

ITEM III.

**PROPOSED AGENDA
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
Board of Trustees' Meeting
October 8, 2020**

DATE: Thursday, October 8, 2020

TIME: 6:00 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 in the Summerlin Library Theater AND online via Webex. Connection information is listed on page 5.

Summerlin Library
1771 Inner Circle Drive
Las Vegas, NV 89134

There is a limited amount of public seating available in the Summerlin Library Theater and it will be available on a first-come, first-served basis, until the maximum allowable number is reached.

The Agenda and Board meeting documents can be found at <https://lvccld.org/board/board-of-trustees-meetings/>

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. 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)

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IV. Presentation and discussion of the Employ NV Business Hub at the Sahara West Library by Jaime Cruz, Executive Director of Workforce Connections.

V. Approval of Proposed Minutes (For possible action)

A. Regular Board Meeting, September 10, 2020

VI. Chair's Report

A. Possible Board discussion regarding the Chair's report.

VII. Library Reports

Possible Board discussion of one or more staff reports outlining library activities and highlighting selected administrative activities following the preceding Board meeting.

Trustees should indicate the individual reports they would prefer to discuss.

A. Acting Executive Director's Report - Fred James

1. Program and Delivery Services

a. Library Operations and Security Reports and Monthly Statistics

2. Program Support Services

a. Branding and Marketing Report and Monthly Statistics

b. Community Engagement Report and Monthly Statistics

c. Development and Planning Report

d. Information Technology Report

3. Administrative Support Services

a. Financial Services Report

b. General Services Report

c. Human Resources Report

VIII. Unfinished Business

None

IX. New Business

A. Discussion and possible Board action to engage lobbyist services for the 2021 Nevada Legislative Session.

B. Discussion and possible Board action to approve the 2021 Nevada legislative agenda.

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X. Announcements

The Sahara West Business Hub Grand Opening Ribbon Cutting will take place on Wednesday, October 21, 2020 at 11:00 a.m. via Webex.

The next Finance and Audit Committee Meeting will be held on Thursday, November 12, at 4:30 p.m. via Webex and in a location to be determined.

The next Board Meeting will be held Thursday, November 12, at 6:00 p.m. via Webex and in a location to be determined.

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. Please identify this agenda item in your email.

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XII. Executive Session regarding litigation, budget, and labor issues. If necessary, this will be a closed session estimated to require up to 45 minutes.

XIII. 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: REASONABLE EFFORTS WILL BE MADE TO ASSIST AND ACCOMMODATE PERSONS WITH PHYSICAL DISABILITIES DESIRING TO ATTEND THE MEETING. PLEASE CALL ALLISON BOYER AT (702) 507-6186 SO THAT ARRANGEMENTS FOR ATTENDANCE MAY BE MADE NO LATER THAN 48 HOURS PRIOR TO THE MEETING.

NOTE: PLEASE CONTACT ALLISON BOYER AT (702) 507-6186 OR boyera@lvccld.org TO REQUEST THE SUPPORTING MATERIAL

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FOR THIS MEETING. SUPPORTING MATERIAL CAN BE FOUND
AT <https://lvccld.org/board/board-of-trustees-meetings/>.

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 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 Friday, October 2, 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 in which the meeting is to be held, and 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. Summerlin Library
1771 Inner Circle Drive
Las Vegas, NV 89134
 - 4. Sunrise Library
5400 Harris Avenue
Las Vegas, NV 89110
 - 5. West Charleston Library
6301 W. Charleston Boulevard
Las Vegas, NV 89146
 - 6. West Las Vegas Library
951 W. Lake Mead Boulevard
Las Vegas, NV 89106
 - 7. Windmill Library
7060 W. Windmill Lane
Las Vegas, NV 89113
 - 8. Las Vegas-Clark County Library District website
www.lvccld.org

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- 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): 146 675 1662
Password: 101020*
Join by phone: +1 (408) 418-9388
Use same meeting number
Join from a video system or application:
Dial [1466751662@lvccld.webex.com](tel:1466751662)
You can also dial [173.243.2.68](tel:173.243.2.68) and enter your meeting number.

ITEM IV.



AGENDA ITEM

OCTOBER 8, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IV.:

Presentation and discussion of the Employ NV Business Hub at Sahara West Library by Jaime Cruz, Executive Director of Workforce Connections.

Background:

On April 28, 2020, the Las Vegas-Clark County Library District (LVCCLD) Board of Trustees approved the Library District's Executive Director to engage in a Memorandum of Understanding (MOU) with Workforce Connections, subject to counsel review, in order to continue partnership and offer services of the One-Stop Delivery System (OSDS). The OSDS provides jobseeker services at five existing LVCCLD One-Stop Career Centers at East Las Vegas, West Las Vegas, Clark County, Mesquite, and Laughlin branch libraries, in addition to future mutually agreed upon sites. The MOU extends the partnership through June 30, 2024, with an additional optional renewal.

Under this MOU, the Library District and Workforce Connections are implementing a new One-Stop service model at the Sahara West Library that focuses on business support services, including recruiting, hiring, training, and business development. This service will be named the Employ NV Business Hub. It will be located adjacent to the lobby, bookstore, and The Studio art gallery at the Sahara West Library. The opening of the Employ NV Business Hub will occur on October 21, 2020 at 11:00 a.m. Workforce Connections opened a similar business hub at the Las Vegas Metro Chamber of Commerce on September 18, 2020.

The Library District committed space, marketing support, high speed internet, phone services, and administrative staff time and energy to support and launch the initiative. Workforce Connections committed approximately \$315,000 in renovation costs for design, construction, furniture, and equipment. They will further commit approximately \$240,000 annually in staff to operate the Employ NV Business Hub.

Mr. Jaime Cruz will provide a presentation on this new service with regards to renovations, staffing, and expected services for business customers.

Recommended Action:

This item is for presentation and discussion only.

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Board Meeting schedule is below:

**2021 BOARD OF TRUSTEES
MEETING DATES**

All meeting days are Thursday, with start time of 6:00 p.m. Meeting locations will be determined closer to the start of 2021. Virtual Meetings through Webex will take place as necessary.

- January 21
- February 11
- March 11
- April 8
- May 20
- June 10
- July 8
- August 12
- September 9
- October 14
- November 10
- December 9

**Library Reports
(Item VI.)**

**Acting Executive
Director's Report
(Item VI.A.)**

Acting Executive Director Fred James announced that on Monday, September 14, 2020, the District will open Urban branches early for students who show an ID or other proof of study. Students under 10 must be accompanied by an adult. The District will also bring early student hours to the Mesquite Library.

Mr. James then announced that Library Operations Director Jenn Schember had decided to take the VESP and would be retiring on October 3, 2020. There have been many talented individuals that have helped this Library District over the decades, but tonight we want to recognize Jenn Schember for her decades of talent, energy, and steady leadership.

Mr. James explained that Ms. Schember began her library career October 30, 1989 "out of the crib" as a Page. During her 30 year tenure, she has held the following positions:

Page
Community Outreach & Adult Services Coordinator
YPL Children's Services Librarian
YPL Children's Services Department Head
Assistant Branch Manager
Access Services Manager

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Assistant Public Services Director
Public Services Director

And now, Mr. James continued, Ms. Schember holds the position of Director of Library Operations. Not only has she had an incredible career path in the Library District, she has created countless library professionals, by hiring and nurturing librarians in every branch of the Library District as well as in the greater library land nationally. Even her family has been formed in library land, as she met her husband, Lenny, at Clark County. The joke is that she married him to get him OUT of the District!

Ms. Schember's colleagues have a lot to say about her:

"Jenn is brilliant & funny.

Jenn has been an excellent supervisor and a trusted mentor.

She has a crackerjack sharp mind with a wit to match.

She plows through challenges and comes to good workable solutions.

I admire her drive, her intellect, her ability to bring parties together, & the fact that apparently she does NOT need sleep - lol.

She sees the strengths in everyone.

Jenn is the hardest working woman I know Sending emails at 1am and still getting Starbucks at 7am.

Schember has an effortless ability to balance her personal and professional life.

She ensures her staff are heard, valued, and believe that they are an important part of the team.

Jenn is a quiet and effective leader, a stealth mover and shaker.

Jenn has ensured a stable organization even in the roughest of waters."

Mr. James stated that the District is losing one of the most valuable persons he has ever worked with. James included Ms. Schember's own words in a recent email she sent staff about her upcoming retirement. These words reveal her quality –

"The essence of great leadership is always doing the right thing because you never know when someone is watching and paying attention and, indeed, being inspired by your good example."

Mr. James thanked Ms. Schember and said that District staff and public will miss her but this District is stronger because it has been shaped by her legacy of doing the right thing and leading by example.

Trustee Foyt joined the meeting at this time.

Chair Ortiz then asked each Trustee to comment and they all thanked Ms. Schember for her service and wished her well in retirement, praised her for her knowledge, helpfulness, commitment to staff and the public, and offered many suggestions for how to enjoy her retirement.

Ms. Schember then spoke, "I specifically want to thank my staff in Library Operations and all of the other staff that have to work on the frontlines, doing an amazing job under the current circumstances. It's really a tough time right now and I just encourage everyone to hang in

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there to get through these next several months.

I have been here for a long time, 31 years, so this is like family to me and I'm going to miss everybody and I will definitely be in touch. Thank you so much."

**Library Operations,
Security Reports
and Monthly
Statistics
(Item VI.A.1.a.)**

No questions.

**Branding and
Marketing Report
and Electronic
Resources Statistics
(Item VI.A.2.a.)**

No questions.

**Community
Engagement Report
and Monthly
Statistics
(Item VI.A.2.b.)**

No questions.

**Development and
Planning Report
(Item VI.A.2.c.)**

No questions.

**Information
Technology Report
(Item VI.A.2.d.)**

No questions.

**Financial Services
Report
(Item VI.A.3.a.)**

At the request of Chair Ortiz, Acting Chief Financial Officer Floresto Cabias updated Trustees on the Voluntary Employee Separation Program (VESP). Mr. Cabias said that 47 employees had accepted the VESP and have scheduled separation dates. Of that number, 40 retired on or before September 4th. The District has paid out \$3.3 million of the total \$4.5 million estimated costs of the VESP. Most of the last seven individuals will be retiring in the next few months and that will be the end of the program.

Trustee Francis Drake asked about the estimated savings for the VESP. Mr. Cabias explained that the savings amount depends on the positions that are filled and how long the position stays open. Staff have estimated a \$4.5 million total cost for the program and Cabias expects the District to break even with that number. That means that the District will recover those costs over time as those positions are held open within approximately 12 months, at which time, the District will start saving money. At that time, he can give you a final number. Cabias continued by saying that is assuming the District holds these positions open or fill the positions internally, which is the current plan.

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Trustee Wilson thanked Mr. Cabias for putting the report together as he had asked.

**General Services
Report
(Item VI.A.3.b.)**

Trustee Bilbray-Axelrod asked about the bed bug inspections she saw in the checks listed in the Financial Services reports and asked how much of an issue this was for the District. General Services Director Steve Rice explained that this has been an ongoing issue at several branches so the District has hired a service (a man with a dog) to periodically inspect these branches for bedbugs. The dog sniffs out the bugs and staff can then treat the furniture or materials that have been identified.

**Human Resources
Report
(Item VI.A.3.c.)**

Trustee Foyt requested that, once the COVID-19 pandemic passes, Human Resources Director Jeff Serpico explore the Job Bank programs at various Clark County School District high schools and look into hiring some of the students who can earn credit as well as a small salary for work experience. Mr. Serpico said he will look into those programs.

Trustee Rogers moved to accept Reports VI.A. 1-7. There was no opposition and the reports were accepted.

**Unfinished Business
(Item VII.)**

None.

**Discussion and
possible Board
action to declare
fines and fees of
approximately
\$1,719,453.15 that
are five years old,
dating from the year
2015, as
uncollectible, and
purge from District
records. (Item
VIII.A.)**

Acting Financial Services Director Floresto Cabias explained that, in September 2000, the Board authorized staff to contract with a collection agency, Unique Management Services, Inc. (Unique) to pursue the collection of delinquent fines and fees owed to the District. At that time, the Board approved a motion to expunge fines and fees owed prior to January 1999. The rationale for forgiving this debt was that the fines and fees preceding the implementation of the former automation system (DRA) were considered uncollectible.

For the past 20 years, since contracting with collection agencies, the District has recovered over \$11,818,762.30 in items and \$7,572,942.65 in fines and fees. The District is currently under contract with Unique.

In June 2004, the Board authorized staff to declare fines and fees totaling \$704,763.00 that were five years old, dating from 1999, as uncollectible and to purge these from District records. At that time, staff recommended that each year delinquent fines and fees that are older than five years be reported to the Board for the purpose of being declared uncollectible.

Currently, there are 30,118 outstanding accounts from the year 2015. Collection agencies advise that debts older than five years are not likely to be recoverable. Given the age of the debt and the transient nature of the District's population, it is unlikely that the District will collect a significant portion of the debt.

Staff again recommends that the Board declare fines and fees that are older than five years as uncollectible. Currently there is approximately \$1,719,453.15 in outstanding fines and fees that accrued in 2015. By

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clearing these fines and fees, the District will be able to purge these inactive patrons and delete these items from its database.

The following table shows a comparison of calendar years between 2012-2015:

	CY 2012	CY 2013	CY 2014	*CY 2015
Amount of Unrecoverable billed items	\$1,321,189.05	\$1,434,515.56	\$1,415,014.16	\$1,408,864.26
Amount of unrecoverable fines and fees	\$326,766.58	\$317,339.00	\$348,633.48	\$310,588.89
Number of patrons with unrecoverable billed items	12,394	12,370	12,318	12,081
Number of patrons with unrecoverable fines and fees	23,296	21,252	19,729	30,118
Number of Items to Be Purged	50,507	53,803	53,395	53,424
Average Cost Per Item	\$26.16	\$26.66	\$26.50	\$26.37
Average Amount Owed Per Patron	\$106.60	\$115.97	\$114.87	\$116.62

**Projected amounts*

Trustee Foyt asked where else is this information reported; does the District report this to the County Commission or the City Council, and is this a public record anywhere else. Mr. Cabias explained that this is internal information and not recorded in the financial statements as it is not accrued or a liability. This is recorded in the District's system to reflect fines owed and materials outstanding in order to identify patrons that are not able to access District services due to the outstanding items or fines.

Trustee Francis Drake asked if a person whose fines are purged remains on a list of people that cannot access library materials and services. Both Mr. Cabias and Mr. James said that once items are purged from the system, customers can start checking out items again. In most cases, patrons will not know that their fines and fees have been purged. After five years, library fines and fees are uncollectible. The District is not allowed to credit report customers anymore.

Trustee Bilbray-Axelrod knows that, due to the pandemic, the District eliminated the fines as it just wants the materials back. She would like that to continue; she notes that this is something happening nationwide. Bilbray-Axelrod briefly mentioned a situation that occurred before she became a Trustee where she was ashamed to return to the library because she had lost the materials. Bilbray-Axelrod believed that if the District would ask customers to just return their materials, the District would receive a lot back, and people would not be ashamed to use the library.

Trustee Bilbray-Axelrod moved to declare fines and fees of approximately \$1,719,453.15 as uncollectible, dating from the year

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2015, and authorize staff to purge from District records. There was no opposition and the motion carried.

Discussion and possible Board action to approve the days of closing for calendar year 2021. (Item VIII.B.)

Human Resources Director Jeff Serpico explained that thirteen (13) paid holidays are allowed to all full-time staff each calendar year, as outlined in the Collective Bargaining Agreements between the Library District and Teamsters Local Union No. 14. Board approval is requested for closing the Library District for the following thirteen (13) days during calendar year 2021. In addition, the District would like approval to close for one (1) Staff Development Day.

Friday, January 1	*	New Year's Day
Monday, January 18	*	Martin Luther King Jr. Day
Monday, February 15	*	Presidents' Day
Sunday, April 4	*	Easter Sunday
Monday, May 31	*	Memorial Day
Sunday, July 4	*	Independence Day
Monday, September 6	*	Labor Day
Monday, October 11 (Columbus Day)	*	Staff Development Day
Friday, October 29	*	Nevada Day
Thursday, November 11	*	Veterans Day
Thursday, November 25	*	Thanksgiving Day
Friday, November 26	*	Family Day
Friday, December 24	*	Christmas Eve
Saturday, December 25	*	Christmas Day

It is also recommended to close the Library District at 5:00 p.m. on Friday, December 31, 2021.

Trustee Wadley-Munier moved to approve the proposed days of closing for calendar year 2021. There was no opposition and the motion carried.

Discussion and possible Board action to renew the District's contract for Workers Compensation Insurance coverage for one year. (Item VIII.C.)

Mr. Serpico explained that, on September 12, 2019, the Board authorized the purchase of Workers Compensation (WC) insurance through the District's Broker of Record, Leavitt Group, from WCF Insurance, in the amount of \$73,743, for the period of October 1, 2019 through September 30, 2020, with the provision for five additional renewals, subject to review by counsel.

Historically, the District has selected an insurance carrier for an extended period of time. This decision is heavily weighted on factors such as cost, the services they are able to offer, administrative ease of doing business with them, and their claims handling. The initial evaluation of several of these factors, since they involve sometimes lengthy administrative processes, often requires an evaluation period of

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greater than one plan year. The initial moving from one carrier to another carrier typically creates disruption in the claims handling process for staff. It can take several months to get the process perfected with our managers and with the insurance company administrators. The district's relationship with our current carrier (WCF) has just completed its first year. This first year of service with WCF Insurance has been satisfactory and remaining with WCF Insurance for to 2020-2021 plan year is desired by the district.

Although Nevada statutes do not require the bidding of workers compensation insurance on a particular schedule, obtaining premium bids on an annual basis helps ensure the rates being paid by the district are within market norms and the District's financial resources are being utilized in a responsible manner.

For the 2020 – 2021 WC insurance plan year, the District's Workers Compensation Broker, Leavitt Group, requested six (6) and received five (5) annual premium bids from workers compensation carriers. WCF Insurance Company (WCF), the District's current Insurance Vendor, came in at \$69,917; \$3,826 less than the previous year's premium. This reduction is primarily attributed to a state-wide decrease in the rates for the job classifications in the District's account as well as the application of a judgment credit to the District's account.

The additional quotes ranged from \$66,900 to \$95,400 with the current carrier, WCF, being the second lowest at \$69,917.

Trustee Wilson asked if it was easier to obtain bids this year as opposed to last year. Mr. Serpico introduced Guy Cottino of Leavitt Group, the District's broker, to answer the question. Mr. Cottino said that companies noticed that the District changed brokers last year and that his company received five proposals this year due to the change. One company did not get their proposal in on time. There was very competitive pricing, \$6,000 between the highest and lowest bids, if Hartford's bid was taken out (they were substantially higher than the lowest bid).

Mr. Serpico said that staff would like to remain with WCF for another year to get through the pandemic. Trustee Wilson was glad the District changed companies and, that the decision did not rebound on us.

Trustee Wilson moved to authorize the renewal of workers compensation insurance through the District's Broker of Record, Leavitt Group, from WCF Insurance Company (\$69,917 annual) with the provision for four additional renewals, subject to review by Counsel. There was no opposition and the motion carried.

**Discussion and
possible Board
action regarding
contract awards for
janitorial
maintenance
services.
(Item VIII.D.)**

General Services Director Steve Rice explained that contracts for janitorial maintenance services for all District facilities expire on September 30, 2020. A Request for Bid Proposals (RFP) was advertised in the Review-Journal, posted on the District's website, emailed to minority Chambers of Commerce, and posted on the Nevada Government eMarketplace (NGEM). A pre-bid conference was held on July 16, 2020 with the proposal opening on August 13, 2020. A total of

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seven proposals were received. Two proposals were deemed non-responsive and subsequently rejected.

A committee comprised of General Services and Library Operations staff conducted a thorough evaluation of the proposals. The process involved a scoring and ranking of each proposal to establish the finalist for each bid group. The evaluation criteria and weighted values included:

1. Demonstrated experience of contractor and its key personnel (30%)
2. Experience in performance of comparable services and engagements (24%)
3. Staff selection, training, retention, and supervision (20%)
4. Proposed billable rates (18%)
5. Operating procedures, reports, and documentation (5%)
6. Uniforms and identification badges (3%)

Following are the proposal evaluation results:

Bid Group I (13 Urban libraries and Laughlin, Blue Diamond, Indian Springs, Mt. Charleston, and Searchlight)

<u>Contractor</u>	<u>*Proposal Score/Rank</u>	<u>1st Year Cost</u>	<u>5-Year Cost**</u>
Best Janitorial Services of NV	893/1	\$1,499,592	\$ 8,176,104
CCS Facility Services	750/2	\$2,198,369	\$12,382,147
RBM Building Services	672/3	\$1,920,843	\$ 9,836,444
Marsden West	580/4	\$3,332,704	\$17,871,511
Mercury Cleaning Services	Non-responsive		

Bid Group II (Mesquite Library and Learning Center, Moapa Town, and Moapa Valley)

<u>Contractor</u>	<u>*Proposal Score/Rank</u>	<u>1st Year Cost</u>	<u>5-Year Cost**</u>
Best Janitorial Services of NV	897/1	\$136,200	\$733,764
Valley Enterprises, Inc.	710/2	\$182,361	\$949,448
RBM Building Services, Inc.	679/3	\$144,441	\$739,667
Mercury Cleaning Services	Non-responsive		
One Heart Janitorial Services	Non-responsive		

* Maximum Score 1,000

** Includes annual escalations for optional extension years per contractor's Proposed Billable Rates Form

The responsive and responsible contractor that submitted the most comprehensive and advantageous proposal is:

Bid Group I: Best Janitorial Services of NV

Bid Group II: Best Janitorial Services of NV

The bid documents provide for an initial term of one year with the option to extend the contract for up to four additional one-year periods provided the contractor's performance remains satisfactory.

The Disclosure of Ownership/Principals Form for Best Janitorial Services of NV is attached as Appendix B.

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There was the potential for a formal protest from a non-responsive bidder, which was not submitted by the deadline.

Trustee Rogers asked how the current rates the District is paying compare to the proposed rates. Mr. Rice said that the first year's proposed rates for Best Janitorial Services of NV (the current vendor) are actually 4% lower than what the District pays now.

Trustee Bilbray-Axelrod moved to authorize staff to award contracts for janitorial maintenance services in accordance with RFP No. 21-02 for Bid Group I to Best Janitorial Services of NV for the annual amount of \$1,499,592 and for Bid Group II to Best Janitorial Services of NV for the annual amount of \$136,200 and to authorize staff to extend the contracts in subsequent years subject to funding being available and the contractor continuing to meet performance standards outlined in the bid documents, subject to Counsel's review. There was no opposition and the motion carried.

Discussion and possible Board action regarding contract award for the HVAC system chiller replacement at the Rainbow Library. (Item VIII.E.)

Mr. Rice explained that funds are allocated in the Capital Projects Fund to replace the HVAC system chiller at the Rainbow Library. The existing chiller unit is approximately 26 years old and needs replacing due to age and recurring maintenance issues. The most cost effective approach is to replace it versus investing in a progression of costly repairs.

An Invitation to Bid was advertised in the Review-Journal, posted on the District's website, emailed to minority Chambers of Commerce, and posted on the Nevada Government eMarketplace (NGEM). The bid opening was held on August 18, 2020. A total of ten bids were received. One bid was withdrawn by the bidder due to a mistake of fact in preparing its bid. The bid results follow:

<u>Bidder</u>	<u>Bid Amount</u>
Harris Las Vegas, LLC	\$276,675
Mesa Energy Systems	\$312,440
Ryan Mechanical, Inc.	\$321,525
ACCO Engineered Systems	\$348,519
Liberty Heating & Air Conditioning	\$351,360
US Mechanical, LLC	\$362,400
Tundra Construction, LLC	\$399,960
KOR Building Group, LLC	\$474,986
Blueprint Construction	\$604,203
Clark Welding and Fabricating	Bid Withdrawn

The lowest responsive and responsible bidder is Harris Las Vegas, LLC.

The Disclosure of Ownership/Principals Form for Harris Las Vegas, LLC is attached as Appendix C.

Trustee Benavidez knows this is a lot of money, but she is fine going forward with the replacement. Chair Ortiz uses the Rainbow Library a lot as it is where he does a lot of meetings and he said the A/C replacement is definitely needed.

Trustee Wilson moved to authorize staff to award a contract for the HVAC system chiller replacement at the Rainbow Library in accordance

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with Bid No. 21-01 to Harris Las Vegas, LLC for the amount of \$276,675; and to authorize staff to award the contract to the next lowest responsive and responsible bidder if Harris Las Vegas, LLC fails to comply with the contract documents and construction specifications or fails to execute the contract. There was no opposition and the motion carried.

Announcements
(Item IX.)

Chair Ortiz asked if Trustees had any announcements, items to be placed on future agendas, and asked them to let him know how they felt about meeting in person as well as via Webex. He wanted to hear everyone's thoughts.

There were no announcements from Trustees.

Trustee Wadley-Munier asked that the Board meet in December. Due to the ongoing issues from COVID-19, finances, and the Executive Director search, she feels it will be necessary.

Trustee Foyt requested several things:

- A review of the contract for legal services – perhaps something as a presentation – no date expected.
- A review of the revenues and expenses (where can we might save, cut back, dismantle, or discontinue) – Mr. James said that would be part of the November meetings.
- She is very concerned about hacking of financial information and does not want to create chaos for employees or District's finances. She would like to see how the District is protecting this information.

Trustees who are fine with meeting in person:

Trustees Wilson, Wadley-Munier, Foyt, Francis Drake, and Chair Ortiz

Trustees who prefer to meet via Webex:

Trustee Rogers, Meléndrez, Bilbray-Axelrod, Benavidez

Trustee Ramaker said she could go either way, but right now she feels better attending virtually, though she prefers to meet in person.

Chair Ortiz said that the next meeting will be held in person and a branch to be determined and via Webex. The next Board Meeting will be held Thursday, October 8, 2020 at 6:00 p.m. Ms. Boyer will let everyone know the meeting location.

Public Comment
(Item XI.)

Grant Davis, Teamsters Local 14, expressed staff's concern related to the qualifications of the Executive Director position. His comments are below:

"Director and Trustees, my name is Grant Davis and I am the President of Teamsters Local 14. Thank you for giving me this opportunity to speak to you this evening. I want to address concerns the Union and its members have about the recruitment and hiring process for the new Executive Director. Specifically, the possibility the District is considering attempting to lower the requirements for library experience and the educational requirements to qualify for the Executive Director position. It has come to our attention that the District would like to hire a Director with less than the State's current minimum standards of

Minutes - Board of Trustees' Meeting
September 10, 2020
Page 12

an MLS degree, and, less than the American Library Association's recommendation of 10 years of Librarian experience. It is our understanding the District has even had conversations about considering someone who has limited or no previous library experience. It is our opinion that this would be a huge mistake with very negative effects on the District and its staff. We believe that in the current world, an Executive Director with library experience is even more important than ever. Navigating the world of COVID is difficult and would be made even more difficult if the new Executive Director not only had to learn the library world but also would have to do this while having to deal with the obstacles and challenges of COVID. This lack of knowledge and education of the Library field would cause a deep learning curve that would slow innovation and progress in the District, possibly for years. In addition, what message would this send to all the employees who worked so hard for the degrees they hold if the Board would be willing to hire an individual without the necessity of the education and previous experience to be their leader? It sends a message to the staff that the education, experience and professionalism of librarians and the years of hard work are not necessary. I believe it would be a showing of great disrespect to all these professionals. A strong Director with a Library background and education would help in gathering the trust of the staff from the beginning of their tenure. Most skilled professions require a degree in their specific fields, the leader of this Library District should be no different. In conclusion we implore the Board to not cut corners with the recruitment and hiring of the new Executive Director."

Executive Session
(Item XII.)

Removed from Agenda.

Adjournment
(Item XIII.)

Chair Ortiz adjourned the meeting at 7:20 p.m.

Respectfully submitted,

Kelly Benavidez, Secretary

2020 ATTENDANCE

Appendix A

September 10, 2020 Regular Board Meeting

2020		January 16 Naming Library Policy Cmte	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	May 21 Regular Board Mtg	June 2 Special Board Mtg	June 11 Risk Management Cmte	June 11 Nominating Committee Meeting	June 11 Regular Board Meeting	July 23 Special Board Meeting	July 23 Regular Board Mtg	August 13 Regular Board Mtg	September 10 Regular Board Mtg	
Benavidez	Kelly	A-E	A-E	P	P	A-E	P	P	P	P	P	P	P	P	P	P	P	P	
Bilbray-Axelrod	Shannon	P	P	P	A-E	P	P	P	P	P	P	P	P	P	P	P	P	P	
Francis Drake	Marilyn	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
Foyt	Elizabeth	P	P	P	P	A-E	P	P	P	P	P	P	P	P	P	P	P	P	
Meléndrez	José	P	P	P	P	A-E		P	P	P	P	P	P	P	P	P	P	P	
Ortiz	Felipe	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
Wadley-Munier	Robin	P	P	P	P	A-E	P	P	P	P	P	P	P	P	A-E	A-E	P	P	
Ramaker	Sandra	P	P	P	A-E	P	P	P	P	P	P	P	P	P	P	P	P	P	
Wilson	Brian	P	P	A-E	P	P	P	P	P	P	P	P	P	P	A-E	A-E	P	P	
Rogers	Keith	P	P	P	A-E	P	P	P	P	P	P			A-E	P	P	P	P	

attended Committee meeting but not a member

A-E Excused Absence
 A-U Unexcused Absence

as of September 10, 2020

**ATTACHMENT F - DISCLOSURE OF OWNERSHIP/PRINCIPAL
RFP NO. 21-02
JANITORIAL MAINTENANCE SERVICES**

Business Entity Type (Please CIRCLE one)						
Sole Proprietorship	Partnership	Limited Liability Company	<u>Corporation</u>	Trust	Non-Profit Organization	Other
Business Designation Group (Please CIRCLE ALL that apply)						
<u>MBE</u>	WBE	PBE	ESB	<u>SBE</u>	LBE	<u>NBE</u>
Minority Business Enterprise	Women-Owned Business Enterprise	Physically Challenged Business Enterprise	Emerging Small Business*	Small Business Enterprise	Large Business Enterprise	Nevada Business Enterprise
*ESB must be certified by the Governor's Office of Economic Development						
Number of <u>Clark County</u> Nevada Residents Employed:			62			
Corporate/Business Entity Name:		High Quality Concepts, Inc.				
(Include d.b.a., if applicable)		DBA: Best Janitorial Services of Nevada				
Street Address:		2545 Chandler Ave. Suite 7				
City, State, and Zip Code:		Las Vegas, NV 89120		Contact Name:	Rafael Romano	
Telephone No:		(702) 210-3835		Title:	President, Owner	
Fax No:		(702) 736-4785		Email:	bjsjanitorial@gmail.com	
Nevada Local Street Address: (If different from above)		Same		Website:	WWW.BESTJANITORIALSVCS.COM	
City, State and Zip Code:		Same		Local Contact Name:	Same	
Local Telephone No:		Same		Title:	Same	
Local Fax No:		Same		Email:	Same	

All entities, with the exception of publicly-traded and non-profit organizations, must list the names of individuals holding more than five percent (5%) ownership or financial interest in the business entity appearing before the Board.

Publicly-traded entities and non-profit organizations shall list all Corporate Officers and Directors in lieu of disclosing the names of individuals with ownership or financial interest. The disclosure requirement, as applied to land-use applications, extends to the applicant and the landowner(s).

Entities include all business associations organized under or governed by Title 7 of the Nevada Revised Statutes, including but not limited to private corporations, close corporations, foreign corporations, limited liability companies, partnerships, limited partnerships, and professional corporations.

FULL NAME	TITLE	% OWNED (Not required for Publicly Traded Corporations/Non-profit organizations)
Rafael Romano	President and Owner	100%

This section is not required for publicly-traded corporations. Are you a publicly-traded corporation? Yes ☐ No ☒

1. Are any individual members, partners, owners or principals, involved in the business entity, Las Vegas-Clark County Library District?

☐ Yes ☒ No (If yes, please note LVCCLD employees and appointed/elected officials may not perform any work on professional service contracts, or other contracts, which are not subject to competitive bid.)

2. Do any individual members, partners, owners or principals have a spouse, registered domestic partner, child, parent, in-law or brother/sister, half-brother/half-sister, grandchild, grandparent, related to a Las Vegas-Clark County Library District employee or appointed/elected official?

☐ Yes ☒ No (If yes, please complete the Disclosure of Relationship form on Page 2. If no, please print N/A on Page 2.)

I certify under penalty of perjury that all of the information provided herein is current, complete, and accurate. I also understand that the Board will not take action on land-use approvals, contract approvals, land sales, leases or exchanges without the completed disclosure form.

Signature _____
President and Owner
Title _____

Rafael Romano

Print Name

August 10, 2020

Date

ATTACHMENT F - DISCLOSURE OF RELATIONSHIPS
RFP NO. 21-02
JANITORIAL MAINTENANCE SERVICES

Not Applicable – Initial Here RR


List any disclosures below:

CONTRACTOR/ BIDDER	LIBRARY DISTRICT		
	NAME OF OWNER/PRINCIPAL	NAME OF EMPLOYEE/OFFICIAL	RELATIONSHIP EMPLOYEE OR OFFICIAL
			IF DISTRICT EMPLOYEE, WHICH DEPARTMENT

"Consanguinity" is a relationship by blood. "Affinity" is a relationship by marriage.

"To the second degree of consanguinity" applies to the candidate's first and second degree of blood relatives as follows:

- Spouse – Registered Domestic Partners – Children – Parents – In-laws (first degree)
- Brothers/Sisters – Half-Brothers/Half-Sisters – Grandchildren – Grandparents – In-laws (second degree)

Legal Name of Bidder (Prime Contractor) As It Should Appear on Contract	High Quality Concepts Inc., DBA: Best Janitorial Services of Nevada
Name of Bidder's Authorized Representative	Rafael Romano
Title of Bidder's Authorized Representative	President and Owner
Signature of Bidder's Authorized Representative	
Today's Date	August 10, 2020

For LVCCLD Use Only:

If any Disclosure of Relationship is noted above, complete the following:

CIRCLE ONE

Yes No Is the LVCCLD employee noted above involved in the selection process for this contract?

Yes No Is the LVCCLD employee noted above involved in any way with performance of the contract?

Notes/Comments: _____

Name: _____ Date: _____

Title: _____

**ATTACHMENT 11 - DISCLOSURE OF OWNERSHIP/PRINCIPALS
RFP NO. 21-01 CHILLER REPLACEMENT – RAINBOW LIBRARY****THREE (3) APPARENT LOW BIDDERS MUST SUBMIT BOTH DISCLOSURE FORMS TO OWNER
BY 12:00 NOON ON THE NEXT BUSINESS DAY FOLLOWING THE BID OPENING.**

Business Entity Type (Please CIRCLE one)						
Sole Proprietorship	Partnership	Limited Liability Company	Corporation	Trust	Non-Profit Organization	Other
Business Designation Group (Please CIRCLE ALL that apply)						
MBE	WBE	PBE	ESB	SBE	LBE	NBE
Minority Business Enterprise	Women-Owned Business Enterprise	Physically Challenged Business Enterprise	Emerging Small Business*	Small Business Enterprise	Large Business Enterprise	Nevada Business Enterprise
*ESB must be certified by the Governor's Office of Economic Development						
Number of Clark County Nevada Residents Employed:						
Corporate/Business Entity Name:			Harris Las Vegas LLC			
(Include d.b.a., if applicable)						
Street Address:			5701 W. Sunset Rd.			
City, State, and Zip Code:			LV, NV 89118		Contact Name:	Dan Espy
Telephone No:			702-732-2545		Title:	GM of Services
Fax No:			702-731-5661		Email:	despy@harriscompany.com
Nevada Local Street Address: (If different from above)			Website:			
City, State and Zip Code:			Local Contact Name:			
Local Telephone No:			Title:			
Local Fax No:			Email:			

All entities, with the exception of publicly-traded and non-profit organizations, must list the names of individuals holding more than five percent (5%) ownership or financial interest in the business entity appearing before the Board.

Publicly-traded entities and non-profit organizations shall list all Corporate Officers and Directors in lieu of disclosing the names of individuals with ownership or financial interest. The disclosure requirement, as applied to land-use applications, extends to the applicant and the landowner(s).

Entities include all business associations organized under or governed by Title 7 of the Nevada Revised Statutes, including but not limited to private corporations, close corporations, foreign corporations, limited liability companies, partnerships, limited partnerships, and professional corporations.

FULL NAME	TITLE	% OWNED (Not required for Publicly Traded Corporations/Non-profit organizations)
Gregory J. Hosch	CEO	0%
Michel Michno	COO	0%
David A. Barnes	CFO	0%

This section is not required for publicly-traded corporations. Are you a publicly-traded corporation? Yes ☐ No ☒

1. Are any individual members, partners, owners or principals, involved in the business entity, Las Vegas-Clark County Library District?

☐ Yes ☒ No (If yes, please note LVCCLD employees and appointed/elected officials may not perform any work on professional service contracts, or other contracts, which are not subject to competitive bid.)

2. Do any individual members, partners, owners or principals have a spouse, registered domestic partner, child, parent, in-law or brother/sister, half-brother/half-sister, grandchild, grandparent, related to a Las Vegas-Clark County Library District employee or appointed/elected official?

☐ Yes ☒ No (If yes, please complete the Disclosure of Relationship form on Page 2. If no, please print N/A on Page 2.)

I certify under penalty of perjury, that all of the information provided herein is current, complete, and accurate. I also understand that the Board will not take action on land-use approvals, contract approvals, land sales, leases or exchanges without the completed disclosure form.

Dan Espy
Signature

Dan Espy
Print Name

GM of Services
Title

August 17, 2020
Date

**ATTACHMENT 11 - DISCLOSURE OF RELATIONSHIPS
RFP NO. 21-01 CHILLER REPLACEMENT – RAINBOW LIBRARY**

**THREE (3) APPARENT LOW BIDDERS MUST SUBMIT BOTH DISCLOSURE FORMS TO OWNER
BY 12:00 NOON ON THE NEXT BUSINESS DAY FOLLOWING THE BID OPENING.**

Contractor member, partner, owner or principal consanguinity or affinity relation to any employee or appointed/elected official of the Las Vegas-Clark County Library District, this form MUST be completed in its entirety.

In regard to this form, Contractor must consider first and second degree as follows: Spouse – Registered Domestic Partner – Children – Parents – Sibling – Half-Sibling – Grandchildren – Grandparents – In-laws (first/second degree)

Not Applicable – Initial Here: DC and complete Contractor's Signature Block.

CONTRACTOR	LIBRARY DISTRICT		
NAME (MEMBER, PARTNER, OWNER, PRINCIPAL)	NAME OF OWNER'S EMPLOYEE OR /OFFICIAL	RELATIONSHIP TO EMPLOYEE OR OFFICIAL	IF DISTRICT EMPLOYEE, WHICH DEPARTMENT

CONTRACTOR SIGNATURE BLOCK

Legal Name of Bidder (Prime Contractor) As It Should Appear on Contract	Harris Las Vegas LLC
Name of Bidder's Authorized Representative	Dan Espy
Title of Bidder's Authorized Representative	GM of Services
Signature of Bidder's Authorized Representative	<i>Dan Espy</i>
Today's Date	August 17, 2020

Below for LVCCLD Use Only:

If any Disclosure of Relationship is noted above, complete the following:

Is any LVCCLD employee noted above involved in the selection process for this contract? **CIRCLE ONE** Yes No

Is any LVCCLD employee noted above involved in performance of the contract? **CIRCLE ONE** Yes No

Notes/Comments: _____

Name: _____ Date: _____

Title: _____



ITEM VII.A.

THERE IS NO EXECUTIVE DIRECTOR'S REPORT IN THE PACKET.

MR. JAMES WILL GIVE HIS REPORT VERBALLY

AT

THE OCTOBER 8, 2020 BOARD MEETING.

ITEM VII.A.1.a.



MEMORANDUM

TO: Fred James, Acting Executive Director

FROM: Leo Segura, Acting Assistant Library Operations Director

DATE: September 24, 2020

SUBJECT: Library Operations Activity Report, October 2020

This report reflects the recent changes in Library Operations organizational structure due to the Voluntary Employment Separation Program (VESP). On October 2, we said a fond bon voyage to our benevolent leader, **Jennifer Schember**, who after 31 years with the Las Vegas-Clark County Library District participated in the VESP along with 46 of her fellow employees. As of October 3, Acting Assistant Library Operations Director **Leo Segura** will assume the role as the Acting Library Operations Director until a new Library Operations Director is appointed and VESP positions filled. Mr. Segura brings 23 years of Las Vegas-Clark County Library District experience working at most urban and outlying branches along with past experience in private industry. Positions with the District included Hub-Sub, Reader Services Librarian, Adult Services Department Head-Temporary, Adult Services Department Head, Branch Manager (Laughlin Library), Branch Manager (West Las Vegas Library), Regional Library Operations Director, and Acting Assistant Library Operations Director.

This report provides an overview of the Library Operations Department and includes project updates, branch activity, and staff highlights from **September 1, 2020 – September 24, 2020**.

LIBRARY OPERATIONS ADMINISTRATION

During the month of September, the Library Operations (LO) Administration Team focused on the following projects:

- Continued to track Library Operations staff who participate in the Voluntary Employment Separation Program. A total of 28 of 32 Library Operations staff separated from their positions thus far.
- Continue to analyze current operations and branch staffing needs.
- Monitored and recorded daily statistical measures for gate count, circulation, and computer use.

Library Operations Activity Report
September 24, 2020 – Page 2

- Participated in District reorganization meetings led by Acting Deputy Director **Danielle Milam** to implement early opening hours for students at all urban branches.
- Participated in Person-in-Charge (PIC) training needs committee led by **Human Resources**. Training is being developed for select staff to step in during emergencies as backup due to a number of PIC staffing shortages.
- Conducted numerous branch visits to observe customer activity and staff workflow.
- Conducted Outlying Associate job interviews for the Blue Diamond Library.
- Conducted Outlying Associate job interviews for the Mount Charleston Library.
- Conducted monthly Branch Managers meetings via WebEx.
- Conducted Library Operations staff shortage meetings with Acting Executive Director **Fred James**, Acting Deputy Director **Danielle Milam**, Acting Financial Services Director **Floresto Cabbias**, and Human Resources Director **Jeff Serpico**.
- Presented proposal to Acting Executive Director **Fred James** to create a formal Digital Media Division.
- Worked closely with Human Resources Director **Jeff Serpico** to develop a job description for a new position *Coordinator of Digital Media Projects*.
- Assisted **Human Resources** with responding to staff using the District's protocols for responding to confirmed cases of COVID-19 or symptomatic staff.
- Participated in the Communications Technology Team led by Access Services Manager **Sufa Anderson**.
- Worked closely with Assistant General Services Director **John Vino** and Safety Manager **Nicole Baker** to monitor branch safety and security incidents.
- Worked closely with **Shana Harrington** to compile and report information on behalf of the District to the Nevada STEM Resource Mapping Survey for the Nevada STEM (Virtual Summit).
- Worked closely with **Human Resources** on employee relations matters.
- Attended a variety of branch meetings to provide updates and address staff inquiries.
- Stocked and distributed branch PPE including masks, gloves, aprons, and face shields. On a daily basis, staff distributed an average of 5-6 disposable face masks and 4-5 shields to customers.

Library Operations Activity Report
September 24, 2020 – Page 3

- Participated in the Public Library Data Services' Electronic Measures Snapshot Survey on behalf of the District.

BRANCH OPERATIONS

In September, all branches continued full operations except the Meadows Library, which is limited due to City of Las Vegas restrictions. This branch offered curbside service Monday through Thursday from 11 a.m. to 5 p.m. Meadows Library staff also worked at the East Las Vegas and West Las Vegas Libraries to cover staff shortages.

Social distancing, required PPE and other safety measures are still in effect. All returned library materials continue to undergo a four-day quarantine, and browsed items receive special handling. Staff continues to provide disposable face masks for customers who need them. Non-restrictive face shields, which are made by the District's **3D Printing Team**, are given to customers who are not able to wear face masks.

A limited number of bookstore volunteers returned this month to select branches: Centennial Hills, Enterprise, Rainbow, and Sahara West Libraries.

On Monday, September 14, all urban branches opened early to support student learning. The new hours are available from 7:30 a.m. to 10 a.m. Monday-Friday for any student who provides proof of enrollment. Limited services are available and including Wi-Fi with open seating, computer access, and printing.

As expected, District branches experienced a steady increase in usage during the past month. With additional services offered in support of student learning, it is anticipated that customer traffic and use will continue to rise.

STAFF UPDATES

The Library Operations Department is budgeted for 603 staff members (220 FT/383 PT). The current status of positions are as follows:

- Medical Leave/Medical Exemption (23)
- Resignations/Vacancies (62)
- Worker's Compensation (1)
- Voluntary Employment Separation Program (32)

Currently, 25 of 94 vacancies have been approved to post and fill. All other positions are frozen and/or have been eliminated.

The District continued to say farewell to the following Library Operations staff who participated in the Voluntary Employment Separation Program this month. Best wishes to all for a very happy and healthy retirement!

- **Vickie Barnett**, Acting Branch Manager at Rainbow Library
- **Elizabeth Catalano**, Youth Services Assistant at Rainbow Library

Library Operations Activity Report
September 24, 2020 – Page 4

- **Kim Conklin**, Multiservices Specialist (District-Wide)
- **Peggy Hansen**, Library Assistant, Mesquite Library
- **Chris Kovach**, Adult Services Assistant at Centennial Hills Library
- **Jamie Kragrud**, Adult Services Librarian at Sahara West Library
- **Denise Lewis**, Administrative Assistant at Windmill Service Center
- **Ardella Martin**, Computer Center Department Head at East Las Vegas Library
- **Nina Mata**, Branch Associate at Blue Diamond Library
- **Evelyn Moschella**, Adult Services Librarian at Centennial Hills Library
- **Jennifer Pagan**, Circulation Department Head at Spring Valley Library
- **Gail Ricci**, Circulation Assistant at Centennial Hills Library
- **Eugene Wallace**, Outlying Branch Assistant at Laughlin Library
- **John Stephens**, Adult Services Assistant at East Las Vegas Library

Other staffing changes include:

- **Cristina Cardon-Sessions** was awarded the Moapa Town Outlying Branch Associate position. She previously worked at Mesquite Library and Bunkerville Library. Congratulations Cristina!
- **Caroline Nitto** was awarded the Blue Diamond Outlying Branch Associate position. She previously worked at Sahara West Library, and Rainbow Library. Congratulations Caroline!
- **Misty Hayes** was awarded the Mount Charleston Outlying Branch Associate position. She previously worked at Mount Charleston Library, and Whitney Library. Congratulations Caroline!
- **Claire Davies** permanently transferred to Rainbow Library as the new Branch Manager. Claire is the former Branch Manager at Whitney Library.
- **Aaron Low** is the Acting Branch Manager at Whitney Library.
- **Tom Olson** is the Acting Branch Manager at East Las Vegas Library.
- **Sam Kushner** is the Acting Branch Manager at West Charleston Library.
- **Jack Meyer** is the Acting Branch Manager at Centennial Hills Library.

Library Operations Activity Report
September 24, 2020 – Page 5

- **District-Wide** staff are being “parked” at assigned branches until further notice.

• • •



MEMORANDUM

TO: Fred James, Acting Executive Director

FROM: Leo Segura, Acting Assistant Library Operations Director

DATE: September 24, 2020

SUBJECT: Security Report, October 2020

This report provides information regarding security and/or safety-related incidents that occurred in District branches from **August 1, 2020 – August 31, 2020**.

In August, there were **68** incidents, which is a **24% decrease** from the prior year of 90 incidents. During this period, the District recorded **287,903** in-person visits. **This ratio is one incident for every 4,234 visits.**

The **Clark County Library** experienced the **highest number of incidents**, in which the branch recorded 20 incidents. The remaining branches reported between 0-8 incidents.

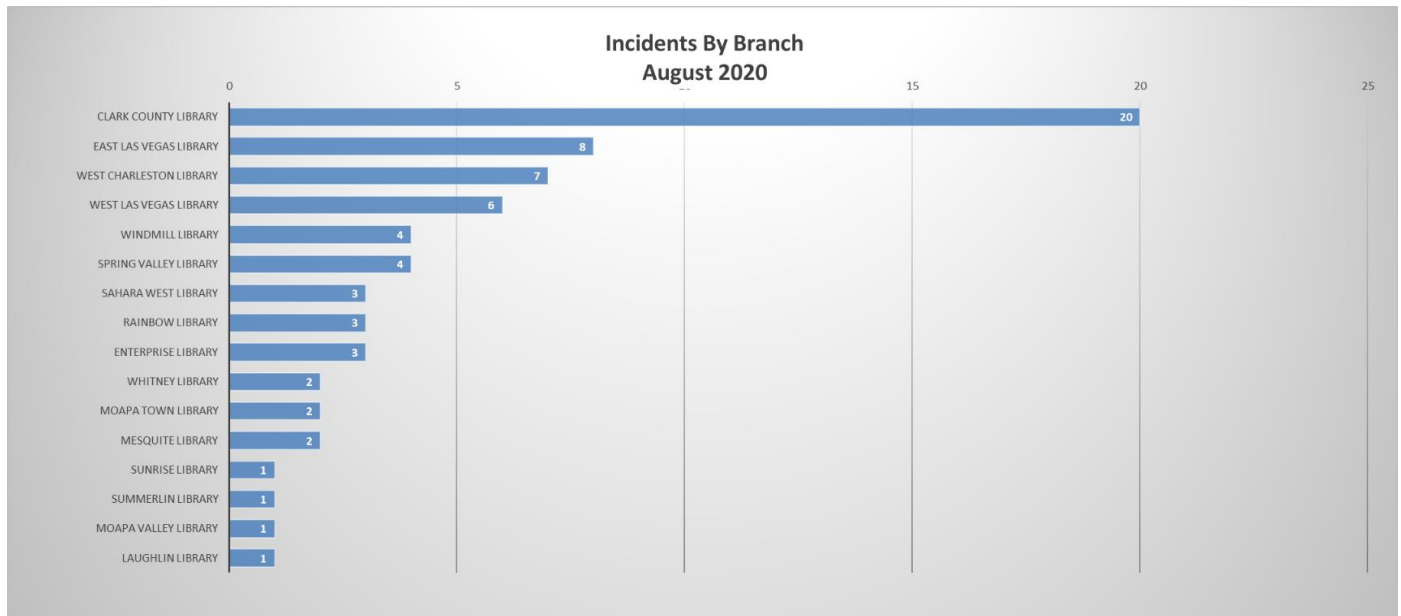
District branches encountered the following types of incidents this month:

- Patron Disturbance
- Patron Illness (health or medical emergency)
- Patron Injury
- Library Property Damage (includes graffiti)
- Other (Safe Place, CPS, Code Adam, etc.)
- IT Theft or Distruction
- Preventative Lockdown

Of the above incident types, staff handled **36** patron disturbances, which accounts for the majority of incident types at 53%. **This ratio is one disturbance for every 7,997 visits.**

Trespasses (one year) and bans (less than one year) were issued to 18 patrons. Staff made eight calls to law enforcement. There were no requests for Safe Place services this month.

...

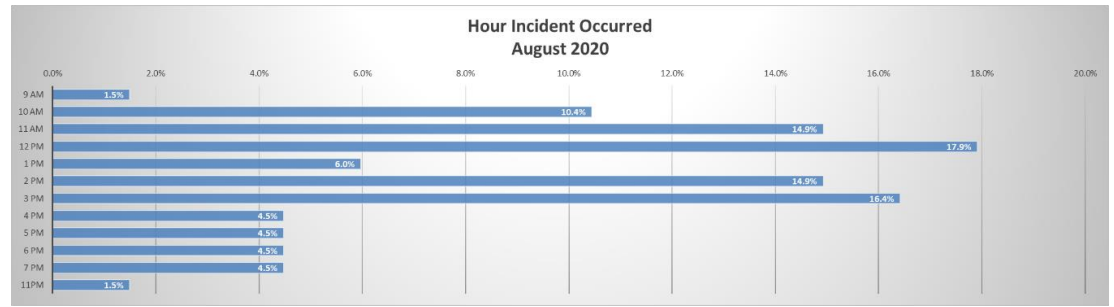


	Branch	Incident Reports				Sep-18 to Aug-19	Sep-19 to Aug-20	Difference	% Change
		Aug-19	Aug-20	Difference	% Change				
Urban Branches	CENTENNIAL HILLS LIBRARY	0	0	0	0.0%	23	12	-11	-47.8%
	CLARK COUNTY LIBRARY	17	20	3	17.6%	189	159	-30	-15.9%
	EAST LAS VEGAS LIBRARY	4	8	4	100.0%	15	36	21	140.0%
	ENTERPRISE LIBRARY	6	3	-3	-50.0%	47	39	-8	-17.0%
	MEADOWS	0	0	0	0.0%	3	0	-3	-100.0%
	RAINBOW LIBRARY	8	3	-5	-62.5%	34	18	-16	-47.1%
	SAHARA WEST LIBRARY	5	3	-2	-40.0%	50	22	-28	-56.0%
	SPRING VALLEY LIBRARY	5	4	-1	-20.0%	42	35	-7	-16.7%
	SUMMERLIN	1	1	0	0.0%	25	9	-16	-64.0%
	SUNRISE LIBRARY	3	1	-2	-66.7%	25	15	-10	-40.0%
	WEST CHARLESTON LIBRARY	5	7	2	40.0%	51	47	-4	-7.8%
	WEST LAS VEGAS LIBRARY	14	6	-8	-57.1%	59	59	0	0.0%
	WHITNEY LIBRARY	13	2	-11	-84.6%	136	67	-69	-50.7%
	WINDMILL LIBRARY	4	4	0	0.0%	56	30	-26	-46.4%
	Urban Total	85	62	-23	-27.1%	840	548	-292	-34.8%

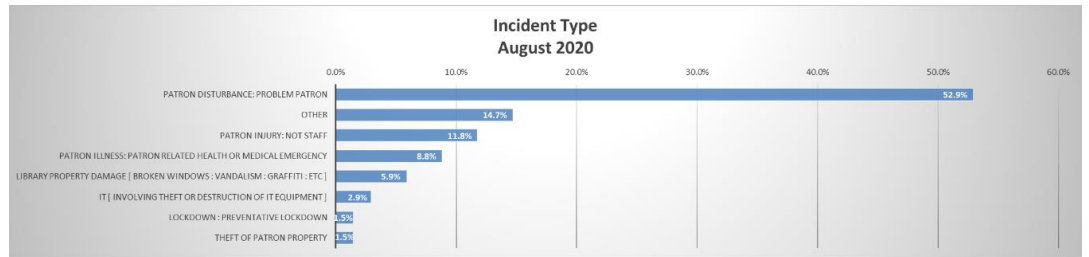
	Branch	Incident Reports				Sep-18 to Aug-19	Sep-19 to Aug-20	Difference	% Change
		Aug-19	Aug-20	Difference	% Change				
Outlying Branches	BLUE DIAMOND	0	0	0	0.0%	0	0	0	0.0%
	BUNKERVILLE	0	0	4	100.0%	0	4	4	100.0%
	GOODSPRINGS	0	0	0	0.0%	0	0	0	0.0%
	INDIAN SPRINGS	0	0	0	0.0%	1	1	0	0.0%
	LAUGHLIN LIBRARY	1	1	0	0.0%	13	7	-6	-46.2%
	MESQUITE LIBRARY	4	2	-2	-50.0%	35	22	-13	-37.1%
	MOAPA TOWN	0	2	2	100.0%	0	2	2	100.0%
	MOAPA VALLEY	0	1	1	100.0%	0	1	1	100.0%
	MT CHARLESTON	0	0	0	0.0%	1	1	0	0.0%
	SANDY VALLEY LIBRARY	0	0	0	0.0%	1	0	-1	-100.0%
	SEARCHLIGHT	0	0	0	0.0%	0	0	0	0.0%
	Outlying Total	5	6	1	20.0%	51	38	-13	-25.5%
Grand Total		90	68	-22	-24.4%	891	586	-305	-34.2%

Board of Trustees Meeting - Item VII. Library Reports

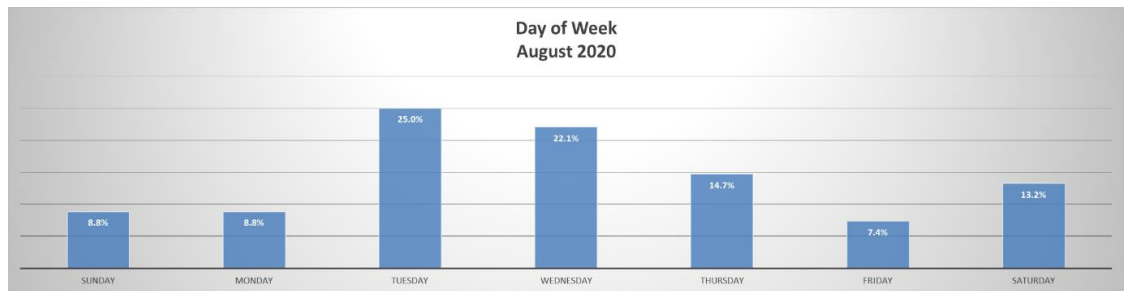
Hour Incident Occurred	Total	%
9 AM	1	1.5%
10 AM	7	10.3%
11 AM	10	14.7%
12 PM	12	17.6%
1 PM	4	5.9%
2 PM	10	14.7%
3 PM	11	16.2%
4 PM	3	4.4%
5 PM	3	4.4%
6 PM	3	4.4%
7 PM	3	4.4%
11 PM	1	1.5%
Grand Total	68	98.5%



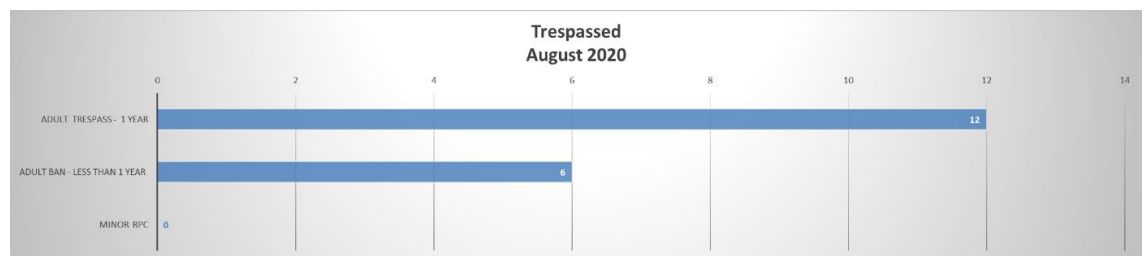
Incident Type	Total	%
PATRON DISTURBANCE: PROBLEM PATRON	36	52.9%
OTHER	10	14.7%
PATRON INJURY: NOT STAFF	8	11.8%
PATRON ILLNESS: PATRON RELATED	6	8.8%
LIBRARY PROPERTY DAMAGE [BROKEN WINDOWS : VANDALISM : GRAFFITI : ETC IT [INVOLVING THEFT OR DESTRUCTION OF IT EQUIPMENT]	4	5.9%
LOCKDOWN : PREVENTATIVE LOCKDOWN	1	1.5%
THEFT OF PATRON PROPERTY	1	1.5%
Grand Total	68	88.2%
Police Called	8	



Day of Week	Total	%
Sunday	6	8.8%
Monday	6	8.8%
Tuesday	17	25.0%
Wednesday	15	22.1%
Thursday	10	14.7%
Friday	5	7.4%
Saturday	9	13.2%
Grand Total	68	100.0%



Trespass or Banned	Total
ADULT TRESPASS - 1 YEAR	12
ADULT BAN - LESS THAN 1 YEAR	6
Minor RPC	0



Board of Trustees Meeting - Item VII. Library Reports

Monthly Statistics
Year over Year
August 2019/ August 2020*

	Library	Circulation				2019				2020				Gatecount				2019				2020			
		2019	2020	Difference	%	Year to Date	Year to Date	Difference	%	2019	2020	Difference	%	2019	2020	Difference	%	Year to Date	Year to Date	Difference	%	2019	2020	Difference	%
Urban Branches	Centennial Hills	54,004	35,840	-18,164	-34%	111,696	70,088	-41,608	-37%	35,000	22,478	-12,522	-36%	70,800	39,647	-31,153	-44%								
	Clark County	42,135	22,861	-19,274	-46%	85,408	44,695	-40,713	-48%	47,561	23,726	-23,835	-50%	95,008	44,012	-50,996	-54%								
	Enterprise	34,740	23,115	-11,625	-33%	70,855	45,096	-25,759	-36%	28,535	18,229	-10,306	-36%	56,450	34,920	-21,530	-38%								
	East Las Vegas	33,561	17,638	-15,923	-47%	69,799	32,467	-37,332	-53%	39,163	33,247	-5,916	-15%	77,031	46,997	-30,034	-39%								
	Meadows	2,709	312	-2,397	-88%	5,202	546	-4,656	-90%	3,118	0	-3,118	-100%	6,247	0	-6,247	-100%								
	Rainbow	44,619	28,524	-16,095	-36%	90,500	54,888	-35,612	-39%	37,136	22,378	-14,758	-40%	72,951	23,618	-49,333	-68%								
	Sahara West	61,797	40,320	-21,477	-35%	125,125	77,682	-47,443	-38%	50,330	21,420	-28,910	-57%	97,589	41,773	-55,816	-57%								
	Spring Valley	34,818	21,294	-13,524	-39%	70,595	42,080	-28,515	-40%	34,701	17,541	-17,160	-49%	67,886	32,957	-34,929	-51%								
	Summerlin	33,148	23,145	-10,003	-30%	68,660	44,895	-23,765	-35%	26,577	12,793	-13,784	-52%	50,845	24,318	-26,527	-52%								
	Sunrise	36,406	21,761	-14,645	-40%	76,268	41,025	-35,243	-46%	26,077	11,883	-14,194	-54%	55,917	22,705	-33,212	-59%								
	West Charleston	33,085	19,288	-13,797	-42%	67,876	38,126	-29,750	-44%	28,935	13,900	-15,035	-52%	56,090	29,900	-26,190	-47%								
	West Las Vegas	15,009	7,217	-7,792	-52%	29,852	13,620	-16,232	-54%	25,091	16,593	-8,498	-34%	46,921	26,710	-20,211	-43%								
	Whitney	36,503	22,784	-13,719	-38%	74,010	43,398	-30,612	-41%	52,984	31,780	-21,204	-40%	107,370	59,212	-48,158	-45%								
	Windmill	56,988	38,154	-18,834	-33%	114,679	75,614	-39,065	-34%	41,592	16,751	-24,841	-60%	72,368	45,799	-26,569	-37%								
	Urban Totals	519,522	322,253	-197,269	-38%	1,060,525	624,220	-436,305	-41%	476,800	262,719	-214,081	-45%	933,473	472,568	-460,905	-49%								
Outlying Branches	Blue Diamond	231	204	-27	-12%	579	412	-167	-29%	642	407	-235	-37%	1,272	799	-473	-37%								
	Bunkerville	456	807	351	77%	1,171	1,397	226	19%	309	553	244	79%	1,215	1,007	-208	-17%								
	Goodsprings	1,166	1,008	-158	-14%	2,355	1,676	-679	-29%	466	412	-54	-12%	991	1,280	289	29%								
	Indian Springs	1,353	956	-397	-29%	2,890	1,725	-1,165	-40%	2,738	817	-1,921	-70%	6,135	1,655	-4,480	-73%								
	Laughlin	11,996	5,612	-6,384	-53%	23,509	10,464	-13,045	-55%	7,863	3,866	-3,997	-51%	15,644	7,482	-8,162	-52%								
	Mesquite	12,490	8,581	-3,909	-31%	25,540	16,886	-8,654	-34%	16,579	10,322	-6,257	-38%	32,736	19,994	-12,742	-39%								
	Moapa Town	784	243	-541	-69%	1,603	512	-1,091	-68%	649	377	-272	-42%	1,337	863	-474	-35%								
	Moapa Valley	6,433	4,080	-2,353	-37%	13,692	8,086	-5,606	-41%	8,172	6,785	-1,387	-17%	20,639	14,024	-6,615	-32%								
	Mt. Charleston	502	457	-45	-9%	1,040	1,016	-24	-2%	971	674	-297	-31%	1,751	1,259	-492	-28%								
	Sandy Valley	2,137	1,238	-899	-42%	4,654	2,197	-2,457	-53%	1,644	540	-1,104	-67%	3,056	1,101	-1,955	-64%								
	Searchlight	746	484	-262	-35%	1,340	1,074	-266	-20%	1,226	431	-795	-65%	2,014	886	-1,128	-56%								
	Outlying Totals	38,294	23,670	-14,624	-38%	78,373	45,445	-32,928	-42%	41,259	25,184	-16,075	-39%	86,790	50,350	-36,440	-42%								
Misc.	Distribution Center	0	0	0	N/A	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								
	ILL	334	301	-33	-10%	732	661	-71	-10%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								
	Metro	2,515	0	-2,515	-100%	4,575	0	-4,575	-100%	67	0	-67	-100%	162	0	-162	-100%								
	Outreach	5,758	1,570	-4,188	-73%	11,622	5,379	-6,243	-54%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								
	eMedia	246,567	277,939	31,372	13%	481,396	552,505	71,109	15%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								
	Online Renewals	216,134	157,399	-58,735	-27%	436,828	314,287	-122,541	-28%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								
	Misc. Totals	471,308	437,209	-34,099	-7%	935,153	872,832	-62,321	-7%	67	0	-67	-100%	162	0	-162	-100%								
Grand Totals		1,029,124	783,132	-245,992	-24%	2,074,051	1,542,497	-531,554	-26%	518,126	287,903	-230,223	-44%	1,020,425	522,918	-497,507	-49%								

*Due to the pandemic District Branches were closed beginning March 16th thru June 3rd.

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Las Vegas-Clark County Library District

Board of Trustees Meeting - Item VII. Library Reports

Monthly Statistics
Year over Year
August 2019/ August 2020*

		New Library Card				2019	2020			PC Internet Sessions				2019	2020		
	Library	2019	2020	Difference	%	Year to Date	Year to Date	Difference	%	2019	2020	Difference	%	Year to Date	Year to Date	Difference	%
Urban Branches	Centennial Hills	601	407	-194	-32%	1,127	675	-452	-40%	4,993	2,060	-2,933	-59%	9,855	3,849	-6,006	-61%
	Clark County	860	421	-439	-51%	1,589	687	-902	-57%	8,329	5,511	-2,818	-34%	17,068	10,943	-6,125	-36%
	Enterprise	437	307	-130	-30%	874	489	-385	-44%	3,112	2,116	-996	-32%	6,182	3,832	-2,350	-38%
	East Las Vegas	848	371	-477	-56%	1,776	632	-1,144	-64%	8,411	4,047	-4,364	-52%	17,254	7,546	-9,708	-56%
	Meadows	58	5	-53	-91%	108	5	-103	-95%	389	0	-389	-100%	789	0	-789	-100%
	Rainbow	596	327	-269	-45%	1,133	509	-624	-55%	4,620	2,731	-1,889	-41%	9,273	5,088	-4,185	-45%
	Sahara West	684	715	31	5%	1,316	959	-357	-27%	4,824	3,139	-1,685	-35%	9,955	5,898	-4,057	-41%
	Spring Valley	587	599	12	2%	955	738	-217	-23%	6,777	3,973	-2,804	-41%	13,649	7,102	-6,547	-48%
	Summerlin	338	248	-90	-27%	713	392	-321	-45%	2,063	897	-1,166	-57%	4,338	1,653	-2,685	-62%
	Sunrise	483	290	-193	-40%	965	431	-534	-55%	5,375	2,009	-3,366	-63%	10,802	3,749	-7,053	-65%
	West Charleston	442	252	-190	-43%	886	361	-525	-59%	4,138	2,308	-1,830	-44%	8,071	4,316	-3,755	-47%
	West Las Vegas	366	249	-117	-32%	679	381	-298	-44%	5,584	2,478	-3,106	-56%	10,621	4,635	-5,986	-56%
	Whitney	498	934	436	88%	915	1,122	207	23%	4,691	2,978	-1,713	-37%	9,456	5,559	-3,897	-41%
	Windmill	745	434	-311	-42%	1,422	669	-753	-53%	5,652	2,422	-3,230	-57%	10,738	4,349	-6,389	-59%
	Urban Totals	7,543	5,559	-1,984	-26%	14,458	8,050	-6,408	-44%	68,958	36,669	-32,289	-47%	138,051	68,519	-69,532	-50%
Outlying Branches	Blue Diamond	1	6	5	500%	3	6	3	100%	30	17	-13	-43%	56	26	-30	-54%
	Bunkerville	2	11	9	450%	3	13	10	333%	13	24	11	85%	28	49	21	75%
	Goodsprings	2	21	19	950%	6	24	18	300%	21	23	2	10%	45	40	-5	-11%
	Indian Springs	3	8	5	167%	7	9	2	29%	203	52	-151	-74%	444	72	-372	-84%
	Laughlin	92	132	40	43%	164	151	-13	-8%	1,792	801	-991	-55%	3,300	1,579	-1,721	-52%
	Mesquite	153	163	10	7%	270	225	-45	-17%	2,516	829	-1,687	-67%	4,630	1,748	-2,882	-62%
	Moapa Town	2	6	4	200%	5	6	1	20%	96	34	-62	-65%	203	52	-151	-74%
	Moapa Valley	19	26	7	37%	51	35	-16	-31%	341	193	-148	-43%	860	274	-586	-68%
	Mt. Charleston	4	8	4	100%	5	9	4	80%	22	13	-9	-41%	42	19	-23	-55%
	Sandy Valley	7	5	-2	-29%	15	6	-9	-60%	101	30	-71	-70%	192	64	-128	-67%
	Searchlight	2	5	3	150%	3	6	3	100%	88	5	-83	-94%	132	8	-124	-94%
	Outlying Totals	287	391	104	36%	532	490	-42	-8%	5,223	2,021	-3,202	-61%	9,932	3,931	-6,001	-60%
Misc.	CALL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	166	27	-139	-84%	475	32	-443	-93%
	Outreach	367	1,010	643	175%	374	1,012	638	171%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Online Registration	735	1,185	450	61%	1,334	2,202	868	65%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	WiFi	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	88,212	50,469	-37,743	-43%	170,448	93,033	-77,415	-45%
	Misc. Totals	1,102	2,195	1,093	99%	1,708	3,214	1,506	88%	88,378	50,496	-37,882	-43%	170,923	93,065	-77,858	-46%
	Grand Totals	8,932	8,145	-787	-9%	16,698	11,754	-4,944	-30%	162,559	89,186	-73,373	-45%	318,906	165,515	-153,391	-48%

ITEM VII.A.2.a.



MEMORANDUM

TO: Mr. Fred James, Acting Executive Director

FROM: Betsy Ward, Branding and Marketing Director

DATE: September 29, 2020

SUBJECT: Branding and Marketing Activity Report, October 2020

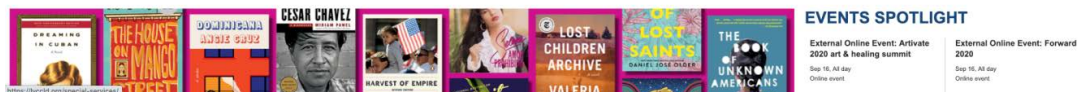
This memorandum reports on the Branding and Marketing Department's (BAM) activities and project updates for the month of September and statistics for the period from August 1-31, 2020.

LIBRARY DISTRICT OPENS EARLY FOR STUDENTS

- **New Student Hours Launched September 14 – Urban Branches Only**
 - In order to provide families with distance learning support during the upcoming school year, the Library District announced early opening hours for students in grades K-College.
 - Branding & Marketing Director **Betsy Ward** worked with Graphic Designer **Cierra Pedro**, who created a distinctive graphic to brand this new library initiative. The new hours are expected to remain in place until at least 12/31/20. The Early Open graphic was repurposed in the following ways:
 - Created Hero banner on website homepage for maximum visibility, which then links to the newly redesigned early open hours & locations page, here: <https://lvccld.org/special-services>
 - Created window clings and building exterior banners for all urban branches
 - Worked with Assistant General Services Director **John Vino** to install banners
 - Acting Executive Director **Fred James** requested an advertising campaign for the Early Opening message. **Betsy Ward** worked with Graphic Designer **Juanita Aiello** to develop the following schedule with **Cierra Pedro's** ad designs:
 - **Review-Journal** – Half-page ad, \$2,000 per day
 - Friday, September 11
 - Sunday, September 13
 - Monday, September 14
 - Sunday, September 20
 - Sunday, September 27
 - **El Tiempo** – Weekly Spanish newspaper – half-page ad \$770 per week
 - Wednesday, September 23–Tuesday, September 29
 - Wednesday, September 30–Tuesday, October 6
 - **Black Image** – Monthly African American magazine – full-page ad \$2,200 plus banner ad on their website \$500
 - October issue with editorial write-up

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September 29, 2020
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- **Las Vegas Weekly** – Weekly magazine – half-page ad \$1,500
 - Thursday, September 24–Wednesday, September 30



Branding and Marketing Report
September 29, 2020
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Locations, Hours & Special Services

Urban Branches

BEGINNING SEPTEMBER 14TH

MORNING HOURS • 7:30 A.M. – 10 A.M. • MONDAY – FRIDAY

OPEN EARLY FOR STUDENTS

- At urban library branches only with limited services before 10 a.m.
- Kindergarten to College students only
- Student I.D. or other proof required (registration papers, school receipt, course login info, etc.)

- Children under 10 years of age must be accompanied by an adult caregiver
- Free access to computers & WiFi with printing available
- Social distancing in place

Centennial Hills Library

6711 N. Buffalo Dr.
Las Vegas NV 89131
Phone: 702.507.6100

STUDENT HOURS
M-F - 7:30 A.M. - 10 A.M.

M-Th - 10 a.m. - 8 p.m.
F-Su - 10 a.m. - 6 p.m.

[Get Directions](#)

Special Services

- Homework Help Center
- Take & Make Kits
- UNLV Tutors for K-12
- Teacher Tutors for K-12
- Curbside Service

[Call For Details](#)

Spring Valley Library

4280 S. Jones Blvd.
Las Vegas NV 89103
Phone: 702.507.3820

STUDENT HOURS
M-F - 7:30 A.M. - 10 A.M.

M-Th - 10 a.m. - 8 p.m.
F-Su - 10 a.m. - 6 p.m.

[Get Directions](#)

Special Services

- Three Square Meal Service
- Take & Make Kits
- UNLV Tutors for K-12
- Teacher Tutors for K-12
- Curbside Service

[Call For Details](#)

Clark County Library

1401 E. Flamingo Rd.
Las Vegas NV 89119
Phone: 702.507.3400

STUDENT HOURS
M-F - 7:30 A.M. - 10 A.M.

M-Th - 10 a.m. - 8 p.m.
F-Su - 10 a.m. - 6 p.m.

[Get Directions](#)

Special Services

- Vegas Strong Academy

Summerlin Library

1771 Inner Circle Dr.
Las Vegas NV 89134
Phone: 702.507.3860

STUDENT HOURS
M-F - 7:30 A.M. - 10 A.M.

M-Th - 10 a.m. - 8 p.m.
F-Su - 10 a.m. - 6 p.m.

[Get Directions](#)

Special Services

- Take & Make Kits
- UNLV Tutors for K-12

VEGAS STRONG ACADEMY

- **New Partnership with City of Las Vegas Continues**
 - BAM continued to promote this new distance learning support program through prominent placement on the website homepage, which includes a direct link to the City of Las Vegas website, where customers can get all the details and register at designated locations. The program's introduction at five library locations received media coverage on: FOX 5 Las Vegas, KLAS 8 News Now, KTNV ABC-13 & KXNT Radio.
 - Digital Content Manager **Ryan Simoneau** and Senior Digital Projects Associate **Paula Loop** continued to promote it through social media posts across the Library District's platforms, which also linked to the City of Las Vegas website and encouraged people to register their children for the program.

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September 29, 2020
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PLANNING FOR EMPLOYNV SMALL BUSINESS HUB OPENING AT SAHARA WEST LIBRARY

- **Betsy Ward, Paula Loop and Juanita Aiello** met with Workforce Connections Project Coordinator **Robbie DeBuff** and **Kathy Topp** of Red7 Communications on September 2 to brainstorm ideas for the virtual grand opening of this new program at the Sahara West Library on October 21.
- The BAM team presented a number of ideas for consideration, such as a large banner on the West Sahara-facing exterior of the library, using the tagline OPEN FOR BUSINESSES, plus a live ribbon-cutting with a surprise virtual aspect on the large monitor screen and possible virtual tours, among other ideas.
- To support this effort, and to bring the spotlight over to our Adult Learning Center and other Library District Career services, BAM is creating a Special Interest Audience page entitled Business & Career Success. BAM will continue to work with Community Engagement Director **Matt McNally** and Literary Services Manager **Jill Hersha** on ways to promote the Adult Learning Program.
- More details on these projects to come!


LIBRARY CARD SIGN-UP MONTH REDIRECTED FOR 2020

- National Library Card Sign-Up Month takes place at libraries across the country each year during the month of September. This year, management gave direction to BAM to immediately redirect the focus to the Vegas Strong Academy partnership with the City of Las Vegas-and to promote library resources, including the library card, that are available free to students and parents in this COVID-disrupted school year.
- **Ryan Simoneau** and **Paula Loop** created new staff lists for the website and shared relevant content on the Library District's social media channels to encourage people to get their free library card at their nearest LVCCLD branch.

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September 29, 2020
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LIMITLESS LEARNING AT THE LIBRARY DISTRICT

- As part of the redirected focus on student support, a new Limitless Learning page was created to promote the District's many free services and online resources for students in grades K-College.
 - Betsy Ward** worked with **Cierra Pedro** to create a brand image graphic for the Hero banner on the Library District homepage. This went live on Thursday, August 27, with prominent placement on the website homepage. The Hero banner links to the Limitless Learning page, which can be viewed here <https://lvccld.org/limitless-learning/>.
 - Betsy Ward** also worked with **Cierra Pedro**, Acting Deputy Director **Danielle Milam**, Library Operations Director **Jenn Schember**, Acting Assistant Library Operations Director **Leo Sugura**, Regional Library Operations Manager **Carlotta Dickerson**, Access Services Manager **Sufa Anderson**, Electronic Resources Manager **Jocelynn Bates**, Youth Services Manager **Shana Harrington**, Development Officer **Sherry Walker**, **Ryan Simoneau**, and **Paula Loop**, to create a double-sided flyer to further promote the District's offerings. The digital version of the flyer has clickable interactive links to these offerings and it is also printable for use as a handout. It is available in English and Spanish. Printed copies in both languages were delivered to Outreach Services Manager **Glenda Billingsley**, and to **Sherry Walker** for delivery to the Discovery Children's Museum, YMCA, and Safekey. **Sherry** also sent a digital version to our contacts at CCSD.
 - Betsy Ward** worked with **Paula Loop**, as well as Head of Collection and Bibliographic Services **Rebecca Colbert** and **Jocelyn Bates** to compile all of the content, services, and online resources for kids and teens in grades K-College.
 - Paula Loop** updated the website homepage spinner to add the new Limitless Learning graphic. **Paula** and **Ryan Simoneau** also created Limitless Learning content cards for the different audience browse pages on the website to ensure that this new initiative received increased visibility. **Paula** and **Ryan** also scheduled social media posts across the Library District's platforms, which linked back to the Limitless Learning page. View it here: <https://lvccld.org/limitless-learning>



OPEN EARLY FOR STUDENTS MORNING HOURS 7:30 A.M. - 10 A.M.


LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
PARTNERS WITH PARENTS TO SUPPORT LIMITLESS LEARNING
 Neighborhood libraries offer free access to WiFi, technology, homework help & more

For many parents, the start of this school year brings with it the challenge of how to achieve distance learning success for their children in grades K-12. The Las Vegas-Clark County Library District is here to help families, offering a broad range of support systems, all under one roof, at their neighborhood library.

Besides offering Vegas Strong Academy locations at five library branches, in partnership with the City of Las Vegas ([register here](#)), the Library District gives parents a 360 approach to remote learning. Within their local libraries, children will be surrounded by educational support, with free access to technology, reading and research materials, homework help, tutoring and online resources.

The Library District's mission is to:

- Provide children, teens, and college-bound young adults with the tools and support that they need to thrive during this challenging school year.
- Offer STEAM project-based learning, device assistance, digital connectivity, and more in a safe and supportive environment.

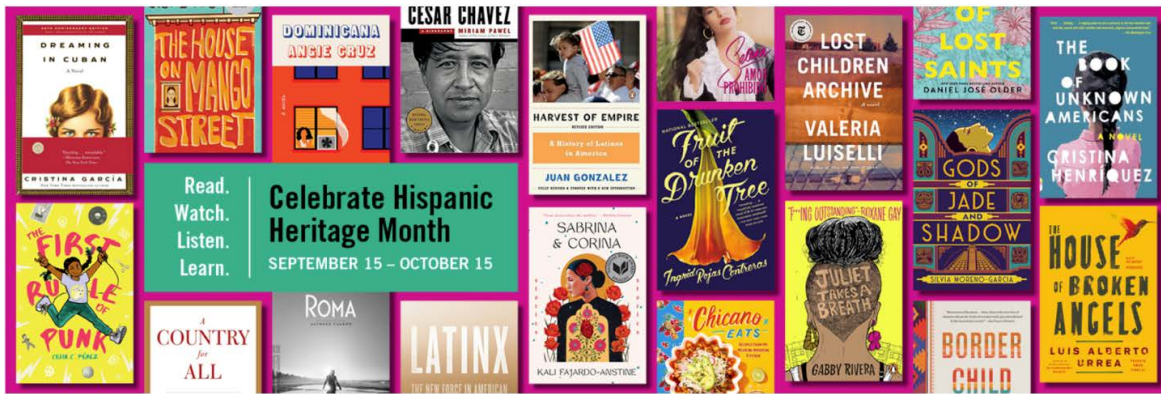


Branding and Marketing Report
 September 29, 2020
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HISPANIC HERITAGE MONTH 2020

- **Library District Launches Special Interest Audience Latinx Webpage**

- To coincide with National Hispanic Heritage Month, which takes place annually from September 15 – October 15, BAM created a new audience browse page for the rapidly growing Latinx population across Southern Nevada.
- As with the website's other Special Interest Audience pages, BAM's goal is to create spaces where the public can read, watch, listen, and learn, to generate conversations and better understanding across cultures and generations.
- **Betsy Ward, Juanita Aiello, and Ryan Simoneau** worked with **Cierra Pedro** to create a new header image for the Latinx page based on the layout from our well-received African American audience browse page. The new page features notable books, movies, & music from Latinx authors and artists.
- The Latinx page went live on Thursday, September 3, and can be viewed at: <https://lvccld.org/latinx>



We offer this page as a starting point for our entire community, to discover new voices and perspectives, and to begin a dialogue through understanding that leads to real, measurable racial and economic equality. And for our Latinx community, you will find on this page a range of free Library District services, as well as local and national resources, scholarship opportunities, and much more. We also invite you to take advantage of our free computer and Wi-Fi access at our library locations throughout Southern Nevada. All you need is a library card! (In case you don't currently have one, sign up for one [here](#).)

Serving The Latinx Community

KICKOFF TO KINDERGARTEN 2020

- **Library District Offers Drive-Thru Event to Serve Families**

- To help promote the Library District's annual Kickoff to Kindergarten event on Saturday, September 12 at East Las Vegas Library, **Juanita Aiello** created a new promotional image for the Library District's homepage and social media channels.
- **Ryan Simoneau** and **Paula Loop** worked to schedule social media posts on all of the Library District's primary channels leading up to the day of the event.
- **Betsy Ward** worked with **Juanita Aiello** to create and place an ad in the Las Vegas Review-Journal to help promote the event.
- Media coverage for this event ran on KLAS-CBS on September 12 with three segments airing during the evening news block from 5-7 p.m.
- BAM's promotional efforts helped this year's drive-thru event bring in 286 participants who enjoyed the 13 drive-thru tables set up by 15 partner organizations.

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BEST OF LAS VEGAS AWARDS 2020 – VOTE FOR OUR ART GALLERIES

- **The Library District Nominated for Best Art Galleries**
 - **Cierra Pedro** worked with Gallery Services Coordinator **Darren Johnson** to create a new promotional image for the Library District's homepage and social media channels to encourage customers to submit their votes on the Review-Journal's coveted Best of Las Vegas awards.
 - **Ryan Simoneau** and **Paula Loop** worked to schedule social media posts on all of the Library District's primary channels leading up to the final day of voting.
 - On September 16, **Betsy Ward** worked with **Cierra Pedro**, to create and send out a District-wide email to encourage library staff to vote.
 - On September 22, BAM sent out a dedicated eBlast to all Library District cardholders to encourage them to cast their votes before the deadline on September 30.
 - Best of Las Vegas voting takes place at: <https://www.voteboiv.com>

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[View Online](#)

September 22, 2020

Vote for our Art Galleries in the Best of Las Vegas Awards!

Our fabulous Library District art galleries are officially in the running for another Best of Las Vegas award. All we need to win is your vote, once per day, until September 30. To vote, click on the image below and it will take you to the voting page. Look for the category *Things To Do*, then *Art Gallery*, and select *Las Vegas-Clark County Library District Art Galleries*.

Thank you and we appreciate your continued support!



The Library District Offers 14 FREE Art Galleries Across Southern Nevada!

**CAST YOUR VOTE ONCE A DAY
NOW THROUGH SEPTEMBER 30TH AT:
VOTEBOLV.COM**

CATEGORY **Things to Do: Art Gallery**

Las Vegas-Clark County
LIBRARY DISTRICT
lvccld.org

Las Vegas-Clark County Library District
7060 W Windmill Lane
Las Vegas, Nevada 89113
(702) 734-7323
<https://www.lvccld.org>

Pictured art exhibit: Kim Uhlirk: Color + Shape at Summerlin Library Gallery on display through October 20, 2020.

LIBRARY HIGHLIGHTS GOES DIGITAL

- **Quarterly Print Magazine to be Repurposed as eBlast to Cardholders & Website Blog Posts**
- The print version of the Library District's quarterly Library Highlights magazine is currently on hiatus due to the pause in our programming schedule, and in an effort of save money. To keep the brand alive for customers, however, BAM is relaunching an abbreviated digital version of the publication in the next month.
- It will feature the popular column "Literally" by **Rebecca Colbert**, which spotlights items from our collection on a theme of her choosing. We will also feature "Did You Know?" which focuses on the Library District's vast selected of eResources and other topics that people are not aware of. We will also spotlight a timely event or two. The goal is to make it a quick digital read, with lots of links that invite customers into our website.
- The inaugural Library Highlights eBlast is currently being prepped to send out to cardholders in October, with the Highlights website blog posts posting simultaneously.

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COVID-19 ACTIVITIES

- **Staff Communications During Pandemic**
 - BAM continues to maintain the Staff Updates page on the website on behalf of the Executive Council members. The page continues to be an expeditious way for staff to access important information and announcements, both from home and at work, during the COVID-19 pandemic. The page can be viewed at: <https://lvccld.org/staffupdates>
 - **Betsy Ward** continues to work with **Ryan Simoneau** on formatting and uploading the information as it is received.
 - The Staff Updates page first went live on Thursday, March 19, and continues to enjoy growth month over month. Through September 15, the page has received **30,005 unique page views, an increase of 5% over the previous month**. Library staff have stayed on this page for an average dwell time of **nearly five minutes**.
- **Public Communications Web Pages During COVID-19**
 - This page continues to evolve to reassure customers that their libraries are open and safe and always there for them! It is so important to keep our customers informed during this challenging time and every member of the BAM team plays a critical role in keeping these pages up-to-date, clear, visually compelling, and informative. Graphics on the current Browsing is Back page are supplied and updated by **Juanita Aiello** and Web Designer **Gene Kilchenko**. As with all special communications and promotional pages, the Browsing is Back page was translated into Spanish and can be viewed at: <https://lvccld.org/abierto>



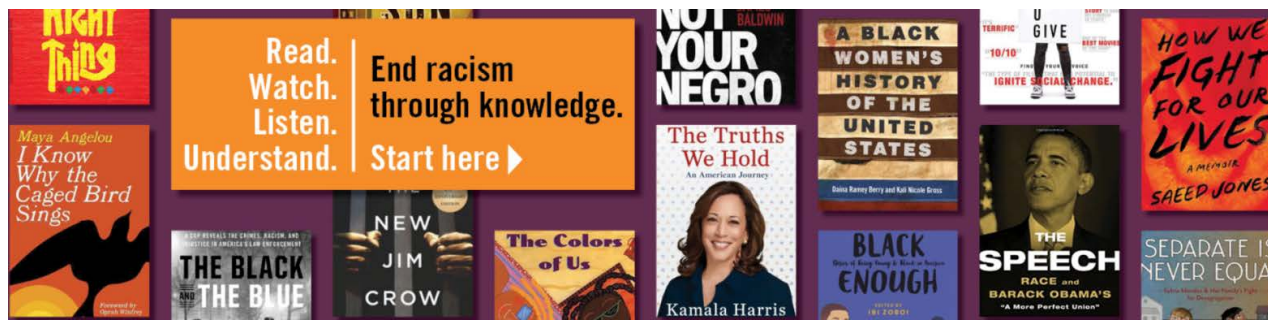
- **“Browsing is Back/Library is Open” Messaging Analytics:**
 - **Cierra Pedro** filmed and edited a video for the District YouTube channel, which helped customers understand what to expect from their library experience under pandemic conditions. The video has amassed **2,238 Views**. Watch it here: <https://youtu.be/keeMQo7fCL4>
 - Through September 15, the Browsing Is Back page has received **10,044 Unique Page Views, an increase of 21% over the previous month**. Customers have stayed on this page for an average dwell time of nearly two minutes.
 - The newly updated Library Locations, Hours & Curbside Availability link (which added numerous outlying branches that previously did not offer this service) has received **4,325 Unique Page Views** through September 15, **an increase of 24% over the previous month**. Customers have stayed on this page for an average dwell time of nearly three minutes. View it here: <https://lvccld.org/locations-hours-curbside/>

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OTHER SPECIAL INTEREST AUDIENCE PAGES

• African American Web Page

- The Library District continues to spotlight public support against racial injustice through this new audience page. **Ryan Simoneau** and **Paula Loop** continue to work with the Library District's **Website Content Committee** of staff volunteers to create new staff lists comprised of relevant titles in our collection, along with the works of noted African American icons, authors, thought leaders, filmmakers, and musicians.
- **Betsy Ward** and **Ryan Simoneau** continue to work with **Rebecca Colbert**, and **Jocelyn Bates** to provide more dedicated content updates for this audience page, as well as the homepage.
- The updated page can be viewed at: <https://www.lvcclld.org/african-american>. As with our Español, Latinx, and Asian American/Pacific Islander audience pages, this page is a permanent addition to the District's website and will continue to evolve as new content is added to the catalog.
- BAM has continued to promote this page on the District's social media channels, using the End Racism through knowledge graphic.
- Through September 15, it has received **2,398 Unique Page Views**, an **increase of 7% over last month**. Customers have stayed on this page for an average dwell time of **nearly two minutes**.



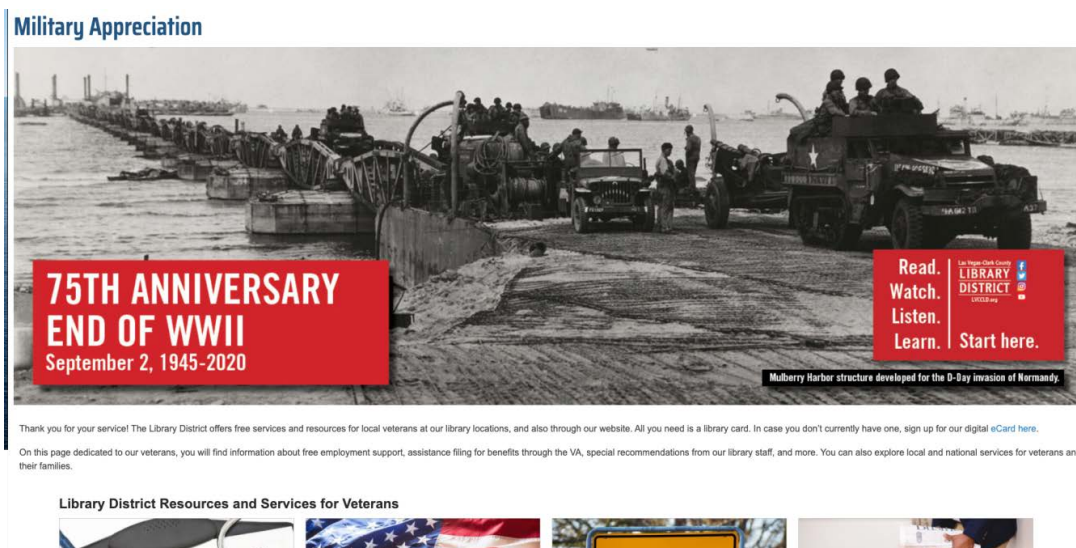
We offer this page as a starting point for our entire community, to discover new voices and perspectives, and to begin a dialogue through understanding that leads to real, measurable racial and economic equality. And for our African American community, you will find on this page a range of free Library District services, as well as local and national resources, scholarship opportunities, and much more. We also invite you to take advantage of our free computer and Wi-Fi access at our [library locations](#) throughout Southern Nevada. All you need is a library card! (In case you don't currently have one, sign up for one [here](#).)

Serving The African American Community

<p>OPEN EARLY FOR STUDENTS KINDERGARTEN THROUGH COLLEGE WITH PROOF OF ENROLLMENT</p> <p>WEBSITE The Library District Opens Early For Students</p> <p>Our new early hours starting September 14 will help</p>	<p>CATALOG SEARCH 2020 National Book Foundation Lifetime Achievement Award</p> <p>Bestselling mystery author Walter Mosley will be honored</p>	<p>CATALOG SEARCH Check Out The Newest Oprah's Book Club Pick</p> <p>Use your FREE library card to place a hold on "Caste" by</p>	<p>ARCHIVE COLLECTION Explore Our African American Collection</p> <p>The Library District's African American Special Collection consists of specialized materials by & about African</p>
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- **75th Anniversary of the End of World War II & Military Appreciation Page**
 - In commemoration of this milestone anniversary, which took place on September 2, BAM updated the Library District's Military Appreciation page with new artwork from **Juanita Aiello**. This is yet another example of the Special Interest Audience pages that BAM develops to foster awareness and understanding.
 - **Ryan Simoneau** worked with **Rebecca Colbert** and **Jocelyn Bates** to continue to add more dedicated World War II content for this audience browse page, as well as the homepage.
 - The updated page can be viewed at: <https://lvccld.org/veterans>. As with our African American, Español, Asian American/Pacific Islander, Latinx, and LGBTQ+ audience pages, this page is a permanent addition to the website and will continue to be updated as new content is added to the catalog.
 - The new commemorative artwork was added to the website homepage on Wednesday, August 19 and will remain up throughout September to honor the 75th anniversary.
 - **Ryan Simoneau** and **Paula Loop** scheduled social media posts to promote this updated page using the new World War II commemorative artwork.



VEGAS GOLDEN KNIGHTS PARTNERSHIP

- **VGK Bookmarks & Chance's Chat** have continued to be extremely popular with the public as the team reached the Western Conference Finals of the 2020 NHL Stanley Cup Playoffs. Library District branches now feature all five scheduled VGK player bookmarks, featuring Deryk Engelland, Jon Merrill, Alex Tuch, Jonathan Marchessault, and Nate Schmidt.
- The Golden Knights' season officially ended on September 14 when they were eliminated from the NHL playoffs. The team will take a break ahead of the 2020-2021 NHL season kickoff, which has yet to be confirmed. The bookmarks will remain available through the year as these five players remain on the VGK roster.
- Chance's Chat can be viewed at: <https://legacy.lvccld.org/vgk/>

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PUBLIC RELATIONS ACTIVITIES

Betsy Ward & former Assistant Branding & Marketing Director **Karen Bramwell** facilitated and coordinated media interviews which ran during the end of August into mid-September, with the following results. This was the last month in which Karen Bramwell managed media outreach, as she has retired:

- o **Channel 13**– On Thursday, August 27, Literary Services Manager **Jill Hersha** interviewed with Channel 13 promoting Vegas Strong Academy and the Adult Learning Program
- o **Channel 13** – On Monday, August 31, Acting Assistant Library Operations Director **Leo Segura** interviewed with Channel 13 to discuss the Library District's free services, resources & online learning tools both students and adults.
- o **Vegas PBS** – On Tuesday, September 8 Library District Acting Deputy Director **Danielle Milam** was interviewed on Vegas PBS Nevada Week's special episode about educational resources in Southern Nevada.
- o **KLAS** – On Tuesday, September 12, the Library District's annual Kickoff to Kindergarten event was featured on KLAS-CBS.
- o **KTNV** – On Tuesday, September 15, the Library District's new early hours for students was shared on KTNV's Good Morning Las Vegas.
- o **FOX 5** – On Tuesday, September 15, the Library District's new early hours for students was shared on FOX 5 & MORE FOX 5.
- o **Las Vegas Review-Journal** – On Tuesday, September 15, Indian Springs Library Associate Marie "Jet" Reed was interviewed by the Las Vegas Review-Journal about the Library District's free services and resources for the community of Indian Springs, Nevada.
- o **Las Vegas Weekly** – On Thursday, September 17 Whitney Library Youth Services Librarian **Emily Matview** was by Las Vegas Weekly about her new art exhibit of her photography that is currently on display at Whitney Library.

CALCULATED PUBLIC RELATIONS ADVERTISING EQUIVALENCY VALUE

- Based on the industry standard for public relations/advertising equivalency measurement, we received **\$1,157,195** for the month of August in advertising equivalency value. This number included brand messaging with backlit signage to travelers that utilize McCarran International Airport.
- Advertising equivalency is calculated by taking the length of a print article or a broadcast segment, and applying the dollars it would take to purchase advertising of that length. This dollar total is then multiplied by three, which factors in the value of the public learning about the information from a news reporter, who is an objective, credible, third-party source. The McCarran Duratrans are calculated by the cost to purchase the ad space, similar to an outdoor billboard.
- This will be the last ad equivalency report as it has been calculated by software owned by The Firm PR. Their contract has been terminated and we will be going out for a new PR RFP.

GOOGLE ADWORDS GRANT UPDATE

- **Google AdWords** is **Google's** advertising system in which advertisers bid on certain keywords in order for their clickable ads to appear in **Google's** search results. The Foundation and the Library District received a shared grant from Google for \$10,000 a month in Google ad credits.
- Nonprofit Megaphone is the agency that works with Google to manage our grant and optimizes weekly "key words" that are selected from priorities on the website, which entice people to click on the District when searching.

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- The latest Google Studio Data Report updates in real-time on our Google Grant Google AdWords campaigns, which can be viewed [HERE](#).
- Conversation tracking for priority Google AdWords campaigns include (as of September 15):
 - 98 people successfully applied for an eCard right from the ads
 - 32 people clicked on the Vegas Strong Academy graphic on the homepage from the ads
 - 53 people have found our Free Teen Pantry at The Best Buy Teen Tech Center blog post from the ads
 - 20 people found our current Art Galleries/Exhibits page right from clicking on an ad
 - 8 people have called a branch right from an ad
 - 6 people found the Take & Make Kits blog post from clicking on an ad
 - Newly launched campaigns to help promote the early hours for students, limitless learning page, and new Latinx page

PRINT COLLATERAL MATERIALS & SOCIAL MEDIA/WEBSITE ASSETS

- **Juanita Aiello, Cierra Pedro, Gene Kilchenko** managed, edited, designed, proofed, obtained approval, printed, and prepared for delivery of print collateral materials and/or digital graphics for the following: Best of Las Vegas nomination for Things to Do: Art Gallery, BBB Tech Support Scams event at SM, Easy Way to Self-Publish: From Text to eBook and Paperback, BBB Imposter & Grandparent Scams, Updated the Tools for School Success poster to show grade ranges for each of our eResources, and Shockfest-Horror in the Library event at Clark County Library.
- With additional testing and feedback from the BAM team and Library District staff, **Gene Kilchenko** is in the final stages of fine-tuning his custom Marketing Service Request (MSR) program that will launch soon.
- **Betsy Ward** and **Gene Kilchenko** are working on a special job posting page on the District website for the Executive Director position. It will be live the week of 9/21.

WEBSITE & BACKEND UPDATES

- **Paula Loop** continues to share new updates on the "FYI" dedicated blog post, which spotlights dozens of free community resources. This informative blog post also links out from the system notification banner at the top of the website. Through September 15, this blog post has compiled **19,223 Unique Page Views** and an average dwell time of over two minutes. This community resource blog will continue to be updated throughout the ongoing challenges of COVID-19: lvccld.org/blogs/post/library-districts-response-to-the-coronavirus-covid-19/
- Topics on the website homepage included:
 - Promoting the Library District's new early hours for students that started on September 14 at urban branches
 - Promoting the Library District's new Limitless Learning page, which features free services and online resources for students in grades K-12
 - Spotlighting the Library District's new Latinx page to coincide with National Hispanic Heritage Month which runs September 15 – October 15
 - Commemorating the 75th anniversary of the end of World War II with the Library District's updated Military Appreciation page
 - Promoting the Library District's partnership with the City of Las Vegas to expand the Vegas Strong Academy locations to four Library District branches
 - Sharing the Library District's Tools For School Success page which include online resources and learning tools for grades K-College

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- Promoting the Library District's full reopening + continued curbside service
 - Racial Injustice/African American audience browse page
 - Digital eCard availability
 - Spotlighting our free art galleries and encouraging customer voting in the 2020 Best of Las Vegas Awards
- **Paula Loop** and **Ryan Simoneau** compiled and added two new blog posts to promote RBdigital merger with Overdrive for audiobooks, as well as the latest Libraries Transform book pick that is available to library cardholders with no wait time from September 14-28. They also continued to promote the following priorities:
 - **Census 2020 & Censo 2020:**
<https://lvccld.org/census>
<https://lvccld.org/censo> (Spanish)
 - **RBdigital is Merging with Overdrive**
<https://lvccld.org/blogs/post/rbdigital-is-merging-with-overdrive/>
 - **Libraries Transform Book Pick September 14-28**
<https://lvccld.org/blogs/post/libraries-transform-book-pick-september-14-28/>
 - **Have Fun at Home with The Library District's Free Take & Make Activity Kits:**
<https://lvccld.org/blogs/post/takeandmake/>
 - **Browse Anti-Racism Titles on Overdrive:**
<https://lasvegas.overdrive.com/collection/1088835>
 - **The Library District is Your Entertainment Resource:**
<https://lvccld.org/blogs/post/the-library-is-your-entertainment-resource/>
 - **Chance's Chat (Monthly VGK Player Blog):**
<https://lvccld.org/vgk>
- Media and Press Release pages were updated by **Gene Kilchenko** and **Ryan Simoneau**.
- **Juanita Aiello**, **Cierra Pedro**, and **Gene Kilchenko** reviewed current BiblioEvent images and updated them with more appealing images.
- **Gene Kilchenko** and **Ryan Simoneau** continue to work on updating the backend of the Staff Updates, Full Reopening/Browsing Is Back, and Curbside Pick-up Locations, as well as the Limitless Learning pages as needed to inform customers of available Library District services as they change and/or become available.
- **Ryan Simoneau** and **Paula Loop** continued to field questions and comments from the public, and have received 21 feedback emails through September 15.
- Working with the **Website Content Committee**, 47 new staff lists were added to the website and rotated on the homepage, as well as on social media, to ensure that fresh and timely content is being shared each week.
- The website has recorded **137,142 library card registrations** as of September 15, an **increase of 2%** over the previous month. Card registration is not required for a customer to check out items, but registration does afford customers additional website benefits, such as managing their account, placing holds, and accessing eResources.

SOCIAL MEDIA

- The top priority for the social media team in September was to promote the Library District's new Limitless Learning page which features learning tools and online resources for grades K-12, the new early hours for students that started on September 14 at our urban branches, Hispanic Heritage Month which runs September 15 - October 15, as well as the 75th anniversary of World War II with the Library District's dedicated page military appreciation page.
- Additional priorities included promoting the free Tools for School Success resource page; the District's new partnership with the City of Las Vegas for their Vegas Strong Academy in five

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library branches; the Vegas Golden Knights #VegasBorn library card and collectible player bookmarks while tying that in with the Golden Knights run in the 2020 NHL Stanley Cup Playoffs; the free Take And Make Kits offered at Library District branches; our African American audience page; new online and in-branch events; timely staff lists; the Library District's digital eCard; and free online resources and services.

CONTINUED TAKE & MAKE KITS PROMOTION

The social media posts BAM scheduled to help promote Whitney Library's Teen Take & Make Kits for vision boarding and button making were well received. Youth Services Department Head **Erin Collins** said they had teens coming in after seeing the social media posts and they ended up giving out 32 Take & Make Kits total, which she said is "awesome for teens!".

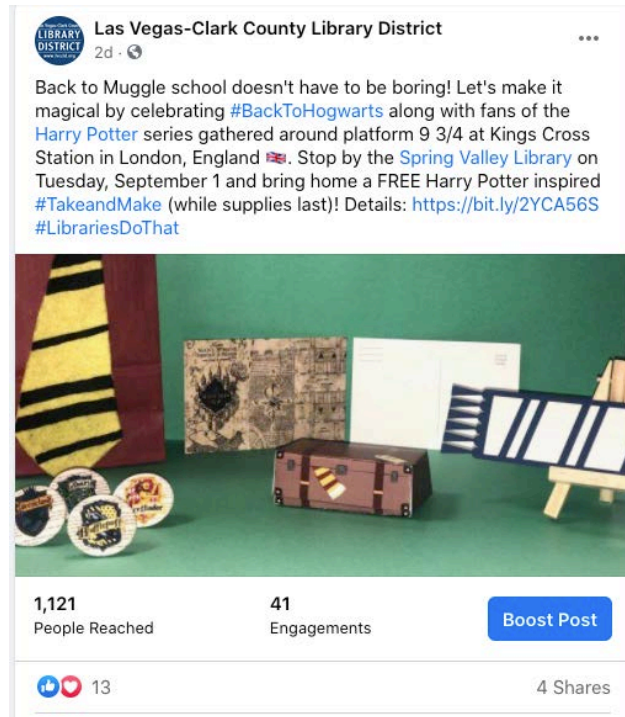


BACK TO HOGWARTS EVENT

BAM helped to promote this popular annual event that is celebrated globally, by sharing Spring Valley Library's event, along with their themed Take & Make Kit to help fans celebrate. The promotional posts were so effective that Adult Services Assistant **Anahi Bravo** said they had

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"people calling from all over town to pick up the Take & Make kit" and they "gave out 100 kits before running out."



SOCIAL MEDIA HIGHLIGHTS

- The City of Las Vegas helped promote the expansion of their Vegas Strong Academy program to five of the Library District branches.



- Clark County School District continued to promote their 2020-2021 Digital Family Guide, which includes the Library District:

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- Clark County Nevada, as well as Commissioners Michael Naft and Justin Jones honored recently retired Performing Arts Center Coordinator **Anthony Allison** for all his community dedication over the years:



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- We received some really positive patron comments about the new early hours for students that launched on September 14:

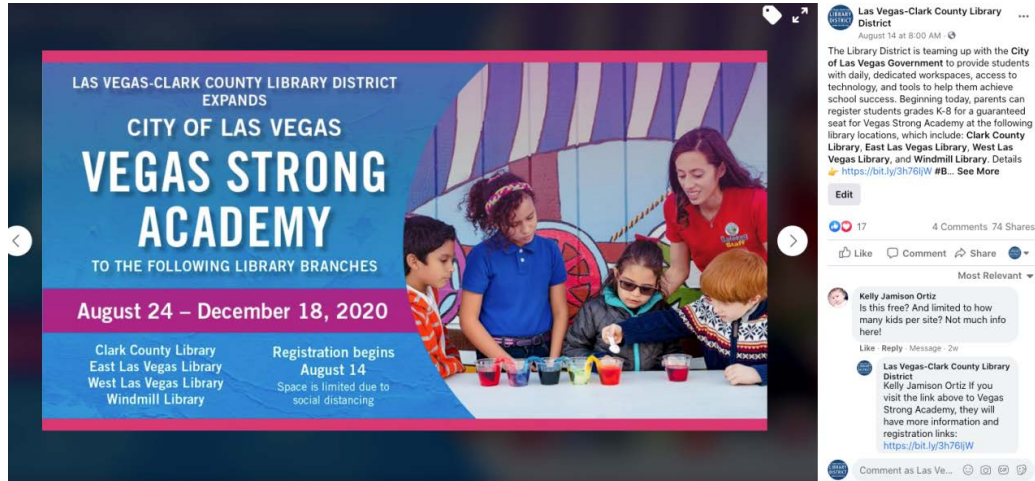


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LVCCLD'S TOP POSTS (AUGUST 2020)

- Facebook:**

The Library District promoted registering for the City Of Las Vegas' expanded Vegas Strong Academy program, which is now available at five Library District locations. This was our most engaging Facebook post for the month with 52 comments and 74 shares. We are continuing to promote and encourage registration for this program, as well as answering any customer questions that we receive.



- Twitter:**

The free Middle School Survival Kit that was offered at Windmill Library was well received on Twitter.



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- **Instagram:**

The free school supply giveaway at the Best Buy Teen Tech Center located at Clark County Library was very popular both in-branch and on social media! This was the top post for the month on Instagram with 94 total engagements, including six positive user comments.



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WEB & SOCIAL MEDIA ANALYTICS (AUGUST 2020)

- **Facebook:**

- LVCCLD Facebook Page Fans: 12,662 (+1%)
- Total Facebook Page Fans (across all LVCCLD branches): 40,573 (+1%)
- Total New Follower Increase: +1%
- Total Facebook Impressions: 245,894 (-7%)
- Total Facebook Post Engagements: 9,607 (-3%)
- Total Facebook Link Clicks: 851 (+35%)

Notes: New followers and user engagement were slightly down after increasing over the previous two months. This can be partially attributed to the Library District suspending virtual programming that we shared from our Virtually Anywhere YouTube channel, which had been very well received and helped contribute to the increases in all the major monthly analytics on this social media platform.

- **LVCCLD Twitter:**

- Followers: 3,421 (+1%)
- Total user engagements: 3,265 (+1%)
- Organic Impressions: 157,051 (-15%)
- Link clicks: 323 (-18%)

Notes: Our Twitter total followers and user engagement, were slightly up from last month, but overall impressions decreased.

- **LVCCLD Instagram:**

- Followers: 3,587 (+3%)
- Total user engagement: 1,798 (+38%)
- Total impressions: 53,344 (-33%)
- Top post engagement: 94 (-37%)
- Total likes received to posts: 1,626 (+37%)
- Total comments received to posts: 57 (+72%)
- Instagram Stories Impressions 11,757 (-48%)

Notes: Our new followers, user engagement, and likes/comments were all up from the previous month, but we did see a decline in total impressions and Instagram Stories impressions. This can be partially attributed to the pausing of the Library District's Virtually Anywhere YouTube content, which were also posted to Instagram Stories and IGTV.

- **YouTube:**

- Channel Subscribers: 865 (+8%)
- Total Impressions: 67,900 (-67%)
- Total Channel Watch Time: 109.5 (-71%)
- Average View Duration: 1min 45sec (-12%)

Notes: Our new followers increased, but much less than the previous month, and our user engagement was significantly down on this social media platform. This is directly related to the Library District suspending production and promotion on all virtual programming as of Thursday, July 30. Until virtual programming is approved to return, this social media platform will continue to see slower growth and lower user engagement. The lower monthly analytics illustrate the importance of producing new content (there was none in August) and establish consistency for channel subscribers/potential subscribers.

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Website Analytics (August 2020)

- Page Views: 1,823,780 (-1%)
- Homepage Views: 326,627 (+43%)
- Total Visitors: 163,367 (+8%)
- Unique Visitors: 142,969 (+10%)
- Average Dwell Time: :56 (+1 second across website) 1:11 (+5 second on homepage)

Notes: Our website visitors and homepage views both increased over the last month, and our website dwell time for users was also up.

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas-Clark County Library District - August 2020									
Monitored Coverage, Clipped									
Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
7/31/20	Internet	ktnv.com	Keeping cool during Excessive Heat Warning in Las Vegas	Live-shot Windmill library; Summer Challenge mentioned	https://www.ktnv.com/news/keeping-cool-during-excessive-heat-warning-in-las-vegas			1,758,333	\$52,749.99
7/31/20	Television	KTNV-TV	13 Action News	5:01 p.m. - Live-shot Windmill library; Summer Challenge mentioned		1m 34s	\$1,956.15	19,072	\$6,129.27
8/1/20	Television	KTNV-TV	Good Morning Las Vegas	5:13 a.m. - Live-shot Windmill library; Summer Challenge mentioned		1m 55s	\$614.95	9,013	\$2,357.31
8/1/20	Television	KTNV-TV	Good Morning Las Vegas	6:14 a.m. - Live-shot Windmill library; Summer Challenge mentioned		1m 56s	\$755.58	13,122	\$2,921.58
8/5/20	Internet	nevadabusiness.com	Annual Cox Back-To-School Fair Goes Virtual for 2020	Cox Back-To-School fair goes virtual	https://www.nevadabusiness.com/2020/08/annual-cox-back-to-school-fair-goes-virtual-for-2020/			46,890	\$1,406.70
8/6/20	Internet	8newsnow.com	CCSD, partners expand Wi-Fi access for students	CCSD wi-fi partnership	https://www.8newsnow.com/news/local-news/ccsd-partners-expand-wi-fi-access-for-students/			1,368,333	\$41,049.99
8/6/30	Television	KVVU-TV	More	10:30 a.m. - Vegas PBS STEAM Camp; librarians from the LVCCCLD will be		3m 2s	\$1,827.00	22,766	\$11,083.80
8/11/20	Internet	reviewjournal.com	Some Henderson Libraries checkouts on rise amid coronavirus	LVCCCLD browsing open since late June	https://www.reviewjournal.com/local-columns/natalie-burt/some-henderson-libraries-checkouts-on-rise-amid-coronavirus-2092811/			4,541,667	\$136,250.01
8/11/20	Television	KTNV-TV	13 Action News	11:33 a.m. - CCSD virtual school year; LVCCCLD CCSD wi-fi partnership		1m 39s	\$1,491.84	16,157	\$4,923.07
8/12/20	Television	KVVU-TV	FOX5 News This Morning	5:06 a.m. - SNHD mobile immunization clinic at Clark County Library		25s	\$756.56	11,592	\$630.47
8/12/20	Internet	fox5vegas.com	City of Las Vegas offering Vegas Strong Academy for fall semester distance learning	Vegas Strong Academy; Shana Harrington interviewed; wi-fi partnership	https://www.fox5vegas.com/news/education/city-of-las-vegas-offering-vegas-strong-academy-for-fall-semester-distance-learning			2,391,667	\$71,750.01
8/12/20	Internet	news.yahoo.com	City announce Vegas Strong Academy daycare for kids	Vegas Strong Academy LVCCCLD locations	https://news.yahoo.com/city-announce-vegas-strong-academy-012837271.html			N/A	N/A
8/12/20	Internet	ktnv.com	City of Las Vegas offers Vegas Strong Academy for families with young children	Vegas Strong Academy LVCCCLD locations	https://www.ktnv.com/news/coronavirus/city-of-las-vegas-offers-vegas-strong-academy-for-families-with-young-children			1,758,333	\$52,749.99
8/12/20	Internet	news3lv.com	City of Las Vegas offers childcare program with distance learning support	Vegas Strong Academy LVCCCLD locations	https://news3lv.com/news/local/city-of-las-vegas-offers-childcare-program-with-distance-learning-support			2,058,333	\$61,749.99
8/14/20	Television	KTNV-TV	Good Morning Las Vegas	5:33 a.m. - LVCCCLD CCSD wi-fi partnership		25s	\$663.46	11,742	\$552.88
8/14/20	Television	KTNV-TV	Good Morning Las Vegas	6:35 a.m. - LVCCCLD CCSD wi-fi partnership		23s	\$868.28	16,151	\$665.68
8/14/20	Television	KVVU-TV	FOX5 News: Live in Las Vegas	9:04 a.m. - Vegas Strong Academy LVCCCLD locations		33s	\$2,683.80	31,924	\$2,952.18
8/14/20	Internet	ktnv.com	You can still sign your kids up for the school year	LVCCCLD CCSD wi-fi partnership	https://www.ktnv.com/news/you-can-still-sign-your-kids-up-for-the-school-year			1,758,333	\$52,749.99
8/14/20	Internet	kxnt.radio.com	City Offering 'Vegas Strong Academy' Option For Kids	Vegas Strong Academy LVCCCLD locations	https://kxnt.radio.com/articles/press-release/city-offering-vegas-strong-academy-option-for-kids			2,000	\$60.00
8/14/20	Television	KVVU-TV	FOX5 News	4:31 p.m. - Vegas Strong Academy; Shana Harrington interviewed; Tools for school success; wi-fi partnership		2m 16s	\$1,052.94	14,057	\$4,773.33
8/14/20	Television	KVVU-TV	FOX5 News	11:35 p.m. - Vegas Strong Academy LVCCCLD locations		28s	\$959.75	18,592	\$895.77
8/15/20	Television	KVVU-TV	FOX5 News This Morning Weekend Edition	7:38 a.m. - Vegas Strong Academy LVCCCLD locations		31s	\$786.45	12,960	\$812.67

Board of Trustees Meeting - Item VII. Library Reports

Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
8/15/20	Television	KVVU-TV	FOX5 News This Morning Weekend Edition	8:38 a.m. - Vegas Strong Academy LVCCCLD locations		31s	\$1,532.23	35,166	\$1,583.30
8/16/20	Internet	reviewjournal.com	Here are answers to FAQ for parents of CCSD children	County libraries mentioned; wi-fi partnership	https://www.reviewjournal.com/local/education/here-are-answers-to-faq-for-parents-of-ccsd-children-2095866/			4,541,667	\$136,250.01
8/16/20	Television	KTNV-TV	Good Morning Las Vegas	5:26 a.m. - LVCCCLD CCSD wi-fi partnership		26s	\$543.41	8,332	\$470.96
8/16/20	Television	KTNV-TV	Good Morning Las Vegas	6:25 a.m. - LVCCCLD CCSD wi-fi partnership		26s	\$761.46	17,161	\$659.93
8/17/20	Television	KTNV-TV	Good Morning Las Vegas	5:06 a.m. - Live-shot from West Sahara Library; wi-fi partnership		3m 32s	\$331.24	8,252	\$2,340.76
8/17/20	Television	KTNV-TV	Good Morning Las Vegas	6:08 a.m. - Live-shot from West Sahara Library; wi-fi partnership		3m 25s	\$823.69	14,283	\$5,628.55
8/17/20	Television	KTNV-TV	Morning Blend	9:06 a.m. - Cox Back-to-School fair; LVCCCLD education resources mentioned		47s	\$750.96	9,100	\$1,176.50
8/17/20	Internet	ktnv.com	Free internet service available to eligible Nevada students	LVCCCLD CCSD wi-fi partnership	https://www.ktnv.com/raisingthebar/free-internet-service-available-to-eligible-nevada-students			1,758,333	\$52,749.99
8/18/20	Television	KVVU-TV	More	10:01 a.m. - Tools for Success; live at Windmill Library; Shana Harrington interviewed		4m 6s	\$1,260.00	17,876	\$10,332.00
8/18/20	Television	KVVU-TV	More	10:45 a.m. - Tools for Success; live at Windmill Library; Shana Harrington interviewed		4m 19s	\$1,260.00	17,876	\$10,878.00
8/18/20	Internet	fox5vegas.com	Local libraries becoming a prime resource for students learning from home	Tools for Success; live at Windmill Library; Shana Harrington interviewed	https://www.fox5vegas.com/video/local-libraries-becoming-a-prime-resource-for-students-learning-from-home/video_3e9c4673-2476-5d20-91fb-7ac71d92d060.html			2,391,667	\$71,750.01
8/20/20	Television	KVVU-TV	More	10:08 a.m. - Vegas Strong Academy; Windmill Library live		3m 30s	\$1,827.00	22,766	\$12,789.00
8/21/20	Internet	knpr.org	Questions Abound As CCSD Students Go Back To School	Vegas Strong Academy; Rebecca Colbert interviewed	https://knpr.org/knpr/2020-08/questions-abound-ccsd-students-go-back-school			94,167	\$2,825.01
8/21/20	Radio	KNPR-FM	State of Nevada	9:34 a.m. - Vegas Strong Academy; Rebecca Colbert interviewed		6m 52s	N/A	75,500	N/A
8/21/20	Radio	KNPR-FM	State of Nevada	9:55 a.m. - Rebecca Colbert interviewed; what kids/parents can do to stay sane		2m 4s	N/A	75,500	N/A
8/21/20	Radio	KNPR-FM	State of Nevada	7:34 p.m. - Vegas Strong Academy; Rebecca Colbert interviewed		6m 46s	N/A	N/A	N/A
8/21/20	Radio	KNPR-FM	State of Nevada	7:54 p.m. - Rebecca Colbert interviewed; what kids/parents can do to stay sane		2m 3s	N/A	N/A	N/A
8/21/20	Internet	fox5vegas.com	Working parent? Here's a list of day camp options for students in the Las Vegas Valley	Vegas Strong Academy LVCCCLD locations	https://www.fox5vegas.com/news/education/working-parent-heres-a-list-of-day-camp-options-for-students-in-the-las-vegas/article_fa966082-e3a7-11ea-9ad3-712e00fee3f0.html			2,391,667	\$71,750.01
8/24/20	Television	KVVU-TV	FOX5 News This Morning	5:37 a.m. - Teen pantry		18s	\$307.72	10,087	\$184.63
8/24/20	Television	KVVU-TV	FOX5 News This Morning	6:39 a.m. - Teen pantry		18s	\$960.40	19,582	\$576.24
8/24/20	Television	KVVU-TV	FOX5 News: Live in Las Vegas	7:39 a.m. - Teen pantry		19s	\$1,711.57	37,532	\$1,083.99
8/24/20	Television	KVVU-TV	FOX5 News: Live in Las Vegas	8:41 a.m. - Teen pantry		19s	\$1,510.18	33,695	\$956.45
8/26/20	Internet	ktnv.com	Nevadans redefining themselves through available library programs	ESL; LVCCCLD literacy manager Jill Hersha interviewed; career services	https://www.ktnv.com/open/nevadan-s-redefining-themselves-through-available-library-programs			1,758,333	\$52,749.99
8/26/20	Television	KTNV-TV	13 Action News	6:34 p.m. - ESL; LVCCCLD literacy manager Jill Hersha interviewed; career services		2m 36s	\$1,493.01	18,712	\$7,763.65
8/27/20	Television	KTNV-TV	Good Morning Las Vegas	5:17 a.m. - ESL; LVCCCLD literacy manager Jill Hersha interviewed; career services		2m 41s	\$823.20	15,131	\$4,417.84

Board of Trustees Meeting - Item VII. Library Reports

Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
8/27/20	Television	KTNV-TV	Good Morning Las Vegas	6:11 a.m. - ESL; LVCCLD literacy manager Jill Hersha interviewed; career services (teaser)		9s	\$689.43	14,332	\$206.83
8/27/20	Television	KTNV-TV	Good Morning Las Vegas	6:17 a.m. - ESL; LVCCLD literacy manager Jill Hersha interviewed; career services		2m 40s	\$689.43	14,332	\$3,676.96
8/27/20	Television	KVVU-TV	More	10:04 a.m. - Vegas Strong Academy		40s	\$1,827.00	22,766	\$2,436.00
8/27/20	Internet	thenevadaindependent.com	Washoe County Library System retires late fees in attempt to remove barriers to library access	LVCCLD cleared five years of overdue penalties	https://thenevadaindependent.com/article/washoe-county-library-system-retires-late-fees-in-attempt-to-remove-barriers-to-library-access			411,667	\$12,350.01
8/28/20	Internet	unlv.edu	UNLV's Working Parents Juggle Demands of Jobs and Schooling	LVCCLD listed as resource for parents; e-card; online tutoring; YouTube channel	https://www.unlv.edu/news/article/unlvs-working-parents-juggle-demands-jobs-and-schooling			1,088,333	\$32,649.99
8/28/20	Television	KTNV-TV	13 Action News	6:26 p.m. - LVCCLD e-courses; learn new skills (teaser)		7s	\$2,419.98	29,610	\$564.66
8/28/20	Television	KTNV-TV	13 Action News	6:42 p.m. - LVCCLD e-courses; learn new skills (teaser)		8s	\$1,814.19	22,396	\$483.78
8/28/20	Television	KTNV-TV	13 Action News	6:46 p.m. - LVCCLD e-courses; learn new skills; Leo Segura interviewed		2m 11s	\$1,814.19	22,396	\$7,921.96
8/28/20	Internet	ktnv.com	Las Vegas-Clark County Library District offering free learning programs	LVCCLD e-courses; learn new skills; Leo Segura interviewed	https://www.ktnv.com/open/las-vegas-clark-county-library-district-offering-free-learning-programs			1,758,333	\$52,749.99
8/30/20	Internet	ktnv.com	WE'RE OPEN: Clark County libraries offering a wide variety of e-courses	LVCCLD e-courses; learn a new skill; Leo Segura interviewed	https://www.ktnv.com/open/were-open-clark-county-libraries-offering-a-wide-variety-of-e-courses			1,758,333	\$52,749.99
8/31/20	Television	KTNV-TV	13 Action News	5:10 a.m. - LVCCLD e-courses; learn a new skill; Leo Segura interviewed (teaser)		11s	\$163.66	3,717	\$60.01
8/31/20	Television	KTNV-TV	13 Action News	5:16 a.m. - LVCCLD e-courses; learn a new skill; Leo Segura interviewed		2m 9s	\$163.66	3,717	\$703.74
8/31/20	Television	KTNV-TV	13 Action News	6:18 a.m. - LVCCLD e-courses; learn a new skill (teaser)		9s	\$534.10	8,061	\$160.23
8/31/20	Television	KTNV-TV	13 Action News	6:21 a.m. - LVCCLD e-courses; learn a new skill; Leo Segura interviewed		2m 12s	\$534.10	8,061	\$2,350.04

Earned Digital

Date	Outlet Type	Outlet	Title	Notes	Link	Segment Length	Value Per 30	Audience	Calculated Publicity Value
August	Duratron	McCarran International Airport		10 throughout the month				34,419,476	\$1,157,195.69

ITEM VII.A.2.b.



MEMORANDUM

TO: Mr. Fred James, Acting Executive Director

FROM: Matt McNally, Community Engagement Director

DATE: September 24, 2020

SUBJECT: Community Engagement Report, October 2020

This report provides an overview of District-wide Community Engagement initiatives including adult literacy services, art gallery services, outreach services, adult programming and venues services, and youth programming services. This report covers a one-month period from **August 1, 2020 – August 31, 2020**.

On August 6, **Matt McNally** met with Workforce Connections Executive Director Jaime Cruz, Chief Operating Officer Irene Bustamante Adams, Project Coordinator Robbie DeBuff, and Kathy Topp from the marketing firm Red 7 Communications to discuss the launch of the Employ NV Business Hub at Sahara West Library and other One-Stop Career Center partnership services at West Las Vegas, East Las Vegas, Clark County, Mesquite, and Laughlin libraries. Plans are finalizing to launch the NV Employ Business Hub at Sahara West Library on October 21 as presented at the April 28, 2020 Board of Trustees meeting. This initiative is conducted in partnership with Workforce Connections under the One-Stop Career Center Memorandum of Understanding. The hub will provide support services to local small businesses and will be located directly across the Sahara West Library bookstore adjacent to the main lobby. Acting General Services Director **John Vino** coordinated with Jaime Cruz to lead the renovation effort. Maintenance Technician II **Jason Strobe** assisted with electrical and data upgrades, and Maintenance Technician II's **Stanley Elms** and **Paul Singh** assisted on general maintenance upgrades. Systems and Network Supervisor **Gunnar Kim** oversaw information technology improvements for telephones and network connectivity. He was assisted on the project by Microcomputer and Network Analysts **Jamesel Lighten**, **Shane Spillet**, and **Anthony Weitz**. Workforce Connections launched a similar business hub at the Las Vegas Metro Chamber of Commerce on September 18. An invitation to an unveiling event on October 21 for the Sahara West Library location will be sent soon.

In partnership with the City of Las Vegas, the Library District launched distance learning services provided by Vegas Strong Academies (VSA) on August 24 at the Clark County, East Las Vegas, West Las Vegas, and Windmill libraries. Services at Sunrise Library launched on August 31. The VSA program provides a supportive environment for students (K-8th grade) to participate in school distance learning. The program also provides before and after school care Monday through Friday from 6:30 a.m. to 6:00 p.m. Programming and Venues Manager **Ryan Neely**, Adult Programming Supervisor **Jen Weitz**, and Performing Arts Center Coordinators

Community Engagement Report September 24, 2020 – Page 2

Suzanne Scott, Marcela Chiarandini and **Firouzeh Forouzmand** served as liaisons between the Library District and the city of Las Vegas to ensure a successful launch of the program occurred at each site. The Library District hosted 25 VSA programs serving 63 students with a monthly attendance of 279.



Under Gallery Services Manager **Darren Johnson** and Gallery Services Assistant **Bee Aspinall**, the Library District's 14 art galleries were again nominated for the Las Vegas Review Journal's Best of Las Vegas Award. Each year, the Library District features approximately 75 art exhibits (drawing, painting, photography, sculpture, craft, ceramics, video, and interactive) by local, state, and national artists. Additionally, 35 annual reception events are coordinated to support artists when certain exhibits premiere. The District receives over 12,000 positive comments annually about gallery services, which are provided free to the public. Online public voting occurs through September 30 at www.voteboiv.com. The Library District was featured in the category: Things to Do; Art Gallery. Additionally, The Sahara West Library art galleries were selected as the runner-up in Las Vegas Weekly's Best of Vegas All-Time Best Art Gallery. The contest results were published in the August 13-19, 2020 issue.

Community Engagement staff re-engineered all internal department documents posted on the Library District's intranet site, Voyager, as part of a Branding & Marketing department refresh project.

Community Engagement Report September 24, 2020 – Page 3

LITERACY SERVICES

The HiSET was administered to assess students in pursuit of earning a Certificate of High School Equivalency (HSE). The HiSET consists of five subject tests in the areas of Reading, Writing, Math, Science, and Social Studies. In order to earn a High School Equivalency certificate, a student must pass all five subject areas. Test administrations are typically offered during the first or second week, monthly.

High School Equivalency	August 2020	FY '20-'21 YTD
Test Takers	7	12
Tests Administered	20	41
Tests Passed	17	31
HSE Certificates Earned	3	4

The Career Online High School (COHS) program was offered to students pursuing their high school diploma.

Career Online High School	August 2020	FY '20-'21 YTD	Since Inception Dec '17
Completed Self-Assessment	60	116	1,115
Completed Prerequisite Course	12	25	360
Approved Scholarship	5	11	134
Graduates	2	5	45

Literacy Services continues to partner with The International School of Hospitality (TISOH) as part of the Nevada Accelerated Career Education pilot (NV-ACE). The NV-ACE pilot provides an opportunity for participants to earn a career certificate while receiving additional needed educational support. The NV-ACE pilot concluded on June 30, 2020. However, Literacy Services continued to support the last cohort of NV-ACE participants, who successfully completed their course of study and earned their Hotel Operations Certificate on August 10. Integrated Education and Training (IET) will continue to be offered as an option to future students during fiscal year 20-21.

NV-ACE Pilot	August 2020	FY '20-'21 YTD
TISOH Enrollment (HOC)	4	4
Certificate Completers	4	4

Cycle I adult learning classes occurred throughout the month. Six virtual classes and sixteen in-person classes were offered with social distancing protocols in place. These were held at eight library sites (CC, EV, RB, SV, SW, WC, WH, and WM). In-person classes of Friday Conversation Workshops were also offered at Clark County and East Las Vegas libraries.

Literacy Services; In-Person	Classes August 2020	Enrollment/ Attendance August 2020	Enrollment/ Attendance FY '20-'21 YTD
---	------------------------	---	--

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English Language Acquisition	16	135	153
Adult Basic Education*	---	0	0
Conversation Workshop	2	118	134
One-Stop Tutoring	---	---	---
Literacy Open Labs	---	14	14
*Includes HSE Students with 12 hours instruction			

Literacy Services; Virtual	Classes August 2020	Enrollment/ Attendance August 2020	Enrollment/ Attendance FY '20-'21 YTD
English Language Acquisition	6	48	117

GALLERY SERVICESNew Exhibit Installations*Color + Shape*

Kim Uhlik, Windmill Library, 8/6/20 – 10/20/20

*Remembering Our Veterans: One Story at a Time*Mikel Conrad, Clark County Library, 8/11/20 – 10/18/20
(photo left)*Invented Landscapes*

Leekyung Kang, West Las Vegas Library, 8/13/20 – 10/25/20

The Art and Function of Polymer Clay

Las Vegas Polymer Clay Guild, Centennial Hills Library, 8/27/20 – 11/1/20

Events

Programs; Virtual	Programs	Views of Current Programs	Additional Views of Previous Programs
Gallery Tours		853	683
Live Stream		195	97

Highlights

Darren Johnson joined an artists' virtual meet up organized by Desert Arts Action Coalition on August 20. The meet up was titled *Art, Advocacy, Activism + Social Justice*, and focused on exhibit opportunities with the Forced Trajectory Project.

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Gallery Services Manager **Darren Johnson** participated in three local art events during August: the Moulin Rouge Black Lives Matter Mural Beautification Project at the Moulin Rouge property on Bonanza Road, *Stars of the Gallery II* at Priscilla Fowler Fine Art, and the London Biennale 2020 Las Vegas online exhibit *Masks, Mirages, and the Morphic Mirror*. (photo below)



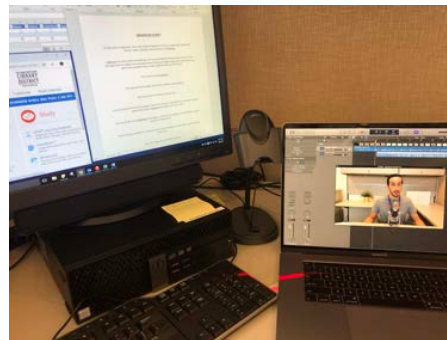
OUTREACH SERVICES



Homebound Services is a popular program that brings books, movies, magazines, hotspots and other library materials to customers who cannot visit a library for physical or health related reasons. Outreach Services Specialist **Sylvia Riesselmann** serves this most vulnerable community. **Sylvia** reports an increase in customer participation from 80 customers to approximately 300 customers after Library District services returned from the pandemic.

A language database tutorial, *Muzzy*, was created by Outreach

Specialists **Andrew Brannon**, **Jeremy Klewicki**, and **Sylvia Riesselmann** in July. The program gained 58 additional views on the Library District's virtual YouTube Channel in August.



Outreach Education Coordinator **Kelly May** and Outreach Services Manager **Glenda Billingsley**, collaborated in partnership with Ashley De Los Santos, and Tricia Bumanglag of The Las Vegas Urban League's Early Childhood Connection to create a four-part family literacy series featuring children's literature combined with learning enrichment extensions. These entertaining five to seven minute video segments model expression and enthusiasm for reading, and step-by-step activities that families can engage in at home with their young children to enhance concepts of learning such as: shapes, transportation, making connections between like objects,

Community Engagement Report September 24, 2020 – Page 6

building vocabulary, word comprehension, and enhancing family unity. These segments represent a partnership fostering joint missions of family learning.

Kelly May designed, developed, and virtually facilitated a series of three teacher coaching sessions on August 18, 19, and 27 for 68 enthusiastic and appreciative Children's Cabinet affiliated preschool teachers and center directors. These coaching sessions integrate theories and strategies guided by the Quality Rating Improvement Scale (QRIS), the premier, nationally recognized standards system for best practices in early childhood education.

As part of a statewide initiative, and in fulfillment of a grant from the Bezos Family Foundation, **Glenda Billingsley** facilitated two professional development trainings of *Mind in the Making - Focus and Self-Control*, for 16 Las Vegas Urban League, Family, Friends, and Neighbor childcare providers. One avid participant noted, "Glenda- Thank you very much for offering these exciting programs. Each class offers [a] rare opportunity to go outside of [our] comfort zone of traditional academic and professional career development, and [are] highly valuable as a stimulus. –Faina."

Limitless Learning; Virtual	Programs	Views of Current Programs	Views of Previous Programs
Pre-school Storytime Programs	0	0	0
Elementary School Programs	0	0	0
Middle School Programs	2	58	27
High School Programs	0	0	0
Family Programs	4	92	409
Adult Programs	5	84	0

Community & Culture	Events	Attendance
Promotional Booth Events	0	0

Circulation	Visits	Circulation	Attendance
Senior Facility Lobby Visits	0	0	0
Homebound Services	---	365	0

PROGRAMMING AND VENUES SERVICES (PVS)

Programming and Venues Services conducted 358 programs for 3,241 library customers during the month of August. Additionally, staff connected customers to 142 virtual programs conducted by Library District partners. PVS offered adult and family programs that specifically impacted customers in regards to the Vision 2020 strategic initiatives:

Programs; In-Person	Programs	Attendance
Limitless Learning	53	738
Business and Career Success	11	53
Government and Social Services	31	530
Community and Culture	23	163
Other	238	1,738

Community Engagement Report September 24, 2020 – Page 7

Programs; Virtual	Programs	Views of Current Programs	Views of Previous Programs
Limitless Learning	0	0	282
Business and Career Success	0	0	108
Government and Social Services	0	0	0
Community and Culture	2	16	1,933
Other	0	0	0

PVS also managed the operation and use of performing arts centers, auditoriums, lecture halls, concert halls, meeting rooms, and special event areas.

Venue Usage	Events	Hours
In-Person Programs	356	1,356
Rentals	53	128
Staff	25	95

PVS provided technical support for 27 Library District programs events and 4 rental events totaling 289.5 event hours. Additionally, PVS provided technical support for 25 occurrences of maintenance, meetings, and staff trainings. The full assignment of technical hours used in the 31-day period with zero holidays was 1,707 hours and included 76 technician assignments. The ability to request technicians was closed to scheduling staff for 10 days since peak technician availability was reached.

Major Programming Highlights

Dos and Don'ts of Skin Care

Martina Merkel de Herrera of Face2Toe, a local small business owner with 40 years of experience as an aesthetician and holistic skincare expert spoke at the West Charleston Library on August 10 about the importance and how to keep one's skin healthy. She explained to nine library customers about the different types of skin treatments, the role of nutrition, and ingredients to avoid when looking for skincare products.

COVID 19: Truths vs Myths

On August 21 Dr. Ati Hakimi visited the Windmill Library to help educate our customers on the continuing pandemic. Dr. Hakimi gave an audience of seven customers a brief overview of the coronavirus, insight on truths versus myths, and information about how to continue to mitigate risk. She concluded the informational session with a question and answer segment.

YOUTH SERVICES

Youth Services conducted 635 programs for 11,655 library customers during the month of August. Youth Services offered youth and family programs that specifically impacted customers in regards to the Vision 2020 strategic initiatives:

Programs; In-Person	Programs	Attendance
Limitless Learning	574	10,507

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Business and Career Success	0	0
Government and Social Services	42	414
Community and Culture	37	734

Programs; Virtual	Programs	Views of Current Programs	Views of Previous Programs
Limitless Learning	109	0	26,692
Business and Career Success	0	0	0
Government and Social Services	0	0	0
Community and Culture	0	0	0

District-Wide Programming Highlights

Take-and-make programs continue to be very popular with library customers. In August, 418 take-and-make programs were created, and 8,606 kits were distributed to young library customers. These programming kits range from creating a *Cheer with Chance* puppet to support the Vegas Golden Knights' quest of winning the Stanley Cup, to *Mindful Monday* kits from the Clark County Best Buy Teen Tech Center which encourage empathy and balance for teens. With school starting, many kits now include early learning activities, STEAM (Science, Technology, Engineering, Arts, Mathematics) interests, and other school support tools.

Youth Services Manager **Shana Harrington** promoted the Library District's interactive *Tools for School Success* on the Fox 5 MORE show on August 19 at the Windmill Library. This promotional spot included a demonstration of how to access the library website, how to sign up for a library e-card, and demonstrated an example of a middle school survival take-and-make kit. The Fox 5 reporter even got his own library card!



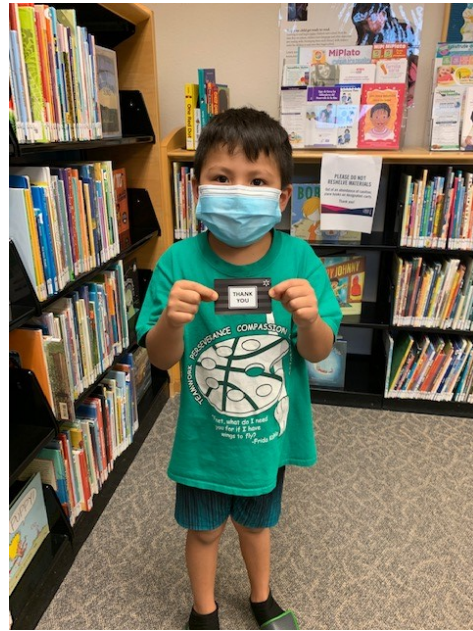
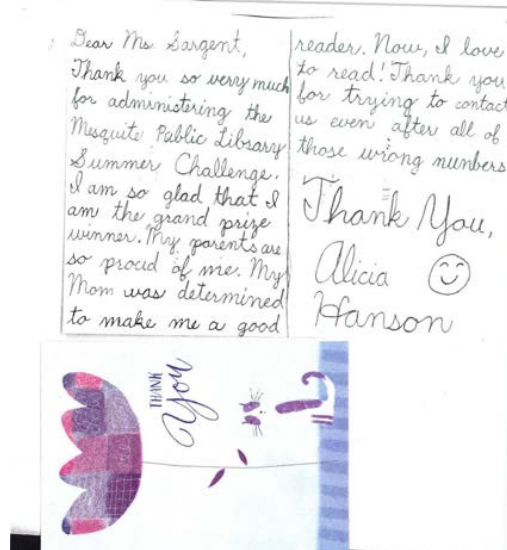
Shana Harrington worked with Youth Services staff to demonstrate a socially distanced, in-person program at the Enterprise Library on August 5. She performed a storytime for seven parents and their children. One caregiver expressed how happy she was to have a safe place to take children that has activities. Staff assisted to

prep the room with tape barriers, carpet squares for family groups, handed out first come-first serve reservation tickets in advance and prepared a craft for library customers to take home. Staff has and will continue to implement these best practices with other programs across the Library District.

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Highlights from Branch Staff

Branch staff provided many pictures of happy library customers receiving their hard earned Summer Learning Challenge prizes after the program concluded on July 31. Mesquite Library Branch Manager **Judith Sargent** shared a particularly great story and thank you card regarding a grand prize recipient, "Alicia won the Alexa Amazon Tablet and she was so excited! Alicia had transposed two numbers in her phone number and I tried everything I could do to reach her. I reached out to [Youth Services Specialist] **Melissa Ramos** and she was able to see that she had participated before and found the correct number. (BIG THANK YOU MELISSA). Anyway, she literally told me [that] the library and books have been the love of her life."



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Board of Trustees Meeting - Item VII. Library Reports

Monthly Statistics
Year over Year
August 2019/ August 2020*

		Youth Services Programs				2019	2020					Youth Services Attendance				2019	2020				
	Library	2019	2020	Difference	%	Year to Date	Year to Date	Difference	%	2019	2020	Difference	%	Year to Date	Year to Date	Difference	%				
Urban Branches	Centennial Hills	11	12	1	9%	66	24	-42	-64%	252	903	651	258%	2,132	1,459	-673	-32%				
	Clark County	38	26	-12	-32%	124	34	-90	-73%	2,577	34	-2,543	-99%	6,670	149	-6,521	-98%				
	Clark County BBTC	101	147	46	46%	281	210	-71	-25%	2,096	955	-1,141	-54%	4,474	1,439	-3,035	-68%				
	Enterprise	36	44	8	22%	93	66	-27	-29%	441	1,205	764	173%	1,785	1,767	-18	-1%				
	East Las Vegas	33	7	-26	-79%	88	19	-69	-78%	581	175	-406	-70%	1,780	242	-1,538	-86%				
	Meadows	0	0	0	N/A	1	0	-1	-100%	0	0	0	N/A	69	0	-69	-100%				
	Rainbow	35	9	-26	-74%	106	21	-85	-80%	1,275	517	-758	-59%	4,176	804	-3,372	-81%				
	Sahara West	34	38	4	12%	113	48	-65	-58%	782	1,013	231	30%	3,259	1,182	-2,077	-64%				
	Spring Valley	61	104	43	70%	148	132	-16	-11%	1,351	1,970	619	46%	3,531	3,181	-350	-10%				
	Summerlin	27	62	35	130%	80	80	0	0%	1,098	1,839	741	67%	3,486	3,617	131	4%				
	Sunrise	43	52	9	21%	149	86	-63	-42%	844	789	-55	-7%	2,567	1,348	-1,219	-47%				
	West Charleston	9	16	7	78%	49	25	-24	-49%	175	330	155	89%	968	447	-521	-54%				
	West Las Vegas	41	32	-9	-22%	88	41	-47	-53%	429	331	-98	-23%	820	499	-321	-39%				
	Whitney	66	56	-10	-15%	180	72	-108	-60%	2,714	932	-1,782	-66%	6,966	1,532	-5,434	-78%				
	Windmill	6	8	2	33%	58	14	-44	-76%	179	223	44	25%	2,450	434	-2,016	-82%				
Urban Totals	541	613	72	13%	1,624	872	-752	-46%	14,794	11,216	-3,578	-24%	45,133	18,100	-27,033	-60%					
Outlying Branches	Blue Diamond	8	0	-8	-100%	19	0	-19	-100%	8	0	-8	-100%	19	0	-19	-100%				
	Bunkerville	0	4	4	400%	2	4	2	100%	0	4	4	400%	69	4	-65	-94%				
	Goodsprings	0	0	0	N/A	2	0	-2	-100%	0	0	0	N/A	19	0	-19	-100%				
	Indian Springs	36	4	-32	-89%	71	4	-67	-94%	162	15	-147	-91%	400	15	-385	-96%				
	Laughlin	17	0	-17	-100%	38	7	-31	-82%	310	0	-310	-100%	766	158	-608	-79%				
	Mesquite	55	26	-29	-53%	118	47	-71	-60%	1,202	360	-842	-70%	2,093	785	-1,308	-62%				
	Moapa Town	18	0	-18	-100%	35	0	-35	-100%	131	0	-131	-100%	339	0	-339	-100%				
	Moapa Valley	0	0	0	N/A	37	0	-37	-100%	0	0	0	N/A	1,142	0	-1,142	-100%				
	Mt. Charleston	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A				
	Sandy Valley	4	0	-4	-100%	7	0	-7	-100%	34	0	-34	-100%	91	0	-91	-100%				
	Searchlight	29	6	-23	-79%	52	6	-46	-88%	281	60	-221	-79%	343	60	-283	-83%				
	Outlying Totals	167	40	-127	-76%	381	68	-313	-82%	2,128	439	-1,689	-79%	5,281	1,022	-4,259	-81%				
Outreach	Outreach-Branch	26	1	-25	-96%	41	1	-40	-98%	3,469	255	-3,214	-93%	3,908	255	-3,653	-93%				
	Outreach-Department	29	1	-28	-97%	62	14	-48	-77%	3,389	31	-3,358	-99%	4,805	385	-4,420	-92%				
	Outreach-PVS	6	0	-6	-100%	9	0	-9	-100%	985	0	-985	-100%	1,042	0	-1,042	-100%				
	Outreach-YS Admin.	0	0	0	N/A	1	0	-1	-100%	0	0	0	N/A	50	0	-50	-100%				
	Outreach-Literacy	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A				
	Gallery Services	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A				
	Outreach Totals	61	2	-59	-97%	113	15	-98	-87%	7,843	286	-7,557	-96%	9,805	640	-9,165	-93%				
Grand Totals		769	655	-114	-15%	2,118	955	-1,163	-55%	24,765	11,941	-12,824	-52%	60,219	19,762	-40,457	-67%				

*Due to the pandemic District Branches were closed beginning March 16th thru June 3rd.

Board of Trustees Meeting - Item VII. Library Reports

Monthly Statistics
Year over Year
August 2019/ August 2020

	Library	Adult Programs				2019				2020				Adult Attendance				2019				2020			
		2019	2020	Difference	%	Year to Date	Year to Date	Difference	%	2019	2020	Difference	%	2019	2020	Difference	%	Year to Date	Year to Date	Difference	%	Year to Date	Year to Date	Difference	%
Urban Branches	Centennial Hills	38	11	-27	-71%	59	18	-41	-69%	840	175	-665	-79%	1,144	294	-850	-74%								
	Clark County	177	119	-58	-33%	354	168	-186	-53%	4,907	961	-3,946	-80%	9,255	1,301	-7,954	-86%								
	Enterprise	44	8	-36	-82%	87	15	-72	-83%	1,082	84	-998	-92%	1,939	391	-1,548	-80%								
	East Las Vegas	140	21	-119	-85%	222	35	-187	-84%	2,823	190	-2,633	-93%	4,531	277	-4,254	-94%								
	Meadows	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A								
	Rainbow	56	26	-30	-54%	88	28	-60	-68%	810	194	-616	-76%	1,362	237	-1,125	-83%								
	Sahara West	91	41	-50	-55%	169	47	-122	-72%	1,949	366	-1,583	-81%	3,325	462	-2,863	-86%								
	Spring Valley	41	38	-3	-7%	70	48	-22	-31%	680	359	-321	-47%	1,044	469	-575	-55%								
	Summerlin	46	16	-30	-65%	94	35	-59	-63%	2,501	256	-2,245	-90%	4,809	334	-4,475	-93%								
	Sunrise	50	12	-38	-76%	86	16	-70	-81%	947	117	-830	-88%	1,669	200	-1,469	-88%								
	West Charleston	50	24	-26	-52%	76	40	-36	-47%	857	133	-724	-84%	1,541	195	-1,346	-87%								
	West Las Vegas	61	9	-52	-85%	114	17	-97	-85%	1,815	94	-1,721	-95%	5,424	111	-5,313	-98%								
	Whitney	62	20	-42	-68%	99	24	-75	-76%	1,276	174	-1,102	-86%	2,606	213	-2,393	-92%								
	Windmill	63	44	-19	-30%	112	61	-51	-46%	3,008	511	-2,497	-83%	5,318	804	-4,514	-85%								
	Urban Totals	919	389	-530	-58%	1,630	552	-1,078	-66%	23,495	3,614	-19,881	-85%	43,967	5,288	-38,679	-88%								
Outlying Branches	Blue Diamond	1	0	-1	-100%	2	0	-2	-100%	40	0	-40	-100%	60	0	-60	-100%								
	Bunkerville	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A								
	Goodsprings	20	4	-16	-80%	36	5	-31	-86%	20	4	-16	-80%	36	10	-26	-72%								
	Indian Springs	2	0	-2	-100%	4	0	-4	-100%	6	0	-6	-100%	14	0	-14	-100%								
	Laughlin	22	1	-21	-95%	42	3	-39	-93%	242	20	-222	-92%	475	45	-430	-91%								
	Mesquite	49	40	-9	-18%	88	53	-35	-40%	388	331	-57	-15%	720	432	-288	-40%								
	Moapa Town	0	0	0	N/A	1	0	-1	-100%	0	0	0	N/A	4	0	-4	-100%								
	Moapa Valley	21	0	-21	-100%	44	0	-44	-100%	71	0	-71	-100%	147	0	-147	-100%								
	Mt. Charleston	4	0	-4	-100%	4	0	-4	-100%	124	0	-124	-100%	124	0	-124	-100%								
	Sandy Valley	1	0	-1	-100%	2	0	-2	-100%	4	0	-4	-100%	6	0	-6	-100%								
	Searchlight	1	0	-1	-100%	2	0	-2	-100%	15	0	-15	-100%	26	0	-26	-100%								
	Outlying Totals	121	45	-76	-63%	225	61	-164	-73%	910	355	-555	-61%	1,612	487	-1,125	-70%								
Outreach	Outreach-Branch	17	0	-17	-100%	26	0	-26	-100%	723	0	-723	-100%	784	0	-784	-100%								
	Outreach-Department	32	5	-27	-84%	60	9	-51	-85%	346	80	-266	-77%	576	175	-401	-70%								
	Outreach-PVS	2	0	-2	-100%	3	0	-3	-100%	27	0	-27	-100%	29	0	-29	-100%								
	Outreach-YS Admin.	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A								
	Outreach-Literacy	1	0	-1	-100%	1	0	-1	-100%	300	0	-300	-100%	300	0	-300	-100%								
	Outreach-Gallery Services	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A								
	Outreach Totals	52	5	-47	-90%	90	9	-81	-90%	1,396	80	-1,316	-94%	1,689	175	-1,514	-90%								
Grand Totals		1,092	439	-653	-60%	1,945	622	-1,323	-68%	25,801	4,049	-21,752	-84%	47,268	5,950	-41,318	-87%								



ITEM VII.A.2.c.

MEMORANDUM

TO: Fred James, Acting Executive Director
FROM: Danielle Patrick Milam, Acting Deputy Director
DATE: September 29, 2020
SUBJECT: Development and Planning Department Report, October 2020

Development and Planning Department Activities in September 2020

Acting Deputy Director Duties: **Danielle Milam** assisted Acting Executive Director **Fred James** with the following activities:

- Development of bi-weekly All District (AD) memos. In the month of September, two AD memos were published: AD 20-12 (9/10/20) and AD 20-13 (9/28/20)
- Continued oversight of the Vegas Strong Academy partnership with the City of Las Vegas, including efforts to launch a fifth Academy site at the Sunrise Library
- Board Trustee briefings related to the September meeting
- Meetings to analyze Library District activity indicators (visits, circulation, computer use, card holder activity, digital program production, live adult and youth programs) and authorize new department staffing, including branch Person-in-Charge and staff coverage for regular operations and early student hours
- Participation in interview panels for outlying branch associates and circulation department heads
- Meetings to plan for marketing of Vegas Strong Academies, early hours for students, and the upcoming opening of the EmployNV Business Hub at Sahara West
- Continued oversight of the Community Engagement and Branding and Marketing departments
- Continued work with Greenberg Traurig on issues related to digital program publishing rights
- Continued work on Library District contract and budget issues
- Program Officer **Sherry Walker** continued to work with Executive Assistant **Allison Boyer** on training and board meeting support

Development and Planning Office Report
September 29, 2020
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Development and Planning Activities:

- The Library District Foundation received three grant awards:
 - \$20,000 from the Best Buy Foundation for extra staff coverage at the Best Buy Teen Tech Center at Clark County Library to support early hours for students
 - \$10,000 from the Best Buy Foundation to refresh technology at the Best Buy Teen Tech Center at Clark County
 - \$125,000 from the Windsong Trust to support the Teachers in Libraries program
- Foundation Priority Programs launched their FY 20-21 activities:
 - Teacher Tutors returned to eight urban branches and UNLV School of Education students returned to 12 urban branches to provide homework help services. In the first week of the program, 129 students received assistance. An orientation for all incoming tutors was organized by Development Program Officer **Sherry Walker**.
 - The Family Adventure Pass partnership with DISCOVERY Children's Museum continued to be in high demand. 978 Family Adventure Passes were used in July and August. Since October 2019, 10,753 visitors to the museum have used the library pass.
- The Volunteer Program Coordinator **Leslie Valdes** reactivated Foundation volunteers in mid-September. These volunteers returned to Library Foundation operations at the Sahara West bookstore and warehouse. Included in that crew are Library Trustee Marilyn Francis Drake and her husband Rodney. Trustee Drake is known for going above and beyond in her online sales listing activities, particularly as it relates to finding personal treasures among the donated items, such as scrapbooks and year books, and returning them to their owners. This month, she located the owner of a photo album dating back to the gentleman's service in the Vietnam War. Online book sales by the Foundation on Amazon and the Friends of Phoenix offsite vendor are at record levels.
- The Library Foundation met in September to review the progress of Foundation priority initiatives. Foundation Board Members were also amazed to hear from Acting Executive Director **Fred James** who briefed them on the programs being rolled out at the Library District, including curbside, browsing, digital program development, Vegas Strong Academies, and early student hours.
- **Sherry Walker** and **Danielle Milam** submitted a "Customer Experience" nomination for the Library District to the Urban Libraries Council for their 2020 Innovation Award program.
- **Danielle Milam** appeared on the PBS Nevada Week program on September 3, 2020, to promote Vegas Strong Academies with colleagues from the City of Las Vegas and Clark County department managers who are running similar programs in community centers.
- **Danielle Milam** met with UNLV students who are participating in capstone projects related to data analysis and community engagement activities that will inform the next Library District strategic plan.



ITEM VII.A.2.d.

MEMORANDUM

TO: Fred James, Acting Executive Director

FROM: Albert G. Prendergast, Information Technology Director, CIO

DATE: September 24, 2020

SUBJECT: Information Technology Report, October 2020

The Information Technology Division, comprised of the following departments-- Access Services (**AS**) Collection and Bibliographic Services (**CBS**) and the Information Technology (**IT**) Department, is pleased to share the following updates for September.

Branding and Marketing Support

Electronic Resources Manager **Jocelyn Bates** prepared a list of eResources for the Branding and Marketing team to promote the newly created *Limitless Learning* webpage. Ms. Bates and AS Manager **Sufa Anderson** compiled a list of basic education, career, and small business eResources to be promoted on the upcoming *Business and Career Success* webpage in support of the new *Employ NV Business Hub* at the Sahara West Library.

Community Engagement Support

The IT department installed five new telephones to support the *Employ NV Business Hub* at the Sahara West Library.

Development and Planning Support

The IT department continues to provide support for the District's Vegas Strong Academy (VSA) partnership. Microcomputer Technician **Cathy Dacio** deployed a wireless color printer to each of the five VSA branches (Clark County, East Las Vegas, Sunrise, West Las Vegas, and Windmill) and configured them to provide for 10 free print pages using *Google Cloud Print*. The IT department updated several laptop computers that were reallocated from other branches to support student use and adjusted the PC Reservation system hours to allow for non-VSA students to use the public access computers before opening. After receiving several reports of slow Internet access from the Clark County Library, the IT department worked with our service provider, Cox Communications, to increase the bandwidth available to the branch.

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September 24, 2020 Page 2

General Services Support

General Services officially completed the address change for the Enterprise Library from 25 E. Shelbourne Avenue to 8310 S. Las Vegas Boulevard. The IT department has updated the address for services on our website and contacted several vendors to update their information.

The IT department assisted the Facilities department with the replacement of the Youth Services computer desk at the Enterprise Library. The computing equipment was removed and replaced as the work was completed to establish social distancing so that all six Youth Services and four Family computers could be used.

Human Resources (HR) Support

Human Resources Information System (HRIS) Manager **Glodia Thomas** is leading the District's project for migrating from our on-premise Kronos Workforce Central solution to Kronos' software-as-a-service Workforce Ready solution in the cloud. Assistant IT Director **Ron Melnar** attended the kick-off meeting with representatives from HR, Financial Services, and the Kronos project management team. The team discussed the project's timelines and responsibilities. Mr. Melnar emphasized the importance of completing the migration before the end of this calendar year because of upcoming software support deadlines.

Library Operations Support

The District's total circulation for August was 781,766, of which 36% was derived from the use of e-media (i.e. e-books, e-audiobooks, streaming video, and digital magazines). Physical library material circulation for August was 503,827. E-media circulation was 277,939. A breakdown of the e-media circulation by format follows:

- E-Books - 141,031
- E-Audiobooks - 82,099
- Magazines - 11,407
- Music - 28,307
- Video - 15,095

Boulder City and North Las Vegas customers have access to the District's OverDrive e-media collection, and the North Las Vegas Library District's customers accounted for approximately 7.7% of our OverDrive circulation while the Boulder City Library District's customers accounted for approximately 2%.

CBS staff added 3,371 titles with 11,862 new items to the collection in August. Senior Cataloger **Monica Song** also added one title with three items for the North Las Vegas Library District and nothing for the Boulder City Library District to the catalog in August. Collection Development staff added 4,517 e-books and e-audiobooks to the collection and Ms. Song and Cataloger **Kevin Bowman** also added 559 Government Document records to the catalog.

CBS continues the roll-out of the Toy Library collections for the remaining urban and larger outlying branches. CBS has advised branch staff to treat the toy collections like every other material that is checked-out from a branch, i.e. toys must be quarantined for four days upon return before they are eligible to be checked-in and

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recirculated. Branches that have space are advised to keep toys behind the customer service desks and retrieve them for customers upon request.

The CBS Department began experiencing problems with our primary library materials vendor, Bordart, around the start of Fiscal Year 2020 when the organization implemented several changes, including changing our account representative. Head of CBS **Rebecca Colbert** and the team met in-person with senior managers from the company and held several conference calls since then to try and find a resolution. This problem has continued and was further exacerbated by the Pandemic. Ms. Colbert and Acquisitions Librarian **Heather Brooks** participated in a conference call with the vendor this month to discuss the problems and possible solutions, and Brodart has acknowledged supply chain issues and that social distancing restrictions have made order fulfillment difficult. Since June 21, 36% of our orders are sitting in the Brodart warehouse waiting to be processed and shipped. The team has scheduled weekly conference calls with Brodart until the problem is resolved. CBS has increased the purchasing of library materials from our secondary vendor, Ingram, to ensure that we have some new materials for our customers.

Collection Development Librarians **Teresa Handleman** and **Jen Jost** participated in the *Act Like an Author, Think Like a Business* 2020 Conference, sponsored by *Path to Publishing*, held in Las Vegas. Ms. Handleman and Ms. Jost served as panelists on the *Lunch with Librarians Networking and Discussion Panel* and shared insight into how libraries make purchasing decisions and advised authors on how best to go about getting their materials placed in a library's collection. The conference was held in Las Vegas, however, Ms. Handleman and Ms. Jost chose to participate virtually in the panel discussion.

The Distribution Center's (DC) collection consists of 69,326 titles and 14,083 items, with 115,639 items circulating and 6,730 items filling customers Holds requests in August.

In September, the outlying branches returned 360 of their less popular items of various formats to the DC, and the DC sent the branches an equivalent quantity of items to refresh their collections. Another role of the DC is to redistribute materials back to the branches to assist with filling gaps in their collections that are created when materials float out to other locations. Many branches also request materials from the DC for their collection, and there are materials at the DC that generate a large number of circulations and should be available for browsing in a branch. In September, the branches requested 1,038 items to supplement their collections and the DC redistributed an additional 430 popular items to the branches where they are likely to circulate. All branches are given the option of storing their holiday materials at the DC throughout the year. For example, if a branch sends 10 Halloween books to the DC for storage, the DC will return 10 Halloween books to the branch one month before Halloween. This month, 487 Halloween books were redistributed to the branches who chose to store them at the DC.

DC Librarian **Raychel Lendis** oversees collection maintenance activities District-wide. Ms. Lendis assigned the annual *Grubby Items Removal-Fiction* collectionHQ report to the branches in September. This report identifies high-circulating items that should be evaluated by staff for removal or replacement due to poor condition. Staff is encouraged to replace "Grubby" items with a better copy from the DC. Ms. Lendis developed the Collection Enhancement Team (CET) for performing the

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collectionHQ tasks of rebalancing and refreshing the collections between the urban branches. In September, 120 items were transferred, generating 168 circulations with an estimated monetary value of \$1,269. Ms. Lendis also continues to work with *collectionHQ* on testing several enhancements that will allow the branches to push and pull items in and out of the DC. These enhancements evaluate the usage and health of branch collections and make statistical-based recommendations on the quantity and type of material to be housed in each branch. Ms. Lendis has enlisted members of the CET to perform live testing and also provided collection maintenance training for staff at the Moapa Town Library.

Ms. Lendis continues to perform reverse inventories of the branches to identify missing items and remove obsolete records from our catalog. To date, 68,211 missing items have been identified and removed from Sierra. DC staff also continues to weed low-circulating items from the DC's collection to make room for incoming materials.

In August, the Interlibrary Loan (ILL) department received 424 requests from District customers to borrow materials from other libraries, and we were able to fill 81% of our customers' requests. We received 510 requests from other libraries to borrow the District's materials. The average turnaround time (the time between when we receive a request, obtain the item, and prepare it to be shipped) was less than two days. There were 40 new ILL users in August.

The Electronic Resources (ER) department continues to provide a high level of customer service via e-mail and telephone. ER staff created IXL (K-12 math and English) and Treehouse accounts for customers, answered reference questions, and assisted customers with their library accounts and access to eResources. The department responded to 952 e-mails via the District's "Ask" account in August. The District's largest eContent provider, OverDrive, recently acquired RBDigital and has started to migrate some of RBDigital's content to their OverDrive Libby App. Customers who previously accessed e-books and audiobook titles from Recorded Books will now access them through OverDrive instead.

The District's *Fresh Picks* eNewsletter reading recommendation solution has over 20 categories of content that are delivered weekly, bi-weekly, monthly, and bi-monthly and offer recommendations for a variety of genres and ages. In August, 7,435 *Fresh Picks* eNewsletters were sent to customers. *Mystery* was the most popular eNewsletter (with an open rate of 61%), followed by *Thrillers and Suspense* (with an open rate of 59%), and *Historical Fiction* (with an open rate of 27%). There were 84 new *Fresh Picks* subscriptions in August, with 843 unique subscribers accounting for 6,076 monthly subscriptions. To subscribe to *Fresh Picks*, visit <http://www.lvcclid.org/freshpicks> and choose your favorite topics.

Niche Academy is an online learning platform made for libraries. The platform gives individual libraries their own online video tutorials that can be used as a teaching tool for both customers and staff and offer video instructional tutorials on many of our eResources. The tutorials are accessed by clicking on the blue carat on the right side of targeted eResources pages on our website or by visiting <https://lvcclid.org/tutorials/>. The most popular tutorials in August were *Rosetta Stone* (with 113 unique views), *Gale Courses* (50 unique views), and *Lynda.com* (35 unique views).

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iPad circulation for September was 344 and Hotspot circulation was 476. AS Manager **Sufa Anderson** and IT Assistant **Nadine Griego** developed and shared instructions with branch staff on how to resolve some common hotspot issues to quickly return the hotspots into circulation. Ms. Griego is currently in the process of preparing the 180 hotspots that we recently procured using the CARES Act funds for distribution to the branches. Additionally, Ms. Anderson revised the hotspot bookmarks to include information about filtering and distributed them to the branches. We currently have over 850 public use hotspots, with over 1,100 customers waiting to borrow a hotspot. The loss rate is approximately 10%. Hotspots that are not returned are suspended after 72 hours beyond their due dates, a spare device is activated, and the customer is billed for the device.

ER Manager **Jocelyn Bates** attended the September Board of Trustees Meeting at the Windmill Library and assisted trustees with setting up and using their iPads and laptops.

AS Manager **Sufa Anderson**, Adult Collection Development Librarian **Teresa Handleman**, YPL Collection Development Librarian **Kathy DiGeorge**, DC Librarian **Raychel Lendis**, and ER Manager **Jocelyn Bates** contributed content for the 17th volume of our *Primary Source* staff eNewsletter. This eNewsletter provides staff with current updates and contact information for each department.

AS Manager **Sufa Anderson** attended the virtual Youth Services Department Heads meeting and shared *Quick Start* library card and eResources information and provided a summary of the DC reverse inventory activities to the group.

IT Projects

Support for the Windows Server 2008 operating system ended in January 2020. The IT Department continues to work to upgrade/replace all of the District's Windows 2008 servers. The upgrade of these servers includes coordination with the divisions that use the servers as well as upgrading the installed software applications. Two Windows 2008 Servers were replaced this month, with four servers remaining. We will continue to work with our internal customers and vendors to replace the remaining servers.

The IT department's plan to gradually upgrade all of the District's computers to the Windows 10 operating system was interrupted by the decision not to proceed with the annual Computer Replacement Project for this fiscal year. However, to continue with the plan, the department began a new project to upgrade the operating system on all of our older computers that are currently running the Windows 8 operating system. Microcomputer Technician **Jodi Hafen** successfully tested a method of upgrading multiple computers simultaneously over the network and the IT department has upgraded several computers at Clark County, Spring Valley, and Windmill libraries.

After CenturyLink removed their payphones from our branches earlier this year, the IT department tested a District-provided replacement free payphone at the Clark County Library. The testing was successful and five additional payphones were purchased for the other branches where the payphones were removed.

Technology Monthly Report
September 24, 2020 Page 6

AS Manager **Sufa Anderson** distributed barcode cloners to the Indian Springs and Mount Charleston libraries. All branches have now received the cloners in preparation for the new no-barcode library cards. The branches will have library cards with barcodes and library cards without barcodes, and the cloners will enable staff to issue replacement library cards with any design to customers without forcing customers to acquire a new library card number.

Miscellaneous

AS Manager **Sufa Anderson** completed several end-of-month reports for the Library Operations division, including statistics for fines, new library cards, and computer use. Ms. Anderson continues to work with the Sierra Clean-Up Team to perform database cleanup activities in Sierra and provided training to staff at the Clark County Library to assist with the cleanup tasks. She worked with the North Las Vegas Library District to create a hotspot item-type and loan rule to facilitate their new hotspot lending program and renewed 19,984 library cards for their customers that were due to expire between January 1, 2021 and January 1, 2022. She prepared and distributed *Quick Start* library cards for six outreach visits to schools and other local organizations and prepared 21 Retiree/Trustee library card in September for staff who accepted the Voluntary Employee Separation Program. Finally, Ms. Anderson revised the *Patron Types and Services* chart to include the new eCard and LVCC eResources card.

Ms. Anderson worked with our customer notification vendor, Patron Point, to implement a new service to automatically renew the expiring library cards of eligible customers back in June. This month, the new service which uses the *Verify* process that was developed for the eCard solution was used to automatically verify and renew all library cards that were set to expire on January 1, 2021. Over 60,000 library cards were renewed with many customers sharing their gratitude for this new service! Customers who could not be verified were sent an e-mail notifying them that their library card will be expiring on January 1, 2021, and encouraging them to visit a library to renew.

The IT division lost four valuable long-time employees this month, three retirements and one separation. CBS bid farewell to Support Services Assistant II **Denel Bejarano** after 28 years of service and Support Services Assistant II **Michael Harris** after over 22 years to the District. Denel and Michael will be greatly missed and we wish them well in retirement. The IT department said goodbye to Microcomputer Specialist **Oscar Sanchez** who retired after 27 years of service to the District. Additionally, Network and Microcomputer Analyst **Arul Prakash**, an eight-year employee, has resigned to accept a position in California. Both Oscar and Arul were very knowledgeable and well-liked members of the team who will be greatly missed, and we also wish them well in all of their future endeavors.

Technology Monthly Report
September 24, 2020 Page 7

In response to Trustee Foyt's concern regarding cybersecurity at the September 2020 Board of Trustees meeting, I can review the related activities that I've reported in my Board Reports during this calendar year.

- In my February 2020 Board Report, I reported that then CFO **Fred James** and I met with General Service Director **Steve Rice** and USI Insurance to review the District's insurance policy as it relates to employment-related practices and cybersecurity.
- In my April Board Report, I provided a summary of the findings of our recently completed IT security assessment, which included an external penetration test, a wireless penetration test, and an internal vulnerability scan. The findings were classified as *Critical-Severity*, *High-Severity*, *Medium-Severity*, *Low-Severity*, and *Informational*. A summary of the findings follows:
 - External Penetration Test
 - 1 Medium, 5 Low, and 1 Informational
 - Wireless Penetration Test
 - 2 Critical, 2 High, and 2 Medium
 - Internal Vulnerability Scan
 - 4 Critical, 1 High, 3 Medium, and 5 Low

There were no *High Severity* or *Critical Severity* findings for the external penetration test and Systems and Security Analyst **Alfred Cruz** has addressed the two *Critical-Severity* findings that were identified in the wireless penetration test report. We are still working to remediate the other findings identified in the reports, which includes upgrading our Windows 2008 Servers.

- In my July Board Report, I reported that we had initiated the annual staff IT Security Compliance Training to assist District staff in recognizing and avoiding social engineering attacks.

FY 2020-2021 ELECTRONIC RESOURCES STATISTICS
August 2020

Customer Support	Aug-19	Aug-20	% Change	FY19-20	FY20-21	% Change
Number of Phone Calls to Electronic Resources	164	164	0.00%	316	321	1.58%
Length of Calls in Hours, Minutes, and Seconds	21:12:21	15:08:10	-28.62%	37:05:03	30:42:50	-17.18%
Number of emails to ask@lvccld.org	498	952	91.16%	991	2,136	115.54%
Number of Classes	3	0		4	0	
Number of Attendees	4	0		5	0	

**Top Online Resource From Each
Category Based on Retrievals**

Online Resource Category	Top Resource	Sessions	Retrievals
Business and Careers	ReferenceUSA	522	13,503
Health and Wellness	Health source - Nursing	20	336
Homework Help	IXL	108	46,659
Limitless Learning	Lynda.com	1,566	7,251
A-Z Resources (All Others)	Newsbank - LVRJ	2,297	35,537

Downloadables and Streaming Circulation	Aug-19	Aug-20	% Change	FY19-20	FY20-21	% Change
eBooks	122,683	141,031	14.96%	242,664	282,200	16.29%
Audiobooks	71,356	82,099	15.06%	140,665	162,905	15.81%
Magazines	10,539	11,407	8.24%	21,220	22,208	4.66%
Movies and TV	12,510	15,095	20.66%	21,679	31,005	43.02%
Music	29,479	28,307	-3.98%	55,168	58,250	5.59%
Total	246,567	277,939	12.72%	481,396	556,568	15.62%

Online Resources Usage by Category	Aug-19		Aug-20		% Change		FY19-20		FY20-21		% Change	
	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals
Business and Careers	988	33,241	783	16,617	-20.75%	-50.01%	1,921	71,401	1,764	32,998	-8.17%	-53.78%
Health and Wellness	337	585	457	700	35.61%	19.66%	653	1,052	841	1,177	28.79%	11.88%
Homework Help	765	15,306	600	52,300	-21.57%	241.70%	1,499	34,523	1,229	78,711	-18.01%	128.00%
Limitless Learning	3,517	8,884	3,780	8,705	7.48%	-2.01%	7,135	16,491	7,254	16,321	1.67%	-1.03%
A-Z Resources (All Others)	12,493	44,439	18,123	80,373	45.07%	80.86%	24,829	82,278	45,559	150,724	83.49%	83.19%

Retrievals: the number of full-content units or descriptive records examined, downloaded, or otherwise supplied to customers from electronic collections

Sessions: the number of times an electronic resource is accessed



ITEM VII.A.3.a.

October 2020

MEMORANDUM

TO: Fred James, Acting Executive Director

FROM: Floresto Cabias, Acting Financial Services Director, CFO

DATE: September 24, 2020

SUBJECT: Financial Services Report, October 2020

This report summarizes the Financial Services Department's activities and accomplishments in the month of September 2020.

Legal Services Fees

The District pays attorneys by the hour for legal services provided during an engagement. The information below represents total expenditures for legal services, by law firm, for Fiscal Year 2020 (July 1, 2019 – June 30, 2020) and Fiscal Year-To-Date (July 1, 2020 – September 24, 2020).

FY 2020

- Welt Law (General Counsel) \$54,626
- Bailey Kennedy, LLP (Contracts, Litigation) \$6,403
- Kamer Zucker Abbott (Labor and Employment) \$93,973

FYTD 2021

- Welt Law (General Counsel) \$16,393
- Bailey Kennedy, LLP (Contracts, Litigation) \$1,780
- Kamer Zucker Abbott (Labor and Employment) \$9,300

Voluntary Employee Separation Program (VESP)

- As of September 24, 2020, 41 employees have separated from the District
 - Some separation dates extended due to operational considerations
- Separation costs will total approximately \$4.5 million
- Net benefits expected to begin 12 months after separation
 - Personnel cost savings depend on holding positions vacant

Administration

- Provided various documentation and assistance to the independent auditing firm for the Fiscal Year 2019-2020 annual independent audit
- Submitted the biennial purchasing and HR statistics to the Regional Business Development Advisory Council (RBDAC)
- **Floresto Cabias** and **Lynn Lucuara** worked with District staff regarding purchasing training and procedures; held purchase order training session for PVS staff

Financial Services Report
September 24, 2020
Page 2 of 2

- **Lynn Lucuara** trained on Board meeting software and procedures with Executive Assistant **Allison Boyer** and Development Officer **Sherry Walker**
- **Lynn Lucuara** created and updated vendor and customer accounts for accounts payable and accounts receivable in the Microsoft Serenic Navigator system
- **Lynn Lucuara** created and updated staff user accounts for online ordering of supplies from Staples, Office Plus, and Brodart (contract vendors); worked with District staff and vendors to update information and resolve issues
- **Lynn Lucuara** prepared and followed up on Agreements for Services for Literacy instructors and for performances scheduled for District-wide events
- **Lynn Lucuara** prepared weekly bank deposits
- Prepared monthly Budget Status Reports
- Scanned documents and updated files

Accounting

- Coded and verified all transactions (\$2.6M for the month of September)
- Performed all payroll related duties
- Performed all accounts payable duties
- Performed all accounts receivable duties, including collections for overdue accounts
- Prepared year-to-date detail transaction reports for each location/department
- Reviewed and reconciled outstanding invoices
- Reconciled daily cash reports received from branches to bank deposits
- Provided detail budget status for staff as required
- Prepared and scanned monthly journal voucher entries
- Reconciled monthly bank statements
- Prepared and mailed Financial Services invoices
- Processed refunds for cancelled Room Reservations
- Reviewed e-fines and patron inquiries regarding online payments
- Reconciled copier meter reading reports from branches/departments to invoices
- Staff cross-trained in payroll, fixed assets, cash receipts, and other Financial Services procedures



MEMORANDUM

To: Fred James, Acting Executive Director

From: Floresto Cabias, Acting Financial Services Director, CFO

Date: September 24, 2020

Subject: August 2020 Budget Status Report

Enclosed are the budget status reports for August 2020. According to governmental accounting standards, property tax and sales tax revenues collected in July and August are recorded as prior-year revenue. Therefore, approximately \$1.5 million of property tax revenue only (no consolidated sales tax) is reflected in the month of August. Staff will provide a more comprehensive analysis of revenues and expenditures at the November 2020 Finance and Audit Committee meeting, when the FY 2020 financial statement audit is complete and more consolidated sales tax revenue data is available.

General Fund expenditures indicate that 20% of the allocated budget has been spent. Based on ratable spending levels (spending occurs approximately at the same rate every month), General Fund expenditures are on target. All departments and library branches are within their budgets, and show between 68% and 92% left to spend.

Staff will be available to answer any questions that you may have.

Las Vegas-Clark County Library District
Statement of Revenues and Expenditures

General Fund - 100

From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Tax Revenue	1,483,259.88	49,300,000.00	47,816,740.12	96.99%
Intergovernmental Revenue	-	17,800,000.00	17,800,000.00	100.00%
Charges for Services	8,249.39	570,000.00	561,750.61	98.55%
Fines & Forfeits	63,250.97	450,000.00	386,749.03	85.94%
Miscellaneous	90,744.68	780,000.00	689,255.32	88.37%
Total Revenues	1,645,504.92	68,900,000.00	67,254,495.08	97.61%
Expenditures				
Salaries	6,047,264.56	31,770,975.00	25,723,710.44	80.97%
Benefits	2,248,334.67	12,499,827.00	10,251,492.33	82.01%
Supplies & Services	2,883,658.98	15,304,682.00	12,421,023.02	81.16%
Capital Outlay	2,710,104.43	10,509,384.00	7,799,279.57	74.21%
Total Expenditures	13,889,362.64	70,084,868.00	56,195,505.36	80.18%
Exces (Deficit) Revenues of Expenditures	(12,243,857.72)	(1,184,868.00)	11,058,989.72	17.43%

**Las Vegas-Clark County Library District
Summary Budget Comparison
By Department**

General Fund - 100**From 08/01/2020 Through 08/31/2020**

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
110	Administration - Executive	100,900.46	648,204.00	547,303.54	84.43%
120	Administration - Library Operations	221,185.90	2,068,271.00	1,847,085.10	89.31%
200	Financial Services	216,917.12	1,935,379.00	1,718,461.88	88.79%
215	Community Outreach	74,833.91	501,089.00	426,255.09	85.07%
216	Youth Services	35,598.58	362,030.00	326,431.42	90.17%
220	Development and Planning	53,515.78	559,337.00	505,821.22	90.43%
240	General Services/Facilities	2,082,081.10	10,600,300.00	8,518,218.90	80.36%
250	Human Resources	265,349.14	2,688,944.00	2,423,594.86	90.13%
251	HR-Work Insurance	356,723.32	1,501,744.00	1,145,020.68	76.25%
260	Information Technology	1,139,117.30	3,895,391.00	2,756,273.70	70.76%
270	Literacy Department	46,667.38	378,862.00	332,194.62	87.68%
280	Branding and Marketing	548,184.24	1,706,062.00	1,157,877.76	67.87%
290	Access Services Department	204,009.99	1,100,024.00	896,014.01	81.45%
310	Collection and Bibliographic Services	3,101,521.95	12,657,023.00	9,555,501.05	75.50%
320	Gallery Services	26,431.14	174,592.00	148,160.86	84.86%
330	Facilities	426,048.37	2,820,225.00	2,394,176.63	84.89%
340	Community Engagement	34,000.01	405,669.00	371,668.99	91.62%
400	Library Operations	4,956,276.95	26,081,722.00	21,125,445.05	81.00%
Total		13,889,362.64	70,084,868.00	56,195,505.36	80.18%

Las Vegas-Clark County Library District
Summary Budget Comparison
By Location

General Fund - 100
Library Operations - Dept 400
From 08/01/2020 Through 08/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
100	Blue Diamond	15,801.56	97,266.00	81,464.44	83.75%
110	Bunkerville	8,909.38	58,431.00	49,521.62	84.75%
120	Clark County Library	396,393.08	2,671,070.00	2,274,676.92	85.16%
130	Enterprise Library	213,796.03	1,362,949.00	1,149,152.97	84.31%
140	Goodsprings	12,590.36	77,267.00	64,676.64	83.71%
160	Indian Springs	16,552.46	103,992.00	87,439.54	84.08%
180	Laughlin	109,332.83	697,636.00	588,303.17	84.33%
190	Mesquite	165,426.50	1,063,703.00	898,276.50	84.45%
200	Moapa Town	8,282.48	77,435.00	69,152.52	89.30%
210	Moapa Valley	49,690.48	309,770.00	260,079.52	83.96%
220	Mount Charleston	10,025.81	69,259.00	59,233.19	85.52%
230	Rainbow Library	588,691.95	1,882,486.00	1,293,794.05	68.73%
240	Sahara West Library	351,242.57	2,395,281.00	2,044,038.43	85.34%
250	Sandy Valley	11,133.52	89,137.00	78,003.48	87.51%
260	Searchlight	9,357.80	59,658.00	50,300.20	84.31%
270	Spring Valley Library	243,576.16	1,648,450.00	1,404,873.84	85.22%
280	Summerlin Library	234,232.56	1,444,143.00	1,209,910.44	83.78%
290	Sunrise Library	239,354.73	1,534,648.00	1,295,293.27	84.40%
300	West Charleston Library	458,413.41	1,669,459.00	1,211,045.59	72.54%
310	West Las Vegas Library	340,433.76	1,565,622.00	1,225,188.24	78.26%
320	Whitney Library	236,670.29	1,492,399.00	1,255,728.71	84.14%
360	Meadows Library	26,569.37	160,089.00	133,519.63	83.40%
370	Centennial Hills	510,414.11	1,911,837.00	1,401,422.89	73.30%
380	Windmill Library	257,531.02	1,747,034.00	1,489,502.98	85.26%
390	East Las Vegas Library	435,231.93	1,847,091.00	1,411,859.07	76.44%
605	City Misdemeanant	6,622.80	45,610.00	38,987.20	85.48%
Total		4,956,276.95	26,081,722.00	21,125,445.05	81.00%

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

General Fund - 100
From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100 Salaries - Full Time	3,874,531.03	24,129,739.00	20,255,207.97	83.94%
51200 Salaries - Part Time	875,109.61	6,199,467.00	5,324,357.39	85.88%
51300 Overtime Pay	2,403.28	55,000.00	52,596.72	95.63%
51400 Call Back Pay	2,448.77	8,595.00	6,146.23	71.51%
51500 Standby Pay	10,296.40	50,366.00	40,069.60	79.56%
51600 Longevity Pay	103,183.00	377,808.00	274,625.00	72.69%
51700 Separation Pay	1,178,133.02	450,000.00	(728,133.02)	-161.81%
51800 Leave Buyout	1,159.45	500,000.00	498,840.55	99.77%
55100 Employees Retirement	1,463,453.97	7,312,478.00	5,849,024.03	79.99%
55200 Group Insurance	643,551.17	4,072,148.00	3,428,596.83	84.20%
55300 Workers' Comp. Payments	9,786.82	271,544.00	261,757.18	96.40%
55400 Medicare Coverage Expense	131,542.71	768,657.00	637,114.29	82.89%
55500 Unemployment Insurance	-	75,000.00	75,000.00	100.00%
61100 Office Supplies	33,066.12	507,630.00	474,563.88	93.49%
61110 Operating Supplies	67,739.21	597,065.00	529,325.79	88.65%
61120 Software & User Licenses	382,025.57	521,994.00	139,968.43	26.81%
61130 Software Maintenance	421,319.78	841,400.00	420,080.22	49.93%
61200 Book Materials & Supplies	16,543.78	120,409.00	103,865.22	86.26%
61205 Interlibrary Loan	10.00	4,500.00	4,490.00	99.78%
61210 Small Equipment	24,042.11	478,000.00	453,957.89	94.97%
61400 Equipment Repair & Maint.	358,347.89	690,280.00	331,932.11	48.09%
61410 Contracted Services	756,083.25	5,441,007.00	4,684,923.75	86.10%
61420 Building Repair & Maint.	27,081.85	218,200.00	191,118.15	87.59%
61500 Rental Expenses	4,476.08	47,316.00	42,839.92	90.54%
61600 Telephone	91,657.41	600,000.00	508,342.59	84.72%
61700 Utilities	240,867.95	1,935,071.00	1,694,203.05	87.55%
61800 Insurance & Bonds	320,687.67	355,000.00	34,312.33	9.67%
61900 Professional Services	73,124.64	932,700.00	859,575.36	92.16%
61910 Legal Services	14,414.23	394,500.00	380,085.77	96.35%
62200 Collection Agencies	-	310,000.00	310,000.00	100.00%
62300 Board Compensation	1,040.00	6,200.00	5,160.00	83.23%
62500 Postage	1,598.77	75,100.00	73,501.23	97.87%
62510 Advertising	1,427.90	88,700.00	87,272.10	98.39%
62600 Community Events	-	23,750.00	23,750.00	100.00%
62620 Recruitment	-	625.00	625.00	100.00%
62700 Education & Training	4,137.00	310,735.00	306,598.00	98.67%
62800 Travel & Transportation	747.57	285,250.00	284,502.43	99.74%
62900 Printing & Reproduction	3,857.53	99,250.00	95,392.47	96.11%
63000 Dues & Subscriptions	8,313.99	43,200.00	34,886.01	80.75%
65000 Miscellaneous Expenses	1,740.33	41,800.00	40,059.67	95.84%
65100 Bank Charges	558.35	20,000.00	19,441.65	97.21%
67000 Rental Expenses to QALICBs	28,750.00	315,000.00	286,250.00	90.87%
81700 Library Books	2,710,104.43	10,509,384.00	7,799,279.57	74.21%
Total	13,889,362.64	70,084,868.00	56,195,505.36	80.18%

Las Vegas-Clark County Library District
Statement of Revenues and Expenditures

Grant Fund - 220

From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Intergovernmental Revenue	-	1,800,000.00	1,800,000.00	100.00%
Total Revenues	-	1,800,000.00	1,800,000.00	100.00%
Expenditures				
Salaries	45,814.72	480,000.00	434,185.28	90.46%
Benefits	19,438.20	210,000.00	190,561.80	90.74%
Supplies & Services	2,908.48	500,000.00	497,091.52	99.42%
Capital Outlay	-	610,000.00	610,000.00	100.00%
Total Expenditures	68,161.40	1,800,000.00	1,731,838.60	96.21%
Exces (Deficit) Revenues of Expenditures	(68,161.40)	-	68,161.40	3.79%

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Grant Fund - 220

From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100 Salaries - Full Time	43,568.64	478,747.50	435,178.86	90.90%
51200 Salaries - Part Time	2,037.32	-	(2,037.32)	
51600 Longevity Pay	208.76	1,252.50	1,043.74	83.33%
55100 Employees Retirement	13,400.85	161,071.66	147,670.81	91.68%
55200 Group Insurance	5,380.97	44,547.88	39,166.91	87.92%
55400 Medicare Coverage Expense	656.38	4,380.46	3,724.08	85.02%
61100 Office Supplies	377.82	5,277.14	4,899.32	92.84%
61120 Software & User Licenses	-	53,200.00	53,200.00	100.00%
61410 Contracted Services	2,403.00	412,700.00	410,297.00	99.42%
62700 Education & Training	-	12,000.00	12,000.00	100.00%
62800 Travel & Transportation	127.66	5,800.00	5,672.34	97.80%
65000 Miscellaneous Expenses	-	11,022.86	11,022.86	100.00%
81600 Capital Equipment - Major	-	460,000.00	460,000.00	100.00%
81700 Library Books	-	150,000.00	150,000.00	100.00%
Total	68,161.40	1,800,000.00	1,731,838.60	96.21%

Las Vegas-Clark County Library District
Statement of Revenues and Expenditures

Gift Fund - 230

From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Miscellaneous	17,389.99	815,000.00	797,610.01	97.87%
Total Revenues	17,389.99	815,000.00	797,610.01	97.87%
Expenditures				
Supplies & Services	20,460.92	715,000.00	694,539.08	97.14%
Capital Outlay	-	100,000.00	100,000.00	100.00%
Total Expenditures	20,460.92	815,000.00	794,539.08	97.49%
Exces (Deficit) Revenues of Expenditures	(3,070.93)	-	3,070.93	0.38%

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Gift Fund - 230

From 08/01/2020 Through 08/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
61100	Office Supplies	-	20,000.00	20,000.00	100.00%
61110	Operating Supplies	519.66	15,000.00	14,480.34	96.54%
61210	Small Equipment	10,324.93	15,000.00	4,675.07	31.17%
61410	Contracted Services	-	250,000.00	250,000.00	100.00%
61500	Rental Expenses	-	315,000.00	315,000.00	100.00%
61600	Telephone	2,374.00	-	(2,374.00)	
61900	Professional Services	4,392.50	100,000.00	95,607.50	95.61%
62510	Advertising	2,250.00	-	(2,250.00)	
62900	Printing & Reproduction	599.83	-	(599.83)	
81600	Capital Equipment - Major	-	100,000.00	100,000.00	100.00%
Total		20,460.92	815,000.00	794,539.08	97.49%

Las Vegas-Clark County Library District
Statement of Revenues and Expenditures

Capital Projects Fund - 510

From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Miscellaneous	6,964.51	50,000.00	43,035.49	86.07%
Total Revenues	6,964.51	50,000.00	43,035.49	86.07%
Expenditures				
Supplies & Services	128,100.28	2,574,700.00	2,446,599.72	95.02%
Capital Outlay	-	1,484,000.00	1,484,000.00	100.00%
Total Expenditures	128,100.28	4,058,700.00	3,930,599.72	96.84%
Exces (Deficit) Revenues of Expenditures	(121,135.77)	(4,008,700.00)	(3,887,564.23)	-10.77%

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Capital Projects Fund - 510
From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
61110 Operating Supplies	10,941.00	7,500.00	(3,441.00)	-45.88%
61120 Software & User Licenses	19,014.35	203,000.00	183,985.65	90.63%
61210 Small Equipment	42,125.95	1,176,700.00	1,134,574.05	96.42%
61400 Equipment Repair & Maint.	288.15	345,000.00	344,711.85	99.92%
61410 Contracted Services	-	43,000.00	43,000.00	100.00%
61420 Building Repair & Maint.	40,965.09	759,500.00	718,534.91	94.61%
61800 Insurance & Bonds	1,234.00	-	(1,234.00)	
61900 Professional Services	8,952.50	-	(8,952.50)	
65100 Bank Charges	4,579.24	40,000.00	35,420.76	88.55%
81500 Capital Improvements	-	650,000.00	650,000.00	100.00%
81600 Capital Equipment - Major	-	834,000.00	834,000.00	100.00%
Total	128,100.28	4,058,700.00	3,930,599.72	96.84%

Las Vegas-Clark County Library District

Project 2050 - Furniture Replacement
From 08/01/2020 through 08/31/2020

510
Capital Projects Fund

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Expenditures					
61210	Small Equipment	-	50,000.00	50,000.00	100%
Total Expenditures		-	50,000.00	50,000.00	100%

Las Vegas-Clark County Library District

Project 2200 - Financial Services Projects
From 08/01/2020 through 08/31/2020

510
Capital Projects Fund

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Expenditures					
61210	Small Equipment	-	185,000.00	185,000.00	100%
65100	Bank Charges	4,579.24	40,000.00	35,420.76	89%
81600	Capital Equipment - Major	-	80,000.00	80,000.00	100%
Total Expenditures		4,579.24	305,000.00	300,420.76	98%

Las Vegas-Clark County Library District

Project 4010 - Tech Replacements & Upgrades
From 08/01/2020 through 08/31/2020

510
Capital Projects Fund

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Expenditures					
61120	Software & User Licenses	19,014.35	203,000.00	167,443.37	82%
61210	Small Equipment	37,453.45	452,000.00	414,546.55	92%
61400	Equipment Repair & Maint.	288.15	345,000.00	344,711.85	100%
61410	Contracted Services	-	43,000.00	43,000.00	100%
81600	Capital Equipment - Major	-	704,000.00	704,000.00	100%
Total Expenditures		56,755.95	1,747,000.00	1,673,701.77	96%

Las Vegas-Clark County Library District

Project 5010 - Bldg Repair & Maintenance
From 08/01/2020 through 08/31/2020

510
Capital Projects Fund

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues					
45200	Interest Earnings	6,964.51	50,000.00	43,035.49	86%
	Total Revenues	6,964.51	50,000.00	43,035.49	86%
Expenditures					
61110	Operating Supplies	10,941.00	7,500.00	(14,852.48)	-198%
61210	Small Equipment	4,672.50	10,000.00	5,327.50	53%
61420	Building Repair & Maint.	40,965.09	759,500.00	707,852.54	93%
61900	Professional Services	10,186.50	-	(19,186.50)	0%
81500	Capital Improvements	-	650,000.00	650,000.00	100%
	Total Expenditures	66,765.09	1,427,000.00	1,329,141.06	93%

Las Vegas-Clark County Library District

Project 5020 - PVS Projects
From 08/01/2020 through 08/31/2020

510
Capital Projects Fund

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Expenditures					
61210	Small Equipment	-	479,700.00	479,700.00	100%
Total Expenditures		-	479,700.00	479,700.00	100%

Las Vegas-Clark County Library District

Project 9010 - Vehicle Purchase and Replacement
From 08/01/2020 through 08/31/2020

510
Capital Projects Fund

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Expenditures					
81600	Capital Equipment - Major	-	50,000.00	50,000.00	100%
Total Expenditures		-	50,000.00	50,000.00	100%

Las Vegas-Clark County Library District
Statement of Revenues and Expenditures

Debt Service Fund - 610

From 08/01/2020 Through 08/31/2020

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Tax Revenue	0.74	-	(0.74)	
Miscellaneous	17.45	10,000.00	9,982.55	99.83%
Total Revenues	18.19	10,000.00	9,981.81	99.82%
Expenditures				
Supplies & Services	1,125.00	10,000.00	8,875.00	88.75%
Debt Service	-	-	-	
Total Expenditures	1,125.00	10,000.00	8,875.00	88.75%
Exces (Deficit) Revenues of Expenditures	(1,106.81)	-	1,106.81	11.07%

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas-Clark County Library District
Summary Budget Comparison
By GL Account

Debt Service Fund - 610
From 08/01/2020 Through 08/31/2020

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
65100	Bank Charges	1,125.00	10,000.00	8,875.00	88.75%
	Total	1,125.00	10,000.00	8,875.00	88.75%

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas - Clark County Library District Check/Voucher Register

General Fund - 100
From 08/25/2020 Through 09/23/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10780	8/31/2020	10129	Fun Express LLC	Kickoff to Kindergarten 2020 - YS	409.87
10781	8/31/2020	10654	Educational Testing Service (ETS)	PBT Test July 2020	315.00
10782	8/31/2020	10989	Judy Chappell	Transcription for July 13, 2020 Board Mtg	655.00
10784	8/31/2020	1678	Scholastic Library Publishing	Scholastic Go 7/1/20-6/30/21	77,630.00
10785	8/31/2020	1757	Ingram Library Services	Library Books & Materials for FY2020-2021	2,360.87
10787	8/31/2020	2798	Brodart Co.	Library Books & Materials for FY2020-2021	16,491.69
10788	8/31/2020	2809	LVVWD	Services June 20 & July 20	25,125.75
10789	8/31/2020	2819	CenturyLink Communications, LLC	Service August 2020	3,127.86
10790	8/31/2020	2860	Las Vegas Review Journal	August Purchasing ad - El Tiempo	43.75
10791	8/31/2020	3500	Garda CL West, Inc	Excess Services - July 2020	554.00
10792	8/31/2020	3770	Cox Communications of Las Vegas	Service 08/17/20-09/16/20	13,762.73
10793	8/31/2020	4320	Kiesub Electronic Supply	Batteries PSH-1280-F2-FR POW12V/8.5Ah	194.64
10794	8/31/2020	4604	Brodart Library Supplies & Furnishings	3 Flat shlf stl btk - SU	1,588.19
10795	8/31/2020	4649	H & E Equipment Services Inc.	SM: Lift Rental for Fire System Quarterly Inspection	490.97
10796	8/31/2020	5001	UniFirst Corporation	Uniform Rental	111.11
10797	8/31/2020	5244	A&B Printing & Mailing	#10 non-window envelopes - 500	79.73
10798	8/31/2020	5718	Tangerine Office Machines	Printer Support Services, End: 6/30/21	739.94
10799	8/31/2020	6253	Karen E. Whisenhunt	Radios - MEVX261 Commercial Digital	1,693.00
10800	8/31/2020	7371	EnvisionWare, Inc.	PrinterOn w/one printer, Renewal End: 9/30/21	8,925.00
10801	8/31/2020	7655	Gill's Printing and Color Graphics	Mask Tentcard - puppy	698.80
10802	8/31/2020	7671	Western Exterminator Company	CC: Bait Stations	400.00
10803	8/31/2020	8122	Staples Advantage Dept LA	Wht kraft lunch bag - CC	2,005.95
10804	8/31/2020	8565	WT Cox Information Services	Library Books & Materials for FY2020-2021	160,547.17
10805	8/31/2020	9287	Otis Elevator Company	WM: Elevator	770.53
10806	8/31/2020	9383	Office Plus	Toner,hp,li - LA	1,787.80
10807	8/31/2020	9431	B&H Photo-Video	Canon EOS M50 MIRLS Camera Kit	948.00
10808	8/31/2020	9588	Vocera Communications, Inc.	B3000 Series Battery, Black	3,177.80
10809	8/31/2020	9649	Freeman's Carpet Service, Inc.	SW: Remodel - NV Business Hub	19,623.72
10810	9/2/2020	1623	HRdirect/G Neil Companies	Poster Guard State/Federal	1,449.75
10812	9/8/2020	10129	Fun Express LLC	Paper Farm Sticker Scenes - CC	449.84
10813	9/8/2020	10228	Sterling Volunteers	Vol. Background Check - July 2020	21.50
10816	9/8/2020	1064	Allied Refrigeration Inc.	Various	158.81
10818	9/8/2020	10686	NLS Grounds Management, LLC	Urban,LA,MC,MQL,MV: Landscape Maintenance	19,249.74
10820	9/8/2020	10880	Michelle Holstein	Standards In Action Training 2020	972.00
10821	9/8/2020	1157	AZ Partsmaster	Various	638.78
10822	9/8/2020	1180	Baron Pest Solutions, Inc.	LA: Pest Control	37.00
10823	9/8/2020	1240	Brady Industries of Nevada, LLC	Various	374.40
10824	9/8/2020	1457	Demco, Inc.	Materials & Supplies for FY21	257.89
10825	9/8/2020	1620	Full Compass Systems Ltd	ZONE-PRO-1260M Digital Zone Processor	939.28
10826	9/8/2020	1757	Ingram Library Services	Library Books & Materials for FY2020-2021	4,912.19
10827	9/8/2020	1950	Liberty Lock and Security	Various	23.60
10828	9/8/2020	2152	Nedco Supply	Various	1,046.16
10829	9/8/2020	2234	Overton Power District #5	Service 07/22/20-08/21/20 MT	265.80
10830	9/8/2020	2362	Refrigeration Supplies Distributor	Various	274.01
10831	9/8/2020	2682	Valley Enterprises, Inc.	MQLC,MT,MV: Janitorial	5,309.69
10832	9/8/2020	2698	Virgin Valley Disposal	Rental Fee/toter svc Aug 2020	114.49
10833	9/8/2020	2702	Grainger, Inc.	Various	1,407.52
10834	9/8/2020	2733	Phoenix Fire Protection, LLC	SV: Service Call for Fire Sprinkler Issue	700.00
10835	9/8/2020	2798	Brodart Co.	Library Books & Materials for FY2020-2021	36,812.60
10837	9/8/2020	2803	Boulevard Trophy	Nettag for Jeff Serpico	10.00
10838	9/8/2020	2891	AFLAC	Premium August 2020	1,414.10
10839	9/8/2020	4604	Brodart Library Supplies & Furnishings	Materials & Supplies for FY21	2,863.82
10840	9/8/2020	5001	UniFirst Corporation	Uniform Rental	222.22
10841	9/8/2020	5130	OverDrive Inc.	Library Books & Materials for FY2020-2021	73,187.38
10842	9/8/2020	5718	Tangerine Office Machines	Printer Support Services, End: 6/30/21	45.00
10843	9/8/2020	6206	Vital	Limitless Learning Press Release translation	405.00
10844	9/8/2020	7188	Innovative Interfaces, Inc.	Library Books & Materials for FY2020-2021	1,592.25
10845	9/8/2020	7687	United Lock and Security, Inc.	Various: Misc repair service 61420	334.50
10846	9/8/2020	8010	Allied Universal Security Services	On-Site Security 08/07/20-08/20/20 - CH	86,987.82
10847	9/8/2020	8557	Guaranteed Pest Solutions LLC	Urban: Bed Bug Inspections	337.50
10848	9/8/2020	8565	WT Cox Information Services	Library Books & Materials for FY2020-2021	7,082.65
10849	9/8/2020	8575	Intermountain Lock and Security Supply	Various	282.00
10850	9/8/2020	9082	Central Station Monitoring	MQ: Alarm Monitoring	134.85
10851	9/8/2020	9101	O'Reilly Auto Parts	Various	27.99
10852	9/8/2020	9383	Office Plus	Oem toner hp 508x cyan - MQ	3,821.81
10853	9/8/2020	9730	Commercial Lighting Specialties	Various	747.50
10854	9/8/2020	9810	Bridgeall Libraries Limited	chQ Annual Subscription	60,000.00
10855	9/8/2020	9907	PLIC-SBD Grand Island (Principal)	Premium Sept 2020	25,639.09
10856	9/14/2020	10082	Puliz Records Mgt LV	Additional Units & Destruction Unit	292.50
10858	9/14/2020	10228	Sterling Volunteers	20 Volunteer Background Checks	331.00
10860	9/14/2020	10686	NLS Grounds Management, LLC	WH: Replace irrigation timer	465.00
10863	9/14/2020	11552	Destiny Executive Search Group, Inc.	Retainer Fee	16,500.00
10864	9/14/2020	1620	Full Compass Systems Ltd	MUF82AM/A USB-C DIGITAL AV MULTIPOINT ADAPTER	1,212.58
10865	9/14/2020	1640	Gerald M. Welt, Chartered	Legal services August 2020	11,279.23
10866	9/14/2020	1854	Kamer Zucker Abbott	Legal services - August 2020	2,240.00
10867	9/14/2020	1897	Lakeshore Learning Materials	West Charleston & Sahara West School Supplies	93.76
10868	9/14/2020	1950	Liberty Lock and Security	Various: Misc service 61420	204.90
10869	9/14/2020	2234	Overton Power District #5	Service 07/31/20-08/31/20 MT	2,836.85
10870	9/14/2020	2567	Teamsters Local Union #14	Union Dues - September 2020	8,416.00
10871	9/14/2020	2733	Phoenix Fire Protection, LLC	WV: Fire Sprinkler Repair	964.00
10872	9/14/2020	2819	CenturyLink Communications, LLC	Service September 2020	10,779.32
10873	9/14/2020	2914	Iron Mountain	Service Aug 2020	376.87
10874	9/14/2020	3020	Discount School Supply	Rainbow VS School Supplies	184.36
10875	9/14/2020	3324	Rio Virgin Telephone Co.	Service Sept 2020	328.44
10876	9/14/2020	3500	Garda CL West, Inc	Armored Transportation - Sept 2020	2,895.35
10877	9/14/2020	3823	Lucas Holdings, LLC	LVCCL - LV Lights - ART Only & LV Lights	2,635.01
10878	9/14/2020	4897	Public Employees Benefits Program State of NV	Acct #750 Ins. Premium - Sept 2020	7,125.10

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas - Clark County Library District Check/Voucher Register

General Fund - 100
From 08/25/2020 Through 09/23/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10880	9/14/2020	7687	United Lock and Security, Inc.	Various: Misc repair service 61420	175.17
10882	9/14/2020	8010	Allied Universal Security Services	On-Site Security 08/21/20-09/03/20 - CH	91,173.56
10883	9/14/2020	8155	Las Vegas Clark County Librar Dist Foundation	Foundation Bookstore Sales - Aug 2020	10,982.44
10885	9/14/2020	9191	Canon Solutions America, Inc.	Monthly Maint 07/14/20-08/13/20 - SM	4,047.68
10886	9/14/2020	9225	Kronos	Monthly fee	1,169.00
10887	9/14/2020	9383	Office Plus	Crtldg,clr lasejet - SM	3,326.22
10889	9/14/2020	9648	Bailey Kennedy, LLP	Policies/Procedures 10912-015	1,780.00
10892	9/21/2020	10179	Safe and Secure Alarms and Video	WC: Alarm Monitoring Burg	54.00
10893	9/21/2020	10184	City of Mesquite Athletics & Leisure Services Dept	MQLC Landscape Maintenance	800.00
10895	9/21/2020	1064	Allied Refrigeration Inc.	Various	266.48
10896	9/21/2020	10864	Brian M. Wilson	September 10, 2020 Regular Board Mtg	40.00
10899	9/21/2020	11055	Bryant K. Rogers	September 10, 2020 Regular Board Mtg	40.00
10900	9/21/2020	1157	AZ Partsmaster	Disinfecting Wipes (COVID)	219.20
10902	9/21/2020	1240	Brady Industries of Nevada, LLC	Various	483.37
10903	9/21/2020	1429	D.C. Thomas	BD Rent Sept 2020	1,468.00
10904	9/21/2020	1580	Ferguson Enterprises, LLC	Various	101.55
10905	9/21/2020	1627	Cengage Learning, Inc.	Library Books & Materials for FY2020-2021	2,677.50
10906	9/21/2020	1742	Ideal Supply Company Inc.	Stock #504723 WM Waterless Urinal	333.00
10907	9/21/2020	1757	Ingram Library Services	Library Books & Materials for FY2020-2021	6,474.59
10908	9/21/2020	1835	Johnson Controls	CH: Service Call - AHU #4 Repairs	1,434.40
10909	9/21/2020	1837	Johnstone Supply	Tool #388-54742313.001 Thermometer Digital	31.81
10910	9/21/2020	1950	Liberty Lock and Security	Various	162.00
10911	9/21/2020	2098	Moapa Valley Water District	Service 08/05/20-09/08/20	349.48
10912	9/21/2020	2152	Nedco Supply	Various	197.68
10913	9/21/2020	2215	OCLC Inc. # 774425	Library Books & Materials for FY2020-2021	181.50
10914	9/21/2020	2234	Overton Power District #5	Service 08/07/20-09/07/20 MV	497.64
10915	9/21/2020	2307	Progressive Elevator	CC: Elevator	1,834.00
10916	9/21/2020	2362	Refrigeration Supplies Distributor	WO-129 #5531834-00 CH HVAC	303.62
10917	9/21/2020	2486	Sonitrol Of Southern NV	Various: Alarm response/repair 61420	89.00
10918	9/21/2020	2490	Source 4 Industries	Various	31.44
10919	9/21/2020	2682	Valley Enterprises, Inc.	MQLC,MV: Mid-Day July - September	2,097.60
10920	9/21/2020	2702	Grainger, Inc.	Various	507.58
10921	9/21/2020	2741	Westgate Book Exchange	2000 Paperback books	5,000.00
10922	9/21/2020	2798	Brodart Co.	Library Books & Materials for FY2020-2021	40,247.03
10923	9/21/2020	2809	LVVWD	Service July 20 & Aug 20	26,755.68
10924	9/21/2020	2887	West Payment Ctr	Library Materials for MISD during FY21	723.93
10925	9/21/2020	2891	AFLAC	Premium Sept 2020	1,113.80
10926	9/21/2020	3355	Teamsters Security Fund S. Nevada	Premium Sept 2020	318,322.96
10927	9/21/2020	3500	Garda CL West, Inc	Excess Services - Aug 2020	95.26
10929	9/21/2020	4108	American Library Association	Membership renewal - 2003864	199.00
10930	9/21/2020	4723	Purvis Industries - Las Vegas NV	Stock #30237519 SW HVAC	179.09
10931	9/21/2020	5001	UniFirst Corporation	Uniform Rental	111.11
10932	9/21/2020	5769	The Penworthy Company	Library Books & Materials for FY2020-2021	12,411.62
10933	9/21/2020	7371	EnvisionWare, Inc.	Annual Maint. Renewal, End: 6/30/2021	326,106.29
10934	9/21/2020	8122	Staples Advantage Dept LA	tacks thumb - SW	7,254.83
10935	9/21/2020	8235	ZOHO Corporation	Annual Subscription Fee (End: 10/30/21)	795.00
10936	9/21/2020	8354	Gruber Technical Inc.	CC,CH,SM,WM: UPS PM Service	4,644.00
10937	9/21/2020	8557	Guaranteed Pest Solutions LLC	Urban: Bed Bug Inspections	477.50
10938	9/21/2020	8565	WT Cox Information Services	Library Books & Materials for FY2020-2021	20,739.69
10939	9/21/2020	8575	Intermountain Lock and Security Supply	Various	380.50
10941	9/21/2020	8811	Shannon Bilbray-Axelrod	September 10, 2020 Regular Board Meeting	40.00
10942	9/21/2020	8945	Robin Wadley Munier	September 10, 2020 Regular Board Mtg	40.00
10943	9/21/2020	9279	Marilyn Francis Drake	September 10, 2020 Regular Board Mtg	40.00
10944	9/21/2020	9332	Felipe A. Ortiz	September 10, 2020 Regular Board Mtg	40.00
10945	9/21/2020	9354	WestRock Longview, LLC	Courier: Weeding Boxes	2,722.55
10946	9/21/2020	9383	Office Plus	Crtldg,clr lasejet, bk - SW	1,738.43
10947	9/21/2020	9588	Vocera Communications, Inc.	Annual Maint. Renewal, End: 9/22/2021	40,658.00
10949	9/21/2020	9730	Commercial Lighting Specialties	Various	23.70
10950	9/21/2020	9890	High Sierra Elevator Inspections	SM Annual Permit	660.00
10951	9/21/2020	9928	Stimulus Technologies	Service Oct 2020 MC	1,042.40
88489	8/26/2020	11055	Bryant K. Rogers	Board Comp - June 2020	40.00
88491	8/27/2020	10293	Las Vegas Men's Chorus	Refund - Cancelled Room 12/20/20 COVID	420.00
88493	8/27/2020	11582	Mary Sanchez-Ortega	Refund for returned items	69.98
88494	8/27/2020	1201	Best Janitorial Services of Nevada	Mid-Day: July - Sept Urban/LA/MQL	5,088.00
88495	8/27/2020	1458	State Collections & Disbursement Unit	Mandated Court Payment	1,261.57
88496	8/27/2020	2159	AT&T SBC	Service 08/11/20-09/10/20	203.08
88497	8/27/2020	2494	Southwest Gas Corp.	Service 07/15/20-08/13/20 EN	106.35
88498	8/27/2020	2673	US Postal Service #323-001 Postage Due Unit	BRM Act# 323-001 - Replenish Postage	250.00
88500	8/27/2020	3149	Midwest Tape	Library Books & Materials for FY2020-2021	10,802.25
88501	8/27/2020	4117	Television Monitoring Services, Inc.	Clips - Aug 2020	200.00
88502	8/27/2020	5026	Nevada State Treasurer	Mandated Court Payment	8.00
88504	8/27/2020	9937	AFLAC Premium Holding	Service May 2020	3,193.52
88505	8/27/2020	11101	Academy Glass Company Inc.	SW: NV Business Hub	8,990.00
88506	8/27/2020	11109	Reliable Petroleum & Lubrication Equipment LLC	SC: Fuel	6,040.00
88507	8/28/2020	10409	BiblioCommons, Inc.	BiblioCommons Renewal 06/23/2020 to 12/22/2021	383,668.68
88508	9/3/2020	10162	CenturyLink	Service August 2020	213.73
88509	9/3/2020	10212	Virgin Valley Water District	Service 07/20/20-08/20/20	1,813.37
88510	9/3/2020	10389	The Firm	Media Monitoring Aug 2020	380.00
88512	9/3/2020	10927	CenturyLink	Service August 2020	1,970.42
88517	9/3/2020	1201	Best Janitorial Services of Nevada	Mid-Day: July - Sept Urban/LA/MQL	123,691.16
88519	9/3/2020	1991	Lowe's Improvement	July - August 2020 Various	962.67
88520	9/3/2020	2097	Moapa Valley Telephone Co. Inc.	Service 08/26/20-09/25/20	1,321.08
88521	9/3/2020	2175	NV Energy	Service 07/21/20-08/19/20	8,141.86
88522	9/3/2020	2354	Recorded Books	Library Books & Materials for FY2020-2021	49.00
88523	9/3/2020	2494	Southwest Gas Corp.	Service 07/22/20-08/20/20 CH	692.79
88524	9/3/2020	2838	Verizon Wireless	Service 07/21/20-08/20/20	2,528.41
88525	9/3/2020	2854	FastSigns	Oval Shaped Decals 6"x8" for laptops	968.33
88530	9/3/2020	3149	Midwest Tape	Library Books & Materials for FY2020-2021	26,482.06

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas - Clark County Library District Check/Voucher Register

General Fund - 100
From 08/25/2020 Through 09/23/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
88534	9/3/2020	3383	Home Depot Credit Services	July - August 2020 Various	2,872.41
88535	9/3/2020	4117	Television Monitoring Services, Inc.	Ch 13 segment 8/26/20	50.00
88536	9/3/2020	6817	Reliance Connects	Service September 2020	635.35
88540	9/3/2020	7369	SYNCHRONY BANK/AMAZON	Library Books & Materials for FY2020-2021	6,978.69
88541	9/3/2020	8437	Super Cleaners	Dry Clean (1) Tablecloth	15.00
88542	9/3/2020	8731	UNUM Life Insurance Co. of America	Premium September 2020	665.74
88543	9/3/2020	9895	National Benefit Services, LLC	July 2020 Admin Fee	770.00
88544	9/3/2020	9937	AFLAC Premium Holding	Premium August 2020	2,910.98
88545	9/3/2020	9945	Texas Life Insurance Company	Premium August 2020	488.08
88546	9/10/2020	10017	CDA Media Relations	September purchasing ad	350.00
88549	9/10/2020	11579	Ninjabot, LLC	Cover art for LVCCF 20-21	250.00
88550	9/10/2020	11584	Ashley Peabody	Refund for returned item	51.93
88551	9/10/2020	11806	Elijah Rock Holdings, LLC	Deposit - Concert @WM 03/14/21	1,250.00
88552	9/10/2020	11813	Capitol Builders Hardware, Inc.	WV Service Call: Interior H/C button issue on	180.00
88553	9/10/2020	1354	City Of Las Vegas-Sewer Fin & Bus Svcs	Service 10/01/20 to 12/31/20 SM	1,986.86
88554	9/10/2020	1458	State Collections & Disbursement Unit	Mandated Court Payment	1,261.57
88555	9/10/2020	1462	Department of Employment Training & Rehabilitation	Unemployment Insurance	7,094.64
88556	9/10/2020	2159	AT&T SBC	Service 08/25/20-09/24/20	292.48
88557	9/10/2020	2175	NV Energy	Service 07/28/20-08/26/20 EV	69,198.17
88558	9/10/2020	2494	Southwest Gas Corp.	Service 07/29/20-08/27/20 BD	282.94
88560	9/10/2020	2837	Republic Services 620	Recycling Svc 09/01-09/30 RB	5,987.21
88561	9/10/2020	3058	EBSCO Information Services	LibraryAware	12,978.00
88562	9/10/2020	3559	Diane Dewar (Other-PC)	Replenish FAC Petty Cash	119.95
88563	9/10/2020	5026	Nevada State Treasurer	Mandated Court Payment	8.00
88565	9/17/2020	9945	Texas Life Insurance Company	Premium Sept 2020	488.08
88566	9/17/2020	9711	Jose L. Melendrez	September 10, 2020 Regular Board Meeting	40.00
88568	9/17/2020	8896	Nevada Division of Environmental Protection	SC: Annual Premium	200.00
88569	9/17/2020	8192	AT&T	Service Sept 2020	46.33
88571	9/17/2020	5246	Kelly D. Benavidez	September 10, 2020 Board Meeting	40.00
88572	9/17/2020	4117	Television Monitoring Services, Inc.	8-28 KTNV clip	50.00
88573	9/17/2020	3789	Nevada Library Association	Annual Dues Trustees/Exec Dir/District	340.00
88574	9/17/2020	3149	Midwest Tape	Library Books & Materials for FY2020-2021	1,358.59
88575	9/17/2020	2772	Xerox Corporation	Meter Usage Aug 2020	375.96
88576	9/17/2020	2494	Southwest Gas Corp.	Service 08/07/20-09/08/20 EV	193.86
88577	9/17/2020	2175	NV Energy	Service 08/04/20-09/02/20 WM	17,852.15
88578	9/17/2020	2053	Matthew Bender & Co., Inc.	NV Revised Stat Anno 18A	2,513.83
88579	9/17/2020	1588	Financial Information, Inc.	Library Reference Service	1,095.00
88580	9/17/2020	1201	Best Janitorial Services of Nevada	Mid-Day: July - Sept Urban/LA/MQL	5,184.00
88581	9/17/2020	11849	Carlo Somero - formerly Dance Center LLC	Refund 5/22/20 CC - COVID-19	20.00
88582	9/17/2020	11840	Arizona College School of Nursing	Refund room cxld room 12/18/20 - COVID	160.00
88583	9/17/2020	11586	Daniel Lemay	Payroll Replacement Check - 07/31/20	163.75
88584	9/17/2020	10834	Brittany Mangelson	Board Meeting Transcription - Sept 20	316.50
88585	9/17/2020	10809	Sandra Kay Ramaker	September 10, 2020 Regular Board Mtg	40.00
88586	9/17/2020	10641	Quench USA, Inc.	Filtered Drinking Water	850.00
88587	9/17/2020	10253	Elizabeth Ann Foyt	September 10, 2020 Regular Board Mtg	40.00
Total 100 - General Fund					2,443,560.91

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas - Clark County Library District
Check/Voucher Register

Grant Fund - 220
From 08/25/2020 Through 09/23/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10811	9/8/2020	10114	Vickie Thompson	Virtual Acad Adv 135 7/1-7/30	1,944.00
10815	9/8/2020	10543	Kathleen San Nicolas	Sub ELV PM 103 8/17	54.00
10817	9/8/2020	10640	Susan Joan Hatch	Sub SW 110 8/19 & 8/20	162.00
10819	9/8/2020	10829	Ewa Honik	Virtual ELVL S&L sub 9/1	54.00
10857	9/14/2020	10157	Isel Venema-Park	CC AM INT 113	1,944.00
10859	9/14/2020	10543	Kathleen San Nicolas	ELV VIRTUAL AM ADV 101	1,944.00
10861	9/14/2020	10829	Ewa Honik	Virtual CC Listening & Speaking 133	1,944.00
10862	9/14/2020	10852	Hannah Burke	CC AMB EG 112	1,944.00
10881	9/14/2020	7975	Mary Gound	ELV AM BEG 104	1,863.00
10884	9/14/2020	8798	Alberto Angulo Hurtado	WC AM BEG 122	1,944.00
10888	9/14/2020	9511	Manny David Ford	ELVL AM INT 100	1,944.00
10891	9/21/2020	10114	Vickie Thompson	Virtual Acad Advisor CC 135-1	1,944.00
10897	9/21/2020	10880	Michelle Holstein	ELV Speaking & Listening 132	1,782.00
10898	9/21/2020	10970	Laura L. Nguyen	RB AM BEG 119	1,944.00
10928	9/21/2020	3677	Maria Cecilia P. Ordinario	WM AM INT 121	1,944.00
88511	9/3/2020	10766	David Matthew Bagley	Virtual ELVL L&S 132 sub 8/31	54.00
88540	9/3/2020	7369	SYNCHRONY BANK/AMAZON	Library Books & Materials for FY2020-2021	6,978.69
88547	9/10/2020	11042	Valeria Cristina Aguaiza Guerrero	Virtual CC PM ADV 118	3,888.00
88548	9/10/2020	11067	Staci E. Kaiser	ELV Virtual PM ADV 103	1,782.00
88564	9/10/2020	7553	Jonathan Tharp	SV AM BEG 122	1,944.00
Total 220 - Grant Fund					38,001.69

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas - Clark County Library District
Check/Voucher Register

Gift Fund - 230

From 08/25/2020 Through 09/23/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10814	9/8/2020	10523	Blake Hament	BBTC instruction Aug 2020	800.00
10879	9/14/2020	7655	Gill's Printing and Color Graphics	DISCOVERY museum tickets	599.83
10901	9/21/2020	11578	Robert Vino	SW Warehouse 08/30 - 09/12	1,050.00
10934	9/21/2020	8122	Staples Advantage Dept LA	tacks thumb - SW	7,254.83
10945	9/21/2020	9354	WestRock Longview, LLC	Courier: Weeding Boxes	2,722.55
88492	8/27/2020	11577	Encore Data Products, Inc.	K-12 technology support during COVID	7,553.00
88515	9/3/2020	11578	Robert Vino	SW Warehouse Aug 2020	1,635.00
88516	9/3/2020	11580	Silver Avila	SW warehouse Aug 2020	495.00
88540	9/3/2020	7369	SYNCHRONY BANK/AMAZON	Library Books & Materials for FY2020-2021	6,978.69
Total 230 - Gift Fund					29,088.90

Board of Trustees Meeting - Item VII. Library Reports

Las Vegas - Clark County Library District Check/Voucher Register

Capital Projects Fund - 510
From 08/25/2020 Through 09/23/2020

Check/Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
10786	8/31/2020	2060	Mechanical Products Nevada Services, LLC	SC: Cooling Tower Fan Blade	10,941.00
10836	9/8/2020	2799	CDW Government Inc,	Spare router for the IS,SA, and MC locations	2,568.34
10890	9/14/2020	9900	Carpenter Sellers Del Gatto Architects	EV: LEED - NC Construction Review	852.50
10894	9/21/2020	10502	Fisk Electric Company	SW - NV Business Hub: Electrical Work	16,399.00
10940	9/21/2020	8777	Windowwear	SW - NV Business Hub: Install New Blinds	1,796.00
10948	9/21/2020	9649	Freeman's Carpet Service, Inc.	NV Business Hub: Carpet Add-On	320.00
88503	8/27/2020	6147	DG Koch Associates, LLC	RB Chiller Design	7,200.00
88567	9/17/2020	9234	Data Processing Air Corporation	SC Cooling Tower Fan Blade Install	6,227.37
88570	9/17/2020	6147	DG Koch Associates, LLC	RB Chiller Design	900.00
Total 510 - Capital Projects Fund					47,204.21
Total - All Funds					2,557,855.71

ITEM VII.A.3.b.



MEMORANDUM

TO: Fred James, Acting Executive Director
FROM: Stephen J. Rice, General Services Director
DATE: September 24, 2020
SUBJECT: General Services Report, October 2020

This is a report on the General Services Department's activities during the month of September 2020.

FACILITIES MAINTENANCE DEPARTMENT

COVID – 19 Related Activities:

Coordinated with Library Operations to prepare facilities to support the District's afternoon tutoring program. Attended Tutor orientation to present District safety and Covid-19 guidelines. Built and distributed 51 Plexiglas barriers for tutoring stations.

Continued to perform enhanced cleaning and sanitizing of public areas, public and staff restrooms, staff work areas, and all high touch surfaces at all branches and Service Center.

Maintenance Work Order Activity – September 2020:

Corrective work requests received and converted to work orders - 300
Corrective work orders completed – 284

Preventive maintenance work orders generated – 196
Preventive maintenance work orders completed – 196

Minor Projects and Major Repairs Completed – September 2020:

Centennial Hills Library:	Repair HVAC system air handler - \$1,434
Laughlin Library:	Remove fallen tree - \$560
Sahara West Library:	Repair fire sprinkler system air compressor - \$1,029
Spring Valley Library:	Repair fire sprinkler system riser - \$700
West Las Vegas Library:	Repair fire sprinkler system riser- \$964

General Services Report, October 2020
Page 2

COURIER DEPARTMENT

Library Materials Moved Between Branches – August 2020:

	<u>August 2020</u>	<u>August 2019</u>	<u>July 2020</u>
Urban Branches	265,200	306,000	274,440
Outlying Branches	31,440	37,680	32,820
Contract/Other Libraries	41,520	55,260	42,600
To Storage for Future Sale	<u>39,480</u>	<u>37,080</u>	<u>45,240</u>
Total	377,640	436,020	395,100

PURCHASING AND ADMINISTRATION DEPARTMENT

Continued procuring and distributing personal protective equipment (PPE) for staff and supplies needed to clean/sanitize. Total cost of COVID-19 related procurements to date is \$193,386. The monthly expense breakdown is:

February 2020 - \$800

March 2020 - \$8,727

April 2020 - \$95,695 (includes \$40,940 for MicroShield 360 application)

May 2020 - \$46,630

June 2020 - \$17,697

July 2020 - \$10,981

August 2020 - \$10,453

September 2020 - \$2,403 (includes \$578 for MicroShield 360 application for 220 new Chromebooks)

SAFETY AND SECURITY

Continue to work with the HR department to monitor and manage Covid-19 related incidents for both staff and contractors. Continue to adjust Covid-19 guidelines based on revised CDC and SNHD recommendations.

COVID – 19 Related Activities:

In support of the District's Vegas Strong Academy partnership, helped prepare the selected library areas by providing sanitizing stations, tables, chairs, and additional storage as needed. Security Officer post orders and schedules were revised to accommodate an additional 51 hours of weekly coverage due to the early openings of five branch locations.

In support of the District's Early Opening for Students, revised Security Officer post orders and schedules to accommodate an additional 138 hours of weekly coverage due to the early openings of eight branch locations.

Safety Manager conducted branch inspections for occupational safety compliance. Additionally, conducted branch visits to Mt. Charleston, Moapa Valley, and Bunkerville libraries to check with staff on how they are coping with COVID-19 at work and to inspect for social distancing and mask compliance.

Training Activities:

Due to Covid-19 restrictions, the department has transitioned to blended learning CPR re-certification. The training consists of an interactive online classroom presentation and one-on-one in-person skill sessions with each employee at their respective branches. Training for eight employees at various branches was completed this past month.

General Services Report, October 2020

Page 3

RISK MANAGEMENT

Cyber Liability Insurance Coverage:

In response to Trustee Foyt's concern regarding cyber hacks voiced at the September 10th meeting of the Board of Trustees, attached is a summary of the District's insurance coverage for Cyber Liability. Under the Privacy & Security header is the description of coverage which includes an external attack.

USI Insurance Services
September 18, 2020

Prepared for: **Las Vegas-Clark County Library District**
Summary of Insurance
Policy Term: 7/15/2020 to 7/15/2021

Cyber Liability Coverage Summary

Insurance Carrier: Travelers Casualty & Surety Company of America

Coverage	Limits of Insurance	Retention	Description of Coverage
<u>Third-Party Liability Coverage Form:</u>			
Privacy & Security	\$1,000,000	\$5,000	Provides coverage for liability arising from the insured's failure to protect confidential information in any format including the unauthorized release or loss of personally identifiable, protected health or third-party corporate confidential information. Coverage is expanded to include liability arising from the failure to prevent the Insured's computer system from an attack. This includes unauthorized access to or use of a computer system, failure to prevent the transmission of malicious code or failure to prevent a denial of service attack. Coverage includes damages assessed or agreed via settlement as well as legal defense expenses incurred.
Payment Card Cost	\$500,000	Subjective to Privacy & Security Retention	Means the Payment Card Industry Data Security Standard (PCI-DSS), or similar standard, to which the Insured Entity has agreed in a Merchant Service Agreement.
Regulatory Defense Expenses	\$500,000	\$5,000	Provides coverage for legal expenses and fines and penalties, where insurable by law, incurred to respond to a request for information, civil investigative demand or civil proceeding commenced by service of complaint or similar proceeding brought by or on behalf of the FTC, FCC or any other federal, state, local or foreign governmental entity in its regulatory capacity arising from an actual or alleged privacy event

USI Insurance Services
September 18, 2020

Prepared for: **Las Vegas-Clark County Library District**
Summary of Insurance
Policy Term: 7/15/2020 to 7/15/2021

Coverage	Limits of Insurance	Retention	Description of Coverage
Media Liability	Not Covered		Provides coverage for legal liability arising from the insured's dissemination of media content (online and offline.) Coverage is provided for defense and indemnity for claims alleging infringement of intellectual property (with the exception of trade secret and patent) and personal injury perils
<u>Breach Response:</u>			
Security Breach/Notification/Remediation Expenses	\$500,000	\$5,000	Carrier will reimburse, or pay on behalf of, the Insured for Privacy Breach Notification Costs resulting from an actual or suspected Privacy Breach that is Discovered during the Policy Period, or any applicable extended reporting period.
Computer and Legal Experts	\$500,000	\$5,000	Carrier will pay for reasonable fees or costs incurred or paid by the Insured for services recommended and provided by an Approved Provider
Betterment	\$100,000		Carrier will pay for reasonable costs incurred and paid by the Insured, with the Insurer's written consent, for hardware or software to improve a Computer System after a Security Breach subject to policy terms and conditions
Cyber Extortion	\$500,000	\$5,000	Reimbursement for costs incurred by the insured associated with responding to and/or mitigating an extortion attempt involving the insured's network or data. Coverage includes forensic expenses and any ransom paid in order to comply with the extortion demand.
Data Restoration	\$500,000	\$5,000	Reimburses the insured for costs incurred to hire outside data restoration experts to assist in replacing, recreating or restoring data that is lost, corrupted or damaged due to a covered Network Security Event as defined in each carrier's insurance policy

USI Insurance Services
September 18, 2020

Prepared for: **Las Vegas-Clark County Library District**
Summary of Insurance
Policy Term: 7/15/2020 to 7/15/2021

Coverage	Limits of Insurance	Retention	Description of Coverage
<u>Business Loss</u>			
Business Interruption	\$500,000	8 hr.	Carrier will pay the Insured for its Business Interruption Loss that is directly caused by any of the following, if Discovered during the Policy Period: <ol style="list-style-type: none"> 1. A Security Breach that results in a total or partial interruption of a Computer System. 2. A System Failure, if applicable. 3. The voluntary shutdown of a Computer System by the Insured, if it is reasonably necessary to minimize the Loss caused by a Security Breach or Privacy Breach in progress
Dependent Business Interruption	\$100,000	8 hr.	Carrier will pay the Insured for its Business Interruption Loss, directly caused by an IT Provider Breach that is Discovered during the Policy Period.
Dependent Business Interruption System Failure	\$100,000	8 hr.	Carrier will pay the Insured for its Business Interruption Loss , directly caused by an IT Provider System Failure that is Discovered during the Policy Period.
Dependent Business Interruption – Outsource Provider	\$100,000	8 hr.	Carrier will pay the Insured for its Business Interruption Loss, directly caused by and directly caused by an Outsource Provider Breach that is Discovered during the Policy Period
Reputation Harm	\$250,000	\$5,000	Carrier will pay the Insured for its Reputation Harm, directly caused by an Adverse Media Report or Notification that: <ol style="list-style-type: none"> 1. first occurs during, or within 60 days after, the Policy Period; and 2. directly relates to a Privacy Breach or Security Breach that is Discovered during the Policy Period

USI Insurance Services
September 18, 2020

Prepared for: **Las Vegas-Clark County Library District**
Summary of Insurance
Policy Term: 7/15/2020 to 7/15/2021

General Terms & Conditions	2020/21
Coverage Form	Travelers "CyberRisk" CYB-16001 01-19
Coverage Trigger	Claims Made Coverage
Defense Costs	Inside Policy Limits
Claim Defense:	Duty-to-Defend
Knowledge, Pending & Prior Retroactive Exclusion Date(s)	7/15/2019
Endorsements & Exclusions	Per policy terms and conditions

Applicable Forms & Endorsements:

- ACF-7007-0811 Cross-Coverage Notice Endorsement
- ACF-7006-0511 Removal of Short-Rate Cancellation Endorsement
- AFE-19029-0119 Cap On Losses From Certified Acts Of Terrorism Endorsement
- AFE-19030-0119 Federal Terrorism Risk Insurance Act Disclosure Endorsement
- AFE-16001-0119 General Conditions
- LIA-4018-0109 Nevada Changes Endorsement
- CYB-16001-0119 CyberRisk Coverage Form
- CYB-19102-0119 Dependent Business Interruption - System Failure Endorsement
- CYB-19104-0219 Dependent Business Interruption - Outsource Provider with System Failure Endorsement
- CYB-19105-0119 Conviction Reward Endorsement - \$25,000 limit, no retention
- CYB-19123-0519 Bricked Equipment Endorsement
- LIA-5027-1107 Nevada Cancellation and Nonrenewal Endorsement

Additional First Party Provisions:

- Accounting Costs Limit: \$25,000
- Betterment Co-participation: 50%
- Period Of Restoration: 180 days
- Period Of Indemnity: 30 days
- Wait Period: 8 hours

USI Insurance Services
September 18, 2020

Prepared for: **Las Vegas-Clark County Library District**
Summary of Insurance
Policy Term: 7/15/2020 to 7/15/2021

Claims Made Coverage:

This coverage is written on a **claims-made** coverage form. In order to trigger coverage, a claim must first be made against the insured(s) during the policy period or the Extended Reporting Period, if purchased, and the act(s) which lead to the claim must have occurred on or after the Retroactive Date. Furthermore, such claims must also be reported by the insured to the insurer during the policy period or Extended Reporting period as soon as practicable for coverage to apply. Please be aware that late reporting could result in a disclaimer of coverage from the insurer.

Coverage Summary:

This Coverage Summary is merely a descriptive summary of coverage provided by the insurance contracts and should be used for reference purposes only. It neither amends nor alters the insurance contract(s). Specific questions on all policy terms and conditions should be referred to your USI Insurance representative, and the policy itself should be reviewed.

Please refer to the policy contract for specific terms, conditions, limitations, and exclusions.
Confidential © 2020 USI Insurance Services LLC. All Rights Reserved



ITEM VII.A.3.c.

MEMORANDUM

TO: Fred James, Acting Executive Director

FROM: Jeff Serpico, Human Resources Director

DATE: September 29, 2020

SUBJECT: Human Resources (HR) Report, October 2020

- Section (1) of this report, *Key Initiatives*, covers activity from September 1 to September 30.
- Sections (2) *Transactional Activity & Metrics*, (3) *Staff Diversity*, and (4) *Fiscal Year 2020-2021, HR Dashboard*, covers the activity from August 1 to August 31. The one-month lag for reporting of HR transactional data allows for a full month of data presentation and the ability to meet the report submission deadline.

HR Report Contents:

1. Key Initiatives
2. Transactional Activity & Metrics
3. Staff Diversity
4. Fiscal Year 2020-2021 HR Dashboard

1. Key Initiatives:

- **Executive Director (ED) Search:**
 - ED Advertisement posted September 18 (Applications Received)
 - ALA – (9)
 - Indeed – (73)
 - LinkedIn – (38)
 - LVCCLD District (10)
 - Destiny Search also sourced 1,684 potential candidates currently employed and not actively job searching
 - On target to present three (3) to five (5) candidates by November 1
 - ED Employment Agreement Legal Review (in-process)
 - *Within Projected Timeline
- **Interviews and Selections Conducted:**
 - Library Associate – Mount Charleston
 - Library Associate – Blue Diamond

- Circulation Department Head – Centennial
- Circulation Department Head – Rainbow
- Circulation Department Head – Spring Valley
- **Development of Fiscal Year 2020-2021, HR Dashboard:**
 - Presents HR activity for FY (Month, Quarter, Year)
 - Allows for trend identification & benchmarking (external & internal)
- **Diversity Reporting:**
 - Currently being reviewed (HRIS Audit)

2. Transactional Activity & Metrics:

A. District Snapshot for the month of August 2020 (Source LVCCLD HR Dashboard FY 2020-2021):

Dashboard	District Snapshot	Quarter 1 of FY 2020-2021		
Item	Metric	Jul-20	Aug-20	Sep-20
A	Total Employees (Headcount)	NA	664	
B	Full-Time Employees >= 60 HRS (bi-weekly) PP	NA	308	
C	Part-Time Employees <= 59 HRS (bi-weekly) PP	NA	356	
D	Full-Time-Equivalent (FTEs)	NA	NA	
E	Average Years of Service (District)	NA	9.9	

B. The Human Resources Department reports the following *Talent Acquisition and Management* activities for the month of August 2020 (Source LVCCLD HR Dashboard FY 2020-2021):

Dashboard	Talent Acquisition & Management	Quarter 1 of FY 2020-2021		
Item	Metric	Jul-20	Aug-20	Sep-20
F	Open Positions (FY20-21 Budget)	NA	89	
G	Positions Posted (Approved to Fill)	NA	1	
H	Applications Received	NA	107	
I	Interviews Conducted	NA	0	
J	New Hires	NA	0	
K	Promotions	NA	4	
L	Lateral Transfer	NA	0	
M	Demotions	NA	0	
N	Employees Completing Probation	NA	7	

"O" Omitted for September.

- C. The Human Resources Department reports the following *Separations and Turnover* activities for the month of August 2020 (Source LVCCLD HR Dashboard FY 2020-2021):

Dashboard	Separations & Turnover (TO)	Quarter 1 of FY 2020-2021		
Item	Metric	Jul-20	Aug-20	Sep-20
P	Total Separations from employment	NA	18	
Q	Voluntary Separations	NA	17	
R	Involuntary Separations	NA	1	
S	Turnover (Entire District)	NA	2.71%	
T	Turnover (Without Page)	NA	5.56%	
U	Annualized 12-month TO (Entire District)	NA	32.53%	
V	Vacancy Rate	NA	11.82%	
W	Average Years of Service (Voluntary)	NA	15.9	
X	Average Years of Service (Involuntary)	NA	3.9	

- D. The Human Resources Department reports the following *Training and Talent Development* activities for the month of August 2020 (Source LVCCLD HR Dashboard FY 2020-2021):

Dashboard	Training & Talent Development	Quarter 1 of FY 2020-2021		
Item	Metric	Jul-20	Aug-20	Sep-20
Y	Employees Attending New Hire Education	NA	0	
Z	Total Employee Training Encounters	NA	209	
AA	Virtual	NA	208	
BB	Live On-site	NA	1	
CC	External Conferences	NA	0	
DD	Total Training Cost	NA	\$219.00	
EE	Total Tuition Reimbursements	NA	\$0	
FF	Undergraduate	NA	\$0	
GG	Graduate	NA	\$0	
HH	Annual Compliance Training Completion	NA	97.0%	

- E. The Human Resources Department reports the following *Benefits & Wellness* activities for the month of August 2020 (Source LVCCLD HR Dashboard FY 2020-2021):

Dashboard	Benefits & Wellness	Quarter 1 of FY 2020-2021		
Item	Metric	Jul-20	Aug-20	Sep-20
II	Staff Utilizing FMLA or Unpaid Leave > 4-weeks	NA	9	
JJ	Total Leave Hours Utilized	NA	332.00	

3. Staff Diversity:

Most recent diversity statistics, as of August 31, 2020 according to the U.S. Census Bureau, Equal Employment Opportunity (EEO) Tabulation 2010-2018 (American Community Survey 5-Year Estimates), and the District's Human Resources Information System (HRIS), shows the following:

	<i>CLARK COUNTY</i> (Workforce Population)	<i>LV-CCLD</i> <i>AUG</i> 2020*	<i>LV-CCLD</i> <i>AUG</i> 2019
White	1,301,043 61.60%	353 51.16%	375 51.37%
Black or African American	237,543 11.20%	76 11.01%	77 10.55%
Asian	203,606 9.60%	77 11.16%	81 11.10%
Native Hawaiian & Other Pacific Islander	15,583 0.70%	11 1.59%	12 1.64%
American Indian & Alaska Native	13,399 .6%	4 0.58%	4 0.55%
Two or More Races	105,631 5.0%	22 3.19%	27 3.70%
Hispanic or Latino	648,211 30.70%	147 21.30%	154 21.10%
Total Population	2,211,436	690	730

4. Fiscal Year 2020-2021, HR Dashboard:

Attached

LVCCLD		FY 2020-2021, HUMAN RESOURCES DASHBOARD														
	Metric	Quarter 1 of FY 2020-2021			Quarter 2 of FY 2020-2021			Quarter 3 of FY 2020-2021			Quarter 4 of FY 2020-2021			FY Running Total (RT) TOTAL FY	FY Average FY 2020-2021	Prior FY Average FY 2019-2020
		Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21			
A	Total Employees (Headcount)	NA	664											NA	664	A
B	Full-Time Employees 60 hours bi-weekly or more (Headcount)	NA	308											NA	308	B
C	Part-Time Employees 59 hours bi-weekly or less (Headcount)	NA	356											NA	356	C
D	Full-Time-Equivalent (FTE-District)	NA	N/A											NA	NA	D
E	Average Years of Service (District)	NA	9.9											NA	9.9	E
Talent Acquisition & Management																
F	Open Positions (FY 20-21 Budget)	NA	89											NA	89	F
G	Positions Posted (Approved to Fill)	NA	1											NA	1	G
H	Applications Received	NA	107											107	107	H
I	Interviews Conducted	NA	0											0	0	I
J	New Hires	NA	0											0	0	J
K	Promotions	NA	4											4	4	K
L	Lateral Transfers	NA	0											0	0	L
M	Demotions	NA	0											0	0	M
N	Employees Successfully Completing Probationary Period	NA	7											7	7	N
O	(1) Average Cost Per New Hire	NA	TBD											TBD	TBD	O
Separations & Turnover																
P	Total Separations from Employment	NA	18											18	18	P
Q	Voluntary Separations	NA	17											17	17	Q
R	Involuntary Separations	NA	1											1	1	R
S	Turnover (Entire District)	NA	2.71%											NA	2.71%	S
T	Turnover (Without Page Positions)	NA	5.56%											NA	5.56%	T
U	Annualized Twelve Month Turnover (Entire District)	NA	32.53%											NA	32.53%	U
V	Vacancy Rate (Open Positions) / (Total Employees + Open Positions)	NA	11.82%											NA	11.82%	V
W	Average Years of Service (Voluntary Separations)	NA	15.9											NA	15.9	W
X	Average Years of Service (Involuntary Separations)	NA	3.9											NA	3.9	X
Training & Talent Development																
Y	Employees Attending New Hire Orientation	NA	0											0	0	Y
Z	Total Employee Training Encounters	NA	209											209	209	Z
AA	Virtual	NA	208											208	208	AA
BB	Live On-Site	NA	1											1	1	BB
CC	External Conferences	NA	0											0	0	CC
DD	Total Training Cost	NA	\$219.00											\$219.00	\$219.00	DD
EE	Total Tuition Reimbursements	NA	\$0.00											\$0.00	\$0.00	EE
FF	Undergraduate	NA	\$0.00											\$0.00	\$0.00	FF
GG	Graduate	NA	\$0.00											\$0.00	\$0.00	GG
HH	Annual Required Compliance Training Completion	NA	97.00%											97.00%	97.00%	HH
Benefits & Wellness																
II	Staff Utilizing FMLA or Unpaid Authorized Leave > 4 weeks	NA	9											NA	9	II
JJ	Total Leave Hours Utilized	NA	332.00											332.00	332.00	JJ

(1) 16% of Base Salary if less than \$35,000 & 18% of Base Salary if Greater than \$35,000 (Source SHRM 2020)



ITEM IX.A.

AGENDA ITEM

OCTOBER 8, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.A.: Discussion and possible Board action to engage lobbyist services for the 2021 Nevada Legislative Session.

Background: Since 1998, the Library District has engaged the professional services of a lobbyist to represent, protect, maintain, and augment Library District powers and resources. This session, upon consultation with Assemblywoman and Board Trustee Shannon Bilbray-Axelrod, Library District management identified a firm, The Griffin Company, to represent the Las Vegas-Clark County Library District at the 2021 Nevada Legislative session.

The Griffin Company has an extensive history of public policy and government affairs experience with a broad variety of public and private sector clients. They have expertise in representing public entities with issues aligned with ours. While based in Carson City, they have a Las Vegas team.

The proposed scope of work will include coverage and representation during the 2021 Nevada Legislative Session, includes the following:

- Secure and/or work with existing bill sponsors on the LVCCLD's main legislative goals
- Prepare and provide testimony during any needed hearings, meetings, or public workshops
- Provide the Library District with agendas and information that may be of interest
- Regularly scheduled communication on all issues of interest and updates on the Legislative Session
- Weekly bill tracking reports and updates on issues of interest or impact to the Library District
- Daily updates via the G3Wire about all that is happening in Nevada
- Briefings to the Board of Trustees, as needed, including before and after the legislative session.

The fee of \$50,000 for a term of November 1, 2020, through June 30, 2021, is similar to previous lobbyist engagement fees for legislative session services.

A signed Disclosure of Ownership Principals is attached to this document.

Recommended Action:

Motion to authorize the Library District's Acting Executive Director to engage The Griffin Company for professional services related to the 2021 Nevada legislative session in an amount not to exceed \$50,000, subject to review by legal counsel.

LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

DISCLOSURE OF OWNERSHIP/PRINCIPALS

Business Entity Type (Please select one)						
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Limited Liability Company	<input type="checkbox"/> Corporation	<input type="checkbox"/> Trust	<input type="checkbox"/> Non-Profit Organization	<input type="checkbox"/> Other
Business Designation Group (Please select all that apply)						
<input type="checkbox"/> MBE	<input type="checkbox"/> WBE	<input type="checkbox"/> PBE	<input type="checkbox"/> ESB	<input type="checkbox"/> SBE	<input type="checkbox"/> LBE	<input type="checkbox"/> NBE
Minority Business Enterprise	Women-Owned Business Enterprise	Physically Challenged Business Enterprise	Emerging Small Business*	Small Business Enterprise	Large Business Enterprise	Nevada Business Enterprise
<small>*ESB must be certified by the Governor's Office of Economic Development</small>						
Number of Clark County Nevada Residents Employed:						
Corporate/Business Entity Name:						
401 S. Curry St.						
(Include d.b.a., if applicable)						
Carson City, NV 89703						
Street Address:						
775-882-4002						
City, State, and Zip Code:				Contact Name:		
				Chelsea Capurro		
Telephone No:				Title:		
				Partner		
Fax No:				Email:		
				chelsea@g3nv.com		
Nevada Local Street Address:				Website:		
(If different from above)						
City, State and Zip Code:				Local Contact Name:		
Local Telephone No:				Title:		
Local Fax No:				Email:		

All entities, with the exception of publicly-traded and non-profit organizations, must list the names of individuals holding more than five percent (5%) ownership or financial interest in the business entity appearing before the Board.

Publicly-traded entities and non-profit organizations shall list all Corporate Officers and Directors in lieu of disclosing the names of individuals with ownership or financial interest. The disclosure requirement, as applied to land-use applications, extends to the applicant and the landowner(s).

Entities include all business associations organized under or governed by Title 7 of the Nevada Revised Statutes, including but not limited to private corporations, close corporations, foreign corporations, limited liability companies, partnerships, limited partnerships, and professional corporations.

Full Name	Title	% Owned (Not required for Publicly Traded Corporations/Non-profit organizations)
Josh Griffin	Senior Partner	
John Griffin	Senior Partner	
Matt Griffin	Senior Partner	
Chelsea Capurro	Partner	

This section is not required for publicly-traded corporations. Are you a publicly-traded corporation?

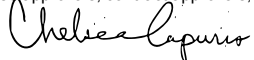
☐ Yes ☒ No

- Are any individual members, partners, owners or principals, involved in the business entity, Las Vegas-Clark County Library District?

☐ Yes ☒ No (If yes, please note LVCCLD employees and appointed/elected officials may not perform any work on professional service contracts, or other contracts, which are not subject to competitive bid.)
- Do any individual members, partners, owners or principals have a spouse, registered domestic partner, child, parent, in-law or brother/sister, half-brother/half-sister, grandchild, grandparent, related to a Las Vegas-Clark County Library District employee or appointed/elected official?

☐ Yes ☐ No (If yes, please complete the Disclosure of Relationship form on Page 2. If no, please print N/A on Page 2.)

I certify under penalty of perjury, that all of the information provided herein is current, complete, and accurate. I also understand that the Board will not take action on land-use approvals, contract approvals, land sales, leases or exchanges without the completed disclosure form.

 _____ Signature	_____ Print Name Chelsea Capurro
_____ Title Partner	_____ Date October 1, 2020

DISCLOSURE OF RELATIONSHIP

List any disclosures below:


(Mark N/A, if not applicable.)

NAME OF BUSINESS OWNER/PRINCIPAL	NAME OF LVCCLD EMPLOYEE/OFFICIAL	RELATIONSHIP TO EMPLOYEE/OFFICIAL	EMPLOYEE'S/OFFICIAL'S DEPARTMENT

"Consanguinity" is a relationship by blood. "Affinity" is a relationship by marriage.

"To the second degree of consanguinity" applies to the candidate's first and second degree of blood relatives as follows:

- Spouse – Registered Domestic Partners – Children – Parents – In-laws (first degree)
- Brothers/Sisters – Half-Brothers/Half-Sisters – Grandchildren – Grandparents – In-laws (second degree)

Legal Name of Bidder (Prime Contractor) As It Should Appear on Contract	The Griffin Company
Name of Bidder's Authorized Representative	Chelsea Capurro
Title of Bidder's Authorized Representative	Partner
Signature of Bidder's Authorized Representative	
Today's Date	October 1, 2020

For LVCCLD Use Only:

If any Disclosure of Relationship is noted above, please complete the following:

- ☐ Yes ☐ No Is the LVCCLD employee noted above involved in the contracting/selection process for this particular contract?
- ☐ Yes ☐ No Is the LVCCLD employee noted above involved in any way with the business in performance of the contract?

Notes/Comments:



ITEM IX.B.

AGENDA ITEM

OCTOBER 8, 2020 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.B.:

Discussion and possible Board action to approve the 2021 Nevada legislative agenda.

Background:

The Library District follows many issues during a legislative session. The legislative agenda includes proposed legislation, issues that are monitored, and issues that arise that are related to Library District.

Past issues have included boundary disputes between southern Nevada library districts, consolidation of library districts, sales tax allocations, property tax allocations, changes to the Open Meeting Law, changes to NRS statutes regarding purchasing, collective bargaining, and public safety laws, among others.

For the 2020 legislative year, there are two matters that require legislative action:

1. **Library District Name Change.** As the Library District develops a branding campaign, it is likely to involve a name change. The Library District will pursue legislation giving the Board of Trustees the authority to change the name of our Special District.
2. **Change to Minimum Qualifications of the Executive Director.** Current state minimum requirements for library directors reflect a historical standard that is aligned with a city or county library department and historical library business transactions. The Library District will pursue legislation that gives the Library District Board of Trustees the ability to set standards for engaging the Library District's Executive Director. These standards will consider the management needs of our \$89 million Special District with responsibilities and functions related to management of facilities, finances, risk management, human resources, information technology, business development, and marketing, in addition to library operations and outreach.

Additional legislative issues that will be monitored and many require action in the 2020 legislative session include issues related to:

1. Special District public safety
2. Net Neutrality
3. Collective Bargaining
4. Consolidation of Library Districts

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5. Confidentiality and privacy of customers
6. Pornography
7. ADA
8. Homelessness
9. Procurement
10. Public Works
11. Petitions
12. Library District tax sources
13. Trespassing on public property
14. Record retention
15. Open Meetings law
16. DETR concessions
17. Transgender issues (use of restrooms)
18. Public filming in public buildings
19. Child safety
20. Other issues that relate to Library Districts, Special Districts, or public entity budgets

Recommended Action:

Motion to approve the 2021 Legislative agenda.