

MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING
LAS VEGAS, NEVADA
November 18, 2004
(approved January 13, 2005)

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Las Vegas Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, October 14, 2004.

Present: Board: E. Sanchez, Chair A. Aguirre
V. Hoggard, Vice Chair K. Benavidez
A. Arthurholtz, Treasurer T. Wong
K. Carter, Secretary F. Sponer
L. Overstreet M. Pohl

Counsel: G. Welt

Staff: Daniel L. Walters, Executive Director
Numerous Staff

Guests: Ron Dubberly
June Garcia
Jane Page, Senior Vice President, Crescent Real Estate Equities
Richard H. Bowler, CPA, Principal Partner, Piercy, Bowler, Taylor & Kern
Martha Ford, CPA

E. Sanchez, Chair, called the meeting to order at 6:15 p.m.

Roll Call All members listed above represent a quorum.

Agenda Chair Sanchez moved to approve the Agenda as proposed. There was no opposition and the motion carried.

Approval of Proposed Minutes Regular Session, October 14, 2004, Finance and Audit Committee, October 14, 2004 and Executive Committee, November 1, 2004. Chair Sanchez moved to approve the Minutes of the Board of Trustees Meeting held October 14, 2004. There was no opposition and the motion carried.

Chair Sanchez moved to approve the Minutes of the Finance and Audit Committee, held October 14, 2004. There was no opposition and the motion carried.

Chair Sanchez moved to approve the Minutes of the Executive Committee held November 1, 2004. Trustee Wong abstained from voting on this item. There was no opposition from committee members and the motion carried.

Chair's Report (Item IV.) Chair Sanchez introduced Jane Page, Senior Vice President of Crescent Real Estate Equities who presented a check to the LVCCLD in the amount of \$10,000. Ms. Page explained that Crescent Real Estate Equities recently celebrated its 10th anniversary as a publicly traded

Real Estate Investment Trust on the New York Stock Exchange and wanted to "give back" to the community. Las Vegas is one of five of the largest communities in which Crescent does business, and \$10,000 is being donated to libraries in each of the five communities. Ms. Page stated that the money is earmarked for the Clark County Library to help underwrite the Storytime Team, a literacy program designed to help children as well as adults.

At the Chair's request, Trustees agreed to hold a Legislative Committee meeting on December 9th as a Legislative Committee of the Whole instead of the usual Board meeting.

**Unfinished Business
(Item V.)**

None

Presentation of a report and Board discussion and direction regarding planning issues presented by the District's planning consultants, Dubberly/Garcia, Inc. This item is scheduled for 60-90 minutes. (Item VI.A.)

Executive Director Walters introduced Ron Dubberly and June Garcia of Dubberly/Garcia Inc., who have been meeting with staff to assist in developing planning issues to be discussed with the Board. Mr. Dubberly began his presentation with summary reports on selected preliminary survey results, service goals and strategic initiatives and service delivery guidelines.

Surveys were taken by telephone and in-library. Surveys were conducted in English and Spanish. There were 1,036 respondents for the telephone survey and 3,100 for in-library. A full data analysis is underway by Dr. D'Elia. The telephone survey revealed that in the past six months 33% of the respondents had used a public library. The library is used in many different ways: 30% of the respondents had visited a library in the past six months; 12% had someone else borrow materials for them; 10% had telephoned the library for information and 6% had used the LVCCLD web site to reserve materials. Of the respondents interviewed in the telephone survey, 77% had a computer at home, and of these respondents, 91% had access to the Internet. There was no difference in library use due to access to the Internet at home. 92% of the library users had internet access at home compared to 90% of the nonusers. This indicates that use of the Internet and use of the library are complementary activities. Having Internet access at home did not appear to have had a negative impact on library use.

Regarding children, the primary reasons children use the library are to do research for papers or projects and to borrow books for pleasure. The primary reasons that children do not use the library are that they did not have anyone to take them to the library, they use the Internet at home or the library is too far away.

Trustee Sponer asked how the people were chosen to take the surveys. Deputy Director Ledebor answered that surveys were taken at each of the library branches and were randomly selected for

telephone surveys.

The in-library surveys revealed that the most important reasons for using the libraries included 25.9% who stated that they use the library to borrow for personal enjoyment; 15.9% use the library to find information; 12.7% use the library to use the Internet and 7.9% brought their children for books or programs. Trustee Overstreet asked if the 15.9% included research for homework, etc., and Mr. Dubberly answered yes.

In-library respondents were asked to rank library services by importance as either extremely important or very important. Homework assistance was ranked as 87%, lifelong learning as 82%, current topics and titles as 81%, basic literacy as 79%, cultural awareness as 76% and "commons" as 72%. The telephone survey produced a ranking of 74% for homework assistance, 72% for lifelong learning, 70% for cultural awareness, 69% for basic literacy, 65% for current topics and titles and 63% for "commons".

Library users evaluated the service characteristics as excellent in the following percentages: staff courteousness, 71%; staff helpfulness in finding things, 71%; safety inside the library, 69%; approachability of staff, 66%; convenience of library's location, 63%; availability of staff for assistance, 63%; safety of building location, 62%; availability of children's materials, 60%; children's programs, 57%; atmosphere for reading & studying, 53%; convenience of hours and service, 53%; availability of materials for homework, 50%; availability of seating, 50%; availability of information resources, 49%; arrangement of library, 48%; availability of computers, 45%, adequacy of meeting room, 44%; availability of computer training, 44%; availability of new items in the collection, 43%; availability of items wanted, 42%; availability of older items for adults, 40% and adult programs, 39%. The over-all satisfaction of library users in the area surveyed tied for No. 2 in the entire country.

In the telephone survey, it was determined that the reasons for not using the library selected by the highest percentages of respondents appear to be lifestyle reasons that are personal preferences over which the library would have very little influence for change.

Ms. Garcia presented seven service goals and eight strategic initiatives as the second portion of the consultants' presentation. Goals represent outcomes directed at the community or a target population in response to a specific service response. Strategic initiatives are goals that help enable the Library District to achieve its service goals.

All residents will have access to current materials in high interest areas in a variety of formats and languages to satisfy their desire for enjoyable recreation and informational experiences.

Adults and young adults will have access to collections, services, and programs that support their personal and professional growth.

K-12 students will have access to materials, programs, and services that will help them succeed in school.

Parents and caregivers of pre-school children will have access to resources and services that support family literacy.

Visitors will experience a welcoming and comfortable environment conducive to using library services and facilities.

Community members will have access to quality library programs and exhibits on a variety of topics.

People will have the opportunity to learn about cultural heritages and ethnic identities through library collections, programs and services.

Trustee Overstreet asked about budgetary requirements needed to accomplish the goals. Ms. Garcia answered that the subject would be covered at length during a later meeting with staff and addressed in the final report.

In terms of the strategic initiatives, the consultants are in the beginning stages of formulating the issues of collections, facilities, operations technologies, governance, marketing, human resources, finance and development.

Trustee Davis-Hoggard asked if the initiatives were in any priority order. Ms. Garcia answered that they are not.

Mr. Dubberly presented the service delivery guidelines as the third part of the presentation. He proposed that a framework be developed in two parts where first a policy statement would be drafted and then a group of topics be drafted.

The Library District is committed to providing quality service to all district residents. To ensure that a service is provided in an effective and efficient manner, the consultants suggested that the Board of Trustees consider establishing "service delivery guidelines."

Eight proposed topics include types of branch libraries, resources, adjustment for special circumstances, distances of branches from one another, resident driving time to branches, types of services offered, specialized spaces and service population range. Service delivery guidelines might include the following considerations.

For example, the District might operate five branch library "types": 1) large, urban/suburban, 2) urban/suburban, 3) large outlying, 4) small outlying and 5) express/storefront.

The number of service hours per week, available holdings, number of computers available for public use and the number of hours of programming per week may vary based on the population of the service area.

The Board reserves the right to offer service at an expanded or contracted level whenever local conditions, or available funding, make variations desirable or necessary.

Determination will be made as to the minimum number of miles the new branch libraries will be located from one another. In urban and suburban areas, branch libraries should be located so that most residents of the service area can drive to the branch in a particular amount of time. Similar considerations would apply to the rural areas as well.

The services offered at the libraries would vary depending on the type of facility and the community served. Depending on the size of facility and community need, a branch may contain specialized spaces such as a computer lab, a literacy lab, story room, study rooms, conference rooms, a meeting room, a theater, a gallery or a café.

A determination would be made regarding the minimum square footage of each new library and the minimum number of people it will serve.

The District may provide library service in leased or donated space under particular conditions as well. The District may also provide library service from co-located facilities.

Trustee Sponer asked how the guidelines were determined. Ms. Garcia answered that the guidelines come from a document that was developed by Dubberly/Garcia based on their years of experience as consultants to library districts across the country and through discussions with staff.

Trustee Davis-Hoggard asked for a definition of the term "outlying." Executive Director Walters answered that it means outside the urban core. It would include Blue Diamond, Bunkerville, Mesquite, Overton, Moapa and Mt. Charleston.

Trustee Sponer stated that she would like to see staff review all of the guidelines. Ms. Garcia agreed saying that staff input usually comes after the initial framework is set into place by the Board.

Trustee Wong said that he appreciated having the guidelines to help the Board's discussions in making final determinations regarding the District's strategic plan. Trustees Pohl and Arthurholtz agreed.

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Consent Agenda. 1. Discussion and possible Board action regarding contract award for the conversion of landscape turf areas to xeriscape at the Clark County Library. 2. Discussion and possible Board action to adopt proposed revisions to the policy on submission of staff driving records, and to the District Travel Policy. (Item VI.B.)

Executive Director Walters stated that Local 14 bargaining unit asked that discussion and possible action on Item 2 be postponed until the January meeting. Chair Sanchez moved to hold Item 2 until January and to approve Item 1 on the consent agenda. There was no opposition and the motion was approved.

Discussion and possible Board action regarding the Audit Committee's recommendation to approve the audit performed by Piercy, Bowler, Taylor & Kern for the year ending June 30, 2004. (Item VI.C.)

Audit Committee Chair, Andi Arthurholtz asked Deputy Director, Chief Financial Officer Fred James to introduce Richard Bowler and Martha Ford of Piercy, Bowler, Taylor & Kern for presentation of the audit results for this item. The 2004 financial and compliance audit report was presented to the Board of Trustees by Richard Bowler. Mr. Bowler stated that there are no issues or comments required to be read into the record.

Trustee Pohl extended kudos to the Business Office. Trustee Carter moved to approve the 2003-2004 audit report as presented by Piercy, Bowler, Taylor & Kern and to incorporate the Opinion Letter into the official minutes of the Board of Trustees November 18, 2004 Meeting. There was no opposition and the motion passed.

Executive Director Walters called the Board's attention to the ending fund balance total that is the result of tight controls over spending, combined with revenues that exceeded forecasts. He indicated that a proposal to augment the 2004-05 budget with a transfer of \$3. million to the capital projects fund will be developed for the January meeting.

Discussion and possible Board action to request the Board of Clark County Commissioners pursuant to the Interlocal Agreement of February 15, 2001

Executive Director Walters introduced Robert Crowell, LVCCLD's lobbyist at the Legislature. Mr. Crowell is from the firm of Crowell, Susich, Owen & Tackes, Ltd. in Carson City.

Walters gave a brief history of boundary issues and disputes with HDPL and called attention to a letter received from HDPL earlier today.

In 2001, an Interlocal Agreement was signed by both districts changing the boundaries to transfer the area known as Anthem from

between the LVCCLD and the HDPL and NRS 379.065, review a proposed transfer of public library services in an area known as "West Henderson" from the LVCCLD to the HDPL through a proposed adjustment of the districts' boundaries. (Item VI.D.)

LVCCLD to HDPL. As part of that negotiation process, both districts supported legislation that created a process for future boundary changes, including a process for resolving disputes. This legislation was approved in 2001 and has yet to be used by the parties.

Resulting legislation also acknowledged the Interlocal Agreement between the parties that identified the area to be transferred and outlined a proposed process for resolving future disagreements regarding the "merits" of proposed transfers.

The process that was agreed to by both districts called for mutual studies and financial analysis that would involve residents in determining the best way to provide library services to residential areas.

The City of Henderson's proposal is to unilaterally change the boundaries without a study and without local input. The City of Henderson has initiated this bill draft even though it has no direct jurisdiction over the Henderson District Public Libraries which is a county library district.

District's lobbyist Robert Crowell, special counsel Zev Kaplan, and general counsel Gerald Welt have suggested that the Board of Trustees consider requesting the Clark County Board of Commissioners resolve the issue locally according to the process outlined by statute and the Interlocal Agreement rather than by the legislature.

As a first step, a letter has been sent to the HDPL Board Chair Colleen Bell from LVCCLD Board Chair Elaine Sanchez inquiring about the HDPL's awareness and possible endorsement of the legislation and requesting that the two district boards resolve the matter according to the established process outlined by statute and the Interlocal Agreement rather than have local issues determined by the state legislature.

Mr. Crowell spoke to the Trustees and noted that he had been in the original meetings with HDPL in December, 2000, when the issue of Anthem and the boundary dispute was being discussed. After the 2001 legislative process, Mr. Crowell expressed complete surprise that the issue is now being revisited with a new bill being presented.

District Counsel Welt added that the bill is being proposed by the City of Henderson and not by HDPL.

There was considerable discussion among the Trustees, including advice from Mr. Crowell to continue current actions of trying to resolve the issues with HDPL, but at the same time, to go forward with preparations to appear before the legislature.

Trustee Aguirre asked Mr. Crowell about the "window of opportunity"

timeline that is involved. Mr. Crowell stated that the bill is already in the drafting stages, and once the legislative session begins in February, the hearing will be imminent.

Trustee Davis-Hoggard asked if anyone knew the financial implications of the bill. Walters answered that Henderson is pre-empting the District's ability to study the ramifications and, therefore, the impact is unknown.

Chair Sanchez stated that she felt certain that both HDPL and LVCCLD only want to provide the best services possible for the constituents, and she reiterated that this issue is not about a turf war. It is basically about going through a process that was mutually agreed to by the 2001 Interlocal Agreement and legislation.

Trustee Pohl presented a motion authorizing the Executive Director to request a meeting on behalf of the Chair and her designated representatives with the Chair of the Henderson District Public Libraries and her designated representatives for the purposes of resolving the boundary dispute regarding the "West Henderson Area" pursuant to the Interlocal Agreement and NRS 379.065. If the meeting cannot be arranged by December 2, 2004, the Executive Director is authorized to request on behalf of the Board of Trustees that the Board of Clark County Commissioners resolve the dispute between the two districts as outlined in the Interlocal Agreement and statute.

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

Related to the "West Henderson" issue, Executive Director Walters noted that a letter has been received from a real estate broker inquiring about buying the Enterprise Library property. That entire area is being considered for redevelopment for high rise apartments, condominiums, time-shares, etc.

Trustee Davis-Hoggard moved to accept Reports V.A. 1-7. There was no opposition and the reports were accepted.

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

Accepted.

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

Accepted.

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

Accepted.

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Technology Report (Item VII.A.4.)	Accepted.
General Services Report (Item VII.A.5.)	Accepted.
Marketing Report (Item VII.A.6.)	Accepted.
Development Report (Item VII.A.7.)	Accepted.
Announcements (Item VIII.)	The next Board Meeting will be held Thursday, December 9, 2004 in the Las Vegas Library at 6:00 p.m.
Public Comment (Item IX.)	None
Adjournment (Item X.)	Chair Sanchez adjourned the meeting at 8:40 p.m.

Respectfully submitted,

Ken Carter, Secretary