

Salt Lake County Library Board of Directors
August 22nd, 2022
Approved by the Board on September 26, 2022

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

Excused: Chelsea Lindbeck

Others: Jim Cooper, Jen Fay, Matt McLain, Rikki Carter, Shaun Dimick, Melissa Haslam, Susanne Jones, Sara Neal, Pamela Park, Joel Poppleton, Russ, Snow, Christa Warren, Don White, Robin Chalhoub, Steve Van Buren (member of the public)

By Webex: Richard Snelgrove, Liz Anguiano, Kira Elmendorf, Trudy Jorgensen-Price, Erin Sanderson, Stephanie Tilt

Welcome: Jim Cooper, Library Director – Welcome. The agenda is changing order to put the West Valley branch review first. Introduction to Melissa Haslam – Our new Office Manager at Library Administration.

NEW BUSINESS

Tour and discussion of West Valley branch / city needs – Joel Poppleton, West Valley Library Manager

Jennifer Fay, Associate Director introduced Joel Poppleton, West Valley Library Manager and Shaun Dimick, Facilities Manager. Joel expressed his love for the West Valley branch and the community. It is a diverse population with many needs. The building is not currently meeting the needs of the community.

Shaun gave an overview of the West Valley Building:

1. It is an old building. We would need to invest money to get it current.
2. Three boilers need to be replaced.
3. Carpet needs to be replaced.
4. The building is not providing an equity of service that West Valley needs.

West Valley branch will take more than a million dollars to fix all the needed issues. They will continue to fix issues that are health and safety issues, but ultimately, the branch needs to move to a new building.

The demand for public libraries is changing. The statistics for West Valley, such as the gate count, does not always reflect the need at the branch. This location sees patrons come and stay all day, which changes the services we need to provide.

When the Smith branch closed, the board voted on a trade to the general fund for an equivalent value. This trade would allow the library to potentially move into the area where the Recreation Building is on Redwood Road. This would allow for a campus environment such as the Herriman branch. The building would take approximately 3 years to complete.

A tour of the branch will happen after the meeting.

Action Item: Approve Minutes from the June 27, 2022 Board Meeting

Richard Snelgrove made a motion to approve the minutes of the June 27, 2022 Board Meeting. Sam Klemm seconded the motion. The motion passed unanimously.

Kristin Covili – aye
Nancy Thorne – aye
Sam Klemm - aye
Melanie Mitchell - aye
Sandra Osborn – aye
Hollie Pettersson - aye
Richard Snelgrove - aye
Kaati Tarr – aye

Public comments

Steve Van Buren, Sandy Resident – Parents use the parking lot of the Sandy Library to pick up students from the middle school across the street. The Sandy library manager, Darin Butler, has put up idle-free signs, but they are small and hard to see.

Correspondence - None

A county council member requested information on the Purchase to Sale and the operating costs for the Riverton branch. The information will be provided at a later date. Their operating zip code is 84065, but 43% of residents check out materials at neighboring libraries. Even the new Granite Library has 97 items checked out to Riverton patrons.

There has been a need for reciprocity since the County Library formed. Murray and Salt Lake City are both city libraries. They agreed to let county patrons use their city libraries and county patrons are allowed to use their libraries. Kristin Covili mentioned how Murray residents love to use the County branch for their services. Murray City cannot provide what the larger county tax base can provide.

NEW BUISNESS

Library Board Member Recruitment – Jim Cooper, Library Director

The Library Board has three positions that need to be filled. Cindy’s position was never filled, Chair, Kristin Covili, and Chelsea Lindbeck will both need to be replaced. Richard Snelgrove is serving as an at-large member. Hollie Pettersson’s term is expiring and will continue for a 2nd term. Sandra Osborn’s term is also expiring, but needs to check time commitments before making a decision.

Nancy Thorne, Bill Scarber, and Hollie Pettersson formed a recruitment committee and will meet at a later date.

Bulletin Board Policy – Laura Renshaw, Millcreek Community Center Manager

The Bulletin Board Policy was reviewed in the June 27, 2022 meeting. More time was given to clean up the language and provide clarity on political referendum.

- This policy gives general guidelines for what is permitted and the size of the fliers that are acceptable.
- ALA's changes reflect in our libraries, but they are not exactly our policy.
- Campaign signs are not permitted.
- Each branch is in control of what space they may permit for community fliers and how long those fliers will remain on display.
- We strive to be equitable with our community boards.

Hollie Pettersson made a motion to approve the Bulletin Board Policy. Sandra Osborn seconded the motion. The motion passed unanimously.

Kristin Covili – aye
Nancy Thorne – aye
Sam Klemm - aye
Melanie Mitchell - aye
Sandra Osborn – aye
Hollie Pettersson - aye
Richard Snelgrove - aye
Kaati Tarr – aye

Reconsideration Policy – Christa Warren, Senior Manager of Collections

This policy is used when a patron requests library material to be removed from or relocated within the library. The policy was updated to standardize branding and additional verbiage.

The review process starts with a patron request, a library committee reviews the item or service and responds. If the patron chooses, the request may be escalated to the library director and then to the library board.

A request was made to have a retention schedule of the requests. The policy will be updated and presented at a later date.

No Action Taken

Library at Your Door Program – Matt McLain, Associate Director of Outreach

Library at your door serves homebound patrons, who receive access to 20 items with prepaid postage. Alta City's Alta Reading Room calls their program Mail a Book. The patron requests the item, calls the library, the item is then mailed to them and is returned without a postage fee to the patron.

Alta, Brighton and Copperton patrons are outside the ideal 10-minute drive time. Stephanie Anderson, former Outreach and Programming Manager, has thought through the process. A mail order marketing plan was created to let those patrons know they can use the library services. The budget is adequate to cover the postage.

Alta Reading Room – Matt McLain, Associate Director of Outreach

Alta has a Reading Room with our name on the door, but the room is not staffed and the room runs like a free library with withdrawn items from our branches. The room does not reflect the services our library offers. The Alta Reading Room will be decommissioned, but services will continue. The patrons will be eligible for the Library at Your Door Program.

Emigration Canyon was mentioned for this service. Emigration has not express a desire to be involved. They tend to use the Foothill branch of the Salt Lake City Library. They fall under reciprocity and may use our libraries.

2023 Budget and CountyStat – Russell Snow, Administration & Fiscal Manager

The 2023 year will be a flat budget, even with increased inflation and salary needs. The branch managers have instruction on what to expect and how to work with for their budget. Eventually we will need a tax increase. There is still discussion on the current revenue stream and if a tax increase is appropriate for next year. We are looking at federal dollars, ARPA and other sources for additional funding.

2023 Outcomes and Indicators: Four indicators that are consistent with the past.

1. Residents will regularly visit to read, play, learn and connect to build a happy, healthy and a strong society.
 - a. Measured by our door count.
2. Patrons find free high interest, high demand services when needed.
 - a. Measured by circulation and retrievals/downloads on our databases.
3. Residents will utilize programs and activities in person and online for early and lifelong learning civic engagement.
 - a. Measured by program attendance.
4. Salt Lake County residents will have access to tools, collections, knowledge, and human connections that foster wellbeing and good living.
 - a. Measured by households with a library card. This changed slightly as some families choose one card for the family versus a card for each family member. We access households for taxes not card users.

County Stat is an internal resource with graphics to view individual branch budgets. You may filter the data by operating versus personnel. It does not show the support behind the information, such as, books, human resources, facilities or administration. Departments like IT and human resources support the branch/cost center. The book budget is the biggest budget and runs through technical services. Some information is shared across the system with a central budget, such as magazines.

OLD BUSINESS

Deferred Maintenance and Facilities Update– Jim Cooper

We have a five-year plan for capital maintenance. We are saving about five million dollars with cuts over the past few years. The maintenance schedule tells us what Facilities can realistically

update, year by year, for each branch. It is a huge list. Funding for these replacements will be brought forward as we work through the budget.

West Valley branch has \$1.6 million allocated over the next three years. Safety concerns will still be addressed, but we will not fix anything unnecessarily. The branch will be maintained for the community's sake until it can be replaced.

STAFF REPORTS

Statistical Report – Jim Cooper, Library Director

The library's eMaterial collection increased during Covid from around 5% to 20%, where it has remained steady. eMaterials are more expensive to purchase and are only allowed to circulate a few times before we have to repurchase the rights at the full cost. eAudio is the most expensive overall.

Marketing Update – Sara Neal, Marketing Manager

System Events:

Operation Warm - In February, we hosted our fifth Operation Warm event at the Hunter Library to give away shoes and books. We are hosting a coats and books event in November at the Granite branch. An estimated 80% of attendees are refugee families.

Granite Branch Grand Opening – Many library board and county representatives attended. The media did a story in advance. One of the public attendees was an individual who was in an original picture on display.

Quarterly Adult Night Out Event – More than 400 patrons of all ages attended a Big Band Swing event. Lessons were provided at the beginning and then everyone was able to show up what they learned.

Upcoming Events:

- *Chalk the Walk*
- *ToshoCON*

Programming:

- *Beehive Books*, partnered with CLAU, is a reader's choice program for the youth.
- *Level-Up* – Elementary third graders embark on simple missions to learn about library services and resources. After completing all three missions, they obtain a prize. The 2022-2023 year has a space theme.
- *Early Learning* – Storytime is happening in multiple formats including in person at the branches, online, and even in city parks.

Services:

- Hoopla will be available soon. This is for streaming movies, television shows and music.

Civic Engagement:

Work Group - We have a work group that is primarily for adults, but some teens attend. We cover subjects like fire, water, and danger.

Let's Be Neighbors - Our virtual panel series covers topics such as homelessness, and to how to be more creative.

Elderly Abuse Help - Matt McLain, Associate Division Director of Outreach, commented that our Whitmore branch is working on a program revolving around senior citizens in our neighborhood.

Human Resources Update - Pamela Park, Human Resource Manager

Pamela commented on volunteers, including the Boy Scout groups, the library board, court ordered volunteers (who must pass a background check and maintain close supervision), community volunteers, and interns. We have less volunteers now than we did before the pandemic.

We are currently struggling to hire shelvers, even with an increase in the hourly wage. Some fast food locations still pay more. The public has less free time. Labor laws dictates that we are unable to use volunteers to do the same work we pay an employee to do. Volunteer work may include cleaning and organizing, cutting, assembling packets and helping with crafts.

Unpaid interns may do slightly more than a volunteer, but it is still a fine line. If the intern is going to school, they are unable to do a practicum at the library based on the line of pay versus unpaid work. Teen Advisory Boards is a program used in about half of the branches. The teen help the librarians create meaningful programs for their peers.

We love all of our volunteers, but demand is down and our resources may be limited. Human Resources is actively trying to recruit for 23 positions. Openings include a few positions in our facilities department. They must be flexible and operate small equipment. Our salary is not competitive enough. They can go to another company and get more. Our IT positions are hard to fill and are open for long periods.

Our substitutes are not at the minimum wage standard. We are working on inequities with the county, but the budget causes issues. Substitutes start at the bottom of the pay range, yet they do not get the increases like merit employees do.

Inequity Example:

The \$15 wage went up, so everyone bumps up and a new person is paid the same as someone who worked there for multiple years. We fixed this about 5 years ago and now we have that inequity again.

Finance & Operations Update – Russell Snow, Administration & Fiscal Manager

- Leslie Webster was unable to attend, so Russ Snow filled in.
- There was nothing new to report after the CountyStat discussion.

William Scarber made a motion to close the meeting. Sandra Osborn seconded the motion. The motion passed unanimously.

Kristin Covili – aye
Nancy Thorne – aye
Sam Klemm - aye
Melanie Mitchell - aye
Sandra Osborn – aye
Hollie Pettersson - aye
William Scarber - aye
Kaati Tarr – aye

Meeting adjourned at 2:42 PM for a tour of the West Valley branch.