

**Salt Lake County Library Board of Directors
December 12, 2022
Approved by the Library Board January 23, 2023**

Attending: William (Bill) Scarber, Chair; Hollie Pettersson, Vice Chair; Kristin Covili, Sandra Osborn, Kaati Tarr, Nancy Thorne

Excused:

Others: Jim Cooper, Tayler Allen, Tyler Curtis Jennifer Fay, Shaun Dimick, Melissa Haslam, Matt McLain, Sara Neal, Erin Rigby, Erin Sanderson, Megan Smith, Russ Snow, Leslie Webster, Steve Van Maren (member of the public)

By Webex: Chelsea Lindbeck, Liz Anguiano, Azra Basic, Ernest Bourne, Sarah Brinkerhoff, Robin Chalhoub, Kira Elmendorf, Grace Hanley, Jared Hastings, Susanne Jones, Trudy Jorgensen-Price, Joey McNamee, Stephanie Tilt

William Scarber called the meeting to order at 12:33 PM.

Welcome - Jim Cooper, Library Director

- We will get the 2023 schedule out soon.
- Thanks for those who helped support the tax increase, especially Bill and Nancy for their support at the meeting.
 - There was a little misunderstanding on how the library obtains tax funds and what funds can and cannot be used. This will be something we will focus on addressing in the future.

Approve Minutes from the October 24, 2022 Board Meeting

Holly Pettersson made a motion to approve the minutes from the October 24, 2022 Library Board Meeting. Kaati Tarr seconded the motion. The motion passed unanimously.

Kristin Covili - aye
Chelsea Lindbeck - aye
Sandra Osborn - aye
Hollie Pettersson - aye
William Scarber - aye
Kaati Tarr - aye
Nancy Thorne - aye

Correspondence -

Nothing at this time.

Public comments -

Steve: the smell of the food permeated all the way down to the bottom of the elevator.

NEW BUSINESS

West Jordan Branch & Viridian Information & Tour – Tyler Curtis, Viridian Event Center Manager & Tayler Allen, Viridian Event Center Assistant Manager; Azra Basic, West Jordan Assistant Manager, and Jennifer Fay, Associate Director of Public Services

Jen gave an overview of how the tour would go for Viridian with Tyler & Tayler, West Jordan with Azra, and we can show you a quick tour of Administration after the meeting is over if you would like.

Jim gave a quick history of the building:

The West Jordan building was opened in 2012 as a replacement for the small 13,000 square foot West Jordan branch. It addressed seismic and structural issues with the previous location across the street. The library worked closely with West Jordan City to get this property. West Jordan donated four acres and the library purchased the remaining four more acres.

The West Jordan City Manager at the time helped brainstorm the function and design for the new facility. The library design included the Viridian Event Center and a new place for administration. Library Administration was previously housed in the garden level of the Whitmore building. Moving them to the new West Jordan branch allowed Technical Services to expand in the Whitmore location.

Having a library centric location was an important feature. Six hundred people in one spot can be problematic. Summer Reading kickoff parties and other programs were hosted off-site through rentals or in other county facilities. They were never held at an actual library and we really wanted one centrally located facility for everyone across the valley to come and experience our services. This building has been successful as we see patrons from all corners of the valley attend our programs.

Shaun Dimick, Facilities Managers, can answer any building questions.

The tour of the branch started at 12:40 PM.

Kristin Covili arrived at 12:50 PM.

Library Account Policy – Action item

- In the Library Account Policy, sections 6.3 and 6.4 were combined. It states:
 - “6.3 Customers who live outside Salt Lake County, and who present a Salt Lake City Library card or a Murray Library card, must pay the Salt Lake County non-resident fee to validate their card in County libraries.”
- This is for those would live outside of the Salt Lake County boundaries. It does not affect the reciprocal borrowing we have in place with The City Library and Murray Library for those who live in Salt Lake County.
- We decided it was in our best interest that those who live outside of the county pay for the services. Murray Library has been very generous about giving out cards. The City Library collected fees, but then those cards were being utilized in our library without us collecting the revenue for those services.
- We do a skip trace where the post office helps us with updated addresses. We delete those who are out of the county about every two years.

- The two-year rule was established because we work with LDS missionaries.
- Having a library card in your possession does not always mean it is valid. Active cardholders will not have a problem. Inactive cards will be purged from the system.
- Our library is one that clears up accounts. The population in Murray is about 50,000 but they have about 60,000 cardholders in their system.
- Our library cardholder participation is close to 75% for our account users. We issue about 3,000 to 4,000 cards a month.
- Unsheltered patrons can get a temporary card without a proof of address. It expires after one year and it is limited to three items. Many of these patrons will come in after a month or two to update their address to a standard library card.

Holly Pettersson made a motion to approve the Library Account Policy update to combine 6.3 and 6.4. Nancy Thorne seconded the motion. The motion passed unanimously.

Kristin Covili - aye
 Chelsea Lindbeck - aye
 Sandra Osborn - aye
 Hollie Pettersson - aye
 William Scarber - aye
 Kaati Tarr - aye
 Nancy Thorne - aye

Fines and Fees Schedule – Action item

- Increase the non-resident card. Changed from \$80 a year to a \$180 certified rate for individuals out of county.
- Most of the usage for those out of county patrons is in downloadables. The ebooks and other resources are expensive.
- This price increase is slightly higher than our taxpayer amount.
- Supplies: Reusable book bags have increased from \$1 to \$2. The cost to obtain them has increased, so the patron is now paying a little more for that supply.
- Bill asked about the miscellaneous processing fee on the schedule. We charge \$5 for lost items to help offset cataloging, barcodes, and other expenses.

Kaati Tarr made a motion to approve the Fines and Fees Schedule to update the fee for non-resident cards from \$80 to \$180 and the price of book bags from \$1 to \$2. Kristin Covilli seconded the motion. The motion passed unanimously.

Kristin Covili - aye
 Chelsea Lindbeck - aye
 Sandra Osborn - aye
 Hollie Pettersson - aye
 William Scarber - aye
 Kaati Tarr - aye
 Nancy Thorne - aye

Expressive Activity Policy – Action item – Erin Rigby, South Jordan Branch Manager & Co-Chair of the Policy and Procedure Committee

- The Policy and Procedure Committee spends time looking at different policies from various departments. A lot of what the board has approved this year, has been work that has gone through this committee.

- The new Expressive Activity Policy focuses on First Amendment activities and expected patron behavior.
 - This policy has had a few revisions from our District Attorney, Megan Smith, as well as suggested changes from the Library Board.
 - An example of a First Amendment right is the libraries ability to kick out a patron for being disorderly, but not just for being impolite.

Kristin Covili made a motion to approve the new Expressive Activities Policy. Hollie Pettersson seconded the motion. The motion passed unanimously.

Kristin Covili - aye
 Chelsea Lindbeck - aye
 Sandra Osborn - aye
 Hollie Pettersson - aye
 William Scarber - aye
 Kaati Tarr - aye
 Nancy Thorne - aye

Display Policy – Action item – Christa Warren – Senior Manager of Collections

- This new policy for is for displays. This is the first presentation to the Library Board.
- It mentions co-sponsored displays and partnerships that may be used.
- This policy applies to those who want to complain about displays.
 - When a patron complains, a form would be filed. It is then sent to the reconsideration committee for review.
- Thanks to Christa, the Reconsideration Committee, District Attorney, Megan Smith, for her to keep everything legal.

Hollie Pettersson made a motion to approve the Display Policy as it is written. Kristin Covili seconded the motion. The motion passed unanimously.

Kristin Covili - aye
 Chelsea Lindbeck - aye
 Sandra Osborn - aye
 Hollie Pettersson - aye
 William Scarber - aye
 Kaati Tarr - aye
 Nancy Thorne - aye

OLD BUSINESS

Library Tax Increase Update – Jim Cooper, Library Director

The library tax increase passed. It has been a year or more of hard work by staff and the public to figure out what the increase would be and what services would be provided. With the tax increase, we will continue to offer our full library hours and pay our staff and bills. It does not provide additional raises for staff, increase the program budget, or change our standard budget.

We hope it will help with replacement of certain buildings, such as the West Valley branch. We do not have a location or service plan yet. We have a few steps to do before this is complete. It is on its last legs and we are concerned about continuing services.

The Tyler branch also needs to be replaced. You saw the condition of that building. Midvale Mayor Marcus Stevenson talked to the board and the council about the importance of the library in Midvale and the community needs. It is suggested that the building include our Technical Services department (kind of like the Viridian Event Center and Administration at the West Jordan branch). We are concerned about their current space in the garden level of the Whitmore branch, which affects their workload.

Once the Tyler and Technical Services building is complete, we plan to tear down the Whitmore branch and build another one on the same site. This was previously done with our Kearns branch. It needs to have the infrastructure replaced as it is at the end of its useful life.

We also plan a remodel of the Sandy branch. The branch opened in 1991. The building is in good shape, but the organization inside needs to be reconstructed to keep the services useful to the public. All of these would need to be approved by the council, which will happen at a later date.

Hollie mentioned that the Tyler branch is within walking distance of schools and wanted to make sure it would have school access as well as other public outreach considerations. Jim mentioned we have not looked into locations yet. We have talked to the mayor about interests and we will work with the municipalities to figure out the best location.

During the truth in taxation process, one council member was against the increase and was vocal to their followers resulting in the spread of misinformation. The increased tax rate is \$30 per household, not per person. The tax increase is comparable to a Netflix subscription. We can offer entertainment, education, and more meaningful services for all of our citizens.

At the final tax increase hearing, Hollie liked a public comment about how the libraries are more important than ever with an economic downturn. If your tipping point is \$30 of your budget, then you absolutely need the library.

Bill wants the staff to help the public better understand the library tax structure. We need to teach about the economic health of the library. Libraries are a safe place in our community. Issues like this help us determine what we need to do for future libraries. We missed that in the past, but we are doing better with designing buildings that our public need.

Budget Review – Administrative Services – Leslie Webster, Associate Director of Administrative Services

The budget review has been an ongoing topic for the 2022 year. This is the final portion covering Administrative Services. The four areas are Human Resources, Fiscal, Information Technology, and Facilities.

Human Resources recruits, trains, and completes onboarding for staff. They have internships and volunteer programs, succession planning, and they even make sure we have interpreters as needed. Human Resources also includes budget items such as training and travel for employees.

Our Fiscal department takes care of budgeting, accounting, accounts payable/receivable, and purchasing card programs. The library has the highest number of purchasers in the county. Additional responsibilities include payroll, surplus items, grants construction (including procurement, tracking and billing), as well as bankruptcy and collection services.

We have our own Information Technology department, separate from County IT. This allows us to have fewer restrictions, which is helpful for increased security. Our IT department includes software, hardware and web teams. Information Technology covers infrastructure, maintenance of assets, create space management, and data analytics. We have a replacement plan of four years on computers and other equipment. The budget for IT includes other items such as software packages like our new online chat feature that was introduced this year, and the fee for our hotspot service.

Facilities is responsible for maintaining and repairing buildings and grounds. They handle minor branch remodels, complete woodwork for desks and end panels of the library shelving. Budget items for Facilities includes personnel, road salt, pesticides, landscaping, and materials for the buildings, security cameras, and oversight for capital maintenance projects. They even have a budget for books for the staff to complete continuing education for necessary licensing.

Other miscellaneous areas include administration expenses including the library director, associate directors, office manager, and office coordinator. The second largest budget category is county overhead. This covers the district attorney, council, mayor, finance, County IT for those few services we cannot do ourselves, county treasurer, and assessor.

The library has saved tax dollars by stretching the IT replacement plan to five years instead of the standard four years. They only replace carpet when it is necessary and then use carpet squares to replace in smaller sections. In 2022, we started a book sale program. Some patrons were purchasing discarded materials for a small amount and reselling on Amazon for much more. We are currently sending materials that cannot be repurposed for library use to Facilities where they are being processed and sold on Amazon.

It is important to understand the full cost of everything a library needs to function. We could not do it without the support of all of our various departments. When the website goes down or the internet is down, people notice. Kaati knows people that do not have privacy at home and has recommended hot spots for the internet or room bookings for an hour of personal space.

During our budget hearing, many people forgot they need us to complete their taxes and to fill out job applications; they forget about teleconferences for medical appointments and other services that are essential in their lives. We are looking into have the Kearns branch as a dedicated telespace.

STAFF REPORTS

Statistical Report – Jim Cooper, Library Director

We are rebounding from Covid. We have talked about Viridian rentals and we are getting back to a more normal service level. An estimated 2.5 million visitors come to our branches. People come and hang out. They do not always come solely to get a book. Space is a big deal, we

cannot crowd them and if we do, it causes problems. People still use our branches and it is an important resource. The board members were impressed that Azra knew most of the patrons by name in the West Jordan branch.

Marketing Update – Sara Neal, Marketing Manager

Most of our meetings have been about the tax increase. We are looking ahead to the Winter Reading program with the basketball all-star weekend. We hope to have a lot of media surrounding the program.

Amy Winder-Newton spoke eloquently for the tax increase, some other council members stood up for us and we are so grateful for their support.

Finance & Operations Update – Leslie Webster, Associate Director of Administrative Services

This was included in the previous report by Leslie.

Personnel Report - Erin Sanderson, Senior Division Human Resource Coordinator

Active Library Employees: 557
Full-Time Merit Staff: 282
Part-Time (30 hour) Merit Staff: 77
Part-Time (20 hour) Merit Staff: 114
Vacancies: 12
New Hires: 5

Council approved a 4% increase to the pay structure. The first paid date will be January 13. A one-time retention pay will be broken into two payments, on January 27 and July 14. The retention pay is broken into groups based on their pay grade:

Grade 8-14: 4%
Grade 15-17: 3%
Grade 18 and above: 2%

Final Comments

This Saturday at the Granite Library, Operation Warm will be distributing coats. At the last Operation Warm program, 400 coats were given away within 30 minutes. This time we have 1,000 coats and 1,000 shoes that we will be giving out. This serves refugees and others community members in need. We are grateful for the schools and other networks where we could accomplish community outreach.

The meeting was adjourned by Bill Scarber at 2:30 PM.