



## ALL DISTRICT MEMO

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**TO:** All District Employees  
**FROM:** Fred James, Acting Executive Director  
**DATE:** July 3, 2020  
**SUBJECT:** District Safety, Service, and Special Session Update

Wishing all of you a great Fourth of July holiday.

We have much to celebrate and to be proud of, despite the tumult of the past few months. We have proven to be a responsive, flexible, and nimble organization that puts the safety of our staff and the public first, while providing the maximum public access to resources local residents need as they navigate the economic and health disruptions of COVID-19.

The Executive Council and I understand that this is a time of great uncertainty. We thank you for the feedback and suggestions you share with us. We are making every effort to be transparent and develop new protocols for these unprecedented circumstances that are new to all of us. We hope you will continue to share suggestions for improvements. Please feel free to send ideas and recommendations to me and/or HR Director Jeff Serpico directly via email.

**Reporting COVID-19 Incidents.** This week started with an AD memo from me advising you of a COVID-19 incident related to a security guard at two branches, Clark County and Enterprise. This will be the way we move forward – keeping everyone across the organization in the loop as new information unfolds. At the Executive Council meeting this week, we agreed to add the following protocols as new incidents may occur, whether they are triggered by staff, customer, security, vendor, and/or partner staff exposure:

1. An AD memo will be sent out to let everyone know that an incident has occurred, along with the location and date of the incident.
2. When an incident occurs, all incident-related District employees (part-time and full-time) will be given the opportunity to go get tested, on District time, with mileage reimbursement. Test costs will also be reimbursed for part-time employees. The Human Resources department is now developing the procedures for taking work time to get tested and getting reimbursed for eligible expenses.
3. The Human Resources Department will shortly provide a list of all free and Teamsters COVID-19 test sites to facilitate this new protocol.

The Library District will continue to rely on the Southern Nevada Health District to advise us on the need for further action following an incident, such as closing a facility or communicating with staff.

As always, the Library District will provide enhanced daily janitorial services, as well as deep cleaning upon demand. This month, General Services will complete the project of installing medical grade air filters in all facilities. The Health and Safety Mitigation Taskforce continues to monitor new information and best practices.

**Face Coverings.** This has been the first week that all customers as well as staff have been required to wear face coverings. Some branches have reported that people do not wear them properly, but for the most part, staff have been able to gently instruct or remind customers and they come into compliance.

Staff should remember that they can always refuse service if a customer refuses to comply with the Governor's directive. However, there are some exceptions, which were outlined in AD memo 20-04, so the PIC should always be summoned to assess the situation if a customer repeatedly is not wearing a face covering properly.

Face coverings are required for computer workstation and study room use. Some libraries have made public announcements at the beginning of the day to remind the public of this new health and safety requirement. Staff can provide the public with free face coverings if they do not have one or if their face covering does not fit. We have to remember that wearing a face covering for extended periods of time is new to many people and they may not have not yet adjusted to it.

**Modified Protocols for Drug Testing and Transporting Staff Who Are Injured.**

The Library District is working with Lyft to establish an account that branch PICS and other departments can use to transport employees who have had an accident to receive drug testing. Staff should follow the Lyft in their own cars. If there are multiple staff involved, the account will allow for the summoning of multiple Lyft rides.

**Customer Behavior Issues.** In cases where there are customer behavior issues, the normal procedures for summoning security will apply and non-PIC staff should not get involved. In cases where there is a mess or spill, janitorial services should be requested.

**Full Library Services Now Available.** On June 24<sup>th</sup>, the Library District expanded public services to allow more activities in the branches. All library services are adapted to CDC and Southern Nevada Health District guidelines and are in full compliance with the Governor's Road to Recovery Phase Two guidelines.

- **Curbside.** In June, urban branches assisted 4005 customers who checked out 16,451 items. In outlying branches, 77 customers picked up 316 items in June. Centennial Hills had the highest number of customers and Sahara West had the highest number of items checked out. Among the outlying branches, Indian Springs, Moapa Valley, and Blue Diamond had significant curbside service activity.
- **In-Branch Services.** Since June 24<sup>th</sup>, our use statistics on in-branch activities show a slow but steady growth in business. Gate count across all branches

together grew to around 50% of pre-pandemic gate count. Similarly, computer use is growing, particularly among adult customers. Clark County, Rainbow, Spring Valley, West Las Vegas, and Whitney have seen significant public use of computers. In the first eight days after the June 24<sup>th</sup> move to full service, 97,204 items circulated, as compared to 170,185 last year in the same time frame. This is approximately 60% return of activity from the prior year's level, with notable browsing collection use in Mesquite and Laughlin as well as in Centennial Hills, Sahara West, and Windmill branches.

- **Children's Storytimes.** In accordance with the Governor's Road to Recovery Phase Two guidelines, the Library District is bringing back small scale programs like children's storytimes. Program availability will roll out slowly, at two programs per week per branch, rather than the two programs per day in the pre-pandemic service environment. Youth Service librarians will also prepare at least one virtual program each week to expand the offerings on the District's YouTube site.

Youth Services staff are prototyping programs and spaces that are safe and that accommodate a much smaller number of children and parents with appropriate social distancing, while still giving families the ability to sit together. Programs that anticipate larger audiences will use other branch spaces such as multi-purpose rooms or performing arts venues. Youth Service staff will work with General Services staff to design safety-conscious spaces and signage that comply with state and federal mandates. Additional equipment, program ticketing systems, and signage may be used when appropriate. Projection technology will be used, where available, to transition the format of storytime from the traditional small intimate storytime gatherings to programs that adhere to social distancing guidelines and safety best practices.

**Employee Assistance Program.** As I travel around the District, I am impressed with our staff's ability to adjust to new service models and conditions. It is not easy to quickly adapt when change and uncertainty are constant. I would remind everyone that we have a very good Employee Assistance Program that can provide individualized support during these challenging times. Please contact HR to find out more about those services.

**Temporary Furloughs.** All full-time and part-time staff who voluntarily opted to take a temporary furlough will be called back by HR based on their expiration date. No further temporary voluntary furloughs will be issued.

**Blood Drive, Plasma Donations, and COVID-19 Antibody Testing.** The Library District is partnering with the American Red Cross and Vitalant to conduct blood drives at several library sites in the month of July. Staff will be able to donate blood, donate plasma, and get screened for COVID-19 antibodies (this tests whether your immune system has responded to a COVID-19 infection and is NOT a test to see if you are infected with COVID-19). Please consult the events calendar on our website to get times and locations of these blood, plasma, and testing events. Because of social distancing, a reservation will be required. Staff who work at blood drive library locations who are interested in donating blood or plasma, or who want to get a COVID-19 Antibody Test, should check with their supervisor to arrange for administrative time to make their appointment.

**Nevada Legislature Special Session.** Finally, I want to bring everyone's attention to Governor Sisolak's announcement on July 1<sup>st</sup> that he is calling a special session of the legislature for July 8<sup>th</sup>. With a \$1 Billion state budget gap to fill, all public agencies will undoubtedly be asked to make major budget adjustments. We will be monitoring the session conversations very closely and will update staff when legislative decisions affect our budget or operations.

Again, I want to thank all our staff and the Board of Trustees for their resilience and creativity in a time of high anxiety. I am proud to be part of an institution that is moving quickly, within the health and safety parameters issued by our Governor, to ensure that the public library is an essential and valued service. The return of customer activity is our biggest indicator that we are important to many people for many reasons – education, employment, government services, entertainment, escape, and a sense of community.

Working together, we will continue to adapt and provide excellent community support and customer service experiences. I will keep you updated as new developments that affect our Library District occur.