

MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
SPECIAL BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
APRIL 28, 2020
(approved September 10, 2020)

The Board of Trustees of the Las Vegas-Clark County Library District met in special session via Webex, at 12:00 p.m., Tuesday, April 28, 2020.

Present:

| | | |
|--------|------------------|--------------------|
| Board: | F. Ortiz, Chair | S. Bilbray-Axelrod |
| | K. Benavidez | E. Foyt |
| | R. Wadley-Munier | M. Francis Drake |
| | S. Ramaker | B. Wilson |
| | J. Mélendrez | K. Rogers |

Counsel: G. Welt

Absent:

Staff: Dr. Ronald R. Heezen, Executive Director
Numerous Staff

Guests: Jaime Cruz, Workforce Connections
Over 140 attendees via WebEx

F. Ortiz, Chair, called the meeting to order at 12:22 p.m.

Roll Call and Pledge of Allegiance (Item I.)

All members listed above represent a quorum. Trustee Rogers joined the meeting at approximately 12:50 p.m. Trustee Ramaker left the meeting at about 3:00 p.m. There were technical difficulties which made it hard for Trustees Wadley-Munier to be heard during most of the meeting and for Trustee Foyt to be heard at all after the return from the Executive Session (Item VIII.). Appendix A.

Chair Ortiz led attendees in the Pledge of Allegiance.

Public Comment (Item II.)

None.

Agenda (Item III.)

Chair Ortiz moved Item VII.C. to appear before Item IV. Trustee Benavidez moved to approve the Agenda as proposed. There was no opposition and the motion carried.

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. (Item VII.C.)

Jaime Cruz, Executive Director of Workforce Connections (WFC) thanked District Trustees and staff for the opportunity to address them. The partnership between the District and WFC is approaching the end of its fourth year. The MOU that is up for consideration will extend the agreement and add locations. Currently, WFC has five locations in District facilities across the valley. Mr. Cruz believes that, in the coming weeks, there will be no greater needs than connecting people back to meaningful employment and helping small businesses get their workforce back. Matt McNally, Community Engagement Director, then took over the presentation of this item.

Mr. McNally reported that the Las Vegas-Clark County Library District engaged WFC in a MOU partnership on July 1, 2016. The MOU provided terms for the Library District to serve as an One-Stop Delivery System (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 a new MOU which extends these services is proposed.

The new MOU specifies 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.

WFC 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. WFC 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, results reporting, and offer professional development training for Library District staff. WFC will also pay the District for the cost associated with displaced offices impacted by this space renovation.

The 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 District will also provide resources to secure procurement documentation for space reconfiguration, submit invoices to WFC for work to be completed, accept payment from WFC 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 term of the MOU will run 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.

WFC and the District have strategized about implementing OSDS services at the Sahara West Library. The model of service would differ from those currently offered throughout the District. Current One-Stop Career Center sites provide assistance to employees seeking employment. The model of service considered for the Sahara West

Library would provide assistance to employers of small businesses. WFC 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 District prior to June 30, 2020.

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

Mr. McNally then explained what the partnership had accomplished during the current MOU. Both organizations used the first year of the original MOU to assess services and review demographics. The team identified resources and reviewed selected locations. Also, the team wanted to foster buy-in from staff from both organizations, the District and from the partners who would be providing this service. Then WFC and the District began implementing Title I services. The Title I services focus on serving youth, low-income adults, and dislocated workers. In subsequent years, the team added Title III services which incorporate services that are geared for veterans, ex-offenders, migrant farm workers, and minorities. The partnership also included things like SNAP for food and child care systems wherever possible. The group then began building a coordinated, branded customer information campaign between the District and WFC so that participants would receive an improved customer experience and increase their understanding of the partnership and the services that are available.

Because WFC staff provides employment services, it frees up District staff to do other things and the customer gets to directly interact with an expert in the field of employment, which is a great benefit of this partnership. The District included the WFC partnership in the current Master Facility Plan process with hopes of implementing future One-Stop Career Centers in other libraries.

The decision to locate a One-Stop Stop Career Center location is typically based on demographic need, access to service, capacity to offer the service, and then, available funding. The partnership is mutually beneficial, as described. It pairs with the District’s literacy services that are offered for English language learners and the Adult Basic Education classes, the District’s Career Online High School, and the high school equivalency classes. This allows the District to focus on education and it allows WFC to focus on what they do best, employment services. One-Stop Stop Career Centers are able to provide knowledgeable, dedicated staff and one-on-one service to customers. They are connected to employers who are looking to hire employees. WFC also have the ability to provide resources for apprenticeships and certifications where they are needed.

Since the District’s partnership with WFC in the original MOU which set the model, WFC has opened up eleven other One-Stop Career Center sites in other areas of southern Nevada, including the Metro Chamber of Commerce, North Las Vegas, Henderson, and Boulder City libraries. That is a testament to, Mr. McNally believed, the District and WFC having the vision and building this model from the beginning and then

seeing it fully expand to other areas.

Chair Ortiz asked Trustees if they had any questions or comments.

Trustee Foyt asked about WFC hours of operation. Mr. McNally explained that right now the hours of operation vary from branch to branch. A lot of it has to do with the contracts that are written for the providers and for what the amount of hours that those providers can offer. The District had originally intended to be able to offer the services seven days a week, similar to how libraries are open. Right now the centers perform services for about five days a week. With the changes that are happening in Las Vegas due to the pandemic, the District is ready to expand those hours.

Trustee Wilson asked how WFC defined a small business. Mr. Cruz explained that there is no hard rule which limits the size of the businesses using WFC hubs. WFC uses the term, “Small Business,” which is defined under the SBA as any business under 50 employees. But, again, there will be no hard rule that says somebody with 51, 52, or 100 can come and provide services. WFC going to provide those services to any employer who seeks them. Wilson asked for clarification because he did not want a large organization using WFC space as a free recruiting location. He wants to maintain these locations for local, small businesses.

Trustee Benavidez praised the partnership, saying that WFC locations are going to be the place where people are going to be able to figure out their next steps.

Trustee Meléndrez anticipated needing additional staff once reopened. Mr. Cruz discussed how the different WFC locations are staffed. Mr. McNally explained that District staff will work with WFC staff to ensure social distancing and total numbers of people in buildings are maintained. He added that WFC centers will be a critical part of the District’s reopening.

Trustee Bilbray-Axelrod couldn’t emphasize enough how important these programs would be after the community reopens.

Trustee Francis Drake asked about the proposed space in the Sahara West Library that WFC will be taking over and asked how it will be set up. Mr. McNally discussed the different areas in the branch, which include the Glass Room and the former museum office space. Francis Drake wanted to ensure that Foundation volunteers would still have access to restrooms and break facilities.

Chair Ortiz asked to clarify that the proposal extended the contract for four years and added the business hub location at the Sahara West Library. Mr. McNally confirmed the information.

Trustee Benavidez moved 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 review by Counsel, in order to continue partnership and offer the services of the One-Stop Delivery System. There was no opposition and the motion carried.

**Approval of
Proposed Minutes**

Removed from Agenda.

Regular Session,
January 16, 2020;
Regular Session,
February 13, 2020;
Regular Session,
March 12, 2020;
Emergency Meeting,
March 18, 2020;
Finance and Audit
Committee, April 16,
2020; and Regular
Session, April 16,
2020.
(Item IV. A-F.)

**Library Reports
requested by
Trustees. Possible
Board discussion
and direction.
(Item V.)**

Executive Director Dr. Heezen explained that the reports at this meeting, unlike the reports at Regular Board Meetings, are staff’s response to Board members’ questions raised at the April 16, 2020 meeting.

**Report on Staff
Communications
during COVID-19
closure by Executive
Director Dr. Ronald
Heezen
(Item V.A.)**

Dr. Heezen described the report on Staff Communications during the COVID-19 closure as a compilation of the information received from each member of the Executive Council about their areas of responsibility. This covers all communications to staff.

The report is attached as Appendix B.

Trustees had no questions.

**Report on Brand
Launch
Postponement by
Branding and
Marketing Director
Betsy Ward.
(Item V.B.)**

Branding and Marketing (BAM) Director Betsy Ward explained that *The Free To Be* brand campaign has been one of her 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 BAM team has been working closely with Ms. Walker and Acting Human Resources Director Fred James on the materials needed for this training. The group has 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 of the District’s 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, Ms. Ward

appreciated the guidance and feedback that she received from Trustees at the meeting on April 16. Based on that input, she met with Dr. Heezen, Mr. James, and Mr. Rice, and all 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 staff are ready to launch when the time is right.

Trustees had no questions.

**Report on YouTube
Programming by
Branding and
Marketing Director
Betsy Ward
(Item V.C.)**

Ms. Ward explained that BAM staff had been working on YouTube programming since 2019. Her plan was to launch this service in September, along with the rebranding. Since that is not going to happen, BAM moved the programming launch up to serve the District’s customers at this critical time.

Trustee Rogers joined the meeting during Ms. Ward’s remarks.

The report is attached as Appendix C.

Trustee Bilbray-Axelrod asked if staff was working with other library systems so they are not duplicating work already done by other libraries. Bilbray-Axelrod emphasized that it does not matter that District staff have not created the content if it fills our needs, it simply needs to be available to District customers quickly. Ms. Ward said her staff would do that, as well as reach out to local celebrities to work on story time. Trustee Wadley-Munier agreed with Bilbray-Axelrod.

Trustees Wilson, Foyt, Benavidez, Meléndrez, and Rogers had no questions.

Chair Ortiz, Trustees Frances Drake and Ramaker thanked Ms. Ward and her staff for all of their work.

**Report on
Communications
with District
partners by
Community
Engagement
Director Matt
McNally and
Development and
Planning Director
Danielle Milam
(Item V.E.)**

Mr. McNally updated Trustees on Community Engagement contacts with District partners.

At the last Board meeting, he and his staff were asked for an update of where staff are to check in with all of the District’s partners, to make sure how they were doing, trying to retain that same level of partnership, and to help meet their needs and the District’s as everyone begins to move through the COVID-19 process.

The report, attached as the first part of Appendix D, summarizes the great work that all of the District’s Community Engagement staff has done to reach out to all of the District’s partners. There are about 350 different partners. In April, the report lists the groups who have been contacted. Staff are starting to gather all of that information. Now, as the groups begin to respond back about how the District can best serve them, staff also let them know what the District’s critical needs are and what the District sees as the critical needs of the community. A lot of the District’s programming and partnerships may be retooled in ways to help support critical need areas of unemployment and business development, food sustainability, financial literacy, social services,

early childhood education, literacy, COVID-19 testing, and contact tracing, along with health and wellness. The groups have appreciated that the District is reaching out to them and taking an interest in understanding what are their immediate needs and how the District can best support those moving forward.

Dr. Heezen added that he has shared the District’s proposed opening plans with other library districts in the state.

Trustees had no questions about Mr. McNally’s report.

Development and Planning Director Danielle Milam reported on the Planning and Development side of the report, which is the second part of Appendix D. Ms. Milam has participated in many community planning meetings to determine the current critical needs. Trustees will be hearing more about how the District might be able to phase in new partnerships and new models of service with some of the agencies that are obviously on severe overload. Similarly, in terms of funding agencies, Milam and her staff have been tracking some of the major funding sources like FEMA, FCC, and the Institute for Museum and Library Services to see where the District might be able to find some sources of funding for the new kinds of costs that are being incurred because of COVID-19.

Chair Ortiz said that the District needs to become the center point for a many of the organizations that have been blindsided by this pandemic. The District needs to be a resource and place for them. Ms. Milam added that some of the agencies that staff have contacted just cannot wait for the District to reopen to see if the District can help them get to those individuals that are not digitally connected. That is probably the most critical need.

The reports are attached as Appendix D.

**Human Resources
Director Search
Process Update by
Deputy
Director/CFO Fred
James
(Item V.D.)**

Deputy Director/CFO Fred James reported that staff has set up a schedule to interview eleven candidates for the position of Human Resources Director. The candidates come from all over and he is very pleased with them all. Trustees Bilbray-Axelrod, Foyt, and Meléndrez will join Mr. James and Dr. Heezen for the interviews. The first interview will take place on April 30, with the rest taking place over May 5, 6, and 7. The group will bring back the top three or four candidates to have a one-on-one meeting and get a feel for them.

There were no questions from Trustees. Trustee Benavidez volunteered to serve as an alternate. Counsel Welt reiterated, due to a question by Trustee Wadley-Munier, that the Executive Director hires the Human Resources Director while the Trustees are providing input. The only person that the Trustees hire is the Executive Director.

**Unfinished Business
(Item VI.)**

None.

**Discussion and
possible Board
action regarding**

After confirming with Counsel Welt, Chair Ortiz moved to reopen for discussion and possible action, changes to the current address of the Enterprise Library. Chair Ortiz, and Trustees Bilbray-Axelrod, Foyt,

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changes to the current address of the Enterprise Library. (Item VII.A.)

Francis Drake, Meléndrez, Rogers, and Wadley-Munier voted in favor. Trustees Benavidez, Ramaker and Wilson voted against. The motion to reopen for discussion was approved.

Trustee Foyt reported that she had been working with Clark County Commissioner Michael Neff, in whose district the Enterprise Library is located. She has had several communications with him concerning this issue and she would really like to see it play out in his hands. She felt it might be accomplished very simply through his office. Foyt also reported that she had a brief conversation concerning post office requirements with Trustee Bilbray-Axelrod.

Trustee Bilbray-Axelrod commented she is very happy that Trustee Foyt took the initiative to start this. Her father was the longtime Chair of the Board of Governors for the United States Postal Service and he was shocked to hear that the address was on Shelbourne when the building is clearly facing Las Vegas Boulevard. Bilbray-Axelrod reported that the post office did not give her any indication that the ingress/egress needed to be changed.

Trustee Wilson was concerned about the cost for arranging for access to the building directly from Las Vegas Boulevard, otherwise he could support the change.

There was a discussion between Trustees Wilson, Benavidez, Foyt and Bilbray-Axelrod about whether access from Las Vegas Boulevard would be required, County requirements for address changes and the process, whether there would be funding available to cover the costs, and moving forward without knowing the final cost, which was a concern of Trustees last time. Several expected some idea of costs before moving forward. Trustees were mostly in favor of the address change, so long as they knew the entire amount and what specifically would be required before a final decision was made. Several Trustees wanted to continue to explore what needed to be done prior to making a decision to commit funds that may be required by the County and post office.

Trustee Foyt moved that the Board of Trustees of the Las Vegas-Clark County Library District continue to monitor the possible change of address for the Enterprise Library to Las Vegas Boulevard South address. No financial commitment will be made without further Board approval and acceptance with the option, of course, to withdraw such a change should expenses be incurred. There was no opposition and motion carried.

Discussion and possible Board action to change the dates of the *Food for Thought* food drive program. (Item VII.B.)

Dr. Heezen reminded Trustees that, 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 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.

Dr. Heezen felt that this is a way that District customers not only build goodwill toward the library, they feel good about themselves because what they are doing for their community. And so if Trustees would extend it to 60 days from the date of reopening, he thinks that that would cover it.

Trustee Benavidez moved 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. There was no opposition and the motion carried.

Discussion and possible Board action 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 VII.D.)

Library Operations Director Jenn Schember discussed the proposed plans to reopen the District.

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.

While the District was able to close quickly, reopening normal services to the public will be a challenge. Ms. Schember discussed the District’s approach to a phased reopening during the April 16, 2020 Regular Board Meeting. She and the team appreciated all the feedback provided by the Trustees at that time and took it into consideration. The District is continuing to collaborate with other library systems locally and nationally, and closely monitoring state and Federal guidelines, as well as CDC and SNHD protocols.

Ms. Schember took Trustees through the proposed Reopening Framework, in which Library Operations Administration worked closely with the District’s Health and Safety Mitigation Taskforce to put together. The Taskforce is led by Assistant General Services Director John Vino, as well as Safety Manager Nicole Baker. The Taskforce also received input from Library Operations front line staff, as well as guidance from the Executive Council.

The Revised Opening Framework is attached as Appendix E.

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.

After Ms. Schember’s presentation, Chair Ortiz asked Board members if they had any questions or comments. Trustees Wadley-Munier, Meléndrez, and Francis Drake, Bilbray-Axelrod, and Foyt were concerned about masks; the discussion included questions about whether the District is providing them for staff, should the District be handing them out or selling them to customers, requiring masks if the Governor has not mandated their use, and liability concerns.

Counsel Welt said he had been involved in the discussions. He said that his understanding from what staff is proposing is that the majority of prevention for the masks is not for the person wearing the mask, it’s for the other people around them. It is to stop a person from sneezing and coughing on other people. The District does not represent that the masks are for the protection of the people wearing them by requiring the masks. But he will get further guidance if the masks are required from either the Health District or the appropriate medical professionals and go from there.

Trustee Wadley-Munier wondered if water bottles were prohibited from being brought in during the initial phase and Ms. Schember said no. Wadley-Munier asked why the District would open vending machines if no food or drink (except water) was allowed inside. Ms. Schember commented that, in the initial phases, they thought it would be better to limit food so that someone who is working on a job application could grab something very quickly. She also said that District cafes would be open in the first phase. Trustee Bilbray-Axelrod commented that would be a lot of fingers touching the vending machines.

Chair Ortiz commented that this plan is designed to ameliorate a lot of the fear that people have about the District reopening. His comfort

level is much better for having this plan thought out and written down. Ortiz knows that it will be tweaked depending on the customers at each branch once the District has reopened.

Trustee Wilson asked if staff are looking into getting the District’s pandemic-related costs, such as the purchase of PPE, reimbursed by some of the FEMA programs or emergency grants. Dr. Heezen and Ms. Milam explained how they are working on obtaining these funds through the state and through other means.

Trustees commented favorably on the presentation and appreciated the thoroughness and attention to detail.

Trustee Wilson moved to reopen the Las Vegas-Clark County Library District with revised operating procedures, guidelines, and safety measures as the result of the COVID-19 global pandemic and in conjunction with Nevada Governor Sisolak’s reopening guidelines and directives. There was no opposition and the motion carried.

Trustee Bilbray-Axelrod requested that staff look into another way to do meetings due to the problems with the current meeting platform, Webex. Trustees Meléndrez, Ramaker, and Wilson agreed with the request.

**Executive Session –
Discussion of the
District’s budget
and human
resources issues
related to the
COVID-19
Pandemic.
THIS WILL BE A
CLOSED SESSION.
(Item VIII.)**

Chair Ortiz advised attendees that the Executive Session would be closed and said that it would cover budget and human resources issues related to the COVID-19 Pandemic. Chair Ortiz moved to adjourn into Executive Session. There was no opposition and the motion carried. Trustees adjourned into Executive Session at 2:27 p.m.

Trustee Ramaker had to leave the Executive Session at around 3:00 p.m.

Trustee Wadley-Munier moved to reconvene the regular session. There was no opposition. Chair Ortiz reconvened the Regular Session at 4:33 p.m. When the regular session reconvened, Trustee Ramaker had left the meeting and Trustee Foyt was unable to unmute her microphone. Trustee Foyt could hear but not participate in the discussion.

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

Mr. James then reviewed material discussed in the closed session which covered budget and human resources issues related to the Covid-19 Pandemic. The presentation is attached as Exhibit F.

Trustee Bilbray-Axelrod moved to approve the budget presented by CFO Fred James with a month-to-month review by Mr. James. Chair Ortiz and Trustees Wilson, Rogers, Benavidez, Francis Drake, Meléndrez, and Bilbray-Axelrod voted to approve. Trustee Wadley-Munier voted against the motion. Trustee Foyt was unable to vote. The motion carried 7-1.

Trustee Wilson moved that due to the COVID-19 emergency, that if the shutdown is extended past April 30th to temporarily furlough staff effective May 1st, only those who would make more, the same or more money through unemployment benefits with federal backing, but continue all benefits for those employees. The furlough would be temporary and no longer than the State of Emergency and no longer

than the federal benefits are extended to ensure their pay remains at the same level they’re currently at. Trustees Wilson and Wadley-Munier voted to approve. Chair Ortiz, and Trustees Benavidez, Melendrez, Bilbray-Axelrod, Francis Drake, and Rogers voted to reject the motion. Trustee Foyt was unable to vote. Motion rejected, 2-6.

Trustee Wadley-Munier then moved to approve the three points that Mr. James and Mr. Abbott Scott discussed and proposed that they enter into some kind of conversation with the union reps at their discretion. Chair Ortiz and Trustees Bilbray-Axelrod, Benavidez, Meléndrez, Rogers, Wilson, Francis Drake, and Wadley-Munier voted to approve the motion. Trustee Foyt was unable to vote. Motion carried, 8-0.

**Announcements
(Item X.)**

The next Board Meeting will be held Thursday, May 21, 2020 in the Windmill Library, 7060 West Windmill Lane, Las Vegas, Nevada 89113 at 6:00 p.m. OR via WEBEX.

**Public Comment
(Item XI.)**

None.

**Adjournment
(Item XII.)**

Chair Ortiz adjourned the meeting at 4:55 p.m.

Respectfully submitted,

Elizabeth Foyt, Secretary

2020 ATTENDANCE

Appendix A

April 28, 2020 Special Board Meeting

| 2020 | | January 16 Naming Library Policy Cmt | January 16 Regular Board Mtg | February 13 Regular Board Mtg | March 12 Regular Board Mtg | March 18 Emergency Board Mtg | April 16 Finance & Audit Cmte | April 16 Regular Board Mtg | April 28 Special Board Mtg |
|-----------------|-----------|---|------------------------------|-------------------------------|----------------------------|------------------------------|-------------------------------|----------------------------|----------------------------|
| Benavidez | Kelly | A-E | A-E | P | P | A-E | P | P | P |
| Bilbray-Axelrod | Shannon | P | P | P | A-E | P | P | P | P |
| Francis Drake | Marilyn | P | P | P | P | P | P | P | P |
| Foyt | Elizabeth | P | P | P | P | A-E | P | P | P |
| Meléndrez | José | P | P | P | P | A-E | | P | P |
| Ortiz | Felipe | P | P | P | P | P | P | P | P |
| Wadley-Munier | Robin | P | P | P | P | A-E | P | P | P |
| Ramaker | Sandra | P | P | P | A-E | P | P | P | P |
| Wilson | Brian | P | P | A-E | P | P | P | P | P |
| Rogers | Keith | P | P | P | A-E | P | P | P | P |
| | | attended Committee meeting but not a member | | | | | | | |

A-E Excused Absence
A-U Unexcused Absense

as of April 28, 2020

ITEM V.A.



MEMORANDUM

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)

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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

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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.

ITEM V.C.



MEMORANDUM

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>

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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

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- 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/user/losangeleslibrary>
- <https://www.youtube.com/user/SanFranciscoLibrary>
- <https://www.youtube.com/user/bostonpubliclib>



ITEM V.E.

MEMORANDUM

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

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- 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

Report on Communications with District Partners – Community Engagement
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- 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

Report on Communications with District Partners – Community Engagement
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- 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.

■ ■ ■



ITEM V.E.

MEMORANDUM

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.

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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.

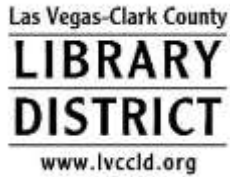
Clark County School District (CCSD) – looking for partners to help kids with Summer Learning. So far, only Girls and Boys Clubs have offered assistance. This would be individualized help, not online tutoring.

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.



PHASED REOPENING FRAMEWORK

GOALS

- **Library services resume in a phased approach to support a safe opening**
- Refocus immediate priorities to provide access to critical services
- Enforce social distancing and limits on gatherings (per NV Governor and SNHD guidelines)
- Provide ways to assist vulnerable/at-risk staff and customers (seniors, underlying health conditions, compromised immune systems)
- Implement safety measures including enhanced sanitization, barrier installation, various quarantine methods, and personal protective equipment (PPE) for staff
- Establish new employee leave guidelines under the guidance of District legal counsel
- Flexibility to move forward or backward

PHASE ONE – LIMITED BUILDING ACCESS (CRITICAL NEEDS)

- Prioritize access based on critical services
 - Computer use of library equipment
 - Computer Centers, Tech Labs, Makerspaces, Youth and Adult PCs
 - Laptops, Chromebooks, tablets, and other devices for increased access
 - Print, copy, and fax services
 - Adult Learning Program
 - Adult Basic Education
 - Career Online High School
 - English Language Learners
 - High School Equivalency
 - Proctoring services
 - Food distribution (Three Square)
 - Workforce Connections (One-Stop Career Centers and small business)
 - Other partner programs related to community needs (unemployment assistance, school help, health and wellness, medical assistance, etc.)
- Other available services, features, and programs
 - First hour of opening dedicated to vulnerable/at-risk populations
 - Book drops open
 - Curbside pickup
 - Self-pickup of holds
 - Phone, email, and in-person reference assistance
 - Drive-thru windows at East Las Vegas and Mesquite Libraries
 - eResources including eCard
 - Virtual programming
 - Continued Wi-Fi expansion into parking lots
 - Summer Challenge
 - Food for Thought program
 - Book donations welcome

- Strong Social Distancing
 - Limit number of people in buildings (per NV Governor directives and public health guidelines)
 - Limit number of people within designated areas (staff workrooms and lounges, computer areas, study rooms, etc.)
 - Outdoor line management/crowd control
 - Signage and floor decals throughout buildings
 - Limit public seating (ADA purposes and designated computer use areas only)
 - No browsing (closed stacks)
 - No loitering
 - No outside food allowed (vending and cafés only)
 - No meeting room or theater rentals (programs canceled through June 30)
 - No storytimes
 - No volunteers
 - 1-2 staff member(s) per service desk (varies by branch)
 - Some service desks closed (varies by branch)
- Safety Measures
 - Microshield application www.microshield360.com
 - Stanchions, barriers, sneeze guards
 - Staff, Security Officers, and Partners PPE
 - Masks mandatory and provided
 - Shields and gloves provided
 - Customer PPE allowed (or required, if mandated)
 - Quarantine of items (3-4 days)
 - Returned library items
 - Book and food donations
 - Lost and found
 - Enhanced sanitization procedures
 - Hand sanitizer for public use
 - Regularly wipe/clean equipment
 - More frequent janitorial cleaning
 - Enhanced safety measures for staff who:
 - Directly handle deliveries and/or library materials (book drops, sorters, shelving)
 - Provide curbside pickup
 - Conduct line management/crowd control
 - Drive shared District vehicles
 - Allow breaks for staff every hour or as-needed for handwashing
 - Alternative work functions available for vulnerable/at-risk staff
- Staff Guidelines and Training
 - Conduct staff training related to basic education on COVID-19, how to protect self, proper use of PPE, health and wellness, good hygiene, and best practices
 - Develop Families First Coronavirus Response Act (FFCRA) Policy and implement new guidelines for staff
 - Protocol to be followed when responding to staff or customers with symptoms
 - Train Library Operations staff on new branch operating procedures
 - Staff training/meetings will be conducted remotely or with proper social distancing
 - Security Officers and partners will also receive applicable training
 - Additional procedures and guidelines will be developed for specific departments

PHASE TWO – INCREASED BUILDING ACCESS

*Continue Phase One services, features, and programs

- Social distancing continued
- Increase number of people in buildings
- Open stacks (browsing returns)
- Study rooms open for general use (limited capacity)
- Meeting rooms open for partnership programming (limited capacity)
- Theaters open for partnership programming (limited capacity)
- Offer programs that respond to current community needs (employment, small business, and educational support; health and wellness; safety awareness; etc.)
- Limited capacity storytimes and youth programs
- Limited Makerspaces/Tech Lab use
- Limited volunteer engagement
- Begin outreach functions
- No loitering
- No outside food allowed (vending and cafés only)
- All service desks open; increased staff in public areas
- Continued sanitization & PPE (optional)

PHASE THREE – FULL SCALE REOPENING

- No social distancing restrictions
- In-person tutor programs return
- All volunteers return
- All storytimes and other youth programming resumes
- Cultural and entertainment programming for adults reactivated
- Rental use of meeting space and theaters reactivated
- Full-service makerspaces/tech labs reactivated
- Continue virtual programming
- Continue to encourage healthy behavior
- Reevaluate sanitization/PPE
- Reevaluate curbside pickup
- Realignment and prioritization of partnerships
- Removal of social distancing signage, floor decals, plexiglass shields, etc.
- Discontinue first hour of service dedicated to vulnerable populations

TENTATIVE/ PROPOSED BUDGET Fiscal Year 2020-2021

**Special Board of Trustees' Meeting
April 28, 2020**

Historical Background

The Great Recession

General Fund:

- Consolidated Sales Tax (CTX)
 - Current year is expected to drop by as much as 15% from budget in amount of \$3.6M from \$24.2M to \$20.6M
- Property Tax
 - Drop to around 10% for 3 straight years due to:
 - Drop in Assessed Property Values
 - High foreclosures
 - Remain at that level for 2 years before rising.
 - 3% Residential
 - 8% Commercial
 - Limited by CPI growth
- Capital Projects Fund
 - Established and to be used as a Rainy Day fund under catastrophic circumstances

Historical Background (Cont.)

The Great Recession

- There was no shut down of the economy.
 - High unemployment rate for several years

Revenues

Economic Impact – Current FY 2019-20

General Fund:

- Consolidated Sales Tax (CTX)
 - Current year is expected to drop by as much as 15% from budget in amount of \$3.6M from \$24.2M to \$20.6M
- Property Tax
 - We expect to collect all budgeted current year property tax revenue for FY 2019-20 of \$44.9M

Revenues (Cont.)

Economic Impact – Budget FY 2020-21

General Fund:

- Consolidated Sales Tax (CTX)
 - Budgeted CTX is expected to drop an additional 13.6% (\$2.8M) from the estimated Current Year actual of \$20.6M to \$17.8M
- Property Tax
 - Collection of all budgeted current year property tax revenue for FY 2020-21 is questionable
 - Budgeted amount - \$49.3M an increase of \$4.4M over Current Year budget
- Expected and continued high unemployment rate

Budget Analysis

Fiscal Years Comparison

| General Fund | | | | |
|--|-------------------|----------------------|------------------|----------------------|
| | Actual 2018-19 | Estimated 2019-20 | Final 2020-21 | Projected 2021-22 |
| Revenue | 68,548,131 | 68,681,000 | 69,450,000 | 69,450,000 |
| Expenditures | 62,939,189 | 64,709,669 | 74,294,419 | 69,450,000 |
| Excess (Deficiency) of Revenues over Expenditures | 5,608,942 | 3,971,331 | (4,844,419) | 0 |
| Less transfers out | 6,200,000 | 3,000,000 | 0 | 0 |
| Excess (Deficiency) of Revenues over Expenditures & Transfers Out | (591,058) | 971,331 | (4,844,419) | 0 |
| Fund balance, beginning of year | 15,168,032 | 14,576,974 | 15,548,305 | 15,548,305 |
| Fund balance, end of year | 14,576,974 | 15,548,305 | 10,703,886 | 15,548,305 |
| Expenditures Reductions | | | 4,844,419 | |
| Fund balance, end of year Adjusted | 14,576,974 | 15,548,305 | 15,548,305 | 15,548,305 |
| | 23.16% | 24.03% | 20.93% | 22.39% |

- Revenue is projecting to remain level thru FY 2021-22
- Expenditures are to be reduced down by \$4.84M and maintained at that level for FY 2020-21 thru FY 2021-22
- No expected transfers to the Capital Project Fund for 2yrs for FY2020-21 thru FY 2021-22
- Maintain an Ending Fund Balance at a minimum of 20%.

Consolidated Sales Tax

Economic Impact

| | Consolidated Tax 19-20 | | | | | Consolidated Tax 20-21 | | | |
|-----------|------------------------|----------------------|----------------|-----|--|------------------------|----------------------|----------------|-----|
| | | | % Increase | | | | | % Increase | |
| | FY19 | FY20 | Over FY18 | | | FY20 | FY21 | Over FY19 | |
| July | 1,826,540.60 | 1,911,539.33 | 4.65% | | | 1,911,539.33 | 1,624,808.43 | -15.00% | 85% |
| August | 1,832,910.32 | 1,977,855.19 | 7.91% | | | 1,977,855.19 | 1,681,176.91 | -15.00% | 85% |
| September | 2,021,329.13 | 2,129,047.65 | 5.33% | | | 2,129,047.65 | 1,809,690.50 | -15.00% | 85% |
| October | 1,795,589.90 | 1,975,666.37 | 10.03% | | | 1,975,666.37 | 1,679,316.41 | -15.00% | 85% |
| November | 1,917,307.97 | 1,989,189.12 | 3.75% | | | 1,989,189.12 | 1,690,810.75 | -15.00% | 85% |
| December | 2,221,539.92 | 2,445,754.63 | 10.09% | | | 2,445,754.63 | 2,078,891.44 | -15.00% | 85% |
| January | 1,810,148.73 | 1,923,222.53 | 6.25% | | | 1,923,222.53 | 1,634,739.15 | -15.00% | 85% |
| February | 1,721,369.96 | 1,564,183.62 | -9.13% | 85% | | 1,564,183.62 | 1,329,556.08 | -15.00% | 85% |
| March | 2,215,572.16 | 1,421,123.23 | -35.86% | 60% | | 1,421,123.23 | 1,279,010.91 | -10.00% | 90% |
| April | 1,928,303.84 | 1,236,862.17 | -35.86% | 60% | | 1,236,862.17 | 1,113,175.95 | -10.00% | 90% |
| May | 1,995,526.81 | 959,985.49 | -51.89% | 45% | | 959,985.49 | 863,986.94 | -10.00% | 90% |
| June | 2,157,180.02 | 1,037,751.79 | -51.89% | 45% | | 1,037,751.79 | 933,976.61 | -10.00% | 90% |
| | 23,443,319.36 | 20,572,181.13 | -12.25% | | | 20,572,181.13 | 17,719,140.09 | -13.87% | |

Terminology

Definitions

- Furlough – There is a **continuing employment relationship with the District**
 - LWOP status can last several months
 - Recall the employee to back to work
 - No automatic payout of accrued benefits leave such as vacation and sick leave
 - Employee can request to use accrued vacation and sick leave
 - Eligible for weekly unemployment benefits
- Layoff – **No continuing employment relationship with the District**
 - Automatic payout of benefits accrued
 - Eligible to apply for open positions
 - Eligible for weekly unemployment benefits

Terminology (Cont.)

Definitions

- Represented Employees – Are covered under a Collective Bargaining Agreement with Teamster 14
 - Must be a dues paying member to be covered under Teamster 14
 - Pays monthly dues based on wages and salaries
 - Only eligible dues paying members are covered
 - Seniority bumping rights during layoffs
- Non-Represented Employees – Are not covered under a Collective Bargaining Agreement

General Fund Cost-Saving Proposals

Scenario #1 - No Merit/Annual Pay Increase, No Increase in Health Insurance

| | Salaries and Benefits | Services and Supplies | Library Materials/ Capital Outlay | Total Expenditures |
|------------------------------------|-----------------------|-----------------------|--------------------------------------|--------------------|
| | | | | |
| | | | | |
| Tentative | 47,230,238 | 16,154,432 | 10,909,749 | 74,294,419 |
| Final | <u>44,505,427</u> | <u>14,989,210</u> | <u>10,909,749</u> | <u>70,404,386</u> |
| Savings | 2,724,811 | 1,165,222 | - | 3,890,033 |
| Vacant Position Freeze | <u>1,007,383</u> | - | - | <u>1,007,383</u> |
| Total Savings | 3,732,194 | 1,165,222 | - | 4,897,416 |
| Needed Budget Reduction | | | | (5,000,000) |
| Savings Excess (Deficiency) | | | | (102,584) |

- Needed cuts in budgeted expenditures - \$5.0M
 - No increase in Sal/Ben- \$2.7M
 - Freeze vacant position - \$1.0M
 - Full-time
 - Part-time
 - Reduce Services & Supplies by \$1.2M
 - **No Excess savings to be used against deeper cut in revenues**
- No new positions or increase in full time equivalent (FTE) positions for two years

General Fund Cost-Saving Proposals

Scenario #1 - No Merit/Annual Pay Increase, No Increase in Health Insurance (Cont.)

| | Salaries | Benefits | | | | | | Total Salaries and Benefits |
|------------------------|--------------------------|------------------|-----------------|------------------|-----------------|----------------|--------------------------|-----------------------------|
| | | Health Insurance | Other Insurance | PERS | Social Security | Medicare | Total Benefits | |
| Tentative | 33,754,667 | 4,283,337 | 551,744 | 7,816,128 | 348,694 | 475,668 | 13,475,571 | 47,230,238 |
| Final | <u>31,898,515</u> | <u>3,914,527</u> | <u>551,744</u> | <u>7,370,875</u> | <u>328,045</u> | <u>441,721</u> | <u>12,606,912</u> | <u>44,505,427</u> |
| Savings | 1,856,152 | 368,810 | - | 445,253 | 20,649 | 33,947 | 868,659 | 2,724,811 |
| Vacant Position Freeze | <u>775,362</u> | <u>66,049</u> | - | <u>136,121</u> | <u>19,219</u> | <u>10,631</u> | <u>232,021</u> | <u>1,007,383</u> |
| Total Savings | 2,631,514 | 434,859 | - | 581,374 | 39,868 | 44,578 | 1,100,680 | 3,732,194 |

Questions & Answers

Additional Slide

Additional Slide

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