

## **CARSON CITY LIBRARY BOARD OF TRUSTEES (LBOT)**

### **Minutes of the March 24, 2022 Regular Meeting**

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A regular meeting of the Carson City Library Board of Trustees was scheduled for 5:30 p.m. on Thursday, March 24 2022 in the Community Center Robert “Bob” Crowell Board Room, 851 East William Street, Carson City, Nevada.

**PRESENT:** Chairperson Julie Knight  
Vice Chair Nicholas Cranston (via WebEx)  
Trustee Beth Lucas  
Trustee Elizabeth Markle  
Trustee Sarena Nichols

**STAFF:** Joy Holt, Department Business Manager  
Jason Woodbury, District Attorney  
Danielle Howard, Public Meetings Clerk

**NOTE:** A recording of these proceedings, the Library Board’s agenda materials, and any written comments or documentation provided to the Clerk during the meeting are part of the public record. These materials are available for review, in the Public Meetings Division of the Carson City Clerk’s Office, during regular business hours. For minutes and audio recordings of this Board’s meetings, please visit [www.carson.org/minutes](http://www.carson.org/minutes).

#### **I. CALL TO ORDER - ROLL CALL**

(5:33:51) – Chairperson Knight called the meeting to order at 5:33 p.m. Roll was called; a quorum was present.

#### **II. PUBLIC COMMENT**

(5:34:20) – Chairperson Knight entertained public comments; however, none were forthcoming.

#### **III. FOR POSSIBLE ACTION – APPROVAL OF MINUTES OF PREVIOUS MEETING**

##### **III.a FOR POSSIBLE ACTION – APPROVAL OF MINUTES OF PREVIOUS MEETING (JANUARY 27, 2022).**

(5:34:48) – Chairperson Knight introduced the item and entertained comments and/or a motion.

**(5:35:08) – MOTION:** Trustee Lucas moved to approve the January 27, 2022 meeting minutes as presented. Trustee Nichols seconded the motion. The motion carried 5-0-0.

#### **IV. INFORMATION ONLY – LIBRARY BOARD OF TRUSTEES BUSINESS**

##### **IV.a FOR POSSIBLE ACTION: DISCUSSION AND POSSIBLE ACTION CONCERNING THE PROCESS BY WHICH THE ANNUAL UNCLASSIFIED JOB PERFORMANCE APPRAISAL AND EVALUATION WILL BE COMPLETED FOR THE LIBRARY DIRECTOR AND THE INFORMATION AND ASSESSMENT TOOLS TO BE GATHERED AND UTILIZED IN ADVANCE OF THE APPRAISAL AND EVALUATION, INCLUDING, WITHOUT LIMITATION, SURVEYS TO BE COMPLETED BY LIBRARY PERSONNEL.**

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(5:35:30) – Chairperson Knight introduced the item. She stated that she had contacted Carson City Human Resources (HR), which does have a vendor to do the 360 evaluations, and the questions would go through the vendor. She entertained specific pointed questions or areas that Trustees wished to have added to the evaluation questionnaire; however, none were forthcoming. In response to Ms. Holt's suggestion, Chairperson Knight agreed with sending a pre-email to inform those participating in the evaluation on what to expect. No formal action was taken on this item.

#### **IV.b FOR POSSIBLE ACTION – DISCUSSION AND POSSIBLE ACTION REGARDING IMPLEMENTATION OF THE CARSON CITY LIBRARY STRATEGIC PLAN 2021-2024.**

(5:39:36) – Chairperson Knight introduced the item. Ms. Holt referenced the Strategic Implementation Punch List, which is incorporated into the record, and responded to clarifying questions.

(6:00:23) – During discussion on guest passes, Chairperson Knight pointed out that some people may not visit the Library often, and “a positive association” could be built over time through the use of the guest passes each visit until those individuals possibly eventually apply for a library card. She also mentioned that evacuees would likely prefer guest passes. Ms. Holt agreed with Chairperson Knight’s input. Trustee Nichols suggested offering “a dummy card” for individuals, such as those traveling from outside of the area, who only wish to use the Library’s printer, and Ms. Holt explained that the reason why the Library does not offer that service is because the guest passes allow for Library staff to generate statistics, which is also an easier process with the system that the Library uses. Ms. Holt also stated that the Library pays for the services that provide the Library with the opportunity to offer guest passes. Trustee Markle suggested offering Wi-Fi printing so people could print from their laptops in the Library. Ms. Holt indicated that a large portion of staff time was being spent on entering in people’s information into the system to allow them to use their card for the intention of a one-time use, and reinstating guest passes would be “a time saver.” She also added that the staff felt strongly about the staff time spent on this matter. She clarified that she and Carson City Library Director Tod Colegrove were ensuring improvement or maintenance of the satisfaction level of Library users while going forward with the changes outlined in the Strategic Implementation Punch List.

(6:24:37) – Trustee Nichols emphasized ensuring that the Library staff were engaging customers as a part of the customer service. Ms. Holt informed the Trustees about the use of the database NoveList in the Library in order to help provide reading recommendations to Library patrons and noted there being many ways to find information on books that are “pretty standard in the library world.” Ms. Holt also stated that the Library has received written and verbal feedback from patrons, and she commented that people have been receptive with giving positive feedback.

(7:04:09) – Trustee Nichols proposed the Library posting “a Friday on Facebook” to ask those following the Library’s Facebook page “what are you reading this weekend,” to which people could respond, and a member of Library staff could comment to responses about having specific books in the Library and advertise those books as a part of the Library’s digital content. Ms. Holt commented that she follows every library in Nevada that has a Facebook page and stated that there are members of staff that have their own literary blogs.

(7:05:37) – Chairperson Knight entertained Trustee feedback. Trustee Lucas complimented the Strategic Implementation Punch List and commented that it is “super helpful.” She suggested reviewing the list on a quarterly basis and discussing the status of the items on the list. Ms. Holt believed Trustee Lucas’ suggestion would be “very valuable” and could contribute to reinforcing “how this all ties back to the Strategic Plan” and the Board’s expectations.

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(7:07:09) – Trustee Markle believed that the list was thorough, but she also wished to add more specifics on tentative deadline dates to the list.

(7:09:54) – Trustee Nichols complimented on the work Library staff was able to do, especially with the Library being short-staffed. Ms. Holt thanked Trustee Nichols and noted that the progress has been a team effort. She also commented that the staff have been “so awesome” and stated that “every single one of them has stepped up to the plate and really, I think, in some cases maybe found that they had talents that they didn’t know they had, so that’s always really fun and exciting.” Trustee Nichols referenced a personal anecdote about obtaining a digital library card that was being offered in another county that only applied to that county’s residents for reapplication once it had expired, and she indicated that Carson City is “very generous” with its library card application because applicants can indicate on the application that they volunteer at the Library to own a library card. Ms. Holt noted that, because Carson City is the State capital, the application process for the Library is deliberate, and there are people that can only do volunteer work at the Library because it is associated with the State capital. Trustee Nichols wished to only have two library cards associated with the Library, including the Internet Only Card. She also believed that some of the contents outlined in the list could have been “pared down.”

(7:14:50) – Chairperson Knight briefly opened agenda item VI and returned to agenda item IV.b at 7:18 p.m.

(7:18:00) – Chairperson Knight requested adding a measurement of completion of each item outlined on the Strategic Implementation Punch List and to denote when something is an ongoing task. Ms. Holt did not believe any of the tasks would ever necessarily be “done.” Chairperson Balderson believed that the Trustees and Staff were “the chief drivers of strategic planning” and stated that she assigned “a lot of value” to the implementation aspect of the process. She proposed considering connecting the Library Director’s Report to the Strategic Plan goals at some point, and Ms. Holt agreed that there was value in doing so; however, she also did not believe that everything in the Library Director’s Report will always be tied to the Strategic Plan.

(7:22:38) – Trustee Markle suggested condensing and formatting the list with a numbering system and indented items to make the list easier to follow, and she wished to make the items more concrete. She also believed that the list could create a future basis for the next year’s plan or Strategic Implementation Punch List. While Chairperson Knight agreed that brevity is “nice,” she was in favor of having a layer of detail and be able to compare and observe progress by keeping the detail of the list while also modifying it to be “a little more robust” with the numbering and formatting modifications. She also advised keeping the tasks that are already completed on the list, since several of those tasks are ongoing, along with what is in progress and what still needs to be addressed. Based on Trustee Markle’s input in addition to previous Trustee input, Ms. Holt suggested creating a detailed Strategic Implementation Punch List with a corresponding “companion piece that is much more concise,” and the Trustees agreed to consider Ms. Holt’s idea.

## **V. INFORMATION ONLY – LIBRARY DIRECTOR REPRESENTATIVE ADMINISTRATIVE REPORTS**

### **V.a INFORMATION ONLY – PRESENTATION AND DISCUSSION OF REPORTS CONCERNING ACTIVITIES AND OPERATIONS OF THE LIBRARY SINCE THE PRESENTATION OF THE LAST REPORT.**

(7:31:15) – Chairperson Knight introduced the item. Ms. Holt presented on the agenda materials and responded to clarifying questions.

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(7:33:57) – Trustee Markle requested a presentation of the highlights from the Public Library Association Meeting, which Dr. Colegrove was currently attending, during the April 2022 Library Director’s Report.

**VI. INFORMATION ONLY – BOARD MEMBERS’ ANNOUNCEMENTS & REQUEST FOR INFORMATION.**

(7:15:02) – Vice Chairperson Cranston announced that this meeting would be his last meeting as a LBOT Trustee, as he would be resigning from the Board. Chairperson Knight commented that “it has certainly been a pleasure with you contributing to this Board. I certainly hope that you won’t be a stranger when you do return to Carson City, and that you keep making positive contributions in as many areas of the community as you see fit.” She also congratulated Vice Chairperson Cranston on his newborn and asked that he extend that sentiment to his wife. Ms. Holt echoed Chairperson Knight’s sentiments.

(7:53:18) – Chairperson Knight entertained additional Trustee announcements and requests for information. Trustee Nichols informed the Board about the “beautiful writeup” that was complimenting Browsers Corner Book Store on Carson Now, and she believed that “it’s about time that someone acknowledged them.”

**VII. PUBLIC COMMENT**

(7:54:11) – Chairperson Knight entertained public comments; however, none were forthcoming.

**VIII. FOR POSSIBLE ACTION – ADJOURNMENT**

**(7:54:29) – Chairperson Knight adjourned the meeting at 7:54 p.m.**

The Minutes of the March 24, 2022 Carson City Library Board of Trustees meeting are so approved this 28<sup>th</sup> day of April 2022.