

Salt Lake County Library Board of Directors
April 25th, 2022
Approved by the Board on May 23rd, 2022

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

Excused: Hollie Pettersson

Others: Jim Cooper, Christa Warren, Melanie Mitchell, Sara Neal, Maggie Mills, Pamela Park, Jenn Fay, Russ Snow, Robin Chalhoub, Leslie Webster, Erin Rigby, Erin Sanderson, Susanne Jones, Steve Van Maren (member of the public) By WebEx – Diane Orcutt, Kathy Christiansen, Liz Anguiano, Stephanie Tilt, Trudy Jorgensen-Price,

Nancy Thorne opened the meeting at 12:32 p.m.

Pamela introduced the new technology Meeting Owl Pro being used in the meeting today to assist the two board members who are attending by WebEx.

Welcome – Jim Cooper, Library Director

Jim welcomed the Library Board to the Whitmore branch which is also the location of the Library's Technical Services Department. Technical Services, located on the lower level of the Whitmore branch is a critical component of the system where the majority of our material acquisition, cataloging and processing work takes place. Jim introduced Christa Warren, the Senior Manager of Collections for Technical Services who will lead a discussion of our Technical Services Department and guide the board on a tour of the department. Jim also introduced Maggie Mills, the manager of the Whitmore branch and thanked her for her hard work managing the branch.

Approve Minutes from March 28th Meeting

William Scarber made a motion to approve the March 28th board meeting minutes. Kaati Tarr seconded the motion. The motion passed unanimously.

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

Public comment - none

Public Correspondence - none

- 1- Property item – there is a small orphaned strip of land in Midvale under the ownership of the Library Board. United Fire District is building a fence on that property and found that in the title search that this 1 x 100 ft. strip of land is still owned by the Library Board. Derrick Sorensen from the County is doing some research on it and the Library Board may need

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a motion in the future to transfer this small strip of property.

- 2- Jim received a phone from call Sherri Swenson from the county clerk's office looking for election drop box locations within the Library System. In the past some of our branches have been used to drop off ballots. There is new legislation requiring cameras at ballot drop box locations. The county clerk's office will be responsible for all maintenance and care of the boxes and cameras. They have asked for boxes to be located at Granite, Sandy, Draper, and Holladay specifically. These boxes and cameras run independently from our own security systems and will not compromise the security of our branches.

William Scarber asked if traffic to those boxes would cause a problem. Jim told Sherri they would need to put them out of the way of patron's walkways and book drops. All inquiries would be directed to the clerk's office and would not interfere with the branches operations.

NEW BUSINESS

Expressive Activity Policy Approval – Jennifer Fay, Associate Director

Our policy committee worked very quickly to address the changes recommend by the Library Board in our last meeting in March.

Erin Rigby, the chair of the policy committee reviewed the following updates in the policy regarding space available on library grounds during regular operating hours for groups or individuals to conduct First Amendment Activities. Activities including peacefully assembling, protesting, or speaking, distributing literature, carrying a sign, signature gathering or circulating a petition. The available space varies by location, but is specified by the library manager. Individuals or groups participating in expressive activities are expected to:

- Follow the Library Behavior Use Policy at all times. The group's leader will be responsible for the group's conduct.
- Allow free access to the library parking lot and buildings and cannot interfere with patrons in any way.
- Keep the library grounds neat, clean and litter free. The library does not allow groups to store property on library buildings or grounds.
- Show courtesy to library staff, patrons, and other members of the public who may be present.
- Use voice and behavior that will not disturb library staff, patrons or members of the public.
- Individuals who do not follow these guidelines will be subject to one or more of the following consequences:
 - Expulsion from the library property
 - Notification by library staff of the appropriate law enforcement agency, which may result in arrest or prosecution.
 - Liability for damages to public property or injuries to library staff.

William Scarber commented that vandalism needed to be included on the list, because he didn't see anything addressing the damage to property owned by the Library. His other question was, has the county legal team reviewed this policy to make sure nothing was contrary to the laws or election rules.

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Jenn Fay will email the changes to our lawyer for review.

William Scharber motioned to approve these changes to policy subject to being reviewed by the County attorney's office.

Kaati Tarr 2nd the motion.

Richard Snelgrove – aye
William Scarber – aye
Kaati Tarr – aye
Sandra Osborn – aye
Nancy Thorne – aye
Kristi Covili – aye

Welcome to Technical Services – *Christa Warren, Senior Manager of Collections*

Christa briefly reviewed the Library's Material Selection Policy and reminded the board that the policy, approved by the Library Board, is available for the public to view.

Christa pointed out that the focus of the library's collection is to provide popular materials, encourage browsing and discovery of many different types of items and that the Material Selection Policy is designed to support the Library's Mission and service priorities. Christa also drew attention to the following points about our collections:

- All materials are purchased under the direction of our Library Director and selected by Librarians within our system. Our professional Librarian staff are required to have master's degrees in which they learn comprehensive collection management philosophy and skills. We also follow professional guidelines and the American Library Association's Code of Ethics.
- In 2021, there were 429,834 items added to the collections. 101,277 of which are unique titles. We currently have 2,276,231 items in our collection.
- Publication dates vary, but typically new items are ordered and arrive 2-4 weeks after publication.
- All individuals have the right to choose which library materials they will enjoy. However, no individual or group has the right to restrict the freedom of others to read or view whatever they wish.
- The library branch stacks are open shelving and while every branch has a children's area and a collection for children, library staff do not strictly monitor the material children check out. The ultimate responsibility for specific reading and viewing choices of children rest with parents and guardians.

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Jim Cooper commented that although we do not strictly monitor what children view or read, we do offer parents the option of choosing a Restricted Library Card for their children which provides some restrictions.

- We receive feedback about our collection from a variety of sources, including: reviews and professional journals, patron comments, circulation numbers, turnover rates, collection audits, and collection specific reports. We utilize request forms available on the library's website for many selection decisions and train staff to listen to patrons' concerns and/or requests. Librarians will email or contact the selectors with feedback.
- If a patron objects to an item in our collection they can always talk to staff, write a letter, email, or make a phone call to contact us. If there is an issue that is not resolved immediately, patrons can complete a Request for Reconsideration Form. The form is then turned into to the Reconsideration committee which is made up of several Librarians and Managers who will review the request. If a patron objects to the decision of the reconsideration committee, they can then request the issue be reviewed by the Library Director and ultimately the Library Board. The Library Board, as a policy making body has the final say on whether to remove or reclassify an item from the collection consistent with the Material Selection Policy which they have adopted.
- We are extremely careful to comply with our Material Selection Policy when selecting materials and do not have very many requests for items to be removed from the collection. Our professional staff work hard when making cataloging decisions so the patrons can find items in our collection and have the information they need when deciding to check out an item.
- If our catalog doesn't own an item that is requested by a patron, we first determine if the item fits our collection guidelines and decide if the item would be appropriate to purchase. If we determine to not purchase the item, we participate in the Inter Library Loan program and can satisfy the patron's request.

The Technical Services Department is responsible for ensuring access to library materials in all formats, including print, e-materials, subscriptions and databases. It also operates as an overall umbrella that manages our Library of Things which includes telescopes, hotspots and Chromebooks.

Areas such as selection, ordering, cataloging, processing, records, and delivery work side by side to support the mission to maintain and manage the Library's collection.

William Scarber asked a few questions:

- 1- So you mentioned that Acquisitions Team follows ALA code of Ethics, how does that affect the purchases made? Christa's answer: The ALA code of Ethics helps to set standards and definitions regarding subjects and content, and how items are catalogued (author, title, whether it is catalogued as fiction, non-fiction, genre, young-adult, etc.). We rely on information that is provided by standard cataloging

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characteristics and we don't try to change the information. We attempt to stay true to the Author's title or work.

- 2- When you have a popular book, do you include the whole series or just the one book when purchasing...Christa's answer is yes, a popular book does affect the purchasing of the rest of the books in the series. Say, if book 3 is popular then we would increase the number of books we have in the rest of the series. We would fill in gaps when needed. We try to streamline items being requested by patrons.
- 3- When a patron has a request for reconsideration, is there any specific requirement of information do they need to have to submit a form? Answer: There is a form on the website that explains the process and then ask specific basic questions. It is easy to understand and submit.

Tour Technical Services and Whitmore Condition Report – Christa Warren and Leslie Webster, Associate Director Finance & Operations

As reported in our Facilities Master Plan, presented at an earlier board meeting, Whitmore is one of our branches that we need to replace in the near future due to failing infrastructure. We would like to rebuild on site. At the time that we rebuild we would like to move Technical Services away from this branch to a more central location. We would like to combine Technical Services with a new Midvale branch and replace the existing Tyler branch. That would enable the delivery to be centrally located. Security is also a problem here at the Whitmore and loss from stealing parts from trucks occurs frequently. Catalytic converters are a common target for theft, which impacts service and delivery. We would like to be able to park our delivery trucks in an enclosed building to avoid break-ins and thefts.

As far as the building itself, the Whitmore building is 50 years old and parts for the heating and cooling systems are hard to find. HVAC system is having a hard time to regulate temperatures, and each time a modification is done it causes other problems in the system. We are looking at replacing the entire system, however it is hard to justify spending money on buildings that just need to be replaced. The roof also needs attention this year. We believe the entire plumbing system is close to failure and will need to be replaced. Tiny leaks are causing damage of material on site. The pipes are so thin that even replacing a small section has a large impact and can turn into big repairs.

Facilities staff members showed the Library Board how thin the pipes are becoming. Earthquakes are a concern as well, as the building was not constructed to withstand a significant seismic event.

Jim commented that the facilities department has done an incredible job making the building look good, but structurally it is not sound. We have made decisions to remodel buildings in other location, but this building along with a few others just need to have more done. Tough decisions need to be made whether to replace buildings or invest significant resources do the updates. Building codes are constantly being updating and our buildings do not comply. It is our duty to make our buildings safe.

The Library Board then took a tour of Technical Services.

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OLD BUSINESS

Performance Audit Review and Discussion – Jim Cooper, Director

The final report was presented to the Salt Lake County Council on April 5 for their review. The entire report is now available on the County Auditor's website. Jim commented that there was a general perception given by the Auditor that while the Library possesses many strengths and accomplishments, including our strategic plan, engaged staff and board, utilization of independent software, security measures and measures that were able to be independently recalculated by the audit team with only minor differences, that some of the Library's performance indicators may not be reliable based on a score card in the report. And therefore may represent a "significant issue". Jim stated that he believes these were not significant issues. Rather than related to performance, Jim commented that he also believed they were technical procedural issues that the audit team reported. Jim also mentioned that the Auditor reported to the County Council that the county as a whole did not have specific guidelines regarding performance measure policies or data retention.

There were five findings which were reported in the Audit:

- 1- *The library did not have written policy on requiring data reports to be reviewed and approved.*
 - a. Jim pointed out that while the library does not currently have a written policy, we do have processes in place, the library routinely reviews and approves data we collect and have confidence in the integrity and reliability of our data.
- 2- *The library did not have a written policy describing how exactly we collect, calculate, and report data.*
 - a. Again Jim mentioned that while we do not currently have a written policy describing how data is collected, calculated and reported that we have confidence in our data.
- 3- *Although the Library has performance measures, they are not clearly or concisely defined, and not consistently reported.*
 - a. Jim mentioned that much of the data we collect and use is proscribed and defined by the statistical reports provided to the Utah State Library and the Institute of Museum and Library Service.
- 4- *Adequate supporting documentation was not maintained to substantiate performance indicators.*
 - a. This finding was specific to one element which is active and non-active patrons, which is constantly changing and evolving each month. We don't retain all the information about the individuals and we don't like to retain a person's information on the chance that it is compromised by a third party.
- 5- *Performance measures did not include clear targets, resources, and ownership.*
 - a. This applied to data that we measure, but have not included as a performance indicator, such as public meeting room use. The library doesn't have a target for room use. Nor do we have dedicated resources or staff supporting that activity. We do not have a specific goal to drive users to use our rooms and we don't

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have a specified goal or target, but we still measure it for informational purposes.

Robin Chalhoub mentioned that meeting room space can't compare to other county divisions such as Performing Arts etc. And to clarify, meeting room space is not even one of our key outcomes and indicators.

There was some discussion on whether or not we need to provide a written policy to remedy these findings? Do we need the Board approval on these policies?

Nancy Thorne commented that it would be a lot of information to review and approve. She asked if the Library is required to respond to these 5 findings that the Auditor found were lacking?

Jim said the answer is no. These findings have satisfied the County Council's request for an Audit. We have responded and there is no further action necessary at this time, however, the Library will investigate certain actions that may be appropriate.

William Scarber would like the board to spend some time reviewing it to see if there is anything further that needs to be discussed by the board. It would be good to find out if there is a direction we should be going or is there something we need to focus on as a board.

Jim encouraging them to indeed review it to see how we are improving. Many things changed with COVID. We wanted to capture the effect on patrons that we are still making. Jim commented that the County has put a pause on any further audits until the council decides what it is they are looking for and to satisfy their request.

Our own reports show circulation, staffing, collection, internet and computer sessions, and 'beyond the numbers' information. The reports have been prepared and presented monthly to the Library Board to keep them updated and informed.

Robin Chalhoub commented that this performance review is snap shot and not really an indicator of the work or services that are provided by the Library system.

STAFF REPORTS

Statistical Report – *Jim Cooper, Library Director*

In addition to the board report, Jim said that we can break information down by a specific branch. Usually we compare statistics year to year, but statistics during the COVID years have varied substantially, so we are looking back to 2019 for accurate comparison.

Marketing Update – *Sara Neal, Marketing Manager*

Media hits

- Yule Ball, Robotics Month, and Seed libraries and gardening resources have been very popular.
- Daybreak grand opening this Saturday, April 30 at 10 am

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HR Update- *Pamela Park, HR Manager*

- 13 Merit employees
- 4 Subs and counting
- 6 promotions
- 558 FT employees
- Super happy that Civilian pay differential for our Jail employees was approved

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

- Things are going fine in our department.
- The June budget is just getting started.
- We are adjusting for grants from the State Library.
- Getting quotes for major repairs coming up.

Meeting adjourned at 2:05.