Pahrump Community Library Minutes of the July 8, 2024 Meeting

1. Call to Order

Meeting called to order at 10:09 am.

2. Members Roll Call

In Attendance: Secretary Kelly Green, Trustee Dee Mounts, Vice Chair Michael Runion, Chair Shewalter, Assistant Director Shanna Gibbons, Children's Head Alysha Wogee, Reference Department Head Kimberly Thomas, Commissioner Frank Carbone

Not Present: Trustee Matthew Morris, Senior Deputy District Attorney Michelle Nelson

3. Pledge of Allegiance

Commissioner Carbone led the Pledge of Allegiance prior to the Call to Order.

4. <u>Trustee/Director/Liaison Comments – This item is limited to announcements or topics/issues proposed for future workshops, committees, and agendas.</u>

Commissioner Frank Carbone says he is glad he could make it today, he has already had three meetings this morning, and thank you for having a great selection of individuals here to do the work and he is glad to see you all here.

Chair Shewalter thanks him for his comments.

Secretary Green thanks everyone for braving the heat and coming out this morning.

With no further comment, item 4 is closed.

5. GENERAL PUBLIC COMMENT: (*Action will NOT be taken no matters considered during this period until specifically included on an agenda as an action item.)

Lora Stewart says she has a question about item 13.

Chair Shewalter asks her to hold her comments until the item it pertains to.

With no further public comment, item 5 is closed.

6. Approval of July 8, 2024 Agenda (Non-action item)

Chair Shewalter moves to strike item number 7 as there are no emergency items.

Without objection, the July 8, 2024 agenda is approved.

Chair Shewalter addresses item 12 prior to item 8.

7. For Possible Action: Emergency Items

Item 7 is struck as there are no emergency items.

12. For Possible Action: Discussion and deliberation to appoint Assistant Director Shanna Gibbons as Acting Director.

Trustee Mounts makes a motion to appoint Assistant Director Shanna Gibbons as Acting Director. Vice Chair Runion seconds the motion.

Secretary Green has no comments.

Trustee Mounts says she likes the fact that we have worked with Shanna before and she does an excellent job.

Vice Chair Runion has no comments.

Chair Shewalter says he is in support of this motion, Shanna will do a great job while we are looking for a new director, and she did a phenomenal job last time we were on the hunt.

Commissioner Frank Carbone says he thinks this motion is a great motion.

With no further comment, public comment is closed.

There is no further board comment.

Chair Shewalter calls the question. The measure passes 4-0 with one absent.

8. For Possible Action: Discussion and deliberation to approve or amend and approve the meeting minutes for June 10, 2024.

Vice Chair Runion makes a motion to approve the meeting minutes for June 10, 2024. Secretary Green seconds the motion.

Chair Shewalter says Kim's efforts are valuable, he can tell what exactly happened when reading through the minutes and is impressed.

There is no public comment.

Chair Shewalter calls the question. The measure passes 4-0 with one absent.

9. <u>Presentation: Treasurer's Report by Shanna Gibbons for discussion of monthly expenditures and revenue for June 2024.</u>

Acting Director Shanna Gibbons reads from her report beginning on page 16 of the backup.

Chair Shewalter asks if the grants number is a credit or a debit. Acting Director Gibbons says it is definitely a credit, but she does not know where the number came from because she did not put the report together. Chair Shewalter asks if Children's Head Alysha Wogee knows, and she states that she is not sure.

Acting Director Gibbons continues reading the report.

Chair Shewalter asks about the circulation and reference credit card collections. If we are keeping track of notary but some of the transactions are credit card transactions, how is the notary number accurate? Acting Director Gibbons says it is not. Chair Shewalter says we talked about paying more for notary public. Acting Director Gibbons says we have older registers, but if we had a different point-of-sale system, we could probably keep track of that. Chair Shewalter thanks Acting Director Gibbons.

Vice Chair Runion asks on page 17 and page 16 travel and training appear to be swapped on one of the two reports. Page 16 indicates 100% of the training budget is left, but page 17 says we had \$523 of expenditures for training. That \$523 appears under the travel line on page 16. He also asks why we have not used any of the training budget. He says staff retention is critical and training is part of retention. The money is there and we should spend it.

Chair Shewalter says he will look into the training expenditures offline with the acting director.

With no further comment, item 9 is closed.

10. For Possible Action: Discussion and deliberation to approve or amend and approve payment vouchers for June 2024 through July 2024.

Acting Director Gibbons reads from the payment vouchers as found on page 20 of the backup.

Chair Shewalter asks about EBSCO on page 20 it shows we paid \$713.10 but on page 23 it shows that same amount for May and June. There is also an amount of \$56.41 for EBSCO in July and \$6,841.00 in September. He asks for clarification on these charges. Acting Director Gibbons says one is for magazines and the other is for databases. She confirms \$713.10 for both May and June is also correct.

Chair Shewalter asks about Nevada State Bank - on page 20 for this month it is \$1426.05 but on page 23, for the entire year, the Nevada State Bank credit card has no entries except for June. Acting Director Gibbons says it is because the credit card used to be paid out of petty cash, but since there was no petty cash reimbursement or the past few months, former Director Anderson has been making a voucher and putting it on the voucher.

Chair Shewalter asks about other items on the page 23 annual breakdown that says they are monthly but do not reflect charges on a monthly basis, and why that is. Acting Director Gibbons says we have to send the bills to the county for approval and sometimes will get a late bill and end up with a double payment. It depends on when the bill is sent.

Chair Shewalter asks about Office1 for copies, and what we are paying for. The amount is \$106 but cumulative for the year was \$3383.45. Acting Director Gibbons says we have a plan with them but if it goes over a certain amount of copies we get charged. Otherwise we pay a service fee and the \$3383.45 amount includes toner.

Acting Director Gibbons continues reading from the report. Chair Shewalter makes a makes a motion to accept additional backup for the petty cash vouchers. Vice Chair Runion seconds. Chair Shewalter calls the question. The measure passes 4-0 with one absence. Chair Shewalter calls a 15 minute recess to make and distribute copies for the board and audience of the backup.

Chair Shewalter calls the meeting back to order at 11:07 am.

Secretary Green asks about the charges for CVS. Acting Director Gibbons says the receipts are currently with the rest of the receipts for an entire year are in an envelope.

Chair Shewalter says there was a check made out to the former director for \$540.50 but the petty cash voucher lists it as SUU, which raises a flag.

Chair Shewalter makes a motion to amend and approve the petty cash vouchers for May and June omitting the SUU education item for \$540.50. Vice Chair Runion seconds.

Karen Waldman asks about how petty cash amounts show up in general expense reports. She has additional comments about the budget and Chair Shewalter asks her to restrict her comments to the petty cash vouchers.

There is no additional public comment.

Secretary Green says SUU may be Southern Utah University. Chair Shewalter says his point was that the check was not written out to SUU.

Trustee Mounts says she doesn't have questions because it is not fair to the Acting Director Gibbons, who did not put the reports together. Chair Shewalter says it is no reflection on Acting Director Gibbons as the reports were submitted last month. The backup that was passed out today was given to him by the former director but she did not provide the credit card receipts. The board is in a position to not approve certain things instead of blanket approving and that is why the motion was to amend and approve.

Vice Chair Runion says his concerns have already been addressed.

Chair Shewalter calls the question.

The measure to amend and approve passes 4-0 with one absent.

11. Presentation: Librarian's Report by Shanna Gibbons and Alysha Wogee for discussion on library activity for June 2024. Report activities include, but are not limited to, patron traffic, books checked out, books returned, fees collected, online story time, STEAM, internet use, website usage and materials added.

Acting Director Gibbons reads the report beginning on page 24 of the backup.

Item 12 was addressed prior to item 8.

13. For Possible Action: Discussion and deliberation to approve, amend and approve or reject 1) a radio training program to be coordinated by Vice-Chairman Runion and 2) direct staff on implementation of program.

Chair Shewalter gives Vice Chair Runion and Frank Maurizio time to present their idea.

Frank Maurizio says he is the owner of a low power FM radio station that has been broadcasting since 2014 and is a nonprofit. One of the mandates from the FCC is education and giving back to the community so they came up with this program to get high school students interested in broadcasting and to try to work with disabled veterans.

Michael Runion, speaking as a member of the public, says that he owns 106.9 and partners with Mr. Maurizio and this will be 0 cost to the library. They will provide all the equipment including the transmitter, antenna, soundboard, and computer systems. Podcasting and radio is a business and a direction to go and gives young people something to do.

Secretary Green asks where the equipment will be housed. Mr. Runion says in the library or if not he is more than willing to transport it back and forth. Secretary Green asks how much involvement the regular staff will have to have and whether it will be taking time away from their regular duties. Mr. Runion says as much involvement as they would like to have. The program could be self-encapsulated but if STEAM wants to get involved that would be awesome. However, the radio program doesn't require anything other than space. Secretary Green says she would like to ask the staff what they think. Acting Director Gibbons says the Story Room is more available than the Meeting Rooms, but library staff are stretched pretty thin. She says it could be a library sponsored program in that there wouldn't be a fee to use the room but would require they have their own insurance.

Trustee Mounts says she has experience with Mr. Maurizio and was a guest on Mr. Runion's show a couple years ago when she was running for office, and she says he blocked out her interview. She says she is a constitutionalist and questions whether he will to this to the kids and take out their opinions or first amendment rights. She says he told Mr. Runion it was an equipment failure. Mr. Maurizio says he does not know what she is talking about and needs a date or time. Mr. Runion says it was a short in the mic line and several guests had similar problems. Trustee Mounts asks whether the kids' constitutional rights will be protected if they work together and they agree. Acting Director Shanna Gibbons says there cannot be anything political on the show whatsoever while it is happening in the library for it and we should also check with legal.

Chair Shewalter asks about the footprint of the equipment. Mr. Runion says a laptop, transmitter the size of an cell phone, and a soundboard the size of a lunchbox. Acting Director Gibbons says she does not want to house the equipment and have the library be responsible for it. Chair Shewalter says that is a good point and also wants to confirm

they will comply with any rules about what programming can be transmitted from the library. Mr. Runion and Mr. Maurizio agree.

Chair Shewalter makes a motion to approve) a radio training program to be coordinated by Vice-Chairman Runion and 2) direct staff on implementation of program, coordinating with legal and the acting director.

Chair Shewalter calls a 5 minute recess.

Chair Shewalter calls the meeting back to order at 11:40 am.

Chair Shewalter withdraws his motion and makes a motion to continue the item until August 12, 2024 so that he can speak with legal before moving the program forward. Trustee Mounts seconds.

Lora Stewart says she loves libraries but doesn't think a radio station coming into the library is necessary. She doesn't think you need to supplement your business by coming into the library and using their facilities. We get money for the library and she doesn't want to be supporting someone's personal business.

Chair Shewalter thanks her for her comments.

Karen Waldman says she always believed libraries should be quiet and peaceful and she is not sure how this program would not create noise in the library.

Chair Shewalter thanks her for her comments.

With no further comment, public comment is closed.

There is no further board comment.

Chair Shewalter calls the question to continue.

The measure passes 4-0 with one absent.

14. For Possible Action: Discussion and deliberation to approve, amend and approve or reject 1) the Tales with Pebbles program 2) approve funding for program and 3) direct staff on the implementation of program.

Dee Mounts, speaking as a private citizen, says this program was named from Former Director Vanja Anderson and Acting Director Shanna Gibbons to keep Pebbles' memory alive. The logo is being modified from one she used for her campaign with a cartoonish image of Pebbles with a bow, the graphic design fee is \$60.00 and we will be using a local graphic designer to feed the local economy. She goes over the invoices on page 28 and 29 of the backup. The dogs have to be measured for the harnesses and we don't know yet which dogs passed the therapy program. She passed with Diesel and Sandy passed with Buddy. There are two more teams that are interested. The therapy dog is \$20.00 for the background check and you start being observed by the tester. The insurance comes with the therapy dog certification. There is a \$45.00 annual fee as a therapy dog. John Clausen from the newspaper said he would do the photography of the dogs for free.

Chair Shewalter asks for clarification of the prices on the harnesses. Reference Head Kim Thomas says she priced them on Amazon and went with the highest priced ones, which are largest, because she wasn't sure what size dog everyone would have. They are about \$28.00 each and with free shipping the total would be \$111.96.

Chair Shewalter asks to clarify the total number of teams and harness prices and if \$50.00 each would cover it and Ms. Mounts says it would. He asks about the t-shirt prices and Ms. Mounts says if we ordered 10 t-shirts they are \$17.00 instead of \$25.00 each. Chair Shewalter asks whether the teams will all have background checks and child abuse training and Ms. Mounts confirms this. He asks if it is \$45.00 per team and she says yes.

Ms. Mounts says Kim has been a godsend of picking this up and helping and working with her because it was dropped. She says Kim did a great job. Shanna helped too and they both agreed that they should have Alysha back involved because it is a children's program. Chair Shewalter asks if everyone is good with that. Acting Director Shanna Gibbons says she agrees.

Secretary Green has no comments.

Vice Chair Runion has no comments.

Chair Shewalter makes a motion to approve 1) the Tales with Pebbles program 2) approve funding for program not to exceed \$600 with the additional \$45 per team annually and 3) direct staff on the implementation of program. Trustee Mounts recuses herself. Vice Chair Runion seconds the motion.

Ginny Okowa says she likes the idea, supports it, and thinks it is a great idea.

Chair Shewalter thanks her for her comments.

With no further public comment, public comment is closed.

Chair Shewalter calls the question.

The measure passes 3-0 with one abstaining and one absent.

15. For Possible Action: Discussion and deliberation to approve, amend and approve or reject estimate #277750 from Gunny's Air Conditioning to repair refrigerant leaks at a cost of \$5354.00.

Chair Shewalter says this Trustee Morris asked for this item after meeting with our AC contractor to repair refrigerant leaks in units 1 and 4. Those units have been isolated so the compressors don't burn out while we get this deliberated and approved.

Chair Shewalter makes a motion to approve estimate #277750 from Gunny's Air Conditioning to repair refrigerant leaks at a cost of \$5354.00. Secretary Green seconds the motion. Karen Waldman says she hopes this becomes a vendor listing because there is petty cash paid to Gunny's and they aren't listed on the vendor listing.

With no further comment, public comment is closed.

The measure passes 4-0 with one absent.

16. For Possible Action: Discussion and deliberation to approve, amend and approve or reject estimate #927 from Cutting Edge Landscape to remove the weeds from the rear of the property at a cost of \$800.00.

Secretary Green says this seems expensive and asks if we got other bids.

Acting Director Gibbons says we only got the one estimate because they already do our landscaping and they are familiar with the property. It is a very large overgrown area. Secretary Green asks if she thinks it is a reasonable estimate and she says she does.

Trustee Mounts says it does seem expensive and asks if we could still get more quotes. Assistant Director Gibbons says they already do our landscaping and it's becoming a fire safety hazard and getting it taken care of sooner is better.

Vice Chair Runion asks what the \$800 covers. Acting Director Gibbons refers to page 30, for grading and weed removal.

Chair Shewalter says he does not think \$800 is unreasonable.

Chair Shewalter makes a motion to approve estimate #927 from Cutting Edge Landscape to remove the weeds from the rear of the property at a cost of \$800.00. Secretary Green seconds.

Lora Stewart says she thinks it is a very reasonable estimate.

With no further comment, public comment is closed.

Chair Shewalter calls the question.

The measure passes 4-0 with one absent.

17. <u>Trustee/Director/Liaison Comments: This item is limited to announcements or topics/issues proposed for future workshops, committees and agendas.</u>

Commissioner Carbone says the meeting was a little long but we got a lot accomplished. He says congratulations to Acting Director Shanna Gibbons.

Acting Director Shanna Gibbons says she'll do her best to try to carry us on until we get a new director and asks for a little patience with her reports while she gets things sorted out.

Secretary Green says she wants to thank everyone for coming and thank Ms. Anderson for her service to the community and wish her well in her future endeavors.

Trustee Mounts says she wants to thank everyone for being here and is thankful everyone is very supportive of this reading program and she thinks it will grow fast.

Vice Chair Runion has no comments.

Chair Shewalter says Acting Director Gibbons did a phenomenal job last time we went through this and he is most confident to have her at the helm.

18. Adjournment

Chair Shewalter adjourns the meeting at 12:09 pm.

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Cash Total

\$ 2,752.00

Credit Only Total \$ 859.37

Grand Total \$ 3,611.37

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5906	232	224	214		141	203	223	256	250	278		191	182	206	210	238	268	M PERSONAL	269	193	221	224	236	280		195	195		254	234	289	People SV
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Grand Total \$

Cash Total

\$ 2,570.60

Credit

Total

789.95

3,360.55

Vendor Name	Item	Recurrence	Amoun	τ
A & H Insurance	Insurance	Annual	S	
A to Z Databases	Databases	Annual	\$	
AT&T	Phone	Monthly/Annual	\$	1482.80
Awards Plus	Supplies	As Needed	\$	
Baker & Taylor	Books	Monthly	\$	720.42
Blackstone Audio	Audio	Monthly	\$	
Book Page	Magazine	Yearly	\$	
C&S Waste Solutions	Trash	Monthly	\$	
Center Point Large Print	Books	Yearly / As needed	\$	
Comtech Business System	Phone	As Needed	\$	
Cutting Edge Lawn Care	Lawn	Monthly	\$	
Daniel C. McArthur	Accountant	As Needed	\$	
Data2	Databases	As Needed	\$	
Demco	Supplies	As Needed	\$	
EBSCO	Databases	As Needed	\$	
Findaway	Audio	Monthly	\$	847.01
Follet	ebooks	Annual	\$	
Gale	Books	Monthly	\$	858.69
Genuine Pest Control	Pest Control	Monthly	\$	170.00
Great Basin Water	Water	Monthly	\$	562.17
Grey House Publishing	Books	As Needed	\$	
Gunny's	HVAC	As Needed	\$	5906.00
Industrial Light & Power	Lighting	As Needed	Ś	368.00
Jon Aire	HVAC	As Needed	s	
	Alarm	Annual	\$	
Johnson Controls		A SOCIETY ASSESSMENT A	\$	
Kully	Equipment	As Needed	_	
Las Vegas Review Journal	Ads	As Needed	\$	
Legislative Counsel Bureau	Books	As Needed	\$	
Library Journal	Magazine	As Needed	\$	
Library Store	Supplies	As Needed	\$	
Marks Service Center	Supplies	As Needed	\$	
Mastercraft Electronics	Electronics	As Needed	\$	
Nevada Library Cooperative	ebooks	As Needed	S	
Nevada Public Agency Insurance Pool	Insurance	Annual	\$	
Nevada State Bank	Credit Care	Monthly	\$	2389.4
Network Savants	IT	As Needed	\$	3248.30
Office1	Copies	Monthly	\$	614.89
Pahrump Valley Glass	Windows	As Needed	\$	
Peter's Carpet Cleaning	Carpet	As Needed	\$	
Pitney Bowes	Supplies	As Needed	\$	
Proquest	Database	Annual	\$	
Public Agency Compensation Trust	Workers Comp	Quarterly	\$	920.7
School Library Journal	Magazine	As Needed	\$	
Staples	Supplies	As Needed	\$	326.2
State of Nevada Legislative Counsel Bureau	Books	As Needed	\$	
Statewide Fire Protection	Inspection	As Needed/Quarterly	\$	95.0
Summit	Fire Protection	As Needed	\$	
T-Mobile	Hotspots	Monthly	\$	2281.3
Uline	Supplies	As Needed	\$	24.5
USA Today	Newspaper	As Needed	\$	
Userful	Computers	Annual	\$	
Valley Electric	Power	Monthly	\$	3919.9
Valley Electric	Internet	Monthly	\$	
Vortex	Doors	As Needed	\$	
World Book	Books	As Needed	\$	
WOULD BOOK	DOOKS	7.10.1100000		

Total		\$ 24,735.51
See Authorization to Pre-Pay Letter		
Kelly Green	-	
John Shewalter	-	
Joint One Market		
	-	
Dee Mounts		
	_	
Matt Morris	_	
	-	

Petty Cash - August 2024

Name	Item	Date		Amount
Nevada State Bank - petty cash	Analysis Fee	7/28/2024	S	10.20
Nevada State Bank - collections	Analysis Fee	7/28/2024	\$	33.44
Leslie Scott	Bill Pay Consultant	7/13/2024	\$	100.00
Dee Mounts (Chasing Aces)	Dog Graphic Reim	7/12/2024	\$	60.00
Dee Mounts (TherapyDogVests)	Dog Vest Reim	8/1/2024	\$	37.45
Vanja Anderson - SUU	Education	5/13/2024	\$	540.50
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781.59

Kelly Green	
John Shewalter	
Dee Mounts	
	4
Matt Morris	
Michael Runion	

Credit Card Breakdown August 24

Name	ltem	Date		Amount
Pizza Hut	Pizza - Youth SRP	6/27/2024	S	112.83
Walmart	Youth SRP supplies	6/18/2024	\$	64.98
Walmart	Youth SRP supplies	6/26/2024	\$	22.67
Walmart	Youth SRP supplies	6/12/2024	\$	61.10
Walmart	Teen Program	6/7/2024	\$	61.79
Post Office	ILL	6/6/2024	\$	15.93
Post office	ILL	6/27/2024	\$	8.12
DooDad Magic	Magic Show SRP	6/26/2024	\$	286.00
Indeed	Job Listing	6/30/2024	\$	143.98
Amazon	Youth Books	6/4/2024	\$	121.45
			\$	
			\$	
			\$	
			\$	
			\$	
			\$	
			\$	

MATERIALS WITH USAGE July 1, 2024 - June 30, 2025

	Indy
TOTAL USAGE	July 6762
TOTAL OSAGE	0702
Childrens' (in-house)	2117
Adults' (in-house)	3247
TOTAL USAGE (in-house)	5364
TO TALE GOTTOE (III Hodge)	
OverDrive (digital media)	1398
Kanopy (digital streaming)	0
TOTAL USAGE (digital)	1398
% childrens' (in-house)	0.39
% adults' (in-house)	0.61
TOTAL MATERIALS ADDED	244
in-house materials added	230
eAudio titles added	3 11
eBook titles added	11
streaming video titles added	0
Patron Count	5906
Swaps	264
Internet users (website)	838
Sessions	1442
Internet/computer usage	661
Wireless	1007
Ref Transactions	1264
Ref Questions/ILL's	61
Legal Kiosk	21
Curbside Pickups	81
Curbside Returns	68
Patrons	27
Ref/Audlt/Comp/FABC	24
S.T.E.A.M.	0
Babytime	0
Story Time	0
Reading Log Challenge	24
Passive Programs	0
Holiday Parties	0
Teen Club/Teen Party	40
. 3311 Glast Footi Faity	

MATERIALS WITH USAGE July 1, 2023 - June 30, 2024

555	35	50	43	67	60	31	30	36	69	30	45	59	Teen Club/Teen Party
132	0	0	0	0	0	0	76	0	56	0	0	0	Holiday Parties
167	0	0	0	45	32	0	81	0	9	0	0	0	Passive Programs
1046	213	0	0	680	0	0	10	35	0	0	12	96	Special Programs
897	0	0	147	51	165	76	67	144	124	123	0	0	Story Time
1119	59	88	116	61	172	79	86	156	179	123	0	0	Babytime
1230	0	131	123	138	162	141	95	145	128	167	0	0	S.T.E.A.M.
486	24	17	26	18	10	26	16	22	39	78	210	0	Ref/Audlt/Comp/FABC
299	23	31	23		24	27	22	25	23	23	25	22	Patrons
703	55	42	51	45	55	73	51	72	78	57	74	50	Curbside Returns
686	66	75	36		58	74	67	60	53	60	53	47	Curbside Pickups
98	12	19	12		27	21							Legal Kiosk
815	59	80	72	97	79	77	63	82	57	59	76	50	Ref Questions/ILL's
14433	1120	1087	1311		1320	1126	1191	1247	1254	1106	1261	1125	Ref Transactions
9831	854	815	872	920	796	942	788	816	769	642	797	820	Wireless
9218	1078	663	806		690	745	719	731	814	707	744	679	Internet/computer usage
16018	1504	1598	1443	1368	1318	1424	1157	1139	1248	1259	1369	1191	Sessions
10126	1174	919	881		822	806	730	705	766	776	802	736	Internet users (website)
4603	231	364	360	395	423	369	414	387	432	403	452	373	Swaps
69209	5616	5543	6221		6411	5763	4708	5318	6198	5470	6028	5766	Patron Count
0	0	0	0	0	0	0	0	0	0	0	0	0	streaming video titles added
148	12	11	25	10	12	13	10	13	12	11	12	7	eBook titles added
82	2	5	10	o	œ	œ	ر ن ن	4	4	10	9	11	eAudio titles added
1978	193	86	209	112	227	157	158	144	176	136	204	176	in-house materials added
2208	207	102	244	128	247	178	173	161	192	157	225	194	TOTAL MATERIALS ADDED
0.65	0.61	0.62	0.59	0.62	0.65	0.67	0.68	0.63	0.64	0.64	0.68	0.71	% adults' (in-house)
0.35	0.39	0.38	0.41	0.38	0.35	0.33	0.32	0.37	0.36	0.36	0.32	0.29	% childrens' (in-house)
								į			i		
16263	1268	1264	1426	1383	1328	1427	1351	1215	1339	1371	1442	1449	TOTAL LISAGE (digital)
59	0	0	0	0	0	0	0	0	0	13	22	24	Mango Languages (digital learning
16204	1268	1264	1426	1383	1328	1427	1351	1215	1339	1358	1420	1425	OverDrive (digital media)
0													
	1000	0.40	0400	000	0630	0.00	1000	0200	1 700	0000	0001	0/00	IOIAL USAGE (In-nouse)
40.704	1000	1000 1000	1000 -	2202	0000	0/00	0101	0010	5204	3203	3/80	3588	Adults' (in-house)
70737	2000	2750	1000	CC 70	3460	3070	0 -1				2700	1-1-0	Childrens (III-IIouse)
22375	1941	1998	2326	2115	1830	1790	1449	1055	1018	1812	1771	1771	Obildings (in bound)
79377	6236	67.69	2007	0207	6618	6923	5907	6483	6660	6467	6973	6519	TOTAL USAGE
IOIAL	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
1)			,		1	•		:					

Julia Walth



To acquire a position, which allows me to grow professionally and personally where I may utilize my education, work and volunteer experience as an asset to the community.

Currently, I am employed with Spectrum as a Customer Service Representative 1-Video Repair (Bilingual). I bring my tenure with GC Services, where I have been for almost three years, prior, an Account Representative for Verizon's Credit Verification Center where we process orders and identity as well as credit verification for customers in both, Spanish and English language. Previously, also employed as a Customer Service Rep at GC Services, assisting Verizon business wireless account owners with billing, technical and research.

I received a master's degree in Library and Information Science from the University of North Texas in 2014, where I was privileged enough to take courses such as, Management of Financial and Human Resources, Advanced Management of an Information Agency, Health Science Information Management Center, Digital Libraries and Website Content Development and Maintenance, Courses in which, I learned to evaluate contracts at different stages, apply return on Return on investment (ROI) measurements, evaluating employee performance, conflict resolution among other theories.

Previously, employed at Western Technical College as the librarian where I had the opportunity to implement the theories learned with success. I proposed a budget for the college; implemented at two different library locations but not before researching costs and amending such budget. I oversaw, evaluating and recommending research databases and their purchase as well. I also developed, directed, and appraised the assistants' performance as well as conduct student outreach through library literacy attempts such as contests, at student orientations as well as other events.

Prior to Western Tech, I was introduced to the public sector at Ysleta Independent School District as a Substitute Teacher. I am self-directed and outgoing. I believe I can be an asset to the community, driving it forward into the future with innovative thought processes. Thank you for your time. Please feel free to contact me any time. I look forward to your response! I may be reached at,

Respectfully submitted

Authorized to work in the US for any employer

Work Experience

Customer Service Rep

Spectrum-El Paso, TX March 2021 to Present Bilingual) 1-Video Repair Assist customers with various video and internet issues, billing, appointment setting for trouble calls, service orders fulfilment, payment and credits processing.

Account Representative

GC Services-El Paso, TX July 2020 to March 2021

Credit and identity verification, Verizon landline and FIOS existing account holders as well as new customers, payment processing, account updates, collections, general customer service, via phone (bilingual) and web chat.

Customer Care Representative

GC Services-El Paso, TX July 2018 to July 2020

Provide Verizon wireless business account holders support, technical, billing and research.

Librarian

Western Technical College-El Paso, TX October 2012 to June 2013

Libraries management, plan, propose, implement and amend, as well as direct the work of two library assistants at two facilities. Consolidate to library catalog. Present services at professional advisory committee (PAC) meeting and student orientation.

Substitute Teacher

Ysleta Independent School District-El Paso, TX February 2004 to June 2011

Provide a learning environment for students when teacher was absent and as a library aide, relieved library media specialist of routine tasks.

Education

Master of Library and Information Science in Library and Information Science University of North Texas - Denton, TX August 2012 to May 2014

Bachelor of Arts in Foreign Languages

New Mexico State University - Las Cruces, NM August 2000 to May 2008

Skills

- · Library Services
- · Live Chat
- · Help Desk
- Cataloging
- Databases

- Operating Systems
- Technical Support
- Writing Skills
- Troubleshooting
- Organizational skills
- Supervising experience
- Management
- · Communication skills
- Computer skills
- Microsoft Excel
- · Microsoft Word
- Microsoft Office
- Bilingual
- English
- Spanish
- Customer service
- · Analysis skills
- Project management
- Teaching
- Leadership
- Budgeting

Languages

· Spanish - Fluent

Certifications and Licenses

Driver's License

Assessments

Customer focus & orientation — Highly Proficient

May 2020

Responding to customer situations with sensitivity

Full results: Highly Proficient

Work motivation — Proficient

December 2020

Level of motivation and discipline applied toward work

Full results: Proficient

Work style: Conscientiousness — Proficient

September 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: Proficient

Delivery driver - Completed

June 2020

Interpreting instructions, reading maps, and solving problems.

Full results: Completed

Management & leadership skills: Planning & execution — Familiar

July 2020

Planning and managing resources to accomplish organizational goals

Full results: Familiar

HR: Compensation & benefits — Familiar

September 2020

Knowledge of compensation and benefits programs

Full results: Familiar

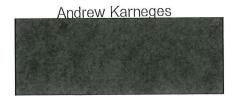
Work style: Reliability - Completed

June 2020

Tendency to be dependable and come to work

Full results: Completed

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.



Education

San José State University

Master of Library and Information Science, May 2018

San Francisco State University

Master of Arts, English (concentration in TESOL), May 2014

San Francisco State University

Bachelor of Arts, English, May 2008

Work Experience

Collections Librarian: Evansville Vanderburgh Public Library

2024 - present

- Select Adult Nonfiction print books for all eight branches of EVPL
- Select Adult Nonfiction e-books and e-audio for Overdrive/Libby
- Monitor holds and order more copies of materials as necessary
- Weed Adult Nonfiction section
- Curate lists for EVPL's Overdrive webpage
- Manage patron book requests list
- Process Adult Nonfiction book donations
- Keep updated with budgetary and shelf space constraints to manage materials purchasing

Head of Reference: Pahrump Community Library

2022 - 2024

- Manage all aspects of the Reference Department
- Supervise two full-time employees
- Select and catalog books for Adult Nonfiction, Reference, and Classics sections
- Manage shifting and weeding of books in these sections
- Manage interlibrary loan
- Programming for adults, including passive programming
- Work the Reference desk
- Work the Circulation desk (as needed)

Library Services Specialist III: J. Paul Leonard Library at San Francisco State University

2016 - 2022

Cleared article requests through copyright clearance

- Processed borrowing requests for books and journal articles for students, faculty, and staff
- Processed incoming books from lending libraries
- Processed returned books from patrons and shipped them back to lending institution
- Processed invoices from lending institutions regarding lost and damaged materials
- Provided Access Services support to library users through LibChat
- Managed all other aspects of borrowing operations

Casual Librarian: Sunnyvale Public Library

2021 - 2022

- Assisted patrons at the Adult Services Reference Desk in person and on the phone with research and reference questions, simple searches, directional questions
- Assisted patrons with technology questions: e.g. printing, scanning, saving files to a USB drive, formatting Word documents, creating online accounts
- Created library accounts and issued library cards for new patrons
- Checked out books to patrons

Hourly Librarian: Mountain View Public Library

2019 - 2020

- Assisted patrons at the Adult Services Reference Desk in person and on the phone with research and reference questions, simple searches, directional questions
- Assisted patrons with readers' advisory
- Assisted patrons with technology questions: e.g. printing, scanning, saving files to a USB drive, formatting Word documents, creating online accounts

Hourly Library Assistant: Mountain View Public Library

2018 - 2019

- Assisted patrons at the Adult Services Reference Desk in person and on the phone with simple searches, directional questions
- Assisted patrons with technology questions: e.g. printing, scanning, saving files to a USB drive, formatting Word documents, creating online accounts
- Promoted library events online (using sites like Eventbrite) and in library (by creating and displaying posters)
- Set-up and took down equipment for events

Library Services Specialist II: J. Paul Leonard Library at San Francisco State University Library

2014 - 2016

- Worked as Interlibrary Services Assistant in Interlibrary Services Department (formerly known as DDS)
- Cleared article requests through copyright clearance
- Processed borrowing requests for books and journal articles from students, faculty, and staff

- Processed incoming books from lending libraries
- Processed returned books from patrons and shipped them back to lending institution
- Processed lending requests made to our library from other institutions
- Monitored Interlibrary Services email account, answering questions from patrons and lending institutions
- Answered ILS phone line
- Processed invoices from lending institutions regarding lost and damaged materials
- Supervised student assistant workers and managed office workflow when Lending Coordinator was out of office

Student Assistant: J. Paul Leonard Library at San Francisco State University

2012 - 2014

- Worked as a student assistant in Collection Management Department
- Assisted with copy cataloging (used SkyRiver)
- Processed and shelved periodicals
- Processed depository boxes
- Filed microfiche
- Assisted with various other projects (e.g., bound periodicals project)

United States Peace Corps Volunteer (Thailand)

2010 - 2012

- Taught English to high school and elementary school students
- Taught English to teachers (to both English teachers and teachers of other subjects)

Library Assistant II: J. Paul Leonard Library at San Francisco State University

2008 - 2010

- Worked as the Borrowing Assistant in Document Delivery Services (DDS)
- Cleared article requests through copyright clearance
- Processed borrowing requests for books and journal articles from students, faculty, and staff
- Processed incoming books from lending libraries
- Processed returned books from patrons and shipped them back to lending institutions
- Answered DDS phone line

Student Assistant: J. Paul Leonard Library at San Francisco State University

2004 - 2006, 2007 - 2008

- Worked as student assistant in Periodicals/Microforms Department
- Processed and shelved periodicals
- Managed current and bound periodicals collection
- Managed microform collections

- Assisted patrons in locating journals
- Assisted patrons in using microform machines
- Assisted patrons in utilizing online databases

(The gap in the dates of my employment in this position is because I studied abroad in Italy from August 2006 – June 2007.)

Departmental Aide: Solano County Library

2000 - 2001

- Shelved books
- Shelf read (make sure books are in order on shelves)
- · Checked books in
- Answered main library phone line (answered simple patron questions, renewed books over the phone)
- Checked books out to patrons at checkout desk

Committee Involvement

SFSU J. Paul Leonard Library User Experience Committee (June 2018 – September 2018)

Certifications

Google Data Analytics Certificate (2023) Coursera

Professional Affiliations

American Library Association (ALA) (2014 – present) Public Library Association (PLA) (2022 – present)

Languages

Spanish (conversational fluency)