

**Salt Lake County Library Board of Directors
September 23, 2024
Whitmore Branch**

Approved by the Board on October 28, 2024

Board Attendees:	Excused Board Member(s):	Excused Board Member(s):
Spencer Romney, Chair	Nancy Thorne	Hollie Pettersson, Vice Chair
Anastasia Morgan	Steven Sokol	William (Bill) Scarber
Kaati Tarr		
Suzanne Harrison		

Other Attendees:		
Joey McNamee	Megan Smith	Carrie Hackworth
Emily Bullough	Leslie Webster	Maggie Mills
Matt McLain	Melissa Haslam	Sara Neal
Shaun Dimick	Stephanie Bertin	Elizabeth & Steve Van Maren (Riverton Residents)

Other Attendees on Webex:		
Brent Roberts (Help Desk)	Robin Chalhoub	Davie Bird
Elliot Fenech	Erin Rigby	Isaac Higham
Kathy Christiansen	Luke Rasmussen	Nyssa Fleig
Trudy Jorgensen-Price		

Spencer Romney, Board Chair, called the board meeting to order at 12:41 PM.

Welcome – Joey McNamee, Library Director

Welcome to Whitmore, one of our most bustling branches. We will have an introduction from our Branch Manager as well as our Technical Services Manager. Thank you for your patience while we worked out a few technology issues. We are glad to have you all here.

Approve Minutes from the August 26, 2024 Board Meeting

No quorum was present. The August minutes will be approved in the October meeting.

Public comments:

No comments.

Correspondence – Joey McNamee, Library Director

No correspondence.

AGENDA ITEMS

Introduction to Whitmore Branch & Technical Services – Maggie Mills, Whitmore Branch Manager and Stephanie Bertin, Technical Services Manager

Maggie Mills, Whitmore Manager, welcomed the board members to the Whitmore Branch. They are a busy branch, who will be celebrating their 50th anniversary on Friday, November 15th. Planned activities for the anniversary include puppet shows, a magic show, and other activities for a variety of ages.

Regular programming consists of storytime, teen origami and craft kits. A family chess club takes place every Wednesday night and a non-fiction book club is so popular, that it has been going on for multiple years. They host the Babcock Readers Theater Group, where the actors use only their voices, without costumes, lighting, or special effects, to tell a story. The Atelier Student Showcase is currently on display on the garden level of the building.

Whitmore hosts several dogs in their Read to a Dog program, which includes three different organizations. Read to a Dog is a great program to help children gain confidence in their literacy skills in a non-judgmental environment while enjoying time with a snuggly listener. Salt Lake Animal Services has a sister program with kittens. Whichever animal readers prefer, there is something for you.

Technical Services is located in the garden level of the Whitmore building. Manager, Stephanie Bertin, mentioned the essential support services they provide for the system. They have 34 staff members who work between the hours of 7 am and 5 pm to accommodate the delivery drivers. Tech Services includes acquisition librarians, who select and purchase around 90% of the \$6 million book budget. Other job tasks for the department include inter-branch delivery, interlibrary loans (books borrowed from other library systems), as well as cataloging and processing books in order to be ready for checkout within the branch. Last year they processed over 220,000 items, including about 20,000 periodicals and magazines.

Technical Services will soon be switching their name to Collection and Resource Services to better indicate the department services and cut down on confusion with the IT department.

Board Email Accounts – Melissa Haslam, Office Manager

We are going to keep our usual practice for now. The board will retain their library emails as set up about a year ago. Melissa Haslam will monitor your library emails and forward board related contacts to your personal email. Do not reply from your personal email to avoid any potential GRAMA or Government Data Privacy Act (GDPA) issues. The library will reply to emails on your behalf. If you wish to respond, reach out to Melissa Haslam and Joey McNamee.

The Mayor's Office requested the board's personal emails for the county contact form, as not all county divisions have the resources to set up board emails. Those county contacts should also be going to Melissa and Joey. The same rule applies where the library will plan to reply on your behalf unless the board members specify differently.

Let Melissa know if you wish to change how your library emails are handled.

Informational – New Building Update – Joey McNamee, Library Director

Joey McNamee provided an overview of the library's progress on new buildings. We are working with partners to identify possible locations for new branches. West Valley needs to be rebuilt, which has been the case for a very long time, making it a top priority. Conversations are happening and we will provide another update soon.

Our Technical Services department needs a new home. The Whitmore building has infrastructure problems and the department needs to be rehoused before a focus can happen on the branch. Tech Services is the backbone of our library services, and it is central distribution point. It was originally planned to be a part of new branch build, but we are now looking for an independent building. We are seeing a lot of places where people are purchasing and refurbishing as opposed to building new. We hope to get an existing building we can make work. The county real estate team is working on that.

Our Tyler Branch in Midvale is also in the works for a new location. It is a small and old building. The West Valley and Tyler branches may have to close or have limited hours if there is extreme weather. The Sandy Branch needs to be remodeled and Whitmore will be rebuilt once Technical Services has a new location.

The library is going to debt services in a few days to help identify our budget plans and bonding plans for these builds. It is a critical step to make sure everything is aligned and to build confidence in our ability to pay off debt. We are looking toward a closed session in the future when the library is ready to take action.

Informational – Autumn Board Meeting Schedule – Joey McNamee, Library Director

The October board meeting on Monday the 28th was scheduled for the Tyler Branch. It will be moved to the Daybreak Branch in conjunction with a press event that will be discussed later in the meeting. Updated calendar invites will be sent.

By way of reminder, we will not have a meeting in November. The November and December meetings are combined on December 9th.

Informational – 2025 Budget Request – Leslie Webster, Associate Director

Leadership met with the county division, Community Services, and with the Mayor's Office about the 2025 budget request. They have approved what we requested, so the 2025 budget request will be sent to county council in October. Leslie Webster discussed highlights of the request, including thanking Carrie Hackworth, Fiscal Manager, for putting together the majority of the document, and Shaun Dimick, Facilities Manager, for his help with the capital projects.

The process of the budget request begins with the budget for the current year and then adjustments are made to create a flat budget. The budget includes a Future Year Adjustments column and a New Requests column, where it is easier to see the 2025 adjustments.

Expense Budget: First Page

- Cost of Materials Sold
 - Items purchased and sold in the branches
 - This includes a new request from Marketing for a branded merchandise pilot
- Personnel
 - As custodians retire, that position is being outsourced, which happened in 2024
 - The June budget decreased personnel and increased operating cost to handle that change
 - This adjustment annualizes that change for 2025
- Operating
 - Digital Materials – Books has a new request to account for 1% inflation

Expense Budget: Back Side of the First Page

- Library Book Supplies
 - Last year we had grants for meeting pods and period products, those are adjusted out to return to a flat budget
- Computer Software
 - Windows and Microsoft Office upgrades in 2024, no longer needed in 2025
- Small Equipment (Non-Computer)
 - Fundraising
 - Allocated to hire a consultant for naming rights
 - Currently doing an RFP, so the one-time fee was taken out in 2025
- New request for a software notification system
 - Assist Marketing in contacting patrons
 - Assist Fiscal in late charges
 - Accounts with \$50 in fees will be sent to Unique for collection
 - There is a gap between the \$25 hold on the account, where patrons can no longer check out items, before it reaches the \$50 limit to collect
 - This software will aid with that gap and it is a county collection requirement
- Computers & Components
 - The (\$215,340) is a reallocation to equipment as a technical adjustment
- Maintenance - Software
 - This adjustment is for the software system VMware
 - VMware was sold and the new company increased the cost from \$13,000 a year to \$100,000 for three years
 - We hope to find another company in the next three years with a more affordable service
- Mobile Telephone
 - (\$98,430) was a grant for hotspots which will soon be ending
 - We added money last year to continue to service
 - We evaluated the hotspots and found the cost to be too high and they were not reaching the patrons who most needed the service
 - There are potentially other programs that will be a better resource

Expense Budget: Second page

- Machinery and Equipment
 - \$234,290 is a reallocation of a one-time request from last year
 - Pods grant for the South Jordan branch
 - Phone system contract that will be signed soon

- This includes transferring the funds from Operating to Capital Equipment
- Overhead for the County did not have any adjustments

Revenue Budget: Third Page

- The Future Year Adjustments contains the end of the grants
 - Meeting Pods
 - Period Products
 - AI
- New Request contains the \$8,000 is for the branded merchandise pilot
- Library Fines
 - Revenue line has not changed
 - We went fine free for youth materials
 - An initial adjustment was made in the 2024 revenue budget
 - We won't know the true impact for now, an adjustment will be made in 2026

Capital Projects: Fourth Page

- These line items cannot be changed, they are for specific projects for a specific timeframe
- If the project is not finished by the 12-month timeframe, the budget needs to be adjusted

Capital Projects: Fourth Page

New Projects

- HVAC Replacement
 - Budgeted to hire a consultant, which is a placeholder
 - The consultant may come back and say we need minor adjustments, or the project could cost much more than was budgeted
 - One million is not always enough to replace these systems, but the amounts budgeted are a good start
- Hunter Amphitheater Canopy
 - Patrons are sitting in extreme temperatures
 - A canopy can make the space more useful
- Lighting upgrades are happening across the system, Magna is the final location
- Viridian Theatrical Lighting Upgrade
 - This is different than the regular LED lighting upgrade at the branches
 - Viridian has space for large programs and rents out to the public
 - Weddings
 - Prom
 - Business Meetings
- Bingham Creek Irrigation System (new) and Book Drop Implementation (rebudget)
 - The branch is on a corner and is next to a school
 - Patrons speed through the parking lot, causing safety issues
 - Redo paving in the parking lot
 - Continue landscaping next year
 - Facilities found a grant to change the grass to waterwise plants and xeriscaping
 - Changes to the irrigation system for the new landscaping
 - A request was made to track how much water is saved
- Park strips will be redone at various locations
- Taylorsville had a study to look at the front entrance
 - The design is complete and we are moving forward

Capital Projects: Fourth Page

Rebudget Projects

- Projects are at different stages in their completion
- These are items that need to be rebudgeted in July if the project will not be complete by December
- Bingham Creek Book Drop Implementation is now complete, but was not completed by July
- West Jordan Boiler Replacement
 - On the budget for a number of years
 - Prices keep raising before the project can begin, so it has to be rebudgeted
- Carpet Replacements
 - Some branches have already been done
 - Herriman will be done in early 2025
- West Jordan Cooling Tower Maintenance
 - Hope to be done in 2024
- West Jordan/Viridian LED Lighting Upgrade
 - Should be done without closing the building
- Magna Public Restroom Remodel
 - By the time we got to bid, there wasn't enough money for the project, but now we are moving forward
- West Jordan Security Camera Replacement
- South Jordan Sorter Replacement
 - On target for October
- Slider Doors & Slurry Seals are all complete

Leslie Webster and Shaun Dimick shared some pictures of capital projects before and after the project was complete. Highlights include:

- Bingham Creek
 - Installed speed bumps for safety
 - Added an ADA sidewalk
 - New signage
 - Replaced asphalt as slurry and crack seal were no longer effective
 - Carpet
 - New information/welcome desk
 - Added a lighted display area for the Library of Things items
- Millcreek
 - Currently closed to replace the carpet
 - The front desk was redone
 - Deep clean before reopening
- Herriman
 - New carpet will be installed the first quarter of next year
- Daybreak
 - Patrons would climb up the hill causing landscape and safety issues
 - Stairs were put in with a retaining wall

Informational – Fines & Fees Schedule – Leslie Webster, Associate Director

The library has a Fine and Fee Policy, which the board approves. We also have a Fine and Fee Schedule, which was separated from the policy a few years ago, as fees change frequently. The policy refers to the schedule, and the board still receives regular informational updates.

The schedule lists the types of cards the library provides and the fees related to those cards. Fees include late fines, which were removed on children and teen materials, but remain for adult materials. Even though youth materials no longer have late fees, they will be charged for lost and damaged items.

There are some services that have charges, such as printing, or some create space materials. Sara Neal, Marketing Manager, talked about the branded merchandise pilot program. The library will not be purchasing items that need multiple sizes. Branded Merchandise may include pins, stickers, mugs and nicer bags.

Room reservations can use rooms for free, but they will be charged for damages. Interlibrary Loans are the fees the borrowing library would charge. Book sale is still in some of the branches, but now the library has moved to selling material on Amazon. Non-fiction are the hot ticket items.

Library of Things are items that have multiple parts. An example is a pasta maker. If patron lost the equipment tag, that is itemized separately from an essential machine piece. Hot spots will be available until the end of the year and then will be removed.

The Fines and Fees Schedule is available on the website. Branch staff should be discussing the fees with the patron when they check out an item, so they are aware of the different fees. The Library of Things workgroup is also working on some training videos for the staff. The board was asked to reach out if they have questions or concerns on the fee schedule to be addressed at a later time.

STAFF REPORTS

Director Report – Joey McNamee, Library Director

Volunteers of America:

The library has a partnership with the Volunteers of America (VOA). The library recognizes an increased need to gather a list of resources to aid unsheltered patrons at four branch locations along Trax lines. VOA will be training staff around the system as well as periodically visiting the West Valley, Granite, Daybreak and Draper branches.

Government Data Privacy Act:

District Attorney, Megan Smith, provided a privacy health check. In 2024, legislation passed the Government Data Privacy Act (GDPA). This allows Utah citizens a new right of privacy in regards to the data provided to government. Now patrons have a right to the information they share with the library.

The library must map out what it is doing with the private data it has collected and discuss privacy throughout the year. The county will be receiving a report showing the gaps in patron

privacy, upon which actions will be put into place. You will hear more about this in the future, including budget requirements to get in compliance. The new statute has multiple compliance deadlines, some of which began back in May, with a final compliance deadline in January 2027.

Thank You:

Joey McNamee thanked Emily Bullough for her help with the board meetings. We do not know if she will be attending many in the future. Emily has helped at many meetings and we appreciate all her technology help, especially on days like today with our delay.

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

The current 2024 budget is going fine. We are getting ready for debt review and will go to council for the next step to move forward with buildings.

One thing that Leslie Webster forgot to mention in the previous budget report was a change in the fee schedule for a \$5 processing fee. Library leadership decided to remove the fee as it was not an accurate representation of staff processing time for a lost item.

Marketing Update – Sara Neal, Marketing & Communications Manager

The library hasn't had any huge media hits recently. There are a few articles about the new director. ToshOCON and the Mid-Autumn festival are over and we do not have any big events coming up soon. There will be another reminder about the change in youth fines and fees.

Joey McNamee let the board know about the Daybreak press event during the October board meeting. Daybreak achieved Net Zero certification after a year of submitting utility statements. This certification will happen onsite and the library is working with the Mayor's Office. The board meeting will happen before or after that event, depending on the mayor's schedule.

Personnel Report – Sara Neal, Marketing & Communications Manager

Employees: 565
40-Hour Merit Staff: 282
30-Hour Merit Staff: 78
20-Hour Merit Staff: 102
Substitute Staff: 100
Total: 562

Positions In Recruitment: 24

A few positions will be combined for a budget neutral request. Ten allocations will most likely go through the reclass process.

A quorum was not present, so no motion was made to close the meeting. The meeting ended at 1:51 PM. Whitmore manager, Maggie Mills, took interested members on a tour of the facility.