

**Salt Lake County Library Services Board of Directors Meeting  
WebEx**

**May 24, 2021**

**Approved June 28, 2021**

**Attending:** Kristin Covili, Chair; Nancy Thorne, Vice Chair; Cindy Mecklenburg, Sam Klemm, Chelsea Lindbeck

**Excused:** Hollie Pettersson, Sandra Osborn

**Others:** Jim Cooper, Melanie Mitchell, Jennifer Fay, Maggie Mills, Pamela Park, Trudy Jorgensen–Price, Leslie Webster, Erin Sanderson, Christa Warren, Randi Billingsley-White, Sara Neal, Matt McLain, Kim Bryant, Holly Yocom, Jennifer Fay, Christina Walsh, Carol Ormond

**Welcome** – *Jim Cooper, Library Director*

Things are going well in the library. Since the mask mandate was lifted a number of patrons still want to wear masks. We are returning to a fairly normal amount of business. Circulation is back 90 – 95% of what it was pre-Covid. The gate count is returning. Summer Reading and O.W.L. Camp are starting.

**Action Item – Approve Minutes from the March 22 & April 26, 2021 Board Meetings Public**

*Nancy Thorne made a motion to approve the March 22 and April 26 meeting minutes. Chelsea Lindbeck seconded the motion. The motion passed unanimously.*

Chelsea Lindbeck - aye  
Cindy Mecklenburg - aye  
Nancy Thorne - aye  
Sam Klemm - aye  
Kristin Covili - aye

**Public Comments** – Jim Cooper said there was nothing unusual to report. We do have an anchor location at West Jordan. If the public would like to show up we have a board room and we advertise board meetings in the appropriate places.

**Correspondence** – None to report.

**NEW BUSINESS**

**Policies** – *Jim Cooper, Library Director*

*Reciprocal Borrowing*-We review our policies on a regular basis to make sure they are current. In our Library Account Policy we have a statement regarding reciprocal borrowing with Salt Lake City and Murray City that mentions special reciprocal borrowing agreements. We have no known agreements. Jim checked with Salt Lake City and Murray and they have no written agreements either. We want to continue reciprocal borrowing agreements with them. Jim suggested striking the current language and substituting “It is the policy of the Salt Lake County Library Board of Directors that the inhabitants of Salt Lake City and Murray City are eligible to receive Salt Lake County library cards under the same rules and regulations as other County inhabitants” to clarify there is no special agreement.

Sam Klemm asked if Jim will take this to Salt Lake City and Murray library boards. Jim has talked to the directors of the other boards and they will do the same thing.

Sam Klemm moved to approve the suggested changes to the reciprocal borrowing privileges policy. Nancy Thorne seconded the motion. The motion passed unanimously.

Nancy Thorne - aye

Sam Klemm - aye

Chelsea Lindbeck - aye

Cindy Mecklenburg - aye

Kristin Covili - aye

*Fines & Fees* - As we add different elements of service we frequently have to amend this policy. Changes we are proposing:

Add the word 'transparent' to the purpose of the policy.

Copies – People want a variety of sizes and types of papers. We have identified each and added reimbursement costs. Sublimation paper prints on many types of items and infuses ink into the item rather than on the surface.

Create Space Materials – We are regularly adding new materials to our Create Spaces. We have added textile and laser cutter fees. There will be others as we add products to Create Spaces.

Supplies – We have added reimbursement costs for book bags, flash drives, and earbuds.

Room Reservations – We have clarified that we may assess a fee if patrons don't leave at the scheduled time rather than "in a timely manner". We also added that we may assess a fee if there is room damage.

Melanie Mitchell clarified that people can reserve a room if they have fines on their cards for overdue materials, but if there are fines for damages they can't reserve rooms.

Jim Cooper said it is rare that we have problems with room damage, but we do want to be clear that if there are damages from previous use room reservation privileges will be suspended.

Nancy Thorne made a motion to adopt the changes to the Fines and Fees Policy. Chelsea Lindbeck seconded the motion. The motion passed unanimously.

Nancy Thorne - aye

Chelsea Lindbeck – aye

Sam Klemm – aye

Cindy Mecklenburg – aye

Kristin Covili - aye

In the future we may want to separate the fee schedule from the body of the policy.

Jim Cooper clarified that if a person is enrolled in a Create Space library program, we will provide the materials. For example, if we provide an educational 3D printing program we will provide the materials without charge.

### **Library Board Member Applications** – *Jim Cooper, Library Director*

We currently have two board vacancies and will have others coming up. We and the Mayor's Office have sent notices of the openings. We have received a dozen responses and have sent interested applicants interview questions to fill out and return to us. Six applicants have responded. Those have been reviewed and we have forwarded three names to the Community Services Department to review and forward to the Mayor's Office to advance to the council for approval.

Jim Cooper said that we intend to include James Jackson III and Frenchell Hampton on the plaques for Daybreak and Granite Libraries. Even though they are not currently on the board, they were board members during much of the planning and construction phases. Kristin Covili, Chelsea Lindbeck, and Nancy Thorne agreed.

### **Library Board Meeting Locations** – *Jim Cooper, Library Director*

Jim would like to go back to meeting in person with an option to call in. We will hold our June 28 board meeting at Kearns Library, so board members can see the new building and the wonderful space that it is. We will also offer online option.

### **Budget Preview** – *Jim Cooper, Library Director & Leslie Webster, Associate Director Finance & Operations*

Each year the Leadership Team prepares a "Leadership Team Vision" document for managers in which they share their priorities and plans for the coming budget year. Jim reviewed this year's budget document with the board.

#### 2022 Service Priorities

- Customer Experience
- Education & Lifelong Learning, including early learning
- Stimulate imagination and cultivate curiosity
- Connect and strengthen our communities

#### 2022 Outcomes

- The collection will be well-used.
- Parents and caregivers will gain early learning skills.
- People will regularly use the County Library, in person or online.
- Databases will be well-used.

Sam Klemm asked for more information about databases.

Jim Cooper described some of them. Brainfuse provides online live tutoring help and was very helpful for students over the last year. Others provide car repair help and financial help. Mango Languages and Rosetta Stone offer language learning. Small Business Builder supports small businesses.

Sam Klemm said he feels that we could advertise databases more.

Jim Cooper said we go to schools, advertise on truck wraps, at Chamber meetings, on our home page, and on billboards. We're up for an award from Chamberwest this year.

Send questions or comments about our priorities to Jim.

Leslie Webster went through our internal timeline.

June General Management meetings – At two meetings with all managers, we share our vision, then managers share ideas with each other. This allows internal groups to hear what others are thinking about requesting in their budgets.

Budget labs – The Fiscal Department walks managers through the budget submission process.

Budgets are due to the Fiscal Department the end of June.

July the Leadership Team goes through each line item. We look at the budget as a zero base budget request. Every request needs to be justified.

August 6 – The Community Services Department reviews the library’s requests.

Following that there are meetings with the Mayor’s Office and Mayor’s Finance before the budget goes to the council in late October or mid-November.

Jim emphasized that this is a zero-based budget. We do the same with our human resources positions. Existing positions are not automatically filled without taking a critical look to determine what the needs are. We look at workload stats, circulation, and gate counts.

### **Performance Audit ordered by the County Council – Jim Cooper, Library Director**

Last month the council adopted a resolution for the county auditor to go into divisions and agencies to determine if performance indicators are collected correctly and are making the impact they were intended to make. The Library and the Treasurer’s Office were selected for the first two audits.

We collect detailed, precise information. Its accuracy is important but the impact to individuals is the most important to us. The board members were given a copy of the resolution and the board report highlighted elements of our key indicators. The board members also received pages of what we report through CountyStat.

Key indicator statistics form the basis for other information we provide. We can drill down to branch counts, daily counts, even the weather – anything that is happening that may influence whether people are visiting us or not. If you need additional information we have the ways to provide that to you.

Sam Klemm asked if we track inquiries through our databases. Jim Cooper said that we do to determine the cost per use, the ROI, and if a database is an investment we want to continue to make.

### **OLD BUSINESS**

#### **Response to COVID Pandemic – Lessons Learned – Jennifer Fay, Associate Director Public Services**

- We are basically back to normal.
- Create Spaces are open at Holladay, Magna, Sandy, and Kearns. Our web page shows what is available at each location. We have a new Senior Librarian of Create Spaces who is coordinating our efforts. There will be Create Spaces at our new buildings.
- Our I.D.E.A. (Inclusion, Diversity, Equity & Accessibility) Committee is reviewing all our policies looking for any barriers there may be to being inclusive. We are working with the Council on Diversity Affairs (CODA) to make sure we aren’t duplicating county efforts.

## *Lessons Learned*

Some of the services we implemented in response to the pandemic, we will continue offering.

- Curbside delivery – We were going to pilot this before the pandemic.
- New programming formats – Digital story times, grab and go and take and make kits, online STEM programs. We are able to serve hundreds more families than we can with in-person programming. Online adult programming has expanded our reach outside the state and the country.
- New ways to support community partners – We were able to provide materials for partners who weren't able to have access to their communities during the pandemic.

## Internal communications

- Quick and inclusive decision-making processes have spread decision-making throughout the system through workgroups that are run by managers who get line staff input. This has helped staff to feel respected and to buy into decisions.
- Cross team support – We've learned how to support each other. People have learned how to help with different tasks, and learned what others do.

We feel we are a better and stronger organization.

## Create Spaces

Magna and Sandy Libraries repurposed rooms for Create Spaces. Kearns and Holladay Libraries Create Spaces were purpose built.

Jim Cooper said that some locations don't have spaces that can be repurposed. We are trying to distribute access to Create Spaces equitably throughout the valley. Not every branch can have one. All locations have 3D printers, but some won't have all the other items. Create Spaces provide services, technologies, and resources that people can't afford just as originally not everyone could buy books.

## **Building Updates** – Jim Cooper, Library Director

*Daybreak* – Substantial completion (when the building is turned over to us) is anticipated by the end of October. Contractors may have delays in getting materials. Once we have the building, we will put in the millwork, the keycard system, other equipment, shelving and end panels. Then furniture, final IT items, and signage will be installed and books will be put on the shelves. We are looking at a grand opening about mid- March if everything goes as scheduled right now. A shortage of materials is causing us some delays.

*Granite* is running concurrently for us to receive the building. We are looking at opening 4 – 6 weeks after Daybreak. If Granite substantial completion is first we will switch the schedules.

Jim said we do a lot of customized work. Much is best performed internally rather than purchased off the shelf. Circulation desks are an example. In the past we have had to redo work the contractors have done because what we need is unique to the library. Contractors have had delays as well, so we have extended some deadlines.

## **STAFF REPORTS**

### **Human Resources Update** – *Pamela Park, Human Resources Manager*

- The county has reimbursed staff time taken to get Covid shots. 114 employees have taken advantage of this. More have been vaccinated who haven't used work time. We appreciate the benefit the county has provided.
- Recruitment levels have started to drop. We are starting to catch up on filling vacancies.

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

- Summer Reading starts next week.
- ABC4 – Alli Bartus and Vern Waters did a Zoom sing-along to promote Summer Reading. There will be another appearance tomorrow related to Summer Reading.
- Create DIY – An old-time radio was made with Glowforge 3D printer. There are only two other printers in the area. We are the only accessible technology in the area.

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

Spending is going as planned.

## **OTHER**

The meeting adjourned at 2:00 p.m.