



MEMORANDUM

TO: Jeanne Goodrich, Executive Director

FROM: Diversity/Competitive Workplace Committee

DATE: September 24, 2013

SUBJECT: Report on the 2012/2013 Diversity Action Plan

The Diversity/Competitive Workplace Committee has met several times this year to review District accomplishments with respect to its 2012/2013 Diversity Action Plan and to develop a 2013/2014 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 – to create a more educated workforce that supports the Library District's goal to serve a diverse population and understands the importance of promoting and managing diversity initiatives.

Item 1: All newly hired employees and volunteers will be provided with information about the Library District's Diversity Plan. Each new employee will also receive more extensive diversity awareness training, which must be completed prior to the end of their original probationary period.

Action: This action item was almost completed in its entirety. All newly hired employees were provided with a copy of the Diversity Plan and briefed during orientation training, which is scheduled on an employee's first day prior to reporting for duty in a branch or administrative department. In addition, all new employees must complete a diversity training program on-line as part of their required compliance training. New employees must complete this training during their original probation period or risk non-confirmation. Volunteers were not provided with information about the Diversity Plan. It was determined that due to the transitory nature of the position and the sheer number of volunteers, it was not practical nor could staff time be justified to continue to provide them with this information.

Item 2: Continue to provide all staff with training on diversity in the work environment.

Action: This action item was accomplished in its entirety. The HR department has contracted with the company **BizLibrary** to provide compliance training in webinar format for both diversity and harassment. 100% of District staff attended these courses in Winter 2012.

Item 3: Continue the District's initiative to recognize diverse ethnic and cultural groups by implementing diversity elements into library programs throughout the year.

Action: This action item was accomplished in its entirety. Our diversity network is well developed and includes a variety of heritage celebrations and other outreach programs such as the District's participation in the **Aid for Aids of Nevada's (AFAN) Aids Walk** in 2013. In addition, a great selection of activities celebrating diversity is regularly listed on the District's web site. Programs include heritage celebrations and author visits. As part of the District's 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 American and Pacific Islander 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 12/13 diversity program attendance was 26,968 (20,887 adult program attendance; 6,018 youth program attendance). An update of branch programs and outreach activities is included in staff reports each month to the Board of Trustees.

Item 4: Continue to work with community organizations to enhance and promote diversity and awareness of the District, its mission, and impact on day-to-day lives of people.

Action: This action item was accomplished in its entirety. The staff at the West Las Vegas Library coordinated the **18th Annual Shoes for Children Shoe Drive** during the month of December 2012. The drive included benefit performances of *The Threepenny Opera* presented by the Ira Aldridge Theatre Company of Nevada. Performances were held at the Summerlin and West Las Vegas Libraries and admission was a new pair of children's athletic shoes, sized to fit youth from preschool to high school. Shoe donations were also accepted at all District branches. Over 811 shoes were collected and donated to neighboring schools and local charities.

During FY 12/13, there were 165 diversity programs presented by the Young People's Library staff, including the **4th Annual Día de los Niños/Día de Los Libros Festival** (April 2013) with 500 attendees. Guest community partners included **Vegas PBS** and **Spread the Word Nevada**. Sensory storytimes at the Windmill Library were promoted to agencies that serve children with special needs.

The District partnered with **Three Square Food Bank** during the 2013 Summer Reading Program for referral to food distribution sites and piloted **Summer Food Distribution** at Sunrise and Whitney libraries. Whitney Library was a stop for the **Arby's Foundation Hungry for Happiness** mobile tour on July 27, 2013, with 196 attendees.

A staff member from the District's literacy services department, Julia Cordova, participates in monthly meetings of the **Leadership Nevada program of the Las Vegas Latin Chamber of Commerce**. Leadership Nevada's mission is to accelerate the development of new business and community leaders who are knowledgeable,

engaged, and have valuable connections to business, government, civic, and education entities that serve Southern Nevada. With more than one of four Southern Nevadans being of Hispanic/Latino descent, **Leadership Nevada** is an important component in the region's continued economic, political, educational, social, and cultural development.

The District's **Computer Assisted Literacy in Libraries Program (CALL)** has established partnerships with other institutions in the community to offer adult ESL classes at their sites, such as the **City of Las Vegas** (East Las Vegas Community Center and Doolittle Community Center) and **Clark County** (Cambridge Community Center and Acelero Head Start Program). CALL also coordinates guest speakers and field trips with resources such as College of Southern Nevada, US Citizenship and Immigration Services, Clark County School District's Department of Adult Education, and Nevada Legal Services to name a few. CALL and other agencies, such as Nevada Partners and Family Resource Centers of Clark County promote one another's services to their clients. Additionally, CALL participates in the **AARP Senior Community Service Employment Program**. Through this program, senior citizens (several of whom are bilingual) work part-time in the CALL offices at Las Vegas and Clark County Libraries.

Many staff members participated in various community projects including: **United Way Women's Suit Drive** in which staff throughout the District donated more than a dozen suits, and a **Toy Drive** at Centennial Hills Library which was coordinated with their local **Fire Station** where 20 staff members donated 42 toys including gift cards.

Goal 2: Recruitment – to promote and support professions within the Library District as a viable career option to potential candidates.

Item 1: Continue to work with community organizations to promote career opportunities within the Library District.

Action: This action item was accomplished in its entirety. As part of its efforts to assist the unemployed and underemployed members of the community, the CALL Program staff encourages the students in District literacy classes to consider employment in the Library as an option. Job postings for entry level positions in the District are shared with CALL students on an ongoing basis. In addition, assistance with Library District job applications, resume writing, and interview skills are also offered by staff to the highly diverse student body of the CALL Program.

Human Resources continued its efforts to work with the **Nevada Department of Employment, Training and Rehabilitation and Workforce Connections** to train individuals and return them to the workforce. The District placed three individuals throughout the District this past 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, 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 continues to have a very active volunteer program which included 329 new adult volunteers and 2,427 teen volunteers for FY 12/13.

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 action item was accomplished in its entirety. Through the **School-Community Partnership Program of the Clark County School District**, staff from the District's CALL Program participated in the **Professionals and Youth Building a Commitment (PAYBAC)** program. The goal of PAYBAC is to motivate young people - the parents, professionals, and presidents of tomorrow - to stay in school and develop the skills they need to achieve meaningful employment and enjoy a fruitful life. PAYBAC targets schools that have a student population of 55 percent or higher that receive free and reduced lunch. District staff members made presentations to groups of students in which they discussed careers in library science and the importance of staying in school and focusing on career and life goals.

All the District's adult literacy classes have a life and work skills focus, however, two classes stand out as examples in which career opportunities in the library profession were highlighted. These classes were **Educational Assistance to Support Employability (Project EASE)** and the **Work Readiness Credential class**, both held at the West Las Vegas Library. During both of these classes students developed their basic math, reading, and writing skills, as well the soft skills that are so vital to successful employment. Guest speakers were invited to present to the classes each week. One of these presenters was the District's Human Resources Director, who presented insight on employment in the library profession. Advice on resume writing, job applications, and interviewing tips was also shared.

Another successful activity in support of this goal was the **CALL Program's Job Shadowing Project**. In an effort to increase opportunity through education and workforce development, library staff at several branches served as hosts for the Job Shadowing Project. Adult basic education students were offered the opportunity to see what it's like working in a specific job in the Library District. The experience was as short as a few hours, or as long as a few days. The job shadowing project developed skills and experiences that prepared students for the basics of being successful in the workplace regardless of career choice.

Staff from Youth Services and the Outreach Team attended career fairs at 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. The Youth Services Coordinator presented training on district-wide electronic resources for **Jobs for America's Graduates (JAG)** teachers at Western High School and was **Nevada Partners Career Bound** guest speaker targeting high school youth. In addition, local teens volunteered 19,749.57 hours as **Nevada's Future Librarians** at District branches.

Goal 3: Retention – to develop the Library District's workforce to ensure that the Library District is viewed as a premier library system that retains the best and brightest diverse employees in all areas.

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

Action: This action item was completed in its entirety. Human Resources continued to provide information on free "e-learning" opportunities to all District staff each month though out the year.

Human Resources also partnered with the **City of Henderson** to provide some management training to District employees. In addition, various staff members were granted administrative leave to attend library conferences – American Library Association (ALA) and Nevada Library Association (NLA).

The **Nevada Library Association** sponsored a Mentoring program in which 43 members participated for FY 12/13.

On November 2, 2012, 26 staff members attended the Outlying Branch Day Summit. Keynote Speaker Betty Mahalik focused on shifting one's perspective from wanting to control to wanting to learn. Other speakers included District staff who presented information on various topics.

On December 12, 2012, 90 staff members attended the annual Young People's Library Summit. Keynote speaker Virginia Walter presented a program on reinventing summer reading and additional topics were presented by District staff.

In April 2013 23 Youth Services staff attended a training entitled "Sensory Storytimes; Using Creative Programming to Serve Children With Special Needs."

Robb Morss, former Deputy Director for LVCCLD, presented a program for all District staff entitled "Leadership, Management and Supervision" on May 21, 2013. This was also made available to all staff on Voyager, the District's intranet.

Item 2: Continue the promotion of scholarship and award opportunities for LVCCLD staff and provide information through District communication vehicles.

Action: This action item was completed in its entirety. Human Resources informed staff of continuing education tuition reimbursement opportunities through a system-wide email announcement. The announcement included the number of reimbursements available, funding levels, required documentation and due dates. Human Resources met one-on-one with employees to explain the District's tuition reimbursement program, required elements and to answer general questions regarding reimbursement. Also, the Sumi Laetz Scholarship information was made available to all District library branches and the winners of this year's scholarships will be announced in communication district-wide.

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

Action: This action item was completed in its entirety. As noted earlier, the District's Human Resources Director presented insight on employment in the library profession to prospective employees in the District's adult literacy classes. Advice on resume writing, job applications, and interviewing tips were shared.

Human Resources staff continued to provide one-on-one assistance to District staff with application and resume preparation and interviewing skills for internal positions.

Goal 4: Reporting – to support the Library District’s commitment to implementing actions to ensure diversity initiatives move forward. To complete an annual assessment of the Diversity Plan’s initiatives by measuring results to benchmark growth and development of new objectives.

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 2012/2013 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, 2013. This data is compared with District demographics as of June 30, 2012 on the first page, and with Clark County Census data on the second page.

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, 2013.

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 listing 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 2011/2012 and 2012/2013 by gender/race/ethnicity; a comparison of promotion activity between 2011/2012 and 2012/2013 by gender/race/ethnicity; a comparison of transfer activity between 2011/2012 and 2012/2013 by gender/race/ethnicity; and a comparison of termination activity between 2011/2012 and 2012/2013 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. Demographic information will also be provided on Voyager, the District’s intranet web site.

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 2012/2013 Diversity Action Plan and has updated and developed new goals and objectives for the 2012/2013 Diversity Action Plan.

Item 7: Post the 2012/2013 Diversity Action Plan results on the District's web site and Voyager.

Action: This item was completed in its entirety. The 2012/2013 Diversity Action Plan results and statistical analysis were posted on the District's web site and Voyager.