

CARSON CITY LIBRARY BOARD OF TRUSTEES (LBOT)

Minutes of the June 8, 2023 Regular Meeting Page 1

A regular meeting of the Carson City Library Board of Trustees was scheduled for 5:30 p.m. on Thursday, June 8, 2023 in the Carson City Community Center Bonanza Room, 851 East William Street, Carson City, Nevada 89701.

PRESENT: Chairperson Julie Knight
Vice Chair Beth Lucas
Trustee Elizabeth Markle
Trustee Sarena Nichols
Trustee Jonathon Olivas

STAFF: Joy Holt, Library Director
Melanie Bruketta, Director of Human Resources
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.

I. CALL TO ORDER - ROLL CALL

(5:35:18) – Chairperson Knight called the meeting to order at 5:35 p.m. Roll was called; a quorum was present.

II. PUBLIC COMMENT

(5:35:34) – 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 (MAY 11, 2023).

(5:35:58) – Chairperson Knight introduced the item and entertained changes, comments, and a motion.

(5:36:10) – MOTION: Trustee Markle moved to approve the May 11, 2023 meeting minutes as presented. Trustee Olivas seconded the motion. The motion carried 5-0-0.

IV. FOR POSSIBLE ACTION - LIBRARY BOARD OF TRUSTEE BUSINESS

IV.a FOR POSSIBLE ACTION: DISCUSSION AND POSSIBLE ACTION TO CONDUCT THE ANNUAL UNCLASSIFIED JOB PERFORMANCE APPRAISAL AND EVALUATION OF THE LIBRARY DIRECTOR. STAFF SUMMARY: THE CARSON CITY LIBRARY BOARD OF TRUSTEES HAS THE DUTY TO COMPLETE AN ANNUAL JOB PERFORMANCE APPRAISAL AND EVALUATION OF THE LIBRARY DIRECTOR ON OR BEFORE JULY 1 OF EACH YEAR. DELIBERATIONS REGARDING CHARACTER, COMPETENCE AND PERFORMANCE RELEVANT TO EXISTING, AND PROPOSED GOALS OR OBJECTIVES, MAY BE CONDUCTED.

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(5:36:34) – Chairperson Knight introduced the item. Relating to the annual job performance appraisal and evaluation for Ms. Holt as the Library Director, the Trustees and Ms. Holt reviewed the results of the employee survey and the Unclassified Job Performance Appraisal, which are available at the link <https://carsoncitylibrary.org/wp-content/uploads/2023/06/20230609122602.pdf> as Late Materials. The Trustees and Ms. Holt also provided feedback on the results and the Unclassified Job Performance Appraisal.

(5:46:35) – Referencing the employee survey results for the Communication portion, Ms. Holt commented about how the comparison in her response in the area of Communication to the responses of the Library staff members was valuable, as she was able to have “sort of a reality check.” She also noted how those responding to a survey could feel most comfortable through anonymity. Vice Chairperson Lucas pointed out how there was “polar opposite-type feedback” and believed that the responses reflected the variety of communication styles of Ms. Holt’s employee base. Ms. Holt added that some employees may understand her directions while other employees may interpret her directions differently, so she has worked hard in trying to find a way to communicate with individuals who were not “hearing” her. She also understood how “being very clear” about giving directives could be perceived as being curt.

(5:52:00) – Referencing the employee survey results for the Customer Focus portion, Trustee Markle inquired about the feelings of Library staff members about customer service towards the unhoused population that spend a lot of time in the Library, and she noted how it was sometimes difficult for employees to always “share that value.” Trustee Nichols pointed out how the responses in the Customer Focus portion were positive, and Vice Chairperson Lucas stated that, based on her experience involving anonymous evaluations, there would always be individuals who would not rate with the highest score possible in a category based on “principle.” She also added that the survey ratings are interpreted differently depending on the individual completing the survey. Ms. Holt indicated that there was a culture at the Library that she has “pivoted away from” as Library Director, which included treating individuals who were housing insecure as “unapproachable” when they were using Library services, calling dispatch on individuals experiencing homelessness who were sleeping on Library property, and referring to individuals who were housing insecure by inappropriate nicknames. She noted that if she and Library staff members continued to enforce the Library’s rules to not tolerate drinking alcohol, passing drugs around, and smoking cigarettes, then the amount of that activity would decline. She believed that some individuals were uncomfortable with Library users, and some Library staff members were uncomfortable with the reality of homelessness. Ms. Holt stated that, after becoming more acquainted with the individuals at the Library who were housing insecure, many of those individuals “police” one another to comply with the Library’s rules. Trustee Markle believed that the respectful treatment of the homeless population while at the Library benefited the community.

(6:03:27) – Referencing the employee comment stating that Ms. Holt’s “*behavior changes depending on the individual on the receiving end, i.e. favoritism*” in the Average Employee Response portion of the employee survey, Chairperson Knight believed that “that’s good management” because employees may need to be spoken to differently when being approached by Ms. Holt. Chairperson Knight advised that Ms. Holt monitor how her behavior towards different Library staff members could be construed as showing favoritism. Ms. Holt stated that she has publicly acknowledged Library staff members when they notify her of an achievement, which she believed may be perceived as favoritism. She also believed that employees who are not “stoked” about performing a task that they are asked to perform may feel as though they are being asked to do more than other employees. Regarding an employee comment stating that Ms. Holt’s stress “*is felt by employees below her which negatively impacts employee morale,*” Ms. Holt believed that it was “a little unreasonable” to expect Ms. Holt to not show stress when other Library staff members have shown stress at work, and she suspected that the comment could be related to the Library staff members not fulfilling Ms. Holt’s directive to complete training with the Makers’ Space. She noted that the experience showed her that she possibly needed to be more involved with ensuring Library staff members were completing their training

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by the deadline she had provided, since she allowed the flexibility for staff members to accomplish the training at their convenience and in alignment with their schedules.

(6:28:03) – Referencing the employee comments for the Decision Making and Problem Solving portion of the employee survey, Ms. Holt believed that her attribute of being “a problem solver” may be connected to her perceived abrasiveness when employees may only wish to vent to Ms. Holt.

(6:32:35) – Referencing an employee comment in the Leadership portion of the employee survey stating that *“this depends on the staff member, where one will be encouraged to do new opportunities or expand their horizons. A few [staff members] will be shut down and/or blackmailed to do so. Some have special privilege[s] while others reap the downfall,”* Ms. Holt indicated that she had “no idea what that means.” Trustee Markle pointed out that the comment could mean that a staff member was obtaining a special privilege, such as leaving work early, to avoid a particular task, and another staff member was obligated to “pick up” that task. Ms. Holt also mentioned that the comment could be referring to situations of a staff member moving from a classified position to an unclassified position at the Library. Chairperson Knight noted that Ms. Holt may have staff members who could be given more leeway while other staff members may not be ready to be “empowered” to that same extent. Ms. Holt indicated that the employee comment stating that Ms. Holt *“does not allow all employees to attend all of the employee meetings”* was “blatantly untrue,” and she explained that the Library had two meetings for staff members to attend. Vice Chairperson Lucas suggested recording the meetings involving Library staff members.

(6:42:31) – Ms. Holt noted that Library staff members were coping with mental and physical fatigue from working in customer service; however, she also acknowledged that there was “a constant balance” with providing good customer service and trying to avoid work burnout. She added that finding a balance was difficult when working with individuals with mental health issues and substance abuse issues. She stated that staff members have been involved in training scenarios to understand how to properly manage instances involving mental illness. Trustee Markle suggested occasionally offering small rewards to Library staff members, such as a \$10 gift card, and she commented that some employees need individual rewards. Chairperson Knight recommended not offering rewards that have a cash value.

(7:06:00) – Ms. Bruketta explained how the Trustees would be rating Ms. Holt’s performance in the Unclassified Job Performance Appraisal based on Ms. Holt’s major job responsibilities. Ms. Bruketta also responded to clarifying questions. The consensus among the Trustees was to rate Ms. Holt’s performance as “above expectations” for her ability to fulfill the major job expectations for the Library Director position.

(7:11:23) – Discussion ensued regarding the Trustees’ rating of Ms. Holt for her performance of the objective, during which the Trustees decided on the rating of “above expectations.” The Trustees also discussed the objectives and the priorities for the next performance period of the Library Director.

(7:50:21) – MOTION: Vice Chairperson Lucas moved to accept the Library Director job performance appraisal and evaluation as discussed. Trustee Nichols seconded the motion. The motion carried 5-0-0.

V. INFORMATION ONLY - LIBRARY DIRECTOR REPRESENTATIVE ADMINISTRATIVE REPORTS

V.a INFORMATION ONLY - ADMINISTRATIVE REPORTS OF LIBRARY DIRECTOR CONSISTING OF REPORTS CONCERNING GENERAL FUND, GIFT FUND, GRANTS, STAFFING UPDATES, PROGRAMMING AND OUTREACH EVENTS FOR APRIL 2023, AND UPDATES ON CARSON CITY LIBRARY ADMINISTRATIVE ACTIVITIES SINCE THE PREVIOUS REPORTS.

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(7:50:37) – Chairperson Knight introduced the item. Ms. Holt referenced the fiscal year (FY) 2023 Library General Fund, Gift Fund, and Grants Board Reports as well as her report, all of which are incorporated into the record. She also responded to clarifying questions.

(8:09:36) – Based on the selection of baby changing stations provided by Ms. Holt and incorporated into the agenda materials, the Board agreed on installing the Koala Kare brand baby changing station in the women's and men's restrooms at the Library.

VI. INFORMATION ONLY - BOARD MEMBER ANNOUNCEMENTS & REQUEST FOR INFORMATION

(8:14:03) – Chairperson Knight entertained Trustee announcements and requests for information. Trustee Markle inquired about information regarding moving the table or the bench outside of the Library's entrance, and Ms. Holt stated that the matter was one of the first items she would be addressing once a Deputy Library Director had been hired.

VII. PUBLIC COMMENT

(8:14:50) – Chairperson Knight entertained public comments; however, none were forthcoming.

VIII. FOR POSSIBLE ACTION – ADJOURNMENT

(8:15:01) – Chairperson Knight adjourned the meeting at 8:15 p.m.

The Minutes of the June 8, 2023 Carson City Library Board of Trustees meeting are so approved this 13th day of July 2023.