

NEVADA DEPARTMENT OF WILDLIFE POLICY AND PROCEDURE	Pages: Effective: 3/15/07 Approved: <i>Kenneth E. Mayer</i>
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TITLE: Lobby Displays

REFERENCE: None

AFFECTED EMPLOYEES: Regional and Headquarters Conservation Education and Administrative Staff

PURPOSE: To provide guidelines for displaying and disbursing required and desired information to the public through the Department lobbies.

POLICY: It is the policy of the Department to utilize the lobbies to provide customer services and for displaying and disbursing educational and informational materials to the public.

PROCEDURE:

Overview

Generally, the lobby is the first area the public sees when visiting a Department office. The lobby serves as the customer service area, gallery and waiting room; therefore, it is an important area that should be used to display and disburse information to the public on the Department's mission, State's wildlife resources, and programs.

First impressions are important and since the lobby is highly visible, it is important to keep the area well maintained, clutter free, safe for the public and employees, and well stocked with attractively-displayed required and informational materials deemed appropriate for public dissemination.

Lobby displays should be dynamic and ever-changing to highlight or promote current or seasonal programs.

All Department lobbies will display the same information so that the public can obtain the materials at any office across the state. Our message should be the same across the State.

Only information that is pertinent to the publics' business and interests with the Department should be displayed in the lobby; otherwise, the public might overlook the essential materials. Generally, non-Department materials will not be displayed in the lobbies; however, if the display content is compatible with the Department's mission, it may be approved for display by a bureau chief.

All materials must be displayed in a timely manner and pulled as soon as the materials become postdated.

Regional Duties and Responsibilities

1. The regional Conservation Education (Pos. Nos. 1500, 2508, 3500) and Administrative positions (Pos. Nos. 1101, 2101, 3101) are responsible for developing a consensus design layout for lobby displays. The design layout must take into consideration required and desired information for display:
 - Season Regulations and Applications (required)
 - Draw Reports (successful/unsuccessful/reject/withdrawn) (required)
 - Boating Laws/Regulations (required)
 - Licensing Posters (fees required)
 - Open Meeting Notices (agendas) (required)
 - Federal and State Laws Pertaining to Employment (required)
 - Employment Announcements (required)
 - Various Educational and Informational Pamphlets (desired)
 - Maps (desired)
 - Artwork (optional based on lobby size)
 - Wildlife Taxidermy (optional based on lobby size)

Changes to existing lobby design layouts will be the result of consensus decisions between the regional Conservation Education and Administrative positions.

2. The regional Conservation Education positions will research, specify and budget for literature racks, bulletin and message boards, etc. for lobby display. Decisions will include input from the regional Administrative positions.
3. In addition to the required materials for display, the regional Conservation Education positions will determine appropriate statewide and regional literature for each office's general and specific requirements and will develop a check-off list for reordering and for inventory purposes including the bureau or source for reordering.
4. The regional Administrative positions will oversee that the lobby areas are well maintained, clutter free, safe for the public and employees, and that materials are attractively displayed and meet the needs of the public.
5. The regional Administrative positions will oversee the timely reordering of display materials to ensure continuous displays that meet the public needs. The position will oversee that the materials are displayed in a timely manner and removed when postdated.

Headquarters Duties and Responsibilities

1. The bureaus may identify, budget, and develop educational and informational materials to be printed for dissemination to the public. Once the materials are developed by the initiating bureau, the Conservation Education Bureau Chief (Pos. No. 0500) oversees the printing of the Department publications in-house or through a contracted printer, and is responsible for maintaining sufficient inventories for distribution.
2. The License Office staff (Pos. Nos. 0159, 0153, 0154, 0157) maintains an initial distribution spreadsheet for annual regulations and applications that has been developed and adjusted over the years to meet the demands and needs of the agents and the public. Based on the distribution needs, these staff will recommend to the Publications Coordinator (Pos. No. 0550) the quantities of annual regulations needed every year.
3. The License Office staff will track the quantities of annual regulations and applications on an ongoing basis to make sure that there are sufficient quantities for distribution throughout the year. The regulations and applications are tracked by case and not individually, so inventories are approximate numbers and not exact counts. If the quantities of annual regulations are not sufficient, an order will be placed with the Publications Coordinator for a reprint.
4. The License Office staff and the Publications Coordinator will coordinate and conduct the inventory of remaining annual publications at year-end and will make adjustments for the next year's quantities to minimize overages.
5. Recycling is encouraged where possible and feasible. Revenue generated from recycling will be deposited to the miscellaneous category.