

Library Operations FAQs

How do customers know we are closed? Revised 4-8-20

“Closed until further notice” information is available on our website and posted at the front entrance of each branch.

How are branch phone calls being handled?

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

How long will Call Center operations be available? Revised 4-8-20

Due to the decline in call volume, Call Center staff will start making phone calls (from the library) to the following customers:

- Seniors, ages 60 and older: a check-in to see if they need help with their card; know about digital resources, along with how to use them; and to share other resources regarding how to get meals, healthcare assistance, and the District’s FYI and Stay At Home Blogs.
- People that have just applied for an eCard: a good will call to make sure they are aware of all available online resources including Libby, Hoopla, etc.
- Existing cardholders that have not used the library for several months to make sure they know how it can be used now.

What happened to customer computer reservations?

IT pushed a mass shutdown of all public computers and blocked all reservations.

Is anyone checking the bookdrops while we’re closed?

No, the bookdrops were emptied and locked on March 16.

With the bookdrops locked, how do customers return their materials?

Signs are posted on all bookdrops asking customers to keep their materials until the libraries reopen.

What happens if customers leave their returned materials on the ground?

For security reasons, Security Officers are still assigned at urban branches. Their duties include building inspections, greeting customers, accepting USPS mail and other deliveries, monitoring outdoor Wi-Fi activity, and collecting all library materials left anywhere outside.

Since customers cannot return items, will they be charged overdue fines?

Revised 4-8-20

No, customers will not be charged for overdue materials during this time.

- We extended due dates to **May 31 (for all materials due beginning March 1)**.
- Hotspots and iPads that are already billed cannot be updated; staff will need to waive late fees upon their return.
- All fines accrued between March 1–**May 31** will be waived.
- NLV and BOU have agreed to the same guidelines.

What happens with collection agency activity during this time?

We suspended all collection activity during the closure period. Materials recovery phone calls and letters to customers are temporarily disabled.

Will hotspots be deactivated during the closure?

No, we extended due dates for all materials, including hotspots. These will remain activated during the closure.

What happens with customer hold lists and items on the holds pickup shelf?

Hold lists will be maintained as-is and will pick up where they left off when we reopen.

Are branches unoccupied during the closure?

For security reasons, Security Officers are still assigned at urban branches. Their duties include building inspections, greeting customers, accepting USPS mail and other deliveries, monitoring outdoor Wi-Fi activity, and collecting all library materials left anywhere outside.

Are some staff still working during the closure?

Although the District is closed, several administrators are still working (most remotely), including all Library Operations Administration. Other essential staff will be called upon as needed.

I left something in the branch. Can I get this during the closure?

No. Staff members are not permitted to enter any library building until further notice.

Exception: Service Center staff may access the Service Center to perform essential job functions. Outlying staff may access their branch to perform essential assigned job functions during the closure as approved by their Regional Manager.

I left my lunchbox and personal container in the staff lounge refrigerator. Will this be there when I return?

Yes. We discarded perishable food, but all personal lunchboxes and containers remain in the refrigerator.

Our branch had perishable Three Square meals. What happened to these?

These meals were retrieved and distributed to our homeless community.

Are contract and sister library systems also closed? Revised 4-8-20

NLV, BOU, HDPL and City Jail

- We temporarily suspended library services at the Misdemeanant Jail Library. They will resume services when the District resumes open hours to the public.
- As of March 14, North Las Vegas, Boulder City, and Henderson District library systems are closed until further notice. All systems have extended their closures through April 30.

Will Passport Services still be available at Windmill?

No, customers will not be able to make appointments during the closure. Customers with existing appointments were notified by phone or email of their appointment cancellation.

New Library Operations Updates as of 4-8-20

Several branch staff are willing to work from home during the closure. Why haven't we been asked to provide remote services or help in other ways?

Per Federal guidelines, we cannot allow hourly staff to work remotely. Now that the closure has been extended, we may ask exempt staff to assist with launching remote services. With the assistance of **Branch Managers** and **Branch Associates**, the teams researched other library systems and proposed ideas to provide remote services and other activities during the coming weeks. These have been reviewed by the Executive Council and will be shared once finalized.

What plans are in place for reopening to the public as far as social distancing and sanitizing materials?

Library Operations Administration is currently working with the Health and Safety Mitigation Taskforce to determine opening day protocol. Staff will be notified in advance regarding the measures we'll take to ensure social distancing, sanitation, and any other CDC recommendations.

Will I need to report to work before our reopening date?

Some staff (most likely PIC-level) will be asked to return to work prior to reopening, in order to implement new guidelines. We will give staff plenty of notice.

I am not receiving updates about branch operations. Who should I contact?

Library Operations Administration is regularly communicating with all Branch Managers and Branch Associates via group text on a weekly basis. If you are not receiving periodic updates, please contact your supervisor. You can also email administration@lvccld.org.

What if a customer is moving out of town and needs to return materials? What about snowbirds?

Customers moving out of town and snowbirds should contact Administration@lvccld.org to arrange for materials to be returned. These are being handled on a case-by-case basis.