the event and it will be advertised in local newspapers, library and county websites, all social media and fliers posted in both libraries. The County Manager and the Board of County Commissioners will receive a special invitation. Julia asked the board if the library can close early the day of the event to allow staff to attend. Chairperson Rogers suggested closing the library at 4:30 pm.

MOTION/VOTE:

Trustee Harper made a motion to approve closing the library at 4:30 pm on Monday, October 25th to allow staff to attend the mixer. Trustee Tattersall made a second. There being no public comment, the motion carried unanimously with a 4-0 vote.

The board agreed that no plans would be made with the candidates after the mixer as they would assume they would want to prepare for the interview for the next morning. The board discussed offering the candidates per diem expenses. Chairperson Rogers stated that the library should not offer per diem for meals since the library is covering their air travel, hotel and car rental expenses. Vice Chairperson Martin Maier disagreed. Trustee Tattersall suggested giving the candidates the standard government per diem which has a set amount that they can expend on the day of the mixer and the day of the interview.

MOTION/VOTE:

Vice Chairperson Martin Maier made a motion to approve to pay for the candidates air travel, hotel, car rental and/or taxi/Uber/shuttle and local county government per diem meal allotment for two days; the day of the presentation and the day of the interview. Chairperson Rogers made a second. There being no further discussion or public comment, the motion carried unanimously with a 4-0 vote.

8. DISCUSSION AND UPDATE ON STRATEGIC PLAN SURVEY AND STAKEHOLDER MEETINGS. [Discussion]

Interim Director Julia Brown stated that Fred Steinmann has begun conducting interviews with staff, board members and county staff. He is in the process of reaching out to community members, Friends of the Library and school district employees to conduct stakeholder interviews. She noted that Fred is feeling very confident about the survey responses and has extended the closing date of the survey to October 22nd. It was originally set to close on September 30th. A press release will be going out reminding the community about the survey and the new closing date as well as mention that a Spanish version of the survey is available both on paper and online.

9. DISCUSSION AND APPROVAL OF ARP GRANT AWARD. [Action]

Interim Director Brown stated to the board that the library needs approval from the board to receive the funds granted to the library in the amount of \$25,000. Part of the funds will be used to update the AWE children's computers at both branches, three for Minden and two for Tahoe, and the remaining funds will go toward eResources on OverDrive for children and for marketing. She explained the computers the library will be purchasing are not age specific and will have all programs on them including bilingual Spanish programming. She will evaluate the effective rate of the children's computers by usage rate, surveys for children and parents and statistical reports and will closely monitor the circulation stats for the usage of the eBooks and eAudiobooks.

MOTION/VOTE:

There being no public comment, Trustee Harper made a motion to accept the ARP grant. Vice Chairperson Martin Maier made a second and the motion carried unanimously with a 4-0 vote.

10. DISCUSSION AND UPDATE ON THE BOOKMOBILE SCHEDULE. [Discussion]

Referring to the schedule that was included in the packets for the months of September and October, Library Supervisor Laura Treinen noted that Aspen Park was added to the schedule and the bookmobile will stop there every Friday. She stated that the bookmobile went to Dresslerville at the end of August during their family bingo night and it had a lot of visitors. The library will continue to visit there every month during their homework help afterschool program. She noted that school visits are now being scheduled and applications are being dropped off at

the schools. Chairperson Rogers suggested that when the bookmobile visits the community centers during lunch service it should arrive early before lunch and leave later after lunch. The visits should be from 11:30 am. to 1:30 pm. and Laura will make that change on the schedule.

11. DISCUSSION OF BUDGET PRIORITIES, IN PREPARATION FOR FISCAL YEAR 2022-2023 DECISIONS. [Discussion]

Chairperson Rogers asked the board to start thinking about what they would like funded in the budget. Julia stated that she and Veronica will be meeting with CFO Terri Willoughby in October to go over the timeline and process for the budget preparation and Chairperson Rogers asked for her to bring the timeline for the budget to the October meeting and the board can discuss what they would like to fund for the library. There was discussion about the amount of time the October meeting will take because it will include the library director interviews and it was decided that the interviews will take place at the start of the meeting, then the board will break and resume the regular meeting after. There will be enough time for the board to discuss funding and submit a budget for Finance to start considering.

12. INTERIM LIBRARY DIRECTOR'S MONTHLY REPORT ON LIBRARY OPERATIONS AND STATISTICAL REPORTS FROM STAFF.

The interim director's monthly report and statistical reports are attached and made a part of these minutes.

13. CLOSING PUBLIC COMMENTS.

Chairperson Rogers asked for public comment.

There being no public comment, public comment was closed.

MEETING ADJOURNED AT 12:07 P.M.



Interim Director's Monthly Report – September 2021

➤ **Library Operations**

- The Lake Tahoe Branch was closed on August 30th due to the Caldor Fire. It has reopened as of Tuesday, September 14th and resumed Tuesday and Thursday hours.
- The library has added Mango Languages to our digital resources for patrons. Mango is a personalized, adaptive language-learning experience that provides the tools and guidance you need to expand your language skills. Library users can learn over 70 languages online or on a mobile device for free with their library card.
- 3 new programs were introduced this month:
 - Adult Crafters' Club
 - Teen Art Guild
 - Movies at the Library
- Upcoming programs include:
 - The return of Virtual Reality
 - Spooky Story Writing Contest for all ages
 - Scary movie series
 - Paranormal mystery game for teens

➤ **Library Staff**

- The next staff meeting will be held on October 8th.
- One Library Technician position has been filled at the Lake Tahoe Branch and our new staff member will be starting on Monday, September 27th, training in Minden for a few weeks to start.
- New Library Page, Ryan Barca started Monday, September 20th.
- Interviews have been completed for the second Lake Library Technician position and an offer will be made by the end of the day on September 24th.
- A Senior Library Technician position was recently vacated due to failure to pass the probationary period. We are hoping to promote internally to fill this vacancy, then fill a Library Technician position shortly after.

FY 2021-2022

[illegible]

Circulation by Collection

August 2021

Collection	Location		
	Minden	Lake Tahoe	BKM
Adult Audiobook	762	17	33
Adult Biography	109	3	2
Adult CD Non-Fiction	38	3	0
Adult DVD	1102	21	81
Adult Fiction	3360	162	72
Adult Launchpad	2	0	2
Adult Magazines	134	0	2
Adult Music	86	6	9
Adult Non-Fiction	1019	38	50
Adult Spanish	2	0	0
Children's Audiobook	142	7	13
Children's Biography	49	2	1
Children's DVD	366	7	14
Children's Fiction	711	131	50
Children's Launchpad	8	5	8
Children's Magazines	11	0	0
Children's Music	24	0	0
Children's Non-Fiction	811	54	39
Children's Oversize	11	2	1
Children's Spanish	1	2	0
Easy Reader	449	8	53
Equipment	10	0	0
Exam Books	4	0	0
Large Print	864	16	51
Mobile Devices	8	0	10
Nevada	58	4	7
Picture Books	1460	127	98
Video Games	7	0	0
Young Adult	216	5	5
Graphic Novels	129	0	5
Young Adult Launchpad	1	0	0
Young Adult Magazines	2	0	0

Hoopla

eAudiobook	798	Movie	130
Adult Non-Fiction	150	Adult Non-Fiction	36
Adult Fiction	537	Adult Fiction	69
Juv Non-Fiction	2	Juv Non-Fiction	6
Juv Fiction	109	Juv Fiction	19
eBook	363	Television	142
Adult Non-Fiction	76	Adult Non-Fiction	17
Adult Fiction	247	Adult Fiction	125
Juv Non-Fiction	8	Juv Non-Fiction	0
Juv Fiction	32	Juv Fiction	0
Comics	55	Music	53
Adult Non-Fiction	0	Adult	52
Adult Fiction	35	Juv	1
Juv Non-Fiction	3		
Juv Fiction	17	Total Circulation	1,541

Overdrive/Libby

eAudiobook	402
eBook	368
Adult	727
Juv	17
Young Adult	26
Total Circulation	770