

REOPENING PLAN

Hello to our Valued Customers! We have missed you and are excited to see you again. We are beginning a partial reopening in two ways: 1) Curbside from six feet away in our fashionable masks, gloves, and vests; or 2) Inside the branch with limited services and building capacity. We know it's not the library experience you are used to, but it's safe for everyone and it's a start! You can also enjoy our new YouTube channel to experience those fun, educational library programs that you've been missing. We thank you for being so patient. Questions? Email us at Ask@LVCCLD.org.

PRE-OPENING PHASE – Building Preparations, May 4

Staff prepares our library buildings and procedures for eventual reopening. Library District remains closed.

Behind-the Scenes Safety Measures

- All library buildings are undergoing a deep cleaning and frequent janitorial service will be implemented.
- All surfaces have been treated with a hypoallergenic antimicrobial spray.
- Hand sanitizing stations, a variety of materials, and special signage have all been put in place to create lines, keep areas separated, enforce hygiene and social distancing, and protect our customers, staff, volunteers, and community partners.

PHASE ONE – Curbside Service & Returns, May 16

Place holds and make an appointment to pick them up. Return library materials. Library buildings remain closed.

Curbside Service

- Click [here](#) for a list of participating branches and everything you need to know about this service.
- If you had holds waiting for you when we closed down, you will be able to pick them up by appointment. Just call your branch and they will help you.
- You can place new holds by going to LVCCLD.org or calling your branch. A librarian will answer the phone, help you with your materials request, and make an appointment for your pick-up.

Return Materials

- We have 308,364 items currently checked out. To avoid an avalanche of returns, you may take your time the first few weeks that the book drops are reopened.
- And don't worry, late fees will be waived once we receive your materials.
- Library staff will not be able to accept hand-to-hand returns. All items must be returned through the outdoor book drop.
- All items will be quarantined for four days before they are checked-in.
- And yes, you read that right! Any late fees you may have will be waived once you return your library materials.

PHASE TWO – Partial Reopening, June 4

Standard hours but limited services. Building occupancy reduced for social distancing. Apologies, but no in-branch entertainment or children's programs are available.

Available June 4:

- Library & Tech Services
 - Print, copy, and fax services
 - Continued Wi-Fi expansion into parking lots
 - Use of library equipment
 - Computer Centers, Tech Labs, Makerspaces, Youth and Adult PCs are available, but limited, as social distancing must be enforced.
 - We will also have laptops, Chromebooks, tablets, and other devices on a limited basis.
 - Curbside Service continues at 19 locations, see below
 - Customers can retrieve items that they have placed on hold, either through Curbside Service or by entering the branch
 - Customers can receive phone and in-person reference assistance from our librarians
 - Customers can go to a desk in-person to ask questions and request materials

Coming Soon (please check LVCCLD.org for updates):

- Adult Learning & Career Programs
 - Adult Basic Education
 - Career Online High School
 - English Language Learners
 - High School Equivalency
 - One-Stop Career Centers and small business support at the following branches: Mesquite Library, Laughlin Library, Clark County Library, West Las Vegas Library, and East Las Vegas Library

Library Branch Status

- **Library District branches currently open, including Curbside Service:** Centennial Hills Library, Clark County Library, East Las Vegas Library (plus drive-thru window), Enterprise Library, Rainbow Library, Sahara West Library, Spring Valley Library, Summerlin Library, Sunrise Library, West Charleston Library, West Las Vegas Library, Whitney Library, Windmill Library, Laughlin Library, Mesquite Library, and Moapa Valley Library.
- **Open without Curbside Service:** Blue Diamond Library, Bunkerville Library, Goodsprings Library, Moapa Town Library, and Mt. Charleston Library.
- **Curbside Service only:** Sandy Valley Library, Indian Springs Library, and Searchlight Library.
- **Temporarily closed:** Meadows Library

Some More Good Things

- Summer Challenge is back for kids ages birth-5 and grades K-12! Go to [LVCCLD.org/SummerChallenge](https://lvccld.org/SummerChallenge) for all the details.
- Food For Thought is our annual food drive to benefit Three Square, and it's needed now more than ever.
- Book donations are welcome again.

Our Social Distancing Guidelines

- To keep everyone safe, there will be outdoor line management/crowd control to ensure that we meet the state requirements of reduced occupancy to allow 6 foot distancing.
- Signage and floor decals have been placed throughout our buildings.
- Public seating is available only in designated computer areas.
- Sorry about this, but there will be no browsing, no food, and because we will try to serve as many people as a possible in a day, we encourage customers to complete their transactions as quickly as possible and exit the building so that new customers can enter.
- Our volunteer program is on hiatus to limit the number of people in the building.

Love Us on YouTube

- It's true that our in-branch programs have been postponed. But there's a silver lining!
- Check out our new YouTube channel, where our talented staff are cooking up wondrous things to keep you and your family entertained and learning during this new normal.
- That's learning for ALL ages: Storytimes, STEAM, arts, culture, crafts, and more.
- Just go to YouTube.com/TheLibraryDistrict and let the wild rumpus start.

We're Here For You 24/7

- Browsing our website is like shopping at your favorite store... except it's all free!
- We guarantee you'll find something new (because we're adding wonderful things all the time) and something for each member of the family (no matter how finicky).
- Need help or suggestions? Call a branch and ask a librarian for a guided tour.
- Continue to explore LVCCLD.org to stream and download our digital eBooks, audio books, magazines, newspapers, movies, music, TV shows, and online learning resources for all ages!
- Share your ideas and feedback with us about the website at feedback@lvccld.org.

Fingers Crossed...

- We know that you miss your library experience from way back in early March. We miss it, too. We thank you for your emails!
- But everyone's health and safety is what matters most. We hope that we can fully reopen our branches in the near future.

PHASE THREE – Building Access & Services are Increased Gradually

Dates to be determined.

PHASE FOUR – Buildings Open Up to a “New Normal” for the Library You Know & Love

Dates to be determined