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.
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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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.

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.

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, www.lvccld.org and at Nevada Public Notice at https://notice.nv.gov. Written notice of the meeting of the Las Vegas-Clark County Library District Board of Trustees was given on 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
Trustees, or if there is no principal office, at the building in which the meeting is to be held, and at least three other separate, prominent places within the jurisdiction of the Trustees, to wit:

1. Clark County Library
   1401 E. Flamingo Road
   Las Vegas, NV  89119

2. East Las Vegas Library
   2851 E Bonanza Road
   Las Vegas, NV  89101

3. Sunrise Library
   5400 Harris Avenue
   Las Vegas, NV  89110

4. West Charleston Library
   6301 W. Charleston Boulevard
   Las Vegas, NV  89146

5. West Las Vegas Library
   951 W. Lake Mead Boulevard
   Las Vegas, NV  89106

6. 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:
   https://lvccld.webex.com
   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 1462975494@lvccld.webex.com
   You can also dial 173.243.2.68 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 not 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 may be held by any public body to:
  1. 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 may not 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 attends a meeting where any violation of the OML occurs, has knowledge of the violation, and participates 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.
Assembly Bill 253 (2021)

- 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


• 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
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.
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
CUSTOMER- AND COMMUNITY-DRIVEN

- 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
49% of adults 25+ have a high school diploma or less.
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: 20,587 / 3.3%
RAPID GROWTH

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)
### The Top 10 Market Segments Comprise 52% of our Population

<table>
<thead>
<tr>
<th>Segment</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Sitting Pretty</td>
<td>14.2%</td>
</tr>
<tr>
<td>Educated Farmers</td>
<td>9.1%</td>
</tr>
<tr>
<td>Suburban Singles</td>
<td>8.2%</td>
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<tr>
<td>Solo Acts</td>
<td>6.5%</td>
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<tr>
<td>Proud Parent</td>
<td>5.4%</td>
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<tr>
<td>The Singles</td>
<td>4.9%</td>
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<tr>
<td>Hard Workers</td>
<td>4.7%</td>
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<tr>
<td>Hard Act to Follow</td>
<td>3.9%</td>
</tr>
<tr>
<td>Sublime Suburbia</td>
<td>3.8%</td>
</tr>
<tr>
<td>Repeaters</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

*Note: The percentages may not sum up to 100% due to rounding.*
- **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 Cliffs Climbers**

**Sitting Pretty**

### Demographic Overview

Among the Urban Cliffs Climbers neighborhoods that are home to the backbone of America’s workforce are the Sitting Pretty segments. This group is young (20s to 50s), but enjoying good income levels (between $50,000 and $60,000). Their relatively high earnings come from middle-class, 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-national-average 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-than-average 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-national-average. 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 A&BC.com, to the Oxygen channel, to religious radio stations. They rarely read romance novels or science magazines.

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<thead>
<tr>
<th>Media Selections</th>
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<tbody>
<tr>
<td>ABC.com</td>
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<tr>
<td>Disney.com</td>
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<tr>
<td>Oxygen channel</td>
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<td>Religious radio</td>
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<td>Rock radio</td>
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<th>Household Income</th>
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<td>$50K - $60K</td>
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<th>Household</th>
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<th>Median Age</th>
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<td>20s/low 30s</td>
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<th>Consumption Examples</th>
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<tr>
<td>Home office furniture</td>
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<td>Cognac</td>
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<tr>
<td>Nectar juices</td>
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<td>Ice cold espresso</td>
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<td>Bottled Sports drinks</td>
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<tr>
<th>Personal Life</th>
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<tbody>
<tr>
<td>Women’s suits</td>
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<td>Dress boots</td>
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<td>Discount tires</td>
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<td>Mouse</td>
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<td>Webcams</td>
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<th>Leisure Activities</th>
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<td>Mexico vacations</td>
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<td>Softball</td>
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<td>Sports trading cards</td>
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<td>Collecting</td>
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<td>Las Vegas gambling</td>
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<td>Religious club</td>
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<td>Memberships</td>
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CORE CUSTOMERS
NON-CUSTOMERS
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<tr>
<th>Segment Name</th>
<th>Population</th>
<th>Customer</th>
<th>Non-Customer</th>
<th>Checkouts</th>
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<tr>
<td>Sitting Pretty</td>
<td>142,479</td>
<td>63,050</td>
<td>79,429</td>
<td>3,109,379</td>
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<td>123,600</td>
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<td>34,326</td>
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<td>33,817</td>
<td>53,618</td>
<td>1,747,220</td>
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<td>31,359</td>
<td>55,676</td>
<td>1,499,596</td>
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<tr>
<td>Hard Workers</td>
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</table>
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

LIMITLESS LEARNING

GOVERNMENT & SOCIAL SERVICES

BUSINESS & CAREER

COMMUNITY & CULTURE
## 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
## Strategies for Business & Career Success

### Job & Career Path Support
- Grow access to resources for job seekers: resume, interview, tech skills, finance
- Integrate career pathing into CALL
- Partner to develop workforce readiness and skills
- Tool up computer labs with new workforce skills, job assessment and search trainings
- Focus on small business development

### Partnerships, Networking, Meet-ups
- Tap local expertise and employers
- Be the meet-up space for locals
- Grow career path programs, mentors
- Stream content on business basics
- Partnerships with SCORE, Vets, ASU, Nevada Workforce Connections, CSN, UNLV

### Business & Career Center
- Printers, copiers, fax machines, scanners, computers
- Phone room, consultation meeting rooms
- Resources online and one-on-one
- Online support, ex. Health Cards

### Business Incubator
- Programs on all aspects of business planning and development
- Online tools
  - Streaming content on business basics
- Business conversation circle
# 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
- Sanctuary away from home
- Open space, comfortable seating, work spaces, café
- Physical environment conducive to formal/informal learning
- Wi-Fi, copier, ample outlets, fax, good lighting

### 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

### 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

### Creative Collaboration
- Create collaborative opportunities
- Meet-up atmosphere
- Social media, sharing, and learning sites
- DJ/Tech Art Studio/Productions
- Makerspace
- Paid experts, knowledgeable staff
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
Clark County
Yes, You Can!
Questions?
Playbook 2026

All In To Win

Inclusion x Innovation x 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
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
CHALLENGES OF INCLUSION

Growing Diversity

Transient/Mobile

Many Diverse Families, Mostly Young Parents with Young Children

Growing Poverty, Low Education, Limited English, Social Service Issues

16% Population Over 65, many Home Alone
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

0 LEARNING - 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

O TECHNOLOGY - 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

O PANDEMIC - Wild Cards that Turn the World Upside Down
PLAYBOOK INNOVATION

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

Tweaks  Trash  Transformation

How Do We Activate the Strategies
What plays can we make to be more inclusive, responsive, relevant and adaptive?

Powerful People  Powerful Places  Powerful Partnerships  Powerful Platforms
STRATEGIC DIRECTIONS

LIMITLESS LEARNING

BUSINESS AND CAREER SUCCESS

CONNECTING TO GOVERNMENT AND SOCIAL SERVICES

COMMUNITY AND CULTURE
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 pop-up 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

**Powerful Partnerships**
- Early learning organizations and child care community
- 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
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 Center
- 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
✓ Open door, feeling of belonging
✓ Diverse and inclusive collections, programs, events, activities
✓ Access to technology for learning, entertainment, play, interaction
✓ Enrich community life
✓ Strong multi-cultural and multi-channel communications and media partners
✓ Collaborative and engaging experiences and events
✓ Meet-ups, networking events
✓ Make and share, create and share, production showcases
✓ A place where all voices are heard and celebrated
✓ District is a community culture catalyst
✓ Branches reflect the cultures of the neighborhoods and interests of residents
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
- Consuls
- First Fridays
- Galleries
- Multipurpose and Performing Arts spaces
- Living Room feel

**Powerful Partnerships**
- UNLV and CSN Centers for Social Justice
- 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 GET THERE WITH YOU, FOCUSED ON:

POWERFUL PEOPLE  POWERFUL PLACES
POWERFUL PARTNERS  POWERFUL PLATFORMS
General Services

John Vino
Director
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 Areas of Responsibility

- Administration
- Safety and Security
- Construction Administration
- Risk Management
- Courier Services
- Purchasing
- Fleet Management
- Facilities 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
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

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

Powerful Places – 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

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

Powerful People – 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

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

- **Powerful People** - 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.
  - We will retrain all staff on active assailant procedures and policies.
  - We will continue to provide enhanced cleaning and PPE as needed.

2026 PLAYBOOK INITIATIVES/OBJECTIVES
Risk Management

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

Powerful Platforms - Expand and implement our Cyber Liability Coverage and Media Liability coverage in support the District’s expanding online and digital programing.
Powerful People - 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
Facilities Services

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

2026 PLAYBOOK INITIATIVES/OBJECTIVES

• Powerful Places – working with staff to create new Teen Zones and Teen Tech Centers.

• Closing the Digital Divide
  o Expanding the West Las Vegas Computer Lab from 24 computer to 36
  o Increase patron access to convenience outlets and charging stations District-wide.

• Facilities Development
  o 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
Construction Administration

Activities:
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.

FACILITIES DEVELOPMENT
• Feasibility and Cost Studies for the new West Las Vegas Library.
  o Interlocal agreement with the City.
  o Initiation of Programing Analysis.
  o Selection of Architect.
• Secure three additional building sites for future libraries.
• Management of Capital Renewal Program - FY22 - 40 Projects.
### 20 Year Maintenance Renewal Plan by Year

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### 20 Year Maintenance Renewal Cost Estimates by Year

![Graph showing maintenance cost estimates by year](chart.png)

- **2026 Playbook Initiatives**

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14
Thank you!
Information Technology

Albert Prendergast
Chief Information Officer
IT Division

Chief Information Officer Al 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
2026 PLAYBOOK PLAYS

- TECHNOLOGY PLAN
  - 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.
  - Adjust the Plan accordingly to address new challenges and opportunities

- Pre-K and K-12 SUPPORT
  - 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 new 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.
2026 PLAYBOOK PLAYS (2)

- **EMPLOYMENT AND CAREER PATH SUPPORT**
  - Provide online resources, such as VetNow and JobNow, to assist customers 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**
  - 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 businesses 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
CLOSING THE DIGITAL DIVIDE
- 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 allowing 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
Questions?
Thank you!
Human Resources

Jeffrey P. Serpico
Director
Human Resources (HR)

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.”
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abigail Rodriguez</td>
<td>Coordinator II</td>
</tr>
<tr>
<td>Joy LeFave</td>
<td>Coordinator II</td>
</tr>
<tr>
<td>Christopher Coligado</td>
<td>Coordinator III</td>
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<tr>
<td>Christine Dinino</td>
<td>Human Resources Manager</td>
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<td>Cheryl Kranitz-Dykes</td>
<td>Special Projects</td>
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<td>Glodia Thomas</td>
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<td>Tricia Pavone</td>
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<td>London Porter</td>
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<tr>
<td>Keeley Walker</td>
<td>Training and Development Manager</td>
</tr>
<tr>
<td>Jeff Serpico</td>
<td>Human Resources Director</td>
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How Does HR Support the District’s Strategic Plan?
Related HR Strategy

“Be recognized as a Public Employer of Choice in Nevada”

Related HR Goals

1. Develop and maintain a competitive Total Rewards program
2. Develop, enhance and maintain intra-organizational communication methods and frequency to enhance employee engagement
3. Develop and enhance organizational and individual development opportunities
4. Evolve and champion a culture of Diversity, Equity, Inclusion and Accessibility (DEIA)
Goal 1: Develop and Maintain a competitive Total Rewards program

<table>
<thead>
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<th>Fiscal Year Plays</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 - 2022</td>
<td>Conduct a direct and indirect compensation analysis to competitively benchmark the District’s Total Rewards policies and practices against comparable organizations</td>
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<tr>
<td></td>
<td>Review and explore feasibility of amending the 457 Plan and the Vacation &amp; Sick Plan to allow (electively) up to eighty (80) hours of Vacation or Sick accruals to be deferred (pre-tax) annually</td>
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<td>Develop and implement Employee Wellness Program (Phase 1) focusing on Mental/Behavioral Health and Nutrition</td>
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<td></td>
<td>Develop a plan to revise our current Staff Day and Service Awards programs into an annual Employee Recognition Picnic for FY23</td>
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**Goal 2:** Develop, enhance and maintain intra-organizational communication methods and frequency to enhance employee engagement

<table>
<thead>
<tr>
<th>Fiscal Year Plays</th>
<th>(Objectives)</th>
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<tbody>
<tr>
<td>2021 - 2022</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conduct quarterly Labor &amp; Management communication meetings</td>
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<td>Develop format and conduct two (2) bi-annual Town Hall meetings with the Executive Director</td>
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<td></td>
<td>Leverage recently implemented Human Resources Information System (UKG) self-service functionality to enhance efficiency</td>
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<td></td>
<td>Enhance Employee Benefits section on Voyager (Intranet) site</td>
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**Goal 3: Develop and enhance organizational and individual development opportunities**

<table>
<thead>
<tr>
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<th>Plays (Objectives)</th>
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</thead>
<tbody>
<tr>
<td>2021 - 2022</td>
<td></td>
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</tbody>
</table>

- Introduce and develop organizational learning model (Pyramid)
- Develop and implement one (1) new Leadership Development class (New Manager)
- 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
### LVCCLD FY 2020-2021 HUMAN RESOURCES DASHBOARD

#### District Job Class %

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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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#### Race and Ethnicity Identification

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<th>Without Page %</th>
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#### Key HR Reporting Tools

**HR Dashboard**

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<th>Cycle</th>
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**Diversity Dashboard**

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| **HR Dashboard** | **Diversity Dashboard** |

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Thank you!
Development & Planning

Danielle Milam
Director
Development and Planning District

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
- E-rate
- Government Relations (federal and state delegation visits, communications, lobbyist contract)
- Partner and Foundation relations
### 2020-2021 Library District Grant Awards

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

Book Store Operations (Leslie Valdes)
- District-Foundation agreement to be sole recipient of donations and discards (2024 next renewal)
- 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)
- Quarterly
- Annual financial statement and taxes
- D and O Insurance, workers comp, payroll services
- Annual budget
- Fundraising plans
- Donor cultivation
- Gift cultivation, retention, and recognition
- 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
- Promotional materials development, including annual report
- Media outreach
- Website and social media management
- Partner, donor, corporate, and foundation relations
# 2020-2021 Foundation Funding

<table>
<thead>
<tr>
<th>Source</th>
<th>Program</th>
<th>Amount</th>
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<tbody>
<tr>
<td>United Way of Southern Nevada</td>
<td>Teachers in Libraries</td>
<td>$33,000</td>
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<tr>
<td>Union Pacific</td>
<td>Tech Instruction</td>
<td>$20,000</td>
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<tr>
<td>NV Energy</td>
<td>Tech Classes</td>
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<tr>
<td>Best Buy</td>
<td>Tech Center Support</td>
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<tr>
<td>Windsong Trust</td>
<td>Teachers in Libraries</td>
<td>$125,000</td>
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<tr>
<td>Raiders Foundation</td>
<td>Teachers in Libraries</td>
<td>$25,000</td>
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<tr>
<td>Individual Donations</td>
<td>Various</td>
<td>$26,440</td>
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<tr>
<td>Book Store Sales</td>
<td>Library District</td>
<td>$267,947</td>
</tr>
<tr>
<td>TOTAL</td>
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<td>$582,387</td>
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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
- Reader’s Circle
- Staff Day
- Daniel Tiger’s Neighborhood – Vegas PBS
- Staff Training on Teen Tech
- STEAM Equipment
- Summer Learning Challenge
- Tea Parties
- Teen Tuesday
- Trivia Contest
- V.2020 Awards
- Vegas Strong Academies
- Volunteer Appreciation Events and Awards
- Winter Reading Program
- Youth Services Summit
- Community Halloween Events
2026 PLAYBOOK POWERFUL DISTRICT PLAYS

- 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
  - Position Library District as state leader in early childhood development and education
  - 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
  - Build volunteer program back to full strength with new opportunities related to 2026 PlayBook
2026 PLAYBOOK POWERFUL FOUNDATION PLAYS

TEACHERS IN LIBRARIES
- 8 branch locations
- $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
- 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
- Capital Campaign – new buildings, branch renovations, opportunistic improvements
- Donor cultivation, donor recognition, and event planning
- 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!
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

Employ staff

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
Open Meeting Law Training

- http://ag.nv.gov/Hot_Topics/Training_Materials/
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
1: 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?
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...
- NLA 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...
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

Short Takes for Trustees
Contact information

Norma Fowler, Library Development Consultant, NSLAPR  
nfowler@admin.nv.gov    775-684-3407
Community Engagement

Matt McNally
Director
Community Engagement

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

Partnerships

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

Business & Career Success

Government & Social Services

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…
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.

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.
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.
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.
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.
Thank you!
Who We Are

Digital Content Team
Ryan Simoneau
Paula Loop

Betsy Ward
Director

Design Studio
Gene Kilchenko
Juanita Aiello
Cierra Pedro
What We Do

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.

- **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:

- **Inclusion**
  - Expand our reach to attract new audiences

- **Innovation**
  - Build on proven strategies and invest in new communications tools

- **Involvement**
  - Convey a library brand that says “all are welcome”
Supporting Playbook 2026
Tools/Strategies

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

- Powerful Partnerships
  - Healthy Meals on a Budget with Three Square
  - Science Learning with Discovery Children’s Museum & Channel 13
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.
Expand Facebook & Instagram Advertising
- 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

**Facebook:**
- 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%)
Supporting Playbook 2026
Tools/Strategies

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.
Supporting Playbook 2026
Tools/Strategies

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
Supporting Playbook 2026

Tools/Strategies

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.
Supporting Playbook 2026
Tools/Strategies

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 self-published eBooks – coming soon
Supporting Playbook 2026
Tools/Strategies

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 Knights
- Las Vegas Lights FC

Pre-Pandemic
- Vegas Aces WNBA
- Life is Beautiful

Potential
- Las Vegas Raiders

Powerful Results
- Attracting potential customers who are unfamiliar with the library
- Benefitting from top brand recognition
Supporting Playbook 2026
Powerful Messaging

Brand Campaign – Coming Soon!

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

Floresto Cabias
Chief Financial Officer
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.
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
- 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:
- Upgrade Financial Management System
  - Cloud-based system to perform tasks and access information more conveniently
  - 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

Align resources with strategic priorities based on feedback gathered:
- 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
Thank you!
Library Operations

Leo Segura
Director
Leo Segura
Library Operations Director

Cherrie DeLaney
Acting Regional Library Operations Manager

Key Activities

• Daily operation of 26 locations with 485 staff.
  o 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
- Improves competition and collaboration, and
- Takes into consideration travel and transportation as part of the administrator’s duties
Regions

Increase the speed of business by

- Standardizing and increasing Library Operations Administrative Visits
- Reducing the amount of time it takes to approve orders and requests or implement change
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 one service point with “roving” 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 …
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
Strategic Plays

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
  - Teen Zone
  - Podcasting Studio
  - Amphitheater
  - Computer Lab expansions
- Work with Branch Staff and General Services to identify and implement additional branch improvements around seating and access
Thank you!