



# Salt Lake County Library Services

*A Welcoming Place*



*Inspiring Imagination*



*Satisfying Curiosity*



## 2010 ANNUAL REPORT



# *S t r a t e g i c P l a n*

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*2006 - 2010*

*“I just feel like we have the best library system I have ever used—the great hold system—being able to get books from any library in the county delivered to the most convenient library for you. So many of our friends HAVE to buy a book if they want to read it, but we can check it out first through our Salt Lake County Library.”*

*– Sara Mitchell*

**S**alt Lake County Library's goal and responsibility is to provide the responsive, engaging and vibrant services our community has come to expect from us. The library's role as a civic resource, economic engine and cultural gathering center has never been more important or more valued than it is now.

In early 2006 the library brought together a Community Planning Committee of 17 knowledgeable, well-respected community leaders and library staff to participate in a collaborative strategic planning initiative. A clear set of priorities emerged from the process, each with specific goals focused on service: creating a welcoming space for the public, inspiring the imagination of patrons and satisfying the curiosity of all library users. 2010 saw the completion of this five-year plan reflected in another year of exceptional growth, innovation and record-breaking library use.

As another chapter opens upon a new decade, we can cite measurable improvements over the last five years in the delivery of library service to our customers:

- a complete new library website, providing a state-of-the-art virtual library
- self checkout and free wireless access at all locations
- more public computers
- different levels of remodeling projects at all 18 library locations
- plans to replace libraries in East Millcreek, Herriman, Magna and West Jordan with buildings constructed to meet the highest environmental standards
- an active social media presence creating greater dialogue with library users
- an increase in event programming for all ages
- an increase in the variety and quantity of materials using greater efficiency to make items ready for checkout

We have seen the library evolve into a true community destination space, providing the stimulation and entertainment county residents are searching for – and all with the highest level of customer service residents deserve.



*“I absolutely LOVE the events at the library!  
I was going to sign my kids up for classes this last summer,  
but after seeing all the free events at the library, we decided to  
take advantage of that instead!”*

**–Michelle Gines Powell**



## *A Welcoming Space*

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*A library that provides a comfortable place to visit helps address the need for a public space where patrons can meet and interact with others in the community.*

### **Number of Distinct Groups Using Library Meeting Space**

2007 – 825

2010 – 2438

**Percent Increase 212%**

### **Number of People Coming Through Our Doors**

2007 - 4,352,293

2010 – 4,690,690

**Percent Increase 5%**



**I**n 2010 remodels were completed at Kearns and Sandy Libraries. At Kearns the stacks were moved to create an inviting study area and an open, accessible public computer space along with a teen-friendly lounge.

At Sandy Library a sorting system to quickly check in returning materials was installed, new circulation and children's desks were built, fun teen and kids zones were developed and sight lines throughout the library were improved by cutting down the size of stacks. In addition, new carpet and paint added to a more inviting ambiance.

On October 23, 2010 the public was welcomed to the grand opening of beautiful new Herriman Library located at 5380 West Herriman Main Street. The library is part of a new city center in Herriman and will be this fast-growing community's destination place for decades to come.

The County Library partnered with Aging Services and Parks & Recreation in the Millcreek Community Center groundbreaking ceremonies on July 21; a groundbreaking was also held for the new West Jordan Library on November 10.

Construction of the new Magna Library made significant progress towards a grand opening in the spring of 2011.

A systemwide booksale at the Sandy Library held November 5-6 brought in over \$4,500.

A food drive to benefit the Utah Food Bank in September brought in over six tons of food.





*“I’ve been accused of being a nerd, and I am guilty as charged!  
The library helps me keep this reputation without going broke!”*

**–JoAnn Warner-Kenney**



# *I n s p i r i n g   I m a g i n a t i o n*

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*A library that inspires imagination helps to fulfill  
community residents' appetite for information  
about popular culture, social trends and  
satisfying recreational experiences.*

## **Number of Adults Attending Library Programs**

2005 - 3,254

2010 - 27,841

**Percent Increase - 795.46%**

## **Preschool Children Attending Programs**

2005 - 26,688

2010 - 75,927

**Percent Increase - 216.93%**

## **Children's Summer Reading Program**

2005 - 12,894

2010 - 20,566

**Percent Increase - 146.90%**

Over 400 kids between the ages of five and 14 finished the Winter Reading program in February and March.

A discussion with popular mystery author J.A. Jance drew an audience of 140 to the Whitmore Library in July.

Our clinic/library partnerships were expanded as we started delivering story time programming at the Ellis Shipp Health Clinic and began providing books and library information at several other County clinic waiting rooms in West Jordan, West Valley, Sandy and South Salt Lake City.

Large digital flat-screen signs were installed in five libraries to alert patrons to event details and information. Five more are scheduled to be installed at other locations in 2011.





*“My life has been so enriched by the library system.  
Our County system is really great. I love the eAudio books  
the eBooks and that I can access my account online.”*

–Kathleen Peterson Ursenbach



# *Satisfying Curiosity*

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*A library that satisfies the curiosity of its patrons helps address the desire for self-directed personal growth and development opportunities.*

## **Number of Library Catalog searches**

2008 - 11,053,102

2010 - 13,572,768

**Percent increase – 23%**

## **Number of items Checked Out**

2005 - 12,749,312

2010 - 15,706,171

**Percent increase – 23%**

**T**he “Doris Data” promotion rolled out across the system to help educate customers about the varied information databases available from our website.

As part of the strategic plan to promote Life Long Learning, we have offered almost three times more adult programs than the previous year.

Salt Lake County Library Manager of Jail Services, Kim Fong, was recognized as the Utah Library Association’s “2010 Librarian of the Year.”

We received the Outstanding Public Library/Public Health Partnership Award from the National Network of Libraries of Medicine for the South Main Clinic/Byington Reading Room partnership. Also, the Library received top ten American Public Library recognition ranking fifth in the HAPLR annual ratings (Hennen's American Public Library Ratings).





*“I love my library...and the librarians! My family is at the Taylorsville library often several times a week. I can't think of a better place to bring them, especially with all of the help we get with book recommendations and general wonderfulness.”*

**-Brett McIlff**



*Message from the Director*

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**L**ibrary patrons, staff, Mayor Peter Corroon, County Council Members and Library Board of Directors:

I want to take this opportunity to express my great pride in the services Salt Lake County Library delivers, my appreciation for the loyalty and hard work of all our employees and for the support we receive from our wonderful community. How lucky we are to live in a county that provides a library we're proud of, where we have a population that vigorously uses this service and regularly expresses their appreciation of the library.

We receive positive feedback from library users every day, whether in person, in writing or online. The following, from a Bingham Creek Library patron, sums up the community's attitude toward the library: "Thanks for all you do. I don't know what I would do without the Salt Lake County Library. Best tax dollars I've ever spent."

Part of what makes us one of the most successful and highly regarded library systems in the country is our ability to focus on what our patrons want and then deliver it to them. The 2010 Summer Reading program alone had an unprecedented 30,000+ county residents participate and thousands attended the grand opening of the new Herriman Library last October. Once again, we broke annual records for library visits, the number of items checked out, items placed on hold, computer use and program attendance. Use of e-audiobooks rose an impressive 40%. These are just some of the ways we have touched so many lives in the past year.

In addition, we continue to refine and integrate new technology, including allowing customers to pay library fines online using a secure payment option. Dozens of library employees contributed to our new website, which includes new spirited teen and kid sites. Rave reviews have come from customers and organizations.

Moving forward, our commitment to contribute to the quality of life in the community remains firm. We will listen to your needs and take action to remain a library you can depend upon.



James D. Cooper, Library Director

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### **Library Administrative Staff**

James D. Cooper, Library Director  
Gretchen Freeman, Associate Director  
Technology and Reference  
Susan Hamada, Associate Director  
Reference, Outreach and Programming  
Marsha Leclair-Marzolf, Associate Director  
Collection Management  
Michael Stoker, Associate Director  
Finance and Operations  
  
Lynn Andrew, Facilities and Construction Manager  
Scott Condie, Network Manager  
Art Lang, Web Services Manager  
Colleen Medling, Automation Services Manager  
Scott Russell, Community Relations Manager  
Tamara Springer, Human Resources Manager

### **Salt Lake County Mayor**

Peter Corroon

### **Human Services Department Director**

Jean Nielsen

### **Salt Lake County Council**

Randy Horiuchi At-Large  
Richard Snelgrove At-Large  
Jim Bradley At-Large  
Arlyn Bradshaw District 1  
Michael Jensen District 2  
David Wilde District 3  
Jani Iwamoto District 4  
Steve DeBry District 5  
Max Burdick District 6

### **Salt Lake County Library Board**

Richard Nixon, Chair  
Andrea Globokar, Vice Chair  
Paul N. Benner  
Jeremy Christensen  
Raymond Christy  
Lynette Roper  
Mayor Darrell Smith  
Richard Turpin

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*Your Tax Dollars at Work*

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### **Salt Lake County Library Services**

Items Circulated.....	15,706,171
Population Served.....	805,231
% of Pop. Served With Library Cards.....	77%
Library Card Holders.....	618,923
New Card Registrations.....	50,745
Interlibrary Loans Filled.....	5,417
Library-Sponsored Programs (held in-house).....	4,348
Attendance at Programs.....	237,057
Library Visits (Gate Count).....	4,690,690
External Virtual Visits to Our Website.....	11,833,004
Library Catalog Searches.....	13,572,768
Info. Database Searches.....	1,202,255

### **Resources**

Books and Magazines.....	1,663,085
Audio Materials.....	191,279
Video Materials.....	361,060
Electronic Information Databases.....	77
Electronic eBooks.....	35,362
Items in Database.....	2,227,825
Titles in Database.....	379,007
Current Subscriptions.....	4,412
Holdings Per Capita.....	2.6
Number of Libraries.....	21 (Including County Jail, Alta & South Main)
FTE (Full time equivalent staff).....	372.75
Number of Volunteers.....	1,491
Volunteer Hours.....	13,828

### **Revenues\***

Local Taxes.....	\$30,416,228
Fines, Forfeitures.....	1,979,220
Interest.....	63,519
Grants.....	107,284
Other.....	641,342
<b>TOTAL.....</b>	<b>\$33,207,593</b>

### **Expenditures\***

Salaries & Benefits.....	\$19,106,310
Library Materials.....	6,927,019
Capital Outlay.....	5,442
Other Operating.....	3,017,072
Intergovernmental.....	979,428
<b>TOTAL.....</b>	<b>\$30,035,271</b>

\*These figures are unaudited and may not match Salt Lake County's CAFR.



## **Salt Lake County Library Services Directory**

**Alta Reading Room**, Alta Community Center, Alta

**Byington Reading Room**, (South Main Clinic),  
3690 South Main Street, South Salt Lake

**Bingham Creek Library**, 4834 West 9000 South, West Jordan

**Columbus Library**, 2530 South 500 East, South Salt Lake

**Draper Library**, 1136 East Pioneer Road (12400 South), Draper

**Herriman Library**, 5380 West Herriman Main Street, Herriman

**Holladay Library**, 2150 East Murray Holladay Road (4730 South), Holladay

**Hunter Library**, 4740 West 4100 South, West Valley City

**Kearns Library**, 5350 South 4220 West, Kearns

**Magna Library**, 2675 South 8950 West, Magna

**Millcreek Library**, 2266 East Evergreen Avenue (3435 South), Salt Lake City

**Riverton Library**, 12877 South 1830 West, Riverton

**Sandy Library**, 10100 South Petunia Way (1405 East), Sandy

**C.S. Smith Library**, 810 East 3300 South, Salt Lake City

**South Jordan Library**, 10673 South Redwood Road, South Jordan

**Taylorsville Library**, 4870 South 2700 West, Taylorsville

**R.V. Tyler Library**, 8041 South Wood Street (55 West), Midvale

**West Jordan Library**, 1970 West 7800 South, West Jordan

**West Valley Library**, 2880 West 3650 South, West Valley City

**Whitmore Library**, 2197 Fort Union Boulevard (7000), Salt Lake City

**Salt Lake County Jail**, 3365 South 900 West, South Salt Lake

Call 801-943-4636 for all Salt Lake County Libraries

[scolibrary.org](http://scolibrary.org)



*“Salt Lake County is proud of its award-winning library system. It is recognized as one of the best systems in the country, a reflection of the citizen-stakeholders. The library system is a key in our effort to improve and expand educational opportunities for children and adults. Please accept this Annual Report as a snapshot of our County’s Library Services.”*

– Peter Corroon  
Salt Lake County Mayor

*F o l l o w   U s   O n l i n e*

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**Salt Lake County Library Services**

*slcolibrary.org*

*801-943-4636*