

ITEM III.

**PROPOSED AGENDA
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
Board of Trustees' Meeting
May 21, 2020**

DATE: Thursday, May 21, 2020

TIME: 6:00 p.m.

PLACE: Pursuant to the Governor's Emergency Directive on Public Meetings, [http://gov.nv.gov/News/Emergency_Orders/2020/2020-03-22 - COVID-19 Declaration of Emergency Directive 006/](http://gov.nv.gov/News/Emergency_Orders/2020/2020-03-22_-_COVID-19_Declaration_of_Emergency_Directive_006/) this meeting will take place online only via Webex. Connection information is listed on page 5.

I. Roll Call and Pledge of Allegiance

II. Public Comment

Topics raised under this item must be limited to matters on today's Agenda. If you wish to comment on an item appearing on this agenda, you may send an email to boardcomments@lvccld.org. Please identify on which agenda item you are commenting. Any comments not so identified will be read at the end of this meeting.

The public comment period at library district board meetings shall be limited to a maximum of forty-five (45) minutes for both periods of public comment. Remarks by speakers during the public comment period shall be limited to three (3) minutes, each. A speaker may not transfer time to another speaker; although, the chair has the authority to grant additional time to a speaker. When more than fifteen (15) people wish to comment, the chair shall proportionately reduce the time allotted to the forty-five minute maximum.

III. Board Action to accept Proposed Agenda (For possible action)

IV. Approval of Proposed Minutes (For possible action)

- A. Regular Session, January 16, 2020
- B. Regular Session, February 13, 2020
- C. Regular Session, March 12, 2020
- D. Emergency Meeting, March 18, 2020
- E. Finance and Audit Committee, April 16, 2020
- F. Regular Session, April 16, 2020
- G. Special Session, April 28, 2020

V. Chair's Report

- A. Appoint Nominating Committee members and schedule meeting in June
- B. Confirm Risk Management Committee Meeting date and time.
- C. Possible Board discussion regarding the Chair’s report.

VI. Library Reports

Possible Board discussion of one or more staff reports outlining library activities and highlighting selected administrative activities following the preceding Board meeting.

Trustees should indicate the individual reports they would prefer to discuss.

A. Executive Director’s Report - Dr. Ronald R. Heezen

- 1. Program and Delivery Services
 - a. Library Operations and Security Reports and Monthly Statistics
- 2. Program Support Services
 - a. Branding and Marketing Report and Monthly Statistics
 - b. Community Engagement Report and Monthly Statistics
 - c. Development and Planning Report
 - d. Information Technology Report
- 3. Administrative Support Services
 - a. Financial Services Report
 - b. General Services Report
 - c. Human Resources Report

VII. Unfinished Business

None

VIII. Executive Session –

- A. Discussion of the District’s budget and human resources issues related to the COVID-19 Pandemic. THIS WILL BE A CLOSED SESSION.

IX. New Business

- A. Public Hearing on the Las Vegas-Clark County Library District Tentative Budget for Fiscal Year 2020-2021.
- B. Discussion and possible Board action to adopt the Las Vegas-Clark County Library District’s Final Budget for Fiscal Year 2020-2021.
- C. Discussion and possible Board action to offer a Voluntary Employee

Separation Plan (VESP) to qualified staff.

D. Discussion and possible Board action regarding the District’s labor agreements with Teamsters 14.

X. Announcements

A Nominating Committee Meeting will be scheduled in June prior to the next Regular Board Meeting.

The next Risk Management Committee Meeting will be held on Thursday, June 11, 2020, at 4:30 p.m. in the West Las Vegas Library, 951 West Lake Mead Blvd., Las Vegas, Nevada 89106 OR via WEBEX.

The next Board Meeting will be held Thursday, June 11, 2020, at 6:00 p.m. in the West Las Vegas Library, 951 West Lake Mead Blvd., Las Vegas, Nevada 89106 OR via WEBEX.

XI. Public Comment

Topics raised under this item cannot be acted upon until the notice provisions of the open meeting law have been met. If you wish to make public comment on this item, you may send an email to boardcomments@lvccld.org. Please identify this agenda item in your email.

The public comment period at library district board meetings shall be limited to a maximum of forty-five (45) minutes for both periods of public comment. Remarks by speakers during the public comment period shall be limited to three (3) minutes, each. A speaker may not transfer time to another speaker; although, the chair has the authority to grant additional time to a speaker. When more than fifteen (15) people wish to comment, the chair shall proportionately reduce the time allotted to the forty-five minute maximum.

XII. Adjournment

NOTE: AT ANY TIME, ANY ITEM ON THIS AGENDA MAY BE TAKEN OUT OF ORDER, COMBINED WITH ONE OR MORE OTHER ITEMS ON THE AGENDA OR REMOVED FROM THE AGENDA, EITHER AT THE DISCRETION OF THE CHAIR OR BY VOTE OF THE BOARD.

NOTE: PLEASE CONTACT ALLISON BOYER AT (702) 507-6186 OR boyera@lvccld.org TO REQUEST THE SUPPORTING MATERIAL FOR THIS MEETING.

Pursuant to NRS 241.020, this item has been properly noticed and posted online

at the Las Vegas-Clark County Library District website, www.lvccld.org and at Nevada Public Notice at <https://notice.nv.gov>. Written notice of the meeting of the Las Vegas-Clark County Library District Board of Trustees was given on Friday, May 15, 2020, i.e., given at least three (3) working days before the meeting, including in the notice the time, way to access the meeting, and agenda of the meeting:

- A. By delivering a copy of the notice to each Library Trustee;
- B. By posting a copy of the notice at the principal office of the Library Trustees, or if there is no principal office, at the building of at least three other separate, prominent places within the jurisdiction of the Trustees, to wit:
 - 1. Clark County Library
1401 E. Flamingo Road
Las Vegas, NV 89119
 - 2. East Las Vegas Library
2851 E Bonanza Road
Las Vegas, NV 89101
 - 3. Sunrise Library
5400 Harris Avenue
Las Vegas, NV 89110
 - 4. West Charleston Library
6301 W. Charleston Boulevard
Las Vegas, NV 89146
 - 5. West Las Vegas Library
951 W. Lake Mead Boulevard
Las Vegas, NV 89106
 - 6. Windmill Library
7060 W. Windmill Lane
Las Vegas, NV 89113
 - 7. Las Vegas-Clark County Library District website
www.lvccld.org
- C. By mailing a copy of the notice to each person, if any, who has requested notice of the meetings of the Las Vegas-Clark County Library Board of Trustees in the same manner in which notice is requested to be mailed to a member of the Library Board of Trustees.
- D. Webex Connection information:

<https://lvccld.webex.com>

Event number (access code): 953 397 111

Join by phone: +1-408-418-9388

Use same meeting number

Join from a video system or application:

Dial 96339711@lvccld.webex.com

You can also dial 173.243.2.68 and enter your meeting number.



ITEM VI.A. EXECUTIVE DIRECTOR'S REPORT

MEMORANDUM

DATE: May 15, 2011
TO: Board of Trustees
FROM: Dr. Ronald R. Heezen
SUBJECT: Executive Director's Monthly Report

This report gives you a quick review of my activities and the accomplishments of Library District Staff for your review and discussion at the District Board of Trustees' May 21st meeting. I have supplemented this with information in the board packet (numbered VI.A.1-3) and distributed to Trustees today.

MEETINGS, ACTIVITIES & OTHER TOPICS

PANDEMIC RESPONSE. On April 30th, Governor Sisolak announced the pre-phase one opening for businesses. We immediately petitioned the GOED group to allow the Library District to reopen for curbside service. However, the governor's group decided to pass the authority for such decisions to the counties across the state. We subsequently sent the document to the Clark County Commission. Thanks to Trustee **Kelly Benavidez**, Clark County Commissioner **Lawrence Weekly**, and our Chair **Felipe Ortiz** we came to the attention of Commission Chair **Marilyn Kirkpatrick**. As I shared with you in my special email, we got the go-ahead this Wednesday, and are opening tomorrow, May 16, for curbside service. I have attached the official request to this report.

I want to thank the Executive Council members, the Health and Safety Mitigation Taskforce members, and the Library Operations staff who worked so hard to research, create, and test out different options for our reopening protocols. The training video for staff was created by Regional Library Operations Manager **Leo Segura**, Safety Manager **Nicole Baker**, East Las Vegas Library Branch Manager **Salvador Avila**, and East Las Vegas Library Multimedia Supervisor **Alex Acosta**.

I ask that you consider input from a respected group which monitors the economy and how they ranked the areas that will suffer the most from this national shutdown. The 24/7 Wall Street group says this:

"The coronavirus pandemic is a public crisis of historic proportions, threatening the health and economic stability of millions of Americans. With the April jobs report looming, economists are predicting the single largest monthly unemployment spike in U.S. history, as jobless claims have surged every week since the President declared a national emergency in mid-March.

"While no corner of the country will be spared the imminent economic downturn, certain areas will likely be far more affected in the coming weeks and months. The severity of the economic damage each city will sustain will likely depend on a multitude of factors. These factors include the type and size of businesses in the area as well as the coronavirus infection rate.

"24/7 Wall St. created an index of these and other measures to determine which metropolitan areas the COVID-19 economic recession will likely hit hardest. As nonessential travel has been suspended in much of the country and consumer confidence has diminished, industries such as oil and gas extraction, tourism, and transportation and warehousing will likely continue to bear the brunt of job losses in the coming weeks and months. These industries are economic pillars in the metro areas on this list. Metro areas on this list also tend to have a high concentration of small businesses. Small businesses are at an elevated risk of permanent closure during the pandemic as they typically do not have the liquid capital of larger companies to stay afloat during prolonged closure. Establishments like bars and restaurants are particularly vulnerable.

"Economic hardship will likely also be worse in areas with higher infection rates. In these places, consumers may be more reluctant to venture into public areas, and governments may be more likely to impose longer and stricter measures to contain the spread."

And, in those rankings, the number two area they predict will be hardest hit is. . .you guessed it:

2. Las Vegas-Henderson-Paradise, NV

- > **Pct. of workers in high-risk industries:** 35.4%
- > **Businesses with fewer than 50 employees:** 43,095
- > **COVID-19 cases as of May 6, 2020:** 4,408 (205.8 per 100,000)
- > **Statewide stay-at-home order enacted:** April 1, 2020
- > **Status of stay-at-home order as of May 6, 2020:** In place
- > **Population:** 2.2 million

"Few metro area economies are more vulnerable to the effects of a global pandemic than Las Vegas. The leisure and hospitality sector attracts over 40 million visitors every year, and employed 29.2% of the metro area's workforce prior to the COVID-19 crisis -- the third largest share of any metro area in the United States. But due to safety precautions related to the coronavirus, for the first time in recent history, the Las Vegas Strip is completely shut down.

"While the economic impact of the coronavirus shutdown is hard to measure, the Nevada Resort Association has estimated that the state has lost \$2 billion from cancelled meetings and conventions so far, which could lead to a total of \$39 billion in lost revenue. And while unemployment data also does not capture the true impact of the pandemic, the unemployment rate in Las Vegas rose from 3.7% in February 2020 to 6.8% in March, the third largest increase of any metro area."

Fortunately, the District has budgeted conservatively since before the Great Recession, with the oversight of CFO **Fred James** and the collaboration of the Director's office. By the time of the May meeting we will know whether our proposal to the Teamsters Union is accepted.

The CDC originally listed three symptoms for COVID-19, but seeing how the infection shows up differently depending on age, gender, etc., they recently added more symptoms to watch out for. Not all symptoms show in every infected individual. Here's the COVID-19 symptom checklist with a couple of others to watch for:

- Fever
- Dry Cough
- Chills
- Sore throat
- Headache
- New loss of taste or smell
- Shortness of Breath
- Repeated shaking with chills
- Muscle pain
- Dizziness

Not everyone who is infected will have all these symptoms, and some people won't have any. Either way, it's critical to keep this checklist handy because it can save your life.

WORKFORCE CONNECTIONS. After the specially called meeting in April wherein you approved the new Memorandum of Understanding (MOU) to extend the partnership between the District and Workforce Connections, General Services Director **Steve Rice** and his team began working with Workforce Director Jaime Cruz to kick off the planning and contracting for the business hub at Sahara West Library. Thanks to the partnership, Mr. Cruz and his organization are footing the bill for this project, but we are under a fairly tight time schedule. Thank you for allowing us to continue this essential partnership.

NEW PARTNERSHIPS DEVELOPING. While we are discussing collaboration, Director of Planning and Development **Danielle Milam** has actively been looking for ways to extend our available funds. One of many groups with which she has engaged included the Nevada Department of Health and Human Services' Division of Welfare and Supportive Services (DWSS). Director Michael Yoder and his team have shown great interest in partnering with the District, particularly with our branches in low income/low education neighborhoods to help connect clients to technology and internet connections at home. Their TANF program (Temporary Assistance to Needy Families) aims to provide critical nutrition, child care, transportation, and other services to Nevada families.

DIGITAL CONNECTIONS. I have always recognized the importance of developing video content in our online presence, and I worked with Branding and Marketing Director **Betsy Ward** to bring this to fruition over the past two years. Betsy and her team have been building content on our Library District YouTube channel, filming and editing sizzle reels that tell some of the stories of our most popular programming such as Kickoff to Kindergarten, Family Pride Day, the Comic Book Festival, and the grand opening of our East Las Vegas Library (in English and Spanish) to name a few.

BAM had planned to launch the updated YouTube channel in connection with the new brand in September 2020. However, as with libraries across the country, the COVID-19 outbreak made virtual programming a priority, and the BAM team worked closely with Community Engagement Director **Matt McNally**, Programming and Venues Manager **Ryan Neely**, Youth Services Manager **Shana Harrington**, Outreach Services Manager **Glenda Billigsley**, and members of Library Operations Director **Jenn Schember's** team to develop content ideas. Betsy also worked with Counsel **Jerry Welt** on video copyright standards. This program is being instituted with very positive feedback.

ELECTRONIC CARD APPRECIATED BY CUSTOMERS. Our other new addition to service, the eCard, was launched with great teamwork from multiple departments. The design began in Branding and Marketing (Director **Betsy Ward**, Assistant Director **Karen Bramwell**, and Web Designer **Gene Kilchenko**). The workings of the card were up to Access Services Manager **Sufa Anderson** with back-up from IT (Director **Al Prendergast**). Please read the Branding and Marketing Report for details. Over seven thousand cards have been issued to date.

SUMMER CHALLENGE IS A GO. Our stellar program to help students avoid the summer slide is still going to happen—just a little differently. Most of this year's activities will be conducted at home and online. Parents can work on activities and reading with their kids. Programs will be recorded and provided via video. The partnership with Clark County School District (CCSD), which we've worked so long to achieve, is still going to pay off! Although we won't be able to appear at the schools and hand out our brochures in person, the CCSD marketing team is demonstrating their commitment to our partnership by generously agreeing to distribute an estimated 80,500 Summer Challenge brochures at approximately 32 of their 46 food distribution sites. (These are the locations within our taxing district.) Additionally, we are printing another 8,000 brochures, which will be distributed through our curbside service and in our branches once we reopen.

HR DIRECTOR. Trustees **Shannon Bilbray-Axelrod**, **José Meléndrez**, and **Elizabeth Foyt** joined Deputy Director/CFO/Interim HR Director **Fred James** and me to interview eleven awesome candidates found by our search firm for our consideration. There are three finalists who will be coming in for a final conversation with us on Friday, May 22nd. It will be the same group (minus Trustee Meléndrez) plus Trustee **Kelly Benavidez**. We will keep you posted on our progress.

FOR YOUR CALENDAR:

District Libraries will be CLOSED (even if we have reopened)

Monday, May 25th for Memorial Day

Saturday, July 4th for Independence Day

Executive Director's Activities

As always, the accomplishments of our extraordinary staff should make us all proud and my activities are just a small reflection of what they have achieved:

- Conferred with **attorneys** over various legal issues on several occasions.
- Convened the **Executive Council** at least twice weekly via video conference during the month.
- Participated in eleven interviews of candidates for the **Human Resources Director** position.

- Prepared and distributed the most recent issue of ***For the Record*** to distribute to Trustees and Staff.
- Joined **librarians from around the state** in a teleconference on two occasions.
- Continued in my position as **President** for the *Las Vegas WON (Where Opportunity Networks) Rotary Club*.
- Conversations with Trustees on numerous topics (picking brains is always helpful).



May 8, 2020

Marilyn Kirkpatrick, Chair
Clark County Commission

Re: Library District Request to Offer Curbside and Drive-through Materials Delivery

Esteemed Commissioner:

The Las Vegas-Clark County Library District respectfully requests the ability to offer curbside and drive-through window materials pick-up services beginning May 16, 2020, in compliance with the "Road to Recovery for Nevada" Phase One Guidelines and Protocols for Reopening issued by Governor Sisolak.

The Library District has many customers who use the online material reservation system. There are presently 9,967 material "holds" waiting for customers at our 25 library branch locations, and another 11,362 that were in process at the point of library closures on March 16, 2020. We are asking to make curbside and drive-through window pick-up service available at all 25 Library District branch library locations (see attached map with 13 urban and 12 rural locations). Drive-through window service is only available in Mesquite and East Las Vegas branches.

The proposed library curbside service will comply with the Phase One non-essential business guidelines. They also align with policies for health and safety and the Three-Phase Library Opening Plan adopted by the Las Vegas-Clark County Library District Board of Trustees at their April 28, 2020, meeting.

1. Customers will request materials for pickup via the online library catalog, phone, or email. All fines and other customer transactions will be completed by phone or email before items are available for pickup. Items will be pre-ordered, packaged, and waiting for customer pick-up at the customer's choice of library branch locations.
2. Each transaction will be with an individual library customer, one at a time, outside, in a driveway or designated area of a parking lot, or via a drive-through window.
3. The Library District's curbside service employees will place the packaged library materials in the customer's vehicle or at the designated curbside pickup area, will observe 6 ft. social distancing, and will avoid hand-to-hand delivery.
4. The Library District's curbside service employees will wear face masks, face shields, safety vests, and gloves when providing curbside or drive-through window service. Gloves will not be used for more than one (1) customer transaction.

5. The Library District reserves the right to refuse service to anyone not wearing a mask.
6. Curbside service and drive-through windows will be available during standard library operating hours (10 a.m. to 8 p.m. Monday through Thursday, and 10 a.m. to 6 p.m. Friday through Sunday) and end 15 minutes before closing. Customers must call in advance to reserve a pickup time, which will be assigned by staff within a one-hour window. Requests may be scheduled five days in advance. If a customer misses their assigned time, they will be able to wait in the parking lot and phone the service desk for a new time. If they do not show, staff will place a courtesy call and reschedule the pickup. There will be no walk-up service, group gatherings, or lines of people allowed.
7. For drive-up customers, the Library District will maintain traffic flow and will establish a designated "Curbside Commerce" area at each library branch location. Two locations, in Mesquite and East Las Vegas, have drive-through windows. The Library District will manage the curbside and drive-through delivery services to avoid overflow traffic or impediments to normal street traffic. The customer will be responsible for opening doors or trunks to facilitate the delivery, as well as showing i.d. through the window.
8. For Library District customers that arrive by bicycle or public transportation, the same reservation system applies. Non-driving customers must call in advance, and their order will be prepared. When they arrive, customers call the number posted at the "Curbside Commerce" area and wait at least 6 feet away from the sign. Staff will verbally verify the customer name, place the bag of items at the base of the sign and step away.
8. No materials will be returned through curbside or drive-through window services. All library materials will be returned through the Library District's outside book drops. The branch facilities have a separate procedure for quarantining all returned library and donated materials that enter the building for four days before shelving, making available for curbside pickup, or moving to other Library District locations. The quarantine process includes the following:
 - Staff are required to wear masks, gloves, and an apron while emptying return bins and automated sorters
 - Returned items will be immediately stored and sealed in boxes. Staff will mark the boxes with the current date and the end date of quarantine four days later (to ensure 72 hours has passed)
 - After quarantine expiration, staff must remove/replace gloves and wash hands before opening boxes
 - Staff will wash hands before touching any equipment, supplies or collection used for curb-side service

The Library District has proven to be a lifeline to 661,793 active library cardholders, with 5.8 million visits and 11.6 million items checked out in FY18-19, including 2.4 million items downloaded as e-materials. In the past two months, as the Library District made a new e-card available to local residents, there has been a tremendous growth in library cardholders and customer use of downloaded materials, available online. In March and April, library customers have downloaded 539,712 items, including books, movies, and music. This represents a 50,000 increase in items from March 2019 and an 80,000 item increase from April 2019.

Curbside and drive-through window delivery service would assist those customers who still prefer physical materials. One of the items in high demand are free WiFi hotspots. At this

point, the Library District's 500 free WiFi hotspots have been checked out and there is a 1,700 person waiting list. The Library District will be purchasing more of these hotspots and they will be part of the curbside and drive-through window material delivery service being requested here.

The Library District urges your consideration of this Phase One reopening plan for curbside and drive-through services, to activate on May 16, 2020. Should you have any questions about this request, please do not hesitate to call me (702.250.3866) or my staff:

Jenn Schember, Director of Library Operations 702.768.8620, schemberj@lvccld.org

Steve Rice, Director of General Services 702.249.6080, rices@lvccld.org

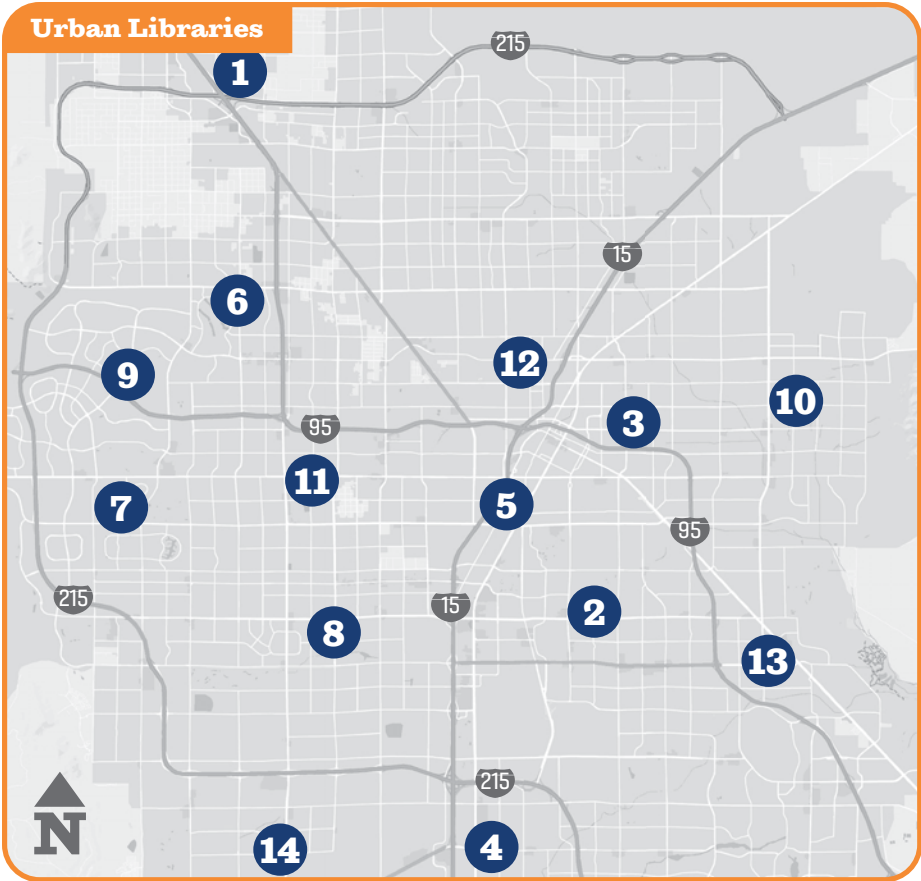
John Vino, Chair of the Health and Safety Mitigation Team 702.208.0503, vinoj@lvccld.org

Respectfully,

A handwritten signature in black ink, reading "Dr. Ronald R. Heezen". The signature is fluid and cursive, with a long horizontal stroke at the end.

Dr. Ronald R. Heezen, Executive Director

Urban Libraries

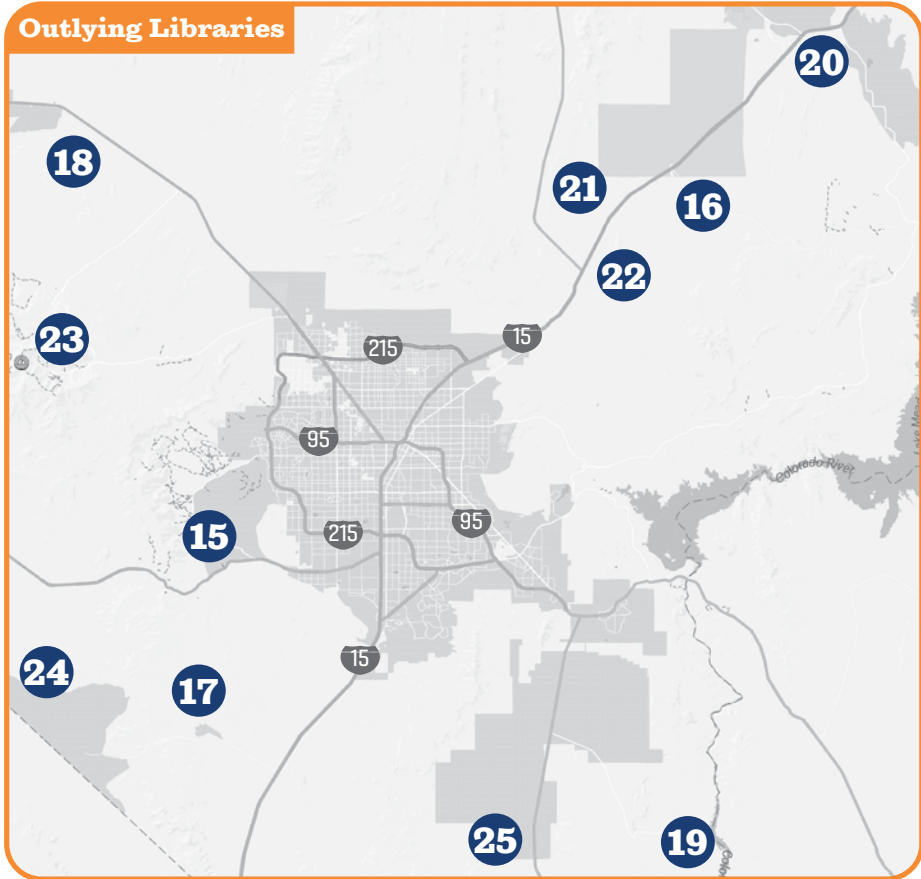


- 1 Centennial Hills Library
6711 N. Buffalo Dr., 89131
702.507.6100
- 2 Clark County Library
1401 E. Flamingo Rd., 89119
702.507.3400
- 3 East Las Vegas Library
2851 E. Bonanza Rd., 89101
702.507.3500
- 4 Enterprise Library
25 E. Shelbourne Ave., 89123
702.507.3760
- 5 Meadows Library*
251 W. Boston Ave., 89102
702.474.0023

- 6 Rainbow Library
3150 N. Buffalo Dr., 89128
702.507.3710
- 7 Sahara West Library
9600 W. Sahara Ave., 89117
702.507.3630
- 8 Spring Valley Library
4280 S. Jones Blvd., 89103
702.507.3820
- 9 Summerlin Library
1771 Inner Circle Dr., 89134
702.507.3860
- 10 Sunrise Library
5400 Harris Ave., 89110
702.507.3900

- 11 West Charleston Library
6301 W. Charleston Blvd., 89146
702.507.3940
- 12 West Las Vegas Library
951 W. Lake Mead Blvd., 89106
702.507.3980
- 13 Whitney Library
5175 E. Tropicana Ave., 89122
702.507.4010
- 14 Windmill Library
7060 W. Windmill Ln., 89113
702.507.6030

Outlying Libraries



- 15 Blue Diamond Library
16A Cottonwood Dr., 89004
702.875.4295
- 16 Bunkerville Library
150 W. Virgin St., 89007
702.346.5238
- 17 Goodsprings Library
365 W. San Pedro Ave., 89019
702.874.1366
- 18 Indian Springs Library
715 Gretta Ln., 89018
702.879.3845

- 19 Laughlin Library
2840 S. Needles Hwy., 89029
702.507.4060
- 20 Mesquite Library Campus
160 W. First North St., 89027
702.346.5224
- 21 Moapa Town Library
1340 E. Hwy. 168, 89025
702.864.2438
- 22 Moapa Valley Library
350 N. Moapa Valley Blvd., 89040
702.397.2690

- 23 Mt. Charleston Library
75 Ski Chalet Pl., 89124
702.872.5585
- 24 Sandy Valley Library
650 Quartz Ave., 89019
702.723.5333
- 25 Searchlight Library
200 Michael Wendell Way, 89046
702.297.1442

Serving these
zip codes:

89004
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MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Jennifer Schember, Library Operations Director

DATE: May 1, 2020

SUBJECT: Library Operations Activity Report, April 2020

This report provides an overview of the Library Operations Department and includes project updates, branch activity, and staff highlights for a one-month period from **April 1, 2020 – April 30, 2020**.

LIBRARY OPERATIONS ADMINISTRATION

Since the District's closure on March 16 due to the COVID-19 pandemic, the Library Operations Department continued to communicate regularly with its staff through the following methods: Staff Updates webpage, which provides messages and FAQs for individual departments; daily and weekly check-ins via direct phone calls, text, email, FaceTime, Slack Workspace, WhatsApp, and GroupMe; and meetings held on Zoom, WebEx, and GoToMeeting.

In April, Library Operations Administration collaborated with the District's Health and Safety Mitigation Taskforce to identify needs and develop procedures to facilitate a safe reopening. As part of this process, a subcommittee comprised of Library Operations Administration and General Services Administration worked together to develop a three-phase reopening framework, which was approved by the Board of Trustees on April 28, 2020. This plan will be used in compliance with Governor Sisolak's "Road to Recovery Nevada" protocols when the District is permitted to reopen.

Additionally, Library Operations Administration:

- Worked closely with Asst. General Services Director **John Vino** and Safety Manager **Nicole Baker** on a variety of tasks for reopening
- Finalized procedures and developed training for curbside service and quarantine of returned materials
- Worked with the Human Resources Department to complete payroll processing for over 600 staff
- Met with Branding & Marketing to discuss virtual programming, social media, and promotional needs and materials for reopening
- Handled customer inquiries via email and phone
- Coordinated weekly outlying branch check-ins during the closure
- Handled staff inquiries regarding the reopening framework

- Compiled and developed staff FAQs for multiple departments
- Continued to correspond with other local and national library systems

Also during the month, the District's Call Center operations continued to handle all incoming branch calls during the closure. Due to a decline in call volume, this team shifted to making direct calls to the following library 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 recently applied for an eCard: a good will call to make sure they are aware of all available online resources.
- Existing cardholders that have not used the library for several months to make sure they know how it can be used now.

COMMUNITY PROJECTS

The Indian Springs Library staff continued to work with Clark County Parks and Recreation and Three Square to provide shelf-stable meals-to-go for kids. Branch Associate **Marie (Jett) Reed** and Library Assistant **Julie Sawyer** currently distribute meals on Tuesdays, Wednesdays, and Thursdays from 3:30-4:30 p.m. and on Saturdays from 12-12:30 p.m. In April, they distributed 168 shelf-stable meals, bringing the total amount of meals distributed during the closure to almost 300. Due to the overwhelming need in this community, Indian Springs received additional meals from Searchlight Library Branch Associate **Kelli Carlson** and Spring Valley Library Youth Services Department Head **Juliette Swett** who were happy to share!

Regional Library Operations Manager **Leo Segura** coordinated a team of staff to 3D print personal protection equipment (PPE) for local medical facilities, in partnership with Adelson Educational Campus. Staff are currently printing PRUSA Face Shield, Verkitsan Face Shield, Makerbot Face Shield, Montana Face Masks, and ear savers. Mr. Segura has delivered over 750 pieces of PPE to Adelson, where they assemble, sanitize, and distribute locally. Adelson currently works with American Medical Response (AMR) and Mountain View Hospital to coordinate needs for the medical field. Additionally, Mesquite Library staff printed and donated face shields to Mesquite Fire and Rescue. A special thank you to District Counsel **Jerry Welt** for his assistance with this project. The PPE 3D Printing Team includes the following staff:

- Carol Chambers, Assistant Branch Manager (West Las Vegas Library)
- John Culliver, Computer Center Department Head (West Charleston Library)
- Christopher Felipe, Multimedia Supervisor (Enterprise Library)
- Vanessa Giebink, Computer Center Department Head (Mesquite Library)
- Jack Meyer, Assistant Branch Manager (Centennial Hills Library)
- Theron Nissen, Branch Manager (Windmill Library)
- Megan Nykodym, Teen Services Department Head (Clark County Library)
- Natalia Tabisaura, Youth Services Department Head (Sunrise Library)
- David Tran, Circulation Department Head (East Las Vegas Library)

Photos on next page: PPE 3D Printing Team working remotely



MONTHLY REPORTS

Due to the District's closure, monthly statistical and security reports are not available at this time.

...

ITEM VI.A.2.a.



MEMORANDUM

TO: Dr. Ronald Heezen, Executive Director

FROM: Betsy Ward, Branding and Marketing Director

DATE: May 6, 2020

SUBJECT: Branding and Marketing Activity Report, May 2020

This memorandum reports on the Branding and Marketing Department's (BAM) activities and project updates for the month of April and statistics for the period from March 1-31, 2020.

COVID-19 ACTIVITIES

Staff Communications During Library District Closure

- BAM continued to maintain the Staff Updates page on the website on behalf of all EC members, to keep their employees informed as new developments arise during the COVID-19 closure.
- Branding & Marketing Director **Betsy Ward** continues to work with Digital Content Manager **Ryan Simoneau** on formatting and uploading the information. Assistant Branding & Marketing Director **Karen Bramwell** and Graphic Designer **Juanita Aiello** worked with Library Operations Director **Jenn Schember** to lay out and edit the Phased Library District Reopening Framework document. This was posted at the top of the Staff Updates page in order to make it prominent and easy for staff to find.
- It continues to be an effective means of communication, with 8,060 unique page views recorded as of April 30, a 76 percent increase since March 30. Staff have stayed on this page for an average time of nearly four minutes. <https://lvccld.org/staffupdates/>
- This Staff Updates page went live on Thursday, March 19, and through April 30, it has received over 12,634 unique page views. Library Staff have stayed on this page for an average time of nearly four minutes.
- The page will continue to operate to share information until all employees without District devices return to work. It will then go dormant until such time that it may be needed again.



**COVID-19
Staff Updates**
As of: May 6, 2020

New information is currently available from Administration/Executive Director, Community Engagement, General Services, and Library Operations.
Please check back for additional details as they become available.

**Library District
Phased Reopening**

As we prepare to open to the public, our Phased Reopening Framework will serve as our collective guide for this process. All employees should become familiar with this three-page document. Please click [here](#) to view.

Library District Tentative Reopening Date —

As with all public entities, a reopening date for the Library District is dependent upon the guidelines set forth by Governor Sisolak and/or the Southern Nevada Health District. Staff will be notified as soon we are able to safely reopen our library branches.

eBlast Communications to Customers

- As with any crisis, it is critical that the Library District continue to communicate with our customers, to keep them apprised of our status and to remind them of the ways they can continue to interact with us.
- On April 30, **Betsy Ward**, **Karen Bramwell**, and Web Designer **Gene Kilchenko** prepared an eBlast from **Dr. Heezen**, touching base with customers to let them know that their library misses them and is working hard behind the scenes to stay connected. We listed three examples of this: the new eCard, the new YouTube channel, and the website, which brings the library to them 24/7.
- **Betsy Ward** and **Karen Bramwell** are working on two follow-up eBlasts: 1) for curbside pick-up, once this is approved; and, 2) for the reopening District-wide, which will be sent one week prior, with details on what the public can expect in order to manage their expectations.

New Website Homepage with At-Home Focus

- One of the many benefits in working with BiblioCommons is the flexibility it offers in its design options. In order to reconfigure our homepage to focus on enjoying the library from home, **Ryan Simoneau**, Senior Digital Projects Associate **Paula Loop**, and **Gene Kilchenko** worked together to remove portals that promoted in-branch experiences in favor of showcasing the Library District's digital collection and online resources.
- This effort also includes a new dedicated landing page — Enjoy the Library From Home — which serves as a welcome page and gives visitors some bite-sized samples of the cool things you can learn, watch, create, and generally enjoy from home.
- These pages are currently under development for launch in May 2020.

PUBLIC RELATIONS

Preparations for Library District Reopening

- As we begin to prepare for reopening, BAM is creating a web page that will serve as the information portal for the public and the media. **Gene Kilchenko** is creating a layout similar

in functionality of the Staff Updates page, providing categories of information and FAQs to make it easier to follow.

- As with the Staff Updates page, **Betsy Ward** will work with EC members to compile the key information that they want the public to know. She and **Karen Bramwell** will work with **Ryan Simoneau** to organize and post the content, and add to it as new information comes available.
- **Betsy Ward** prepared press release drafts for possible curbside service opening and for the eventual District-wide reopening, in anticipation of quick turnaround for both messages.
- **Karen Bramwell** coordinated an interview with Head of Collection and Bibliographic Services **Rebecca Colbert** for the Nevada Independent publication concerning the newly launched eCard and the increase usage of eResources by customers due to the lockdown.
- The key source of public information will be the Phased Reopening Framework, developed by Library Operations Director **Jenn Schember** in concert with the EC, and posted here for your review: LVCCLD.org/staffupdates.
- Channel 13 ran a story about the vast resources available to students through the Library District's website.
- For an overview of the print and broadcast stories that have run on our programs and services, please refer to the Media Coverage section of the website at <http://legacy.lvccld.org/media/coverages>.

SUMMER CHALLENGE UPDATE

- **Brochure Redesign**
 - As the needs of the Summer Challenge program have continued to shift under the pandemic, BAM has rewritten and redesigned the Summer Challenge brochure to address these needs. The brochure had undergone three previous rewrites, but once CCSD cancelled classes for the school year, this meant another important rewrite. The focus of the program was shifting toward activities that kids can do at home, a large part of which includes reading. The structure of earning points for prizes remained the same.
 - The brochure this year includes audience sections specific to Kids and Teens, but this year we added a new Parents section to focus on Birth – Age 5. Once school closed, "Learning at Home" became a huge trending topic. Parents are looking for solutions and Summer Challenge is the perfect answer! Working with Youth Services Manager **Shana Harrington**, BAM rewrote the Parents section to focus on kids of all ages, for the parent who might have a toddler, a tween, and a teen in the same household.
- **CCSD Partnership**
 - **Betsy Ward**, **Karen Bramwell**, and **Juanita Aiello** continue to work closely with CCSD Director of Strategic Project Communications and Government Relations Kori Kloberdanz, Community Engagement Director **Matt McNally**, and **Shana Harrington**. The group met to discuss next steps on the CCSD approval process, printing quantities, distribution at CCSD food sites, and inserting a downloadable, 8.5x11 version into the academic packet, which is available on each child's school portal. (**Juanita Aiello** worked her magic to create this new downloadable version.)
 - The importance of this new exposure of the library and our resources to thousands of CCSD families, many for the first time, cannot be overstated.
 - The target launch date for Summer Challenge has been moved to May 15.
- **Web Page**
 - **Betsy Ward** and **Karen Bramwell** continue to work closely with **Gene Kilchenko** to update the new Summer Challenge web page that focuses on the following

audiences: Parents, Kids, Teens, and Español. The updated version will include activities that toddlers, kids, and teens can do at home this summer.

- **Paula Loop** worked closely with **Shana Harrington** to populate these pages with dedicated content including eBooks, eResources, and activities that kids can do from home <http://lvccld.org/summerchallenge>.

YOUTUBE AND WEBSITE VIRTUAL PROGRAMMING

- **Planning & Structure**

- In preparation for relaunching the Library District's YouTube channel, BAM has been adding to our video content for the past year, creating sizzle reels of Library District events, such as Kickoff to Kindergarten, Comic Book Festival, Family Pride Day, the East Las Vegas Library opening, and more. The original plan was to launch the rebranded channel along with the new brand in September 2020.
- With the closure of the Library District, we needed to quickly pivot toward rebranding the channel and bringing library programming on board, with content developed by the Community Engagement and Library Operations Departments. Since Library Highlights has been put on hold for budgetary reasons, **Betsy Ward** and **Karen Bramwell** will be turning their BAM staff time toward supporting and promoting the YouTube channel. They will be working closely with Library Operations Director **Jennifer Schember** and her team, and **Matt McNally** and his team members **Shana Harrington** and Programming & Venues Manager **Ryan Neely** on this project, who will be producing a range of compelling video content to bring the library experience to life online!
- These videos will not only showcase our staff and their creativity, they will give the public a feel for our culture and personality as an organization. This online content will also help to compensate for the cancellation of our live programs through December 31, 2020.
- To learn best practices that other library systems are following, BAM attended a webinar sponsored by BiblioCommons and hosted by Jefferson County Public Library in Colorado and San Mateo Public Library in California. There were 30 libraries in attendance and all were concerned about producing the best user experience for their YouTube viewers as they transition to online programming. The experience was extremely helpful and the recorded webinar will be shared with the Library Operations and Community Engagement teams.

- **Guidelines for Staff**

- In order to assure the production of quality videos, and to give staff guidance on the dicey issue of copyright infringement when filming a book's content, **Paula Loop** worked closely with **Shana Harrington** to create the YouTube Content Filming Guide.
- This project required research and distillation of complex information into an easy to follow format, and then legal consultation to ensure that we were not in danger of copyright infringement.
- In spite of the COVID-19 outbreaks and shortened school years across the country, most book publishers still do not allow librarians unfettered filming and posting of storytimes, using their books, on YouTube. Some are allowing limited time posts and others restrict videos to closed classroom platforms that only students can access.
- **Betsy Ward** consulted with Counsel **Jerry Welt** about this, and he recommended that we speak with copyright expert, Counsel Lauri Thompson of Greenberg Traurig. She provided perspective on how other libraries are navigating this challenge and made some helpful recommendations, which we incorporated into research.

- The results of this work produced the YouTube Content Filming Guide, which was posted to the Staff Updates page on April 24. (Please see attached.)
- **Moving Forward**
 - BAM continues to reach out to local celebrities and dignitaries in the community to have them film storytimes or other How-To videos that they might want to produce. Thank you to Counsel **Jerry Welt** for referring us to some of his contacts!
 - How-To videos can be any activity that helps kids learn something new, from how to build a birdhouse to how to make a nutritious recipe to how to grow something from seed. We invite our Board members to share with us their own Storytime or "How-To" videos!
 - We expect to receive several videos from Channel 13 on-air talent as part of our work on their Summer Rise program, which was referred to us by Development & Planning Director **Danielle Milam** and the Library District Foundation.
 - Even after the COVID-19 crisis, the Library District's YouTube channel will continue to evolve into a go-to source for educational programming for parents, and an entertainment outlet for customers who are not able to attend our live programming.
 - The YouTube channel will be promoted through the website; on our Facebook, Twitter, and Instagram channels; and through outreach to the media. More updates on this to come.

eCARD LAUNCH

- **Betsy Ward** and **Karen Bramwell** created an eCard PSA for Foundation Board member and wonderful partner Cox Community Relations Manager **Tamar Hoapili**. She will be running it wherever they have openings on their cable channels over the next year. This PSA has also been shared with the community affairs staff at the various television stations in the hopes they will air it as well.

English: <https://youtu.be/Zq2gY6beHp0>

Spanish: <https://youtu.be/higjaKlj8Wg>

- **BAM** continues to promote the eCard through media coverage, placement on the website in English and Spanish, and soon, on the Summer Challenge brochure. Many thanks to IT Director **Al Prendergast** and Access Services Manager **Sufa Anderson** for making this long-held goal possible for the District. By removing barriers to access, the Library District has unlocked an important marketing tool in the form of the eCard. Response has been tremendous. The eCard page has received 30,596 unique page views through April 30, with an average dwell time of three minutes.
- The English application page was launched on March 26, 2020, and has received 28,227 unique page views through April 30, with an average dwell time of nearly three minutes. The Spanish eCard application launched on April 1, and was covered by El Tiempo publication. The Spanish eCard sign-up page has received 123 unique page views through April 30, with an average dwell time of 5 minutes and 44 seconds.



Select language for library eCard application

English

Español

GOOGLE AD WORDS GRANT UPDATE

- Google Ad Words is a program that Google offers to nonprofit organizations to help them optimize their messaging through select keywords, which drive search engine results. A huge thank you to **Danielle Milam** and Development Officer **Sherry Walker**, who helped us to secure a Google Grant, which is worth the equivalent of \$10,000 in keyword purchase per month.
- BAM would also like to thank Trustee **Brian Wilson** for continuing to share his Google Analytics expertise and insights with us to help ensure these campaigns perform optimally. BAM will continue to provide updates each month on how our campaigns are performing.
- The optimization of this system is complex, so BAM and the Library District Foundation have been working with Google Grant specialists Non-Profit Megaphone (NPM) to set up our monthly Google Ad credits, which will push our messaging out to people who are actively searching on Google for the keywords that we have selected, which represent our programming and services.
- Such messaging will spotlight our upcoming Summer Challenge, the Library District's new Digital eCard, our Virtually Anywhere programming on YouTube, One-Stop Career and Adult Learning Centers, the Library District Foundation, and more once our branches are open again.
- These Google AdWords campaigns will help us to drive more clicks to our website, create higher awareness of our range of services and programs, push more library card sign-ups, and more use of our catalog materials. Whenever you Google a topic, you will notice at the top of the results several related links that have the yellow Google "Ad" icon before them.

- NPM worked with **Ryan Simoneau** and **Betsy Ward** to create the first batch of Google AdWords campaigns based on Library District priorities.
- We had our first status call on April 3, with our Google Grant account manager Mackenzie Griffin, and she had great news for us. Our first month using our Google AdWords campaign showed great results. The report updates in real-time and can be viewed at: https://datastudio.google.com/reporting/1ozd2zRWSedcl6_FR3Bz-auEmjbDOKrYR
- NPM have been so encouraged by these initial results and their CEO Grant Hensel is looking to feature the Library District as part of an upcoming case study on optimal performance.

BRANDING UPDATE

- **Trademark Application**
 - Our Free To Be trademark application comes due in May, and Greenberg Traurig Counsel Lauri Thompson applied for our first, six-month extension. We are permitted six, three-month extensions, so we will achieve our public use requirement long before then.
- **Brand Signage for Branch Interiors & Exteriors**
 - Many thanks to General Services Director **Steve Rice**, Purchasing & Administration Manager **Nancy Hodges**, and Sean Coulter and Smiki Savicic of Simpson Coulter Studio for the help in preparing the Invitation to Bid for this project. The bid process was completed on April 20, 2020, and the low bidder was determined.
 - Representation of the brand messaging, logo, and colors on all 25 of our buildings will help to educate the public in two key areas: a) reinforcing that we are one Library District, spanning both urban and rural communities, and b) demonstrating in a positive, visual way that our libraries offer a wide range of educational, skill building, and entertainment experiences.
 - However, due to the catastrophic public health crisis and economic downturn that we are facing in our communities, it is important that our EC, staff, and financial resources be devoted to helping local residents get back on their feet. Under the guidance of the board, the brand launch has been postponed until the timing is right.
 - In order for **Steve Rice** to complete Simpson Coulter's agreement to produce a Conformed Set of documents for the building signage, **Betsy Ward**, **Karen Bramwell**, and Graphic Designer **Cierra Pedro** will meet with Smiki Savicic of Simpson Coulter Studio to complete the specs for the remaining buildings. Once this is completed, the Conformed Set will serve as the future blueprints for the building signage production and installation.
- **Employee Free To Be Campaign**
 - BAM continues to work closely with Training and Development Manager **Keeley Walker** on an employee version of the Free To Be campaign. This will include a series of ads and other creative executions that will reinforce the message of customer service that she is developing.
 - Among these materials is the Customer Service Training Guide, which will be distributed to each employee for easy reference. **Cierra Pedro** created a design framework for this booklet and will be sent to **Keeley Walker** for review.
- **Public Free To Be Campaign**
 - **Cierra Pedro** continues her design work in preparation for the eventual launch of the new branding campaign. This includes:
 - The fifth round of edits to the Brand Handbook, which will be provided to all employees, along with a training video on the brand.
 - Art direction on the entire brand signage package.
 - A template for a potential logo series for programs.

- PowerPoint templates for CFO & Interim HR Director **Fred James** to use during his presentations to the Board of Trustees and for **Keeley Walker** to use in her Customer Service Training workshops.

PRINT COLLATERAL MATERIALS & SOCIAL MEDIA/WEBSITE ASSETS

Juanita Aiello, **Gene Kilchenko**, and **Karen Bramwell** managed, edited, designed, proofed, obtained approval, printed, and prepared for delivery of print collateral materials on the following:

Signage for the Library District's reopening:

- "Stand Here" floor decals
- "Social Distancing" tent card in (English and Spanish)
- Hand wash signs in (English and Spanish)
- STOP – wait to be called signs (English and Spanish)
- Limited Occupancy signs (English and Spanish)
- Sanitation station directional signs (English and Spanish)
- Social Distancing signs (English and Spanish)

Summer Challenge

- Updated brochure to reflect stay-at-home orders
- Recreated brochure onto 8.5 x 11 sheets for distribution in CCSD downloadable academic packets
- Created 0-5 year-old reading log

LVCCLD Foundation

- Revised Giving Tuesday art for Foundation, linked it to the donations page, and posted to the homepage spinner

YouTube Branding & Graphics

- Created YouTube channel art for "Virtually Anywhere" branding
- Created website and social media graphics for Mother's Day storytime with Martina Mathisen

WEBSITE & BACKEND UPDATES

- **Paula Loop** continued to add updates from Library District and local resources to the "FYI" dedicated blog post, which contains dozens of free community resources. This informative blog post also links out from the system notification banner at the top of the website. Through April 30, this new blog post has proven to be very popular with over 14,000 unique page views and an average dwell time of over two minutes. This blog will continue to be updated throughout the ongoing challenges of COVID-19 and its effect on the economy: <https://lvccld.org/blogs/post/library-districts-response-to-the-coronavirus-covid-19/>

Hours & Locations ▾

Help ▾

Log In / My LVCCLD ▾

Las Vegas-Clark County

LIBRARY DISTRICT

Search the

Catalog ▾

 by

Keyword ▾

Q

Advanced Search

Browse ▾

eResources ▾

Using the Library ▾

Events ▾

About Us ▾

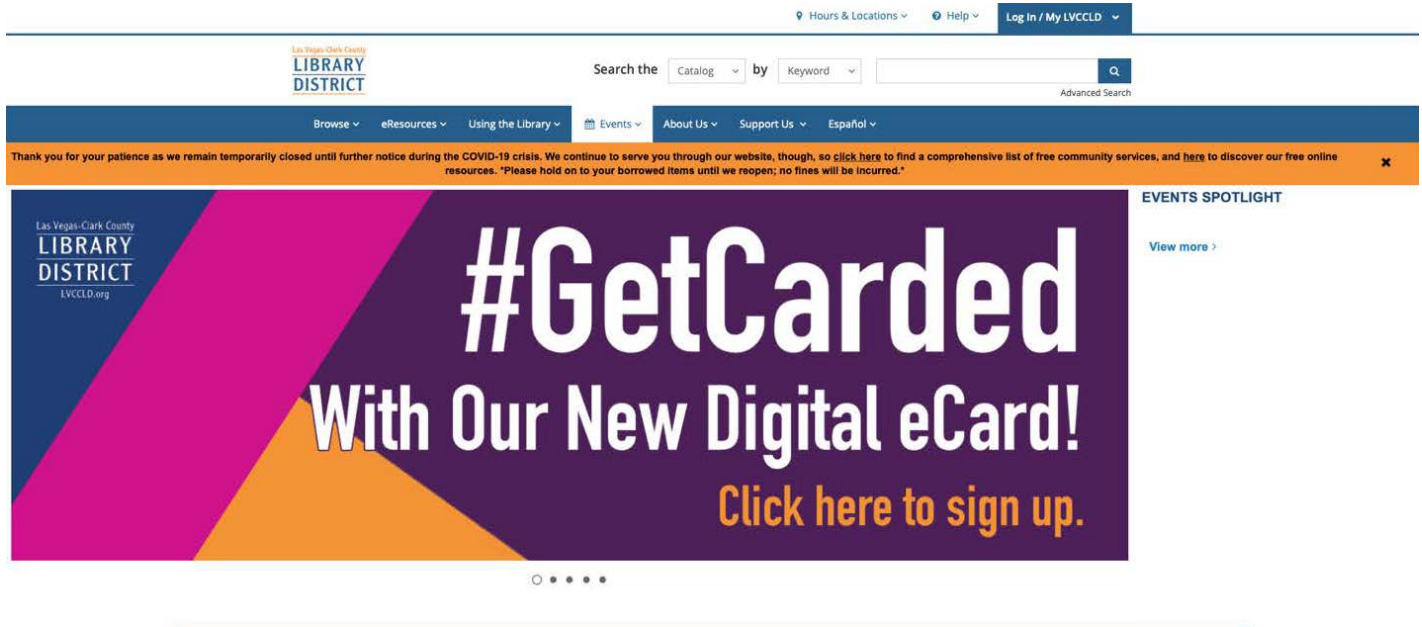
Support Us ▾

Español ▾

Thank you for your patience as we remain temporarily closed until further notice during the COVID-19 crisis. We continue to serve you through our website, though, so [click here](#) to find a comprehensive list of free community services, and [here](#) to discover our free online resources. *Please hold on to your borrowed items until we reopen; no fines will be incurred.*

X

- Topics on the website homepage included:
 - Promoting the Library District's continued closure for COVID-19 precautions
 - Sharing online resources and learning tools
 - Highlighting local resources such as Three Square's drive-thru food distribution schedule for families
 - Promoting our digital eCard with a new image for the homepage spinner



New & Noteworthy

- **Paula Loop** and **Ryan Simoneau** worked together to research new local resources to update to the following blog posts:
 - **Stay at Home Resources:**
<https://lvccld.org/blogs/post/stayathomeresources/>
 - **Keep Your School Skills Sharp At Home:**
<https://lvccld.org/blogs/post/keep-your-school-skills-sharp-at-home/>
- Additionally, they have continued to promote the following priorities:
 - **Census 2020 & Censo 2020:**
<https://lvccld.org/census>
<https://lvccld.org/censo> (Spanish)
 - **Grab & Go Meals with Three Square:**
<https://lvccld.org/blogs/post/grab-and-go-meals-for-kids/>
 - **Overdrive's New Deliver Later Feature:**
<https://lvccld.org/blogs/post/new-feature-to-help-manage-your-digital-holds/>
 - **Kanopy Offers Unlimited Collection:**
<https://lvccld.org/blogs/post/kanopy-offers-unlimited-collections/>
 - **Enjoy More Digital Titles With Hoopla Bonus Borrows Collection:**

<https://lvccld.org/blogs/post/enjoy-more-digital-titles-with-hoopla-bonus-borrows-collection/>

- **New Audience Pages**

- BAM's approach to continually expand and refresh our website is to provide our customers with many ways to discover topics that might interest them. Toward this goal, we have developed a concept that we call "Audience Pages," which dive deeply into a specific topic, and give us the opportunity to spotlight the breadth and depth of our catalog, from hard cover and digital books, to movies, music, TV shows, eResources, community resources, whatever is appropriate in that context.
- Our first Audience Page was our All Things British, which allowed us to capitalize on a huge trending topic at the time (the wedding of Prince Harry & Meghan Markle) to attract media coverage of our website launch.
- Since then, we have added our LGBTQ and Español pages, and we have two under development to spotlight African Americans and Native Americans.
- In preparation for the month of May, we have launched new pages for Asian American/Pacific Islander Heritage Month and Military Appreciation Month. These pages spotlight the Library District's free services and online resources, curated Staff Picks, a listing of local and national services, scholarship opportunities, and more.
- We are developing a new page for the Library District's home Makerspace resources, along with an "Expect the Unexpected With Your Library Card" page that spotlights the Library District's unique services.
- BAM's Audience Pages are thanks to the knowledge and efforts of the following team: **Rebecca Colbert**, Electronic Resources Manager **Jocelyn Bates**, **Ryan Simoneau**, and **Gene Kilchenko**. Examples below:

AAPI: <https://lvccld.org/aapi/>



On this dedicated page for our Asian American Pacific Islander community, you will find the Library District's free services and online resources, curated Staff Picks from our collection, local and national services, scholarship opportunities, and much more.

Library District Resources & Services of Interest



Veterans: <https://lvccld.org/veterans/>

Military Appreciation



Thank you for your service! The Library District offers free services and resources for local veterans at our library locations, and also through our website. All you need is a library card. In case you don't currently have one, sign up for our digital eCard [here](#).

On this page dedicated to our veterans, you will find information about free employment support, assistance filing for benefits through the VA, special recommendations from our library staff, and more. You can also explore local and national services for veterans and their families.

Library District Resources and Services for Veterans



- **Paula Loop** and **Ryan Simoneau** continue to perform weekly website audits on all the audience and format browse pages on LVCCLD.org, creating more evergreen content to share the Library District's eResources that can be accessed from home, as well as continuing to promote filling out the Census 2020 online.
- **Ryan Simoneau** and **Paula Loop** continued to ensure the Library District's COVID-19 alerts:
 - Monitored Google and Yelp listings, and hours on the website all reflecting the temporary closure due to COVID-19.
 - Updated closure language to these online listings on April 29.
 - Ready to update all branch hours of operation in each Google listing as soon as we reopen.
- **Gene Kilchenko** also worked on the following website projects through April 30:
 - Update email signatures, website page(s), and eNewsletter template to include the Library District's relaunched YouTube page
 - Update requested edits from Matt McNally and Ryan Neely to Rental Facilities pages
 - African American and Native American audience browse pages
 - Revised Español audience browse page header image
 - eCard English and Spanish forms upgrade and testing
 - Library District favicons updates to website and Voyager
 - Created Chance at Home using eCard graphics to help promote Summer Challenge

Additional Website Updates:

Gene Kilchenko and **Ryan Simoneau** added additional content to the Media Coverage page on the website to reflect news stories about the Library District, and added a new press release:

<http://legacy.lvccld.org/media/coverages>

Ryan Simoneau and **Paula Loop** continue to field questions and comments from the public, and have received 17 feedback emails through April 30.

Working with the Website Content Committee, 32 new staff lists were added to the website and rotated on the homepage, as well as on social media, to ensure that fresh and timely content is being shared each week.

The website has recorded 127,106 library card registrations as of April 30, an increase of 2% over the previous month. Card registration is not required for a customer to check out items, but registration does afford customers additional website benefits, such as managing their account, placing holds, and accessing eResources.

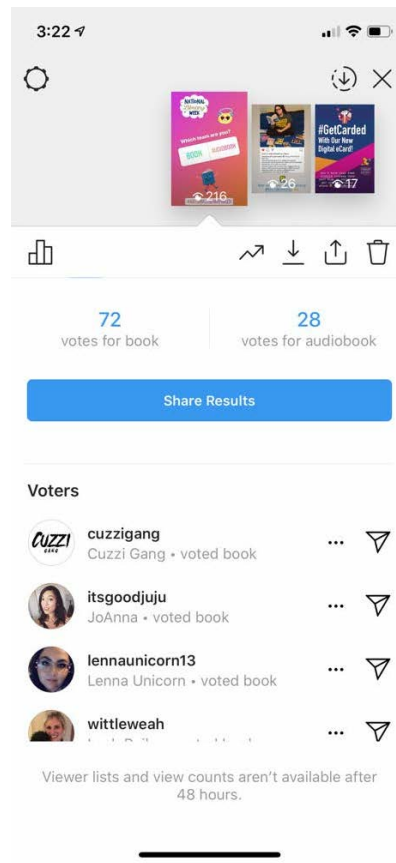
SOCIAL MEDIA

The top priority for the social media team in April was continuing to promote the Library District's new digital eCard and free online resources and services while our branches remained closed for COVID-19 precautions.

Ryan Simoneau and **Paula Loop** continue to respond to all of the social media comments, questions, and direct messages about the Library District's closure due to COVID-19 precautions. BAM is working with Library Operations and General Services to provide approved responses to each user question/comment that is received. **Ryan Simoneau** and **Paula Loop** are continuing to monitor the main LVCCLD Facebook page, as well as all 25 branch pages for new direct messages, user questions, and page reviews.

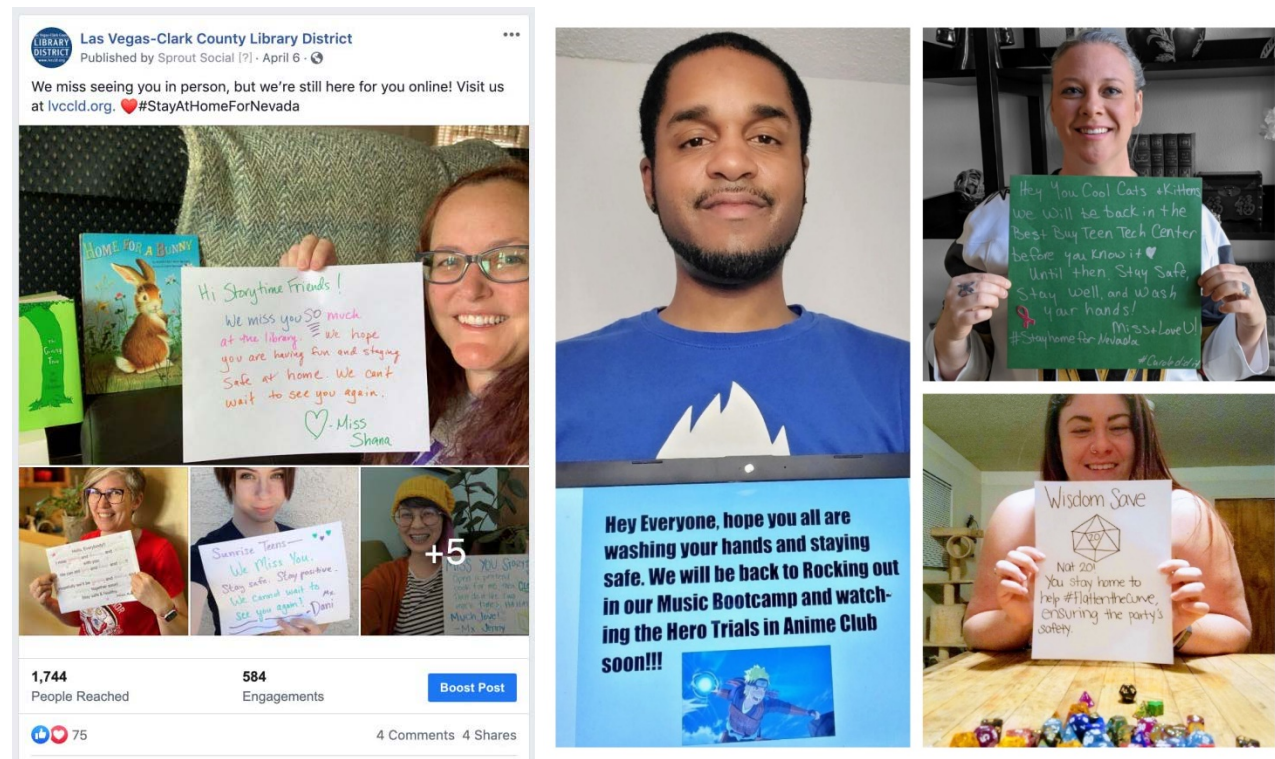
Paula Loop compiled a new blog post in celebration of National Library Week to spotlight all the different ways cardholders can enjoy the library from home, and **Ryan Simoneau** worked to schedule posts on social media to promote it: <https://lvccld.org/blogs/post/the-library-district-celebrates-national-library-week-2020/>

Paula Loop also shared fun quizzes, polls, and trivia on the LVCCLD Instagram Stories, which got strong user engagement throughout the week:



Ryan Simoneau and **Paula Loop** worked to compile and schedule social media posts throughout the month that promote the Library District's online resources, new local resources, and continuing to encourage our followers to fill out the Census 2020 form online.

Ryan Simoneau and **Paula Loop** worked with **Shana Harrington** to ask Youth Services staff to take pictures holding Miss You signs to be able to share on social media to show that we are still here for our younger customers. These posts were well-received and got strong user engagement on all platforms.



Social Media Highlights (April 2020):

The Nevada Census 2020 shared a post to thank LVCCLD for helping to promote the Census and provide free Wi-Fi in our parking lots.



We received a positive new Facebook review for the Rainbow branch and the Library District's digital services:



Social Media Analytics (March 2020)

Facebook:

LVCCLD Facebook Page Fans: 12,126 (+2%)

Total Facebook Page Fans (across all LVCCLD branches): 39,568 (+1%)

Total New Follower Increase: 1% (No change)

Total Facebook Impressions: 553,809 (-1.2%)

Total Facebook Post Engagements: 35,291 (+55%)

Total Facebook Link Clicks: 1,214 (+22%)

Notes: Both new followers and user engagement were both up significantly as more people look to the Library District on social media while Nevada is currently under shelter at home.

LVCCLD Twitter:

Followers: 3,238 (+5%)

Total user engagements: 5,867 (+227%)

Organic Impressions: 184,470 (+93%)

Link clicks: 541 (+164%)

Notes: We are continuing to see increased user engagement and new followers on this social media platform, especially while the Library District is closed for COVID-19 precautions.

LVCCLD Instagram:

Followers: 3,076 (+8%)

Total user engagement: 2,813 (+35%)

Total impressions: 55,663 (+30%)

Top post engagement: 287 (+16%)

Total likes received to posts: 2,542 (+31%)

Total comments received to posts: 100 (+72%)

Notes: Instagram continues to be our fastest growing social media platform and we are receiving more user engagement and followers.

LVCCLD's Top Posts (March 2020):
Facebook:

The Library District's Facebook post reached nearly 50,000 people and has 470 shares and 7.7K user engagements. We continue to promptly respond to all Facebook user comments and direct messages within 24 hours.

Las Vegas-Clark County Library District
Published by Ryan Simoneau [?] · March 15 · 🌐

Due to the outbreak of COVID-19, the Library District is closed effective Monday, March 16, until further notice. Customers are asked NOT to return materials at this time. You will NOT be charged late fees. Our free online resources will remain available at [LVCCLD.org](https://www.lvcclld.org) and Wi-Fi will be extended into all library parking lots.

Library District branches will be closed until further notice.

Our online resources will remain available and Wi-Fi capabilities will extend into our parking lot.

Due to the COVID-19 outbreak, customers are asked NOT to return materials at this time.

You will NOT be charged late fees.

47,687
People Reached

7,724
Engagements

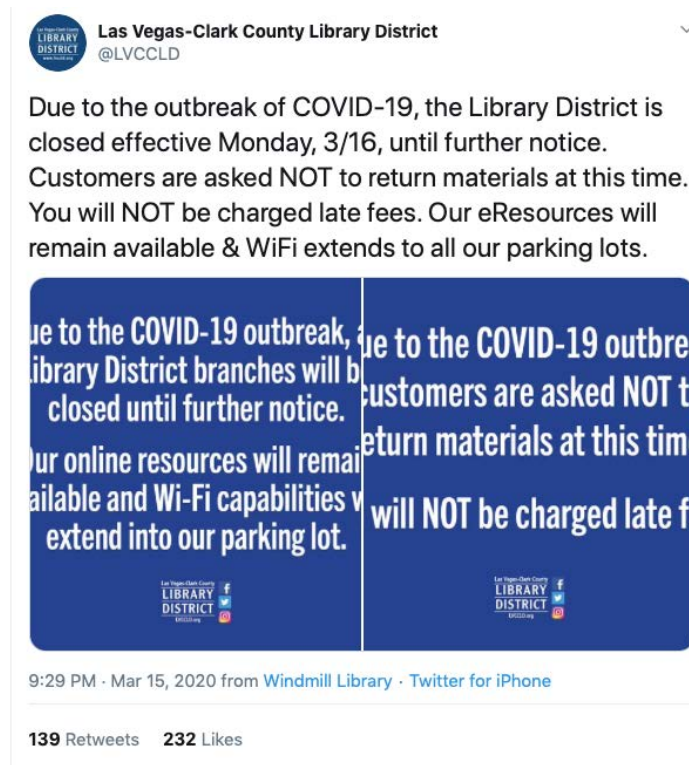
[Boost Post](#)

👍 🥰 🍷 276

89 Comments 470 Shares

Twitter:

Our COVID-19 closure tweet was ReTweeted over 100 times and we have received a lot of support from our followers for continuing to serve them online while our branches remain closed.



Instagram:

Our COVID-19 closure update on Instagram was also our top performing post in March.



Website Analytics (March 2020)

Page Views: 1,366,572 (-24%)

Homepage Views: 275,555 (-31%)

Total Visitors: 161,560 (-21%)

Unique Visitors: 136,858 178,776 (-23%)

Average Dwell Time: :59 (+ 5 seconds across website) 1:04 (-2 seconds on homepage)

Note: Website traffic was down slightly from last month.

CALCULATED PUBLICITY/ADVERTISING EQUIVALENCY VALUE

Based on the industry standard for public relations/advertising equivalency measurement, we received **\$109,320** for the month of March in advertising equivalency value. This number included brand messaging with backlit signage to travelers that utilize McCarran International Airport.

Las Vegas-Clark County Library District - April 2020 Calculated Publicity Values									
Earned Coverage									
Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
4/10/20	Internet	eltiempolv.com	Distrito Bibliotecario creó una nueva tarjeta electrónica instantánea	eResources with eCard	https://eltiempolv.com/noticias/distrito-bibliotecario-creo-una-nueva-tarjeta-electronica-instantanea-115633/			34,620	\$1,038.60
4/16/20	Internet	ktnv.com	Online Learning Resources for Southern Nevada	eResources with eCard	https://www.ktnv.com/13connects/summer-rise/online-learning-resources-for-southern-nevada			1,231,667	\$36,950.01
4/22/20	Television	KTNV-TV	13 Action News	11:07 a.m. - Free Wifi and eResources with eCard		27s	\$1,112.76	14,947	\$1,001.48
4/22/20	Internet	news.yahoo.com	Free wifi at the library	Free Wifi and eResources with eCard	https://news.yahoo.com/free-wifi-library-190903633.html			186,750,000	N/A
4/24/20	Internet	ktnv.com	Offline Learning Resources available for Southern Nevada students	Wifi access	https://www.ktnv.com/13connects/summer-rise/offline-learning-resources-for-southern-nevada			1,231,667	\$36,950.01
Monitored Coverage, Not Clipped									
Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
4/9/20	Newspaper	El Tiempo	Distrito Bibliotecario creó una nueva tarjeta electrónica instantánea	eResources with eCard				52,000	N/A
4/21/20	Television	KVVU-TV	More	10:06 a.m. - Library bingo		28s	\$1,096.26	16,927	\$1,023.18
4/22/20	Television	KTNV-TV	13 Action News	6:10 p.m. - Free Wifi and eResources with eCard		29s	\$2,100.96	25,564	\$2,030.93
4/23/20	Television	KTNV-TV	Good Morning Las Vegas	6:41 a.m. - Free Wifi and eResources with eCard		19s	\$513.77	13,159	\$325.39
Earned Digital									
Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
April	Duratron	McCarran International Airport		10 throughout the month					\$30,000.00
								189,370,551	\$109,319.60

Greetings:

Welcome to the brave, new world of authentic, self-made video content!

Like us, libraries all over the world are rethinking how to serve our customers in this new normal. The silver lining is that the pandemic has prompted us to think differently about how to bring our in-branch experiences online.

The video content that you create now, during the COVID-19 crisis, will have long-term advantages for the Library District. Together, we are creating a virtual library, filled with ways for our customers to connect with us anytime, from anywhere. That's why we are branding our new YouTube channel, "Virtually Anywhere."

Your Branding & Marketing Department is excited to help you realize your creative vision! We have worked closely with the Library Operations and Community Engagement Departments to develop this YouTube Content Filming Guide, which provides the basic best practices that you need to plan and film quality, entertaining videos. If you have any questions, or additional tips that you would like to share, please don't hesitate to contact us at AskBAM@LVCCLD.org.

All videos will be screened by BAM and the best work will be posted on our "Virtually Anywhere" YouTube channel. We will also work with you to provide constructive feedback to help hone your video production skills.

Thank you in advance for lending your talent, creativity, and expertise to this project!

Betsy Ward
Branding & Marketing Director

How To Plan Your Content

Target Your Audience

Topics/performances should contain an enriching experience for your target audience. Please consider the following when planning your video:

1) Birth – Age Five

- For this category, please be sure to follow the Library District's Storytime Guidelines for content by age group. You can find this document posted under the Community Engagement and Branding & Marketing sections of the Staff Updates page on the website at LVCCLD.org/staffupdates, and in these same sections on Voyager.

- When planning a Storytime, please refer to the Copyright section of this document for details on publishers' guidelines. Also refer to Booktalks as an alternative.
- Focus on transitional activities (such as well-known rhymes and fingerplays), brain-building, and literacy activities.
 - VROOM <https://www.vroom.org/>
 - Saroj Ghoting <http://www.earlylit.net/storytime-resources>
 - Every Child Ready to Read <http://everychildreadytoread.org/resources/https://static1.squarespace.com/static/531bd3f2e4b0a09d95833bfc/t/568c4ba3bfe87399730708f2/1452034979939/elcomppracchart.pdf>
- At the end of your video, always direct viewers back to LVCCLD.org to recommend books and other age-appropriate resources for activities at home.

2) School-Age

- STEAM programming at home
- How to Use LVCCLD's eResources
 - Muzzy, Brainfuse, Socrates
- Easy, **Safe** Science Experiments at home
 - [Sick Science!](#)
 - Check out an eBook on science experiments for video ideas.
 - Create themed videos on different types of science experiment books.

3) Tweens & Teens

- Create video versions of specific in-branch programming created for teens such as Coffee & Comics.
- Crafts and DIY – Check out [DLTK's Crafts for Kids](#) and other selections ... see DIY article in spring 2020 *Library Highlights*.
- STEAM/Tech Labs – How To Use the Tech Lab Equipment
 - Start with basic instructions for beginners and show a simple end result.
 - Then do deeper dives to create a series of instructionals for more advanced learning.
- How to Use the Library District's eResources
 - Creativebug, Brainfuse, Rosetta Stone, College prep, Kanopy, etc.
 - Digital Escape Rooms
https://docs.google.com/presentation/d/1x7ks37C2lT4iW2138sb7AKUVya_uuvQchtDj0InVT0Y/edit?usp=sharing
 - Explore our eResources for additional ideas.

4) Adults

- Book Reviews – focus on eBooks and audiobooks during library closures.
- Refer to teen programming, above, for How To videos that cross over, such as eResources and using tech equipment.
- Crafts and DIY Projects
 - Simple, things found at home
 - eResources
 - <https://www.lakeshorelearning.com/resources/free-resources/crafts>
- Refer to past issues of *Library Highlights* for tons of ideas!

Choose Your Content Category

- 1) **Storytimes & Booktalks:** These popular formats bring books to life. Guidelines and suggestions to follow:
 - Storytimes are always popular for readers and pre-readers and should be conducted just as they are held live, in branches.
 - Please see the Copyright section of this guide for details on publishers' guidelines.
 - Booktalks are ideal for kids, tweens, teens, and adults and are an easy way to avoid copyright issues; simply talk about your favorite books and make recommendations.
 - Pikes Peak Library District provides a great explanation on how to tackle this format with tips for success: <https://ppld.org/teens/booktalking-tips>
 - Like Storytimes, a good Booktalk will create enthusiasm for your books, motivating your audiences to seek out your selections and other work by the featured authors.
 - Consider creating themes for your Booktalks, which could include:
 - Animals, Manners & Hygiene, Family, and Fairy Tales for young children.
 - Magic, Sci-Fi, Super Heroes, Friendship, YA Romance, and Crafts for tweens & teens.
 - Romance, Crafts, Sci-Fi, Murder Mysteries, Biographies, Cookbooks, History, Decorating, Organizing, Meditation, and Spirituality for adults.
 - The possibilities are endless, as is the breadth of our catalog!
 - During closure, be sure to focus on eBooks and audiobooks.
 - Be sure to include links to your titles to make it easy for viewers to download.
- 2) **Brain-building & Literacy Activities:** These include well-known rhymes and fingerplays. Some great places to look for ideas include:
 - [VROOM](#)
 - [Every Child Ready To Read](#)
 - [Saroj Ghoting](#)
- 3) **Science Experiments:** Must be safe, using household products, and have a STEM learning outcome. Examples include:
 - [Sick Science](#)
 - MCLS: [Egg-citing Egg-speriments](#)
 - Research your own go-to eBooks on experiments
- 4) **How-To Videos:** Share tips on how to use our eResources for parents who homeschool and older kids who want to keep their skills sharp. Some great examples to highlight include:
 - Children: Muzzy, Socrates, Brainfuse
 - Teens and Adults: Creativebug, Brainfuse, Rosetta Stone, College prep

- 5) **Crafts:** Must be safe and use household products. Share eResources like Creativebug, and Hobbies & Crafts Reference Center. Others include:
- [DLTK's Crafts for Kids](#)
 - [LearningLakeshore.com](#)
- 6) **PVS & YA Contracted Artists:** Performances must contain original work, or music in the public domain, to avoid copyright infringements.

Copyright Parameters

- 1) BAM's extensive research has found only two publishers that are willing to forgo their copyright restrictions to allow unfettered filming and posting of their books on YouTube, with no requirements for deletion:
- Macmillan Children's Publishing Group
 - Chronicle Books
- 2) The use of public domain book titles should be avoided. Book titles listed in resources such as Project Gutenberg are considered to be outdated and some have racist themes.
- 3) Publishers' Copyright Guidelines during the COVID-19 Crisis vary widely, which include:
- Allowing schools and libraries limited use of their content for a short period of time.
 - Allowing uploads to open platforms, like YouTube, but only until June 30, 2020; after that date, all videos must be deleted to comply with copyright law.
 - Allowing videos to be hosted for 24 hours before they have to be deleted.
 - Allowing content only to be hosted on closed school networks, such as Google Classroom, that have limited access to the public.
- 4) For more details on publisher permission standards, please refer to the following sites:
- [Author Permissions – Book Reading Recordings](#)
 - [School Library Journal](#)
 - [Programminglibrarian.org](#) – Information on Fair Use

How To Film a Quality Video

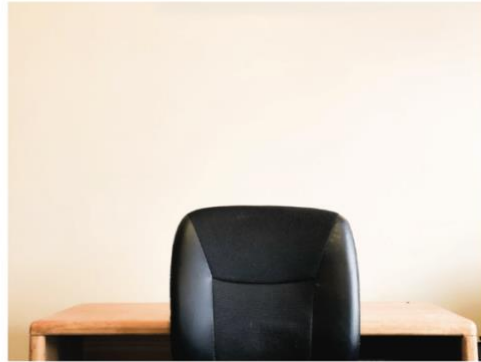
Choosing a Location

- Find a calm, clean space in which to film, putting the focus on you.
- Avoid cluttered rooms and distracting backgrounds, such as messy shelves or busy artwork.
- If you do not have easy access to a space like this, simply clear a spot in front of a blank wall to film — but please don't stand or sit directly against the wall. Leave a few feet of space between yourself and the wall.

NOT IDEAL: CLUTTERED SPACES



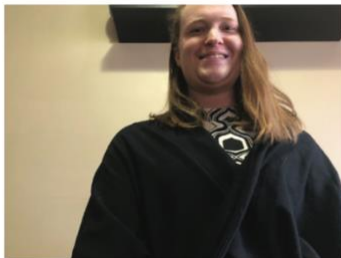
IDEAL: A CALM, CLEAN SPACE



Lighting

- Please film in a bright space, especially if you are using a smartphone.
- A well-lit video enhances the subject, and helps ensure that the video quality is clear and not grainy.
- Natural light is the best option, but if you use artificial light, make sure it does not have an unnatural color cast.

BAD ANGLE



BAD LIGHTING



BETTER ANGLE & LIGHTING



Setting Up Your Camera

- Film your video horizontally rather than vertically.
- Please use a tripod if available to reduce camera movement.
- Try placing your camera or phone on a stable surface such as a bookshelf or table; anything that ensures it will not fall but can still capture a good angle.
- Be sure to film on the setting with the highest resolution for good video quality. If you are using a phone, please use the camera on the back for the best quality and not the front facing camera used for video chats.

WAYS TO SET UP YOUR CAMERA



Finding the Right Position

- Find a sitting position that allows you to move naturally but also looks good on camera and ensures that the viewer can see everything going on.
- Be aware of your posture. Sitting tall will help you project your dialogue.
- Be generous with your facial expressions, and look directly into the camera lens.
- Make sure that the action of the video is centered in the frame so that nothing is cut off and there is not a lot of blank space above your head.

Voice and Volume

- Speak clearly and at a stable volume so the phone microphone can capture your voice.
- Re-watch your video and pay attention to the sound — are you easy to understand and loud enough to hear without having to turn the volume all the way up?
- Make sure that there is no ambient sound, such as children's voices, dogs barking, doors closing, etc. You should be the only sound in the film.

Things to Include While Filming

- Be sure to wear your **Library District #GetCarded t-shirt**, and at the end, mention the new eCard, which your viewers can sign up for on our website to get instant access to our books, movies, music, and more!
- For all ages, always send them back to the website to discover new things.
- Ask your viewers to participate with you, just as you would during a normal kids' program. Let your warmth and enthusiasm will shine through to them. If you ask a question, make sure to pause to let the kids answer.

The Filming Process

- Videos should be 3 – 10 minutes in length, if possible.
- PVS & YA Contracted Performances can run for the length of the performance.
- Try to film everything in one take, if possible.
- Sometimes it may require several takes to get the best quality version. You may find that your routine looks more relaxed and natural with each take.
- Please leave a short pause before and after your routine for editing and branding purposes.

Next Steps: Delivery

- After you have finished filming, re-watch your footage and select the best take.
- Please send your videos via an online file transfer service such as WeTransfer (free up to 2GB), Google Drive, or DropBox. If you have never done this before, or need guidance in any way, please call Paula Loop at 734.790.2025 or email her at loopp@LVCCLD.org.
- Please email Paula to notify her when you have sent a new video. In your email, please list:
 - Your target audience
 - Your selected book titles, authors' names, and publishers' names

**Have Fun &
Thank You for Your Contributions!**

*Original Document Created 4/19/2020
Last Revision 4/24/2020*



MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Matt McNally, Community Engagement Director

DATE: May 6, 2020

SUBJECT: Community Engagement Report, May 2020

This report provides an overview of District-wide Community Engagement initiatives including adult literacy services, art gallery services, outreach services, adult programming and venues services, and youth programming services. This report covers a one-month period from **March 1, 2020 – March 31, 2020**.

Following the March 12, 2020 Board of Trustees meeting, Community Engagement staff executed the suspension of all programs, events, rental usage of meeting rooms and performing arts centers, art gallery receptions, and outreach activities through June 30 due to COVID-19 concerns. Programming staff contacted over 200 partners and approximately 100 contracted guest artists to suspend just over 3,500 programs during the period. Employment services conducted by Workforce Connections, blood drives conducted by the American Red Cross and Vitalant, and food distribution conducted by Three Square were exempt from these program cancellations. Staff understood the necessity for these program services and developed plans to execute them with proper social distancing. Staff also cancelled nearly 500 meeting room and Performing Arts Center rental usages.

Before the suspension of all library services on March 16, Programming and Venues Services staff contacted all programming and rental customers who would be affected. Rental customers were given the option of receiving a full refund of rental fees or rescheduling their usage to a future date. All financial reimbursements were submitted to the Financial Services department before libraries closed. Outreach staff cancelled nearly 300 scheduled events for preschools, early childhood education trainings, senior facility visits, after school programs, and community centers. Gallery Services cancelled 12 scheduled gallery receptions and three exhibit installations scheduled for March. Finally, Literacy Services cancelled all Cycle IV classes which were set to occur four days a week at 14 different locations. The contracts for 26 class instructors were also cancelled and the Career Online High School graduation was postponed.

Due to COVID-19 and the suspension of library services, some Community Engagement departments were unable to compile and report programming statistics within this report for activities from March 1 through March 16, before the Library

District's facility closure order. Captured data from these programs will be updated in subsequent Community Engagement Reports after staff return.



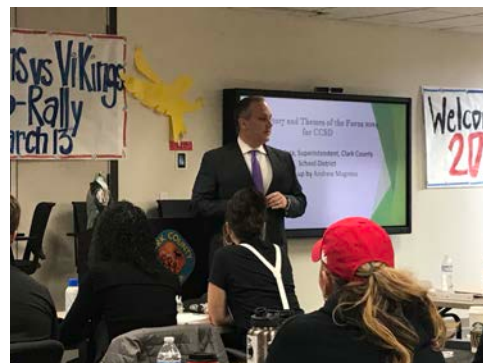
Matt McNally gathered Regional Library Operations Manager **Leo Segura**, Sahara West Library Branch Manager **Lorinda Soto**, Assistant General Services Director **John Vino**, General Services Maintenance Supervisor **Truman Driver**, Programming Specialist **Gene Smith**, and Programming Specialist **Tony Wilson** to meet with partners from Workforce Connections, Nevada Department of Training and Rehabilitation (DETR), Nevada Department of Business and Industry, and ResCare at Sahara West Library

on March 2. The group conducted a site visit of the glass gallery space and unoccupied adjacent office spaces for consideration of developing a business hub that would support small businesses. All renovation expenses and staffing to provide these business services would be paid for by Workforce Connections as a One-Stop Delivery System affiliate site. A business model of this nature will help connect employers to employees.

Matt McNally and Human Resources Generalist **London Porter** helped develop and execute the Metro Chamber of Commerce Foundation Leadership Las Vegas Education Day on March 13. Staff have advocated for libraries to be recognized as extended education institutions during committee planning meetings and throughout prior years. This year the Las Vegas-Clark County Library District was given recognition and included in the programming of the day. During February and March, Leadership Las Vegas classmates signed up for one of 10 pre-arranged educational experiences offered at library branches throughout the District. These options included:

- Training and Professional Development for Pre-School Teachers
- Green Screen Recording & Editing
- Homeschool Tutoring and Homework Help Support
- After School STEAM Programs
- Education and Workforce Assessment
- Family Story Time Early Childhood Education
- Adult Basic Education
- Podcasting
- Teen Tech Center: Robotics & Engineering
- DJ Party

Classmates were then tasked with providing a three to five minute oral presentation of the experience to their classmates on the March session day. **Matt McNally** guided the presentations and added clarifying information about LVCCLD services where appropriate. Approximately 1-hour of time was allotted to explain services of the Library District's strategic plan. Clark County School District Superintendent Dr. Jesus Jara also presented during the day. Classmates were provided a well-rounded view of early childhood education, K-12 education, Nevada System of Higher Education, and community



wrap around services that support education through the experience.

LITERACY SERVICES

The HiSET was not administered in March due to COVID-19. Test administrations are generally offered monthly during the first or second week of the month and were disrupted in March due to the suspension of programming.

High School Equivalency	March 2020	FY '19-'20 YTD
Test Takers	0	19
Tests Administered	0	61
Tests Passed	0	51
HSE Certificates Earned	0	11

The Career Online High School (COHS) program was offered to students pursuing their high school diploma.

Career Online High School	March 2020	FY '19-'20 YTD	Since Inception Dec '17
Completed Self-Assessment	48	427	839
Completed Prerequisite Course	3	76	326
Approved Scholarship	0	47	119
Graduates	4	15	37

Literacy Services continued their partnership with The International School of Hospitality (TISOH) as part of the Nevada Accelerated Career Education pilot (NV-ACE). Literacy Services' three students participating in the Hotel Operations Course at TISOH moved to online coursework during March and continued their training. The NV-ACE pilot provides an opportunity for participants to earn a career certificate while receiving additional needed educational support.

NV-ACE Pilot	March 2020	FY '19-'20 YTD
TISOH Enrollment (HOC)	3	7
Milan Enrollment (CNA)	0	9
Certificate Completers	0	10

Literacy Services staff met with the administration at The Learning Center, which offers the only State approved registered Information Technology and Cybersecurity apprenticeship, to partner with them in offering an Integrated Education and Training (IET) opportunity for their entry level course. Although, the NV-ACE pilot is scheduled to conclude on June 30, 2020, Literacy Services plans to continue offering IET as an option to students during FY2020-2021 and beyond.

Literacy Services concluded all but four English as a Second Language (ESL) classes for Cycle III before the Library District's facility closure due to COVID-19.

Literacy Services conducted the following educational opportunities and services in March 2020:

Literacy Services	Classes March 2020	Enrollment/ Attendance March 2020	Enrollment/ Attendance FY '19-'20 YTD
English Language Acquisition	30	unavailable	1,343
Adult Basic Education*	3	unavailable	76
Conversation Workshop	2	unavailable	438
One-Stop Tutoring	---	unavailable	209
Literacy Open Labs	---	unavailable	1,670
*Includes HSE Students with 12 hours instruction			

Literacy Manager **Jill Hersha** attended the Business Services Convening: WIOA One-Stop Delivery System sessions on March 4-5 at Workforce Connections.

GALLERY SERVICES

New Exhibit Installations

Art Student

Zully Mejia, Summerlin Library, 3/1/20 – 5/17/20

Events

Reception: *Art Student*, Zully Mejia, Summerlin Library, 21 people in attendance, 3/1/20 (photo upper right)

Highlights

On March 5, Gallery Services Manager **Darren Johnson** attended the *Art of Us* opening reception at the Art Factory Warhol Loft Gallery. The exhibit featured the artwork of eight women of color who focus on the themes of body, power, and existence. (photo lower right)

Darren Johnson visited University of Nevada, Las Vegas graduate student art studios on March 13 in preparation for the students' now postponed exhibit at Sahara West Library. He then participated in an online class critique with the students on March 27, providing an outside perspective as a local arts professional.

OUTREACH SERVICES

Outreach Education Coordinator **Kelly May** served 50 families picking up their children from Gates Headstart on March 12. She offered information about the Library District's vast collection, resources, and classes, both before and after her regular outreach storytime sessions.



Kelly May conducted early childhood educational professional development classes with 107 teachers and Library District staff members on two topics: *The Growing Brain* and *Mr. Roger's-Won't You Be My Neighbor?*, at Clark County School District, Las Vegas Urban League, Library District Windmill Service Center, and the University of Nevada Reno Cooperative Extension on March 2, 3, 6, 7, 9, 10.

Following the *Stay at Home* order by Governor Sisolak and the Library District's temporary closure directives, Outreach Services Manager **Glenda Billingsley** addressed concerns about the Library District's homebound customers served by Outreach Services. Outreach Services delivers hundreds of print and large print books, audiobooks, and other materials to vulnerable seniors and others who cannot get to the library. For the elderly and most frail, these deliveries are a vital connection to the world outside. **Glenda** quickly pivoted and contacted all homebound customers by phone — answering questions and ensuring that some of our most isolated community members are safe and have everything they might need. These calls provided information about the temporary suspension of services, but also offered reassurance of a continued library presence with online library services, referrals to outside services, and a caring, human connection during this time of uncertainty. The conversations with homebound customers ranged from practical to emotional: "How do I access library materials online," "Can you help me use my Kindle," "Why weren't my books delivered," "I don't have an internet connection. I feel so isolated." "Thank you so much for this service, for reaching out, and still caring about me!" Customers expressed that they know the Library District is here for them now, and will continue to be a guiding presence and lifeline of providing materials, information, and services.

Outreach Services also conducted the following regularly occurring services in the month of March 2020:

Limitless Learning	Sessions	Attendance
Pre-school Visits	32	308
Elementary School Visits	23	664
Middle School Visits	1	25
High School Visits	2	60
Adult Visits	6	107

Community & Culture	Sessions	Attendance
Promotional Booth Events	1	50

Circulation	Circulation	Sessions	Attendance
Senior Apartment Lobby Visits	356	15	86
Homebound Services	103	---	---

PROGRAMMING AND VENUES SERVICES (PVS)

PVS provided technical support for 23 Library District programming events and 8 rental events totaling 136.5 event hours between March 1 and March 15. Technical staff committed a total of 384 hours to cover these events. Additionally, PVS provided technical support for five occurrences of maintenance, meetings, and staff trainings. The full assignment of technical hours used in the 15-day period with no holidays was 1,092.5 hours and included 83 technician assignments. The ability to

request technicians was closed to scheduling staff for 5 days since peak technician availability was reached.

Major Programming Highlights

Land Use Plan Update Meetings



On March 4 and 5, a combined total of 750 customers packed into Windmill Library Auditorium and Meeting Room for two special Enterprise Town Advisory Board meetings to discuss the Land Use Plan Update. This process, held every five years, and coordinated by the Clark County Comprehensive Planning Department, considers zoning changes requested by land owners and generates considerable interest in the local community. This year, to avoid the marathon meetings of years past, planners split the 146 zone change requests on the agenda over two nights. As a result, the meetings adjourned at 11:41 p.m. and 10:55 p.m. respectively.

Canyon of Dreams

When Susan Anton performed at two branches in early March, it was unknown that the District would be suspending programming through June 30 due to the COVID-19 outbreak. In hindsight, Ms. Anton's show, *Canyon of Dreams*, was a fitting finale before this unprecedented three-month hiatus. Ms. Anton and pianist Jeff Neiman presented a detailed chronicle of the musicians who colonized Laurel Canyon in the late 1960s and early '70s, including the Beach Boys, Jim Morrison, Carole King, and the Eagles. As very satisfied crowds of 297 left Summerlin Library on March 7 and 224 left Windmill Library on March 8, a number of customers said: "That's the best show I've ever seen here," and one gentleman added: "Please tell her I now understand the songs of my youth."



How Incarceration Affects Everyone

On March 7, East Las Vegas Library in partnership with Friends and Family of Incarcerated Persons (FFIP), hosted a program assisting those with a loved one in the prison system. Several community organizations were present providing valuable information and resources. Incarceration affects over 10% of the Las Vegas population. FFIP allows for informational gatherings that provide a safe, nonjudgmental place for networking and support. In addition, FFIP also presented "Faces of Mass Incarcerated" documentary, which was followed by a Q&A session with local criminal justice experts.

YOUTH SERVICES

District-Wide Programming Highlights

Youth Services Administration facilitates partnerships District-wide with 46 cooperative partners. These partners provide programs in the library or serve as locations for Youth Services staff to visit and provide programming.

West Charleston Library received another well-attended American Sign Language (ASL) interpreted storytime on Saturday, March 14. Ms. Kim, the ASL interpreter who has been working closely with West Charleston Youth Services Assistant **Carol Conzen**, and storytime leader for this program, has been extremely valuable to the success of the initiative. Both women meet beforehand to make sure the stories, songs, and activities are a seamless fit for audience engagement.

Branch Programming Highlights

March 2 was national *Read Across America Day*. Many branches participated in this annual event by celebrating the love of reading and promoting literacy through preschool story times. Sahara West Library shared a fun picture of their library customer's creation from their program.



Due to the District's closure, monthly statistical reports are not available.

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ITEM VI.A.2.c.

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Danielle Patrick Milam, Director of Development and Planning

DATE: May 11, 2020

SUBJECT: Development and Planning Department Report, May 2020

Development and Planning Department Activities in April 2020

Organization and Community Needs Assessment and Relief Request Planning. Development and Planning Director **Danielle Milam** attended April conference and video conference calls to track funding and community needs assessment activities tied to COVID-19 community impacts, as follows:

- Weekly United Way of Southern Nevada meetings have grown to over 300 local organizations reporting out program activities, data, experiences, and information on federal, state, regional, and philanthropic relief efforts
- Southern Nevada Forum's Education Committee met to discuss the state of Early Childhood Education and potential policy initiatives that will go to the Legislature next year. The State's limited child care availability has been extremely impacted by the pandemic shut downs. United Way of Southern Nevada noted that of the 30 centers they subsidize with federal funding, nine had closed. Children's Advocacy Alliance reported that many of the home-based and center-based care providers responded to a survey, with 30% saying they could not stay open another week without subsidies, and 50% saying they could not stay open another month without relief or subsidies. The presenters were advocating for more state funding for child care for children, birth to five years of age.
- METRO Chamber briefing from DETR Director Tiffany Tyler (who subsequently left the agency), to brief the community on Unemployment Insurance system overloads and process failures.
- Conversation with Nevada Department of Health and Human Services' Division of Welfare and Supportive Services Director Michael Yoder and his team, DWSS is very interested in using library branches in low income, low education neighborhoods to connect clients to technology and internet connections at home. DWSS connects clients to critical nutrition, child care, transportation, and other services provided by the Temporary Assistance to Needy Families (TANF) program. When libraries are able to open, even on a limited basis, this agency is very interested in a partnership for helping households gain access to internet, devices, and enrollment TANF and other DWSS programs. Director Yoder was

very interested in the new Library District e-card and access to the myriad of e-resources for learning, business, employment, and career exploration.

- Conversation with NSHE Chancellor Thom Reilly on the Library District's interest in e-learning platforms that would create a pathway for students between high school and higher education and connect to the Workforce Connections partnership already in place.
- Executive Council conversation with MSS Studios to refine the approach to the 13 branch renovations (projects put on hold later in the month).
- Participation in the 3rd Annual Early Childhood Research Symposium conducted by the UNLV Institute for Children's Research and Policy which reported out the latest research and policy initiatives for the Nevada early childhood education community.
- Conversation with Children's Cabinet Executive Director Marty Elquist to shift the scope of the Library District's subcontract on the Bezos Family Foundation grant from in person training and train-the-trainer activities to development of online training.
- Conversation with Las Vegas Urban League Childcare Resource and Referral Manager Mary Regan to plan for Bezos Family Foundation and Jameson Foundation grant activities with Family, Friends, and Neighbor Care providers.
- Many Zoom and WebX meetings for Executive Council reopening and budget planning and two April Board of Trustee meetings to address the rapidly changing landscape of "Stay at Home Nevada" orders from Governor Sisolak.

Department Activities in the Month of April:

- Defended the FY20-21 LSTA Grant proposal for Museum Passes for All program with DISCOVERY Children's Museum. The LSTA grant program is comprised of pass-through money from the federal Institute for Museum and Library Services, based on state population. The grant review panel is the Council on Libraries and Literacy comprised of various state agency representatives from GOED, libraries, schools, and corrections, among others.
- Submitted and received confirmation of Adult Learning Program grant funding from the Nevada Department of Education. This program primarily provides English language instruction and career development skills for adult learners. The proposal requested \$1 million from the state, matched with \$377,829 from the Library District. The program provides adult education classes in 18 locations throughout the Vegas Valley, including libraries as well as city and county community centers. It support 4 six-week rotations of classes available at three different times of days – morning, afternoon, and evening. Over a year, the program will deliver 166 classes and 11,485 instructional hours. The program, which sees very high rates of student retention and level gains, is the state's largest program for English language instruction and includes many supports for students such as computer labs, academic and career coaches, writing and math workshops, study rooms, and conversation circles. Part of the proposal match also includes 27 licenses for the Online Career High School, partially funded by the Library District Foundation.
- Foundation Bookstore Manager **Leslie Valdes** reopened the Amazon online used bookstore on April 20th. By May 6th the channel brought in \$6,269, an all-time record for sales, since operations were started in 2009.
- Development Program Officer **Sherry Walker** designed the "Giving Tuesday" campaign materials that raised \$35,735 from 188 donors for public access WiFi hotspots.



ITEM VI.A.2.d.

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Albert G. Prendergast, Information Technology Director, CIO

DATE: May 7, 2020

SUBJECT: Information Technology Report, May 2020

The Information Technology Division, comprised of the following departments-- Access Services (**AS**) Collection and Bibliographic Services (**CBS**) and the Information Technology (**IT**) Department, is pleased to share the following updates for April. Although the District was closed to the public on March 16, the IT division continued to work on several tasks:

Branding and Marketing Support

The IT division continues to work on the District's rebranding project. The IT department configured the Las Vegas Age server to be accessible using the new thelibrarydistrict.org domain. <http://digital.thelibrarydistrict.org/> and the team continues to reach out to our vendors to identify related tasks.

Collection Development Librarians **Debbie Tinsler**, **Dan Wiig**, **Jen Jost**, and **Kathy DiGeorge** compiled staff lists in BiblioCommons to help the Branding and Marketing team create content for targeted audience pages including Military Appreciation, Asian American and Pacific Islander, African American, and Latinx.

Head of CBS **Rebecca Colbert** continues to be featured on weekly segments of the Nevada Voice's radio show *Impact* on KUNV (91.5 FM) to discuss how the coronavirus is affecting the local community. This has been a good opportunity to remind the public of the District's resources as well as to connect with other community partners to find positives in the shutdown. The show is a nightly half-hour broadcast from 7:00 PM to 7:30 PM and will continue indefinitely. Ms. Colbert also attended a Zoom meeting with the KTNV *Raising the Bar* committee where community members brainstormed ideas for how to offset the five-month break from traditional K-12 classroom learning with currently available resources.

Ms. Colbert also spoke with Tabitha Mueller from the *Nevada Independent* regarding the use of electronic resources since the shutdown. The conversation included questions regarding our plans for reopening as well as long-range problems anticipated by the District as a result of the shutdown.

Development and Planning Support

The IT department consulted with Development and Planning Director **Danielle Milam** as she seeks funding to provide additional hotspots to help bridge the digital divide in our communities.

General Services Support

Staff from the IT division prepared their departments for the application of the MicroShield 360 treatment. MicroShield 360 is an antimicrobial coating that kills 99.99% of pathogens and ensures that surfaces are protected from germs and viruses for an entire year. Staff cleared off all desktops and work surfaces in the offices, unloaded materials from all of the carts, and laid out laptops and other equipment for treatment.

Human Resources (HR) Support

Assistant IT Director **Ron Melnar** worked with Human Resources Information System (HRIS) Manager **Glodia Thomas** to install the Kronos 2020 First Quarter Legislative Update on the HRIS development system and then onto the production system after successfully testing it. We also applied a software update to both systems to address several tax issues.

Library Operations Support

The District's circulation for March was 618,144, of which 41% was derived from the use of e-media (i.e. e-books, e-audiobooks, streaming video, and digital magazines). Boulder City and North Las Vegas customers have access to the District's OverDrive e-media collection, and North Las Vegas Library District customers accounted for approximately 7.8% of our OverDrive circulation while Boulder City Library District customers accounted for approximately 1.9%. In March, the District's materials accounted for approximately 97.2% of our circulation, while Boulder City Library District items accounted for approximately 1.4%, and North Las Vegas Library District items accounted for 1.4% of the materials circulated to our customers. The District's materials accounted for approximately 14% of Boulder City Library District's circulation and 17% of North Las Vegas Library District's circulation.

CBS staff added 1,478 titles with 8,268 new items to the collection, while 13,340 items were withdrawn from the library catalog. Collection Development staff also added 2,549 e-books and e-audiobooks to the collection in March.

Head of CBS **Rebecca Colbert** contacted multiple vendors in April to discuss potential reopening dates, spending plans, and budget limitations. Most vendors are functional but in a limited capacity and they continue to process previously submitted orders and held shipments. Collection Development Librarians **Teresa Handleman** and **Kathy DiGeorge** continue to submit weekly OverDrive orders to deliver new content during the closure. Ms. Handleman is also submitting McNaughton 14-Day orders to Brodart which utilizes monies already on our account for this fiscal year and will not impact the current status of our materials budget. These orders are necessary so that we have fresh content to offer customers when the libraries reopen.

The Distribution Center's (DC) collection consists of 96,345 items, with 6,825 items circulating and 3,019 items filling customers Holds requests in March.

Another role of the DC is to redistribute materials back to the branches to assist with filling gaps in their collections that are created when materials float out to other locations. Many branches also request materials from the DC for their collections, and there are materials at the DC that generate a large number of circulations and should be available for browsing in a branch. In March, the branches requested 518 items to supplement their collections and the DC redistributed an additional 273 popular items to the branches where they are likely to circulate.

In March, the Interlibrary Loan (ILL) department received 243 requests from District customers to borrow materials from other libraries and the District received 509 requests from other libraries to borrow our materials. The average turnaround time (the time between when we receive a request, obtain the item, and prepare it to be shipped) was less than two days. As a result of the closure, all ILL item due dates for materials borrowed by our customers were extended to May 30, 2020, and we also extended the due dates of materials borrowed by other library systems. In April, ILL staff opened hundreds of packages that had arrived during the District's closure and organized the department in preparation for the reopening of the District.

The Electronic Resources (ER) department continues to provide a high level of customer service during the COVID-19 closure. ER Manager **Jocelyn Bates** and ER Librarian **Ria Eufemio** created IXL and Treehouse accounts for customers, answered reference questions, and continue to assist customers with their accounts. Additionally, ER staff responded to customer inquiries via our "Ask" e-mail account and provided quality assurance reviews of customer service calls that are answered by the Unique Call Center. Ms. Bates was able to configure remote access to *Ancestry Library Edition* and *ProQuest* databases temporarily. These databases are usually limited to in-library use only, but as a result of the pandemic, the vendor has graciously offered remote access to libraries through May 30, 2020.

In response to the branch closures, CBS and ER staff coordinated their efforts to implement some changes: Hoopla checkout limits were doubled to 20 items per month; new OverDrive content was purchased; and specially cultivated collections in Hoopla, Kanopy and OverDrive have been highlighted on our webpage. As a result, the use of electronic resources is up, with OverDrive increasing by roughly 25%, Hoopla by 110%, Kanopy by 50%, and digital magazine by 249%. Popular checkouts were mostly children's materials, self-help books, and entertainment videos.

The ER department launched *Niche Academy* in November 2018. *Niche Academy* is an online learning platform made for libraries. The platform gives individual libraries their own online video tutorials that can be used as a teaching tool for both customers and staff and offer video instructional tutorials on many of our eResources. The tutorials are accessed by clicking on the blue carat on the right side of targeted eResources pages on our website or proceeding to <https://lvccld.org/tutorials/>. The most popular tutorials in March were *Rosetta Stone* (with 125 unique views), *Lynda.com* (53 unique views), and *Gale Courses* (31 unique views).

ER Manager **Jocelyn Bates** continues to lead our efforts in the implementation of the OpenAthens remote customer authentication solution. Ms. Bates, AS Manager **Sufa Anderson**, Network and ILS Analyst **Sloan Sakamoto**, and I participated in a project update conference call with EBSCO and confirmed that almost all of our database vendors have been contacted and the remote authentication implementation was completed. Ms. Bates is currently testing the links and will be prepared to go live with the new system after the District reopens.

IT Projects

The Executive Council has met regularly since the COVID-19 closure. It is apparent to us that the District was not prepared for an event like we are currently experiencing, so we've decided to create a team to look at technologies to increase staff collaboration and communication in the future. We've created a team, currently called the *Communications Technology Team*, and AS Manager **Sufa Anderson** has agreed to lead the team in identifying technologies to improve communication and collaboration among all of our staff. One of the issues identified during our discussions was the lack of remote network access for our branch managers. As a result, Assistant IT Director **Ron Melnar** and his End-User Support team have identified and configured 15 older laptops, with remote access capability, for all of the branch managers, including the Laughlin and Mesquite libraries. Additionally, remote network access was configured for several staff who were already assigned laptops. This will allow the branch managers and other staff to complete payroll activities and collaborate during the closure. We are also checking our laptop inventory to identify other laptops that can we redeployed to staff.

Assistant IT Director **Ron Melnar** continues to serve on the District's Health and Safety Mitigation Team (HSMT). The team continues to meet to discuss procedures for reopening the branches. As we continue to plan for the reopening of the District, Library Operations has identified some changes to implement social distancing for the public while using our computers. Mr. Melnar has visited all of the urban branches as a part of the HSMT to identify changes, such as moving computers to different locations within the branches and moving the monitors from the down-view desks to the top of the desks. IT staff has completed the changes in some of our branches.

Before the District closed because of the pandemic, the IT department was in the process of completing an IT security assessment. The assessment included external penetration testing, wireless penetration testing, and an internal vulnerability scan. Systems and Network Security Analyst **Al Cruz**, Systems and Network Supervisor **Gunnar Kim**, Systems and Network Analyst **Chet Buasri**, Assistant IT Director **Ron Melnar**, and I participated in a conference call with the vendor to review the findings and recommendations of the reports. While the overall findings of our security posture were very good, we had some findings that need to be addressed. The findings were classified as Critical-Severity, High-Severity, Medium-Severity, Low-Severity, and Informational. A summary of the findings follows:

- External Penetration Test
 - 1 Medium, 5 Low, and 1 Informational
- Wireless Penetration Test
 - 2 Critical, 2 High, and 2 Medium
- Internal Vulnerability Scan

- o 4 Critical, 1 High, 3 Medium, and 5 Low

Mr. Cruz has addressed several of the Critical-Severity findings during the closure of the District and will continue to address the remaining issues. After most of the recommendations have been implemented (some are more long-term and will take longer to resolve, such as upgrading systems that are running unsupported software), the vendor will complete a re-test of our network.

While the branches are closed, Systems and Network Security Analyst **Al Cruz** continues to work with our vendor to replace our end-of-life security information and event management system, Systems and Network Analyst **Chet Buasri** continues to work on upgrading our virtualization infrastructure, Microcomputer and Network Analyst **Arul Prakash** continues to manage the weekly system backups, and Systems and Network Supervisor **Gunnar Kim** continues to follow-up on any network related issues.

Miscellaneous

AS Manager **Sufa Anderson** completed several end-of-month reports for the Library Operations division for March, including statistics for fines, new library cards, and computer use. Ms. Anderson also pulled an eNewsletter file for Branding and Marketing with customer e-mail addresses to send an upcoming eNewsletter. Additionally, Ms. Anderson continues to perform database cleanup activities in Sierra and for the new eCard accounts.

Ms. Anderson also completed several Sierra-related tasks associated with the closing of the branches. As the tentative reopen date shifted, Ms. Anderson updated the *Days Closed* table to reflect the new dates, updated library card expiration dates for expiring cards, and extended due dates for materials checked out to customers.

Microcomputer and Network Analyst **Conrad Howlett** attended a three-day training webinar boot camp for *Policy Pak Application and Administration* and AS Manager **Sufa Anderson** attended several professional webinars.

The District received notification from CenturyLink that it was no longer economically feasible to provide payphone services in our branches. After CenturyLink removed the payphones from the branches, the IT department installed a pilot District-provided replacement phone at the Clark County Library. However, the phone is unreliable, so we will be testing a different solution after we reopen.

As the COVID-19 pandemic unfolded, the IT department worked with Executive Assistant **Allison Boyer** and Development and Planning Director **Danielle Milam** to quickly assemble procedures for conducting the Board of Trustee meeting online and we continue to investigate ways to improve the online Board meeting process.

The IT department planned to implement our new trouble ticket system on May 1, however, this project will be delayed until after we reopen and IT staff can resume work on the project. We will select a new date for the launch after the solution is ready.

FY 2019-2020 ELECTRONIC RESOURCES STATISTICS

March 2020



Customer Support	Mar-19	Mar-20	Mar-20	FY18-19	FY19-20	% Change
Number of Phone Calls to Electronic Resources	176	99	-43.75%	1,363	1,211	-11.15%
Length of Calls in Hours, Minutes, and Seconds	18:25:07	12:39:00	-31.32%	160:48:20	117:42:24	-26.80%
Number of emails to ask@lvccld.org	420	1,062	152.86%	4,366	4,091	-6.30%
Number of Classes	0	0		11	5	
Number of Attendees	0	0		67	14	

Downloadables and Streaming Circulation	Mar-19	Mar-20	% Change	FY18-19	FY19-20	% Change
eBooks	93,406	112,617	20.57%	766,963	913,766	19.14%
Audiobooks	54,131	189,410	249.91%	431,486	585,064	35.59%
Magazines	8,014	16,655	107.82%	64,087	75,612	17.98%
Movies and TV	4,864	31,740	552.55%	44,168	79,688	80.42%
Music	24,259	28,939	19.29%	206,619	218,553	5.78%
Total	184,674	379,361	105.42%	1,513,323	1,872,683	23.75%

Top Online Resource From Each Category Based on Retrievals

Online Resource Category	Top Resource	Sessions	Retrievals
Business and Careers	ReferenceUSA	655	27,083
Health and Wellness	Academic Search Main	396	981
Homework Help	IXL	170	17,342
Limitless Learning	Lynda.com	1,728	7,816
A-Z Resources (All Others)	Newsbank - LVRJ	1,542	21,879

Online Resources Usage by Category	Mar-19		Mar-20		% Change		FY18-19		FY19-20		% Change	
	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals
Business and Careers	771	28,955	951	32,224	23.35%	11.29%	19,932	210,360	6,754	205,371	-66.11%	-2.37%
Health and Wellness	531	1,265	625	1,458	17.70%	15.26%	1,782	10,398	2,700	5,273	51.52%	-49.29%
Homework Help	667	27,475	725	30,127	8.70%	9.65%	4,956	231,109	5,732	271,027	15.66%	17.27%
Limitless Learning	3,026	12,207	2,909	7,036	-3.87%	-42.36%	20,075	69,275	23,909	59,919	19.10%	-13.51%
A-Z Resources (All Others)	13,784	24,771	11,951	32,029	-13.30%	29.30%	78,739	166,914	93,357	287,366	18.57%	72.16%

Retrievals: the number of full-content units or descriptive records examined, downloaded, or otherwise supplied to customers from electronic collections

Sessions: the number of times an electronic resource is accessed



ITEM VI.A.3.a.

May 2020

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Fred James, Chief Financial Officer

DATE: May 7, 2020

SUBJECT: Financial Services Report, May 2020

This report summarizes the Financial Services Department's activities and accomplishments in the month of April 2020.

Follow-up from April 16, 2020 Board of Trustees meeting

At the April 16, 2020 Board of Trustees meeting, the Board requested historic detail regarding the returns on the FHN Main Street Investment Advisory account. The following table provides account analysis from Fiscal Year 2011 to present:

Las Vegas-Clark County Library District FHN Main Street Investment Account Analysis

Fiscal Year	FY Average Book Value	Fiscal Year Earnings	Annual Book Return	Avg 3M T-Bill	Avg 2Yr T-Note	Portfolio Wgt Avg Mat (Yrs)
FY11	6,457,845	16,786.35	0.26%	0.11%	0.56%	0.6
FY12	7,652,525	27,133.68	0.35%	0.04%	0.27%	1.1
FY13	29,570,529	145,652.60	0.49%	0.07%	0.26%	1.5
FY14	38,031,094	211,919.50	0.56%	0.03%	0.36%	1.6
FY15	33,229,912	265,214.66	0.80%	0.01%	0.55%	1.8
FY16	25,855,251	230,140.03	0.89%	0.16%	0.78%	1.4
FY17	18,576,815	198,058.60	1.07%	0.55%	1.06%	1.0
FY18	11,300,268	150,366.91	1.33%	1.42%	1.92%	0.7
FY19	4,114,572	66,129.22	1.61%	2.29%	2.52%	0.1
FYTD20	323,760	3,961.29	1.63%	1.57%	1.46%	0.0
Total/Avg	17,511,257	1,315,362.84	0.90%	0.62%	0.97%	1.0
	(Avg)	(Total)	(Avg)	(Avg)	(Avg)	(Avg)

Administration

- Updated the District's cash flow analysis
- Submitted the Fiscal Year 2020-2021 Tentative Budget to the State of Nevada Department of Taxation, Clark County, and the city of Las Vegas
- Compiled information, projections, and forecasts for Fiscal Year 2020-2021 Tentative Budget

- Published the Public Hearing notice for the Fiscal Year 2020-2021 Tentative Budget
- Prepared agenda items for the Fiscal Year 2020-2021 Tentative Budget Public Hearing and Final Budget adoption
- Submitted various required reports related to the Mesquite and East Las Vegas New Markets Tax Credits programs (QALICBs)
- **Fred James** attended numerous meetings with the Executive Council, Human Resources staff, and the District's legal counsel regarding temporary amendments to policies and procedures related to the COVID-19 pandemic
- **Floresto Cabias** and **Lynn Lucuara** worked with District staff regarding purchasing training and procedures
- **Floresto Cabias** and **Lynn Lucuara** created and updated vendor and customer accounts for accounts payable and accounts receivable in the Microsoft Serenic Navigator system
- Prepared monthly Budget Status Reports
- Scanned documents and updated files

Accounting

- Coded and verified all transactions (\$2.7M for the month of April)
- Performed all payroll related duties
- Performed all accounts payable duties
- Performed all accounts receivable duties, including collections for overdue accounts
- Prepared year-to-date detail transaction reports for each location/department
- Reviewed and reconciled outstanding invoices
- Reconciled daily cash reports received from branches to bank deposits
- Provided detail budget status for staff as required
- Prepared and scanned monthly journal voucher entries
- Reconciled monthly bank statements
- Prepared and mailed Financial Services invoices
- Processed refunds for cancelled Room Reservations
- Reviewed e-fines and patron inquiries regarding online payments
- Reconciled copier meter reading reports from branches/departments to invoices
- Staff cross-trained in payroll, fixed assets, cash receipts, and other Financial Services procedures



MEMORANDUM

To: Dr. Ronald R. Heezen, Executive Director

From: Fred James, CPA
Deputy Director, Chief Financial Officer

Date: May 7, 2020

Subject: March 2020 Budget Status Report

Enclosed are the budget status reports for March 2020. General fund revenues indicate that 77% of budgeted revenue has been collected. As compared to March 2019, the District collected 10% more in property taxes. Consolidated Tax Revenue (CTX) shows 59% collected so far this fiscal year, higher than the 51% collected for the same period during last fiscal year. Financial Services staff is closely monitoring revenues.

General Fund expenditures indicate that 67% of the allocated budget has been spent. Based on ratable spending levels (spending occurs approximately at the same rate every month), General Fund expenditures are on target. All departments and library branches are within their budgets, and show between 18% and 53% left to spend.

Staff will be available to answer any questions that you may have.

Las Vegas-Clark County Library District
Statement of Revenues and Expenditures

General Fund - 100

From 03/01/2020 Through 03/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Tax Revenue	38,602,255.27	44,855,000.00	6,252,744.73	13.94%
Intergovernmental Revenue	14,480,281.79	24,557,500.00	10,077,218.21	41.04%
Charges for Services	44,617.28	40,700.00	(3,917.28)	-9.62%
Fines & Forfeits	554,396.28	900,000.00	345,603.72	38.40%
Miscellaneous	1,054,827.56	1,036,800.00	(18,027.56)	-1.74%
Total Revenues	54,736,378.18	71,390,000.00	16,653,621.82	23.33%
Expenditures				
Salaries	22,581,825.73	32,366,060.00	9,784,234.27	30.23%
Benefits	9,059,446.76	13,394,128.00	4,334,681.24	32.36%
Supplies & Services	9,350,057.68	16,203,089.00	6,853,031.32	42.29%
Capital Outlay	7,782,654.62	10,831,667.00	3,049,012.38	28.15%
Total Expenditures	48,773,984.79	72,794,944.00	24,020,959.21	33.00%
Exces (Deficit) Revenues of Expenditures	5,962,393.39	(1,404,944.00)	(7,367,337.39)	-9.67%
Other Financing Sources (Uses)				
Transfer to Other Funds	-	(6,000,000.00)	(6,000,000.00)	100.00%
Total Other Financing Sources (Uses)	-	(6,000,000.00)	(6,000,000.00)	100.00%

**Las Vegas-Clark County Library District
Summary Budget Comparison
By Department**

General Fund - 100

From 03/01/2020 Through 03/31/2020

			Dollar Budget Amount Remaining	Percent Budget Remaining
	YTD Actual	Budget		
110	Administration - Executive	420,132.36	830,987.00	410,854.64 49.44%
120	Administration - Library Operations	1,159,571.47	2,371,240.00	1,211,668.53 51.10%
200	Financial Services	1,113,038.47	1,765,231.00	652,192.53 36.95%
215	Community Outreach	363,961.77	773,521.00	409,559.23 52.95%
216	Youth Services	235,785.94	369,276.00	133,490.06 36.15%
220	Development and Planning	382,660.00	596,948.00	214,288.00 35.90%
240	General Services/Facilities	5,820,631.70	8,476,537.00	2,655,905.30 31.33%
250	Human Resources	1,402,913.17	2,539,542.00	1,136,628.83 44.76%
251	HR-Work Insurance	325,245.21	1,363,864.00	1,038,618.79 76.15%
260	Information Technology	3,000,733.34	3,941,669.00	940,935.66 23.87%
270	Literacy Department	252,491.68	381,284.00	128,792.32 33.78%
280	Branding and Marketing	1,306,705.66	2,232,694.00	925,988.34 41.47%
290	Access Services Department	771,029.92	1,041,903.00	270,873.08 26.00%
310	Collection and Bibliographic Services	9,374,737.36	13,053,821.00	3,679,083.64 28.18%
320	Gallery Services	122,947.46	185,473.00	62,525.54 33.71%
330	Facilities	2,151,399.64	3,114,887.00	963,487.36 30.93%
340	Community Engagement	250,529.61	482,558.00	232,028.39 48.08%
400	Library Operations	20,319,470.03	29,273,509.00	8,954,038.97 30.59%
Total		48,773,984.79	72,794,944.00	24,020,959.21 33.00%

**Las Vegas-Clark County Library District
Summary Budget Comparison
By Location**

**General Fund - 100
Library Operations - Dept 400
From 03/01/2020 Through 03/31/2020**

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
100	Blue Diamond	71,753.23	99,973.00	28,219.77	28.23%
110	Bunkerville	46,817.17	84,673.00	37,855.83	44.71%
120	Clark County Library	2,039,566.67	2,939,461.00	899,894.33	30.61%
130	Enterprise Library	1,046,362.46	1,519,554.00	473,191.54	31.14%
140	Goodsprings	60,439.94	81,947.00	21,507.06	26.25%
160	Indian Springs	77,975.25	106,241.00	28,265.75	26.61%
180	Laughlin	548,693.09	765,807.00	217,113.91	28.35%
190	Mesquite	794,103.71	1,152,069.00	357,965.29	31.07%
200	Moapa Town	61,259.62	82,755.00	21,495.38	25.97%
210	Moapa Valley	236,038.51	342,813.00	106,774.49	31.15%
220	Mount Charleston	58,625.69	80,932.00	22,306.31	27.56%
230	Rainbow Library	1,474,687.07	2,059,131.00	584,443.93	28.38%
240	Sahara West Library	1,874,693.55	2,786,232.00	911,538.45	32.72%
250	Sandy Valley	66,894.29	89,443.00	22,548.71	25.21%
260	Searchlight	49,922.95	60,939.00	11,016.05	18.08%
270	Spring Valley Library	1,257,286.19	1,854,894.00	597,607.81	32.22%
280	Summerlin Library	1,137,201.68	1,650,793.00	513,591.32	31.11%
290	Sunrise Library	1,156,512.32	1,617,332.00	460,819.68	28.49%
300	West Charleston Library	1,317,655.46	1,901,430.00	583,774.54	30.70%
310	West Las Vegas Library	1,192,874.52	1,694,686.00	501,811.48	29.61%
320	Whitney Library	1,125,300.22	1,605,111.00	479,810.78	29.89%
360	Meadows Library	126,096.87	169,908.00	43,811.13	25.79%
370	Centennial Hills	1,520,962.22	2,227,501.00	706,538.78	31.72%
380	Windmill Library	1,494,385.00	2,212,165.00	717,780.00	32.45%
390	East Las Vegas Library	1,452,640.59	2,042,284.00	589,643.41	28.87%
605	City Misdemeanant	30,721.76	45,435.00	14,713.24	32.38%
Total		20,319,470.03	29,273,509.00	8,954,038.97	30.59%

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

General Fund - 100
From 03/01/2020 Through 03/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100	Salaries - Full Time	17,511,773.70	24,544,911.00	7,033,137.30	28.65%
51200	Salaries - Part Time	4,446,305.54	6,519,525.00	2,073,219.46	31.80%
51300	Overtime Pay	36,566.25	55,000.00	18,433.75	33.52%
51400	Call Back Pay	6,790.09	8,595.00	1,804.91	21.00%
51500	Standby Pay	44,361.46	52,487.00	8,125.54	15.48%
51600	Longevity Pay	284,303.89	373,422.00	89,118.11	23.87%
51700	Separation Pay	138,704.34	312,120.00	173,415.66	55.56%
51800	Leave Buyout	113,020.46	500,000.00	386,979.54	77.40%
55100	Employees Retirement	5,473,114.28	7,430,068.00	1,956,953.72	26.34%
55200	Group Insurance	2,933,806.25	4,819,973.00	1,886,166.75	39.13%
55300	Workers' Comp. Payments	87,789.00	271,544.00	183,755.00	67.67%
55400	Medicare Coverage Expense	559,964.45	797,543.00	237,578.55	29.79%
55500	Unemployment Insurance	4,772.78	75,000.00	70,227.22	93.64%
61100	Office Supplies	257,971.90	470,630.00	212,658.10	45.19%
61110	Operating Supplies	323,668.87	647,140.00	323,471.13	49.98%
61120	Software & User Licenses	401,800.53	573,100.00	171,299.47	29.89%
61130	Software Maintenance	647,977.48	814,410.00	166,432.52	20.44%
61200	Book Materials & Supplies	84,038.05	150,000.00	65,961.95	43.97%
61205	Interlibrary Loan	349.44	4,500.00	4,150.56	92.23%
61210	Small Equipment	186,954.51	517,050.00	330,095.49	63.84%
61400	Equipment Repair & Maint.	558,035.55	673,199.00	115,163.45	17.11%
61410	Contracted Services	3,590,836.44	5,621,592.00	2,030,755.56	36.12%
61420	Building Repair & Maint.	105,846.32	218,200.00	112,353.68	51.49%
61500	Rental Expenses	31,761.06	114,976.00	83,214.94	72.38%
61600	Telephone	495,138.15	563,436.00	68,297.85	12.12%
61700	Utilities	1,209,966.06	2,109,118.00	899,151.94	42.63%
61800	Insurance & Bonds	314,195.70	356,000.00	41,804.30	11.74%
61900	Professional Services	203,546.10	973,200.00	769,653.90	79.08%
61910	Legal Services	79,549.66	598,350.00	518,800.34	86.71%
62200	Collection Agencies	73,615.50	200,000.00	126,384.50	63.19%
62300	Board Compensation	3,720.00	6,000.00	2,280.00	38.00%
62500	Postage	54,743.69	75,100.00	20,356.31	27.11%
62510	Advertising	29,823.85	188,700.00	158,876.15	84.20%
62600	Community Events	49,641.00	66,000.00	16,359.00	24.79%
62610	Staff Day	60,143.92	65,000.00	4,856.08	7.47%
62620	Recruitment	-	625.00	625.00	100.00%
62700	Education & Training	100,752.58	265,250.00	164,497.42	62.02%
62800	Travel & Transportation	134,577.58	253,663.00	119,085.42	46.95%
62900	Printing & Reproduction	114,892.89	256,750.00	141,857.11	55.25%
63000	Dues & Subscriptions	30,677.11	42,800.00	12,122.89	28.32%
65000	Miscellaneous Expenses	18,578.50	43,300.00	24,721.50	57.09%
65100	Bank Charges	1,005.24	20,000.00	18,994.76	94.97%
67000	Rental Expenses to QALICBs	186,250.00	315,000.00	128,750.00	40.87%
81700	Library Books	7,782,654.62	10,831,667.00	3,049,012.38	28.15%
Total		48,773,984.79	72,794,944.00	24,020,959.21	33.00%

**Las Vegas-Clark County Library District
Statement of Revenues and Expenditures**

Grant Fund - 220

From 03/01/2020 Through 03/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Intergovernmental Revenue	528,929.65	1,800,000.00	1,271,070.35	70.62%
Miscellaneous	55,188.99	-	(55,188.99)	
Total Revenues	584,118.64	1,800,000.00	1,215,881.36	67.55%
Expenditures				
Salaries	224,171.74	477,171.84	253,000.10	53.02%
Benefits	100,483.67	212,828.16	112,344.49	52.79%
Supplies & Services	286,251.56	500,000.00	213,748.44	42.75%
Capital Outlay	97,562.93	610,000.00	512,437.07	84.01%
Total Expenditures	708,469.90	1,800,000.00	1,091,530.10	60.64%
Exces (Deficit) Revenues of Expenditures	(124,351.26)	-	124,351.26	6.91%

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Grant Fund - 220
From 03/01/2020 Through 03/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100	Salaries - Full Time	211,540.45	477,171.84	265,631.39	55.67%
51200	Salaries - Part Time	11,613.79	-	(11,613.79)	
51300	Overtime Pay	111.42	-	(111.42)	
51600	Longevity Pay	906.08	-	(906.08)	
55100	Employees Retirement	65,122.54	155,621.57	90,499.03	58.15%
55200	Group Insurance	32,104.49	52,727.40	20,622.91	39.11%
55400	Medicare Coverage Expense	3,256.64	4,479.19	1,222.55	27.29%
61100	Office Supplies	1,843.34	4,379.09	2,535.75	57.91%
61120	Software & User Licenses	21,306.00	53,000.00	31,694.00	59.80%
61410	Contracted Services	213,421.50	422,700.00	209,278.50	49.51%
62700	Education & Training	42,275.85	-	(42,275.85)	
62800	Travel & Transportation	7,359.87	9,722.63	2,362.76	24.30%
65000	Miscellaneous Expenses	45.00	10,198.28	10,153.28	99.56%
81600	Capital Equipment - Major	-	460,000.00	460,000.00	100.00%
81700	Library Books	97,562.93	150,000.00	52,437.07	34.96%
Total		708,469.90	1,800,000.00	1,091,530.10	60.64%

**Las Vegas-Clark County Library District
Statement of Revenues and Expenditures**

Gift Fund - 230

From 03/01/2020 Through 03/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Miscellaneous	145,972.28	815,000.00	669,027.72	82.09%
Total Revenues	145,972.28	815,000.00	669,027.72	82.09%
Expenditures				
Salaries	40,000.00	-	(40,000.00)	
Supplies & Services	260,016.91	715,000.00	454,983.09	63.63%
Capital Outlay	-	100,000.00	100,000.00	100.00%
Total Expenditures	300,016.91	815,000.00	514,983.09	63.19%
Exces (Deficit) Revenues of Expenditures	(154,044.63)	-	154,044.63	18.90%

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Gift Fund - 230
From 03/01/2020 Through 03/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100	Salaries - Full Time	40,000.00	-	(40,000.00)	
61100	Office Supplies	2,176.07	20,000.00	17,823.93	89.12%
61110	Operating Supplies	5,353.41	15,000.00	9,646.59	64.31%
61120	Software & User Licenses	883.74	-	(883.74)	
61210	Small Equipment	44,450.59	15,000.00	(29,450.59)	-196.34%
61410	Contracted Services	159,166.50	250,000.00	90,833.50	36.33%
61420	Building Repair & Maint.	7,177.00	-	(7,177.00)	
61500	Rental Expenses	-	315,000.00	315,000.00	100.00%
61900	Professional Services	30,058.44	100,000.00	69,941.56	69.94%
62600	Community Events	743.43	-	(743.43)	
62700	Education & Training	725.19	-	(725.19)	
62800	Travel & Transportation	1,176.72	-	(1,176.72)	
62900	Printing & Reproduction	545.10	-	(545.10)	
65000	Miscellaneous Expenses	7,560.72	-	(7,560.72)	
81600	Capital Equipment - Major	-	100,000.00	100,000.00	100.00%
Total		300,016.91	815,000.00	514,983.09	63.19%

**Las Vegas-Clark County Library District
Statement of Revenues and Expenditures**

Capital Projects Fund - 510

From 03/01/2020 Through 03/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Miscellaneous	337,025.61	50,000.00	(287,025.61)	-574.05%
Total Revenues	337,025.61	50,000.00	(287,025.61)	-574.05%
Expenditures				
Supplies & Services	2,310,362.49	3,881,200.00	1,570,837.51	40.47%
Capital Outlay	794,449.05	9,820,100.00	9,025,650.95	91.91%
Total Expenditures	3,104,811.54	13,701,300.00	10,596,488.46	77.34%
Exces (Deficit) Revenues of Expenditures	(2,767,785.93)	(13,651,300.00)	(10,883,514.07)	-651.39%
Other Financing Sources (Uses)				
Transfer from Other Funds	-	6,000,000.00	6,000,000.00	100.00%
Total Other Financing Sources (Uses)	-	6,000,000.00	6,000,000.00	100.00%

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Capital Projects Fund - 510
From 03/01/2020 Through 03/31/2020

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
61110 Operating Supplies	27,689.92	10,000.00	(17,689.92)	-176.90%
61120 Software & User Licenses	97,383.54	321,000.00	223,616.46	69.66%
61210 Small Equipment	427,868.22	1,497,700.00	1,069,831.78	71.43%
61400 Equipment Repair & Maint.	53,239.28	-	(53,239.28)	
61410 Contracted Services	27,376.42	50,000.00	22,623.58	45.25%
61420 Building Repair & Maint.	569,905.03	1,994,500.00	1,424,594.97	71.43%
61900 Professional Services	1,092,997.82	-	(1,092,997.82)	
62800 Travel & Transportation	-	8,000.00	8,000.00	100.00%
65100 Bank Charges	13,902.26	-	(13,902.26)	
81400 Construction in Progress	-	1,800,000.00	1,800,000.00	100.00%
81500 Capital Improvements	2,335.88	5,675,100.00	5,672,764.12	99.96%
81600 Capital Equipment - Major	792,113.17	2,345,000.00	1,552,886.83	66.22%
Total	3,104,811.54	13,701,300.00	10,596,488.46	77.34%

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
1025 - East Las Vegas
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Professional Services	16,005.10		(16,005.10)	
Total Expenditures	16,005.10	0.00	(16,005.10)	0.00
Excess (Deficit) Revenues over Expenditures	(16,005.10)	0.00	16,005.10	0.00

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
2050 - Furniture Replacement
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Small Equipment	54,681.47	200,000.00	145,318.53	72.66%
Bldg. Maint. & Repair	138.44		(138.44)	
Total Expenditures	<u>54,819.91</u>	<u>200,000.00</u>	<u>145,180.09</u>	<u>72.59%</u>
Excess (Deficit) Revenues over Expenditures	<u>(54,819.91)</u>	<u>(200,000.00)</u>	<u>(145,180.09)</u>	<u>72.59%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
2200 - Financial Services
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Small Equipment	25,946.96	185,000.00	159,053.04	85.97%
Professional Services	12,750.00		(12,750.00)	
Bank Charges	13,902.26	40,000.00	26,097.74	65.24%
Capital Equipment - Major	18,550.10	80,000.00	61,449.90	76.81%
Total Expenditures	<u>71,149.32</u>	<u>305,000.00</u>	<u>233,850.68</u>	<u>76.67%</u>
Excess (Deficit) Revenues over Expenditures	<u>(71,149.32)</u>	<u>(305,000.00)</u>	<u>(233,850.68)</u>	<u>76.67%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
4010 - Tech Replacements Upgrades
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Operating Supplies	125.00		(125.00)	
Software & User Licenses	97,383.54	321,000.00	223,616.46	69.66%
Small Equipment	333,649.61	563,000.00	229,350.39	40.74%
Equipment Maint. & Repair	23,146.63		(23,146.63)	
Contracted Services	27,376.42	50,000.00	22,623.58	45.25%
Travel & Transportation		8,000.00	8,000.00	100.00%
Capital Equipment - Major	520,682.36	985,000.00	464,317.64	47.14%
Total Expenditures	<u>1,002,363.56</u>	<u>1,927,000.00</u>	<u>924,636.44</u>	<u>47.98%</u>
Excess (Deficit) Revenues over Expenditures	<u>(1,002,363.56)</u>	<u>(1,927,000.00)</u>	<u>(924,636.44)</u>	<u>47.98%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
5010 - Bldg Repair and Maintenance
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Operating Supplies	27,564.92	10,000.00	(17,564.92)	-175.65%
Small Equipment	13,590.18	30,000.00	16,409.82	54.70%
Bldg. Maint. & Repair	443,325.59	1,994,500.00	1,551,174.41	77.77%
Professional Services	112,970.00		(112,970.00)	
Capital Improvements		648,000.00	648,000.00	100.00%
Capital Equipment - Major		20,000.00	20,000.00	100.00%
Total Expenditures	597,450.69	2,702,500.00	2,105,049.31	77.89%
Excess (Deficit) Revenues over Expenditures	(597,450.69)	(2,702,500.00)	(2,105,049.31)	77.89%

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
5015 - Facilities Master Plan
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Revenues				
Interest Earnings	108,755.97	50,000.00	(58,755.97)	-117.51%
Unrealized Gain/(Loss) - Investments	228,269.64		(228,269.64)	
Total Revenues	<u>337,025.61</u>	<u>50,000.00</u>	<u>(287,025.61)</u>	<u>-574.05%</u>
Expenditures				
Professional Services	936,272.72		(936,272.72)	
Construction in Progress		1,800,000.00	1,800,000.00	100.00%
Capital Improvements		5,027,100.00	5,027,100.00	100.00%
Capital Equipment - Major		1,060,000.00	1,060,000.00	100.00%
Total Expenditures	<u>936,272.72</u>	<u>7,887,100.00</u>	<u>6,950,827.28</u>	<u>88.13%</u>
Excess (Deficit) Revenues over Expenditures	<u>(599,247.11)</u>	<u>(7,837,100.00)</u>	<u>(7,237,852.89)</u>	<u>92.35%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
5020 - PVS Projects
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Small Equipment		479,700.00	479,700.00	100.00%
Equipment Maint. & Repair	30,092.65		(30,092.65)	
Bldg. Maint. & Repair	126,441.00		(126,441.00)	
Professional Services	15,000.00		(15,000.00)	
Capital Improvements	2,335.88		(2,335.88)	
Capital Equipment - Major	21,882.61		(21,882.61)	
Total Expenditures	<u>195,752.14</u>	<u>479,700.00</u>	<u>283,947.86</u>	<u>59.19%</u>
Excess (Deficit) Revenues over Expenditures	<u>(195,752.14)</u>	<u>(479,700.00)</u>	<u>(283,947.86)</u>	<u>59.19%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
9010 - Vehicle Purchase and Replacement
510 - Capital Projects Fund
From 3/1/2020 Through 3/31/2020

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Capital Equipment - Major	230,998.10	200,000.00	(30,998.10)	-15.50%
Total Expenditures	<u>230,998.10</u>	<u>200,000.00</u>	<u>(30,998.10)</u>	<u>-15.50%</u>
Excess (Deficit) Revenues over Expenditures	<u>(230,998.10)</u>	<u>(200,000.00)</u>	<u>30,998.10</u>	<u>-15.50%</u>

**Las Vegas-Clark County Library District
Statement of Revenues and Expenditures**

Debt Service Fund - 610

From 03/01/2020 Through 03/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Tax Revenue	12.16	-	(12.16)	
Miscellaneous	3,961.28	10,000.00	6,038.72	60.39%
Total Revenues	3,973.44	10,000.00	6,026.56	60.27%
Expenditures				
Supplies & Services	3,617.97	10,000.00	6,382.03	63.82%
Debt Service	-	-	-	
Total Expenditures	3,617.97	10,000.00	6,382.03	63.82%
Exces (Deficit) Revenues of Expenditures	355.47	-	(355.47)	-3.55%

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Debt Service Fund - 610
From 03/01/2020 Through 03/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
61900	Professional Services	242.97	-	(242.97)	
65100	Bank Charges	3,375.00	10,000.00	6,625.00	66.25%
Total		3,617.97	10,000.00	6,382.03	63.82%

Las Vegas - Clark County Library District
Check/Voucher Register

General Fund - 100
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10038	4/9/2020	1017	AAA Air Filter Company, Inc.	Various: Air Filters	411.00
10039	4/9/2020	10650	Fun City Distribution, Inc.	Highlights Distribution Jan-Dec 2020	740.00
10040	4/9/2020	10686	NLS Grounds Management, LLC	EV: Undeveloped land	350.00
10044	4/9/2020	1157	AZ Partsmaster	Supplies	12.84
10045	4/9/2020	1180	Baron Pest Solutions, Inc.	LA Pest Control	37.00
10046	4/9/2020	1240	Brady Industries of Nevada, LLC	Supplies	580.89
10047	4/9/2020	1455	Dell Marketing L.P.	Screws for M.2 Drives	10,088.39
10048	4/9/2020	1457	Demco, Inc.	WM: Display Case	2,866.96
10049	4/9/2020	1627	Cengage Learning, Inc.	Materials for FY 2019-2020	2,846.76
10050	4/9/2020	1640	Gerald M. Welt, Chartered	Legal Services - March 2020	3,517.73
10051	4/9/2020	1742	Ideal Supply Company Inc.	Supplies	235.46
10052	4/9/2020	1757	Ingram Library Services	Materials for FY 2019-2020	6,284.31
10053	4/9/2020	1897	Lakeshore Learning Materials	Crazy Shapes Magnetic Building Set - CC	544.15
10056	4/9/2020	2234	Overton Power District #5	Service 02/19/20-03/20/20 MT	699.31
10057	4/9/2020	2290	Precision Pump, Inc.	CC Sump Pump	210.00
10058	4/9/2020	2307	Progressive Elevator	CC Elevator	697.00
10059	4/9/2020	2471	Silver State Glass & Mirror	WH: Remove and replace (4 vandalized) dual	2,100.00
10060	4/9/2020	2698	Virgin Valley Disposal	Rental Fee/Toter Svc Mar 2020	115.34
10061	4/9/2020	2702	Grainger, Inc.	Supplies	1,111.35
10062	4/9/2020	2733	Phoenix Fire Protection, LLC	WC Fire Sprinkler	150.00
10063	4/9/2020	2799	CDW Government Inc,	VMware Support and Subscription Basic	4,678.32
10064	4/9/2020	2860	Las Vegas Review Journal	El Tiempo March ad	43.75
10065	4/9/2020	2914	Iron Mountain	Services Mar 2020	378.27
10066	4/9/2020	3324	Rio Virgin Telephone Co.	Service Apr 2020	310.53
10067	4/9/2020	3355	Teamsters Security Fund S. Nevada	Premium April 2020	346,817.99
10068	4/9/2020	3435	Ace Fire Systems, Inc.	SU: Fire Sprinkler	220.00
10072	4/9/2020	4723	Purvis Industries - Las Vegas NV	Supplies	688.01
10073	4/9/2020	5130	OverDrive Inc.	Materials for FY 2019-2020	76,277.94
10074	4/9/2020	5244	A&B Printing & Mailing	License Agreement QTY 300	999.00
10075	4/9/2020	5769	The Penworthy Company	Materials for FY 2019-2020	2,483.76
10076	4/9/2020	6091	BayScan Technologies, LLC	Bayscan Wireless Barcode Duplicator	1,781.00
10078	4/9/2020	7188	Innovative Interfaces, Inc.	Materials for FY 2019-2020	2,012.25
10079	4/9/2020	7371	EnvisionWare, Inc.	SUBSCRIPTION - EV End Date: 4/30/2021	350,933.60
10080	4/9/2020	7655	Gill's Printing and Color Graphics	Gallery Postcard - UNLV Unshelved	412.00
10082	4/9/2020	7687	United Lock and Security, Inc.	Various: Misc repair service 61420	403.00
10083	4/9/2020	7943	Communication Electronic Systems Inc	CC: Replace fire alarm system	34,019.00
10084	4/9/2020	8122	Staples Advantage Dept LA	4x72yd cir 1.8 mil - EV	105.14
10085	4/9/2020	8575	Intermountain Lock and Security Supply	Supplies	323.60
10086	4/9/2020	9082	MasterTech Security Services	MQ Alarm Monitoring	134.85
10087	4/9/2020	9191	Canon Solutions America, Inc.	Staples P1	1,911.58
10088	4/9/2020	9287	Otis Elevator Company	WMSC: OE PO	770.53
10090	4/9/2020	9383	Office Plus	Crttdg.clr laserjet - SM	2,564.37
10093	4/9/2020	9612	MakerBot	Makerbot accessories and cert	593.49
10094	4/9/2020	9631	Elliott's Sewer & Drain	SW: Clear lines in 2 restrooms	125.25
10095	4/9/2020	9730	Commercial Lighting Specialties	Supplies	661.80
10096	4/9/2020	9907	PLIC-SBD Grand Island (Principal)	Premium Apr 2020	24,393.46
10097	4/16/2020	1854	Kamer Zucker Abbott	Add'l fees Feb. 2020	3,400.00
10098	4/16/2020	4782	KNPR/Nevada Public Radio	March 2020 Highlights/Ad	6,840.00
10099	4/16/2020	4897	Public Employees Benefits Program State of NV	Acct #750 Ins. Premium - Apr 2020	7,480.24
10100	4/16/2020	7319	Iron Mountain Intellectual Property Mgt.	Annual Maint. - 5/3/20 - 5/2/20	315.00
10104	4/23/2020	10184	City of Mesquite Athletics & Leisure Services Dept	MQLC Landscape	800.00
10105	4/23/2020	10228	Sterling Volunteers	4 volunteer background checks	68.00
10106	4/23/2020	10442	LV.Net	Services 5/1/20-6/1/20	1,026.00
10108	4/23/2020	10604	Johnson Controls Security Solutions LLC	Alarm Monitoring	4,720.06
10109	4/23/2020	10686	NLS Grounds Management, LLC	MQ	18,974.74
10110	4/23/2020	10864	Brian M. Wilson	Board Comp - Apr. 16, 2020	80.00
10111	4/23/2020	11032	PK Delp Structural Engineering, LLC	EV: Glass Door Break Investigation	1,615.00
10112	4/23/2020	1455	Dell Marketing L.P.	St# BLR901 Precision 3431 SFF	12,927.00
10113	4/23/2020	1580	Ferguson Enterprises, LLC	Various	450.60
10114	4/23/2020	2098	Moapa Valley Water District	Service 03/11/20-04/10/20	209.70
10115	4/23/2020	2234	Overton Power District #5	Service 02/28/20-03/30/20 MV	1,465.14
10116	4/23/2020	2682	Valley Enterprises, Inc.	Janitorial	5,309.69
10118	4/23/2020	2799	CDW Government Inc,	Canon SELPHY CP1300 color dye sublimation	3,100.54
10119	4/23/2020	2809	LVVWD	Service 02/20/20-03/19/20 EV	1,172.51
10120	4/23/2020	2819	CenturyLink Communications, LLC	Service Mar 2020	2,992.63
10121	4/23/2020	2822	City of Mesquite Sanitation	Service Apr, May, & Jun 2020	560.52
10122	4/23/2020	2860	Las Vegas Review Journal	Facilities Bid No. 20-01	189.00
10123	4/23/2020	2891	AFLAC	Premium April 2020	1,471.30
10124	4/23/2020	3307	Unique Management Services, Inc.	Placements - Mar 2020	3,057.75
10125	4/23/2020	3435	Ace Fire Systems, Inc.	LA: Fire Sprinkler	150.00
10126	4/23/2020	3770	Cox Communications of Las Vegas	Service 03/17/20-04/16/20	13,400.34
10127	4/23/2020	3776	Got Bugs LLC	MQ Pest Control	200.00
10128	4/23/2020	4517	Fingerprint Pros, Inc.	2 pre-employment fingerprints	118.00
10129	4/23/2020	5001	UniFirst Corporation	Uniform Rental	129.17
10132	4/23/2020	7943	Communication Electronic Systems Inc	CH: Fire Alarm Repair	1,421.60
10133	4/23/2020	8811	Shannon Bilbray-Axelrod	Board Comp - Apr. 16, 2020	80.00
10134	4/23/2020	8945	Robin Wadley Munier	Board Comp - Apr. 16, 2020	80.00
10135	4/23/2020	9074	Statewide Fire Protection - Western States	WM Fire Sprinkler	250.00
10136	4/23/2020	9191	Canon Solutions America, Inc.	Monthly Maint 02/01/20-02/29/20 - EV	163.35
10137	4/23/2020	9279	Marilyn Francis Drake	Board Comp - Apr. 16, 2020	80.00
10138	4/23/2020	9287	Otis Elevator Company	WMSC: OE PO	770.53
10139	4/23/2020	9332	Felipe A. Ortiz	Board Comp - Apr. 16, 2020	80.00
10140	4/23/2020	9631	Elliott's Sewer & Drain	RB	87.75
10141	4/23/2020	9648	Bailey Kennedy, LLP	Policies/Procedures 10912-015	2,103.00
10143	4/23/2020	9907	PLIC-SBD Grand Island (Principal)	Premium May 2020	25,395.71
10144	4/23/2020	9928	Stimulus Technologies	Services Apr 2020 - MC	1,047.90
87900	4/7/2020	10017	CDA Media Relations	March purchasing ad Black Image	350.00

Las Vegas - Clark County Library District
Check/Voucher Register

General Fund - 100
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
87901	4/7/2020	10161	MLAM, Inc.	Finnegan Blue 3/7/20 WC	1,500.00
87902	4/7/2020	10176	Jonathan Karrant	Cancellation (COVID-19) - Prog. Mar 15th	800.00
87903	4/7/2020	10745	HESC	Mandated Court Payment	218.11
87904	4/7/2020	10872	Radioactive Productions	video projects 2019-2020 45 hours	10,950.00
87905	4/7/2020	10902	Joanna Fenicchia	Latin Dance Classes 01/06 -03/09	525.00
87910	4/7/2020	11804	U.S. Dept. of Education AWG	Mandated Court Payment	213.58
87911	4/7/2020	11828	Omnigo Software	Annual Licenses - Addendum S-CES00273	6,265.04
87912	4/7/2020	1458	State Collections & Disbursement Unit	Mandated Court Payment	1,163.72
87913	4/7/2020	1950	Liberty Lock and Security	Various: Misc service 61420	421.20
87915	4/7/2020	2159	AT&T SBC	Service 03/11/20-04/10/20	100.30
87916	4/7/2020	2354	Recorded Books	Materials for FY 2019-2020	80,153.73
87917	4/7/2020	2567	Teamsters Local Union #14	Unions Dues - April 2020	9,477.00
87918	4/7/2020	2854	FastSigns	Book drop signs	168.40
87919	4/7/2020	3058	EBSCO Information Services	Ebsco Flipster E-mag annual renewals	66,255.80
87924	4/7/2020	3149	Midwest Tape	Materials for FY 2019-2020	27,130.24
87925	4/7/2020	4117	Television Monitoring Services, Inc.	VGK Bookmark Coverage Feb 2020	1,050.00
87926	4/7/2020	5026	Nevada State Treasurer	Mandated Court Payment	6.00
87927	4/7/2020	6206	Vitral	Wash Your Hands Video Translation	435.00
87928	4/7/2020	6646	Aqua Serv Engineers, Inc	Water Treatment	1,330.40
87934	4/7/2020	7369	SYNCHRONY BANK/AMAZON	Materials for FY 2019-2020	18,889.64
87935	4/7/2020	8731	UNUM Life Insurance Co. of America	Premium April 2020	770.50
87937	4/7/2020	9895	National Benefit Services, LLC	Return Check Fee	424.00
87938	4/7/2020	9937	AFLAC Premium Holding	Premium March 2020	3,193.52
87939	4/13/2020	10017	CDA Media Relations	Inv#125gh Feb FB Black Image Ad	2,250.00
87940	4/13/2020	10293	Las Vegas Men's Chorus	Refund 4/26/20 CC - COVID-19	450.00
87941	4/13/2020	10739	Signature Productions	Refund 3/16-5/5/20 SM - COVID-19	7,500.00
87942	4/13/2020	10742	The Dr Shirley Linzy Young Artists Orchestra of LV	Refund 4/19/20 WM - COVID-19	390.00
87944	4/13/2020	11000	Salsana LLC	Four 45 minute concerts - FEB 2020	2,000.00
87945	4/13/2020	11050	Robert Barnes	Proofreading	67.50
87946	4/13/2020	11830	Tammy Colbert	Refund 5/3/20 CC - COVID-19	1,164.00
87947	4/13/2020	11831	Kumon Peccole Ranch Center	Refund 4/22/20 WC - COVID-19	190.00
87948	4/13/2020	11832	Mingo Health Solutions	Refund 3/26/20 WV - COVID-19	180.00
87949	4/13/2020	11833	Odyssey Charter Schools NV	Refund 3/25/20 WV - COVID-19	280.00
87950	4/13/2020	11834	Jaya Demmons	Refund 5/28-31/20 WV - COVID-19	340.00
87951	4/13/2020	11835	Juan Morillo	Refund 5/27/20 CC - COVID-19	960.00
87952	4/13/2020	11836	Hacienda Spanish Congreg. Jehovah's Witnesses	Refund 4/7/20 CC - COVID-19	230.00
87953	4/13/2020	11838	Silver Sands Montessori Charter School	Refund 4/21-5/7/20 WH - COVID-19	540.00
87954	4/13/2020	11840	Arizona College School of Nursing	Refund 5/1/20 WM- COVID-19	160.00
87955	4/13/2020	11841	Studio 34 Dance Academy	Refund 6/12-13/20 CC- COVID-19	936.00
87956	4/13/2020	11842	Mary Berlin (Music with Mary)	Refund 5/3/20 WM - COVID-19	200.00
87957	4/13/2020	11843	Bethany Campbell (Studio B Piano)	Refund 4/25/20 WM - COVID-19	150.00
87958	4/13/2020	11844	Tanya Wallace (Wonderland Dance)	Refund 5/15-17/20 WM - COVID-19	924.00
87959	4/13/2020	11845	Bulgarian-American Assoc. - Rayna Penelova	Refund 4/22/20 WM - COVID-19	270.00
87960	4/13/2020	11846	Ekal Vidyalyaya Found. (Alok Pandey)	Refund 4/3/20 WM CR - COVID-19	741.00
87961	4/13/2020	11847	Sigma Theta Tau Int'l	Refund 4/2/20 CC - COVID-19	270.00
87962	4/13/2020	11848	St. Viator	Refund 6/1/20 CC - COVID-19	330.00
87963	4/13/2020	11849	Dance Center LLC	Refund 5/22/20 CC - COVID-19	270.00
87964	4/13/2020	11850	Daniela Luna-Martinez	PR Replacement - 4/10/20	219.98
87965	4/13/2020	3902	Haig's Quality Printing	INV 516135 2020 Spring Brochures	13,400.00
87966	4/20/2020	10212	Virgin Valley Water District	Service 02/20/20-03/20/20	742.18
87967	4/20/2020	10217	T-Mobile	Service 02/21/20-03/20/20	1,207.58
87968	4/20/2020	10253	Elizabeth Ann Foyt	Board Comp - Apr. 16, 2020	80.00
87969	4/20/2020	10389	The Firm	Public Relations Svcs - Mar 2020	5,993.25
87970	4/20/2020	10745	HESC	Mandated Court Payment	218.11
87971	4/20/2020	10809	Sandra Kay Ramaker	Board Comp - Apr. 16, 2020	80.00
87972	4/20/2020	10927	CenturyLink	Service Mar 2020	1,866.02
87973	4/20/2020	11050	Robert Barnes	Proofread Brand Handbook	112.50
87974	4/20/2020	11055	Bryant K. Rogers	Board Comp - Apr. 16, 2020	40.00
87975	4/20/2020	11077	Dottie Korkosz Media Services LLC	Researching Media Options - Mar. 2020	1,325.00
87976	4/20/2020	11804	U.S. Dept. of Education AWG	Mandated Court Payment	80.27
87977	4/20/2020	11813	Capitol Builders Hardware, Inc.	RB: H/C Button Exterior Door	1,327.15
87979	4/20/2020	11852	Ana Evelia Sandoval Villafana	PR Replacement - 3/27/20	557.13
87980	4/20/2020	1201	Best Janitorial Services of Nevada	BD Janitorial	118,555.16
87981	4/20/2020	1354	City Of Las Vegas-Sewer Fin & Bus Svcs	Service 05/01/20-07/31/20 SW	8,122.74
87982	4/20/2020	1458	State Collections & Disbursement Unit	Mandated Court Payment	1,163.72
87983	4/20/2020	1950	Liberty Lock and Security	Various	106.55
87986	4/20/2020	1991	Lowe's Improvement	Feb Mar	1,497.79
87987	4/20/2020	2097	Moapa Valley Telephone Co. Inc.	Service 03/26/20-04/25/20	1,282.37
87988	4/20/2020	2159	AT&T SBC	Service 03/11/20-04/10/20	596.80
87989	4/20/2020	2175	NV Energy	Service 02/19/20-03/20/20 CH	55,070.85
87991	4/20/2020	2494	Southwest Gas Corp.	Service 02/13/20-03/16/20 CC	11,071.03
87995	4/20/2020	2837	Republic Services 620	Current Svc/Rent 04/01-06/30 EV	26,680.24
87996	4/20/2020	2838	Verizon Wireless	Service 02/21/20-03/20/20	2,969.45
87997	4/20/2020	2855	Friendly Ford	43: Accident Repairs	1,000.00
87998	4/20/2020	2861	Jay D. Whipple	MV Pest Control	40.00
87999	4/20/2020	5026	Nevada State Treasurer	Mandated Court Payment	6.00
88000	4/20/2020	5246	Kelly D. Benavidez	Board Comp - Apr. 16, 2020	80.00
88001	4/20/2020	6107	USITT, Inc	Membership Renewal	350.00
88003	4/20/2020	6817	Reliance Connects	Service Apr 2020	630.55
88004	4/20/2020	8192	AT&T	Service Apr 2020	41.90
88005	4/20/2020	9711	Jose L. Melendrez	Board Comp - Apr. 16, 2020	40.00
88006	4/20/2020	9937	AFLAC Premium Holding	Premium April 2020	3,193.52
88007	4/20/2020	9945	Texas Life Insurance Company	Premium April 2020	488.08
88008	4/20/2020	9966	The Sherwin-Williams Co.	SM	32.37
88009	4/27/2020	10162	CenturyLink	Service Mar 2020	191.55
88010	4/27/2020	10466	Saba Software (Canada), Inc.	Contract Renewal for SABA 9/21/19-9/21/20	15,541.99
88011	4/27/2020	10930	Business Enterprises of Nevada - (DETR)	MQL: Management Fee - Monthly	901.00

Las Vegas - Clark County Library District
Check/Voucher Register

General Fund - 100
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
88012	4/27/2020	10974	Sally A. Ethridge	Return Item fee - 3/12/20	12.00
88013	4/27/2020	11554	The Sierra Club	Refund 4/22/20 CC - COVID-19	240.00
88014	4/27/2020	1577	FedEx	Express Services - Mar 2020	497.46
88015	4/27/2020	2159	AT&T SBC	Service 04/11/20-05/10/20	405.78
88016	4/27/2020	2175	NV Energy	Service 03/4/20-04/2/20	7,974.92
88017	4/27/2020	2494	Southwest Gas Corp.	Service 03/16/20-04/14/20 CC	3,943.45
88018	4/27/2020	2772	Xerox Corporation	XEROX Meter 2/21-3/21	1,066.28
88019	4/27/2020	2837	Republic Services 620	Service 04/01-04/30 WM	988.65
88022	4/27/2020	3383	Home Depot Credit Services	Various	1,916.72
88023	4/27/2020	7369	SYNCHRONY BANK/AMAZON	Statement closing date 04/15/20	21,643.36
88024	4/27/2020	9426	Rapid Color, Inc.	Three Square Meals Flyer	600.00
88025	4/27/2020	9601	Steve Spangler Science	STEAM Carnival - Snow Completion Prize	492.99
Total 100 - General Fund					1,584,395.10

Las Vegas - Clark County Library District
Check/Voucher Register

Grant Fund - 220
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10041	4/9/2020	10729	Linda C. Pelfrey	ELVCC AM 304 1/21-3/12 10A-1P	1,944.00
10042	4/9/2020	10730	Karmarie Fox	CC PM INT 317 1/22-3/11	1,890.00
10069	4/9/2020	3677	Maria Cecilia P. Ordinario	WM AM INT 320 1/22-3/4	1,863.00
10087	4/9/2020	9191	Canon Solutions America, Inc.	Staples P1	1,911.58
10092	4/9/2020	9566	Diana Marshall	CC PM BEG 316 1/23-3/12	1,890.00
87908	4/7/2020	11042	Valeria Cristina Aguaiza Guerrero	SUB CC AM INT 213 02/24 & 02/25	162.00
87943	4/13/2020	10766	David Matthew Bagley	Sub RB 309 3-12-20	67.50
Total 220 - Grant Fund					9,728.08

Las Vegas - Clark County Library District
Check/Voucher Register

Gift Fund - 230
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10089	4/9/2020	9297	Emily Wilson	Foundation Photography	400.00
10107	4/23/2020	10523	Blake Hament	BBTTC instruction - Mar 2020	800.00
10118	4/23/2020	2799	CDW Government Inc,	Canon SELPHY CP1300 color dye sublimation	3,100.54
87934	4/7/2020	7369	SYNCHRONY BANK/AMAZON	Materials for FY 2019-2020	18,889.64
Total 230 - Gift Fund					23,190.18

Las Vegas - Clark County Library District
Check/Voucher Register

Capital Projects Fund - 510
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10048	4/9/2020	1457	Demco, Inc.	WM: Display Case	2,866.96
10054	4/9/2020	1954	The Library Store Inc.	CC: reading chairs	1,933.34
10055	4/9/2020	2015	Machabee Office Environments	SU: Reply Chairs	1,382.89
10077	4/9/2020	7180	NV5 Consultants	electrical engineering and lighting design s	3,750.00
10079	4/9/2020	7371	EnvisionWare, Inc.	SUBSCRIPTION - EV End Date: 4/30/2021	350,933.60
10081	4/9/2020	7671	Western Exterminator Company	CC: Pigeon Spikes Washing	6,655.00
10083	4/9/2020	7943	Communication Electronic Systems Inc	CC: Replace fire alarm system	34,019.00
10091	4/9/2020	9389	PolicyPak Software	Group Policy Health Check	15,000.00
10101	4/16/2020	7371	EnvisionWare, Inc.	Cashless Solution Pilot Program EV	4,319.00
10103	4/16/2020	9875	Serenic Software, Inc.	Canon-IRIS - March 2020	127.50
10117	4/23/2020	2686	Simply Covered, Inc.	EN: Reupholster	3,555.00
10130	4/23/2020	7180	NV5 Consultants	electrical engineering and lighting design s	2,250.00
10131	4/23/2020	7371	EnvisionWare, Inc.	SUBSCRIPTION (Annual) PAYware GATEWAY	5,277.26
10142	4/23/2020	9753	Margaret Sullivan	MP Implementation Consulting	181,600.00
87906	4/7/2020	11008	PGAL, LLC	CC: Architectural Services	235,046.29
87907	4/7/2020	11009	KME Architects	WV: architectural services	203,778.22
87909	4/7/2020	11065	Pyro Combustion and Controls, Inc.	WC: Bid No 20-04	3,625.00
87914	4/7/2020	2060	Mechanical Products Nevada Services, LLC	CH: HVAC Rooftop Components	5,255.00
87936	4/7/2020	9747	Commercial Van Interiors	#63: Install HVAC Shelf Package	5,517.85
87978	4/20/2020	11818	Stewart Legacy Construction, LLC	CC: Concrete replacement	17,874.90
88002	4/20/2020	6147	DG Koch Associates, LLC	RB	250.00
Total 510 - Capital Projects Fund					1,085,016.81

Las Vegas - Clark County Library District
Check/Voucher Register

Debt Service Fund - 610
From 03/26/2020 Through 04/27/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10102	4/16/2020	8531	FHN Financial Main Street Advisors, LLC	Investment Advisory Services Jan-March 2020	81.02
Total 610 - Debt Service Fund					81.02
Total - All Funds					<u>2,702,411.19</u>

ITEM VI.A.3.b.



MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director
FROM: Stephen J. Rice, General Services Director
DATE: May 7, 2020
SUBJECT: General Services Report, May 2020

This is a report on the General Services Department's activities during the month of April 2020.

FACILITIES MASTER PLAN IMPROVEMENT PROJECTS

Given the uncertainty of the economic impact on District revenues resulting from the COVID-19 related closures throughout Clark County, further planning and implementation of the facilities master plan improvement projects has been suspended indefinitely.

Glass Door Breakage Solution - East Las Vegas Library

A functional, cost effective, and aesthetically pleasing solution to the glass door breakage issue at East Las Vegas Library has been determined. The existing protruding door handles will be replaced with push plates on both sides of each door. This solution removes the impact point of the handles, thereby eliminating the potential for an impact caused breakage. Additionally, as an added measure of protection, metal end caps are being installed on all exposed edges of each glass door and sidelight panel. The total cost of the retrofit for the twenty-seven affected doors is \$41,763. CORE Construction and their sub-contractors are covering the bulk of the cost (\$35,830). The District is covering the cost of adding the metal end caps (\$5,933) since this is an enhancement to the original design being made at the request of the District. Reinstallation of the doors is scheduled for the week of May 11th.

REPAIR/IMPROVEMENT PROJECTS

Major Projects (completed):

- 1) HVAC system boiler replacement – Rainbow Library
- 2) Concrete ramp, sidewalk, and stair replacement – Clark County Library

Major Projects (contracts awarded/work in progress):

- 1) Fire alarm system replacement – Clark County Library
- 2) HVAC system boiler and air handler replacement – West Charleston Library

FACILITIES MAINTENANCE DEPARTMENT

COVID – 19 Closure Related Activities:

Janitorial service contractors are continuing to deep clean and sanitize all twenty-five branches in preparation for staff returning to work and reopening to the public.

General Services' managers are working with Library Operations and IT management staff to prepare District facilities to reopen, once authorized to do so. Managers are visiting each branch to determine what preparations are needed to meet social distancing protocols and all other applicable opening guidelines. Preparations will include creating line queues, cordoning off certain public areas, and installing floor decals, partitions, sneeze guards, signage, etc. Facilities' staff will begin making branch modifications the week of May 11th.

Maintenance Work Order Activity – April 2020 (reduced activity due to District closure):

Corrective work requests received and converted to work orders - 36

Corrective work orders completed – 34

Preventive maintenance work orders generated – 0

Preventive maintenance work orders completed – 43

Minor Projects and Major Repairs Completed:

Clark County Library:	Exterior painting at main entrance - \$3,910
	Replace concrete handicap ramps at theater plaza - \$6,532
Summerlin Library:	Repair entrance door - \$505
Sunrise Library:	Repair fire alarm system – \$1,800
	Repair landscape irrigation system - \$1,450
West Charleston Library:	Replace irrigation backflow device - \$262
Whitney Library:	Repaint public restrooms - \$3,685

COURIER DEPARTMENT

Library Materials Moved Between Branches – April 2020:

No activity to report due to District closure.

PURCHASING AND ADMINISTRATION DEPARTMENT

Procurements Cancelled/Suspended Indefinitely Due to COVID-19 Fiscal Impacts:

- 1) Branding Implementation Signage – Branding and Marketing
- 2) LED Display Pylon Signs – Phase I – Centennial Hills, Clark County, Enterprise, West Charleston, West Las Vegas, and Whitney libraries.

Procurements in Progress:

- 1) Printing Services – Branding and Marketing

Activities focused on procuring personal protective equipment (PPE) for staff (masks, gloves, aprons, etc.), supplies needed to sanitize and disinfect, and materials needed to establish social distancing protocols in the branches and Service Center. Total value of COVID-19 related procurements to date is \$108,231.

SAFETY AND SECURITY

Staff Safety Committee: Safety inspections scheduled for April were postponed due to District closure.

Safety Training: Safety training scheduled for April was postponed due to District closure.

COVID – 19 Closure Related Activities:

MicroShield 360 Application: MicroShield 360 is a non-toxic antimicrobial spray that is EPA registered, FDA, and SNHD approved. This product does not allow germs to adhere to surfaces and helps lower the possibility of cross contamination. All urban and outlying branches, with the exception of the Meadows Library, have been treated. Staff is in the process of coordinating a date with the City to treat Meadows. All branch public and staff work surfaces, tables, computer keyboards, toys, laptops, tablets, high-touch points, restrooms, etc. have been treated.

Procedures/Protocols: Members of the Health and Safety Mitigation Team (HSMT) are creating procedures/protocols which will need to be followed when staff return to work. Also, training sessions are being developed to assist staff in understanding what is expected and why it is important for everyone to comply.

Security Services: Allied Universal Security continues to provide 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.



ITEM VI.A.3.c.

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Fred James, Interim Human Resources Director

DATE: May 11, 2020

SUBJECT: Human Resources Report, May, 2020

This report covers activity from April 1 to April 30, 2020.

- Due to COVID-19, there was no extracurricular activity for Human Resources staff.
- The Human Resources Director Position search continued through Destiny Search Recruitment Agency.

The Human Resources Department reports the following recruitment activities for the month of April, 2020:

Received 0 applications on the Kronos On-line Application System
Processed 0 job vacancies
Answered 0 calls on the incoming telephone lines
Sent out 0 recruitment result notifications
Conducted 0 interview selection procedures

	NEW HIRES	RE- HIRES	RESIGNATIONS/TERMINATIONS		
			Professional	Paraprofessional	Page
April 2020	0	0	0	0	0
2020 YEAR TO DATE	12	3	4	5	11

Position Location Open Date Close Date Received

- There was no recruitment activity during the month of April.

Staff conducted interview selection procedures for the following positions:

- There was no interview selection activity during the month of April.

Employee Orientation:

During this reporting period, zero (0) employee orientations were conducted. The District had zero (0) new hires/rehires.

Turnover Rates:

In an effort to ensure that the Library District attracts and retains the best talent, the Human Resources Department reports on the Library District's monthly turnover rate. The turnover rate reflects voluntary, involuntary, and retirement percentages for the reporting period. For definition purposes, voluntary terminations reflect those employees who have elected to leave the Library District for personal reasons. Employees who involuntarily leave the Library District are those employees who were terminated as per the Library District's Policies and Procedures Manual or those employees who did not satisfactorily pass their six (6) month probationary period. Lastly, retired employees reflect those who have made a personal decision to withdraw from their occupation or job.

The following information has been compiled from the Library District's HRIS system. During this reporting period the turnover rate was as follows:

- Voluntary- 0 %
- Involuntary- 0 %
- Retirement- 0 %

Employee Training:

Library District employees are encouraged to continue their education. A program of tuition reimbursement for job-related, accredited course work is in place to assist employees.

The number of tuition reimbursements is based on the District's budgetary funds. Reimbursement is available to all full-time regular employees who have successfully completed their probationary period, and part-time employees with eighteen (18) months of service. Such reimbursement will be limited to tuition expenses only and will not include books, travel, or other related expenses. Applications for reimbursement must be approved by the Executive Director and are made in a nondiscriminatory manner in keeping with the District's Equal Employment Opportunity Policy.

Account 62700 – Education and Training. All training was offered locally unless otherwise indicated.

The following employees were approved to attend the courses/trainings below:

Name	Branch/Location	Course/Training Name	Date(s)
None	N/A	N/A	N/A

Covered under the Community – N/A

- There was zero (0) employee training conducted during the month of April.

The District allocated \$0.00 during the month of April.

Staff Diversity:

Most recent diversity statistics, as of May 11, 2020 according to the U.S. Census Bureau, Equal Employment Opportunity (EEO) Tabulation 2010-2018 (American Community Survey 5-Year Estimates), and the District's Human Resources Information System (HRIS), shows the following:

	<i>CLARK COUNTY</i> (Workforce Population)	<i>LVCCLD MAY</i> 2020*	<i>LVCCLD MAY</i> 2019
White	1,301,043 61.60%	381 51.91%	380 51.42%
Black or African American	237,543 11.20%	77 10.49%	79 10.69%
Asian	203,606 9.60%	81 11.04%	87 11.77%
Native Hawaiian & Other Pacific Islander	15,583 0.70%	11 1.50%	11 1.49%
American Indian & Alaska Native	13,399 .6%	4 0.54%	5 0.54%
Two or More Races	105,631 5.0%	22 3.00%	29 3.92%
Hispanic or Latino	648,211 30.70%	158 21.53%	149 20.16%
Total Population	2,211,436	734	739

Personnel Transactions:

New Hires/Rehires Demographics

American Indian/Alaska Native	0
Asian	0
Black/African American	0
Hispanic	0
Native Hawaiian/Pacific Islander	0
Two or More Races	0
White	0
Total	0

**Resignations/Terminations
Demographics**

American Indian/Alaska Native	0
Asian	0
Black/African American	0
Hispanic	0
Native Hawaiian/Pacific Islander	0
Two or More Races	0
White	0
Total	<u>0</u>

New Hires: 0

Rehires: 0

**Promotions, Demotions, Transfers,
Reclassifications, Hours Increased:** 0/0/0
0/0

Leave without Pay: 2

Merit Increases: 42 One-step merit increases

**Evaluations for Employees
At End of Pay Scale:** 0

Merit Increase Delay/Late Evaluation: 0/0

Resignations: 0

Terminations: 0

Retirements: 0



AGENDA ITEM

MAY 21, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.A.: Public Hearing on the Las Vegas-Clark County Library District Tentative Budget for Fiscal Year 2020-2021.

Background: Nevada Revised Statutes (NRS) 354.596 requires that a Public Hearing on the Las Vegas-Clark County Library District Tentative Budget be held not sooner than the third Monday in May nor later than the last day in May.

On April 16, 2020, staff met with the Finance and Audit Committee to review and comment on staff's recommendations for preparation of the Tentative Budget for Fiscal Year 2020-2021. The Tentative Budget was filed on April 15, 2020 with the State Department of Taxation. Staff will present a report to Trustees on adjustments, if any, that have been made to the Tentative Budget in preparation of the adoption of the Final Fiscal Year 2020-2021 Budget.

Recommended Action:

Motion to convene the Public Hearing regarding the Las Vegas-Clark County Library District's Tentative Budget for Fiscal Year 2020-2021. Following the staff report, Board review, and public testimony, a motion is required to close the Public Hearing on the Tentative Budget.



AGENDA ITEM

MAY 21, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.B.: Discussion and possible Board action to adopt the Las Vegas-Clark County Library District's Final Budget for Fiscal Year 2020-2021.

Background: The Las Vegas-Clark County Library District's Final Budget for Fiscal Year 2020-2021 is provided for Trustees' review. The Tentative Budget was filed with the State of Nevada Department of Taxation on April 15, 2020.

NRS 354.598 requires that the Final Budget be adopted by the governing body and transmitted to the State Department of Taxation on or before June 1st. Once the Final Budget is adopted, it becomes the operating plan for the fiscal year beginning July 1, 2020.

Recommended Action:

Motion to adopt the Final Las Vegas-Clark County Library District's Fiscal Year 2020-2021 Budget subject to any modifications as directed by Trustees and instruct staff to adjust estimated Fiscal Year 2020-2021 revenues in accordance with final estimates from the Department of Taxation provided such estimates are received in sufficient time for staff to make adjustments by the June 1, 2020 filing date.



AGENDA ITEM

MAY 21, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.C.: Discussion and possible Board action to offer a Voluntary Employee Separation Plan (VESP) to qualified staff.

Background: Beginning in March 2020, a number of cost-containment measures have been implemented throughout the District; each measure intended to reduce the District's expenditures in key areas. These measures have positioned the District to better deal with a decline in revenues. Unfortunately, due to the COVID-19 pandemic, the District's short-term revenues will decline and additional measures to control costs need to be considered.

Staff is proposing a Voluntary Employee Separation Plan as another measure to reduce operating expenses in the General Fund. The program would offer eligible employees who meet certain age and service criteria an opportunity to apply for voluntary separation and receive benefits related thereto. Program benefits include one week of compensation for every year of full time service with the District. Additionally, employees approved for participation in the VESP will receive 100% of their sick pay accrual (as opposed to 60% per current policy) and all other accrued leave to be paid out per current District policy.

Most positions voluntarily vacated through VESP will be left vacant, at a minimum, until such time as the District has recovered all personnel costs associated with the employees' separation including the payment of VESP and normal separation costs. Some critical positions may need to be replaced before costs are fully recovered.

Recommended Action:

Motion to approve the establishment of a Voluntary Employee Separation Plan; and take any other action deemed appropriate.



ITEM IX.D.

AGENDA ITEM

MAY 21, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.D.:

Discussion and possible Board action regarding the District's labor agreements with Teamsters 14.

Background:

Recommended Action: To be determined.