

**Salt Lake County Library Board of Directors**  
**April 24, 2023**  
**Approved by the Library Board on May 22, 2023**

**Attending:** Hollie Pettersson, Vice Chair; Anastasia Morgan, Sandra Osborn, Spencer Romney, Kaati Tarr

**Excused:**

**Others:** Emily Bullough, Melissa Haslam, Matt McLain, Joey McNamee, Sara Neal, Pamela Park, Russ Snow, Wanda Huffaker, Christa Warren, Melissa Wayman, Leslie Webster, Steve Van Maren (member of the public)

**By Webex:** William (Bill) Scarber, Chair; Steven Sokol, Kathryn Calderon, Jim Cooper, Robin Chalhoub, Liz Anguiano, Ann Marie Barrett, Kathy Christiansen, Maggie Mills, Trudy Jorgensen-Price, Rachel Richardson, Erin Rigby, Brent Roberts

Hollie Petterson called the meeting to order at 12:30 PM.

**Welcome** - Jim Cooper, Library Director; Melissa Wayman, Magna Branch Manager

We want to officially welcome Anastasia Morgan, Spencer Romney, and Steve Sokol as voting board members.

Melissa Wayman was introduced as the manager of the Magna branch. Melissa is proud of the relationship the branch has with the Magna community. Back in 2020 stakeholders were in the Magna meeting room creating the [Magna United CTC](#), Communities that Care, Coalition. It was Magna's first ever community coalition and some of the library staff are volunteers. CTC's goal is to keep youth and adolescents away from drugs, alcohol and harmful activities. They do that by increasing community protective factors. An important factor for Magna is the Youth Coalition, which is partly run by teenagers.

The library has a close relationship with the Magna Arts Council. They host a monthly [open mic](#) program geared to adults. Many branches have popular adult programs, but not many can say they get 40-60 attending their program. The partnership led to Magna having the first sound studio in the system. The building wasn't built for a create space, but it quickly became essential to add the studio. Patrons of all ages reserve the sound studio, with around 350 reservations in 2022.

Melissa's main goal is to continue bringing in new partnerships. Magna had a successful program with Wasatch Community Gardens, which convinced them to get a seed library next year. Legal aid helped renters discover their rights, who have less resources than property owners.

Magna also collaborates with the Salt Lake County's Housing and Community Development. A navigator will sit at a table for two hours a week to help patrons find resources they need. The library can help, but they are the experts in that field.

Jim mentioned the branch was opened in 2011 as one of the first new buildings for the library system. It was built and financed with new market tax credits, a program that helps make investments in distressed communities. Magna was the first one using that tax credit. Kearns used the same program as well. As we move forward with new buildings, the West Valley and Midvale branches may also qualify for the tax credit based on income and poverty levels.

The community was emotional the day the building was opened. They commented on the beauty of the building and the fact that it was right on Main Street. A community member stated that Magna has deserved this building for a long time. The county was honored to make the investment in the community and have that investment go back into the community.

The building was designed before the current create space thinking, so it has less meeting rooms and create space real estate than other newer branches possess.

Melissa does a great job and was thanked for her service.

### **Approve Minutes** from the February 27, 2023 Board Meeting

*Nancy Thorne made a motion to approve the minutes from the February 27, 2023 Library Board Meeting. Spencer Romney seconded the motion. The motion passed unanimously.*

Kathryn Calderon - aye  
Anastasia Morgon - aye  
Sandra Osborn - aye  
Hollie Pettersson - aye  
Spencer Romney - aye  
Bill Scarber - aye  
Steve Sokol - aye  
Kaati Tarr - aye  
Nancy Thorne - aye

**Public comments -**  
Nothing at this time.

**Correspondence -**  
Nothing at this time.

### **NEW BUSINESS**

#### **Open Meeting – Megan Smith**

The Open and Public Meeting Act is required by county ordinance. The statute states that public business should be conducted openly with the availability of public attendance and input. The following items are included in the act.

- Items should be put on the agenda with 24-hour notice.
- Action items will be noted on the agenda. A reasonable amount of detail about the discussion will be provided.
  - 24-hour notice is necessary so the public can be part of the discussion.
- A recording of the meeting will be kept.
- Minutes will be taken and need to be approved within 30 days.

- The public is allowed to comment and record the meeting, but are not allowed to distract or hinder the meeting.
- Electronic meetings are allowed. Extra notice requirements are needed.
  - Establish a physical anchor location open to the public, such as the West Jordan branch.
  - Electronic meetings may be held without a physical anchor if written finding is given by the chair showing special considerations apply.
- Deliberations will not occur over email, where public will not have input.
- The public is allowed to make comments. The public member will be named in the notes.
- Five board members are required to form a quorum. They may attend in person or virtually.
  - The board members are allowed to be social with each other, including texting and email.
  - Four board members are allowed to get together to discuss library business, such as recruiting new members.
  - Members are not allowed to make decisions or conduct actionable business outside of the public meeting with the quorum.
- Library business communication is subject to GRAMA requests under a separate records statute.
- There are a few exceptions to having a closed meeting.
  - Personnel issues
  - Discussing real estate
  - Pending litigation
- It is a class B misdemeanor to go contrary to the act.

### **Discussion of Board Procedures for Public Comment**

The library would like the board to give a recommendation and set boundaries for public comments. We follow state law, which allow comments from the public for three minutes per individual.

There has been an instance in the past where a group of individuals were opposed to explicit music lyrics in the library. Each individual then used their three minutes to read the same lyrics repeatedly. The board members all agreed the public's voices should be heard. However, there are some circumstances where a group may need to pick a spokesperson to present during the public comment portion of the meeting. The public comment section end time is posted for the public to review.

If the leadership team receives advanced notice of a public issue, they will provide the board with all the communication around the issue as soon as they can. The patron's information will be kept confidential. The board will then have the option to put the issue as an agenda item to be discussed in more detail. A patron who chooses to make a comment in a board meeting will lose their anonymous status.

A hot topic right now is the challenge to reconsider library materials. The library has received four challenges in the past quarter. They start with a reconsideration committee and may

eventually be presented to the board. None of these challenges have continued to that point. Reconsideration of materials was discussed later in the meeting.

### **County Council Members Request for Summer Reading Fine Suspension – Matt McLain, Associate Director of Community Engagement**

The leadership team received a letter from the county council. The letter requested the library do a pilot to eliminate fines on children material during the summer reading program. The pilot would make the library more accessible to children and families.

Sandra wondered if there was data to suggest some residents refuse to use the library based on the real or perceived barrier of fines. The council request is based on a letter they received in relation to the tax increase. A patron preferred to use the City Library in order to avoid fines. There is general worry that fines sometimes hurt the people who need the library services the most.

The board discussed options the library has to help patrons with fines. There are automatic renewals and fine waivers during special programs, such as summer reading. Nancy is worried the public might not have the correct information on their fine options. A family may not understand they can work with a branch for fine help and resources.

Anastasia asked how student cards work. A student may obtain a card from the library and check out three items. They will not receive any late fees, but the limited number of checkouts may be restrictive.

In regards to the fine free holiday during the summer reading program, there is still a lot of information to consider. The library will look at the data we can track and would like to keep patron privacy. The pilot would track a pilot program as a group as opposed to individuals. This data will allow the library to determine if eliminating fines can be a permanent solution.

The biggest con for eliminating fines is the loss of revenue to the library, especially after asking for a tax increase. Other cons include the incentive for patrons to return materials in a timely manner. This takes away access to other patrons who have to wait longer to obtain materials.

There are pros to eliminating fines. This may increase library use for those who are hindered by the possibilities of fines. There is a chance of building stronger community relations and it could lead to less negative interactions over fines.

The leadership team is looking into how the pilot would work and how it may affect the library. They are reviewing fine free models from other library systems. One of the challenges is the variety of models in use. There is no one perfect model to mimic.

While the letter came signed by two council members, it does not mean that all of the council members will approve removing fines. This pilot program will allow statistics to be gathered and presented to the council. Some members of the public consider checking out material, returning it in a timely manner, and paying a fine for late items, a good way to teach responsibility. Other public and council members may approve fine removal.

If fines were removed permanently, there will need to be fiscal adjustments. Leslie commented that there is a cost versus benefit for the program. The library tax is separate from the general fund and the library would need to recoup lost funds or make budget adjustments.

Items to consider for a possible pilot during summer reading include:

- Conducting the pilot for three months from June to August.
- Removing fines for all children cards.
  - This presents a challenge for adults who check out younger material.
- Removing fines on materials with call numbers starting with a j for juvenile.
  - Possibly include call numbers starting with a y for young adult.
- How will this affect the \$5 processing fee?
- Will books still be set to lost at the regular 45 days?

The library board would like to explore this program further. The leadership team will collect more information on how the pilot could actually work and report in the May board meeting.

## **OLD BUSINESS**

### **Collection Management Policy f/k/a Material Selection Policy – Christa Warren, Senior Manager of Collections**

The Materials Selection Policy was presented to the board with a few adjustments. The name was changed to the Collection Management Policy, as it also covers maintenance and disposing of materials. Other changes include updated language and pronouns as well as addressing security and safety for jail material.

Bill asked if the jail has guidance for book subject matter. They are not allowed books with subjects such as locksmith or hacking. Those needs may change over time. At one point the jail did not allow tattoo books, but that has since changed. They currently have a big demand for drawing books. Material restrictions on the physical item include no staples and no hard back books.

It is considered a privilege to use the library and the inmates love the service.

*Kaati Tarr made a motion to update the name of the Material Selection Policy to the Collection Management Policy and approve other changes as presented. Spencer Romney seconded the motion. The motion passed unanimously.*

Kathryn Calderon - aye  
Anastasia Morgon - aye  
Sandra Osborn - aye  
Hollie Pettersson - aye  
Spencer Romney - aye  
Bill Scarber - aye  
Steve Sokol - aye  
Kaati Tarr - aye  
Nancy Thorne - aye

## **Discussion of Board Procedures regarding Reconsideration Policy– Jim Cooper, Director**

Patrons may request an item or service be reconsidered. The Reconsideration Committee will review the request and offer a response. On occasion, the patron request to appeal the committee's response. This first goes to Jim and then may be presented to the board for further review as necessary.

Jim wants to know how the board would like the reconsideration presented. Options include in writing or having the individual present to discuss their reasoning, having the reconsideration on the agenda or keeping the request to the public comment portion.

The other question Jim presented is how much information the board would like presented. Do you want the original reconsideration request only or all of the communication with the committee and Jim before it being presented to the board for review?

Hollie and Spencer want it in writing on why the item or service should be reconsidered. Documentation should include previous decisions by the library staff. The patron will be left anonymous, but they will give up that status if they attend a board meeting to discuss the reconsideration. The patron may attend the meeting, but it is not required.

Jim presented an example scenario: an individual living in another county paid for an out-of-county card. They immediately started to ask for books to be withdrawn. A question was raised if only patrons in the county could submit reconsideration requests. Christa stated the form will ask the patron if they have a library card and will ask if they are a resident of Salt Lake County. Another question asks is if the patron is affiliated with any groups who may be opposed to certain material.

Anastasia mentioned that some parents may live outside of the county, but have children who live within the county. Megan confirmed that any library cardholder, including those who live outside of the county and choose to pay for a county library card, should be able to conduct an appeal.

Bill suggested we ask the patron if they have read the current policies. If so, what do they disagree with in those policies? This may help with complaints just because someone does not like a specific book or display.

After the board makes a decision on the reconsideration request, that is the final step. The patron is unable to submit future appeals.

Wanda mentioned there is a disclaimer when a patron places a hold online. The disclaimer states your hold may be on public view. A similar statement may be added to the reconsideration form stating the patron will be subject to GRAMA policy. No decision was made around adding this statement to the process.

The board agreed to the following reconsideration process:

- Any current library cardholder may complete reconsideration requests.
- The board will receive all communication around the reconsideration request in writing.
  - The information will be sent as soon as possible before the next board meeting.
- The communication should include a statement from the patron showing they have read the necessary policies and what portion of that policy they disagree with.

- The patron information will be kept anonymous.
- The patron may attend the board meeting to present their case during the public comment section. The patron would then no longer be anonymous to the board.
  - The item will only be added to the agenda on a case-by-case basis.
- The board decision will be final and no further appeals will be allowed.

### **Venue Change for May Board Meeting**

The venue for the May meeting changed from the Bingham Creek branch to the Junior Achievement City at Discovery Gateway. It is on the fourth floor and parking validation will be provided for board members. Some of you may know children who have attended and the feedback is always positive. We will learn about JA City and its focus on civic government.

### **STAFF REPORTS**

#### **Statistical Report – Jim Cooper, Library Director**

The information is in the board packet for February and March.

#### **Marketing Update – Sara Neal, Marketing Manager**

The Winter Reading program was a success. We had 11,578 participants and 16 schools joined as a group. The theme was basketball to highlight the NBA All-Star Weekend in Salt Lake City. The Utah Jazz donated tickets and we had other prizes in the branches. The program began earlier and participation almost doubled, with a noticeable increase in male participation.

The Summer Reading theme is All Together Now focusing on unity, togetherness and community.

We have a rotating schedule of television appearances. This includes ABC 4 for the Daily Dish and Good Morning Utah. This gives us the opportunity to highlight the great programs and services we provide. We also had a recent [KSL article](#) where Wanda Huffaker talks about the most banned books for 2022.

For a fun statistic, Sara noticed public wireless usage is the highest it has ever been.

#### **Finance & Operations Update – Russ Snow, Fiscal Manager**

Russ covered the financial reports. A few categories were highlighted showing that we are in good fiscal shape for being 25% through the budget year. Category outliers are as stated:

- Computer Software, 84%
  - Most of the software is purchased at the beginning of the year.
- Maintenance Machinery & Equipment, 92%

- We have to keep our server room cool. We are comfortable with where we are in that expense right now.
- Improvements to Building: Kearns is 100%
  - The Kearns lease is paid all at once for the entire year.
- Heat & Fuel, 64%
  - Gas charges have increased significantly. We are going to submit a request for additional funds to compensate for the increase in heating costs.
- Overall Operating Expenses, 26%
- Revenue
  - We have six new capital projects this year and one that carried over from last year.
- Miscellaneous Revenue, 238%
  - \$21,426 is total donations with \$15,000 donated from the Jazz for the All-Star Winter Reading Program.
  - Viridian rental income is 20%, and it gets busier during the summer.
- Sales & Assets, 42%
  - Ear buds, book bags, Amazon sales. We may exceed our anticipated revenue.
- State Government Grants, 44%
  - Federal Grants is a reimbursement grant, 0% as receipts have not yet been completed.
- Interagency revenue from the jail is \$130,000, which was not on the report.

**Personnel Report – Pamela Park, Human Resource Manager**

We had about 55-60 volunteers at our appreciation event. We gave away goodie bags, including to the library board volunteers.

Active Library Employees: 572  
 Full-Time Merit Staff: 285  
 Part-Time (30 hour) Merit Staff: 78  
 Part-Time (20 hour) Merit Staff: 116  
 Substitute Staff: 93  
 Merit Vacancies: 47  
     Interview Process: 18  
     Re-Classing Process: 8  
     On Hold for a Review: 9  
     Unused Allocations: 12

The meeting was adjourned by Hollie Petterson at 2:29 PM and a tour of the Magna branch was held for interested parties.