

Salt Lake County Library Board of Directors
March 28th, 2022
Draft until approved by the Board

Attending: Kristin Covili., Chair, Nancy Thorne, Vice Chair; Richard Snelgrove, William Scarber, Kaati Tarr, Chelsea Lindbeck, Sandra Osborn (WebEx)

Excused: Hollie Pettersson

Others: Jim Cooper, Christa Warren, Melanie Mitchell, Jenn Fay, Sara Neal, Susanne Jones, Matt McLain, Leslie Webster, Pamela Park, Russ Snow, Kim Welch, Kira VanderLinden, Trudy Jorgensen-Price, Steve Van Maren, (member of the public)

Opened the meeting at 12:33 p.m. by Kristin Covili, Library Board Chair

Welcome – *Jim Cooper, Library Director*

Jim welcomed the Library Board to the new Granite branch. He along with staff are very excited about this beautiful new building and surrounding grounds. Jim introduced Kim Welch who will manage this new branch. Delighted at the outcome of the design by the architect Method Studio, which is local firm. They acquired the interests and desires of the surrounding area residents through outreach events and community conversations. We rely on the community to help fill their needs with the new library design. Board members were impressed.

Tour of Granite Branch

Approve Minutes from Feb 28th Board Meeting

Richard Snelgrove made a motion to approve the October 25 board meeting minutes. Kaati Tarr seconded the motion. The motion passed unanimously.

Richard Snelgrove– aye
William Scarber – aye
Kaati Tarr – aye
Kristin Covili – aye
Sandra Osborn – aye
Chelsea Lindbeck – aye
Nancy Thorne - aye

Public comment - None

Correspondence – None

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Audit of Library Services Performance Indicators - Jim Cooper, Library Director

Jim Cooper reported that the library has received a draft copy of the performance audit and he understands that it is being presented to the County Council in April. We have not seen the final report. Jim shared with the Board some of the correspondences with the Auditors and indicated, from the draft report it seems to be exclusively about counting data, processing data and documenting data collection. Jim commented that:

The initial Audit Engagement Letter was received by the Library in August, 2021 and over the ensuing months the library:

- Participated in over 25 meetings
- Responded to over 100 emails
- Expended hundreds of staff hours
- Supplied millions of raw data sets
- Provided SOL queries and codes
- Given physical tours and walked through processes unique to Library operations
- Delivered evidence of trainings
- Provided meeting minutes, correspondence and digital documentation

Jim commend the professionalism of the Audit Team, who had little or no prior experience in Library operations, but also indicated that the real impact is not reflected by statistics alone.

Data sets do not necessarily reflect our actual performance or the true story of how we meet our mission every day. Jim then shared the following story:

“One day as I was walking in the foyer of the West Jordan Library/Viridian Event Center, I noticed a piece of paper under a chair in the lobby. With the desire to keep the area neat and tidy I picked up the trash and realized that it wasn’t just trash, but several folded pages of a notebook. Thinking it was someone’s homework I unfolded the pages and discovered that it was actually a suicide note written to a “Grammy”. Feeling incredibly sad I reached out to the Managers of the Library and Event center and pulled up the security video of the young man. He was wearing a distinct jacket. As we were deciding what to do the young man reappeared and was obviously looking for his letter. Our brave Library Manager approached him and said that they hadn’t seen him there before and if he liked to read. She gently asked him if he was ok and if he needed help. He admitted to being a little low lately, was living on the street, didn’t have a library card and wasn’t really the library type. He just needed someplace to hang out for a while and that he was looking for something he left behind and that he’d be on his way.

The library Manager told him he could stay as long as he liked and told him about all the great things the library had to offer. She softly asked if he was looking for a note, which he denied but it was clear he was wanting someone to talk to. He was receptive to learning more about the library. The Manager gave him a tour of the library, signed him up for a library card and showed him how to use the computers. They searched the county services and other services that can help people in his situations.

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They young man returned to the library every day for about a month. Not sure what happened to that young man but on that day we recorded his visit, one library card registration, one computer session and one circulation of a graphic novel. What was not recorded or accounted for in any statistical report was the outcome of the Library's performance that day. One life was saved"

To this day Jim has that note to Grammy in his office.

He stated that we can always work towards better communicating our value, displaying our accountability as stewards of taxpayer dollars and using indicators and outcomes to their fullest but nothing can account for the day to day interactions between staff and patrons.

Fee Schedule Additions-

- **Viridian Fees** Matt McLain- Associate Director
Presented fee increases detailing equipment purchases and rate changes. Highlights includes:
 - Temporary fencing which could be place around Amphitheater to limit access.
 - Chandelier Lighting, \$30.00 a room
 - TV,s on AV Cart \$20.00 per event
 - Theater Seating \$300.00 flat fee proposed (currently \$150.00)
 - Color Wash/Light \$10.00 per light fee rather than a flat fee of \$100.00
 - Organza/10' section \$30.00 each rather than \$100.00 flat fee
 - Stanchions \$5.00 proposed fee currently no fee charged.

Jim commented that the Viridian is very unique to the library system. Whereas events at the library are free, many events at the Viridian are held by third parties and we charge for the use of the facility. We try to keep up with event industry standards.

Blood Pressure Cuffs – Christa Warren- Sr. Manager of Collections

In collaboration with the Salt Lake County Health Department we are starting a pilot program at the Kearns branch to add 11 Blood Pressure cuffs to the Library of Things Collection. These will also be able to be checked out for 3 weeks.

Nancy Thorne asked if the public can just come in and check their Blood Pressure. Yes, if there is one available.

*Nancy Thorne made a motion to approve these proposed purchases and fee changes.
Kaati Tarr seconded the motion. The motion passed unanimously.*

Richard Snelgrove– aye
William Scarber – aye
Kaati Tarr – aye
Kristin Covili – aye
Sandra Osborn - aye
Chelsea Lindbeck – aye
Nancy Thorne - aye

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Petition Drives and Expressive Activity – Jennifer Faye- Associate Director

Jennifer Fay stated that our Petition Drives Guidelines are just that: guidelines, not policy. Currently the ones we have are quite outdated, with a last update in April 2010. They were looked at in 2019 with a plan for the board to adopt them in 2020, which didn't happen due to Covid-19 responses and it is time to review and update to current Utah state legislation.

Talking points in the discussion were as follows:

- SLCO library system supports 1st amendment rights. At the same time we believe it is important to remain neutral.
- Petitioners for the most part are respectful, but there are also some who are very passionate about their cause. So it is particularly important to provide staff training on how to handle the petitioners.
- Groups or individuals endorsing specific candidates were previously not allowed to circulate petitions or signs on library property. Legislation enacted in 2019 changed that. Inside the building is strictly under library jurisdiction, however, outside the building is considered a public forum and not necessarily subject to all of the library use policies.
- Parking lots are for parking, and should not be considered a gathering spot due to safety concerns. Individuals can petition but they cannot aggressively solicit a library patron or interfere with their ingress and egress from the building.
- Groups or individuals are expected to generally follow the library behavior policy. Their leader or group coordinator should be responsible for the group's orderly conduct while using the library grounds.
- Nothing can be displayed or affixed to walls, buildings, or library property.
- Petitioners who interfere with the rights of other library users or staff may be reminded of the library behavior policy, be expelled, may have law enforcement called on and be liable for damages to public property or injuries to library staff.

Melanie Mitchell, SL County District Attorney led a discussion on whether a candidate can campaign on the property. Melanie indicated that the existing Library Use Policy regulates certain behavior regarding campaigning and appears to be is very clear and adequate.

Nancy Thorne asked if petitioners must have prior permission to come onto the property. Melanie said they do not. Sidewalks are public property and hopefully petitioners know the rules and guidelines. Petitioners should be okay as long as they follow library use policy and are reasonable and respectful.

William Scarber said that he thinks the guidelines might need to be more specific. Jennifer Fay said that the Guidelines committee will take a look.

Facilities Master Plan Adoption – Jennifer Fay, Associate Director

A link outlining the Facilities Master Plan was included in the invite to the meeting. The Library Board was asked if they had time to review it and could formal adopt this plan.

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William Scarber suggested that a different property might be appropriate for the West Valley branch. Some members of the city have concerns about having the new library near the trax station and a transient population. Jennifer reminded that everyone is served by the library system. So it is more like training the staff to handle this population. Questions are asked when building a new library - How to design a library that is safe for everyone. His concern is that often libraries do not currently have adequate facilities for the homeless population. The West Valley and Tyler branches do currently struggle with this.

Jim commented that in the future when a new location is secured for the West Valley branch these concerns will be addressed. Design principles are very important in helping define the space for the community and the best way to serve them. Many things are taken into consideration when hiring an architect.

Kristin Covili moved to adopt the plan and asked for a motion.

*Chelsea Lindbeck made a motion to adopt the Facilities Master Plan.
Nancy Thorne seconded the motion. The motion passed unanimously.*

Richard Snelgrove– aye
William Scarber – aye
Kaati Tarr – aye
Kristin Covili – aye
Sandra Osborn - aye
Chelsea Lindbeck – aye
Nancy Thorne - aye

STAFF REPORTS

Statistical Report – Jim Cooper, Library Director

Jim presented the Statistical Report to the board and asked them to review the statistics when convenient. He commented that the library is as busy as we were before the pandemic. There is a lot of data to be considered and if there were any questions please let him know.

Comments from Board Members included:

- Information is listed according to open hours and sometimes closures affect numbers.
- We sometimes rely on 3rd parties to help gather data.
- Circulation numbers are used in compiling much of our data.
- Kaati Tarr gave some positive feedback on the stress management backpack her kids checked out.

Marketing Update – Sara Neal, Marketing Manager

Highlights this month include:

- The Seed Library has been very popular

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- A TV interview with one of our staff highlighted Robotics month (April) – the events were a big hit.
- A TV promotion was taped highlighting Library services, and is being edited. It will be available to view at an upcoming meeting.
- South Jordan branch received the Healthy South Jordan Hero Award

Finance & Operations Update – *Leslie Webster, Associate Director Finance & Operations*

Capital projects:

There are several capital projects that have been pushed off and put on hold for a few years. These buildings have just about met their limit on repairs. HVAC systems are under considerations and very costly. At West Valley and Whitmore branches we have to consider replacing systems or close the buildings. How far can you push the remaining boilers at West Valley? We have requested funds to do some additional research and to give us some much needed information on these repairs. We really have to consider spending money to fix or closing buildings.

Xeriscaping is another option we're considering at some branches to help with the water shortage.

Nancy Thorne asked, "How close are we in replacing the West Valley branch?"

Jim answered that the current location is not feasible to rebuild. A new location is being considered in conjunction with the current Parks and Rec campus on Redwood Road. If the West Valley building fails we may look at closing. Our hope is to keep on providing band aids to keep us going. With the inspection of the property and the study we can get some ideas on how to move forward. The Smith property is a tool that we can use to purchase property in the future.

HR Update- Pamela Park, HR Manager

Not a lot of moves or changes. An idea has been brought up to do an onsite job fair at the new Granite branch to complete their staffing needs. Try to attract the diverse population in our community

Meeting adjourned at 2:21