

3/21/20

IT FAQs

I didn't turn on my Out-of-Office email message. Can anything be done about this?

Yes, IT set up a District-wide Out-of-Office message for all staff, which reads:

“Due to the outbreak of COVID-19, the Las Vegas-Clark County Library District has closed until further notice. Please visit www.LVCCLD.org for additional updates on the Library District's system-wide closure.”

Staff will continue to receive email messages during our closure. However, the standardized Out-of-Office message above overrode all custom messages set by staff with a few exceptions, such as our ASK account. If it is necessary for staff to have a custom message, during our closure, contact IT Director AI Prendergast.

I didn't change my voicemail message on my office phone. Can anything be done about this?

Yes, if staff would like to change their office voicemail message, this can be done remotely by following these steps:

Voicemail access from outside LVCCLD's phone system

Dial 702-507-3434

Enter 9 + your extension number

Enter your password at the prompt

What happens when customers call the branches during the Library District closure?

The District's main phone lines, 734-READ and Admin Response (ART) line have a recording of the District's Response to the COVID-19 outbreak in both English and Spanish. Department phone lines do not have this message. The Call Center is also handling phone calls.

Will the Wi-Fi expansion into our parking lots remain in effect when we reopen?

No, this was done temporarily to provide our community with Wi-Fi access while we are closed.

I noticed that we are heavily promoting our online resources. Will ER staff be available to assist customers with this?

Yes, the Electronic Resources staff is working remotely to respond to emails sent to the ASK account. The Call Center team is assisting patrons that call the x6300 number.

What online resources are available through LVCCLD.org while the library is closed?

The District's vast collection of eResources provides online access to [eBooks](#) and [eAudiobooks](#), streaming [movies](#) and [music](#), [magazines and newspapers](#) from around the world. Customers can [learn something new](#) and [more!](#) Digital items, like eBooks and eAudiobooks, are automatically returned when they become due. Additionally, during this public health crisis, Hoopla limits have been increased from 10 to 20 items per month.

What if customers have an expired library card? Can they still access online resources?

Yes, customers can email ask@LVCCLD.org for assistance with expired library cards or other account issues. The ER team will assist with temporary extensions of library card expiration dates.

Can holds still be placed?

Not at this time. Instead, customers should keep track of items that they want to read later with the For Later shelf feature on our website.

What happened to CBS materials that were on order? Will they still arrive and be processed?

Vendor deliveries to the Service Center are still being accepted by Security Officers working onsite. CBS staff will process new materials when we reopen.

Are ILL services still available?

Interlibrary Loan services have been suspended, and ILL holds in transit, or ready for pick-up, will be handled on a case-by-case basis when the Library District reopens.

With administrative staff working remotely, will IT be available to handle support issues?

Yes, some IT staff are working remotely and can assist with VPN access and troubleshoot connectivity issues. Contact Assistant IT Director Ron Melnar for assistance.