



SL SALT LAKE COUNTY
LIBRARY SERVICES



CONTENTS

Letter from the Director.....	3
Library Statistics.....	4
Awards and Recognition.....	5
Renovations.....	6
Responsive Government.....	7-8
Healthy People.....	9
Healthy Places.....	10
Expanded Opportunities.....	11
Education.....	12
Early Literacy.....	13
Lifelong Learning.....	14
Summer Reading.....	15
Human Resources.....	15-16
One County One Book.....	16
2016 Priorities.....	18
Financials.....	19
Locations and Leadership.....	20

LETTER FROM THE DIRECTOR

According to the Chinese zodiac, 2015 is the year of the Sheep. Based on the number of assessments in which we have participated over the last year, I would say that, for the Library, 2015 is the Year of the Survey. Whether participating in compensation, satisfaction or engagement surveys, or administering project outcome surveys among patrons, this year definitely provided us with a number of tools for measuring the services we offer children, teens, adults, seniors and families in Salt Lake County.



One of our greatest outcomes in 2015 was being recognized, for the second year in a row, as a Wasatch Front Top Workplace — based on surveys and feedback submitted by employees. As the director of the Library, this news made me incredibly proud. It confirms that the goals we have set together — to improve the lives of the people we serve and to support our employees — are being actualized. More importantly, this recognition confirms that those who work at the Library not only like what they do, they like where they work. We, as an administrative team, really like that.

Salt Lake County Library Services continues to see increases in programs and program attendance. This increase is a direct result of our emphasis on expanded opportunities through outreach and community engagement. In several cases people, for whatever reason, have not been able to come to the Library so we have, in a sense, taken the Library to them. Whether it be Library at Your Door, book clubs for youth in detention and secure facilities, storytimes at The Road Home or hospital outreach storytimes — which received a NACO Award this year — the Library is committed to healthy people and healthy places. As a trusted public entity we are responding to the needs of the community in the place that makes the most sense to them — their community.

Thanks to our incredible team, the library remains an innovative, engaging, and inviting community hub for everyone who walks through our doors or visits our online branch.

James Cooper
Library Director

LIBRARY STATISTICS



Items Circulated.....	15,354,704
Populations Served.....	852,036
Percentage of Population Served with Library Cards.....	70%
Library Card Holders.....	595,109
New Card Registrations.....	39,579
Interlibrary Loans Filled.....	7,120
Library-Sponsored Programs (held in-house).....	9,110
Attendance at Programs.....	404,273
Library Visits (Gate Count).....	3,853,980
External Virtual Visits to Our Website (page views).....	11,472,670
Home page views.....	608,635
Library Catalog Searches.....	11,710,908
Information Database Searches.....	608,635
Books and Magazines.....	1,750,329
Audio Materials.....	189,857
Video Materials.....	184,424
Electronic Information Databases.....	106
Electronic eBooks.....	6,052
Items in Database.....	2,163,620
Current Subscriptions.....	5,258
Number of Libraries (including County Jail, Alta and South Main).....	20
FTE (full-time equivalent staff).....	393.50
Number of Volunteers.....	44
Volunteer Hours.....	15,219



AWARDS

For the second year in a row, employees participating in the Workplace Dynamics survey voted Salt Lake County Library Services a **Top Workplace in Utah**. Our 12th place ranking is attributed to employees believing in and supporting our mission.

"I feel I get the respect I deserve."

"I work with wonderful people in a good environment."

"It is a great job and flexible."



Our monthly storytime program at Primary Children's Hospital, which is broadcast to the children's rooms and allows an opportunity for them to ask questions, earned us an **Achievement Award** from National Association of Counties (NACo).



SUPER!

Sandy Branch Manager Darin Butler was recognized as **Best Library Manager** by Salt Lake City Weekly, **Best of Utah**, for "his soft-spoken demeanor, his gentle manner or simply his passion for encouraging everyone, whether young or old, to make the most of his facility."



Our 75-year public service announcement: "A LOT HAS CHANGED in 75 Years," received national recognition with an acclaimed **Telly Award**.





Herriman
5-Year Anniversary



Draper
10-Year Anniversary



South Jordan
10-Year Anniversary



Whitmore
Grand Re-Opening

RESPONSIVE GOVERNMENT

Whitmore

Renovations were made to ensure efficient and effective lighting and carpeting.

Taylorsville

The parking lot was reimagined to meet ADA standards and enhance accessibility. Additionally, the checkout and circulation desks were redesigned to increase usability.

Tyler

The Tyler Branch was briefly renovated in 2015 to install shorter library stacks and a brand-new reference desk near the entrance to the library.

Technical Services

Space was reconfigured to improve the flow of materials and to ease the process for library team members.



Whitmore Info Desk



Technical Services



Whitmore Teen Area



Tyler



Taylorsville



RESPONSIVE GOVERNMENT

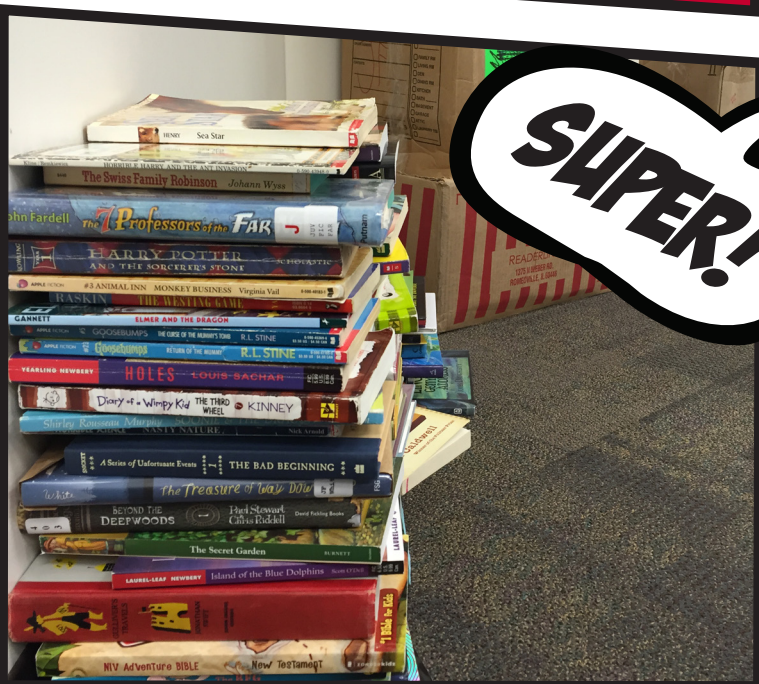
Reading Room

The success of the **Byington Reading Room** at South Main Clinic resulted in an expanded community partnership with Salt Lake County Health Department at several other WIC clinics throughout the valley. Sandy, West Jordan and Ellis Shipp clinics began receiving gently used children's books in June and each clinic is giving away an average of 500 books a quarter.



Access for Everyone

When the County closed its Community Access to Technology (CAT) Labs, the Library stepped up to ensure community members requiring computer assistance and instruction could meet their needs at their neighborhood library. **West Valley** hired a 20-hour library assistant whose sole responsibility is computer instruction — one-on-one and classes, handout creation and Ask-A-Librarian inquiries. In addition, they offer a Technology Information Station where library users may access handouts on Microsoft programs, resume building and other computer related topics. Team members regularly assist with resume creation and job applications to help community members improve their lives and the lives of their children.



Making the Connection

A 12-year-old Sandy boy, Mathew Flores, made international news when his mailman discovered he was reading 'junk mail' to feed his love of reading. The mailman reached out to people on social media with a request to send Mathew books. The response was overwhelming and Mathew and his family ended up with more books than they could read or store. **Sandy** connected Mathew with a County Library card and the opportunity to share his books with others who are less fortunate. More than 3,500 books were distributed to WIC clinics, a Road Home Shelter, Salt Lake County Jail, Juvenile Justice Services locations, Salt Lake County Youth Services and Salt Lake County Aging & Adult Services.

HEALTHY PEOPLE

Initially piloted at **Kearns**, our community services partnership with South Valley Services is now available at six branches. Through this partnership, patrons in crisis are able to meet with a social worker, in the branch, either weekly or by appointment.

Immediately connecting those in crisis with a social worker and public health resources benefits the individual, the library and the community. At the same time, the partnership has increased victim service provider access to community members who may not have been aware of their services.



"We love the library! We have been bringing our kids to storytime and the kids' programs since they were babies."

"I love the library because of so many resources and the librarians."

"We love all the library does to save us money!"



HEALTHY PLACES

The Future We Choose in **Kearns** continues to be a priority for Mayor Ben McAdams and the Library. Partnering with Architectural Nexus, Office of Township Services and the Mayor's Office we participated in community engagement events where residents of all ages, languages and backgrounds shared their hopes for location, features and new library design concepts. Community input was included in a **Master Plan** presented to the Mayor and the County Council for consideration.

Committed to a positive user experience, we temporarily closed **Whitmore** for an extensive renovation. The renovation included LED lighting, new carpet, redesigned circulation and information desks, a reconfigured public computer area, expanded teen section and computer stations, express checkout stations, additional seating, resource room, new librarian office and a new public access point on the lower level.

Programs continued to be offered in the lower level during the renovation with more than 3,500 library users attending.

The **Library's Viridian Event Center** is thriving as a highly utilized, affordable gathering place for the community. In addition to high attendance at signature Library events — Teen Yule Ball, Kids' Fiesta, Summer Reading Kickoff, ToshiCon, When I Grow Up, Costume Swap, Pumpkinpalooza, International Games Day and A Visit from St. Nicholas — concerts and performances regularly draw a large crowd.

Some of the Library's most unsung heroes are the team members in **Facilities**. Charged with the responsibility of maintaining each of our 18 branches and two facilities buildings, as well as delivering library materials between branches, they regularly ensure a safe and pleasant environment for library employees and library users. In addition to building maintenance and delivery support, they provided 1,798 hours in snow and ice removal.

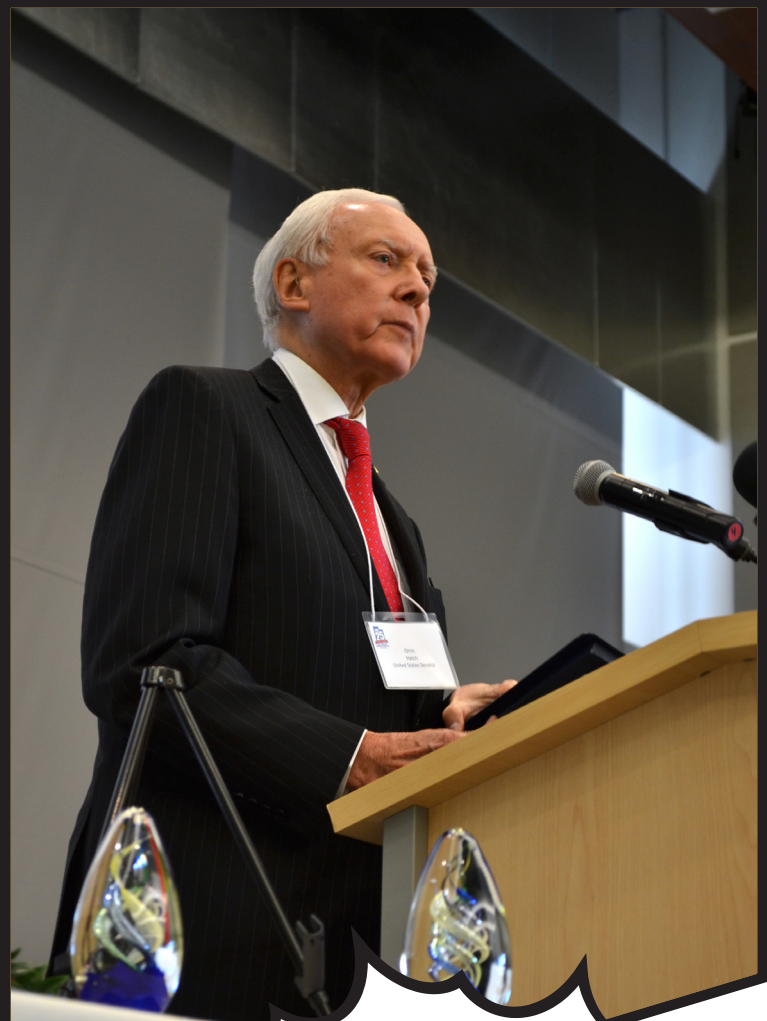


EXPANDED OPPORTUNITIES

Midvale Advancement Project

Tyler collaborated with the Midvale Advancement Project and a group of teens to design and paint a mural at the Copperview Recreation Center. They hosted teens and offered resources on Midvale history to assist with the composition of the mural. The project provided an opportunity to educate teens, encourage community pride and reinforce the library's value in the community.

WOW!



ASTOUNDING!

Employment for People with Disabilities

Senator Orrin Hatch, Governor Gary Herbert, Amanda Dickson and others gathered at the Library's Viridian Event Center for the Golden Key Awards: Celebrating 25 years of the Americans with Disabilities Act. As the host venue, the County Library was a Golden Key sponsor.

STUPENDOUS

AARP Tax Volunteers

Holladay offered space for the AARP Tax volunteers to provide free tax preparation assistance. Branch staff maintained the appointment calendar for the more-than-500 individuals who benefitted from the assistance.

TAX TIME!



EDUCATION

Testing in Progress

Between Herriman, Bingham Creek and Draper, more than 2,000 tests were proctored without a fee to the test taker.

AWESOME!



Student Library Card

“Several kids came into the library tonight and asked to play with the Legos. After playing, they began to browse books on display.

This is very unusual for this particular group of kids who frequent our library without their parents.

They got really excited about several of the books and asked how they could get library cards. Staff members told them about student cards. Eight happy kids left with the forms and instructions to return with their report card (due out in a week) — they attend Roosevelt Elementary.

I am so excited we are offering these cards. These are exactly the kids this program intends to serve.”

—Jenn McKague, Smith

Old School Read/Write-a-thon

Teens built blanket forts for this anxiously awaited read/write-a-thon at **Bingham Creek**, where they arrived one hour early to set up their spaces. After construction was complete, they quietly read for 90 minutes — though one participant opted to write.

“Awesome books! Good Service! Fun! I love to read.” —Lily, Riverton

“My favorite memory is when I come here to do my homework.”
—Tyson, 13, Draper

Remodeled

Hunter underwent a mini remodel of the children’s area to make room for a play and sitting area. That, in concert with the hire of two new youth services librarians, paved way for the opportunity to reevaluate the kids programming at the branch.

The space now has new educational toys for kids, and well as six new Kindle Fires for children to use while in the library. Hunter also has a Kid’s Cafe and hosts Lego building every Saturday to promote early education.

Got **Brain Freeze?**
Get
BrainFuse!

FREE
Homework Help
at the County Library

Online tutoring, writing assistance, skills building, test preparation and more for students of all ages and abilities.

scolibrary.org/brainfuse/helpnow

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EARLY LITERACY

The Road Home

For the last four years, we have provided weekly early literacy storytimes. This year we expanded our book donations and developed a mentoring program for parents designed to support them in their role as their child's first and best teacher. This program is possible thanks to the commitment of 16 librarians, library assistants and library managers from 12 of our 18 branches.

"A few days ago a little girl, about 7, came up to the front desk and announced that she was bored. I suggested that she go read a book to which she replied that she did not have any. 'You do now!' I told her excitedly, and we walked back to my office where I had the books that you had left with me. She took several minutes carefully examining the books, making several selections. Finally, when she had gathered about 6 or 7 brightly colored books we walked back to the front desk.

With her books tucked under one arm and her hand in mine she asked me, 'These are my books? For keeps?' she asked.

'For keeps,' I said. My heart melted instantly and my eyes became all misty. Needless to say I was surprised and touched.

Thank you, County Library, for you what you do and what you bring here!"

—Adam C., Volunteer Coordinator, The Road Home

Kids' Fiesta

This year's Kids' Fiesta was a huge success with storytelling in English and Spanish, puppeteers, crafts and music.

"En las mesas no habia suficiente gente para explicar mas acerca de los libros. Mi conocimiento no mejoro. Pero tue divntdo hacer una actividad con mi nino. Gracias!"

—Kids Fiesta attendee

"These events benefit the communtiy in many ways. I'm glad they're available"

—Kids Fiesta attendee



GREAT!

Many branches of the County Library focused heavily on early literacy. Below are a few highlights:

-**Herriman** held 10 storytime sessions each week in 2015

-**South Jordan** experienced a 29% increase in Storytimes, which resulted in a 63% increase in attendance.

-**98 percent** of parents with preschoolers said the library supported their children by helping them to enter school prepared and ready to learn.





KNOWLEDGE IS POWER!

LIFELONG LEARNING

Family Prosperity Initiative, a financial-literacy program for immigrants, refugees, newcomers, collaborated with multiple community partners to publish a manual, create curriculum, produce informational videos and integrate the curriculum into existing programs in the community, thanks to the funds from the first year of a two-year Smart Investing @ Your Library® grant sponsored by ALA and the FINRA Foundation. Seven community agencies participated in this partnership.

slcolibrary.org/smartinvesting

Technology, community and teens were the focuses of **Magna** this year, where they started 3D printing programs, tech programming for youth on the spectrum, Teens Teach, bilingual storytime, open mic night, Gay-Straight Alliance) and Magna Kearns Youth Court.

In its second year, the certified **Magna Kearns Youth Court** allows first-time low-level youth offenders to be diverted from the juvenile justice system into community programs that build skills, create connections and develop accountability. A panel of teen mentors from Kearns and Cyprus High Schools are trained to help youth and their families access the resources and opportunities necessary to engage in pro-social behavior. Partners in this effort include Salt Lake County, Granite School District, Unified Police Department and several other organizations.

Senior Center Book Clubs are took place across the county with several librarians guiding the clubs at the Senior Centers.

BINGO!

Columbus created ESL Bingo cards for refugees attending the adjacent County Senior Center. The cards feature a basic word and corresponding picture and have been great tools for helping refugees learn English.

West Jordan reached more than 200 new teens and adults with additional programming geared toward the Teen Book Groups with Juvenile Justice Services.



"Thanks for being there for all of us and filling our minds with love and beauty. It's a wild ride between learning and knowing. Much love, you're all out-of-this-world super heroes."

—Jail Library Patron

2015 SUMMER READING

This year's theme for the Summer Reading Program was "Escape the Ordinary," and participants were encouraged to record as much reading as possible during the season-long event.

Survey Results

The Salt Lake County Library Services surveyed more than 700 attendees about the effectiveness of the 2015 Summer Reading Challenge. Of those parents and caregivers surveyed:

- 87 percent said they learned something useful, either for themselves or for their children.
- 80 percent felt their or their children's overall confidence improved as a result of the Summer Reading Challenge.
- 85 percent said they will increase the use of the newly learned skills for themselves or their children.
- 80 percent said they were more aware of applicable resources and services provided by the library for them or their children.

HUMAN RESOURCES



Ida and Laurie Bickley

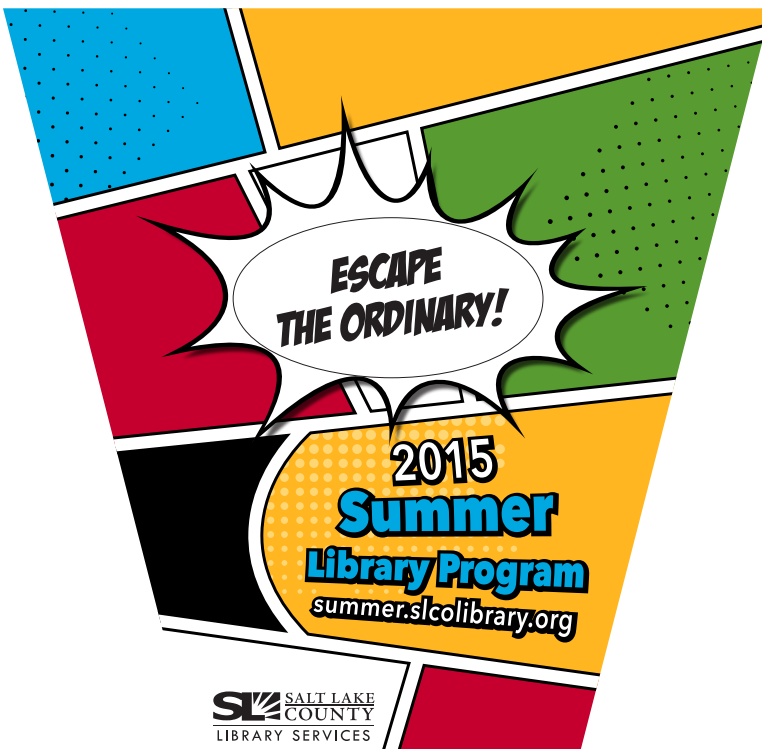
For the last nine years Ida Bickley, 89 left, and her daughter Laurie, 46 right, have been volunteering at **Columbus**. When asked why they volunteer, Ida did not hesitate to respond:

"It has made such a difference in my life and it has been so good for me and my Laurie. I help them and they help me."

Senior Employment

Teddy Rubi spent years caring for her ailing mother and husband. After they passed away, she was unable to find a job to support herself. She reached out to Salt Lake County Aging & Adult Services, and they enrolled her in their Senior Community Service Employment Program, which provides part-time, work-based training opportunities with agencies serving the community.

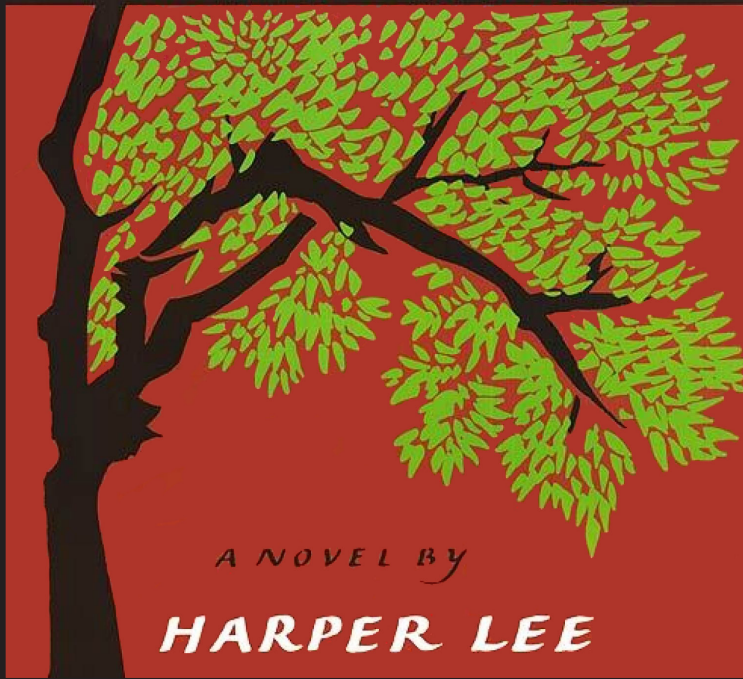
Teddy requested our **Kearns** as her workplace and is now employed 20 hours per week. She said helping with Storytime is her favorite part of the job.



ONE COUNTY ONE BOOK

This year, the Library selected Harper Lee's "To Kill a Mockingbird" as the One County One Book novel. Spurred by the publication of the late Lee's previously un-released sequel, "Go Set a Watchman," the Library hosted seven total book discussions for the two literary works, as well as nine movie screenings for director Robert Mulligan's 1962 film adaptation of "To Kill a Mockingbird" at various library locations.

TO KILL A Mockingbird



HUMAN RESOURCES



Employees Coming and Going

In 2015, the County Library hired 78 new employees and had 13 retirements.



Employees' University

An assistant manager and two assistant circulation supervisors took advantage of continuous learning and professional development opportunities available to them from Salt Lake County's Employees' University. All three employees completed the program—a cumulative total of more than 150 training hours—and earned certificates.

Summer Intern Youth Program

The County Library partnered with Youth Services to provide internship opportunities for a number of youth, many of which are refugees. In addition to gaining job skills, the youth earned a wage of \$8.50 per hour and enhanced their knowledge of the value of library services.



PRIORITIES

OUR 2016 PRIORITIES ARE CENTERED ON CONTINUED DELIVERY OF OUTSTANDING CUSTOMER SERVICE AND THEY ALIGN WITH MAYOR MCADAMS' "THE FUTURE WE CHOOSE" INITIATIVE.

SALT LAKE COUNTY CHILDREN ENTER KINDERGARTEN READY TO LEARN AND ARE SUPPORTED THROUGH GRADE 12.

SALT LAKE COUNTY RESIDENTS ARE PROVIDED WITH LIFELONG LEARNING OPPORTUNITIES.

VIRTUAL EDUCATIONAL SERVICES ARE AVAILABLE FROM THE LIBRARY.

SALT LAKE COUNTY LIBRARY SERVICES LEVERAGES ITS RESOURCES WITH COMMUNITY PARTNERS TO PROVIDE INFORMATION AND SKILL DEVELOPMENT.

WE REMAIN COMMITTED TO PROVIDING A PUBLIC SERVICE THAT PROMOTES A QUALITY OF LIFE THROUGH EDUCATIONAL OPPORTUNITIES, HEALTHY FAMILIES, AND JOB GROWTH.



REVENUE

Total:
\$39,664,552

37,692,629.....	Local Taxes
1,594,306.....	Fines, Forfeitures
190,367.....	Interest
187,250.....	Grants



23,683,694....	Salaries & Benefits
12,218,360.....	Library Materials
540,306.....	Capital Outlay
1,461,095.....	Indirect Costs
7,982.....	Costs of goods sold

Total:
\$37,911,437

EXPENDITURES

Salt Lake County Library Services

Alta Reading Room

Alta Community Center, Alta

Bingham Creek

4834 West 9000 South, West Jordan

Byington Reading Room (located at the South Main Clinic)

3690 South Main Street, South Salt Lake

Columbus

2530 South 500 East, South Salt Lake

Draper

1136 East Pioneer Road (12400 South), Draper

Herriman

5380 West Herriman Main Street, Herriman

Holladay

2150 East Murray Holladay Road (4730 South), Holladay

Hunter

4740 West 4100 South, West Valley City

Kearns

5350 South 4220 West, Kearns

Magna

2675 South 8950 West, Magna

Metro & Oxbow Jails (no public access)

3415 South 900 West, Salt Lake City

Millcreek

2266 Evergreen Avenue (3435 South), Salt Lake City

Riverton

12877 South 1830 West, Riverton

Sandy

10100 South Petunia Way (1405 East), Sandy

C.S. Smith

810 East 3300 South, Salt Lake City

South Jordan

10673 South Redwood Road, South Jordan

Taylorsville

4870 South 2700 West, Taylorsville

R.V. Tyler

8041 South Wood Street (55 West), Midvale

Viridian Event Center

8030 South 1825 West, West Jordan

West Jordan

8030 South 1825 West, West Jordan

West Valley

2880 West 3650 South, West Valley City

Whitmore

2197 Fort Union Boulevard, Salt Lake City

Salt Lake County Mayor

Ben McAdams

Human Services Department Director

Lori Bays

Salt Lake County Council

Jenny Wilson, At-Large A

Richard Snelgrove, At-Large B

Jim Bradley, At-Large C

Arlyn Bradshaw, District 1

Michael Jensen, District 2

Aimee Winder-Newton, District 3

Sam Granato, District 4

Steve DeBry, District 5

Max Burdick, District 6

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Darrell Smith, Vice Chair

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Richard H. Nixon

Richard Turpin

Kristin Covili

Councilman Steve DeBry

David A. Johnson, Deputy District Attorney

Lori Bays, Human Services Department

Library Administrative Staff

James D. Cooper, Library Director

Gordon Bradberry, Associate Director of Technology

Susan Hamada, Associate Director of Reference,

Outreach and Programming

Peter Bromberg, Associate Director of Public Services

April Townsend, Associate Director of Finance and Operations

Lynn Andrews, Facilities and Construction Manager

Skip Condie, Network Manager

Leslie Webster, Administrative and Fiscal Manager

Cheryl Mansen, Technical Services Manager

Art Lang, Web Services Manager

Colleen Medling, Automated Services Manager

Liz Sollis, Marketing and Communications Manager

Pamela Park, Human Resources Manager



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