

# ITEM III.

**PROPOSED AGENDA  
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT  
Special Board of Trustees' Meeting  
UPDATED  
April 28, 2020**

DATE: Tuesday, April 28, 2020

TIME: 12 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 4.

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](mailto: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

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- V. Library Reports requested by Trustees. Possible Board discussion and direction.
  - A. Report on Staff Communications during COVID-19 closure by Executive Director Dr. Ronald Heezen
  - B. Report on Brand Launch Postponement by Branding and Marketing Director Betsy Ward
  - C. Report on YouTube Programming by Branding and Marketing Director Betsy Ward
  - D. Human Resources Director Search Process Update by Deputy Director/ CFO Fred James
  - E. Report on Communications with District partners by Community Engagement Director Matt McNally and Development and Planning Director Danielle Milam
  
- VI. Unfinished Business
  - None
  
- VII. New Business
  - A. Discussion and possible Board action regarding changes to the current address of the Enterprise Library.
  - B. Discussion and possible Board action to change the dates of the *Food for Thought* food drive program.
  - C. Discussion and possible Board action for the Las Vegas-Clark County Library District to engage Workforce Connections in a Memorandum of Understanding (MOU) and extend services of the One-Stop Delivery System (OSDS).
  - D. Discussion and possible Board action to reopen the Las Vegas-Clark Library District with revised operating procedures, guidelines, and safety measures as a result of the COVID-19 global pandemic, and in conjunction with Nevada Governor Sisolak’s reopening guidelines and directives.
  
- VIII. Executive Session - Discussion of the District’s budget and human resources issues related to the COVID-19 Pandemic. THIS WILL BE A CLOSED SESSION.

IX. Discussion and possible Board action regarding the District’s budget and human resources issues related to the COVID-19 Pandemic.

X. Announcements

The next Board Meeting will be held Thursday, May 21, 2020, at 6:00 p.m. in the Windmill Library, 7060 West Windmill Lane, Las Vegas, Nevada 89113 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](mailto: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](mailto: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](http://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 Wednesday, April 22, 2020, (UPDATED April 24, 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](http://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): **965 473 351**  
Event password: **XkScm6AWd64**  
Join by phone (not suggested): +1-408-418-9398  
Use same meeting number/password  
Join from a video system or application:  
Dial [965473351@lvccld.webex.com](mailto:965473351@lvccld.webex.com)  
You can also dial [173.243.2.68](tel:173.243.2.68) and enter your meeting number.



## MEMORANDUM

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**DATE:** April 22, 2020

**TO:** Board of Trustees

**FROM:** Dr. Ronald R. Heezen

**SUBJECT:** Report on Staff Communications during COVID-19 closure

At the April 16, 2020 Regular Board Meeting, Chair Felipe Ortiz requested information on how District staff are receiving information and updates related to the District's closure due to the COVID-19 Pandemic. I asked Executive Council (EC) members to provide me with information on the specific ways they are communicating with their staff during this time.

### **Establishing Staff Communications During Library District Closure**

The majority of Library District staff does not have access to their District email once they leave work as they do not have District devices. When the District was closed due to the COVID-19 outbreak, it was critical to quickly establish a direct line of communication between myself, the EC, and employees.

To address this need, Branding and Marketing (BAM) staff created a dedicated Staff Updates web page on LVCCLD.org, which is divided into drop down menus for each department. This enables employees to obtain updates on their own departments, while also learning how other departments are navigating the COVID-19 crisis. The top of the page lists the last date when additions were made from each department, to make it easy for staff to follow developments. The page was designed by Web Designer Gene Kilchenko, content was collected and edited by Branding & Marketing Director Betsy Ward and Library Operations Director Jenn Schember and uploads are made by Digital Content Manager Ryan Simoneau.

The page went live on Thursday, March 19. As of April 20, it has amassed over 9,382 unique page views, one of the top performing pages on the website. Average dwell time on the page is nearly three minutes/51 seconds. <https://lvccld.org/staffupdates/>

### **Executive Administration – Dr. Ronald Heezen**

Composed of two staff members, Allison Boyer and I have been communicating on a regular basis via email, telephone, and text.

### **Library Operations – Jennifer Schember**

The Library Operations Department consists of 603 staff members that work in the following areas:

- Library Operations Administration
- All Urban Libraries (13 branches)
- All Outlying Libraries (11 branches)

## **Report on Staff Communications during COVID-19 Closure**

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- Meadows Library Outreach Branch
- City Misdemeanant Jail
- District-Wide Staff

Since the District's closure on March 16 due to the COVID-19 pandemic, the Library Operations (LO) team has been utilizing the following methods of communication with staff:

### Staff Updates Webpage

- All LO staff have been notified directly by their supervisor regarding the District's Staff Updates Webpage, which provides messages and FAQs for individual departments. The LO Director notifies Regional Managers and Branch Managers when updates are available, and these managers are responsible for relaying this information to their teams. Additionally, the LO Department compiles questions directly from LO staff, in which the majority of FAQs are developed.

### Daily and Weekly Check-ins (two-way communication)

- The LO Director communicates daily with Regional Managers via text thread, email and/or FaceTime.
- The LO Director communicates regularly with the District's Health and Safety Mitigation Taskforce via text thread and email.
- At minimum, the LO Director communicates weekly with Branch Managers via text thread and Slack workspace.
- Regional Managers and Branch Managers conduct weekly check-ins and share updates with their staff in the following ways: direct phone calls; text thread; personal emails; and Slack, WhatsApp, and GroupMe chat tools.
- Regional Managers and Branch Managers share staff questions with the LO Director, in which answers are posted in Slack workspace, text thread, and/or Staff Updates FAQs.

### Meetings

- The LO Administration Team meets on a weekly basis via Zoom, and recently WebEx.
- Branch Managers are conducting weekly meetings with their Department Heads via Zoom and GoToMeeting.
- The LO Administration Team is meeting with the Health and Safety Taskforce in-person at District headquarters or via WebEx.

### **Branding and Marketing – Betsy Ward**

The Branding & Marketing team is comprised of four salaried employees and three hourly employees.

- Salaried staff includes the Branding & Marketing Director, the Assistant Branding & Marketing Director, the Digital Content Manager, and the Senior Digital Projects Associate who have been working remotely through daily conversations by phone, email, and text.
- Hourly staff consists of one Web Designer and two Graphic Designers and is known as the Studio team. This group handles all of the graphics, website design and coding work, social media asset design, and assists with photography and video filming & editing. This group does not have access to work emails once they leave work. Both the Branding and Marketing Director and the Assistant Branding and Marketing Director have been communicating with them via phone and text multiple times per week.

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- Since they are unable to work from home, the Studio team has continued to work in the office during the closure. In order to protect their health, we have staggered their hours so that they are in the office on separate days.

### Community Engagement – Matt McNally

- After suspending programs on March 12, the Community Engagement Director and Community Engagement administrative staff remained in close contact over the next few days via in-person meetings, phone, and e-mail to ensure that all partners, contracted artists, vendors, rental users, students, instructors, and homebound customers were informed of the Library District's plan to suspend programming through June 30.
- In the late evening of March 13, the Community Engagement Director individually called each Community Engagement administrator and all front-line staff of Performing Arts Center Coordinators and Programming Specialists, in addition to the Adult Programming Supervisor, Technical Equipment Coordinator, Technician Supervisor, and Youth Services Specialist (18 staff in total) to thank them for their hard work, to answer any questions they may have had, and to dissolve any persisting anxiety. Each staff member was in turn asked to contact their direct reports to relay information.
- Prior to the facility closure, the Community Engagement Director ensured that all Executive Council staff phone numbers were stored in a cell phone and on a paper hard-copy at home for direct communication. A text message thread was established for the Executive Council to discuss any arising concerns of COVID-19.
- Beginning with the facility closure on March 16, the Community Engagement Director established a text message thread to all Community Engagement administrators in order to share pertinent information. The Community Engagement administration team and managers/supervisors reporting to them also did the same with their direct reporting staff. The Community Engagement division established a phone-tree text chain to share relevant information as it developed. The phone-tree design included:
  - Community Engagement Director > Community Engagement Administration Team > Managers and Supervisors > Front-Line Staff
- Staff were informed that information, concerns, thoughts, and ideas should be passed both upward and downward throughout the division organizational command. This occurred multiple times. Communication from the Community Engagement Director through the chain to front-line staff, and communication from front-line staff through the chain up to the Director was successful.
- Numerous updates and information were provided and shared to the appropriate staff level during the facility closure. Use of this phone-tree text chain continues to be a quick, efficient, and successful standard operating procedure. Text communications with the Community Engagement Director to the Community Engagement administrative team occurs approximately 2-3 times per week. Text communication between the Community Engagement Administrative team with their direct reports including managers, supervisors, and front-line staff occur at least once per week and usually more.
- The Community Engagement Director is also regularly in touch with the administrative team via phone approximately once per week and usually more.
- Occasionally, the Director and administrative team may have direct phone contact with front-line staff depending on the issue.
- With the development of the LVCCLD staff website page, the Community Engagement Director provided answers to frequently asked questions on March 19, 2020 and March 27, 2020. This information is available to all staff throughout the Library District. Updates will continue to be provided as new questions surface or

## **Report on Staff Communications during COVID-19 Closure**

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information is revised. Staff have been advised to check each department every few days to see if there's updated information.

- As of April 19, the Community Engagement Director began meeting with the Community Engagement administrative team via video conference using WebEx to discuss long-range planning and re-opening program services for the Library District. This meeting will continue weekly during the facility closure and beyond as needed.
- Community Engagement individual (one-to-one) video conferences will also occur between the Community Engagement Director and administrative staff during the facility closure weekly and beyond as needed.
- Community Engagement administrative staff will also begin meeting with department managers/supervisors via video conferences to strategize about restoring services and long-term planning. These are expected to occur routinely (at least once per week) while services are suspended. Managers/supervisors were instructed to and will communicate any pertinent information to front-line staff upon receiving notification.

### **Development and Planning – Danielle Milam**

- All three staff members of this department have been in constant contact over the past four weeks, to shut down services and contracts; to carry out ongoing operational activities for the Library District, Library Foundation, and the two QUALICBs (Mesquite and East Las Vegas); and to plan for Library District reopening.
- All staff members have been able to connect to District email and work files.
- The Development Officer has been responsible for continuing the bookkeeping for the Foundation and QUALICBs; writing grant reports; managing correspondence with volunteers and vendors; attending zoom community planning meetings; and organizing 5,000+ of the Foundation's digital photo assets on a new web-based platform, SmugMug (formerly Flickr).
- The Volunteer Coordinator has been preparing 500+ volunteer appreciation certificates (Volunteer Appreciation activities originally planned for mid-April); taking Amazon used book sale operations down at the warehouse during the Stay at Home orders, and bringing them back up starting April 21, 2020, with \$800 in sales on Day One.
- The Development and Planning Director's daily work activities are documented in her board reports.

### **Information Technology – Al Prendergast, CIO**

- At the Executive Council's (EC) meeting on April 3, 2020, a new committee was established to look at technologies to remotely communicate with staff. The Communications Technology Team (CTT) will research and recommend District communication platforms (such as WebEx) and identify exempt staff who would be provided District equipment to remotely access the network. The team will also research the legal issues related to providing remote access to non-exempt staff.
- Since the closure, the IT Director has had several remote meetings with his direct reports, in addition to other District staff. Staff also continue to work with vendors on some projects. Here are a couple of examples, the IT Director has had conference calls with the District's IT Security Team and the District's vendor (Secureworks) to discuss the findings of the recently completed Security Assessment Project and the IT Director has had a conference call with staff to discuss the ongoing OpenAthens implementation. My direct reports have also listed their contacts with staff.
- Sufa Anderson – Access Services Manager



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Has been in regular contact with her direct reports who have also had ongoing contact with their staff for meetings, work plans and checkups.

- **Rebecca Colbert – Head of CBS**

Has been in contact with most of her direct reports twice weekly. She has asked them to be sure to contact their reports with official updates such as extended closure dates and all confirmed that they have been. All have had at least two contacts with their staff since the closure and likely more.

- **Ron Melnar – Assistant IT Director**

He has personally called and talked to each of them at least once a week. He has also talked to other staff such as the Systems and Network Supervisor almost daily.

- **Gunnar Kim – Systems and Network Supervisor**

He is in contact with some staff daily. He has been in contact with other staff at least one to three times a week.

### **Financial Services – Fred James, CFO**

Communicating with all Financial Services staff on a weekly basis when they are in the office to prepare payroll, handle Accounts Payable, and prepare/monitor the District's budget. Staff are aware of the District's staff website.

### **General Services – Steve Rice**

The General Services Director is in almost daily contact with direct reports by either email, text, or telephone. The Assistant General Services Director, Purchasing and Administration Manager, Maintenance Supervisor, and Safety Manager remain in constant contact with one another Monday through Friday. All managers and supervisors have been reaching out to their subordinate staffs' periodically by telephone or text to "check-in", answer questions, and remind staff to review the Staff Updates website for current District-wide communications and updates.

### **Human Resources – Fred James, Interim**

Communicating with Human Resources Supervisors weekly. Supervisors communicate with their employees as appropriate.



## MEMORANDUM

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**TO:** Dr. Ronald Heezen, Executive Director

**FROM:** Betsy Ward, Branding and Marketing Director

**DATE:** April 21, 2020

**SUBJECT:** Report on Brand Launch Postponement

The Free To Be brand campaign has been one of the Branding & Marketing Department's highest priority projects over the past two years. The launch of the Free To Be campaign was set for September 2020, in order to make time for Employee Customer Service Training, which Training & Development Manager **Keeley Walker** had planned to begin in May.

The Branding & Marketing team has been working closely with **Keeley** and Acting Human Resources Director **Fred James** on the materials needed for this training. We have also been working closely with General Services Director **Steve Rice** and Purchasing & Administration Manager **Nancy Hodges** to develop an Invitation to Bid on a brand signage contract for all 25 of our library branches. A significant amount of work was also put forth by **Smiki Savicic** and **Sean Coulter** of Simpson Coulter Studio to create this bid document.

The bid process was completed on Monday, April 20, 2020, and the low bidder was identified. However, due to the COVID-19 outbreak, and the catastrophic circumstances that are currently facing Southern Nevada, I appreciated the guidance and feedback that I received from the Board at our meeting on April 16. Based on Trustee input, I met with you, **Fred James**, and **Steve Rice**, and we agreed that the branding campaign should be postponed until a more appropriate time.

Graphic Designer **Cierra Pedro** will continue to develop all of the branding materials that will be needed for this project, including the brand handbook, the customer service training guide, HR materials, a brand training video, customer materials, and more, so that we are ready to launch when the time is right.



## MEMORANDUM

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**TO:** Dr. Ronald Heezen, Executive Director

**FROM:** Betsy Ward, Branding and Marketing Director

**DATE:** April 21, 2020

**SUBJECT:** Report on YouTube Programming

### Virtual Programming on YouTube

In November 2019, the Branding & Marketing Department began making plans to reclaim the Library District's YouTube page. Over the following months, we obtained back end access, created a new heading, and then began scrubbing existing, outdated content. This was in anticipation of a relaunch of the channel, featuring sizzle reels that we produced on such unique District events as the Comic Book Festival, Family Pride Day, Summer Challenge, Countdown to Kindergarten, and the Cox Teen STEAM Lab opening at the Enterprise Library. This work was completed with the support and encouragement of **Dr. Heezen**, who has long believed in the power of video content to promote our services.

Our original plan was to rebrand the District's YouTube channel in connection with the Free To Be brand launch in September 2020. However, with the onset of the COVID-19 crisis and the sudden shuttering of our branches, the YouTube relaunch took on new urgency. We immediately began work on a new design and name for the YouTube channel, creating a portal for virtual programming, through which staff can continue to serve and connect with their customers.

Senior Digital Projects Associate **Paula Loop** partnered with Youth Services Manager **Shana Harrington** to create a Virtual Programming Guide to help staff produce quality videos from home simply by using their iPhones.

Research on other libraries' best practices found that Calgary Public Library had the best tips on location, lighting, and placement of the phone/camera, which inspired our guide. We also included several file sharing options for staff to forward us their finished videos.

Shana is an extraordinary storyteller, so she filmed several Storytime options to study, which helped us to further tailor the filming guide to our standards. These additional tricks included film orientation, sound quality, length, and framing so that none of the action was cut off from the camera. Paula contacted Youth Services staff at the Monroe County Library System, which was also jumpstarting their YouTube channel, and gained additional ideas from them. <https://www.youtube.com/user/monroecountlibsystem>

Content is king, and we are fortunate to be in partnership with Library Operations Director **Jenn Schember** and Community Engagement Director **Matt McNally** on the YouTube project. Both Jenn and Matt's teams are very excited to bring their work online to share with the public! These are underway and will continue to be uploaded over the coming weeks and months.

Goals include:

- Building playlists of Storytimes, Booktalks, STEAM Workshops, and Live Performances
- Showcasing staff members' unique personalities and talent for storytelling
- Sharing the fun, educational experiences that a library visit offers, opening a new world of possibilities for kids, teens, and adults
- Spotlighting local celebrities, elected leaders, and board members conducting their own Storytimes and BookTalks
- Continuing to build our channel into a virtual library of diverse content, which will live beyond the COVID-19 crisis, providing kids who are homeschooled, or who find themselves on long car rides with the parents, with an ideal alternative to video games

An unfortunate roadblock that we hit was the limited number of publishers that are willing to forgo their copyright restrictions to allow unfettered filming and posting on YouTube. Shana shared that this was why the Youth Services team had not been previously able to record and post Storytimes.

And so, we did more research:

- We found that, due to the COVID-19 crisis, some publishers were allowing schools and libraries limited use of their content for a short period of time while schools were not in session.
- We consulted with Head of CBS & Bibliographic Services **Rebecca Colbert**, and she also expressed to us that this permission window was for a short period of time. Many publishers are allowing permission to upload to an open platform like YouTube, but only until June 30. After that date, all videos must be deleted from the platform to comply with copyright.
- Some publishers are only allowing videos to be hosted for 24 hours before they have to be deleted.
- Others stipulate that their content can only be hosted on a closed school network like Google Classroom that has limited access to the public.
- There are only two publishers that are allowing full access with no current ending dates or requirements for deletion:
  - MacMillan Children's Publishing Group
  - Chronicle Books
- The following sites include lists of publisher permissions:
  - [Author Permissions – Book Reading Recordings](#)
  - [School Library Journal](#)
  - [Programminglibrarian.org](#) – Information on Fair Use
  - We cross referenced these lists and confirmed the information on each publisher's website.
- Since we are also targeting tweens, teens, and adults, Storytimes aren't the only game in town. In this area, we benefitted from Urban Libraries Council, gaining ideas to create other original content:
  - Booktalks – book reviews with a twist, tailored to audiences of all ages
  - Brain-building & Literacy Activities
  - Science Experiments (STEM Activities)
  - How-To Videos

- Crafts
- PVS & YA Contracted Artists
- In consulting with Shana, we also learned that the use of Public Domain titles should be avoided. The titles listed in resources such as Project Gutenberg are now considered out of date and some have racist themes.

All of this expert information was compiled to create the Library District's first ever Best Practices Guide for Virtual Programming.

In closing, we have compiled our favorite examples from other library systems, which we will be modeling as we build our virtual library:

- <https://www.youtube.com/user/denverlibrary>
- <https://www.youtube.com/user/NewYorkPublicLibrary>
- <https://www.youtube.com/user/kingcountylibrary>
- [https://www.youtube.com/channel/UCE8pQ7ZYzs\\_Aq\\_fa0mweJGw](https://www.youtube.com/channel/UCE8pQ7ZYzs_Aq_fa0mweJGw)
- <https://www.youtube.com/user/losangeleslibrary>
- <https://www.youtube.com/user/SanFranciscoLibrary>
- <https://www.youtube.com/user/bostonpubliclib>



# ITEM V.E.

## MEMORANDUM

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**TO:** Dr. Ronald R. Heezen, Executive Director

**FROM:** Matt McNally, Community Engagement Director

**DATE:** April 21, 2020

**SUBJECT:** Report on Communications with District Partners – Community Engagement

In response to a question raised at the April 16 Board of Trustees meeting, staff within the Community Engagement division have been in communication during the month of April with the following partner organizations to better understand their prioritized critical needs and begin strategizing how the Library District can best support those following the COVID-19 facility closure:

- AARP
- Acelero Learning Center
  - Cecil Walnut Development Center
  - Herb Kaufman Center
  - Imagination Plus Child Development
  - MLK Development Center
  - Professional Development Center
  - Stewart Center
  - Strong Start Academies
  - Yvonne Atkinson Gates Center
- American Red Cross
- AMR Medic
- Angels Academy
- A Public Fit
- Babyland Infant Center & Preschool
- Boulder City Library District
- Bring'em Young Academy
- Broadway in the Hood
- CARE
- Census 2020
- Chambers of Commerce
  - Asian
  - Latin
  - Laughlin
  - Mesquite
  - Metro
  - Women's
- Children's Cabinet
- Christ Kids Child Center

- City of Henderson; Parks and Recreation Department
- City of Las Vegas
  - Doolittle Senior Center
  - Office of Cultural Affairs
  - Safekey
  - West Las Vegas Arts Center
  - Youth Development and Social Innovation
- Clark County School District
  - District Librarian
  - Family and Community Engagement Services
  - Partnership Office
- Clay Arts Vegas
- College of Southern Nevada Art Department
- Contemporary West Dance Theatre
- Creative Kids of Las Vegas
- Cure 4 the Kids Foundation
- Deaf Centers of Nevada
- Del Sol Academy
- Desert Companion
- Desert Research Institute
- Delta Sigma Theta Sorority
- Discovery Children’s Museum
- Discovery Gardens Childcare
- Double Scoop Arts in Nevada
- Elections Office; Nevada Secretary of State
- Enterprise Town Advisory Board
- Fabulous Las Vegas Scribes
- Family to Family Connection
- Gallery Artists
  - Armand Thomas
  - David Tupaz
  - Debbie Lambin
  - Denise Marie Lamar
  - Donita Murphy
  - Doug Waterfield
  - Emil Fu
  - Gail Gilbert
  - Gig Depio
  - James Kim
  - Javiera Estrada
  - Jenny Baham
  - Jorge Polanco
  - Krystal Ramirez
  - Laurens Tan
  - Lisa Fields Clark
  - Lucie Shinoid
  - Mark Martin
  - Mikel Conrad
  - Patty Stroupe
  - Sean Russell
  - Vija Hamilton
  - Wendy Kveck

- Yasmina Chavez
- Zully Mejia
- Gender Justice
- Henderson Libraries
- Kids Cove Preschool & Childcare
- Kids First Neighborhood Childcare
- Kids Learning Path
- Las Vegas-Clark County Library District Homebound Customers
- Las Vegas Crafters Guild
- Las Vegas Fashion Design Council
- Las Vegas Institute of Advanced Mariachi Studies
- Las Vegas Metropolitan Police Department
- Las Vegas SCORE
- Las Vegas Urban League
- Las Vegas Youth Orchestra
- Laughlin Town Manager
- Learning Jungle Lone Mountain
- Little Hearts Child Care Center
- Mesquite City Manager
- Mob Museum
- National Juneteenth Observance Foundation
- Nevada Arts Academy
- Nevada Arts Council
- Nevada Ballet Theatre
- Nevada Cares
- Nevada Clay Guild
- Nevada Department of Business and Industry
- Nevada Hand
- Nevada Hands & Voices
- Nevada Humanities
- Nevada Institute for Children's Research & Policy
- Nevada Museum of Art, Las Vegas
- Nevada Partnership for Homeless Youth
- Nevada Partners, Inc.
- Nevada State College
- North Las Vegas Library District
- Northshore Christian Academy
- Opera Las Vegas
- Puentes
- Rawson Neal Psychiatric Hospital
- Senior Expo
- Senior Home Facilities
  - Acapella
  - Arthur Sartini Plaza
  - Clark Towers
  - Country Club at Valley View
  - Deer Springs Decatur
  - Duet
  - Echelon Senior Living
  - Flamingo Pines
  - Grammercy Park
  - Harmon Pines



- Harrison Pines
- James Down Towers
- Las Vegas Manor
- McKnight
- Minuet
- Pebble Destinations
- Rochelle Pines
- Sonoma Palms
- Stella Fleming
- Sunrise Gardens
- Sunrise Senior Village
- Vintage Desert Rose
- Westcliff East
- Willows Carefree
- Southern Nevada Association for the Education of Young Children
- Southern Nevada Health District
- St. Andrews Society
- Sunrise Children’s Foundation
- The Center
- The HILLS Preschool
- The International School of Hospitality
- The Learning Center
- Three Square Food Bank
- Trinity Conservatory
- United Way of Southern Nevada
- University of Nevada Cooperative Extension
- University of Nevada, Las Vegas, Fine Arts Graduate Program
- University of Nevada, Las Vegas, Jazz
- Vegas City Opera
- Vegas Golden Knights
- Vegas PBS
- Vitalant
- Workforce Connections
- Zumba Dance

LVCCLD staff strengthened our relationship with the partners above by reassuring them of our intent to support their priority needs in accordance with social distancing guidelines and expected phases of library services returning. Staff offered our continued support of future collaboration and began taking the pulse of community partners for their immediate priorities, needs, and how the Library District can best support them. An opportunity to begin strategizing in advance to accomplish these goals was offered, ensuring that as services begin to return, both the Library District and our partners can better serve the public. Staff will continue reaching out to other partners, rental groups, artists, contractors, vendors, students, instructors, and customers in the coming weeks and months ahead.

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# ITEM V.E.

## MEMORANDUM

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**TO:** Dr. Ronald R. Heezen, Executive Director  
**FROM:** Danielle Patrick Milam, Director of Development and Planning  
**DATE:** March 3, 2020  
**SUBJECT:** Report on Communications with District Partners - Development and Planning

Director of Development and Planning **Danielle Milam** and Development Program Officer **Sherry Walker** have been participating on many Zoom calls convened by community partners, including:

- weekly United Way of Southern Nevada meeting with 150 local agencies and non-profits to assess community needs and funding streams coming through United Way and the Southern Nevada Community
- various Chamber, international City and County Manager, and United Library Council Zoom meetings specific to CARES legislation implementation, agency updates, or relief funding opportunities at FEMA and FCC
- Southern Nevada Forum Education and Economic Development meetings that are briefings on upcoming legislative action agendas

Additionally, Danielle Milam is having specific conversations with Nevada agencies to understand community crisis service needs and to explore modified Library District roles and service responses related to short-term critical community needs as well as long-term models that bring new models for virtual services:

Nevada Department of Health and Human Services/Division of Welfare and Supportive Services – very interested in using buildings to get Temporary Assistance for Needy Families (approximate case load of 6,000 families) and TANF-ET (individual case load rising rapidly). They are most interested in serving families and individuals who do not have internet or devices at home. They have identified Clark County, East Las Vegas, Enterprise, Sunrise, West Las Vegas, and Whitney as prime neighborhoods that match their client locations. They anticipate each client needing individual instruction and anticipate the hour per computer will not be sufficient. They are interested in more opportunities to conduct WorkKeys assessments and Testing, now provided by our Adult Learning Program. They are also pushing out our free online Nevada Career Explorer tool. They are also very interested in hotspot check outs for clients who do have internet but do not have devices. We will be working with them to produce a pdf flier with library resources such as Lynda.com, Gale Courses, Brainfuse, Learning Express, and others that are important to their clients who would like to move from marginal hospitality and retail jobs to more sustainable employment.

Nevada Department of Training and Rehabilitation – Still have overload on Unemployment Insurance claim services to employers and employees. No respond to my request for deeper partnership development other than expressing interest (Dr. Tiffany Tyler), but we know that there may be as many as 100,000 more people trying to get through to file claims. Now, also struggling with all of the existing claims (over 200,000) having to check in every week. A new vendor is being deployed to alleviate case load, but there is probably a similar population of people who do not have access to internet or devices at home or work that will need public access to library internet, devices, or hotspots.

Clark County School District (CCSD) – looking for partners to help kids with Summer Learning. So far, only Girls and Boys Clubs have offered assistance. This would be individualized help, not online tutoring.

Nevada System of Higher Education (NSHE) – conversations about distance learning platforms now available through Arizona State University to move to universal online learning systems that can be turned on or off as pandemic conditions fluctuate. Right now, the Library District has posted ASU for You on our Community Resources page. Dr. Thom Reilly, NSHE Chancellor is now working on deploying the university level model. Trustee **Shannon Bilbray-Axelrod** has passed on the information on the ASU online learning platform for K-12 to CCSD. The Library District is interested in how these platforms may interface with One-Stop Career Centers and the Adult Learning Program already in place, as well as helping the Library District potentially move programming and outreach training to online learning platforms.

United Way of Southern Nevada and Las Vegas Urban League – The region is facing unprecedented closures of child care facilities. More specific short-term conversations are about the need for child care for first responder families, and other local families. Long-term, services to families 0-5 are a critical regional need that surfaced more as schools were closed and lack of child care came up as a critical regional need. At present only 30% of children 0-5 are in formal child care.

Institute for Museum and Library Services and FCC – Looking for new funding streams for public hotspots and devices. IMLS received \$50 million under the CARES act and the new Director, Krosby Kemper, has been on the FCC's broadband taskforce prior to his appointment. The Library District will keep abreast of CCSD and NSHE activities here, too, to define our role in public access to technology.

CH. 13 – KTNV – Summer/COVID Learning Challenge. KTNV General Manager and Foundation Board Director **Chris Way** has engaged the Library District in a public information campaign called Summer Rise. Youth Services Manager **Shana Harrington**, Senior Digital Projects Associate **Paula Loop**, and Danielle Milam have been participating in these planning calls, and Branding and Marketing will be working with the station to provide Summer Learning Challenge materials and information.



# ITEM VII.A.

## AGENDA ITEM

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### APRIL 28, 2020 SPECIAL MEETING OF THE BOARD OF TRUSTEES

#### Agenda Item #VII.A.:

Discussion and possible Board action regarding changes to the current address of the Enterprise Library.

#### Background:

At the February 13<sup>th</sup> Trustee meeting, Trustee Elizabeth Foyt requested that the name of the street for the Enterprise Library be changed from "Shelbourne Ave." to "Las Vegas Boulevard South." At the March 12<sup>th</sup> Trustee Meeting, this item was on the Agenda for discussion. Trustee Foyt was not at that meeting, and no action was taken on the item.

Subsequent to the March 12<sup>th</sup> meeting, Trustee Foyt has received more information regarding this request and will brief the Board on the steps to take.

#### Recommended Action:

Motion to direct staff to work with the Clark County Commission and staff to change the Enterprise Library address from 25 East Shelbourne Avenue to Las Vegas Boulevard South.





## AGENDA ITEM

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### APRIL 28, 2020 SPECIAL MEETING OF THE BOARD OF TRUSTEES

#### Agenda Item #VII.B.:

Discussion and possible Board action to change the dates of the *Food for Thought* food drive program.

#### Background:

On February 13, 2020, the Board of Trustees approved the *Food for Thought* food drive program. This program is conducted in partnership with Three Square food bank and provides a waiver of \$2.00 of fines and fees for every food item a cardholder donates.

The program was originally scheduled to occur from April 1-30, 2020 to coincide with celebrating National Library Week (April 19-25, 2020). Due to COVID-19, the Board of Trustees extended the program at the regular Board meeting on April 16. *Food for Thought* is currently scheduled to occur when library services return through May 30, 2020.

With uncertainty remaining of when library buildings will re-open, staff proposes that that the *Food for Thought* program be scheduled to occur beginning immediately when library buildings open to the public, and operate for the remainder of that month and the following month (30-60 days).

All other terms of the *Food for Thought* program approved on February 13, 2020, and extended on April 16, 2020 remain unchanged.

The *Food for Thought* program was piloted during a two-week period in April 2015. The program was then lengthened in subsequent years to occur throughout the entire month of April. Previous statistics of the program are shown below:

Year	Number of Overdue Items Returned	Value of Returned Items	Items Returned Dating Back to	Pounds of Food Collected	Number of Meals Provided	Amount of Fines Waived
2015	2,102	\$37,216.08	2009	33,204	28,276	\$55,085.75
2016	3,875	\$66,016.21	2011	35,819	29,851	\$67,872.34
2017	3,001	\$51,057.82	2012	40,205	33,504	\$80,062.92
2018	3,402	\$55,657.06	2013	34,284	28,570	\$68,305.07
2019	2,091	\$44,645.86	2014	31,421	26,184	\$67,790.58
<b>TOTAL</b>	<b>14,471</b>	<b>\$254,593.03</b>	<b>N/A</b>	<b>174,933</b>	<b>146,385</b>	<b>\$271,326.08</b>

Due to the positive feedback received from staff and customers, staff would like to continue this program to encourage good will and provide greater community impact.

**Recommended Action:**

Motion to change dates of the *Food for Thought* program to start when library buildings open to the public and ending up to 60 days beyond the start.



## ITEM VII.C.

### AGENDA ITEM

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#### APRIL 28, 2020 SPECIAL MEETING OF THE BOARD OF TRUSTEES

##### **Agenda Item #VII.C.:**

Discussion and possible Board action for the Las Vegas-Clark County Library District to engage Workforce Connections in a Memorandum of Understanding (MOU) and extend services of the One-Stop Delivery System (OSDS).

##### **Background:**

The Las Vegas-Clark County Library District engaged Workforce Connections in a MOU partnership on July 1, 2016. The MOU provided terms for the Library District to serve as a OSDS Partner Organization by implementing a One-Stop Career Center in mutually-agreed upon locations. One-Stop Career Centers currently exist in Clark County, East Las Vegas, Laughlin, Mesquite, and West Las Vegas libraries. The partnership prioritizes assisting youth and adults with barriers to employment, but also target populations including: veterans, people with disabilities, workforce re-entry, foster youth, and low-level educated adults. The current MOU will expire on July 1, 2020. Engaging in new MOU which extends these services is proposed.

The new MOU identifies that both organizations must mutually agree to site locations, implementation of interior and exterior signage, co-branding the partnership and program services, collaborating for potential funding restricted to the partnership, developing project outcomes and deliverables, implementing program improvements, and carry general liability insurance, among others.

Workforce Connections is primarily responsible for serving as the lead partner and providing workforce development staff/practitioners designated to affiliated sites by procuring and awarding Workforce Innovation and Opportunity Act (WIOA) Title I service providers. These providers will offer employment and training services including: intake/navigation, career services, career coaching, training, job development, and employer services. Workforce Connections will also ensure that One-Stop Career Center staff work within Library District branch authority, provide design and specification of signage, provide computer hardware, software, and technical support, lead all community workforce development assessments, evaluations, and results reporting, and offer professional development training for Library District staff. Workforce Connections will also pay the Library District for the cost associated of space reconfiguration.

Las Vegas-Clark County Library District is primarily responsible for providing library space, telephone, high speed internet, secure WiFi technology, and working with OSDS staff to schedule partner activities. The Library District will also provide resources to secure procurement documentation for space reconfiguration, will submit invoices to Workforce Connections for work to be completed, accept payment

from Workforce Connections for these costs, and pay vendors and contractors for completing reconfiguration work within the library site.

The MOU also includes clauses for attribution, debarment/suspension status, term, termination, inspection & audit, limited liability, force majeure, indemnification, notice, independent agencies, assignment, severability, ownership of proprietary information, public records, confidentiality, proper authority, and governing law/jurisdiction. The final MOU will be reviewed by legal counsel before execution.

The current term of the MOU will remain effective through June 30, 2024 and provides for at least one automatic 4-year renewal term through June 30, 2028 unless sooner terminated by either party.

Workforce Connections and the Library District have strategized about implementing OSDS services at the Sahara West Library. The model of service would differ from those currently offered throughout the Library District. Current One-Stop Career Center sites provide assistance to employees seeking employment. The model of service considered for Sahara West Library would provide assistance to employers of small businesses. Workforce Connections has funds available to reconfigure space and launch this new model of service at the Sahara West Library if expenses for space reconfiguration can be paid to the Library District prior to June 30, 2020.

Approval of the agenda item would give authority to Library District staff to continue current One-Stop Career Center services and implement future OSDS services as mutually agreed upon by the organizations.

**Recommended Action:**

Motion to approve the Executive Director of the Las Vegas-Clark County Library District to engage in a Memorandum of Understanding with Workforce Connections, subject to counsel review, in order to continue partnership and offer services of the One-Stop Delivery System.



# ITEM VII.D.



## AGENDA ITEM

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### APRIL 28, 2020 MEETING OF THE BOARD OF TRUSTEES

#### **Agenda Item #VII.D.:**

Discussion and possible Board action to reopen the Las Vegas-Clark Library District with revised operating procedures, guidelines, and safety measures as a result of the COVID-19 global pandemic, and in conjunction with Nevada Governor Sisolak's reopening guidelines and directives.

#### **Background:**

Nevada Governor Sisolak declared a State of Emergency on March 12, 2020, and closed schools on March 15, 2020. Based upon these declarations, Executive Director Dr. Ronald Heezen closed the Las Vegas-Clark County Library District beginning on March 16, 2020. On March 31, 2020, Governor Sisolak issued a Stay at Home order. This covered non-essential businesses. With Trustee approval, the District will remain closed until the Governor lifts the mandatory shutdown of non-essential businesses and Stay-at-Home directive.

The District's top priority is the health and safety of staff, volunteers, customers, and community partners. As the District prepares to reopen, maintaining social distancing will be a challenge with the number of District customers. As a result, staff recommends:

1. A three-phase reopening plan
2. Limiting the number of customers allowed into a library at any given time
3. Limiting the number of customers within designated zones
4. Dedicating the first hour of operation for vulnerable populations
5. Providing curbside pickup
6. Installing barriers, displays, and signage to enforce social distancing
7. Implementing increased sanitization measures and quarantine procedures
8. Requiring staff, volunteers, and library partners to wear personal protective equipment (PPE); allowing the public to wear PPE
9. Conducting mandatory training for staff related to COVID-19, best practices, and new operating procedures
10. Establishing new staff leave guidelines, as per the Emergency Leave Act, with the guidance of District legal counsel

The District intends to take these measures in compliance with Governor Sisolak, Southern Nevada Health District, and the Centers for Disease Control and Prevention guidelines.

#### **Recommended Action:**

Motion to reopen the Las Vegas-Clark County Library District with revised operating procedures, guidelines, and safety measures as a result of the COVID-19 global pandemic, and in conjunction with Nevada Governor Sisolak's reopening guidelines and directives.



## ITEM IX.

### AGENDA ITEM

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#### APRIL 28, 2020 SPECIAL MEETING OF THE BOARD OF TRUSTEES

**Agenda Item #IX.:**

Discussion and possible Board action regarding the District's budget and human resources issues related to the COVID-19 Pandemic.

**Background:**

Trustees Wilson and Foyt requested this item be added to the agenda.

**Recommended Action:** To be determined.