

MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
February 9, 2017
(approved February 14, 2019)

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Clark County Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, February 9, 2017.

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

Counsel: G. Welt

Absent: S. Bilbray-Axelrod, Excused

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

Guests: None

M. Saunders, Chair, called the meeting to order at 6:02 p.m.

Roll Call and Pledge of Allegiance (Item I.) All members listed above represent a quorum. Trustees Melendrez and Moulton attended via phone and were on the line when the meeting began. Trustee Bilbray-Axelrod had an approved absence. Appendix A.

Trustee Yturralde led attendees in the Pledge of Allegiance.

Public Comment (Item II.) None.

Agenda (Item III.) Chair Saunders removed Item V.A-B. Approval of Proposed Minutes from the Agenda. Trustee Wadley-Munier moved to approve the Agenda as changed. There was no opposition and the motion carried.

Presentation by Deputy Director/CFO Fred James and Assistant Finance Director Floresto Cabias on the Financial Services Department (Item IV.) Deputy Director/CFO Fred James introduced Assistant Finance Director Floresto Cabias to give the presentation on the Financial Services Department. Mr. Cabias thanked the Board for the opportunity to give the presentation on their department, as they do a lot more than just "counting beans." Financial Services functions include:

- Accounting, Financial Reporting and Auditing
- Treasury Management (or Cash Management), Debt Management, and Investment Management
- Financial Planning, which encompasses the District's annual budget process and where revenue forecasting comes into place.
- Internal controls, which includes safeguarding assets and fraud protection

All these areas are considered while keeping in mind the financial policies of the District, the percentage spent on library materials, how

big the ending fund balance should be, and, at what level to fund capital projects and annual programs.

Mr. Cabias then introduced members of the Financial Services Department with a brief explanation of their duties:

- Lynn Lucuara, Financial Services Administrative Assistant, is responsible for general administrative housekeeping of the Financial Services Department and serves as liaison between Financial Services and other departments by gathering information and coordinating activities with other departments. She is involved in the annual budget process, which includes budget planning meetings.

Mr. Cabias explained that, in the past, there was one person responsible for the payroll function. By training multiple staff members, FS has eliminated problems when that one staff member is out of the office. All members of the team now participate in the payroll process. This ensures that no one person is overwhelmed, and that there is sufficient back-up.

- Tamyah Stoker, Accounting Technician I, is primarily responsible for Accounts Payable, along with Accounts Receivable and various reconciliations related to the internal controls function.
- Mayumi Kramer, Accounting Technician II, is very organized and meticulous, so she is well suited for assignments in Treasury and Cash Management. She performs a lot of investment and cash reconciliations that are important for the District's internal controls. Kramer is also responsible for the District's Fixed Assets Inventories which includes auditing and accounting in this area. Fixed Assets Inventories are capital equipment that costs \$5,000 or more. She is required to track each piece of equipment in the system. Other duties include cash flow analysis (cfa), which is tracking cash flow coming in and out for expenditures.

Mr. Cabias explained that cfa is very important information to have for Cabias and James when they meet with the District's investment managers. There are regular meetings to discuss the investment portfolio, as well as the impact of the economy on performance allocation and timing. This is the largest factor District staff can control, knowing when funds need to be available. This way staff can earmark funds for investments to increase investment returns.

- Cherrie DeLaney, Accounting Technician II, also interacts with other District departments, along with outside vendors and other parties. Some of her assignments include accounting and reporting for Federal Grants, working mostly with the District's Literacy Department. She also works with other Grant Administrators around the District to ensure that they have the information they need to budget and manage their federal grants. Ms. DeLaney also collects information that Financial Services needs in order to report back to the granting authorities. She also works with other business partners of the District, like Unique Management System, the District's collection agency, to ensure that the Unique's database is synchronized with the data held in the District's Sierra Library

Services platform. DeLaney performs different internal control functions, as she coordinates audits of Cash Management Procedures, represented by the daily cash reports that branches prepare every day. This includes electronic transactions, or E-Commerce. DeLaney also works extensively with the Merchant Services Department at the District's bank, Wells Fargo, to deploy credit card terminals in the branches and insure the terminals are meeting current banking regulations.

- The Senior Accountant position is currently vacant. This is another reason why the team-oriented approach Financial Services staff have employed is so important. If a staff member leaves the District, the team could complete the work; vendors and staff would keep getting paid and other staff have been trained to continue to meet required deadlines. The other duties of the Senior Accountant include working directly with the Chief Financial Officer and Assistant Finance Director on large projects like the CAFR and the District's annual budget. Staff in this position would also do more sophisticated or technical analyses, such as long-term revenue forecasts or salary and benefit calculations; for example the staff member would research unusual accounting transactions, such as the land sale swap between the District, the City and the Housing Authority. Also, this position would be responsible for researching new Government Accounting Standard Board announcements (GASB) for areas that the District must be in compliance with.

Dr. Heezen congratulated Mr. Cabias as he is also a licensed attorney. Cabias thanked the Trustees for making it possible for Mr. James to allow Cabias the flexibility at work so that he could pass the bar.

Trustees Wadley Munier and Crear praised the Financial Services staff and the presentation.

Trustee Yturralde asked about remuneration for staff for additional duties assumed if Financial Services has a vacant position. Mr. James said that the job duties were designed to cover eventualities, while keeping a close eye on the boundaries. Mr. Cabias added that certain duties that would be triggered by a vacant position are assumed by James and Cabias as they do not want to push the team too far.

Mr. James thanked Mr. Cabias and his staff. James had a vision for how things would work out and then he and Cabias figured out how to handle the cross-training and how to provide more promotional opportunities. When the Board compliments James, they are really complimenting his staff.

**Approval of
Proposed Minutes
Regular Session,
October 13, 2016
and Regular
Session, January 12,
2017. (Item V.A-B.)**

Removed from Agenda.

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Chair's Report (Item VI.)	No report.
Library Reports (Item VII.)	Trustee Yturralde moved to accept Reports VII.A.1-3. There was no opposition and the reports were accepted.
Executive Director's Report (Item VII.A.)	Executive Director Dr. Heezen thanked Trustees for taking the time to meet with him and Community Engagement Director Matt McNally and discuss the Community Engagement Plan which will be finalized once they have met with all Trustees.
Library Operations, Security Reports and Monthly Statistics (Item VII.A.1.a.)	Trustee Ortiz commented on the increase in visitation to the Meadows Library.
Branding and Marketing Report and Electronic Resources Statistics (Item VII.A.2.a.)	Trustee Ortiz complimented Branding and Marketing staff as the District's Facebook numbers have increased. Ortiz noted that each branch has their own Facebook page and who maintains the page, Branding and Marketing or staff at the branches. Branding and Marketing Director Betsy Ward explained that both her staff as well as branch staff maintain the pages. This will be changing shortly as the current method is not working as well as she would like.
Community Engagement Report and Monthly Statistics (Item VII.A.2.b.)	No questions.
Development and Planning Report (Item VII.A.2.c.)	No questions.
Information Technology Report (Item VII.A.2.d.)	No questions.
Financial Services Report (Item VII.A.3.a.)	Trustee Ortiz asked for an explanation of the mandated payments listed on the monthly check register. Mr. James explained these were child support payments. Ortiz thanked James for including the check register as part of the monthly reports, as it provides transparency.
General Services Report (Item VII.A.3.b.)	Trustee Ortiz asked about the amount of money on the monthly check register for bed bug inspections and General Services Director Steve Rice explained that, due to infections and infestations, this is an amount paid for a service used by his department. Some branches that are most vulnerable are on a periodic inspection schedule. If bed bugs are detected, the service will deal with this. Ortiz commented that \$500 for an inspection is not costly.

Human Resources Report (Item VII.A.3.c.) Trustee Moulton thanked Human Resources Director Jerilyn Gregory for the information on external and internal candidates as she finds it interesting.

Unfinished Business (Item VIII.) None.

Discussion and possible Board action regarding contract award for security officer services. (Item IX.A.) General Services Director Steve Rice explained that the District contracts for unarmed and armed uniformed security officer services on a scheduled basis, roving patrols, and for special events for the thirteen urban branches. The District's urban branches are high volume, interactive, multi-use facilities that attract a variety of patrons. The demands require security officers that are experienced, well trained, and that project a professional image that instills a sense of confidence in patrons and staff that the officers are able to maintain a safe, secure, and orderly environment. A request for bid proposals was developed that specified the desired requirements.

The Request for Bid Proposals (RFP) for Security Officer Services was advertised in the Review-Journal and the community based minority newspapers. Additionally, the RFP notice was posted on the District's website and faxed to all minority Chambers of Commerce and to firms registered on the Nevada Government eMarketplace (NGEM). The proposal opening was held on January 19, 2017. A total of ten proposals were received. Five proposals were deemed non-responsive and subsequently rejected. A committee comprised of the District's Deputy Director, C.F.O., General Services Director, Assistant General Services Director, Safety Coordinator, and Regional Library Operations Manager conducted a thorough evaluation of the responsive proposals. The process involved a scoring and ranking of each responsive proposal to establish a finalist. The evaluation criteria and weighted values included:

Following are the proposal evaluation results:

<u>Contractor</u>	<u>Score/ Rank*</u>	<u>1st Year Cost</u>	<u>5-Year Cost</u>
Allied Universal Security	871/1	\$1,724,486	\$9,068,685
G4S Secure Solutions	833/2	\$1,745,248	\$9,149,623
Pro-Tect Security	809/3	\$1,870,012	\$9,733,562
Securitas Security Solutions	669/4	\$1,816,507	\$9,635,789
Crimeless Security	559/5	\$1,642,719	\$8,804,083

*Maximum Score 1,000

Allied Universal Security has been selected for recommendation for contract award. The new contract will be effective March 1, 2017. The contract will have an initial term of one year with four optional one-year extensions.

Mr. Rice introduced Allied Universal Security General Manager Alan Crandall and invited questions from Trustees.

In response to a question from Trustee Ortiz, Mr. Rice said that Allied Universal is the District's current security provider. Ortiz thanked them

for their service.

Trustee Moulton appreciated the transparency of knowing the selection criteria and how the different areas were weighted. Moulton asked if there was a formula to determine if branches received armed or unarmed officers. Mr. Rice said the determination for each branch was made based upon behavioral history at the individual location. Only eight or nine of the 13 urban branches have armed officers. Staff have received a request from one of the urban locations with unarmed officers to switch to armed officers due to the increase in challenges they are facing at that branch. Rice said that unarmed officers have no protection while armed officers carry a side arm, pepper spray, and handcuffs. They are fully trained on the use of each weapon as well as the escalation of force for each of these devices.

Trustee Wadley Munier asked where unarmed and armed officers are located. Mr. Rice explained that unarmed officers are located at the Enterprise, Sahara West, Summerlin, West Charleston, Windmill, and West Las Vegas libraries. Armed officers are located at the rest of the urban libraries. Wadley-Munier then asked if the fee would increase if the District decided to place armed officers at the locations which currently only have unarmed officers. Rice explained that, if this item is approved, the agreement would give the District latitude to make this change. Any contract increases would be included in the Fiscal Year 2017-2018 budget which would be an agenda item in May.

Trustee Crear requested that once the District completes the evaluation on whether to switch to armed officers, she would like to hear the feedback, regardless of the decision. Mr. Rice reported that the Executive Council has had a preliminary discussion about this and are leaning heavily towards placing armed officers at each urban branch. Details that still have to be worked out include the cost as there will be a differential between two armed officers working at the same location and one will need to be designated as the Lead.

Trustee Wadley-Munier commented that she would prefer to keep staff and customers safe at all times and does not want the cost to be the biggest concern.

Trustee Ortiz asked about the situation at the West Charleston branch as it is on the College of Southern Nevada property. He wondered if the District would need to pay fees to the CSN police. Mr. Rice said that this branch may be the one exception because of CSN restrictions. Staff will be exploring options.

Trustee Ortiz suggested several ways to determine whether a branch required armed or unarmed officer coverage.

Chair Saunders asked if the District provides Active Shooter Training for staff. Mr. Rice explained that there is a training video on the staff website, which all employees are required to view. This is the same video that many other organizations are using to train staff. The District's Staff Security Committee has developed a comprehensive Workplace Violence Procedure. The procedure is almost ready to present to the Executive Council and covers all sorts of workplace violence scenarios, including active shooter. Once that policy is

reviewed by the Executive Council and adopted, staff will be trained in its use.

Trustee Yturalde moved to authorize staff to award a contract to Allied Universal Security for security officer services in accordance with RFP NO. 17-04 and to authorize staff to extend the contract in subsequent years' subject to funding being available and the contractor continuing to meet performance standards outlined in the request for bid proposal documents; subject to final review of contract by Counsel. There was no opposition and the motion carried.

Discussion and possible Board action to approve a proposed "Food for Thought" food drive program that includes a waiver of \$2.00 of fines and fees for every food item a cardholder donates during the month of April 2017, in celebration of National Library Week. (Item IX.B.)

Community Engagement Director Matt McNally explained that the "Food for Thought" program will allow the District to celebrate National Library Week, April 9-15, 2017, by inviting the community to visit the library to obtain a library card and participate in a food drive, in partnership with Three Square food bank. The proposed food drive will occur during the entire month of April 2017, and provide current patrons with an opportunity to bring their accounts in to good standing. Patrons will be able to return overdue items and have \$2.00 of their fines and fees waived for every canned and/or packaged food item they donate. Library cards that are lost or missing will also be replaced free of charge.

The current Circulation Policy charges fines for overdue materials up to a maximum of \$4.00 per item. Once a patron's account has \$10.00 in fines, the cardholder is blocked from checking out additional materials until the fines are paid and the materials are returned. The proposed program will allow patrons to return their cards to good standing, so they may resume borrowing library materials.

The "Food for Thought" program was piloted during a two-week period in April 2015. Patrons returned 2,102 overdue items, valued at \$37,216.08, which included items that were overdue since 2009. The District collected 33,204 pounds of donated goods, which provided 28,276 meals for people, and waived \$55,085.75.

In 2016, the program was lengthened to occur throughout the entire month of April. Patrons returned 3,875 overdue items, valued at \$66,015.21, which included items that were overdue since 2011. The District collected 35,819 pounds of donated goods, which provided 29,851 meals for people, and waived \$67,872.34. During a "regular" month, the District waives approximately \$10,000.00 in fines and fees.

Due to the success of the program, and positive feedback received from staff and patrons, the District would like to continue this program to encourage good will and provide greater community impact.

Chair Saunders, Trustees Crear and Ence said they were very impressed by the program and its results.

Trustee Crear asked how Mr. McNally's staff are working with Branding and Marketing to advertise the program. Mr. McNally explained that staff in both areas have begun to plan how to promote this program. In response to a further question about cash donations, McNally explained that these are referred to the Library District's Foundation.

Trustee Ence moved to approve the "Food for Thought" food drive program authorizing staff to waive \$2.00 of fines and fees for every eligible food item a cardholder donates during the month of April 2017, in celebration of National Library Week. There was no opposition and the motion carried.

Announcements
(Item X.)

The next Library Naming Policy Committee Meeting will be held on Thursday, March 9, 2017 at 4:30 p.m., in the Whitney Library, 5175 E. Tropicana Avenue, Las Vegas, Nevada 89122

The next Board Meeting will be held Thursday, March 9, 2017, at 6:00 p.m. in the Whitney Library, 5175 E. Tropicana Avenue, Las Vegas, Nevada 89122.

Executive Assistant Allison Boyer announced the dates of the following library-related events and advised Trustees she would provide further information. She asked them to let her know if they would like to attend.

Nevada Library Legislative Day – Carson City, April 12

National Library Legislative Day – Washington, D.C., April 30-May 2

ALA Annual Conference – Chicago, IL, June 22-27

Dr. Heezen thanked SPS technicians Brian Zawistowski and Gina Mize for their work on this meeting.

Counsel Welt reminded Trustees that the District has two bills under consideration by the Nevada Legislature. If they are still unresolved in April, it would be helpful to have Trustees attend Nevada Library Legislative Day.

Public Comment
(Item XI.)

None.

Executive Session
(Item XII.)

Removed from Agenda.

Adjournment
(Item XIII.)

Chair Saunders adjourned the meeting at 6:51 p.m.

Respectfully submitted,

Elizabeth Foyt, Secretary

2017 ATTENDANCE

Appendix A

February 9, 2017 Regular Board Meeting

2017		January 12 Regular Board Mtg	February 9 Regular Board Mtg										
Bilbray-Axelrod	Shannon	P	A-E										
Crear	Keiba	P	P										
Drake	Marilyn	P	P										
Ence	Randy	P	P										
Melendrez	Jose	P	P										
Moulton	Sheila	P	P										
Ortiz	Felipe	P	P										
Saunders	Michael	P	P										
Wadley-Munier	Robin	P	P										
Yturralde	Ydoleena	P	P										

attended Committee meeting but not a member

- A-E Excused Absence
- A-U Unexcused Absence

as of February 9, 2017