



Required Library Closure Information For Staff

SUMMARY

The Library District was closed to the public in response to the Governor's directive regarding the COVID-19 pandemic. This closure highlighted the District's need to prepare for future events. The Executive Council established a Communications Technology Team (CTT) to investigate and make recommendations for improving staff collaboration and communication to prepare for similar events in the future.

The CTT was led by Access Services Manager Sufa Anderson and comprised of Electronic Resources Manager Jocelyn Bates, Literacy Services Manager Jill Hersha, Systems and Network Supervisor Gunnar Kim, Assistant IT Director Ron Melnar, Branch Manager Marie Nicholl-Lynam, Programming and Venues Manager Ryan Neely, Acting Assistant Library Operations Director Leo Segura, and Development Officer Sherry Walker. After the District reopened to the public, the CTT developed a survey and received feedback from staff about their experiences during the closure and used the information to establish communication expectations for staff, identify essential tasks that must be completed when the District is forced to close, identify technologies that can be used to improve staff communication and collaboration, and make recommendations for technologies when working from home.

Communication Expectations During Library Closure

Communication expectations outlined in this document are to ensure staff and supervisors are receiving and sharing information and updates during a required library closure.

Communication Expectations for Employees

- Employee will maintain accurate contact information on file with supervisor, and in Kronos.
- Employee can expect to receive a weekly check-in from a supervisor.
 - Based on department (CE, BAM, DEV, FS, GS, HR, IT, LO) needs, each department to determine communication method – i.e. text, email, telephone, or IM.
- Employee can expect major updates/changes to be communicated from a supervisor within 48 hours.
- Employee will respond to supervisor or District generated communication within 48 hours.
 - Response includes acknowledging receipt of information or updates.
- If an employee is not receiving communication from supervisor, send an email to admininstration@lvccld.org for assistance.
- Employee will communicate change in status within 48 hours, may include restrictions to work, accommodations needed to work, inability to return to work, or departure from employment with the District.
- In the case of staff furloughs or layoffs:
 - Employee may elect to keep up with District information posted on Staff updates page (lvccld.org/staffupdates).
 - Employee will communicate change in status, contact information, etc. to Human Resources.
 - If an employee receives a return to work call, employee must respond within seventy-two hours (3 days).

Communication Expectations for Supervisors

- Supervisor will maintain contact information for employees.
- Supervisor will communicate with direct reports.
 - If non-exempt supervisor, or unable to perform duties, communication requirement shifts up the chain of command.
- Supervisor will have weekly check-in with employees.
 - Communicate should be limited to between the hours of 8 a.m. – 8 p.m.
 - Supervisor is expected to check-in weekly, acceptable if employee initiates contact.
 - Based on department (CE, BAM, DEV, FS, GS, HR, IT, LO) needs, each department to determine communication method – i.e. text, email, telephone, or IM.
- During library closure, supervisor will communicate major updates/changes to employees within 48 hours.
- Supervisor will respond to employee contact within 48 hours.

Reporting Requirements

All employees who are on a paid status must remain available by telephone, text, etc., while working off-site and respond to any messages within thirty (30) minutes. If an emergency requires the employee to return to their designated location, he or she must do so within three (3) hours of responding to the message.



Work From Home Equipment Recommendations

These recommendations will ensure staff working from home have the equipment, Internet connectivity, and Internet speed needed to work effectively.

Equipment: District laptop with access to VPN (Virtual Private Network) to access Outlook, shared drives, and other internal District resources.

Collaboration Tools: Webex Meetings and Webex Teams.

Webex Teams is used for instant messaging, screen and file sharing, and video calling.

- All employees are able to use Webex Teams. Download and install the Webex Teams client, <https://www.webex.com/downloads.html> to your District or personal computer, tablet, or phone, and login using your work e-mail address.

Webex Meetings is used for web conferencing.

- All full-time employees are able to use Webex Meetings to host online conferences. Visit <https://lvccld.webex.com/> and login with your work e-mail on your personal device.

Internet Speed Recommendation:

- Minimum of 10 Mbps
 - Sufficient for a single user in the household accessing email, audio or video conferencing, uploading and downloading documents
- The following can be used to test Internet speed: www.speedtest.net

Activities that affect internet speed:

- Having multiple devices connected at the same time, each device uses bandwidth.
- Multiple activities that use a large amount of bandwidth at the same time i.e. streaming, gaming, videoconferencing, or downloading large files.
- Too many individuals connecting to the same website or app at once.
- The amount of VPN traffic can increase consumption of bandwidth. If VPN services are not needed, consider disconnecting to improve performance.

Possible ways to improve Internet performance:

- Turn off video when using conference apps.
- Turn off Internet-connected devices not being used.
- Clear browser cache and cookies.
- Restart devices regularly.
- Move Wi-Fi devices closer to router. The farther away they are, the weaker the signal, and the slower the speed.
- Add a Wi-Fi extender to improve coverage and signal strength if needed.
- Upgrade broadband plan with your Internet service provider, or contact them if speeds are lower than what is contracted.

Videoconferencing tips:

- Videoconferencing (Webex, Zoom, etc.) while connected using VPN can decrease Internet speed and performance. Only use VPN when it is necessary to access files and applications only available on the District's network.
- Keep laptop battery charged or plug-in when using. When battery is low, there may be a drop in performance as a power saving strategy.
- If experiencing poor audio quality, consider calling in using the telephone numbers provided by the meeting host to access audio via telephone.

11/16/2020 **Essential Functions to be performed during Library Closure:**

DW Decisions EC/Board
 DW Payroll FS/HR/supervisors to approve direct reports

Department Buildings Closed to Staff and Public, tasks performed from home Buildings Closed to Public, District is providing services
 * includes all tasks in previous column

Exec Director	Determine need for closure based upon Governor/Health Department Directives Arrange Trustee Meetings as necessary (Virtual) to ratify/extend closure Communication to Trustees Direction to EC
----------------------	---

BAM	Update Website and Staff Updates page Communicate closure and other changes with customers (eNewsletters) Press releases/PSA's Create Signage (closure, opening, etc.) Social media updates
------------	---

CE	Communicate closure to partners i.e. Workforce	Updates to partners
LITERACY SERVICES	Communicate closure to students, teachers, instructors, etc.	In-person classes to be moved to virtual environment
OUTREACH	Communicate closure to partners Communicate closure to homebound customers	Move trainings to virtual environment Continue homebound services
PVS	Communicate closure to renters and partners Virtual board meeting support	Produce virtual programming
YOUTH SERVICES	Communicate closure to partners	Produce virtual programming

DEV	Communicate closure to partners and volunteers Shut down volunteer program Grant funding, continue to submit required reports, new applications Fundraising for District	Amazon sales from warehouse Partner meetings
------------	---	---

FS	DW Payroll Accounts payable State and Government reporting
-----------	--

GS	Building/maintenance (HVAC) Mail/deliveries Purchasing/contracts Safety protocols and procedures (HSMT) SNHD communication Security - may not have security at all buildings if closed again Janitorial - may not keep running if closed again Landscaping - may not keep running if closed again	Courier
-----------	--	---------

HR	Payroll Leave Administration Employee Relations i.e. employment status, unemployment, etc. Benefits including Worker's Compensation	Position control Staff development (training)
-----------	--	--

IT	Back-up tapes Network Administration Systems and Software Work from home support - equipment/connection Phone System Changes to reflect closure	Staff equipment support
ACCESS SERVICES	LSP, BiblioCommons, and Classic Catalog changes to reflect closure Communicate/Coordinate with Contract Libraries Turn off email notifications Extend due dates, library card expiration dates, etc. where possible Provide eNewsletter files to BAM for communication with public Implement and communicate circulation changes to Admin and Staff * Tasks vary based on level of closure and services to be provided to the public during Library Closure	Resume services in LSP, BiblioCommons and Classic Catalog Resume email notifications
CBS	Order e-materials and some physical material Create POs and pay invoices Create staff lists to promote materials on website	Receive, catalog and process materials - send to branches Batch load cataloguing records Database Clean-Up
ER	Answer ask@lvccld.org emails Assist customers with accounts Assist customers with devices/access to eResources Turn ER calls over to Unique Stop Fresh Picks eNewsletters if not allowing items to be placed on hold Enable remote access to Ancestry Library Edition if possible	Resume Fresh Picks eNewsletters

LO	Communicate with staff PPE manufacturing Staff Development (training)	Curbside service Assist customers via telephone Receive courier and process materials Staff Development (training) Produce virtual programming Paging Lists Empty bookdrops
-----------	---	---