

Salt Lake County Library Board of Directors
August 28, 2023
Approved by the Board on September 26, 2023

Board Attendees:

Suzanne Harrison
Anastasia Morgan
Steven Sokol
Kaati Tarr

William (Bill) Scarber, Chair
Spencer Romney
Nancy Thorne

Members on Webex:

Hollie Pettersson, Vice Chair

Excused Board Member(s):

Sandra Osborn

Other Attendees:

Jim Cooper
Melissa Haslam
Russ Snow
Leslie Schow

Emily Bullough
Matt McLain
Steve Van Maren
Christa Warren

Robin Chalhoub
Pamela Park
Sara Neal

Other Attendees on Webex:

Liz Anguiano
Grace Hanley

Ann Marie Barrett
Megan Smith

Kira Elmendorf

Bill Scarber, Chair, called the meeting to order at 12:33 pm.

Welcome - Jim Cooper, Library Director

Welcome everyone to the August board meeting at the Daybreak branch. Leslie Schow will introduce this newly constructed building later in the meeting.

Approve Minutes from the June 26, 2023 Board Meeting

Nancy Thorne made a motion to approve the minutes from the June 26, 2023 Library Board Meeting. Kaati Tarr seconded the motion. The motion passed unanimously.

Suzanne Harrison – aye
Anastasia Morgan – aye
Hollie Pettersson – aye
Spencer Romney - aye
Bill Scarber - aye
Steve Sokol – aye
Kaati Tarr - aye
Nancy Thorne - aye

Public comments:

Patron, Steve Van Maren, went to the star party at the Sandy branch and got to see some interesting sky views. Steve stated it is a good partnership with the Clark Planetarium.

Correspondence - Jim Cooper, Library Director

Jim Cooper does get a number of correspondence throughout the month, such as for school tours or jobs. It does not usually affect the board, but he brought a few for the past month, if the

board wishes to look at them. Most of the printed letters deal with administration and book purchase recommendations.

Jim wanted to share one comment, which compliments Daybreak employee, Amber Retzlaff. Amber is a library assistant, but Leslie Schow commented that Amber just graduated with a Master of Library Science to qualify for a librarian position.

"I want to give Amber at Daybreak Library some positive attention. I love my new library. It has everything I have ever wanted in a library. The most important thing in our library is Amber. She is so helpful and caring. She is always ready to lend a helping hand. As an older patron of the libraries, I am not that skilled with some of the technology, however, she is the first one who will advise, assist, and care about the outcome of anything I am looking for or need to do in the create space. She deserves to be recognized for her outstanding service to the library system. Without her, I doubt I would venture into new areas of knowledge. Please know you have a valuable employee with Amber. Thank you for this library and for Amber."

NEW BUSINESS

Introduction and Welcome to the Daybreak Branch – Leslie Schow, Daybreak Manager

Leslie Schow welcomed everyone to the Daybreak branch. The new 26,000 square foot library opened on March 28, 2022 with a grand opening a month later. The library features an atrium, rooftop garden, multiple study rooms, a create space and has around a 100,000 item collection.

As with new other developments, some unexpected items arise. The branch soon learned they were the perfect place for resting tumbleweeds. One special tumbleweed was rescued and dubbed Outlaw Teddy. After a period of time, Outlaw Teddy was reduced to dust blowing in the wind. Librarian, Virginia Pine, created an art mascot for Outlaw Teddy to live on at the branch.

Daybreak is a branch where families hangout and socialize. Many patrons come and stay for a 2-3 hour visit. The atrium has chess tables and chess sets, which are popular in the summer. However, it occasionally has to be closed during bad weather.

The five study rooms are frequently in use and laptop lane is a popular area with seven chairs and outlets for personal devices. The create space is the busiest in the system. Appointments are already being scheduled for the holidays to accommodate everyone. Some of the most popular equipment include the laser Glowforge, the 3D printer, and the recording room. Patrons have even formed connections because of the create space.

Storytimes are held at least four times a week. Other programs include Lego club, after school, and a writing group, per a teen request. Teen programs happen monthly and adults have regular programs such as adventure walks.

Daybreak received a grant from the Utah division of Arts and Museums to do a program titled Creative Aging: Playing with Watercolors. A local artist named Sue Martin held eight sessions to teach 12 students how to paint. The final artwork was celebrated at an after-hours event.

Some Daybreak residents do not realize the library is there and open to all of the county residents. A plan is in the works to promote the library. A school in the area has a large refugee community with Spanish speakers. The Latinos in Action group at the high school is helping the library with outreach events such as setting up library cards.

Daybreak also has an active senior community. They are reaching out to an assisted living facility for book groups and activities. It is in the beginning stages of forming a relationship. An exciting coming attraction is the new downtown Daybreak area, including the Bees baseball team. Their new facility is expected to be a block or two away from the library, although they have yet announced an exact location. Conversations are happening to look at impacts to the library, such as parking.

A few fun facts about the library include how the kid chairs spell out Abba, and Virginia Pine's painted tree where poem leaves could be attached. One evening, as the staff secured the building, they discovered a wedding reception on the roof. The security camera caught a great image of the happy couple dancing in celebration. Other public use of the upper garden area include games and date nights.

Jim Cooper pointed out all the services the library provides in addition to the books. Libraries serve communities.

Board Bylaws – Jim Cooper, Library Director

When board members go through orientation, they receive a summary of the bylaws, but it is just a summary of the county policies. Jim Cooper worked with Melissa Haslam to draft bylaws that would include statute and ordinances into one document. It was important to put everything into one easy reference for board members to access.

A few extra sections were added:

- Article 6 for the reconsideration and appeal process
 - Provides details for patrons and board members.
- Article 7 for public comments
 - This specifies the public can make a three-minute comment and up to five speakers with similar remarks at a board meeting.
- Article 8 covers ethics
 - The board receives a presentation on the Open Meeting Act each year.
 - Members complete a Conflict of Interest form at the beginning of the year, or as necessary.

The board is welcome to discuss and change the bylaw draft for how they would like to conduct business.

A discussion ensued around topics such as reconsideration and having a pathway to contact the library board members directly.

The [reconsideration process](#) is presented on the library's website and the bylaws help to further the understanding. Library staff are trained to listen to a complaint about a book or service. Sometimes patrons just want to be heard and choose not to enter into the process. Very few reconsiderations are ultimately appealed and brought to the board. The board is the final appeal

authority. The bylaws sets out a process as to how the board would handle a reconsideration if it were presented.

Reconsiderations requests are tracked and will be added to the key indicators on the board report. An internal reconsideration newsletter is also completed quarterly. This information will be presented to the board as well. This year the reconsideration workgroup has received a couple of requests.

Further discussion resulted in the formation of a bylaw committee.

Chair, Bill Scarber, made a motion to form a committee to review the bylaws and make suggested changes. Spencer Romney seconded the motion. The motion passed unanimously.

Suzanne Harrison – aye
Anastasia Morgan – aye
Hollie Pettersson – aye
Spencer Romney - aye
Bill Scarber - aye
Steve Sokol – aye
Kaati Tarr - aye
Nancy Thorne - aye

Anastasia Morgan, Spencer Romney, and Bill Scarber volunteered to be on the committee with Megan Smith as an advisor.

The committee will be reviewing the following items for clarification and adjustments.

- Board members recusing themselves for a conflict of interest.
 - Suggested wording may include personal financial interest as opposed to business interest.
- Reminder that it is not appropriate to suppress a person, but consider finding a way to state that a vote with the board does not always coincide with personal opinions. Consider looking at social media posts for the individual and if a disclaimer is appropriate about not representing the position without a voting majority or quorum.
- Free speech issues need to be addressed. The First Amendment allows for impolite speech, but some behavior, such as threats or assault, may result in expulsion from the meeting. Focus on the person's conduct as opposed to the content.
- Look at how a board member is removed, such as for non-attendance or other misconduct. It was proposed that this might work better if it has a broad description. Two sets of bodies look at every board member. If there is something that needs to be addressed. It may be referred to the mayor.
- The online feedback section needs to be reviewed. On the public meeting announcement, there is a place stating they can contact Melissa Haslam for public announcements.
- The board briefly discussed if they would like the agenda items to show if there is an action item. It is not required as long as the public has proper notice of the topics being discussed. Some members thought it was best to leave the agenda item specified with a notice showing quorum voting will take place.

2024 Budget Preview – Jim Cooper, Library Director; Russ Snow, Fiscal Manager

Jim Cooper presented a letter to the mayor as part of the budget review. The letter references how the library makes an impact around the community, the zero-based budget philosophy, and defined success. Success is broken out into outcome and indicators as listed below.

Outcome #1: Residents regularly visit the County Library to read, play, learn, create and connect with each other to build healthy, happy lives and a strong, thriving civil society.

Indicator: Door Count

Outcome #2: Library customers find free, high-interest, high-demand materials in formats and languages they want, when and where they want them.

Indicator: Circulation and Retrievals

Outcome #3: Residents will utilize County Library programs and activities, in person or online, for early and lifelong learning, civic engagement, and for connecting with others in their community.

Indicator: Program Attendance

Outcome #4: Salt Lake County residents have access to the tools, collections, knowledge, spaces, and human connections that foster their well-being and ability to meet their goals.

Indicator: Percentages of Households with Library Cards

This year the library will receive additional revenue resulting from the first tax increase passed in a decade. This was, in part, to compensate for inflation and increased operating costs.

In order to meet the challenges, issues, and demands of our residents, the library is seeking funding for 7 new requests, as follows:

- 1) Include a one-time increase to the 2024 budget to purchase critical software upgrades and hardware replacement. The Library's Microsoft Office and Windows Operating system for the 850 public and staff computers is outdated and no longer supported. The public use of the library's computers is still a mission-critical service, use is high and our systems do not support the current needs of the public or staff. In addition, several mission-critical servers and switches are beyond their warranty, have experienced technical challenges, and could experience catastrophic failures.
- 2) Include a one-time increase to the 2024 budget to replace the library's central analog telephone system. The library's current phone system is 13 years old and 3 years beyond its service contract. Parts are no longer available and the system as a whole is on the verge of failure.
- 3) Increasing the base budget to support the elimination of overdue fines for children's and young adult materials. A pilot project was implemented during the summer of 2023 at the encouragement of Salt Lake County council members Stringham and Granato which proved to be very popular.
- 4) Increase the base budget for our book and other materials collections to compensate for the loss of purchasing power over the past several years. During the past decade, we have absorbed more than 30% inflation in book and other materials prices. The requested amount represents an 8% increase to our book and materials budget and

would allow the library to purchase approximately the same number of items for the public as were purchased in 2023.

- 5) Increasing the base budget to provide 4 hours of library service on Sunday at four branches. Our initial investigation, conducted in partnership with the University of Utah, Graduate School of Policy indicated that Sunday hours would be popular and could be effectively phased in by implementing an initial pilot at 4 library branches in the Salt Lake Valley. This is the initial effort and as we evaluate the demand and effectiveness of Sunday hours, expansion to additional branches is anticipated in future years for additional costs.
- 6) Increasing the base budget for the continuation of our Hot Spot lending program. In an effort to help reduce the digital divide in Salt Lake County, we received a grant in 2020 from the State Library to purchase Hot Spots and provide wireless hot spot service. The program has been very successful as all 250 hot spots are always checked out and there is typically a 60 – 70 person waiting list. The grant ends in 2024 and we are asking for new money to continue the program.
- 7) Include a one-time increase to the 2024 budget to hire a consultant to investigate and pursue naming rights donations to support our long-range plan.

The budget will be presented to the mayor in September and to the county council in October. They will have time to review it during November and receive public comment in December, usually the 2nd Tuesday.

OLD BUSINESS

Suzanne Harrison left the meeting at 1:42 pm.

One-Cent Fine Update & Fine-Free Pilot – Matt McLain, Associate Director of Community Engagement

As an overview, the county council requested that the library suspend fines on children's material during the summer to eliminate a barrier for families. The library implemented a one-cent fine pilot program on children and young adult materials in order to track statistics.

Statistics included:

- The return rate of books and the need to purchase replacement books.
 - This was difficult to track on a shorter pilot program. Results were inconclusive at this time.
- Monitoring the hold ratios.
 - Hold fulfillment decreased by a half day from 9.72 in 2022 to 9.06 days in 2023.
- If participation in children's programs was impacted.
 - Children's program attendance in June increased by 47% compared to the June 2022 statistics. July attendance increased by 8% from July 2022.
- Determining if more children participated in the summer reading program.
 - There was a modest increase in children participation. The young adult participation increased in 2023.
 - Survey results sent to the county email list showed:
 - 85% of respondents checked out children and young adult material over the summer.
 - 65% of respondents stated they checked out more materials.

- 49% stated they attended more programs.
- Any changes in the number of families visiting branches across the system.
 - The email survey had 52.5% of respondents stating they visited the library more frequently.
 - Library program statics show a 7% increase in visits in June and July compared to the same months in 2022.

As a disclaimer, it is difficult to determine real results based on only two months of statistics, especially after the library is still rebounding from the pandemic decrease.

A few survey comments were included:

“Sometimes it is difficult to get back to the library as often as we would like, but the 1 cent late fee did motivate us to check out a couple of books each time we visited without worrying so much if we could get them back in time.”

“Please keep this policy in place permanently! I am an ardent library goer, but I’ve talked to multiple people who stopped going to the library because of the fines that piled up after losing a book or turning it in late.”

“I didn’t realize fees were reduced but was very pleased not to have a huge fine after our books were a few days late due to a family vacation. Thank you for doing this. ♥”

Most of the survey responses were positive. However, a few patrons responded with the following comments.

“I love paying less for late fees. But, I did find 1 cent late fees to be a lot less motivating for me to get my books turned in on time.”

“I would be sad if I was waiting on an item and there wasn’t an incentive for someone to bring it back for the next person.”

Patrons will receive a reminder email to return material before the one-cent fine program ends. The library will be requesting \$115,000 in the budget to permanently remove late fines on children and teen materials. A discussion with the mayor about the budget will happen on September 11. A final report will be part of the September meeting.

County Council Presentation Recap – Jim Cooper, Library Director; Bill Scarber, Board Chair

Library Director, Jim Cooper, was asked to present to the county council the library’s material selection process and the nature of library displays. Bill Scarber, Library Board Chair, and Robin Chalhoub, Community Services Director, joined the presentation. An overview of this presentation was provide to the board in the June meeting.

The presentation also included general library information and a summary of 2023 awards that the library has received in the past year. The rest of the presentation walked through the library

collection, material selection process, neutrality on political or social issues and maintaining a diverse collection for all readers. The material selection policy and the display policies were also reviewed. It was emphasized that a book must “earn it’s shelf space” and will only be kept in the collection if there is public demand for the item.

Displays are very popular and items generally check out rapidly from displays, with some items only lasting a few moments on display. Therefore displays constantly change and usually consist of new arrivals. There may also be vacant spaces in a display as items are checked out. Those spaces are “restocked” with additional books as branch staff are able. Finally, if a patron has concerns about a specific material or display, they are encouraged to speak with a staff member and are able to enter into a reconsideration process.

A few of the board members attended the presentation. They were thanked for their support. Board member, Nancy Thorne, was impressed with the presentation and thanked those who participated.

QR Code Survey Results – Sara Neal, Marketing & Communications Manager

County council asked if there was a way for the patrons to complete a survey, offering feedback on their library experiences. Marketing created a sign with a QR code to provide easy access to the patrons. The sign was posted in all the branches in July and is on the main library [homepage](#). The survey is found [here](#).

Sara Neal checks the feedback multiple times a week and the information is provided to the leadership team once a month. The leadership team can then address any issues that need to be resolved, or pass on positive feedback to the appropriate departments and branches.

The survey has general questions including:

- Was the staff courteous and helpful?
- Were you satisfied with your visit?
- Do you have any concerns?
- Would you recommend the library?

All of the questions have received positive results so far. The recommendation question has a Net Promoter Score of 96, which is overwhelmingly positive. Anything above 80 is considered great customer service.

Two percent of those comments were negative. The negative responses include:

- A program was over-crowded
- The West Jordan building is too humid
- Patrons who have T-Mobile are unable to receive notifications
 - The IT department has been working on a resolution to this problem

Web Site Navigation / Contact Information – Sara Neal, Marketing & Communications Manager

The County Library website has a place to contact the library board directly. From the [home](#) webpage, you will find [Info/Contact](#). The Contact drop down menu will show Library Board, or

you can scroll down the page to the Library Board section. The board members are listed with their library email address.

The Contact drop down menu also has a Management link. This will take you to the [Contact Management form](#). This form allows you to pick a topic or subject that will send an email to various members of the library leadership team or corresponding library positions.

Display Policy – Bill Scarber, Board Chair

As the chair, Bill Scarber, looked at the Display Policy after a few proposed changes in the June meeting. The discussion started with the display policy, but also included the reconsideration policy and potential revisions to make the policies more understandable and enforceable.

The intention was to make sure the public had a clear way to make their voices heard, contact the board if appropriate and receive feedback. The QR code helps, but Chairman Scarber commented that we always strive to have greater transparency.

There was discussion regarding how to establish what might be controversial from one person to the next and how to develop a policy that is inclusive, respectful and enforceable. It was noted that the library does not seek to advocate any specific agenda but does strive to represent interests of all Salt Lake County residents. The language in the policy needs to be carefully considered.

Chairman Scarber suggested he will invite Council Member Winder-Newton to comment, and any policy revisions will be presented to the board to review as an action item in a future meeting.

Hollie Pettersson left WebEx at 2 pm.

STAFF REPORTS

Statistical Report – Jim Cooper, Library Director

In addition to the board report, a key indicator report was given for July. The key indicator report is helpful in making many operational decisions. The statistics originate from branch reports, including visits and items at the branch. As an example, you may look at book circulation of materials or gate count to make staffing decision or capital improvements at the Millcreek branch versus the Sandy branch.

Marketing Update – Sara Neal, Marketing & Communications Manager

We had a lot of media interest for the Fae Masquerade. Other areas of focus include back to school resources and Library of Things collection.

Next up is ToshCon, which will be held at the Viridian Event Center for two days in the middle of September.

Finance & Operations Update – Russ Snow, Fiscal Manager

We are in a good position with the budget and do not see any issues. We are starting the process to figure out under expend to re-allocate for items that can be purchased in 2023.

Personnel Report – Pamela Park, Human Resource Manager

40-Hour Merit Staff: 284

30-Hour Merit Staff: 76

20-Hour Merit Staff: 108

Substitute Staff: 87

Interns: 17

Current Vacancies: 57

Pamela Park mentioned the library has eight retirements between now and the end of the year.

Bill Scarber, Chair, adjourned the meeting at 2:12 pm. Leslie Schow provided a tour for all interested meeting attendees.