April 25, 2024

The Churchill County Library Board of Trustees held a public meeting on Thursday April 25, 2024, at the Churchill County Administration Building, Commissioner's Chambers, 155 N. Taylor Street, Fallon, NV. The meeting was scheduled to begin at 3:00pm.

REGULAR AGENDA ITEMS

1. **Call to Order:** @ 3:00pm, Kelli Kelly
2. **Pledge of Allegiance**
3. **Public Comment?** Chairperson Kelli Kelly opened the floor to anyone wishing to make a public comment. The only public comment at the time came from outgoing IT Librarian Joe Salsman who made the following comment:

   "I was asked by C.L. earlier today to provide feedback on anything she could have done differently in managing library staff and me specifically, as I have recently taken a new position. I didn't answer the question at the time because I feared the reaction would be nonconstructive, combative, and argumentative, so I am giving that feedback now. As the board is probably aware, I have accepted another position elsewhere. In lieu of a formal exit interview, I would like to comment to the board on the reasons behind my decision. C.L.'s adversarial behavior towards staff and patrons, and administrative disfunction have been damaging the library's ability to serve the community for much of her tenure. This chaotic and hostile environment lead me to seek work elsewhere, and I felt I could no longer be of effective service to the community under these conditions that are harmful to staff, patrons, and the community in general. So, I would like the board to be aware that that is what fueled my decision, and that has been a major source of tension within the library over the last year."

4. **Roll Call of Members:**

Present were: Trustees, Kelli Kelly, Ashlee McGarity, Jo Petteruti, Tara Price-Gritzmacher, and Jessica Rowe; Library Director C.L. Quillen; and Deputy District Attorney Jeff Weed.

Absent: County Commissioner Bus Scharmann

5. **Verification of the posting of the agenda:** Verified by Library Director C.L. Quillen, posted on April 19th

6. **Consideration and possible action – Approval of agenda:** Revision: None
   A motion was made to approve the agenda as presented by Tara Price Gritzmacher, seconded by Jo Petteruti. All in favor.

7. **Consideration and possible action – Approval of minutes, March 28, 2024:**
   A motion was made to adopt the minutes from the March 28, 2024 meeting as presented by Tara Price Gritzmacher, seconded by Jo Petteruti. Ashlee McGarity and Jessica Rowe abstained, all others in favor.

8. Board of Trustees Report

Chairperson, Trustee Kelli Kelly started her report by welcoming the newest trustee, Jessica Rowe. Kelli Kelly then reported that she is happy to be getting back into reading, having checked out something like 8 books from the library in the last month.

Trustee Kelly reported that she briefly attended the joint fundraising event held with the Churchill Arts Council, the Churchill County Museum, and the Churchill Library Association. She thought it was a lot of fun and expressed gratitude for those who organized and ran the event.

Additionally, Trustee Kelly reported that she attended the latest Churchill County Library staff meeting where Director Quillen was expecting to discuss with staff the proposed budget cuts and how they might effect the staff and day-to-day running of the library. She walked away from that meeting feeling positive, adding that she thought there was a lot of good idea generation about ways to maximize partnerships to continue offering dynamic programming while still limiting the necessity of staff being facilitators. She said she appreciates being able to connect in that way.

Vice Chairperson, Trustee Jo Petteruti reported that she, too, attended the Roaring 20s event. She and Director Quillen worked together with the Churchill County Museum director and others to put the entire thing together. She agreed that it was a fun event and added that the food was amazing.

Trustee Petteruti then asked Trustee Kelly if her attendance at the staff meeting was by invite and what made her decide to attend.

Trustee Kelly's response was that she and Director Quillen had met the day before the staff meeting to discuss potential strategies regarding the budget cuts. During that conversation, Director Quillen indicated that she would be talking with staff at their regular meeting the following morning. Trustee Kelly expressed interest in attending the staff meeting to be a part of that conversation, to which Director Quillen noted some concerns, notably that the staff may be less than candid with a trustee present. Trustee Kelly reported that she ultimately decided to attend the staff meeting after first checking with Churchill County HR Manager Chris Spross to ensure that it would be within the purview of the roll of a trustee, which he confirmed to be true. She gave both Director Quillen and HR Manager Chris Spross notice of her decision. Trustee Kelly added that her intention was to not burden the staff with scheduling an additional meeting just to meet with her to share ideas regarding the library's response to the budget cuts.

Trustee Petteruti asked if Trustee Kelly attended the staff meeting alone, to which Trustee Kelly replied that she was joined by Trustee Ashlee McGarity. Trustee Petteruti expressed her disapproval of the situation because she feels like trustee presence would be a burden on the staff, like they would be less able to be free with their comments to their manager.

Trustee Kelly shared that the feedback she received from the staff regarding that meeting was overwhelmingly positive, adding that, before the meeting ended, the children's librarian voiced that she had never worked in a library before where she as staff felt so connected and supported in her role at the library by a trustee board member. In responses, Trustee Petteruti commented that she found it interesting that she got that from just one meeting. And then continued, adding that sometimes people say positive things or behave in a positive way even though they may not feel that way. Trustee Kelly reiterated that her intention was to hear what ideas came out in order to get a sense of consensus. It gave staff an opportunity to ask questions of Trustee Kelly as the board's chairperson as well as providing other perspectives. She stated again that the ideas that were shared during the meeting were very productive and helpful.

Trustee Petteruti asked Trustee Kelly to provide a report to the board to share the ideas that came up during the staff meeting. Trustee Kelly said that it can't be presented during today's meeting because it isn't agenized, but she is happy to share the notes at the next board meeting.

Trustee Ashlee McGarity reported that, as previously discussed, she attended the staff meeting. She reported being inspired by the proactivity of the staff. The staff really want to serve the community, they really want to connect with each other and the Library Board. She also added that the staff are working very hard without many resources being provided. The staff deserve a good pat on the back and all of the love ever for that. Trustee Petteruti agreed.

Trustee Tara Price-Gritzmacher asked why some Trustees were invited to the staff meeting while others were not. Trustee Kelly responded saying that she signaled her intention to attend offhandedly in a conversation with Trustee McGarity. Trustee McGarity expressed interest in attending also. Due to constraints by open meeting law, there could not be any additional board members present because it would constitute a quorum. Trustee Kelly then reminded the board that it is within the purview of the board to go to any meeting affiliated with the library and anyone who would like to go should go. The board needs to make sure to limit attendance to two or fewer trustees. Trustee Kelly also took a moment to put a reminder out that where there are events that do not allow for that limit, we as a board need to ensure we adhere to open meeting laws by not discussing library matters.

9. Library Directors Report

- Statistics – Director Quillen noted that statistics for March are down a little from the previous year. Programming statistics are being broken down and presented a little differently than previous years in order to be more in line with state reporting. The gate counter is still not functioning properly. Physical circulation is up from last month but down from last March.
- Library Budget – The county has asked that the operations budget be cut by 10% for this year. The library is doing its best to comply, but a lot of expenses have already been completely funded and other necessary expenses have increased significantly. These make it difficult to meet the request. Director Quillen also noted that many book orders have been cancelled and while she didn't have time to agenize a request for this meeting, there will be a request at the next meeting for funds from the Morgan Trust to help cover costs of books so we can continue to offer bestsellers and other requests from patrons. More changes are being required as well. Director

Quillen noted that LSTA grant eligibility requires that at least 10% of a library's budget be spent on collection development, but there is opportunity for a waiver in certain circumstances.

- Library Gate - The gate counter is still not functioning properly. There is a help ticket submitted and an appointment is pending with Envisionware (the servicer) to assess the issue. The issues seem to stem from power outages. Director Quillen made connection with an Envisionware representative at the ALA conference in Ohio and was informed that service for the library gate is under contract until January 2025. One option discussed is replacing the gate with a simple door counter. Director Quillen also noted that there is an issue with the coin machine portion of the print release station malfunctioning. There is a separate service ticket submitted to Envisionware and they expect it will need to be replaced. Director Quillen is waiting for a quote.
- Adult Service Librarian Update – The county has frozen hiring for this position.
- Resignation of IT Librarian effective Monday, April 29, 2024
- Resignation of Library Assistant (25 hours a week) effective May 10, 2024
- Roaring 20s Event – CLA and Museum, Saturday April 6 at CAC – It was a great event and people seemed to have a fabulous time. The food was good. Raffles were successful.
- Nevada Library Director's Summit, 5/29-31 – State Library considers this mandatory training for new directors. Director Quillen informed them that the current staffing situation may not allow her to attend.
- Report on PLA Conference – Columbus Ohio, Director Quillen reported on new products that may be useful for the library, including items that can be added to the senior memory kits. Director Quillen was able to connect with a lot of vendors that do business with the library and she attended a few excellent programs focusing on diversity and inclusion, book banning, as well as more administrative/leadership programming. The advertised keynotes had to cancel but were replaced by Shola Richards, author of Making Work Work.
- Page interviews will happen tomorrow (4/26/24) – This position is not frozen by the county due to it not being a benefitted position.

Next Board Meeting

The next board meeting will be held Thursday, May 16, 2024 at 3pm in the Churchill County Administration Building 155 N. Taylor Street, Commission Chambers.

OLD BUSINESS –

None

NEW BUSINESS

1. **Consideration and possible action – Action to approve monthly budget report.**

The County has asked for a 10% cut for the remaining quarter of the year. It has to come from services and supplies, which only has 9.92% remaining. The County expects departments to do their best, but is aware that it may not be attainable. Trustee Petteruti reintroduced the idea of diverting the utilities costs for 507 Maine to the County. Director Quillen reminded the board that we've explored that in the past and it isn't feasible considering so much of the property actually is under the library's purview.
A motion was made to approve the monthly budget report as presented by Jo Petteruti, seconded by Ashlee McGarity. All in favor.

2. **Consideration and possible action – Action to approve the Library Gift Fund.**
The report was not included in the packet and is not available for approval. A motion was made to table the approval of the Library Gift Fund by Jo Petteruti, seconded by Tara Price-Gritzmacher. All in favor.
3. **Consideration and possible action – Action to approve the Library Director's annual evaluation report.**

Churchill County HR Manager Chris Spross presented the Director's annual evaluation report with a reminder that any discussion of professional competence of an executive or administrative officer must occur in an open session and that's why we're discussing it today. Blank evaluation forms were sent out to individuals to complete on April 2, 2024. Completed evaluations were received on April 9, 2024. The completed evaluations were used to assemble two composite reports. The first took comments and grades from the individual reports and compiled them into one report that was given to the director for her review. This report was completed using the original receipt of evaluations, though HR Manager Spross noted that there was one board member who requested to change their evaluation but he didn't find that to be prudent at the time and instead suggested that any additional comments be discussed at this meeting today. The second report was compiled for the Board and is a little different from the report given to Director Quillen. The Board's report is included in today's packet and only includes the grades that are averaged from the individual evaluations. Comments and scores on evaluations are kept confidential. HR Manager Spross invited questions and comments.

Trustee Petteruti asked Manager Spross if, when he delivered the report to Director Quillen on April 16th, there was discussion or it was just a "here you go" interaction. Manager Spross replied that it was basically a "here you go" interaction and added that there is not much he can add to comments that are made by the Board. He can't explain anything and he doesn't want to put words in the Board's mouth. He doesn't want to impart or impose any comments that may be taken out of context with what is in the comments.

Trustee Petteruti followed up by asking for clarification on his response to the Trustee who asked to change their evaluation. Manager Spross clarified that he didn't feel it was prudent to redact or supply an amended evaluation. What he said to them was that this will be discussed in an open session. If there are any accolades or comments to made as part of that amendment, they can be discussed during that session as opposed to amending the evaluation.

Trustee Petteruti noted that she thought it was very positive that Director Quillen scored pretty high in relationships with customers, responsiveness to the library board, and the innovation categories. She wanted to acknowledge that those are important.

Trustee Kelly noted that she has some pretty significant concerns about the Director's review and performance issues. She said that leading up to this evaluation she both reached out and was approached by a variety of members of the library community to ask questions about culture, communication, and staff and patron satisfaction. She stated that she heard from members of other departments at the County and other collaborative partners who sought her out to give input on their working relationships with Director Quillen. Trustee Kelly expressed that she brought those perspectives along with her own perspective to her evaluation process. She has pretty significant concerns and at this point she does not feel comfortable herself with moving forward with approval of this evaluation.

Trustee Petteruti asked why these concerns were not brought forward before this meeting. She said it's like "here's the review and oh, by the way, I really don't like you anymore" and called it inappropriate.

Trustee Kelly replied that it has nothing to do with liking or disliking anything but the performance. Trustee Kelly made clear that she has no interest in micromanaging, especially at the beginning of a tenure of a new director. She explained that she made space for the new director to set her course without a whole lot of involvement or meddling. Trustee Kelly added that when she was approached by staff, by other County departments and employees, and library staff, she grew concerned. She said it gave her a wider lens that what she had initially experienced as an individual.

Trustee Petteruti asked Trustee Kelly whether she thought it would be appropriate to bring those comments to Director Quillen's attention so that she could address them. Trustee Kelly explained that she and Director Quillen have met on at least a monthly basis over the last year to discuss issues within the library, to strategize solutions, and consistently there has been identification of problems and suggested solutions. That dialog between the two, as Chairperson and Director, has been happening consistently throughout the entire year.

Trustee Petteruti mentioned that it has taken her by surprise because it hasn't been brought up until now and she feels like she's been blindsided. She said that if there have been issues with our Director, then we should have had an opportunity to go into a closed session to discuss them before right now. She expressed that Director Quillen should have been made aware of these issues because there's nothing she can do about it now. If the board had been made aware earlier, we could have done our part to help her improve.

Trustee Kelly then explained that her understanding of these meetings with Director Quillen were an unloading, venting, verbal processing of challenges, and it wasn't until within a few days of the last board meeting that she heard others' perspectives. Sharing those perspectives with the board was not something she could do at that point because of the timing of meetings and restrictions on agendas.

Trustee Kelly suggested that, in light of the exchange between her and Trustee Petteruti, the best course would be to set a special meeting to discuss this item, perhaps allowing time for closed session if it is needed.

Deputy DA Jeff Weed intervened and clarified that, while there are circumstances that can be taken to a closed session, this circumstance and this position would not qualify for a closed session.

Trustee Tara Price-Gritzmacher commented that, at this point, she does not feel she has enough information to make a decision regarding this review.

Trustee McGarity commented that she has had opportunities to build relationships with the staff at the library based on their shared professional focus. She stated that in that capacity, every single staff member has mentioned concerns over feeling disrespected and unvalued. Trustee McGarity felt that the staff perspective would be important for the board to consider for this item.

Trustee Petteruti reiterated that she is disappointed that these concerns weren't shared with the board at an earlier stage.

Trustee McGarity clarified that she gave the situation the benefit of the doubt, knowing that Director Quillen is new and trying to get her feet wet. She wanted to give her an opportunity to get settled and see where she fits. Trustee McGarity stated that most of the issues that came up in conversation before the evaluation were things that she could chalk up to Director Quillen getting her feet wet and the staff learning to be under new leadership. She added that it wasn't until after she submitted her evaluation, admitting that she was the one who emailed Manager Spross regarding amendment, that the staff gave more details about the issues with the director. Trustee McGarity added that she thinks it's a big red flag that we have had so many staff resign so quickly because of how they feel about how they are treated.

Trustee Petteruti asked what we need to do from here, considering it seems the board is losing confidence in its director there is a lot of things to discuss. Trustee Kelly agreed that those are great questions but that they can't be up for discussion because they are not agenized. Trustee Petteruti requested that this be added to the May agenda and Trustee Kelly agreed, adding that she would like to see us have a special meeting to discuss this item, New Business Item 3 – Library Director's annual evaluation report. Thursday, May 9th at 4pm was the consensus.

A motion was made to table New Business item 3, Consideration and possible action to approve the Library Director's annual evaluation report to a special meeting called on Thursday May 9, 2024, at the Commission Chambers by Jo Petteruti, seconded by Tara Price- Gritzmacher. All approved.

4. **Consideration and possible action – Review of CLA Endowment Fund**
Trustee Petteruti presented the Edward Jones report of the Endowment Fund. It has been very successful. Trustee Kelly thanked Trustee Petteruti for advocating for the Board of Trustees

to move funds from the County over to the Edward Jones account 5 years ago, even though it wasn't a widely popular move at the time. Trustee Petteruti added that there is a small corporate account that covers fees, etc., ensuring that those fees don't come from the actual Endowment Fund.

5. **Consideration and possible action – Review of Library Board of Trustees Bylaws**
   The bylaws were included at the request of Trustee Petteruti. The CLA is in the process of updating their bylaws and she thought it would be helpful for the Board of Trustees to have a fresh look at the bylaws.

   Trustee Petteruti noted that the document contains a section on the responsibilities of the director, but nothing on the responsibilities of the trustees. We know that the trustee responsibilities are laid out in the NRS, but there isn't even a note in the bylaws referencing the NRS. She asked Deputy DA Weed for his thoughts to which he replied that he agrees that section of the bylaws is pretty sparse. He added that if it is in the NRS he doesn't think it has to be in the bylaws, that would be down to the preference of the Board.

   Trustee McGarity pointed out that the Nevada State Library's website does have a breakdown of duties and responsibilities of library board members and that may be a good resource to check out. Trustee Petteruti agreed that it would be nice to have all of that clearly in one place.

   Trustee Petteruti also mentioned that we do have training modules and maybe we could all revisit our Board training.

6. **Consideration and possible action – Review of Library Hours**
   At the suggestion of the State Library, Director Quillen completed an analysis of hours the library is open versus the number of full time staff. The State Library shared some data from other libraries, but none were very comparable to our library, considering our much higher circulation, volunteers, and fewer full time staff. Director Quillen expressed concerns over staffing and still allowing 2-person coverage and vacations, as well as any emergencies that may come up. She suggested cutting back to five days a week, with those five days being Tuesday through Saturday since Mondays are the slowest days and many patrons only have Saturday available to come in. Director Quillen has reached out to HR regarding flexible scheduling as well as exploring other ways to outsource some library tasks like spine labeling, etc, Additional ideas to continue service with limited staff include offering lockers for patron pickup. Director Quillen has submitted requests for waivers for the staff hiring gap requirements.

   Trustee Kelly reminded the board that the addition of the fourth librarian position a few years back did not mean that the hours of operation changed, it only allowed for more programming and flexibility to offer programming outside of the library like IT Librarian Joe Salsman offering one-on-one sessions at the Pennington Life Center.

Trustee Kelly noted that, based on the agenda, we cannot take any action on this item. We need to allow for the public to share their thoughts.

Director Quillen again expressed concern over limited staff over the next few weeks.

Trustee Jessica Rowe asked for clarification on County mechanisms for emergency situations that effect staffing and emergency hiring. Are there options for security personnel, temporary hires, etc. Deputy DA Weed stated that there have been instances where there is crossover in departments, but he isn't prepared to answer questions like that at the moment.

Director Quillen with touch base with Manager Spross regarding staffing options.

Members expressed concerns over cutting hours as it may be misconstrued in many ways, including the library not being a valuable asset or not needing funding.

Trustee Rowe noted that the timeline for staffing shortfall will come before our next meeting, and we should have some sort of emergency temporary situation for that week.

Director Quillen suggested this staffing and hours item be added to the agenda for our special meeting and it was met with agreement.

Trustee Rowe will be helping to research options to address the staff shortage.

Public Comment –

Director Quillen commented that, regarding the evaluation process, the wording was taken directly from previous year's agendas, including the step increases, etc., and she would have updated the wording if she had know it was needed.

Adjournment: Kelli Kelly, 4:34pm

Respectfully submitted,

Ashlee McGarity
May 9, 2024