



ALL DISTRICT MEMO

TO: All District Employees
FROM: Fred James, Acting Executive Director
DATE: July 27, 2020
SUBJECT: District Update

I want to congratulate all of our Library District departments for successfully moving forward flexibly, under changing and challenging daily conditions, with a focus on bringing most public resources possible to a community that is reeling from the effects of the COVID-19 pandemic.

This week, as the Clark County School District Board of Trustees made the decision to proceed with virtual learning in the first 90 days of this school year, we now face even greater challenges as an organization and region.

In this constant state of change, we are all learning to operate differently. It is becoming clear that we cannot expect to go back to the way we operated in the past.

- We will need to communicate more effectively as changes are made to procedures and operations.
- We will be asking for your input, feedback, and recommendations to make good decisions.
- We will be counting on managers to make sure that all employees are in the loop and both informed and trained in new ways of doing library business.

Please Read these AD District Update Memos. There has never been a time in the Library District's history with so much change. To help you keep abreast of changes in service levels, safety procedures, and operational adjustments, I will continue to send regular All-District Memo Updates.

All AD memos, along with pertinent back-up documents, will be posted on both Voyager for in-library use and the Staff Updates website page <https://lvccld.org/staffupdates/>, which is available remotely. Managers, we ask that you review ALL AD memos with your staff. With feedback and recommendations from everyone, we will be able to adapt and learn faster, work safely, and continue to provide great customer and community services.

Organizational Changes. In the wake of retirements and frozen positions, there will be changes to our organizational structure. At the July 23, 2020 Board of Trustee meeting, I announced two new appointments:

- Director of Development and Planning Danielle Milam has been appointed to the position of Acting Deputy Director. She will support me in my new role as Acting Executive Director.
- Leo Segura, currently serving as Regional Library Operations Manager, has been appointed as Acting Assistant Director of Library Operations under Director of Library Operations Jenn Schember.

To remind everyone, all new appointments for "Acting" positions are temporary. Permanent positions will be filled through competitive interview processes once the new Executive Director is onboard.

Executive Director Search. At the July 23, 2020, Board of Trustees meeting, the Board began the process for selecting an executive search firm to begin the recruitment of a new Executive Director. It is our hope that we will be able to select the executive search firm, complete the recruitment, interview candidates, and hire the next Executive Director by the end of this year or early 2021.

Fraudulent Unemployment Claims. This week we started receiving fraudulent unemployment claims that impact over 50 of our employees. Human Resources Director Jeff Serpico provided staff with an All District memo that includes preliminary information on the steps these employees need to take to prevent identity and asset theft. We understand this is part of a bigger national problem of unemployment fraud. If you are an affected employee, you will receive a letter from the Human Resources Department. The Library District will be assisting affected employees by subsidizing three years of "LifeLock" fraud prevention services.

VESP Program Update. The opportunity for eligible employees to apply for a one-time Voluntary Employment Separation Program (VESP) ends July 31, 2020. To ensure that all eligible employees received information about this opportunity, the Human Resources and Financial Services Departments recently sent a package with VESP data and forms to all eligible employees. This package was distributed for informational purposes only. An employee's decision to apply for the VESP is voluntary and completely up to the employee. Information on the VESP is available on Voyager under the Human Resources tab. The entire VESP application process includes four steps:

1. Employee signs and submits Acknowledgement Form by July 31, 2020;
2. Employee receives personalized and detailed terms of agreement and submits a signed Acceptance Form that provides a proposed separation date by August 24, 2020;
3. Employee receives, signs, and returns the Severance Agreement to finalize the arrangement with the Library District; and
4. Employee receives, signs, and returns the Supplemental Agreement on their separation date.

To remain eligible for the VESP, a completed Acknowledgement Form **MUST** be returned to Financial Services by **4:00 p.m. on July 31, 2020**.

Food for Thought. Our Food for Thought program is scheduled to conclude at the end of day on **Friday, July 31**. Thanks to everyone for your contributions to this Library initiative. Final donations will be picked up by General Services courier staff and transported to Windmill Service Center before being delivered to Three Square Food Bank. Conducting the program this year was particularly challenging due to COVID-19. Even though Library District fines are being waived due to the pandemic, many customers still opted to pay-it-forward and help our local community.

CCSD Plan and Impact on Staff Child Care Opportunities. On July 21, 2020, the Clark County School District voted to approve full time distance learning for all CCSD students. This has huge ramifications for our employees and our communities. Last week the Human Resources Department sent out a survey to staff to gather data on staff needs, challenges, and ideas related to child care. Because of the CCSD vote to go to full time distance learning for the first 90 days of the FY 20-21 school year, the Human Resources Department will issue **an additional** staff survey to gather more specific staff feedback, concerns, and recommendations related to the final CCSD distance learning plan for the fall 2020 semester.

NEW COVID-19 Exposure Protocol Now On Voyager. The Library District's new protocols for responding to all aspects of employee COVID-19 exposure - including contact, symptoms, exposure, and testing -- is now posted on both Voyager and the Staff Updates web page. Please refer to that chart for any questions you may have. Mandatory training on the COVID-19 Exposure Protocol will begin this week for all Persons in Charge (PICS). Human Resources staff will provide training on this protocol to all Library District branches and departments.

West Las Vegas COVID-19 Exposure. This week, the Library District was notified by our janitorial service that one of their workers has tested positive for COVID-19. This contract worker was assigned to West Las Vegas. Since this person is not a District employee, it will be the contractor's responsibility to call the Health District. The Health District may contact Library District staff about this exposure. Per the Library District COVID-19 Exposure Protocol (see paragraph above), all employees who were exposed will be given the opportunity to go get tested, on District time, with mileage reimbursement. Part-time employees can receive reimbursement for test costs. A list of free COVID-19 test sites is available on Voyager and the Staff Updates web page.

Kudos to Us. We are seeing tremendous public response to reopening our libraries. Since the June 24th service expansion under the Governor's Road to Recovery directive we have seen business return to all our branches and notable growth in web-based services as follows:

- Gate Count is 177,406, or approximately **47%** of foot traffic last year at this time
- Circulation of physical items totaled 264,996, or approximately **57%** of circulation last year
- Computer use is 26,558 or **44%** of use compared to last year
- Digital download activity rose by approximately **50,000 items or 22%**, from 224,335 in June 2019 to 273,847 in June 2020
- LVCCLD YouTube subscribers have grown **66%**, to 748, over the past month.

Our Board of Trustees supports our progress. At the July 23, 2020 Board of Trustees meeting, Chair Felipe Ortiz publicly acknowledged the extraordinary efforts of all staff and their commitment to our community. Vice Chair Shannon Bilbray-Axelrod also expressed appreciation for the remarkable daily efforts of staff on the front line, their creativity, empathy, and responsiveness.

Again, I thank all of you. With everyone playing a key role, we are able to provide our community with the critical resources they need to learn, earn, and entertain their brains in the middle of the summer heat.