

2018 YEAR IN REVIEW at the County Library

Bingham Creek



► Branch Profile

The Bingham Creek branch celebrated its 20th year this year. The 18,700 square-foot branch serves the west side of West Jordan. The library serves the west area of West Jordan. Patrons love to visit the library for weekly storytimes, including STEAM storytime and monthly programs that are for everyone. We offer Book Clubs for all ages, weekly teen programming, LEGO® club, adult craft classes and even tween programs.

► Staff Information

The Bingham Creek Library currently has 27 employees, including custodians, shelvers, customer service specialists, a library assistant, librarians, supervisors, and managers.

► Accomplishments

- Storytimes
- Great Reads
- Tween Programming
- Magic Tree House
- Teen Programs
- Adult Craft Programs
- Adult Programs
- Family Programs
- Book Group
- Read to a Dog
- Dungeons & Dragons Club
- Saturday Family Programs

► Stories

Read to A Dog

We have an amazing read dog named Yosemite—or as our patrons know him—Yo-Yo. He is a yellow lab, who is willing to listen as patrons read, tell him stories, or secrets. Yosemite never judges, and listens with a happy wag of his tail.

We have a 15-year-old patron who comes in frequently to read to Yo-Yo. She struggles with dyslexia and has a hard time reading. She's not the age of typical participants, but loves to read her favorite Harry Potter book to him as they snuggle. She will even show him the pictures.

Reader's Choice Program

We received this email from our patron about the Reader's Choice Program:

Thank you!!! The notification about the basket made my whole weekend and when I picked it up yesterday it was beautiful and fun. I enjoyed searching for all the treasures. I always knew the library was one of my favorite places! — Tonya

Noon Year's Eve

This was the first year we hosted this program and it was a huge success. We had more than 200 children and families attend. We counted down for kids until the noon hour, letting them celebrate with a variety of activities throughout the library. We had a scavenger hunt, crafts, photo booth, wishing wall, and fortune cookies to wish them a great new year.

► Service Statistics

- **Circulation:** 862, 628
- **Door Count:** Average around 15,000 a month
- **Computer Usage:**
Averaged 1550 sessions and 1300 hours of usage per month
Averaged around 1200 wireless sessions per month.

► Goals for 2019

Building Goals: Improve the furniture and layout

Programming Goals:

- Consistently promote programs and events with a poster, Communico, or bookmarks.
- Consistently inform CSS at meetings about program ideas to engage the customer one-on-one

Staff Goals:

- Facilitate all staff meetings four times a year
- Have better pictures and stories for next year's report

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Customer Service



► Department Profile

The Telephone Customer Service Department supports the County Library's mission by problem solving, educating, and promoting (PEP) for both internal and external customers. The customer experience is at the center of our service delivery. No matter who we talk to or the reason for calling, every customer gets the same helpful, positive, and respectful service.

► Accomplishments

- We launched Live Answering, a six-month pilot program that proved successful and resulted in an extended contract in 2019.
- Mindy Koller completed the County's Supervisory Certificate Program.
- The department created its own orientation handbook.

► Stories (Questions we've been asked.)

- "I am trying to get RB Digital to work but it says that I already have an account. If I do, it was set up a long time ago and I still can't get in. It might be attached to an old email account. Is there a way to reset the account?"
- "I would love to use the language resource materials, but I am staying in Europe for a while and I don't have my library card with me. I would have never guessed I could use it in this manner from a remote location! Any way you could look up my account in your records and furnish me with my account number?"
- I borrowed an eBook, Homegoing, but I have been unable to read it because loading is very slow and the pages flicker nonstop. Nancy at the Draper branch tried to help me but experienced the same thing. Is there another way to view the book besides the cloud? Also, will I be able to restart my borrow once the problem is fixed?"

► Service Statistics

- We answered nearly 80,000 phone calls, 70 percent of which were resolved by our staff.
- We began taking customer payments over the phone and averaged \$2,200 dollars per month in collections.
- Roughly 17,000 interlibrary loan requests were processed, many of which were loaned to or from other libraries.
- We also answered 924 web comments, while processing 13,559 pieces of mail.

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Draper



► Branch Profile

The County Library's Draper branch primarily serves the 47,700 people who call the southeast corner of Salt Lake County home. The branch is adjacent to Draper Park and the Draper Senior Center, which increases opportunities to engage with the community.

► Staff Information

A manager, five librarians, two library assistants, a circulation supervisor, an assistant circulation supervisor, seven customer service specialists, and five shelvers comprise the fantastic team.

► Accomplishments

Itty Bitty Draper City

Itty Bitty Draper City is a unique program in which patrons try to guess which town landmark is featured in a hyper-zoomed photograph displayed in the branch. The activity engages families, youth, local businesses, and many other branch patrons.

To attract people of all abilities, and some who hadn't previously visited the library, an All Ability Activity program was launched in August. The November program—which connected our Teen Advisory Board, younger children to adults and teens with special needs and their caregivers—was well attended with nearly 100 participants.

STE[A]M Program

To encourage creativity and knowledge of building and engineering principles, we implemented a monthly STE[A]M program and coding club for elementary-aged children. Due to its success, the program is now held weekly.

Community Involvement

This summer, we ramped up community involvement by hiring three youth interns, participating in Draper Days Parade, and expanded our early learning programming.

Improved Patron Experience

To improve the patron experience, our circulation supervisors identified a more efficient approach to managing holds and became more involved with the programs we administer to the public.

► Service Statistics

- **Circulation:** 835,156 materials—an average of 17.5 items per resident
- **Programs:** Held 509—average attendance of 41 people at each event
- **Door count:** More than 146,000 people entered our doors to connect with others and participate in our learning and entertainment experiences

► Goals for 2019

- Continue to provide programs for all ages throughout the year
- Continue to provide access to 3D printers and related educational classes, and other STEM-related programs
- Increase our community and school outreach
- Find more ways to build trust with and work together to serve our patrons
- Prioritize our work to best serve our patrons

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Facilities



► Department Profile

The Facilities Department is responsible for providing a safe, clean and functional environment for library staff and patrons.

► Staff Information

- **Lynn Andrew**, Facilities Manager
- **Brent Dixon**, Facilities Office Coordinator
- **Robert Ontiveros**, Assistant Facilities Manager
- **Lynn Hauserman**, Projects Coordinator
- 25 additional team members

► Accomplishments

- Replaced roof shingles and parking lot overlay at Sandy branch
- Reworked and updated concrete leading to entrance at West Jordan to be more accessible
- Upgraded security cameras at Bingham Creek, Hunter, and Taylorsville branches
- Expanded key card access at Draper, Herriman, Magna, and South Jordan branches
- Improved lighting features at Riverton, Taylorsville, and Hunter branches
- Upgraded the electrical system at Whitmore branch
- Replaced frayed carpet at Taylorsville branch
- Constructed a cover for the delivery dock at Whitmore branch

► Service Statistics

- Spent 854.25 hours clearing snow around County Library branches
- Filled in for delivery drivers and custodians a total of 938 days during 2018
- Completed 95% of work requests

► Goals for 2019

- Complete and move into new Facilities Operations Center
- Install card access to the south hall of the Viridian Event Center
- Complete CreateSpace centers in two branches
- Remodel desks in the Marketing space
- Add three new staff members

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Fiscal



► Department Profile

The County Library's Fiscal Department offers effective and efficient financial management services to internal and external customers. We promote and support fiscal accountability through partnerships, education and training, adaptation of best practices, accurate record keeping, timely information, and excellent customer service.

► Staff Information

- **April Townsend**, Associate Director of Finance and Operations
- **Leslie Webster**, Administrative and Fiscal Manager
- **Liz Anguiano**, Accountant
- **Kathy Christiansen**, Fiscal Coordinator

► Accomplishments

- Led a county-wide committee to develop a payroll manual, which is still in development and is expected to benefit the entire county.
- Completed fiscal reviews of the branches, which includes updating fixed and controlled asset lists, as well as reviewing purchasing card paperwork and examining the daily deposit paperwork and procedures.
- Provided a variety of trainings on cash handling and Smart Money Management (SMM) usage.
- Added a Fiscal 101 training for new managers and assistant managers.
- Assisted staff members at Kearns branch with the public surplus sale. Items that could be used at another branch were transferred.
- Participated in the RFP process and subsequent extensive remodel at Holladay branch, as well as construction of two new buildings to replace current branches. Provided monthly updates of long-range planning documents detailing project funding.

► Service Statistics

- Processed 509 purchase requisitions
- Processed 11,572 invoices
- Hosted 12 financial training sessions
- Managed \$1,760,048 in 11,232 P-card transactions—an average of 92 transactions per cardholder this year
- Archived 59 fiscal record boxes

► Goals for 2019

- Include P-card training at fiscal training sessions
- Conclude fiscal reviews of all branches and programs
- Continue assistance in programming, design, and construction for six buildings
- Revisit policies concerning fees, fines, collections, refunds, and waivers

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Herriman



► Branch Profile

The County Library's Herriman branch primarily serves the ever-growing southwest part of Salt Lake County, including portions of South Jordan and Riverton. Herriman has a current population of 44,128 and a median age of 25.8, which is younger than other areas in Utah.

► Staff

Herriman branch has 21 staff members, including: five librarians, one library assistant, eight customer service specialists, three shelvers, and one custodian.

- **Leslie Schow**, Branch Manager
- **Michelle Turner**, Circulation Supervisor
- **Angie Rawlings**, Assistant Circulation Supervisor

► Accomplishments

- Partnered with the J.L. Sorenson Recreation Center to provide a library experience as part of their summer and December camps for kids—providing 14 sessions and reaching a record-breaking 1,219 children in attendance
- Presented at 18 local school assemblies to promote Summer Reading, reaching a total of 6,583 students

► Success Stories

"Can I just say, your librarians are fabulous? I'm homeschooling my kids and have come to the library pretty regularly for the last six years. Everyone is always so pleasant and helpful, and we just love you guys."

—Herriman branch patron

"I mean to buy a library bag every time I've come in. We moved to Herriman a week and a half ago, and this is my third trip. The County Library is awesome, and Herriman branch is so nice!"

—Herriman branch patron

► Statistics

- Circulated nearly 928,641 items—an average of 21 per resident
- More than 5,100 people participated in Summer Reading at the Herriman branch
- Distributed 2,281 library cards to new patrons

► 2019 Goals

Remain a welcoming community center and resource for everyone in the community by:

- Actively participating in Herriman City events and connecting with non-library users and new residents
- Increasing afterschool programs for elementary-aged school children
- Implementing new and meaningful programs for adults

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Holladay



► Branch Profile

The County Library's Holladay branch serves a diverse population. We have adults coming in for tax preparation help, long-running book clubs, daily afterschool teen hour, and programs for babies to seniors. We know our patrons by name!

► Accomplishments

- **Fall Prevention Class Series:** Partnered for a third year with the County Health Department—a great confidence builder for the senior citizens that participate
- **Tax Services:** Continued to provide space for AARP for taxes and served around 800 people with this important service
- **Summer Reading:** Partnered with Holladay Arts Council for a summer reading art-themed program, which was a great success
- **Drop-in Make & Take craft program:** Held all summer long
- **In-house Game Collection:** Patrons have enjoyed coming to play games throughout the day and in the evening
- **School Visits:** Successful in bringing children into the branch from Driggs Elementary and Morningside Elementary to obtain a library card for attending programs
- **Baby Storytime:** Continues to be very successful in the community as the area demographics change from senior citizens to young families
- **R.E.A.D. to a Dog:** Children read stories to a service animal
- **Lifesize Candyland:** Year four was the biggest, most successful year yet with over 100 people in attendance! Patrons from all over the valley look forward to this sweet, annual event! We enlist help from our own staff and through other branches and volunteers.
- **Puzzle Table:** Holladay's ongoing puzzle table has been a hit with patrons as they spend extra time in the branch putting together the puzzle of the week

► Service Statistics

- **Summer Reading Program:** Participation increased 19% overall (Pre-Readers: 30%, Kids: 3%, Teens: 15%, Adults: 33%).
- **Holladay Branch Book Group:** This group of 15-20 meets for brunch, then heads over to the branch. Jamie always books the room for an two additional hours after the meeting so they can chat. The patrons love it so much, they continue to meet monthly at the Holladay-Lions Recreation Center while the branch is closed.

► Staff

Holladay saw several staff changes throughout the year. Ann Marie Barrett served as Acting-in Manager, Kathy McCullough is Circulation Supervisor, and Laura Thomson is Assistant Circulation Supervisor.

Librarians

- **Ann Marie Barrett**, Acting-in Manager (July–October)
- **Heidi Marie Anderson**, Librarian, completed the 2018 Supervisory Certificate Program, served a second term as Chair of CLAU Poetry Committee
- **Betsy Matheson**, Librarian, served on the Reference Committee as committee member for Beehive chapter books in CLAU
- **Anna Zanarini**, Librarian, Zumba Queen
- **Jodean Wright**, Librarian Assistant, Keeper of the Periodicals

► Success Stories

Librarian saves the day...and a life

Kathy McCullough received a phone call from a very grateful mother and wanted to let all of you know about. As you know, we have a treatment center near the branch and the young women in that program would come to the branch each week to each check out a book. About a year ago, a young woman who was in the program, Corinne, spent the day in the branch. Many of us were worried about her. Led by Jamie Ward, the staff found her resources, gave her bus money, food and she went off to the downtown homeless shelter. Because she was legally an adult, there wasn't much we could do. The VOA was closed also. Many of us worried about her being on the streets.

Her mother called us and related the rest of the story. Her daughter was in a treatment center for an eating disorder. The day she was at the branch, she had voluntarily left the program. She did make it to the shelter that night but their beds were all full so she spent the night on the street. She ended up getting a bed the next night and stayed at the shelter for two weeks. The shelter then helped her get part-time jobs at Smith's and Big Donuts, and find a place to live. And she was doing ok.

When she entered the treatment center, her parents told her if she left, they would cut her off. She had also deferred a scholarship to San Diego State when she entered the center. Last summer, she moved back to San Diego, where she now attends college. She says the Holladay staff was integral to her recovery and successful return to normal life.

Our Favorite Place...

July 2018: Compliment from teen's mother to Heidi Marie.
"You're her favorite part of this library... Thank you for writing her recommendation letter so she could go to Engineer Camp."

Best field trip ever...September 2018

September 2018: After giving a tour to a junior high English as a second language class, we received the following email from their teacher.

"Thank you so much! They said it was the best field trip ever. And we took them to the Natural History Museum last week, so the library is better! I think the free music did it for the boys!"

► Goals

The Holladay branch has been missed by the community and is looking forward to reopening in late fall of 2019

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Human Resources



► Department Profile

Human Resources oversees the work-related concerns of more than 600 library staff members, providing information and programs related to onboarding, recruitment, timekeeping, benefits, training, employee rewards and recognition, workers compensation, and more.

► Staff Information

- Human Resources currently has four employees on staff, including Pamela Park, Sean Bailey, Linda Broussard, and Randi White.

► Accomplishments

- We had an amazing Staff Day in 2018 with approximately 430 staff members in attendance. Highlights included a keynote address from Choose People's Kris Boesch, a great lunch, and a fun opportunity to bond with our fellow coworkers through team-building activities like the egg drop.
- The Staff Portal received a healthy overhaul. This update included more pages for staff development, employee recognition, and landing pages for committees/workgroups to share information and resources with the agency as a whole.
- The County Library was nominated as a Salt Lake Tribune Top Workplace for the fifth year in a row.
- 248 County Library staff members were recognized by 27 different branches and departments in 2018—the second full year of the new employee rewards program. The program recognizes the accomplishments of our employees, including improving processes through innovative thinking, providing extraordinary customer service, taking on extra projects, and more.
- Reduced carbon emissions and staff travel time through SABA training events.

► Service Statistics

- 103 new hires
- 34 internal promotions
- 37 intra-library transfers
- Seven moves between temp and merit
- 19 retirements
- The exit of 95 staff members
- Staff members completed 3,149 web and ILT training hours
- HR facilitated more than 5,700 total training hours in 2018

2018 YEAR REVIEW at the County Library

Hunter



► Branch Profile

The County Library's Hunter serves the west side of West Valley City. The branch's 18,000 square-foot building houses 103,120 items and 26 public access computers. Our branch sees a heavy use of our computers and scan/fax station on a daily basis, providing our community with internet access and other technology needs. Hunter's patrons come from a wide range of ages and ethnic backgrounds.

Some programs unique to our branch include: Citizenship Classes offered through the English Skills Learning Center, Mani Monday, a special Star Party afterhours program in August, and our Afterschool Program partnership with Kennedy Jr. High during the summer months of June and July.

► Staff Information

Hunter branch currently has 22 employees: comprised of a manager, assistant manager, circulation supervisor, assistant circulation supervisor, youth service librarians, librarian assistants, customer service specialists, and shelvers. And one plastic dinosaur who dresses up for various occasions.

► Accomplishments

- Anime Club
- Afterschool Summer Program partnership with Kennedy Jr. High (six weeks during the summer)
- Citizenship Classes offered in concert with English Skills Learning Center
- Educación Financiera (Classes on Finances in Spanish)
- ESL Classes offered in concert with English Skills Learning Center
- Great Reads/Beehive Book Club
- Kids Café
- Mani Monday
- Pokémon Club
- STE[A]M programming
- Storytimes
- Teen Programming
- Yu-Gi-Oh Tournaments
- 3D Printing

► Success Stories

Storytimes

Rena and Melissa, a customer service specialist and shelver, are covering the storytime at the Shipp Clinic. They have been looking for new books and songs to share with the kids who visit the clinic. They have spread the word about our services and some parents have become regular patrons.

Mani Monday

Kira's Mani Monday has been a successful program during 2018. Families enjoy this program and we have had a high number of participants at each event, running from eight to 25 attendees. Kira has a mother and father who attend with their four daughters. Together, they paint the girls nails and then the father stays late to paint his wife's nails.

Noon Year's Eve

Our Noon Year's Eve program on December 31 was a huge hit with patrons. The kids got to drink sparkling cider and toast the New Year, all while reflecting on the big events in their lives over the past year and engaging in other fun and games. At the end, one patron shared their hope that we do it again next year.

Naloxone Kits

A grandmother approached Kira and asked if we had any of those "overdose reversing kits" she had heard about on the news. Kira got her two Naloxone kits and went over their uses and instructions with her. She began to cry and said that her grandson had just died of an overdose. She said, "If we had known about these kits, she would still be here today."

Gun Locks

Kira had a father come in to the branch asking for two gun locks. He said his son was on some new antidepressants and he wanted to "remove options." He thanked us for the help and for having such a great program.

► Service Statistics

- Hunter circulated 518,099 items in 2018.
- Our door count for the year was 192,965 people, with some of our heaviest use falling during the spring and summer months.
- We had 2,185 patrons register for library cards, a slight gain of 3% from 2017.
- Our total hours of computer use for 2018 was 44,144 hours, coming from 48,685 sessions. We averaged 51% of use on our computers during 2018 and held the most months with the highest use of computer hours in the library system. While Fridays after school and Saturdays are a peak use time, we also find that weekdays see heavy demand for computer use and help after 3 pm into the 6 and 7 pm hours.
- We had 16,591 wireless sessions at Hunter in 2018.

► Goals for 2019

- With the increased traffic from Kearns branch patrons, we are working to increase the number of children's programs available to the public for the duration of their closure.
- Maggie and Ann Marie are working to build more relationships and partnerships in the community through increased outreach and engagement.
- With Kearns staff members posted to our location, we are making Kearns community outreach a priority by making sure these staff members have the needed support and flexibility in their schedules to continue being a presence in their community during the closure.

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Magna



► Branch Profile

The County Library's Magna branch serves the community of Magna Township. We reflect The County Library's mission to "make a positive, transformational difference in the lives of our customers" by providing a large amount of kids and teen programming, after school snacks, access to technology, and meeting space.

Our 20,000 square-foot branch is a LEED GOLD certified building and houses approximately 90,000 items. It has a beautiful plaza and is located on the 35 M and 35 UTA bus routes. It is close to Copper Park where there is a lovely community garden and a skate park. The Salt Lake County Senior Center is also nearby.

► Staff Information

Magna has 15 employees, including a manager, circulation supervisor, assistant circulation supervisor, five librarians, three customer service specialists, three shelvees, and a custodian.

► Accomplishments

- Magna branch served more than 7,000 meals in 2018 thanks to Kids Café via the Utah Food Bank. We do this six days a week and see roughly 20–50 kids every day. Five out of the six days we also offer Teen Time—an afterschool program that promotes technology, fun, and positive relationships. An added bonus? It happens to offer a little relief to rest of the branch during after school hours.
- The Magna branch distributed 500 Level 1 bookmarks and had 95 finishers in its Level Up program. During the program, Youth Services Librarian Laurina Nixon visited 10 classes and spoke with more than 400 students.
- We had crowds of 50 or more people at our Open Mic Nights, hosted by Librarian Karl Gilchrist. Karl partners with the Magna Arts Council for the monthly program that includes performances from singer-songwriters, poets, comedians, and more. Our encouraging staff and crowd has helped make Open Mic Night a success.

► Stories

We are angels

One quiet afternoon at the reference desk, we spent a few hours helping a customer print several documents. Later that day, the after school crowd showed, which meant lots of kids running around and playing on the computers. The customer asked, "Are you running an afterschool program? Like, a daycare-type situation?" I laughed, and said "No, they just come here right

after school." Anticipating a complaint, I added, "We do our best to provide structure and keep everything to a dull roar..." and continued to explain about Kids Café and Teen Time. A few minutes later when she was done working, she stopped by the desk, patted my arm and said, "You guys are angels."

Surfing the Web

One day when I was scanning the Magna Community Facebook pages I found a lady asking for several books for her daughter that she "couldn't find anywhere." She was asking if she could please buy or borrow them from someone? A few community members referred her to Overdrive (via the school libraries) and some other resources, but no one said anything about the library?! I commented that I work at Magna branch and I know we own all of these books and asked her to PM me if she wants some help. She did, and we got her books.

► Statistics

- **Circulation:** 325,698
- **Door count:** 149,648
- **Computer sessions:** 37,953
(not including daily use of 15 laptops in Teen Time)
- **New customers:** 1,270
- **Kids Café meals served:** 7,084
- **Program attendance:** 22,217
- **Circulation:** While circulation and door count have decreased since last year, participation in branch programs has increased

► Goals for 2019

To better serve our community, in 2019 we'd like to:

- Offer outreach and programming to the Magna Kennecott Senior Center.
- Get the Magna Createspace up and going! This will include a music/podcast recording studio, two computers with Adobe Creative, and two 3D printers. Ideally, we will be using a self-service model; however, staff will need to put in a lot of time and effort to learn the new programming and equipment to train and troubleshoot issues that arise.
- To revamp and merchandise our collection in a more effective manner.
- To increase outreach opportunities and frequency in an effort to bring more community members into the building. We've already begun brainstorming how we can utilize other staff, in addition to the librarians, to make this happen.

► Branch Profile

The Metro and Oxbow team provides reading materials to incarcerated persons while housed in the county jail. These materials include self-help, law reference materials, classics, health and medical references, drug and alcohol recovery materials, and popular reading.

Materials are delivered on a rotating basis directly to prisoners in their housing units. Many of these patrons have never had access to reading material on a regular basis. Many are at lower reading levels; the average is about a fourth-grade reading level.

The library provides training at Life Skills classes detailing essential life competencies. The library also provides training on the use of the library's electronic resources including Universal Class, Lynda.com, engine repair, Brainfuse, and JobNow, among others. After completion of the life skills classes, prisoners receive a library card.

► Staff Information

- **Library Manager**, Kent Dean served until April, then Stephanie Anderson took over from that point.
- **Library Assistants**, David Densley, Heidi Smith, Jessica Osorio, and Gay Crist.
- **Temporary Employees**, Librarian–Colleen Medling, Subs–Patricia King and Ashley Thompson, Library Assistant–Robert Foote, and Shelver–Carol Price.

► Accomplishments

- In 2018, we registered 833 new patrons with new library cards after completion of the County Library Life Skills Class. The purpose of these classes is to introduce participants to the County Library's website and the free resources they can access with their card. Each participant is given the opportunity to register for a library card, which will be given to them when they leave. If the participant already has a library card with any fines, and as long as their account has not been turned over to the County Attorney, fines will be waived. A deputy will notify the jail library when the next class is to be held.
- Trustee volunteers worked 3,170 hours in 2018. Trustee workers are incarcerated female prisoners who volunteer in the jail library. Trustee workers sign up for "good time" hours. After they work one month, they get five days off of their sentence. The program provides a one-on-one connection with prisoners, job training, and references to assist released prisoners with job seeking.

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Outreach & Programming



► Department Profile

Outreach and Programming consists of the following teams: Early Learning, Lifelong Learning, Outreach, and the Viridian Event Center.

EARLY LEARNING

Helping young children and caring adults learn through high-quality, positive, and engaging experiences.

► Staff Information

- **Susan Spicer**, Early Learning Program Manager
- **Tami Austin**, Early Learning Senior Librarian

► Accomplishments

Delivered nearly 11,000 Books for Baby bags to newborns through partnerships with local hospitals.

"Thanks so much for providing Books for Baby, the parents just love them!" —Bev, a RN at LDS Hospital

► Success Stories

"Thank you for a wonderful Get Curious! event today! It was so well planned with activities that appealed to a variety of ages and things that I could recreate at home! My one-year-old and three-year-old really enjoyed their morning there and didn't want to leave. When I asked my three-year-old what her favorite activity was, she listed almost everything that was offered—amazing that she liked so many things you planned, and that she remembered them too! We love the library and are so grateful for all of the programs and activities that you plan. They benefit us so much and it is one of our favorite places to be! Thank you!" —Sarah, mother of two early learners

► Goals for 2019

- Improve storytimes at Bud Bailey, Primary Children's Medical Center and Road Home
- Ready 4 Kindergarten programs at more branches
- Storytime to Go in five branches
- Early Learning training for all new youth services librarians
- An awesome Storytime Summit staff training event

LIFELONG LEARNING

Provides lifelong learning experiences to inform, educate, enlighten, and enrich the lives of individuals in the community.

► Staff

- **Nyssa Fleig**, Library Program Manager
- **Liesl Seborg**, Lifelong Learning Senior Librarian
- **Stephanie Anderson**, Youth Outreach and Programming Librarian (January–April)
- **Angie Wager**, Afterschool Youth Services Librarian (June–present)
- **Tina Bartholoma**, School Outreach Liaison

► Accomplishments

- Nearly 60,000 people participated in the County Library's Summer Reading Program, which saw a three percent increase of finishers over the previous year
- More than 10,000 teens attended OWL Camp, participating in STEM classes taught by a number of community partners
- More than 1,400 attendees at Chinese New Year, a first-time program
- More than 1,000 attendees between two branches at Día de los Muertos

► Success Stories

"Thank you for hosting the immigrant and refugee panel. It was a wonderful experience to listen to and learn from all of the panelists. Their stories were very eye-opening. It is one thing to read about people's stories, but to hear from them in-person is a completely different experience. It was inspiring and helped me really appreciate how blessed I am for all the opportunities I have been given. Please thank every panel member for sharing their stories, thoughts, feelings, and experiences. It certainly made a difference in my life." —Anonymous attendee

► Goals for 2019

Going forward, every program or event will continue to have a clearly defined mission and goals, which will be used as the baseline for evaluation and assessment. Inclusion, diversity, and access to technology continue to be priorities and focus for 2019.

OUTREACH

Enriches and educates community-wide programming, facilitates outreach and partnership endeavors, and serves as a model and support for branch outreach efforts and programs.

► Staff

Stephanie Anderson, Library Outreach Manager

► Accomplishments

At the Homeless Resource Fair in 2018, more than 65 homeless individuals obtained their first library cards.

► Goals for 2019

- English Skills Learning Center
- Refugee non-profit agencies
- Metro and Oxbow Jail

VIRIDIAN EVENT CENTER

The arts and entertainment branch of the County Library, offering a variety of culturally diverse programs to enrich the community.

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at the
County Library

Riverton



► Branch Profile

The County Library's Riverton branch is 14,000 square feet and serves the community of Riverton and portions of Herriman, South Jordan, and Bluffdale. People of all ages come to visit and attend our weekly storytimes, teen and tween programs, and adult programs. Our 3D printer is also a popular item that draws people to the branch.

► Staff Information

The Riverton branch has 22 staff members, including:

- **Manager:** Stephanie Tilt (started September 2018)
- **Circulation Supervisor:** Karen Schuring
- **Assistant Circulation Supervisor:** Sarah DeGraw

► Accomplishments

We survived our closure for a lighting upgrade! The branch was closed from November 1, 2018 until December 27, 2018 so we could get new, energy-efficient LED lights throughout the building. The closure gave staff an opportunity to work at different branches and they came back with many good ideas that we have implemented. We've had many patrons tell us how much they missed us and they're very happy we are open again.

► Success Stories

- From a comment card: "I just wanted to thank this library staff for the amazing kids programs you provide weekly. It is a life-saver to get out the house. I am so grateful for you all!"
- A patron left the Pokémon Club event with her children and asked if we would be doing additional events in the future. She said it was the best event ever!!!
- After our big Harry Potter birthday party event, I posted a group photo of the staff on my Facebook page. One of our patrons replied to the post with the following comment: "You guys put on an awesome party. We loved it! (And it seemed that the entire community loved it because we were ALL there.) Thanks for always making the library a great place to be!"
- A patron told us she absolutely LOVES our branch. She said, "It is so cozy and I have no idea why someone would not use the library."
- A woman said that three separate people helped her and she couldn't be more pleased with our library. She lives in Taylorsville and said it is worth it to come to Riverton.

► Service Statistics

- **Circulation:** 639,794 (closed from November 1–December 26)
- **Door count:** 150,422
- **New patrons:** 1,372
- **Summer Reading sign-ups:** 3,970

► Goals for 2019

- Continue to participate in Riverton city events and look for new events and outreach opportunities
- Explore ways to reach new users

2018 YEAR IN REVIEW at the County Library

Sandy



► Branch Profile

The County Library's Sandy branch serves the communities of Sandy and White City, which have a combined population of approximately 96,000 people. We strive to fulfill the County Library's mission to "make a positive difference in the lives of our customers by inspiring imagination, satisfying curiosity, and providing a great place for everyone to visit." We do this by providing meeting room spaces, a large variety of children's, teen, and adult programs, and materials to meet the educational and recreational needs of our community. The Sandy branch houses approximately 180,489 items and checked out nearly 1,137,000 items in 2018.

► Staff Information

The Sandy branch has 31 staff members, including:

- **Manager:** Darin Butler
- **Assistant Manager:** Trudy Jorgensen-Price
- **Circulation Supervisor:** Janene Alvey
- **Assistant Circulation Supervisor:** Kristen Wayman
- Five Librarians
- Two Library Assistants
- Eleven Customer Service Specialists
- Seven Shelves
- Two Custodians

► Accomplishments

- 7,600 people attended 150 Storytimes
- 1,200 people attended 16 Music and Movement sessions
- Partnered with the National Alliance on Mental Illness to have weekly meetings with an average attendance of around 17 people
- Busiest County Library branch by number of items checked out and annual visitors
- Cynthia and Stacey were recognized for their excellent work with the Read to a Dog program. Their efforts prompted visitors from Mexico and Taiwan who wanted to know how to successfully run a Read to a Dog program. We've been told ours is the best-run program in Utah!
- More than 100 people attended our Día de los Muertos Sugar Skull Workshop

- Asian-American Celebration in January brought in more than 800 people for a variety of activities, including dragon dancing, calligraphy, tea, and more
- We had roughly 350 rocks decorated for Summer Reading in just over two days

► Success Stories

- A patron asked for directions to an address in Lehi. He was in town from New Orleans, had been walking all day, and been mugged so he had no money or ID. Someone had given him an address and told him he would be able to find work for a day or two there so he could earn enough money to get home. We showed him the address on Google Maps and tried to suggest ways to get there without walking; unfortunately, he didn't have money for bus or train fare. I didn't feel like I was able to help him enough, but when he left he thanked me for being the first person to "treat [him] like a person since [he] got here."
- A young man came up to the desk to be let into his reserved room and said libraries are the best because they offer so much. He could get a room, free WiFi and that we always had books that interested him.
- We started a weekly Knitting for Everyone group in 2018 and have a pretty solid attendance of eight to nine people, which is a terrific size for this group. When considering taking a break for the summer months, the participants asked us not to, so we continued every week.

► Service Statistics

- Circulated 1,136,593 items
- Program attendance was 45,039 people
- 3,578 new patrons
- 5,342 Summer Reading Challenge signups

► Goals for 2019

- Reach new users and new residents by including events on our branch calendar and by attending events
- Provide new services with our Create Space (patron-driven 3D printing, media editing workstations with Adobe Creative Suite, and AR/VR opportunities)
- Be actively involved in Healthy Sandy, Sandy Chamber of Commerce, and Sandy Start-Ups (Sandy City organization aimed at helping businesses get off the ground)
- Continue to respond to our community by providing a variety of experiences to spark curiosity and inspire lifelong learning to enrich their lives

2018 YEAR IN REVIEW at the County Library

Smith



► Branch Profile

The County Library's Smith branch is a mid-century modern building in west Millcreek. It is the smallest and oldest library in the County Library system. Library customers love our personalized services; our staff knows our patrons by name and we have formed warm, supportive relationships with many in our community.

The area surrounding the Smith branch is a blend of Caucasian, Middle Eastern, Asian, Indian, African, and Hispanic persons. Families with young children, single men aged 20–60, and seniors frequent the library most. Many in our community are median to low-income. In 2018, we continued to see a rise in patrons from other countries. People of all ages—especially from the Middle East, India, and Central and South American countries—are increasingly becoming first-time library users

► Staff Information:

The County Library's Smith staff includes:

- **Bernadette LeRoy**, Public Services Librarian
- **Melodie Ashley**, Youth Services Librarian
- **Tim Hinkle**, Library Assistant
- **Lisa Peck**, Circulation Supervisor
- **Jenny McDonald**, Customer Service Specialist
- **Bridgette Sloan**, Customer Service Specialist
- **Manuela Chetti**, Customer Service Specialist
- **Greg Griffiths**, Shelver
- **Terry Eggers**, Shelver
- **Bary Burton**, Custodian
- **Sara Wever**, Manager

► Accomplishments:

- Held 141 events with a total attendance of 3,586 people
- Issued 1,182 new library cards

Some of our successful programs include:

- Adulting 101: Resumes and Cover Letters
- American Sign Language (ASL) Storytimes
- Baby Time (storytime)
- Blackout Poetry
- Chess Club

- Chinese New Year
- Dads Rock!
- Día de los Muertos
- Express Yourself: Community Art Project
- Firefighter Storytime
- Growing Microgreens
- Guessing Jar
- International Games Week
- International Women's Week
- Kids Code Club
- Kindness Rocks
- LEGO® Club
- LEGO® Mindstorms®
- Make and Take Crafternoon programing
- Mindful Mondays
- Moms are the Bomb
- Moms Rock!
- National Women's Month—Butterfly Community Art Display
- Poet Tree
- Pokémon Club
- Police Storytime
- Pumpkin Patch Decorating Contest
- Resumes and Cover Letter Workshop
- Robotic Explorers
- Snowflake Contest
- Spanish Songs and Storytime
- STEM Tuesday
- Storytime with TreeUtah
- Stress Management
- Utah Refugee Services Storytime
- Vision Boards
- Yoga

Our successful outreach programs include:

- "Pets Rock" Day—Summer Reading kickoff
- South Salt Lake Neighborhood Night
- South Salt Lake Out—Night Against Crime
- KUED Literacy Night—Millcreek Elementary School
- Roosevelt Elementary Outreach

► Success Stories

Our Pets Rock Summer Reading kickoff and our Rockin' Storytime Summer Reading programs were highlights of the year. At our kickoff we partnered with two other community organizations—Tiger Claw Tattoo and a local pet adoption. The neighborhood came to support the program and Tiger Claw raised \$10,000 for the pet adoption folks.

Our Rockin' Storytime, which closed the 2018 Summer Reading program, was so much fun. Bernadette LeRoy, Vern Waters, Dave "Gruber" Allen, and Lupé Carranza played live music at the library. Parents, kids and library staff were dancing to the tunes with abandon. After the program, Bernadette, Vern, Dave, Lupe, Liz Sollis and Melodie Ashley were interviewed by Lara Jones on KRCL. The program was so successful that we get regular requests to do it again.

► Service Statistics

- **Circulation:** 189,952 items in 2018
- **Door count:** 83,804
- **Holds:** totaled 34,611
- **Adult books:** 24% of our circulation
- **Juvenile books:** approximately 20% of our circulated items

► Goals for 2019

- Provide a safe, clean, welcoming space for the community, including customers from Holladay branch, which is closed for a remodel
- Provide excellent customer service to all customers regardless of race, color, creed, gender, sexual orientation, language or socio-economic status
- Provide programs and materials that meet community needs—early literacy, health, lifelong learning, etc.

2018 YEAR IN REVIEW

at the
County Library

South Jordan



► Branch Profile

The County Library's South Jordan branch serves a thriving community, with an average age of 35. We serve many young families, and make it a priority to offer quality, literacy-rich storytimes for children through the age of five. We know that young children are continually learning and they thrive on active programs where they can build skills that help them learn.

The branch is approximately 20,000 square feet and houses a collection of 105,000 items, including a Book Club collection with 83 sets of books that can be checked out individually, or as a set; a parenting collection of almost 800 items; and a Spanish language collection of approximately 600 items.

► Staff Information

At South Jordan, we love getting to know our patrons and providing an excellent reader's advisory service as much as possible. Adult patrons often ask us for book club recommendations or what to read next. For younger patrons, our passive programs such as Beehive Challenge and I-Spy are a good way for us to engage regularly with children and their parents when they come to the branch. It is evident we are doing something right when children are comfortable coming to the desk for help, to ask if we have any special programs, or for a sticker. As part of the excellent customer service we provide, some of our storytimes are held before the library is officially open in order to better accommodate the family schedules. Parents are grateful we consider this when planning our storytime schedule.

The County Library's South Jordan staff includes:

- **Library Manager**, Vern Waters
- **Library Assistant**, Susan Samowitz
- **Youth Services Librarian**, Allison Madsen
- **Assistant Circulation Supervisor**, Debbie Thompson
- **Customer Service Specialists**, Erin Jackson, Jennifer Lindorff, Jessica Loveland, Kat Taylor, Lisa Henderson, Amber Retzlaff
- **Youth Services Librarian**, Lindsay Anderson
- **Circulation Supervisor**, Lisa Brimhall
- **Public Services Librarian**, Natalie Giauque
- **Shelvers**, Gail Coleman, Linda Lucero, Rachel Frost, Rhonda Angeletti, Shanna Barney, William Dunn
- **Custodian**, Cecilia Bascourt

► Branch Features

Play Space

Our Play Space continues to be a place where parents and caregivers come with young children to spend time and enjoy early literacy activities such as talking, singing, reading, writing, and playing. We have a number of high-quality puzzles, wooden blocks, stacking toys, wooden trains, a play kitchen, and other fun things for families to play with and explore together. One of the most popular destinations in the play area is the puppet theater where children often make up stories with elaborate plots. We also feature a mirror wall with magnetic letters and gears that kids (and kids at heart) enjoy rearranging.

New Parenting Collection

We continued to add to our parenting books. By placing this collection adjacent to the picture book area, we are able to make it highly accessible for parents searching for books for and with their children. The collection includes books from the adult nonfiction section as well as picture books focusing on various issues and stages of growth that children go through. Topics include potty training, death, behavior modification, parenting teens, and others.

This section also contains information about some of our programs for young children, such as 1000 Books Before Kindergarten. We gave out information about that particular program to more than 3,500 people in 2018!

Homeschool Group

In 2018, we became aware of a significant need for homeschoolers to socialize and for the parents of these kids to share ideas and strategies. Nancy Moos decided that she was interested in this project. She wanted to provide opportunities for these students to receive exposure to STE[A]M ideas. Our staff made formal presentations on dance, the science of music, flight, chemistry, engineering, yoga, Media Detectives, and LEGO® bricks to the group.

Small Collections Thriving

We have the highest circulating set of Boy Scout Merit Badge books in the system and often get requests for a particular one. Our teen nonfiction collection is also one of the highest circulating collections of its kind in the system, and we feature a very successful Lucky Day collection. In addition, our Book Club collection is loved by our patrons and we get numerous requests for holds and recommendations.

► Outreach, Services, and Events

South Jordan Summerfest

The staff and many of our regular patrons marched together in the annual Summerfest Parade. Miss Dewey Decimal made an appearance, along with General Fiction from StorySpace, and special guest Princess Picture Book. The trio rode in the back of a truck and waved to the crowds as we passed. We also borrowed the bookmobi from Marketing and used it to keep a stash of bookmarks and other goodies we passed out to the crowds.

Rockin Storytime at Smith

Vern from South Jordan assisted in presenting a “Rockin’ Storytime” at the Smith branch to celebrate the end of Summer Reading. Staff members Laura Renshaw and Melodie Ashley partnered with Dave “Gruber” Allen (actor and musician), his partner and friend Lupé Carranza (actor, performer, singer), and Bernadette LeRoy (from the Smith branch). This storytime was attended by nearly 100 people and we hope to see them perform together again.

Farmer’s Market

The farmer’s market in the town center, adjacent to the library, is a popular attraction Saturday mornings in the late summer and early fall. We strive to have a booth there to connect with our community through a craft and provide information about our programs and services. This year, Deanna from our staff appeared as Owlexander.

Be Well Health Fair

At the Be Well Health Fair, we gave away free books donated by the event organizers. We were rained out by a summer storm with lightning and flash flood warnings, but talked to everyone we saw about the library and gave out calendars, flyers, and pencils while we could.

Light the Night & Candy Windows

Light the Night is a South Jordan tradition that includes a Christmas tree lighting ceremony, wagon rides, and activities around the town center. The library stays open late and provides crafts. It is a popular destination for more than 800 people. We also host candy sculptures during the holiday season that are part of the “candy windows” scavenger hunt in the area.

Beehive Outreach

This year we continued our partnership with the public elementary schools through the Beehive Challenge, which our branch supports every year. We provided a stamp and Beehive Challenge cards to each school media center so that they could stamp their own cards and let kids turn in votes there. Kids who complete the challenge receive a ticket to our Beehive Bash celebration.

Eastlake Elementary visit to promote Summer Reading

The South Jordan branch was invited to Eastlake Elementary to promote Summer Reading. Since the theme was “Reading Rocks,” Vern took a guitar to rock the entire student population, along with Nancy and Allison. It was good, loud, fun throughout the school.

Yoga Storytime

The very popular Yoga Storytime continued. This program is so popular it requires tickets for safety. Lindsay and Vern provided examples of Yoga Storytime at other branches and at preschools in 2018. Both will present at ULA in 2019 and continue to offer the program at other branches and schools upon request.

Memory Care Outreach

Circulation staff specialist Lisa Henderson has always had an interest in Memory Care patients. She shared her dream of bringing library services to these citizens. We found some books by Lydia Burdick; these books were written with the intention of sitting side by side with a patient and a caregiver and use the pictures to conjure memories and spark conversation. Titles include *The Sunshine on my Face*, *Happy New Year to You*, and *Wishing on a Star*. Ms. Burdick understands the power of music to assist with memory and connection making. The books list songs to be used in conjunction with the images. This team has visited a few times with more to follow in 2019. Vern brings a guitar and sings with the patients. The amazing team will also present at the Utah Library Association conference in 2019.

► Service Statistics

- South Jordan circulated 885,799 items
- Door count of 179,003
- 16,089 people used computers—combined time of 14,268 hours
- Issued 2,258 new library cards (19% increase over previous year)
- Held more than 385 programs—attendance of almost 20,000
- Meeting room booked 812 times
- Our conference room was booked 829 times

► Goals for 2019

- Continue to enrich the lives of people in memory care facilities as we strive to find ways to take the library to them
- Vern Waters from the South Jordan branch is president-elect for the Utah Library Association. 2020 will be the year of his presidency and he will be presiding over the conference in St. George.

2018 YEAR IN REVIEW

at the
County Library

Taylorsville



► Profile

The County Library's Taylorsville branch serves the Taylorsville community, which has a population of approximately 60,000. The branch is located near Valley Regional Park and the Taylorsville Recreation Center. The median household income for residents is \$54,881. The racial makeup of the county is 67.3% non-Hispanic White, 2.2% Black, 0.7% Native American, 4.9% Asian, 1.4% Pacific Islander, and 4.1% from two or more races. 20.8% of the population is Hispanic or Latino of any race.

► Staff Information

- **Managers**, Eleanor Nave and Cindy Smiley
- **Circulation Supervisor**, Sheral Berrie
- **Assistant Circulation Supervisor**, Pam Smith
- **Staff members**, 25

► Accomplishments

Library Assistant Kelley MacMeekin started Taylorsville's first-ever bilingual storytime in the fall of 2018. Attendance is consistent, with a mix of native English and Spanish speaking families. After initially reaching out to us, we coordinated a four-week Pool Storytime series with our very close neighbor, the Taylorsville Outdoor Pool. Families could come free of charge for the program which started with a short storytime and ended with splish-splash time.

► Success Stories

Shelly and Elizabeth had great experience with one of their storytime kids. This young patron came in to ask Shelly and Elizabeth to be part of her submission for the PTA's annual Reflections contest. This year's theme was Heroes Around Me and she made a collage of her favorite community heroes, including Shelly and Elizabeth. This young patron loved visiting as a storytime kid and continues to visit the branch and her favorite librarians. Her art project won her school competition and she

went on to regionals.

► Service Statistics

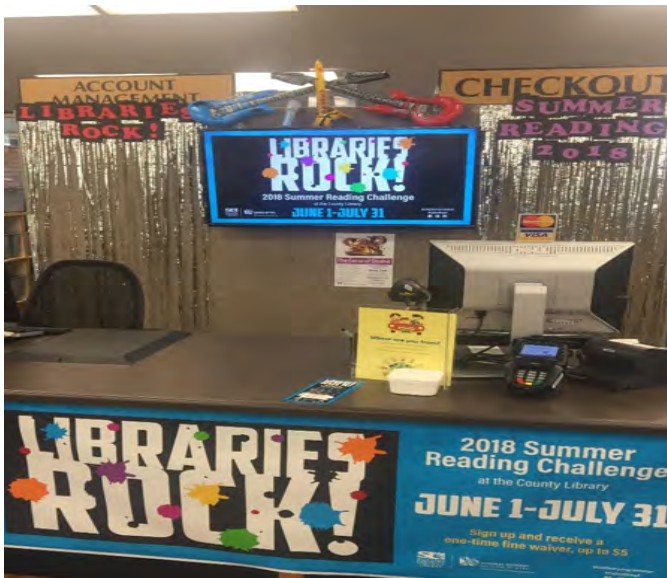
- **Circulation**: 403,574
- **Door count**: 133,135

► Goals for 2019

We hope to continue our excellent customer service, programming and outreach. We plan to participate in the Taylorsville Days Parade. We also plan to develop Brown Bag updates at each monthly staff meeting and schedule a presentation on QPR, the suicide prevention system. We will also use our December staff meeting as a volunteer opportunity to donate food and supplies to Granite School District.

2018 YEAR IN REVIEW at the County Library

Tyler



► Profile

The County Library's Tyler branch is 11,346 square feet and sits on 1 ¾ acres with plenty of parking and lovely gardens. The branch is conveniently located right below State Street and near the Midvale Center Trax stop. The branch serves the Midvale community, with a population of 33,208 and a median household income of \$54,464; 46% of Midvale's renters are cost-burdened.

► Staff Information

- **Manager**, David Bird
- **Circulation Supervisor**, Bob Oveson
- **Staff**, twelve staff members

► Accomplishments

- Trunk or Treat had 730 attendees
- Our X-Box and craft nights are very popular, so are our Zumba classes and Kids Café
- Presented 74 storytimes to more than 1,000 people

► Success Stories

Tyler branch frequently receives positive feedback on the quality of its customer service and the efforts each staff member puts into making sure every patron leaves with a positive experience.

One such experience involved a family who was living at the nearby Road Home shelter. They had been frequenting our branch almost daily and taking advantage of the opportunities for learning and entertainment that we provide when \$120 dollars worth of items they checked out went missing. The family wasn't sure whether they had been misplaced or stolen but they were devastated that their access to the library's resources had been revoked. Without questioning the patron about their responsibilities, our staff immediately offered to waive the fines for them and renew their access to the materials. The relief and joy was evident for weeks after as they continued to use the library frequently until they ultimately were able to find housing outside of the Road Home.

► Service Statistics

- **Presented:** 451 programs
- **Circulated:** 926,134
- **Door count:** 219,651

► Goals for 2019

- Participate in more events in Midvale and diversify our programs to attract more young people and diverse populations
- Would like to increase circulation
- Have several building upgrades in mind as well

2018 YEAR IN REVIEW at the County Library

West Jordan



► Branch Profile

The County Library's West Jordan branch serves the West Jordan community, the fourth most populous city in Utah, with 113,669 residents. The median household income is \$72,083 dollars. West Jordan's population is 23.2% college-educated, 91.3% of the population graduated high school, and 10.6% of the population is foreign-born.

► Staff Information

- **Manager**, Darlene Netherly
- **Assistant Manager**, Erin Rigby
- **Circulation Supervisor**, Alexis Alires
- **Assistant Circulation Supervisor**, Mari Kraft
- **Staff**, 24 staff members

► Accomplishments

- West Jordan hosted several popular programs including book clubs, cooking, International Games Day, STE[A]M activities, a Nutcracker Tea Party, Storytimes, make-and-take crafts, and Zentangle®.
- The branch also partook in community events, helped people to preserve their memories and shifted the collection.

► Success Stories

- A grandparent was looking for fun, engaging early readers for her grandchild and had no idea where to start. We went to the early reader section and I pulled out a variety of really fun books, telling her a little about each book. She loved the selections. She visited again a few weeks later and recognized me as "the girl that helped me find those great books." I helped her find several more great books during that return visit.
- We hosted Sip and Knit. One lady was sitting by the fire and I started talking to her. She said she wanted to learn crochet so I got her a book, yarn, and crochet hook and started teaching her. She told me her husband had died and she was there with her son who was doing homework. We talked a lot about how the library could help her son with homework, the anime contest, etc. She was impressed with how much the library had to offer. Before she left, we ended up hugging.

► Service Statistics

- **Registered**: 3,414 patrons
- **Program attendance**: 21,000
- **Circulated**: 894,144 items
- **Door count**: 274,043

► Goals for 2019

- 1,000,000 circulation
- Increase marketing and displays, involve entire staff
- Shift the collection for better organization and access (shift completed at the end of 2018)
- Increase awareness of library services in agencies in surrounding complex

2018 YEAR IN REVIEW at the County Library

West Valley



► Branch Profile

West Valley serves the West Valley City area, and is located near Valley Fair Mall, the West Valley City Building, and the West Valley UTA and Trax station. The branch caters to a diverse population of various ethnicities and ages, with many patrons speaking primarily Spanish. Many West Valley patrons experience financial challenges and the branch offers a safe place for those experiencing homelessness.

► Staff Information

- **Manager**, Trish Hull
- **Assistant Manager**, Jared Anjewierden
- **Staff**, 15 employees

► Accomplishments

- December Craft Night was a success, as was the weekly Dungeons and Dragons® session
- Our computer class has proven useful to new computer users as well as Spanish and English-speaking patrons

► Success Stories

- Trish helped a woman who was nearing retirement, but her dream job was to work in the laundry of the Grand America Hotel. A position opened at the hotel, and the woman wanted to apply. Unfortunately, the application was online. She feared that she might lose the chance to apply because she was unfamiliar with computers. Trish helped her with the application process, and the woman left knowing that she at least had a chance. A few weeks later, she informed us that she was hired for her dream job!
- A man in a wheelchair approached the Reference Desk one day in November and asked to borrow some scissors. Raquel gave them to him, only to notice a few minutes later that he was cutting away at something on his hand. Upon investigation, the man explained that he had injured his hand and was trying to remove some dead, dry skin that was around a wound. He explained that he was homeless, without insurance, and could not afford a doctor. We were able to get him some information on a couple of local free clinics, where he would be able to see a doctor.

► Service Statistics

- **Registered:** 2,724 patrons
- **Presented:** 7852 programs
- **Circulated:** 343,056 items
- **Door count:** 191,331

2018 YEAR IN REVIEW

at the
County Library

Whitmore



► Branch Profile

The County Library's Whitmore branch, located in Cottonwood Heights, has served its community since 1974 and is one of the largest County Library branches. Cottonwood Heights has a median household income of \$79,283 dollars and a population of 34,234. The median age of the community is 36 and 24% of those people are less than 18 years old, while 13.9% are 65 or older.

► Staff Information

- **Manager**, Eleanor Nave
- **Assistant Manager**, Laura Renshaw
- **Circulation Supervisor**, Mary Rice
- **Assistant Circulation Supervisor**, Kalena Dean
- **Staff**, 24 people

► Accomplishments

- Thirty-eight artists participated in the Senior Art Exhibit
- Costume Swap, Robert Kirby, and some children's programs were filled to capacity
- Daddy-Daughter Hairstyling Party, PAWS to Read, and Read to a Dog were all popular
- Completed more than 475 3D print jobs
- More than 500 Halloween costumes were donated prior to Costume Swap and around 381 people were able to find costumes to take home

► Success Stories

Whitmore hosted an outdoor program in June called Rock the Chalk Walk. Library patrons enjoyed decorating the sidewalk in front of the building and staff commented on how well families worked together and that people of all ages participated. Young patrons were especially excited to show staff what they drew and to get a popsicle.

► Service Statistics

- **Registered**: 2,724 patrons
- **Presented**: 7,852 programs
- **Circulated**: 926,134
- **Door count**: 191,331