

**MINUTES**  
**LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT**  
**BOARD OF TRUSTEES' MEETING**  
**LAS VEGAS, NEVADA**  
**July 14, 2016**  
**(approved August 11, 2016)**

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Sahara West Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, July 14, 2016.

**Present:**

Board:	M. Saunders, Chair	R. Ence
	Y. Yturralde	S. Bilbray-Axelrod
	K. Crear	S. Moulton
	R. Wadley-Munier	M. Francis Drake
	J. Melendrez	

Counsel: G. Welt

Absent: F. Ortiz - excused

Staff: Dr. Ronald R. Heezen, Executive Director  
Numerous Staff

Guests:

M. Saunders, Chair, called the meeting to order at 6:03 p.m.

**Roll Call and Pledge of Allegiance (Item I.)** All members listed above represent a quorum. Trustee Yturralde left at 7:34 p.m. Trustee Ortiz had an excused absence. Appendix A.  
Trustee Moulton led attendees in the Pledge of Allegiance.

**Public Comment (Item II.)** None.

**Agenda (Item III.)** Chair Saunders removed Items IV.A, B, D, and Item V.A. from the Agenda.  
Trustee Moulton moved to approve the Agenda as changed. There was no opposition and the motion carried.

**Approval of Proposed Minutes Regular Session, May 19, 2016; Purchasing Policy Committee Meeting, June 9, 2016; Nominating Committee Meeting, June 9, 2016; and Regular Session, June 9, 2016. (Item IV.A-D.)** Items IV.A, B, and D, had been removed from the Agenda.  
Trustee Wadley-Munier moved to approve the Minutes of the Nominating Committee Meeting held June 9, 2016. There was no opposition and the motion carried.

**Chair's Report (Item V.A-B.)** Chair Saunders removed Item V.A from the Agenda. He asked that Trustees contact him or Executive Assistant Allison Boyer with their interest in Committees which will be determined at the next meeting.

Chair Saunders also asked that Trustees who attended the ALA Annual Conference in June present their reports at the next Board meeting.

**Library Reports  
(Item VI.)**

Trustee Wadley-Munier moved to accept Reports VI.A.1-3. There was no opposition and the reports were accepted.

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

Executive Director Dr. Heezen announced that both property transfers for the Mesquite and East Las Vegas building sites had been approved. General Services Director Steve Rice and Trustee Randy Ence ably represented the District in front of the Mesquite City Council while Heezen was sitting through jury duty. Heezen thanked Trustee Ortiz for his work on the East Las Vegas transfer with the Southern Nevada Housing Authority. Heezen signed the East Las Vegas closing documents today and escrow should close by tomorrow.

Dr. Heezen continued to say that there is a budget holdup on the construction of the Mesquite and East Las Vegas sites that Trustees need to be aware of. Preliminary budgets for both properties have come in at \$425 per square foot. The District had planned to spend \$250 per square foot, in line with the Clark County School District costs. Because of this, staff have not brought forward schematic designs for Trustee approval until a way can be found to bring those proposals in on budget. Staff will look for grant opportunities and other funding sources so that the District can complete the projects with what staff feels needs to be done at each location.

Dr. Heezen then announced that Collection and Bibliographic Services Manager Rebecca Colbert was featured this morning on KNPR talking about great books for summer reading. She talked about the District's ordering process and confessed that she loved horror books for her relaxing summer reading. Ms. Colbert represented the District well!

Branding and Marketing Director Betsy Ward and Dr. Heezen have begun going to each branch so that Ms. Ward can familiarize herself with each location and its culture, talk about District issues, and answer questions staff have about District communication. She is using the information from these meetings to bring all 25 branches together as one District and one brand. Dr. Heezen is not sitting in, but talking to staff at the branch outside these meetings as part of his regular Branch visits.

Ms. Ward and Dr. Heezen have also started meeting with Trustees. If Trustees do not have a meeting scheduled at this time, Ms. Boyer will be contacting you soon.

Dr. Heezen congratulated Ms. Ward and her staff on the new look of his bi-monthly report, *For the Record*.

**Library Operations,  
Security Reports  
and Monthly  
Statistics  
(Item VI.A.1.a.)**

Trustee Bilbray-Axelrod said she used the Rainbow Library frequently and recently checked out a DVD. Inside the DVD was an insert asking if the DVD worked or not. In this case, the DVD did not work; Bilbray-Axelrod filled that out and returned the DVD with the information. She thought it was a wonderful idea, especially for families stocking up for

vacations, but has never seen that again. Library Operations Director Jennifer Schember said that some of the libraries, such as Rainbow and Spring Valley, had started that with their DVD collections. This way, the DVDs are sent to Collection and Bibliographic Services staff who will inspect and clean the disks and order new DVDs if necessary. Bilbray-Axelrod encouraged all branches to do this, as she knows it's an easy way to alert staff to problems with discs. Ms. Schember said staff will look into it.

The Security Report for May will be included in the August meeting reports.

**Branding and  
Marketing Report  
and Electronic  
Resources Statistics  
(Item VI.A.2.a.)**

Trustee Wadley-Munier was pleased to see the social media statistics increase.

**Community  
Engagement Report  
(Item VII.A.2.b.)**

No questions.

**Development and  
Planning Report  
(Item VI.A.2.c.)**

No questions.

**Information  
Technology Report  
(Item VI.A.2.d.)**

No questions.

**Financial Services  
Report  
(Item VI.A.3.a.)**

Trustee Wadley-Munier congratulated staff on keeping an eye on expenses, noting that budget reports show that only 80% of the Fiscal Year budget has been expended. Chair Saunders echoed Wadley-Munier's comments.

**General Services  
Report  
(Item VI.A.3.b.)**

Trustee Moulton was pleased with Mr. Rice's explanation of the Mt. Charleston encroachments and the methods staff are using to resolve them.

**Human Resources  
Report  
(Item VI.A.3.c.)**

No questions.

**Unfinished Business  
(Item VII.)**

None.

**New Business – Part  
One**

**Discussion and  
possible Board  
action to update,  
revise, and/or**

Library Operations Director Jennifer Schember explained that the Board of Trustees adopted the *Library Rules of Conduct (Rules)* in February 1991. Several revisions have been made over the years in 1991, 1996, 1997, 2004, 2006, 2008, and 2011.

Most public libraries in the country have adopted rules of conduct to help establish guidelines with respect to how patrons use the library.

**clarify the *Library Rules of Conduct* first established on February 12, 1991. (Item VIII.A.)**

The American Library Association encourages all libraries to establish rules to address security and safety issues. The *Rules* are posted in each of the District's urban and rural branches and on the District's website.

During the past year, Ms. Schember reported that a staff committee examined the District's current *Rules*. This committee, the Discipline and Security Team, was led by West Las Vegas Library Branch Manager Leo Segura, and included Assistant General Services Director John Vino, Safety Coordinator Nicole Baker, and Branch Managers from a variety of urban branches, as well as outlying branch representation and Library Operations Administration.

The current *Rules* were last revised in 2011, prior to the implementation of the District's V.2020 initiatives. With this new framework in mind, staff felt that it was necessary to adjust the *Rules* to allow for a more welcoming community gathering place. Additionally, the committee took this opportunity to simplify and clarify certain passages of the policy.

As part of the process, the committee reviewed the District's current *Rules* and compared them to numerous public library systems across the nation. Additionally, the team received input from branch staff as well as the Executive Council. After an extensive analysis, staff are proposing the following major revisions:

- Eliminate food and drink restrictions: The District currently only allows this in designated spaces (vending areas), but staff would like to expand this to additional areas due to,
  - Three Square summer meals, afterschool snacks
  - Libraries nationally have coffee shops and cafes – District staff would like to add this type of service in the future
- Eliminate cell phone restriction: The District has prohibited cell phone usage since 2008, and a lot has changed in the past eight years – practically everyone has a cell phone. Most people are respectful and use a low voice or they use text messaging.

There are three new items – not reflected in the current *Rules*:

- Add a health risk restriction: Addresses health hazards such as head lice, bed bugs, pink eye, and other infections – increasingly an issue
- Add the requirement of supervision of vulnerable individuals,
- Currently have a supervision requirement for children under 10, but would like to expand to older age groups due to multiple incidents of vulnerable persons left unattended during emergency situations (building evacuations)
- Add the requirement of complying with staff instruction: Consistently saw this in other systems. Staff realizes that a policy cannot list every possible offense, so this is a catchall for items not listed.

Another new item in the proposed *Rules*:

- A change in trespass guidelines from the standard one-year length of time to a range of one day to one year, depending on the seriousness of the infraction: The District has used the one year trespass for the past 10 years, and during this time there have been varying degrees of incidents and range of offenses in which a shorter timeline was appropriate.

Ms. Schember concluded by saying that the rest of the revisions include clarification and/or simplification of rules, as well as changes to the format and opening statement language.

Trustee Crear asked what other library districts the committee looked at when considering revisions. Ms. Schember said that the committee looked at the largest 25 library districts in the nation per population served, to which the District compares itself. They also looked at several other large libraries in the country. The list includes the Los Angeles Public Library, the New York Public Library, Chicago Public Library, Miami-Dade Public Library, Houston Public Library, Orange County Public Libraries (California), Phoenix Public Library, King County Library System (state of Washington), Hennepin County Library (Minnesota), Cuyahoga County Public Library (Ohio), Pima County Public Library (Arizona), River Falls Public Library (Wisconsin), Akron-Summit County Public Library (Ohio), The Public Library of Cincinnati and Hamilton County (Ohio), District of Columbia Public Library, Nashville Public Library, Henrietta Public Library (New York), County of Los Angeles Public Library, Brooklyn Public Library, Queens Borough Public Library, Harris County Public Library (Texas), Free Library of Philadelphia, Hawaii State Public Library System, Sacramento Public Library, San Diego Public Library, Hillsborough County Public Library Cooperative (Florida), Dallas Public Library, San Bernardino County Library, and Riverside County Library System (California).

Trustee Yturalde asked how staff would go about implementing health risk restrictions. Ms. Schember said that generally, staff are made aware of these issues by schoolchildren who announce that they cannot attend school due to head lice, which is highly contagious. In these instances, staff members contact parents to explain that, if the child is not allowed in school, they should not be at the library. Staff also have had the same issue with pink eye and the affected child was using computers with others. Staff would also contact the parents in this case. In another example, a patron had open sores. In that case, the person in charge (PIC) talked to the patron and asked them to cover up the sores before coming back. Ms. Schember emphasized that patrons are not trespassed in situations such as this, they are simply asked to leave for the day and correct the problem.

Trustee Wadley-Munier asked who would make the decision to ask the patron to leave or trespass the patron. Ms. Schember explained that staff will be using internal guidelines which she emphasized would be the same for each branch. These guidelines will be a list of what would constitute a warning or require a trespass.

Trustee Moulton asked if there are designated areas for tobacco use. Ms. Schember said that the only designated areas for tobacco use are outside libraries. There are none inside buildings.

Chair Saunders would like to delete "intends to" and add an "s" to "provide" in the opening paragraph. The first sentence would now read, "The Las Vegas-Clark County Library District welcomes all visitors and provides excellent service in a pleasant and safe atmosphere."

Chair Saunders moved to update, revise, and/or clarify the *Library Rules of Conduct* as proposed.

The approved document, *Library Rules of Conduct*, is attached as Exhibit B.

**Announcements  
(Item IX.)**

The next Board Meeting will be held Thursday, August 11, 2016 in the Summerlin Library at 6:00 p.m.

Dr. Heezen thanked Sahara West Scheduling and Production Services staff members Alex Conn and Gene Smith for their assistance with the meeting. Heezen also thanked Technical and Production Services staff Noah Goddard and Mike Singleton for their work on the meeting.

**Public Comment  
(Item X.)**

None.

**Executive Session  
Discussion  
regarding the  
Executive Director's  
performance  
evaluation for the  
period September 1,  
2015 through  
August 31, 2016.  
This will be a closed  
session estimated to  
require up to 45  
minutes.  
(Item XI.B.)**

Chair Saunders advised attendees that the Executive Session would be closed and said that it would cover the Executive Director's performance evaluation.

Trustee Wadley-Munier moved to adjourn into Executive Session. There was no opposition and the motion carried. Trustees adjourned into Executive Session at 6:30 p.m.

Trustee Yturralde left the meeting at 7:34 p.m.

Trustee Moulton moved that the Regular Session be reconvened. There was no opposition and the Regular Session reconvened at 7:38 p.m.

**New Business – Part  
Two**

**Possible Board  
discussion and  
action regarding the  
Executive Director's  
performance  
evaluation for the  
period of September  
1, 2015 through  
August 31, 2016.  
(Item XI.B.)**

Chair Saunders read the Executive Director's Performance Evaluation Summary. That form, and the Statement of Progress submitted by Dr. Heezen for the period September 1, 2015 - August 31, 2016 are attached as Exhibit C.

Trustees would like Dr. Heezen to focus on three goals for the next evaluation period:

- Continue bi-monthly *For the Record* reports to staff, but include a formal, detailed report to the Board of his activities included in the material sent to Trustees prior to the Board meeting.
- Take a more active role in the oversight of the District's lobbying efforts, perhaps sending a staff member to the Legislature for the 2017 Session.

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**July 14, 2016**

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- Take a greater active role in public relations surrounding the issues the District faces at the current time.

Trustees agreed that Dr. Heezen's rating falls in the middle between "Outstanding" and "Exceeds Expectations." Trustees agreed that Dr. Heezen's performance would merit a step increase, but this would not be fiscally responsible and they know Dr. Heezen would decline. Dr. Heezen will receive the 3% annual pay adjustment all District staff received this year, effective July 1, 2016.

Chair Saunders thanked Dr. Heezen and complimented him on a fantastic job. Attendees gave Dr. Heezen a round of applause.

Trustee Bilbray-Axelrod moved to accept the Executive Director's performance evaluation as discussed above. There was no opposition and the motion carried.

**Adjournment  
(Item XII.)**

Chair Saunders adjourned the meeting at 7:47 p.m.

Respectfully submitted,

Ydoleena Yturralde, Secretary

# 2016 ATTENDANCE

## Appendix A

### July 14, 2016 Regular Board Meeting

2016		January 14 Regular Board Mtg	February 11 Regular Board Mtg	March 10 Regular Board Mtg	April 14 Finance & Audit Cmte	April 14 Regular Board Mtg	May 19 Regular Board Mtg	June 9 Purchasing Policy Cmte	June 9 Nominating Committee	June 9 Regular Board Mtg	July 14 Regular Board Mtg
Bilbray-Axelrod	Shannon	A-E	P	P	P	P	A-E	P	P	P	P
Crear	Keiba	A-E	A-E	P	P	P	P	P	P	P	P
Drake	Marilyn	P	P	P		A-E	P	P	P	P	P
Ence	Randy	P	P	P	P	P	P	P	P	P	P
Melendrez	Jose	P	P	P	P	P	P	P	P	P	P
Moulton	Sheila	P	P	A-E	P	P	P	P	P	P	P
Ortiz	Felipe	P	P	A-E	P	P	P	P	P	P	A-E
Saunders	Michael	A-E	P	P	P	P	P	P	P	P	P
Wadley-Munier	Robin	P	A-E	P	P	P	P	P	P	P	P
Yturralde	Ydoleena	P	P	P	A-E	A-E	A-E	P	P	P	P

attended Committee meeting but not a member

A-E                      Excused Absence  
A-U                      Unexcused Absence

as of July 18, 2016



## Library Rules of Conduct

The Las Vegas-Clark County Library District welcomes all visitors and provides excellent service in a pleasant and safe atmosphere. In addition to obeying all applicable federal, state, and local laws, visitors shall engage in normal activities associated with the use of public libraries. This policy includes prohibited behaviors and activities that interfere with the safe, secure, and respectful use of libraries:

- Conduct that endangers or disturbs library users or staff in any way, or that hinders others from using the library or its resources are prohibited, including but not limited to:
  - Loud, unruly, or offensive behavior
  - Harassing, hostile, or threatening language or behavior
  - Stealing, destroying, damaging, or vandalizing property
  - Possession of weapons or dangerous items of any kind
  - Use of any tobacco or vapor product (except in designated areas)
  - Unauthorized use of alcoholic beverages
  - Consuming food or drink in restricted areas or near electronic equipment
  - Sleeping on library premises
  - Disruptive use of electronic or communication devices
  - Unauthorized selling or solicitation
  - Bringing animals into the library (other than ADA-defined service animals)
  - Wearing insufficient clothing (e.g. no top, no bottom, no shoes, etc.)
  - Creating or emanating an odor that causes a nuisance
  - Posing health risks to others
  - Conduct that is likely to cause personal injury to one's self or others
  - Unauthorized or improper use of library facilities or property (e.g. bathing, shaving, washing clothes, skateboarding, camping, overnight parking, etc.)
  - Restricting access to entrances, exits, and/or library resources
  - Failure to comply with reasonable staff instruction
- Vulnerable persons and children under the age of 10 must be supervised by a caregiver who assumes responsibility. A vulnerable person is defined as a person who is not reasonably able to care for himself/herself and/or not able to manage his/her own behavior without assistance.
- The Library District is not responsible for personal items that are lost, stolen, or damaged.
- The Library District reserves the right to inspect an individual's personal belongings to prevent unauthorized removal of library materials and equipment or for health or safety reasons.

*Failure to comply with the Library Rules of Conduct may result in restriction of library privileges, immediate removal from the premises, or exclusion from the library for a period of one day to one year, depending on the seriousness of the infraction.*

**LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT  
EXECUTIVE DIRECTOR  
PERFORMANCE EVALUATION  
SUMMARY**

EXECUTIVE DIRECTOR: Dr. Ronald Heezen

EVALUATION EFFECTIVE DATE: July 14, 2016

**Achievements Relative to Objectives for this Evaluation Period**

Note: Executive Director may provide list of accomplishments for this evaluation period to the Board of Trustees.

Comments: See attached Statement of Progress-Ronald Heezen for Board Review  
September 2, 2015-August 31, 2016

**Future Goals and Objectives**

Note: Executive Director may provide list of proposed goals and objectives to the Board of Trustees.

Specific Goals and objectives to be achieved in the next evaluation period: 1) Include a formal, detailed report to the Board of his activities in addition to the *For the Record* reports, 2) Take a more active role in the oversight of the District's lobbying efforts, and 3) Take a greater active role in public relations surrounding the issues the District faces at the current time.

**Overall Evaluation Score**

**Rating (circle one):**

Outstanding **X** Exceeds Expectations Meets Expectations Below Expectations Needs Improvement  
Rating falls in the middle between "Outstanding" and "Exceeds Expectations"

**Merit Increase Recommendation**

The Board of Trustees recommends the Executive Director receive an annual increase to the next step.

**Increase (circle one):**

**YES** ~~NO~~

Comments: Dr. Heezen's performance would merit a step increase, but this would not be fiscally responsible and Dr. Heezen would decline. Dr. Heezen will receive the 3% annual pay adjustment all District staff received this year.

**BOARD OF TRUSTEES**

**CONCURRENCE**

_____ Chair	YES / NO
_____ Vice Chair	YES / NO
_____ Secretary	YES / NO
_____ Treasurer	YES / NO
_____ Trustee	YES / NO
_____ Trustee	YES / NO
_____ Trustee	YES / NO
_____ Trustee	YES / NO
_____ Trustee	YES / NO
_____ Trustee	YES / NO

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## STATEMENT OF PROGRESS –RONALD HEEZEN FOR BOARD REVIEW

### SEPTEMBER 2, 2015 – AUGUST 31, 2016

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#### GOALS

- Accomplishments, both under this heading and under everything that follows, are collaborative. As did Jeanne Goodrich, I see my job as setting the direction, providing support, asking questions, and providing resources and guidance. The Districts' exceptional Executive Council and compassionate staff do the real work of the District. I reiterate to our employees that I work for three groups—the Board of Trustees, the Public, and the Staff.

#### Maintained Fiscal Responsibility

- Built, with the Executive Council, a **District budget** of \$78.9 million for FY 2015-2016 that was realistic, balanced, and focused on future opportunities, completing the year on target and accomplishing all goals that were established in the budget process.
  - - Maintained materials allocation at 15% of the operating budget
  - -Maintained **Ending Fund Balance** at \$6.5 million
- Faced the unforeseen downturn in revenues with diligence and persistence. Will work in the next legislative session to change the unfortunate addenda to the 3% revenue caps which resulted in minimal additional revenues, despite the fact that our population numbers are once again zooming upward. **CONTINUING**
- Taking a more active role with policy makers and legislators. Met with our lobby representatives, Kaempfer Crowell (after securing a change in primary representation) to cover completely what the District expects of them in future legislative sessions. **CONTINUING**

#### Improved Staff Morale (this, BY NECESSITY, will be an **on-going effort**)

- Maintained an **open door policy** and answered all emails sent to me by staff. **CONTINUING**
- Provided **transparent** administration by
  - Distributing a bi-weekly newsletter, **For the Record**, to staff and board (which features information about everything on which I am working) **CONTINUING**
  - **Visiting all libraries** and continuing to make regular visits to talk to staff. **CONTINUING**
- Met regularly with **Union** Leadership to understand any issues on the horizon. **CONTINUING**
- Joined in every District **staff meeting** for which I was available. **CONTINUING**
- Completed the recommendations of the outside consultant on HR and organization changes
  - Worked with legal counsel and staff to resolve dismissal and reassignment complaints.
  - **Implemented suggestions for change.**
- **Participated** in staff programs, wherever possible. For example:
  - *Vegas Valley Book Festival*
  - *Lost and Found*
  - *Brad Meltzer program*
  - Branch celebrations, holiday events, and retirement events **CONTINUING**
- **Showed support** for each staff member whom I knew was in crisis. **CONTINUING**

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## STATEMENT OF PROGRESS –RONALD HEEZEN FOR BOARD REVIEW

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SEPTEMBER 2, 2015 – AUGUST 31, 2016

### Created Opportunities for Improved Service

- **Completed reorganization of the Executive Team with the hiring of Betsy Ward**
- Met with the **2020 Vision Team** for the District's strategic plan and saw it through to completion and adoption by the Board in March of 2016.
- Advanced **crucial projects**
  - **East Las Vegas** – with Trustee **Felipe Ortiz**, and the city of Las Vegas Planning Staff, and Facilities Director **Steve Rice**, finally secured the transfer from the Southern Nevada Regional Housing Authority of the property at 28<sup>th</sup> and Bonanza. This was despite the termination of their executive director.
  - **Mesquite**—with Trustee **Randy Ence** worked with Mesquite Mayor Allan Litman, City Manager Andy Barton, Public Works Director Aaron Baker, and the members of the City Council to transfer city property to the District and on which the District could build a properly sized branch for the area. **IN PROCESS**
  - Aided consultants, Pugsley Simpson Coulter/Margaret Sullivan Studios in establishing a **building program** for the District's future branches. The final plan was released in the Spring. It allows for changes based upon demographic data.
- Orchestrated **stronger collaborations** with the other three library districts in the County. **ON GOING**
- Prepared for the role that Community Engagement Director **Matt McNally** is now leading by participating actively in Leadership Las Vegas, Rotary, and Las Vegas Executives Association, as well as actively participating in community networking events. **ON GOING**
- Invited **other civic organizations** to collaborate for mutual benefit, such as **3Square Food Bank** **ON GOING**
- Enabled **Al Prendergast** and other senior management team members to **upgrade technology** applications for staff and patron use. **IN PROCESS**
  - Approved the contract for a new Library Services Platform (LSP - formerly known as an Integrated Library System or ILS) the software through which we catalog and circulate materials and register patrons) The staff is in the process of migrating from the **Millennium** platform, which is no longer being supported, to the **Sierra** platform, for which we negotiated an extremely reasonable price. **IN PROCESS**
  - Approved staff implementation of the **Vocera** communications system for all locations
- Implemented the second year of the **Food for Thought** campaign with Board approval to expand the project to a whole month. This brought in xx,xxx pounds of food for **3Square Food Bank** to distribute to the disadvantaged.
- Approved the acquisition of **new accounting (Questica) and purchasing (Serenic) software**. Just as our ILS was designated "Heritage" software, so was our accounting package (I believe it was DOS-based). This should simplify the budgeting, accounting, and auditing procedures, while improving transparency and speed of reporting. **IN PROCESS**
- Directed the establishment of the **Distribution Center** at Centennial Hills (temporary location). Open and functioning.

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## STATEMENT OF PROGRESS –RONALD HEEZEN FOR BOARD REVIEW

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SEPTEMBER 2, 2015 – AUGUST 31, 2016

- Approved the implementation of **CollectionHQ** software to facilitate materials selection process. This software assures that items chosen have the greatest potential for circulating at the branch for which they were purchased to maximize ROI (Return on Investment).
- Partnered with city of Las Vegas staff to find alternatives to serve downtown Las Vegas' **homeless population** after the Las Vegas Library move, **IN PROCESS**
- Began planning to **restore auditorium functions** which had been closed by the recession.
- Presented building planning team with an idea to use **mobile tech centers**, DJ Spaces, Makerspaces, etc. which could be moved adjacent to all facilities from the smallest to the largest, thus reducing the need to build in each library, yet making the programs available to everyone in the District. **IN PROCESS**
- Oversaw the Acquisition of **Zepheira** services, which will move the District to the top of local searches on Bing, Google, Yahoo, DuckDuckGo, etc. Currently valley citizens often have to go to pages 14 or 25 to find relevant information which could be addressed by one of their libraries. We saved 25% of the list price and secured our position for three years, if it passes review. **IN PROCESS**
- Reopened Whitney Auditorium and premiered the Windmill Auditorium for public use.

### Built More Solid Community Connections

- **Participated** actively in **Leadership Las Vegas**. Class of 2016. **IN PROCESS (concludes June, 2016)**
- **Visited all council and commission members** (with the exception of **Councilman Ross** and **Commissioner Giunchigliani**—am still working to get on their calendars). **IN PROCESS**
- Continue to keep connected with City of Las Vegas **Mayor Carolyn Goodman**, Las Vegas City **Manager Betsy Fretwell**, and **other mayors** in Clark County. **CONTINUING**
- Served on the **Mayor's Committee on Homelessness** and nominated for the Board of the **Clark County Commission on Homelessness**. **IN PROCESS**
- Helped form the largest start-up club in the history of **Rotary International**. **CONTINUING**
- Participated in the **Las Vegas Executives Association**. **CONTINUING**
- **Spoke** to at least six organizations with an appropriate PowerPoint presentation. More presentations will be scheduled during the next year. **CONTINUING**

### Supported LV-CCLD Foundation activities

- Participated in all Foundation Meetings and social events. **CONTINUING**
- Worked with Planning and Development Director **Danielle Milam** on ideas to improve revenue streams as well as sourcing new donations. **CONTINUING**

### Projected Positive Image for the District

- Provided Interviews to the **Desert Valley Times**, the **Las Vegas Review Journal**, and the **Las Vegas Sun** as arranged by Public Relations Manager Karen Bramwell. **CONTINUING**
- Spoke to groups using a PowerPoint I developed and which will be used by other presenters in the District. **CONTINUING**

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## STATEMENT OF PROGRESS –RONALD HEEZEN FOR BOARD REVIEW

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SEPTEMBER 2, 2015 – AUGUST 31, 2016

- Worked to get the District recognized as a key player in pre-K and K-12 education, after being horrified at the BEEngaged session that the Library was neither a part of the conversation nor a recognized provider. Likewise, I am working with the Chamber to get the District to be a presenter at the Leadership Las Vegas training (of which we have never been a part).

**CONTINUING**

### **Major Projects Completed/Mostly Completed**

- Major Software Upgrades
  - **Sierra LSP** acquisition for the public (replacing Millennium—in place since 2006)
  - Purchasing (done manually until we added this capability)
  - Signed on to use **NGEM** to improve purchasing process
  - **Serenic** Budgeting platform (replaced the DOS based Abila MIP)
  - **Collection HQ** software that has aided staff in making more accurate and patron-centered selection decisions for materials
- Land acquisition for East Las Vegas
- Land acquisition for Mesquite
- Land selection for Skye Canyon
- Maintained staffing levels to meet service demands
- Completed Reorganization and finalized changes suggested by Azimuth
- Established the Distribution Center to house items being discarded by branches yet which still might hold interest for the public
- Opened existing theatre venues (Whitney, closed since recession and Windmill, never opened) for public use
- Sustained materials budget at 15% of total to support the increased demand for digital media
- Secured and stabilized partnerships with other Districts in the County
- Introduced software that will bring the library to the top of local searches when the item being searched can be provided by the library.
- Improved teen services (Sahara West) and computer labs (Rainbow and West Las Vegas)
- Added a new CALL classroom at Clark County Library to support demand for increased ESL and adult literacy classes.