



MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director; District-wide Staff

FROM: Matt McNally, Community Engagement Director

DATE: May 5, 2020

SUBJECT: Community Engagement Coronavirus Mitigation FAQ's

UPDATE: What's happening with early voting in June?

As previously reported, the Elections Department changed the primary election voting format to an all-mail in system. No on-site voting will occur in libraries. However, the Library District has partnered with the Elections Department for Enterprise, Laughlin, Sahara West, and Windmill libraries to serve as drop-off locations for ballots on June 9. Drop-off hours for customer ballots will occur from 7:00 a.m. to 7:00 p.m. Elections Department staff will arrive/depart a half-hour before and after service hours. The Elections Department will manage social distancing and serve customers with a simple setup of a table and two chairs.

UPDATE: What's happening with Food for Thought?

With uncertainty remaining of when Governor Sisolak will lift the emergency declaration and allow libraries to re-open, the Library District Board of Trustees approved the program to begin when libraries re-open to the public for up to 60-days. This gives staff the ability to set the program start/end dates as needed. Future communication will be sent to all staff as re-opening plans solidify. As an example, we anticipate the program could launch sometime in May whenever libraries re-open, and extend through June 30. General Services will distribute cardboard boxes prior to libraries re-opening to ensure that staff have the ability to store donations. Staff are encouraged to have customers place their donations directly in these storage boxes if possible to help limit person, to surface, to person contact with COVID-19. This is an extraordinary precaution as the CDC notes that the greatest risk of the virus is still person to person contact. North Las Vegas Library District is still planning to participate in the waiving fines although they will not be collecting food. Boulder City Library is planning to participate by waiving fines and collecting food.

UPDATE: What's happening with Summer Challenge?

Summer Challenge will officially launch on May 15. Due to the closure of CCSD schools, the Summer Challenge could not be promoted to students through our partnership with CCSD as planned. Instead, our strong partnership is helping to reimagine the initiative. The Library District and CCSD will promote the Summer Challenge to participants at each of the 46 CCSD

food distribution sites serving the public. Youth Services Administration and the Summer Challenge committee chairs will virtually roll out training to staff prior to the program. All in-person programs to support Summer Challenge have been cancelled. Instead, staff will support the Summer Challenge with virtual programs. Branding & Marketing is also working to re-structure the log and other promotional materials.

UPDATE: Are Census 2020 initiatives still operating at the Library?

Yes. The Programming and Venues Services department is working with the U.S. Census Bureau to develop informational videos that will be posted to the District's virtual programming YouTube page. These videos will promote the census and also help customers when filling out information online. Marketing materials to promote participation in the census have also been distributed to Library District computer labs. Staff are also encouraged to promote customer participation in the census through a word-of-mouth campaign in each library.

Will Workforce Connections open One-Stop Career Centers when libraries re-open?

Yes. One-Stop Career Centers are scheduled to open in LVCCLD facilities upon re-opening in order to best serve the public with meeting critical needs. Approximately 350,000 individuals in Las Vegas have filed for unemployment since mid-March. We need to help get our community back to work. Plans are being developed to provide One-Stop staff additional space throughout the library (i.e. meeting rooms, literacy classrooms, lobbies, etc.) to create proper social distancing. Library District staff may be called upon to assist with customer crowd management, intake, and/or computer support depending on demand. Literacy Services and Youth Services will borrow additional computers to One-Stop and Computer Lab staff to assist customer needs.

What expectations are there for partners, contractors, and vendors when libraries re-open?

All partners, contractors, and vendors will/should be asked to conform to the same standards as our staff. This would include helping to socially distance people a minimum of six feet, wearing a mask, and taking personal responsibility to help protect any possible infection from spreading to others.

UPDATE: What's happening with programs, events, rental usage of meeting rooms and Performing Arts Centers, literacy classes, art gallery receptions, and outreach activities?

Each of these services remain suspended through June 30. The Library District does not foresee these services returning until at least July 1 in order to prioritize serving the community with critical needs. Each Community Engagement department (Gallery Services, Literacy Services, Programming & Venues Services, Outreach Services, and Youth Services Administration) has been developing an Operations Plan over the past few weeks. These department plans are being aligned to the three-phased Library District re-opening approach which was approved by the Board of Trustees on April 28. Each Operations Plan describes how services will eventually return and will be shared with Library District staff when completed.

A brief highlight of these Operation Plans are described here:

- Due to operating budget cuts, the Library District will not be contracting any artists/programs until at least January 1, 2021. Instead, staff will focus their effort to provide critical need programs through partnerships with our community. These programs are likely to occur during Phase 2 of the Library District re-opening framework. Community Engagement staff has already contacted 263 of our partners to reassure them of our commitment and gain a better understanding of how we can best support them. Examples of these critical need programs might focus on: unemployment, business development, food sustainability, financial literacy, social services, early childhood education, literacy, covid-19 testing and contact tracing, and health & wellness.
- Programming spaces will likely be utilized in the phased re-opening approach to serve critical needs like expanding computer lab access, workforce development, and literacy classes.
- Socially distanced literacy classes (cycle 1) are anticipated to resume this summer. Adult Basic Education and English Language Learning class registration for cycle 1 is planned to start on July 1. Upon library buildings opening to the public, access/assessment will immediately be available for customers seeking a high school diploma to participate in the Career Online High School. Literacy Services staff will launch virtual opportunities for literacy classes and content after buildings re-open.
- Art galleries are anticipated to continue operating when library facilities open to the public, however, these spaces could also be temporarily shared to meet library service critical needs on a branch-by-branch basis subject to approval by a Director.
- Outreach Services will focus on developing and launching new program delivery systems such as: virtual delivery of senior e-media classes, training and professional development classes directed to early childhood educators, STEAM programs for school age youth, and storytime to serve children ages 0-5 and their caregivers.
- Youth story times are scheduled to resume in new socially distanced ways in Phase 2 of the Library District re-opening framework.
- The Programming and Venues Services (PVS) department is already working with community partners to adjust program offerings and ensure that proper social distancing is implemented as these services return during Phase 2 of the Library District re-opening framework. PVS is also working with partners to possibly offer online programs for customers.
- Finally, new rental reservations to use meeting rooms and Performing Arts Centers have been temporarily suspended until January 1, 2021. This provides us the ability needed to successfully accomplish each phase of the re-opening framework in order to prioritize critical needs for the Library District and our community partners. The District's ability to honor existing reservations will be monitored on a monthly basis on the 1st day of each prior month (i.e. July reservations will be evaluated on June 1). This provides the Library District, and the public, flexibility and advance notice to effectively plan as the recovery of covid-19 evolves in the months ahead. An executive decision on existing reservations will be made based on expected guidelines for group gatherings from the State of Nevada and Southern Nevada Health District, in addition to the Library District successfully advancing phases of the re-opening framework. Any customer with a rental reservation or contract scheduled through December 31, 2020 may ask for a full refund which will be granted without penalty.

All Community Engagement departments will be placing a strong emphasis on creating or re-directing customers to virtual programs which will soon be accessible for viewing through the Library District's website.

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