



Released March 21, 2020

1. **HEALTH AND SAFETY MITIGATION.** Many thanks to our Health and Safety Mitigation Team (HSMT) who met last Friday, Saturday, and Sunday and outlined a protocol for the District to use in addressing the potential spread of the COVID-19 (Corona virus). First, to understand the implications of the spread of this devastating disease, I ask you to view the video that Purchasing and Administration Manager **Nancy Hodges** shared with me: <https://www.youtube.com/watch?v=fgBla7RepXU> Please view the *whole* video.

This is the crux of the information from which the HSMT and EC operated in recommending and deciding to close the District. When Governor Sisolak asked all non-essential services in the entire state to close for 30 days, we were two steps ahead of him with our Board's approval the following evening. Aware of the potential danger to our customers and staff, we were convinced of the necessity to help stop the spread. (If anything happened to ANY ONE of you, I would be crushed. I will always maintain that we have the BEST staff of any library in the WORLD! PLEASE do not think of this as a vacation, but isolate yourself from all friends and strangers until this passes. And please WATCH THE YOUTUBE VIDEO.)

We were very reluctant to shut down when we know so many people in the valley desperately need our services. We coordinated with Three Square and other partner/providers to make sure essential services would continue to be provided. Our fabulous IT Department lead by Director **Al Prendergast** assured that WiFi would be available to our customers in all our parking lots. Access Services Manager **Sufa Anderson** worked to create a temporary card for Valley residents to access our eResources. Since the staff intranet, Voyager, is not available to staff outside of their work location, Branding and Marketing staff created a staff-only section on the District's website, <https://lvccld.org/staffupdates/>. Each Executive Council member has a section

to post FAQ's specific to their area and information for their staff about their specific projects.

Al's team also set up an out of office message for all of our email addresses. Email messages will still arrive in the recipients' mailbox and the sender will receive an out-of-the-office response. This message would override all messages that are sent by our staff. The responses would come from one e-mail address, such as LVCCLDINFO@LVCCLD.org and read,

"Due to the outbreak of COVID-19, the Las Vegas-Clark County Library District will close effective Monday, March 16 until further notice.

Please visit www.lvccld.org for further updates on The Las Vegas – Clark County Library District closure."

Executive Council members sent me a roundup of their activities during this time.

Community Engagement Director **Matt McNally**:

Prior to the closure, Community Engagement staff suspended all group gatherings of programs, events, rental usage of meeting rooms and Performing Arts Centers, literacy classes, art gallery receptions, and outreach activities through June 30. If possible, we hope to restore these services earlier after the Library District re-opens and if the current circumstance improves. Also, all toys and programming tools were removed from use within the library to help mitigate virus spread. Following the closure, staff continued offering support to the community by working to meet partner needs including those for: Three Square Food Bank, American Red Cross, Census 2020, and the Elections Department. We've also processed refunds for cancelled customer rental usage, connected with contracted agents/artists to cancel or reschedule appearances, contacted students and instructors about literacy classes, notified exhibiting gallery artists, and discussed outreach service plans with our contacts for senior lobby and Safekey visits.

Our Board of Trustees approved an extension of *Food for Thought*. The program will operate unchanged as previously planned, with the exception that it will now begin upon the Library District re-opening to the public through May 31, 2020. This will give customers a great opportunity to help replenish Three Square Food Bank and local food pantries. We are forging ahead with **Summer Challenge!** Though all of the May and June programs were suspended, the learning initiative will continue through July, and CCSD is hopeful at this time to promote the program in partnership.

Information Technology Director **Al Prendergast**:

Closure Related Tasks

- Electronic Resources Manager **Jocelyn Bates** and her team continue to respond to inquiries to the "ASK" account during the closure.
- Head of CBS **Rebecca Colbert** and her staff are purchasing more electronic content to increase availability and have extended the number of Hoopla and OverDrive item limits from 10 to 20 items per month.
- Assistant IT Director **Ron Melnar** serves on the District's Health and Safety Mitigation Committee. Ron worked the Committee to extend the external Wi-Fi to cover the outside of our buildings, configured older laptops with remote VPN access and distributed to staff, and set the phone tree message to reflect the District's closure.

Miscellaneous Tasks

- The IT department completed integration of the new @thelibrarydistrict.org domain on our mail server and we can now send e-mails both internally and externally.
- Network and Security Analyst **Alfred Cruz** worked with our vendor to complete a comprehensive computer security assessment. We will start to work through the findings when staff returns to work.
- The IT Department worked with Executive Assistant **Allison Boyer** to purchase and configure iPads for the Board of Trustees to use with the Diligent Board solution.
- Several members of the IT Division worked with our vendor to complete the installation of the central sorter several days ahead of schedule.
- Regional Library Operations Manager **Leo Segura** and I visited the I Street Press at the Sacramento Public Library to review a print-on-demand solution. Gerald F. Ward provided valuable information that will help us with developing our program."

Branding and Marketing Director **Betsy Ward**:

How is the Library District communicating to its different audiences during the COVID-19 outbreak?

Cardholders & Noncardholders

eBlasts—BAM sent out two eBlasts to the approximately 300,000 cardholder emails available to us through Access Services. The first, on Friday, 3/13, stated that we were still open but that all group activities, events, programs, rentals of meeting rooms & performing art centers, art gallery receptions, and community outreach activities were cancelled through June 30. The second eBlast was a letter from Dr. Heezen sent on Monday, 3/16, explaining the need to close the Library District due to the COVID-19 outbreak and encouraging cardholders to dive into the unlimited resources available on our website. They were also told not to return their materials at this time and that no fees will be charged during the closure.

Website—The website is also an important communications tool. We are using our "Hero Banner" across the top of the home page to communicate our ongoing closure

status to noncardholders who attend our classes and live programs; to ask cardholders not to return materials at this time, and to explain that they will not be charged late fees (as long as they return their materials when we reopen). The homepage also contains our FYI blog, which dives more deeply into the District's closure and provides a range of health and community resources for factual information and referrals.

Social Media—We will also keep our social media channels updated with pertinent information about the closure and encourage customers to access our vast collection through our website.

Employees—We have created the Staff Updates dedicated web page as a way for Dr. Heezen and EC members to share information directly with Library District employees. This will be updated as new information becomes available. If you have questions that haven't been answered yet, please send them to your manager and they will pass them on to your EC Director for review. Questions for BAM can go directly to AskBAM@LVCCLD.org.

Media—We are in close touch with the English and Spanish media, sharing the ways that we continue to serve the public through our website. We are preparing to push out a comprehensive list of the different eResources that we offer, segmented by interests and age groups. Our hope is that this messaging will provide customers with something positive to turn their attention to and a solution for parents wondering how to keep school skills sharp.

What message do people get when they call the Library District?—BAM worked with two new female voice-over talents, in English and in Spanish, and (with the help of **Al Prendergast** and **Jamesel Lighten**) they recorded a closure message for our branches District-wide. We will be using these two ladies to re-record the District phone tree for the new branding campaign in September.

What date are we saying that the Library District will reopen? —On our exterior branch signage, our website, and in all communications, we are saying that the Library District is closed **until further notice**. Avoiding a specific date on the signage allows it to stay up as long as needed, without having to print and post new signs as things evolve. Our intention is to reopen when the Governor or Health District gives us the all clear.

What happened to the Summer Challenge brochure?—When all activities and live performances were cancelled due to the COVID-19 outbreak, the brochure was rewritten to remove Library District programs and focus instead on activities that kids can do at home. Printing of the brochure has been put on hold for now. BAM is working closely with Community Engagement Director **Matt McNally**, Youth Services Manager **Shana Harrington**, and CCSD to determine next steps.

What ongoing steps is BAM taking during this closure?—Guided by Dr. Heezen and the EC, we will maintain close communications with the media and the public.

General Services Director Steve Rice reported that his division continues to be busy and productive, as well. He says that they:

Accomplished Prior to Closing:

General Services management team met March 16 to discuss District closure, specifically building hibernation and the continuation of essential contracted services.

On March 16 and 17, maintenance technicians were instructed to thoroughly inspect their assigned buildings and perform various tasks necessary to put buildings into hibernation. Our janitorial and security service contractors were asked to confirm they would continue to provide requested services. All companies sent written confirmation stating their services were considered essential due to the health, safety, and security related services they perform and that they would continue to provide services for the District as directed.

Coping with the Pandemic:

During the closure, janitorial service contractors are instructed to deep clean and sanitize all 25 branches and maintain the cleanliness of the exterior grounds. Allied Universal Security will continue providing security officers at all urban branches. Security Officer post orders include: perform building inspections inside and outside and report problems, greet and inform customers who may not be aware of our closure, accept deliveries, and provide security for janitorial staff. Building inspections for all District owned outlying branch buildings is being performed periodically with the assistance of janitorial staff and Library Operations management staff. General Services' managers are working from home and responding to branches for periodic inspections of buildings, contractor support, and other matters as required. Additionally, managers are prepared to respond at any time should an urgent or emergency situation arise.

Library Operations Director Jenn Schember

Recently, **Library Operations (LO) Administration** finalized a branch staffing analysis to determine future personnel needs to support the upcoming Facilities Master Plan rollout. This project will create a balance of staffing throughout the branches to ensure that each location has the right type and number of positions for future services. We shared this analysis with **Branch Managers** and implemented the plan in early March. Working closely with **Human Resources** and **Financial Services** staff, we are currently converting and/or reallocating existing positions as they become vacant for the duration of the plan.

In early March, the District encountered a "First Amendment Audit" at the Clark County Library. This audit included a couple of people that entered the building with the intent to film staff, which is allowed. Although this was an uncomfortable situation for staff and

Security Officers, they handled it well. Shortly after the audit, **LO Administration** worked closely with Asst. General Services Director **John Vino**, Safety Manager **Nicole Baker**, the **Human Resources Department**, and District legal counsel to develop draft guidelines for staff regarding customer interactions. These include handling First Amendment rights of customers who film/videotape or audio record in open public areas. We will share the final set of guidelines with staff when the District reopens.

LO Administration received an invitation to attend quarterly Labor Management meetings with Teamsters Local 14 **Union Shop Stewards** and **Human Resources** staff. On March 11, Regional Library Operations Manager **Leo Segura** attended the first meeting of the year. We plan to send a LO Administration representative to all future meetings.

Pandemic Preparation

On March 13, in response to the World Health Organization's declaration of the COVID-19 virus reaching pandemic status, **LO Administration** participated and worked closely with members of the District's **Health & Safety Mitigation Taskforce (HSMT)**. As a result, Library Operations staff implemented the following measures:

- Shut down every other public computer station to allow more space between customers
- Removed and reconfigured seating to establish a 4-6 foot distance between customers
- Removed all family engagement items including toys, puppets, dolls, and robotics from public areas
- Removed the circulating toy collection and American Girl dolls
- Increased cleaning and sanitization procedures
- Allowed customers and staff to wear medical masks (N95 masks for staff required signed waivers) and gloves
- Suspended programs that draw large audiences including storytimes
- Suspended all branch outreach activities including school visits
- Study rooms remained open as long as social distancing was possible
- Makerspace/Tech Labs (BBTTC, EL28, Built from Scratch, Teen STEAM Lab, SWITCH) remained open with special guidelines
- Volunteers and book donations were still welcome

Additionally, the March District Department Heads meeting, scheduled on March 18, was canceled due to a large number of scheduled attendees. Several Library Operations committee meetings were postponed with the intent to shift to remote meetings.

LO Administration also worked with the **HSMT** to develop Staff FAQs related to COVID-19 and the District's mitigation strategies, which were distributed to staff and posted on Voyager.

On Sunday evening, March 15, **LO Administration** and the **HSMT** met for an emergency meeting after the Governor declared a Statewide emergency. **LO Administration** used a phone tree system, with assistance from **Branch Managers and Associates**, to communicate to over 550 staff members in this department regarding the closure, which went into effect the following day on March 16. The phone tree is still active for direct communication.

LO Administration scheduled two staff members (one of which was a **Branch Manager, Asst. Branch Manager** or **Branch Associate**) on March 16 at each location to assist with the Branch Hibernation process, in which staff:

- Posted closure signs on all entrance doors and bookdrops
- Emptied and locked bookdrops; backdated materials; and posted signs to encourage customers to keep their items until we reopen, as they will not be charged late fees
- Conducted payroll approvals for all branch staff through April 6
- Performed cash handling procedures including preparing copy machine counts and bank deposits
- Processed interoffice mail
- Allowed other branch staff to collect personal belongings within a specific timeframe
- Posted signage referring customers to different locations
- Canceled and rescheduled Passport Services appointments

Additionally, **LO Administration**:

- Worked with remote Call Center staff to handle all incoming calls to branches and **Electronic Resources Department**
- Suspended all customer collection agency activity
- Suspended services at the Misdemeanant Jail Library
- Worked with the **Human Resources Department** to cancel Library Operations job interviews scheduled during the closure period
- Worked with the **Human Resources Department** to develop payroll procedures during the closure period
- Worked with the **IT Department** to establish phone scripts and other technical needs
- Assisted **Branding & Marketing** with social media inquiries and other communications
- Handled customer inquiries via email and phone regarding the closure
- Worked with **General Services** to arrange for the removal of perishable items from staff lounge and Three Square refrigerators (Three Square perishable items were distributed to the homeless community)

- Coordinated weekly outlying branch check-ins during the closure
- Handled staff inquiries regarding the closure
- Developed FAQs for staff

LO Administration will continue to work remotely during the closure and anticipate completing multiple projects that have been delayed or on hold.

Development and Planning Director **Danielle Milam** reported on her Department's activities during the District's reaction to this threat:

COVID19 Response:

Volunteer Communications. Thanks to Program Officer **Sherry Walker's** implementation of Better Impact volunteer management system, she was able to alert library branch-based youth and adult volunteer coordinators and 533 active volunteers via email about the library facility closures. We will use the same system to alert them to the reactivation of Library District services when we reopen.

Book Donations. The Library District's website alerted the public that donations of books and DVDs will not be accepted until branch facilities are reopened.

Online Book Sales. Bookstore Operations Manager **Leslie Valdes** and her team shipped out remaining packages on Monday, March 16th, and closed down the Foundation online book sales.

Foundation Priority Program Vendors. Both Andson, Inc., supplier of Teacher Tutors at 8 branch sites, and UNLV "America Reads America Counts" program managers, supplier of School of Education students as homework help tutors at 12 branch sites, were notified of service suspension due to branch closures. Mentors and vendors for COX Teen Tech Center at EN, Robot Labs at EV and WV, and Best Buy Teen Tech Center programs were notified of branch closures.

Foundation Board Meeting Cancelled. The Foundation's March meeting was cancelled. On March 6, the Event Committee, chaired by LVCCLD Board of Trustee Chair **Felipe Ortiz** and Foundation President **Keiba Crear**, met at ELV to review designed collateral materials for the Foundation's proposed 2020 Donor Event at ELV on September 25, 2020. Subsequently, the LVCCLD Board of Trustees approved an early closure of the ELV library at their March board meeting. Over the past week, the Foundation has received notices from several local Foundations that they are suspending their usual grant rounds to give to direct funding to emergency food, shelter, and health service providers. Given these new local health and economic crisis conditions, and the likelihood that the District's branch renovation program will be delayed a year due to tax revenue losses, the Foundation will reconsider this event for 2020 and move it and the proposed capital campaign back to 2021.

Cancelled Roundtable with Community Reinvestment Act Bankers: On advice of Joselyn Cousins from the San Francisco Federal Reserve, Banker Roundtable event co-

sponsor with the Library District Foundation, a March 31st event for 18 bank representatives was cancelled. The purpose of the event was to solicit Community Reinvestment Act funding for Library District branch renovations planned for seven library branch facilities located in distressed census tract areas of Las Vegas and Clark County (Clark County, East Las Vegas, Rainbow, Sunrise, West Charleston, West Las Vegas, and Whitney).

Organization and Community Needs Assessment and Relief Request Planning.

Development and Planning Director **Danielle Milam** is attending United Way of Southern Nevada and Southern Nevada Forum meetings to contribute Library District data, feedback, and information to regional relief ask proposals to federal, state, and philanthropic organizations.

Deputy Director/Chief Financial Officer/Interim HR Director **Fred James** (who has been telling us for a couple of years that an economic downturn was inevitable and has prepared the District for what's coming) prepared a similar response sheet for frequently asked staff questions which is posted on the staff access point on the District's Website:

Human Resources FAQs

How long will LVCCLD be closed?

At the current time, LVCCLD will remain closed through April 15. The tentative opening date is April 16. Any changes to this timeline will be posted on here.

How will I know when to return to work?

The District will continue to post updates here. Department Directors will ensure that all staff in their departments are notified directly.

Do VAC and SICK leave continue to accrue?

Yes, all leave will continue to accrue within existing guidelines.

What happens to my VAC/SICK/BONUS leave that I submitted?

VAC/SICK/BONUS leave will be retracted and changed to Facility Closure. VAC/SICK/BONUS leave will not be deducted during the closure period.

I am currently on leave without pay (LWOP). Will I be credited?

No, LWOP hours will not be credited. These hours will not be changed to Facility Closure.

I am currently on block FMLA status. Will I be credited?

Any block FMLA during this time period will be credited as Facility Closure. Staff FMLA/SICK hours will not be deducted. Intermittent FMLA does not apply during this period since we are closed.

Does PERS credit continue to accrue?

Yes, PERS credit will still accrue.

I am due for a raise during this period but I have not received my evaluation yet. Will I still get my raise?

Any staff due for a merit increase during the closure will be processed on the effective date (pending a successful evaluation). A merit increase is subject to reversal in the event of an unsuccessful evaluation. Staff will receive their evaluation upon return.

I just received a promotion. Will this still be processed?

Yes, this will still be processed on the effective date.

I am currently on probation. Will this be extended since we are closed?

Yes, staff probationary periods will be extended due to closure.

I am a supervisor and scheduled workplans this month. Should I contact my staff and still conduct these?

No, workplans should be rescheduled when the District reopens.

As a supervisor, I received a staff resignation during the closure period. What should I do?

Please email the resignation to **Glo Thomas**, **London Porter**, and **Chris Dinino**. Copy your Department Director.

Will any staff be required to work during this closure?

Although the District is closed, Full-Time staff may be asked to work. We do not anticipate branch staff working; however, many of the Administrative staff will continue to work and be on-call, as needed.

Financial Services FAQs

With the extended closure date to April 15, will I continue to be paid? What happens if the date is extended again?

Yes, fulltime and part-time staff will continue to be paid their authorized hours until further notice.

I did not set up direct deposit yet. How will I get my paycheck?

All paper paychecks will be mailed via USPS.

I gave my supervisor my mileage and travel reimbursement paperwork before the closure. Will these be processed?

If the Financial Services Department received your paperwork, it will be processed.

I did not receive my W-2 in the mail. Can I get another copy?

The IRS extended the filing and payment of taxes deadline to July 15th.

2. FOUNDATION ACTIVITIES.

Thanks to the leadership of Foundation Executive Director **Danielle Milam** and Program Officer **Sherry Walker** our wonderful source of extra revenue has been taken care of.

- Ms. Walker attended NonProfit Lab sessions on capital campaigns, event management, and donor cultivation.
- Ms. Milam briefed Branding and Marketing staff on the Channel 13 KNTV planning session for a public awareness campaign, Summer Rise, to let parents know of Library District programs that can boost their child's learning and retention of grade level knowledge over the summer months.
- The District submitted a 2020 LSTA grant to the State Library, Archives, and Public Records for support of the Museum Family Adventure Pass in FY20-21.

- Ms. Milam is working with Adult Learning Center Manager **Jill Hersha** on a three-year, million dollar per year grant to keep the Library District's English language instruction, adult education, and citizenship classes going in 18 community locations.
- Ms. Milam attended the Workforce Connections planning meeting with 10 community partners (including Las Vegas Global Business Alliance; METRO Chamber; College of Southern Nevada; UNLV Business School; Nevada State University; and Governor's offices of GOED, OWINN, DETR, and DHHS, among others). The focus of the meeting was to gather information on space use needs and activities in order to launch a new center for small business development and assistance at Sahara West Library this year, with financial and personnel support from Workforce Connections of Southern Nevada.
- Department staff are developing the Library Foundation's FY20-21 budget.

The Library Foundation sponsored a table for the UWSN "Empowering Women" event held on March 6. LVCCLD Trustees and Foundation Board members who attended include **Kelly Benavidez, Shannon Bilbray-Axelrod, Keiba Crear, Chaka Crome, and Nicole Rogers.**



3. **KUDOS.** I want to thank each of you for your patience and understanding as we have coped with all you have seen in this report. I have to thank our awesome Health and Safety Mitigation Team who put in more hours than you would ever dream to make us ready for this disruptive time. Those members include:
Chair, Assistant General Services Director **John Vino**
Safety Manager **Nicole Baker**
Regional Operations Managers **Carlotta Dickerson** and **Leo Segura**
Assistant Branding & Marketing Director **Karen Bramwell**
Assistant Finance Director **Floresto Cabias**
Purchasing & Administration Manager **Nancy Hodges**
HR Benefits Manager **Tricia Pavone**
Assistant IT Director **Ron Melnar**
IT Systems & Network Supervisor **Gunnar Kim**
4. **YOUR DOSE OF BAD HUMOR** I know many of you don't like the humor section but, especially in times like these, we need to do SOMETHING to make ourselves smile. But, as usual, I will remind you that, if you don't want to smile, please skip this section!



"If you work on a lobster boat, sneaking up behind someone and pinching him is probably a joke that gets old real fast."

FOR THE RECORD

LVCCLD INTERNAL MEMO FROM THE EXECUTIVE DIRECTOR

