



MEMORANDUM

TO: Jeanne Goodrich, Executive Director

FROM: Diversity/Competitive Workplace Committee

DATE: August 18, 2011

SUBJECT: Report on the 2010/2011 Diversity Action Plan

The Diversity/Competitive Workplace Committee has been meeting on a bimonthly basis since December 2010 to review District accomplishments with respect to its 2010/2011 Diversity Action Plan and to develop a 2011/2012 Diversity Action Plan. Copies of both Diversity Action Plans are attached for your convenience. The following information on District-wide accomplishments related to each goal is offered for your review:

Goal 1: Advocacy

- Item 1: All newly hired employees will be provided with a copy of the Diversity Plan and receive a brief introduction to diversity awareness during their orientation training. Each employee will also receive more intensive diversity awareness training, which must be completed prior to the end of their original probationary period.
- Action: This action item was accomplished in its entirety. All newly hired employees were provided with a copy of the Diversity Plan and briefed during orientation, which is scheduled prior to reporting for duty in a branch or administrative department. New employees must complete the Diversity Awareness training during their original probationary period or risk probation extension or non-confirmation. This is an ongoing action item.
- Item 2: Continue to provide all staff with training on diversity in the work environment.
- Action: This action item was largely completed with the groundwork being laid for 100% completion next year. All newly hired employees attended formal diversity awareness training. In addition, the Human Resources Department has contracted with the company **BizLibrary** to implement compliance training in webinar format for both Diversity and Sexual Harassment. These mandatory training topics will be in webinar format and made available to all District employees through *Voyager*, the staff intranet. These webinars should be available to staff by December 2011.

Additionally, members of the Diversity Committee and other library staff attended the **5th Annual Women of Color Conference** held on August 1-3, 2011 at Mandalay Bay Hotel & Casino.

Item 3: Continue the District's "Celebrate Diversity" initiative which recognizes diverse ethnic and cultural groups. Implement diversity elements into annual library programs. Continue to foster relationships with the Collections and Bibliographic Services Department to ensure diversity is reflected in the District's collections.

Action: This action was accomplished in its entirety. Our diversity network is well developed and includes articles in the staff Circulator highlighting heritage celebrations and other outreach programs, which included the District's participation in the **Las Vegas Gay Pride Parade** in May 2010 and the **Aid for Aids of Nevada's (AFAN) Aids Walk** in April 2011. An update of outreach activities and staff demographics is included in the Human Resources Director's report each month to the Board of Trustees.

In addition, a variety of activities celebrating diversity are listed on the District's web site including heritage celebrations and author visits. As part of the "Celebrate Diversity" initiative, the District features heritage month programs that are celebrated year-round in addition to a designated month. The initiative also includes the recognition of various ethnic celebrations and types of diversity (disabilities, seniors, sexual orientation, etc.). The District featured programs during the nationally recognized month-long celebrations—**African American History Month, Asian Pacific American Heritage Month, GLBT (Gay/Lesbian/Bisexual/Transgender Month), Hispanic Heritage Month and Native American Heritage Month**—with the inclusion of a variety of other cultures. The District's FY 10/11 diversity program attendance was 27,713 (19,604 adult program attendance; 8,109 youth program attendance).

The Sahara West Library continues to maintain the International Languages Room. Additionally, the Clark County and Sahara West Libraries continue to print daily, international newspapers through NewspaperDirect.com so patrons can read newspapers from their native countries.

Goal 2: Recruitment

Item 1: Continue to work with community organizations to enhance and promote diversity and awareness of the District, its mission, impact on day-to-day lives of people, and promote career opportunities.

Action: This action was completed in its entirety. Human Resources continued its efforts to work with the Nevada Department of Employment, Training and Rehabilitation to train individuals and return them to the workforce. The District placed 14 clients throughout the District this year.

Again this year, the District was a contributing sponsor of the Clark County **Summer Business Institute**. "Founded in 1996, the Summer Business Institute represents a collaborative effort between the Clark

County Human Resources Department, Clark County School District (CCSD), UNLV and the local business community. The focus of the program is to give youth opportunities to experience a corporate environment from working inside.” The District also continued its program with CCSD that places physically and mentally challenged high school students in a work environment to learn job skills in order to enter the workforce. Again this year, several students were placed at the Las Vegas Library under the mentorship of a job coach provided by CCSD.

The Las Vegas Library continued its participation in the **Cultural Corridor Coalition**, which includes Cashman Center, Lied Discovery Children’s Museum, Las Vegas Natural History Museum, Neon Museum, Las Vegas Old Mormon Fort State Park and Bunkers Mortuary. The Coalition members meet regularly to share information about their heritage celebrations and other activities in an effort to improve this geographic area of the city. The Coalition conducted its **5th Annual A December to Remember** event, which highlights how different cultures celebrate the winter holiday season.

The West Las Vegas Library staff coordinated the **16th Annual Shoes for Children Shoe Drive** during December 2010. Benefit performances, *What’s Going On?–The Reality High School Musical*, presented by **Kids for a Better Society, Inc. (KFABS)** highlighted the shoe drive and were held at the West Las Vegas Library Performing Arts Center. Admission to these performances was a new pair of children’s athletic shoes, sized to fit preschoolers through high school youth. Donations of shoes were also accepted from November 15 – December 23 at all District branches.

The District also became one of **Three Square’s** community partners to assist low-income families with applying for the **Supplemental Nutrition Program (SNAP)** to fight hunger. Several branches provided this community service during the summer of 2011.

The District’s **C.A.L.L. (Computer Aided Literacy in Libraries)** Program sponsored **Project E.A.S.E (Educational Assistance to Support Employability)**. This consisted of a series of free classes for adults that wished to study reading, writing, math, computers and job skills.

A staff member from the District’s **Outreach Team** was a member of the **Aging Services Director’s Organization (ASDO)** and participated in monthly meetings discussing issues related to senior citizens. The Outreach Team’s **Homebound Services Department** also provides delivery of materials to homebound patrons. The Outreach Team and branch staff provide outreach services to over 100 community organizations on a monthly basis. The District continues to partner with numerous community organizations and agencies to promote diversity and awareness of the District.

Several committee members participated in various community projects including: **Christmas in El Barrio, United Way Women’s**

Suit Drive and donations of clothing and gift cards to students at the Whitney Elementary School.

Item 2: Continue the development of career opportunities in schools for prospective staff to introduce the library profession as a truly viable career option to high school and college students.

Action: This item was accomplished in its entirety. Staff from Human Resources and Youth Services attended career fairs at 11 middle and high schools throughout the valley. Information about career and employment opportunities with the District was disseminated, as well as information about Library services, locations and other general information—with an attendance of 10,043 students. Also, Human Resources placed interns from **UNLV** and the **University of North Texas (UNT)**.

Goal 3: Retention

Item 1: Continue to provide opportunities for professional development training for staff.

Action: This action item was accomplished in its entirety. The District's updated "New Hire Orientation" is in the final stages of creation. In addition, Human Resources continued to provide information on free "e-Learning" opportunities to all District employees.

Lastly, the District's *Circulator* included a "Trainer's Corner" devoted to professional development with a variety of articles: *Crucial Conversations, Running Effective Meetings, Ice Breakers, Building Workplace Relationships, etc.*

Human Resources hosted conflict resolution training by the **Clark County Neighborhood Justice Center**. Two District staff members have been accepted into its mediator training program. Human Resources has also partnered with the **City of Henderson** to provide future training to District employees. In addition, various District staff members were granted administrative time to attend conferences of the American Library Association (ALA), the Public Library Association (PLA) and the Nevada Library Association (NLA).

Item 2: Continue the promotion of scholarship and award opportunities for LVCCLD staff and provide information in the *Circulator*.

Action: This action item was completed in its entirety. Through a system-wide email announcement, staff was informed of continuing education tuition reimbursement opportunities. The announcement included the number of reimbursements, funding levels, required documentation, and due dates. Moreover, Human Resources staff members met one-on-one with employees to explain the District's tuition reimbursement program, required elements, and answer general reimbursement questions. Additionally, a "Direct Line" article was published in the *Circulator* informing staff of the continuing education and training opportunities available to them. This article was published in time for

staff to make plans for educational opportunities and apply for tuition reimbursement during the upcoming fiscal year.

Item 3: Offer one-on-one consultations and/or workshops on completing applications, portfolio preparation and interviewing skills for staff.

Action: This item was completed in its entirety. Human Resources Department representatives continued to provide one-on-one assistance to District staff members with portfolio preparation and interviewing skills. Also, Human Resources sponsored a "Reduction in Work Force" counselor to provide unemployment counseling for those staff members that were laid off due to the downturn in the economy.

Goal 4: Reporting

Item 1: Develop statistical analysis of applicant flow; evaluate and report at the close of the fiscal year.

Action: Attached Addendum 1 contains applicant flow (applicant tracking) information, including an overall chart of all applicants and individual charts for each of the six job groups the District utilizes. Additionally, a graph is included to compare 2010/2011 applicant tracking to 2001, the District's statistical analysis inception date.

Item 2: Develop statistical analysis of District demographics; evaluate and report at the close of the fiscal year.

Action: Attached Addendum 2 contains an analysis of District demographics, separated by job group as of June 30, 2011. This data is compared with District demographics as of December 31, 2009 on the first page, and with Census 2000 information for the work population of Clark County on the second page. The Diversity/Competitive Workplace Committee is still waiting on the workforce population statistics for the 2010 Census. The Census Bureau was contacted and indicated the data is not available at this time. This data is also presented in graph form for each of the job groups in Addendum 2.

Item 3: Develop statistical analysis of individual branch demographics; evaluate and report at the close of the fiscal year.

Action: Attached Addendum 3 contains an analysis of District demographics for individual branches as of June 30, 2011.

Item 4: Analyze employment activity to include new hires, transfers, promotions and terminations on a fiscal year basis.

Action: Attached Addendum 4 contains employment activity with the first page containing statistics on new hires and employees that received promotions and transfers. This data is presented by gender/race/ethnicity and separated by job group. Turnover activity is reflected in the table on the second page of Addendum 4 and includes terminations as well as employees who left jobs due to promotions and transfers. This data is also presented by gender/race/ethnicity and separated by job group. The remainder of the graphs in Addendum 4 show a comparison of hiring activity between 2009 and 2010/2011 by gender/race/ethnicity; a comparison of promotion activity between

2009 and 2010/2011 by gender/race/ethnicity; a comparison of transfer activity between 2009 and 2010/2011 by gender/race/ethnicity; and a comparison of termination activity between 2009 and 2010/2011 by gender/race/ethnicity.

- Item 5: Review Diversity Action Plan with Branch Managers and other key staff on an annual basis. Provide Branch Managers with individual reports of their branch demographics and evaluate staffing patterns.
- Action: The Diversity Action Plan will be discussed at a Branch Managers' meeting before the end of the year. All managers will be given copies of their branch demographics as provided on the District's web site and Voyager.
- Item 6: Evaluate and report the accomplishments of last year's Action Plan. Develop goals and objectives of the Action Plan for the upcoming year.
- Action: This item was completed in its entirety. The Committee has reported on the 2010/2011 Diversity Action Plan and has updated and developed new goals and objectives for the 2011/2012 Diversity Action Plan.
- Item 7: Post the Diversity Action Plan results on the District's web site and Voyager.
- Action: This item was completed in its entirety. The Diversity Action Plan results and statistical analysis were posted on the District's web site and Voyager.