

Salt Lake County Library Board of Directors
February 27, 2023
Approved by the Board on April 24, 2023

Attending: William (Bill) Scarber, Chair; Hollie Pettersson, Vice Chair; Anastasia Morgan (member elect), Sandra Osborn, Spencer Romney (member elect), Steven Sokol (member elect), Kaati Tarr,

Excused: Nancy Thorne

Others: Jim Cooper, Sarah Brinkerhoff, Shaun Dimick, Melissa Haslam, Susanne Jones, Matt McLain, Joey McNamee, Sara Neal, Trudy Jorgensen-Price, Dolly Rauh, Russ Snow, Leslie Webster,

By Webex: Suzanne Harrison, Chelsea Lindbeck, Liz Anguiano, Ann Barrett, Kathy Christiansen, Kira Elmendorf, Nyssa Fleig, Grace Hanley, Jared Hastings, Dianne Orcott, Erin Sanderson, Steve Van Maren (member of the public)

Bill Scarber called the meeting to order at 12:35 PM.

Welcome - Jim Cooper, Library Director; Trudy Jorgensen-Price, Holladay Branch Manager

The Holladay branch originally opened in May 1972 and closed on October 2018 for a remodel. With the remodel, the staff sacrificed space in the back room to allocate more area to the public. Additionally, the remodel allowed for a great new programming room and a create space, which includes a podcast studio. This studio bring you the Small Lake City Podcast. In addition to these spaces, the public especially love of the study rooms.

The branch had a grand re-opening on February 22, 2020 with over 1,800 in attendance throughout the day. Unfortunately, it was only open a few weeks before the pandemic shut everything down. Within a few days, the valley experienced an earthquake, making everyone grateful for the added safety upgrades during the remodel.

Holladay was hit especially hard by the remodel and pandemic. Their door count took a little longer to recover, but they are on an upwards trend. Luckily, the staff and public love a good party. They celebrated their 50th anniversary in 2022 with an attendance of 250-300 individuals. Two weeks after that party, they were the smallest branch to host one of the Regional Summer Reading Kick-Off events, with nearly 900 attendees. Even with these parties, they still have at least one patron a day who mentions they have not been back since the remodel.

Holladay hosts a variety of programs like the Seed Library, supported by many gardening classes. They are our AARP tax prep location, which helps patrons from all over the county. In February, every Tuesday and Wednesday was Tax Day. They hosted 156 tax appointments that month and have over 225 appointments booked in March.

Holladay serves a large population over age 65. Many programs are geared to that crowd, in addition to the standard storytimes, Teen Thursdays, Lego Clubs and reading to dogs. The branch also partners with many Holladay organizations. These include the Holladay Arts Council (Martha Hughes Cannon) and the Happy Healthy Holladay Coalition (QPR). They collaborate with The Holladay Historical Society to make some of their local history collection available to the community until their museum gets up and running. Another is the Holladay Tree Committee for Arbor Day Celebrations at local schools as well as a Tree Talk series about

tree care planned in April. Hollie praised Trudy for always attending the community council meetings.

The Holladay branch is still one of the smaller branches, but it is one of the few with two entrances, which can be a challenge. The location has access to local transit systems and schools, allowing students to use the space after school hours. Moreover, the building still has HVAC issues. The building is estimated to get 15 more service years before it needs to be replaced.

Approve Minutes from the January 23, 2023 Board Meeting

Kaati Tarr made a motion to approve the minutes from the January 23, 2023 Library Board Meeting. Sandra Osborn seconded the motion. The motion passed unanimously.

Suzanne Harrison - aye
Chelsea Lindbeck - aye
Sandra Osborn - aye
Hollie Pettersson - aye
Bill Scarber – aye
Kaati Tarr - aye

Public comments -
Nothing at this time.

Correspondence -
Nothing at this time.

NEW BUSINESS

Thank you to Board Member Chelsea Lindbeck

We would like to thank board member Chelsea Lindbeck for her service. She did a fabulous job and had a lot of experience with libraries. She provided advice and knowledge. Thanks for helping with the citizens. It was a pleasure to serve with you and thank you for all you did.

Chelsea thanked us in return for the opportunity to be on the library board. Suzanne commented on how great it was to have an option to meet online with the group.

Introduction of new Library Board Member Nominees

Welcome to our new library board member elects, Anastasia Morgan, Spencer Romney, and Steven Sokol. Each of them gave a brief highlight of themselves.

Anastasia is recently married and has been a library lover from way back. She is from Chicago and moved to Sandy five years ago. She is a lawyer who believes it is fundamental to connect with the community.

Spencer has lived in Salt Lake County for most of his life. He did have a short stint in Philadelphia, but now lives in the Millcreek area. He is an attorney and can give advice or help if needed. Spencer loves libraries and their mission, making it exciting to be on the library board.

Steve has lived in Taylorsville and East Millcreek. His past 18 years have been spent in Herriman. He is an active library user and a top fan on the library's social media. Steve comes from a family of 3 to 4 generations of library nerds. He has family members who have worked for the library in the past and some that still do. Steve is an internal auditor who is excited to visit the Library of Congress in March.

The rest of the board and staff members gave a quick introduction of themselves. The new members are on the council agenda for March 7. More information will be sent to them separately. *This meeting was later changed to March 14.

Professional Ethics Training – Emily Bullough, Education Program Manager, Dolly Rauh, Librarian at Whitmore

Ethics is something we may learn in school, but it is not emphasized as much as we would like. We prefer our staff to have a better understanding, especially since some of our staff did not receive specific library training. We want libraries to be a safe place for everyone, including staff. This will be an online training for the staff and it will soon be available in Spanish.

Overview:

“Diversity is a fact. Equity is a choice. Inclusion is an action. Belonging is an outcome.”

Think about how ethics can get us all on the same page even though our contributions are all different. We are a team and we need to be equal in the same respect and positive treatment for every patron and coworker with which we interact.

Staff are discouraged from providing schedules or work locations to protect privacy. Patrons come in to do research. This can be for domestic violence and divorces, or for a health issue. This information needs to be protected.

When we are interacting with a third party, such as Libby and EBSCO, we have user agreements, which our lawyers and IT department review. The agreement looks at the information they are storing and what information they are compiling from the app.

Any problems or concerns with ethics will go up the chain of command or can be reported to Pamela Park in Human Resources. The library uses incidents as a teaching moment; we can learn from examples and do better in the future.

The “What if We?” form is found on the library website to address issues and allow for process improvement and patron comments. Incidentz reports are an internal submission tool where the leadership team can help with questions and issues.

Ethics are a guidepost for human behavior:

Ethics are standards of right and wrong summarized in principles. The best way to view ethics is by using the phrase, “what if everybody did it?”

The [ALA Library Bill of Rights](#) is our professional guiding document. This document includes:

- Guidance for Providing Resources
- Dealing with Censorship
- Handling Free Expression
- Being Inclusive with Access to Services
- Right to Privacy and Confidentiality

Salt Lake County Library also has guiding documents with policies and a mission statement.

[County Library Mission Statement:](#)

“Make a positive difference the lives of our community by inspiring imagination, satisfying curiosity and providing a great place for everyone to visit.”

Three Major Professional Ethics or Core Values:

- Privacy and Confidentiality – It is the law!
 - This applies to staff and patrons, even among relatives. Confidentiality includes identifying information, library records, and incidents or complaints.
 - [Patron Information and Confidentiality Policy](#)
- Equal Access and Service
 - All are welcome and will be treated equally. There are no barriers to service.
 - “Equal access/services principles should be embedded in everything we do: issuing cards, creating use policies, organizing and maintaining our spaces, providing technological resources, selecting and managing materials, making displays, hiring, etc.”
- Intellectual Freedom
 - Libraries are ethically obligated to provide communities of users with many points of view in their displays, materials selection, and reconsideration requests.
 - [Reconsideration of Materials and Services Policy](#)
 - Services should reflect core values, but not advocate a particular point of view.
 - No judgements are made pertaining to patron or staff choices.
 - “Libraries should be inclusive spaces where all feel welcome and reflected.”
 - We do not censor materials.
 - “Censorship is a decision made by a governing authority to suppress, exclude, expurgate, remove or restrict public access to a library resource based on personal or group disapproval of its content or its author/creator.”
- Additional Recourses:
 - [ALA Code of Ethics](#)
 - County Library [Policies and Guidelines](#)

OLD BUSINESS

2022 Year End Report and 2023 Review – Leslie Webster, Associate Director of Operations & Russ Snow, Administration and Fiscal Manager

Fiscal recently met with Community Services to report how things went in 2022 and look at goals for 2023. The library reports to the county at the end of the year and in June for adjustments.

County Stat is a tool used to give the county a general overview of the library's financial status and look at long-term goals. All employees have access to the site, but it is recommended that library staff use monthly internal expense reports for a better idea of their budget outlook. The reports provided to the library board are pulled from the internal reports.

Budget information for 2022 was presented, including the personnel and operating budget. A shortage was explained as the library is waiting for money from the hotspot grant. The 2022 was 90% - 100% expended in all categories except an 82% expend in capital.

Russ reported about the 2023 Outcome and Indicators

- Circulation and Retrievals
 - Target = 12,500,000 items
 - Access to free material in various formats and languages when they want them.
- Door Count
 - Target = 2,500,000 visits
 - Residents come to the library to read, learn, create, play, and connect to build happy lives and to thrive in society.
- Program Attendance
 - Target = 390,000 attendees
 - Residents will attend programs in person or online. These programs cover a variety of topics and help residents connect with others in their community.
- Households with a Library Card
 - Target = 70% of households
 - Provide residents with access to tools, collections, knowledge, spaces, and human connections that foster their well-being.

Customer Behavior Expectations and Trespass – Jennifer Fay, Associate Director of Public Services

Jen had slides to present on the process of trespassing a patron. We were short on time, so this information will be presented later.

The slides focus on the [Library Use and Behavior Policy](#). Our system has seen a rise in patron trespassing. Many of these problems came up when the City Library was closed. The main library has social workers, which is not a position available in our system at this time.

Mental health issues have become a larger problem. Contributing factors may include the pandemic, where people forgot what general civility guidelines apply to the public. Times are also tough for those dealing with housing insecurities. People are protective of their spaces. Some of our smaller branches deal with this on a regular basis.

We have a predominately-female staff that may receive different treatment at times. We are a public service, but it is not appropriate to tolerate abuse, people exposing themselves or fights within our branches.

STAFF REPORTS

Statistical Report – Jim Cooper, Library Director

Jim handed out a report of key indicators statistics. The library captures various forms of data including circulation numbers and room bookings. Board reports, which contains a sample of the information, are sent with the agenda before the meeting.

The number of new library card registrations for the past month is 4,000. This is a number that stays consistent from month to month with little fluctuation. Our library system will delete your library account after a few years if they are inactive. Many libraries keep patrons forever.

A board member asked if there was an incentive to get library cards in the schools. The County Library does connect with the schools. We are able to sign students up at some PTA nights. The library also has a relationship with the school librarians and district supervisors. There is a program called Level Up where students learn how to use the library. It is a special program for third graders, but it may be extended it to the ninth graders.

As a fun fact, we also work with hospitals to get books to new parents.

Marketing Update – Sara Neal, Marketing Manager

Marketing has spent the last few years experimenting with social media to see what will get engagement. The county is not supporting Tik Tok, so patrons will have to engage on other platforms.

The library received media attention for the teen Winter Ball. The Valentine Dance for adults had about 500 attendees and the All Star events and the Mascot Meet-and-Greet was a success.

March holds a teen Formal Wear Swap. Patrons can donate gently used formal wear and get a new-to-them outfit on the day of the swap. There will be an 80's Prom for adults at the end of the month.

Fiero Code and digital music with Hoopla will be highlight in both English and Spanish. Fiero Code will also go out with Peach Jar to be promoted within the schools.

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

Leslie listed planned capital projects for costs over \$10,000. Some buildings are failing and need to be replaced or remodeled. It is difficult to decide what to repair if the building will be redone in the near future.

Water wise landscaping is planned at the Hunter and Magna branches. The Taylorsville and Whitmore branches need a new roof. Whitmore is scheduled to be replaced, but the roof need is too great to ignore, especially with Technical Services being housed in that location. Herriman, Tyler, and Whitmore will receive security cameras. The technology can be moved when Tyler and Whitmore are replaced.

The West Valley branch has a boiler issue. It needs to be completely redone, including the ductwork. Unfortunately, once that system fails, the branch will be closed until the building is replaced. We had a plan for the new branch, but that location is gone and we are reviewing other options. The West Jordan branch also needs to repair their boiler. Additionally, Tyler closes multiple times in the summer for heat issues.

Bingham Creek has a straight parking lot where people tend to speed. It is close to an elementary school where pick-up occurs. That parking lot will need to have a new design. Viridian and Magna will both be getting new carpet and Herriman will receive updated LED lighting. The county has federal grants to move lighting to LED, so the library will be working with them.

Holladay had a sewage backup in the early hours of their grand re-opening. The system is old and the inside rusts. A liner will be added to the pipe to avoid future problems. All of these periods will take months. A debt review will be brought to the board in the future.

Kaati Tarr left at 2:08.

Personnel Report – Pamela Park, Human Resource Manager

Active Library Employees: 552
Full-Time Merit Staff: 281
Part-Time (30 hour) Merit Staff: 76
Part-Time (20 hour) Merit Staff: 112
Substitute Staff: 83
Merit Vacancies: 58
 Interview Process: 10
 New Hires Starting on 2/27: 8
 Re-Classing Process: 12
 On Hold for a Review: 14
 Unused Allocations: 14

Shelver interviews are happening today, but Library Assistants are currently our most critical positions. They need a high skill level to deal with the public and work in create spaces. Patrons used to come and get books and leave. Now they are spending more time in our libraries during their visit.

A question came up about how unskilled workers can get into the system. We look at the requirements during the application process and wonder if they can be trained. We do grow many of our employees. It is not uncommon for an employee to start as a substitute, get their foot in the door and move up within the system. One of our great community-focused librarians started as a custodian, and has worked their way up over the years. They had an accounting degree and worked with their college to get a scholarship. Now their partner is doing the same library program.

Some employees are happy with their positions. They excel in their work and are not interested in more customer service or management positions. On the other hand, the library supports career mobility assignments, such as training for IT skills. The county is exploring pathways to

open more doors. We hire those with fewer skills and train them for greater success. Even if they choose not to stay with the county, they can still gain skills.

A request was made to talk more about the skills and requirements for various positions. It will be considered as an agenda item in the future.

The meeting was adjourned by Bill Scarber at 2:34 PM and a tour of the Holladay branch was held for interested parties.