

ITEM III.

**PROPOSED AGENDA
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
Board of Trustees' Meeting
April 11, 2019**

DATE: Thursday, April 11, 2019

TIME: 6:30 p.m.

PLACE: Rainbow Library
3150 N. Buffalo Drive
Las Vegas, NV 89128

I. Roll Call and Pledge of Allegiance

II. Public Comment

Topics raised under this item must be limited to matters on today's Agenda. Persons wishing to speak in public comment must sign in on the sign-in sheet before this item is addressed.

The public comment period at library district board meetings shall be limited to a maximum of forty-five (45) minutes for both periods of public comment. Remarks by speakers during the public comment period shall be limited to three (3) minutes, each. A speaker may not transfer time to another speaker; although, the chair has the authority to grant additional time to a speaker. When more than fifteen (15) people wish to comment, the chair shall proportionately reduce the time allotted to the forty-five minute maximum.

III. Board Action to accept Proposed Agenda (For possible action)

IV. Presentation by Rainbow Library Branch Manager Tam Anderson

V. Approval of Proposed Minutes (For possible action)

- A. Regular Session, July 13, 2017
- B. Regular Session, November 9, 2017
- C. Regular Session, February 14, 2019
- D. Risk Management Committee, March 14, 2019
- E. Regular Session, March 14, 2019

VI. Chair's Report

- A. Remarks on the April 10th Library Legislative Day in Carson City by Trustees and staff who attended.
- B. 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. Executive Director’s Report - Dr. Ronald R. Heezen

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 and Legislative 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 action regarding the approval of two Naming Opportunities: 1) Robot Lab powered by COX located at the Enterprise Library; and 2) Robot Lab Powered by SWITCH located at the West Las Vegas Library.
- B. Discussion and possible Board action to amend the Library Rules of Conduct first established on February 12, 1991.
- C. Discussion and possible Board opinion or direction on how to address the ongoing problem of adult customers viewing “obscene” websites in public.

X. Announcements

The Grand Opening of the East Las Vegas Library will be held on Thursday, April 25, 2019 at 10:00 a.m.

The next Board Meeting will be held Thursday, May 23, 2019, at 6:00 p.m. in the Windmill Library, 7060 W Windmill Lane, Las Vegas, Nevada 89113.

XI. Public Comment

Topics raised under this item cannot be acted upon until the notice provisions of the open meeting law have been met. Persons wishing to speak in public comment must sign in on the sign-in sheet before this item is addressed.

The public comment period at library district board meetings shall be limited to a maximum of forty-five (45) minutes for both periods of public comment. Remarks by speakers during the public comment period shall be limited to three (3) minutes, each. A speaker may not transfer time to another speaker; although, the chair has the authority to grant additional time to a speaker. When more than fifteen (15) people wish to comment, the chair shall proportionately reduce the time allotted to the forty-five minute maximum.

XII. Executive Session regarding litigation 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.

NOTE: PLEASE CONTACT ALLISON BOYER AT (702) 507-6186 OR boyera@lvccld.org TO REQUEST THE SUPPORTING MATERIAL FOR THIS MEETING. SUPPORTING MATERIAL WILL BE MADE AVAILABLE AT THE MEETING LOCATION ON THE DAY OF THE MEETING AFTER 3:00 P.M.

Pursuant to NRS 241.020, written notice of the meeting of the Las Vegas-Clark County Library District Board of Trustees was given on Friday, April 5, 2019, i.e., given at least three (3) working days before the meeting, including in the notice the time, place, location 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. Las Vegas Library
833 Las Vegas Boulevard North
Las Vegas, NV 89101
 - 3. Rainbow Library
3150 N. Buffalo Drive
Las Vegas, NV 89128
 - 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
- 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.

**PROPOSED MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
July 13, 2017**

ITEM V.A.

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Sahara West Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, July 13, 2017.

Present:

Board:	R. Ence, Chair	S. Moulton
	R. Wadley-Munier	Y. Yturralde
	M. Francis Drake	F. Ortiz
	J. Melendrez	K. Benavidez
	E. Foyt	

Counsel: G. Welt

Absent: S. Bilbray-Axelrod - Excused

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

Guests: Vinny Inbimbo, Bears Las Vegas
Scott Clonan, LVCCLD and Bears Las Vegas
Kristopher Minnich, Bears Las Vegas
Michael Becerra-Gutierrez, Bears Las Vegas

R. Ence, Chair, called the meeting to order at 6:06 p.m.

Roll Call and Pledge of Allegiance (Item I.) All members listed above represent a quorum. Trustees Wadley-Munier, Foyt, and Yturralde attended via telephone. Appendix A.
Trustee Benavidez led attendees in the Pledge of Allegiance.

Public Comment (Item II.) None.

Agenda (Item III.) Trustee Moulton moved to approve the Agenda as proposed. There was no opposition and the motion carried.

Presentation by The Bears Las Vegas to the Las Vegas-Clark County Library District Foundation. (Item IV.) Chair Ence took this item after Item V. as everyone from the group had arrived.

Development and Planning Director Danielle Milam announced a \$2,000 donation to the Las Vegas-Clark County Library District Foundation from Bears Las Vegas, a 501 (c) (3) social organization which supports other nonprofits. On behalf of the Foundation, Ms. Milam and Trustee Benavidez (who is also a Foundation Board Director), accepted the check from members of the group: Vinny Inbimbo, President; Sunrise Branch Manager Scott Clonan, Vice President; Kristopher Minnich, Treasurer; and Michael Becerra-Gutierrez.

The gift will be earmarked for LGBTQ programming throughout the year. Trustee Benavidez thanked the group in her capacity as a member of the Foundation Board of Directors. She appreciated that this gift will allow programs for this critical audience to move forward.

Approval of Proposed Minutes listed below will be acted upon at the next Regular Board Meeting: Regular Session, October 13, 2016; Regular Session, January 12, 2017; Regular Session, May 18, 2017; Risk Management Committee Meeting, June 8, 2017; Nominating Committee, June 8, 2017; and Regular Session, June 8, 2017. (Item V.A-G.)

These items will be acted upon at the next Regular Board Meeting:

Regular Session, October 13, 2016;
Regular Session, January 12, 2017;
Regular Session, May 18, 2017;
Risk Management Committee Meeting, June 8, 2017;
Nominating Committee, June 8, 2017; and
Regular Session, June 8, 2017.

Chair's Report (Item VI.)

Chair Ence announced the makeup of the Board Committees for Fiscal Year 2017-2018:

Executive Committee: Randy Ence, Chair; Sheila Moulton, Shannon Bilbray-Axelrod, Robin Wadley-Munier

Finance and Audit Committee: Felipe Ortiz, Chair; Kelly Benavidez, Sheila Moulton, Robin Wadley-Munier, Ydoleena Yturralde

Risk Management Committee: Jose Melendrez, Chair; Kelly Benavidez, Elizabeth Foyt, Marilyn Francis Drake, Felipe Ortiz

Bylaws Committee: Shannon Bilbray-Axelrod, Chair; Elizabeth Foyt, Counsel Gerald Welt

Nominating Committee – Marilyn Francis Drake, Chair; Jose Melendrez, Sheila Moulton, Robin Wadley-Munier, Ydoleena Yturralde

Purchasing Policy Committee of the Whole – Felipe Ortiz, Chair; the entire Board will serve on this Committee

Naming Libraries Committee of the Whole – Sheila Moulton, Chair; the entire Board will serve on this Committee

The Chair is an ex-officio member of all Committees.

Trustees Francis Drake, Melendrez, Ortiz reported on the ALA Annual Conference in Chicago in June.

Library Reports (Item VII.)

Trustee Moulton moved to accept Reports VII.A. 1-3. There was no opposition and the reports were accepted.

Executive Director's Report (Item VII.A.)

Executive Director Dr. Heezen reported that:

- The District has received the first \$10,000 of a \$150,000 gift from

Best Buy for the Teen Tech Center at the Clark County Library.

- The NV Energy Power of Good online survey is open until July 21st. Please vote daily until that point and vote for the Library District Foundation. If the Foundation receives enough votes, it will receive \$10,000.
- Branding and Marketing (BAM) Director Betsy Ward and Karen Bramwell set up an interview for Dr. Heezen with Mesquite stations 88.5 and 89.3 to talk about the Mesquite Library campus construction and new direction of libraries.
- BAM is working on introducing up a library card design contest. More to come!
- The names of staff members in Scheduling and Production Services (SPS), Technical Production Services (TPS), in the branch, and in Executive Administration who set up and worked on the meeting.

Dr. Heezen also drew Trustees attention to the self-service Kiosk in the lobby of this library. It was installed by the city of Las Vegas in May 2016 and can be used to make payments to the city instead of using the mail or having to go downtown. It is another way to serve District customers.

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

No questions.

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

No questions.

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

Trustee Moulton appreciates all the reports, and wanted to specifically call out the Community Engagement Department for several programs. She praised the Literacy Services Department's May 19 hiring event and the addition of microscopes to the District's *STEAM @ Your Library* exhibit table at the May 6th Science Expo event held at Cashman Center.

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

No questions.

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

No questions.

**Financial Services
Report**

No questions.

(Item VII.A.3.a.)

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

Trustee Ortiz wanted to follow up on the status of armed security officers at branches. General Services Director Steve Rice and Dr. Heezen explained that, as of July 13, armed security officers are in place in all urban branches that have completed training.

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

No questions.

**Unfinished Business
(Item VIII.)**

No questions.

**Discussion and
possible Board
action regarding
contract award for
the lighting dimmer
system replacement
and houselights LED
conversion at the
Clark County Library
Theater.
(Item IX.A.)**

Mr. Rice explained that funds are allocated in the capital projects fund for the replacement of the lighting dimmer system and conversion of the houselights to LED fixtures at the Clark County Library Theater. The existing lighting dimmer system was originally installed in 1994. The system is experiencing failures, the manufacturer is no longer in business, and replacement parts are no longer available. The project also includes retrofitting the houselights with LED fixtures in order to reduce frequency of maintenance and energy costs.

An Invitation to Bid was advertised in accordance with District policy. The bid opening was held on June 23, 2017. Two bids were received. One of the two bids received was submitted late, deemed non-responsive, and therefore not considered.

<u>Bidder</u>	<u>Total Bid Amount</u>
Mojave Electric	\$226,965.00
Robco Electric	Non-responsive*

*Bid turned in late, so considered non-responsive.

The lowest responsive and responsible bidder is Mojave Electric.

Chair Ence commented that he was not surprised at the price after the discussion about the costs for the new Mesquite Library building.

Trustee Benavidez wondered if the price was fair, since the District only received one bid. Mr. Rice said the estimate staff had before going out was \$180,000. However, it was not a complete, detailed estimate. In answer to a further question from Benavidez, Rice said that the District could reject the bid and re-issue the Invitation to Bid. The District does not usually do this for an advertised bid. In addition, the responsive bidder submitted a bid within the range of the estimate and so Rice does not recommend the action.

Trustee Moulton asked if the increased building activity explains the result of the bid process. Mr. Rice said that this is the second small project Rice has worked on that has received a small number of responses. Vendors are busy and small projects are not as profitable. Mojave generally does respond to District projects and are a reliable vendor.

Trustee Moulton moved to authorize staff to award a contract for the lighting dimmer system replacement and houselights LED conversion at the Clark County Library Theater in accordance with Bid No. 17-05 to Mojave Electric in the amount of \$226,965.00. There was no opposition and the motion carried.

After the vote, Mr. Rice added that, he does not like to reject bids and re-issue the project because the project amount from the vendor that did comply with all the rules is now public record. Trustee Benavidez wanted to ensure a competitive price. She does believe that the final price, since that vendor did not know that there would be only bid submitted, should be fair.

Discussion and possible Board action to declare fines and fees of approximately \$1,647,955.63 that are five years old, dating from the year 2012, as uncollectible and purge from District records. (Item IX.B.)

Library Operations Director Jenn Schember 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 17 years, since contracting with collection agencies, the District has recovered over \$10,180,700.13 in items and \$6,776,727.06 in fines and fees. For a brief period of time, the District contracted with Aargon Collection Agency, Inc. during FY 2006-2007. However, due to performance issues, the District returned to Unique, to which the District is still under contract.

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 35,690 outstanding accounts from the year 2012. 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 \$1,647,955.63 in outstanding fines and fees that accrued in 2012. By 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 2009-2012:

	CY 2009	CY 2010	CY 2011	*CY 2012
Amount of Unrecoverable billed items	\$1,228,316.02	\$1,178,517.73	\$1,055,796.03	\$1,321,189.05
Amount of unrecoverable fines and fees	\$436,687.36	\$455,245.73	\$420,871.93	\$326,766.58
Number of patrons with unrecoverable billed items	12,809	11,932	11,001	12,394
Number of patrons with unrecoverable fines and fees	32,564	30,676	28,135	23,296
Number of Items to Be Purged	50,518	47,206	42,705	50,507
Average Cost Per Item	\$24.43	\$24.75	\$25.50	\$26.16
Average Amount Owed Per Patron	\$88.09	\$89.28	\$91.11	\$106.60

*Projected amounts

Chair Ence commented that, when he was a new Trustee, he thought the amount the District annually writes off was enormous, but, when he understood the amount of effort that went into tracking down the materials and collecting the money, he believed that, this is necessary.

Trustee Ortiz asked whether District staff had discovered any patterns in the types of materials that were never returned, the subject matter, or whether the uncollectible items came from a particular branch. Ms. Schember said that the District does not run these reports at this time but can certainly look into that area. She does know that DVD's are very popular items to disappear.

Trustee Francis Drake asked if a patron has outstanding items are they banned from checking out further material. Ms. Schember said that would be the case. As a follow-up, Trustee Benavidez asked if those customers who have uncollectible items that have been written off are blocked from further borrowing. Schember explained that the District used to, but no longer does that, as there are no records to show, if the patron does return to the library and try to continue to use the library and provided examples.

Trustee Yturralde moved to declare fines and fees of approximately \$1,647,955.63 as uncollectible, dating from the year 2012, and authorize staff to purge from District records. There was no opposition and the motion carried.

Announcements (Item X.)

The next Board Meeting will be held Thursday, September 14, 2017 in the Rainbow Library at 6:00 p.m.

Trustee Moulton has term-limited off the State Council on Libraries and Literacy where she was a Trustee representative. At the last meeting,

the group discussed SB549, which was a \$500,000, one-time longshot for libraries in the state and she does not know if the District will be able to partake of that. Dr. Heezen explained that it was a grant project for projects \$1,500 and under and is focused on rural library needs. Moulton said she has appreciated being able to serve on the Council; and she learned a great deal about the state's rural libraries.

Trustee Moulton said she picked up her East Valley View today and saw that District aims to keep children busy with summer reading programs.

Public Comment
(Item XI.)

None.

Executive Session
(Item XII.)

Removed from Agenda.

Adjournment
(Item XIII.)

Chair Ence adjourned the meeting at 6:55 p.m.

Respectfully submitted,

Elizabeth Foyt, Secretary

2017 ATTENDANCE

Appendix A

July 13, 2017 Regular Board Meeting

2017		January 12 Regular Board Mtg	February 9 Regular Board Mtg	March 9 Naming Policy Cmte	March 9 Regular Board Mtg	April 6 Finance & Audit Cmte	May 18 Regular Board Meeting	June 8 Risk Management Cmte	June 8 Nominating Cmte	June 8 Regular Board Mtg	July 13 Regular Board Mtg
Bilbray-Axelrod	Shannon	P	A-E	A-E	A-E	A-E	A-E	P	P	P	A-E
Crear*	Keiba	P	P	P	P	X	X	X	X	X	X
Drake	Marilyn	P	P	P	P		P	P	P	P	P
Ence	Randy	P	P	P	P	P	P	P	P	P	P
Melendrez	Jose	P	P	P	P	P	P		P	P	P
Moulton	Sheila	P	P	P	P	P	P	P	P	P	P
Ortiz	Felipe	P	P	P	P	P	P	P	P	P	P
Saunders*	Michael	P	P	P	P	X	X	X	X	X	X
Wadley-Munier	Robin	P	P	P	P	P	P	P	P	P	P
Yturralde	Ydoleena	P	P	P	P	P	A-E	P	P	P	P
Benavidez**	Kelly	X	X	X	X	P	P		P	P	P
Foyt**	Elizabeth	X	X	X	X	P	P		P	A-E	P

attended Committee meeting but not a member

A-E Excused Absence
A-U Unexcused Absence

as of July 13, 2017

* Term expired March 1, 2017, served until new appointment made
** Appointed on March 21, 2017

**PROPOSED MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
November 9, 2017**

ITEM V.B.

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Clark County Library, Las Vegas, Nevada, at 6:15 p.m., Thursday, November 9, 2017.

Present: Board: R. Ence, Chair S. Moulton
Y. Yturralde S. Bilbray-Axelrod
M. Francis Drake F. Ortiz
J. Melendrez K. Benavidez
E. Foyt

Counsel: G. Welt

Absent: R. Wadley-Munier

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

Guests: Martha Ford, Piercy Bowler Taylor & Kern

R. Ence, Chair, called the meeting to order at 6:10 p.m.

Roll Call and Pledge of Allegiance (Item I.) All members listed above represent a quorum. Trustee Melendrez attended via telephone and was on the line when the meeting started. Trustee Yturralde attended via telephone and called in at 6:34 p.m. Trustee Wadley-Munier had an excused absence. Appendix A. Trustee Francis Drake led attendees in the Pledge of Allegiance.

Public Comment (Item II.) None.

Agenda (Item III.) Trustee Moulton moved to approve the Agenda as proposed. There was no opposition and the motion carried.

Approval of Proposed Minutes will be postponed until the December 14, 2017 Regular Board of Trustees Meeting. (Item IV.) No action.

Chair's Report (Item V.) Trustee Foyt reported on the Nevada Library Association Conference, held in South Lake Tahoe, NV, in October. She enjoyed catching up with several people in the library field she had known several years before and thanked the District for allowing her to attend.

Chair Ence commented on how full of joy he felt at the East Las Vegas Groundbreaking event that took place on November 2, 2017. He thanked everyone who is involved in the project.

**Library Reports
(Item VI.)**

Trustee Bilbray-Axelrod moved to accept Reports VI.A.1-3. There was no opposition and the reports were accepted.

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

Executive Director Dr. Ron Heezen expressed thanks to the following:

- Brian Zawistowski, Nyla Walker, Suzanne Scott, Julie Okabayashi, and Nivea Balsera for their work on this Board Meeting.
- Brian Zawistowski, Nyla Walker, Ryan Neely, Jennifer Weitz, Kristin Kennedy-Larsen, John Vino, Truman Driver, and Junior Reyes for their work on the East Las Vegas Groundbreaking. Dr. Heezen had not included them in his remarks at the event and wanted to get their names on the record.
- Dr. Heezen also acknowledged and thanked Trustee Ortiz and Councilman Coffin for their work in making the project and the event a reality. Councilman Coffin was also responsible for the wonderful thank-you plaques that were given out at the event.

Dr. Heezen then provided an addendum to his report that was handed out at the meeting with answers to questions raised by Trustees at previous meetings. The questions and answers are below:

- 1) Will there be a problem with our Union contract if we hire a third party (Unique Services) to answer customer calls? *We have been assured by our liaison with Teamsters 14 that this will not be an issue.*
- 2) Can we provide water and snacks for patrons who are sequestered during a branch lockdown? *John Vino and Nicole Baker are in the process of arranging for this. We are working through the logistics.*
- 3) Can we clarify the Purchasing Policy to match the board's original intent? *The document is complete and will be presented at the December 14, 2019 Board of Trustees meeting. There was a wording change in the Purchasing Policy that was corrected. The \$175,000 limit approved was for public works/construction projects, NOT Capital Projects.*
- 4) Are we complying with Federal requirements concerning service to citizens who speak Tagalog? *James Bean and Jennifer Schember worked with Scott Abbott to determine that the services we provide are within the Federal Guidelines.*

For clarification, we currently provide library materials (books, movies, etc.) in Tagalog so staff believes think we are covered from this standpoint. In checking with Collection and Bibliographic Services, we spend about \$3K annually on Tagalog materials compared to \$10K annually on Chinese language materials. This is dictated by our patron usage and requests. We spend \$25K on all other languages (except Spanish, which is, by far, much greater).

In regards to the Call Center operations question from Trustee Melendrez, where he wanted to know if the Call Center staff spoke Tagalog, staff checked and they do not (the only non-English phone calls they've received during the past two years is Spanish, which they've been able to accommodate). However, if they do receive a call from someone who speaks Tagalog, they would handle it in the same

manner District staff would. The patron would be transferred to someone in the District who speaks Tagalog, of which we do have several. A list of staff who speak other languages is available to all of our staff and the Call Center staff. Staff do not think we could require the Call Center to speak Tagalog, if we don't make the same requirement at each of our locations.

James and Jennifer are prepared to address the Board on this issue, if you wish.

5) During the presentation about staff safety training, John Vino mentioned a "near miss." To what was he referring? *We had a man come into a library who appeared to be wearing face paint (or a tattoo) and acting strangely. He was trespassed and, two days later, stabbed and killed someone at a property very close to the branch from which he was trespassed.*

Our training shows that a near-miss experience can cause emotional harm. Early support from a trained professional can prevent complications that may arise from a near-miss experience.

It is part of the District Critical Incident Report Team (CRIT) team responsibility to assess if support is needed in these cases.

In addition we track near misses as part of our risk management effort because an event that has occurred previously can occur again, especially if the underlying cause was not addressed.

Our Workplace Violence Prevention Program requires, depending on the severity, a review of an event as part of a debrief to determine if procedures were followed and what went right, what went wrong, and what changes might be needed.

6) Shouldn't we find a bio-hazard company to deal with issues following an emergency? *For minor biohazard issues, we use our janitorial service which has certified its employees for this. If it was a major occurrence, we have received from Metro a list of providers who would be qualified to deal with a large scale issue.*

7) Are we able to review customer comments made to or about Unique? *Yes. All interactions are recorded and we review them at random or we can review them specifically if there is a concern.*

8) SWAT team tactics may be different from those used by other Metro officers or the FBI. Shouldn't our Discipline and Security Team meet with SWAT teams, as well as the others? *The District teaches Homeland Security's recommended Run, Hide, Fight – both are recommended by Metro and the FBI - the Discipline and Security Team (DST) has met with both organizations.*

Our training program includes specific instruction on what to expect and how to interact with law enforcement in the case of a Lockdown or Active Shooter Event.

We plan to check in with different law enforcement agencies periodically to advise them of our training and protocols for active shooter incidents.

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

Trustee Bilbray-Axelrod has been noticing a drop-off in the circulation and gate-count statistics. This led to a discussion between Bilbray-Axelrod, Operations Director Jenn Schember, and Dr. Heezen about how the District is reviewing those areas and what staff have noticed. Branches are as busy as ever. Bilbray-Axelrod is concerned that the District is missing something that would explain the gate count drop. Ms. Schember briefly explained issues with the counters but that does not account for the entire lower gate-count. Bilbray-Axelrod suggested that staff need to look more specifically at the numbers, for example if numbers stay high for after-school hours, perhaps staff can look into ways to increase adult customers to increase the gate-count during the day.

IT Director Al Prendergast said that, last month, a counter at one of the libraries was down for a week due to lack of replacement spare parts, so that accounts for some of the lower gate count.

Trustee Ortiz suggested, anecdotally, that immigration rhetoric and fears may be a factor in the lower numbers. Communication is important to educate the community that libraries are a safe zone with access to tools they can use.

Trustee Yturralde called into the meeting at this time.

Trustee Ortiz asked about a reduction in library cards. Ms. Schember and Dr. Heezen explained that an annual purge is done and, BAM and IT staff have worked together to send personalized emails to remind customers of upcoming due dates.

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

Trustee Benavidez is interest in the outreach to the East Las Vegas community and asked Branding and Marketing (BAM) Director Betsy Ward to discuss how that effort is moving forward. Ms. Ward explained that BAM staff are working on an Request for Proposal (RFP) to hire an agency to update the District's logo and branding. Once that has begun, she plans to work with different agencies on outreach to African, Latino, and Asian communities. If all goes well, Ward hopes to have an agency in place to start that work in February. Benavidez emphasized the need to get going on the outreach to the East Las Vegas community so there is something in place when the building opens.

Trustee Benavidez said she had received a call from former Councilman Reese regarding keeping his wife, former District Trustee Carol Reese, on invitation lists and requested that be done. Executive Assistant Allison Boyer explained that both Gary and Carol Reese received invitations to the East Las Groundbreaking as well as former Trustee Andy Arthurholtz. Both were also sent plaques to thank them for their work on this project.

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

Trustee Francis Drake and her husband attended the recent Las Vegas Book Festival, which the District sponsored. They also attended the Comic Book Festival which took place at the same library that this meeting is taking place at. She knows a lot of work goes into these very popular events.

Community Engagement Director Matt McNally thanked Trustee Drake for attending both events and said that the Las Vegas Book Festival (formerly known as the Vegas Valley Book Festival) is the District's biggest partnership; it also has the most expenses but it is one of the most popular events the District is involved in. McNally briefly detailed the effort that goes into the planning of this event, which has many groups coming together with a lot of moving parts to put into place.

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

No questions.

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

Trustee Bilbray-Axelrod asked about the free grief and healing-related resources that were provided by vendor Overdrive after the October 1 shooting. Mr. Prendergast said the digital resources have been added to the District's collection and will be available until the number of checkouts on these items have been reached. Depending on the use Prendergast believes these resources will receive, the District will then be able to purchase them after that point. In response to a follow-up question from Bilbray-Axelrod, Ms. Ward said the gift has been highlighted on the website and on social media.

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

No questions.

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

No questions.

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

No questions.

**Unfinished Business
(Item VII.)**

None.

**Discussion and
possible Board
action regarding the
Finance and Audit
Committee's
recommendation to
approve the audit
performed by Piercy
Bowler Taylor &
Kern for the Fiscal
Year 2016-2017.
(Item VIII.A.)**

Finance and Audit Committee Chair Felipe Ortiz reported on the Committee meeting held immediately before this meeting. Ortiz then moved to approve the 2016-2017 Audit Report as presented by Piercy Bowler Taylor & Kern, and to incorporate the Opinion Letter into the official minutes of the Board of Trustees' November 9, 2017 meeting. There was no opposition and the motion carried.

The Opinion Letter is attached as Appendix B.

**Update on Library
District's Fiscal Year**

Deputy Director/CFO Fred James presented information regarding the District's current financial status and future revenue and expenditure

**2017-2018
Financials and
future projections.
(Item VIII.B.)**

projections.

Mr. James introduced his Assistant Finance Director Floresto Cabias and new staff member, Senior Accountant Anita Lai. Ms. Lai was brought in due to the expansion of the District's financial picture. The District's financial statements are being increased by the addition of three new component units: the Mesquite and East Las Vegas LLC's (created by the New Markets Tax Credits (NMTC) funding) and the Las Vegas-Clark County Library District Foundation. These three entities are now required to be included as part of the District's financial statements, but will also have their own financial statements and audits.

Mr. James did provide projections for the next 15 years, until Fiscal Year 2032-2033, but emphasized that the first five years, until Fiscal Year 2022-2033, are the most relevant.

Mr. James emphasized several areas in his presentation:

- The Ending Fund Balance in the District's General Fund is so important as it is what the District has managed to save from the Fiscal Year's budget and transfer to the Capital Projects Fund.
- The expenditure savings are due to vacant positions and lower than anticipated costs in benefits and supplies and services.
- The Capital Projects Fund is where the District saves money for funding new buildings, programs, vehicles, materials, and maintaining the District's infrastructure.
- The District will be debt-free in 2019, at the same time; it will open the second of its new libraries, the East Las Vegas Library.
- The state of Nevada provides him with the projections for future property tax (PTX) and consolidated tax (CTX) revenues that have been very accurate compared to the actual revenues.
- He will not know about the effect of the October 1 attack on CTX revenues until January, 2018.
- He has reviewed the District's past year budgets and savings have been consistent from year to year, and run approximately 10%.
- His projections, based upon the above information, is the District's current financial position and, based upon that, he is comfortable with the projections for the next five years. This can change due to economic change or something catastrophic occurring, or if the District begins to hire people that have not been projected at this time.
- The District was frugal and used conservative budgeting and revenue projections to save the money for the two new buildings. Once that construction is completed, the amount left over will have to be saved prior to planning new programs and construction. The final price per square foot of the East Las Vegas Library, \$500, has made that point clear.

- The District can save up to 25% in the Ending Fund Balance.
- He reminded Trustees that staff are currently working on the Facilities Master Plan and, at this point, have no idea of how much that will cost, so money must be saved to implement that project. This will probably take all the money the District has been able to save.

Mr. James' presentation is attached as Appendix C.

Trustee Ortiz asked about how much of the District's budget goes to salaries and benefits. Mr. James said that 60-67%, depending on the year, has gone to salaries and benefits. This will not change with the new contract.

Trustee Ortiz also wondered about the effect of tax law changes on the District's outstanding medium-term bond. James explained that there will be no changes to the District's bond, but future bonding may not be deductible to the bond purchasers. In addition, the NMTC program may not be deductible as well. The District needs to complete the current process for the two NMTC projects by the end of the year so they go through as planned.

Trustee Ortiz asked if the District had an inventory of all assets in order to properly estimate infrastructure needs. Mr. James explained that General Services Director Steve Rice has been working with a vendor on an assessment to update this list as part of the Facilities Master Plan. This will update the inventory to the current level and staff can then update on an yearly basis.

Trustee Bilbray-Axelrod requested that Trustees be provided with CTX figures once Mr. James receives them from the state. Bilbray-Axelrod asked if the District can still identify Bureau of Land Management acreage for acquisition and James said that option is still open.

There was a brief discussion about the District's current financial statement and comments about the cost of construction and the effect the number of large building projects in the Southern Nevada area had on construction costs, and the ways to work around these issues. The East Las Vegas Library came out to \$500 per square foot and that will limit future plans if that level stays the same. Chair Ence, Trustees Bilbray-Axelrod, Benavidez, Moulton, and Mr. James all participated.

Mr. James thanked Financial Services staff for their work.

This item was for discussion only.

**Announcements
(Item IX.)**

The next Board Meeting will be held Thursday, December 14, 2017 in the Windmill Library Auditorium at 6:00 p.m.

Trustee Bilbray-Axelrod thanked her fellow Trustees and District staff for the support provided during the illness of her husband Danny Axelrod.

**Public Comment
(Item X.)**

None.

Minutes - Board of Trustees' Meeting
November 9, 2017
Page 8

Executive Session Removed from Agenda.
(Item XI.)

Adjournment Chair Ence adjourned the meeting at 7:21 p.m.
(Item XII.)

Respectfully submitted,

Elizabeth Foyt, Secretary

2017 ATTENDANCE

Appendix A

November 9, 2017 Regular Board Meeting

2017		January 12 Regular Board Mtg	February 9 Regular Board Mtg	March 9 Naming Policy Cmte	March 9 Regular Board Mtg	April 6 Finance & Audit Cmte	May 18 Regular Board Meeting	June 8 Risk Management Cmte	June 8 Nominating Cmte	June 8 Regular Board Mtg	July 13 Regular Board Mtg	August 10 Special Board Meeting	September 14 Naming Libraries Cmte	September 14 Regular Board Mtg	October 12 Regular Board Meeting	October 26 Special Board Meeting	November 9 Finance & Audit Cmte	November 9 Regular Board Mtg
Bilbray-Axelrod	Shannon	P	A-E	A-E	A-E	A-E	A-E	P	P	P	A-E	P	P	P	P	P	P	P
Crear*	Keiba	P	P	P	P	X	X	X	X	X	X	X	X	X	X	X	X	X
Drake	Marilyn	P	P	P	P		P	P	P	P	P	P	P	P	P	A-E	P	P
Ence	Randy	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Melendrez	Jose	P	P	P	P	P	P		P	P	P	P	P	P	P	A-E	P	P
Moulton	Sheila	P	P	P	P	P	P	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	A-E	P	P	P
Saunders*	Michael	P	P	P	P	X	X	X	X	X	X	X	X	X	X	X	X	X
Wadley-Munier	Robin	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A-E	A-E
Yturralde	Ydoleena	P	P	P	P	P	A-E	P	P	P	P	A-E	P	P	P	A-E	A-E	P
Benavidez**	Kelly	X	X	X	X	P	P		P	P	P	P	P	P	A-E	P	P	P
Foyt**	Elizabeth	X	X	X	X	P	P		P	A-E	P	P	P	P	P	P	P	P

attended Committee meeting but not a member

A-E Excused Absence
A-U Unexcused Absence

as of November 9, 2017

* Term expired March 1, 2017, served until new appointment made March 21, 2017
** Appointed on March 21, 2017

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

**REQUIRED
COMMUNICATIONS
LETTER**

**TO THE
BOARD OF TRUSTEES AND AUDIT COMMITTEE**

**FOR THE YEAR ENDED
JUNE 30, 2017**

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT
REQUIRED COMMUNICATIONS LETTER

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Board of Trustees and Audit Committee
Las Vegas - Clark County Library District
7060 West Windmill Lane
Las Vegas, Nevada 89113

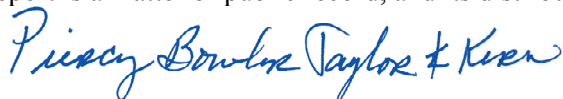
RE: Required Communications

Ladies and gentlemen:

As part of our engagement to audit the basic financial statements of the Las Vegas - Clark County Library District (the District) as of June 30, 2017, and for the year then ended, we are required under applicable auditing standards to communicate certain matters to those charged with governance responsibilities for the District for the purpose of assisting them in meeting their responsibilities with regard to the financial reporting process. This report contains those required communications.

The matters reported herein were considered in forming our opinion on the District's basic financial statements contained in our report dated November 3, 2017, and these matters do not change that report.

The purpose of this communication, among other things, is to describe the scope of our testing of internal control over financial reporting and compliance, and the result of that testing, and not to provide an opinion on the effectiveness of the District's internal control over financial reporting or on compliance. This communication is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the District's internal control over financial reporting and compliance. Accordingly, this communication is not suitable for any other purpose. However, this report is a matter of public record, and its distribution is not limited.



November 3, 2017

Copies provided to:
Dr. Ronald R. Heezen, Executive Director
Fred James, Chief Financial Officer/Deputy Director
Floresto Cabias, Assistant Finance Director

Las Vegas - Clark County Library District
Required Communications
Page 2

MANAGEMENT'S RESPONSIBILITY

It is management's responsibility to provide those charged with governance responsibilities, prior to issuance of the District's annual basic financial statements and our report thereon, with detailed information related to the District's 1) initial selection of, and changes in, significant accounting policies and practices, 2) significant estimates, 3) significant unusual transactions, and 4) corrected and uncorrected misstatements, if any.

Appended to this communication is a copy of the letter of representation, requested by us, to be executed by management with regard to our audit services.

SIGNIFICANT AUDIT ADJUSTMENTS (CORRECTED MISSTATEMENTS)

Our audit resulted in no significant adjustments to the District's basic financial statements.

DIFFICULTIES OR CONTENTIOUS MATTERS ENCOUNTERED IN PERFORMING THE AUDIT

Management cooperated fully, and no significant difficulties or contentious matters were encountered in completing the June 30, 2017, audit.

MATTERS INVOLVING INTERNAL CONTROL

We planned and performed our audit of the basic financial statements of the District as of June 30, 2017 and for the year then ended, in accordance with auditing standards generally accepted in the United States and *Government Auditing Standards* issued by the Comptroller General of the United States. We considered the District's internal control over financial reporting (internal control) as a basis for designing our auditing procedures for the purpose of expressing our opinion on the District's basic financial statements. Such procedures were not performed for the purpose of expressing an opinion on the effectiveness of the District's internal control. Accordingly, we do not express an opinion on the effectiveness of the District's internal control.

The principal objectives of effective internal control are to provide management with reasonable, but not absolute, assurance that assets are safeguarded against loss from unauthorized use or disposition, and that all transactions are executed in accordance with management's authorization and recorded properly to permit the preparation of basic financial statements in accordance with accounting principles generally accepted in the United States. The concept of reasonable assurance requires that management, in fulfilling its responsibility, make estimates and judgments to assess the expected benefit and related costs of control procedures. Because of inherent limitations in any internal control, errors or fraudulent acts, particularly when involving forgery and collusion, may occur and not be detected. In addition, there is a risk that procedures may become inadequate in future periods because of changes in conditions and the degree of compliance with the procedures may deteriorate.

Definitions. A *deficiency* in internal control over financial reporting exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the District's basic financial statements will not be prevented or detected and corrected on a timely basis. A

Las Vegas - Clark County Library District
Required Communications
Page 3

significant deficiency is a deficiency, or a combination of deficiencies, in internal control, that is less severe than a material weakness yet important enough to merit attention by those with governance. Our consideration of internal control would not necessarily identify all deficiencies in internal control that might be significant deficiencies or material weaknesses.

Findings. Our procedures did not identify any internal control deficiencies that we consider to be a material weakness.

OTHER GOVERNANCE MATTERS

Auditors' responsibility under applicable professional standards. As stated in our report on the District's basic financial statements, our responsibility as independent auditors, under applicable professional standards, is to express an opinion, based on our audit, on the District's basic financial statements, which are the responsibility of the District's management. Our responsibilities, as contrasted with management's, are spelled out more fully in our letter of engagement.

Despite any limited assistance we may have provided to management in its preparation, our responsibility for information accompanying the District's basic financial statements is limited to 1) reading such information to ascertain that it is materially consistent with information presented in the District's basic financial statements 2) considering whether any statements contained therein may appear to be materially misstated, and 3) assuring the satisfactory resolution of our concerns, if any. In this instance, we performed the required procedures, and any changes requested by us in this process were satisfactorily made and all questions satisfactorily resolved.

In considering the matters reported herein, you should be cognizant of your responsibility for oversight of the financial reporting process and management's responsibilities for establishing and maintaining an effective internal control subject to regulatory and ownership approval, and for the District's basic financial statements.

Fraudulent or other illegal or abusive activities. We did not become aware of any possible fraudulent or other illegal or abusive activities or any significant complaints or concerns regarding the District's accounting and financial reporting.

Significant accounting policies. The significant accounting policies employed by the District are disclosed in the notes to the District's basic financial statements and are essentially as prescribed, recommended or permitted under applicable authoritative literature for, or commonly used by, other entities in your industry. The accounting policies have been consistently applied and are not controversial or lacking in authoritative guidance or consensus.

Significant estimates. The basic financial statements do not contain any significant management estimates except with regard to the useful lives of the capital assets and valuation of the other postemployment benefit obligation and net pension liability.

Significant unusual transactions. Significant unusual transactions are those that occur outside the normal course of business or that otherwise appear to be unusual due to their timing, size, or nature. We are not aware of any significant unusual transactions.

Related parties. No significant audit issues were encountered in connection with the District's related party transactions, for example, nondisclosure by management or questionable authorization/purpose.

Las Vegas - Clark County Library District
Required Communications
Page 4

Disagreements or pre-retention discussions with, and consultations with other accountants by, management. We are also required by professional standards to communicate any significant disagreements with management, consultations by management with other accountants that we become aware of, or discussions with us prior to our retention regarding any major issues, over the application of accounting principles, management's judgments about accounting estimates, disclosures to be made in the District's basic financial statements, the scope of the audit or the wording of the auditors' report, regardless of whether the matter was satisfactorily resolved. No such disagreements were encountered in our audit, nor are we aware of any consultations with other accountants, nor were we consulted prior to retention, regarding any such matters.

Licensing and independence. This will confirm that we are duly licensed to perform this engagement. In addition, in our professional judgment, we are independent of the District and, when applicable, its affiliated entities under all applicable rules, regulations, and interpretations, and we represent that we know of no relationships that a reasonably informed person might consider an impairment of our independence under such requirements with regard to this engagement.

Management consulting services. We have not provided the District with any management consulting services.

Compliance with laws, regulations, contracts and grants. Compliance with laws, regulations, contracts and grants applicable to the District is the responsibility of the District's management. As part of obtaining reasonable assurance about whether the District's basic financial statements are free of material misstatement, we performed tests of the District's compliance with certain provisions of laws, regulations, contracts and grants. However, our objective was not to provide an opinion on overall compliance with such provisions.

In accordance with auditing standards generally accepted in the United States and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, we have issued our report dated November 3, 2017, on our consideration of the District's internal control over financial reporting and on our tests of the District's compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. This report is an integral part of an audit performed in accordance with auditing standards generally accepted in the United States and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States and should be considered in assessing the results of our audit.

In accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (the Uniform Guidance), auditing standards generally accepted in the United States and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, we have issued our report dated November 3, 2017, on our consideration of the District's compliance with requirements applicable to major programs and on internal control over compliance. The purpose of that report is to describe the scope of our testing of compliance and internal control over compliance and the results of that testing, and to provide an opinion on the District's compliance with such requirements, but not to provide an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the District's internal control over compliance. This report is an integral part of an audit performed in accordance with the requirements of the Uniform Guidance, auditing standards generally accepted

Las Vegas - Clark County Library District
Required Communications
Page 5

in the United States and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States and should be considered in assessing the results of our audit.

Material instances of noncompliance are failures to follow requirements or violations of prohibitions contained in laws, regulations, contracts and grants, that when aggregated, in our judgment, are material to the District's basic financial statements or a major grant program. The results of our tests of compliance and internal control over compliance did not disclose material instances of noncompliance or material weaknesses in internal control over compliance.

**REPRESENTATIONS SOUGHT
FROM MANAGEMENT**

November 3, 2017

Piercy Bowler Taylor & Kern
Certified Public Accountants
6100 Elton Avenue, Suite 1000
Las Vegas, Nevada 89107

To the Firm:

In this letter, the use of the phrase "financial statements" refers to the basic financial statements and related disclosures of the Las Vegas - Clark County Library District (the District), including any accompanying or supplemental information, as of June 30, 2017 and for the year then ended. It is in relation to these financial statements and in connection with the professional audit services that you provided that we make the representations contained herein.

Certain representations in this letter are described as referring or being limited to matters that are "material" to, or that could have a "material effect" on, the financial statements. We understand that items are considered qualitatively material, regardless of size, if they involve an omission or misstatement of information that, in the light of surrounding circumstances, makes it probable that the judgment of a reasonable person relying on the information would be changed or influenced by the omission or misstatement. However, such materiality considerations do not apply to those representations contained herein that are not directly related to amounts included in the financial statements. For purposes of these representations, any matters having a possible effect of \$8,000 individually or \$13,000 in the aggregate, on the financial statements are considered quantitatively material.

GENERAL REPRESENTATION OF TRUTHFULNESS

We have responded fully and truthfully to all inquiries made to us by you and confirm, to the best of our knowledge and belief, all representations we have previously made (or should have made) including, but not limited to, those specifically stated in this letter.

We reconfirm, to the best of our knowledge and belief, those representations previously made with respect to all comparative prior period information presented with the current period financial statements updated as necessary in this letter.

We agree to hold you harmless and indemnify you for any costs incurred as a result of your reliance on any false representations made to you by management personnel in connection with your services.

TRANSACTIONS, RECORDS, ESTIMATES, ADJUSTMENTS, AND FINANCIAL REPORTING

1. We are responsible for authorizing, initiating, processing, and reporting transactions only in connection with the legitimate business purposes and best interests of the District, including, but not limited to, all related party and other transactions outside the normal course of business, if any.

It is also our responsibility to ensure that such transactions comply with various laws, regulations, and contractual agreements applicable to the District and the District has complied with all such requirements that would have a material effect on the financial statements in the event of non-compliance.

The District has complied with all restrictions on resources, including donor restrictions, and all aspects of contractual and grant agreements that would have a material effect on the financial statements.

We are responsible for evaluating the classification of contract and grant revenues as either contributions or exchange transactions in accordance with the provisions of applicable standards and for ensuring that all such revenues are appropriately reported.

We have properly classified and reported the District's equity and changes therein, in accordance with all resource restrictions and the provisions of applicable standards.

The District has complied with all applicable laws and regulations in adopting and amending the budget, and the budget information presented in financial statements includes all approved amendments.

The funds established by the District are in the required form and are being used expressly for the purpose(s) for which they were created in accordance with all applicable statutory and regulatory requirements, including specifically the provisions of Nevada Revised Statutes 354. In addition, reserves, if any, in each fund are limited to an amount that is reasonable and necessary to carry out the purpose(s) of the fund.

We have determined that there are no component units or joint ventures that require disclosure under applicable *Governmental Accounting Standards*.

2. We are unaware of any material transactions that have not been recorded in the financial records underlying the financial statements including, but not limited to, related party transactions, (such as sales or purchases of goods or services, loans, transfers, leasing arrangements or guarantees) and related amounts receivable or payable or illegal transactions.
3. We have made available to you all financial records and related data underlying the financial statements of which management is aware of and believes are relevant to the preparation of the financial statements and any additional items that you requested, including but not limited to, 1) the names of all related parties and all relationships and transactions with related parties, and 2) minutes of and related resolutions (or accurate and complete summaries of discussions held and actions taken at) all meetings of those charged with governance through the date of this letter. Such minutes or summaries include and fairly describe all decisions made and actions taken by the respective bodies that bear significantly on the financial statements. Furthermore, we have provided you with unrestricted access to persons within the District that you have selected to obtain audit evidence from.
4. We are responsible for and have identified all fair value and other accounting estimates that materially affect the financial statements including, specifically, those that are susceptible to material revision during the first year subsequent to the end of the most recent period presented as a result of evolving events that have a reasonable probability of occurrence. We have informed you of the key factors and significant assumptions that underlie those estimates.

We understand that the service(s) provided by you did not include preparing, or assisting in the preparation of, any fair value estimates contained in the District's financial statements.

5. We are responsible for all recorded accounting estimates, including all asset valuation allowances. Such estimates reflect management's best judgment considering all reasonably available facts, including management's knowledge and experience about past events and current circumstances, and expected courses of action and are not materially misstated.
6. We have evaluated and have recorded (or will record) adjustments to the books of account for all financial statement misstatements identified by us or by you, if any, during the course of your engagement. There are no misstatements that remain unadjusted as a result of perceived immateriality, both individually and, if applicable, in the aggregate.
7. We are responsible for the fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States. In other words, it is our responsibility to ensure that the financial statements and related disclosures are free of material misstatements in relation to the requirements of accounting principles generally accepted in the United States, which financial reporting framework we have evaluated and determined to be acceptable and appropriate.

We are responsible for the fair presentation of the accompanying supplemental information.

We are responsible for the financial statements including all disclosures required by laws and regulations or other applicable standards to which the District is subject.

We are responsible for performing a search for agreements, including those of other governments, that may affect the District's tax revenues and determining which agreements meet the definition of "tax abatements" under GASB Statement No. 77. We have performed such a search, identified all agreements that we believe meet such definition, and believe the financial statements contain all required disclosures.

We are responsible for the proper classification of revenues in the statement of activities and reporting of all inter-fund, internal, and intra-entity activity and balances in accordance with Governmental Accounting Standards Board Statement No. 34, as amended.

We are responsible for identifying all funds that meet the quantitative criteria in Governmental Accounting Standards Board Statement No. 34, as amended for presentation as a major fund and for ensuring that all qualifying funds are reported as such. In addition, any fund presented as a major fund that does not meet the quantitative criteria has qualitative significance to users of the financial statements.

Any assistance that you provided to us in connection with the preparation of the financial statements and/or analysis of accounts including that which resulted in proposed adjustments was evaluated, reviewed, and approved by Fred James, Chief Financial Officer/Deputy Director, a member of the District's management team, who possesses suitable skills, knowledge, and/or experience to do so, meaning that this individual understands the services performed sufficiently to oversee them, but is not required to possess the expertise to perform or re-perform the services.

8. There have been no significant changes in business activities, accounting practices or internal controls that might affect the financial statements.
9. We have reviewed and approved what we intend to be the final draft of the financial statements.

SPECIFIC DISCLOSURE REPRESENTATIONS

1. **Delayed adoption of new accounting principle(s).** As indicated in the notes to the financial statements, management has opted to delay the adoption of certain new accounting principle(s) until required to do so, and the expected future effect of adoption is disclosed therein.
2. **Related party transactions and balances.** There are no material related party transactions and related amounts receivable or payable.
3. **Concentrations, risks and uncertainties.** Except as disclosed in the financial statements or an attachment to this letter, there are no concentrations of credit or other business or economic risks (including, but not limited to, customers, suppliers, lenders, products, services, sources of labor or materials, franchise or other licenses, operating areas, markets, *etc.*) that make the District vulnerable to a severe impact within the first year subsequent to the end of the most recent period presented. In addition, we are not aware of any undisclosed matters regarding the financial stability of depository banks or other financial institutions that might affect your judgment about the significance of any risk of loss to the District associated with uninsured deposits.
4. **Receivables.** All material receivables recorded in the financial statements represent valid claims arising as a result of sales, loans or advances or other transactions occurring within or before the end of the most recent period presented and have been reduced to their estimated net realizable value by appropriate collection and/or other applicable valuation allowances.
5. **Investments in marketable securities.** All material investments in marketable debt and equity securities are classified and valued appropriately, in accordance with the District's intent and ability, and futures contracts, held as hedges, if any, are accounted for pursuant to applicable standards. There are no significant concentrations of market risk associated with such investments.
6. **Financial instruments.** Management has used the methods and assumptions disclosed in the financial statements, and taken all reasonable, appropriate and practical steps in the circumstances, to ascertain the appropriate accounting for and objectively estimate the fair value of material financial instruments and other assets carried or reflected in the financial statements or disclosures, if any, including instruments that do not have readily determinable market values, pursuant to applicable standards.
7. **Fair value measurements.** All assets and liabilities recorded in the financial statements at estimated fair value are appropriately segregated into fair value measurement input categories ("Level 1", "Level 2" or "Level 3") subject to any applicable and disclosed practicability exceptions. Such fair value measurements are based upon the methods and assumptions disclosed in the financial statements, and management has taken all reasonable, appropriate and practical steps in the circumstances, to objectively estimate the fair value of such assets and liabilities including those that do not have readily determinable market values and all such fair value measurements are supported by appropriate documentation.
8. **Title, carrying values and classification of assets.** There are no management plans or intentions that may materially affect the carrying value or classification of any District assets and the District has satisfactory title to such assets. All recorded carrying costs are recoverable, net of any impairment write-downs and other recorded valuation allowances and provisions, which are adequate, and we are unaware of any undisclosed value impairment indications, including those relating to long-lived assets, liens, encumbrances or other title impairments as of the end of the

most recent period presented.

9. **Debt covenants.** No debt covenants have been violated and/or no events of default have occurred through the date of this letter. Furthermore, the District has not received any correspondence from lenders related to possible debt covenant violations or events of default.
10. **Commitments, contingencies and accruable liabilities.** There are no matters of pending or threatened litigation, asserted or unasserted claims or assessments that our lawyers have advised or that we are aware of that are probable of assertion, that could have a material effect on the financial statements, including, but not limited to, 1) environmental remediation obligations, 2) gain or loss contingencies that require recognition or disclosure in accordance with applicable accounting standards, 3) guarantees (written or oral) or "in-substance" guarantees of the obligations of other entities or individuals (including, for example, general partnership interests) or for which the District is contingently liable to a bank or other lending institution, 4) warranties or rights of return, 5) arrangements with financial institutions involving compensating balances or other restrictions on cash balances, 6) lines-of-credit or similar arrangements, 7) unconditional promises to contribute or otherwise transfer cash or other assets, 8) conditional promises to contribute or otherwise transfer cash or other assets that would require accrual or disclosure under applicable standards, 9) potential losses from unfavorable sales commitments, 10) other commitments requiring disclosure in the financial statements (including for the issuance of capital stock or partnership or other equity units, asset repurchase agreements, capital stock reserved for options, warrants, conversions or similar rights), 11) side agreements or other arrangements (either written or oral) with others, or 12) other unrecorded liabilities.
11. **Multiple-employer cost-sharing defined healthcare benefit plan(s).** We have no intention to terminate or materially modify the District's defined healthcare benefit plan(s). Although it is possible that a liability would be incurred by the District in the event of its withdrawal from participation in, or the termination of, such plan(s), the liability is not subject to reasonable estimation based on available information. Adequate provision has been made for the defined benefit obligations using actuarial assumptions and methods that reflect the conclusions of qualified actuaries as stated in actuarial reports dated July 1, 2014, 2011 and 2008, which are appropriate in the circumstances.
12. **Multiple-employer cost-sharing defined pension benefit plan(s).** Except as disclosed in the financial statements or an attachment to this letter, we have no intention to terminate or materially modify the District's defined pension benefit plan(s). Although it is possible that a liability would be incurred by the District in the event of its withdrawal from participation in, or the termination of, such plan(s), the liability is not subject to reasonable estimation based on available information. Furthermore, all contributions required for the District's defined benefit plan(s) have been made or recorded as liabilities as of the end of the most recent period presented.

The District records its proportionate share of the net pension liability of the Nevada Public Employees' Retirement System in accordance with applicable standards. Management has agreed its contributions to the amounts and allocation metrics used by the Nevada Public Employees' Retirement System in determining the the District's proportionate share, which is appropriate in the circumstances.
13. **Solvency.** We understand that you have neither determined nor will opine as to whether the District is solvent or insolvent for bankruptcy or other purposes since such would be a legal determination that may be made only by a court.
14. **Use of a specialist and/or reliance on government pension plan auditors in connection with the valuation of assets or liabilities.** For assets and liabilities valued with the assistance of a

valuation specialist and/or government pension plan auditor, we made an objective evaluation of their qualifications, objectivity or independence to perform the assignment and did not do anything that might have materially biased or influenced their conclusion(s).

15. **Subsequent events.** We are responsible for evaluating events or transactions that have occurred subsequent to the end of the most recent period presented, but before the financial statements are issued or available for issuance (subsequent events), through the date of this letter, for recognition and disclosure. We have performed appropriate subsequent events evaluation procedures, which are sufficient in the circumstances. Except as disclosed in the financial statements or an attachment to this letter, there have been no significant events subsequent to the end of the most recent period presented that, in our judgment, would materially affect and, therefore, require adjustment to, or disclosure in, the financial statements.

INTERNAL CONTROL OVER FINANCIAL REPORTING AND FRAUD

1. We are responsible for designing, implementing, establishing and maintaining effective internal control over financial reporting that provides reasonable assurance that 1) the financial statements are fairly presented in conformity with accounting principles generally accepted in the United States, 2) the District's resources are adequately safeguarded, 3) the District is in compliance with all applicable laws, regulations and contractual requirements, and 4) fraudulent and other illegal acts are detected and prevented, including those involving both fraudulent financial reporting and misappropriation of assets possibly leading to financial statement misstatements.
2. We are responsible for evaluating the qualifications of all service organizations employed by the District including, but not limited to, computer service bureaus, financial institutions, investment advisors, brokers and other agents that we engage, particularly as to their integrity and ability to perform the services requested in accordance with management's authorization(s), and do not use or rely upon any services that your Firm performs in making these evaluations.
3. We are unaware of any fraud that is either material, probably material or that, although not material, involves management or other employees who have a significant role in internal control over financial reporting.
4. There has been no communication from or action by law enforcement or regulatory agencies concerning possible, alleged or suspected fraud, deficiencies in financial reporting practices or other noncompliance with laws, regulations or contractual requirements or any other illegal acts that should be considered for disclosure or for recording a loss contingency.
5. We are responsible for assessing the expected benefits and the related costs of all control procedures, including any additional or alternative procedures recommended by you.
6. We are responsible for considering and have considered the cause(s) of proposed adjustments (whether or not made and without distinction between those proposed by us or you), if any, including those that may have resulted, in whole or in part, from deficiencies in the design and operation of related controls.
7. There have been no changes in internal control over financial reporting or any other factors subsequent to the end of the most recent period presented that might significantly affect internal control over financial reporting, including any corrective actions taken by management with regard to any identified material weaknesses and other significant deficiencies.

8. We understand that a *deficiency* in internal control over financial reporting exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect misstatements on a timely basis. A *material weakness* is a deficiency, or combination of deficiencies, such that there is a reasonable possibility that a material misstatement of the financial statements will not be prevented or detected. A *significant deficiency* is a deficiency, or combination of deficiencies, that is less severe than a material weakness yet important enough to merit attention by those charged with governance.
9. We are responsible for and continually assess the effectiveness of internal control over financial reporting including disclosure controls, and do not use or rely upon procedures performed by your Firm for this purpose.
10. We have disclosed to you all known deficiencies in the design or operation of internal control over financial reporting, including disclosure controls, that were identified as part of management's assessment or otherwise, specifically identifying all such deficiencies that are material weaknesses and other significant deficiencies as defined above, if any.
11. All control deficiencies identified by management, or by you during or as a result of previous engagements, if any, have been communicated to those charged with governance of the District and resolved to management's satisfaction.

COMPLIANCE WITH AND INTERNAL CONTROL OVER FEDERALLY FUNDED PROGRAMS

1. We are responsible for complying, and have complied, with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (the Uniform Guidance), various other laws, regulations, and provisions of contracts, including grant agreements applicable to each of the District's federal programs and represent that the District has complied, in all material respects, with all such requirements.

We have specifically identified and disclosed to you the provisions of contracts and grant agreements that have a direct and material effect on each of the District's federal programs.

We have identified and disclosed to you all amounts questioned and any known instances of non-compliance with the requirements of federal awards, including the results of, or current status of, other audits or program reviews through the date of this letter.

We are responsible for tracking the status of all audit and program review findings and have identified and disclosed to you all such findings. In addition, we are responsible for the preparation and implementation of the corrective action plan and a copy thereof has been provided to you.

2. We have made available to you all records and related data for our federal programs, including but not limited to: 1) a schedule of expenditures of federal awards prepared in accordance with the Uniform Guidance, which includes all expenditures made during the most recent period presented for all awards provided by federal agencies (including those passed through other entities) in the form of grants, federal cost reimbursement contracts, loans, loan guarantees, property, donated surplus property, cooperative agreements, interest subsidies, insurance, food commodities, direct

appropriations and other assistance; 2) all contracts and grant agreements, including amendments, if any, and other correspondence with federal agencies or pass-through entities related to the District's federal programs; and 3) all documentation related to the compliance requirements, including information related to federal program financial reports, and claims for advances and reimbursements.

3. We have specifically identified and disclosed to you all amounts that have been awarded to us under the authority of the *American Recovery and Reinvestment Act of 2009*, including any such amounts expended or received by us.
4. All federal program financial reports and claims for advances and reimbursements are supported by the books and records from which the financial statements have been prepared. The copies of federal program financial reports provided to you are true copies of the reports submitted (including electronically transmitted) to the applicable federal agency or pass-through entity.
5. We are responsible for and have monitored subrecipients compliance with applicable laws and regulations including the Uniform Guidance, reviewed and issued decision(s) as to subrecipient audit findings, if any, and ensured that corrective action was taken timely. In connection with reviewing the subrecipients' audit findings, we have considered the possible need for adjustment to our own books and records and made such adjustments as determined to be necessary.
6. All costs charged to federal programs, including allocated indirect costs, if any, are in compliance with applicable cost principles.
7. We are responsible for the accurate preparation of the summary schedule of prior audit findings, which includes all findings required to be included by the Uniform Guidance. We are also responsible for the completion of the "data collection form" and the submission of our "reporting package" as required by the Uniform Guidance.

Furthermore, we understand that if we fail to submit the "data collection form" and "reporting package" timely, it will preclude us from being classified as a "low-risk" auditee in each of the subsequent two years and may result in increased audit fees for each of those years.

8. We are responsible for designing, implementing, establishing and maintaining effective internal control over compliance for federal programs that provides reasonable assurance that we are managing federal awards in compliance with all applicable laws, regulations, and provisions of contracts, including grant agreements, which could have a material effect on our federal programs.
9. There have been no changes in internal control over compliance for federal programs subsequent to the most recent financial reporting period presented that might significantly affect internal control over compliance or have a direct and material effect on any of the District's federal programs. In addition, there have been no known instances of non-compliance occurring subsequent to the most recent financial reporting period presented through the date of this letter.

INTENDED USERS OF THE FINANCIAL STATEMENTS

The financial statements are intended solely for the third party users specified in the District's letter of engagement with you or in a supplemental written communication to you and no others without your prior written approval.

There are no current plans for the issuance of public debt (*i.e.*, municipal bonds including revenue bonds) during the first year subsequent to the end of the most recent period presented; and therefore, the financial

statements are not expected to be included in any offering documents.

NATURE AND PURPOSE OF THE PROFESSIONAL SERVICE YOUR FIRM PROVIDED

Purpose of audit. We understand that your audit of the District's financial statements was made for the purpose of enabling you to express an opinion as to whether the financial statements are presented fairly, in all material respects, in conformity with accounting principles generally accepted in the United States.

We understand that the required supplementary information (management's discussion and analysis, budgetary comparison schedules and other required information) presented with the financial statements is not a required part of the financial statements, but is required by applicable standards to be presented and that although you applied limited procedures to this information you did not audit it; and therefore, you will express no opinion on the required supplementary information.

We understand that the other supplementary information (introductory section, combining and individual fund financial statements and schedules and statistical section) presented with the financial statements is not a required part of the financial statements.

We understand that the introductory section and statistical section were not subjected to the procedures applied in the audit of the District's financial statements; and therefore, you will express no opinion on this information.

We understand that the combining and individual fund financial statements and schedules were subjected to the procedures applied in the audit of the financial statements; and therefore, you will express an opinion on this information in relation to the financial statements taken as a whole.

We understand that the nature of the service that you provided requires that your service team exercise professional judgment in connection with virtually every aspect of and throughout the engagement, and that such judgment(s) might vary from those of another professional in the same or similar circumstances.

Very truly yours,

Las Vegas - Clark County Library District

Dr. Ronald R. Heezen, Executive Director

Fred James, Chief Financial Officer/Deputy Director



Update on Library District's Fiscal Year 2017-2018 Financials and Future Projections

Presented by

Fred James, CPA, Deputy Director/CFO



Statement of Revenues, Expenditures and Changes in Fund Balances FY 2017

	Governmental Funds				Total
	Major Funds			Aggregate	
	General	Debt Service	Capital Projects	Non-Major Funds	
Revenues					
Property taxes	\$ 38,619,668	\$ 883			\$ 38,620,551
Intergovernmental revenues, consolidated taxes	21,019,709				21,019,709
Grants				\$ 963,837	963,837
Charges for services	1,798,891				1,798,891
Interest	26,038	79,887	\$ 34,468		140,393
Contributions				361,820	361,820
Miscellaneous	346,473			5,828	352,301
Total revenues	61,810,779	80,770	34,468	1,331,485	63,257,502
Expenditures					
Culture and recreation:					
Salaries and wages	26,846,624			274,087	27,120,711
Employee benefits	9,983,404			116,461	10,099,865
Supplies and services	9,936,123	26,560	1,945,250	774,560	12,682,493
Capital outlay	8,637,434		2,706,487	131,869	11,475,790
Debt service:					
Principal		6,590,000			6,590,000
Interest		1,038,750			1,038,750
Total expenditures	55,403,585	7,655,310	4,651,737	1,296,977	69,007,609
Net change in fund balances	6,407,194	(7,574,540)	(4,617,269)	34,508	(5,750,107)
Fund balances, beginning of year	9,666,594	23,260,728	37,520,492	383,086	70,830,900
Fund balances, end of year	<u>\$ 16,073,788</u>	<u>\$ 15,686,188</u>	<u>\$ 32,903,223</u>	<u>\$ 417,594</u>	<u>\$ 65,080,793</u>

General Fund Budget to Actual Comparison FY 2017

	Budget			Variance to
	Original	Final	Actual	Final Budget
Revenues				
Property taxes	\$ 38,019,000	\$ 38,019,000	\$ 38,619,668	\$ 600,668
Intergovernmental revenues, consolidated taxes	20,775,000	20,775,000	21,019,709	244,709
Charges for services	1,900,000	1,900,000	1,798,891	(101,109)
Interest	15,000	15,000	26,038	11,038
Miscellaneous	220,000	220,000	346,473	126,473
Total revenues	60,929,000	60,929,000	61,810,779	881,779
Expenditures				
Culture and recreation:				
Salaries and wages	28,325,929	28,325,929	26,846,624	1,479,305
Employee benefits	11,512,714	11,512,714	9,983,404	1,529,310
Supplies and services	12,307,818	12,307,818	9,936,123	2,371,695
Capital outlay	9,065,160	9,065,160	8,637,434	427,726
Total expenditures	61,211,621	61,211,621	55,403,585	5,808,036
Net change in fund balance	(282,621)	(282,621)	6,407,194	6,689,815
Fund balance, beginning of year	6,803,767	6,803,767	9,666,594	2,862,827
Fund balance, end of year	\$ 6,521,146	\$ 6,521,146	\$ 16,073,788	\$ 9,552,642

Expenditure Savings

- **\$1.5M in salaries and wages**
 - Due primarily to vacant positions throughout the year
- **\$1.5M in employee benefits**
 - Group insurance
 - Employee retirement
- **\$2.4M in supplies and services**
 - Utilities, operating supplies, professional/legal services, software maintenance, contracted services, book materials/supplies
- **\$0.4M in capital outlay**
 - Library media materials

Budget Projections
FY 2018-19 Through FY 2022-23

General Fund	5 Years						
	Actual 2016-17	Budgeted 2017-18	Projected 2018-19	Projected 2019-20	Projected 2020-21	Projected 2021-22	Projected 2022-23
Revenue	61,810,779	70,275,000	65,692,613	68,484,549	71,566,353	74,786,839	78,227,034
Expenditures	55,403,585	65,757,212	68,251,823	70,600,630	73,528,083	76,586,708	79,782,609
Excess (Deficiency) of Revenues over Expenditures	6,407,194	4,517,788	(2,559,210)	(2,116,082)	(1,961,730)	(1,799,869)	(1,555,575)
Less transfers out		7,400,000	17,700,000	4,800,000	5,500,000	5,900,000	6,500,000
Excess (Deficiency) of Revenues over Expenditures & Transfers Out	6,407,194	(2,882,212)	(20,259,210)	(6,916,082)	(7,461,730)	(7,699,869)	(8,055,575)
Fund balance, beginning of year	9,666,594	16,073,788	19,985,654	6,586,185	6,779,991	6,729,376	6,755,361
Fund balance, end of year	16,073,788	13,191,576	(273,556)	(329,897)	(681,739)	(970,493)	(1,300,214)
Projected Savings		6,794,078	6,859,741	7,109,888	7,411,115	7,725,854	8,056,712
Fund balance, end of year Adjusted	16,073,788	19,985,654	6,586,185	6,779,991	6,729,376	6,755,361	6,756,498
	29.01%	30.39%	9.65%	9.60%	9.15%	8.82%	8.47%
Capital Project							
Total available for the year	37,635,492	39,501,297	23,965,087	19,565,087	22,315,087	25,465,087	29,335,087
Less Budgeted/Projected Capital expenditures	5,534,195	33,236,210	9,200,000	2,750,000	2,750,000	2,630,000	2,530,000
After General Fund transfers at 6-30	32,101,297	6,265,087	14,765,087	16,815,087	19,565,087	22,835,087	26,805,087

Capital Projects Fund Transfer and Budgeted Expenditures FY 2017-18

From General Fund to Capital Projects Fund	06-30-2017 Est. Ending Funding Balance	2017-18 Transfers	2017-18 Budgeted Revenues	Total Available for FY 2017-18	2017-18 Budgeted Expenditures	06-30-2018 Est. Ending Funding Balance
Library Services Platform Replacement	281,992			281,992		281,992
Technology Replacements & Upgrades	828,716	810,000		1,638,716	(1,175,000)	463,716
Building Repair & Maintenance	3,670,436	365,000		4,035,436	(3,417,900)	617,536
Vehicle Purchase & Replacement	639,327			639,327	(150,000)	489,327
Library Materials	300,000	100,000		400,000	(200,000)	200,000
Furniture Purchase & Replacement	381,512			381,512	(250,000)	131,512
Financial Services	200,359	265,000		465,359	(265,000)	200,359
Programming & Venues Services	337,226	390,000		727,226	(390,000)	337,226
Capital Construction	26,263,655	5,470,000	150,000	31,883,655	(27,388,310)	4,495,345
Total FY 2017-18	32,903,223	7,400,000	150,000	40,453,223	(33,236,210)	7,217,013

Las Vegas-Clark County Library District
Budget Projections

General Fund

			5 Years					10 Years					15 Years				
	Actual 2016-17	Budgeted 2017-18	Projected 2018-19	Projected 2019-20	Projected 2020-21	Projected 2021-22	Projected 2022-23	Projected 2023-24	Projected 2024-25	Projected 2025-26	Projected 2026-27	Projected 2027-28	Projected 2028-29	Projected 2029-30	Projected 2030-31	Projected 2031-32	Projected 2032-33
Revenue	61,810,779	70,275,000	65,692,613	68,484,549	71,566,353	74,786,839	78,227,034	81,825,477	85,589,449	89,526,564	93,644,786	97,952,446	102,458,258	107,171,338	112,101,220	117,257,876	122,651,738
Expenditures	55,403,585	65,757,212	68,251,823	70,600,630	73,528,083	76,586,708	79,782,609	83,122,178	86,612,110	90,259,418	94,071,446	98,055,886	102,220,795	106,574,613	111,126,178	115,884,749	120,860,024
Excess (Deficiency) of Revenues over Expenditures	6,407,194	4,517,788	(2,559,210)	(2,116,082)	(1,961,730)	(1,799,869)	(1,555,575)	(1,296,701)	(1,022,661)	(732,854)	(426,660)	(103,440)	237,464	596,726	975,042	1,373,127	1,791,714
Less transfers out		7,400,000	17,700,000	4,800,000	5,500,000	5,900,000	6,500,000	7,400,000	7,900,000	8,500,000	9,500,000	10,200,000	11,000,000	12,000,000	13,000,000	13,000,000	15,000,000
Excess (Deficiency) of Revenues over Expenditures & Transfers Out	6,407,194	(2,882,212)	(20,259,210)	(6,916,082)	(7,461,730)	(7,699,869)	(8,055,575)	(8,696,701)	(8,922,661)	(9,232,854)	(9,926,660)	(10,303,440)	(10,762,536)	(11,403,274)	(12,024,958)	(11,626,873)	(13,208,286)
Fund balance, beginning of year	9,666,594	16,073,788	19,985,654	6,586,185	6,779,991	6,729,376	6,755,361	6,756,498	6,462,336	6,303,704	6,212,760	5,823,045	5,469,537	5,088,704	4,518,566	3,798,754	3,970,571
Fund balance, end of year	16,073,788	13,191,576	(273,556)	(329,897)	(681,739)	(970,493)	(1,300,214)	(1,940,203)	(2,460,325)	(2,929,150)	(3,713,900)	(4,480,394)	(5,292,999)	(6,314,570)	(7,506,392)	(7,828,119)	(9,237,714)
Projected Savings		6,794,078	6,859,741	7,109,888	7,411,115	7,725,854	8,056,712	8,402,538	8,764,029	9,141,910	9,536,945	9,949,931	10,381,703	10,833,136	11,305,146	11,798,690	12,314,773
Fund balance, end of year Adjusted	16,073,788	19,985,654	6,586,185	6,779,991	6,729,376	6,755,361	6,756,498	6,462,336	6,303,704	6,212,760	5,823,045	5,469,537	5,088,704	4,518,566	3,798,754	3,970,571	3,077,058
	29.01%	30.39%	9.65%	9.60%	9.15%	8.82%	8.47%	7.77%	7.28%	6.88%	6.19%	5.58%	4.98%	4.24%	3.42%	3.43%	2.55%
Capital Project																	
Total available for the year	37,635,492	39,501,297	23,965,087	19,565,087	22,315,087	25,465,087	29,335,087	34,205,087	39,375,087	45,145,087	51,525,087	58,605,087	65,605,087	73,605,087	82,605,087	91,605,087	102,605,087
Less Budgeted/Projected Capital expenditures	5,534,195	33,236,210	9,200,000	2,750,000	2,750,000	2,630,000	2,530,000	2,730,000	2,730,000	3,120,000	3,120,000	4,000,000	4,000,000	4,000,000	4,000,000	4,000,000	4,000,000
After General Fund transfers at 6-30	32,101,297	6,265,087	14,765,087	16,815,087	19,565,087	22,835,087	26,805,087	31,475,087	36,645,087	42,025,087	48,405,087	54,605,087	61,605,087	69,605,087	78,605,087	87,605,087	98,605,087

**PROPOSED MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
February 14, 2019**

ITEM V.C.

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the West Charleston Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, February 14, 2019.

Present:

Board:	S. Moulton, Chair	F. Ortiz
	R. Wadley-Munier	S. Bilbray-Axelrod
	M. Francis Drake	J. Meléndrez
	K. Benavidez	C. Brooks

Counsel: G. Welt

Absent: E. Foyt - excused

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

Guests:

S. Moulton, Chair, called the meeting to order at 6:04 p.m.

Roll Call and Pledge of Allegiance (Item I.) All members listed above represent a quorum. Trustee Bilbray-Axelrod attended via telephone. Trustee Foyt had an excused absence. Appendix A.

Trustee Melendrez led attendees in the Pledge of Allegiance.

Public Comment (Item II.) None.

Agenda (Item III.) Trustee Wadley-Munier moved to approve the Agenda as proposed. There was no opposition and the motion carried.

Chair Moulton reported that the Clark County Commission will appoint a new member at their next February meeting to bring the Board up to its required ten members. Moulton also introduced court reporter Jill Jacoby who will be transcribing the meeting.

Approval of Proposed Minutes Regular Session, January 12, 2017; Regular Session, February 9, 2017; Regular Session, May 18, 2017; Regular Session, July 13, 2017; Regular Session, November 9, 2017; Regular Session, October 11, 2018; and Regular Session, January 17,

Trustee Ortiz moved to approve the Minutes of the Board of Trustees Meeting held January 12, 2017. There was no opposition and the motion carried.

Trustee Ortiz moved to approve the Minutes of the Board of Trustees Meeting held February 9, 2017. There was no opposition and the motion carried.

Trustee Ortiz moved to approve the Minutes of the Board of Trustees Meeting held October 11, 2018. There was no opposition and the motion carried.

Trustee Ortiz moved to approve the Minutes of the Board of Trustees Meeting held January 17, 2019. There was no opposition and the motion carried.

Items IV.C-E were removed from the Agenda.

2019.
(Item IV.A-G.)

Chair's Report
(Item V.)

Chair Moulton:

- Could not believe that the Best Buy Teen Tech Center has celebrated its first anniversary. She thanked Development and Planning Director Danielle Milam for her report and for highlighting all the different organizations that support the District.
- Congratulated IT Director Al Prendergast on his report, as it is always very interesting and she learns so much about technology and the many different ways technology is employed at the District.
- Was absolutely amazed at the OSHA report attached to General Services Director Steve Rice's report. She could not believe there were only four employee injuries reported.
- Praised District staff for really meeting the needs of their constituents when they responded to her husband's request for a particular title.

Library Reports
(Item VI.)

Trustee Benavidez moved to accept Reports VI.A.1-3. There was no opposition and the reports were accepted.

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

Dr. Heezen reported:

- The District released the new Golden Knights library card on February 6, 2019 and already 5,000 cards have been issued. He also reported on the extensive media coverage and comments on the District's social media, as well as on the big screen at a recent Golden Knights game.
- Customer Angie Anthony spoke to him earlier at the branch about how she believes our library system is the best she has seen and how wonderful the staff is.
- On the names of the Scheduling and Production Services (SPS), Technical Production Services (TPS), branch, and administrative staff who worked on the Board meeting and thanked them.
- That he expected Mesquite Councilwoman Sandra Ramaker to be appointed by the Clark County Commission to fill the empty seat. Mayor Allan Litman had recommended her appointment.

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

No questions.

Branding and Marketing Report and Electronic

Trustee Bilbray-Axelrod questioned the expenses paid by the Branding and Marketing Department to one of their vendors, THE FIRM (Firm) and asked about the District's *Purchasing Policy* limits on these types of

Resources Statistics (Item VI.A.2.a.)	<p>expenses. Bilbray-Axelrod wanted clarification on what has been paid to the vendor and when the payments were made because she believed there was a difference in what has been reported. Branding and Marketing (BAM) Director Betsy Ward discussed the situation briefly. Bilbray-Axelrod requested the invoices.</p> <p>Trustee Ortiz asked for an update on the BAM's testing, focus groups, and survey group interviews. Ms. Ward explained that the focus groups had met, testing is currently underway, and said the email survey sent to District cardholders and others in the District's service area was the next step.</p> <p>Trustee Ortiz next asked for an update on the status of the trademark application. Several of the questions he had raised since the initial application from the District had been turned down had not been answered. Ms. Ward agreed that that the initial application for "Free to Be" had been turned down and she listed the two options for the District for moving forward on the application that she had received from the trademark attorney BAM is working with. Ortiz believed that the unresolved trademark issue is a problem, especially with the amount of money the District is planning to spend on introducing the new brand. He asked Counsel Welt to work with the trademark attorney, investigate the issue, and provide a report at the next meeting.</p>
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.)	No questions.
General Services Report (Item VI.A.3.b.)	No questions.
Human Resources Report (Item VI.A.3.c.)	No questions.
Unfinished Business (Item VII.)	None.

Discussion and possible Board action to approve a proposed Food for Thought food drive program that includes a waiver of \$2.00 of fines and fees for every food item a cardholder donates during the month of April 2019, in celebration of National Library Week. (Item VIII.A.)

Community Engagement Director Matt McNally explained that the Food for Thought program will allow the District to celebrate National Library Week, April 7-13, 2019, by inviting the community to visit the library to obtain a library card and participate in a food drive, in partnership with Three Square food bank.

The proposed food drive will occur during the entire month of April 2019, and provide current customers with an opportunity to bring their accounts in to good standing. Customers will be able to return overdue items and have \$2.00 of their fines and fees waived for every canned and/or packaged food item they donate. Library cards that are lost or missing will also be replaced free of charge.

The current Circulation Policy charges fines for overdue materials up to a maximum of \$4.00 per item. Once a customer's account has \$10.00 in fines, the cardholder is blocked from checking out additional materials until the fines are paid and the materials are returned. The proposed program will allow customers to return their accounts in to good standing by donating items so they may resume borrowing library materials.

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

Year	Number of Overdue Items Returned	Value of Returned Items	Items Returned Dating Back to	Pounds of Food Collected	Number of Meals Provided	Amount of Fines Waived
2015	2,102	\$37,216.08	2009	33,204	28,276	\$55,085.75
2016	3,875	\$66,016.21	2011	35,819	29,851	\$67,872.34
2017	3,001	\$51,057.82	2012	40,205	33,504	\$80,062.92
2018	3,402	\$55,657.06	2013	34,284	28,570	\$68,305.07
TOTAL	12,380	\$209,947.17	NA	143,512	120,201	\$271,326.08

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

Trustee Wadley-Munier said she could not believe that the program has been running so long, commented that imitation is the sincerest form of flattery and noted that several other organizations have copied the District. Chair Moulton spoke about the good work done by Three Square.

Trustee Wadley-Munier moved to approve the Food for Thought food drive program authorizing staff to waive \$2.00 of fines and fees for every eligible food item a cardholder donates during the month of April 2019 in celebration of National Library Week. There was no opposition and the motion carried.

Discussion and possible Board action on capital

Chair Moulton asked Trustee Ortiz to speak on the item regarding capital improvement projects, related to identification and timeline of

**improvement
projects, related to
identification and
timeline of new
library sites.
(Item VIII.B.)**

new library sites, as he had requested the item on the agenda.

Trustee Ortiz requested this item as he believes it is important to start planning for new libraries because the District cannot wait until 2035 to begin the process. He used the 2035 date because that is when Mr. James had said that the District would be in a position to fund a new building. If the District does not start to plan a library until 2035, it will not be built until later, when prices and the needs of the community will have changed. Ortiz believes it is Trustees' fiduciary responsibility to plan new libraries, even if there is no money to build them at that point. For example, he did not want the District to lose the Cactus site, which the District obtained through the BLM, if no planning has been done to build on the site by the deadline.

Trustee Ortiz believes Trustees and staff should determine a location, obtain the land, and make plans for the building while the District is working on the other projects Trustees identified to be completed as part of the Facility Master Plan. Once the District has identified the funding that can be obtained through bonding, partnerships with other entities, or using District savings, then staff will have the plans ready to go. While the agenda item, which has been rewritten by staff and proposed several locations, Ortiz believed the District should focus on the Hollywood area.

Trustee Ortiz commented that the city of Las Vegas has been very successful because city staff prepare these plans, put them on a shelf, and when the money is obtained, staff can pull them off the shelf, change the name, change the date, and they are ready to proceed with the project. Other jurisdictions have not been as prepared so that is why the city of Las Vegas has received so much in federal funding because they have planned ahead. The District needs to have the planning done, so it can then obtain funding to complete the projects.

What Trustee Ortiz is looking for is a timeline to do a study of the area and the options by Applied Analysis or another firm. Once that has been completed, the District can then figure out a timeline and what should be included in the new building. This can occur while maintaining it on the Facilities Master Plan list until the District has whittled down the list of libraries to improve, and then staff and Trustees can figure out how to fund a new building.

There was a discussion about clarifying Trustee Ortiz' intent, the different projects identified in the agenda item background information, the financial implications for other projects approved to move forward through the Facility Master Plan if this is approved, and how to move forward.

Trustee Ortiz moved to approve identification of and a timeline for a new Hollywood Library site. There was no opposition and the motion carried.

**Discussion and
possible Board
action regarding**

Chair Moulton stated that the current employment agreement for Dr. Heezen commenced on September 2, 2014 and expires on September

extending the at-will employment agreement for Dr. Ronald R. Heezen, Executive Director. (Item VIII.C.)

1, 2019. A copy is attached. Dr. Heezen has indicated his interest in extending his agreement.

If the motion is approved tonight, the Board of Trustees can designate a Trustee, staff, and/or legal counsel to negotiate with Dr. Heezen. The negotiated agreement will be brought back to the Board of Trustees for final approval at a future meeting and will be subject to the review and approval of legal counsel.

Chair Moulton would like to bring a negotiated agreement back to the Trustees in June, so ensure that there is no lag time, as the current agreement with Dr. Heezen ends in September. At Dr. Heezen's last performance review in September, 2018, Trustees did not pursue a contract extension at that time.

Trustees Bilbray-Axelrod, Brooks, Wadley-Munier, Ortiz, Chair Moulton, and Counsel Welt participated in the discussion that followed, which concerned clarifying the process as well as questions about communication to the negotiating team. If the motion passes, Chair Moulton agreed to work with Counsel Welt, to negotiate with Dr. Heezen regarding an extension of Heezen's at-will employment agreement. The proposed agreement must be brought back to the Board for consideration.

Trustee Wadley-Munier moved to approve opening negotiations for an extension to the at-will employment agreement for Dr. Ronald R. Heezen, for the position of Executive Director. There was no opposition and the motion carried.

Announcements (Item IX.)

The next Board Meeting will be held Thursday, March 14, 2019, at 6:00 p.m. in the Sahara West Library, 9600 West Sahara Avenue, Las Vegas, Nevada 89117.

Library Day at the Nevada Legislature will take place on Wednesday, April 10, 2019. Trustees should contact the Executive Assistant if they have not yet indicated whether they would like to attend.

The East Las Vegas Library will open on Thursday, April 25, 2019 at 10:00 a.m.

Public Comment (Item X.)

None.

Executive Session (Item XI.)

Removed from Agenda.

Adjournment (Item XII.)

Chair Moulton adjourned the meeting at 7:12 p.m.

Respectfully submitted,

Elizabeth Foyt, Secretary

2019 ATTENDANCE

Appendix A

February 14, 2019 Regular Board Meeting

2019		January 17 Regular Board Mtg	February 14 Regular Board Mtg									
Benavidez	Kelly	P	P									
Bilbray-Axelrod	Shannon	P	P									
Brooks	Constance	A-E	P									
Drake	Marilyn	P	P									
Foyt	Elizabeth	P	A-E									
Melendrez	Jose	P	P									
Moulton	Sheila	P	P									
Ortiz	Felipe	P	P									
Wadley-Munier	Robin	P	P									

attended Committee meeting but not a member

A-E Excused Absence
A-U Unexcused Absense

as of February 15, 2019

**PROPOSED MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' RISK MANAGEMENT COMMITTEE MEETING
LAS VEGAS, NEVADA
March 14, 2019**

ITEM V.D.

The Board of Trustees' Risk Management Committee of the Las Vegas-Clark County Library District met in regular session in the Sahara West Library, Las Vegas, Nevada, at 5:00 p.m., Thursday, March 14, 2019.

Present: Committee: J. Meléndrez, Chair E. Foyt
M. Francis Drake F. Ortiz
S. Moulton, ex-officio

Board: S. Ramaker

Counsel: G. Welt

Absent: K. Benavidez

Staff: Dr. Ronald R. Heezen, Executive Director
Steve Rice, General Services Director
Numerous Staff

Guests:

J. Meléndrez, Chair, called the meeting to order at 5:05 p.m.

Roll Call (Item I.) All members listed above represent a quorum. Trustee Ortiz arrived at 5:09 p.m. Trustee Benavidez had an excused absence.

Public Comment (Item II.) None.

Agenda (Item III.) Trustee Moulton moved to approve the Agenda as proposed. There was no opposition and the motion carried.

Discussion and possible Committee action regarding the appointment of a Broker of Record for the District's property and casualty insurance coverage. (Item IV.)

General Services Director Steve Rice explained that the current appointment for the District's Broker of Record for property and casualty insurance expires on July 14, 2019. A Request for Qualifications for Broker of Record was advertised on January 20, 2019. A total of three submittals were received.

An evaluation committee comprised of representatives from General Services and Library Operations performed the evaluation process. The evaluation process included a scoring and ranking of each responsive submittal based on established criteria and assigned weighted values to identify the preferred Broker to be recommended for appointment.

Submittal Ranking (Maximum Weighted Score = 1,000):

	<u>Weighted Score</u>
1) USI Insurance Services	901
2) Leavitt Insurance Agency	761
3) Orgill Singer Insurance	730

USI Insurance Services ranked highest overall and has been selected

for recommendation for appointment.

The appointment will be for the policy year commencing on July 15, 2019. The initial appointment will be for one year with four optional one-year extensions.

USI Insurance Services Profile

USI (formally Wells Fargo Insurance Services) is the District's current Broker of Record.

USI is one of the largest insurance brokers in the world. USI connects over 6,000 industry-leading professionals across more than 150 offices. USI is one of the largest brokers serving public entity clients at all levels, including state, municipal, and specialized governmental agencies such as libraries and school districts. USI has 90 current clients that are libraries.

USI maintains two local offices in Nevada, Las Vegas and Reno. The Nevada team has over twenty (20) years of experience working with Nevada public entity/local government clients. In addition to their local team, USI has an extensive depth of resources within their organization nationally to find the right solutions for the District.

USI offers numerous risk management/loss control services as part of the compensation they receive as well as more specialized risk control services in property, fleet, liability, and security that the District can take advantage of for a fee.

Compensation:

The Broker of Record receives no direct remuneration from the District. Remuneration is received from the insurance company in the form of a commission. This will continue to be the case. However, for the policy year and insurance placements commencing July 15, 2019, USI has agreed to limit compensation to \$31,000 at the time of placement (for the current policy year USI's commission was approximately \$29,572). This compensation limit will contain cost to the District by limiting broker fee increases related to potential premium cost escalations.

Trustee Moulton asked about the high rating USI was given. Mr. Rice said that all three companies could work for the District; in fact, Leavitt Insurance Agency handles the District's workers compensation insurance and Orgill Singer Insurance handles the Henderson District Libraries. Rice emphasized that USI's rating is high due to the fact that the company works with a large number of other libraries so they know the library business very well as well as the services they provide. In response to a question from Trustee Foyt about references, Rice explained that every reference USI provided was from a large government municipal client.

Trustee Moulton moved to recommend to the Board of Trustees' that USI Insurance Services be appointed as Broker of Record for property and casualty insurance for the policy year commencing on July 15, 2019. There was no opposition and the motion carried.

Public Comment

None.

Minutes - Board of Trustees' Risk Management Committee Meeting
March 14, 2019
Page 3

(Item V.)

Adjournment
(Item VI.)

Chair Meléndrez adjourned the meeting at 5:18 p.m.

Respectfully submitted,

Jose Meléndrez, Chair

**PROPOSED MINUTES
LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES' MEETING
LAS VEGAS, NEVADA
March 14, 2019**

ITEM V.E.

The Board of Trustees of the Las Vegas-Clark County Library District met in regular session in the Sahara West Library, Las Vegas, Nevada, at 6:00 p.m., Thursday, March 14, 2019.

Present:

Board:	S. Moulton, Chair	F. Ortiz
	E. Foyt	S. Bilbray-Axelrod
	M. Francis Drake	J. Meléndrez
	C. Brooks	S. Ramaker

Counsel: G. Welt

Absent: K. Benavidez - Excused
R. Wadley-Munier - Excused

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

Guests: David Lindahl, Precision Opinion
Brian Gordon, Applied Analysis

S. Moulton, Chair, called the meeting to order at 6:00 p.m.

Roll Call and Pledge of Allegiance (Item I.)

All members listed above represent a quorum. Trustee Bilbray-Axelrod attended via telephone. Trustees Benavidez and Wadley-Munier had excused absences. Appendix A.

Trustee Meléndrez led attendees in the Pledge of Allegiance.

Public Comment (Item II.)

None.

Agenda (Item III.)

Trustee Meléndrez moved to approve the Agenda as proposed. There was no opposition and the motion carried.

Chair Moulton asked that Trustee Ramaker, who was recently appointed by the Clark County Commission, tell the audience a little about herself.

Trustee Ramaker said she was pleased to represent Mesquite on the Library District Board and excited to serve. She thinks libraries are so important. She has:

- Six children, ten grandchildren, and two great-grandchildren, one of which lives in Mesquite and goes to the reading program on Tuesdays.
- Been living in Mesquite since 2008. She and her husband moved from Portland, OR as her husband never wanted to be cold and wet anymore.

Branch presentation by Sahara West Branch Manager Lorinda Soto

Sahara West Branch Manager Lorinda Soto introduced herself. Ms. Soto has with the District for 16.5 years. She started at Sahara West in September 2007 as the Assistant Branch Manager and become Branch Manager in March 2017. Soto then introduced the branch's department

(Item IV.A.)

managers:

- Assistant Branch Manager – Claudia Melton
- Youth Services Manager – Valerie Warren
- Computer Center Manager –Ron Marchalonis
- Customer Service Manager – Becky Monaco (who recently celebrated her 32nd anniversary with the District).
- Scheduling and Production Services team – Gene Smith and Tony Wilson

Ms. Soto provided a brief history on the Sahara West Library. Services began in 1992 as a storefront library at Sahara and Fort Apache until the current building was completed and opened in January 1997.

- People coming to Sahara West Library can enjoy rotating art collections in the Studio and Gallery, story times, Teen STEAM programs, computers and Wi-Fi access, a vast collection of materials, study and collaborative spaces and a welcoming environment.
- In 2018, Sahara West welcomed in 551,632 people, staff answered 57,889 reference questions and 751,631 items were checked out. The branch is number one in circulation in the District.
- Geographically speaking, Sahara West covers the western area of the valley and is located two miles from Downtown Summerlin, City National Arena, and the future Las Vegas Ballpark.
- Soto says that staff considers the location a destination branch because people travel from around the valley to visit this location to attend a meeting or browse two floors of materials.
- One of the largest customer groups the branch serves is described as "Up and Coming Families" (23.4%).
- The Youth Services department was very busy last year providing 503 programs with 17,691 in attendance. Some of the Programs include: STEAM Learning Lab, holiday-themed craft buffets, a Harry Potter event that transformed Youth Services into Hogwarts and brought in 400 attendees, a Teen Anime Fest, and story times serving babies to school-aged kids.
- While most youth programs are developed by staff or in collaboration with community partners, one special program called The Hope & Success Club came from teen and volunteer, Melyssa Cortez-Diaz. Ms. Cortez-Diaz has been coming to Sahara West Library with her mother and sister for many years and has been volunteering since 6th grade. The Hope & Success Club is a program developed by Melyssa that evolved from her first project called the HOPE Corner in the Teens@ room. The HOPE Corner (which stands for Hold On, Pain Ends) is a quiet and safe space for teens to find hope in a comfortable environment, be surrounded by positive affirmations and

accessibility to a resource table with brochures from organizations such as Nevada Coalition for Suicide Prevention (NCSP) and Nevada Partnership for Homeless Youth (NPHY).

- The HOPE Corner evolved into a club where teens could get together to learn goal setting, dealing with stress, career planning, applying for jobs, and developing interpersonal skills. HR Director James Bean came onboard with a grant from the Nevada Coalition for Suicide Prevention and in January 2018, the Hope & Success Club was launched. Mr. Bean attends each meeting and mentors the teens. Youth Services Assistant Katherine Tilton also attends each meeting, schedules them, and wrote the monthly summaries of the meetings to fulfill the grant reporting piece. Each month, Melyssa puts together a presentation that is interactive and includes icebreakers, writing gratitude lists and viewing TED talks to spark discussion. Funds from the grant have been used to purchase stress relievers (such as fidget spinners and stress balls), teen books and DVDs, and bullet journals and markers for each teen.

Ms. Cortez-Diaz then briefly discussed what the Hope & Success Corner and club has meant to her and the teens:

- Hope and Success club helped her gain a better focus on how to contribute more to the community. She could talk about subjects that were brought up in school and take a different spin on the delivery to direct it to her generation of teens.
- Every meeting, the teens become more comfortable with their peers and engage more in the presentation. Many teens have taken something from the topic. New and old faces arrive every meeting. The environment the club presents is very open and accepting. Teens can come to any meeting for the first time and be welcomed. This program was created to allow teens to be comfortable with who they are and their traits, which she tries to encourage at every meeting.

Ms. Soto continued with a description of other types of customers in the branch:

- The second largest group is known as "Enterprising Professionals" (18.6%). These are young professionals who are tech savvy and move to find growth opportunities and better jobs. Services that are popular with this segment include Wi-Fi access, hotspot checkouts, meeting rooms and digital products. In 2018, the branch's circulation of eBooks was 203,989, a one-year increase of 25%. Branch staff promotes on-demand products such as Hoopla, RBDigital magazines and Kanopy so the library is available 24/7 and provide demos of enrichment products such as Rosetta Stone, Lynda.com and LearningExpress.
- The third largest group is "Old and Newcomers" (12.2 %) are either beginning their careers or retiring (so it is a wide range).

They enjoy browsing the vast collection of books, movies, magazines and newspapers.

- Staff assist new users with digital downloads by helping them get the apps needed in order for them to download materials to their devices. Musical performances, lectures and basic and intermediate technology classes yield high turnouts.
- A new 9-week series of classes called Seniors Eating Well presented by Three Square, was very successful.
- The convenience of voting close to home brings large crowds when the branch hosts the Election Department for both Early Voting and Election Day.
- On-site instructional programs such as mediation, energy healing, photography classes and guitar classes are well attended.
- In May, the instructor for the guitar classes collaborated with the branch's SPS department to offer an all-ages Band Camp-Open Jam that was attended by 99 people. Instruction on basic chords was offered and guitarists of all levels played music alongside with local musicians. Feedback was overwhelmingly positive and many requested that it be offered again.

Ms. Soto continued to say that:

- At the branch there are 57 staff with a combined total of 557 years of service to the Library District. To break it down:
 - 31 staff have six months to 10 years of service
 - 19 staff have 11 to 20 years of service
 - seven staff have 20+ years of service

Ms. Soto then shared photos from branch events in the last year. She thanked Trustees for the opportunity to present information about her branch and asked for questions.

Trustee Bilbray-Axelrod commented that Ms. Soto's presentation was one of the best she had heard since she has served as a Trustee. She asked about the amount of the grant awarded to the Teen Corner which Ms. Soto said was for \$2,500. Bilbray-Axelrod hoped that something like that could be done in all the branches.

Chair Moulton thanked Ms. Cortez-Diaz for her volunteer work reaching out to different audiences.

**Brand Campaign
Market Research
Results
presentation by
Applied Analysis
and Precision
Opinion.
(Item IV.B.)**

Branding and Marketing (BAM) Director Betsy Ward explained that in late 2016, the Branding & Marketing Department began research toward the goal of creating and launching a new brand image for the Library District. This work started with an in-depth employee survey, which helped the department to create a series of workshops in 2017, working with CommunityConnect. BAM staff met with a broad cross section of internal groups, approximately 200 employees in all, which included: the Executive Council, the District Department heads, and a select group of innovative staff that are referred to as "Thought

Leaders." Embracing the insights gained from these groups, the BAM team identified several branding challenges, which guided staff through the creative process.

These were to:

- 1) Remain mindful of the four pillars of Vision 2020;
- 2) Simplify the District's name;
- 3) Encapsulate the District's evolution/revolution into a simple logo and tagline that works for internal and external audiences from diverse backgrounds;
- 4) Create a brand identity the speaks to the emotional connection that people feel for the library;
- 5) Provide employees with the inspiration and insights behind the new brand, so that they will understand, internalize, and embrace the change that it represents.

Using these principles, the BAM team developed a proposed rebranding concept that staff believes captures the core values that the Library District brings to serve the needs and aspirations of its diverse community.

The next step in this process was to test the new concept with a broad cross section of the market, and to obtain specific feedback from Latinx, African-American, and Asian-Pacific Islander residents. Market testing was conducted by Brian Gordon from Applied Analysis and David Lindahl from Precision Opinion. They will provide a report on their methodology and findings.

Mr. Lindahl's presentation is attached as Appendix B. Mr. Lindahl and his firm conducted quantitative analysis through six focus groups. Each focus group was 90 minutes in length and covered the respondent's information gathering preferences, their perceptions of the District prior to seeing the proposed campaign, their reading preferences, and then each focus group was shown the "Free to Be" campaign. Once that was completed, the focus group members were asked again about their perceptions of the District.

Mr. Gordon's presentation is attached as Appendix C. His firm used surveys to get a wider/broader brush of folks to get to more statistically significant results on terms of the public's perception of the District while focused specifically on the ad campaigns that are contemplated by the District. The survey was conducted during the month of February via email distribution directing folks to an online survey. They used the results of 1,000 completed surveys across the Las Vegas Valley areas that are within the District's service area. They controlled for certain demographic quotas including age and gender. In addition they also focused on cardholders and non-cardholders. The margin of error is about 3.1%. This is a very low margin of error when all thousand results are aggregated and brings very reliable results.

Mr. Gordon said Applied Analysis also looked at what was happening in terms of the logo design. The proposed design and alternative logos

were presented to the survey-takers who were asked for feedback.

Trustee Bilbray-Axelrod commented that it took her husband three times to complete the survey all the way to the end and asked whether the incomplete surveys were taken into account. Mr. Gordon said only completed surveys were used to calculate the results.

Trustee Francis Drake asked how many surveys were sent out to obtain the thousand responses that were used. Mr. Gordon said that he did not have the total number of surveys were sent out but since response rates on surveys are very low they sent out many multiples of a thousand and cut off the survey once they received the thousand threshold they were targeting.

Trustee Francis Drake also commented that she did take the survey and it was rather tedious to her, and wondered if Applied Analysis had that problem with other respondents. Mr. Gordon said that, in addition to selected cardholders they also sent the survey to people who have signed up to receive surveys.

Trustee Brooks asked how the participants for the focus groups were selected. Mr. Lindahl explained that his firm has a database of residents in Clark County with some basic demographic information about them. An email was sent and calls were made to see if those individuals would be interested in participating. The firm used the demographic information they had to ensure that they had proportional breakouts of age, gender, ethnicity for the group.

Trustee Brooks then asked if there was any overlap between individuals who took the survey with those who participated in the focus groups. Mr. Lindahl said that there is the possibility for some overlap but he thought that would be unlikely.

Trustee Ramaker asked if the survey was given to patrons coming in to the libraries. Mr. Gordon said that he did not do that as part of the recruitment mechanism out of a fear of sampling bias.

Trustee Bilbray-Axelrod asked about testing in languages other than English or Spanish and whether the survey participants were paid. Mr. Lindahl said the focus groups were conducted in English and Spanish only. Focus group participants were given a cash incentive that was proportional to the time they spent being involved in the groups, which is an industry standard. Bilbray-Axelrod's follow-up question was about the amount and Lindahl said it varied for the different groups depending on the times of day the focus groups were held and he offered to provide the amounts. Chair Moulton asked that he do so.

Trustee Bilbray-Axelrod asked how much Precision Opinion and Applied Analysis were paid. Per Ms. Ward, the total estimate was over \$40,000 but under \$50,000 as the final bills have not yet come in. Bilbray-Axelrod asked that the final bill amounts for both firms be provided to the Trustees.

Chair Moulton commented that she also took the survey but thought it moved rather quickly.

Minutes - Board of Trustees' Meeting

March 14, 2019

Page 7

**Approval of
Proposed Minutes
Regular Session,
May 18, 2017,
Regular Session,
July 13, 2017,
Regular Session,
November 19, 2017,
Regular Session,
February 14, 2019.
(Item V.A-D.)**

Chair Moulton removed Items V.B-D and said that the minutes will be caught up by the time of the April 11th meeting.

Trustee Ortiz moved to approve the Minutes of the Board of Trustees Meeting held May 18, 2017. There was no opposition and the motion carried.

**Chair's Report
(Item VI.)**

Chair Moulton requested that future meetings include a report on items concerning the District from the Legislative Session.

Development and Planning Director Danielle Milam said that would be included. She reported that staff are working on the language for the bill on firearms that Trustee Bilbray-Axelrod has sponsored. Staff will also track the Net Neutrality bill once it has a number, and noted that there is an upcoming deadline for bills to be introduced in the current session.

Chair Moulton thank Ms. Milam and commented upon the introduction of a bill to require that two largest school districts in Nevada and charter schools to have libraries in each school staffed by librarians.

**Library Reports
(Item VII.)**

**Executive Director's
Report
(Item VII.A.)**

Trustee Ortiz asked that Dr. Heezen's report, page one, fourth paragraph, be corrected to replace the word "copyright" with the word "trademark." Ortiz then asked Counsel Welt to provide a brief report on the activities related to the District's trademark questions. Counsel Welt walked through the difference between trademark law and other types of law. He then outlined what District and legal staff have done so far and explained why there was an initial rejection of the "Free to Be" trademark. Welt then explained three options going forward to trademark "Free to Be" and his suggestion to pursue all of them. Finally, he said that the District is now employing Greenberg Traurig (GT) to complete the process and why. Trustee Ortiz was part of several conversations with GT. The cost to go forward with GT is approximately \$5,000-\$7,000 plus the minimal fees for the costs of all three options and Welt reiterated that he recommends pursuing all of them. Welt emphasized that the marketing campaign has to be launched prior to the trademark being awarded to the District as the trademark has to be in use. He feels reasonably optimistic there will be no problem moving forward.

Trustee Ortiz said he raised the issue because, as the District moves forward with the branding campaign and spends thousands of dollars to implement this, he did not want it to be sued. He has been on both sides with other organizations and did not want the money spent

without assurances the District would not have to claw it back. He does feel comfortable now.

Counsel Welt added that, if the District goes forward with the internal roll-out in October as planned, the attorneys can use that to apply for the trademark.

In addition to his written report, Dr. Heezen directed Trustees to several flyers for upcoming programs:

- Current exhibit at THE STUDIO @ Sahara West Library, Sush Machido
- April is STEAM month with programs throughout the District
- Fifth Annual Food for Thought program April 1-30
- Laughlin Library 25th Anniversary celebration on April 10th which Heezen will attend.

Dr. Heezen also showed a video clip about a success story from the One-Stop Career Center at the Clark County Library and thanked staff who work on this important partnership with Workforce Connections.

Dr. Heezen then thanked the District staff who put the Board meeting together.

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

No questions.

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

Branding and Marketing (BAM) Director Betsy Ward handed out a second page to the monthly report provided as part of the background information. This report showed payments to vendor THE FIRM over the last several years, grouped by fiscal year. This led to a discussion in which Trustee Bilbray-Axelrod, Trustee Ortiz, Ms. Ward, Executive Director Dr. Heezen, and Deputy Director/CFO Fred James spoke. Trustees were concerned about the use of the vendor, when they were used, what they were doing, how were they being contracted, and what was being paid. Trustees were also concerned that this was an attempt to undermine the District's *Purchasing Policy* by continually spending just under the policy limits for this type of contract. Dr. Heezen and Ms. Ward explained their process. Mr. James explained his office's role. Dr. Heezen emphasized that, if the Board had not approved the vendor during the RFP process, the District would not be using the vendor going forward.

Trustee Ortiz said that if something similar came up, he expects that the Board would be notified.

**Community
Engagement Report
and Monthly**

No questions.

**Statistics
(Item VII.A.2.b.)**

**Development and Planning Report
(Item VII.A.2.c.)** No questions.

**Information Technology Report
(Item VII.A.2.d.)** No questions.

**Financial Services Report
(Item VII.A.3.a.)** No questions.

**General Services Report
(Item VII.A.3.b.)** No questions.

**Human Resources Report
(Item VII.A.3.c.)** No questions.

Trustee Brooks moved to accept Reports VII.A.1-3. There was no opposition and the reports were accepted.

**Unfinished Business
(Item VIII.)** None.

**Discussion and possible Board action regarding the appointment of Broker of Record for the District's property and casualty insurance coverage.
(Item IX.A.)**

Risk Management Committee Chair Jose Meléndrez reported that the Committee met earlier on the 14th. He thanked General Services Director Steve Rice for his presentation and how the three companies who submitted a response to the Request for Qualifications (RFQ) for the Broker of Record for the District's property and casualty insurance were evaluated.

Trustee Meléndrez moved to authorize staff to appoint USI Insurance Services as Broker of Record for property and casualty insurance coverage for the policy year commencing on July 15, 2019 and to authorize staff to extend the appointment in subsequent years' subject to the Broker continuing to meet performance standards outlined in the Request for Qualifications document. There was no opposition and the motion carried.

Discussion and possible Board action regarding authorization to extend the appointment of the District's current auditor, Piercy

Mr. James explained that Nevada Revised Statutes (NRS 354.624) require the Board of Trustees to designate its auditor or firm no later than three months before the close of the fiscal year for which the audit is to be made. In March 2013, the Board approved Piercy Bowler Taylor & Kern as the District's auditors. The Request for Proposal called for an initial appointment for auditing services for the year ending June 30, 2013, with four one-year renewal options.

At the March 8, 2018 Board meeting, the Board approved an extension

**Bowler Taylor &
Kern, for one year,
for the fiscal year
ending June 30,
2019.
(Item IX.B.)**

for the year ending June 30, 2018. Staff wishes to extend the appointment of Piercy Bowler Taylor & Kern for one additional year, to audit the District's June 30, 2019 financial statements.

Piercy Bowler Taylor & Kern's fees for the fiscal year ending June 30, 2019, are \$50,000 for audits and GFOA assistance for the District, and \$4,000 for any required Federal Financial Assistance Audit reports and procedures. The fees for the fiscal year ended June 30, 2018 were \$50,000 for audit and GFOA assistance and \$4,000 for required Federal Financial Assistance Audit reports and procedures.

Chair Moulton commented for new Trustees on the excellent work that Financial Services staff and the auditors do on the financial reports.

Trustee Ortiz moved to authorize staff to appoint Piercy Bowler Taylor & Kern for auditing services for the fiscal year ending June 30, 2019. There was no opposition and the motion carried.

**Announcements
(Item X.)**

Library Day at the Nevada Legislature will be held on Wednesday, April 10, 2019 in Carson City, Nevada. Executive Assistant Allison Boyer polled the Trustees present to determine who was going to attend.

Invitations were extended to the Laughlin Library's 25th Anniversary Celebration on Wednesday, April 10, 2019 at 3:00 p.m.

The next Finance and Audit Committee Meeting will be held Thursday, April 11, 2019 at 4:30 p.m. in the Rainbow Library, 3150 North Buffalo Drive, Las Vegas, Nevada 89128.

There will be a Naming Libraries Committee of the Whole on Thursday, April 11, 2019 at 6:00 p.m. in the Rainbow Library, 3150 North Buffalo Drive, Las Vegas, Nevada 89128.

The next Board Meeting will be held Thursday, April 11, 2019, at 6:15 p.m. in the Rainbow Library, 3150 North Buffalo Drive, Las Vegas, Nevada 89128.

The Grand Opening of the East Las Vegas Library will be held on Thursday, April 25, 2019 at 10:00 a.m. at 2851 East Bonanza Road, Las Vegas NV 89101. There will be activities all day and everyone is invited to attend. Trustee Ortiz thanked the architects and Mr. Rice who have been tremendously involved with the program for their work. Dr. Heezen thanked Mr. James and Las Vegas Councilman Bob Coffin. Ms. Boyer encouraged Trustees to hand out the Save the Date cards they were given to friends.

Chair Moulton had comments on the excitement she is hearing about the new library opening in her community and family.

Trustee Foyt said she attended a Las Vegas Jewish Film Festival event that was held at the Windmill Library. The film was great, the auditorium was full, and she would like to see more of these events at our locations. Foyt also suggested that District staff and Trustees attend not only the Outlook event, but also the Las Vegas Preview event.

Trustee Brooks invited everyone to attend an event to honor one of Southern Nevada's living legends, former Senator Joe Neal. The event

will be held on Saturday, April 6, at the West Las Vegas Library from 1:00 – 3:00 p.m. Mr. Neal will be talking about his life and reading some excerpts from his book, as well as signing his biography, "Westside Slugger," written by John L. Smith.

Public Comment None.
(Item XI.)

Executive Session Removed from Agenda.
(Item XII.)

Adjournment Chair Moulton adjourned the meeting at 8:02 p.m.
(Item XIII.)

Respectfully submitted,

Elizabeth Foyt, Secretary

2019 ATTENDANCE

Appendix A

March 14, 2019 Regular Board Meeting

2019		January 17 Regular Board Mtg	February 14 Regular Board Mtg	March 14 Risk Mgmt Cmte	March 14 Regular Board Mtg								
Benavidez	Kelly	P	P	A-E	A-E								
Bilbray-Axelrod	Shannon	P	P		P								
Brooks	Constance	A-E	P		P								
Drake	Marilyn	P	P	P	P								
Foyt	Elizabeth	P	A-E	P	P								
Melendrez	Jose	P	P	P	P								
Moulton	Sheila	P	P	P	P								
Ortiz	Felipe	P	P	P	P								
Wadley-Munier	Robin	P	P		A-E								

attended Committee meeting but not a member

A-E Excused Absence
A-U Unexcused Absense

as of March 15, 2019

Qualitative Research Evaluating the *Free To Be* Branding Campaign

Prepared for
The Las Vegas-Clark County Library District

Methodology

- 6 Focus Groups
 - 1 Multiethnic Group of Library Cardholders
 - 1 Multiethnic Group of Residents without a Library Card
 - 1 Hispanic Ethnography of Residents from Spanish-Dominant Households
 - 1 Hispanic Ethnography of Residents from English-Dominant Households
 - 1 African-American Ethnography
 - 1 Asian-American Ethnography
- 90 Minutes to Research the Respondents
 - Information Gathering Preferences
 - Perceptions of the Las Vegas-Clark County Library District Before Exposure to the Campaign
 - Reading Preferences
 - Opinions of the *Free To Be* Campaign
 - Perceptions of the Las Vegas-Clark County Library District After Exposure to the Campaign

Public Opinion of the Library District

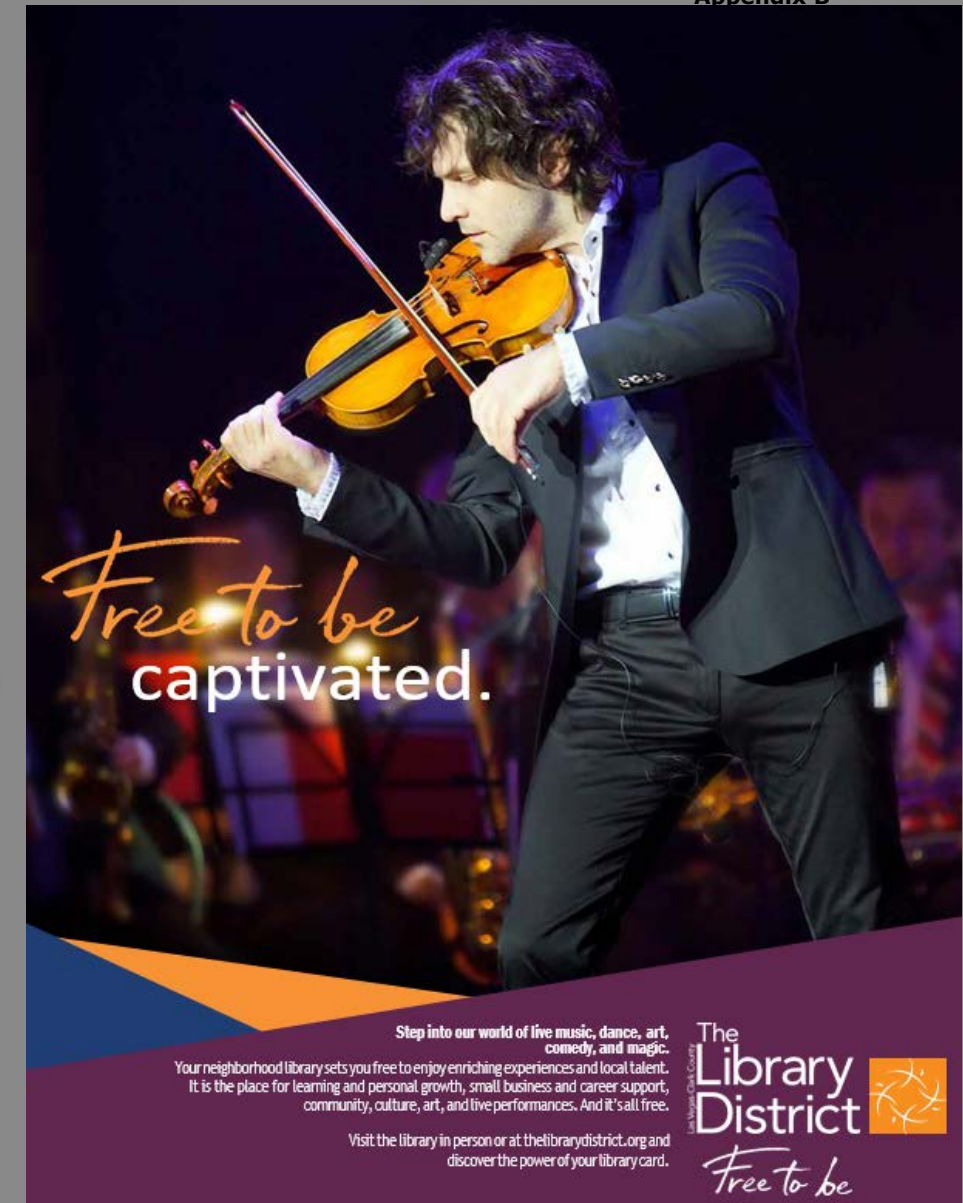
- Respondents hold an overwhelmingly positive opinion of the Library District:
 - Library Staff are helpful and caring.
 - The library is one of the few places where you can find quiet and have peace of mind.
 - Respondents enjoy the smell of books.
- Negative comments involved interactions with the homeless population.

Free To Be Captivated

- This execution was more impactful with people who were less familiar with the library.
- This was the most popular execution in the Hispanic-American English-Dominant Household Group.
- It was felt that the Spanish translation, *Libermente Encantado* (*Charmed*), wasn't clear. Spanish-Language Translation Consultant Maria Marinch updated this execution to *Libermente Artista* (*Artistic*) based on this feedback, and this version was tested by Applied Analysis in the email marketing survey.

"I am so glad that the library offers many programs that would entertain, educate and empower all of us, I will check it out tomorrow."

Hispanic-American from English-Dominant Household Respondent

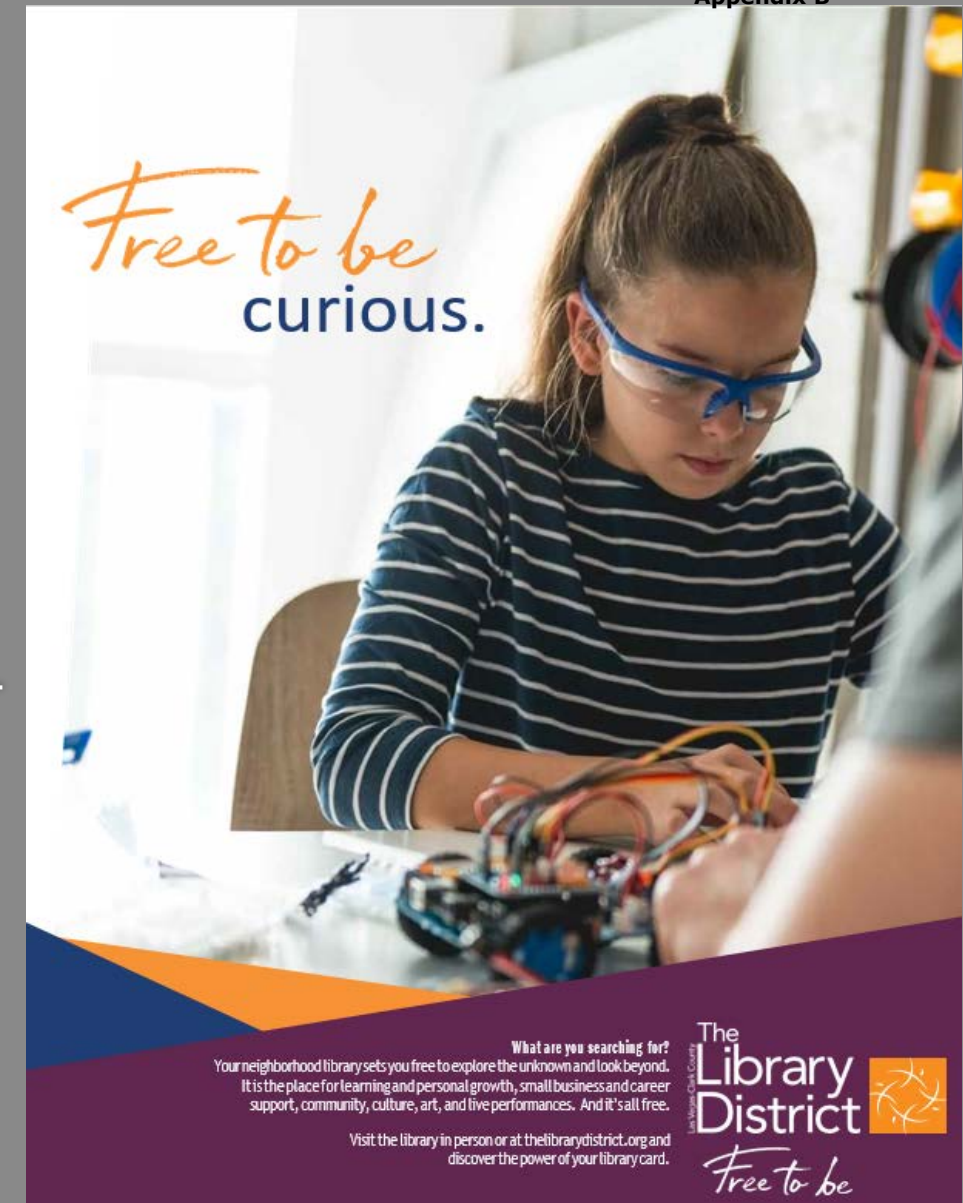


Free To Be Curious

- Creates a strong emotional connection with parents and grandparents.
- This was the most popular execution among the Asian-American Group.
- People who were unfamiliar with the library stated that this was eye-catching and made them want to read the fine print and go to the website.
- Some library customers expressed concern that technology is replacing books.

"The library is a place that can help the young generation to explore their potential. I am an immigrant without too many learning opportunities when I was growing up but I want my children to succeed."

Hispanic-American from Spanish-Dominant Household Respondent

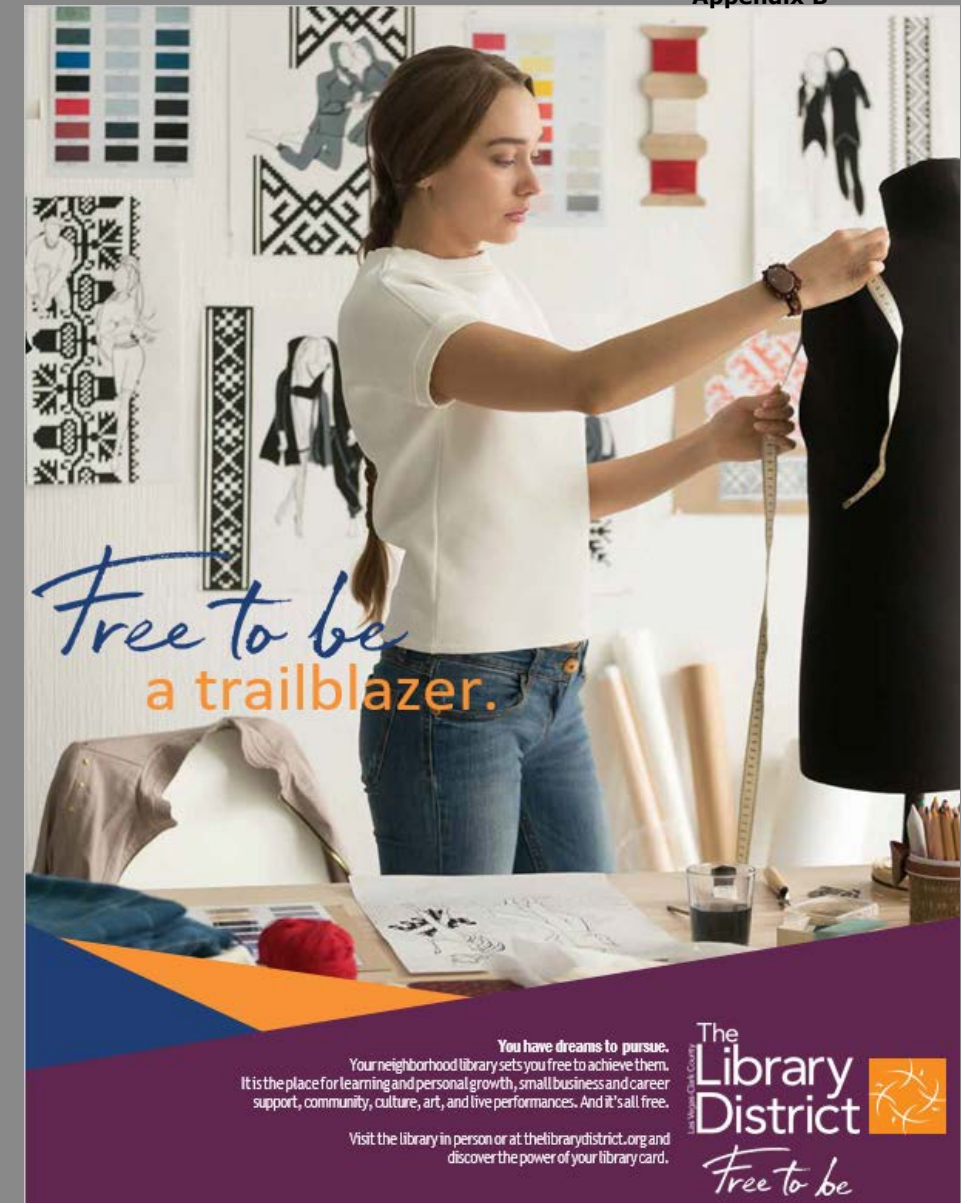


Free To Be A Trailblazer

- The sub-headline “You have dreams to pursue” was powerful, and motivated people to read the fine print.
- This execution tied for the second most favorable campaign among the Non-Cardholder Group.
- The woman was seen as powerful and inspirational.

“The library is a place that can help the young generation to explore their potential.”

Hispanic-American from Spanish-Dominant Household Respondent



Free to be
a trailblazer.

You have dreams to pursue.
Your neighborhood library sets you free to achieve them. It is the place for learning and personal growth, small business and career support, community, culture, art, and live performances. And it's all free.

Visit the library in person or at thelibrarydistrict.org and discover the power of your library card.

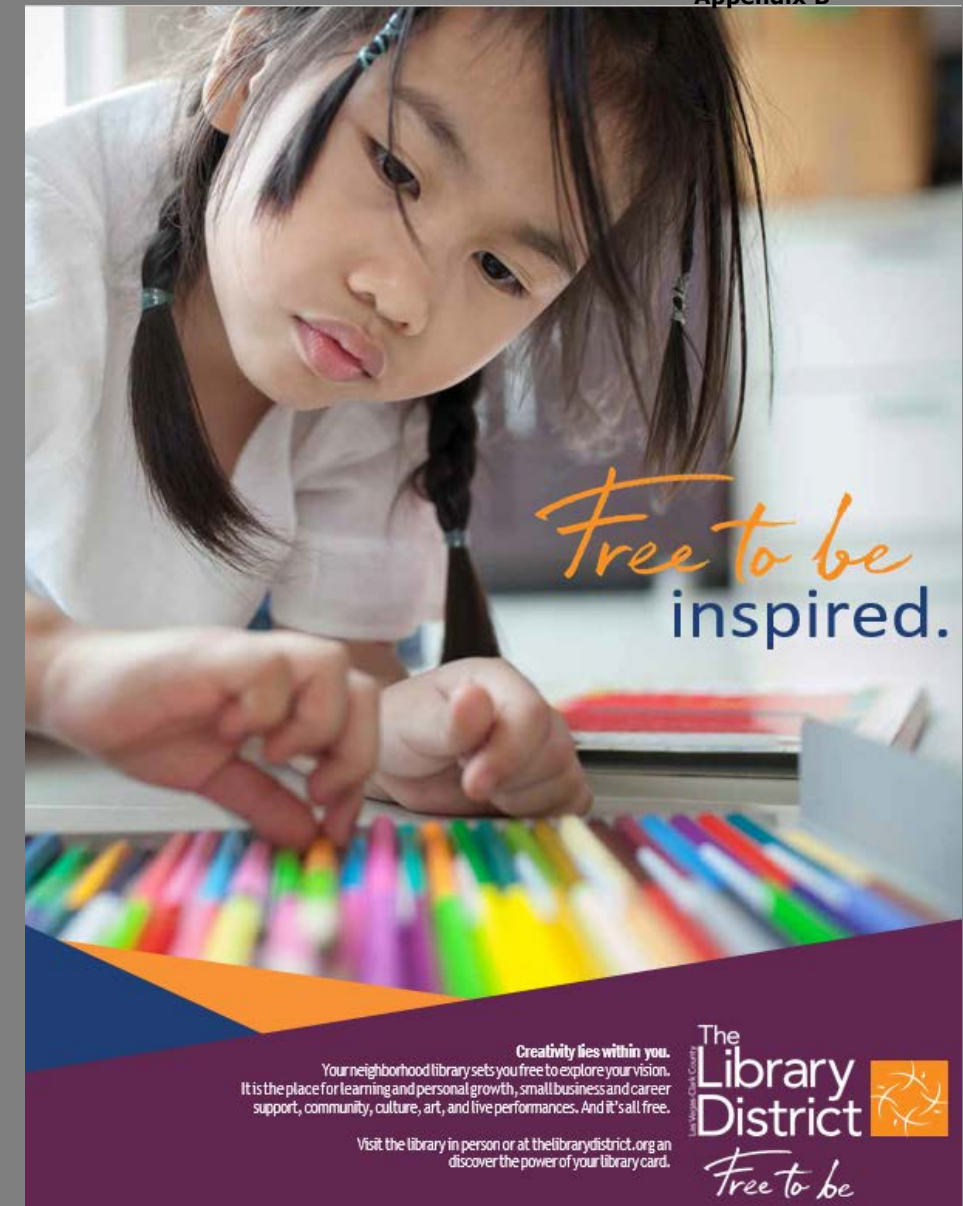
The Library District
Free to be

Free To Be Inspired

- The execution was impactful on an emotional level.
- This was the second most popular execution in the Multiethnic Cardholder Group.
- More motivating to parents than nonparents.
- Some people doubted if these activities could be done in the library.

"We want children to be creative and grow up with positive vibes, and the library is a good venue."

African-American Respondent

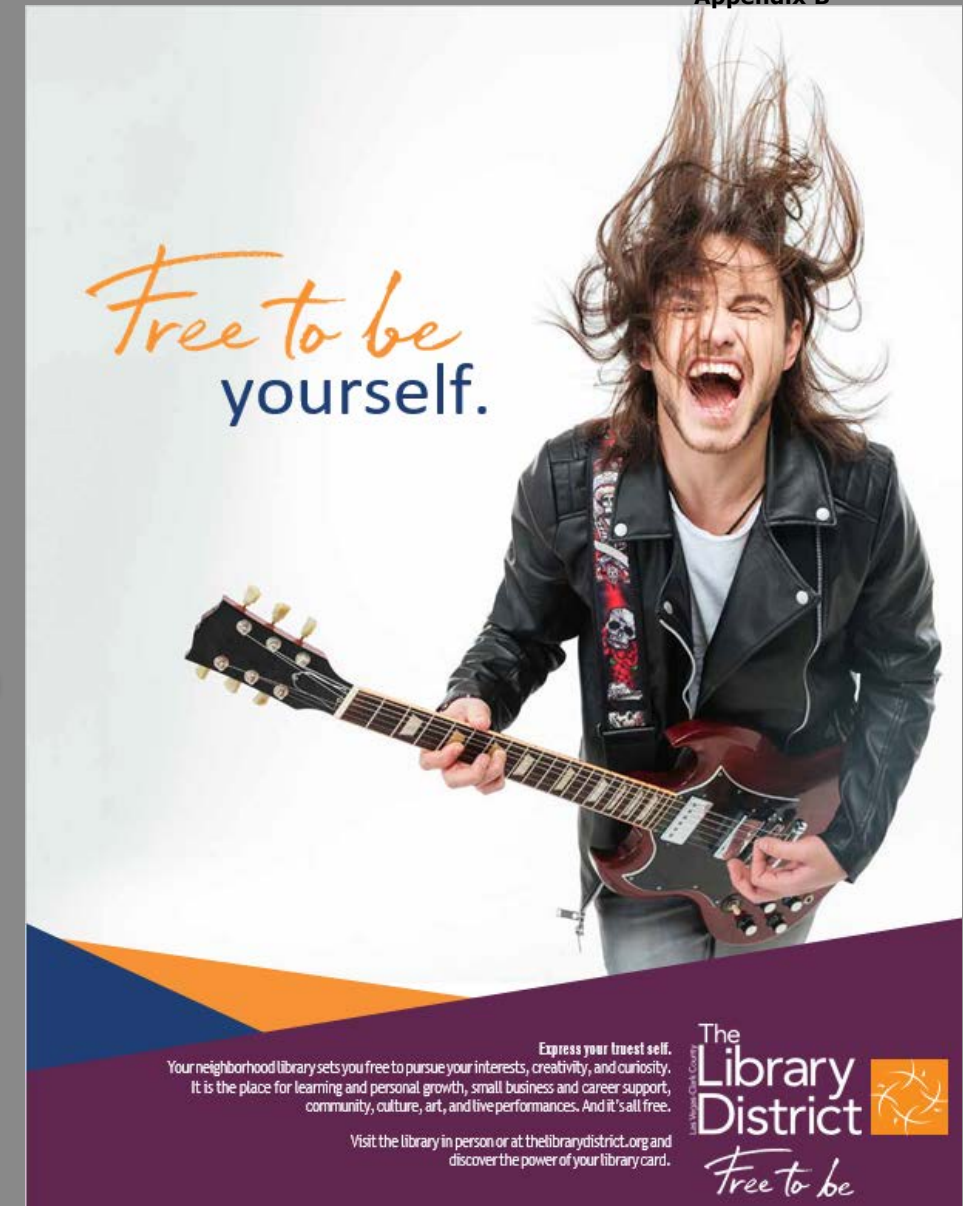


Free To Be Yourself

- Respondents familiar with the library thought that the image in this execution was disconnected from the library, but that they felt drawn to read what was on the page.
- This was the most popular campaign in the Hispanic-American from Spanish-Dominant Household Group.
- Respondents who were not familiar with the library thought that the images conveyed a welcome atmosphere.

"It welcomes everyone and offers a platform for people to meet."

Hispanic-American from Spanish-Dominant Household Respondent



Free To Be Fearless

- Very impactful with parents.
- This execution tied for the most popular in the African-American Group.
- The people who liked this campaign liked it passionately, while the people who found it unfavorable did not feel strongly about it.

"It is positive – growing up without fear and discrimination would be vital for my children."

African-American Respondent

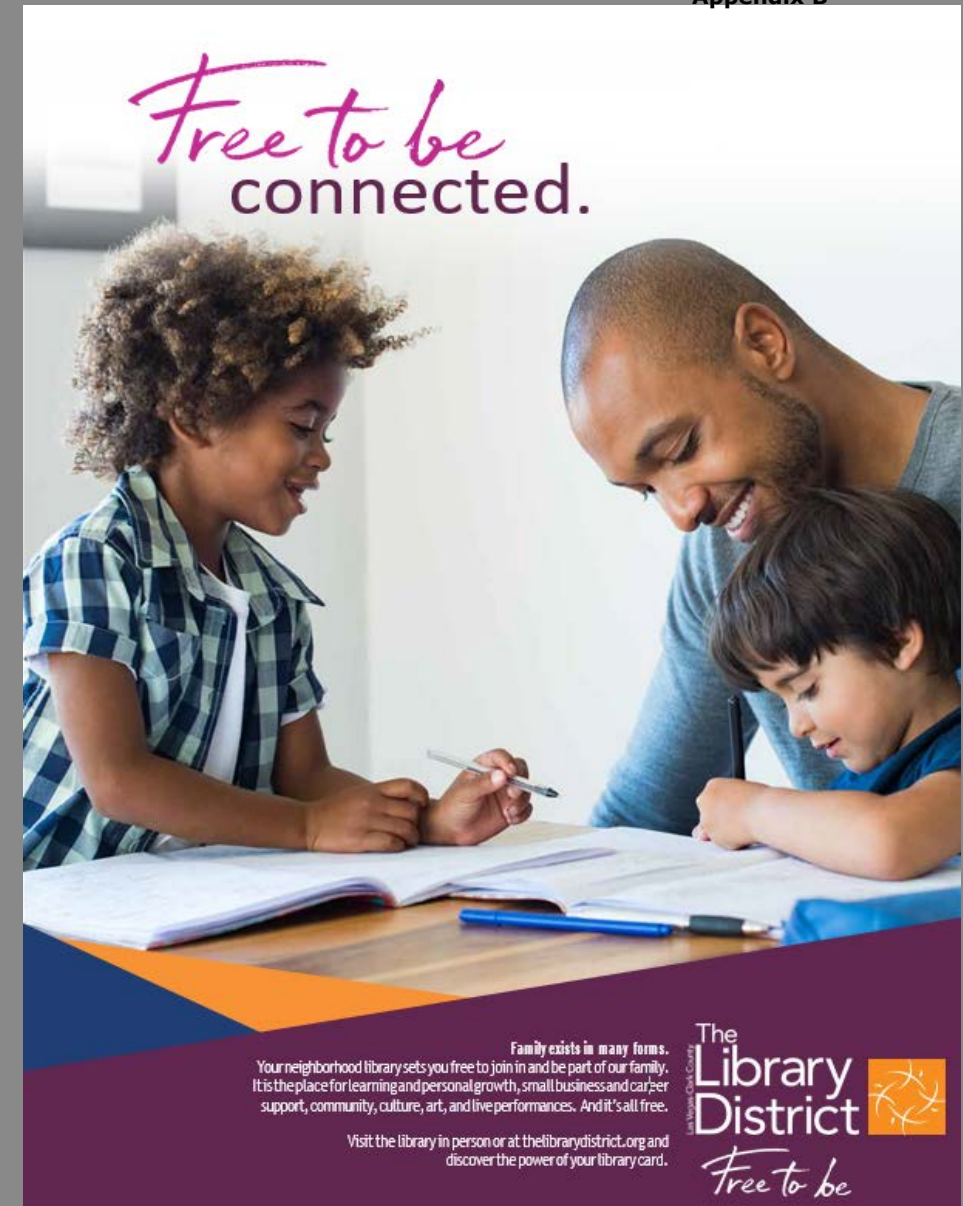


Free To Be Connected

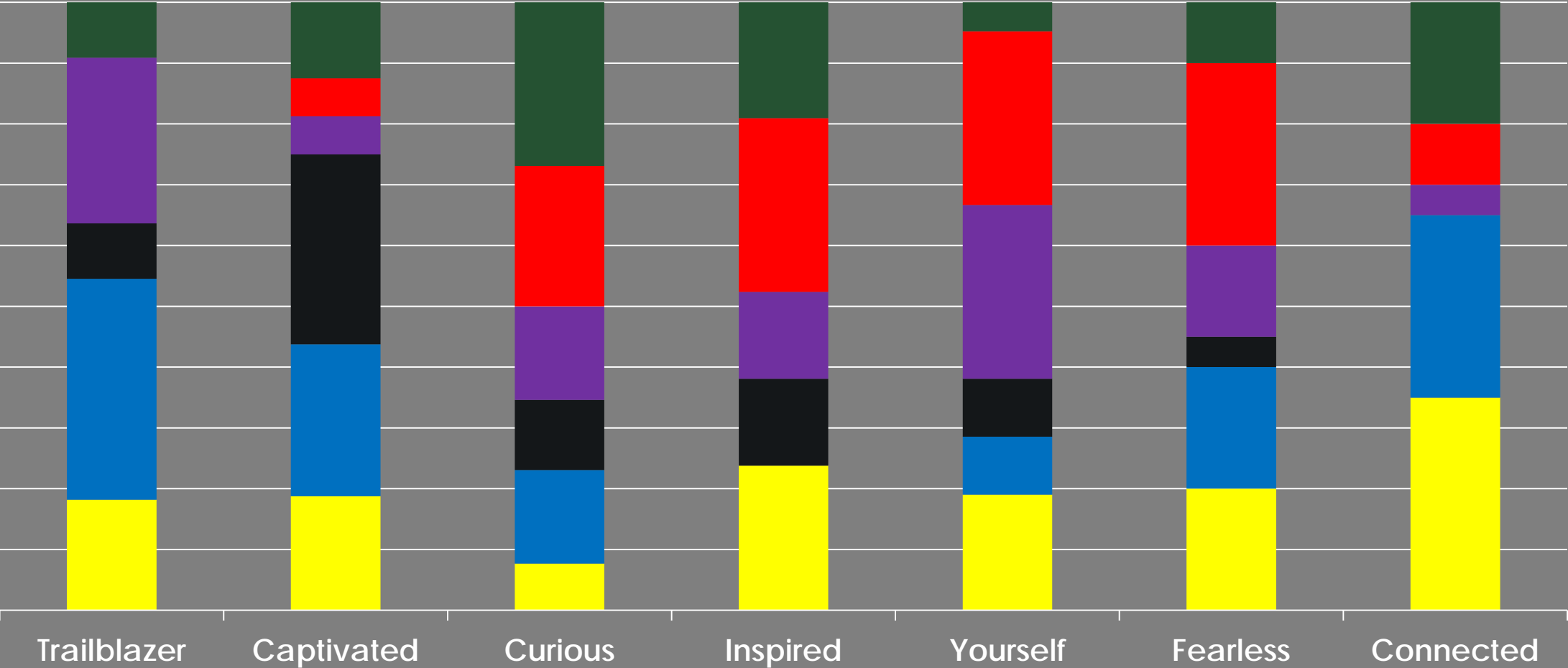
- Multigenerational interaction was popular, and received universal praise.
- This was the most popular execution among the Library Cardholder and Non-Cardholder Groups.
- There was concern that this made the library look like it was getting noisy.

"I like that they are being more proactive about letting people know what other resources are available. They are more than free books and free computers."

Multiethnic Non-Cardholder Respondent



Respondents Who Found the Campaign Most Motivating



- Library Cardholders
- Non-Cardholders
- Hispanics in English-Dominant Households
- Hispanics in Spanish-Dominant Households
- African-Americans
- Asian-Americans

Free To Be Summation

- After exposure to the Free To Be campaign, there was a significant positive shift in the overall perceptions of the library in all of the groups.
- People thought that the library could be fun, entertaining, empowering, and that they could develop a sense of community there.
- This shift in opinion was more pronounced in people who admitted that they were unfamiliar with the library at the beginning of the focus groups.
- There were still a small number of respondents who were not motivated to go to the library or go to the website at the end of the groups.

"[The Library] is a fun place with arts and performances...I would like to visit now."

Hispanic-American from English-Dominant Household Respondent

Thank You

MARKET RESEARCH: BRANDING AND AWARENESS CAMPAIGN

Executive Summary



PROJECT OVERVIEW

Project Objective and Research Methodology

Objective: The Las Vegas-Clark County Library District (“the Library District”) was interested in obtaining information about a proposed public information campaign. Specifically, the objective of the survey was to gauge public perceptions of the Library District, public awareness of its services and feedback related to a number of branding and advertising initiatives.

Survey Parameters:

Timeframe: February 2019

Method: Online

Respondents: Residents in the Library District’s service area (18 years+)

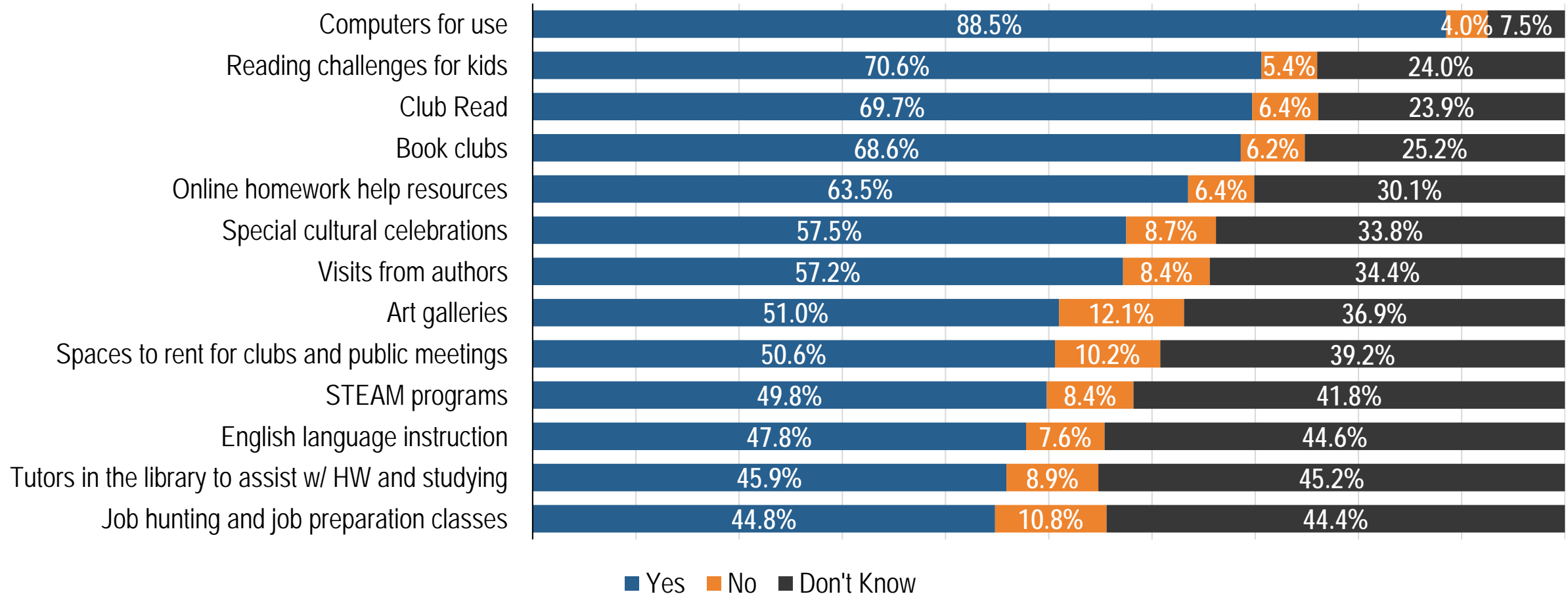
Sample: 1,000 completed surveys

Margin of Error: ±3.1% at the 95% confidence interval in aggregate

<u>Subgroups</u>	<u>Share</u>	<u>Margin of Error</u>
Cardholders	61.5%	4.0%
Non-Cardholders	38.5%	5.0%
Hispanic/Latino	28.1%	5.8%

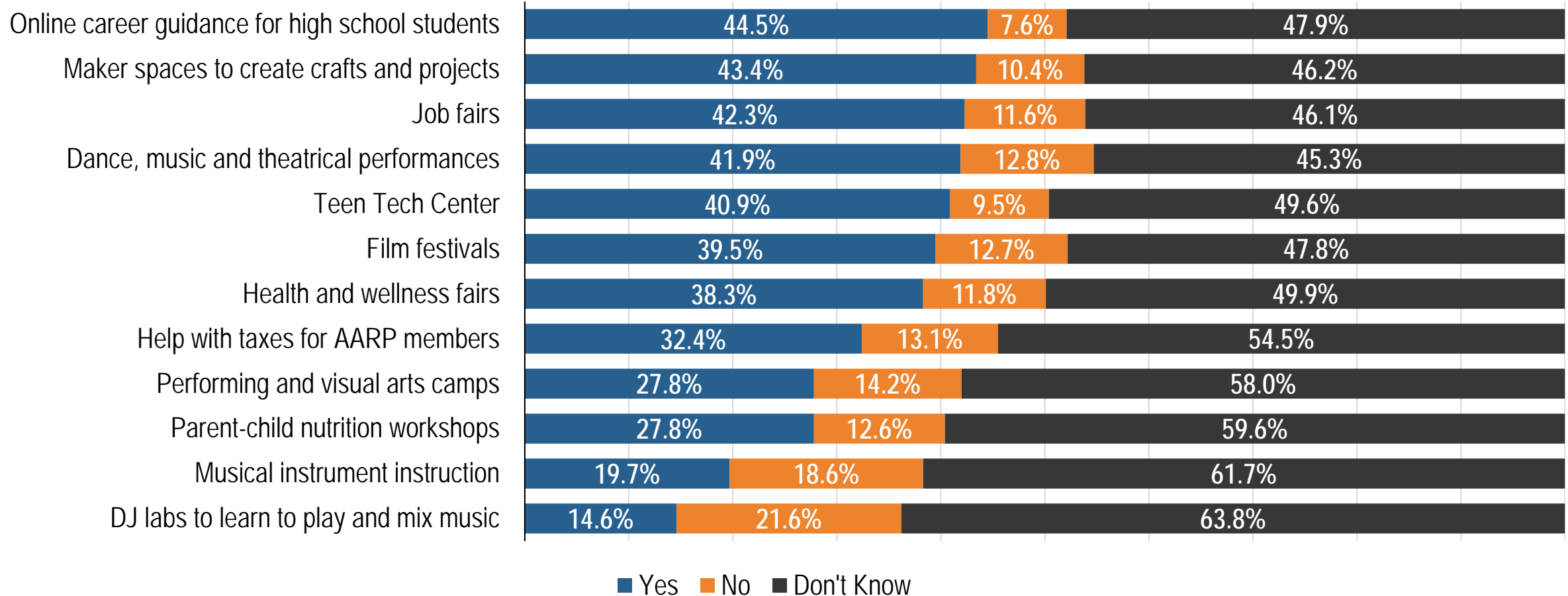
SURVEY RESULTS

Which of the following services and activities do you believe the Library District currently offers?



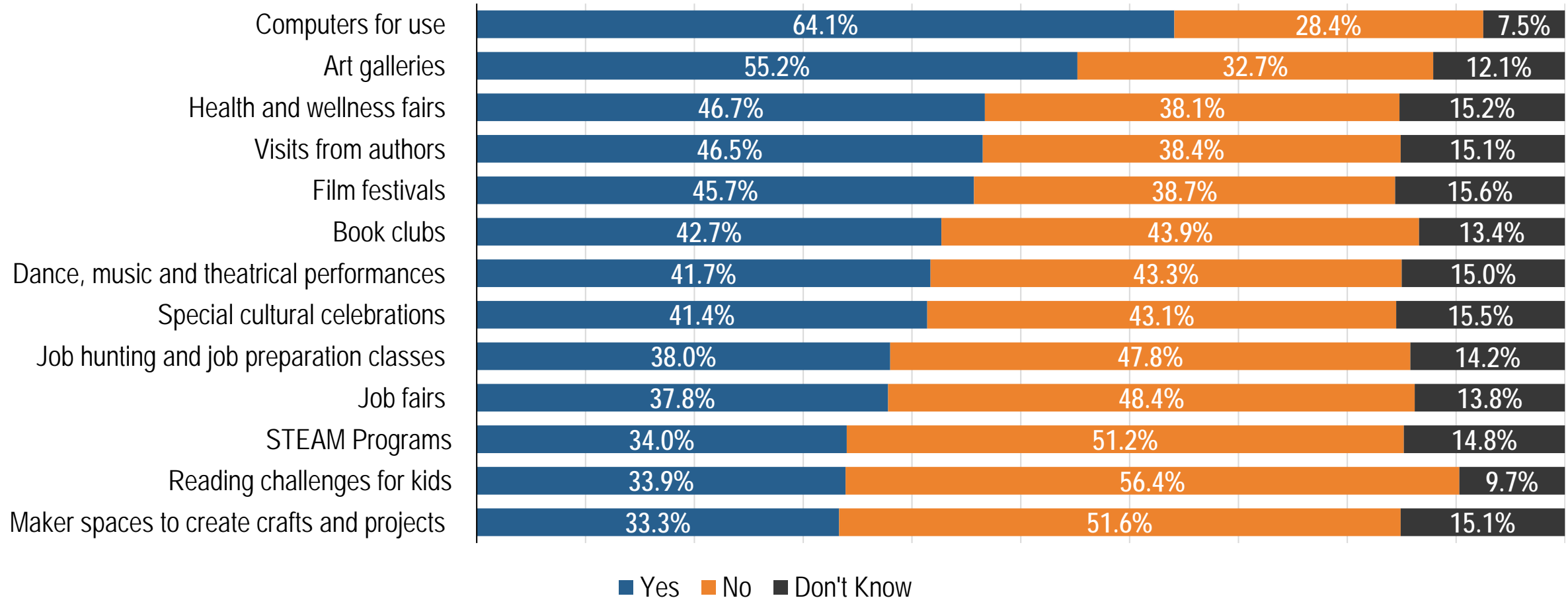
n=1,000

Which of the following services and activities do you believe the Library District currently offers? (cont.)



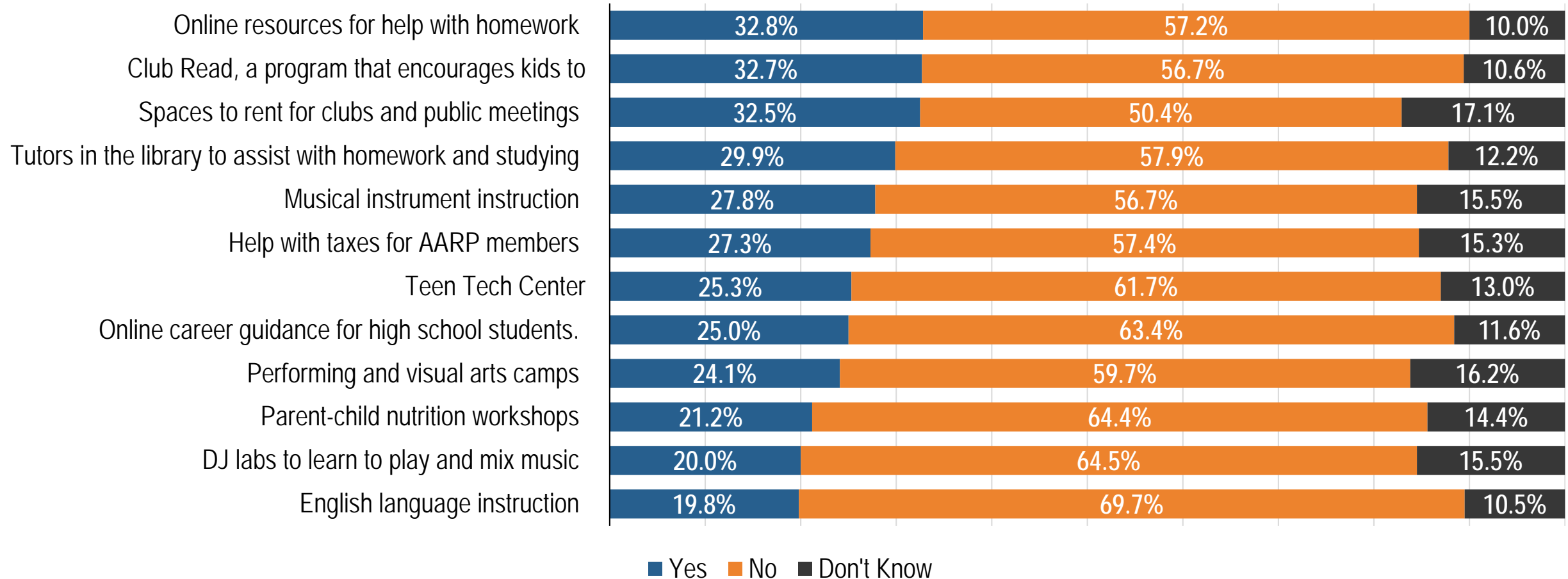
n=1,000

Which of the following services or activities have you used or would use at the library?



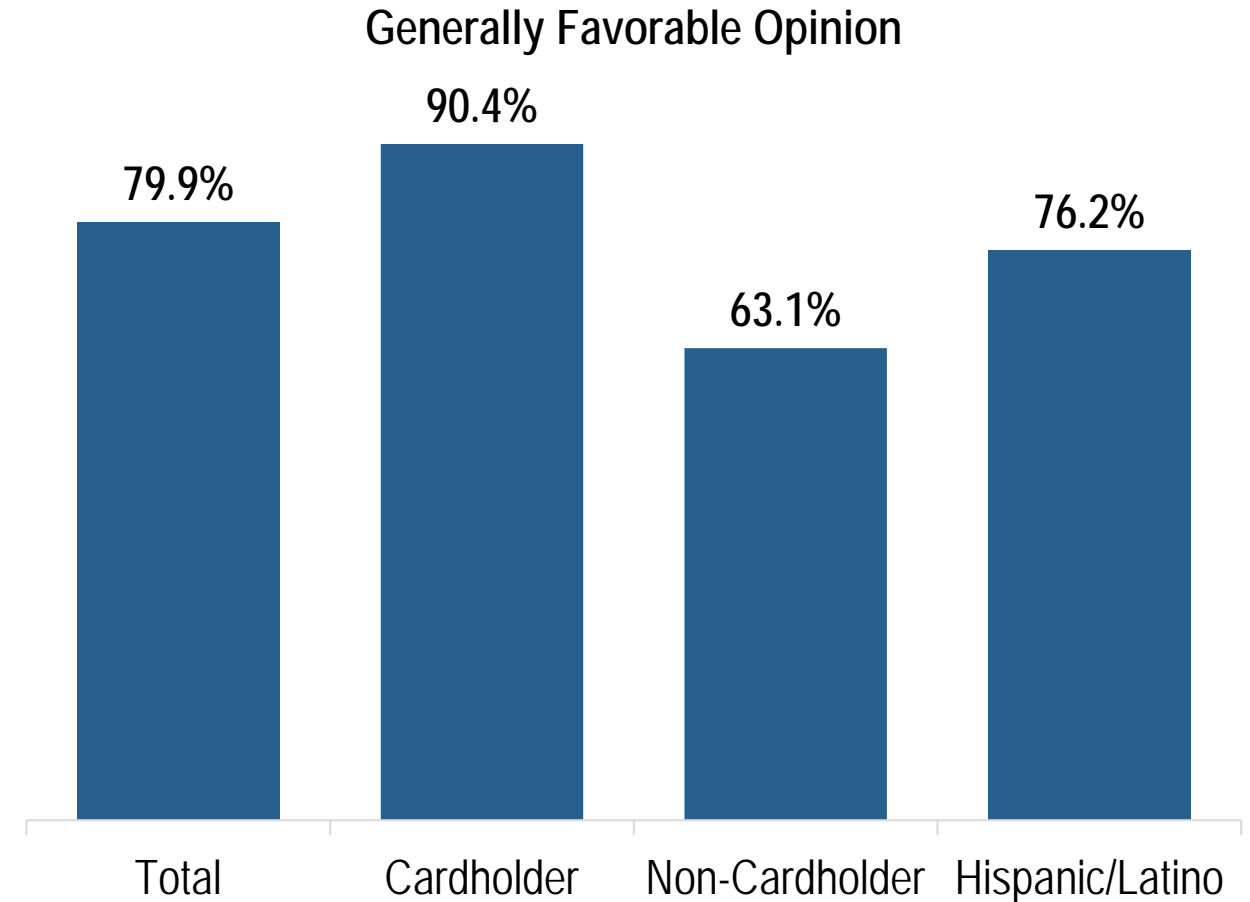
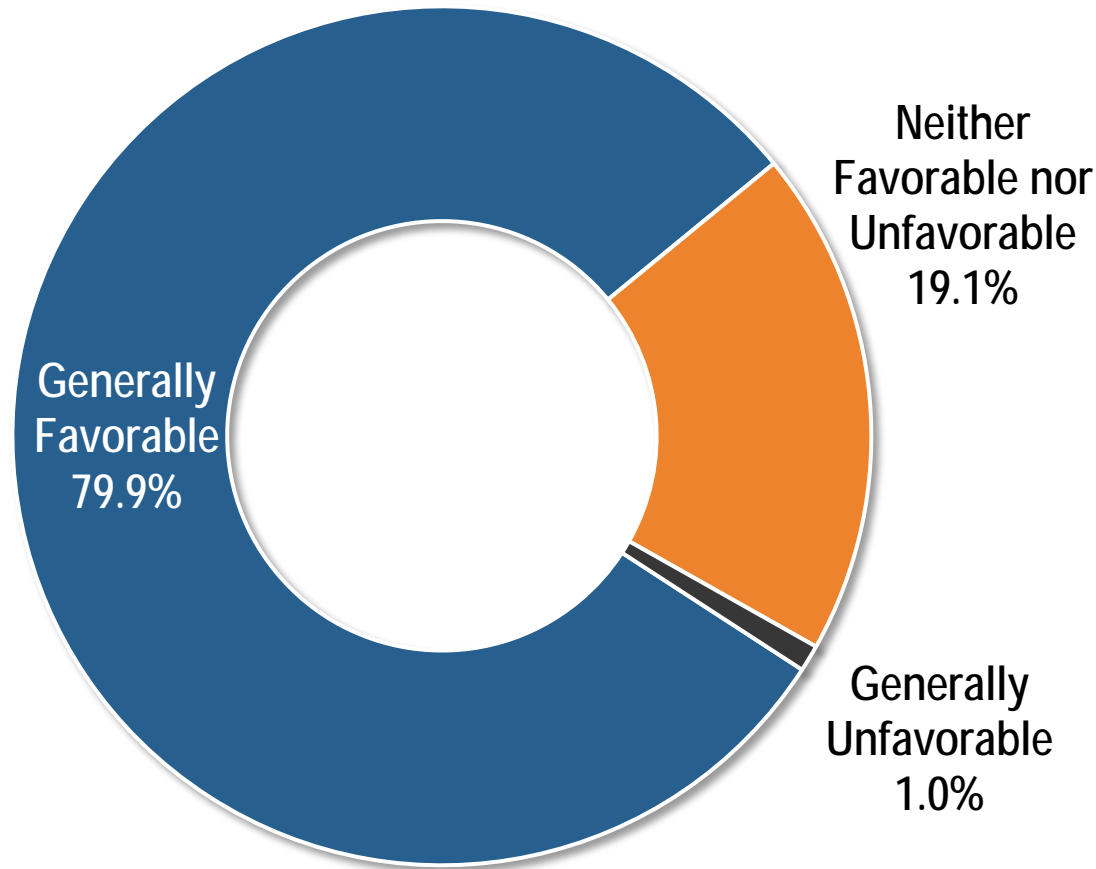
n=1,000

Which of the following services or activities have you used or would use at the library? (cont.)



n=1,000

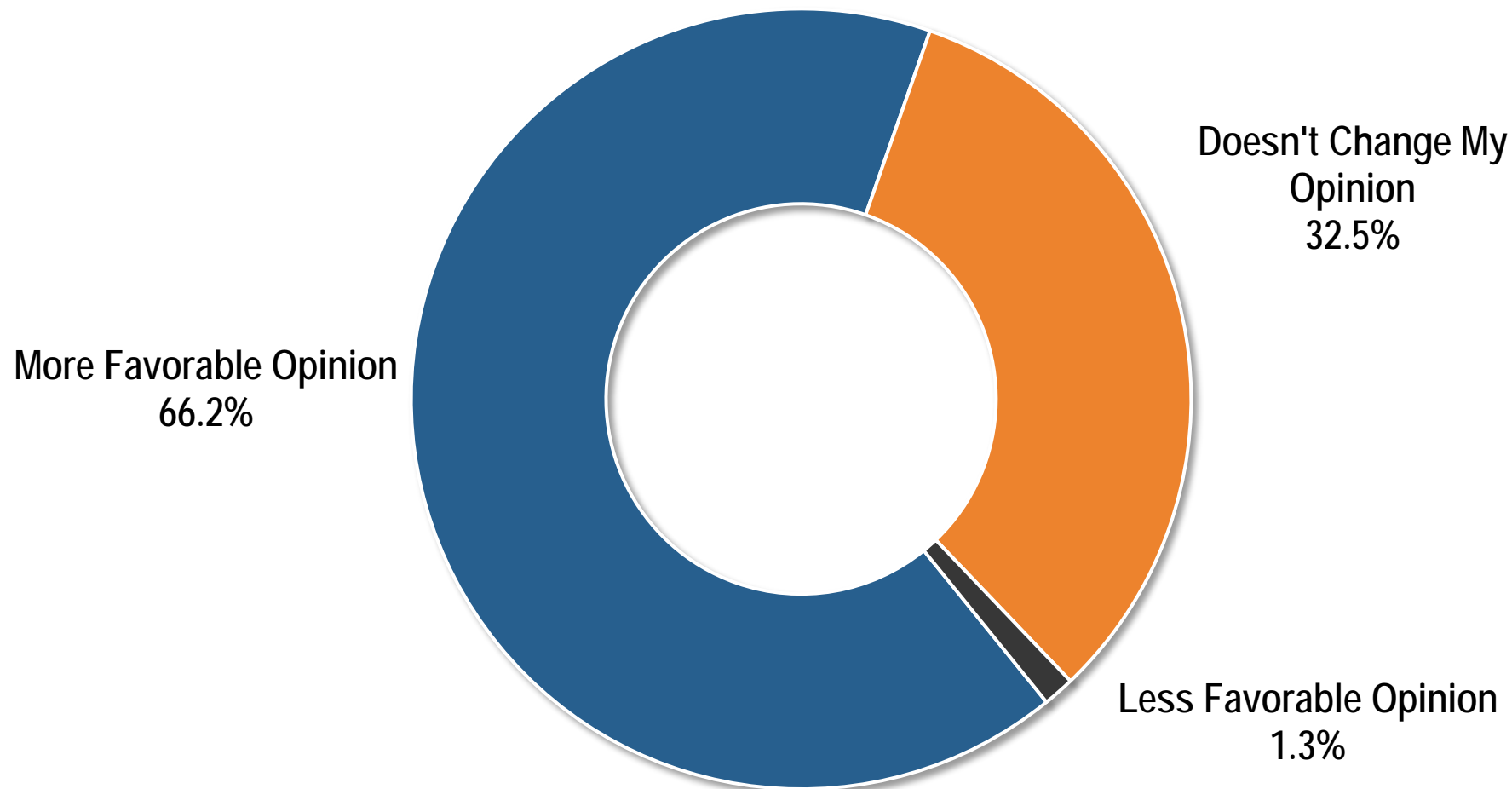
Overall, do you have a generally favorable or unfavorable opinion of the Library District?



n=1,000

“Our libraries provide connectivity, creativity, empowerment, and personal discovery for the diverse communities that we serve. Your neighborhood library is the place for learning, business and career services, community connections, arts, culture, and live performances. With so many offerings and opportunities, the library is a place where you are ‘free to be’ your true self and pursue your dreams.”

Does this statement give you a more or less favorable opinion of the Library District, or does it not change your opinion?



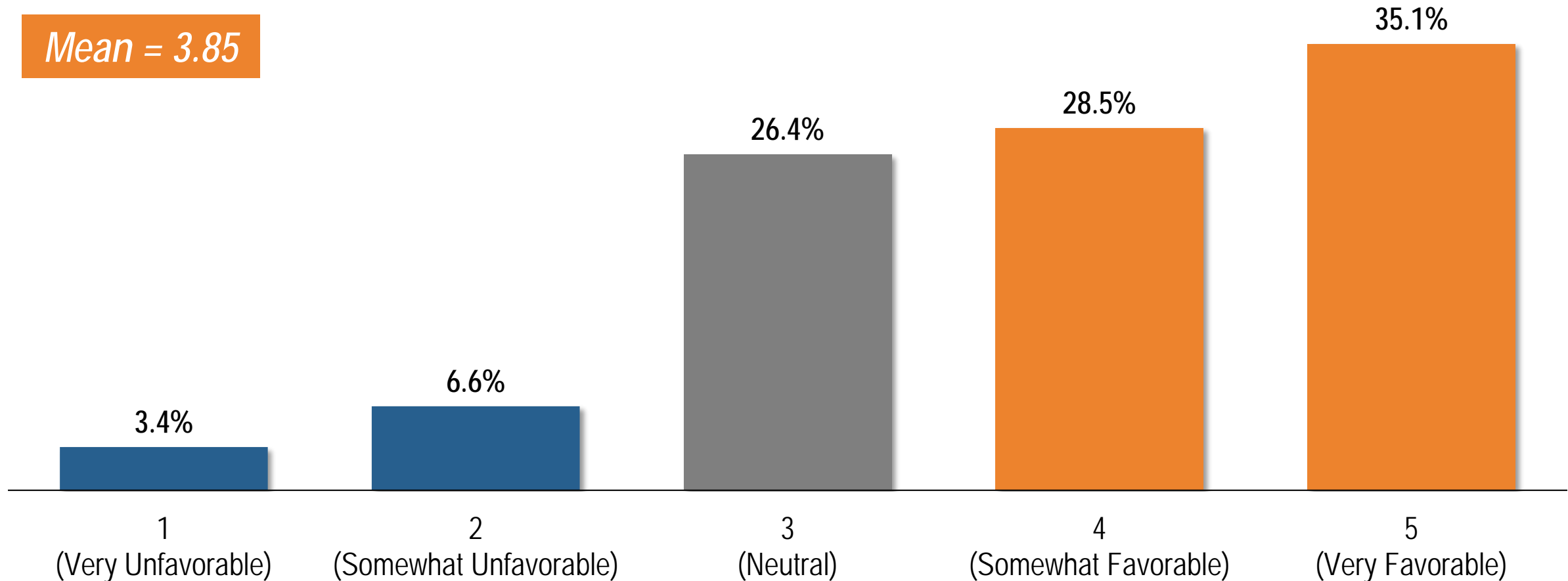
n=1,000

Favorability Assessment of 'Free to be':

On a scale of 1 (very unfavorable opinion) to 5 (very favorable opinion), please let us know your opinion of each 'free to be' phrase and statement and its appeal to people like you.

Free to be a trailblazer... You have dreams to pursue.

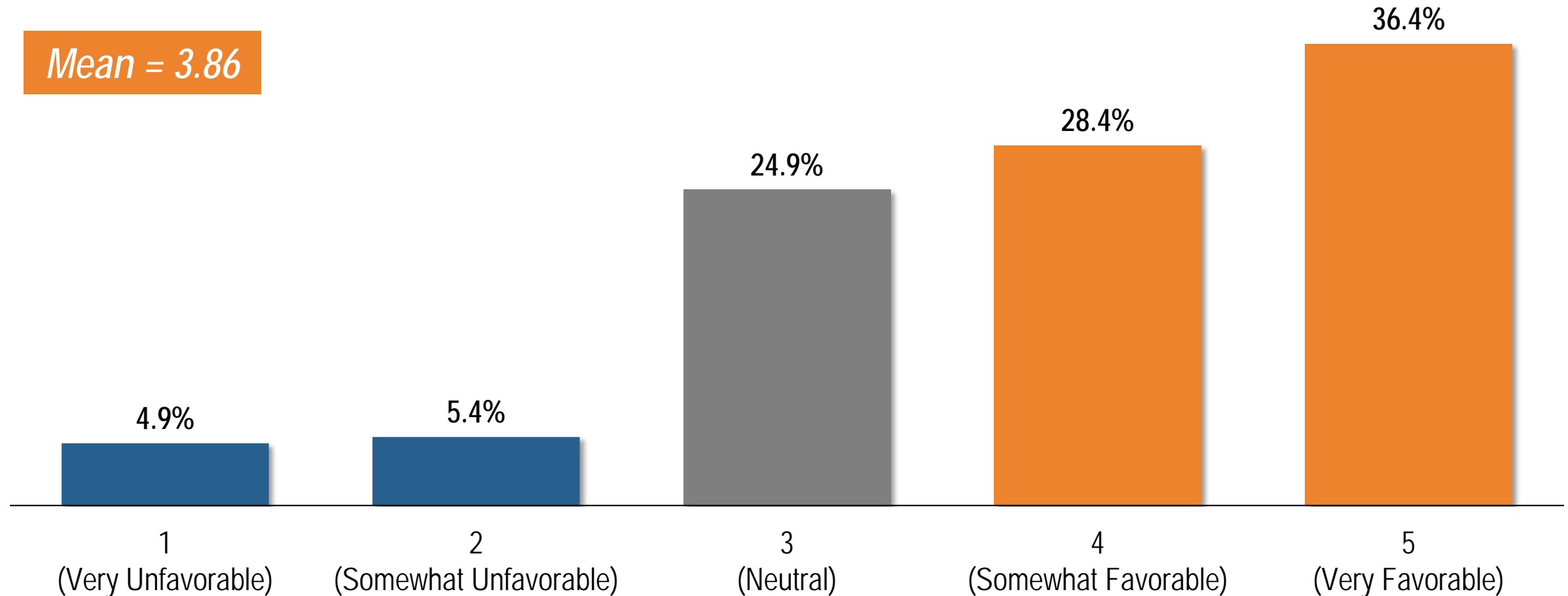
Mean = 3.85



n=1,000

Free to be captivated...Step into our world of live music, dance, art, comedy, and magic.

Mean = 3.86

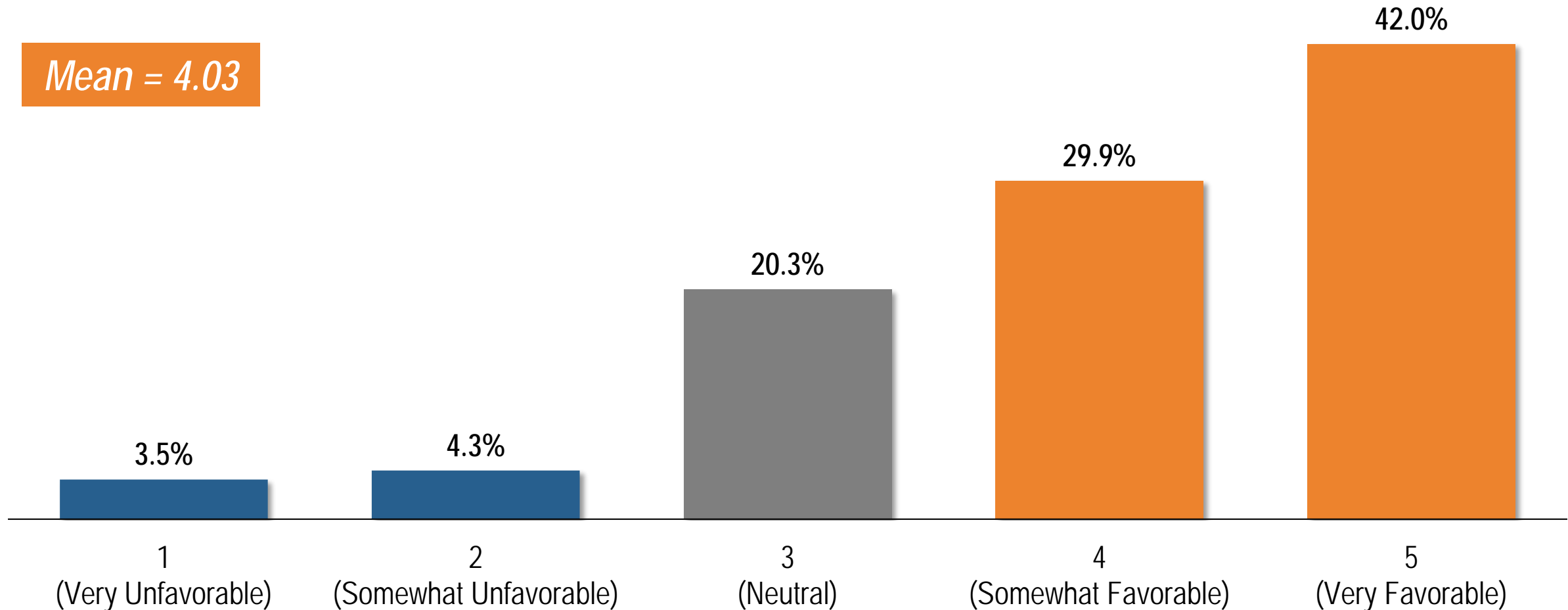


n=1,000

Free to be curious...

What are you searching for?

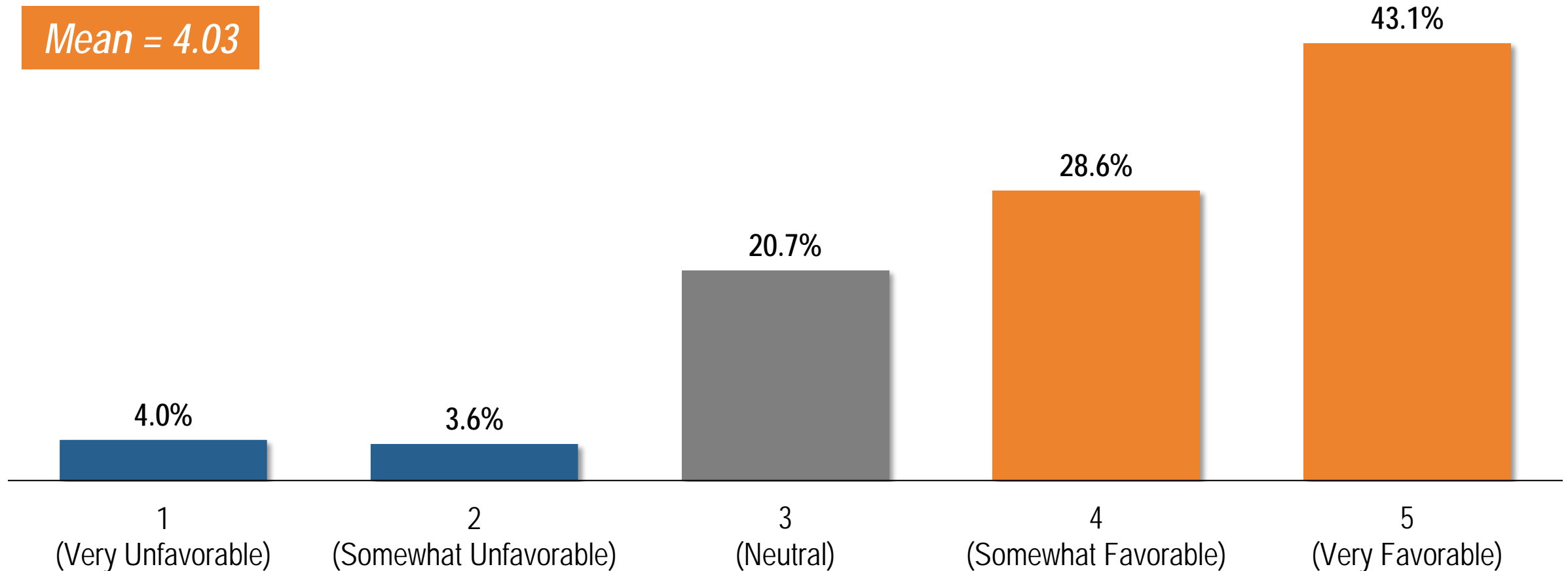
Mean = 4.03



n=1,000

Free to be inspired... Creativity lies within you.

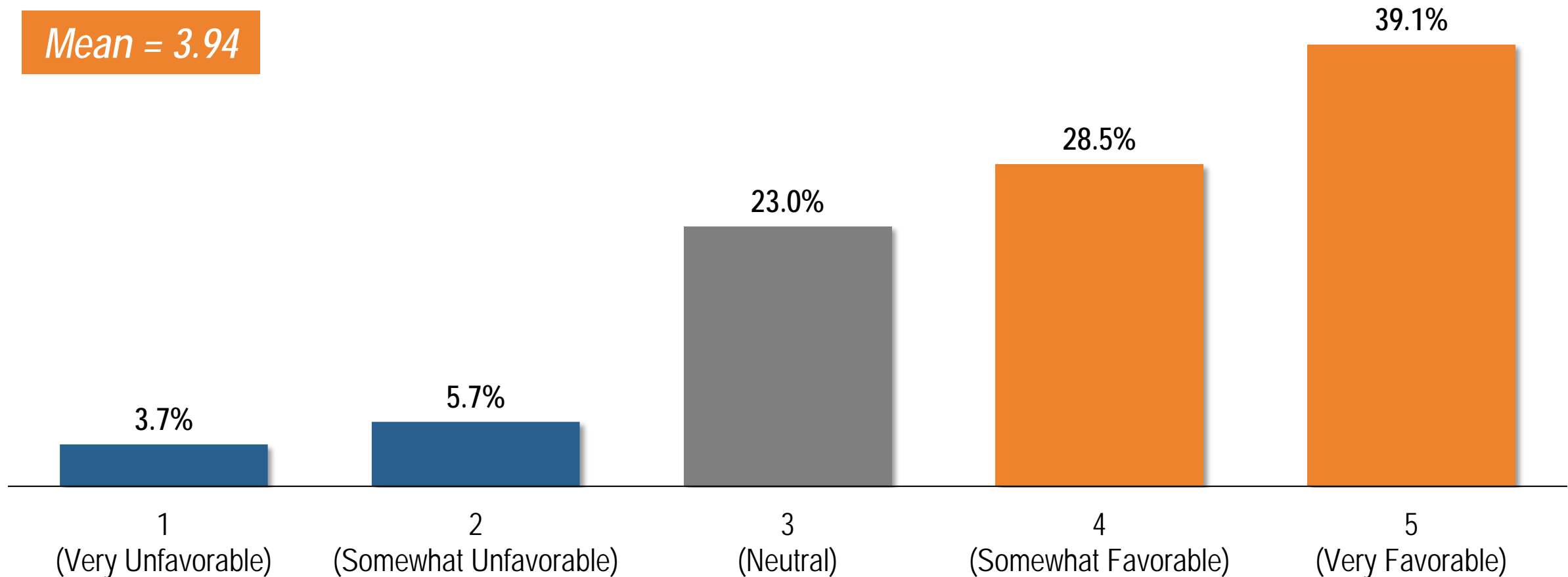
Mean = 4.03



n=1,000

Free to be yourself... Express your truest self.

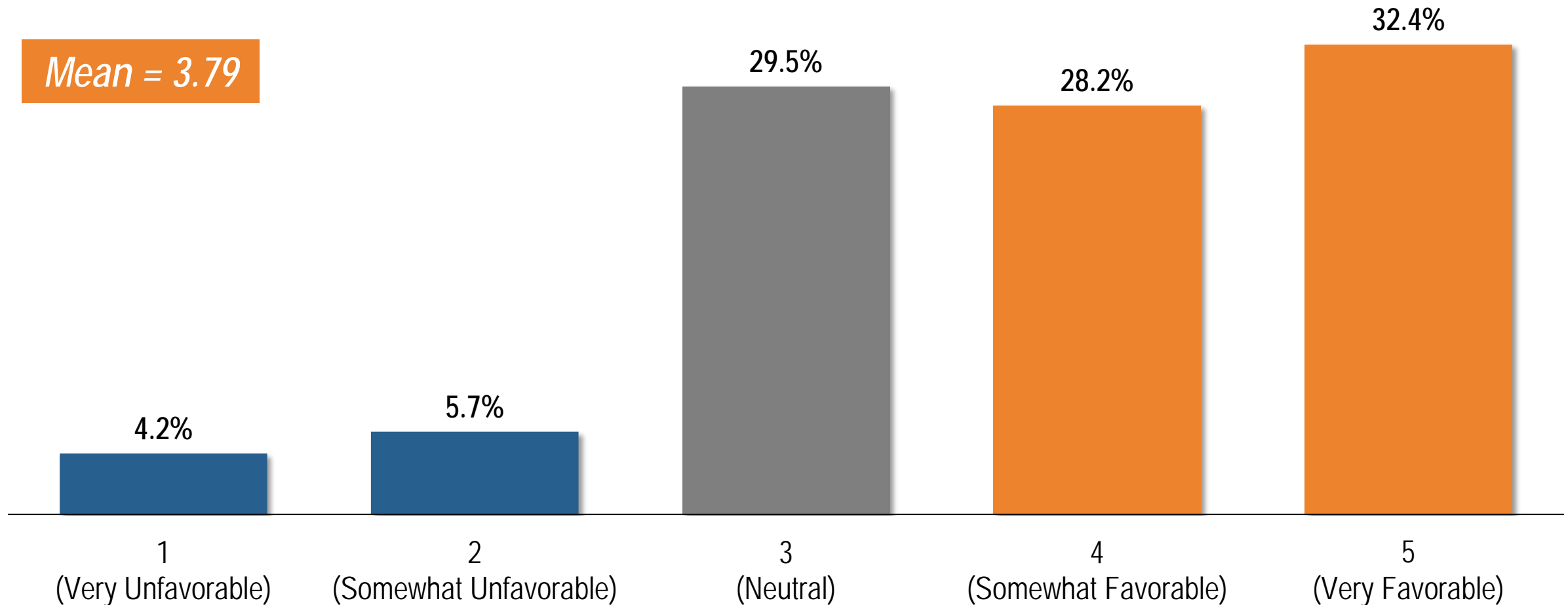
Mean = 3.94



n=1,000

Free to be connected...

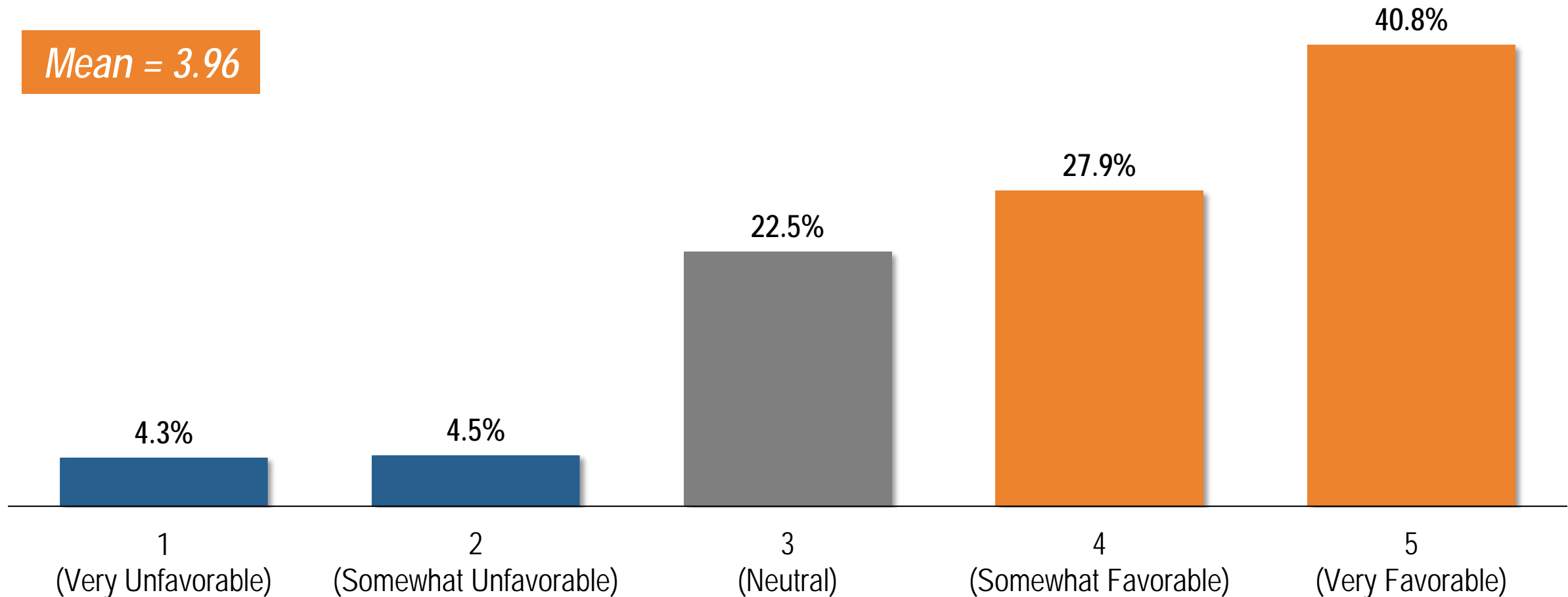
Family exists in many forms.



n=1,000

Free to be fearless... Believe you will succeed.

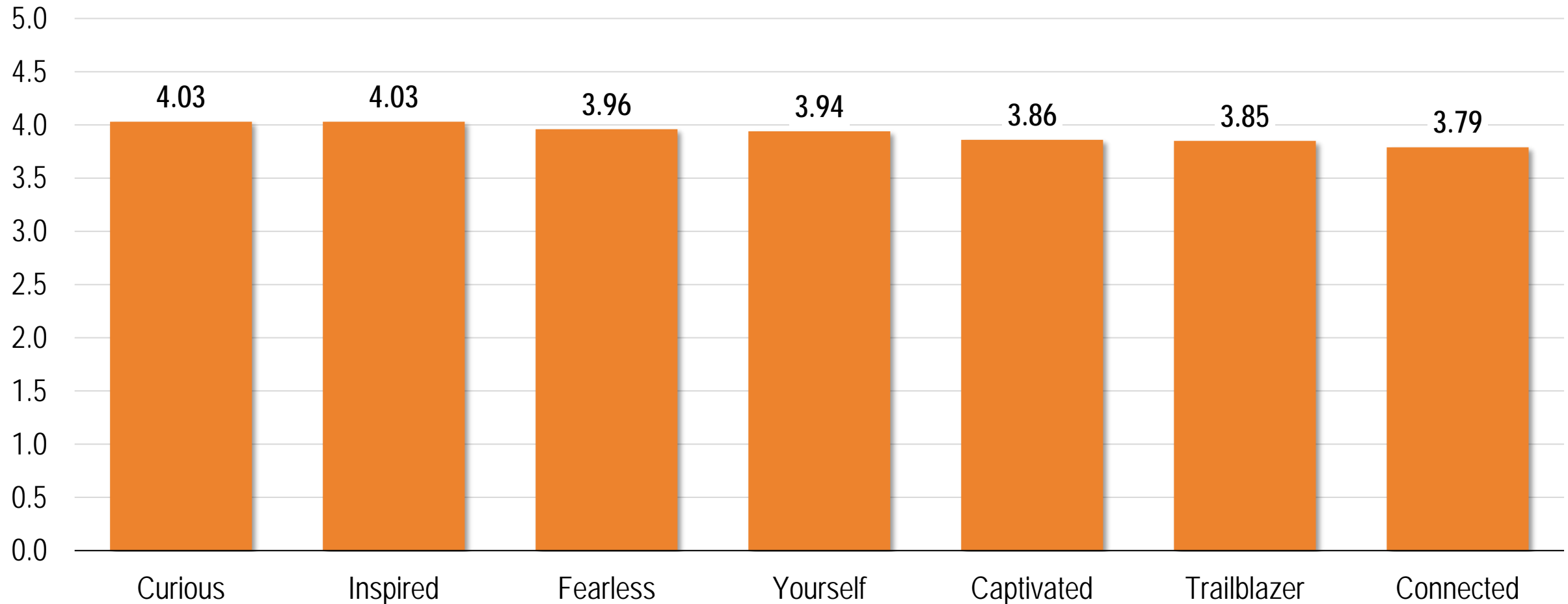
Mean = 3.96



n=1,000

"Free to be" Favorability Mean Score

Rankings



“Free to be” Favorability Mean Score

By Cardholder, Non-Cardholder and Hispanic/Latino

“Free to be” Concept	Total (n=1,000)	Cardholder (n=615)	Non-Cardholder (n=385)	Hispanic/Latino (n=281)
Curious	4.03	4.08	3.94	3.98
Inspired	4.03	4.09	3.94	4.00
Fearless	3.96	4.03	3.86	3.98
Yourself	3.94	3.99	3.86	3.95
Captivated	3.86	3.92	3.76	3.84
Trailblazer	3.85	3.90	3.78	3.77
Connected	3.79	3.82	3.73	3.84

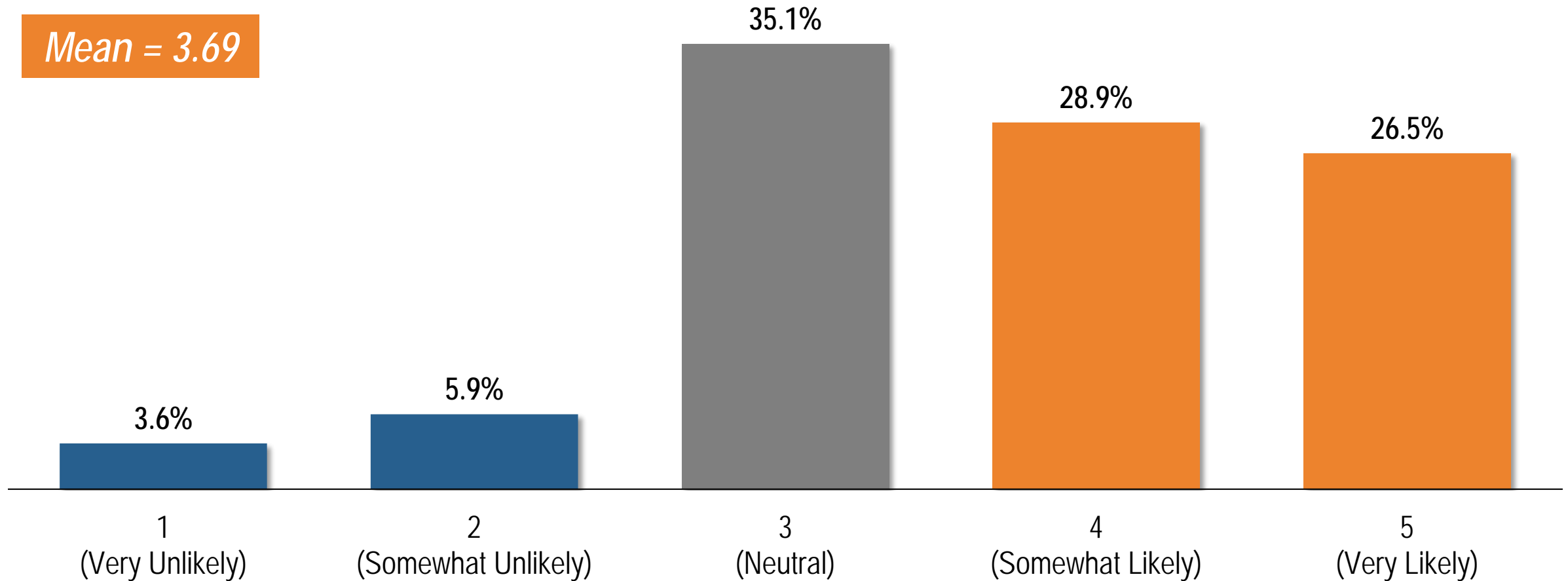
Persuasiveness Assessment of 'Free to be':

Based on these examples of the types of the 'free to be' phrase and statements, how likely is each concept to influence you to visit the library or utilize the services and programs offered. Please use a scale of 1 (very unlikely) to 5 (very likely), to indicate how persuasive the 'free to be' phrase and accompanying statement is in encouraging you to visit the library.

Free to be a trailblazer...

You have dreams to pursue.

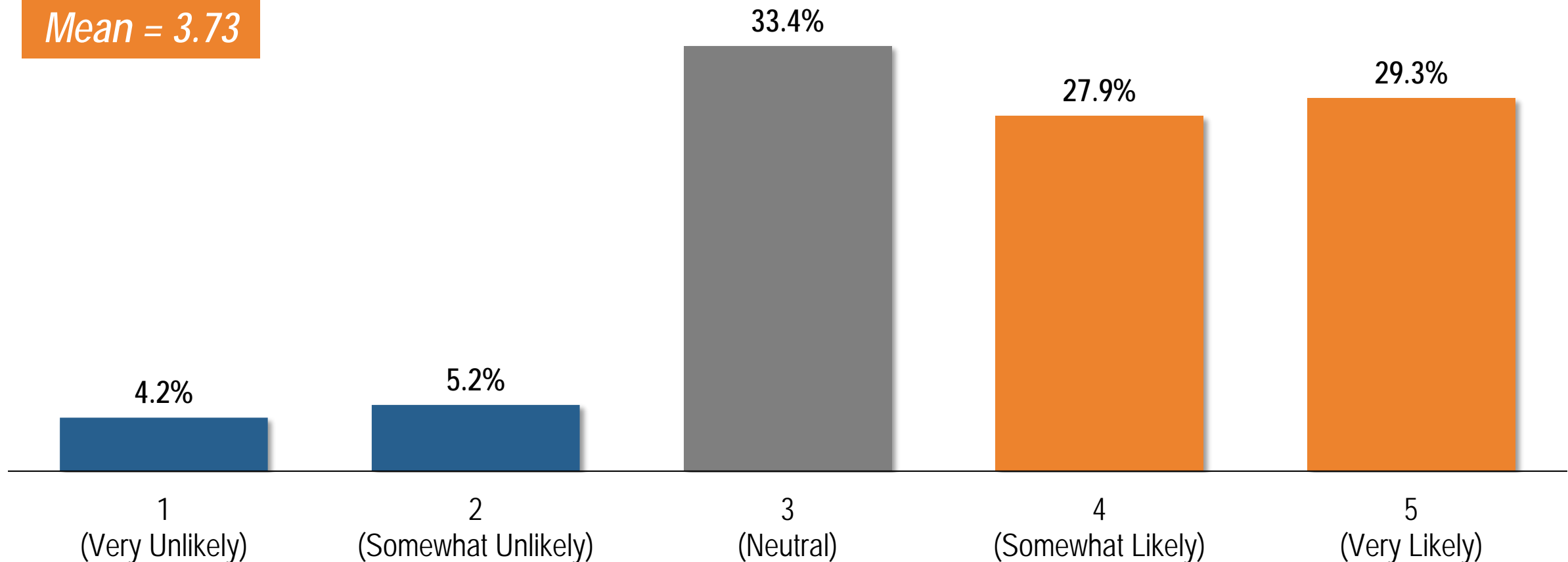
Mean = 3.69



n=1,000

Free to be captivated...Step into our world of live music, dance, art, comedy, and magic.

Mean = 3.73

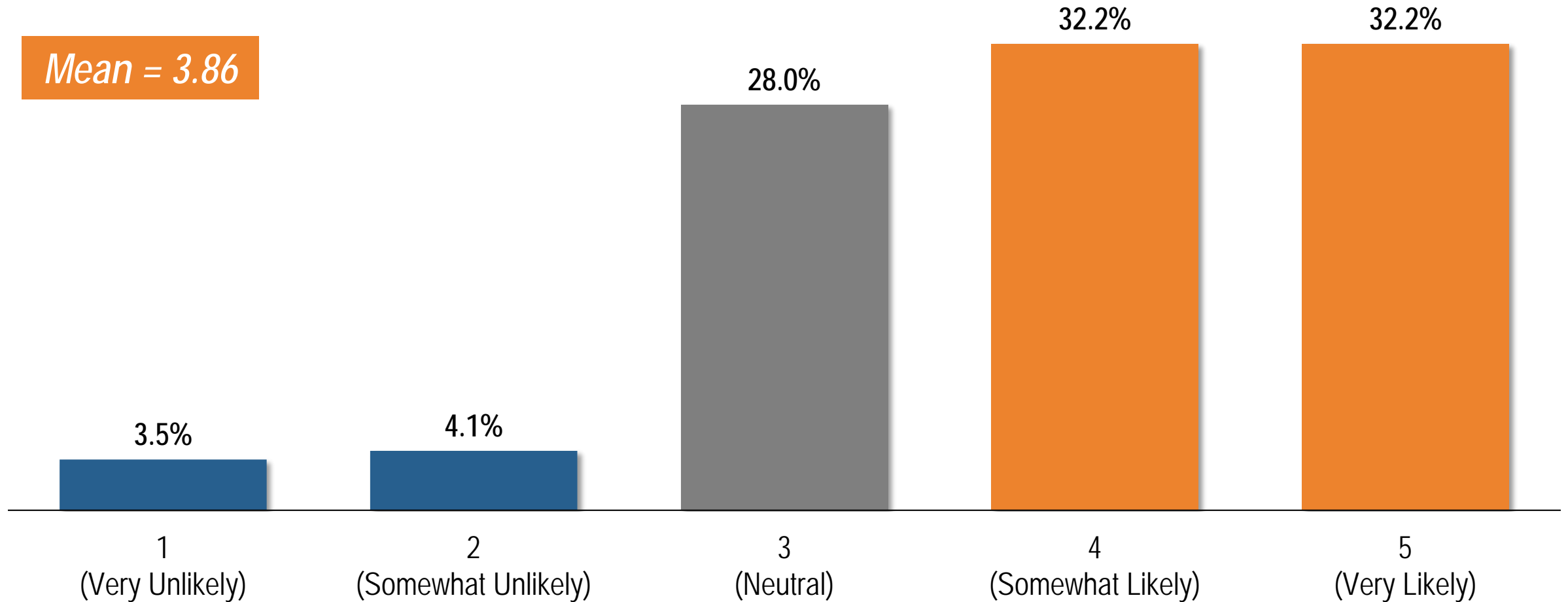


n=1,000

Free to be curious...

What are you searching for?

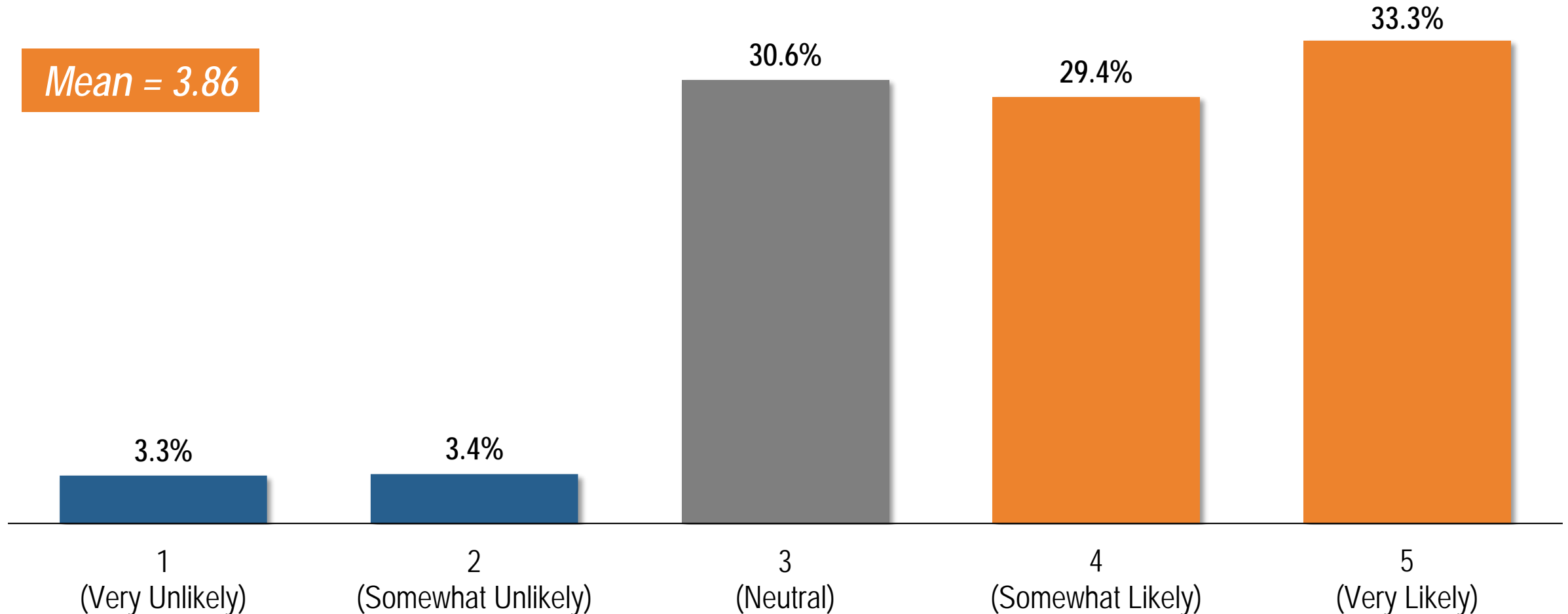
Mean = 3.86



n=1,000

Free to be inspired... Creativity lies within you.

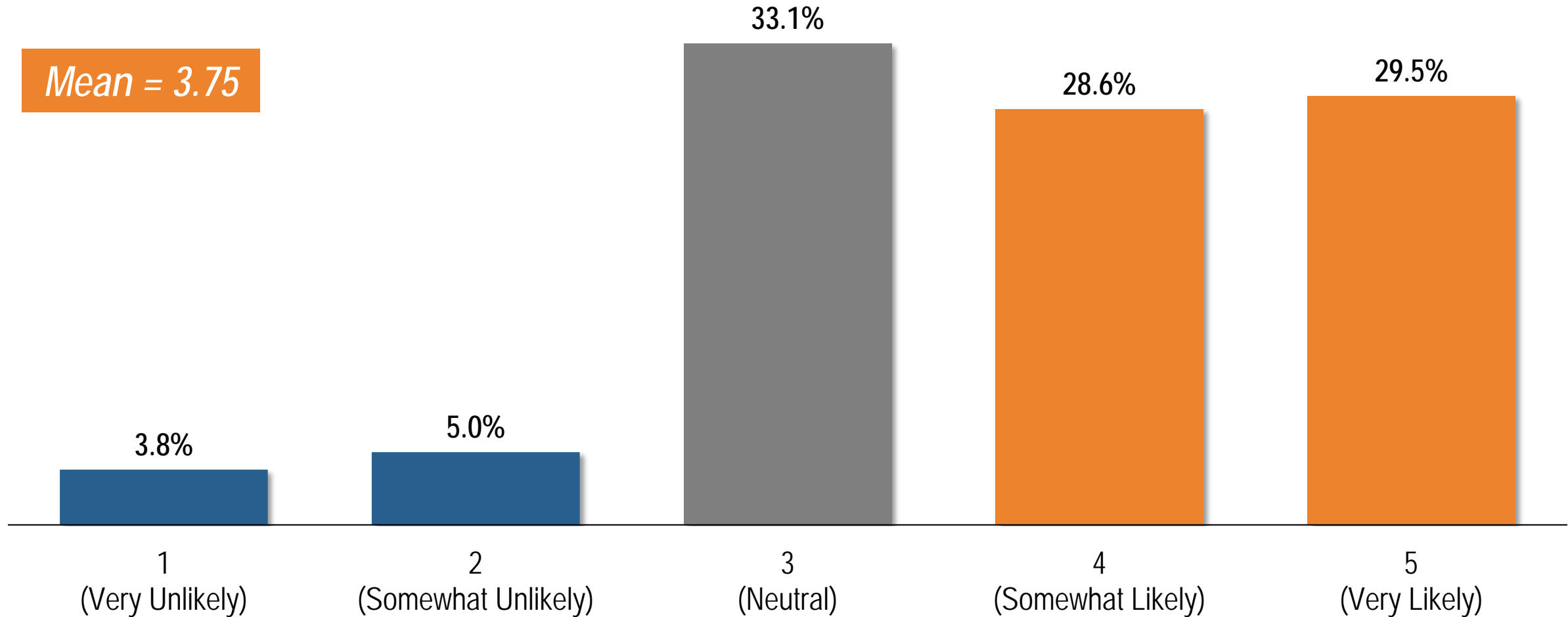
Mean = 3.86



n=1,000

Free to be yourself... Express your truest self.

Mean = 3.75

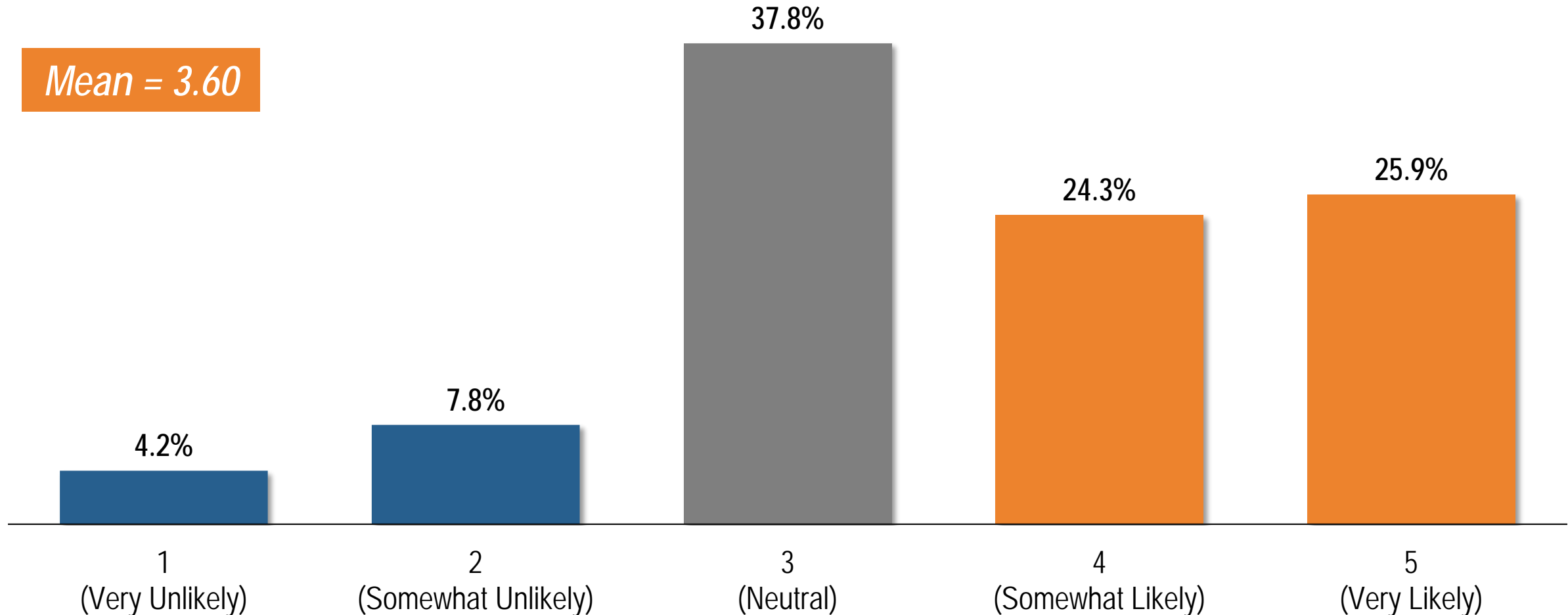


n=1,000

Free to be connected...

Family exists in many forms.

Mean = 3.60

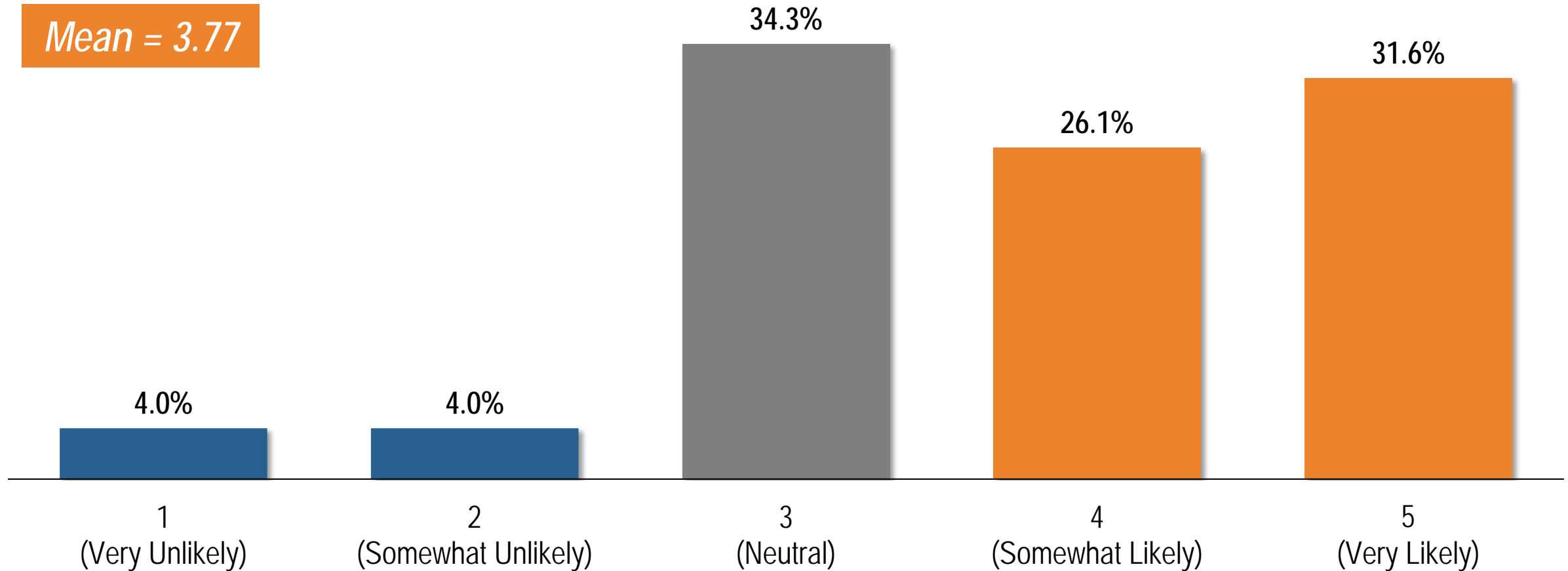


n=1,000

Free to be fearless...

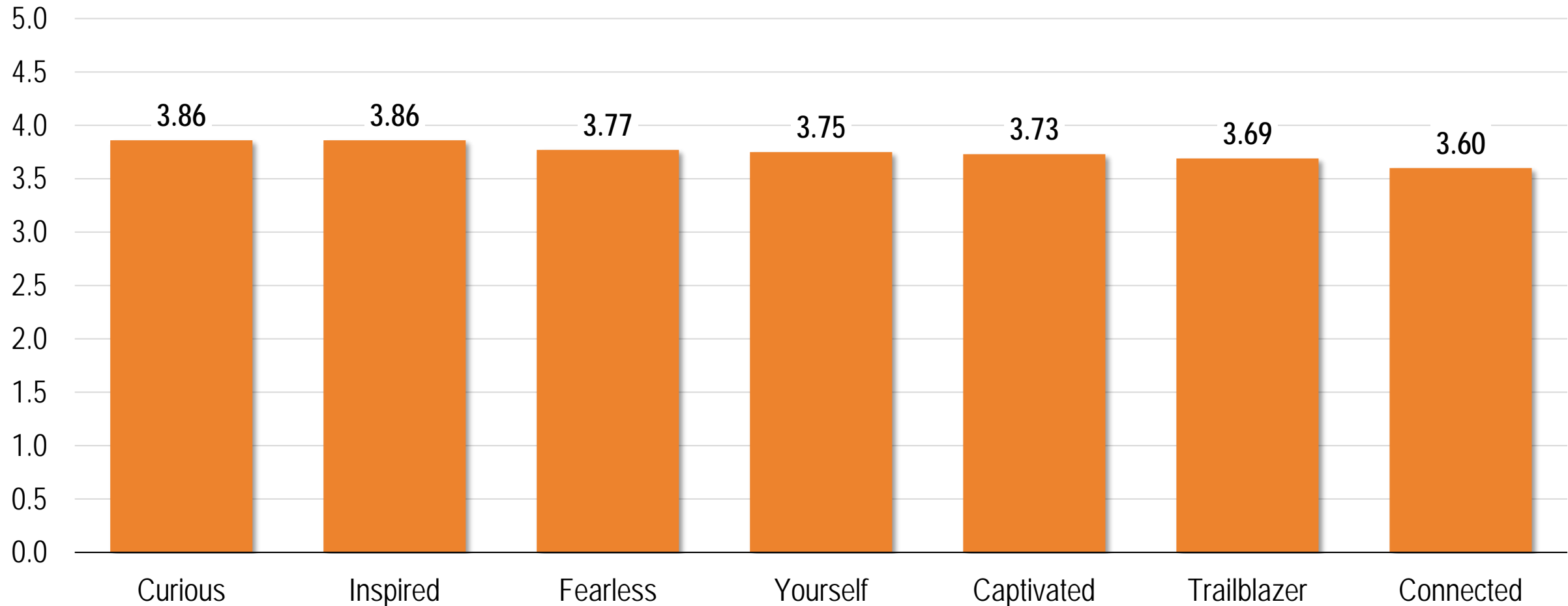
Believe you will succeed.

Mean = 3.77



n=1,000

"Free to be" Persuasiveness Mean Score Rankings



"Free to be" Persuasiveness Mean Score

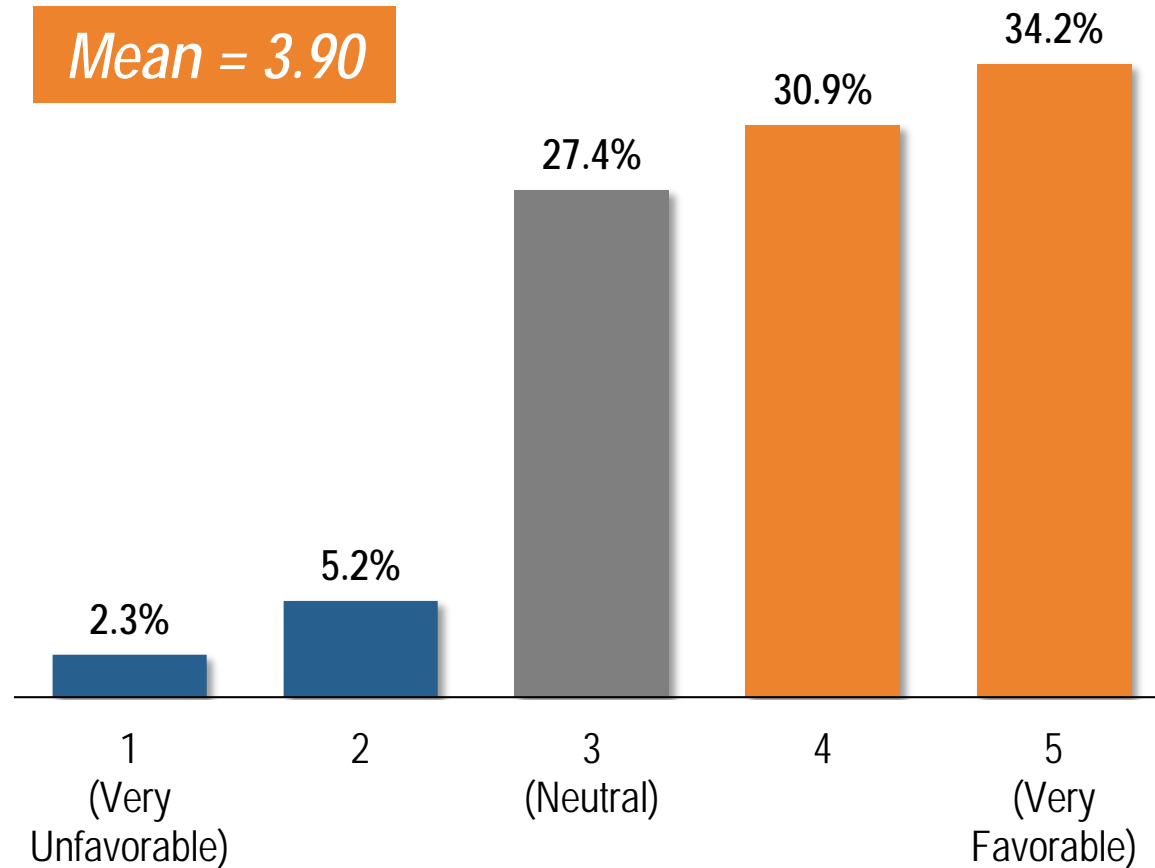
By Cardholder, Non-Cardholder and Hispanic/Latino

"Free to be" Concept	Total (n=1,000)	Cardholder (n=615)	Non-Cardholder (n=385)	Hispanic/Latino (n=281)
Curious	3.86	3.95	3.70	3.90
Inspired	3.86	3.95	3.72	4.02
Fearless	3.77	3.86	3.64	3.98
Yourself	3.75	3.81	3.65	3.95
Captivated	3.73	3.81	3.59	3.85
Trailblazer	3.69	3.77	3.56	3.76
Connected	3.60	3.67	3.49	3.81

Ad Execution Assessment of 'Free to be':

Each “free to be” phrase and statement may also include an image and additional description to further explain the concept and appeal to potential visitors of the library. Together the ‘free to be’ concept and image, along with the additional description, become unique advertisements to promote using the library. For each unique advertisement, please indicate your level of favorability towards the ad and the persuasiveness of the ad to encourage you to visit the library using the 5-point scales provided after viewing each ad.

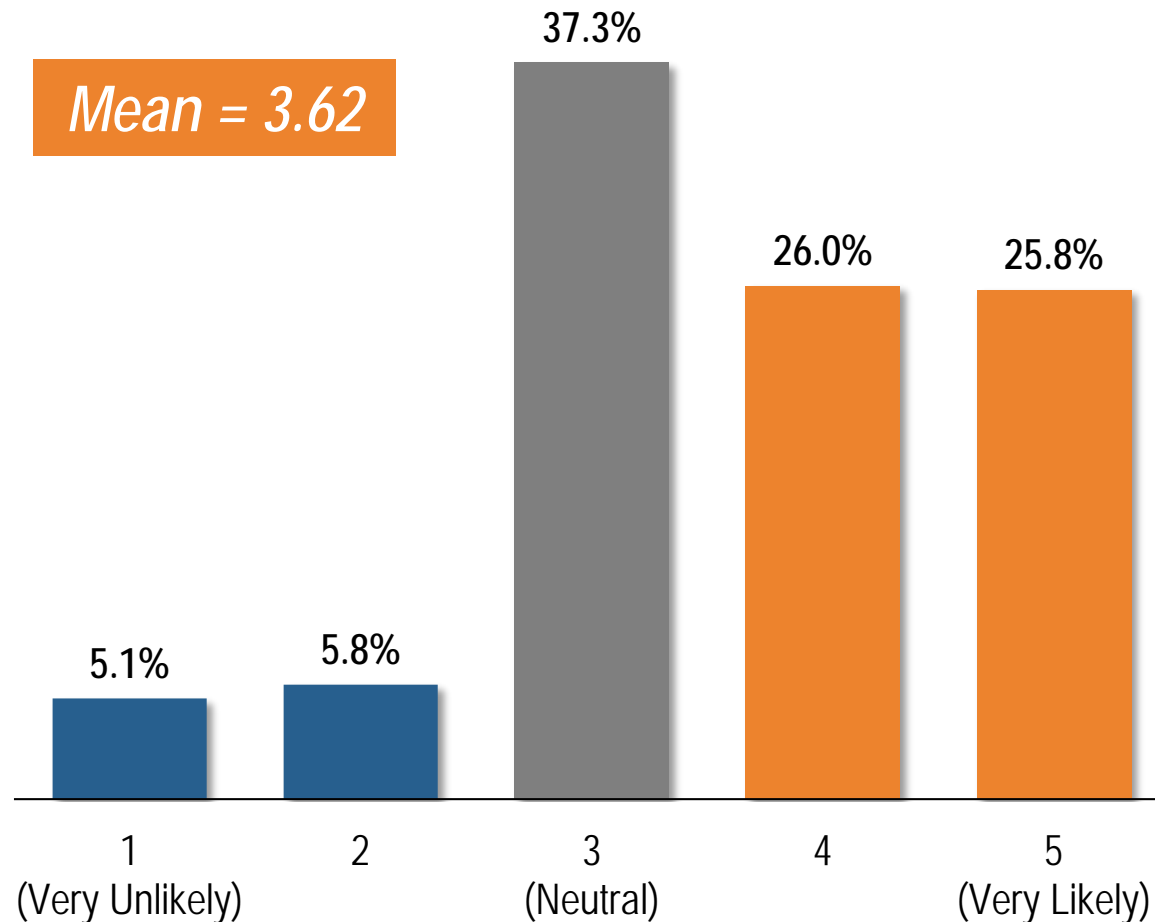
Free to be a trailblazer...You have dreams to pursue. (Favorability)



n=1,000



Free to be a trailblazer...You have dreams to pursue. (Persuasiveness)

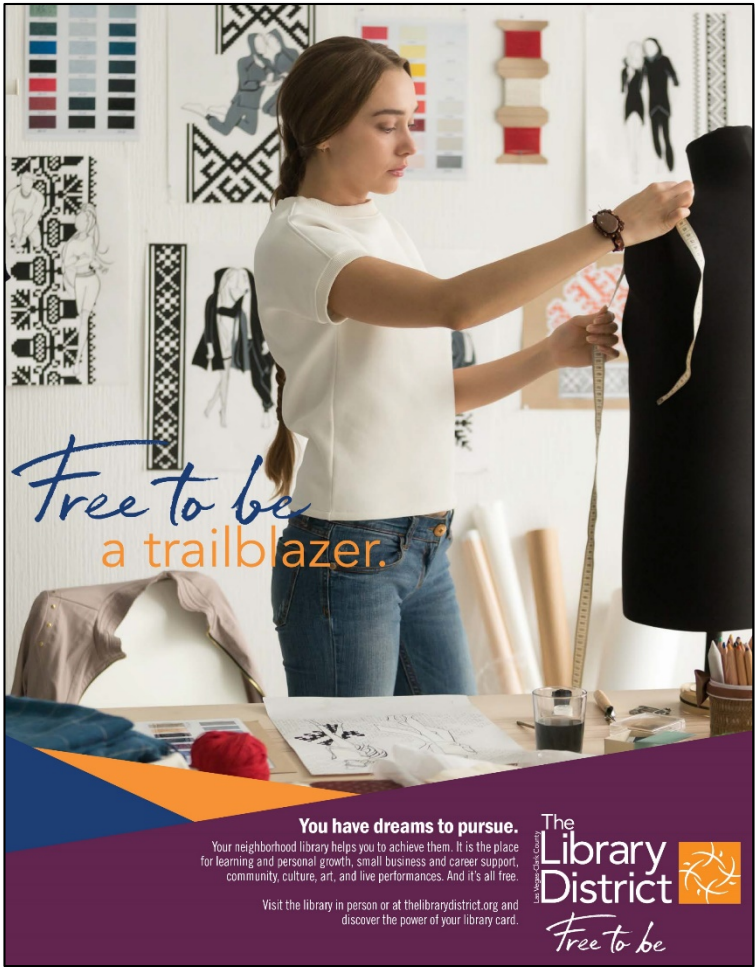


n=1,000



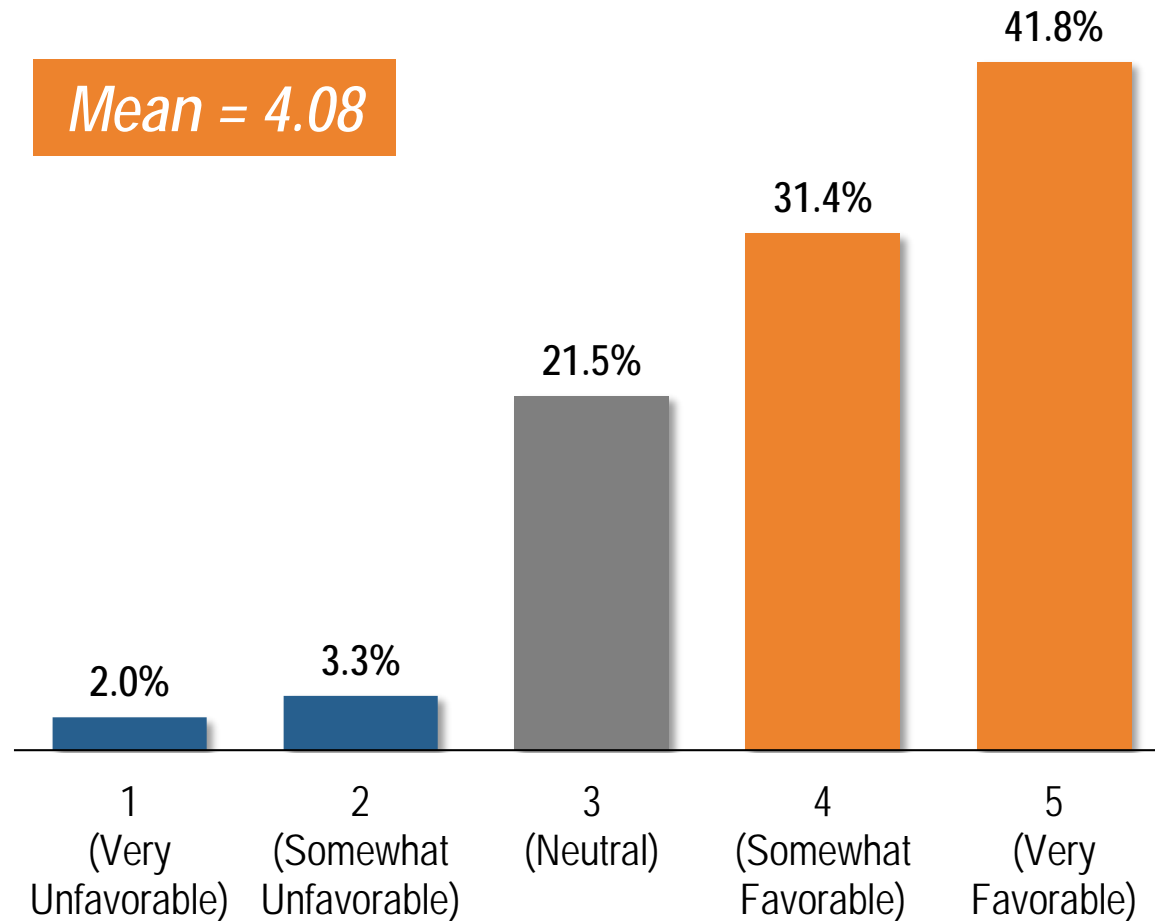
“Free to be a Trailblazer” Mean Score

By Cardholder, Non-Cardholder and Hispanic/Latino



	N=	Favorability	Persuasiveness
Total	1,000	3.90	3.62
Cardholder	615	3.95	3.71
Non-Cardholder	385	3.80	3.47
Hispanic/Latino	281	3.99	3.87

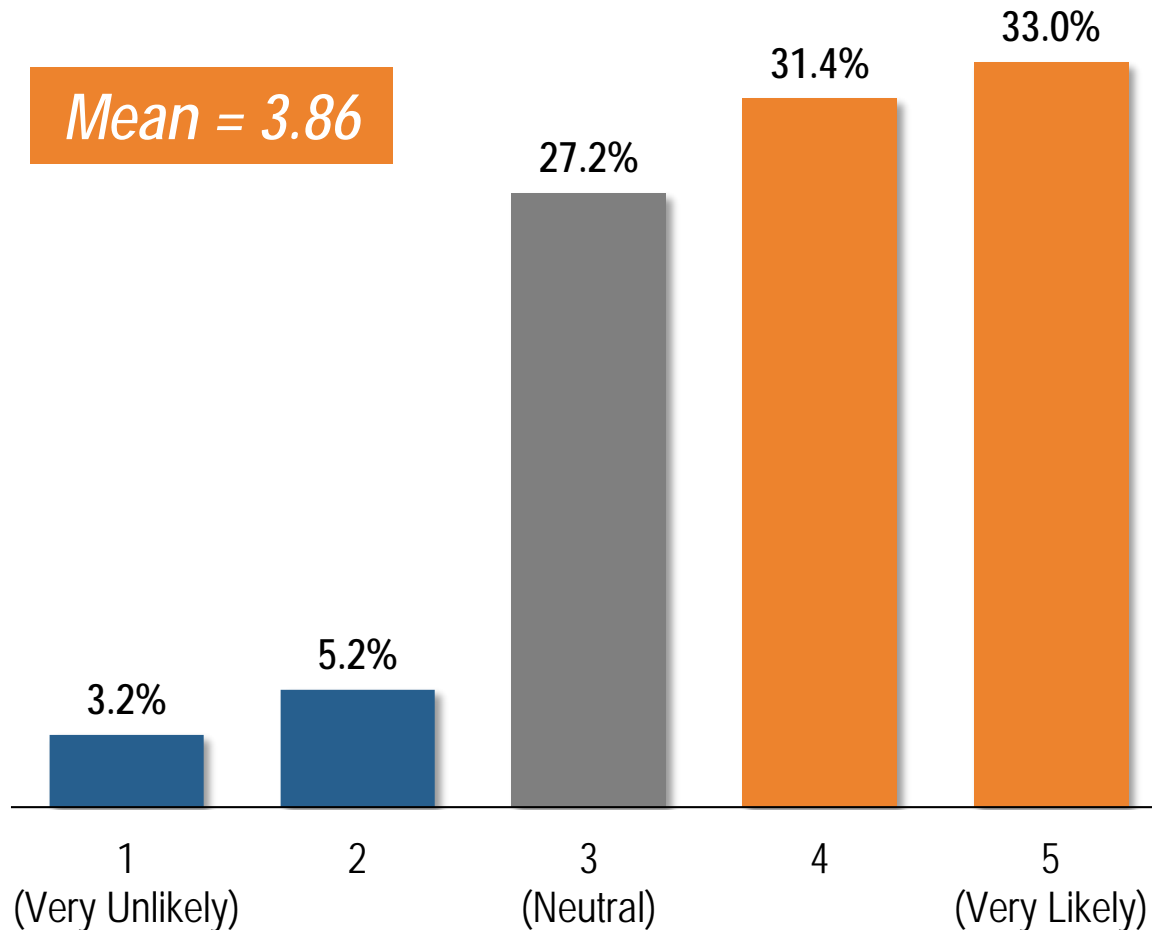
Free to be captivated...Step into our world of live music, dance, art, comedy, and magic. (*Favorability*)



n=1,000



Free to be captivated...Step into our world of live music, dance, art, comedy, and magic. (*Persuasiveness*)



n=1,000



“Free to be Captivated” Mean Score

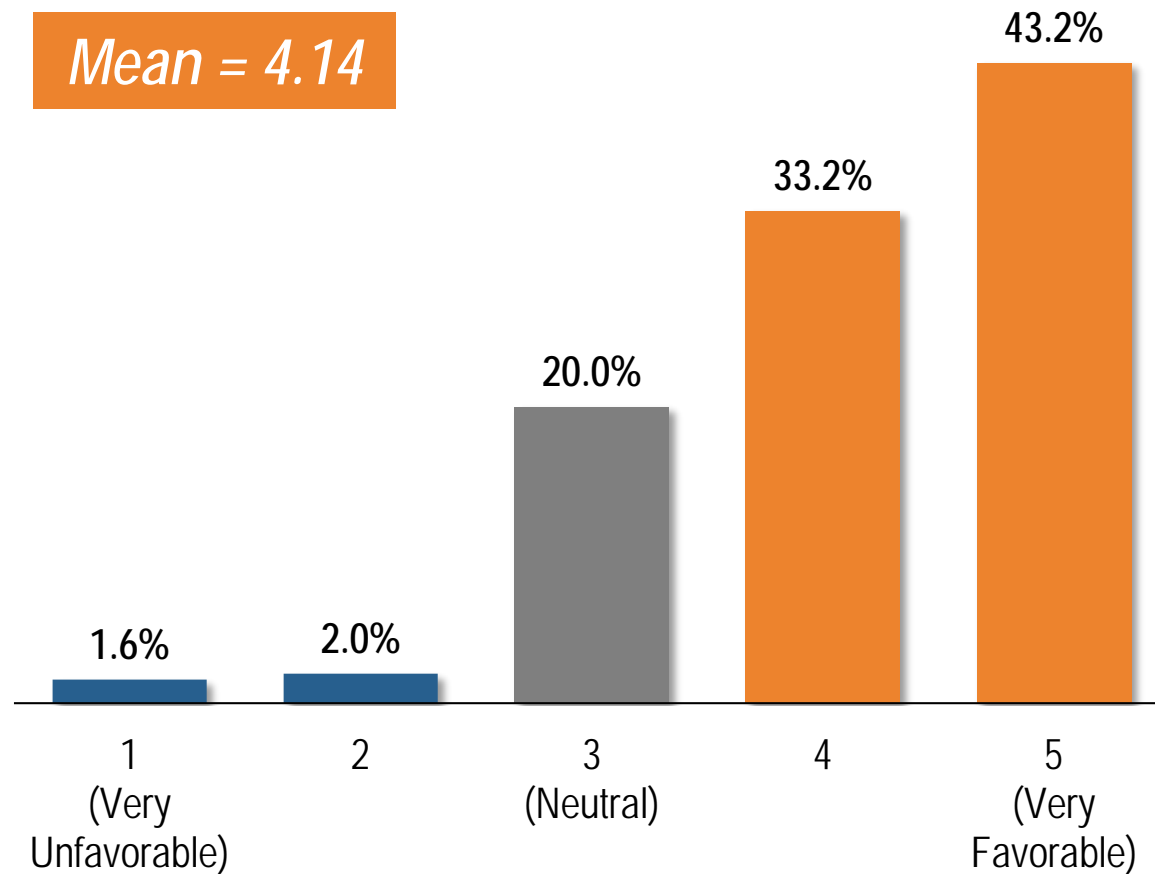
By Cardholder, Non-Cardholder and Hispanic/Latino



	N=	Favorability	Persuasiveness
Total	1,000	4.08	3.86
Cardholder	615	4.17	3.99
Non-Cardholder	385	3.94	3.64
Hispanic/Latino	281	4.12	4.00

Free to be curious...what are you searching for?

(Favorability)

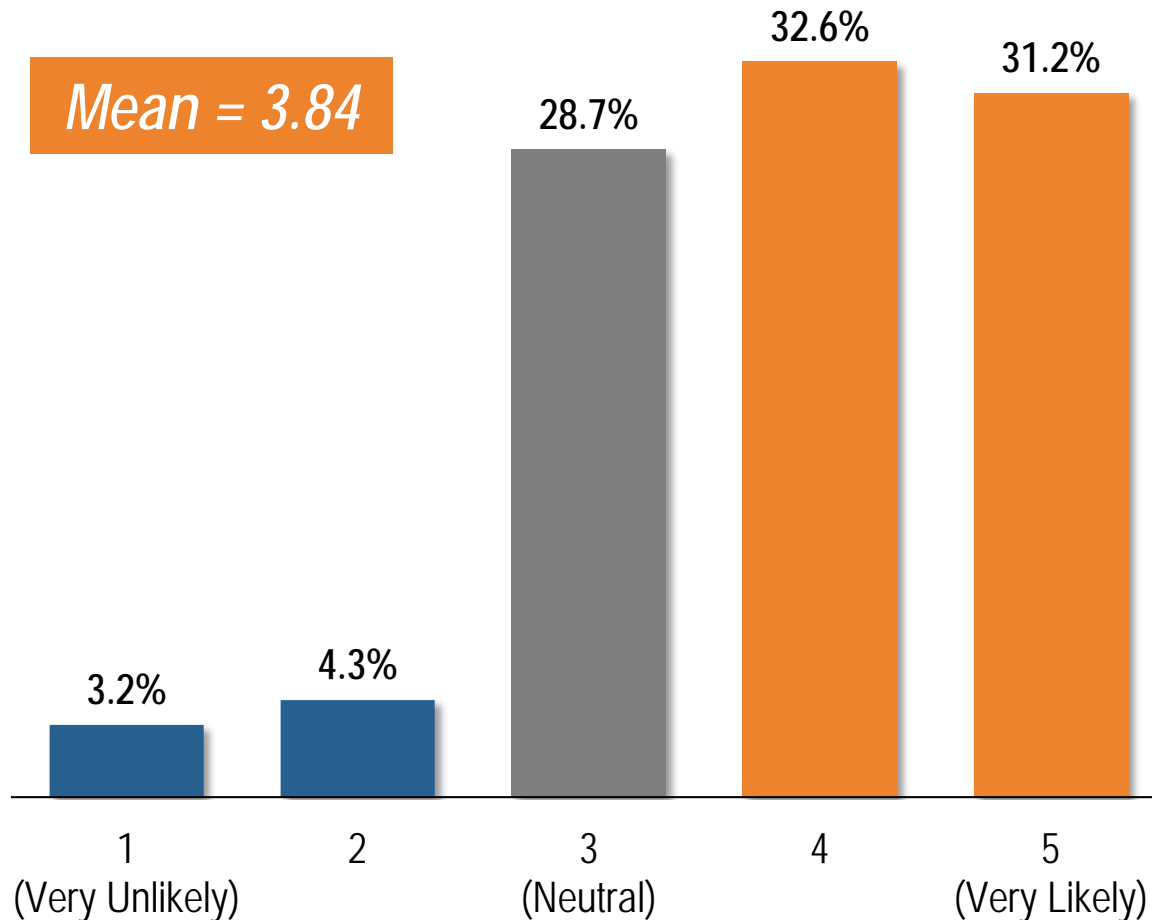


n=1,000



Free to be curious...what are you searching for?

(Persuasiveness)



n=1,000



“Free to be Curious” Mean Score

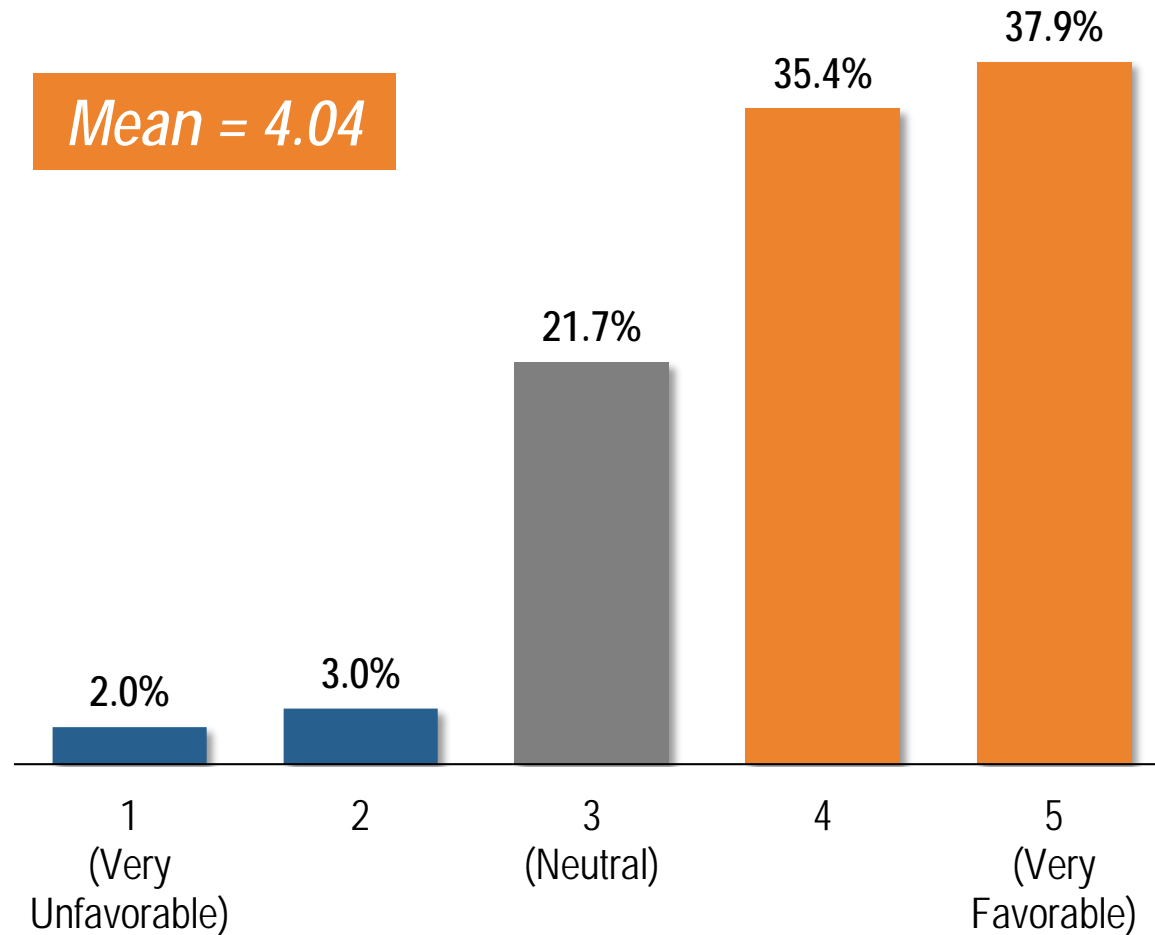
By Cardholder, Non-Cardholder and Hispanic/Latino



	N=	Favorability	Persuasiveness
Total	1,000	4.14	3.86
Cardholder	615	4.20	3.91
Non-Cardholder	385	4.05	3.74
Hispanic/Latino	281	4.21	4.07

Free to be inspired...Creativity lies within you.

(Favorability)

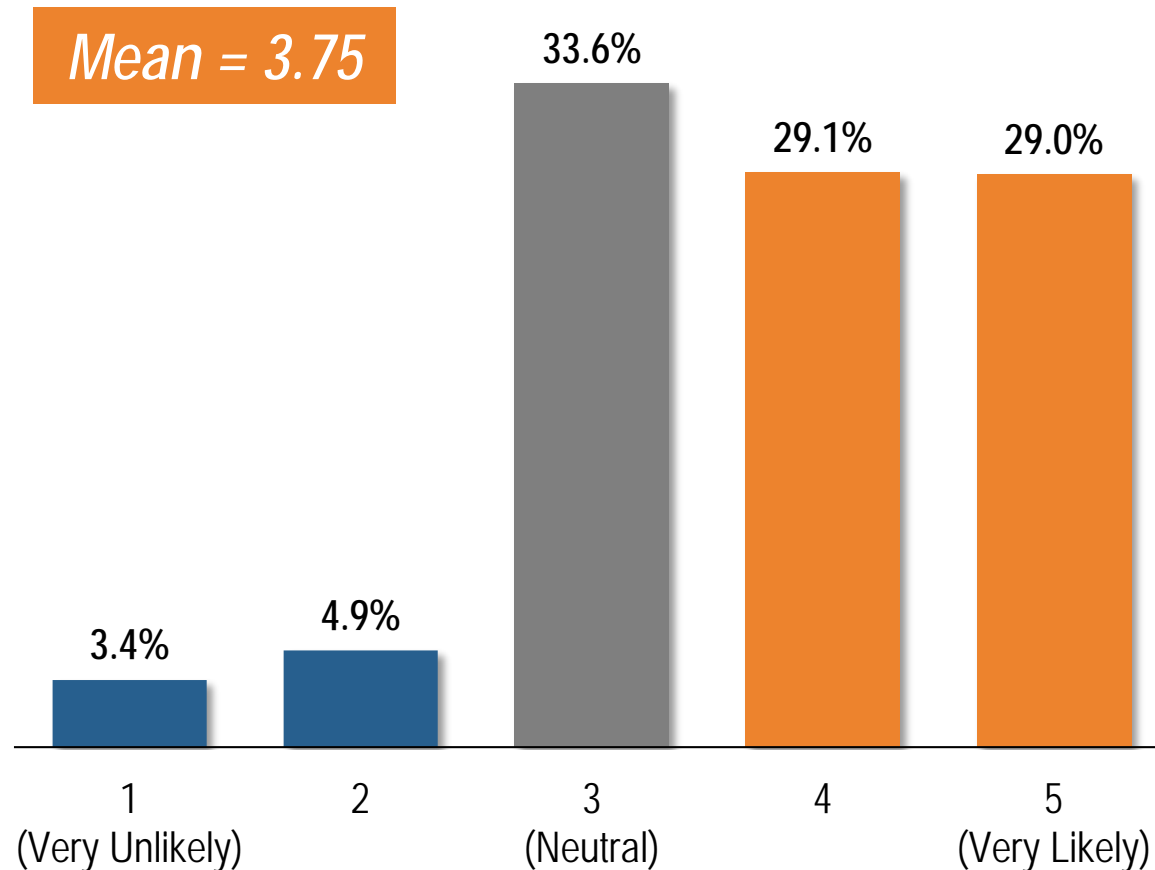


n=1,000

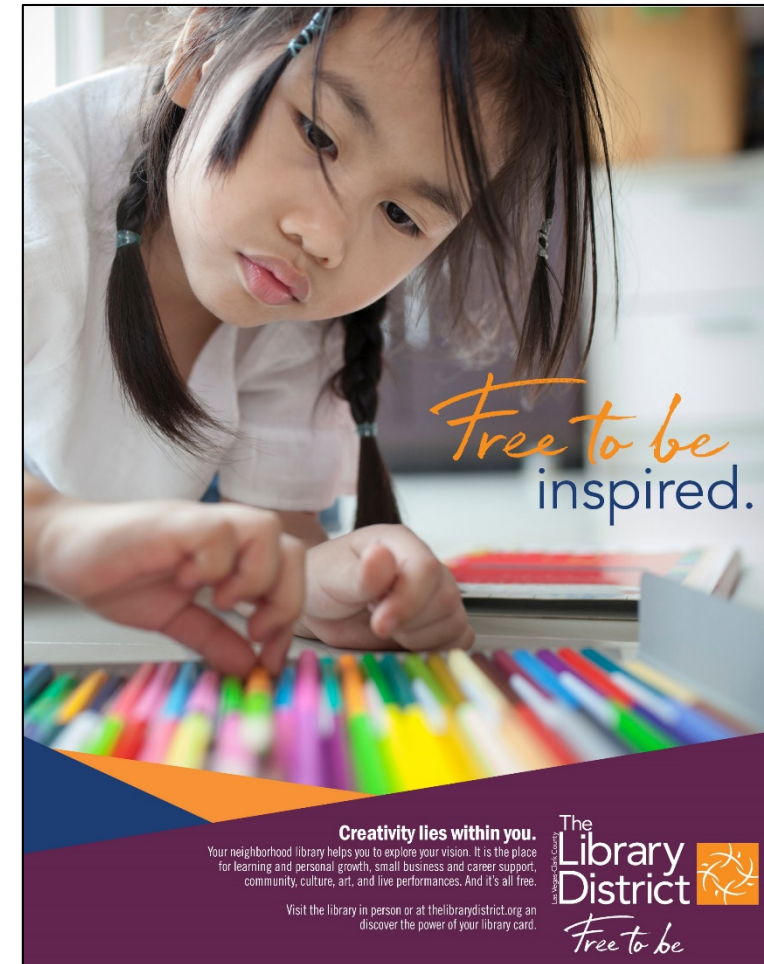


Free to be inspired...Creativity lies within you.

(Persuasiveness)



n=1,000



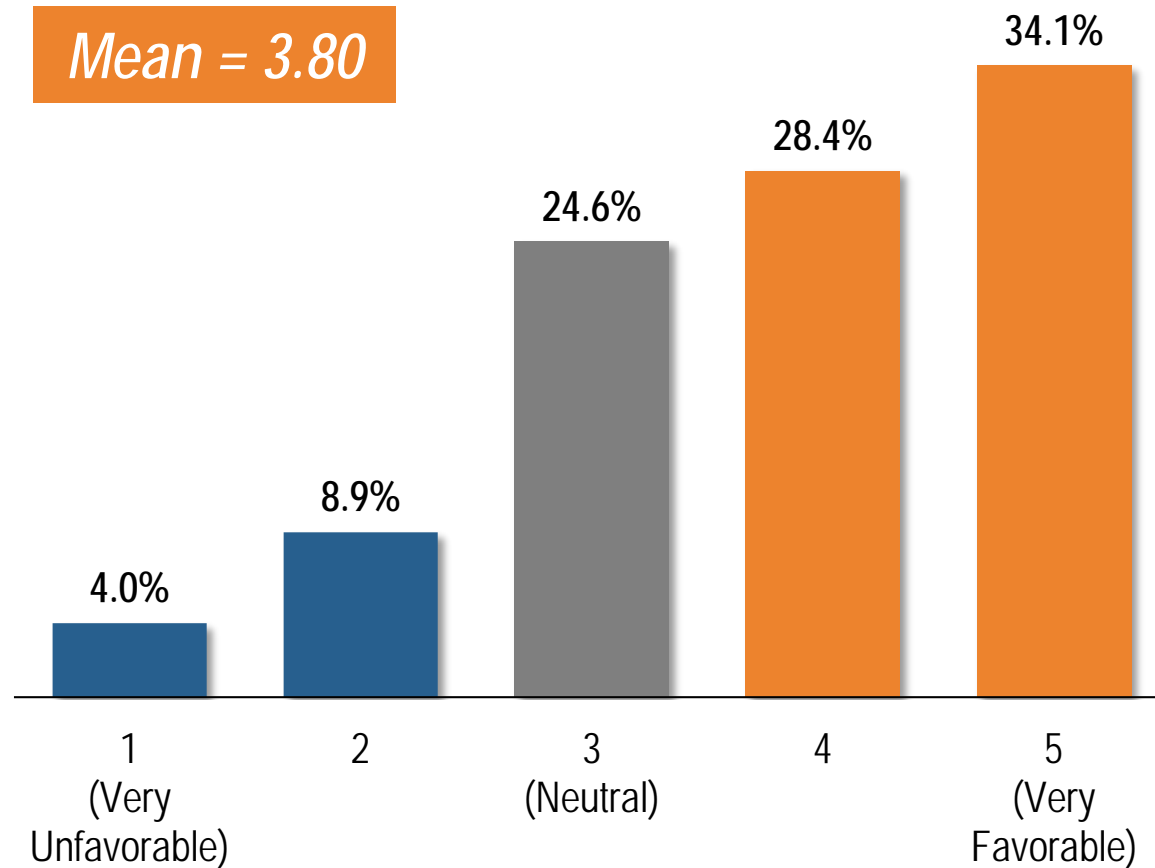
"Free to be Inspired" Mean Score

By Cardholder, Non-Cardholder and Hispanic/Latino

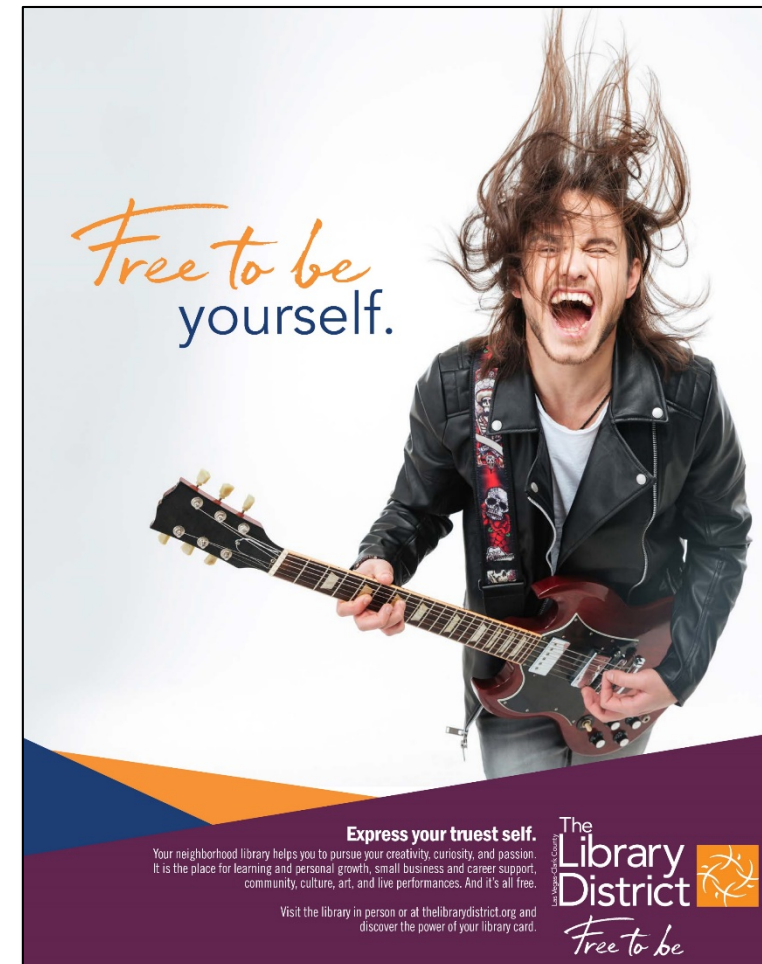


	N=	Favorability	Persuasiveness
Total	1,000	4.04	3.75
Cardholder	615	4.12	3.87
Non-Cardholder	385	3.92	3.56
Hispanic/Latino	281	4.09	3.97

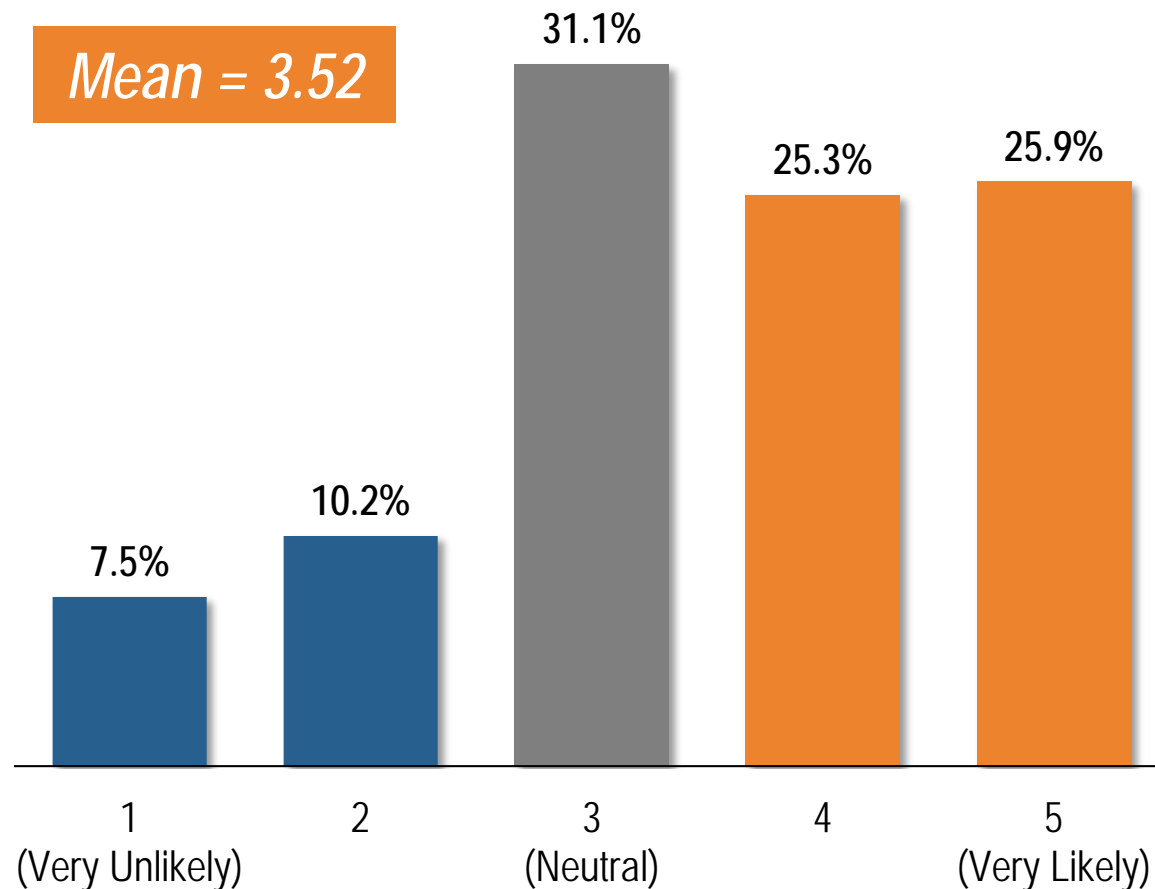
Free to be yourself...Express your truest self. (Favorability)



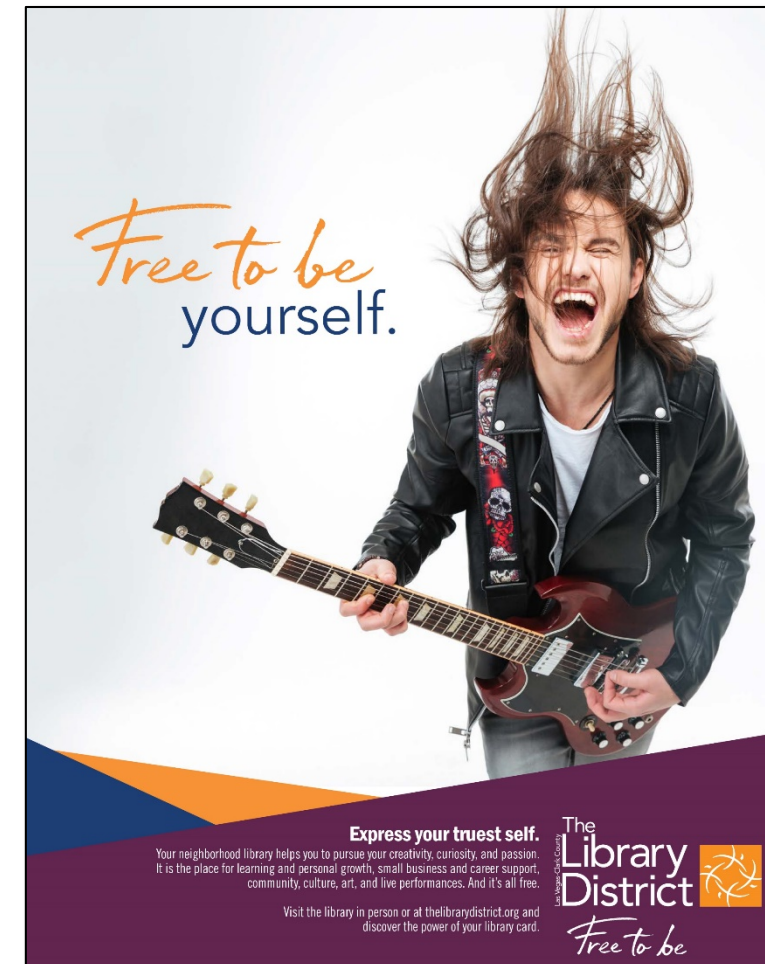
n=1,000



Free to be yourself...Express your truest self. (Persuasiveness)

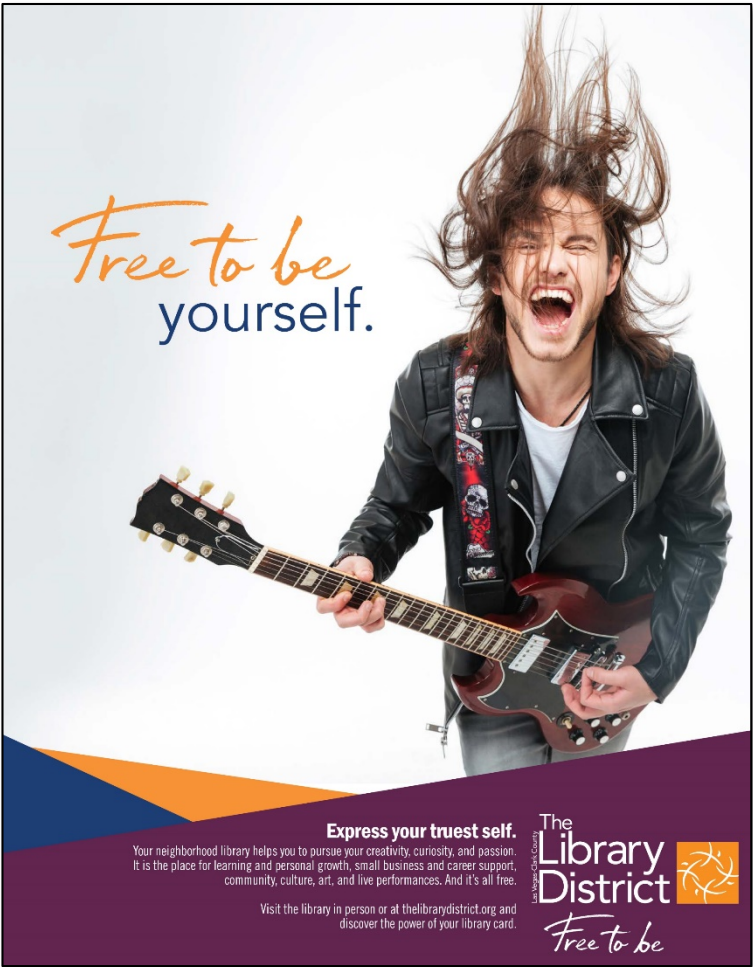


n=1,000



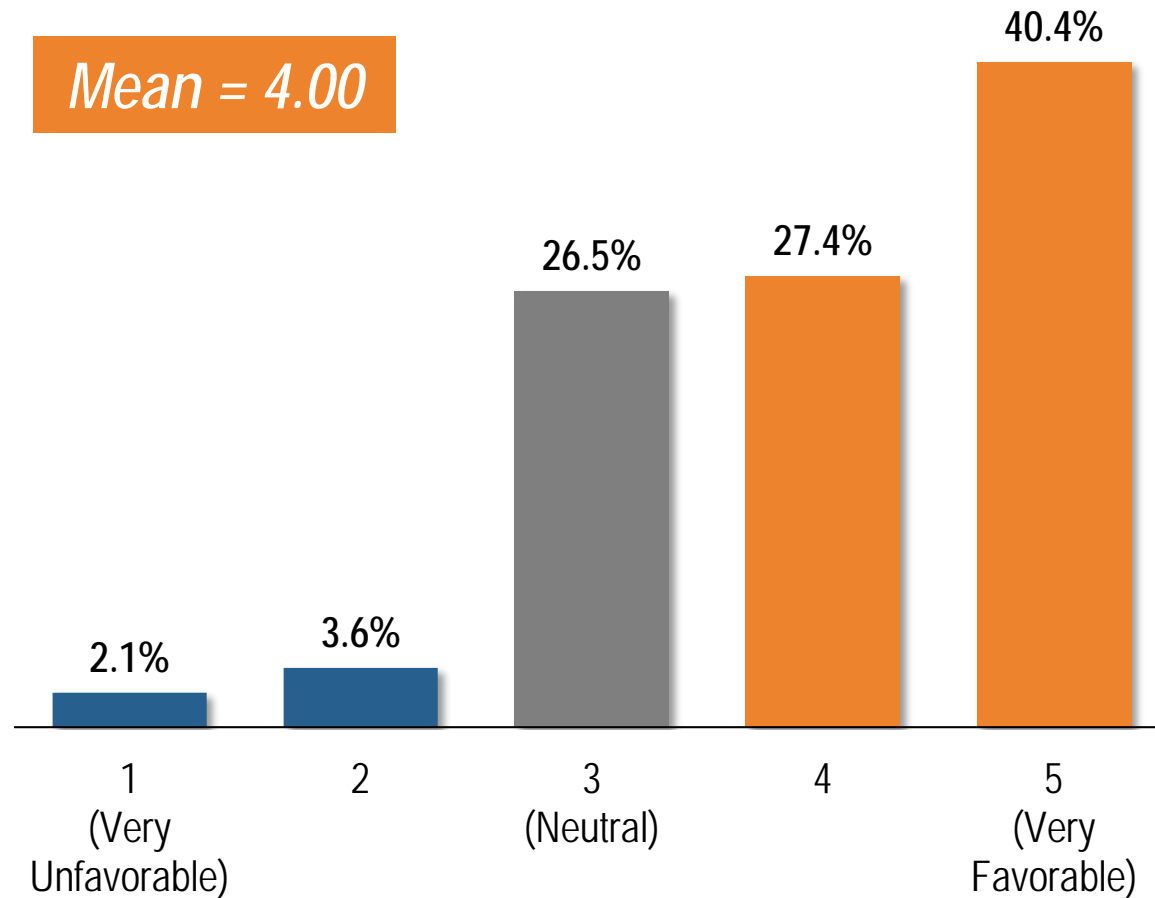
“Free to be Yourself” Mean Score

By Cardholder, Non-Cardholder and Hispanic/Latino

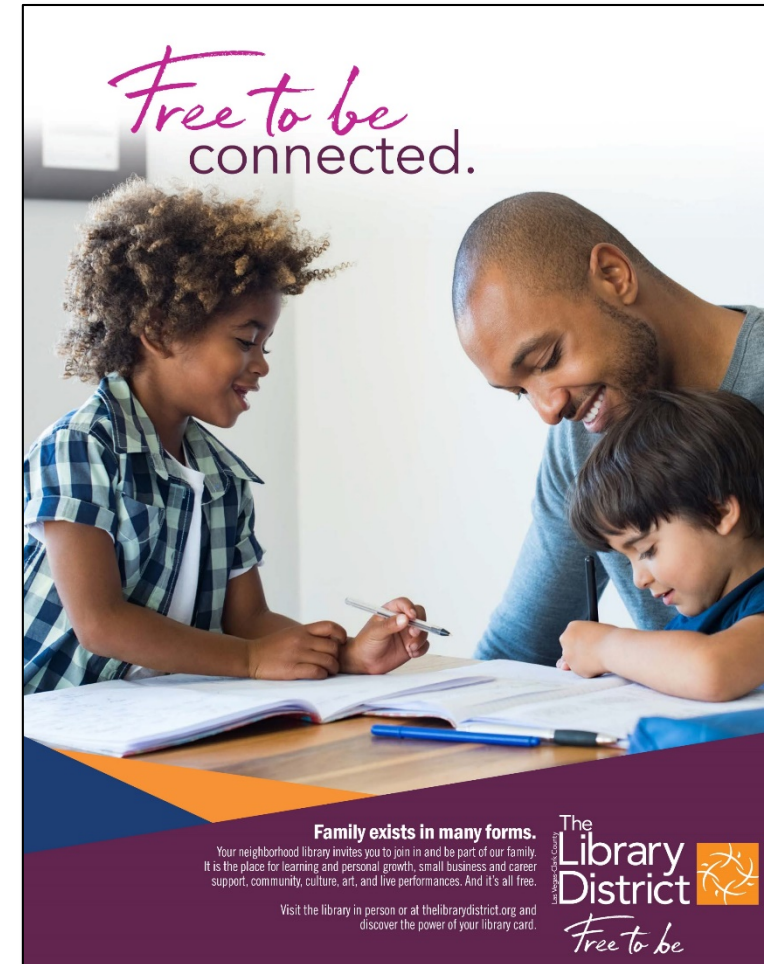


	N=	Favorability	Persuasiveness
Total	1,000	3.80	3.52
Cardholder	615	3.89	3.63
Non-Cardholder	385	3.65	3.34
Hispanic/Latino	281	4.06	3.93

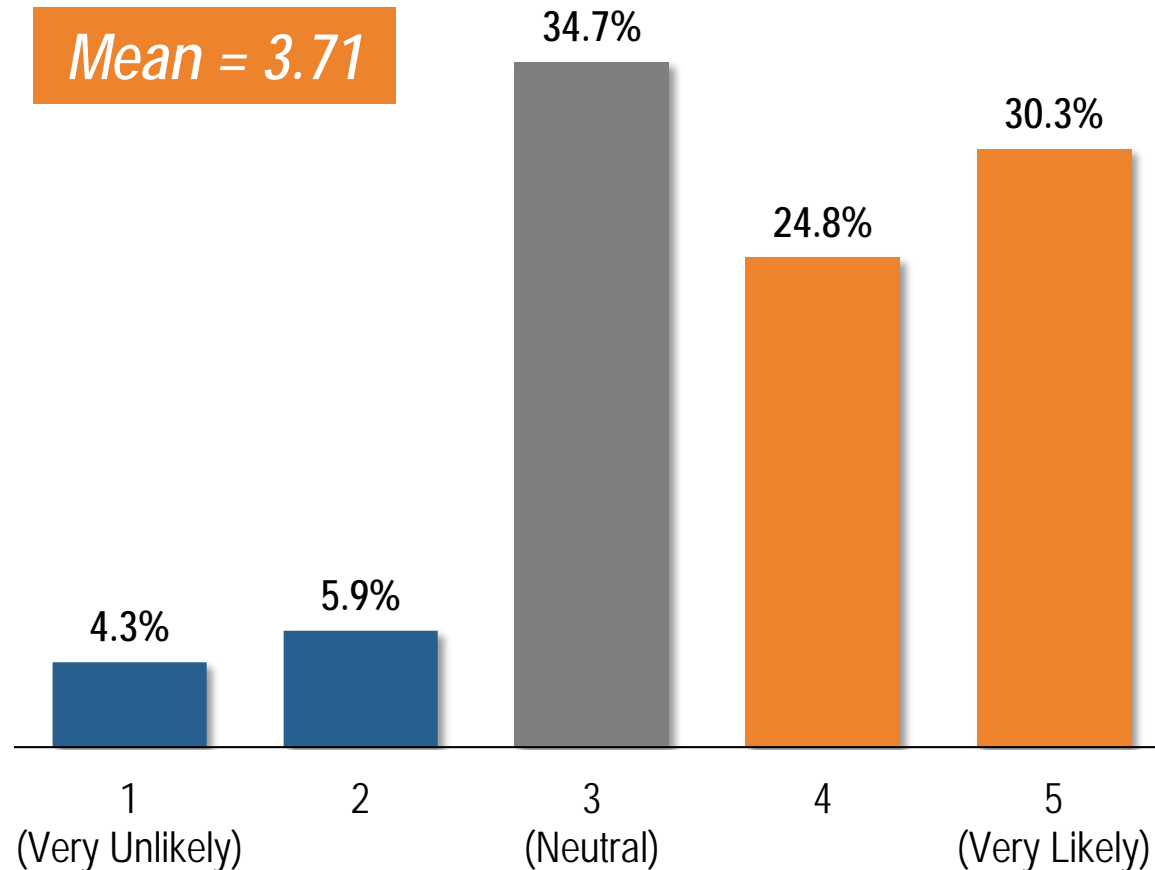
Free to be connected...Family exists in many forms. (Favorability)



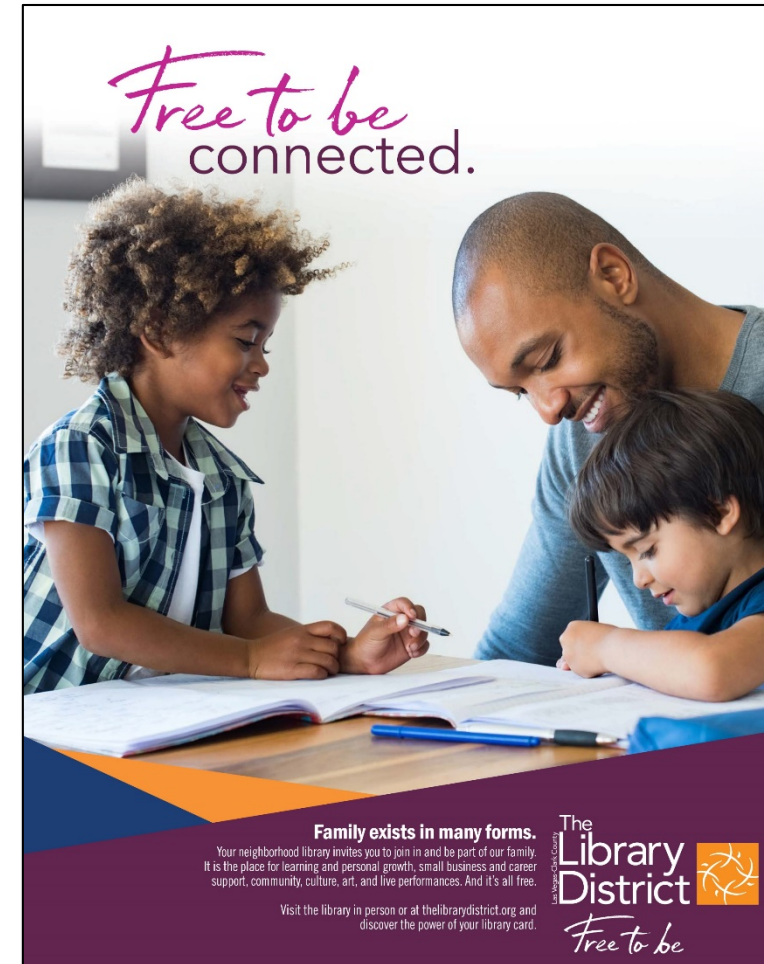
n=1,000



Free to be connected...Family exists in many forms. (Persuasiveness)

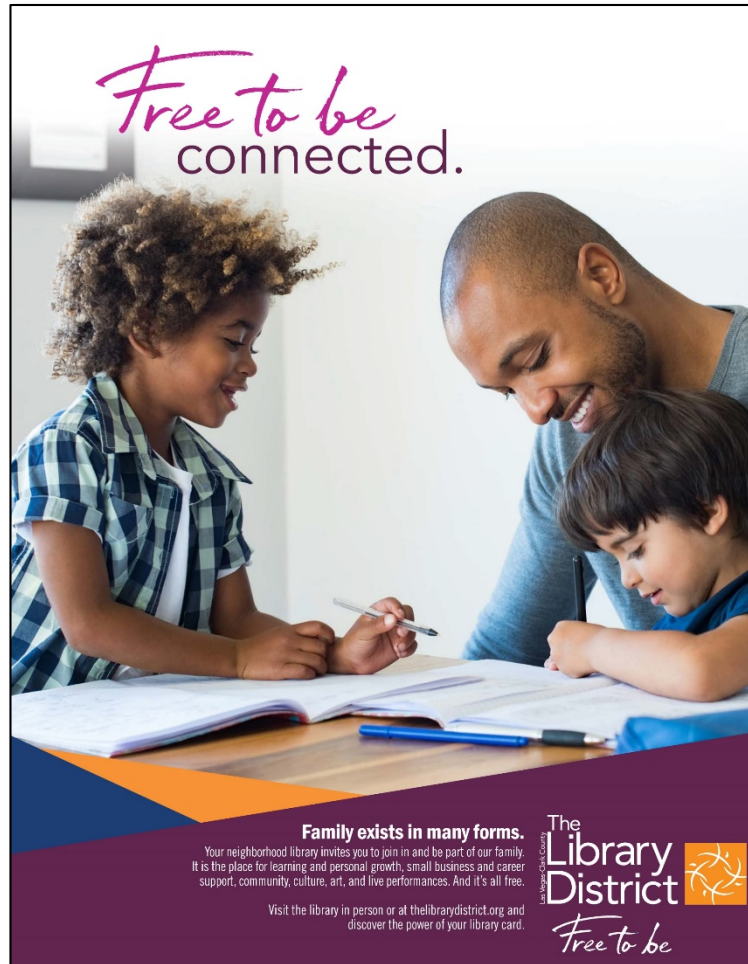


n=1,000



"Free to be Connected" Mean Score

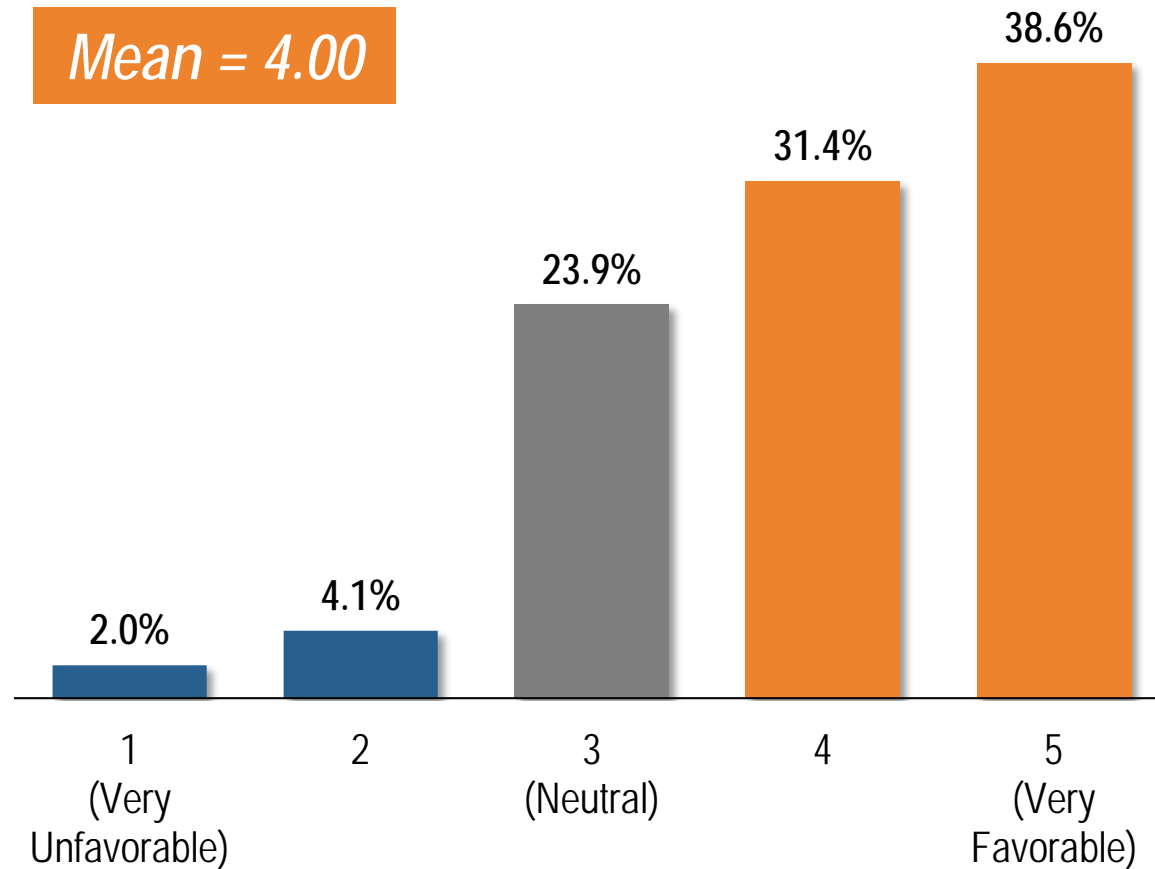
By Cardholder, Non-Cardholder and Hispanic/Latino



	N=	Favorability	Persuasiveness
Total	1,000	4.00	3.71
Cardholder	615	4.06	3.81
Non-Cardholder	385	3.91	3.55
Hispanic/Latino	281	4.18	4.04

Free to be fearless...Believe you will succeed.

(Favorability)

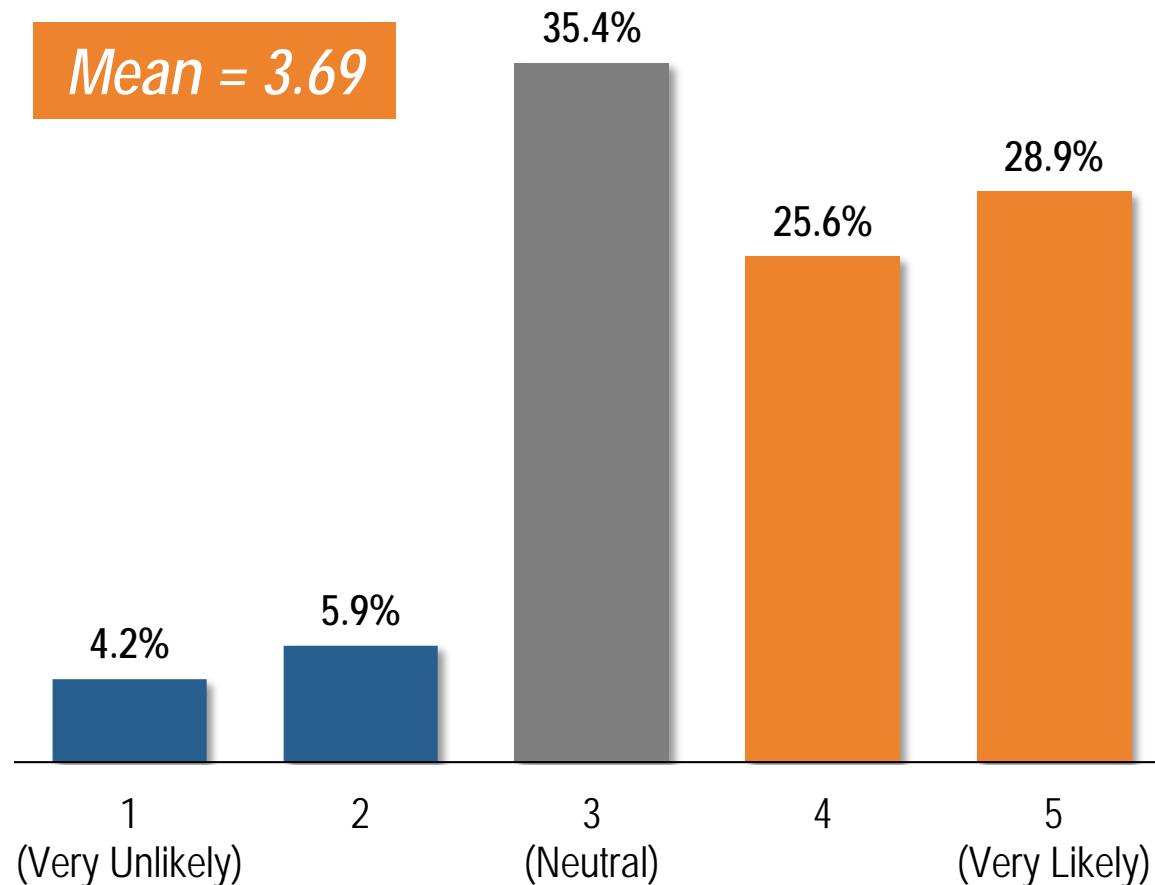


n=1,000



Free to be fearless...Believe you will succeed.

(Persuasiveness)



n=1,000



"Free to be Fearless" Mean Score

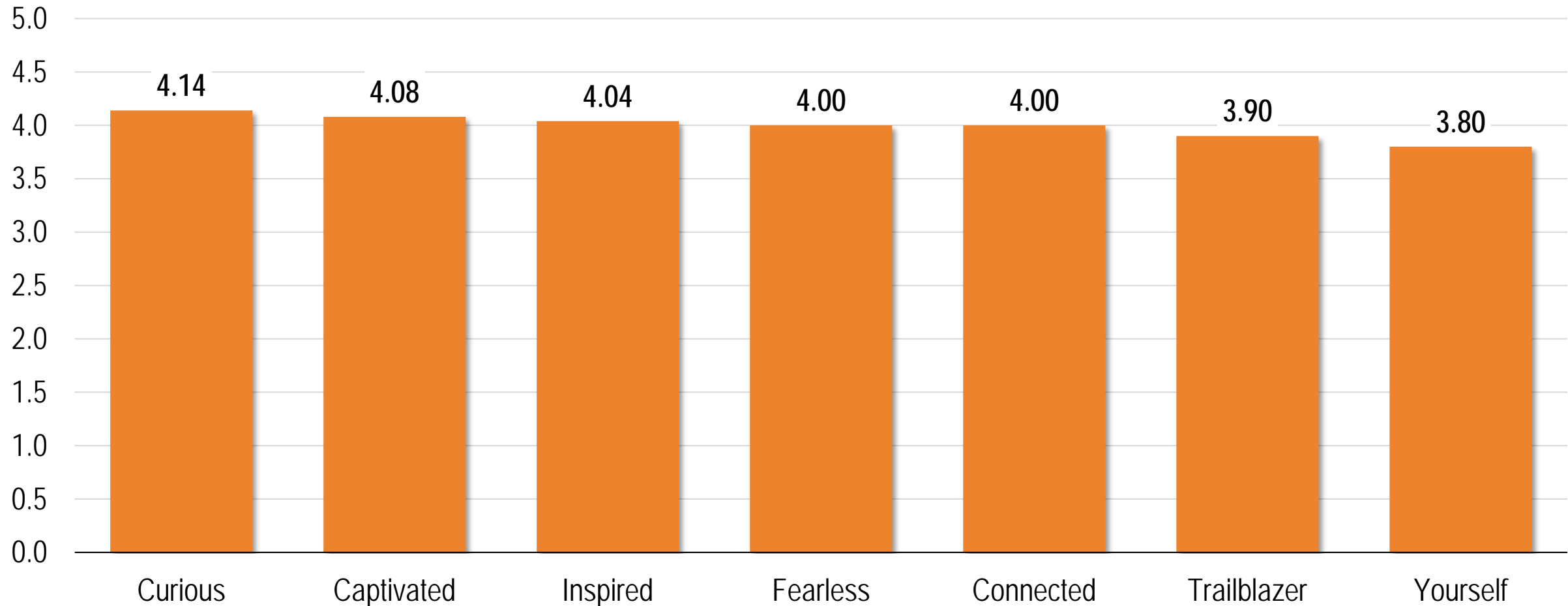
By Cardholder, Non-Cardholder and Hispanic/Latino



	N=	Favorability	Persuasiveness
Total	1,000	4.00	3.69
Cardholder	615	4.07	3.80
Non-Cardholder	385	3.90	3.52
Hispanic/Latino	281	4.04	3.91

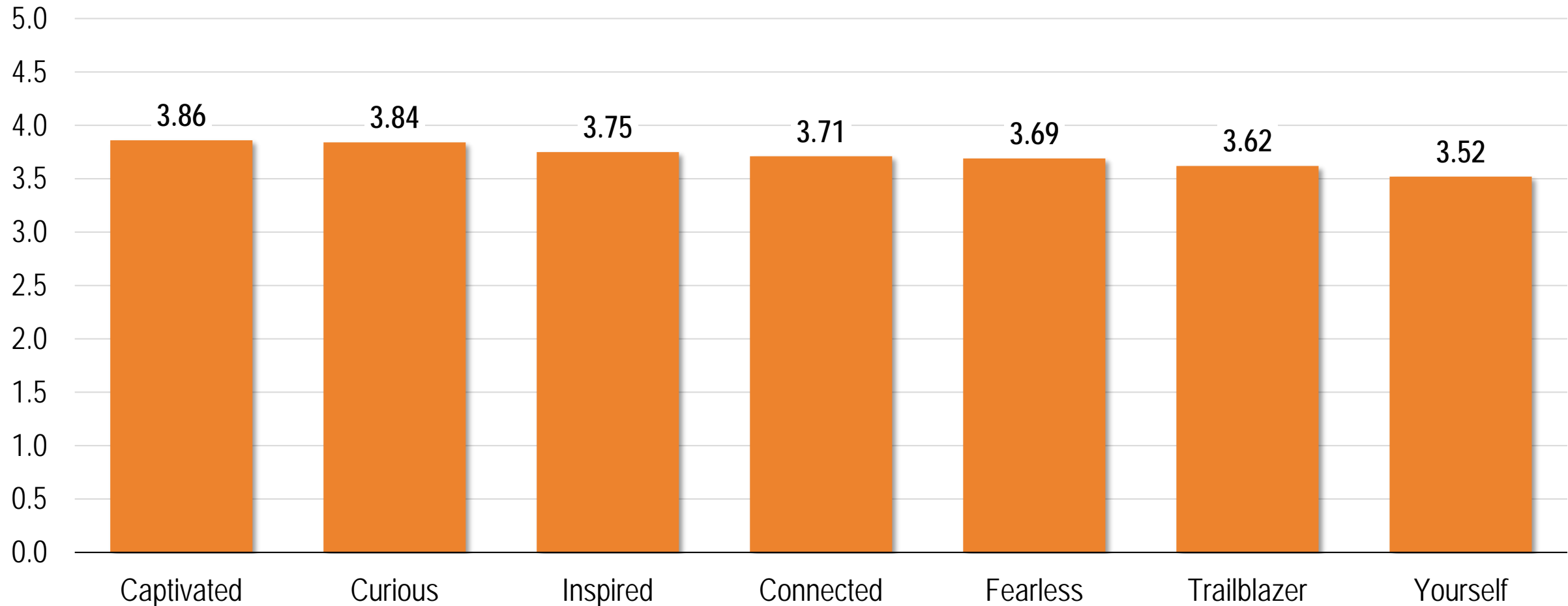
"Free to be" Favorability Mean Score

Rankings



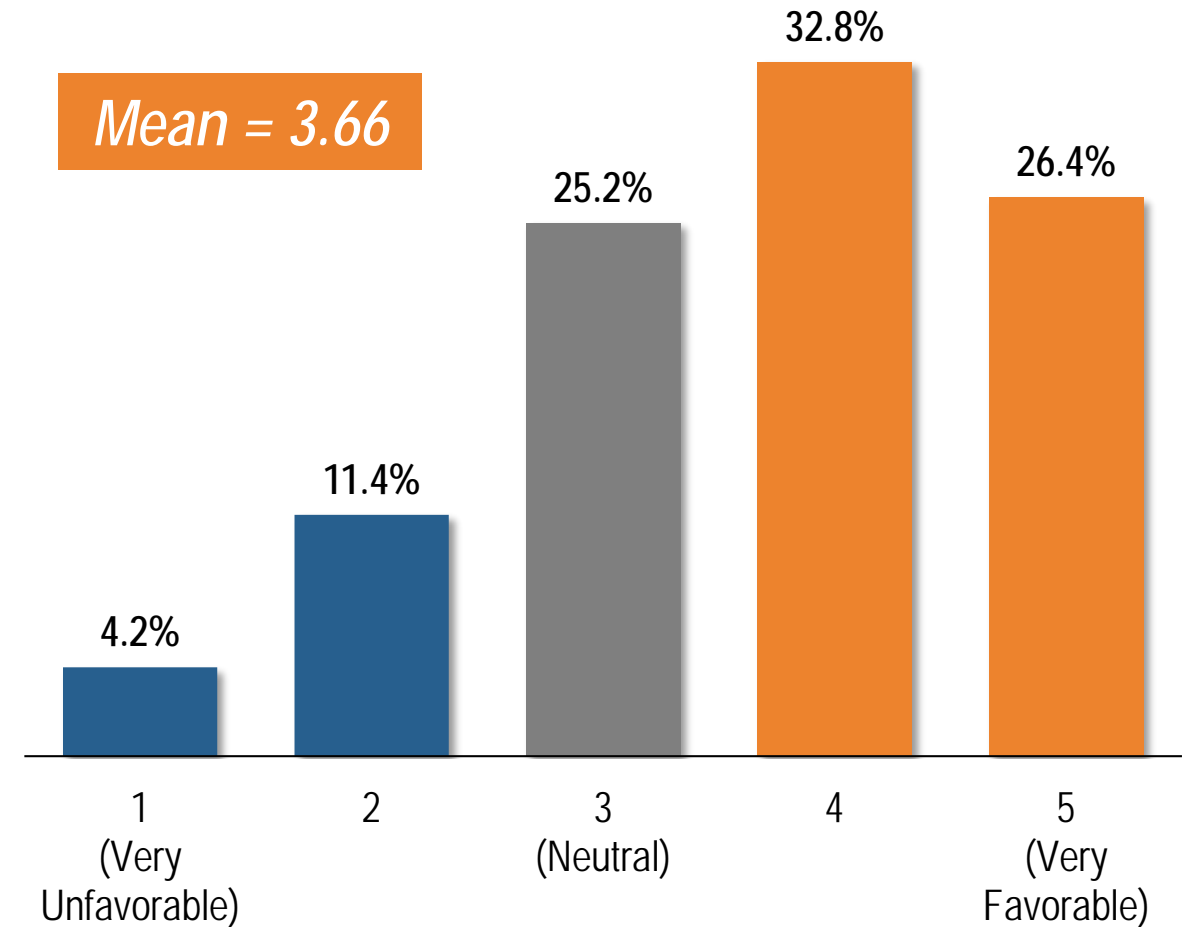
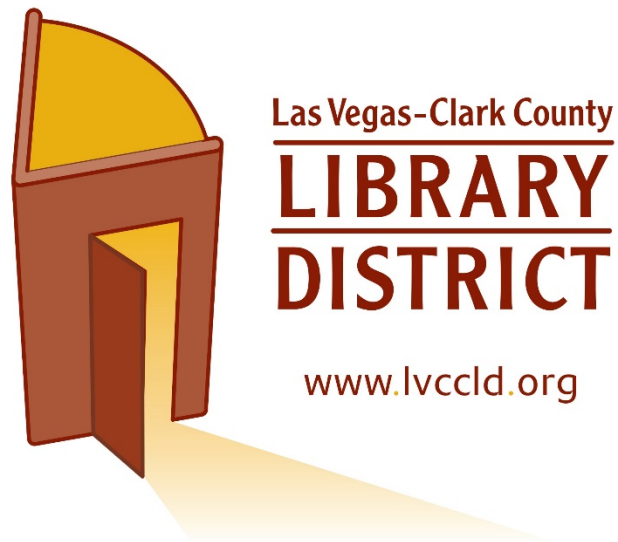
"Free to be" Persuasiveness Mean Score

Rankings



In addition to the potential advertisements you have just seen, the Las Vegas-Clark County Library District is also considering different logo alternatives.

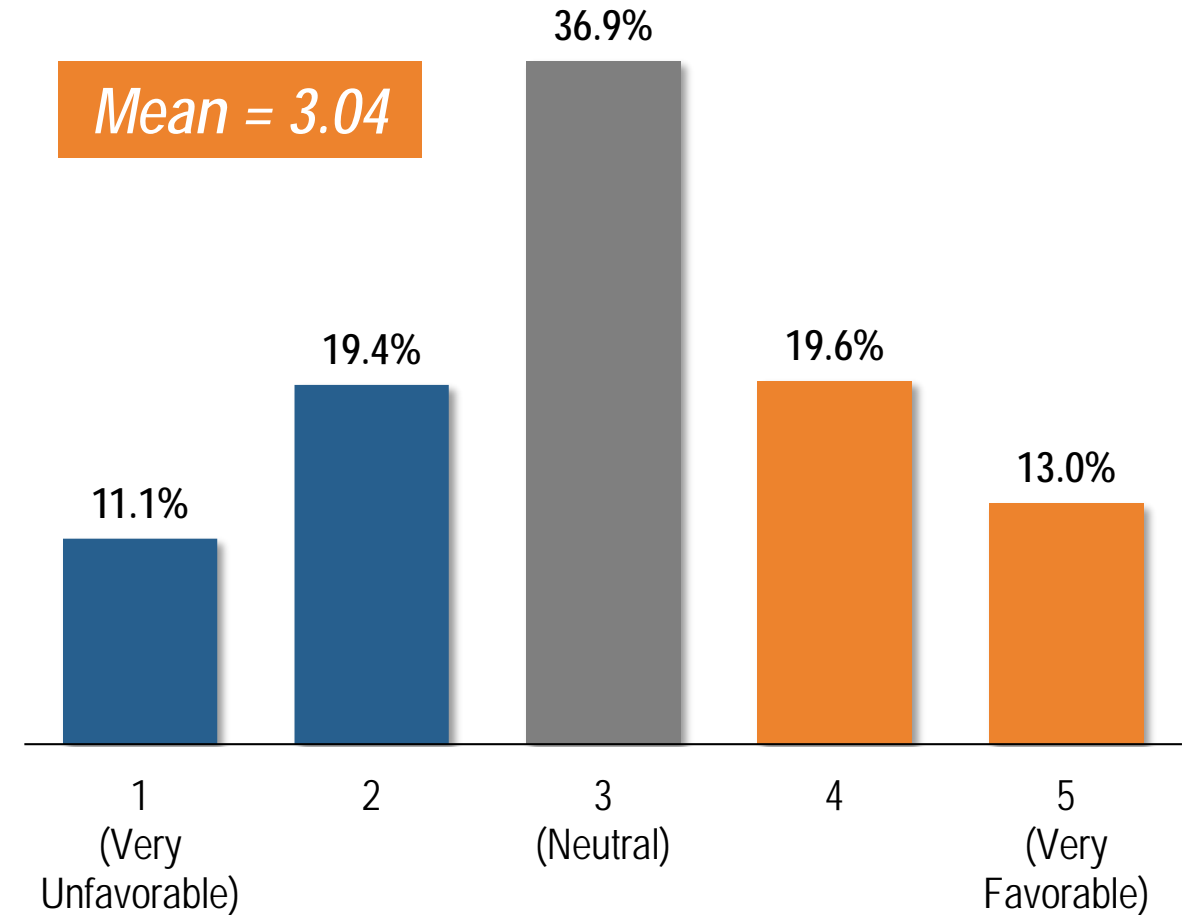
Please indicate your level of favorability towards each of the logo design options using the 5-point scale



n=1,000

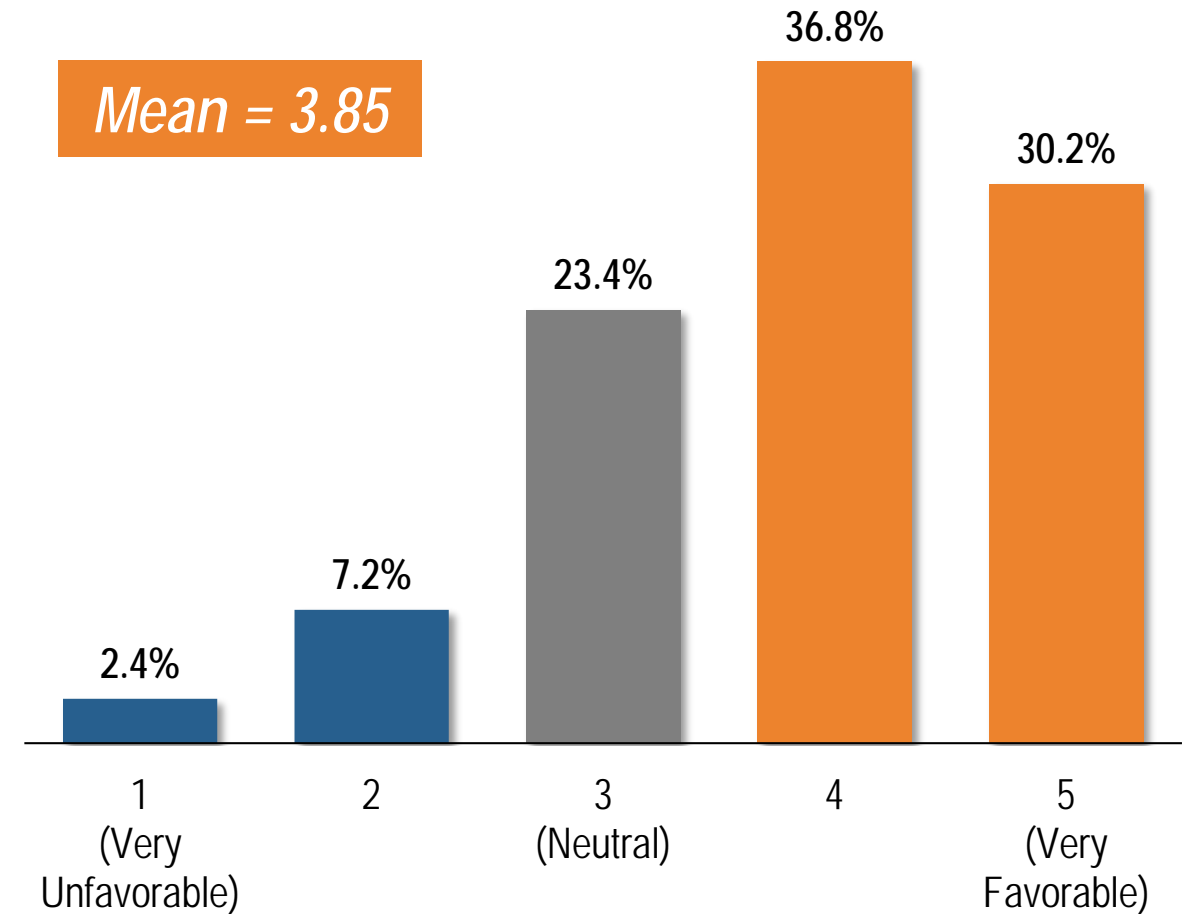
Please indicate your level of favorability towards each of the logo design options using the 5-point scale

Las Vegas-Clark County
**LIBRARY
DISTRICT**
www.lvcclld.org



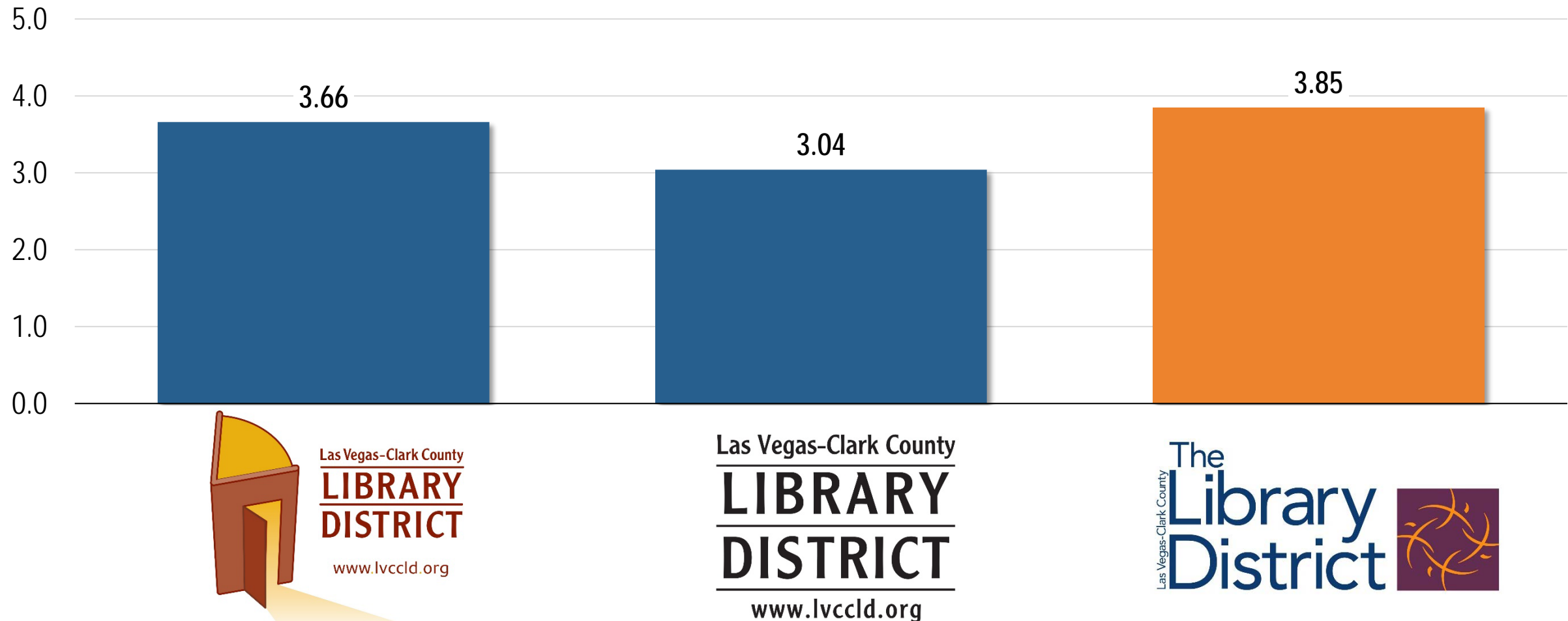
n=1,000

Please indicate your level of favorability towards each of the logo design options using the 5-point scale



n=1,000


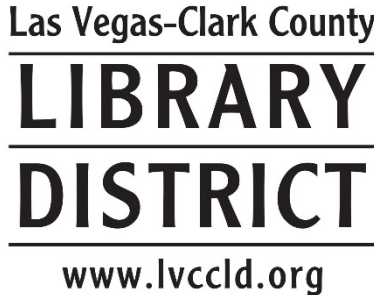

Logo Design Options Mean Score Ranking



n=1,000

Logo Design Options Mean Score

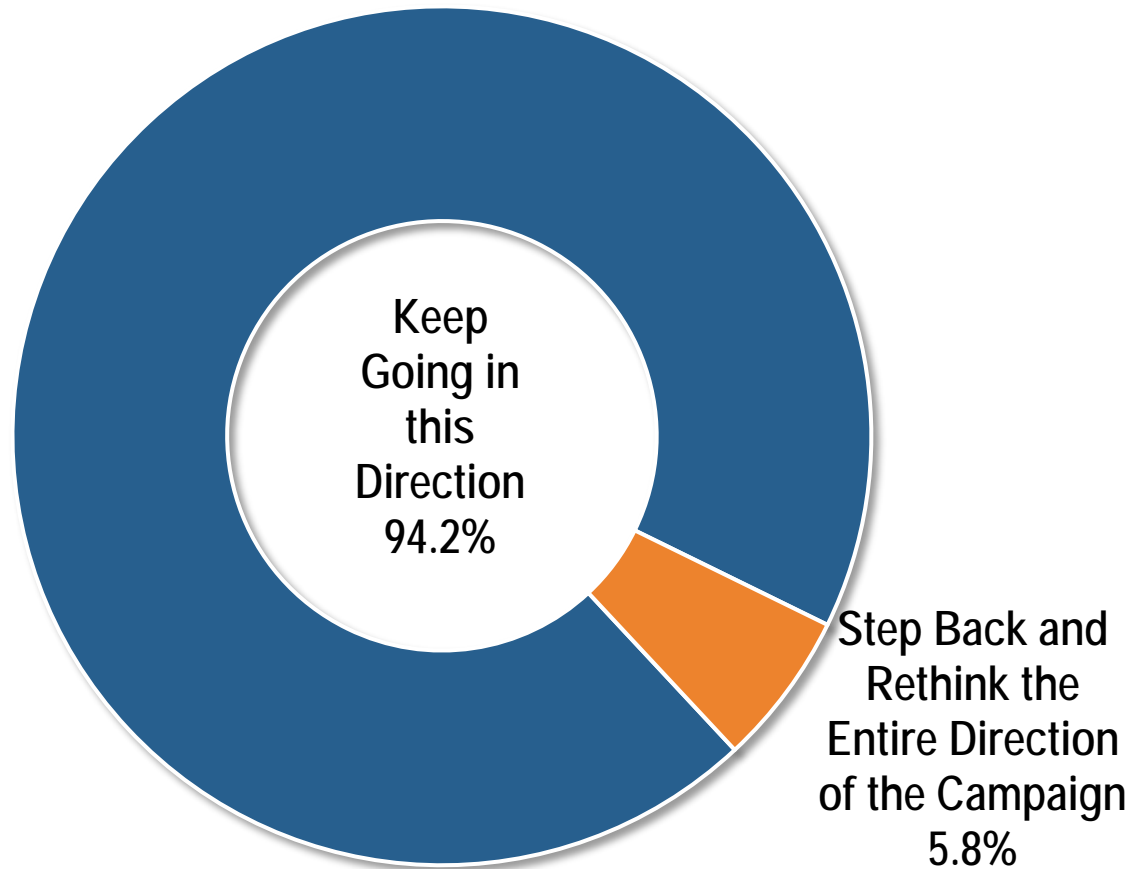
By Cardholder, Non-Cardholder and Hispanic/Latino

				
Total	n=1,000	3.66	3.04	3.85
Cardholder	n=615	3.76	3.09	3.87
Non-Cardholder	n=385	3.50	2.97	3.82
Hispanic/Latino	n=281	3.57	3.08	3.92

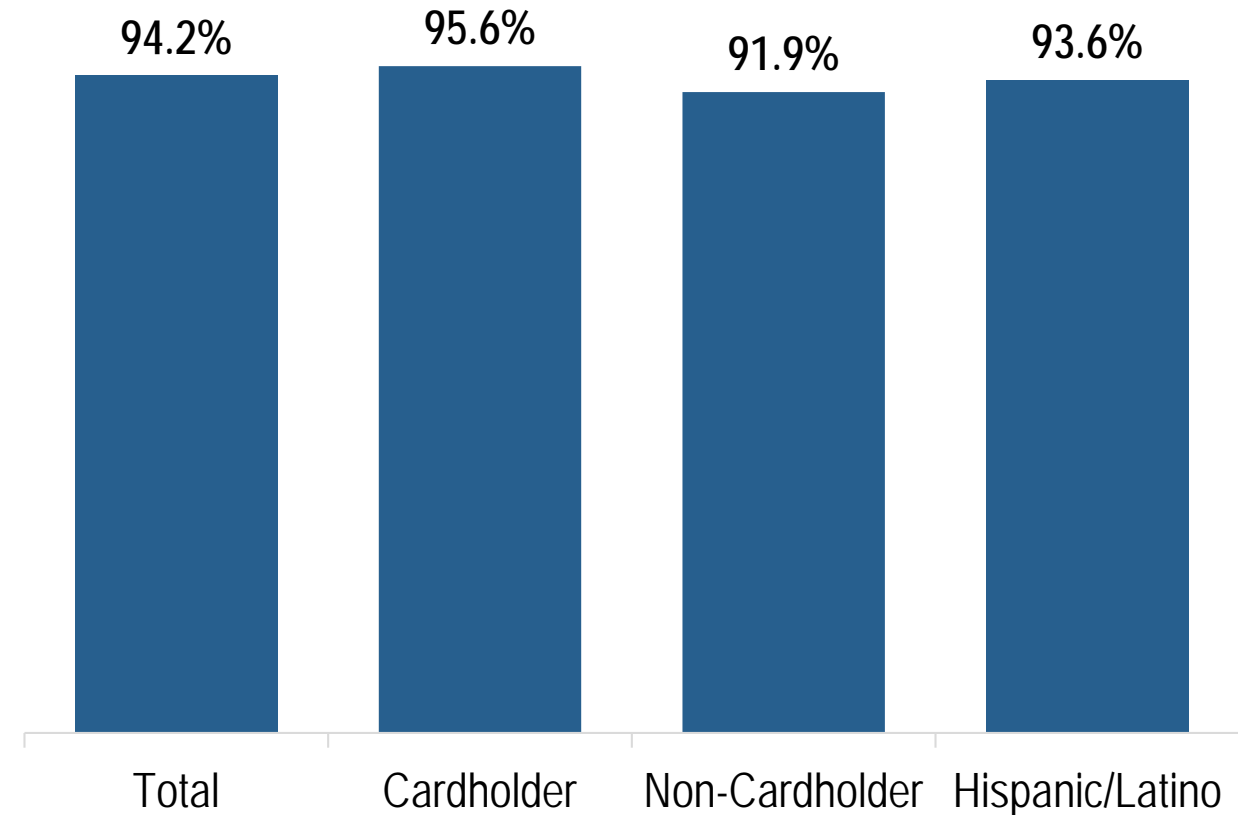
n=1,000

Based on everything you have heard and seen today about how the library is evolving to bring new and exciting experiences to its buildings, the library district would like to get your overall opinion of this new public information campaign. Please indicate how you feel about the campaign's potential to motivate people to visit the library.

Would you advise the Library District to keep going in this direction, or to step back and rethink the entire direction of the campaign?



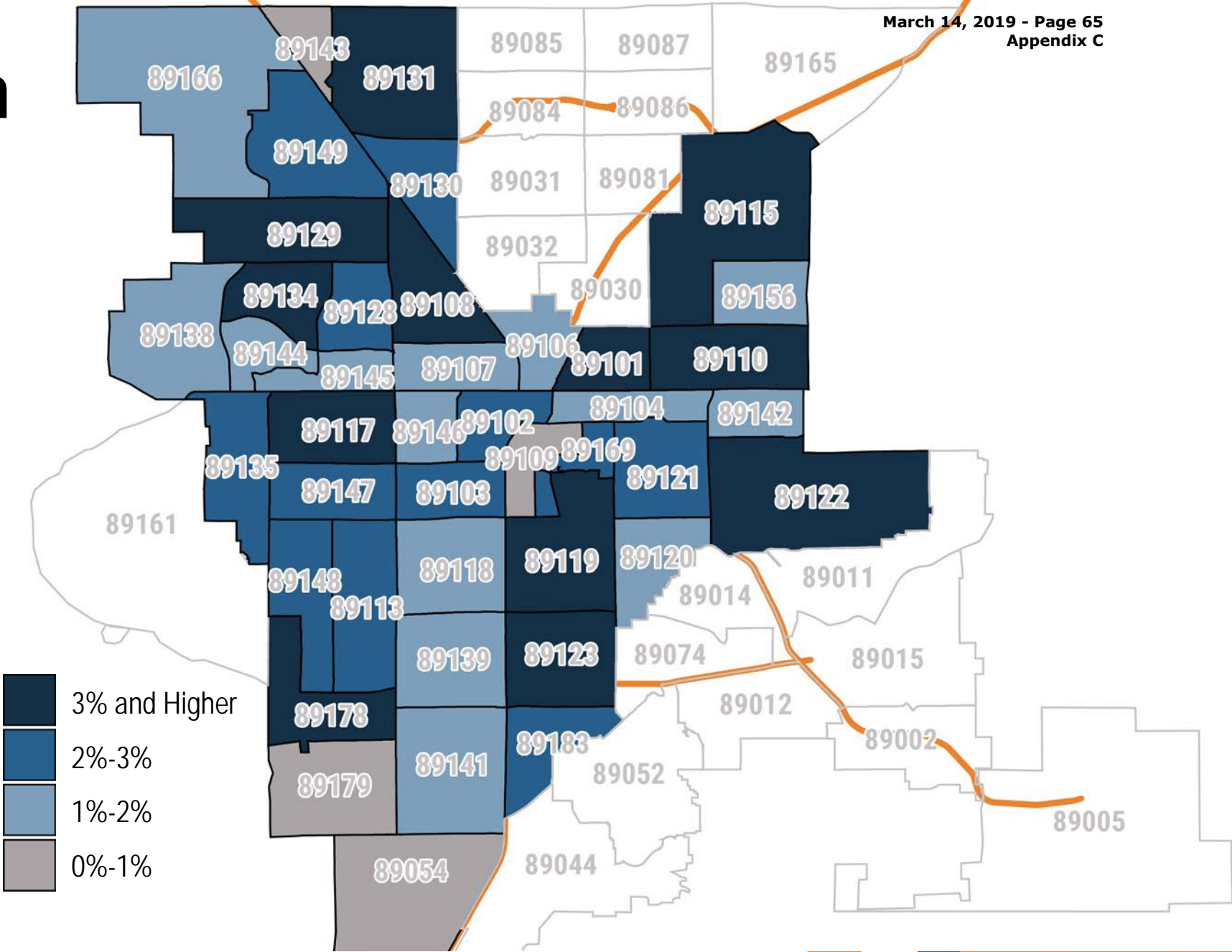
Keep Going in this Direction



n=1,000

DEMOGRAPHICS

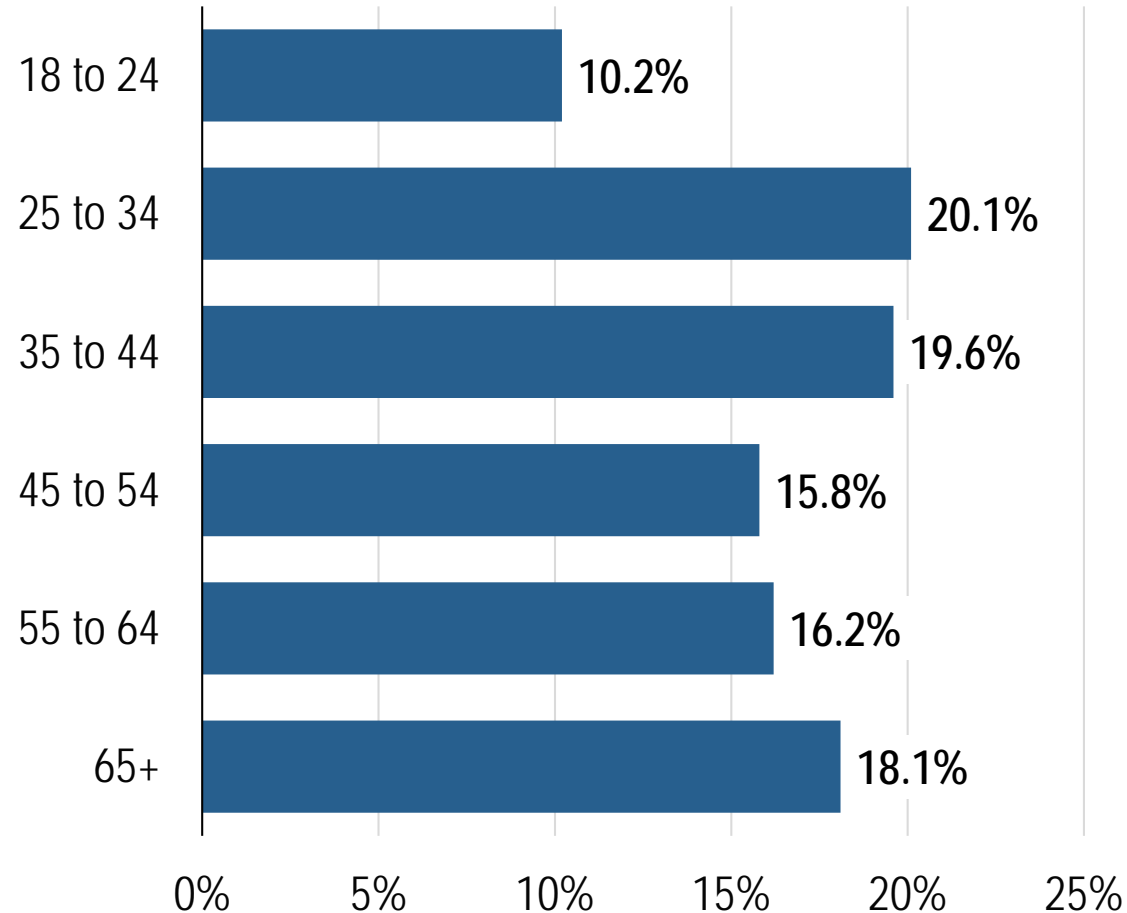
Zip Code Location



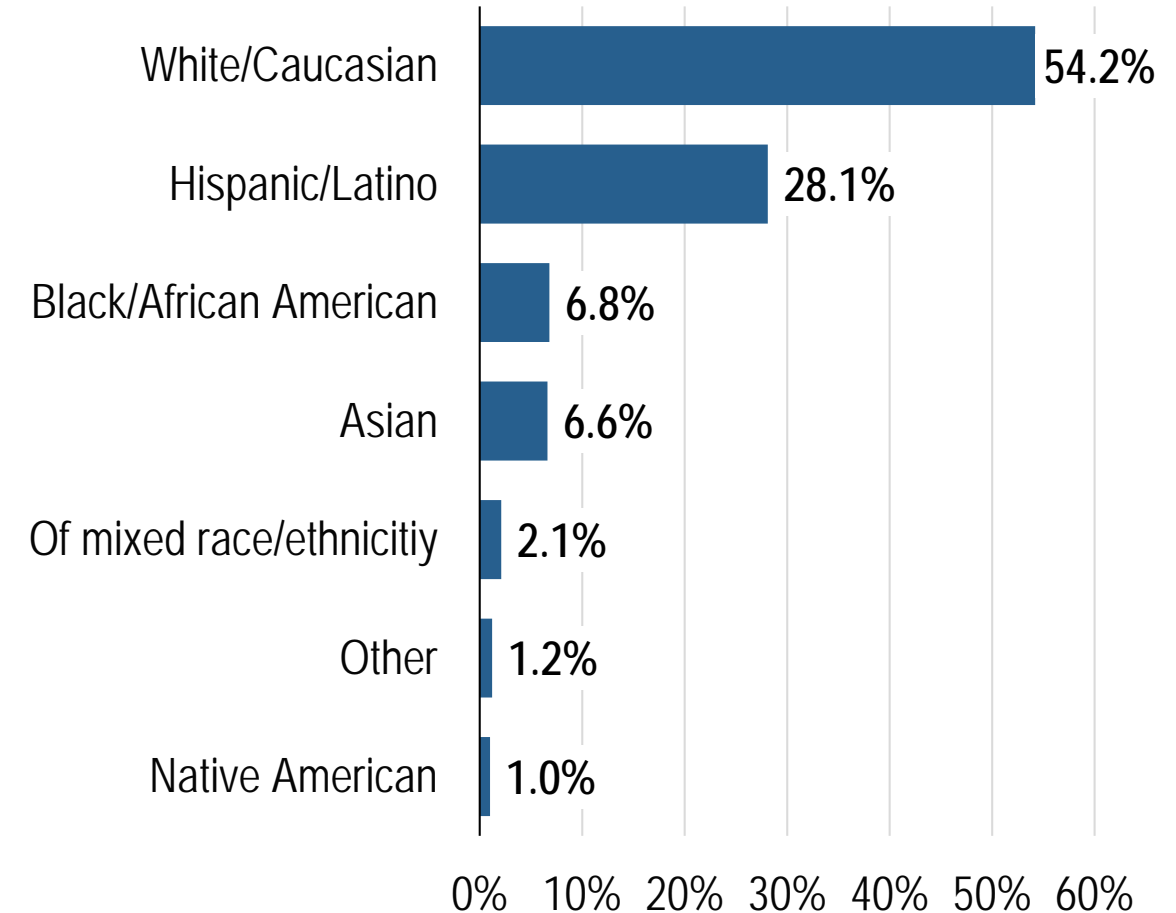
n=1,000

Age

Mean = 46.1

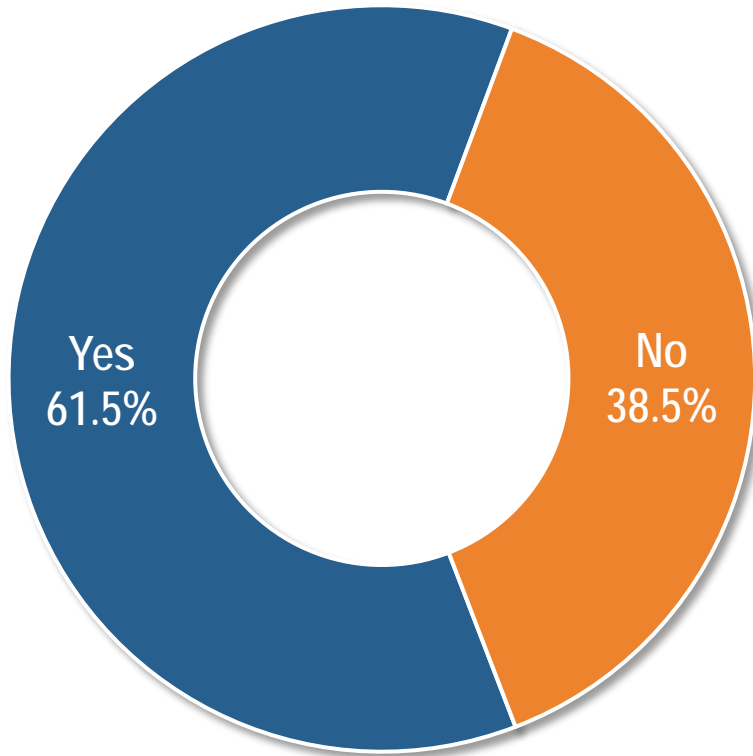


Race/Ethnicity

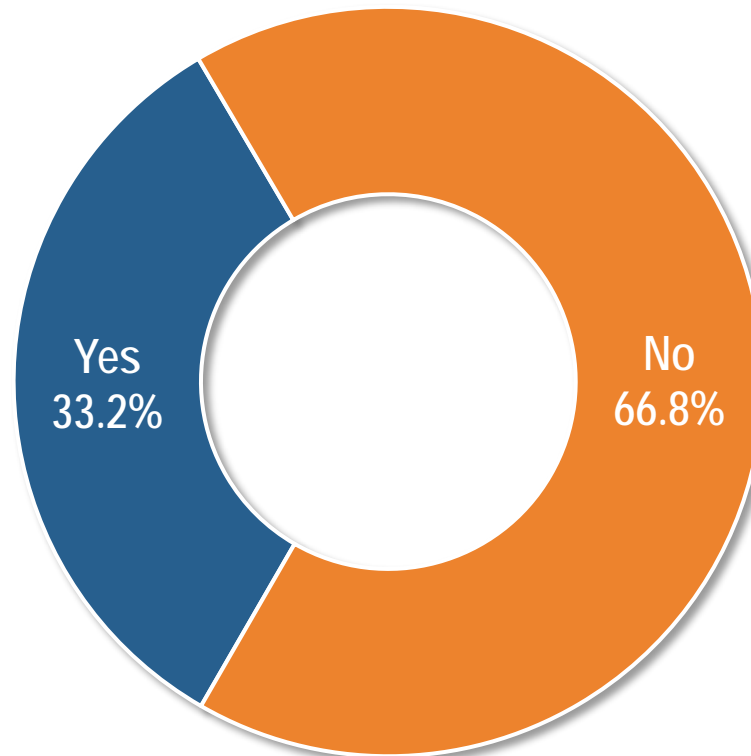


n=1,000

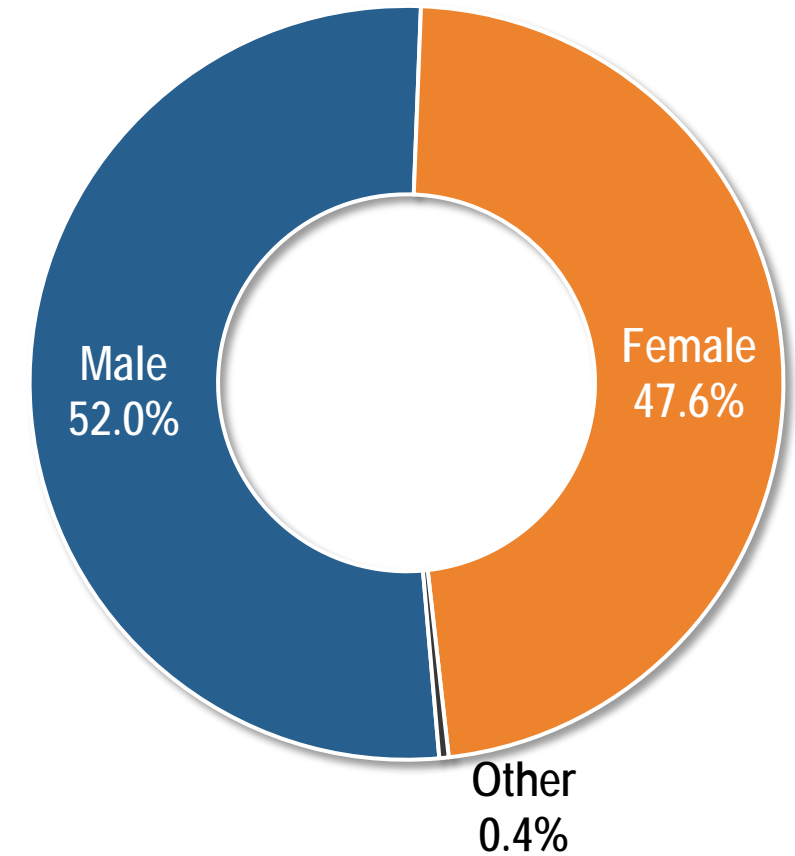
Cardholder



Children



Gender



MARKET RESEARCH: BRANDING AND AWARENESS CAMPAIGN

Executive Summary





ITEM VII.A. EXECUTIVE DIRECTOR'S REPORT

MEMORANDUM

DATE: April 8, 2019
TO: Board of Trustees
FROM: Dr. Ronald R. Heezen
SUBJECT: Executive Director's Monthly Report

This report gives you a quick outline of my activities and the accomplishments of Library District Staff for your review and discussion at the District Board of Trustees' April meeting. I have supplemented this brief review with information in the board packet (numbered VI.A.1-3) which was distributed to Trustees. I also ask that you refer to the report (*For the Record, March 28, 2019*) which I shared with you and with staff at the conclusion of last month.

MEETINGS, ACTIVITIES, & OTHER TOPICS

JOB DESCRIPTION REVIEW. While the Pontifex consultants did a good job of comparing our existing job descriptions to the market at large, they did not address the out-of-date nature of those job descriptions. So, while we ended up with some measure of external equity in the job market, we did not address internal equity, individual equity, or procedural equity. I asked David Eisenlohr, the principal of Azimuth Group (the firm which aided us in addressing the issues we had when I arrived in the District), to join the Executive Council (EC) and help to explain how the different types of equity can be introduced to the personnel process. The meeting was well received and we are preparing to take the next steps.

COMMUNICO. Community Engagement Director **Matt McNally** and his direct reports met with the liaison from *BiblioCommons* to begin the transformation to the *Communico* platform for room reservations and programming. This is a robust program that, in keeping with Trustees **Elizabeth Foyt** and **Shannon Bilbray-Axelrod** requests, will do a much better job of demonstrating to our users the advantages of each venue.

INSTITUTE OF MUSEUM AND LIBRARY SERVICES (IMLS). The IMLS budget is on the Federal cutting block. I did mention last month that most of that money in Nevada has been mistakenly transferred to the department of Nevada State Library Archives and Public Records budget for "short-term" costs. However, it is essential that the IMLS stay in existence and keep its funding. If you have contacts in the U.S. Senate or House of Representatives, please contact them now and voice your support for this essential division.

DEPARTMENT OF EMPLOYMENT, TRAINING, AND REHABILITATION. Community Engagement Director Matt McNally, Director of Planning and Development Danielle Milam and I met with Dr. Tiffany G. Tyler-Garner the new director of DETR. We have partnered

with DETR in several ways. Currently, all vending operations are controlled through them as is our up and coming café presence.

GOLDEN KNIGHTS CARD EXCEEDING EXPECTATIONS. The Las Vegas Golden Knights have a passion for literacy and, in that mind set, have partnered with us to get more folks interested in having a library card. While the final numbers will be in the Branding and Marketing monthly report, I would like to share that we have had over 15,000 cards handed out.

NATIONAL LIBRARY WEEK. As I mentioned last month, American Library Association President Loida Garcia-Febo (a friend of East Las Vegas Branch Manager **Sal Avila**) announced that Melinda Gates would serve as the honorary chair of National Library Week, April 7-13. Enter this link to view the exciting posts from ALA.

<https://ala-publishing.informz.net/informzdataservice/onlineversion/ind/bWFpbGluZ2luc3RhbmNlaWQ9ODQ1Mzk1MCZzdWJzY3JpYmVyaWQ9MTAyNjYxNzM4OQ==>

MOVIE RECOMMENDATION. Many of our staff members have seen the newly released film, *The Public*, which shows homeless people taking over a downtown library. I have heard mixed reviews, but it is engendering a lot of conversations. You may want to see it before your friends and neighbors start asking questions.

TIMELINE FOR BRAND IMPLEMENTATION. Branding and Marketing Director **Betsy Ward** has provided a timeline in her report for rolling out our new brand. Fortunately, we took the high road as you can witness from the feedback on the new logo's and brand for UNLV and the city of Las Vegas. By "high road" I mean that the brand was tested across the community and by population segments to ascertain that it is acceptable and engaging to our users, current and potential. A key part of any branding process, though, is that staff are brought on board with a thorough understanding of and commitment to the new brand. In this case, that means customer service training has to be at the forefront. Every staff member has to embrace the thought that each person who enters the library has a different journey to achieve fulfillment and every staff member has to be prepared to help facilitate that journey for every user. Our HR Department has asked BAM for more time to achieve the training required of all staff.

FOR YOUR CALENDAR.

April 1-30, 2019. Annual **Food for Thought** campaign

April 1-30, 2019 **Volunteer Appreciation Month**

April 10, 2019. **Laughlin Library** Twenty-fifth Anniversary Celebration.

April 7-13, 2019. **National Library Week.**

April 25, 2019. Grand Opening of the new **East Las Vegas Library.**

Executive Director's Activities

As always, the accomplishments of our extraordinary staff should make us all proud and my activities are just a small reflection of what they have achieved:

- Conferred with **attorneys** over various legal issues on several occasions.
- Visited with staff and delivered cakes to six branches/departments.
- Convened the **Executive Council** for two regular meetings during the month.
- Prepared and distributed the monthly issue of ***For the Record*** to Trustees and Staff.
- Participated in the semi-Monthly **Department Heads** meetings—a convocation of the District's leaders from throughout the County.
- Continued work with the City of Las Vegas—Office of Community Services, from the *Mayor's Committee on the Homeless*, serving as Chair of the Critical Needs Subcommittee
- Attended various **administrative and service planning meetings** with Executive Council and other staff members:
 - Building Master Plan Discussions
 - Reviews of Building progress for East Las Vegas
 - Vendor meetings to ascertain potential for better service
- Conferred with direct reports, one-on-one, in the ***Workplan Process***. This is a monthly practice. I do, for the most part, meet more frequently with Library Operations Director **Jenn Schember** and Human Resources Director **James Bean**, as our meetings tend to be more in depth.
- Reviewed various legal documents including further proposed responses to lawsuits and proposed contracts for services.
- **Reviewed and signed Agreements for Services** with independent service providers for literacy instruction, District-wide performances, events, etc.
- Continued in my position as **President** for the *Las Vegas WON (Where Opportunity Networks) Rotary Club*.



MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Jennifer Schember, Library Operations Director

DATE: April 3, 2019

SUBJECT: Library Operations Activity Report, April 2019

This report provides an overview of the Library Operations Department and includes project updates, branch activity, and staff highlights for a one-month period from **March 1, 2019 – March 31, 2019**.

LIBRARY OPERATIONS ADMINISTRATION

East Las Vegas Library

Final preparations are underway for the opening of the new East Las Vegas Library scheduled on April 25. Library Operations Administration and Las Vegas/East Las Vegas Library Branch Manager **Salvador Avila** and his staff continue to work closely with key members from General Services, Information Technology, and Community Engagement departments to coordinate move-in logistics. **Mr. Avila** also continues to participate in weekly construction site meetings with the General Services team, in addition to developing and preparing his staff for the upcoming transition.

Mr. Avila, Assistant Branch Manager **Tom Olson**, Regional Library Operations Manager **Leo Segura**, and the HR team have been very busy this month hiring the remaining positions budgeted for this building. I am happy to report that all positions have been filled. The branch will open with a highly-qualified team of staff who look forward to providing a welcoming environment and delivering excellent customer service. Additionally, approximately 50% of the staff speak fluent Spanish, in addition to possessing specialized skills to support some of the new services and technology.

On March 12 and 28, the Grand Opening Committee met to finalize special opening day festivities. Library Operations Administration and **Mr. Avila** also participate on this team led by Branding and Marketing Director **Betsy Ward**.

Mr. Avila and his staff are currently preparing customers for the upcoming closure of the Las Vegas Library. Beginning April 1, limited services will be available at this location:

Monday, April 1	Adult collection/materials begin to move
Monday, April 8	Computer Center closes; all calls forwarded to Call Center

Monday, April 15	Youth collection/materials begin to move [Spring Break]
Saturday, April 20	Las Vegas Library permanently closes at 6 p.m.
Sunday, April 21	Easter Holiday – Libraries Closed
Thursday, April 25	East Las Vegas Library Grand Opening at 10 a.m.

Project Updates

In August 2018, the District began an iPad lending program at the Windmill Library. After a successful pilot, this service extended to all branches this month. This service allows District residents, 18 years of age or older, to check out iPads for a loan period of 21 days. The planning and implementation team includes Regional Library Operations Manager **Leo Segura**, Electronic Resources Manager **Jocelyn Bates**, Access Manager **Sufa Anderson**, and IT Director **Al Prendergast**. A special thank you to the Windmill Library Branch Manager **Theron Nissen** and Computer Center Department Head **Larry Gaskin** for testing and providing feedback on this new service.

The Library Operations Administration Team primarily focused on East Las Vegas planning this month, in addition to the following projects:

- Library Rules of Conduct Policy Revision
- Passport Services Expansion – Centennial Hills Library staff received training and are preparing for summer implementation
- Expansion of charging lockers for patron devices (in progress)
- 3D printers and sewing machines available at urban branches in addition to select outlying branches (in progress)
- Roving Reference Service Implementation (in progress) – new model will be available at the East Las Vegas Library

Regional Manager Updates

Regional Library Operations Manager **Carlotta Dickerson** reported the following highlights this month:

- Conducted site visits to:
 - Sandy Valley Library
 - Meadows Library
 - Blue Diamond Library
 - Goodsprings Library
 - Bunkerville Library
 - Searchlight Library
 - Las Vegas Library
 - Spring Valley Library
 - East Las Vegas Library (construction site)
- Conducted quarterly Outlying Branch Associates meeting on March 1
- Conducted seven workplan meetings with Outlying Associates

- Worked with Sr. Community Program Specialist at Stupak Community Center to review possible furniture donation for Teen Zone
- Reviewed single-service desk implementation (Feb 2019) with Windmill Library management
- Attended a variety of East Las Vegas planning meetings
- Attended Branding & Marketing Social Media/SMILE sign meeting
- Attended Adult Service Taskforce development meeting
- Met with IT Assistant Director to discuss branch requests and issues
- Met with Spring Valley Library Branch Manager for QA session
- Conducted outreach visit with Rainbow Library to Mountain View Hospital
- Ordered remaining small equipment items for East Las Vegas Library
- Participated and volunteered at City of Las Vegas Corporate Challenge
- Worked with General Services and IT to implement new touch screen kiosk at East Las Vegas Library
- Worked with IT to implement new hotspots upgrade

Regional Library Operations Manager **Leo Segura** reported the following highlights this month:

- Attended a variety of East Las Vegas planning meetings
- Attended Library Journal Think Tank in Miami, *The Future is Theirs: Community Co-Creation with Kids and Teens*
 - Community engagement roundtable discussion regarding library services to engage local creative communities: what your library is currently doing, what your aspirations are for connecting with local creators, and what tools you need to further engage creative communities
 - General Conference focused on youth-led creation and programming, community-led toolkits, and speakers and examples of successful programs
- Attended Makerspace Support meeting with IT
- Contributed to the development of the District's Makerspace Service Model and Program Development guidelines.
- Attended Adult Service Taskforce development meeting
- Attended Safety Committee Meeting
- Attended Clark County Library's Department Head Meeting
- Conducted Discipline and Security Team Meeting
- Conducted interviews for the East Las Vegas Library Multimedia Supervisor position
- Conducted interviews for District-Wide Librarian position
- Conducted interviews with Clark County Library's Teen Services Maker Specialist position
- Met with General Services and IT to discuss equipment requests for East Las Vegas Library; conducted equipment inventories
- Assisted Electronic Resources and IT with circulating iPad roll-out
- Reviewed and approved 67 branch incident reports and provided follow-up training and instruction, when necessary.

BRANCH AND STAFF HIGHLIGHTS

The Windmill Library currently offers Passport Services, which launched on April 5, 2017. During the federal fiscal year (October 2017 through September 2018), the U.S. Department of State reported that the Windmill Library staff accepted 868 applications during this period. Additionally, the State Department's Acceptance Facility Oversight (AFO) Program conducts site inspections of all acceptance facilities every two years to assess a facility's compliance and performance. During our AFO inspection, Branch Manager **Theron Nissen** provided all training records and Adult Services Librarian **Joanna Taylor** was interviewed. I am happy to report that our staff and facility received a PERFECT SCORE! Congratulations to the Windmill Library staff for their excellent work in providing Passport Services!

Two long-time staff members retired this month. With 21 years of service, Sahara West Library Circulation Assistant **Cheryl Smith** retired on March 22. Spring Valley Library Adult Services Assistant **Kathleen Pascarello** retired with 13 years of service on March 28. Best wishes to both for a very happy retirement!

After 30 years with the District, West Charleston Library Youth Services Department Head **Tracie Josephson** announced her retirement, effective April 4.

The **Laughlin Library** will soon turn 25! An anniversary celebration is scheduled on Wednesday, April 10 at 3 p.m.

MONTHLY STATISTICS

February 2019

The total circulation for the month of February 2019 was 907,337 which is a -4% decrease from the February 2018 circulation of 944,245. Of this total, eMedia circulation was 184,674, which is a 16% increase from the prior year's 158,819 total.

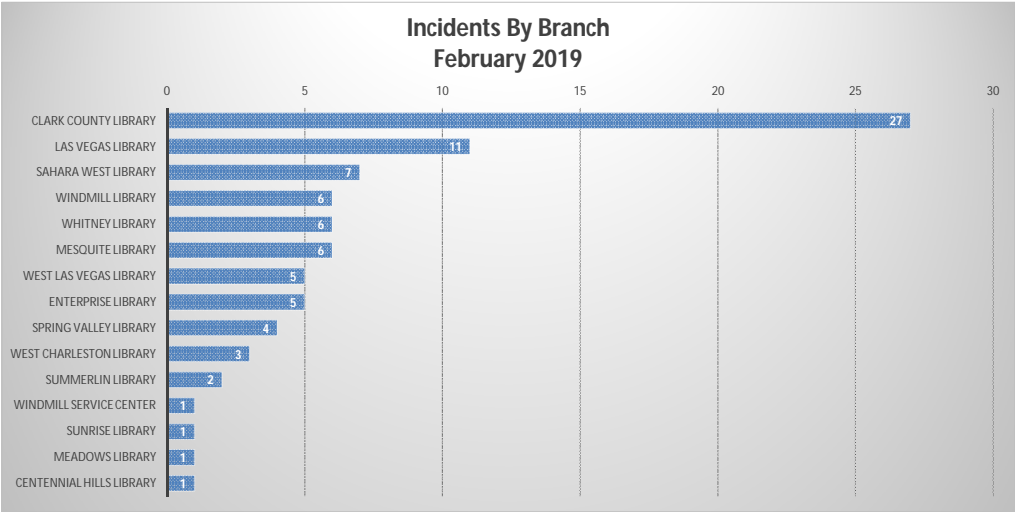
In February, 516,233 patrons entered our libraries, which is a -3% decrease from the prior year's February gatecount of 532,746. Staff issued 9,514 new library cards; conducted 102 computer classes for 251 participants; and answered 55,823 reference questions. Internet sessions in the library during the month totaled 63,827. Wi-Fi usage recorded at 91,335.

The Best Buy Teen Tech Center staff offered 126 programs with a total attendance of 2,235 teens.

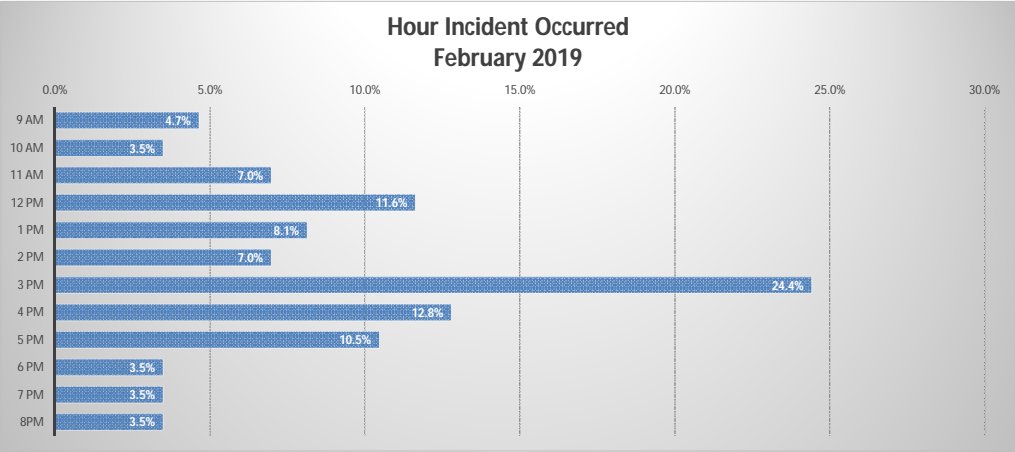
Additionally, Windmill Library staff issued 84 passports for a total of \$3,683 in execution and photo fees.

...

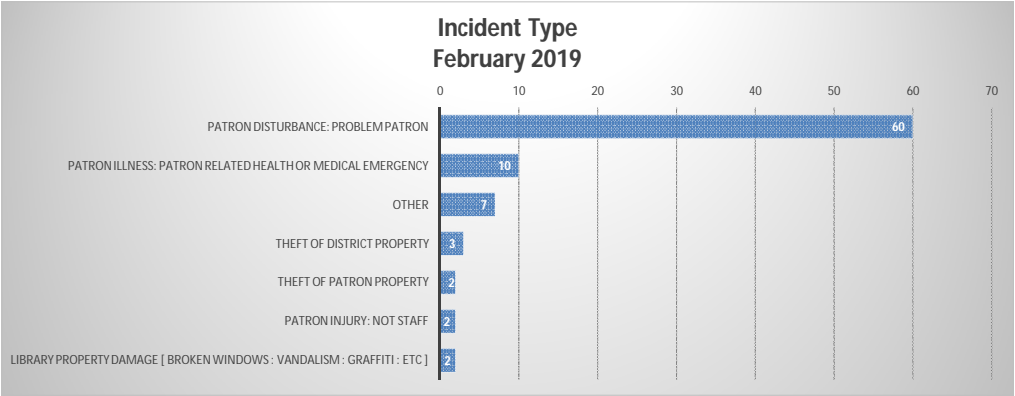
Branch	Total	%
CLARK COUNTY LIBRARY	27	31.4%
LAS VEGAS LIBRARY	11	12.8%
SAHARA WEST LIBRARY	7	8.1%
WINDMILL LIBRARY	6	7.0%
WHITNEY LIBRARY	6	7.0%
MESQUITE LIBRARY	6	7.0%
WEST LAS VEGAS LIBRARY	5	5.8%
ENTERPRISE LIBRARY	5	5.8%
SPRING VALLEY LIBRARY	4	4.7%
WEST CHARLESTON LIBRARY	3	3.5%
SUMMERLIN LIBRARY	2	2.3%
WINDMILL SERVICE CENTER	1	1.2%
SUNRISE LIBRARY	1	1.2%
MEADOWS LIBRARY	1	1.2%
CENTENNIAL HILLS LIBRARY	1	1.2%
Total	86	100.00%



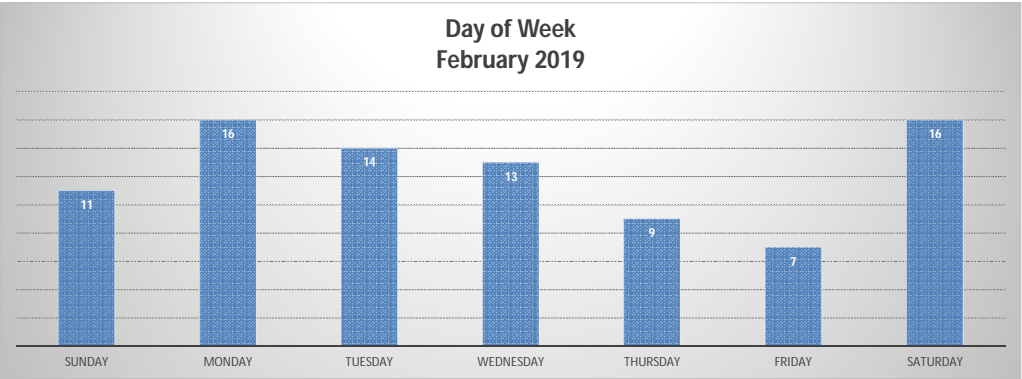
Hour Incident Occurred	Total	%
9 AM	4	4.7%
10 AM	3	3.5%
11 AM	6	7.0%
12 PM	10	11.6%
1 PM	7	8.1%
2 PM	6	7.0%
3 PM	21	24.4%
4 PM	11	12.8%
5 PM	9	10.5%
6 PM	3	3.5%
7 PM	3	3.5%
8PM	3	3.5%
Grand Total	86	



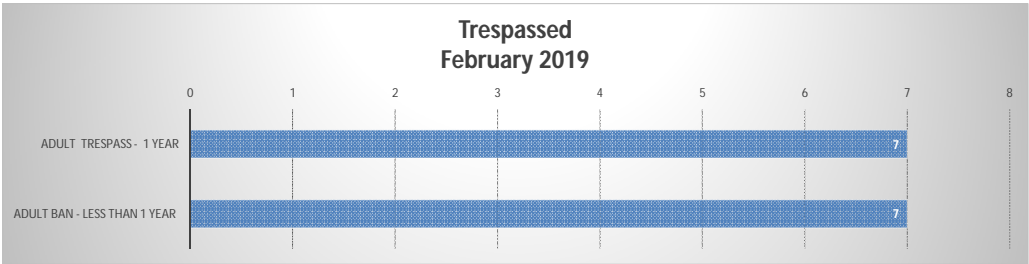
Incident Type	Total	%
PATRON DISTURBANCE: PROBLEM PATRON	60	69.8%
PATRON ILLNESS: PATRON RELATED HEALTH OR MEDICAL EMERGENCY	10	11.6%
OTHER	7	8.1%
THEFT OF DISTRICT PROPERTY	3	3.5%
THEFT OF PATRON PROPERTY	2	2.3%
PATRON INJURY: NOT STAFF	2	2.3%
LIBRARY PROPERTY DAMAGE [BROKEN WINDOWS : VANDALISM : GRAFFITI : ETC]	2	2.3%
Total	86	
Police Called	7	
Safe Place	2	



Day of Week	Total	%
Sunday	11	12.8%
Monday	16	18.6%
Tuesday	14	16.3%
Wednesday	13	15.1%
Thursday	9	10.5%
Friday	7	8.1%
Saturday	16	18.6%
Grand Total	86	



Trespass or Banned	Total
ADULT TRESPASS - 1 YEAR	7
ADULT BAN - LESS THAN 1 YEAR	7



Monthly Statistics
Year over Year
February 2018/ February 2019

		Circulation				2018	2019			Gatecount				2018	2019		
	Library	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%
Urban Branches	Centennial Hills	51,923	49,917	-2,006	-4%	438,896	424,546	-14,350	-3%	31,598	30,252	-1,346	-4%	263,207	275,007	11,800	4%
	Clark County	51,623	45,535	-6,088	-12%	432,423	403,144	-29,279	-7%	47,500	46,051	-1,449	-3%	386,602	377,074	-9,528	-2%
	Enterprise	35,625	33,137	-2,488	-7%	305,237	284,374	-20,863	-7%	23,809	25,410	1,601	7%	215,899	209,120	-6,779	-3%
	Las Vegas	20,380	14,670	-5,710	-28%	185,173	127,763	-57,410	-31%	59,485	55,644	-3,841	-6%	317,005	261,524	-55,481	-18%
	Meadows	3,318	3,100	-218	-7%	26,151	27,233	1,082	4%	2,645	3,172	527	20%	21,084	27,097	6,013	29%
	Rainbow	50,400	44,109	-6,291	-12%	431,250	371,806	-59,444	-14%	38,430	44,000	5,570	14%	285,585	322,530	36,945	13%
	Sahara West	58,662	55,220	-3,442	-6%	514,765	484,535	-30,230	-6%	41,745	42,523	778	2%	349,916	366,057	16,141	5%
	Spring Valley	41,855	35,717	-6,138	-15%	383,333	314,657	-68,676	-18%	34,500	31,183	-3,317	-10%	274,965	247,214	-27,751	-10%
	Summerlin	30,998	28,950	-2,048	-7%	262,633	252,004	-10,629	-4%	21,849	20,747	-1,102	-5%	184,467	179,938	-4,529	-2%
	Sunrise	46,764	39,939	-6,825	-15%	414,859	359,107	-55,752	-13%	31,335	27,823	-3,512	-11%	239,156	231,183	-7,973	-3%
	West Charleston	36,103	30,469	-5,634	-16%	312,741	267,762	-44,979	-14%	55,000	47,239	-7,761	-14%	243,659	239,497	-4,162	-2%
	West Las Vegas	15,496	13,185	-2,311	-15%	143,193	119,407	-23,786	-17%	28,722	24,270	-4,452	-16%	192,957	191,138	-1,819	-1%
	Whitney	37,499	35,525	-1,974	-5%	351,000	314,751	-36,249	-10%	45,093	45,323	230	1%	391,189	393,038	1,849	0%
	Windmill	54,063	52,234	-1,829	-3%	458,232	440,492	-17,740	-4%	29,666	29,832	166	1%	236,982	241,660	4,678	2%
	Urban Totals	534,709	481,707	-53,002	-10%	4,659,886	4,191,581	-468,305	-10%	491,377	473,469	-17,908	-4%	3,602,673	3,562,077	-40,596	-1%
Outlying Branches	Blue Diamond	322	412	90	28%	2,653	2,794	141	5%	713	615	-98	-14%	5,338	5,552	214	4%
	Bunkerville	739	357	-382	-52%	7,663	4,397	-3,266	-43%	1,823	2,102	279	15%	16,033	17,951	1,918	12%
	Goodsprings	836	1,310	474	57%	8,878	8,556	-322	-4%	497	423	-74	-15%	3,628	3,603	-25	-1%
	Indian Springs	1,744	1,843	99	6%	16,972	15,083	-1,889	-11%	1,715	1,972	257	15%	14,046	16,722	2,676	19%
	Laughlin	11,550	11,594	44	0%	87,717	88,816	1,099	1%	9,077	9,350	273	3%	61,453	65,368	3,915	6%
	Mesquite	11,804	13,395	1,591	13%	98,438	106,706	8,268	8%	13,141	14,100	959	7%	95,903	109,607	13,704	14%
	Moapa Town	749	625	-124	-17%	6,819	6,457	-362	-5%	638	651	13	2%	6,163	5,183	-980	-16%
	Moapa Valley	7,205	7,357	152	2%	61,217	53,146	-8,071	-13%	10,877	10,403	-474	-4%	50,314	78,897	28,583	57%
	Mt. Charleston	620	309	-311	-50%	3,684	3,074	-610	-17%	681	716	35	5%	5,943	6,094	151	3%
	Sandy Valley	2,610	2,118	-492	-19%	21,341	17,116	-4,225	-20%	1,574	1,357	-217	-14%	13,671	10,906	-2,765	-20%
	Searchlight	1,143	795	-348	-30%	12,903	6,955	-5,948	-46%	581	1,031	450	77%	5,961	8,296	2,335	39%
	Outlying Totals	39,322	40,115	793	2%	328,285	313,100	-15,185	-5%	41,317	42,720	1,403	3%	278,453	328,179	49,726	18%
Misc.	ILL	491	440	-51	-10%	3,057	3,467	410	13%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Metro	2,022	2,221	199	10%	16,656	17,305	649	4%	52	44	-8	-15%	354	559	205	58%
	Outreach	6,629	4,931	-1,698	-26%	56,540	50,302	-6,238	-11%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	eMedia	158,819	184,674	25,855	16%	1,252,773	1,513,323	260,550	21%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Online Renewals	202,253	193,249	-9,004	-4%	1,752,409	1,600,991	-151,418	-9%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Misc. Totals	370,214	385,515	15,301	4%	3,081,435	3,185,388	103,953	3%	52	44	-8	-15%	354	559	205	58%
	Grand Totals	944,245	907,337	-36,908	-4%	8,069,606	7,690,069	-379,537	-5%	532,746	516,233	-16,513	-3%	3,881,480	3,890,815	9,335	0%

Monthly Statistics
Year over Year
February 2018/ February 2019

		New Library Card				2018	2019			PC Internet Sessions				2018	2019		
	Library	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%
Urban Branches	Centennial Hills	680	698	18	3%	3,934	4,363	429	11%	4,584	4,466	-118	-3%	37,459	35,849	-1,610	-4%
	Clark County	681	715	34	5%	6,179	6,225	46	1%	8,093	7,585	-508	-6%	67,092	66,709	-383	-1%
	Enterprise	389	469	80	21%	2,942	3,154	212	7%	2,825	2,909	84	3%	22,612	23,408	796	4%
	Las Vegas	369	262	-107	-29%	3,031	2,497	-534	-18%	4,341	4,358	17	0%	38,999	39,165	166	0%
	Meadows	47	50	3	6%	276	342	66	24%	196	295	99	51%	1,707	2,796	1,089	64%
	Rainbow	524	541	17	3%	3,873	4,090	217	6%	4,572	4,057	-515	-11%	35,043	34,409	-634	-2%
	Sahara West	693	768	75	11%	4,478	5,056	578	13%	5,038	4,692	-346	-7%	41,188	39,068	-2,120	-5%
	Spring Valley	371	375	4	1%	3,510	3,193	-317	-9%	6,525	5,917	-608	-9%	56,265	51,986	-4,279	-8%
	Summerlin	259	297	38	15%	1,848	2,212	364	20%	1,874	1,741	-133	-7%	15,859	15,891	32	0%
	Sunrise	623	1,551	928	149%	5,418	6,790	1,372	25%	5,312	5,458	146	3%	47,428	46,351	-1,077	-2%
	West Charleston	382	340	-42	-11%	3,119	2,861	-258	-8%	3,858	3,262	-596	-15%	31,716	29,001	-2,715	-9%
	West Las Vegas	265	259	-6	-2%	2,644	2,344	-300	-11%	4,700	4,623	-77	-2%	39,678	37,690	-1,988	-5%
	Whitney	460	599	139	30%	4,319	3,717	-602	-14%	4,026	4,163	137	3%	34,148	35,788	1,640	5%
	Windmill	590	856	266	45%	4,678	5,364	686	15%	5,002	5,088	86	2%	40,127	40,946	819	2%
	Urban Totals	6,333	7,780	1,447	23%	50,249	52,208	1,959	4%	60,946	58,614	-2,332	-4%	509,321	499,057	-10,264	-2%
Outlying Branches	Blue Diamond	1	3	2	200%	10	14	4	40%	21	23	2	10%	244	244	0	0%
	Bunkerville	2	2	0	0%	6	9	3	50%	71	51	-20	-28%	687	460	-227	-33%
	Goodsprings	1	1	0	0%	10	11	1	10%	27	7	-20	-74%	127	90	-37	-29%
	Indian Springs	8	2	-6	-75%	34	32	-2	-6%	147	174	27	18%	1,097	1,319	222	20%
	Laughlin	85	88	3	4%	560	590	30	5%	1,901	1,990	89	5%	14,691	12,897	-1,794	-12%
	Mesquite	92	180	88	96%	825	2,324	1,499	182%	1,897	2,154	257	14%	13,738	17,445	3,707	27%
	Moapa Town	0	99	99	N/A	18	120	102	567%	87	73	-14	-16%	686	675	-11	-2%
	Moapa Valley	41	40	-1	-2%	225	197	-28	-12%	370	419	49	13%	4,480	3,665	-815	-18%
	Mt. Charleston	2	2	0	0%	22	19	-3	-14%	8	16	8	100%	135	93	-42	-31%
	Sandy Valley	2	6	4	200%	44	39	-5	-11%	141	102	-39	-28%	1,030	785	-245	-24%
	Searchlight	2	1	-1	-50%	19	28	9	47%	51	46	-5	-10%	382	366	-16	-4%
	Outlying Totals	236	424	188	80%	1,773	3,383	1,610	91%	4,721	5,055	334	7%	37,297	38,039	742	2%
Misc.	CALL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	203	158	-45	-22%	1,001	1,675	674	67%
	Outreach	1,146	302	-844	-74%	1,462	45,664	44,202	3023%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Online Registration	532	1,008	476	89%	4,498	5,118	620	14%	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	90,004	91,335	1,331	1%	747,544	773,841	26,297	4%
	Misc. Totals	1,678	1,310	-368	-22%	5,960	50,782	44,822	752%	90,207	91,493	1,286	1%	748,545	775,516	26,971	4%
Grand Totals		8,247	9,514	1,267	15%	57,982	106,373	48,391	83%	155,874	155,162	-712	0%	1,295,163	1,312,612	17,449	1%

ITEM VII.A.2.a.



MEMORANDUM

TO: Dr. Ronald Heezen, Executive Director
FROM: Betsy Ward, Branding and Marketing Director
DATE: March 28, 2019
SUBJECT: Branding and Marketing Activity Report, April 2019

This memorandum reports on the Branding and Marketing Department's (BAM) activities and project updates during the period from March 1-21, 2019.

TRUSTEE BILBRAY-AXELROD'S QUESTION

At the March 14 board meeting, Trustee Bilbray-Axelrod asked for the amounts that Applied Analysis and Precision Opinion will be paid for their work on the market testing of the rebranding campaign. Applied Analysis was paid \$42,400 for the email market research study, and Precision Opinion was paid \$46,807 for the focus group study.

LIBRARY DISTRICT REBRANDING

- **Trademark** – We will no longer be working with Howard & Howard Law on this project, as we are switching to Greenberg Traurig, which has been helping us on a number of other issues. Counsel Welt signed the Greenberg Traurig engagement letter, so that we can commence with the trademark next steps.
- **Free To Be Signage RFP** – Now that we received resoundingly positive feedback from the public on our Free To Be campaign, we are moving forward on our launch. Since Sean Coulter has such deep knowledge of our buildings, we met with him on 3/29 to discuss his firm's help with creating a brand signage RFP. Pursuant to Dr. Heezen's approval, we will conduct a one-time project with Simpson Coulter to create an RFP document for the procurement of a firm to work with us on design, production, and installation of brand signage that will be unique to each library building. We hope to have it written and advertised in the next several months, so that we can hire the firm at the start of FY 2019-2020. This will give us the jumpstart to have everything in place in time for the proposed launch in February 2020, for Library Lovers' Month.
- **Staff Day** – BAM & HR had their first joint planning meeting on the brand timeline. Our plan is to roll out the new branding on Staff Day, and begin to educate HR's Customer Service team on the new brand campaign. BAM will be ready to launch all library materials on February 1, 2020 (including brochures, power point templates, business cards, stationary, flyer templates, website skin, and more) as well as

employee support materials (welcome kit folders, break room posters with Free To Be ads directed at employee morale, lanyards, ID tags, etc.)

- **Phone Tree** – Maria Marinch has recorded our voice over for the East Las Vegas portion of the District phone tree in both English and Spanish. She will remain as the voice of EV until we launch our new brand, at which time we will rerecord the entire phone tree, incorporating Free To Be brand messaging.

SUMMER CHALLENGE REBRANDING:

- BAM is supporting the Youth Services Department's rebranding of Club Read to Summer Challenge. Promotion of the program officially kicks-off District-wide on May 1, and will be publicized through media outreach. This will give kids and parents time to get thinking about summer activities and look forward to the May 18 sign-up date.
- We will share with the media that kids can sign up anytime during the summer and the program runs through the end of July. Prizes will be awarded in August.
- We will be producing informational materials as follows, working closely with Community Engagement Director **Matt McNally** and Youth Services Manager **Shana Harrington**:
 - Summer Challenge in-branch display materials including poster boards to accompany in-branch displays with all Summer Challenge details and prizes listed; window clings; and life-sized Chance cutouts.
 - Printing Summer Challenge brochures for distribution.
- In the summer issue of *Library Highlights*, there will be an article on the exciting new aspects of our Summer Challenge program and we will share the details of our fantastic prizes from the VGK and the Life Is Beautiful music festival in September.

LIBRARY LOVERS' MONTH/VEGAS GOLDEN KNIGHTS PARTNERSHIP

The new Vegas Golden Knights library card has proven to be a very popular item, in terms of earned media coverage (which we shared in last month's report), and card distribution:

- **VGK Library Card Numbers:**

- Tracking library card promotions is very new for LVCCLD (and libraries nationwide) as we have only been creating these efforts for the past two years. We were curious to see how the two different promotions would compare to each other, given that the Library Card Design Contest was spread out over a longer period of time.
 - **Library Card Design Contest**
 - Contest entries were collected during September 2017 for Library Card Sign-Up Month, and then the public voting ran on Facebook through October 2017.
 - The six winners were then selected and announced during Library Lovers' Month in February 2018, and media coverage continued through March 2018. So, there was an extended period of public interest.

- **VGK Library Card Launch**
 - By contrast, our VGK card received heavy media coverage during the February launch period, but media coverage was not as long-term as with the Library Card Design Contest.
 - The new VGK card launched in February 2019 for Library Lovers' Month, and created a big jump in card distribution. Then in March, when media coverage tapered off, engagement was still above 2017 levels.
- BAM is continuing to promote the new Vegas Golden Knights library card by prominently featuring it on the homepage, along with the release of the spring issue of Library Highlights, which is available to read on the website.
- The next big push will center on Summer Challenge, which will feature in-branch signage, Chance cutouts, and high profile VGK prizes.

Promotions Not Yet Started

Feb 2017

6,461

March 2017

6,859

Heavy Promotion in Sept/Oct 2017 for Contest Launch & Again in Feb 2018 for Winning Cards Launch

Feb 2018

6,852 +6.05% over 2017

March 2018

7,821 +14.03% over 2017

Active Promotion & Media Coverage

Feb 2019

7,780 +20.41% over 2017

Social Media & Website Promotion Only

March 2019

7,272 +6.02% over 2017 levels

PHONE TREE UPDATE

BAM Director **Betsy Ward** worked closely Library Operations Director **Jenn Schember** and Regional Library Operations Manager **Carlotta Dickerson** to update portions of the Library District phone tree script, removing references to "Las Vegas Library" and replacing them with "East Las Vegas Library." **Betsy Ward** and BAM Assistant Director **Karen Bramwell** coordinated with IT Director **Al Prendergast**, Technical and Production Services Supervisor **Jerome Paul Eadeh**, Microcomputer and Network **Jamsel Lighten**, and the our voice talent Maria Marinch to record these new portions of the phone tree in English and Spanish.

EAST LAS VEGAS LIBRARY (EV) GRAND OPENING

On March 12, the fourth Planning Committee Meeting was held for the upcoming grand opening of the East Las Vegas Library. The committee meeting was convened by **Betsy Ward**, and attendees included: **Karen Bramwell**, Marketing Coordinator **Molly Malloy**, Digital Content Manager **Ryan Simoneau**, Digital Content Coordinator **Camille Cannon**, Community Engagement Director **Matt McNally**, Programming and Venues Manager **Ryan Neely**, Adult Programming Supervisor **Jennifer Weitz**, District Outreach Librarian **Glenda Billingsley**, Youth Services Manager **Shana Harrington**, Youth Services Specialist **Melissa Ramos**, General Services Director **Steve Rice**, Assistant General Services Director **John Vino**, Purchasing & Administration Manager **Nancy Hodges**, Library Operations Director **Jennifer Schember**, Regional Library Operations Manager **Carlotta Dickerson**, Regional Operations Manager **Leo Segura**, EV Branch Manager **Sal Avila**, Development Director

Danielle Milam, and Development Office Manager **Sherry Walker**. The EV Planning Committee will meet on March 28, April 9, and April 16 leading up to the big day.

Molly Malloy maintains an overall status sheet that tracks all elements of the EV grand opening event, which keeps all committee members apprised of upcoming deadlines and assignments, and how their respective areas intersect with others.

The print and email versions of the Save the Date were sent using our VIP mailing list on March 5. The print version was mailed to 634 individuals; while the email version was sent to 316 people and had a 55.17 percent open rate.

Betsy Ward wrote the EV press release and **Camille Cannon** gathered facts from multiple departments for the fact sheet, which will also inform the event program and website content. To achieve this deep dive of information, **Camille** interviewed **Tommy Huggins** with Carpenter Sellers Del Gatto, and EV Branch Manager **Sal Avila**. **Camille** also wrote a profile of **Sal**, which will be used for media outreach.

Betsy Ward and **Karen Bramwell** worked with Lamar Advertising to obtain a nonprofit PSA consideration to promote the opening of the East Las Vegas Library in both English and Spanish on billboards in the East Las Vegas community. Starting April 1 through May 31, depending on availability, the Library District will have access of up to seven digital signs at a discounted nonprofit rate.

Additional East Las Vegas Library (EV) promotional efforts spearheaded by our graphics team include:

- Web designer **Gene Kilchenko** has developed a digital version of the invitation, a building map, and materials to promote the rental of the multipurpose room at East Las Vegas Library.
- Graphic Designer **Juanita Aiello** worked with **Betsy Ward** and **Karen Bramwell** to design the EV Save the Date, the invitation, outdoor billboards, and direct mail piece, which will be sent to 84,146 homes and businesses in the 89101, 89102, 89104, 89106, and 89110. As supplied by **Applied Analysis**, these zip codes represent the sections of East Las Vegas where there is a high concentration of schools: 14 elementary, two middle, and three high schools. **Juanita** also designed grand opening banners for the front of the EV building, and the building's dedication plaque, as requested by Assistant General Services Director **John Vino**.
- **Juanita** worked with her promotional products contacts and discovered the perfect gift for the public: pop-up fans with the East Las Vegas name printed on them. The commemorative gift for VIPs and speakers is being researched.

Latinx Community Outreach – Our Latinx Consultant **Ericka Aviles**, has been very active:

- Worked with Adult Programming Supervisor **Jennifer Weitz** to get listing of upcoming outreach opportunities, as well as specifics for Community Resource Fair on EV opening day.
- Reached out to key Latinx community and business stakeholders, including Las Vegas Lights, Telemundo, Nevada Independent (en Espanol,) Latin Chamber, La Bonita Grocery Store, Springs Preserve, and Lotus Broadcasting to explore opportunities with Jesus Lopez (Spanish VGK games commentator)
- Sent Spanish Save the Date to Latinx Media
- Shared Save the Date on her Latinx social channels and newsletters

Library Site Tour -- The BAM Department, along with our **Ericka Aviles**, and Lindsey Yaskin from **The FIRM** PR toured the EV Library site on March 25 to identify additional considerations or needs for the grand opening day.

SUMMER CHALLENGE

Betsy Ward, Karen Bramwell, Ryan Simoneau, Molly Malloy, Camille Cannon, and Juanita Aiello met with **Shana Harrington** and **Melissa Ramos** on March 15 to discuss the marketing needs and direction for the newly rebranded and redesigned Summer Challenge (which replaces Club Read). **Betsy Ward** rewrote the brochure copy around a new theme and worked with **Karen Bramwell** and **Juanita Aiello** to begin designing the piece.

On March 20, **Betsy Ward, Molly Malloy, Juanita Aiello, and Shana Harrington** met to discuss the quantity of brochures to be ordered, as well as additional marketing materials that BAM is recommending, including a large foam core board to help advertise the additional prize packages that BAM has secured. With the higher value prizes that include autographed Vegas Golden Knights hockey sticks and Life is Beautiful ticket packages, plus enhanced promotional materials, BAM is hoping to help Youth Services increase the number of participants in this fantastic program.

CHECK OUT WHAT'S NEW eNEWSLETTER

Molly Malloy and **Ryan Simoneau** developed the copy for the March-April eNewsletter, which **Camille Cannon** edited and Web Designer **Gene Kilchenko** designed. This edition featured content about our new Vegas Golden Knights card, the Sush Machida Gallery Reception at Sahara West Library, the opening of the One-Stop Career Center at Clark County Library, STEAM Month, Food for Thought, The East Las Vegas Library Grand Opening, El día de los Niños, and the online resource, Creative Bug. Results of the eNewsletter sent on March 6 are detailed below:

Sent to: 295,888 cardholders

Opened by: 91,306 cardholders

Open rate: 31.04% (above the non-profit industry standard of 24.11%)

Click-thrus: 7,919

Click-thru rate from those who opened the email: 8.67% (this was more than double the non-profit industry standard of a 2.57% click-thru rate)

HIGHLIGHTS MAGAZINE

Betsy Ward, Karen Bramwell, and Juanita Aiello began planning and designing the summer issue, which will feature a News You Can Use article about the One-Stop Career Centers. We will also emphasize the rebranding of Summer Challenge.

PURCHASE OF NEW PRINTER

Since August of 2018, **Molly Malloy** has been managing this project, researching and receiving quotes, and recording feedback from our graphic design staff in order for BAM to purchase a new printer. The increased speed, efficiency, and new options available on these new machines will help reduce costs and turn-around on BAM print projects. The field of options was narrowed down to Xerox and Ricoh, which both provided machines for BAM to test from late November 2018 through February 2019, to identify which would best suit our needs. After reviewing feedback from the graphic designers, and comparing the proposals, **Betsy Ward, Karen Bramwell, and Molly Malloy** met with Assistant Finance Director **Floresto Cabias** and Administrative Assistant **Lynn Lucuara** on March 25, to review the details of the contract, finalize it, and execute the purchase order.

BAM GRAPHIC REQUEST/WORK ORDER SYSTEM

BAM has been researching project management software for nearly a year. Our goal has been to find a platform similar to IT's ticketing system, but tailored to our needs, that would enable us to track the hundreds of individual jobs that come through our department every month. After reviewing multiple platforms without satisfaction, Web Designer **Gene Kilchenko** volunteered to custom design a system tailored to our specific needs. **Gene** has been working on this in his spare time over the past six months, creating a system that will make it easy for District staff to make a request for a wide range of assistance from BAM, while allowing us to better track every request that we receive. To assist **Gene** with this process, **Molly Malloy** gathered feedback from the BAM team on the type of information that District staff would need to provide to help us better understand their goals and objectives and make recommendations as to how else we can be of assistance. Customer service is of supreme importance to BAM, and **Gene** hopes to have this system ready in the next few months.

GALLERY SERVICES SPRING AND SUMMER PLANNING MEETING

On March 8, **Karen Bramwell**, **Ryan Simoneau**, and **Camille Cannon** met with Gallery Services Coordinator **Darren Johnson**, to review all of the spring and summer programming priorities for the Library District's art galleries for inclusion in Highlights, and website and social media promotion.

PRINT COLLATERAL MATERIALS AND SOCIAL MEDIA/WEBSITE ASSETS

Juanita Aiello, **Gene Kilchenko**, **Molly Malloy**, and **Karen Bramwell** managed, edited, designed, proofed, obtained approval, printed, and prepared for delivery of print collateral materials for: Asian American and Pacific Islander Heritage Month (Youth Services and Adult Programming), Screen Time Smarts, Liberace Lives!, Fishnets and Spotlights, Family Music Festival, Celebrate World Belly Dance Day, Introduction to Neurolinguistics, Fiesta Del Mariachi LVIAMS Concert, Sofia Talvik, Día de los Niños, and Gary Haleamau.

Other materials produced included: update of Wi-Fi To Go bookmark and brochure, iPad lending bookmark and flyer, One-Stop Career Center invitation email, social media closing day's assets, and a mobile trade show booth for HR.

LIBRARY DISTRICT REVISED PHOTOGRAPHY/VIDEO PROCEDURE

This has been in need of updating for several years, with the pivotal importance of social media as a primary way to promote a brand's messaging. The Library District's new Photography/Video Procedure has at last been established, thanks to input from Board Counsel **Jerry Welt**, law firm **Greenberg Traurig**, Library Operations Director **Jenn Schember**, Community Engagement Director **Matt McNally**, and **Betsy Ward**. **Ryan Simoneau** has also been very involved in the process and has been rooting for this outcome so that branches can more effectively engage with their communities. In order to share the good news and explain the benefits and next steps, **Ryan** attended the PVS/SPS, YPL, and DDH meetings on February 27, March 12, and March 13 respectively, and discussed the Library District's revised Photography/Video Procedure. **Ryan** reviewed the approved SMILE sign copy so that programming staff are aware of the changes and ways to take advantage of them to promote their events. **Camille Cannon** also helped with the SMILE sign procedure and wrote guidelines for compiling/sending short-form videos. This revised procedure will be rolled out to all branches in advance of the grand opening of the East Las Vegas Library on April 25. This revised procedure will allow each branch to capture photos and short-form video from approved events and programs to better help the Library District spotlight our diverse offerings on social media and LVCCCLD.org. **Ryan** and **Camille** will be working to compile a Photography and Video Style Guide that will outline the details and provide staff with best practices, photography & video examples, as well as details on

the content submission process. BAM will be responsible for ensuring quality control of all content before it is posted.

WEBSITE

Camille Cannon created blog posts to spotlight individual articles from the Highlights spring 2019 issue and to share with our social media team:

Did You Know?

<https://lvccld.org/blogs/post/youre-more-creative-than-you-think/>

News You Can Use: <https://lvccld.org/blogs/post/helping-the-most-vulnerable-to-a-brighter-future/>

Literally: <https://lvccld.org/blogs/post/more-titles-to-help-you-spark-joy-and-tidy-up/>

Camille Cannon wrote and published 20 blog articles on the website through March 20 to help promote the Library District's monthly programming priorities, which were also shared with the social media team to post on their branch Facebook pages: <https://lvccld.org/2019/03/>

Using copy provided by Gallery Services Coordinator **Darren Johnson**, **Camille** created blog posts and cards to add the summer gallery listings (20) to the website: <https://lvccld.org/browse/gallery-exhibits/>

Additional coverage on the website homepage included: the grand opening of the One-Stop Career Center at Clark County Library on March 11; promoting the "Safe Place" partnership with Nevada Partnership for Homeless Youth; the Teens Work! Employment Prep and Job Fair series at Sunrise Library; our Tools for School Success page that features Homework Help listings as well as online resources like Socrates and Brainfuse; along with promoting all of the Library District's priority events and programs for the month. Working with the website content committee, we created and added 39 new staff lists to the website and rotated them out on the homepage to ensure fresh content was shared each week.

BiblioCommons v3: Our website provider, BiblioCommons, will soon be implementing their V3 platform, an exciting, new version of their software, which will give us more flexibility, responsiveness, and control over our web content. The changes will not affect our customers, but eventually they will start to notice fun changes in layout and content that they will appreciate. The migration process will be completed behind the scenes on or before the end of the year, and customers will see changes after that. To begin the process of migrating LVCCLD.org over to BiblioCommons V3, **Ryan Simoneau** set up training sessions with our website stakeholders, who include **Camille Cannon** and **Gene Kilchenko** from the Branding & Marketing; Access Services Manager **Sufa Anderson**; Electronic Resources Manager **Jocelyn Bates**; Foundation Office Manager **Sherry Walker**; and **Shana Harrington** and **Melissa Ramos** from Youth Services. The training took place from March 18-21 and covered all the new taxonomies and page layout features that will soon be available to us. **Ryan** and **Camille** continue to field questions and comments from the public and they received 19 feedback emails through March 20. Each email received is seen as a customer service opportunity, and they answer all questions in a timely fashion and with the utmost courtesy. We believe that website tips shared online and via social media, as well as through monthly website training classes that are offered at each branch, are primary factors that have helped to reduce customer questions about the new site. The one-year anniversary of the new BiblioCommons site is June 19, 2019.

We are currently at 82,063 library card registrations on the new website as of March 20, which is an increase of more than five percent over the previous month. As previously mentioned, we do not have analytics to compare this number to the old website since library card registration was not previously required, but our BiblioCommons vendor tell us that this is extraordinary customer engagement compared to the other clients. BAM continually looks for new ways to encourage library cardholders to register their cards to enjoy all of the benefits that give them full access to the website (i.e. placing holds, creating For Later Shelves, using eResources).

BACKEND DEVELOPMENT

Web Designer **Gene Kilchenko** completed the following implementation, upgrades, or updates: Voyager documents posting and upgrade, documents on website posting and upgrade, District email signature redesign upgrade, media coverage, and press release pages, and Foundation page update with Better Impact Volunteer Management.

SOCIAL MEDIA

The social media team's top priority for March was the continued promotion of the new Vegas Golden Knights library card. Other priorities included sharing resources for Women's History Month; promoting and attending the grand opening ceremony of the One-Stop Career Center at Clark County Library; promoting that all LVCCLD libraries are now official Safe Place locations in partnership with Nevada Partnership for Homeless Youth; the opening reception for the Sush Machida exhibit, "Twenty Years in Vegas" at Sahara West Library; and sharing the Library District's upcoming programs that offer free help during Tax Season. For all of these District priorities, we created and shared copy and creative assets with the social media team (consisting of 25 staff volunteers) to post on their respective branch Facebook pages. Additionally, we promoted and shared timely content from existing eResource services, such as Overdrive, Hoopla Digital, Kanopy, Flipster, Transparent Language, The New York Times, and more.

Camille Cannon engaged Twitter users by sharing pictures of our unexpected snow fall with a call-to-action: Send us your **#VegasSnow** pictures and we'll reply with a book cover that resembles it." **Camille** responded to each of the 21 photos sent with an image of a book cover, and the URL to that book in our catalog, encouraging them to check it out with their library card. This tweet reached approximately 7,668 people and received replies for four days. <https://twitter.com/LVCCLD/status/1098680915943813121>

Camille also engaged in trending conversations on Twitter, including:

#HighSchoolMeVsAdultMe: <https://twitter.com/LVCCLD/status/1103735671368245248>
#SocialMediaIn4Words:
<https://twitter.com/LVCCLD/status/1103455226370056193>

@LVCCLD Followers are extremely excited about the East Las Vegas opening! This tweet (<https://twitter.com/LVCCLD/status/1105596081340145666>) elicited 20 responses (including the City of Las Vegas), all positive.

Below are some examples:



Ryan and **Camille** continue to provide the social media team with weekly content updates and social media best practices using Facebook Workplace. They are working with Library Operations to schedule quarterly meetings with the social media team to discuss District priorities and new initiatives, as well as having collective creative brainstorms to better promote our branches on social media.

Social Media Analytics/February 2019

Facebook:

LVCCLD Facebook Page Fans: 11,348 (+1.3%)

Total Facebook Page Fans (across all LVCCLD branches): 34,354 (+1%)

Total New Follower Increase: +1% (No change)

Total Facebook Impressions: 1,200,00 (+144%)

Total Facebook Post Engagements: 11,900 6,345 (+88%)

Total Facebook Link Clicks: 4,780 (+271%)

Notes: New Facebook followers gained increased and we received a significant spike in user engagement due to the launch of the Vegas Golden Knights library card, which we supported with a dedicated Facebook Ad campaign that included geo-targeted and promoted posts.

LVCCLD Twitter:

Followers: 2,454

Total followers: +3.5% from January 2018

Total user engagements: 2,473 (+166%)

Organic Impressions: 107,100 (+86%)

Link clicks: 219 (+100%)

Notes: Both new followers and user engagement were up from our monthly average due to launch of the new Vegas Golden Knights card. We also received several mentions and Retweets from the Vegas Golden Knights, which helped increase our total reach and new followers.

LVCCLD Instagram:

Followers: 1,510

Total followers: +7.3% from January 2018

Total user engagement: +1% from January 2018

Top post engagement: -48% from January 2018




Total likes received to posts: 2,179 (+3%)

Total comments received to posts: 49 (-51%)

Notes: Instagram continues to be our fastest growing social media platform and we received a larger increase in new followers due to the launch of our Vegas Golden Knights Library card. We did not receive any mentions from the Vegas Golden Knights on this platform, which was a factor in the user engagement not being as high as on Facebook and Twitter.


Top Posts for February:

Facebook:

**Las Vegas-Clark County Library District** 
Published by Sprout Social (?) · February 12 at 5:11 PM · 

Meet the newest #VegasBorn library cardholders: Nate Schmidt, Jon Merrill and Jake Bischoff of the Vegas Golden Knights 🏒

Claim your very own Vegas Golden Knights library card:
<https://bit.ly/2t9qEeU>



8,668
People Reached

1,441
Engagements

Boost Unavailable


Boosted on Feb 14, 2019
By Camille Cannon

Completed

People Reached
5.9K

Post Engagement
1.0K

[View Results](#)

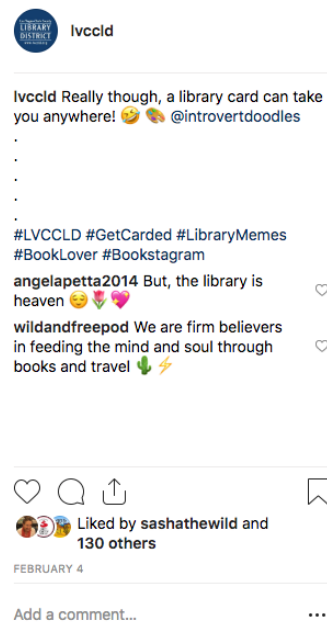
 645

26 Comments 51 Shares

Twitter:



Instagram:



Camille Cannon created the meme below to attract fans of "A Star Is Born" to our library catalog. It received a positive response on @LVCCLD Facebook, Twitter and Instagram, and was also shared on some of our branch Facebook pages.



Notable Website Analytics (February 1 - 28)

Page Views: 569,399 (-2.5%)

Unique Visitors: 198,350 (+1%)

Homepage Views: 320,051 (-3.5%)

Average Dwell Time: 2:42 (across website) and 3:00 (homepage)

Note: Our unique visitors and average website dwell times were both up over the previous month, which can be attributed to the launch of our Vegas Golden Knights library card, which brought in new website visitors. However, February had three fewer days than in January, which was a key factor in the lower page views.

ADVERTISING EQUIVALENCY

Based on the industry standard for public relations/advertising equivalency measurement, we received \$1,030,751 in advertising value for the month of February. This number included brand messaging with backlit signage to 42+ million annual travelers that utilize McCarran International Airport.

Las Vegas Clark County Library - February 2019 Media Coverage

Date	Outlet Type	Outlet	Title	Notes	Link	segment length	audience	calculated publicity value
2/1/19	Newspaper	Las Vegas Review-Journal - NEON	Listings, Arts	Frozen in Flux, Wanderlust, Focus on Nevada, Julian Eusebio 2018, Ancestral Turnings, Shades of Clay, Desert Oasis, The Beauty and Rhythm of Ink, Lives on the Line: Images of Civil Rights, Photography Art, Polyhedral, A New Fall,			172,366	\$4,968.00
2/6/19	Internet	reviewjournal.com	Golden Knights library card now available in Las Vegas Valley	VGK Library Cards	https://www.reviewjournal.com/sports/golden-knights-nhl/golden-knights-library-card-now-available-in-las-vegas-valley-1591309/		3,558,333	\$106,749.99
2/6/19	Internet	lasvegassun.com	Golden Knights library card now available	VGK Library Cards	https://lasvegassun.com/news/2019/feb/06/golden-knights-library-cards-now-available/		1,100,000	\$33,000.00
2/6/19	Internet	news3lv.com	Get a Vegas Golden Knights library card for Library Lovers' Month	VGK Library Cards	https://news3lv.com/news/local/get-a-vegas-golden-knights-library-card-for-library-lovers-month		971,667	\$29,150.01
2/6/19	Internet	vegasnews.com	Las Vegas-Clark County Library District Celebrates Library Lovers' Month With New Vegas Golden Knights Library Card	VGK Library Cards	https://www.vegasnews.com/182205/las-vegas-clark-county-library-district-celebrates-library-lovers-month-with-new-vegas-golden-knights-library-card.html		74,167	\$2,225.01
2/6/19	Internet	vegas24seven.com	VEGAS GOLDEN KNIGHTS AND LIBRARY DISTRICT LAUNCH NEW SPECIAL LIBRARY CARD TO CELEBRATE LIBRARY LOVERS' MONTH	VGK Library Cards	http://www.vegas24seven.com/vegas-golden-knights-and-library-district-launch-new-special-library-card-to-celebrate-library-lovers-month/		8,400	\$252.00
2/6/19	Internet	totalgoldenknights.com	Get a Vegas Golden Knights library card for Library Lovers' Month	VGK Library Cards	http://totalgoldenknights.com/get-a-vegas-golden-knights-library-card-for-library-lovers-month/		<5,000	\$150.00
2/6/19	Internet	kxnt.radio.com	February is National Library Lovers Month Las Vegas Libraries and Clark County are announcing a new partnership	VGK Library Cards	https://kxnt.radio.com/articles/february-national-library-lovers-month		2,683,470	\$80,504.10
2/6/19	Internet	nhl.com	LVCC Library District And VGK Announce Vegas Born Library Card New VGK Library Card Celebrates Library Lovers' Month	VGK Library Cards	https://www.nhl.com/goldenknights/news/lvcc-library-district-and-vgk-announce-vegas-born-library-card/c-304542010		8,801,430	\$264,042.90
	Duratrans	McCarran Airport						\$30,000.00
2/6/19	Internet	sunny1065.iheart.com	Golden Knights Library Cards? Yes Please!	VGK Library Cards	https://sunny1065.iheart.com/featured/marco-and-joanna-in-the-morning/content/2019-02-07-golden-knights-library-cards-yes-please/		5,579,520	\$167,385.60
2/6/19	Television	KVVU-TV	FOX5 News	5:23 p.m. - VGK Library Cards Teaser		11s	26,960	\$929.57
2/6/19	Television	KVVU-TV	FOX5 News	5:26 p.m. - VGK Library Cards		27s	26,960	\$2,281.66
2/6/19	Television	KVVU-TV	More Access	6:50 p.m. - VGK Library Cards		18s	8,963	\$492.66
2/6/19	Television	KVVU-TV	FOX5 News	10:16 p.m. - VGK Library Cards		23s	53,872	\$6,902.73
2/7/19	Television	KVVU-TV	FOX5 News This Morning	4:19 a.m. - VGK Library Cards Teaser		8s	12,187	\$169.69
2/7/19	Television	KVVU-TV	FOX5 News This Morning	4:40 a.m. - VGK Library Cards		40s	12,187	\$848.47
2/7/19	Television	KVVU-TV	FOX5 News This Morning	5:08 a.m. - VGK Library Cards		38s	16,183	\$1,008.67
2/7/19	Television	KVVU-TV	FOX5 News This Morning	6:08 a.m. - VGK Library Cards		38s	23,247	\$1,356.41
2/7/19	Television	KVVU-TV	FOX5 News This Morning	7:26 a.m. - VGK Library Cards Teaser		12s	30,228	\$591.40
2/7/19	Television	KVVU-TV	FOX5 News This Morning	7:37 a.m. - VGK Library Cards		40s	30,228	\$1,971.32

2/7/19	Television	KVVU-TV	FOX5 News This Morning	8:20 a.m. - VGK Library Cards Teaser		13s	32,276	\$672.49
2/7/19	Television	KVVU-TV	FOX5 News This Morning	8:37 a.m. - VGK Library Cards		43s	31,096	\$2,047.26
2/7/19	Television	KVVU-TV	More	9:01 a.m. - VGK Library Cards		42s	20,995	\$3,347.90
2/6/19	Television	KLAS-TV	8 News Now	5:26 p.m. - VGK Library Cards		1m 1s	26,778	\$5,831.48
2/6/19	Television	KTNV-TV	Action News	3:19 p.m. - VGK Library Cards		23s	6,328	\$508.58
2/6/19	Television	KSNV-TV	News 3 Live	3:08 p.m. - VGK Library Cards		25s	22,775	\$1,767.20
2/6/19	Television	KSNV-TV	News 3 Live	7:09 p.m. - VGK Library Cards		24s	25,037	\$2,208.62
2/6/19	Television	KSNV-TV	News 3 Live	11:34 p.m. - VGK Library Cards		31s	15,704	\$716.81
2/7/19	Television	KSNV-TV	News 3 Today	4:48 a.m. - VGK Library Cards		25s	4,010	\$186.64
2/7/19	Television	KSNV-TV	News 3 Today	6:07 a.m. - VGK Library Cards		32s	25,511	\$1,285.49
2/7/19	Television	KSNV-TV	Today on KSNV	8:57 a.m. - VGK Library Cards		17s	31,364	\$727.46
2/7/19	Radio	102.7 The Coyote	Jeff & Aimee in the Morning	VGK Library Cards Mention			N/A	N/A
2/7/19	Magazine	Las Vegas Weekly	Live Calendar, Performing Arts & Culture	Mark Hall-Patton: Forgotten History, Zemskov Dance Academy: Golden Dream Festival, Las Vegas Shanghai Association, Spring Festival Concert, UNLV Jazz Ensemble II, Geri Allen Memorial Combo, Lives on the Line, Sin City Opera: Call Me Mister, A Musical Celebration of Jewish-American Songwriters, Sylvie Boisel: I Love Paris, Contemporary West Dance Theatre: Heart & Soul, No Place to Be Somebody, Benjamin Schmitt & Benjamin Johnsen: Frozen in Flux, Miranda Bair: All That Glitters, Emil Fu: The Beauty and Rhythm of Ink, Jerry Misko: Polyhedral, Stephanie Serpick: A New Fall			59,000	\$3,783.00
2/7/19	Internet	lvsportsbiz.com	Inside Las Vegas Sports Marketing: VGK Chief Marketing Officer Brian Killingsworth Discusses the Power of the Golden Knights Logo	VGK Library Cards Mention	https://lvsportsbiz.com/2019/02/07/inside-las-vegas-sports-marketing-vgk-chief-marketing-officer-brian-killingsworth-discusses-the-power-of-the-golden-knights-logo/		9,240	\$277.20
2/8/19	Internet	sportsmockery.com	VGK Pair With County Libraries For Golden Knights-Themed Library Cards	VGK Library Cards	http://sportsmockery.com/quickpost/vgk-pair-with-county-libraries-for-golden-knights-themed-library-cards/		86,400	\$2,592.00
2/8/19	Newspaper	Las Vegas Review-Journal - NEON	Listings, Arts	All That Glitters, Wanderlust, Focus on Nevada, Julian Eusebio 2018, Ancestral Turnings, Shades of Clay, Desert Oasis, The Beauty and Rhythm of Ink, Lives on the Line: Images of Civil Rights, Photography Art, Wade Hampton, Polyhedral			172,366	\$4,968.00
2/8/19	Television	KSNV-TV	News 3 Live	6:24 p.m. - VGK Library Cards		14s	37,938	\$1,360.96
2/11/19	Television	KLAS-TV	8 News Now Good Day	5:06 a.m. - VGK Library Cards		1m 39s	9,566	\$1,445.60
2/11/19	Television	KLAS-TV	8 News Now Good Day	5:49 a.m. - VGK Library Cards		1m 25s	9,566	\$1,241.17
2/11/19	Television	KLAS-TV	8 News Now Good Day	6:06 a.m. - VGK Library Cards		1m 46s	22,944	\$3,864.62
2/11/19	Television	KLAS-TV	8 News Now Good Day	6:53 a.m. - VGK Library Cards		1m 36s	22,944	\$3,500.03
2/11/19	Television	KLAS-TV	8 News Now Good Day	8:25 a.m. - VGK Library Cards		49s	19,299	\$1,572.28
2/11/19	Television	KLAS-TV	8 News Now at Noon	12:07 p.m. - VGK Library Cards		1m 37s	33,099	\$9,758.98
2/11/19	Television	KLAS-TV	Las Vegas Now Lifestyle Show	3:57 p.m. - VGK Library Cards Teaser		7s	9,832	\$224.45
2/11/19	Television	KLAS-TV	8 News Now at 5	5:16 p.m. - VGK Library Cards		40s	29,657	\$4,410.48
2/11/19	Internet	vgklifestyle.com	Chance tests out his new VEGAS BORN Library Card	VGK Library Cards	https://www.vgklifestyle.com/home/2019/2/8/vegas-born-library-card		5,250	\$157.50

2/11/19	Internet	lasvegasnow.com	Vegas Golden Knights push literacy with new library card	VGK Library Cards	https://www.lasvegasnow.com/news/vegas-golden-knights-push-literacy-with-new-library-card/1772898985		780,000	\$23,400.00
2/11/19	Internet	lasvegassun.com	Vegas Golden Knights 'Vegas Born' Library Card	VGK Library Cards	https://lasvegassun.com/photos/galleries/2019/feb/11/20190208_courtesy_Chance_VGK_Library_card/#/0		1,100,000	\$33,000.00
2/12/19	Internet	knightsonice.com	Knights Nuggets: Buyers, baby	VGK Library Cards mention	https://www.knightsonice.com/2019/2/12/18221365/knights-nuggets-buyers-baby		31,230	\$939.60
2/14/19	Magazine	Las Vegas Weekly	Live Calendar, Performing Arts & Culture	O Sole Trio, Sylvie Boisel: I Love Paris, Zemskov Dance Academy, James Judd: Funny Stories, Black History Month Concert, Peter Fletcher, Music of the West African Kora, Las Vegas Classical Guitar Ensemble: Alone But Never Alone, No Place to Be Somebody, Kemet in the Desert Series, Opera Las Vegas Celebrates Opera Legends in Black, Myranda Bair: All That Glitters, Jennifer Weber: Wanderlust, Desert Companion Photo Showcase, Emil Fu: The Beauty and Rhythm of Ink, Ted Polubbaum: Lives on the Line, Wade Hampton: Palet, Jerry Misko: Polyhedral, Stephanie Serpick: A New Fall			59,000	\$3,783.00
2/14/19	Radio	KWNR-FM	95.5 The Bull	VGK Library Cards mention			N/A	N/A
2/14/19	Radio	KYMT-FM	93.1 The Mountain	VGK Library Cards mention			N/A	N/A
2/14/19	Radio	KHTI-FM	103.9 The Real	VGK Library Cards mention			N/A	N/A
2/15/19	Newspaper	Las Vegas Review-Journal - NEON	Listings, Arts	Focus on Nevada, Julian Eusebio 2018, Ancestral Turnings, Shades of Clay, Desert Oasis, The Beauty and Rhythm of Ink, Lives on the Line: Images of Civil Rights, Photography Art, Wade Hampton, Polyhedral, A New Fall			172,366	\$4,968.00
2/21/19	Magazine	Las Vegas Weekly	Live Calendar, Performing Arts & Culture	James Judd: Funny Stories, Black History Month Concert, Studio 34: Dance Recital, Peter Fletcher, Music of the West African Kora, Las Vegas Classical Guitar Ensemble: Alone But Never Alone, Kemet in the Desert Series, Opera Las Vegas Celebrates Opera Legends in Black, Emil Fu: The Beauty and Rhythm of Ink, Jerry Misko: Polyhedral, Stephanie Serpick: A New Fall			59,000	\$2,190.00
2/21/19	Magazine	Las Vegas Weekly	Big This Week	James Judd: Funny Stories			59,000	\$704.06
2/22/19	Television	KVVU-TV	More	9:08 a.m. - Library Digital Bookmobile		3m 31s	33,964	\$25,468.54
2/22/19	Television	KVVU-TV	FOX5 News	6:16 p.m. - Library Digital Bookmobile		45s	13,685	\$2,121.60
2/22/19	Television	KVVU-TV	FOX5 News	11:18 p.m. - Library Digital Bookmobile		45s	13,808	\$2,121.60

2/22/19	Newspaper	Las Vegas Review-Journal - NEON	Listings, Arts	All That Glitters, Wanderlust, Focus on Nevada, The Beauty and Rhythm of Ink, Lives on the Line: Images of Civil Rights, Photography Art, Wade Hampton, Polyhedral, A New Fall			172,366	\$4,968.00
2/22/19	Internet	knxt.radio.com	Las Vegas-Clark County Library District To Host Digital Bookmobile	Library Digital Bookmobile	https://knxt.radio.com/articles/las-vegas-clark-county-library-district-host-digital-bookmobile		2,683,470	\$80,504.10
2/23/19	Television	KVVU-TV	FOX5 News	6:10 a.m. - Library Digital Bookmobile		31s	7,678	\$438.78
2/23/19	Television	KSNV-TV	News 3 Live	8:19 p.m. - Library Digital Bookmobile		36s	28,959	\$7,286.60
2/25/19	Radio	KXNT-AM	NewsRadio 840	8:35 a.m. - Digital Bookmobile Mention		34s	2,683,470	\$224.40
2/26/19	Internet	ktnv.com	13 Action News participates in Nevada Reading Week	Nevada Reading Week	https://www.ktnv.com/positivelylv/13-action-news-participates-in-nevada-reading-week?fbclid=IwAR1JoV_jm1nbzmLiVDOPtPbZaLgySBRwMBC6wpSeJgE6wL7lL5dMt03ib14		1,058,333	\$31,749.99
2/28/19	Magazine	Las Vegas Weekly	Live Calendar, Performing Arts & Culture	ComedySportz, Los Monologos de la Vagina, Priscilla Oliveras: Matched to Perfection and the Art of Writing Romance, Las Vegas Stories: Virginia Hill, Queen of the Mob, Alash, Las Vegas Brass Band: Spring Concert, Jennifer Weber: Wanderlust, Desert Companion Photo Showcase, Christopher Brandstetter: Detroit: Art in Decay, Sush Machida: Twenty Years in Vegas, Clay Arts Vegas: Out of the Fire, Emil Fu: The Beauty and Rhythm of Ink, Ted Polubbaum: Lives on the Line, Jerry Misko: Polyhedral, Stephanie Serpick: A New Fall			59,000	\$6,483.00
2/28/19	Magazine	Las Vegas Weekly	Sahara West Library Sush Machida	Art Galleries at Sahara West			59,000	\$6,963.00
							33,033,672	\$1,030,750.66



MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Matt McNally, Community Engagement Director

DATE: March 26, 2019

SUBJECT: Community Engagement Report, April 2019

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 **February 1, 2019 – February 28, 2019**.

Matt McNally joined Development and Planning Director **Danielle Milam**, Development Office Manager **Sherry Walker**, and Outreach Services Manager **Glenda Billingsley** to tour the city of Las Vegas mobile outreach vehicle on February 1. The team was able to begin researching possible leads to the LVCCLD Board of Trustees project that was proposed during the master facility planning process.

Matt McNally and Literacy Services Manager **Jill Hersha** participated in a Work Ready Communities meeting with workforce development organizations on February 4 and with Workforce Connections staff and providers on February 12.

Matt McNally participated in numerous staff meetings, budgetary planning meetings, Branding and Marketing meetings to implement photo release language for youth customers participating in programs, and volunteer training implementation throughout February.

LITERACY SERVICES - CALL (Community Adult Learning in Libraries)

Literacy Services staff continues assisting adults with obtaining either their HSE (High School Equivalency) or high school diploma which is a basic requirement to entering the workforce and gaining access to a career pathway leading to family sustaining income. The impact of earning either one of these milestones is inspiring especially when considering some of the obstacles our participants have had to overcome to reach this goal.

Literacy Services offered HSE preparation classes on the two Saturdays prior to the High School Equivalency Test (HiSET) being administered on February 5, 6, and 7. The HiSET consists of five subject tests in the areas of reading, writing, math,

science, and social studies. In order to earn a HSE Certificate, all five subject areas must be passed. Literacy Services began offering the HiSET in May, 2018 and continues to see positive results from our HiSET administrations. Below are current statistics for the HSE in February and for the 2018-2019 fiscal year:

High School Equivalency	February	YTD
First-time Test Takers	7	31
Tests Administered	27	132
Tests Passed	23	113
HSE Certificates Earned	4	22

The Career Online High School (COHS) program also continues to grow. Below is a synopsis of current results. There were no graduates in February however three new students were approved to continue their high school diploma program and seven additional students completed their prerequisite course and have completed the first step to earning their high school diploma.

Career Online High School	February	YTD
Enrollment	3	32
Completed Prerequisite Course	7	35
Graduates	0	8

The Nevada Accelerated Career Education Pilot (NvACE) has fully launched. Literacy Services staff continue to work with The International School of Hospitality (TISOH) in monitoring our five students participating who are dually enrolled with Literacy Services and TISOH. Literacy Services also launched our second Integrated Education and Training (IET) on February 25 with Milan Institute. The Certified Nursing Assistant program at Milan fills up quickly for each 6-week cycle and Literacy Services was able to secure one open spot. Our student and instructor are off to a great start and managing the fast-paced instruction required to complete the program in six weeks. Literacy Services is excited to be participating in this pilot program.

Literacy Services conducted the following educational opportunities and services in February 2019:

Literacy Services	Classes	Enrollment	Enrollment (YTD)
English Language Acquisition	20	377	892
Adult Basic Education	1	25	86
Speaking and Listening	2	71	423
One-Stop Tutoring	---	18	227
Literacy Open Labs	---	237	1,497
High School Equivalency	---	6	24
Career Online High School	---	29	29
NV-ACE Pilot	2	6	6

Literacy Manager **Jill Hersha** represented the Las Vegas-Clark County Library District at the annual Nevada State ACT Symposium in Carson City on February 8. This year's ACT Symposium was a joint conference with the Governor's Office of

Workforce Innovation (OWINN). Stakeholders across Nevada attended the conference.

GALLERY SERVICES

New Exhibit Installations

Unsheltered

Daniel Miller, Laughlin Library, 2/3/19 – 4/13/19

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Wade Hampton, West Las Vegas Library, 2/7/19 – 4/14/19

All That Glitters

Myranda Bair, Centennial Hills, 2/12/19 – 11/14/19

Events

Reception and Panel Discussion: *Lives on the Line: The Civil Rights Legacy*, Judy Polumbaum, Summerlin Library, 93 customers in attendance

Highlights

On February 7 in the Summerlin Library Performing Arts Center, Judy Polumbaum moderated a panel discussion about the civil rights movement and photographs from the gallery exhibit *Lives on the Line*. Panel guests included Frank Rudy Cooper, UNLV William S. Boyd School of Law professor; Minister Vance “Stretch” Sanders, activist and founder of All Shades United; Binnie Tate Wilkin, professional storyteller; and Alexis Hall and Michelle Trajtman, social activists from Palo Verde High School.



Summerlin Library Performing Arts Center Coordinator **Diondra** and Summerlin Library Scheduling Specialist **Katy Bridges** helped support Gallery Services for their work in bringing this presentation to fruition.

Gallery Services Manager **Darren Johnson** attended an *Artists and Arts Advocates* gathering hosted on February 10 by Desert Arts Action Coalition (DAAC) at The Arts Factory. Nevada State Senator Yvanna Cancela (District 10), Deputy Director of the Nevada Museum of Art Las Vegas Heather Harmon, Nevada State Assemblyman Howard Watts (District 15), and Clark County Commissioner Tick Segerblom (District E) were among the featured speakers discussing local art issues.

OUTREACH

Outreach Education Coordinator **Kelly May** created and facilitated five coaching and professional development workshops for 163 Early Childhood Educators for Clark County School District on February 1, 4, 9, 11, and 19.



Outreach Service Manager **Glenda Billingsley**, and Outreach Specialists **Andrew Brannon** and **Sylvia Riesselmann**, facilitated an e-media class followed by a reception, gallery exhibit, and panel discussion: *The Civil Rights Legacy*, for 25 seniors at Summerlin Library on February 7.

Glenda Billingsley and Outreach Specialist, **Jeremy Klewicki**, conducted three family engagement sessions for 130 parents at Spring Valley Head Start and the Reach Out Head Start Center on February 14 and February 27.

Glenda Billingsley conducted two professional development workshops for 55 early childhood educators for the Southern Nevada chapter of the Association for the Education of Young Children on February 23 and Clark County School District FACES (Family and Community Engagement Services) department on February 25.

Outreach Services also conducted the following regularly occurring services in February 2019:



	Sessions	Attendance	Circulation
Adult Visits	12	378	---
Preschool Story-time Visits	68	1,593	---
School Visits	16	275	---
Senior Apartment Lobby Visits	26	190	641
Community Outreach Events	2	425	---
Homebound Services	---	---	436

Included in the monthly total of library outreach programs above, Outreach Services offered youth and adult programs at locations throughout southern Nevada that specifically impacted customers in regards to the V.2020 Limitless Learning strategic initiative:

	Youth 0-5	Youth K-12	Adults
Programs	68	16	12
Attendance	1,593	275	378

PROGRAMMING AND VENUES SERVICES (PVS)

PVS organized 801 events in library spaces they manage. These spaces include performing arts centers, auditoriums, lecture halls, concert halls, meeting rooms, and special event areas. The events brought 25,302 attendees to the District with 3,722 hours of venue usage. These events are categorized into library adult programs, rentals, and staff usage.

	Events	Attendance	Hours
Library Adult Programs	609	17,475	1,979
Rentals	215	7,245	1,531
Staff Usage	52	582	212

Included in the monthly total of library adult programs above, PVS offered adult and family programs at branches throughout the District that specifically impacted customers in regards to the V.2020 strategic initiatives.

	Programs	Patron Attendance
Limitless Learning	100	2,021
Business and Career Success	47	383
Government and Social Services	76	5,315
Community and Culture	80	6,150

Of these Library Adult Programs, 36 were diversity events impacting 3,322 customers.

PVS provided technical support for 78 Library District programming events and 22 rental events totaling 528.5 event hours. Technical staff committed a total of 1,031 hours to cover these events. Additionally, PVS provided technical support for five occurrences of maintenance, meetings, and staff trainings. The full assignment of technical hours used in the 28-day period with one holiday was 1,421.5 hours and included 176 technician assignments. The ability to request technicians was closed to scheduling staff for six days since peak technician availability was reached.

Major Programming Highlights

Sam & Sammy

On February 1 and 3, Dru-Young gave two unforgettable performances of his one-man show entitled *Sam & Sammy*, about Sam Cooke and Sammy Davis Jr. in celebration of African American Heritage and History month at the West Las Vegas

Library. These performances included rare photos, film clips, and some surprising stories about these two iconic African American Entertainers. Dur-Young recreated performance of Sam Cooke's and Sammy Davis Jr.'s biggest numbers like *Twisting the Night Away* and *The Candy Man* for large audiences totaling 546 customers.

Paris Chansons

Paris Chansons featured Russian, Hebrew, and other Eastern European music which entertained audiences at the Whitney and West Charleston Libraries on February 2 and 3. The concert featured original renditions of French and Eastern European favorites, including *Aznavour*, *Brel*, and *Montand*. A total of 187 customers enjoyed these two beautiful concerts.



O Sole Trio Live In Concert



On February 15 and 16, the Clark County, Sahara West, and Windmill libraries hosted *O Sole Trio Live In Concert*. With lush arrangements and unparalleled vocals of Erin Shields, Giuseppe Spoleini, and David Shenton, this international sensation has performed to sold-out crowds at some of the world's most prestigious venues, including Carnegie Hall, Lincoln Center, and Ronnie Scott's in London. The concerts featured timeless love songs

and reimagined arrangements of pop, classical, and musical theater songs. All three concerts were very well-received, with a total of 544 customers attending.

The Music Behind the Games

On February 17 at Windmill Library, 132 customers explored the intricacies of video game music with an interactive program featuring Las Vegas composer, DJ, and percussionist Aaron Ramsey and students from the Young Artists Orchestra of Las Vegas. Ramsey demonstrated the various elements making up the music from *Halo*, *Stardew Valley*, and *World of Warcraft*. Music Director Yunior Lopez then invited audience members to try their hand at conducting their favorite piece of video game music, including the traditional Russian folk song that became the theme from *Tetris*.



Blood Drives

In honor of Saint Valentine's Day, the District would like to recognize our many blood drives that occurred over the past year (March 2018 to February 2019). In partnership with American Red Cross and Vitalant (formerly United Blood Services), nearly every urban library, as well as the Laughlin and Mesquite Libraries hosted a total of 95 blood drives with 2,238 participants. We celebrate the heroes that donated, and applaud the ongoing program efforts of our staff and partners.

YOUTH SERVICES

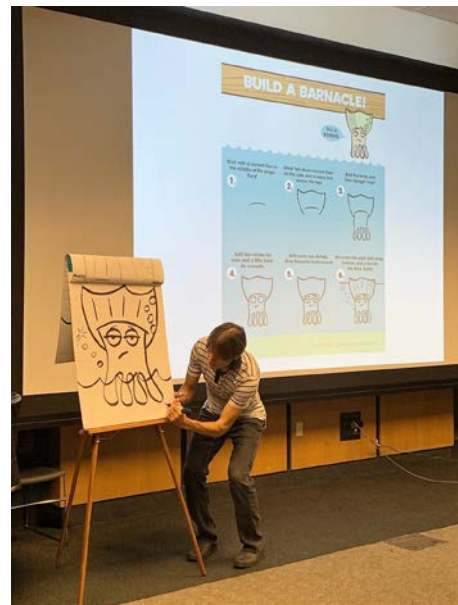
Youth Services conducted 991 programs serving 22,905 customers at library branches throughout the District during the month of February. Youth Services offered youth and family programs at branches throughout the District that specifically impacted customers in regards to the Vision 2020 strategic initiatives.

	Programs	Patron Attendance
Limitless Learning	806	16,788
Business and Career Success	16	42
Government and Social Services	116	5,032
Community and Culture	53	1,043
Diversity	10	117

District-Wide Programming Highlights



Nevada Reading Week was celebrated in Clark County School District this year from February 25 through March 1. The Library District supported this initiative by conducting hundreds of outreach visits to schools to promote literacy and share library resources with students and teachers. For example, Whitney Library staff presented 31 times during that week to 1,370 people! In addition, each Nevada Reading Week, the Library District also hosts an author visit in partnership with the *Each One Read One* committee. LVCCLD Board of Trustees Chairwoman **Sheila Moulton** and Youth Services Manager **Shana Harrington** both serve on this committee with



representatives from the city of Las Vegas, Clark County School District, and Vegas PBS. This year the author of the book *Barnacle is Bored*, Jonathan Fenske, visited the Rainbow Library as well as a number of CCSD schools. He shared his book with attendees, and showed them how to draw their own 'Barnacle'.



Whitney Library kicked off a new program called *Pizza Poetry*. Whitney Library Youth Services Librarian Steven Matview writes, "We ended up having over 60 kids and gave away 96 slices of pizza. Evel Pie donated the pizza to us - their owner Branden is really into poetry so he was excited to give us way more than we asked for (he also gave us a shirt to give to one lucky poet). We did Acrostic, Blackout, and Haiku this time and read selections from *A Pizza The Size of The Sun* by Jack Prelutsky. Our

'Poet Tree' is so full now. We had a lot of people I've never even seen at the branch come out to this, [even] a few full families."

...

Monthly Statistics
Year over Year
February 2018/ February 2019

		Youth Services Programs				2018	2019			Youth Services Attendance				2018	2019		
	Library	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%
Urban Branches	Centennial Hills	55	54	-1	-2%	386	337	-49	-13%	1,383	1,309	-74	-5%	9,580	9,426	-154	-2%
	Clark County	62	58	-4	-6%	486	439	-47	-10%	2,704	2,721	17	1%	22,144	24,500	2,356	11%
	Clark County BBTC	79	86	7	9%	183	1,038	855	467%	1,530	1,633	103	7%	3,069	18,358	15,289	498%
	Enterprise	44	53	9	20%	318	361	43	14%	883	931	48	5%	6,390	6,676	286	4%
	Las Vegas	54	46	-8	-15%	384	353	-31	-8%	344	234	-110	-32%	3,581	3,292	-289	-8%
	Meadows	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A
	Rainbow	71	67	-4	-6%	566	486	-80	-14%	1,924	2,622	698	36%	13,976	17,472	3,496	25%
	Sahara West	35	72	37	106%	266	400	134	50%	1,535	1,918	383	25%	10,405	13,086	2,681	26%
	Spring Valley	47	66	19	40%	374	477	103	28%	1,363	2,014	651	48%	11,747	13,303	1,556	13%
	Summerlin	47	50	3	6%	338	333	-5	-1%	1,484	1,585	101	7%	10,019	10,891	872	9%
	Sunrise	41	42	1	2%	339	309	-30	-9%	942	679	-263	-28%	8,739	7,423	-1,316	-15%
	West Charleston	38	31	-7	-18%	234	201	-33	-14%	617	442	-175	-28%	4,013	3,360	-653	-16%
	West Las Vegas	41	52	11	27%	273	312	39	14%	505	666	161	32%	3,897	4,041	144	4%
	Whitney	56	72	16	29%	456	496	40	9%	1,495	1,996	501	34%	12,626	15,846	3,220	26%
	Windmill	44	47	3	7%	305	292	-13	-4%	1,534	1,653	119	8%	10,290	10,867	577	6%
	Urban Totals	714	796	82	11%	4,908	5,834	926	19%	18,243	20,403	2,160	12%	130,476	158,541	28,065	22%
Outlying Branches	Blue Diamond	4	1	-3	-75%	24	25	1	4%	38	20	-18	-47%	670	335	-335	-50%
	Bunkerville	8	7	-1	-13%	58	77	19	33%	38	28	-10	-26%	427	308	-119	-28%
	Goodsprings	0	0	0	N/A	5	0	-5	-100%	0	0	0	N/A	17	0	-17	-100%
	Indian Springs	20	32	12	60%	140	196	56	40%	55	131	76	138%	524	761	237	45%
	Laughlin	22	18	-4	-18%	141	156	15	11%	362	274	-88	-24%	2,394	2,288	-106	-4%
	Mesquite	41	59	18	44%	378	456	78	21%	745	989	244	33%	5,793	10,186	4,393	76%
	Moapa Town	0	22	22	N/A	132	137	5	4%	0	491	491	N/A	836	1,398	562	67%
	Moapa Valley	33	30	-3	-9%	236	226	-10	-4%	448	355	-93	-21%	3,622	3,146	-476	-13%
	Mt. Charleston	0	0	0	N/A	6	1	-5	-83%	0	0	0	N/A	55	18	-37	-67%
	Sandy Valley	5	4	-1	-20%	38	37	-1	-3%	45	10	-35	-78%	591	715	124	21%
	Searchlight	8	22	14	175%	47	157	110	234%	37	204	167	451%	262	1,365	1,103	421%
	Outlying Totals	141	195	54	38%	1,205	1,468	263	22%	1,768	2,502	734	42%	15,191	20,520	5,329	35%
Outreach	Outreach-Branch	100	126	26	26%	467	522	55	12%	4,498	7,155	2,657	59%	36,847	32,167	-4,680	-13%
	Outreach-Department	67	53	-14	-21%	607	542	-65	-11%	2,442	1,640	-802	-33%	25,940	24,209	-1,731	-7%
	Outreach-Adult Services	5	4	-1	-20%	36	35	-1	-3%	45	10	-35	-78%	914	674	-240	-26%
	Outreach-Youth Services	1	2	1	100%	4	29	25	625%	450	200	-250	-56%	632	2,618	1,986	314%
	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	173	185	12	7%	1,114	1,128	14	1%	7,435	9,005	1,570	21%	64,333	59,668	-4,665	-7%
	Grand Totals	1,028	1,176	148	14%	7,227	8,430	1,203	17%	27,446	31,910	4,464	16%	210,000	238,729	28,729	14%

Monthly Statistics
Year over Year
February 2018/ February 2019

		Adult Programs				2018	2019			Adult Attendance				2018	2019		
	Library	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%	2018	2019	Difference	%	Year to Date	Year to Date	Difference	%
Urban Branches	Centennial Hills	23	22	-1	-4%	146	196	50	34%	665	597	-68	-10%	2,434	3,066	632	26%
	Clark County	185	177	-8	-4%	1,405	1,180	-225	-16%	6,005	5,688	-317	-5%	46,995	44,593	-2,402	-5%
	Enterprise	39	40	1	3%	320	303	-17	-5%	654	717	63	10%	4,991	7,297	2,306	46%
	Las Vegas	37	23	-14	-38%	224	174	-50	-22%	299	282	-17	-6%	2,396	1,864	-532	-22%
	Meadows	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A
	Rainbow	49	61	12	24%	306	434	128	42%	1,072	1,430	358	33%	5,416	11,584	6,168	114%
	Sahara West	94	106	12	13%	800	779	-21	-3%	1,834	2,210	376	21%	13,071	24,329	11,258	86%
	Spring Valley	64	43	-21	-33%	401	360	-41	-10%	1,150	655	-495	-43%	5,607	5,455	-152	-3%
	Summerlin	50	55	5	10%	397	397	0	0%	2,854	3,466	612	21%	26,347	23,528	-2,819	-11%
	Sunrise	32	33	1	3%	226	216	-10	-4%	1,151	1,058	-93	-8%	4,343	9,655	5,312	122%
	West Charleston	55	57	2	4%	295	320	25	8%	1,553	1,771	218	14%	6,504	7,711	1,207	19%
	West Las Vegas	63	64	1	2%	383	438	55	14%	4,381	2,783	-1,598	-36%	16,940	17,152	212	1%
	Whitney	54	61	7	13%	401	318	-83	-21%	1,143	1,167	24	2%	9,280	9,905	625	7%
	Windmill	50	59	9	18%	390	422	32	8%	1,736	2,371	635	37%	14,591	18,111	3,520	24%
	Urban Totals	795	801	6	1%	5,694	5,537	-157	-3%	24,497	24,195	-302	-1%	158,915	184,250	25,335	16%
Outlying Branches	Blue Diamond	5	2	-3	-60%	17	20	3	18%	104	27	-77	-74%	237	295	58	24%
	Bunkerville	2	0	-2	-100%	2	0	-2	-100%	16	0	-16	-100%	16	0	-16	-100%
	Goodsprings	0	2	2	N/A	22	67	45	205%	0	25	25	N/A	82	186	104	127%
	Indian Springs	0	2	2	N/A	0	2	2	N/A	0	9	9	N/A	0	9	9	N/A
	Laughlin	16	15	-1	-6%	176	151	-25	-14%	498	546	48	10%	2,111	4,585	2,474	117%
	Mesquite	30	25	-5	-17%	205	275	70	34%	186	299	113	61%	1,523	3,150	1,627	107%
	Moapa Town	0	0	0	N/A	2	4	2	100%	0	0	0	N/A	15	15	0	0%
	Moapa Valley	9	21	12	133%	202	126	-76	-38%	187	115	-72	-39%	989	688	-301	-30%
	Mt. Charleston	4	3	-1	-25%	21	20	-1	-5%	63	32	-31	-49%	367	320	-47	-13%
	Sandy Valley	3	4	1	33%	21	17	-4	-19%	23	45	22	96%	195	121	-74	-38%
	Searchlight	1	1	0	0%	7	18	11	157%	2	9	7	350%	25	69	44	176%
	Outlying Totals	70	75	5	7%	675	700	25	4%	1,079	1,107	28	3%	5,560	9,438	3,878	70%
Outreach	Outreach-Branch	22	12	-10	-45%	180	120	-60	-33%	364	640	276	76%	4,719	3,545	-1,174	-25%
	Outreach-Department	35	38	3	9%	303	278	-25	-8%	565	568	3	1%	3,125	3,216	91	3%
	Outreach-Adult Services	5	2	-3	-60%	49	23	-26	-53%	23	0	-23	-100%	1,827	2,393	566	31%
	Outreach-Youth Services	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A	0	0	0	N/A
	Outreach-Literacy	0	0	0	N/A	2	0	-2	-100%	0	0	0	N/A	250	0	-250	-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	62	52	-10	-16%	534	421	-113	-21%	952	1,208	256	27%	9,921	9,154	-767	-8%
	Grand Totals	927	928	1	0%	6,903	6,658	-245	-4%	26,528	26,510	-18	0%	174,396	202,842	28,446	16%



ITEM VII.A.2.c.

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Danielle Patrick Milam, Director of Development and Planning

DATE: April 4, 2019

SUBJECT: Development and Planning Department Report, March 2019

Development and Planning Department Activities in February 2019

Volunteer Recognition Month. Volunteer Program Coordinator **Leslie Valdes** has lined up a number of activities for Volunteer Recognition Month in April, including individual appreciation certificates and gifts for each volunteer and volunteer lunches for the crews at the two large Foundation bookstores at Clark County and Sahara West. Volunteer Coordinators at each branch library have also identified an adult and youth volunteer of the month who will receive an award and special recognition. The District is fortunate to have the tremendous contribution of time and talent by a wide variety of individuals. Volunteers contribute over 3,000 hours each month.

U.S. Treasury Visit to East Las Vegas Library. Director of the U.S. Treasury Department's New Markets Tax Credit (NMTC) program, Jodie Harris, paid a visit to the East Las Vegas Library. Library District team, including East Las Vegas Branch Manager **Sal Avila**, CFO/Deputy Director **Fred James**, Assistant Finance Director **Floresto Cabias**, Director of Development and Planning **Danielle Milam**, and Development Officer **Sherry Walker** hosted a tour of the facility. They pointed out the many ways the new functional learning spaces contribute to early childhood



development, school success, youth development, access to and adoption of new technologies and workforce skills, career exploration, and culture celebration. The library team was joined by Tommy Huggins from the architect firm Carpenter, Sellers, Del Gatto and a team from the city of Las Vegas, including Las Vegas Community Investment Corporation staff Eric Bordenave and Scott Carter, City Director of Economic and Urban Development Bill Arent, Director of Youth

Development and Innovation Lisa Morris-Hibler, and Director of Community Services Kathi Thomas Gibson. The city team this both a model project for the NMTC program goals of low-income community improvement and an alignment of library strategies and spaces that contribute to city of Las Vegas' community, neighborhood and youth development initiatives. Ms. Harris was very impressed with the open-air feel of the building, breadth of free community services, innovative and adaptive spaces, and the hard work of the Collection and Bibliographic Services staff who were unloading 900 boxes of books onto the new shelves of East Las Vegas Library. Both teams thanked Ms. Harris and the NMTC program for filling the project capital gap created by rapidly escalating construction costs in the post-recession Vegas Valley.

QUALICB Board Meetings. Both the East Las Vegas QALICB, Inc. and Mesquite QALICB, Inc. board of directors met to review NMTC transaction financials and project updates. Both projects have fully expended NMTC funding and both projects are on schedule and within budget. These organizations will continue to oversee these projects over the next six years, submitting financial audits and Community Benefit Reports on an annual basis. The Mesquite Community Benefits report, submitted in March, documents the tremendous rise in use of the Mesquite Library since the May 2018 opening, including increases in visits, materials checked out, public computer use and new library card signups, as well as attendance at children's and adult programs.

Foundation Grant Awards. As of the end of the third quarter, the Library Foundation has raised \$480,388 in grants, including the recent awards of \$100,000 from Windsong Trust for the Teachers in Libraries program, \$15,000 from SWITCH for a teen Robot Lab at West Las Vegas, and \$25,000 grant from COX for a teen Robot Lab at Enterprise.

Other Department Activities in March:

- Hosted new United Way of Southern Nevada CEO Kyle Rahn for a community meet and greet at the Windmill Library Service Center.
- Attended the One-Stop Career Center opening at Clark County Library
- Delivered a presentation to the UNLV Community Engagement Council describing the multitude of community partnerships currently in place between UNLV departments, the Library District, and the Library District Foundation, including Mind in the Making (Institute for Children's Research and Policy, School of Social Work); homework help (School of Education); robotics and coding in teen tech labs (Drone and Autonomous Vehicle Systems, School of Engineering); digital media in teen tech labs (School of Journalism and Media); and cultural programs (UNLV Film and School of Music). We also talked about the upcoming partnership to assess social service populations being formed with students and faculty of the School of Social Work, and led by Human Resources Director **James Bean**.
- At the behest of Foundation board member and Channel 13 General Manager **Chris Way**, we attended a Channel 13 brainstorming session with other local non-profits to create a "Summer Rise" series of PSAs that will run all summer. The purpose of the campaign is to raise parents' awareness of "summer slide," the well-documented loss of academic progress most students experience if they do not engage in learning experiences over the summer. This Channel 13 effort aligns beautifully with the Library District's new focus on "Summer of Learning," where children and youth will track learning experiences, including reading and participation in STEAM activities. Channel 13 will push out library events on their website and social media.
- The Director continues to track Library District bills going through the Nevada legislature.



ITEM VII.A.2.d.

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

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

DATE: March 28, 2019

SUBJECT: Information Technology Report, April 2019

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 March:

Branding and Marketing Support

District staff currently have the ability to create their own e-mail signature blocks. As a result, many staff have created their own unique signatures. The IT Department continues to work with Web Designer **Gene Kilchenko** on the project to create a standardized e-mail signature block for all District staff. The IT Department has implemented the new signature block for the Executive Council to begin testing the new configuration. After we've finalized the configuration we will remove all background stationery and staff customizations and implement the system District-wide.

AS Manager **Sufa Anderson** and ER Manager **Jocelyn Bates** attended four days of BiblioCommons Version 3 training in preparation for a major product upgrade. We will need to upgrade our website by the end of this year.

Community Engagement Support

The IT Department is currently working with Adult Programming Supervisor **Jenn Weitz** and their vendor, Demco, Inc. to resolve a problem with incorrect billing on the District's Room Reservation System.

AS Manager **Sufa Anderson** worked with Community Engagement Director **Matt McNally** on the preparations for this year's *Food For Thought* Program. Ms. Anderson added a temporary payment type to the Sierra Library Services Platform to be used for the Program and will complete data extracts before, during, and after the Program to allow for reporting on the impact of the Program. Additionally,

instructions for waiving fines and other pertinent details were e-mailed to District and contract library staff.

Development and Planning Support

The Universal Service Administrative Company (USAC) is an independent, non-profit corporation created in 1997 to collect universal service taxes from telecommunications carriers and redistribute them to help communities across the country to secure access to affordable telecommunications services. I worked with Development and Planning Director **Danielle Milam** and the District's E-Rate consultant to complete our E-Rate Form 470 application\bid invitation for services, evaluate the bids, and complete our Form 471 for bid acceptance. This year, the District completed an application for Category 2 items (equipment) for the first time. The District is eligible for a 65% discount and if approved by USAC, the District will be able to procure over \$730,000 worth of equipment for less than \$120,000! We will find out in July if our Category 2 application was approved.

Distribution Center (DC) Librarian **Raychel Lendis** and Electronic Resources (ER) Manager **Jocelyn Bates** volunteered and were selected to serve on the District's Strategic Plan Steering Committee. They attended the first Committee meeting this month.

The IT Department consulted with Planning and Development Director **Danielle Milam** on the implementation of a new online volunteer management system in January. We are currently working with Development Officer **Sherry Walker** to evaluate and procure mobile devices for the volunteers to use.

Financial Services Support

The IT Division prepared and submitted the Fiscal Year 2020 budgets and assisted Financial Services with the replacement of a debit/credit card machine at the Las Vegas Library's Customer Service Desk after the old machine failed.

Head of CBS **Rebecca Colbert** and Acquisitions Librarian **Heather Brooks** joined Financial Services staff for a pre-bid conference call to answer questions regarding the library supplies bid that was advertised this month. There were no callers during the conference call but some email questions were answered afterward.

AS Manager **Sufa Anderson** worked with Financial Services staff to establish a new process for allowing libraries that borrow District items via the Interlibrary Loan Program to pay for lost or damaged items using a credit card.

General Services Support

The IT Division continues to work on the new East Las Vegas Library (EV). The IT Department has ordered and received most of the equipment and we are now in the process of preparing the systems for deployment at the completion of the furniture installation. Additionally:

- An older temporary file server was installed at the Las Vegas Library (LV) and the existing server was relocated to EV. We are in the process of reconfiguring the server for use at EV.

- The sorting equipment was installed and tested, and the staff was trained on how to operate the system. This sorting equipment is the first installation of the new sorters.
- The wireless access points (both internal and external) were installed and configured.
- Three temporary telephones were installed at EV and plans are in place for migrating the telephone system from LV to EV starting on April 8.
- One time-clock was installed for staff use at EV.
- Cox Communications completed the installation of the cable TV services and a temporary copper wide-area-network (WAN) connection at EV and we continue to follow-up with them to determine when the fiber service for the WAN will be completed. We are hoping to have this completed before the grand opening.

Head of CBS **Rebecca Colbert** met with EV Branch Manager **Sal Avila** and our shelving vendor, Jane Schutmaat of Team Schutmaat to evaluate EV shelving arrangements. Team Schutmaat delivered and installed the EV shelving and will return prior to the grand opening to put finishing touches on the shelves. Ms. Colbert also developed a shelf map for materials at EV and marked the shelves for the Opening Day Collection (ODC) delivery.

CBS staff met with Kris Anderson from Brodart and visited EV to identify potential issues with the ODC prior to delivery. Ms. Anderson and a colleague, Janice Lentz, returned at the end of March and are currently assisting with the delivery and shelving of the materials. The final EV ODC materials were ordered from Midwest Tape and will be delivered in early April. A full crew of eight CBS staff are currently at EV to receive and shelve the new materials.

AS Manager **Sufa Anderson** has developed a plan for implementing several Sierra changes in preparation for the transition from LV to EV, including changing customer accounts who have LV listed as their home library to EV, allowing a grace period for the return of items checked-out from LV, and updating the LV collection to show their new location as EV.

The IT Department coordinated with the Facilities Department on the carpet replacement and painting of the Audio/Visual Room at the Clark County Library and the YPL Department at the Rainbow Library. The computing equipment at both branches was removed and replaced as the work was completed. However, two self-check systems were relocated within the Clark County Library and another two self-check systems were completely removed from the branch as the Audio/Visual Room was converted to a reading room. We also assisted with combining the Youth Services and Adult Services desks at the Windmill Library into a single Information Desk.

Human Resources (HR) Support

Assistant IT Director Ron Melnar worked with HRIS Manager **Glodia Thomas** and their vendor to resolve a problem with our online employee performance evaluation system, Halogen. Mr. Melnar also worked with Ms. Thomas to upgrade the Kronos Development System and refresh the data to allow Ms. Thomas to troubleshoot a problem with Kronos Technical Support.

Assistant IT Director **Ron Melnar** and Systems and Network Supervisor **Gunnar Kim** worked with the HR Department to interview applicants for the vacant Microcomputer and Network Analyst position. **Shane Spillett**, Microcomputer Technician, was selected to fill the position. Shane has been with the District since 2009.

Library Operations Support

The District's circulation for February was 917,538, of which 20% was derived from the use of e-media (i.e. e-books, e-audiobooks, streaming video, and digital magazines). Boulder City and North Las Vegas customers have access to the District's OverDrive e-media collection, and the North Las Vegas Library District customers accounted for approximately 7.5% of our OverDrive circulation while the Boulder City Library District customers accounted for approximately 1.9%. In February, the District's materials accounted for approximately 97.7% of our circulation, while the Boulder City Library District items accounted for approximately 1.1%, and the North Las Vegas Library District items accounted for 1.2% of the materials circulated to District customers. The District's materials accounted for approximately 17.8% of the Boulder City Library District's circulation and 16.5% of the North Las Vegas Library District's circulation.

CBS staff added 5,002 titles with 20,916 new items to the collection, while 34,049 items were withdrawn from the library catalog. Senior Cataloger **Monica Song** also added 79 unique titles for the Boulder City Library District and 381 titles with 703 items for the North Las Vegas Library District to the catalog. Additionally, Collection Development staff added 4,893 e-books and e-audiobooks to the collection in February.

CBS Acquisitions staff purchased and prepared toy library collections for the new East Las Vegas, Enterprise, and Whitney libraries. This will be the first installment of toys for these branches. We will have toy collections at the Clark County, East Las Vegas, Enterprise, West Las Vegas, and Whitney libraries. The toy collection at the branches are comparable in size, except for the Clark County Library which has a larger collection because they have more space

YPL Collection Development Librarian **Kathy DiGeorge** met with our account representative Larry Tinker of Cherry Lake and Scholastic publishing and CBS staff met with our account representative Amy Sackett from Ingram. Ms. Sackett provided an overview of LVCCLD purchases over the past year and offered assistance with cataloging and processing of materials. Head of CBS **Rebecca Colbert** joined AS Manager **Sufa Anderson** and DC Librarian **Raychel Lendis** at a meeting with Scott Crawford of collectionHQ and Follett. Mr. Crawford and an associate, Patrick Moore of Baker and Taylor, discussed digital options and their Pop Up Library product.

Youth Services Librarian **Jen Jost** visited Summerlin Library's Youth Services Librarian **Jenny Gomez** to discuss collection development practices and workflows. Ms. Jost also met with the Teen Team Committee at the Clark County Library to offer collection development support in both weeding and refreshing teen collections, and also offered support for special programming and teen initiatives.

The Distribution Center (DC) collection consists of 88,017 items and 5,672 items from this collection went to fill customer holds requests. The DC also circulated 12,018 items in February.

The DC does a quarterly refresh of audiobooks, large-print items, and DVDs for the outlying branches. The DVD collections of the outlying branches were refreshed this month - which means that the branches send their DVD items to the DC and the DC sends them a 'fresh' collection of DVD items. Over 1,575 items were sent to the branches in March. The DC also refreshes other areas of the collection upon request. This month the Meadows Library nonfiction DVD collection was refreshed with over 300 items. Additionally, the Outreach Department shopped at the DC and also took over 300 items to replenish the collection of items that they provide on visits. The branches are given the option of storing their holiday materials at the DC throughout the year. For example, if a branch sends 57 Halloween books to the DC for storage, the DC will return 57 Halloween books to the branch one month before Halloween. This month, St Patrick's Day and Easter books were redistributed to the branches who chose to store them at the DC.

DC Librarian **Raychel Lendis** provided training for staff on the use of District software tools to assist with maintaining a healthy collection, and taught workshops on the evaluation and deselection of materials. Ms. Lendis attended the Outlying Associates Meeting and presented training on *Decision Center* and *collectionHQ*. AS Manager **Sufa Anderson** attended the Outlying Associates Meeting and presented information on Interlibrary Services, the MyLibrary App, and hotspot and library card replacements. Ms. Lendis also provided *Decision Center* and *collectionHQ* training for the staff at the Clark County and Windmill libraries. Ms. Lendis presented two *Weeding 101* training class at the DC. This workshop is offered to staff District-wide on a monthly basis to provide a consistent source of information about the weeding process, including best practices. Ms. Lendis developed the Collection Enhancement Team for performing *collectionHQ* tasks of rebalancing and refreshing the collections in the branches. In February, 102 items were transferred, generating 637 circulations with a monetary value of \$1,144. Since this Team began using the *collectionHQ* transfer and rebalance tools in July 2018, a total of 1,555 items have been transferred, resulting in 5,244 circulations with an estimated monetary value of \$18,828. Ms. Lendis assigned the *collectionHQ Long Overdue Check* report to the branches in March. This report identifies items that have remained in various short term statuses for more than 90 days and helps to maintain accurate information in Sierra.

In February, the Interlibrary Loan (ILL) Department received 543 requests from District customers to borrow materials from other libraries, and we were able to fill 79% of our customers' requests. Of the requests that were filled, 89.6% of the items were checked out by our customers. The District received 801 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 just under two days (1 day, 19 hours).

The ER Department continues to merge eMedia accounts for customers who have elected to receive new library cards, to ensure customers can continue to enjoy their access to our large, diverse collection of eResources. ER staff also continues to respond to customer inquiries via our "Ask" account and provide quality assurance for the customer service calls that are answered by the Unique Call Center. The ER

Department launched *Niche Academy*, in November 2018. *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. The most popular tutorials in February were *Consumer Reports* (with 38 unique views), *Rosetta Stone* (34 unique views), and *Hoopla* (32 unique views).

ER Librarian **Ria Eufemio** kicked off the ER Department's OverDrive and Libby Training at the Summerlin Library this month. Ms. Eufemio will be providing training for all of the branches to ensure that the staff is better prepared to assist customers with this resource.

In February, 4,322 ER Department *Fresh Picks* eNewsletters were sent to customers. The most popular eNewsletters were the *New York Times Fiction Bestsellers and Top Ten* (tied at 64% opened) and *Mystery* (61% opened). February saw 113 new *Fresh Picks* subscriptions. The District has 509 unique subscribers who have subscribed to a total of 3,515 monthly subscriptions.

After much configuring and testing, Phase 1 of the iPad Lending Expansion Program was completed. This project involved several departments: ER piloting the configuration at the Windmill Library and training the staff, Acquisitions procured the devices, Cataloging inventorying them, and the Windmill Library's Computer Lab staff providing program feedback. AS Manager **Sufa Anderson** and ER Manager **Jocelyn Bates** worked with Library Operations Manager **Leo Segura** to finalize the procedures for the Program and provided Circulating iPad Training for designated branch representatives. Each of the urban branches, including the Meadows Library, received 10 iPads. The Team has commenced Phase 2, the final phase of this Program, to provide iPads for the outlying branches.

AS Manager **Sufa Anderson**, ER Manager **Jocelyn Bates**, and ER Librarian **Kristine Segura** hosted a meeting with our EBSCO account representative to discuss status and issues related to their LibraryAware and OpenAthens solutions. The ER Department also hosted ReferenceUSA for a staff training session at the Windmill Service Center.

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 March edition of a new staff eNewsletter, *Primary Source*.

AS Manager **Sufa Anderson** conducted the quarterly Technology Advisory Committee (TAC) Meeting and the quarterly Circulation Department Heads Meeting in March. The Committee discussed technology challenges in the branches and Ms. Anderson led the discussion on several District projects, including the hotspot replacement program, the Telephone Reservation System promotional materials, and provided EV updates. Assistant IT Director **Ron Melnar** attended the meeting and updated the Committee on the IT projects that are impacting the staff, including the Annual PC Replacement Project, Library Operations Supplemental IT Projects, and the Telephone System Replacements\Upgrade Project. ER Manager **Jocelyn Bates** also attended the TAC Meeting and shared information and documentation regarding the iPad Lending Program and upcoming Overdrive and Libby staff training.

IT Projects

The IT Department replaced the ER Manager's desktop computer and provide one laptop computer for the HR Department and one laptop for the CBS Department.

The IT Department began working on a project to extend the District's wireless network to cover the outside of the urban branches over two years ago! This project was initiated to allow staff and security to communicate using the Vocera system when they are outside of the buildings. It has been a long journey, with lots of challenges causing us to make modifications to the plan along the way, but I'm pleased to report that we are on the cusp of completing this project! Systems and Network Supervisor **Gunnar Kim** has worked diligently with the branches and our contractors and vendors to specify the equipment, map the coverage area, install the data connections, and to install and configure the equipment. The Clark County, Rainbow, and West Las Vegas libraries were especially challenging because of the complexity of their design, but Mr. Kim expects to have this project completed by the end of this month.

The IT Department coordinated with Cox Communications to complete an after-hours upgrade to the carrier's equipment at the West Las Vegas Library.

The IT Division has not been able to perform an upgrade of our Sierra LSP for many months now. The version of the platform that we are currently using is over a year old! We have not been able to perform an upgrade because when we tested the upgrade on our training system, the upgrade "broke" some key operations of the system. Our vendor, Innovative Interfaces Inc. has been investigating the issue for several months, but have not been able to identify the cause of the problem. We have escalated the issue within the Company and they have finally gotten the problem into their programming group for troubleshooting. Although we don't know when this issue will be resolved, we are now number four in their engineering priority queue.

Miscellaneous

AS Manager **Sufa Anderson** completed several end-of-month reports for the Library Operations Division, including statistics for fines, customer registration, and computer use. Ms. Anderson completed data extracts for the Development and Planning Division's Civic Technologies Community Connect Project and the Branding and Marketing Division's bi-monthly newsletter. Ms. Anderson continues to work with the Sierra Cleanup Committee to perform database cleanup activities in Sierra. Ms. Anderson also prepared two Retiree/Trustee library cards in March. Finally, Ms. Anderson worked with ILS Analyst **Sloan Sakamoto** and our vendor (Patron Point) to update the format of the Statement of Charges e-mail notifications and I'm happy to report that this issue is now completely resolved.

Microcomputer and Network Analyst **Anthony Weitz** attended a week-long *Cisco Interconnecting Cisco Networking Devices* training class at the Global Knowledge Training Center in Las Vegas. Youth Services Librarian **Jen Jost** attended the Gayle Zeiter Conference on the campus of UNLV to listen to Kwame Alexander's keynote speech.

Assistant IT Director **Ron Melnar** received a late notice that the Clark County Election Department would like to use the Rainbow and Sahara West libraries as early voting sites. Mr. Melnar worked with them to ensure that the sites were prepared.

As Manager **Sufa Anderson** is currently working with our library card vendor to investigate the feasibility of switching to RFID enabled library cards.

FY 2018-2019 ELECTRONIC RESOURCES STATISTICS
February 2019

Customer Support	Jan-19	Feb-19	% Change	YTD
Number of Phone Calls to Electronic Resources	150	219	46.00%	1,363
Length of Calls in Hours, Minutes, and Seconds	19:07:26	17:26:36	-8.79%	160:48:20
Number of emails to ask@lvccld.org	577	829	43.67%	4,366
Number of Classes	1	0	N/A	11
Number of Attendees	1	0	N/A	67

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

Online Resource Category	Top Resource	Sessions	Retrievals
Business and Careers	ReferenceUSA	628	23,411
Health and Wellness	Academic Search Main	210	710
Homework Help	IXL	58	17,951
Limitless Learning	Lynda.com	948	5,126
A-Z Resources (All Others)	Newsbank	306	6,520

Downloadables and Streaming Circulation	Feb-18	Feb-19	% Change	FY17-18	FY18-19	% Change
eBooks	79,381	93,406	17.67%	623,349	766,963	23.04%
Audiobooks	41,282	54,131	31.12%	325,259	431,486	32.66%
Magazines	6,100	8,014	31.38%	49,724	64,087	28.89%
Movies and TV	3,743	4,864	29.95%	21,270	44,168	107.65%
Music	28,313	24,259	-14.32%	233,171	206,619	-11.39%
Total	158,819	184,674	16.28%	1,252,773	1,513,323	20.80%

Online Resources Usage by Category	Jan-19		Feb-19		% Change		YTD	
	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals	Sessions	Retrievals
Business and Careers	1,007	30,174	817	25,847	-18.87%	-14.34%	7,520	221,655
Health and Wellness	335	839	474	1,598	41.49%	90.46%	1,119	10,006
Homework Help	626	32,129	735	31,591	17.41%	-1.67%	2,835	113,453
Limitless Learning	2,411	9,159	2,707	9,826	12.28%	7.28%	33,379	117,252
A-Z Resources (All Others)	12,109	21,179	12,996	28,972	7.33%	36.80%	25,518	51,540

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.

April 2019

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: Fred James, Chief Financial Officer

DATE: March 28, 2019

SUBJECT: Financial Services Report, April 2019

This report summarizes the Financial Services Department's activities and accomplishments in the month of March 2019.

Administration

- Updated the District's cash flow analysis
- Submitted the auditing firm selection to the State Department of Taxation
- Prepared the Finance and Audit Committee agenda and agenda item related to the Fiscal Year 2019-2020 tentative budget
- Submitted the Annual Report to the Securities and Exchange Commission
- Submitted required financial statements related to the Mesquite QALICB
- Held pre-bid conference and bid opening for Bid No. 19-13, Library Materials and Supplies
- Advertised Facilities Bid No. 19-15, Broker of Record - Workers Compensation and Voluntary Insurances
- **Fred James** and **Floresto Cabias** met with representatives of the Federal New Markets Tax Credits program and the city of Las Vegas
- **Fred James**, **Floresto Cabias**, and **Anita Lai** met with representatives of The Bank of New York Mellon, the District's financial advisors
- **Floresto Cabias** created and updated staff user accounts in the Microsoft Serenic Navigator system purchasing component
- **Floresto Cabias** and **Lynn Lucuara** worked with District staff regarding purchasing training and procedures
- **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 and agenda item
- Scanned documents and updated files

Accounting

- Coded and verified all transactions (\$4.1M for the month of March)
- 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 and Programming & Venues Services (PVS) invoices
- 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: Dr. Ronald R. Heezen, Executive Director

From: Fred James, CPA
Deputy Director, Chief Financial Officer

Date: March 28, 2019

Subject: February 2019 Budget Status Report

Enclosed are the budget status reports for February 2019. General fund revenues indicate that 69% of budgeted revenue has been collected. As compared to February 2018, the District collected 6% more in property taxes. Consolidated Tax Revenue (CTX) shows 51% collected so far this fiscal year, slightly higher than the 50% collected for the same period during last fiscal year. Financial Services staff is closely monitoring revenues.

General Fund expenditures indicate that 62% 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 21% and 57% 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 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Tax Revenue	32,769,600.74	41,826,000.00	9,056,399.26	21.65%
Intergovernmental Revenue	11,714,514.02	22,861,500.00	11,146,985.98	48.76%
Charges for Services	39,141.48	40,700.00	1,558.52	3.83%
Fines & Forfeits	521,104.73	900,000.00	378,895.27	42.10%
Miscellaneous	648,966.02	1,036,800.00	387,833.98	37.41%
Total Revenues	45,693,326.99	66,665,000.00	20,971,673.01	31.46%
Expenditures				
Salaries	19,568,944.47	31,035,496.00	11,466,551.53	36.95%
Benefits	7,340,439.05	11,647,492.00	4,307,052.95	36.98%
Supplies & Services	8,076,025.16	15,348,749.00	7,272,723.84	47.38%
Capital Outlay	7,298,019.44	10,234,678.00	2,936,658.56	28.69%
Total Expenditures	42,283,428.12	68,266,415.00	25,982,986.88	38.06%
Exces (Deficit) Revenues of Expenditures	3,409,898.87	(1,601,415.00)	(5,011,313.87)	-6.60%
Other Financing Sources and (uses)				
Transfer to Other Funds	-	6,200,000.00	6,200,000.00	100.00%
Total Other Financing Sources and (uses)	-	6,200,000.00	6,200,000.00	100.00%

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

General Fund - 100

From 02/01/2019 Through 02/28/2019

		YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
110	Administration - Executive	405,875.30	800,598.00	394,722.70	49.30%
120	Administration - Library Operations	844,659.12	1,768,629.00	923,969.88	52.24%
200	Financial Services	956,789.30	1,685,331.00	728,541.70	43.23%
215	Community Outreach	263,686.23	451,892.00	188,205.77	41.65%
216	Youth Services	193,634.69	328,257.00	134,622.31	41.01%
220	Development and Planning	348,998.22	560,059.00	211,060.78	37.69%
240	General Services/Facilities	5,021,208.20	8,218,085.00	3,196,876.80	38.90%
250	Human Resources	1,083,281.79	2,411,121.00	1,327,839.21	55.07%
251	HR-Work Insurance	484,999.11	1,463,864.00	978,864.89	66.87%
260	Information Technology	2,576,890.94	3,605,895.00	1,029,004.06	28.54%
270	Literacy Department	175,630.43	409,188.00	233,557.57	57.08%
280	Branding and Marketing	1,168,335.93	1,981,213.00	812,877.07	41.03%
290	Access Services Department	625,654.51	912,713.00	287,058.49	31.45%
310	Collection and Bibliographic Services	8,585,644.39	12,329,605.00	3,743,960.61	30.37%
320	Gallery Services	98,657.68	166,639.00	67,981.32	40.80%
330	Facilities	1,728,321.27	2,834,698.00	1,106,376.73	39.03%
340	Community Engagement	200,961.12	419,627.00	218,665.88	52.11%
400	Library Operations	17,520,199.89	27,919,001.00	10,398,801.11	37.25%
Total		42,283,428.12	68,266,415.00	25,982,986.88	38.06%

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

General Fund - 100
Library Operations - Dept 400
From 02/01/2019 Through 02/28/2019

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
100	Blue Diamond	63,412.36	95,754.00	32,341.64	33.78%
110	Bunkerville	52,972.15	82,438.00	29,465.85	35.74%
120	Clark County Library	1,679,232.22	2,813,772.00	1,134,539.78	40.32%
130	Enterprise Library	893,173.72	1,523,487.00	630,313.28	41.37%
140	Goodsprings	50,623.55	90,104.00	39,480.45	43.82%
160	Indian Springs	65,272.61	115,750.00	50,477.39	43.61%
170	Las Vegas Library	1,086,327.64	1,921,323.00	834,995.36	43.46%
180	Laughlin	451,637.55	876,714.00	425,076.45	48.49%
190	Mesquite	703,650.29	1,061,119.00	357,468.71	33.69%
200	Moapa Town	52,938.99	80,225.00	27,286.01	34.01%
210	Moapa Valley	201,542.91	300,083.00	98,540.09	32.84%
220	Mount Charleston	47,455.13	78,455.00	30,999.87	39.51%
230	Rainbow Library	1,264,820.27	1,901,762.00	636,941.73	33.49%
240	Sahara West Library	1,733,575.50	2,629,929.00	896,353.50	34.08%
250	Sandy Valley	59,988.47	86,636.00	26,647.53	30.76%
260	Searchlight	40,530.70	54,214.00	13,683.30	25.24%
270	Spring Valley Library	1,090,768.11	1,761,959.00	671,190.89	38.09%
280	Summerlin Library	1,011,144.09	1,632,903.00	621,758.91	38.08%
290	Sunrise Library	974,206.52	1,502,237.00	528,030.48	35.15%
300	West Charleston Library	1,172,217.03	1,798,169.00	625,951.97	34.81%
310	West Las Vegas Library	1,030,093.96	1,594,980.00	564,886.04	35.42%
320	Whitney Library	963,138.08	1,544,661.00	581,522.92	37.65%
360	Meadows Library	69,860.22	129,492.00	59,631.78	46.05%
370	Centennial Hills	1,402,723.74	2,183,128.00	780,404.26	35.75%
380	Windmill Library	1,323,922.05	2,015,437.00	691,514.95	34.31%
605	City Misdemeanant	34,972.03	44,270.00	9,297.97	21.00%
Total		17,520,199.89	27,919,001.00	10,398,801.11	37.25%

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

General Fund - 100
From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100 Salaries - Full Time	14,943,628.11	23,512,292.00	8,568,663.89	36.44%
51200 Salaries - Part Time	3,903,806.08	6,123,167.00	2,219,360.92	36.25%
51300 Overtime Pay	31,011.76	50,000.00	18,988.24	37.98%
51400 Call Back Pay	5,481.84	5,918.00	436.16	7.37%
51500 Standby Pay	34,668.34	52,650.00	17,981.66	34.15%
51600 Longevity Pay	291,551.86	379,349.00	87,797.14	23.14%
51700 Separation Pay	261,847.11	312,120.00	50,272.89	16.11%
51800 Leave Buyout	96,949.37	600,000.00	503,050.63	83.84%
55100 Employees Retirement	4,334,358.08	6,461,854.00	2,127,495.92	32.92%
55200 Group Insurance	2,428,808.20	4,082,943.00	1,654,134.80	40.51%
55300 Workers' Comp. Payments	86,765.74	271,544.00	184,778.26	68.05%
55400 Medicare Coverage Expense	484,305.03	756,151.00	271,845.97	35.95%
55500 Unemployment Insurance	6,202.00	75,000.00	68,798.00	91.73%
61100 Office Supplies	219,263.69	418,380.00	199,116.31	47.59%
61110 Operating Supplies	322,964.28	580,640.00	257,675.72	44.38%
61120 Software & User Licenses	319,068.34	431,100.00	112,031.66	25.99%
61130 Software Maintenance	569,258.30	725,100.00	155,841.70	21.49%
61200 Book Materials & Supplies	56,806.28	150,000.00	93,193.72	62.13%
61205 Interlibrary Loan	208.42	4,500.00	4,291.58	95.37%
61210 Small Equipment	122,069.15	414,400.00	292,330.85	70.54%
61400 Equipment Repair & Maint.	581,983.48	624,009.00	42,025.52	6.73%
61410 Contracted Services	2,907,684.01	5,237,592.00	2,329,907.99	44.48%
61420 Building Repair & Maint.	111,001.79	218,200.00	107,198.21	49.13%
61500 Rental Expenses	27,344.42	45,876.00	18,531.58	40.39%
61600 Telephone	353,305.35	543,936.00	190,630.65	35.05%
61700 Utilities	1,114,840.10	2,047,523.00	932,682.90	45.55%
61800 Insurance & Bonds	293,895.10	354,450.00	60,554.90	17.08%
61900 Professional Services	246,158.44	1,271,500.00	1,025,341.56	80.64%
61910 Legal Services	83,868.70	599,500.00	515,631.30	86.01%
62200 Collection Agencies	129,088.82	215,000.00	85,911.18	39.96%
62300 Board Compensation	2,840.00	6,000.00	3,160.00	52.67%
62500 Postage	52,554.76	65,100.00	12,545.24	19.27%
62510 Advertising	39,171.25	188,700.00	149,528.75	79.24%
62600 Community Events	10,514.62	17,000.00	6,485.38	38.15%
62610 Staff Day	55,453.77	65,000.00	9,546.23	14.69%
62620 Recruitment	-	625.00	625.00	100.00%
62700 Education & Training	81,038.17	233,955.00	152,916.83	65.36%
62800 Travel & Transportation	101,383.78	217,863.00	116,479.22	53.46%
62900 Printing & Reproduction	137,536.35	261,500.00	123,963.65	47.40%
63000 Dues & Subscriptions	27,470.11	35,800.00	8,329.89	23.27%
65000 Miscellaneous Expenses	22,599.92	40,500.00	17,900.08	44.20%
65100 Bank Charges	403.76	20,000.00	19,596.24	97.98%
67000 Rental Expenses to QALICBs	86,250.00	315,000.00	228,750.00	72.62%
81700 Library Books	7,298,019.44	10,234,678.00	2,936,658.56	28.69%
Total	42,283,428.12	68,266,415.00	25,982,986.88	38.06%

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

Grant Fund - 220

From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Intergovernmental Revenue	266,360.42	1,800,000.00	1,533,639.58	85.20%
Total Revenues	266,360.42	1,800,000.00	1,533,639.58	85.20%
Expenditures				
Salaries	176,131.54	480,000.00	303,868.46	63.31%
Benefits	76,977.62	210,000.00	133,022.38	63.34%
Supplies & Services	283,542.40	500,000.00	216,457.60	43.29%
Capital Outlay	164,319.78	610,000.00	445,680.22	73.06%
Total Expenditures	700,971.34	1,800,000.00	1,099,028.66	61.06%
Exces (Deficit) Revenues of Expenditures	(434,610.92)	-	434,610.92	24.15%

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

Grant Fund - 220
From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
51100 Salaries - Full Time	161,969.42	477,447.50	315,478.08	66.08%
51200 Salaries - Part Time	14,081.79	-	(14,081.79)	
51300 Overtime Pay	80.33	-	(80.33)	
51600 Longevity Pay	-	2,552.50	2,552.50	100.00%
55100 Employees Retirement	49,392.43	150,786.37	101,393.94	67.24%
55200 Group Insurance	25,059.85	54,679.44	29,619.59	54.17%
55400 Medicare Coverage Expense	2,525.34	4,534.19	2,008.85	44.30%
61100 Office Supplies	1,893.17	4,064.08	2,170.91	53.42%
61110 Operating Supplies	1,725.00	-	(1,725.00)	
61120 Software & User Licenses	6,317.00	40,770.00	34,453.00	84.51%
61410 Contracted Services	251,804.75	415,878.50	164,073.75	39.45%
62700 Education & Training	17,627.55	-	(17,627.55)	
62800 Travel & Transportation	3,172.51	8,463.27	5,290.76	62.51%
63000 Dues & Subscriptions	250.00	300.00	50.00	16.67%
65000 Miscellaneous Expenses	752.42	30,524.15	29,771.73	97.54%
81600 Capital Equipment - Major	-	460,000.00	460,000.00	100.00%
81700 Library Books	164,319.78	150,000.00	(14,319.78)	-9.55%
Total	700,971.34	1,800,000.00	1,099,028.66	61.06%

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

Gift Fund - 230

From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Miscellaneous	134,465.61	815,000.00	680,534.39	83.50%
Total Revenues	134,465.61	815,000.00	680,534.39	83.50%
Expenditures				
Supplies & Services	135,758.43	715,000.00	579,241.57	81.01%
Capital Outlay	-	100,000.00	100,000.00	100.00%
Total Expenditures	135,758.43	815,000.00	679,241.57	83.34%
Exces (Deficit) Revenues of Expenditures	(1,292.82)	-	1,292.82	0.16%

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

Gift Fund - 230

From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
61100 Office Supplies	30.05	20,000.00	19,969.95	99.85%
61110 Operating Supplies	8,691.36	15,000.00	6,308.64	42.06%
61210 Small Equipment	5,482.45	15,000.00	9,517.55	63.45%
61410 Contracted Services	65,193.16	250,000.00	184,806.84	73.92%
61500 Rental Expenses	-	315,000.00	315,000.00	100.00%
61900 Professional Services	17,925.31	100,000.00	82,074.69	82.07%
62600 Community Events	13,246.40	-	(13,246.40)	
62800 Travel & Transportation	6,924.22	-	(6,924.22)	
62900 Printing & Reproduction	2,163.97	-	(2,163.97)	
65000 Miscellaneous Expenses	16,101.51	-	(16,101.51)	
81600 Capital Equipment - Major	-	100,000.00	100,000.00	100.00%
Total	135,758.43	815,000.00	679,241.57	83.34%

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

**Capital Projects Fund - 510
From 02/01/2019 Through 02/28/2019**

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Miscellaneous	251,523.59	50,000.00	(201,523.59)	-403.05%
Total Revenues	251,523.59	50,000.00	(201,523.59)	-403.05%
Expenditures				
Supplies & Services	1,532,434.48	4,355,700.00	2,823,265.52	64.82%
Capital Outlay	4,081,485.58	9,170,903.00	5,089,417.42	55.50%
Total Expenditures	5,613,920.06	13,526,603.00	7,912,682.94	58.50%
Exces (Deficit) Revenues of Expenditures	(5,362,396.47)	(13,476,603.00)	(8,114,206.53)	-461.54%
Other Financing Sources and (uses)				
Transfer to Other Funds	-	(6,200,000.00)	(6,200,000.00)	100.00%
Total Other Financing Sources and (uses)	-	(6,200,000.00)	(6,200,000.00)	100.00%

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

Capital Projects Fund - 510
From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	YTD Variance	Percent Budget Remaining
61100 Office Supplies	463.99	-	(463.99)	
61110 Operating Supplies	55,651.47	25,000.00	(30,651.47)	-122.61%
61120 Software & User Licenses	68,035.14	132,000.00	63,964.86	48.46%
61130 Software Maintenance	57,560.95	-	(57,560.95)	
61210 Small Equipment	558,826.08	1,519,250.00	960,423.92	63.22%
61400 Equipment Repair & Maint.	12,169.92	-	(12,169.92)	
61410 Contracted Services	26,088.42	100,000.00	73,911.58	73.91%
61420 Building Repair & Maint.	486,552.05	2,439,450.00	1,952,897.95	80.05%
61500 Rental Expenses	41,233.98	-	(41,233.98)	
61700 Utilities	4,359.16	-	(4,359.16)	
61900 Professional Services	205,881.57	140,000.00	(65,881.57)	-47.06%
62900 Printing & Reproduction	2,098.35	-	(2,098.35)	
65100 Bank Charges	13,513.40	-	(13,513.40)	
81400 Construction in Progress	3,387,677.25	5,998,000.00	2,610,322.75	43.52%
81500 Capital Improvements	30,747.00	383,000.00	352,253.00	91.97%
81600 Capital Equipment - Major	284,241.13	1,989,903.00	1,705,661.87	85.72%
81700 Library Books	378,820.20	800,000.00	421,179.80	52.65%
Total	5,613,920.06	13,526,603.00	7,912,682.94	58.50%

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
1020 - Mesquite
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Revenues				
Other Revenue	96,439.37		(96,439.37)	
Total Revenues	96,439.37		(96,439.37)	
Expenditures				
Small Equipment	499.20		(499.20)	
Professional Services	3.50		(3.50)	
Total Expenditures	502.70	0.00	(502.70)	0.00
Excess (Deficit) Revenues over Expenditures	95,936.67	0.00	(95,936.67)	0.00

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
1025 - East Las Vegas
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Operating Supplies	162.40		(162.40)	
Small Equipment	142,551.09		(142,551.09)	
Bldg. Maint. & Repair	33,297.77		(33,297.77)	
Utilities	4,359.16		(4,359.16)	
Professional Services	80,305.66		(80,305.66)	
Construction in Progress	3,387,677.25	5,998,000.00	2,610,322.75	43.52%
Total Expenditures	<u>3,648,353.33</u>	<u>5,998,000.00</u>	<u>2,349,646.67</u>	<u>39.17%</u>
Excess (Deficit) Revenues over Expenditures	<u><u>(3,648,353.33)</u></u>	<u><u>(5,998,000.00)</u></u>	<u><u>(2,349,646.67)</u></u>	<u><u>39.17%</u></u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
2050 - Furniture Replacement
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Small Equipment	105,636.73	200,000.00	94,363.27	47.18%
Total Expenditures	<u>105,636.73</u>	<u>200,000.00</u>	<u>94,363.27</u>	<u>47.18%</u>
Excess (Deficit) Revenues over Expenditures	<u>(105,636.73)</u>	<u>(200,000.00)</u>	<u>(94,363.27)</u>	<u>47.18%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
2200 - Financial Services
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Small Equipment		185,000.00	185,000.00	100.00%
Software Maintenance	28,523.60		(28,523.60)	
Professional Services	13,646.75		(13,646.75)	
Capital Equipment - Major		80,000.00	80,000.00	100.00%
Total Expenditures	<u>42,170.35</u>	<u>265,000.00</u>	<u>222,829.65</u>	<u>84.09%</u>
Excess (Deficit) Revenues over Expenditures	<u>(42,170.35)</u>	<u>(265,000.00)</u>	<u>(222,829.65)</u>	<u>84.09%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
3010 - LSP Replacement
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Small Equipment		100,000.00	100,000.00	100.00%
Total Expenditures	<u>0.00</u>	<u>100,000.00</u>	<u>100,000.00</u>	<u>100.00%</u>
Excess (Deficit) Revenues over Expenditures	<u>0.00</u>	<u>(100,000.00)</u>	<u>(100,000.00)</u>	<u>100.00%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
4000 - Unallocated Proj Fund - General Fund
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Revenues				
Interest Earnings	79,660.10	50,000.00	(29,660.10)	-59.32%
Unrealized Gain/(Loss) - Investments	75,424.12		(75,424.12)	
Total Revenues	<u>155,084.22</u>	<u>50,000.00</u>	<u>(105,084.22)</u>	<u>-210.17%</u>
Expenditures				
Bank Charges	13,513.40	40,000.00	26,486.60	66.22%
Total Expenditures	<u>13,513.40</u>	<u>40,000.00</u>	<u>26,486.60</u>	<u>66.22%</u>
Excess (Deficit) Revenues over Expenditures	<u>141,570.82</u>	<u>10,000.00</u>	<u>(131,570.82)</u>	<u>-1315.71%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
4010 - Tech Replacements Upgrades
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Operating Supplies	876.39	15,000.00	14,123.61	94.16%
Software & User Licenses	68,035.14	132,000.00	63,964.86	48.46%
Software Maintenance	26,837.35		(26,837.35)	
Small Equipment	296,711.10	1,050,000.00	753,288.90	71.74%
Equipment Repair & Maint.	12,169.92		(12,169.92)	
Contracted Services	26,088.42	100,000.00	73,911.58	73.91%
Capital Improvements	14,088.00		(14,088.00)	
Capital Equipment - Major	157,112.07	1,709,903.00	1,552,790.93	90.81%
Total Expenditures	601,918.39	3,006,903.00	2,404,984.61	79.98%
Excess (Deficit) Revenues over Expenditures	(601,918.39)	(3,006,903.00)	(2,404,984.61)	79.98%

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
5010 - Bldg Repair and Maintenance
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	YTD Actual	Budget	Amount Remaining	Percent Budget Remaining
Expenditures				
Operating Supplies	55,076.67	10,000.00	(45,076.67)	-450.77%
Software Maintenance	2,200.00		(2,200.00)	
Small Equipment	2,270.66	84,250.00	81,979.34	97.30%
Bldg. Maint. & Repair	453,254.28	2,439,450.00	1,986,195.72	81.42%
Rental	41,233.98		(41,233.98)	
Professional Services	121,513.66		(121,513.66)	
Printing & Reproduction	2,098.35		(2,098.35)	
Total Expenditures	<u>677,647.60</u>	<u>2,533,700.00</u>	<u>1,856,052.40</u>	<u>73.25%</u>
Excess (Deficit) Revenues over Expenditures	<u>(677,647.60)</u>	<u>(2,533,700.00)</u>	<u>(1,856,052.40)</u>	<u>73.25%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
5020 - PVS Projects
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Small Equipment	1,569.30		(1,569.30)	
Capital Improvements	16,659.00		(16,659.00)	
Capital Equipment - Major	80,469.70	383,000.00	302,530.30	78.99%
Total Expenditures	<u>98,698.00</u>	<u>383,000.00</u>	<u>284,302.00</u>	<u>74.23%</u>
Excess (Deficit) Revenues over Expenditures	<u>(98,698.00)</u>	<u>(383,000.00)</u>	<u>(284,302.00)</u>	<u>74.23%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
7010 - Library Materials
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Library Books	378,820.20	800,000.00	421,179.80	52.65%
Total Expenditures	<u>378,820.20</u>	<u>800,000.00</u>	<u>421,179.80</u>	<u>52.65%</u>
Excess (Deficit) Revenues over Expenditures	<u>(378,820.20)</u>	<u>(800,000.00)</u>	<u>(421,179.80)</u>	<u>52.65%</u>

Las Vegas - Clark County Library District
Statement of Revenues and Expenditures
9010 - Vehicle Purchase and Replacement
510 - Capital Projects Fund
From 2/1/2019 Through 2/28/2019

	<u>YTD Actual</u>	<u>Budget</u>	<u>Amount Remaining</u>	<u>Percent Budget Remaining</u>
Expenditures				
Capital Equipment - Major	46,659.36	200,000.00	153,340.64	76.67%
Total Expenditures	<u>46,659.36</u>	<u>200,000.00</u>	<u>153,340.64</u>	<u>76.67%</u>
Excess (Deficit) Revenues over Expenditures	<u>(46,659.36)</u>	<u>(200,000.00)</u>	<u>(153,340.64)</u>	<u>76.67%</u>

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

Debt Service Fund - 610

From 02/01/2019 Through 02/28/2019

	YTD Actual	Budget	Dollar Budget Amount Remaining	Percent Budget Remaining
Revenues				
Tax Revenue	38.35	-	(38.35)	
Miscellaneous	85,240.75	45,000.00	(40,240.75)	-89.42%
Total Revenues	<u>85,279.10</u>	<u>45,000.00</u>	<u>(40,279.10)</u>	<u>-89.51%</u>
Expenditures				
Supplies & Services	7,285.49	30,000.00	22,714.51	75.72%
Debt Service	7,628,250.00	7,628,250.00	-	0.00%
Total Expenditures	<u>7,635,535.49</u>	<u>7,658,250.00</u>	<u>22,714.51</u>	<u>0.30%</u>
Exces (Deficit) Revenues of Expenditures	<u>(7,550,256.39)</u>	<u>(7,613,250.00)</u>	<u>(62,993.61)</u>	<u>-89.81%</u>

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

Debt Service Fund - 610
From 02/01/2019 Through 02/28/2019

		YTD Actual	Budget	YTD Variance	Percent Budget Remaining
65100	Bank Charges	7,285.49	30,000.00	22,714.51	75.72%
71100	Debt Service - Principle Payment	7,265,000.00	7,265,000.00	-	0.00%
71200	Debt Service - Interest Payment	363,250.00	363,250.00	-	0.00%
Total		7,635,535.49	7,658,250.00	22,714.51	0.30%

Las Vegas - Clark County Library District
Check/Voucher Register

General Fund - 100
From 2/26/2019 Through 3/27/2019

Check/ Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
7212	3/4/2019	10129	Fun Express LLC	Novelty Toy Assortment - SU	10.71
7215	3/4/2019	10622	DistribuTech	Inv. 65690 - Highlights Distribution	805.00
7216	3/4/2019	10650	Fun City Distribution, Inc.	Inv. 36922 Distribution for Highlights	1,480.00
7220	3/4/2019	1627	Gale/Cengage Learning, Inc.	Various Reference & Large Print Books FY 2018-2019	9,882.50
7221	3/4/2019	1897	Lakeshore Learning Materials	Block Play Home Builder - CC	424.57
7222	3/4/2019	2015	Machabee Office Environments	SC: End caps for sliding board	29.10
7223	3/4/2019	2307	Progressive Elevator	Elevator PM Service-CC	697.00
7227	3/4/2019	2799	CDW Government Inc.	"HP Q1397A Inkjet Bond Paper 36""x150""	25.15
7228	3/4/2019	2802	Penguin Random House LLC	Replacement CD item	10.00
7229	3/4/2019	2860	Las Vegas Review Journal	El Tiempo Feb	43.75
7230	3/4/2019	3149	Midwest Tape	Materials for FY 2018-2019 DVDs & CDs	337,591.69
7231	3/4/2019	3770	Cox Communications of Las Vegas	Service 02/17/19-03/16/19	12,285.98
7232	3/4/2019	4522	Quest Diagnostics	8 Pre-employment drug tests	684.96
7235	3/4/2019	5001	UniFirst Corporation	Uniforms FY19	123.07
7236	3/4/2019	5718	Tangerine Office Machines	Misc Printer Parts/Repairs	40.00
7237	3/4/2019	6704	Schneider Electric	HVAC Controls-FAC	2,725.58
7238	3/4/2019	8010	Allied Universal Security Services	Security 01/25/19-02/07/19 - CH	78,128.86
7239	3/4/2019	8122	Staples Advantage Dept LA	Yahtzee game - MV	3,398.48
7240	3/4/2019	8205	Western States Door Controls, Inc	OE PO	100.00
7241	3/4/2019	8557	Guaranteed Pest Solutions LLC	Bed Bug Inspections	337.50
7242	3/4/2019	8565	WT Cox Information Services	Materials for FY 2018-2019	846.82
7244	3/4/2019	9104	AV Vegas	Bass amp rental, Bass cabinet 4x10	515.00
7246	3/4/2019	9133	Ted Wiens Tire & Auto Centers	Annual Smog Checks: Unleaded, Bi-Fuel & Flex	48.95
7247	3/4/2019	9383	Office Plus	Toner, Lsr, hp ce255x, hy blk - CC	5,803.71
7248	3/4/2019	9489	Teledata Technologies	FAC: Security Video Training	170.00
7250	3/4/2019	9907	PLIC-SBD Grand Island (Principal)	Premium Mar 2019	25,946.40
7252	3/11/2019	10179	Safe and Secure Alarms and Video	WC Alarm Monitoring	54.00
7255	3/11/2019	10622	DistribuTech	Invoice 66956 - Distribution services	805.00
7256	3/11/2019	1064	Allied Refrigeration Inc.	Various	141.01
7257	3/11/2019	10686	NLS Grounds Management LLC	OE PO for Landscape Services	33,088.00
7260	3/11/2019	1535	El Mundo	March purchasing ad	80.00
7261	3/11/2019	1580	Ferguson Enterprises, Inc.	Various	42.40
7262	3/11/2019	1634	Gaylord Bros., Inc.	"415 Double Coated Polyester Tape 1/4"" x 36 Yrds" - SM	88.19
7263	3/11/2019	1742	Ideal Supply Company Inc.	Various	99.23
7264	3/11/2019	1757	Ingram Library Services	Library Books & Materials for FY 2018-2019	921.65
7265	3/11/2019	1897	Lakeshore Learning Materials	Speedy Snow -CH	4,224.72
7266	3/11/2019	1958	Lighting Specialties	Various	183.00
7267	3/11/2019	2015	Machabee Office Environments	OFM Chair Parts	2,518.69
7268	3/11/2019	2234	Overton Power District #5	Service 011919-02/19/19 MT	299.97
7269	3/11/2019	2682	Valley Enterprises, Inc.	Janitorial Service	5,233.79
7271	3/11/2019	2698	Virgin Valley Disposal	Rental fee/Toter Svc - FEB 2019	116.18
7272	3/11/2019	2798	Brodart Co.	Library Books for FY 2018-2019	140,117.65
7273	3/11/2019	2853	Dick Blick	Brush Set - RB	86.59
7274	3/11/2019	3023	Filtration Group, LLC/Filterworks	MB: HVAC Air Filters (Stock)	479.04
7275	3/11/2019	3149	Midwest Tape	Materials for FY 2018-2019 DVDs & CDs	25,315.96
7276	3/11/2019	3324	Rio Virgin Telephone Co.	Service Mar 2019	420.51
7277	3/11/2019	3500	Garda CL West, Inc	Excess Items - January 2019	8.00
7278	3/11/2019	4108	American Library Association	Mbrship Renewal #002899 R. Heezen	385.00
7279	3/11/2019	4109	Las Vegas Natural History Museum	Vendor Booth Fee (x2) - Giant Expo 5/4/19	400.00
7280	3/11/2019	4517	Fingerprint Pros, Inc.	Fingerprinting - Feb 2019	454.00
7281	3/11/2019	4604	Brodart Library Supplies & Furnishings	Class labels-travel - CH	804.18
7282	3/11/2019	4723	Purvis Industries - Las Vegas NV	Various	1,066.90
7283	3/11/2019	5001	UniFirst Corporation	Uniforms FY19	123.07
7284	3/11/2019	5130	OverDrive Inc.	Standing Order Plan FY 2018-2019	166,083.14
7285	3/11/2019	5244	A&B Printing & Mailing	Invoice 125059 - Danny Green Trio	654.00
7287	3/11/2019	7655	Gill's Printing and Color Graphics	Invoice 143719 - STEAM Month Flyer	419.00
7288	3/11/2019	7671	Western Exterminator Company	SW: Semi-Annual Scorpion Service	360.00
7289	3/11/2019	7687	United Lock and Security, Inc.	OE PO	287.92
7290	3/11/2019	7943	Communication Electronic Systems Inc	WM: Troubleshoot Fire Alarm at roof-top AHU #4	298.00
7291	3/11/2019	8010	Allied Universal Security Services	PVS Guard Services 02/08/19-02/21/19	2,271.71
7292	3/11/2019	8122	Staples Advantage Dept LA	Medium point - MQ	6,567.41
7293	3/11/2019	8155	Las Vegas Clark County Librar Dist Foundation	Foundation Bookstore Sales - November 2018	31,405.27
7294	3/11/2019	8205	Western States Door Controls, Inc	OE PO	250.00
7295	3/11/2019	8564	McCandless International Trucks of NV, LLC	#38: Emergency Service @ WMSC: Replace lift gate's toggle switch	202.65
7299	3/11/2019	9133	Ted Wiens Tire & Auto Centers	Annual Smog Checks: Unleaded, Bi-Fuel & Flex	780.17
7300	3/11/2019	9191	Canon Solutions America, Inc.	Maintenance Copier Base 02/15/19-03/14/19 - Exec	3,859.40
7302	3/11/2019	9383	Office Plus	Oem toner hp 648a cyan - SW	3,359.28
7305	3/11/2019	9890	High Sierra Elevator Inspections	SW: Annual Elevator Permit 3rd Party Inspection	480.00
7306	3/18/2019	1017	AAA Air Filter Company, Inc.	Air Filters Changes	1,799.50
7307	3/18/2019	10179	Safe and Secure Alarms and Video	WC Alarm Monitoring	54.00
7308	3/18/2019	10184	City of Mesquite Athletics & Leisure Services Dept	Landscape Service-MQLC	800.00
7309	3/18/2019	10232	Steven Allan Maul	Delivery of board packets - Feb 2019	140.00
7312	3/18/2019	10527	Kevin Douglas Ford	CC PM ADV 318 ESL 1/14/19 - 3/5/19	2,862.00
7313	3/18/2019	10535	Johnson Controls Fire Protection LP	MC: QI Fire Sprinkler	286.50
7315	3/18/2019	10576	Guitar Center Stores, Inc.	RODE BLIMP WINDSHIELD AND SHKMT FOR SHOTGUN MICS - EV	199.00
7320	3/18/2019	10766	David Matthew Bagley	CAM 315 sub 2/21/19	1,363.50
7321	3/18/2019	1180	Baron Pest Solutions, Inc.	Pest Control-LA	37.00
7322	3/18/2019	1429	D.C. Thomas	BD Rent April 2019	1,468.00
7324	3/18/2019	1457	Demco, Inc.	End of Range Multimedia Display - CH	551.99
7325	3/18/2019	1535	El Mundo	Bid No. 19-13	54.00
7326	3/18/2019	1556	Ewing Bros. Inc.	#39: Towed from street to CH's employee parking area	145.00
7327	3/18/2019	1620	Full Compass Systems Ltd	Denon Lectern powered	1,098.00
7328	3/18/2019	1627	Gale/Cengage Learning, Inc.	Various Reference & Large Print Books FY 2018-2019	8,213.44
7329	3/18/2019	1757	Ingram Library Services	Library Books & Materials for FY 2018-2019	83.13
7330	3/18/2019	1897	Lakeshore Learning Materials	Rainbow Stack Ball Stack - CH	524.02
7331	3/18/2019	2098	Moapa Valley Water District	Service 2/6/19-3/5/19	140.39

Las Vegas - Clark County Library District
Check/Voucher Register

General Fund - 100
From 2/26/2019 Through 3/27/2019

Check/ Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
7212	3/4/2019	10129	Fun Express LLC	Novelty Toy Assortment - SU	10.71
7332	3/18/2019	2215	OCLC Inc. # 774425	Library Cataloging/ ILL Charges FY 2018-2019	4,795.77
7333	3/18/2019	2234	Overton Power District #5	Service 11/28/18-02/28/19 MV	3,269.68
7334	3/18/2019	2486	Sonitrol Of Southern NV	Alarm Monitoring-Variou	3,318.00
7335	3/18/2019	2733	Phoenix Fire Protection, LLC	WV: Replace (22) painted sprinkler heads	5,945.00
7336	3/18/2019	2798	Brodart Co.	Library Materials for ELV Opening Day Collection	88,503.03
7338	3/18/2019	2803	Boulevard Trophy	Name tag, sign and name panel for Sandra Ramaker	44.50
7340	3/18/2019	2860	Las Vegas Review Journal	Bid No 19-13	425.35
7341	3/18/2019	2914	Iron Mountain	Service Feb 2019	309.75
7342	3/18/2019	3020	Discount School Supply	32 Ounce Bubble Solution - SU	51.96
7343	3/18/2019	3149	Midwest Tape	Materials for FY 2018-2019 DVDs & CDs	19,028.86
7344	3/18/2019	3307	Unique Management Services, Inc.	Placements Feb 2019	7,539.75
7345	3/18/2019	3355	Teamsters Security Fund S. Nevada	Premium March 2019	329,529.32
7346	3/18/2019	3435	Ace Fire Systems, Inc.	Fire Sprinkler Test/Inspect- MQ	90.00
7349	3/18/2019	4522	Quest Diagnostics	Pre-employment drug test - Feb 2019	490.17
7350	3/18/2019	4604	Brodart Library Supplies & Furnishings	Supplies for FY 2018-2019	1,979.80
7352	3/18/2019	4782	KNPR/Nevada Public Radio	Highlights- March Full page ad and Catalog Insert	6,840.00
7353	3/18/2019	5001	UniFirst Corporation	Uniforms FY19	123.07
7354	3/18/2019	5244	A&B Printing & Mailing	Inv. 125037 Fun to Play Spring 2019 Flyers	1,501.72
7355	3/18/2019	5718	Tangerine Office Machines	Misc Printer Parts/Repairs	119.97
7356	3/18/2019	6091	BayScan Technologies, LLC	QuickScan Imager Black	672.50
7357	3/18/2019	7188	Innovative Interfaces, Inc.	Electronic Records for Downloadable Materials	1,813.50
7359	3/18/2019	7655	Gill's Printing and Color Graphics	Invoice 143832- Food for Thought Posters and Flyers	1,076.00
7362	3/18/2019	8010	Allied Universal Security Services	Security 02/08/19-02/21/19 - CH	73,526.31
7363	3/18/2019	8122	Staples Advantage Dept LA	Iris 26.9qt stack & pull - CC	3,081.94
7364	3/18/2019	8155	Las Vegas Clark County Librar Dist Foundation	Foundation Bookstore Sales - January 2019	30,590.30
7365	3/18/2019	8205	Western States Door Controls, Inc	CC: Replace sensor on exterior auto door at main entry	667.50
7367	3/18/2019	8557	Guaranteed Pest Solutions LLC	Bed Bug Inspections	308.75
7368	3/18/2019	8789	Findlay Chevrolet	#39: Replace coolant, evac and recharge system	737.96
7370	3/18/2019	9032	Creel Printing and Publishing Co. Inc.	Spring Highlights Printing	23,990.34
7371	3/18/2019	9082	MasterTech Security Services	Alarm Monitoring Bur/Fir-MQ/MOLC	134.85
7373	3/18/2019	9191	Canon Solutions America, Inc.	Monthly Maint 01/14/19-02/13/19 - SM	2,070.86
7374	3/18/2019	9383	Office Plus	Toner, Isr.p4014/4015/4515 blk - SW	1,553.17
7376	3/18/2019	9553	Ashworth and Belcastro Systems (ABS)	SU: Troubleshoot OI Deficiency	268.00
7378	3/18/2019	9852	Franklin Covey Client Sales, Inc.	Participant Guides for Covey Workshops	764.61
7379	3/18/2019	9869	Unique Integrated Communications	Call Center Operations	11,828.80
7380	3/18/2019	9890	High Sierra Elevator Inspections	WMSA Annual Permit Inspections	625.00
7382	3/25/2019	10129	Fun Express LLC	Spring Flowerpot Craft Kit - CC	249.48
7383	3/25/2019	10252	Competitive Edge Software, LLC	Incident Reporting Software	5,076.00
7384	3/25/2019	10442	LV.Net	Service 4/1/19-5/1/19	1,026.00
7391	3/25/2019	1455	Dell Marketing L.P.	VLA RHEL SVR PREMIUM PHYSICAL OR VIRTUAL NODES	23,942.63
7392	3/25/2019	1457	Demco, Inc.	Labels and Supplies	204.73
7393	3/25/2019	2234	Overton Power District #5	Service 02/07/19-03/07/19 MV	315.62
7394	3/25/2019	2533	Suburban Propane - 1487	Propane - WC	1,594.80
7396	3/25/2019	2799	CDW Government Inc.	FARONICS DEEP FREEZE ENT MNT RNW 3Y	33,193.27
7397	3/25/2019	2819	CenturyLink Communications, LLC	Service Mar 2019	13,511.09
7398	3/25/2019	2853	Dick Blick	Flat Brush Size 4 - SE	2,027.21
7399	3/25/2019	4108	American Library Association	Mbrshp renewal - #0243579 E. Foyt	195.00
7400	3/25/2019	5130	OverDrive Inc.	Standing Order Plan FY 2018-2019	99,165.71
7401	3/25/2019	6091	BayScan Technologies, LLC	Book Materials & Supplies	362.00
7403	3/25/2019	8010	Allied Universal Security Services	PVS Guard Services 02/22/19-03/07/19	2,709.53
7404	3/25/2019	8122	Staples Advantage Dept LA	Mesh storage basket - MQ	4,843.63
7405	3/25/2019	8811	Shannon Bilbray-Axelrod	Board Comp March 2019	40.00
7406	3/25/2019	8856	Sheila R. Moulton	Board Comp March 2019	80.00
7409	3/25/2019	9279	Marilyn Francis Drake	Board Comp March 2019	80.00
7410	3/25/2019	9332	Felipe A. Ortiz	Board Comp March 2019	80.00
7411	3/25/2019	9383	Office Plus	Oem toner ho 6484 cyan - SU	7,084.21
7412	3/25/2019	9729	Windstream	Service 3/15/19-4/14/19	650.20
7414	3/25/2019	9928	Stimulus Technologies	Service April 2019 - MC	1,047.95
85772	2/28/2019	10363	Adam Schroeder	"Journey Through Jazz" @ WM 2/19/19	500.00
85774	2/28/2019	10745	HESC	Mandated Court Payment	203.82
85775	2/28/2019	10787	Susan M. Milazzo	Overpayment on Sierra Account	30.25
85776	2/28/2019	10799	R&R Public Affairs, LLC	Government & Public Affairs Svcs 2019	1.00
85777	2/28/2019	10800	Oasis Reporting Services, LLC	Transcription of Jan 17th Board Meeting	1,893.00
85778	2/28/2019	1458	State Collections & Disbursement Unit	Mandated Court Payment	1,152.21
85779	2/28/2019	1950	Liberty Lock and Security	OE PO Lock/Key Services	134.95
85780	2/28/2019	2117	Multi-Cultural Books & Videos, Inc.	Materials for FY 2018-2019	528.06
85781	2/28/2019	2494	Southwest Gas Corp.	Service 01/16/19-02/14/19 EN	1,432.05
85782	2/28/2019	2567	Teamsters Local Union #14	Union Dues - March 2019	10,341.00
85783	2/28/2019	2854	FastSigns	Oval Shaped Decals White on Black	89.20
85784	2/28/2019	3106	Grey House Publishing, Inc.	Financial Literacy Basics: Planning for the Future database	2,100.00
85786	2/28/2019	4562	U.S. Department of Education	Mandated Court Payment	220.14
85787	2/28/2019	4676	Color Reflections	Inv. 568428 - VGK Oversized Cards	540.00
85788	2/28/2019	5026	Nevada State Treasurer	Mandated Court Payment	6.00
85789	2/28/2019	6206	Vital	Two simultaneous Interpreters for Focus Groups	900.00
85795	2/28/2019	7369	SYNCHRONY BANK/AMAZON	CBS orders from Amazon	11,367.64
85797	2/28/2019	8731	UNUM Life Insurance Co. of America	Premium Mar 2019	741.10
85798	2/28/2019	9937	AFLAC Premium Holding	Premium Feb 2019	2,825.36
85799	2/28/2019	9956	Cherry Lake Publishing	juvi books	8,240.30
85800	3/7/2019	10100	Long Range Systems, LLC (LRS)	Pagers for ELV Study Rooms	837.56
85801	3/7/2019	10162	CenturyLink	Service Feb 2019	173.85
85802	3/7/2019	10186	Franklyn Gerard Verley	3Hr Black Weekend 2019	500.00
85803	3/7/2019	10212	Virgin Valley Water District	Service 01/20/19-02/20/19	319.44
85805	3/7/2019	10225	Pakor	Replacement lens 888 - WM	178.64
85806	3/7/2019	10336	Opera Las Vegas	Celebrating legends in black performances - Feb 2019	300.00
85807	3/7/2019	10366	Segal Select Insurance Services	Annual 2018/2019 Trustee Fiduciary Liability Insurance Premium	25.00

Las Vegas - Clark County Library District
Check/Voucher Register

General Fund - 100
From 2/26/2019 Through 3/27/2019

Check/ Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
7212	3/4/2019	10129	Fun Express LLC	Novelty Toy Assortment - SU	10.71
85808	3/7/2019	10389	The Firm	Public Relations Services	6,854.10
85810	3/7/2019	10568	Katherine Wind	3 - 90min Talks on Chinese New Year	375.00
85811	3/7/2019	10580	OST Productions	Balance due - O Sole Trio 2/15-16/19 WM	4,000.00
85812	3/7/2019	10638	Letters Aloud LLC	50% deposit - Programs @ WC & CC Mar 2019	4,000.00
85813	3/7/2019	10654	Educational Testing Service (ETS)	LVCCLD CALL Program-PBT January 2019	110.00
85814	3/7/2019	10741	Leain Vashon	"No place to be Somebody" Feb 2019	333.34
85817	3/7/2019	10784	A Place in the Heart Theatre Company LLC	90min Oldtimers Play	500.00
85818	3/7/2019	10790	Applied Analysis	Market Research for Branding Campaign	8,500.00
85819	3/7/2019	10797	Notes with a Purpose	JSB to Jay-Z concert 3/2/19 @ WM	1,500.00
85820	3/7/2019	10801	NevAEYC	Participation - Young Child Event 4/13/19	25.00
85822	3/7/2019	11801	Jeffrey Scott Trower	25 Remo sound shapes with strikers	300.00
85823	3/7/2019	1201	Best Janitorial Services of Nevada	Open End PO Oct-June	116,162.10
85824	3/7/2019	1950	Liberty Lock and Security	Various	29.25
85825	3/7/2019	2002	Japanese American Citizens League	60 minute Taiko presentation at Teen AnimeFest 2018	200.00
85826	3/7/2019	2097	Moapa Valley Telephone Co. Inc.	Service 02/26/19-03/25/19	1,282.83
85827	3/7/2019	2175	NV Energy	Service 01/18/19-02/19/19 CH	6,877.93
85828	3/7/2019	2494	Southwest Gas Corp.	Service 01/23/19-02/22/19 CH	7,017.83
85829	3/7/2019	2838	Verizon Wireless	Service 01/21/19-02/20/19	2,190.51
85834	3/7/2019	3383	Home Depot Credit Services	January - February 2019	2,047.23
85835	3/7/2019	3435	Ace Fire Systems, Inc.	WC: Troubleshoot (7) failed duct detectors	284.00
85836	3/7/2019	4117	Television Monitoring Services, Inc.	Inv. 29595 - Digital Transfer	50.00
85837	3/7/2019	5709	Thomas Peter Fletcher	Two 75min Classical Guitar Concerts	800.00
85838	3/7/2019	6817	Reliance Connects	Service Mar 2019	621.64
85839	3/7/2019	7740	Gaudin Ford	Various	392.82
85843	3/14/2019	10745	HESC	Mandated Court Payment	203.82
85846	3/14/2019	10764	Sean P. Quirk	Two 60min Concerts by Alash - Mar 2019	5,000.00
85850	3/14/2019	10791	Visiontron	FR811DSSBSB-CSB	277.80
85851	3/14/2019	10805	Jill Chappell Jacoby	Transcription Feb 14th Board of Trustee Mtg	321.00
85853	3/14/2019	11804	U.S. Dept. of Education AWG	Mandated Court Payment	237.64
85854	3/14/2019	11805	Jordan Walker	Refund for returned items	73.73
85855	3/14/2019	1300	Cashman Equipment Company	Generator-SW	475.00
85856	3/14/2019	1354	City Of Las Vegas-Sewer Fin & Bus Svcs	Service 4/1/19-6/30/19 SM	1,957.48
85857	3/14/2019	1458	State Collections & Disbursement Unit	Mandated Court Payment	1,152.21
85858	3/14/2019	1577	FedEx	Express Services Feb 2019	101.09
85859	3/14/2019	1640	Gerald M. Welt, Chartered	Legal Services Feb 2019	3,256.73
85860	3/14/2019	1710	Henri Specialties	CC: Toilet paper dispenser locks	69.00
85861	3/14/2019	1950	Liberty Lock and Security	OE PO Lock/Key Services	90.00
85867	3/14/2019	1991	Lowe's Improvement	JANUARY - FEBRUARY 2019 Various	1,395.16
85868	3/14/2019	2053	Matthew Bender & Co., Inc.	NV Court Rules Anno 19 v2	1,045.36
85869	3/14/2019	2117	Multi-Cultural Books & Videos, Inc.	Materials for FY 2018-2019	2,271.45
85870	3/14/2019	2175	NV Energy	Summary Billing Jan 19 & Feb 19	45,839.93
85873	3/14/2019	2354	Recorded Books	Electronic Materials FY2018-2019	4,815.65
85874	3/14/2019	2494	Southwest Gas Corp.	Service 01/30/19-03/01/19 BD	3,270.61
85876	3/14/2019	2837	Republic Services 620	Recycling Svc 3/1-3/31 MV	3,642.04
85877	3/14/2019	3209	Auto Technical Solutions, LLC	Motor books	1,222.65
85878	3/14/2019	3426	Urban Chamber of Commerce	Annual mbrshp dues - Jan-Dec 2019	450.00
85879	3/14/2019	4467	Peggy L. Ruesch	One 90min Bluegrass Performance	700.00
85880	3/14/2019	5026	Nevada State Treasurer	Mandated Court Payment	6.00
85881	3/14/2019	6646	Aqua Serv Engineers, Inc.	HVAC Water Treatment-Various	2,064.28
85882	3/14/2019	8192	AT&T	Service Mar 2019	56.08
85883	3/14/2019	9537	City of Las Vegas	Sewer Services Apr-Jun 2019	12,004.15
85885	3/14/2019	9895	National Benefit Services, LLC	FSA Plan Admin February 2019	453.50
85886	3/14/2019	9945	Texas Life Insurance Company	Premium February 2019	488.08
85887	3/14/2019	10807	Craig Norton	To reissue 03.01.19 paycheck - C. Norton	1,816.56
85888	3/21/2019	10017	CDA Media Relations	March purchasing ad/Bid No. 19-13	700.00
85889	3/21/2019	10225	Pakor	Passport Screen with Tripod - WM	139.94
85890	3/21/2019	10253	Elizabeth Ann Foyt	Board Comp March 2019	40.00
85891	3/21/2019	10445	CenturyLink	Service Mar 2019	520.00
85892	3/21/2019	10534	Nevada Chamber Orchestra	One 1hr Concert @ SM 03/15/19	300.00
85893	3/21/2019	10673	Howard & Howard Attorneys PLLC	Free To Be Trademark Recommendation	660.00
85894	3/21/2019	10705	Las Vegas Global Economic Alliance	2019 Perspective Periscope Sponsor - May 2019	3,500.00
85895	3/21/2019	10723	Constance Jeanine Brooks	Board Comp March 2019	40.00
85897	3/21/2019	10759	Adrianna Ladonna Gardner	CC Listening & Speaking 330	864.00
85898	3/21/2019	10772	Tonilee B. Jackson	Mama's Wrangler's Show @ WM 3/17/19	600.00
85899	3/21/2019	10803	Ling Ling Zhao	Reimbursement for damaged art	200.00
85900	3/21/2019	10809	Sandra Kay Ramaker	Board Comp March 2019	285.96
85901	3/21/2019	2095	Mity-Lite	MityLite Chairs and Carts for WM PAC	1,023.93
85902	3/21/2019	2170	Nevada Legal News, LLC	March 2019 Legal Directories	104.00
85903	3/21/2019	2175	NV Energy	Service 02/01/19-03/04/19 WM	8,590.20
85904	3/21/2019	2354	Recorded Books	Audiobooks & Replacements FY 2018-2019	624.79
85905	3/21/2019	2494	Southwest Gas Corp.	Service 02/05/19-03/07/19 LA	2,772.52
85906	3/21/2019	2837	Republic Services 620	Recycling Svc 03/01-03/31 LV	966.35
85907	3/21/2019	6224	Cambridge University Press	Historical Stats of US	146.00
85908	3/21/2019	9711	Jose L. Melendrez	Board Comp March 2019	80.00
Total 100 - General Fund					2,104,510.54

Las Vegas - Clark County Library District
Check/Voucher Register

Grant Fund - 220
From 2/26/2019 Through 3/27/2019

Check/ Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
7214	3/4/2019	10527	Kevin Douglas Ford	CC AM ADV 314 1/14/19 - 2/26/19	1,944.00
7217	3/4/2019	10669	Garrett David Mills	WC 321 1/16/19 - 2/26/19	1,782.00
7218	3/4/2019	10683	Raul Eduardo Cannon-Perez	LV AM INT 300	1,944.00
7249	3/4/2019	9813	Lydwine Zamor	CC AM BEG 312	1,944.00
7251	3/11/2019	10157	Isel Venema-Park	CC AM INT 313	1,944.00
7258	3/11/2019	10701	Staples Technology Solutions	State Grant iPads for Public Use	51,946.52
7286	3/11/2019	7289	Allison Socha	SW AM BEG 310 ESL 1/17/19 - 3/4/19	1,944.00
7292	3/11/2019	8122	Staples Advantage Dept LA	Medium point - MQ	6,567.41
7303	3/11/2019	9511	Manny David Ford	LV AM ADV 301	1,944.00
7312	3/18/2019	10527	Kevin Douglas Ford	CC PM ADV 318 ESL 1/14/19 - 3/5/19	2,862.00
7314	3/18/2019	10543	Kathleen San Nicolas	RB am beg 308 esl 1/22/19 - 3/5/19	1,944.00
7316	3/18/2019	10619	David Terrance Cassell	OSCC Math Workshop 326 1/22/19-3/5/19	1,944.00
7320	3/18/2019	10766	David Matthew Bagley	CAM 315 sub 2/21/19	1,363.50
7347	3/18/2019	3677	Maria Cecilia P. Ordinario	WM AM INT 320 ESL 1/22/19-3/5/19	1,944.00
7361	3/18/2019	7975	Mary Gound	BP 306 ESL 1/22/19 - 2/18/19	1,944.00
7369	3/18/2019	8797	Natalia Hiscock	SV PM INT 324 1/22/19 - 3/7/19	1,890.00
7375	3/18/2019	9397	Hanafi Shakur	LV ADV PM 303 ESL 1/14/19 - 3/5/19	3,685.50
7377	3/18/2019	9566	Diana Marshall	CC PM BEG 316 1/15/19-3/6/19	1,890.00
7386	3/25/2019	10543	Kathleen San Nicolas	RB PM BEG 309 ESL 1/22/19-3/12/19	1,890.00
7387	3/25/2019	10640	Susan Joan Hatch	ACDC BEG AM 333	1,944.00
7388	3/25/2019	10669	Garrett David Mills	CAM PM 315	1,822.50
7389	3/25/2019	10729	Linda C. Pelfrey	ELV AM BEG 304 1/16/19-3/12/19	1,944.00
7390	3/25/2019	10754	Nancy Elizabeth Suriano	WH AM BEG 327 1/22/19-3/5/19	1,944.00
7402	3/25/2019	7289	Allison Socha	SW PM INT 311 ESL 1/22/19-3/12/19	1,890.00
7408	3/25/2019	9143	Henry Marshall	SU PM 307 1/17/19-3/11/19	1,890.00
7413	3/25/2019	9813	Lydwine Zamor	Bid No. 19-13	1,890.00
85773	2/28/2019	10706	Jason Darby Wyatt	2.5 hrs ELL 10/25/18 ELV	67.50
85795	2/28/2019	7369	SYNCHRONY BANK/AMAZON	CBS orders from Amazon	11,367.64
85796	2/28/2019	7553	Jonathan Tharp	SV AM BEG 322 ESL 1/15/19 - 2/27/19	1,944.00
85815	3/7/2019	10760	Rebecca C. Dusic	TISOH 336 ESL 1/22/19 - 2/28/19	1,782.00
85841	3/14/2019	10408	Lauren Kilpatrick	LV PM INT 302 1/16/19 - 3/7/19	1,890.00
85844	3/14/2019	10760	Rebecca C. Dusic	ACDC AM ADV 332 1/24/19 - 3/7/19	1,944.00
85845	3/14/2019	10763	Robert L. Green Jr.	ACDCM BEG 323 1/22/19 -3/5/19	1,944.00
85847	3/14/2019	10768	Milan Institute	F. Teng Nursing Assit class	2,700.00
85849	3/14/2019	10788	Allison Faith Pharr	WC 321 sub 2/21 & 2/22/19	162.00
85896	3/21/2019	10730	Karmarie Fox	CC PM H INT 317 ESL 1/22/19-3/12/19	1,890.00
85909	3/21/2019	9982	Rodric James Hersha	CC PM H INT 317 ESL 1/22/19-3/12/19	162.00
Total 220 - Grant Fund					132,494.57

Las Vegas - Clark County Library District
Check/Voucher Register

Gift Fund - 230
From 2/26/2019 Through 3/27/2019

Check/ Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
7254	3/11/2019	10536	Ivan Aguirre	EN Tech Art Instruction	262.50
7311	3/18/2019	10523	Blake Hament	BBTTC instruction Feb 2019	800.00
7360	3/18/2019	7777	AVID Products Inc.	Earbuds	1,016.05
85785	2/28/2019	4377	Tamaria Anderson	Corporate challenge referee fees	838.25
85809	3/7/2019	10539	Jonathan Watson	EN Tech Art Instruction	262.50
85840	3/14/2019	10228	Verified Volunteers	Volunteer Fingerprinting	351.00
85884	3/14/2019	9821	Liquid Courage	Gallery Opening	1,275.00
Total 230 - Gift Fund					4,805.30

Las Vegas - Clark County Library District
Check/Voucher Register

Capital Projects Fund - 510
From 2/26/2019 Through 3/27/2019

Check/ Voucher #	Posting Date	Vendor Number	Vendor Name	Description	Check Amount
7213	3/4/2019	10148	CORE Construction Services of Nevada, Inc.	East Las Vegas Construction	1,036,076.98
7219	3/4/2019	1455	Dell Marketing L.P.	VMWare Workspace One Subscription	18,732.60
7224	3/4/2019	2686	Simply Covered, Inc.	CC: Recover Acoustical Panels	550.00
7225	3/4/2019	2733	Phoenix Fire Protection, LLC	RB,SW,SV,SM,WC,WV,WH: 5-Yr Sprinkler Inspections	3,500.00
7226	3/4/2019	2798	Brodart Co.	Library Materials for ELV Opening Day Collection	72,644.27
7233	3/4/2019	4604	Brodart Library Supplies & Furnishings	EV: Book returns	13,495.50
7234	3/4/2019	4649	H & E Equipment Services Inc.	SW: Rental of 40 Ft Boom Lift for parking lot lights	1,646.15
7243	3/4/2019	9074	Statewide Fire Protection - Western States	CH & WMSC: 5-Year Sprinkler Tests / Inspections	1,110.00
7245	3/4/2019	9127	Extreme Networks, Inc.	EW NBD AHR 31018	37,772.00
7253	3/11/2019	10500	Team Schutmaat, Inc.	Bid No. 19-05 #14 - Stacks Package	67,000.00
7259	3/11/2019	1455	Dell Marketing L.P.	XPS15 - ELV	164,594.64
7270	3/11/2019	2686	Simply Covered, Inc.	CC: Recover Acoustical Panels	4,206.00
7298	3/11/2019	9127	Extreme Networks, Inc.	EW Software Subscription	176.00
7301	3/11/2019	9354	KapStone Container Corp.	LV: Weeding Boxes for move to EV	4,054.16
7304	3/11/2019	9655	Worthington Direct Holdings, LLC	CBS: Booktrucks	13,976.15
7310	3/18/2019	10508	Property Solutions Inc.	EV Construction Monitoring	1,100.00
7317	3/18/2019	10701	Staples Technology Solutions	Targus usb ultra mini keypad - IT	310.28
7318	3/18/2019	10740	WhisperRoom, Inc.	EV: Additional Components	7,080.00
7319	3/18/2019	10751	Main Electric Supply Co. LLC	SM/SW: LED Lamps and Fixtures	4,252.25
7323	3/18/2019	1455	Dell Marketing L.P.	EV: Projectors for CALL	97,013.55
7335	3/18/2019	2733	Phoenix Fire Protection, LLC	WV: Replace (22) painted sprinkler heads	5,945.00
7336	3/18/2019	2798	Brodart Co.	Library Materials for ELV Opening Day Collection	88,503.03
7337	3/18/2019	2799	CDW Government Inc.	Ergotron workstation	4,261.88
7339	3/18/2019	2809	LVVWD	Service 1/18/19-2/20/19 EV	1,546.43
7348	3/18/2019	4224	DataPLUS Communications	SV: RS2 Controller	2,150.00
7351	3/18/2019	4649	H & E Equipment Services Inc.	SW: Rental of 2-MAN 40 Ft Boom Lift for parking lot lights	1,914.10
7358	3/18/2019	7285	Henriksen Butler Nevada	EN: MPR flip-top tables	11,460.80
7366	3/18/2019	8502	Regina L. Schweska	ELV	2,795.00
7372	3/18/2019	9127	Extreme Networks, Inc.	25 AP CAPACITY UPGRADE (C5210)	30,730.00
7381	3/18/2019	9965	The Countertop Shop, LLC	EN: New solid surface top for Customer Service Desk	3,505.00
7385	3/25/2019	10514	Logistical Solutions, LLC	CC: Painting Ext and Int	14,765.99
7395	3/25/2019	2798	Brodart Co.	Library Materials for ELV Opening Day Collection	1,730.55
7396	3/25/2019	2799	CDW Government Inc.	FARONICS DEEP FREEZE ENT MNT RNW 3Y	33,193.27
7404	3/25/2019	8122	Staples Advantage Dept LA	Mesh storage basket - MQ	4,843.63
7407	3/25/2019	9127	Extreme Networks, Inc.	LMR200 20 FT N	1,696.00
85795	2/28/2019	7369	SYNCHRONY BANK/AMAZON	CBS orders from Amazon	11,367.64
85816	3/7/2019	10771	Las Vegas Lighting Inc.	SM/SW: LED Lamps and Fixtures	27,004.50
85821	3/7/2019	11782	Adamik Electric LLC	CC: Generator Replacement	11,037.00
85834	3/7/2019	3383	Home Depot Credit Services	January - February 2019	2,047.23
85842	3/14/2019	10433	Aztech Inspections & Testing, LLC	East Las Vegas Inspections	2,201.00
85848	3/14/2019	10785	Empire Digital Signs, LLC	EV: Interactive Kiosk	3,675.00
85852	3/14/2019	10806	NV Energy	Renewable Energy Reimbursement Application fee	35.00
85862	3/14/2019	1954	The Library Store Inc.	Snap Circuits Kit-Light Projects	11,895.20
85905	3/21/2019	2494	Southwest Gas Corp.	Service 02/05/19-03/07/19 LA	2,772.52
Total 510 - Capital Projects Fund					1,830,366.30
Total - All Funds					4,072,176.71

ITEM VII.A.3.b.



MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director
FROM: Stephen J. Rice, General Services Director
DATE: March 28, 2019
SUBJECT: General Services Report, April 2019

This is a report on the General Services Department's activities during the month of March 2019.

EAST LAS VEGAS LIBRARY

Construction Status: The project is in its final phase of construction. Work remaining to be completed includes interior signage, on-site sidewalks, plaza areas and canopies, children's play area, site lighting, site signage, and landscaping. The project is on track for a mid-April completion and an April 25th opening.

Construction Change Orders: The approved change order amount to date is \$111,746 for the following:

Change Order #1:

Relocate off-site traffic signal copper and fiber optic lines at bus turnout - \$14,511
Additional offsite work required by City of Las Vegas - \$30,754
Site revisions to relocate drive-up book returns - \$24,292
Painting of overhead areas visible above ceiling panels in multi-purpose room - \$17,377
Add power sub panel for pylon sign - \$8,605
Add stainless steel counter fabrications for Café - \$8,686
Total (including CMAR mark-ups) - \$111,746

Change Order #2:

Zero cost contract time extension of fifty-seven days due to utility delays - \$0.0

Change Order #3:

Wave liquidated damages on pylon sign scope of work - \$0.0

The approved Contingency Budget for potential change orders is \$835,520. The current balance is \$723,774.

Furniture: Delivery and installation of metal shelving is completed. Delivery and installation of all other furniture and equipment began on March 13th and is on schedule for a mid-April completion.

MEADOWS MALL BRANCH

CFO Fred James continues lease negotiations with the management company. Upon execution of a lease, development of the project schedule and programming and design of required tenant improvements will commence.

REPAIR/IMPROVEMENT PROJECTS

Generator Replacement – Clark County Library:

This project is for the replacement of the existing back-up power generator. A contract in the amount of \$112,654 was awarded to Adamik Electric, LLC. The project engineer has approved equipment submittals and equipment has been ordered. Work is scheduled to begin upon receipt of equipment by the contractor and be completed by May 31st.

Interior and Exterior Painting – Clark County Library:

Interior painting has been completed and exterior stucco repairs and painting are in progress. Work is scheduled to be completed by May 5th.

FACILITIES MAINTENANCE DEPARTMENT

Maintenance Work Order Activity – March 2019:

Corrective work requests received and converted to work orders - 395

Corrective work orders completed – 390

Preventive maintenance work orders generated – 226

Preventive maintenance work orders completed – 304

Minor Projects and Major Repairs Completed:

Clark County Library:	Improvements to exterior courtyard at Theater - \$4,556
Enterprise Library:	Improvements to customer service desk - \$3,505
Rainbow Library:	Replace flooring in youth services area - \$24,550
Sahara West Library:	Repair emergency generator - \$685
Windmill Library:	Repair emergency generator - \$1,957

COURIER DEPARTMENT

Library Materials Moved Between Branches – February 2019:

	<u>February 2019</u>	<u>February 2018</u>	<u>January 2018</u>
Urban Branches	277,920	267,180	295,440
Outlying Branches	34,260	31,560	36,300
Contract/Other Libraries	48,780	48,300	49,200
To Storage for Future Sale	<u>44,040</u>	<u>45,040</u>	<u>44,720</u>
Total	405,000	392,080	425,660

PURCHASING AND ADMINISTRATION DEPARTMENT

Prepared General Services FY20 Capital Projects budget. Set up Charge Point account for electric vehicle (EV) charging station at East Las Vegas Library.

Procurements in Progress:

- 1) RFQ – Broker of Record – Workers Compensation and Voluntary Insurances

Procurements Completed:

- 1) West Las Vegas Library – Door Access Control System Upgrade

SAFETY AND SECURITY DEPARTMENT

Stop the Bleed Training: Staff trained in March - 10

Staff Safety Committee: Completed safety inspection of Windmill Library and Service Center.



ITEM VII.A.3.c.

MEMORANDUM

TO: Dr. Ronald R. Heezen, Executive Director

FROM: James Bean, Human Resources Director

DATE: March 27, 2019

SUBJECT: Human Resources Report, April 2019

This report covers activity from February 28, 2019 to March 26, 2019.

- **David Eisenlohr**, President of Azimuth Group, presented the pros and cons of Point Factor Analysis, a compensation plan, for the Executive Council March 21. **Dr. Ronald Heezen** will establish a one-day retreat for the Executive Council to work on the pay plan goals and a compensation philosophy and strategy that will guide the work of the next steps to complete an RFP, including job analysis and internal job hierarchy.
- Human Resources Director, **James Bean**, attended a board meeting of the Committee to Review Suicide Fatalities held at the Clark County Office of the Coroner/Medical Examiner. James was invited by **Angela Friedman**, Administrator for the Nevada Department of Health and Human Services, to speak to the board about employee workplace stress, and depression.
- **Sybrina Bernabei**, Advocacy Services Coordinator from Gender Justice, presented during the District Department Head meeting March 13. Sybrina spoke to our leaders about embracing the challenges of interacting with the LGBTQ population.
- Human Resources Director, **James Bean**, attended Teen Talk at Clark County Library, Enterprise Library and West Las Vegas Library in March.
- Human Resources Director, **James Bean**, attended Hope and Success Club at Sahara West March 19.

The Human Resources Department reports the following recruitment activities for the month of March, 2019:

Received 1247 applications on the Kronos On-line Application System
Processed 14 job vacancies
Answered 172 calls on the incoming telephone lines
Sent out 1201 recruitment result notification
Conducted 10 interview selection procedures

	NEW HIRES	RE- HIRES	RESIGNATIONS/TERMINATIONS		
			Professional	Paraprofessional	Page
March 2019	11	1	0	3	1
2019 YEAR TO DATE	26	3	0	9	10

Position	Location	Open Date	Close Date	Received
P/T Page	West Charleston	2/13/2019	2/27/2019	89
P/T Circulation Assistant	Sahara West	2/13/2019	2/27/2019	242
P/T Page	Enterprise	2/15/2019	3/1/2019	93
F/T Multimedia Specialist	East Las Vegas	2/15/2019	3/8/2019	74
F/T Multimedia Supervisor	East Las Vegas	2/15/2019	3/8/2019	43
F/T Maker Specialist	Clark County	2/20/2019	3/6/2019	39
F/T MultiService Librarian	Library Oper.	2/26/2019	3/11/2019	31
F/T Graphic Designer	Branding & Mktg.	2/24/2019	3/24/2019	115
F/T Adult Services Assistant	Spring Valley	2/28/2019	3/14/2019	148
P/T Adult Services Assistant	Whitney	2/28/2019	3/14/2019	82
P/T Page	Sunrise	2/28/2019	3/14/2019	83
F/T YPL Children's Librarian	Rainbow	2/28/2019	3/14/2019	22
F/T YPL Department Head	W. Charleston	3/1/2019	3/22/2019	22
P/T Computer Lab Assistant	Rainbow	3/11/2019	3/25/2019	118
P/T Library Assistant	Mt. Charleston	3/21/2019	4/4/2019	23*
F/T Programming Specialist	PVS	3/21/2019	4/4/2019	23*

* This recruitment is still open at the time of this report; figures represent the number of applications received thus far.

Staff conducted interview selection procedures for the following positions:

Summerlin	F/T YPL Department Head
Sandy Valley	P/T Library Assistant
Centennial Hills	P/T Computer Lab Assistant
West Charleston	P/T Page
W Las Vegas	P/T Page
Enterprise	P/T Page
E Las Vegas	F/T Multimedia Specialist
E Las Vegas	F/T Multimedia Supervisor
Library Operations	F/T Multiservices Librarian
Spring Valley	F/T Adult Services Assistant

Employee Orientation

During this reporting period, two employee orientation were conducted on 2/26/2019-2/27/2019 and 3/12/2019-3/13/2019. The District had 12 new hires/rehires participated in the orientation.

In-processing: All new hires 18 years of age and older were fingerprinted. All new hires completed necessary paperwork, and received picture ID badges.

New Hire Orientation: All new hires received a copy of the Personnel Policies & Procedures Manual and key areas were reviewed.

Benefits Orientation: Information regarding health insurance and other benefits was provided to all full-time new hires and current employees who were promoted to full-time. Pro-rated benefit information was provided to all part-time new hires.

Safety Training: District policy as well as State regulations requires this training. All new hire employees participated in this mandatory training.

Orientations are usually scheduled every other week. This ensures the efficient and cost-effective in-processing of new hire employees, and that vacancies are filled in a timely manner.

Staff Diversity

Most recent diversity statistics, as of March 26, 2019, according to the U.S. Census Bureau, Equal Employment Opportunity (EEO) Tabulation 2010-2014 (American Community Survey 5-Year Estimates), and the District's Human Resources Information System (HRIS), shows the following:

	CLARK COUNTY (Workforce Population)	LV-CCLD MARCH 2019*	LV-CCLD MARCH 2018
White	1,300,909 64.90%	384 51.54%	397 54.01%
Black or African American	214,491 10.70%	76 10.20%	75 10.20%
Asian	180,163 9.00%	87 11.68%	80 10.88%
Native Hawaiian & Other Pacific Islander	13,948 0.70%	11 1.48%	9 1.22%
American Indian & Alaska Native	11,725 0.60%	4 0.54%	4 0.54%
Two or More Races	91,084 4.50%	30 4.03%	27 3.67%
Hispanic or Latino	596,587 29.80%	153 20.54%	143 19.46%
Total Population	2,003,613	745	735

Turnover Rates:

In an effort to ensure that the Library District attracts and retains the best talent, the Human Resources Department reports on the Library District's monthly turnover rate. The turnover rate reflects voluntary, involuntary and retirement percentages for the reporting period. For definition purposes, voluntary terminations reflect those employees who have elected to leave the Library District for personal reasons. Employees who involuntarily leave the Library District, are those employees who were terminated as per the Library District's Policy and Procedure Manual or those employees who did not satisfactorily pass their six (6) month probationary period. Lastly, retired employees reflect those who have made a personal decision to withdraw from their occupation or job.

The following information has been compiled from the Library District's HRIS system. During this reporting period the turnover rate was as follows:

- Voluntary- .40 %
- Involuntary- 0 %
- Retirement- .13 %

Employee Training

Library District employees are encouraged to continue their education. A program of tuition reimbursement for job-related, accredited course work is in place to assist employees.

The number of tuition reimbursements are based on the District's budgetary funds. Reimbursement is available to all full-time regular employees who have successfully completed their probationary period, and part-time employees with eighteen (18) months of service. Such reimbursement will be limited to tuition expenses only and will not include books, travel, or other related expenses. Applications for reimbursement must be approved by the Executive Director and are made in a nondiscriminatory manner in keeping with the District's Equal Employment Opportunity Policy.

Account 62700 – Education and Training. All training was offered locally unless otherwise indicated.

The following employees were approved to attend the courses/trainings below:

Name	Branch/Location	Course/Training Name	Date(s)
Stefanie Bailey	Windmill Library	Early Childhood Expertise Beyond Libraryland: Reading Life Between the Lines	February 2019
Stefanie Bailey Elizabeth Rickling	Windmill Library Whitney Library	Gayle A. Zeiter Children's & Young Adult Literature Conference	March 2019

Name	Branch/Location	Course/Training Name	Date(s)
Erika Blache Caroline Nitto Rene Roberts	Enterprise Library Sahara West Library Summerlin Library	Weeding Workshop	March 2019
Doris Cazares Chandra Jackson Joseph Tracy	Windmill Library Laughlin Library Whitney Library	collectionHQ Advanced	March 2019
Carol Chambers Eric Howes Remedios Navarro Melisa Ramirez Seungyeon Yang-Peace	West Las Vegas Library Windmill Library Rainbow Library Clark County Library Windmill Library	InterLibrary Loan Training	February 2019
Julia Cordova de Salcedo Beverly Espinoza Jill Hersha Carolyn Sachkowsky	Community Adult Learning in Libraries	Mountain Plains Adult Education Association and Nevada Adult Educators and Adult Basic Education Director's Meeting	March 2019
Ezra Fowler	Technical Production Services	Synaudcom Transformer Distributed Loudspeaker Systems	March 2019
Lisa Gibson	West Las Vegas Library	Library 2.0 Mini Conference – Shaping the Future of Libraries with Instructional Design	March 2019
Selina Lujan-Gonzalez	Whitney Library	Microsoft Word 2016 – Part 1	March 2019
Megan Nykodym	Clark County Library	Top Ten Mistakes Supervisors Make	February 2019
Thomas Olson	Las Vegas Library	Comprehensive Overview of Immigration Law	February 2019

Name	Branch/Location	Course/Training Name	Date(s)
Leo Segura	Library Operations	Data on Purpose: Navigating the Digital Now Public Library Think Tank: The Future is Theirs: Community Co-Creation with Kids and Teens	March 2018
Anthony Weitz	Information Technology	Interconnecting Cisco Networking Devices, Part 1 v3.0	March 2019

Account 62800 – Employee Travel

The following employee(s) were approved to attend the Conferences listed below:

Name	Branch/Location	Course/Training Name	Date(s)
Johannah Caley	Programming and Venue Services	United States Institute for Theatre Technology Conference 2019	March 2019

- 17 employees attended "Toastmasters"
- 12 employees attended "New Hire Orientation"
- 15 employees attended "Stop the Bleed"
- 62 employees attended "Better Impact Volunteer Software Training"
- 95 employees attended "Gender Justice"

The District allocated \$368.77 for the above training.

Of the employees listed above who received training, the following is a breakout of their demographics. Note: The demographics do not include: "Toastmasters", "New Hire Orientation", "Stop the Bleed", "Better Impact Volunteer Software Training", and "Gender Justice".

RACE CATEGORIES	Female	Male
White	9	4
Black or African American	2	0
Asian	3	0
Native Hawaiian & Other Pacific Islander	0	0
American Indian & Alaska Native	0	0
Two or More Races	0	1
Hispanic or Latino	6	2
Subtotal	20	7
Grand Total	27	



ITEM IX.A.

AGENDA ITEM

APRIL 11, 2019 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.A.: Discussion and possible action regarding the approval of two Naming Opportunities: 1) Robot Lab powered by COX located at the Enterprise branch library; and 2) Robot Lab Powered by SWITCH located at the West Las Vegas branch location.

Background: The Library District ***Naming Opportunities Policy*** was revised and adopted on March 9, 2017, by the Library District Board of Trustees who retain the sole responsibility for naming, renaming, or rescinding the name of library facilities; parts of facilities and/or properties; and endowments for new capital projects, renovation projects, programs, equipment, collections, and/or other library services.

The policy also stipulates that all Naming Opportunity proposals will be submitted to the Naming Committee in writing, and each shall contain justification compliant with the criteria, terms, and purposes set forth in the policy. Each proposal below provides details related to criteria and terms for your consideration. The purpose of each naming opportunity is to recognize the substantial contribution of the donors to the launch of these services which are key to implementation of the "Limitless Learning" and "Career and Business Success" strategies in the Vision 2020 Strategic Plan.

Consideration of Proposals: To qualify for a naming opportunity, a proposal must demonstrate four things: 1) donors are willing to enter into an agreement to contribute at least 51% of the actual or estimated project costs; 2) geographical or functional names should be included in the agreement; 3) donor recognition signage will be consistent with Library District signage standards, and 4) the term of the agreement shall take into consideration the estimated life of the building or project area.

This memo outlines the details of the terms proposed for each of the two project agreements proposed, in alignment with the four policy criteria:

Robot Lab powered by COX Community Charities (located at the Enterprise Library)

1. Agreement to contribute a minimum of 51% of project costs. In March 2019, the Las Vegas-Clark County Library District Foundation received \$25,000 from the COX to purchase equipment and furniture for a teen Robot Lab at the Enterprise Library located at 25 E. Shelbourne, Las Vegas, NV 89123. This represents over 51% of equipment that will be purchased to establish the Robot Lab in the current Teen Zone of the Enterprise Library. Additional furniture and minor space modifications will be provided by the General Services division of the Library District. Staff support for these teen activities will be provided by the Enterprise Library based on their considerable

experience with the Lil Bits and other coding activities that have been in place for several years. Additional mentor and instructional support may be provided by the Library District Foundation.

2. Naming by geography or function. Signage for the Robot Lab will be branded with the COX Community Charities logo, indicating the functional location of the Robot Lab embedded in the teen service area that relates to both the Limitless Learning and Career Success goals of the Vision 2020 Strategic Plan. The Robot Lab will be a place for teens to learn coding, robotics, STEAM technologies, teamwork, problem-solving and other 21st Century skills that are critical in today's academic, workforce and business environments.
3. Signage consistent with Library District signage standards. Signage will be approved by General Services in accordance with criteria of the District, the Library Facilities Master Plan, local laws, regulations, and related ordinances.
4. Term consistent with life of project area. The term of this Naming Opportunity will be from June 2019 through December 2020, coterminous with the grant which concludes in December 2020, unless terminated sooner based on Board of Trustee discretion criteria provided for the Naming Opportunities policy.

Robot Lab powered by SWITCH (located at West Las Vegas Library)

1. Agreement to contribute a minimum of 51% of project costs. In March 2019, the Las Vegas-Clark County Library District Foundation received a grant award of \$15,000 from SWITCH, Inc. to provide equipment and other in-kind support for a teen Robot Lab teen tech center at the West Las Vegas branch library located at 951 W. Lake Mead Drive. The Robot Lab activities will be conducted in the youth services area space adjacent to the current Homework Help center. No additional space modifications are anticipated, although SWITCH is also interested in donating in-kind furniture and equipment to give the Robot Lab an updated tech look and feel. Potential space improvements will be approved by the General Services division. The Library District Foundation will provide instructional and mentor support to West Las Vegas Youth Services staff to run both teen and tween classes once a week starting in June, 2019.
2. Naming by geography or function. Signage for the Robot Lab will be branded with the SWITCH logo, indicating the functional location of the Robot Lab embedded in the teen service area that relates to both the Limitless Learning and Career Success goals of the Vision 2020 Strategic Plan. The Robot Lab will be a place for teens to learn coding, robotics, STEAM technologies, teamwork, problem-solving and other 21st Century skills that are critical in today's academic, workforce and business environments.
3. Signage consistent with Library District signage standards. Signage will be approved by General Services in accordance with criteria of the District, the Library Facilities Master Plan, local laws, regulations, and related ordinances.
4. Naming Opportunity Term. The term of this Naming Opportunity will be from June 1, 2019 through June 30, 2020, coterminous with the grant from SWITCH which concludes on June 30, 2020, unless terminated sooner based on Board of Trustee discretion criteria provided for the Naming Opportunities policy.

Recommended Action:

Motion to approve:

- A) The Robot Lab powered by COX Community Charities at the Enterprise Library
- B) The Robot Lab powered by SWITCH Naming Opportunities at the West Las Vegas Library



AGENDA ITEM

APRIL 11, 2019 MEETING OF THE BOARD OF TRUSTEES

Agenda Item #IX.B.:

Discussion and possible Board action to amend the *Library Rules of Conduct* first established on February 12, 1991.

Background:

The Board of Trustees adopted the *Library Rules of Conduct* in February 1991. Several revisions have been made over the years in 1991, 1996, 1997, 2004, 2006, 2008, 2011, and 2016.

Most public libraries in the country have adopted rules of conduct to help establish guidelines with respect to how patrons use the library. The American Library Association encourages all libraries to establish rules to address security and safety issues. The *Library Rules of Conduct* are posted in each of the District's urban and rural branches and on the District's website.

Attached are the current *Library Rules of Conduct* and a copy of revisions and additions that staff recommend. During the process of developing the proposed version, staff evaluated rules of conduct of similar-sized public libraries throughout the country. The proposed revisions have also been shared with District's Counsel.

Major changes include a provision that allows the District to limit and/or restrict items brought onto library property to ensure that staff can safeguard the health and safety of District staff and buildings. The revision also includes clarification of rules, and minor language and format changes.

Recommended Action:

Motion to amend the *Library Rules of Conduct*.

Library Rules of Conduct

The Las Vegas-Clark County Library District (LVCCLD) welcomes all visitors and provides excellent service in a pleasant and safe atmosphere **that extends to all library property, including but not limited to parking lot areas.** In addition to obeying all applicable federal, state and local laws, visitors shall engage only in activities normally associated with the use of public libraries.

The LVCCLD prohibits behaviors and activities that interfere with any person's safe, secure, and respectful use of libraries:

1. Conduct that endangers or disturbs library users or staff in any way, or that hinders others from using the library or its resources are prohibited. This includes, but not limited to:
 - a. Loud, unruly, or offensive behavior;
 - b. Harassing, hostile, or threatening language or behavior;
 - c. Stealing, destroying, damaging, or vandalizing property;
 - d. **Smoking, including the** use of any tobacco or vapor product (except in designated areas);
 - e. Unauthorized use of alcoholic beverages;
 - f. Consuming food or drink in restricted areas or near electronic equipment;
 - g. Sleeping on library premises;
 - h. Disruptive use of electronic or communication devices;
 - i. Unauthorized selling or solicitation;
 - j. Wearing insufficient clothing (e.g. no top, no bottom, no shoes, etc.);
 - k. Creating or emanating an odor that causes a nuisance;
 - l. Posing health risks to others;
 - m. Conduct that is likely to cause personal injury to one's self or others;
 - n. Unauthorized or improper use of library facilities or property (e.g. bathing, **cooking**, shaving, washing clothes, skateboarding, camping, overnight parking, etc.); and
 - o. Restricting access to entrances, exits, and/or library resources.
2. Vulnerable persons and children under the age of 10 must be supervised by a caregiver who assumes responsibility. A vulnerable person is defined as a person who is not reasonably able to care for himself/herself and/or not able to manage his/her own behavior without assistance.

3. The Library District reserves the right to limit the type, size, and number of items brought onto library property as necessary to prevent interference with the delivery of library services and/or prevent any danger to the health and safety of any person on library property. This includes, but is not limited to, the following restrictions on personal property:
 - Animals (except for “service animals” as defined by the ADA or NRS 426.097) may not be brought inside any library building.
 - Possession of a weapon or dangerous item of any kind inside any library building is prohibited.
 - Personal items may not be left unattended.
 - The Library District is not responsible for personal items that are lost, stolen or damaged.
 - The Library District reserves the right to inspect an individual’s personal belongings to prevent unauthorized removal of library materials and equipment or for health or safety reasons.
 - Wheeled conveyance items are prohibited, EXCEPT FOR assistive devices for disabled people; strollers; and small transportation items (e.g. skateboards, roller blades and non-motorized scooters) if carried and kept out of aisles.
4. Failure to comply with reasonable staff instructions related to compliance or enforcement of the Library Rules of Conduct.

Failure to comply with the Library Rules of Conduct may result in restriction of library privileges, immediate removal from the premises, and/or exclusion from the library for a period of one day to one year, depending on the seriousness of the infraction and the patron’s prior conduct.



AGENDA ITEM

APRIL 11, 2019 MEETING OF THE BOARD OF TRUSTEES

Agenda Item IX.C.:

Discussion and possible Board opinion or direction on how to address the ongoing problem of adult customers viewing "obscene" websites in public.

Background:

In 2000, the District began providing public access computers to customers as a service and the Board of Trustees adopted an *Internet Use Policy* the same year. The *Policy* was amended in 2006 and became the *Internet and Wireless Use Policy*. The *Policy* states that the District "... fully supports the principles of intellectual freedom endorsed by the *American Library Association's Library Bill of Rights*, particularly *Access to Electronic Information Services and Resources*, and *Freedom to Read* statements ..." The relevant part of the ALA Bill of Rights *Access to Electronic Information Services and Resources* states that "Libraries, acting within their mission and objectives, must support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material."

The District installed an Internet filtering solution in 2000 and configured all Youth Services computers to block access to "obscene" websites (in compliance with the Children's Internet Protection Act, enacted by Congress in 2000), while configuring the adult computers to allow adult customers to choose whether they wanted filtered or unfiltered Internet access. A minor who had parental permission could also use the computer designated for adults, but only adults accompanying minors are allowed to use computers designated for Youth. This is still the current practice.

The District dealt with viewing "obscenity" before the Internet, but since the introduction of public access computers with Internet access and public Wi-Fi access, the District has dealt with this specific issue. Over the years, we've had many complaints from customers and staff about other customers viewing "obscene" websites. Customers viewing illegal content, such as child pornography is not an issue because it is illegal; and we contact the police for any reports.

The public access computers were initially placed on top of the desks. To provide customer privacy, the District installed privacy filter screens on the computers, but they were expensive and some customers forcefully removed them from the systems, damaging the screens and the monitors. Additionally, the filters were minimally effective. The District installed down-view desks in 2009, which were not perfect, but they drastically reduced the number of complaints because the monitors were recessed and more difficult for passersby to see. However, the down-view

desks created two problems over time: 1) we cannot obtain the number of computers that are needed because the down-view desks are larger than the standard desks, and 2) customers complained that the desks were ergonomically uncomfortable because it required them to look down at an angle for a long period of time. The District also implemented adult computer labs in a dedicated space to reduce the likelihood of customers seeing something offensive. However, not all branches have the room for a computer lab and we still receive complaints regarding what customers are viewing.

Additionally, adult customers may view “obscene” websites on their own device and/or on a District laptop through Wi-Fi access. If necessary, the District will ask customers to move to a more private location using the District’s Library Rules and Conduct Policy (Disruptive use of electronic or communication devices), but this is not always possible.

The District’s current filtering solution offers five classifications (and their definitions) in the Adult/Mature Content Category related to sex and sexuality:

1. Sex Education - Educational websites that provide information or discuss sex and sexuality, without utilizing pornographic materials.
2. Lingerie and Swimsuit - Websites that utilizes images of semi-nude models in lingerie, undergarments and swimwear for the purpose of selling or promoting such items.
3. Nudity and Risque - Mature content websites (18+ years and over) that depict the human body in full or partial nudity without the intent to sexually arouse.
4. Other Adult Materials - Mature content websites (18+ years and over) that feature or promote sexuality, strip clubs, sex shops, etc. excluding sex education, without the intent to sexually arouse.
5. Pornography - Mature content websites (18+ years and over) which present or display sexual acts with the intent to sexually arouse and excite.

The terminology used to describe filter categories are set by the provider of a particular filtering solution. Our solution allows us to manually filter or allow any website.

The Executive Council recognizes that this is a very sensitive issue that evokes strong emotions on both sides of the argument because it’s frequently viewed as a First Amendment rights issue versus a “public good” argument.

The District sees several possible options:

- Continue with our current practice (allow adult customers to choose)
- Filter everything, including Wi-Fi (i.e., customers would not have access to any of the five filter categories)
- Filter everything, excluding Wi-Fi (i.e., customers would not have access to any of the five filter categories except on their own device or on District circulating laptops, which are limited)
- Filter all computers on top of desks and provide a few unfiltered down-view desks (i.e., customers would not have access to the five filter categories on the majority of our computers, which may lead to more customers waiting for fewer computers).
- Filter only the most explicit content, including Wi-Fi (i.e., customers would have access to filter categories 1-4; they would not have access to category 5 websites)

- Filter only the most explicit content, excluding Wi-Fi (i.e., customers would have access to filter categories 1-4 on District computers; and access to category 5 websites on their own device or District circulating laptop)
- Something else?

Public libraries across the country are struggling to deal with this issue. The Las Vegas-Clark County Library District is the only local public library that allows customers to view category 5 websites. Neither the Boulder City, Henderson, nor North Las Vegas library districts allow customers to view this type of website. These local libraries cite NRS 201 (EXHIBITION AND SALE OF OBSCENE MATERIAL TO MINORS), specifically 201.265 (related to the exhibition of obscene material) in defense of their position, although the NRS provides an exemption for public libraries that are "... operated by or which is under the direct control of this state or a political subdivision of this state ...". A random check of other public libraries across the country shows:

- Boston – Filters and does not allow access to sexually explicit content
- Cuyahoga County – Does not filter adult computers or monitor
- King County – Filters, but will unfilter upon request
- Los Angeles – Does not filter adult computers or monitor
- New York - Filters and does not allow access to sexually explicit content
- Orange County (FL) – Does not filter, but does not allow viewing of sexually explicit websites

The Executive Council sought Counsel Gerald Welt's opinion, and received the following response:

Ultimately, LVCCLD is required to have a content filter, but is also required to generally, but not always, unblock or unfilter web pages for adult patrons. As the courts are generally in favor of less restrictive options, LVCCLD should look for a web filter that 1) restricts the minimum amount of protected content, 2) is easy for staff to use so they can unblock and unfilter computers upon request, and 3) work on WiFi to also prevent the issue of patrons viewing obscene materials directly in front of/ around YPL/YA areas of the library. LVCCLD should also develop guidelines and policies with HR to determine in what scenarios are LVCCLD staff allowed to deny a patron's request to unblock content in light of the fact that generally LVCCLD policy should be to unblock or unfilter web pages upon request. For example, LVCCLD could decide not to remove the filter on a patron's personal device unless they move to a specific room/area of the library that prevents minors from having sightlines to their devices. This internet policy and personal device policy should be able to address LVCCLD's ongoing issues

The District's Executive Council is seeking the Board's opinion and/or direction on how to address this ongoing issue.

Recommended Action:

Discussion and possible Board opinion or direction on how to address the ongoing problem of adult customers viewing "obscene" websites in public.

<https://lasvegassun.com/news/2000/sep/15/filters-to-weed-out-porn-sites-on-library-computer/>

Filters to weed out porn sites on library computers

Jace Radke

Friday, Sept. 15, 2000 | 11:31 a.m.

Minors who visit a Las Vegas Clark-County Library will no longer need parental permission to use a computer in the young person's library sections.

The new freedom comes courtesy of a filtering system that will deny access to websites with pornographic or otherwise adult content. Library trustees voted 8-1 to install the filters.

"The filtering will only be on the PCs in the children's area, and will not allow access to materials we don't carry in the library as a whole or to things that we wouldn't put in the children's area," district staffer Nancy Ledebor said. "We think of it as setting up a sidewalk on the information superhighway."

The filtering program, Websense, updates daily, placing websites into numerous categories, including adult and sexually related sites, that can then be filtered by the district. The district also has the ability to configure the filter to its specifications by adding and dropping sites at anytime, Ledebor said.

The filter will allow children under 18 to access educational and study sites on the computers without parental permission, which was required in the past.

"Right now we have kids that come in and want to use a computer for homework, but the children's librarian can't let them because they don't have a parent's permission," Ledebor said.

When a website is called up that is on the list to be filtered out, a window comes up on the computer explaining that the site cannot be accessed and what category the site falls into.

The system will cost the district about \$10 a computer a year, or about \$5,000 a year.

The filter will be installed on computers in the rest of the library, but patrons will be given a choice of whether they want to activate it, allowing for access to anything on the Internet on computers not in the children's section. Children under 18 will still need parental permission to work on computers not in the children's section.

Trustee Gloria Sturman, who questioned if the public had had enough of a chance to voice its opinion on the plan, was the only board member to vote against the filter system.

District staff is planning on publicizing the filter system and hosting a kickoff program when the system is launched Oct. 15.

District Executive Director Daniel Walters said that the filter system is not a step back, and that it is something that many other districts are instituting.

While the system will be a help to the district and its patrons, Ledebor said, it is not foolproof.

"We can't promise that someone won't stumble upon something they find offensive, even on a filtered computer," Ledebor said. "But we are doing everything we can."

Archive

<https://lasvegassun.com/news/2005/may/20/editorial-library-porn-for-children/>

EDITORIAL: LIBRARY PORN? FOR CHILDREN?

Friday, May 20, 2005 | 5:22 a.m.

WEEKEND EDITION

May 21 - 22, 2005

Suppose a ballot question were to ask: "Shall pornographic book stores in Nevada be allowed to admit grade school children and sell or rent to them sexually explicit material, including DVDs that portray extreme violence against women?" It's ridiculous, of course, to suppose that such a question would even make it on the ballot, even in Las Vegas, where voters laugh it off when their mayor accepts an invitation to be a celebrity photographer for Playboy magazine.

Yet the Las Vegas-Clark County Library District recently allowed a 7-year-old boy to use his library card to check out an R-rated DVD titled, "Crying Freeman: Complete Collection." A review of the DVD on Amazon.com says the animated film includes "violence, violence against women, rape, torture, ethnic stereotypes, extensive nudity, explicit sexual situations."

The boy was with his grandmother, who is his legal guardian, when he checked out the DVD at Sunrise Library. She said she saw the DVD's illustrated cover at the time but did not think anything about it because it wasn't suggestive of the contents. At home, however, she was shocked when she walked into a room and saw her grandson and other children watching its violent and sexually explicit images. Only then did she flip the DVD's cover and see a suggestive photo and a tiny printed warning that it was for viewers 17 and older.

The grandmother contacted Sunrise Library officials to express her concern. When we learned of their response, it was time for us to be shocked. They offered her a "request for reconsideration" form to register her objection to such material being on the shelves, but told her there was nothing they could do to police children's choices. Las Vegas Sun reporter David Kihara checked with Robb Morss, the acting deputy director of the library district, to see if that was true. "We don't take the place of the parent," Morss said. He added that it's the district's policy to allow children to check out R-rated material and that it's up to parents or guardians, not library employees, to supervise their selections. He also said that in the past year an estimated 12 reconsideration forms have been turned in, but he couldn't think of a single item that had been removed from the shelves in response.

In our view, such garbage as "Crying Freeman" shouldn't be on library shelves in the first place. We believe taxpayers fund libraries so there can be free and open access to educational materials, not to pornography. We also believe that when any questionable material is being offered for check-out by a child, there should be a shared responsibility between the library and parent or guardian. Most adults would never dream that their neighborhood library is a place where their kids could be exposed to pornography. At the very least they should have their attention drawn to such material about to go home in their child's hand. The library district's policy on this matter is outrageous. Its board will be shamefully irresponsible if it doesn't order a change.

archive

<http://www.lasvegassun.com/sunbin/stories/sun/2005/may/25/518810552.html?library>

May 25, 2005

LETTER: RAISING CHILDREN NOT LIBRARY'S ROLE

Your May 22 editorial condones a grandmother, who is the legal guardian of a 7-year-old, standing idly by while the child checks out age-inappropriate material from the library, then chastises the library.

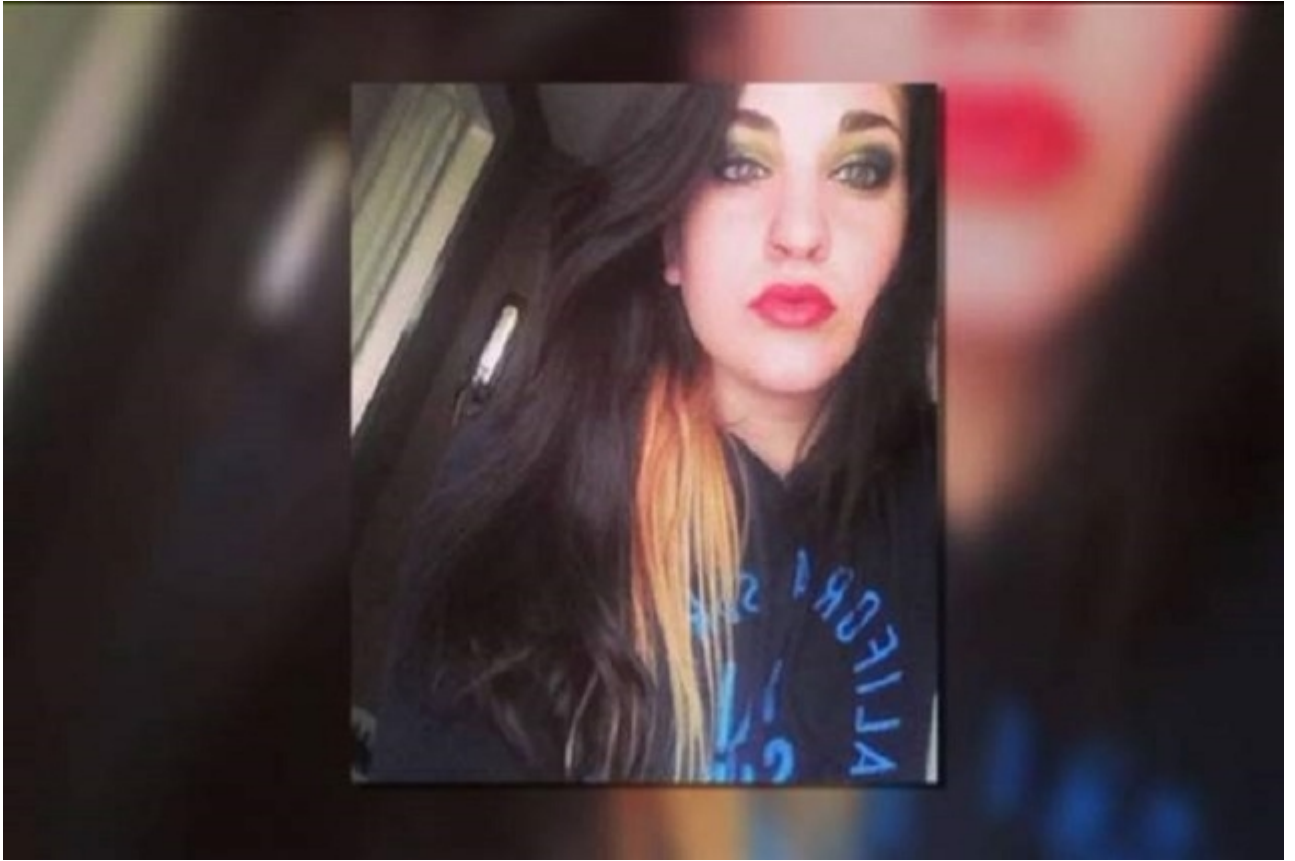
A parent should not abdicate the minimal level of responsibility in simply taking a few seconds to inspect a DVD a child has selected and veto inappropriate material. I wouldn't expect a library circulation clerk to take a more active role in raising my child than I do.

Contrary to your theory, libraries are not intended to provide only G-rated children's educational material. Libraries serve the community, which includes adults. Just because material isn't suitable for children doesn't mean it qualifies for the inflammatory label "porn."

KELLY KICHLINE

<https://www.reviewjournal.com/news/sex-in-library-say-it-aint-so/>

SEX IN LIBRARY! SAY IT AIN'T SO



July 14, 2008 - 9:00 pm

Live Action Sex!

Delivered Right to You!

Available Any Time!

At the Library!

Huh?

Turns out, anyone with a library card, a shuddering lack of shame and an IQ just high enough to click a mouse can plop his butt down at one of the local library's computers and do whatever the heck he feels like doing. So long as it's legal.

Porn, of course, is legal. It is also available online, we hear.

And so it went a couple of Monday afternoons ago at the West Charleston library.

Lisa Racine was there with her kids. She's always there with her kids.

"We're big readers," she explained.

The kids — four of them, ages 5 to 12 — aren't in school right now, and you can only watch the Veggie Tales movies so many times. So, the library.

It was about 4:30 that Monday afternoon, Racine said. They'd just left the kiddie area and were headed over to fiction, where Racine was going to get herself something to read.

Then, she glanced. Nudity. Sex. Moving pictures, zooming in on a woman's parts and such. A man in a red T-shirt and a blue ball cap. Watching.

Racine turned away. She ushered the kids out of harm's way. She approached two librarians.

Umm, she said, can you stop that man?

No, she said they told her, we cannot. There was something said about the First Amendment.

Would you mind if I ask him to stop? she asked. Go ahead, the librarians said understandingly, but we don't think he's going to.

Racine approached the ball cap man, deep into his porn, now a naked woman dancing the way naked women dance in Internet videos.

She tapped him on the shoulder.

"Do you realize there are children and other people all around?"

“Leave. Me. Alone!” ballcap said. He flailed his arm. He seemed angry. He went back to his porn.

Racine warned the nearby moms and left.

“I was so upset,” said Racine, 37, who moved to Las Vegas about three years ago. “I was shaking inside.”

She complained to more than just the librarians. She called the Las Vegas-Clark County Library District’s Board of Trustees. She wrote to the newspaper.

It is about all she can do.

Pat Marvel, a library district spokeswoman, said the district doesn’t restrict what adults can look at on the computers, just like there aren’t restrictions on which books adults can check out.

“If a parent is walking their child around the adult computer section, it is likely — it is possible — for that child to be exposed to something that parent doesn’t want their child to see,” Marvel said.

She said the libraries have children’s sections, where the computers have safety filters on them. And children are not allowed to use the computers in the adult section without written parental permission.

“We don’t tell adults what they can look at,” Marvel said.

She called what happened to Racine “an unfortunate collision,” and said the libraries do not have enough space to physically separate the adult computers from any area where a child might be walking by.

The library district follows guidelines from the American Library Association. That group is a staunch advocate of fully open libraries.

The district’s Internet policy states, in part:

“The Library District cannot be held responsible for the content of the Internet. Not all information found on the Internet is accurate, complete, up-to-date, and/or legally or philosophically acceptable to all individuals.”

Marvel explained that library officials would put a stop to illegal activity, such as identity theft or child pornography, if they became aware of it.

They won’t censor nudity.

But they could if they wanted to. Other libraries do.

Stephen Bates, a communications professor at the University of Nevada, Las Vegas who teaches media law, said a 2003 U.S. Supreme Court case established that libraries are allowed to use filters if they choose to.

“A library could definitely install filtering software,” he said. “It could create an adult section separate from the rest.”

He said filtering software has been known to block access to legitimate sites, so that’s a weakness. He also acknowledged that a separate adult section has its limitations.

“There is no perfect solution,” he said.

He noted that it is illegal in Nevada to expose a minor to inappropriate material. But the law makes a specific exception for libraries.

None of this makes sense to Racine.

She points out that her kids couldn’t get into an R-rated movie. They can’t go into an adult bookstore or a strip club. They can’t even buy a nudie magazine at the gas station.

Yet, they could potentially see much worse at the library.

So now, she believes she must police things. She’ll have to steer the kids around the computers, just in case.

She’ll be “extra, extra careful.”

“That’s my job as a parent.”

Which is exactly what Marvel, the library spokeswoman, said too.

Contact reporter Richard Lake at [rlake @reviewjournal.com](mailto:rlake@reviewjournal.com) or 702-383-0307.

From: [redacted]
Sent: Thursday, March 23, 2017 5:08 PM
To: Administration <administration@lvccld.org>
Subject: cowardice

To Whom It May Concern,

This afternoon at the [redacted] Library, I was approached by [redacted], Branch Manager. She was accompanied by a middle-aged man who did not identify himself.

[redacted] asked that I change my location. I asked why. In the course of the conversation, Ms. [redacted] stated that the content that I was viewing was the cause.

I was seated well within the adult area of the library. I had chosen a desk with high sides, so as to preserve my privacy and not challenge the preferences in content of any person who might be seated near to me. Any person viewing the content I had selected had to make a deliberate effort to do so. Most of don't spy on strangers. It's just manners.

I was viewing content which is vaguely and demonistically cast as "porn". I am not aware of any strictures placed by the library on the viewing of any legal material by adults. I conceded however that when next I come to the library to view controversial content, I will redouble my efforts to assure my privacy.

I strenuously object to [redacted] conduct in this matter. She concedes that no other library patron is asked, even as a "courtesy", to restrict or modify their behavior or their customary and legal use of library resources on the basis of their content. Nor are patrons obliged to modify their customary and legal behavior on the basis of a complaint from a priggish and self-righteous person who finds himself out of his depth in raising his kids.

While this encounter angered me, my sense of perspective tells me that [redacted] has a point. Kids will be kids. [redacted], however, allowed herself to be driven by another client of the library who followed her as she came to voice her concerns to me.

This person, not satisfied with [redacted] actions, took an active role in confronting me. This person displayed anger and physical menace toward me. [redacted] allowed it.

I have conceded and I will remember that kids will be kids -- unmannered, poorly regulated, lacking in perspective, prone to spy and prone to giggle. I tried to assure the privacy of my viewing and will redouble my efforts in light of [redacted]'s difficult position.

But I will NOT permit some priggish stranger to manipulate any public employee in their capacity as an authority figure to discriminate against me in my legal and customary use of public resources.

Thank you for your time.

[redacted]