ITEM III.

PROPOSED AGENDA LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT Board of Trustees' Retreat June 25, 2021

- DATE: Friday, June 25, 2021
- TIME: 8:30 a.m. 5:30 p.m.
- PLACE: East Las Vegas Library 2851 East Bonanza Road Las Vegas, NV 89101

AND online via Webex - Connection information is listed on page 4.

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

- I. Roll Call and Pledge of Allegiance
- II. Public Comment

Topics raised under this item must be limited to matters on today's Agenda. Anyone wishing to speak during this item must sign-up on the roster provided prior to the public comment period. The sign-up must include the commenter's name, legal address, and the agenda item that is being commented on. Commenters should state if they want their remarks included in the minutes of the meeting. If there is no agenda item listed, the person will be called on at the end of the meeting.

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.

Anyone wishing to comment via email under this item must send an email to boardcomments@lvccld.org. The email must include the commenter's name, legal address, and the agenda item that is being commented on. Email comments are limited to 500 in words in length and must also identify whether the commenter wants their remarks to be included in the minutes of the meeting. Any comments which do not state the commenter's name, legal address, or exceed 500 words in length shall not be considered.

Any comments which do not identify an agenda item will be read at the end of the meeting. Agenda – Board of Trustees' Retreat June 25, 2021 Page 2

> 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. Retreat Discussion
 - A. Nevada Open Meeting Law Review.
 - B. Discussion on the District's proposed new Strategic Plan, *Playbook 2026.*
 - C. Overview of Board Roles and Responsibilities.
 - D. Team-building challenges and exercises.
 - E. Presentations by each Administrative Team Member.
- V. Announcements

The next Board Meeting will be held Thursday, July 8, at 6:00 p.m. at the West Charleston Library, 6301 West Charleston Blvd, Las Vegas, NV 89146 and via Webex.

VI. Public Comment

Topics raised under this item must be limited to matters on today's Agenda. Anyone wishing to speak during this item must sign-up on the roster provided prior to the public comment period. The sign-up must include the commenter's name, legal address, and the agenda item that is being commented on. Commenters should state if they want their remarks included in the minutes of the meeting. If there is no agenda item listed, the person will be called on at the end of the meeting.

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Agenda – Board of Trustees' Retreat June 25, 2021 Page 3

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- VII. Adjournment
 - NOTE: AT ANY TIME, ANY ITEM ON THIS AGENDA MAY BE TAKEN OUT OF ORDER, COMBINED WITH ONE OR MORE OTHER ITEMS ON THE AGENDA OR REMOVED FROM THE AGENDA, EITHER AT THE DISCRETION OF THE CHAIR OR BY VOTE OF THE BOARD.
 - NOTE: REASONABLE EFFORTS WILL BE MADE TO ASSIST AND ACCOMMODATE PERSONS WITH PHYSICAL DISABILITIES DESIRING TO ATTEND THE MEETING. PLEASE CALL ALLISON BOYER AT (702) 507-6186 SO THAT ARRANGEMENTS FOR ATTENDANCE MAY BE MADE NO LATER THAN 48 HOURS PRIOR TO THE MEETING.
 - NOTE: PLEASE CONTACT ALLISON BOYER AT (702) 507-6186 OR boyera@lvccld.org TO REQUEST THE SUPPORTING MATERIAL FOR THIS MEETING. SUPPORTING MATERIAL CAN ALSO BE FOUND AT https://lvccld.org/board/board-of-trustees-meetings/.

Pursuant to NRS 241.020, this item has been properly noticed and posted online at the Las Vegas-Clark County Library District website, <u>www.lvccld.org</u> and at Nevada Public Notice at <u>https://notice.nv.gov</u>. Written notice of the meeting of the Las Vegas-Clark County Library District Board of Trustees was given on Saturday, June 19, 2021, i.e., given at least three (3) working days before the meeting, including in the notice the time, way to access the meeting, and agenda of the meeting:

- A. By delivering a copy of the notice to each Library Trustee;
- B. By posting a copy of the notice at the principal office of the Library

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Trustees, or if there is no principal office, at the building in which the meeting is to be held, and at least three other separate, prominent places within the jurisdiction of the Trustees, to wit:

- 1. Clark County Library 1401 E. Flamingo Road Las Vegas, NV 89119
- 2. East Las Vegas Library 2851 E Bonanza Road Las Vegas, NV 89101
- Sunrise Library
 5400 Harris Avenue
 Las Vegas, NV 89110
- West Charleston Library 6301 W. Charleston Boulevard Las Vegas, NV 89146
- West Las Vegas Library
 951 W. Lake Mead Boulevard Las Vegas, NV 89106
- 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.
- D. Webex Connection information: <u>https://lvccld.webex.com</u>
 Event number (access code): 146 297 5494
 Password: 062521BRD
 Join by phone: +1 (408) 418-9388
 Use same meeting number
 Join from a video system or application: Dial <u>1462975494@lvccld.webex.com</u>
 You can also dial <u>173.243.2.68</u> and enter your meeting number.

Open Meeting Law Training

Justin Taruc, Deputy Attorney General

Boards and Open Government

2021 Training

Applicability of the Open Meeting Law

- The Open Meeting Law ("OML") applies to meetings of public bodies. NRS 241.016(1).
- A "public body" is "[a]ny administrative, advisory, executive or legislative body of a State or a local government consisting of at least two persons which expends or disburses or is supported in whole or in part by tax revenue or which advises or makes recommendations to any entity which expends or disburses or is supported in whole or in part by tax revenue...." NRS 241.015(4).

NRS Chapter 241

- The OML is found in NRS Chapter 241.
- Legislature declared in statute that it is the intent of the law that public bodies take action openly and that their deliberations be conducted openly. NRS 241.010(1).
- "The spirit and policy behind the OML favors open meetings and any exceptions thereto should be strictly construed." *McKay v. Board of Supervisors*, 102 Nev. 644, 730 P.2d 438 (1986).

What is a "Meeting"?

- NRS 241.015(3) defines "meeting" as "[t]he gathering of members of a public body at which a **quorum** is present, . . . to **deliberate** toward a decision or to **take action** on any matter over which the public body has supervision, control, jurisdiction or advisory power."
- **Quorum**: a simple majority of the membership of a public body or another proportion set by law. NRS 241.015(5).
- **Deliberation**: collectively examine, weigh, and reflect upon the reasons for or against an action. NRS 241.015(2).
- Action: a decision, commitment, or promise made by a majority of the members present during a meeting. NRS 241.015(1).

Serial Communications

- A meeting also includes serial communications
- What is serial communication?
 - 1. A series of gatherings of members of a public body;
 - 2. Less than a quorum is present at any individual gathering;
 - 3. The members of the public body attend one or more of the gatherings collectively constitute a quorum; and
 - 4. The series of gatherings was held with the specific intent to avoid the provisions of the OML

What is a Meeting? – Exceptions (NRS 241.015(3)(b))

- The definition of a "meeting" does <u>not</u> include:
 - Social Functions where there is no deliberation or action taken on any matter over which the public body has supervision, control, jurisdiction, or advisory power
 - Attorney-Client Litigation Sessions to receive information from the body's attorney regarding potential or existing litigation matter over which the public body has supervision, control, jurisdiction, or advisory power.
 - Training Regarding Legal Obligations of the Public Body

Meeting Notice and Agenda Requirements – (NRS 241.020)

- Written notice must be given at least **3 working days** before the meeting, which requires:
 - 1. Time, place, and location of the meeting;
 - 2. List of the locations where the notice was posted;
 - 3. The name, contact information, and business address for the person from whom a member of the public may request supporting materials and a list of the locations where the supporting materials is available to the public or information about how to find supporting material on the Internet; and
 - 4. An agenda

Meeting Notice and Agenda Requirements

- Agenda must consist of a clear and complete statement of the topics scheduled to be considered
- Action items must be clearly denoted as "for possible action"
- Public comment, to be taken at the beginning/end of meeting or before any action taken on an item
- If any portion of the meeting will be closed to consider the character, alleged misconduct, or professional competence of a person, the name of the person
- If the public body will consider whether to take administrative action regarding a person, the name of the person
- Notification that items on the agenda may be taken out of order, may be combined for consideration, and may be removed from the agenda or delayed for discussion at any time

What Does it Mean to be "Clear and Complete"?

- Agenda items must be clear and complete. NRS 241.020(2)(d)(1).
- A higher degree of specificity is necessary for topics of substantial public interest. *Sandoval*, 119 Nev. at 154-55, 67 P.3d at 906. Factors to consider include:
 - Does the topic generate public comment?
 - Does the topic generate debate among the members of the body?
 - Does the topic generate media interest/coverage?

Ask yourself – does the notice provide enough information to the public of its government is doing, has done, or may do?

Minimum Public Notice – NRS 241.020(4)

- Must post a copy of the notice at least the following:
 - 1. Principal office of the public body;
 - 2. If meeting is held using a remote technology system and no physical location, post on the public body's Internet website;
 - 3. Official Notice website of the State; and
 - 4. Provide a copy to any person who has requested notice of the meetings
- Must be posted no later than 9 a.m. of the third working day before the meeting.
- Additional notice requirements for consideration of character, misconduct, competence, or physical or mental health: 5 days personal service or 21 days certified mail. NRS 241.033.

Additional Requirements

- Must make reasonable efforts to assist and accommodate persons with physical disabilities desiring to attend. NRS 241.020(1).
- Must make reasonable efforts to ensure the facilities for the meeting are large enough to accommodate the anticipated number of attendees. NRS 2410.020(2).
- At least one copy of the notice, agenda, and supplemental materials must be made available to the public at the meeting. NRS 241.020(7).



Emergency Meetings – NRS 241.020(9)

An emergency meeting may only be called where the need to act upon a matter is **truly unforeseen** and circumstances dictate that **immediate action is required**.

Closed Meetings – NRS 241.030

- Closed sessions <u>may</u> be held by any public body to:
 - Consider character, alleged misconduct, professional competence, or the physical or mental health of a person, with some exceptions;
 - 2. Prepare, revise, administer, or grade examinations administered on behalf of the public body;
 - 3. Consider an appeal by a person of the results of an examination appeal by a person of the results of an examination administered on behalf of the public body.

Closed Meetings – NRS 241.030

- Closed sessions <u>may not</u> be held:
 - To discuss the appointment of any person to public office or as a member of a public body.
 - To consider the character, alleged misconduct, or professional competence of an elected member of a public body, or a person who is an appointed public officer or who serves at the pleasure of a public body as a chief executive or administrative officer or in a comparable position

Public Comment

- Restrictions on public comment must be specified on the Notice
- Restrictions must be reasonable "time, place, and manner" restrictions. NRS 241.020(d)(7). This means NO:
 - Halting comment based on viewpoint of speaker;
 - Halting comment upon belief defamation is occurring; or
 - Halting comment critical of a public official.

Public Comment

- A presiding officer may halt comments that become unduly repetitive or that stray from the scope of a specified agenda topic for which comment is offered, or halt conduct that is willfully disruptive. *See Kindt v. Santa Monica Rent Control Bd.*, 67 F.3d 266 (9th Cir. 1995); *White v. City of Norwalk*, 900 F.2d 1421, 1425-26 (9th Cir. 1990).
- The OML does not "[p]revent the removal of any person who willfully disrupts a meeting to the extent that its orderly conduct is made impractical." NRS 241.030(4)(a).

Teleconferencing and Videoconferencing – NRS 241.023

- Public body may conduct a meeting via teleconference or videoconference if:
 - 1. There is a quorum present either in person or by electronic means; and
 - 2. Either:
 - A. There is a physical location where the public is permitted to attend and participate; or
 - B. They can hear and observe the meeting, participate in the meeting by telephone, and provide live public comment during the meeting.
- Public body must make reasonable efforts to ensure that the members and the public can hear and observe each other.

Meeting Records – NRS 241.035

- The public body shall keep written minutes of each meeting, including:
 - Date, time, and place of the meeting;
 - Roll call of members;
 - Substance of all matters proposed, discussed, or decided;
 - Substance of remarks made by the public if request is made that minutes reflect the remarks, or if written remarks are prepared, a copy of the remarks if submitted for inclusion in the minutes
- Public body shall approve the meeting minutes within 45 days after the meeting or at the next meeting
- Meeting minutes are public records

Violations

- Action taken in violation of the OML is void. NRS 241.036
- The OAG has statutory enforcement powers under the OML and the authority to investigate and prosecute violations of the OML. NRS 241.037; NRS 241.039; NRS 241.040.
- If a violation is found, the public body must include an item on its next agenda which acknowledges the OAG's findings, and the OAG's opinion must be treated as supporting material for the item. NRS 241.0395.

Violations – Corrective Action

- When a violation of the OML occurs or is alleged, the OAG recommends that the public body made every effort to promptly correct the apparent violation. NRS 241.0365.
- Corrective action is prospective only. NRS 241.0365(4).
- Corrective action requires that the public body engage in an independent deliberative action in full compliance with the OML. Page v. Mira Costa Community College Dist., 102 Cal. Rptr. 3rd 902, 930 (Cal. Ct. App. 2009).
- Corrective action must be clearly denoted by placing the term "for possible corrective action" next to the appropriate agenda item.

Violations – Criminal and Civil Penalties

- Each member of a public body who <u>attends</u> a meeting where any violation of the OML occurs, <u>has knowledge</u> of the violation, and <u>participates</u> in the violation, is guilty of a misdemeanor. NRS 241.040.
- In addition to any criminal penalty, members may be subject to administrative fines (\$500 for first offense, \$1,000 for second offense, \$2,500 for third offense)
- No criminal or civil penalty may be imposed against a member if reliance on legal advice provided by an attorney of the public body.

- Public bodies not entirely comprised of elected officials may conduct meetings exclusively by means of remote technology systems
- To be able to hold a meeting using a remote technology system and no physical location, the public body must:
 - 1. Have an Internet website; and
 - 2. Post to that website the Notice and Agenda and supporting materials

Assembly Bill 253 (2021)

- If conducting a meeting using a remote technology system and no physical location, notice must also include information on how the public may use the remote technology system to hear and observe the meeting, participate in the meeting by telephone, and provide live public comment during the meeting.
- Agenda and notice must be posted to the public body's website not later than 9 a.m. on the third working day before the meeting

Additional Points

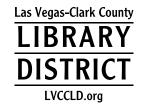
- Parliamentary procedure is not addressed in the OML Duties of the presiding officer, recognizing speakers, motions and voting, making a clear record. See, e.g., Robert's Rules of Order (11th ed. 2011).
- Disclosure and abstention prior to consideration of a topic in conformance with Ethics in Government Law (NRS Chapter 281A). Abstain only in a clear case where the independence of judgement of a reasonable person in your situation would be materially affected by the conflict of interest disclosed. *See* NRS 281A.420; *see also Carrigan v. Commission on Ethics,* _____ Nev. ___, 313 P.3d 880 (2013).

Questions?

• Nevada Open Meeting Law Manual:

http://ag.nv.gov/uploadedFiles/agnvgov/Content/About/Governmental Affairs/ 2019-03-26 OML 12TH AGOMANUAL.pdf

- Nevada Attorney General Phone Numbers:
 - (775) 684-1100
 - (702) 486-3420



NOW TO NEXT

Building Blocks of Library District

Present Strategic Plan



Danielle Milam

Director of Development and Planning



VISION 2020 (v.2020) Building for the Future

Adopted by the Library District Board of Trustees January 2016

Mission:

The Las Vegas-Clark County Library District nurtures the educational, economic, and social well-being of individuals and communities in southern Nevada. The District is committed to building communities of people who can come together to pursue their individual and group aspirations.

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

V.2020 PLANNING PROCESS & CONTEXT

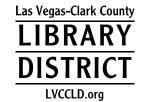
- Customer- and Community- Driven Design for our service area based on community demographics and market segment data. Test with community leader and partner organization conversations/input.
- Future Forward Understand the global forces shaping and/or disrupting our world, industry, and community are changing rapidly and constantly, and shape a plan that is flexible, adaptable, and responsive
- Industry Transformation The business of public libraries is undergoing a radical change - from a focus on transactions to one of transformation:
 - Passive to Interactive
 - Information to Learning and Experiences
 - Physical and Virtual
 - Outputs to Outcomes
 - Static Plans to Flexible Decision Frameworks
- Asset-Based How does the Library District mobilize and maximize its public assets for the well-being, success, and vitality of people and communities in the region?
- Performance Framework Districtwide and Branch Level Service Plans

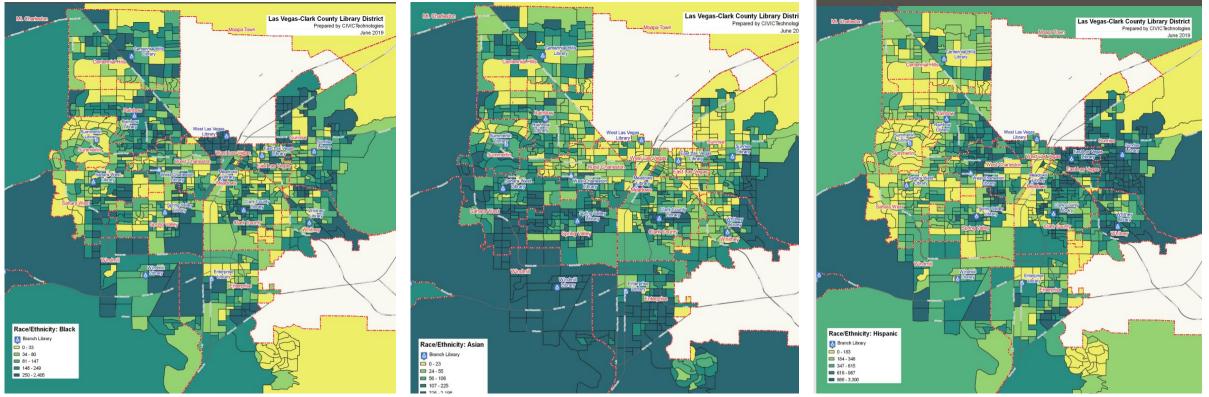


✓ Mobile (46% of local households moved here since 2010)

✓ Growing Diversity
 ≫ 9.7% Black
 ≫ 9.3% Asian
 ➢ Two or more races 21.6%
 ➢ Latinx 36.7%







Black Population

Asian Population

Latinx Population

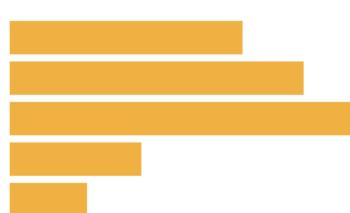


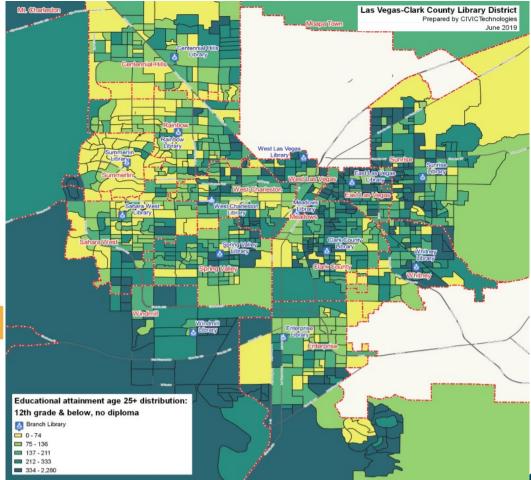
EDUCATION

□ 49% of adults 25+ have a high school diploma or less

Educational Attainment Age 25+ Distribution

12th grade & below, no diploma228,693 / 21.6%High school graduate or GED289,050 / 27.3%Some college, associates degree337,458 / 31.8%Bachelor degree129,201 / 12.2%Graduate degree76,256 / 7.2%



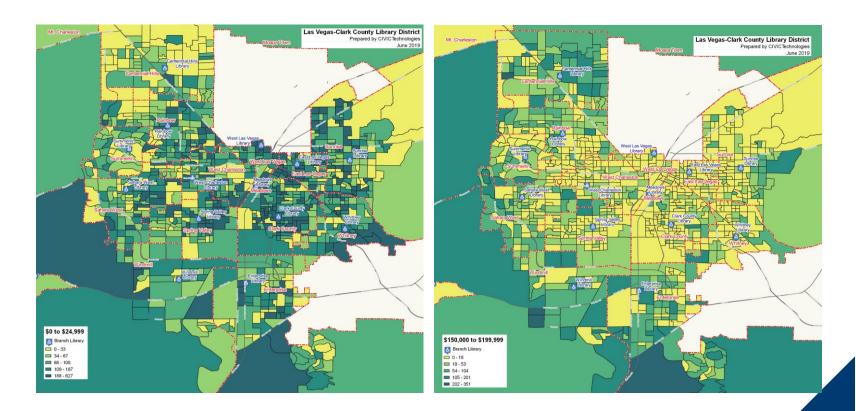




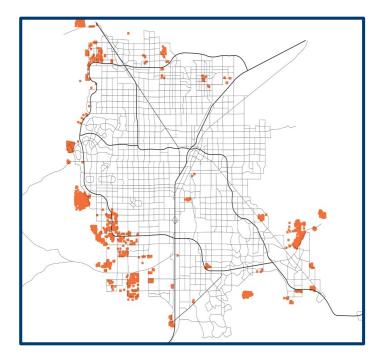
45% of Households Live on \$50K or less

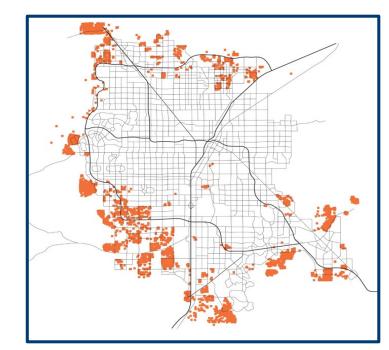
Household Income Distribution

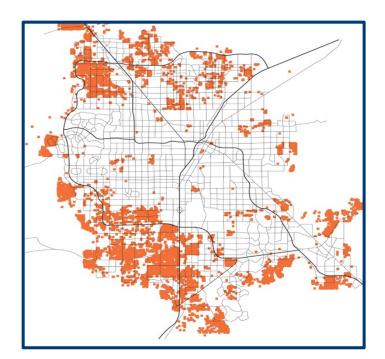
\$0 to \$24,999	119,265 / 19.2%
\$25,000 to \$49,999	161,308 / 26%
\$50,000 to \$99,999	216,522 / 34.9%
\$100,000 to \$149,999	76,005 / 12.2%
\$150,000 to \$199,999	27,172 / 4.4%
Over \$200,000	20,687 / 3.3%











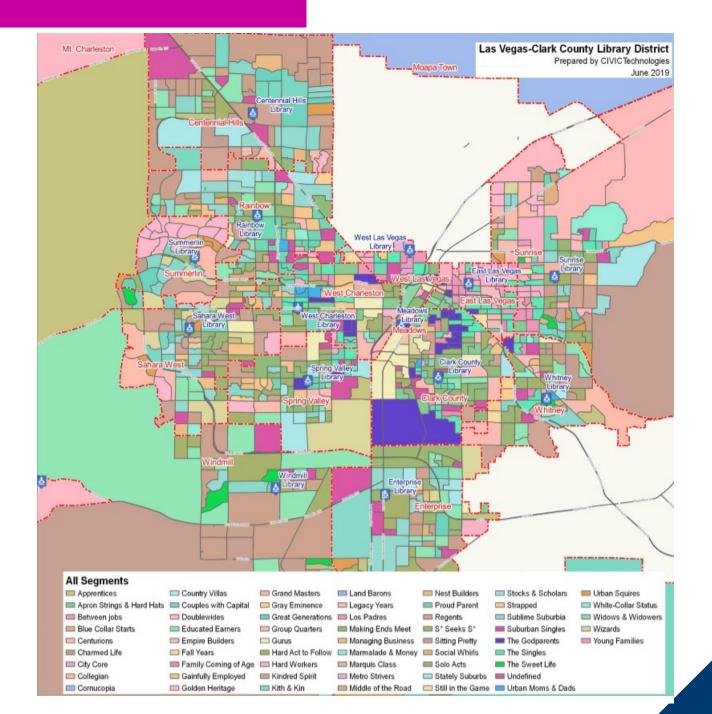
2020 895,184 Households

2030 1,004,064 Households

2040 1,099,137 Households

Market Segmentation **Our Service** Area is Fragmented and Extremely Diverse

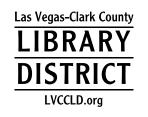
59 of 65 National Market Segments (LandScape)

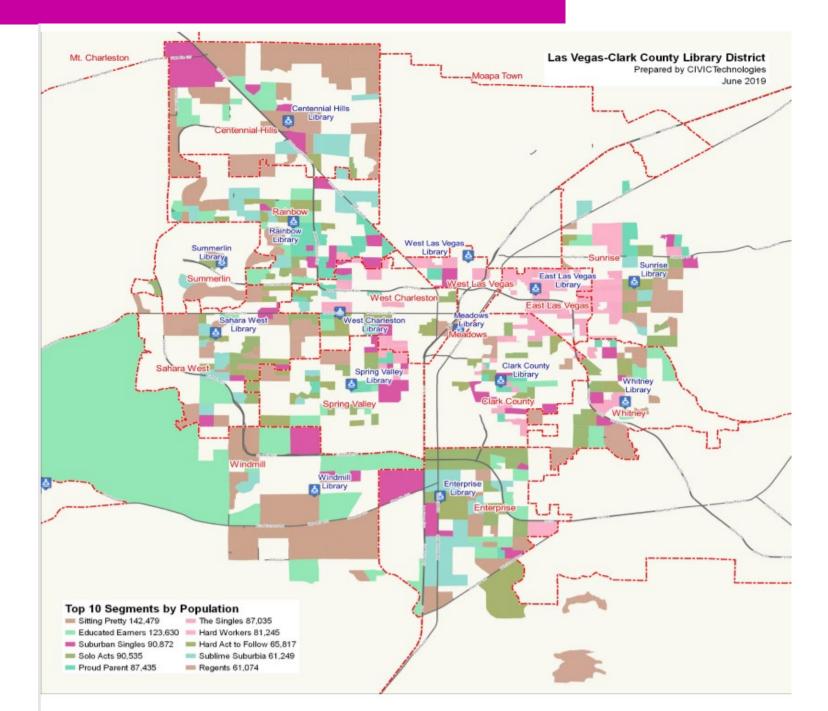


Sitting Pretty Educated Earners Suburban Singles Solo Acts Proud Parent The Singles Hard Workers Hard Act to Follow Sublime Suburbia Regents Making Ends Meet Legacy Years S* Seeks S* Apron Strings & Hard Hats Gainfully Employed Kith & Kin Golden Heritage Wizards Couples with Capital Young Families The Godparents Apprentices Urban Squires Charmed Life Doublewides Stately Suburbs White-Collar Status Kindred Spirit Los Padres Great Generations Empire Builders The Sweet Life Group Quarters Strapped Gurus Nest Builders Urban Moms & Dads Managing Business Widows & Widowers Fall Years Family Coming of Age Middle of the Road Gray Eminence Between Jobs Social Whirls Stocks & Scholars Country Villas Grand Masters Metro Strivers Cornucopia Marmalade & Money Blue-Collar Starts Still in the Game Marquis Class Centurions City Core Collegian Land Barons Unclassified

142,479 / 8.4%	
123,630 / 7.3%	
90,872 / 5.4%	
90,535 / 5.4%	
87,435 / 5.2%	
87,035 / 5.1%	
81,245 / 4.8%	
65,817 / 3.9%	
61.249 / 3.6%	
61,074 / 3.6%	
52,214 / 3.1%	
50,941 / 3%	
47,730 / 2.8%	
39,278 / 2.3%	
37,957 / 2.2%	
34,492 / 2%	
33,908 / 2%	
33,484 / 2%	
32,082 / 1.9%	
29,193 / 1.7%	
27,661 / 1.6%	
27,461 / 1.6%	
26,496 / 1.6%	
26,393 / 1.6%	
22,462 / 1.3%	
21,455 / 1.3%	
20,446 / 1.2%	
19,335 / 1.1%	
19,060 / 1.1%	
18,233 / 1.1%	
17,352 / 1%	
15,975 / 0.9%	
15,242 / 0.9%	
14,056 / 0.8%	
12,217 / 0.7%	
12,072 / 0.7%	
9,179 / 0.5%	
8,467 / 0.5%	
7,172 / 0.4%	
7,159 / 0.4%	
6,557 / 0.4%	_
6,389 / 0.4% 6,103 / 0.4%	
5,985 / 0.4%	
5,291 / 0.3%	
5,047 / 0.3%	
4,987 / 0.3%	
4,629 / 0.3%	
3,145 / 0.2%	- -
2,584 / 0.2%	
2,260 / 0.1%	
2,172 / 0.1%	
2,137 / 0.1%	
916 / 0.1%	Ē
817 / 0%	1.1
608 / 0%	1.1
332 / 0%	1
236 / 0%	1
0/0%	

The Top 10 Market Segments Comprise 52% of our Population





- Sitting Pretty (142,479) Young, married couple families, some with children, working white-collar jobs enjoying good income but probably have debt – house, car, school
- Educated Earners (123,600) Well-educated young singles, many with children, living in suburbs with career advancement opportunities
- Suburban Singles (90,872) Young singles with young children, lower education levels, earning \$30-40K annually, limited career advancement opportunities
- Solo Acts (90,535) Young and single, some with children, live in urban environments
- Proud Parents (87,435) Young, single parents, many Latinx, with limited education struggling to make ends meet
- The Singles (87,035) Predominantly single parents, many Latinx, who rely on blue-collar jobs and public assistance for income
- Hard Workers (81,245) Young single parents with young children who rely on blue-collar jobs and public assistance for income, many Latinx
- Hard Act to Follow (65,817) single 30-40, \$30-50K annual income, with few kids
- Sublime Suburbia (61,249) Married couples without children in their 30s with incomes between \$50-60K annually
- Regents (61,074) Married couples in 40s with children, living in urban neighborhoods making above average incomes

Urban Cliff Climbers **B2**

Sitting Pretty

Consumption Examples

Household

Home office furniture Cognac Nectar juices Iced espressos: bottled Sports drinks

Personal Life

Women's suits Dress boots Discount tires Mazda Web cams

Leisure Activities

Mexico vacations Softball Sports trading card collecting Las Vegas gambling Religious club memberships

Media Selections

ABC.com Disney.com Oxygen channel Religious radio Rock radio

Demographic Overview

Among the Urban Cliff Climbers neighborhoods that are home to the backbone of America's workforce are the Sitting Pretty segments. This group is young (20s to 30s), but enjoying good income levels (between \$50,000 and \$60,000). Their relatively high earnings come from middleclass, white-collar jobs in several occupations, including management, protective services, personal care, sales, office administration, and repair services. Their higher-than-average salaries keep them and their mostly newborn to 13-year-old children very comfortable in their urban abodes, in all probability surrounded by all of the creature comforts required to please all of the senses-from big-screen-high-def TVs to mid-level vehicles. With good college educations and good jobs, the Sitting Pretty residents have earned the comforts they enjoy.

Preference Overview

Indeed, Middle America never felt so good as it does in the Sitting Pretty neighborhoods. Because these segments enjoy the higher-end of the pay scale in mid-level jobs, they also enjoy above-the-nationalaverage spending in many areas - including dining at family restaurants, computer equipment, and watching or participating in sports. In fact, this segment ranks higher-than-average in several sports activities such as attending pro football and baseball games, watching soccer on TV, and bowling. They strive to be solid citizens, owing to their higher-thanaverage membership in religious organizations. Top-ranking vehicles are mid-level Mazdas and Nissans. Despite their activity level, they also spend time at home based on above-average purchases of appliances, Internet activity, and the highest-ranking item in this segment: Home office furniture at about two-and-one-quarter-higher-than-the-nationalaverage. When they are ready to relax after a productive day at work, you'll find Sitting Pretty residents or enjoying a wide range of media selections from ABC.com, to the Oxygen channel, to religious radio stations. They rarely read romance novels or science magazines.

Median Age 20s/low 30s

Family Status Married

Household Income \$50k - \$60k

> Urbanization Urban

Education Some College

Occupation White Collar

Each Segment Has **Extensive** Information About Lifestyle, Life Stage, Learning and Information Preferences

> Kids Move up Heavy tech Current Events Travel Abroad

Make food

Educated Earners

20 - 40K White collar Single Late 20's -30's Diet/cooking concerns Stream: Streaming services Community & Culture

No kids Happy right here Light tech Stay home

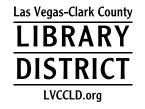
Frozen meals

Hard Act to Follow

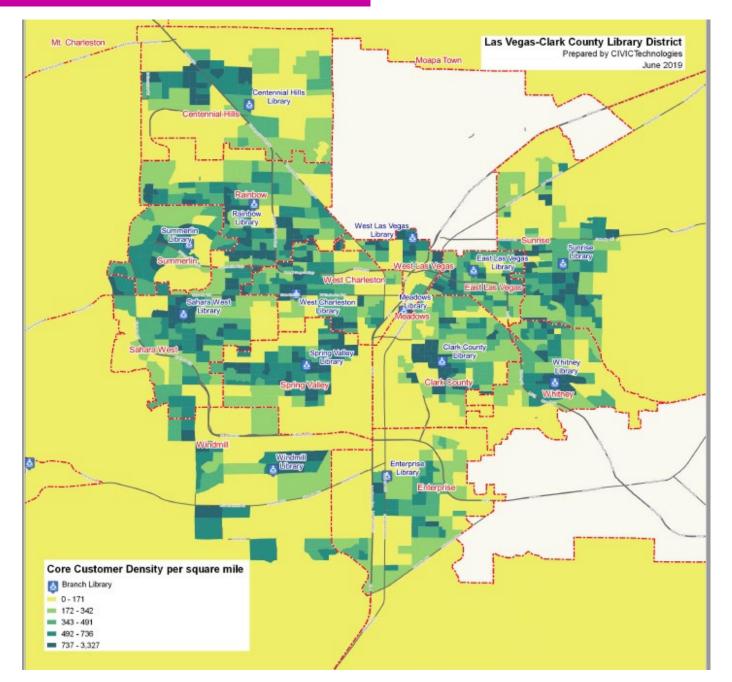
						-			
Las Vegas-Clark County	MESQUITE	Legacy Years	3,799 / 23.6%						
		Strapped	3,573 / 22.2%						
DISTRICT LVCCLD.org		Stately Suburbs	2,589 / 16.1%						
		Golden Heritage	1,546 / 9.6%						
		Young Families	1,367 / 8.5%					SUNRI	ISE
		Middle of the Road	1,308 / 8.1%			Group Quarters			
		White-Collar Status	1,064 / 6.6%			Spirit	White-Collar Status		
CENTENNIAL HILLS)	Fall Years	843 / 5.2%		Golden Wizarda Heritage Golden	Vears Vears Vears Legacy Starts	Centu	rions	
Sitting Charmed Life Kith Educated Earners 5* Seeks 5* Se	Pretty Managing Business & Kin Great Generation Sitting Pretty Couples Cou	Sitting Pretty s Charmed Life with Capital Subi Capital Gre Genera Urb Squi Generations Rege		ar 191	Urban Squires Legar S Years 1997 1997 1997 1997 1997 1997 1997 199	Legacy Golden Hard Heritage Hard Workers Proud Parent Young Pamilles Doublewides Gelden Still The Grar in Singles Most Gelden Gelden Suburbs Still The Grar in Singles Most Singles Suburbs Singles Solo Norkers Singles Acts of Norkers Singles Acts of Norkers Singles The Solo	Acts s Making Ends Manet Making Ends Manet Making Ends Manet Solo ers Wizards Solo ers Mard Acts Nard Acts Regents R Solo Regents R Solo Regents R Solo Regents R Solo Si Acts Solo Si Acts	The Proud Ingles Parent Solo Suburban Acts Suburban Pretty annfully mployed tegents Stocks & Scholars	Kath

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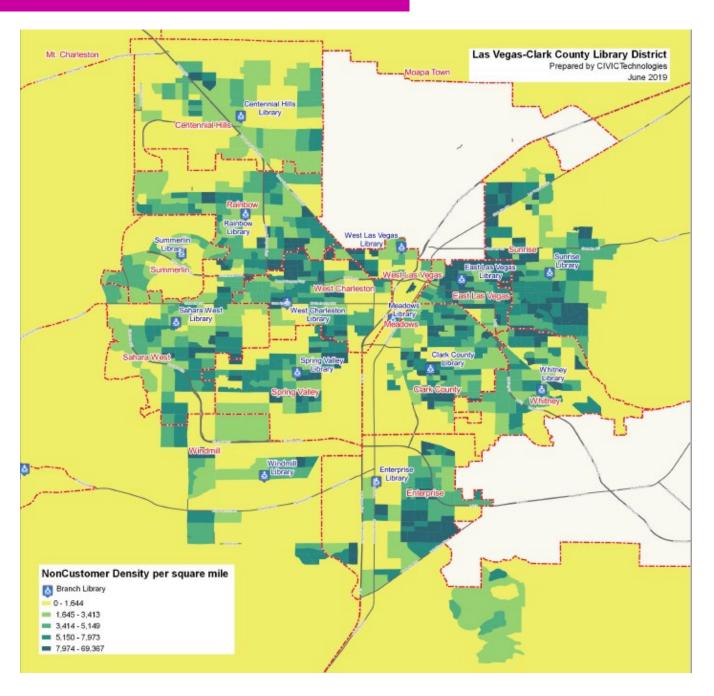
Stately Suburbs

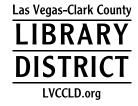


CORE CUSTOMERS



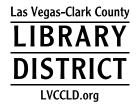
NON-CUSTOMERS





BUILDING MARKET SHARE

Segment Name	Population	Customer	Non-	Checkouts
			Customer	
Sitting Pretty	142,479 <mark>8.4%</mark>	63,050 <mark>44%</mark>	79,429 <mark>56%</mark>	3,109,379 <mark>9%</mark>
Educated Earners	123,600 7.3%	52,891 <mark>43%</mark>	70,739 <mark>57%</mark>	2,630,491 7.6%
Suburban Singles	90,872 5.4%	37,207 <mark>41%</mark>	53,665 <mark>59%</mark>	1,735,798 <mark>5%</mark>
Solo Acts	90,535 5.4%	34,326 <mark>38%</mark>	56,209 <mark>62%</mark>	1,718,337 <mark>5%</mark>
Proud Parent	87,435 5.2%	33,817 <mark>39%</mark>	53,618 <mark>61%</mark>	1,747,220 5.1%
The Singles	87,035 5.1%	31,359 <mark>36%</mark>	55,676 <mark>64%</mark>	1,499,596 <mark>4.3%</mark>
Hard Workers	81,245 4.8%	24,986 <mark>31%</mark>	56,259 <mark>69%</mark>	1,132,373 <mark>3.3%</mark>
Hard Act to	65,817 3.9%	26,967 41%	38,850 <mark>59%</mark>	1,400,947 4.1%
Follow				
Sublime Suburbia	61,249 3.6%	26,170 <mark>43%</mark>	35,079 <mark>57%</mark>	1,336,219 <mark>3.9%</mark>
Regents	61,074 3.6%	22,169 <mark>33%</mark>	38,905 <mark>64%</mark>	1,167,156 <mark>3.4%</mark>



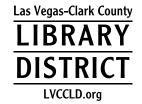
V.2020 PLANNING PROCESS & CONTEXT

- Customer and Community Conditions
- Future Forward Forces Around Us Disrupting and/or Shaping Our Business

> Service Transformation



- Passive to Interactive
- Information to Learning and Experiences
- Physical and Virtual
- Outputs to Outcomes
- Static Plans to Flexible Decision Frameworks
- Asset-Based How does the Library District mobilize and maximize its public assets for the well-being, success, and vitality of people and communities in the region?
- Performance Framework Districtwide and Branch Level Implementation



V.2020 STRATEGIC DIRECTIONS



Strategies for Limitless Learning

Education Gap

- ✓ Ready for Kindergarten
- ✓ Homework Help
- ✓ More STEAM and TechArt programs
- ✓ Expand English language instruction □
- Expand access to technology PCs, devices, digital media equipment

Interest Driven Learning

- ✓ Customer-driven program design
- ✓ Variety of formats in our collections
- Maker, DIY, DJ programs that grow life and workplace skills
- Apps that make it easy for people to find materials and programs

Literacies

- ✓ Digital, coding, health, financial literacy
- ✓ Meetups, programs, materials
- Expansion of partnerships with other organizations that have training and expertise
- ✓ Implement more online learning

Lis Vegas-Clark County <u>LIBRARY</u> <u>DISTRICT</u> LVCCLD.org LVCCLD.org LISTRICT

Job & Career Path Support Partnerships, Networking, **Meet-ups** Grow access to resources for job seekers: \checkmark resume, interview, tech skills, finance Tap local expertise and employers Integrate career pathing into CALL Be the meet-up space for locals \checkmark Partner to develop workforce readiness Grow career path programs, mentors and skills Stream content on business basics Tool up computer labs with new workforce \checkmark Partnerships with SCORE, Vets, ASU, skills, job assessment and search Nevada Workforce Connections, CSN, trainings UNLV Focus on small business development **Business & Career Center Business Incubator** Printers, copiers, fax machines, Programs on all aspects of business planning and development scanners, computers \checkmark Phone room, consultation meeting Online tools Streaming content on business basics rooms Resources online and one-on-one **Business conversation circle** Online support, ex. Health Cards

Strategies for Government & Social Services

Resources

- ✓ Live Links on Website
- ✓ One-stop for materials and e-materials
- ✓ Meeting rooms
- ✓ Wi-Fi (citywide)
- ✓ Computers/Devices
- ✓ Public training
- ✓ Staff training
- ✓ Copiers and fax machines

Partnerships

- ✓ Other libraries
- Government agencies
- Nonprofits
- Social workers *UNLV Study
- School counselors
- Food banks
- ✓ 211 Services

The Public's Trust

- ✓ Trusted resource
- ✓ Friendly atmosphere
- ✓ Public space
- ✓ Expertise
- ✓ Professional staff
- ✓ Unbiased advice
- ✓ Public's best interest



Strategies for Community & Culture

Third Place

- $\checkmark\,$ Sanctuary away from home
- ✓ Open space, comfortable be leased seating, work spaces, café.
- Physical environment conducive to formal/informal learning
- ✓ Wi-Fi, copier, ample outlets, fax, good lighting

Enrich Community & Life

- ✓ Diverse programming tailored to interests of local audiences
- ✓ Variety of materials & formats
- Offerings at art galleries and theatres
- ✓ Outreach
- ✓ Hub for civic engagement

Open Door

✓ Welcoming environment Community living room ✓ Sense of belonging ✓ Variety of library material formats for diverse audiences ✓ Strong social media presence Inviting interactive website **Creative Collaboration** Create collaborative opportunities ✓ Meet-up atmosphere Social media, sharing, and learning sites ✓ DJ/Tech Art Studio/Productions ✓ Makerspace ✓ Paid experts, knowledgeable staff



25

How Did We Implement V.2020?

Changed Corporate Culture and Mindset – EMBRACED AND LED CHANGE!

Quick and Responsive to TRENDS, TECHNOLOGY, AND PANDEMIC CONDITIONS Created Stronger CUSTOMER SERVICE CULTURE in Buildings and Online

Created ADAPTABLE Staffing Models and Facility Plans for Multi-Use Spaces

Formed PARTNERSHIPS, Fostered ENGAGEMENT, Used COMMUNITY EXPERTS and MENTORS

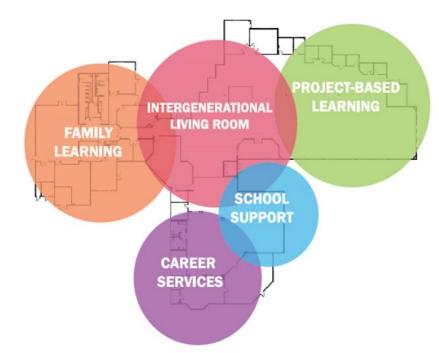
Supported an Inviting & Interactive DIGITAL PRESENCE

REALIGNED EXISTING RESOURCES and Found NEW FUNDING SOURCES

EXPERIMENTED, PROTOTYPED, LEARNED FROM FAILING, AND INNOVATED SUCCESSFULLY



Library Facilities Master Plan Decision Framework



Library Facilities Master Plan Decision Framework Passed by LVCCLD Board of Trustees September 2018



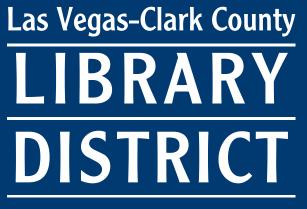
Clark County Yes, You Can!

Las Vegas-Clark Count
LIBRARY
DISTRICT
www.lvccld.org



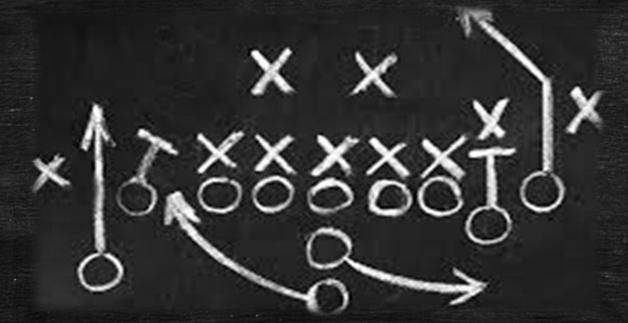






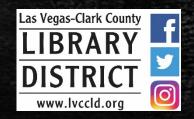
LVCCLD.org

Questions?



Playbook 2026

All In To Win Inclusion × Innovation × Involvement



TEAM ROSTER

Coach:Kelvin Watson

Jacques Almusa Jocelyn Bates Glenda Billingsley Tanya Brown-Wirth **Floresto Cabias** Chantel Clark **Rebecca** Colbert Julia Cordova **Claire Davies** Marisa Eytalis Lisa Gibson Shana Harrington

Joanna Goddard Hannah Im **Gloria Jertberg** Darren Johnson **Raychel Lendis** Juliette Loebl Paula Loop Matt McNally Jack Meyer **Danielle Milam** Penny Premstit Al Prendergast

Sylvia Riesselmann Leo Segura Jeff Serpico **Thomas Sommer** Natalia Tabisaura David Tran Lisa True John Vino Sherry Walker **Betsy Ward** Valerie Warren Jennifer Weitz

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

VISION

All people in Southern Nevada thrive and enjoy educational, economic, and social well-being.

MISSION

The Las Vegas-Clark County Library District nurtures the educational, economic, and social well-being of individuals and communities in Southern Nevada. The District is committed to building communities of people who come together to pursue their individual and group aspirations.

HOW WILL WE SUCCEED?

- Limitless Learning
- Business & Career Success
- Government & Social Services
- Community & Culture

DATA POINTS

2019 Demographic Survey

- District wide and all branches
- American Community survey conducted annually so data is current
- Market Segmentation
 Data

Leadership Interviews

- Fall 2019
- Questions to community thought leaders

UNLV Student Evaluation Surveys

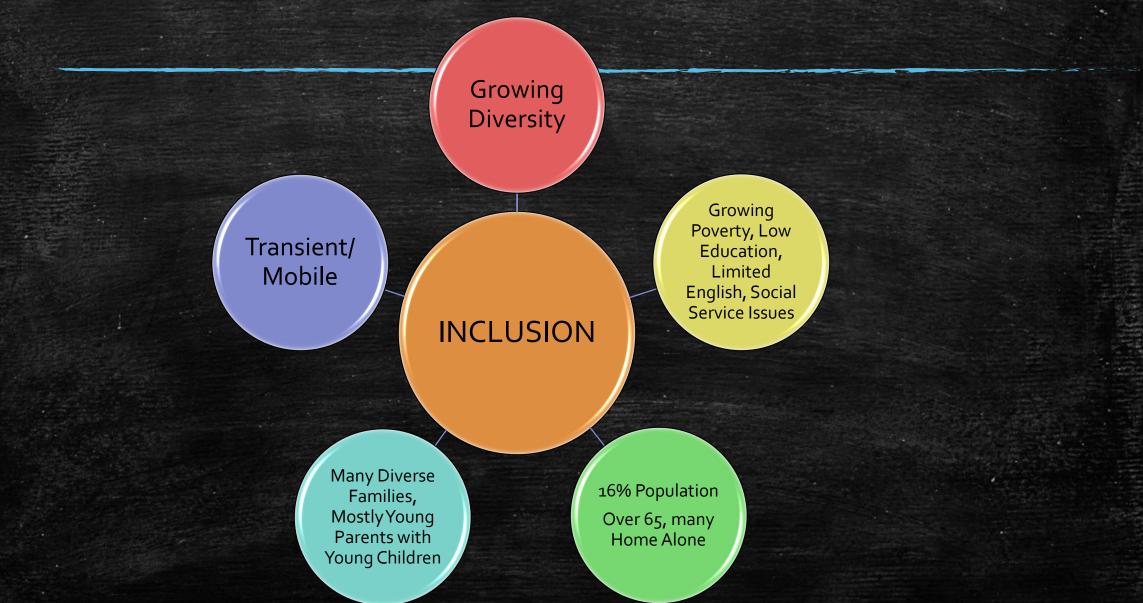
- January February 2021
- 244 Employees
- 4 Board Trustees
- 40 Partners

Staff Survey

- Disruptive trends
- Positive trends
- Challenges
- Strengths
- Most impactful programs
- Refining strategies
- Ways to increase library effectiveness
- 10 year headlines

4

CHALLENGES OF INCLUSION



COMMUNITY CONDITIONS

 Leadership interviews of biggest challenges- education, unemployment, small business vitality, family sustaining wages, lack of technology skills

- ✓ Impacts of Pandemic- Unemployment still at 230,000
- Mismatch of worker skills with emerging employment opportunities

 DEIA and Systems of Bias- inequities in education, health, food and housing, security, policing, incarceration, LGBTQ+
 Mental health, substance abuse, addiction
 Growing homeless population and no solutions to scale

Limited and low quality child care sector

GLOBAL FORCES OF CHANGE REINVENTION OF THE PUBLIC LIBRARY



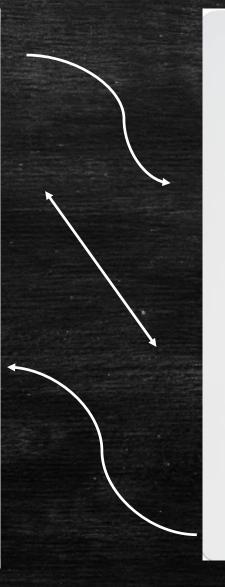
X SOCIAL- Young Families,

Aging Populations, Customization, Responding to Customer Interests, Building Cultures of Inclusion, Equity, Diversity and Access

OLEARNING- Virtual and Live,

New Learning Platforms, Project-Based Learning, Multi-Cultural Content, Digital Divide, Special Needs Learners, Focus on Customer Experience, Experiential and Lab Environments

X ECONOMIC - Pandemic Instability and Distress, Unemployment, Affordable Housing, Workforce Skills Mismatch with Available Jobs, Automation, Remote Work, Gig Economy, Sustainable Wages





OTECHNOLOGY- Mobile

Apps, Cloud, and Virtual Platforms, Exponential Change, Fast Adoption, Rising Demand for Digital Products and Virtual Services, Multi-Channel Customer Care

X COMPETITION-Online

Search, Online Services, Home Delivery, Virtual and Shared Work, Google, Amazon, YouTube, Tik Tok, Instacart, WeWork

OPANDEMIC - Wild Cards that Turn the World Upside Down

PLAYBOOK INNOVATION

Pre- and Post-Pandemic Feedback on V.2020 Strategic Directions



How Do We Activate the Strategies

What plays can we make to be more inclusive, responsive, relevant and adaptive?



STRATEGIC DIRECTIONS

LIMITLESS LEARNING

BUSINESS AND CAREER SUCCESS

CONNECTING TO GOVERNMENT AND SOCIAL SERVICS

COMMUNITY AND CULTURE

9

LIMITLESS LEARNING

Close the Education Gap

- Build the learning pipeline- early learning leads to Kindergarten readiness and K-12 school success and graduation
- STEAM learning opportunities lead to workforce opportunities and greater earning potential
- Alternative adult learning opportunities- expanded programs, trainings, technology assistance, English instruction, certifications
- Libraries are essential supports for virtual learning

Interest-Driven Learning

- ✓ Customers drive their own learning
- ✓ We need to listen and respond
- ✓ Take & Makes with learning objectives
- ✓ Maker Spaces

Increase Literacies in All Areas

Reading, Digital, Health, Financial, Media

Fun and Fresh

- ✓ Utilize multiple channels, Learning Modalities
- ✓ Do the unexpected, both in the libraries and out in the community where people already gather

Limitless Learning

Powerful People

- Customers, community thought leaders, influencers
- Staff, community experts, training partners, book group, DIY enthusiasts, makers
- Educators
- Volunteers, mentors, coaches
- Donors
- CCSD leadership and CCSD Partnership Office
- Local Employers

Powerful Places

- Place for the whole family to engage in learning activities
- Learning Labs, Maker Spaces, Computer Labs, Device Advice
- Events at libraries and popup community places
- Place to master new technologies
- District service model is embedded in all branches
- Branch flavors are encouraged, cultivated, and celebrated
- Casinos, local employers
- Maker spaces

•

• Early learning organizations and child care community

Powerful

Partnerships

- CCSD, Charter Schools, K-12 educators, tutors
- Adult Education Ecosystem
- Post- secondary partners-CSN, UNLV, NSC, trade schools, certifications
- Out of school time partners- City of Las Vegas, Clark County, nonprofits
- Chambers of Commerce
- NSLAPR, IMLS
- DISCOVERY Children's
 Museum
- North Las Vegas, Boulder City and Henderson Library Districts
- Vegas PBS
- Cooperative Extension
- Veterans

Powerful Platforms

- Library as learning place for families, students, adults
- Online learning databases, courses, apps, COHS, adult education
- Social media
- We are a learning organization
- Outreach Services delivers broadly

BUSINESS & CAREER SUCCESS

Employment and Career Path Support

- ✓ Resume, interview, job fairs
- Adult education, English language Instruction
- Technology training
- Online courses and certifications
- Events that support remote workers
- Services and events for re-entry populations
- ✓ Services and events for veterans
- ✓ Free printing

Business Development, Hubs, and Incubators

- ✓ Small business development services, individual and group
- Business networking events
- ✓ Online business resources and courses
- ✓ Programs for gig economy workers
- ✓ Access to office equipment, lounges, conference rooms

Business & Career Success

Powerful People

- Adult Learning
 Program staff
- CCSD HS counselors
- Computer lab staff
- Teen media specialists
- Outreach staff
- One-Stop staff
- Recruiters
- Social service agency liaisons
- Apprenticeship liaisons
- LVCCLD HR
- LVCCLD training staff
- Volunteers
- Trainers
- Local Entrepreneurs and Employers

Powerful Places

- One-Stop Career <u>Center</u>
- Employ NV
- Chambers of Commerce
- Smith Center
- CCSD high schools
- LVCCLD community spaces and study rooms
- Adult services desk
- Maker Spaces
- Computer Labs
- Casino employee break rooms and day cares
- City parks
- Community Centers
- Convention Centers
- UNLV, CSN, NSC
- RTC
- Office space, business hubs, co-working spaces, conference rooms
- Other regional libraries

Powerful Partnerships

- Workforce Connections
- CCSD, CSN, UNLV, NSC
- Goodwill
- FIT
- Payback
- NV Small Business Development Center
- City of Las Vegas Innovation
 Center
- Chambers of Commerce
- Local Unions
- Greater Las Vegas Assoc Realtors
- Trade schools, re-entry programs
- The Harbor
- NPHY, Shade Tree, Project 150
- YMCA
- Goodwill
- Governor's Office of Economic Development, LVGEA, OWIN, DETR, Dept of Ed, Business and Industry
- Veteran Organizations

Powerful Platforms

- Nevada Career Explorer
- Employ NV
- LVCCLD social media
- WebEx, Zoom
- Lifeworksnv.org
- Online career coaching and training
- LVCCLD website, e-resources
- Teen job fairs
- Job Now
- Monthly newsletters
- Career Online High School
- Biz Library
- Staff Day
- OLLI at UNLV
- One-Stop outreach
- PIC Manual
- Marketing outreach and video demo of online services
- Adult learning classes and certifications

GOVERNMENT & SOCIAL SERVICES

Intelligent Referrals

Knowledge and current database/web resources for government agencies and services

- Knowledge and current database/web resources on social service populations and issues
- Staff training on working with difficult and special needs customers
- ✓ Current information for homeless, mental health, substance abuse, re-entry populations, and veterans

Public Access Devices and Wi-Fi

✓ Technology

✓ Training – staff and public

Effective Partnerships

 CCSD Counselors, social service agencies, mental health providers, homeless and domestic abuse shelters, Three Square, 211, Nevada Partnership for Homeless Youth, Southern Nevada Housing Authority, The Center, Veterans Affairs

Government & Social Services

Powerful People

- Community leaders at City and County, CIS, NV Cooperative Extension, United Way, social workers, faith leaders, police, fire, health providers
- Job seekers, new residents, anyone in need of services
- HR training, staff, customers, students, parents, youth, people waiting in line
- Security and LV Metro Police
- Local medical community

Powerful Places

- Libraries, community centers, churches, YMCA, shelters, foster care, WIC clinics, hospitals, addiction clinics, SNHD, family service providers, DMV locations, RTC buses, senior centers
- Library computer labs, One-Stop, consultation rooms
- Social service and health fairs
- Other regional libraries

Powerful Partnerships

- Library Directory of Social Service partnerships
- CCSD counselors, CIS, NV Cooperative Extension, United Way, Urban League, Workforce Connections, NPHY, Three Square, SafeKey, DHHS, veterans organizations, DETR, SNHD, The Harbor, The Center, Hope for Prisoners
- HELP of SNV
- UNLV school of social work
- SN Housing Authority
- Veterans Organizations
- Local Health Organizations

Powerful Platforms

- Pop-Up libraries, Government services kiosks (DMV, USPS)
- Facebook, Twitter, Snapchat, Instagram, LVCCLD website, TikTok
- Voyager, BizLibrary
- Libby, Hoopla, LVCCLD databases
- Library collections
- LVCCLD website connects to referral agencies and nonprofits
- Branding and Marketing

COMMUNITY & CULTURE

Third Place

- Sanctuary away from home and work
- Open, comfortable, flexible spaces and furniture
- Good lighting, great spaces inside and out

Welcoming Place

- Culture of respect and recognition
- Listening to all voices \checkmark
- Open door, feeling of belonging \checkmark
- Diverse and inclusive collections, programs, events, activities ~
- Access to technology for learning, entertainment, play, interaction \checkmark
- Enrich community life ~
- Strong multi-cultural and multi-channel communications and media partners \checkmark
- Collaborative and engaging experiences and events \checkmark
- Meet-ups, networking events \checkmark
- Make and share, create and share, production showcases A place where all voices are heard and celebrated \checkmark
- \checkmark
- District is a community culture catalyst \checkmark
- Branches reflect the cultures of the neighborhoods and interests of residents \checkmark

Community & Culture

Powerful People

- Staff practice and promote DEIA throughout the organization
- BIPOC, LGBTQ+, Disabled populations seen, heard, celebrated in all activities
- Environmentally conscious users
- Gig workers, makers, creatives, performers, artists
- Cultural competencies

Powerful Places

- Attractive and accessible branch facilities
 - Farmers markets and other places where people gather
- Parks

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- Consuls
- First Fridays
- Galleries
- Multipurpose and Performing Arts spaces
- Living Room feel

UNLV and CSN Centers for Social Justice

Powerful

Partnerships

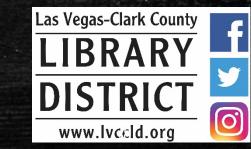
- Delivery/gig companies
- Autism groups
- People First of Nevada
- Gender Justice of NV
- Parks and Recreation
- Community gardens
- Small local businesses
- Environmental organizations
- Opportunity Village
- PIMA Medical Institute
- Local sports teams
- Local performance and art groups

Powerful Platforms

- Mission Statement
- DEIA is top of mind to build learning circles
- Virtual spaces
- Environment
- Social Justice
- Art Galleries
- BiblioBoard
- Website and Social Media
- Multicultural, Multichannel Media

INVOLVEMENT

- ✓ When we are all in, all win
- ✓ Employer of choice
- Organizational culture is driven by equity, inclusion, diversity, and access for all
- Transform from within to transform services
- Service decisions driven by community and customer perspectives, interests, and experiences
- ✓ Staff are aware, visible, valued, engaged and empowered
- ✓ Everyone feels welcome
- ✓ All regional residents are aware of library resources and assets
- ✓ Relevance is local
- District-wide customer experience standards
- ✓ Branches have flavors
- ✓ Public trust is North Star



WE GETTHERE WITHYOU, FOCUSED ON:

POWERFUL PEOPLE

POWERFUL PLACES

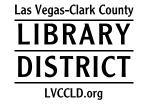
POWERFUL PARTNERS

POWERFUL PLATFORMS



General Services

John Vino Director Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org



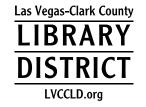
GENERAL SERVICES Services Statement

The General Services Division provides services over a broad spectrum of areas including procurement, asset management, maintenance and capital improvement and construction.

Our Mission

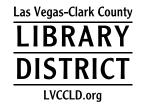
General Services will strive to develop, support and operate sustainable, attractive, well-maintained, safe and secure facilities for the benefit of District patrons and employees and in support of the **2026 PLAYBOOK**.





GENERAL SERVICES





GENERAL SERVICES

Responsibility Overview

Staffing

- 25 Full-time 5 Part-time
- Contracted Services Staff: 110



District Locations - 18 Owned, 7 Leased

- 25 Branches locations
- 1 Facilities warehouse
- 1 Future development site location

Total Square Footage - 767,424

Acreage:

- 83 Currently managed
- 15 Future development







Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

Administration/Purchasing

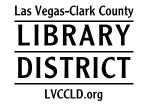
Activities:

- Ensuring bidding in accordance with N.R.S. and District policies and procedures.
- Outreach to minority, disadvantaged and emerging small businesses.
- Prepare formal and informal bids.
- Procurement of District Goods and Services.

2026 PLAYBOOK INITIATIVES/OBJECTIVES

- <u>Powerful Partnerships</u> Increase our outreach to minority, disadvantaged and emerging small businesses.
 - We will have pre-bid outreach classes to help explain the Districts bid process and to help with preparing of bid document.
 - We will identify minority, disadvantaged business and work with them to become listed on the Nevada Government Marketplace.

<u>Powerful Places</u> – Expansion of Teen Zones and Teen Tech Center - Collaborate with staff to provide innovative products for staff programs as well as equipment and furniture.



Courier Services

Activities:

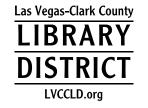
- Sort, transport, and deliver library materials to 25 District locations and 4 contract locations
- Sorts library holds and new materials using centralized automated materials handling system.

2026 PLAYBOOK INITIATIVES/OBJECTIVES

<u>Powerful Platforms</u> – in support of the District expand services with mobile kiosks and other Digital Library platforms, we will expand our delivery and service routes.

<u>Powerful People</u> – We will provide drive training to ensure staff safety and compliance with department procedures.





Safety and Security

Activities:

Develop and manage District safety policies, procedures, and practices to ensure compliance with OSHA, State and Federal laws and regulations.

Responsible for managing and training of 30 safety programs

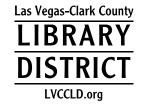
Conduct scheduled and unscheduled safety inspections

Administer Armed Security Officer Services Contract

2026 PLAYBOOK INITIATIVES/OBJECTIVES

For staff to feel empowered and valued they first need to first feel safe and secure.

- <u>Powerful People</u> Establish a culture of safety by working with staff to empower them to take action when needed and providing the resources to achieve results.
 - We plan to increase staff training, expanding CPR and AED classes to all staff who wish to participate.
 - $_{\odot}~$ We will retrain all staff on active assailant procedures and policies.
 - $_{\odot}~$ We will continue to provide enhanced cleaning and PPE as needed.



Risk Management

Activities:

Risk management is the responsibility for identifying and mitigating risk inherent to the daily operations of the District.

- o Identifying Potential Risk Periodic inspections
- Minimizing Risk Implementing procedures, controls, and programs
- Mitigating Risk Investigating safety related incidents and taking corrective measures
- Transferring Risk Insurance Policies

2026 PLAYBOOK INITIATIVES/OBJECTIVES

<u>Powerful Platforms</u> - Expand and implement our Cyber Liability Coverage and Media Liability coverage in support the District's expanding online and digital programing.

<u>Powerful People</u> - Empowering staff through training to identify and mitigate risk and hazards.



Fleet Services

General Services is responsible for the purchase, outfitting, and maintenance of vehicles and other equipment used by the District.

2026 PLAYBOOK INITIATIVES/OBJECTIVES

Powerful Places and Sustainability

- Add Electric Vehicle to District Fleet.
- Expand Electric Vehicle charging station by 5 additional stations.
- Expand Programing advertising on District Vehicles.

Inventory - 32 Vehicles, 1 Trailer 9 Man-Lifts



Las Vegas-Clark County LIBRARY DISTRICT

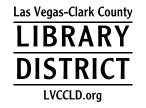
Facilities Services

LVCCLD.org Activities: Facilities Services provides a full range of preventive and corrective maintenance for District facilities to promotes a safe, healthy environment for District staff and patrons and Assists with building renovations and other capital improvements.

2026 PLAYBOOK INITIATIVES/OBJECTIVES

.VCCLD.org

- <u>Powerful Places</u> working with staff to create new Teen Zones and Teen Tech Centers.
- <u>Closing the Digital Divide</u>
 - Expanding the West Las Vegas Computer Lab from 24 computer to 36
 - Increase patron access to convenience outlets and charging stations District-wide.
- Facilities Development
 - We will work with staff to identify immediate branch service needs and initiate innovative and cost effective solutions to provide those services.



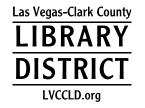
Facilities Services

2026 PLAYBOOK INITIATIVES/OBJECTIVES

West Las Vegas Library Modification

New Teen Zone





Facilities Services

2026 PLAYBOOK INITIATIVES/OBJECTIVES

West Las Vegas Library Modification

Multipurpose Room





Las Vegas-Clark County **Construction Administration** IBRARY

LVCCLD.org Activities:

DISTRICT

General Services provides all services needed to complete the construction of new District buildings, remodels and capital renewal projects.

- Feasibility and Cost Studies for Proposed Projects.
- Selection of Architect and Contractors.
- Bidding and Management of Building and Remodel Construction.

2026 PLAYBOOK INITIATIVES/OBJECTIVES

FACILITIES DEVELOPMENT

- Feasibility and Cost Studies for the new West Las Vegas Library.
 - Interlocal agreement with the City. Ο
 - Initiation of Programing Analysis. Ο
 - Selection of Architect.
- Secure three additional building sites for future libraries.
- Management of Capital Renewal Program FY22 40 Projects.

LIBRARY DISTRICT County

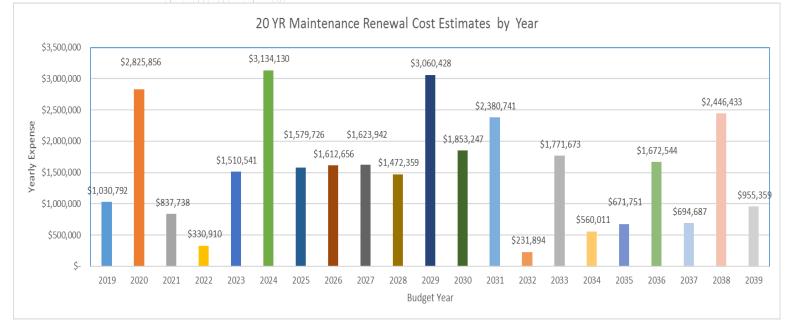
LVCCLD.org

20 YEAR MAINTENANCE RENEWAL PLAN

2026 PLAYBOOK INITIATIVES

20 YR Maintenance Renewal Cost Estimates by Year Year **Estimated Costs** 1,030,792 2019 \$ 2020 \$ 2,825,856 837.738 2021 \$ 2022 330,910 \$ 2023 1,510,541 \$ 2024 \$ 3,134,130 \$ 1.579.726 2025 2026 \$ 1,612,656 2027 \$ 1,623,942 2028 \$ 1.472.359 2029 \$ 3,060,428 \$ 1,853,247 2030 2031 \$ 2,380,741 2032 231,894 \$ 2033 \$ 1,771,673 2034 \$ 560.011 2035 \$ 671,751 1,672,544 2036 \$ 2037 \$ 694,687 2038 \$ 2,446,433 955,359 2039 \$ Total \$ 32,257,417



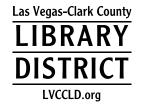


14

Las Vegas-Clark County LIBRARY DISTRICT

LVCCLD.org

Thank you!



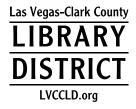
Information Technology

Albert Prendergast Chief Information Officer

1

Las Vegas-Clark County LIBRARY Division Org Chart (for illustration only) DISTRICT LVCCLD.org ACCESS SERVICE INFORMATION TECHNOLOGY **COLLECTION & BIBLIOGRAPHIC SERVICES** Assistant Access Services Manager (131) Head of Collection and Bibliographic Services (1) Information Technology Director (134) Systems& Network Supervisor(129) Systems & Network Security Analyst (127) Distribution Contor Librarian (121) Electronic Resource & Manager (129) Adult Collection DevelopmentLibrarian(125) ng People's Collection Development Libration (13 AcquisitionsLibration (125) Senior Cotologer (125) IT Acciptont (112) letwork & Integrated Library Systems Analyst (125) Distribution Center Associate PT(116) Collection Development Librarian (119) Youth Services Librarian (119) Cataloger (119) Acquisition Assistant (107) Electronic Resources Librarian (118) CollectionDevelopment Support Service: Accistent II Nicroemputer Technician (115) Systems& Network Analyst (125) Acquisition Assistant (107 Cotologing Assistant (107) Electronic Resources Liberion (118) CollectionDevelopment Assistant PT (107) Page (100) Collection Development Accident PT (107) Support Service: Accistent II Support Service a Acciptont II Nicroemputer Technicion (115) Microcomputer and Network Analyst (119) Cataloging Assistant (107) Interlibrary Loon Accodate (116) Acquisition Assistant (107) Page (100) Support Service Assistant II Support Service a Assistant II 17 Makerapace Specialist (117) Interlibrary Loon Acarciate PT(116) Acquisition Assistant (107) Microcomputer and Network Analyst (119) Cataloging Assistant (107) Page (100) Support Service : Assistent II Support Service a Assistant II Microsomputer Specialist (117) Microcomputer and Network Analyst (119) Cataloging Accistant (107) Support Service a Assistant I Aicroemputer Technician (115) Ricrocomputer and Network Analyzt (119) Aicroemputer Technicion (115)

Microcomputer and Network Analyst (119)



IT Division

Chief Information Officer AI Prendergast

Functions: Access Services, Collection & Bibliographic Services (CBS), and Information Technology (IT)

Employees: 48/ FTE: 44.66/ Operating Budget: \$18,150,285

Access Services Manager Sufa Anderson Functions: Distribution Center, Electronic Resources, and Interlibrary Loan

Employees: 11/ FTE: 8.58/ Operating Budget: \$1,139,565

Head of CBS Rebecca Colbert

Functions: Acquisitions, Cataloging, and Collection

Development

• Employees: 19/ FTE: 18.08/ Operating Budget: \$12,937,872

Assistant IT Director Ron Melnar

Functions: Enterprise Applications, Telecommunications, and Help Desk

Employees: 18/ FTE: 18/ Operating Budget: \$4,072,848

Las Vegas-Clark County 2026 PLAYBOOK PLAYS

TECHNOLOGY PLAN

DISTRICT

LVCCLD.org

- Track progress of the Technology Plan, which includes new technologies for the branches and technologies to support services identified in the Master Facilities Plan, such as Makerspaces, Computer Center, Homework Help Centers, etc.
- o Adjust the Plan accordingly to address new challenges and opportunities
- Pre-K and K-12 SUPPORT

Las Vegas-Clark County TERRARY

- CBS & ER will implement solutions such as Community Share and Axis 360 to support K-12 by removing barriers to access of library resources
- ER staff will assist K-12 students with creating Treehouse and IXL accounts and promoting homework help services, such as Brainfuse
- IT will provide technical support and CBS will provide supplies for STEAM learning, using Ozobots, Makey-Makey, Cubelets, etc.
- CBS will provide a responsive collection to help students find a wide breadth of materials
- ADULT EDUCATION SUPPORT
 - Provide technical support and technology initiatives for STEAM learning, such as 3D printing, laser engraving machines, etc. to introduce now technologies to customers
 - Provide technical support and technology initiatives for the Adult Learning Program by collaborating with ALP staff to support online testing, language learning, etc.
 - Provide responsive collections and online resources to help promote workforce development provide a diverse collection to engage different ethnic, religious, and other groups.

Las Vegas-Clark County 2026 PLAYBOOK PLAYS (2)

EMPLOYMENT AND CAREER PATH SUPPORT

- Provide online resources, such as VetNow and JobNow, to assist customer find assistance with employment
- Provide public access computers and Wi-Fi access to help bridge the digital divide and aid those seeking employment or reemployment
- Provide printing, scanning, faxing, and copying services to help job seekers find employment
- BUSINESS DEVELOPMENT
- DISTRICT
- Provide online business resources to help entrepreneurs research and find resources to start a new business
- Provide cost-effective printing, scanning, faxing, and copying services to help new small business conduct their operations
- WELCOME PLACE
 - Provide access to technologies and collections for learning and entertainment
 - Provide kits to support book clubs to help support a "community" of readers

Las Vegas-Clark County 2026 PLAYBOOK PLAYS (3)

CLOSING THE DIGITAL DIVIDE

DISTRICT

LVCCLD.org

- Implement a tablet computer vending pilot lending program to allow disadvantaged customers to come into the digital age and increase their comfort-level with technology
- Increase the number of hotspots available for customer checkout to provide home connectivity to disadvantaged customers
- Provide public access computers and Wi-Fi access to get online for collaboration and communication
 - Implement TV White Space to push wireless network access into the outlying branches allow residents to access the network
- Investigate the possibility of implementing a Technology Bus to help bring technology to underserved communities
- Implement a pilot technology "petting zoo" to allow customers to "play" with different technologies to increase their proficiency and comfort level with technology

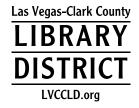
• POWERFUL PLATFORMS

- Replace end-of-life sorters for more efficient operations by staff and customers
- Finalize the Cashless Pilot Program and expand to five other branches to meet compliance requirements and improve services to customers
- Implement new people counters to more accurately measure branch visits for planning purposes
- Update the District technology infrastructure by replacing several end-of-life systems, including network switches and network diagnostic application
- Improve the District cybersecurity posture and prevent network breach
- Investigate the possibility of moving service to the cloud to reduce operational costs

Las Vegas-Clark County LIBRARY DISTRICT

LVCCLD.org

Questions? Thank you!



Human Resources

Jeffrey P. Serpico Director

1

Las Vegas-Clark County LIBRARY Human Resources (HR) DISTRICT LVCCLD.org

HR Programs and Key Activities

- Staffing (Recruiting, Selection, Employment)

- Employee/Labor Relations
- Compensation and Classification
- Benefits and Leave Administration
- Organizational Development (Training) and Education)
- Human Resources Information Systems (HRIS)
- Workers Compensation and Unemployment



HR Mission

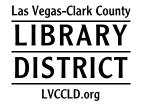
"Develop an organizational culture that drives employee engagement by attracting, selecting, and retaining the best people; engaging them in open and honest communication; and providing them with individual and team based growth opportunities in a Diverse, Equitable, Inclusive and Accessible environment."



HR Team Members

Abigail Rodriguez	Coordinator II
Joy LeFave	Coordinator II
Christopher Coligado	Coordinator III
Christine Dinino	Human Resources Manager
Cheryl Kranitz-Dykes	Special Projects
Glodia Thomas	HRIS Manager
Tricia Pavone	Benefits Manager
London Porter	Human Resources Manager
Keeley Walker	Training and Development Manager
Jeff Serpico	Human Resources Director







How Does HR

Support the **District's Strategic** Plan? Powerful Places



Las Vegas-Clark County DISTRICT LVCCLD.org

2021 – 2026 Related HR Strategy and Goals

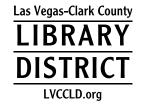
Related HR Strategy

"Be recognized as a Public Employer of Choice in Nevada"

Related HR Goals

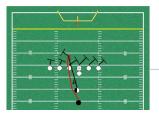


- Develop and maintain a competitive Total **Rewards program**
- Develop, enhance and maintain intra-2. organizational communication methods and frequency to enhance employee engagement
- Develop and enhance organizational and 3. individual development opportunities
- Evolve and champion a culture of Diversity, 4. Equity, Inclusion and Accessibility (DEIA)



Goal 1: Develop and Maintain a competitive Total Rewards program

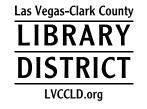
npetitively es against	
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Develop and implement Employee Wellness Program (Phase 1) focusing on Mental/Behavioral Health and Nutrition

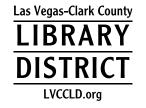
Develop a plan to revise our current Staff Day and Service Awards programs into an annual Employee Recognition Picnic for FY23

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org	Goal 2: Develop, enhance and maintain intra-organizational communication methods and frequency to enhance employee engagement
2021 - 2022	Conduct quarterly Labor & Management communication meetings
Fiscal Year Plays (Objectives)	Develop format and conduct two (2) bi-annual Town Hall meetings with the Executive Director
	Leverage recently implemented Human Resources Information System (UKG) self-service functionality to enhance efficiency
	Enhance Employee Benefits section on Voyager (Intranet) site



Goal 3: Develop and enhance organizational and individual development opportunities

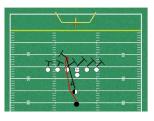
2021 - 2022	Introduce and develop organizational learning model (Pyramid)
Fiscal Year Plays	Develop and implement one (1) new Leadership Development class (New Manager)
(Objectives)	Develop and implement one (1) new Organizational Development class (Customer Service)
	Identify opportunities to collaborate with external partners to enhance Leadership Development resources



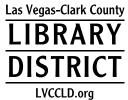
Goal 4: Evolve and champion a culture of Diversity, Equity, Inclusion, and Accessibility (DEIA)

^{2021 - 2022} Introduce new Diversity, Equity, Inclusion and Accessibility (DEIA) plan

Fiscal Year Plays (Objectives)



Implement FY 2021 – 2022 DEIA plan objectives



Key HR Reporting Tools

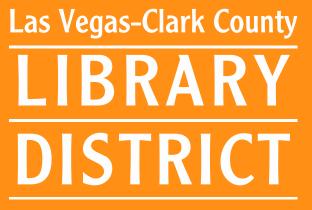
September restate August - Yellow

	LVCCLD	FY 2	020-2	2021 H	UMAN	RES	OUR	CES									
	LVCCLD	DAS	HBO.	ARD													
		Quarte	er 1 of FY 2	2020-2021	Quarter 2	of FY 202	0-2021	Quarter	3 of FY 20	20-2021	Quarter	4 of FY 20	020-2021			Prior FY	
		Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Running Total (RT) TOTAL FY 2020-2021	Average FY 2020- 2021	Average FY 2019- 2020	
	Metric																
Tot	tal Employees (Headcount)	NA	689	658	644	641	639	640	638	638	628			NA	646		Γ
Ful	II-Time Employees 60 hours or more (Headcount)	NA	329	306	306	307	308	309	309	310	307			NA	310		I
2 Par	rt -Time Employees 59 hours or less (Headcount)	NA	360	352	338	334	331	331	329	328	321			NA	336		T
D Ful	II-Time-Equivalent (FTE-District)	NA	N/A	N/A	N/A	NA	NA	NA	NA	NA	NA			NA	NA		T
E Ave	erage Years of Service (District)	NA	9.9	9.9	9.3	9.3	9.4	9.4	9.5	9.6	9.7			NA	9.6		T
					Talent /	Acquis	ition	& Ma	nager	ment							l
E On	en Positions (FY 20-21 Budget) = 778	NA	89	120	134	137	139	143	140	140	150			NA	132		f
	sitions Posted (Approved to Fill)	NA	1	110	6	10	6	4	2	7	9			NA	6		t
_	plications Received	NA	107	476	673	831	321	281	354	424	518			3985	443		t
	erviews Conducted	NA	0	5	7	2	7	4	7	8	4			44	5		t
-	w Hires	NA	0	0	1	0	0	5	2	3	3		<u> </u>	14	2		t
_	pmotions	NA	4	2	9	3	3	1	5	7	1		-	35	4		t
	teral Transfers	NA	0	1	4	2	2	0	1	0	0			10	1		t
	motions	NA	0	0	1	2	0	0	2	1	0			6	1		t
-	aployees Successfully Completing Probationary Period	NA	7	1	6	1	1	0	0	0	0			16	2		ŀ
_									\$19.880.								ł
D (1)	Average Cost Per New Hire	NA	TBD	TBD	\$4,835.04	\$0.00	\$0.00	96	85	43	5			\$68,248.63	\$9,749.80		
					Se	parat	ions 8	k Turn	nover								
P Tot	tal Separations from Employment	NA	18	31	15	3	2	4	4	3	13		1	93	10		Г
_	/oluntary Separations	NA	17	30	14	3	2	4	4	3	13			90	10		t
R In	nvoluntary Separations	NA	1	1	1	0	0	0	0	0	0			3	0.33		t
S Tur	rnover (Entire District)	NA	2.61%	4.71%	2.33%	0.47%	0.31%	0.63%	0.63%	1.19%	2.00%			14.88%	1.65%		t
r Tur	rnover (Without Page Positions)	NA	5.56%	4.25%	1.24%	TBD	TBD	0.16%	NA	3.78%	1.40%			16.39%	2.73%		t
_	nualized Twelve Month Turnover (Entire District)	NA	31.35%	43.94%	38.61%	30.36%	25.04%	22.12%	20.03%	19.31%	19.83%			NA	27.85%		t
v Va	cancy Rate (Open Positions) / (Total Employees + Open Positions)	NA	11.44%	15.42%	17.22%	17.61%	17.87%	18.38%	17.99%	17.99%	19.28%			NA	17.02%		t
_	erage Years of Service (Voluntary Separations)	NA	15.9	30.1	11.2	12.5	2.1	6.3	9.6	5.3	5.9			NA	11.0		t
X Ave	erage Years of Service (Involuntary Separations)	NA	3.9	0.7	22.3	0.0	0.0	0.0	0.0	0.0	0.0			NA	3.0		t
					Traini	ag 8. 1	alont	Dovo	lonm	ont							h
Y Em			0			1			<u> </u>								F
_	nployee Attending New Hire Orientation	NA		0				5	2	1	5			14	1.56		ł
_	tal Employee Training Encounters	NA	246 245	9	23 10	38 30	23 19	45	55 55	197 191	129 112			765 712	85 79		ł
_									0								-
_	ive On-Site	NA	1	0	11 2	1	0	0	-	0	12 5			25 28	3		ŀ
CC E	ixternal Conferences	NA	0	0		5	4		0 \$4,349.6	6	5 \$4,189.0			28	-		L
D Tot	tal Training Cost	NA	\$219.00	\$176.00	\$2,646.00	,243.00		524,118. 66	54,549.0 4	\$2,779.4	0			\$43,637.74	\$4,848.64		L
EE Tot	tal Tuition Reimbursements	NA	\$0.00	\$0.00	\$0.00	\$1,000.0	\$0.00	\$23,403. 66	\$548.64	\$2,000.0 0	\$2,000.0 0			\$28,952.30	\$3,216.92		Γ
F	Undergraduate	NA	\$0.00	\$0.00	\$0.00	\$1,000.0 0	\$0.00	\$4,403.6	\$548.64	\$0.00	\$0.00			\$5,952.30	\$661.37		t
G	Graduate	NA	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$19,000. 00	\$0.00	\$2,000.0	\$2,000.0			\$23,000.00	\$2,555.56		t
H (2)) Annual Required Compliance Training Completion	NA	97.00%	97.00%	97.00%	98.00%	99.00%	7.50%	93.00%	98.70%	98.70%			NA	87.32%		t
						Benef	its & \	Welln	ess		_	_	_				
II Sta	aff Utilizing FMLA or Unpaid Authorized Leave > 4 weeks	NA	9	9	6	6	6	7	4	3	2	1		NA	6		f
· ۲"	······································		332.00	468.00	382.00	326.00	, ,				· ·	L	-	2720.00	, ,		ŀ

	NOTES:												
	Data Pull 02/21/21												
	N: G4												
	** Nr without Page Job Title - 484												
	*** July 2019 US Census Rureau - Clark County												
	Quarter 1 2021 (Initial)												
A	* **Race and Ethnicity Identification	***Clark County (CC)	*All District	%	Variance CC	**Without Page	8	Variance CC	1				
1	Hispanic or Latino (b)	31.60%	143	22.5552%	-9.04%	94	19.42%	-12.18%	1				
2	White (Not Hispanic or Latino) (41.7%) white alone (a)	41.70%	318	50.1577%	8.46%	253	52.27%	10.57%	1				
	Black or African American (Not Hispanic or Latino) (a)	13.10%	65	10.2524%	-2.85%	57	11.78%	-1.32%	1				
	Native Hawaiian or Pacific Islander (Not Hispanic or Latino) (a)	0.90%	11	1.7350%	0.84%	9	1.86%	0.96%	1				
	Asian (Not Hispanic or Latino) (a)	10.40%	74	11.6719%	1.27%	52	10.74%	0.34%	1				
	Native American or Alaska Native (Not Hispanic or Latino) (a)	1.20%	3	0.4732%	-0.73%	3	0.62%	-0.58%	1				
	Two or More Race (Not Hispanic or Latino) (Combination - 2,3,4,5,6)	4.90%	20	3.1546%	-1.75%	16	3.31%	-1.59%	1				
(16)	(2-6) Overlag 2 or more	103.80%	634	100.00%	-	484	100.00%	-	-				
88	chundhà.												
в	* **Sex / Gender Identification	***Clark County (CC)	*All District	%	Variance CC	**Without Page	%	Variance CC	ļ				
1	Female	50.10%	437	68.93%	18.83%	319	65.91%	15.81%	ł				
2	Male	49.90%	197	31.07%	-18.83%	165	34.09%	-15.81%	1				
3	Non Identifying	0.00%	634	0.00%	0.00%	484	0.00%	0.00%	1				
		100.00%	634	100.00%		484	100.00%						
12		1	,		4	6	6	2	Total				
			White Net Hispanic or Latine	Black or Mrices	Native Hawaiian or Pacific Islander		Native American or Alusia	Two or More Race (Not Hispani or Latino) (Combination -					
c	Job Categories (EE0-4)	Hispanic or Latino	White (Not Hispanic or Latino) (41.7%) white only	Black or Mrican American (Not Hispanic or Latino)	Native Hawailan or Pacific Islander (Net Hispanic or Latino)	Azian (Not Hispanic or Latino)	Native American or Alacka Native (Not Hispanic or Latino)	or Latina) (Combination - 2,3,4,5,6)					
		8				8				•			
	Dflicials and Administrators Professionals	8	47 34	17	0	8	0	2 4	82	1			
_	Technicians	10	26	6	2	5	1	0	50				
	Protective Service Workers	0	0	0	0	0	0	0	0	1			
	Paraprofessionals	18	63	9	2	18	0	1	111	1			
	Administrative Support Workers (Including Clerical and Sales)	91	139	22	5	32	2	10	301	1			
6				0	0	0	0	0	2	1			
		0	2										
7	skilled Craft Workers Service/Maintenance Workers	0	2 7	5	1	0	0	3	16	1			
7	Skilled Craft Workers		2 7 318	5 65				3 20	16 634	1			
7	Skilled Craft Workers Service/Maintenance Workers	0	7	5	1	0	0	3		1			
7	Skilled Craft Workers Service/Maintenance Workers	0	7	5 65	1	0	0 3	3 20]	1		
7 5	Skilled Craft Workers Service/Maintenance Workers	0	7	5	1	0	0	3		Job Class % of all Borition	1		
7 S	Alled Carlt Workers andre/Melintenance Workers Total Job Categories (EED-4)	0 143 1 Hispanic or Lutino	7 318 2 When First Hitspanic or Latinoj (ett.7%) white only	5 65 Black or African American (Not Happeld er Latino)	1 11 11 Nation Housian or Facilit Islander (Net Houseit or Lation)	0 74 5 Aclan (Not Hispanic or Latino)	0 3 Rative America or Ataska Native (Met Hispanic or Latino)	3 20 Two or Mare Ruse (Net Hispani or Letter) (Combination - 2.2.4.6.6)	634 Job Class Count	of all Positions	Garde	Count	
7 S 8 S D	Allef Carls Workers and/allefanance Workers Total Job Categories (EE-4) Microin and Administration	0 143 1 Hapanic or Lutino 8	7 318 2 Whos Piet Hapanic or Lating (81_75() white only 47	5 65 Bluck or Micras American (Nor Hispatic or Latino) 17	1 11 Atthe Hossilan of Pattic Islander (Wei Hispanic or Littler)	0 74 S Acian (Not Hispanic or Lation) 8	0 3 Rative American or Ataska Native American or Ataska Native American or Ataska Native American or Ataska	3 20 Two or Mare Roce (Not Hispani or Leftica) (Constraints - 22,47,65) 2	634 Job Class Count 82	of all Positions	Gender	Count 49	
7 S 8 S D 1.1	Job Categoris (100-4) District and Administrators	0 143 1 Hispanic or Lutino	7 318 2 When First Hitspanic or Latinoj (ett.7%) white only	5 65 Black or African American (Not Happeld er Latino)	1 11 11 Nation Housian or Facilit Islander (Net Houseit or Lation)	0 74 5 Aclan (Not Hispanic or Latino)	0 3 Rative America or Ataska Native (Met Hispanic or Latino)	3 20 Two or Mare Ruse (Net Hispani or Letter) (Combination - 2.2.4.6.6)	634 Job Class Count	of all Positions	Gender Female	49 33	55 40
7 S 8 S D 1.1	Allef Carls Workers and/allefanance Workers Total Job Categories (EE-4) Microin and Administration	0 143 1 Higganic ar Lafina 8 9.76%	7 318 White Net Hapasic or Lating (HL_7N) white only 47 57 32%	5 65 Bick or Micra American (Nat Hapatic or Lation 11 20.73%	1 11 Atthe Hossilan of Pattic Islander (Wei Hispanic or Littler)	0 74 S Acian (Not Hispanic or Lation) 8	0 3 Rative American or Ataska Native American or Ataska Native American or Ataska Native American or Ataska	3 20 Theo or More Bace (Bet Rights or Letting) Ecologiestics - 2,44,54 2 2,44%	634 Job Class Count 82	of all Positions 12.93%	Female Male Non	49 33 0	55 40 0
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7 5 3 5 5 6 7 7 5 7 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Alled Call Workers Total Total Job Categories (178-4) Whickla and Administrators Whickla and Administrators	0 13 Hyperic or Larins 8 9.75% -22.54% -22.54% -22.52% -3.83% -22.00% -0.00%	7 313 313 313 313 313 313 313 313 313 31	5 65 1 1 1 2003 or defaunt or tarion or tarion	1 1 1 1 1 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 74 Alan por Hupan or United 9,76%	0 3 4 Norther Advices or Status Addrey Processing of United 0.000% -1.20% 0.00% 0.20% 0.20% 0.20% 0.20% 0.20%	1 20 a utor too too too too too a utor too too too 2,44%2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44% 2,44%2,44% 2,44% 2,44% 2,44%2,44% 2,44% 2,44%2,44% 2,44% 2,44%2,44% 2,44% 2,44%2,44% 2,44% 2,44%2,44% 2,44% 2,44%2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44%2,44% 2,44%2,44% 2,44%2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44%2,44% 2,44%2,44% 2,44%2,44%2,44%2,44% 2,44%2,44%2,44% 2,44%2,44%2,44% 2,44%2,44%2,44%2,44% 2,44%2,44%2,44%2,44%2,44% 2,44%2,44%2,44%2,44% 2,44%2,44%2,44%2,44%2,44% 2,44%2,44%2,44%2,44% 2,44%2,44%2,44% 2,44%2,44% 2,44%2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44% 2,44%2,44%2,44%2,44%2,44%2,44%2,44%2,44%2,44%2,44%2,4	614 614 10b Class Count 82 100.00% 72 100.00% 50 100.00%	of all Positions 12.93% 11.36% 7.89% 0.00%	emale Male Non Gender Female Male Non Gender Female Non Gender	49 33 0 Count 51 0 Count 19 31 0 Count 85 26	555 40 0 70 25 0 0 38 62 0 0 76 23
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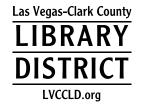
HR Dashboard

Diversity Dashboard



LVCCLD.org

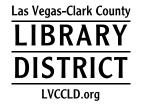
Thank you!



Development & Planning

Danielle Milam Director

1



Development & Planning Reports to Library District Executive Director and Foundation Board of Directors

Danielle Milam

Director of Development and Planning

Leslie Valdes

Volunteer Coordinator

Sherry Walker

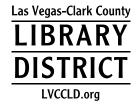
Development Officer

Development and Planning District

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

Strategic Planning (Danielle and Sherry)

- Plan development (cross-organization and community input)
- Plan updates/tracking and implementation
- Recognition (Foundation sponsored v.2020 Awards annually)
- Development Activities (Danielle and Sherry)
- #/year varies, terms of grant vary, increasingly complex projects with multiple departments and community partners
 - Proposal development
 - Grant management, including grant data collection and reporting
 - Project media and donor recognition
- Volunteer Program (Leslie and Sherry)
- Better Impact database management and training
- Sterling Volunteer database management and training (background checks)
- Annual volunteer coordinator training and oversight
- Volunteer recruitment, training, recognition events (District branches and Foundation bookstores)
- Volunteer management and scheduling (pre-pandemic between 350 and 450 volunteers active)
- Special Projects (Danielle and Sherry)
- Vegas Strong Academy
- o E-rate
- o Government Relations (federal and state delegation visits, communications, lobbyist contract)
- Partner and Foundation relations



2020-2021 Library District Grant Awards

Grantor	Program	Amount
IMLS-LSTA	Museum Passes Home Child Care Outreach	\$55,000 \$74,000
IMLS CARES ACT	Hot Spots	\$54,727
FEMA	COVID Signage	\$10,279
Department of Education/AEFLA	Adult Education	\$890,330
E-Rate	Technology	\$504,215
LSTA Evolving Needs	iPad/Android Vending	\$112,000
Bezos Family Foundation	Early Childhood	\$62,500
TOTAL		\$1,763,051

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

Development and Planning Foundation

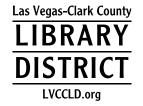
Book Store Operations (Leslie Valdes)

- District-Foundation agreement to be sole recipient of donations and discards (2024 next renewal)
- \circ 14 branch bookstores
- Used book warehouse operations (one employee, volunteers, Amazon and third party sales)
- Special book sales (holiday, teachers, seasonal, branch)

Foundation Board Meetings (Danielle, Sherry, Foundation Board)

o Quarterly

- LIBRAR
- Annual financial statement and taxes statement
- D and O Insurance, workers comp, payroll services
- Annual budget
- Fundraising plans
- Donor cultivation
- o Gift cultivation, retention, and recognition
- o Grant development, management, data collection and reporting
 - Priority projects teacher tutors, tech labs, early childhood initiatives (Raising Las Vegas)
 - Pilot projects and service innovations
- Manage East Las Vegas and Mesquite QALICB nonprofits annual meetings, audits, and community benefit reports
- o Promotional materials development, including annual report
- o Media outreach
- Website and social media management
- $\circ~$ Partner, donor, corporate, and foundation relations



2020-2021 Foundation Funding

Source	Program	Amount
United Way of Southern Nevada	Teachers in Libraries	\$33,000
Union Pacific	Tech Instruction	\$20,000
NV Energy	Tech Classes	\$5,000
Best Buy	Tech Center Support	\$80,000
Windsong Trust	Teachers in Libraries	\$125,000
Raiders Foundation	Teachers in Libraries	\$25,000
Individual Donations	Various	\$26,440
Book Store Sales	Library District	\$267,947
TOTAL		\$582,387

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

BOOK SALES FUNDED LIBRARY DISTRICT PROGRAMS

- Adult Education Staff Training
- Book Clubs
- Branch Grand Openings
- Career Online High School
- CCSD Buses to Gallery Openings
- Coffee with a Cop
- Comic Book Festival
- DISCOVERY Children's Museum
 Passes
- Engineering for Kids Programs
- Family Pride Day
- Gallery Openings
- Kick-Off to Kindergarten Events

- Green Room Supplies
- Holiday Parties
- Las Vegas Book Festival
- Movie Screenings
- Nevada Career Explorer Trainings
- Outreach Events
- Painting Parties
- Play Works Partnership
- West Las Vegas Performing and Visual Arts Camp
- o Reader's Circle
- Staff Day
- Daniel Tiger's Neighborhood Vegas PBS

- Staff Training on Teen Tech
- STEAM Equipment
- Summer Learning Challenge
- o Tea Parties
- Teen Tuesday
- o Trivia Contest
- o V.2020 Awards
- Vegas Strong Academies
- Volunteer Appreciation
 Events and Awards
- Winter Reading Program
- Youth Services Summit
- Community Halloween Events

LIBRARY 2026 PLAYBOOK POWERFUL DISTRICT PLAYS

LVCCLD.org

DISTRICT

- STRATEGIC PLAN
 - Track Progress on 2026 PlayBook, create recognition program with Executive Director
 - Contribute to relevant service innovations (i.e. social service planning project with UNLV)
- EARLY CHILDHOOD DEVELOPMENT & Veges-Clark County
 - Position Library District as state leader in early childhood development and education
 - o Outreach services LSTA grant with Urban League, Federal Reserve, Workforce, DHHS-DWSS
 - Participation on state initiatives to grow sector, seats, quality training (Mind in the Making)
- ADULT EDUCATION
 - Adult learning program growth and alignment with employment and business objectives
- CLOSING THE DIGITAL DIVIDE
 - Technology grants development and management with IT department
- FACILITIES DEVELOPMENT
 - Community assessment on new WV Library, potential other branch renovation projects
- VOLUNTEER PROGRAM
 - o Build volunteer program back to full strength with new opportunities related to 2026 PlayBook

Las Vegas-Clark County LIBRARY 2026 PLAYBOOK POWERFUL FOUNDATION PLAYS

TEACHERS IN LIBRARIES

DISTRICT LVCCLD.org

- o 8 branch locations
- o **\$240,000/year**
- Free, drop-in after-school tutoring from 4-6 Monday through Thursday
- Align with UNLV School of Education tutors deployed at 12 branch locations 7 days a week

TEEN TECH CENTERS

- o 4 branch locations
- Corporate funding

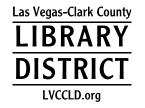


- Expanding technology access to local teens for workforce and business success
- Develop mentor program coding, digital media, music production, AR/VR

FUNDRAISING PLAN DEVELOPMENT

- Campaign to secure multi-year Foundation priority project funding
- o Capital Campaign new buildings, branch renovations, opportunistic improvements
- o Donor cultivation, donor recognition, and event planning
- o Queue up potential New Market Tax Credit projects (8 branch libraries in distressed census tracts)

LIBRARY DISTRICT – FOUNDATION BOARD EVENT



2026 PLAYBOOK POWERFUL DEPARTMENT PLAYS

- Good customer service to Executive Director, District departments, and boards
- Contribute powerful data, stories, and project impact that demonstrates value of the Library District and Foundation to our community
- Continue to build strong department operational systems

Thank you!

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

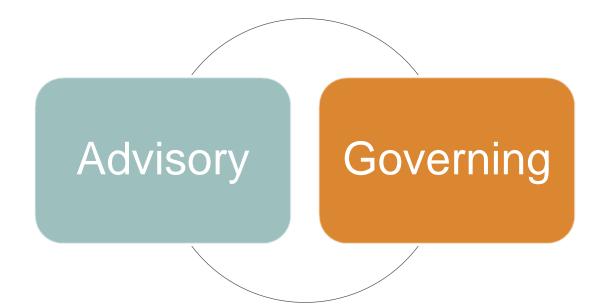


WE CAN DO IT

Building a Successful Library Trustee Board

Las Vegas Clark County Library District Board of Trustees June 2021





Types of library boards



Responsibilities

Legal responsibility for all operations of the library Fiscal responsibility for providing quality library service Leadership responsibility for securing future library services





Set policies



Hire and evaluate the director



Plan for the future of the Library



Submit budgets and monitor finances



Monitor and evaluate the overall effectiveness of the library



Advocate for the library in the community

NEVADA REVISED STATUTES CHAPTER 379

Board role





Administer all functions of the library





Recommend policies to the trustees



Carry out policies established by the trustees

Library director role





- Set standards for
 - governance
 - written master plans
 - collection organization and funding
 - statistical reporting
 - minimum hours of operation
 - space, facilities, equipment and staff
 - librarian certification
 - interlibrary loan
 - reciprocal borrowing and lending



http://ag.nv.gov/Hot_Topics/Training_Materials/





Welcome to Infopeople Online!

🚠 NAVIGATION

Home

- Dashboard
- Site pages

ACTIVITIES

My courses

Nevada PL Trustee Training

Devel

Developed and taught by library professionals, these courses provide realistic and relevant content, activities, and forums for discussion. You can work at your own pace, from your own level of experience, whenever/wherever is most convenient for you. These web-based courses, taught using Moodle software, allow you to fit learning into your schedule.

My courses

😳 Nevada Public Library Trustee Training



Welcome! This training will serve as a guide to help you get started and become comfortable with your role as a public library trustee. It is designed to provide you with basic information and practice and can also be used as a quick reference for helping you do your job in an efficient, effective manner. Think of it as a map by which you can explore the opportunities, responsibilities, and liabilities of serving as a public library trustee.

Nevada Public Library Trustee Training

<u>http://elearn.infopeople.org/</u>

- User name and password are both last name, first initial; for example, brownj (Change password after signing in the first time)
- Accounts have been created for all trustees and directors.



Training Topics

1) Take time to Learn the Job
2) The Board Member's Responsibilities
3) The Board Member Ethics and Liability
4) The Library Director's Job
5) The Board and Policy-making
6) Library Budget and Finance
7) Library Board Officer
8) Library Board Meetings
9) The Decision Making Process
10) Planning for the Library's Future
11) Library Advocacy and Public Relations

11) Library Advocacy and Public Relations



- Take Time to Learn the Job
 Congratulations on Becoming a Trustee
 - What Characteristics Make a Good Library Board Member
 - Reading: Take Time to Learn the Job
 - Quick Quiz 1
 - Why did you decide to become a Trustee?

Lesson Format

- Video
- Reading
- Quiz
- Forum

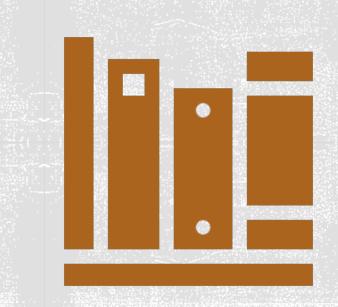


Supporting Materials and Resources

📑 Glossary

- Freedom to Read Statement
- Library Bill of Rights
- Guide to Parliamentary Procedure
- 🧧 Nevada Open Meeting Law Manual
- Nevada Open Meeting Law Portal
- Library District Types and Money Flow (.pdf)
- Nevada Libraries Players in Excellence
- Nevada Library Association Handbook
- Nevada Library Association Public Library and Trus...
- MLA Resolution on Access to Library Materials and ...
- Nevada Minimum Public Library Standards
- Nevada Public Library Law, NRS 379
- NV Public Library law, NAC (NV Administrative Code...

Supporting Materials and Resources





A little more...

United for Libraries

Association of Library Trustees, Advocates, Friends and Foundations



Nevada Trustee Academy

http://www.ala.org/united/login-request/nevada



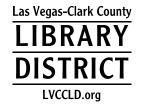


Contact information

Norma Fowler, Library Development Consultant, NSLAPR <u>nfowler@admin.nv.gov</u> 775-684-3407



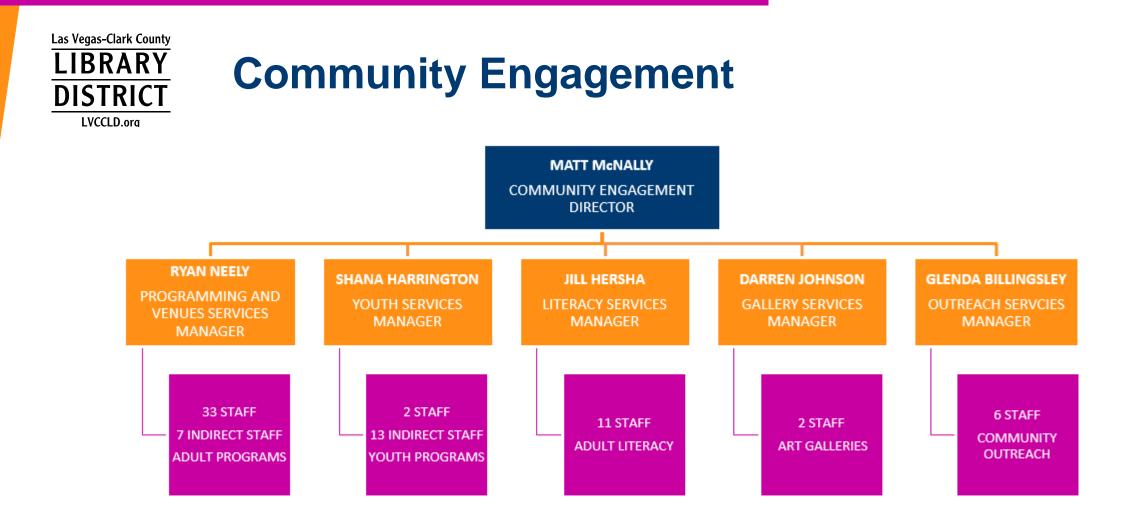




Community Engagement

Matt McNally

Director



Partnerships

Adult Programs • Youth Programs • Adult Learning Program • Visual Arts • Outreach

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

Vision 2020 to Playbook 2026 Community Engagement Service Examples

Limitless Learning

Youth Storytimes, Summer Challenge, Winter Reading Challenge, 1,000 Books Before Kindergarten, Family Place, Culinary Kitchen, Podcasting, Production Recording Studio, STEAM Initiatives, English Language Learners, Adult Basic Education, Career Online High School, Tutoring, E-media Classes

Government & Social Services

Safe Place, Ask-A-Lawyer Series, Blood Drives, Tax Assistance, Census, Elections, Coffee with a Cop, Immunization Clinics, Social Work Presentations, ADA services, Health Fairs

Business & Career Success

One-Stop Career Centers, Employ NV Business Hub, High School Equivalency, National Career Readiness Certificate, Integrated Education and Training, Resume Writing Workshops, Job Fairs, Nevada Career Explorer

Community & Culture

Meeting Rooms, Theaters, Cultural Performances, Films, Exhibits, Classes, Lectures, Art Galleries, Artists Receptions, Workshops, Permanent Art Donations & Commissions, Venue Capital Improvements, Vegas Valley Comic Book Festival, Teen Anime Festival

Let's build upon our Vision 2020 work with Playbook 2026...

Las Vegas-Clark County <u>LIBRARY</u> <u>DISTRICT</u> LVCCLD.org Powerful People

Elevate Customer Service to Exceptional Levels to retain and excite existing customers and partners.

• Encourage a personalized approach, welcome customers at events, one-on-one assistance, tours of rental venues, promote similar library services and the collection at events.

IBRARY

Invest in our Staff with Professional Development to foster artist relationships, provide diverse offerings, and increase staff knowledge.

• Attend non-library conferences/trainings such as APAP, Western Arts Alliance, Arts Midwest, USITT, SNAEYC, Commission on Adult Basic Education, CASAS and LACES systems training.

Invest in our Staff with Internal Processes to improve efficient and effective operations.

- Partnership agreement, marketing rider for contracting talent, integrate reservation accessibility for Performing Arts Centers on to Communico.
- Review and refine department policies and procedures.

Reach Out to Untapped Market Segments to create new customers and serve the underserved.

 Veterans (Nellis AFB; Veteran's Connect; Share Village; USO), casino's, local businesses, sports teams, incarcerated offenders (workforce re-entry; video visitation; access to library resources), early childhood education providers, add an adult engagement component to Summer Challenge, local artists and arts organizations, community partners to help market and deliver services.

Library <u>LIBRARY</u> <u>DISTRICT</u> LVCCLD.org Powerful Places

Position the Library District as an Educational Institution to help prepare our community for school readiness, student achievement, high school completion, and workforce readiness.

• ALP (Adult Learning Program in more libraries; community centers; virtual experiences), early childhood education trainings for pre-schools, refine composition of youth program storytimes, better communicate opportunities to partner agencies and organizations.

Workforce Development to better serve the unemployed and under-employed, and to help diversify sectors of Nevada's workforce.

• Further activate One-Stop Career Centers, strengthen the referral process between education services and workforce opportunities, create operations standards, create small business incubators for private work, host hiring events of local elected officials, workforce classes, and electronic job search events.

Makerspaces, Classes, and Camps to foster innovation and STEAM related learning.

• Construction, welding, pottery, glass blowing, 3D printing, robotics, electrical circuitry, simulators (driver's education; forklift operation; piloting), coding, and wood working.

Innovative Ideation to distinguish the Library District as unique and cutting edge.

 Artist in residency program, support new teachers with traveling library collections, e-sports and gaming for teens, set Guinness World Records, host special literary festivals with authors, celebrities, and local interests, activate the outdoor amphitheater space at Rainbow Library.

Las Vegas-Clark County <u>LIBRARY</u> <u>DISTRICT</u> LVCCLD.org Playbook 2026 CE Power Plays Powerful Partnerships

Partnership Development to accomplish more than what we alone can provide; support our community for what they cannot accomplish unaided.

- Strengthen the quality of existing partnerships by engaging at senior administrative levels to create stronger organizational connections.
- Improve/Increase programs of diversity, equity, inclusion, and accessibility through events designed for heritage months, seniors, women, LGBTQ+, holidays, and other reoccurring annual events.
- Continue empowerment of Library District staff to develop, lead, and execute partnership initiatives.
- Elevate the Library District:
 - Locally by becoming a stronger convener of partners.
 - Nationally by being implementing innovative ideas and telling our story well.

Strengthen Our Relationship with Clark County School District to provide greater access for students to Library District resources.

- Eliminate barriers allowing a student to use their school ID to access library resources.
- Provide access to e-resources through Follett Destiny using Axis 360 Community Share.
- Strengthen organizational commitment to the Summer Challenge initiative.
- Align staff training and professional development opportunities to eliminate duplicity.

Las Vegas-Clark County LIBRARY DISTRICT LVCCLD.org

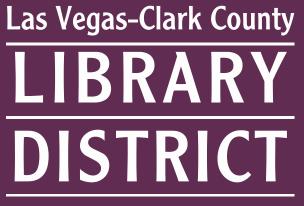
Playbook 2026 CE Power Plays Powerful Platforms

Increase Accessibility to keep customers connected with Library District Resources.

- Virtually:
 - Recorded programs (YouTube, social media, website), streaming programs, conferencing programs using WebEx or Zoom, and hybrid approaches.
- In the community:
 - Pop-Up Libraries for remote access at parks & recreation facilities, WIC clinics, fitness centers, court system, student unions, hospitals, DMV, mall food courts.
 - Overdrive with RTC busses/terminals for the promotion of e-books, audiobooks, and videos.
- Read value fines programs to reduce amounts owed:
 - Reading and volunteering initiatives at the library.
 - Donation opportunities to help our community.

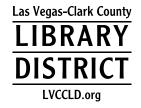
Advantage Marketing to give our community investment opportunities in Library District services.

- Build standards for revenue-based and creative marketing opportunities.
- Seek co-sponsorships, advertising, in-kind exchanges, solicitations, and donations to offset Library District expenses.



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Thank you!



Branding & Marketing



Betsy Ward Director

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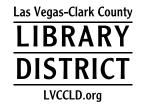


Telling the Library District's story every day.

Working closely with each department to:

- Spotlight their stellar programs and services
- Assist in communicating their efforts, both internally to staff, and externally to the public, the media, our major partners, and other community stakeholders





How We Do It

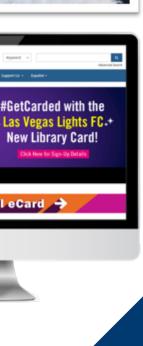
• Internal Communications

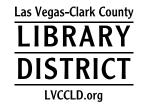
- Voyager, Staff Updates, Infographics, etc.
- **o External Communications**
 - Website, Social Media, Graphic Design, Highlights eNewsletter, Annual Major Promotions

• Overarching Strategy:

- Driving awareness of the Library District brand & how we deliver on 21st Century needs
- Getting more library card registrations
- Elevating Engagement
 - More important than ever to bounce back from the pandemic
 - In-person within our branches, and virtually, on our website & social media channels







Supporting the Pillars of Playbook 2026

Capitalize on Successes with New Tools/Strategies:

\circ Inclusion

 Expand our reach to attract new audiences

\circ Innovation

 Build on proven strategies and invest in new communications tools

○ Involvement

 Convey a library brand that says "all are welcome"





Audience & Services Web Pages

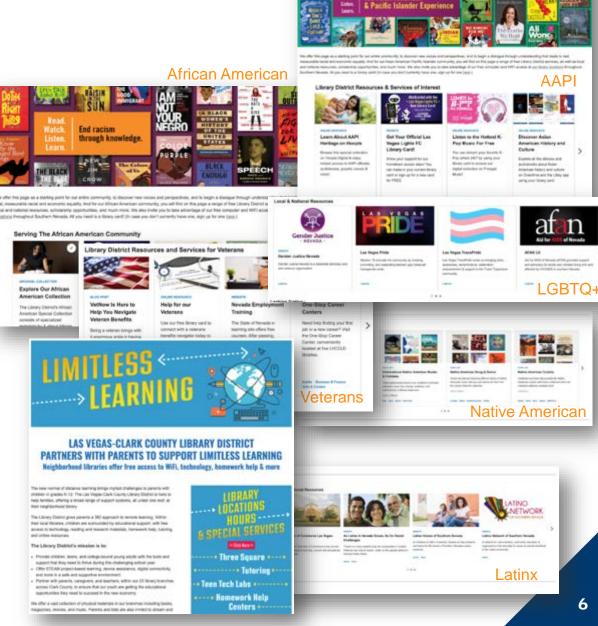
These pages pull together themed items from our catalog and make it easier for the public to access resources that address their needs and interests, and relate to their lived experiences. New pages will be inspired by our new Powerful Partnerships:

○ Current Examples ○ Pov

- LGBTQ+
- African American
- Latinx
- Tools for School Success
- Learn & Earn (Literacy)

PowerfulPartnerships

- Healthy Meals on a Budget with Three Square
- Science Learning with Discovery Children's Museum & Channel 13





Supporting Playbook 2026 **Tools/Strategies**

Y

Increase Social Media Engagement

- Create more viral campaigns that connect library programs & promotions to trending pop culture, sports, and news stories.
- Continue to rebuild our YouTube & IGTV channels with new video content, working in partnership with Community Engagement and Library Operations staff.



The Islam

Search

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Expand Facebook & Instagram Advertising

- o Summer Challenge investment in this area has spiked our total reach and user engagement
- Enables us to geo-target residents across Southern Nevada who don't currently follow the Library District



Total Impressions: **634,926** (+971%) Total Post Engagements: **14,654** (+667%) Total Link Clicks: **4,914** (+2,297%)

Instagram:

Total user engagement: **1,934** (+11%) Total Impressions: **76,245** (+29%) Top post Engagement: **232** (+87%) Instagram Stories Impressions: **13,542** (+21%)





Media Relations to Reach Diverse Audiences

 Build on current success with local Latinx and African American media outlets, the mainstream media, and expanding to the Asian American-Pacific Islander media. Tools will include more frequent outreach with press releases and promotional launch kits.

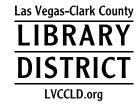




Library Highlights eNewsletter

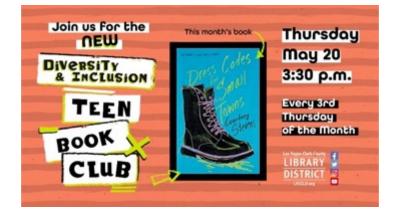
- Build on the success of this twice monthly eBlast series, which goes to 318,000 cardholders plus media contacts
- 20% open rate shows that customers want to know more about Library District programs & services
- Expand our mailing list to include elected officials, influencers, and our library partners





Print & Digital Graphic Designs to Promote Events, Classes & Programs

 Continue to support library branches' individual needs to maintain a quality brand image and to aspire to drive higher event attendance







401 E. Flamingo Rd





Song and Dance A Piano Concert with

Gabriela Fahnenstiel

REGISTRATION IS HIGHLY SUGGESTED.

Free and open to the public





FRIDAY // APRIL 23 // 7 P.M. Clark County Library // Main Theater // 702.507.3459

SATURDAY // APRIL 24 // 2 P.M.

LIBRARY DISTRICT

Magic Beyond Belief Starring Jackson Ravne World Record-Breaking Escape Artist

LIBRARY DISTRICT

3 p.m. Saturday Sunday May 22 May 23

Experience a dynamic, high-energ illusion show that makes you questi he limitations of reality. Jacks a world record-breaking esca and renowned illusionist made Vegas h home 10 years ago when he joined the

orming Arts Center 1771 Inner Circle Dr.

D OPEN TO THE PUBLIC. d screenings may be in ore information, please



BiblioBoard

- New opportunity for libraries & publishers to work together
- Partnering with Macmillan publishers for state-wide access to Dan Rather's new eBook novel, "What Unites Us: Reflections on Patriotism"
- Indie Authors Project for selfpublished eBooks – coming soon

JIL biblioboard



JIL biblioboard

What Unites Us: Reflections on Patriotism The Graphic Novel

by DAN RATHER & ELLIOT KIRSCHNER with art by TIM FOLEY

Las Yegue-Cark Coordy LIBRARY DISTRICT UVCLD arg eBook Now Available For A Limited Time To Anyone In Nevada From July 5 – August 27



Expanding Audience Reach

Orange Boy Email Marketing Software

- Uses customer data pulled from Sierra to build thriving, engaged relationships
- Enables dynamic customer segmentation using real-time data
- Deep data mining across many categories allows use by any department for planning

New Pathways for Diversity Outreach

- Sharing library event info through Latin, Urban, Asian Chambers and the LGBTQ+ Center of Southern Nevada
- Explore adding Tagalog as a new translated language option on website





Supporting Playbook 2026 Powerful Promotional Partnerships

Current

Vegas Golden KnightsLas Vegas Lights FC

Pre-Pandemic

Vegas Aces WNBA

o Life is Beautiful

Potential

o Las Vegas Raiders

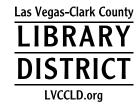
Powerful Results

- Attracting potential customers who are unfamiliar with the library
- Benefitting from top brand recognition







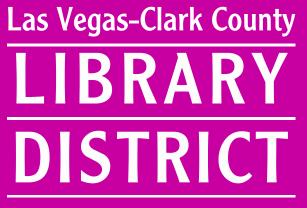


Supporting Playbook 2026 Powerful Messaging

Branding Campaign – Coming Soon!

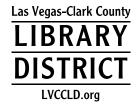
- BAM has been working with Mr.
 Watson on a Branding Campaign that will bring Playbook 2026 to life for the public
- o Please stay tuned for updates!





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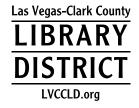
Thank you!



Financial Services

Floresto Cabias Chief Financial Officer

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Financial Services

Department Overview

Financial Services provides a wide range of services to the District's team members, customers, vendors, and other stakeholders through the development and operation of the budget, accounting, and finance functions.

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Playbook 2026 – Inclusion

Budget Goal: Promote transparency and engagement with regard to financial information

Develop an interactive budgetary tool for internal and external users

- Allows District team members and customers to explore budget documents
- $\circ~$ Helps users understand the budgeting process
- Demonstrates how budget resources are distributed internally among departments and externally across service areas

Increase Finance and Audit Committee Meetings

- Additional meetings with members of the Board of Trustees provide more periodic financial updates
- These opportunities for discussion will provide invaluable feedback and guidance for staff and support communication with the public



Playbook 2026 – Innovation

Accounting Goal: Make financial information and services accessible and digestible

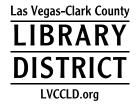
Powerful People:



- Educate team members across the District with a thorough understanding of budget logistics
- Increase visits to branches and departments to review internal controls and emphasize fiduciary responsibilities
- Train departments to manage unexpected and unavoidable spending to promote financial engagement and reinforce expenditure control

Powerful Places:

 Incorporate analytics into the five-year Capital Improvement Plan that considers places identified by the Playbook 2026 to prioritize projects



Playbook 2026 – Innovation (Cont.)

Accounting Goal: Implement technology that drives cost savings

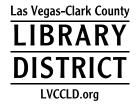
Powerful Partnerships:

• Utilize additional services from financial institutions

- Purchasing Card (P-Card) Program
- Automate payment functions to eliminate paper-based processes

Powerful Platforms:

- o Upgrade Financial Management System
 - Cloud-based system to perform tasks and access information more conveniently
 - o Incorporate analytical tools to improve data usefulness
 - Integrate vendor access and other District interfaces (Sierra, Cashless Pilot Program) to streamline processes and add efficiencies
 - Vacancy control using HR Information System



Playbook 2026 – Involvement

Finance Goal: Establish a cross-functional decision-making framework for long-term financial planning

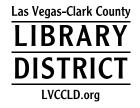


- An interactive budgetary tool provides an engagement medium for internal and external users
 - Enables team members to help make beneficial budget decisions
- The financial management system empowering users contributes to a cost-saving culture
- The Financial Services team will participate in department and branch meetings to answer questions and measure strategic compliance
- Periodic Finance and Audit Committee meetings allows refinement to the long-term financial plan

Las Vegas-Clark County LIBRARY DISTRICT

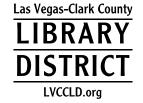
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Thank you!



Library Operations





Library Operations Administration

Leo Segura Library Operations Director

Cherrie DeLaney Acting Regional Library Operations Manager Key Activities

- Daily operation of 26 locations with 485 staff.
 - 13 urban branches, 12 outlying branches, and Detention Center
- Ensures equitable access to library materials, collections and services
- Monitor staffing levels to ensure established service levels
- Participate in District-wide planning activities
- Responsible for \$31.6M department budget
- Develops and updates patron policies, procedures and guidelines
- Handles and resolves patron complaints that rise to Administration levels



Work with Director Watson and HR Director Serpico to implement Regional Managers as a solution to ensure that our staffing model accurately accounts for service needs.

- Expedites administrative support by splitting into three (3) geographic regions
- Streamline communication by ensuring all branches receive the same communication regardless of location
- Improves morale by validating the importance of library services to our rural communities
- $\circ~$ Improves competition and collaboration, and
- Takes into consideration travel and transportation as part of the administrator's duties

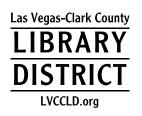


Increase the speed of business by

Regions

- Standardizing and increasing Library Operations Administrative Visits
- Reducing the amount of time it takes to approve orders and requests or implement change

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6 Rainbow Library

702.507.3710

702.507.3630

702.507.3820

702.507.3860

10 Sunrise Library

702.507.3900

3150 N. Buffalo Dr., 89128

9600 W. Sahara Ave., 89117

4280 S. Jones Blvd., 89103

1771 Inner Circle Dr., 89134

5400 Harris Ave., 89110

7 Sahara West Library

8 Spring Valley Library

9 Summerlin Library

- 1 Centennial Hills Library 6711 N. Buffalo Dr., 89131 702.507.6100
- 2 Clark County Library 1401 E. Flamingo Rd., 89119 702.507.3400
- **3 East Las Vegas Library** 2851 E. Bonanza Rd., 89101 702.507.3500
- 4 Enterprise Library 25 E. Shelbourne Ave., 89123 702.507.3760
- 5 Meadows Library* 251 W. Boston Ave., 89102 702.474.0023

- 11 West Charleston Library 6301 W. Charleston Blvd., 89141 702.507.3940
- 12 West Las Vegas Library 951 W. Lake Mead Blvd., 89106 702.507.3980
- 13 Whitney Library 5175 E. Tropicana Ave., 89122 702.507.4010
- 14 Windmill Library 7060 W. Windmill Ln., 89113 702.507.6030

15 Blue Diamond Library 16A Cottonwood Dr., 8900 702.875.4295

15

T

Outlying Libraries

18

23

Region 2

24

- 16 Bunkerville Library 150 W. Virgin St., 89007 702.346.5238
- 17 Goodsprings Library 365 W. San Pedro Ave., 89019 702.874.1366
- 18 Indian Springs Library 715 Gretta Ln., 89018 702.879.3845

- 19 Laughlin Library 2840 S. Needles Hwy., 89029 702,507,4060
- 20 Mesquite Library Campus 24 Sandy Valley Library 160 W. First North St., 89027 702.346.5224

25

21

22

Region 1

19

Region 3

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23

16

- 21 Moapa Town Library 1340 E. Hwy. 168, 89025 702.864.2438
- 22 Moapa Valley Library 350 N. Moapa Valley Blvd., 89040 702.397.2690

- 75 Ski Chalet PL, 89124 702.872.5585
- 650 Quartz Ave., 89019 702.723.5333
- 25 Searchlight Library 200 Michael Wendell Way, 89046 702.297.1442

Visite la biblioteca hoy mismo. iNo le cuesta nada!

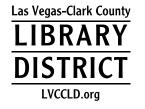
23 Mt. Charleston Library

20



To better streamline and improve service and improve staff efficiency Library Operations will

- Work with General Services and IT to implement consolidated service points at three locations this fiscal year; Centennial Hills, Spring Valley and West Las Vegas Libraries.
- Identify and Develop plans to implement similar plans at three or more additional locations the following year.



East Las Vegas was designed with a consolidated desk combining Reference and Circulation staff at B one service point with "roving" DIST staff support .

The Mesquite redesign consolidated three departments, Youth Services, Adult, and Circulation, into one main service desk with "roving" staff support



Roving Staff:

Library equipment is mounted to an Ergotron style cart securing a branch laptop connected to the catalog, scanner, and receipt printer thereby allowing staff to be where the customers are to assist with:

- Reference/Reader Advisory
- Circulation
- Holds
- Collection Development
- Computer Classes
- 3D Printing
- And more ...

Las Vegas-Clark County LIBRARY DISTRICT

INCREASE DISCOVERABILITY &

Extend Reach: "Yes Libraries Do That!"

In order to make Plays to be more Relevant, Responsive, Inclusive, Adaptive, and Innovative Library Operations will

- Implement staff run book clubs across the district
- Ask Branch Managers to identify community partners where they can speak about library offerings and services and distribute information
- Encourage customer-facing staff in Adult Services, and Computer Labs to host a monthly program that supports library services or resources.
- Implement Biblioboard Create for staff and community input not limited to art, maker spaces, performances, or historical collections
- Set benchmarks for Branches to submit staff lists in support of BAM and Collection Development





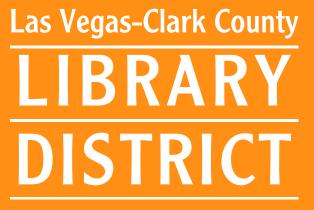
To improve proficiency of Library Operations staff

- Implement staff training on Storytime
 - Start with our District-Wide library staff
 - By end of fiscal year extend to all staff in customer-facing positions
- Complete Apprentice Person-in-Charge Training for the inaugural group and identify and continue to further develop staff and improve customer service
- Add minimum requirements for staff training in databases and services so that staff can communicate effectively with patrons about our online offerings and not have to transfer them to a support department



To improve how customers see us as their Third Place

- Work with Branch Staff and General Services to identify and implement additional branch improvements and implement programming around changes
 - \circ Teen Zone
 - Podcasting Studio
 - o Amphitheater
 - Computer Lab expansions
- Work with Branch Staff and General Services to identify and implement additional branch improvements around seating and access



LVCCLD.org

Thank you!