

2019 YEAR IN REVIEW at the County Library

Bingham Creek



► Community Profile

The County Library's Bingham Creek branch serves West Jordan City and the southwest part of Salt Lake County. The population of West Jordan is 116,046 (50% male/50% female) with an average household income of \$83,060. Bingham Creek is located next to Jordan Hills Elementary in a predominately residential neighborhood. The building itself is 18,705 square feet.

► Management

- **Branch Manager**, Ann Marie Barrett
- **Assistant Branch Manager**, Kevin Oberhansly
- **Circulation Supervisor**, Julie Ragsdale
- **Assistant Circulation Supervisor**, Carolyn Cammack



Ann Marie Barrett



Kevin Oberhansly



Julie Ragsdale



Carolyn Cammack

► Stats

- **Employees:** 25
- **Circulation:** 848,301
- **Door count:** 196,533
- **Program attendance:** 16,315
- **Public computer sessions:** 22,636
- **Total PC time:** 16,137 hours
- **WiFi sessions:** 16,832
- **WiFi usage:** 798 GB
- **Library cards issued:** 1,858
- **Cards associated with the branch:** 41,837

► Success Stories

Diagon Alley

We were the only branch to do a potions program as part of the system's Diagon Alley programming and saw a huge turnout in participants: 150 for two sessions of the program. Parents expressed their appreciation for a library that does this and other similar "messy" programs that they wouldn't normally do at home, or not have room for.

Unicorn Party

This party was a runaway success. We honestly weren't expecting this many people to attend and our entire staff pulled together to make sure that extra supplies were acquired to get crafts together during the program. It's a great example of how well our staff works together at all levels to help create success—everyone is invested in making sure that we're all succeeding.

"Cleanest Library"

A patron noted that we had the "cleanest library" he had been to and his understanding of how much work it is to keep a public building clean—having been in building maintenance himself. This is a great credit to our custodian and rovers, seeing as we lost custodian hours last year. They've all been doing a wonderful job taking care of our branch within the altered cleaning hours. It also reflects our staff's willingness to pitch in with cleaning after messy programs, or just take minor steps to help keep our branch clean.

Noon Year's Eve Celebration

This program was a great example of how our branch serves as a community gathering place. We had somewhere in the range of 200 people show up for this hour long event. Patrons of all ages were so excited about the activities, crafts, and the balloon drop. Several patrons even thanked staff throughout the event for holding large programs that are targeted toward children and families.

Great Volunteer Participation and Supervision of Volunteers

We had 179 volunteers and over 600 hours of volunteer service during 2019. All these volunteers were coordinated by two of our Customer Service Specialists: Teresa and Sarah. They have both worked closely with staff to identify how to best use our many volunteers in effective ways. Working together, they've created new tasks that are of great value to our branch and leave our volunteers feeling like they've contributed in meaningful ways. Dani, our teen librarian, has also done a great job of utilizing our Teen Advisory Board volunteers to help out when we hold large branch programs or to generate excellent program ideas for their peers.

► Tear-jerkers

- Rachel provided a reader's advisory for a young patron with a serious medical situation, which led to a significant time away from school. As a result, she was behind her peers in reading and had to read by herself at school because no other children were at her reading level. Rachel took time to help her identify books that she was excited to read and offered other resources, like our Read to the Dog program, as other potential methods of helping her feel more confident about reading.
- We had a Grandmother bring her blind grandchild into the branch, she spoke English as a second language, and they were looking for books. Holly was able to help them find audiobooks so they had access to books in a format that they could enjoy together.

► Improvement Opportunities

Wizarding Party/Day

Our Wizarding Party/Day was a wildly successful program with crafts, a scavenger hunt, a life-sized maze made of flat boxes hung from the ceiling of our meeting room, and other activities. We had somewhere in the range of 500 attendees—well beyond our expectations. All staff contributed both before and during the event and worked together to find solutions for the larger than expected crowd, and more than double our prior attendance for this event the prior year.

After having such a great success, we will plan for a larger stock of supplies to eliminate the need for last minute runs to the store or supplementing with other materials for supplies that have run out. Better preparation will make for less stress and achieve a more consistent customer experience. We also plan to have additional subs to cover the desks and recruit more Teen Advisory Board volunteers for additional help. Librarians are planning to select programs that will be the most engaging and interesting for teen volunteers, so they have a great time too. (Due to the scale of this program, we anticipate using teen volunteers to help with some of the preparation work leading up to the event as well.)

► Future Growth

- Heather has a plan to build elementary school relationships by meeting with principals from schools within our area to learn about their needs and make connections for future outreach opportunities. We will track the resulting outreach opportunities developed from these connections and other requests for help or resources from the library to help determine the effectiveness of this approach.
- Holly will be representing our branch to Chamber West and attending meetings in the coming year to increase community engagement. Ann Marie will identify potential long-term and seasonal partners within the community that we can work with, document the details of these interactions, and track participation and opportunities that come from these connections.
- At each staff meeting, 15–30 minutes will be set aside to discuss monitoring and improving customer service through success stories, any service barriers we've observed, and communication.

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Columbus



► Community Profile

The County Library's Columbus branch serves the City of South Salt Lake, which has a population of 25,365 (51.07% men, 48.93% women) and an average household income of \$28,824. Columbus is located inside the Columbus Community Center. In addition to the library, the community center houses a Parks and Recreation center, complete with gym, and a Senior Citizens Center. The branch itself is 9,000 square feet.

► Management

- **Branch Manager:** Vern Waters
- **Circulation Supervisor:** Kara Vanderlinden



Vern Waters



Kara Vanderlinden

► Stats

- **Employees:** 12
- **Circulation:** 209,649
- **Door count:** 107,794
- **Program attendance:** 10,862
- **Public computer sessions:** 25,533
- **Total PC time:** 21,811 hours
- **WiFi sessions:** 11,913
- **WiFi usage:** 3,523 GB
- **Library cards issued:** 1,256
- **Cards associated with the branch:** 17,317

► Success Stories

- During one of Vern's first weeks at the branch, a female patron around 9 years old, asked if he could help her: "I assured her that was why I was at the desk. She said she needed help getting her shoelace untied. I came around the desk and we both sat on the floor while I un-knotted the lace. It was so refreshing to see a child politely ask for help."
- We have a homeless person who frequents the branch. We connected her with Mental Health Resources and to the Senior Center at Columbus so that she can get a meal most days.
- We work closely in conjunction with the teen center in our building to offer activities and support.
- "My favorite program was my annual Visit with Santa program which took place on December 13. I had a Santa's Toy Bag and Mile Flitton puppet show at 3:30 p.m. Our shelver agreed to be our delightful Santa seeing children from 4-5 pm. I prepared 97 goody bags and had a cartful of books including toddler board books, juvenile picture books, juvenile easy readers, juvenile fiction, and juvenile nonfiction books. Each child was given a goody bag and an opportunity to choose their own book to keep. I had a Read to a Dog team, three craft activities, many fun game activities such as LEGO® blocks, Giant Connect Four, JENGA® blocks, and Magformers for the children while they waited to visit with Santa. I am thrilled that we had 89 people attend! Fortunately, I was able to coordinate several volunteers to help me with the program and I was very pleased with the turnout. I feel it was a very successful program."
—Laurie
- Our branch participates in something called the Next Chapter Book Club (NCBC). This is a special book club for patrons with special needs and is part of a national program. Columbus Library's club is a small group. Librarians Liz, Lee, and Jenny are the facilitators. The club has read a number of books and they also do something very special—they write their own stories! Jenny, who is from Smith Branch, came up with the story-writing idea. Here's what she has to say about the experience: "In the beginning, we were having a difficult time deciding what to read. So, we decided to write our own story. Our members came up with names and attributes. They would suggest favorite songs or foods and other things they liked and I would write those details into the story. I bundled each chapter into its own individual book. I also added some pictures to go along with our stories. We had so much fun reading the stories that contained names and details our members recognize."

The stories are about Ida, a young woman in her 20s, who lives with her older sister, Natalie. Ida is funny, works at a library, and doesn't drive. More than anything, she wants to adopt a cat, but she is allergic! The story follows Ida as she interacts with workmates, goes shopping with her mom, takes a vacation to Hawaii with her sister and parents, and adopts a hairless cat!"

The members enjoy sharing a story or two from their week at the beginning of the meetings and end each meeting with a sing-along. They had a fantastic holiday party with sparkling cider and doughnuts, and an hour-long sing-along with accompaniment by a ukulele and two guitars! The facilitators often say that the Next Chapter Book Club meeting is their favorite hour of the week. Just watching the smiles and hearing the laughter of the members is a joy. The mother of one member told the facilitator that she can't get him to go anywhere, but every Wednesday, he's dressed, ready, and excited to leave for NCBC.

► Tear-jerkers

Diane is a person affected by long-term homelessness. We have connected her to mental health, legal, senior support, meal support and job searching support.

► Improvement Opportunities

- We hope to expand our Art and Cook the Book clubs in the coming year.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Continued outreach for our Memory Care program where librarians go out to visit Alzheimer's patients and assisted living centers.
- We plan to continue combining the Smith and Columbus collections for the new Granite Branch.

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Customer Service



► Department Profile

The Customer Service Department supports the County Library's mission by problem-solving, educating, and promoting for both internal and external customers.

► Management

- **Customer Service Supervisor:** Emily Lewis
- **Employees:** 6



Emily Lewis

► Stats

- **Telephone calls:** 55,659
- **Interlibrary loans, total requests processed:** 20,927
- **Web comments answered:** 883
- **Mail processed:** 13,540 packages
- **ALA book requests for small rural Utah libraries:** 521
- **New room reservations:** 1,978

► Success Stories

- Customer Service puts out a weekly PEP newsletter that educates staff on current issues and helps them problem-solve, as well as promoting upcoming events, programs, and activities.
- Emily cleaned up Communico accounts and added new features.

- 2019 was our first full year working with Unique, a third-party vendor, to answer evening and Saturday phone calls. This has turned out to be a successful way to staff an unfilled vacancy.
- Two staff members became the first Service Desk Specialists in the department to assist IT with internal staff phone calls and resolve issues related to the printer, software, and hardware.

► Tear-jerkers

- A recently widowed patron came in to meet Nancy face-to-face to bring her a treat and give her a hug because of how helpful and kind Nancy had been over the phone.
- To Emily from David Kallinger, Whitmore shelvee, "Thank you for your Pep Talk emails—there is always something of interest in them. Your article about Realia, items for checkout that fall outside the more common print and A/V materials, inspired a childhood memory. When I was a kid, I remember that our local public library (Fort Collins, CO) had framed fine art prints that circulated as well. If one was so inclined, one could hang a Renoir over the mantelpiece for a few weeks, and then later swap it out for a Rembrandt, or a Degas! Don't know if anyone still does that. Thanks for the trip down Memory Lane!"

► Improvement Opportunities

The number of Interlibrary Loans increased from an average of 1,600 items a month to an average of 2,000 items a month. We are looking at workflow improvements in all our processes to be able to handle the increase, which we expect to continue to grow with Holladay reopening and Kearns, Granite and Daybreak Libraries coming online.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Change the Interlibrary Loan Lending process to reduce the number of items carried over to the next day.
- Change the staffing schedule to accommodate heavier workload days, which will increase the amount of work that can be done daily.
- Change the Interlibrary Loan new for review process to reduce carryover to the next day.

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Draper



► Community Profile

The County Library Draper Branch serves Draper City, which has a population of 48,319 (48.67% female and 51.33% male) and an average household income of \$110,270. Draper is located near the Draper City Park and the Draper Chamber of Commerce. The building itself is 20,000 square feet.

► Management

- **Branch Manager:** Sarah Brinkerhoff
- **Circulation Supervisor:** Melissa Neville
- **Assistant Circulation Supervisor:** Jessica Moreno



Sarah Brinkerhoff



Melissa Neville

► Stats

- **Employees:** 22
- **Circulation:** 831,438
- **Door count:** 194,296
- **Program attendance:** 28,667
- **Public computer sessions:** 13,878
- **Total PC time:** 11,625 hours
- **Library cards issued:** 2,359
- **Cards associated with the branch:** 34,766

► Success Stories

- Last year we started lending telescopes at the circulation desk. They were stored on the counter behind the desk and the circulation staff took on all associated tasks with making sure they were checked out and returned in good condition with no missing parts, as well as placing most of the holds. In this time, the Draper branch recorded the most holds of any of the branches—accounting for one-third of the total holds. We have four telescopes and a long queue. The circulation staff do a good job suggesting that patrons go to other branches as well. We just have such great visibility and a great staff talking up the program that it has been hugely successful!
- Jen Soliday has worked really hard to expand our teen volunteer programs by finding new ways for them to come and help. A whole bunch of them came and put up our summer reading decorations and two big groups assembled gingerbread houses for our all abilities program. The teens were so excited that some of them came back the next week to help the day of the event.
- Linda Gee has put forth a concentrated effort to give away more books—we have SO many prize books/donations here that we are always looking for additional giveaways. So she has found some unique and popular ways, such as, a Mother's Day and Father's Day nominate your parent for a free book, a cookbook giveaway, and a twelve days of Christmas giveaway. It was really popular with our patrons and helped many of our prize books find new homes!
- Our All Ability Activity program continued to grow and evolve throughout the year—solidifying into a successful program through relationship building with community organizations and teamwork among the staff to run the programs twice a month, for as many as 80 participants a time.
- We have made a concerted effort to continue our early literacy and family programming year round—even when limited staffing situations led to creative solutions. This also provided a good opportunity for more of the team to help and for us to realize how important continuity of programming is for our youngest patrons and their parents.

► Tear-jerkers

- This year we all experienced one of the most sincerely tear jerking experiences about the impact of libraries on an individual's life. In August of 2018 we hired Brandilee Chacon as our Youth Services librarian, she was straight out of library school and so eager to be a librarian. This was her dream position, which she was happy to share with one and all. Unfortunately in August of 2019, just a year after she was hired, she was in a terrible accident and passed away a month later. In mourning this terrible tragedy we all celebrated her deep and abiding love for the library, for literacy, and the ways that it had shaped her life. She met her husband working at a library, she dreamed of the job she would one day get, she had plans and visions of the things she would do and the impact she would have on children's love of learning, and she died after just one year of living her dream. She gave her whole self to this job she loved and never tired of the work she loved.
- In the fall last year we had a patron who was really upset with some teens who were talking in the branch. He was shaking his fist at them and acting intimidating, and they were scared. They didn't just leave, instead they were brave and came and talked to the staff. I went and asked the gentleman to leave (after he also had yelled and shaken his fist at me for asking him to cut it out). The tear jerking part came in talking to this young lady and her mother about how the library was the daughter's safe place, that she knew she could come here to learn and dream and that she wasn't going to let this stop her. She and her mom expressed that they trusted us and knew we would do everything we could to keep this a safe place. We talked about how much the library meant to all of us growing up and how important it was to have a space for everyone and to communicate when there were issues. I still see this young lady in here and it brings tears to my eyes remembering how I found refuge in the library as a girl her age, and gratitude that we could make this a safe space for her to come to. The angry gentleman still comes in, and has still been angry towards her, but she doesn't feel as scared and comes to us or moves to another part of the branch.

► Improvement Opportunities

Our All Ability program was very successful this past year, averaging about 40 participants per bi-monthly session, serving almost 1,000 adults and teens with special needs.

While we've had a lot of success we are hoping to improve our consistency of attendance from one week with 60 people to the next week with 8 people. We're doing this through better reminders to people who have registered, more outreach and promotions to the groups that come, and working to enhance our programs from just crafts to crafts and games/activities.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- We will improve the internal/external promotion of our programs by consistently displaying samples, using a "what is happening today at the library" sign, and more clear signage.
- All of our programming will include a survey or evaluation of the program by the participants so we can better understand what they want.
- Our circulation and librarian teams will continue to work together to promote the summer reading, focusing on increasing the number of finishers and tracking the number of people who go beyond the initial finish.

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Early Learning



► Department Profile

The County Library's Early Learning department engages the Salt Lake County Community by: sharing and nurturing a love of reading and learning with families; providing an engaging introduction to reading, language, and libraries; supporting care providers in preparing young children for school and life; offering opportunities for families to grow and play within their community; and staff support for the provision of early learning programming through training and mentoring.

► Population Served

- 7000 books for baby bags delivered to little ones
- 250 refugee families
- Countless number of families experiencing medical situations at Primary Children's Medical Center
- 358 kiddos experiencing homelessness
- 679 children and their families at Get Curious and The Big Play
- 5479 children and their families at Storytimes, Yoga Storytimes and Outreach Storytimes

► Success Stories

- We were delighted by the number of families who joined us for our 1st ever Big Play! We build with boxes, played with pom-poms, made LOTS of NOISE and had an all-around great time!
- Tami has created and implemented such a fun and engaging Yoga Storytimes—so beloved that kudos were sent to us and the director of Community Services.
- Susan worked with Marketing to create the fantastic Storytime to Go pilot. The fun early learning backpacks will be available at all branches by the end of 2020.
- Our second Storytime Summit, a training for Youth Services librarians and staff, was well received and super fun!
- We continue to advocate for free, excellent, programming to little ones. We love serving families!

► Tear-jerkers

- From Betsy Matheson: "I just wanted to pass on a cool thing I heard in my storytime today. A couple who are out here watching their grandchild for two months were playing at the park and said a woman told them to go to the Whitmore Branch for Storytimes because they have the best storytimes there. The grandparents come to almost all of the storytimes now and they were singing praises. I just thought I would pass that one on. Keep up the good work!"
- "As a member of Salt Lake County Library for decades, and as past chair for COY (Salt Lake County Commission on Youth), I write to comment on Tami Austin's remarkable Yoga Storybook Hour for 3-5 year olds. Her creation of a program that introduces children to the life-strengthening practice of yoga is beneficial. The weekly class weaves story-telling with mental/physical well-being practices such as stretching, strengthening, getting in touch with one's balance, physicality, and breathing. Ms. Austin creatively incorporates symbols or characters from the book she features into the yoga poses or practices. The way the class is paced and the creative use of auditory, as well as visual and tactile props, stimulates the children to learn and participate. It is my hope that the Salt Lake County Library System will propagate more of these experiential sessions for the well-being of Salt Lake County children. Children who are on their way to adulthood. Healthy practices such as reading and yoga are invaluable for long-term health and success."
—Anonymous

► Improvement Opportunities

Storytimes at the shelter and within refugee communities. We continue to develop our cultural competencies to better serve customers. This is of huge importance to the entire Early Learning team.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Cultural competency trainings
- Continued Storytime Support
- Growth and development in our teamwork

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Facilities



► Department Profile

The Library Facilities Management Department creates a safe, healthy and functional environment for each Library or physical facility.

► Management

- **Department Manager:** Lynn Andrew
- **Employees:** 31

► Stats

- **Snow hours:** 2,127.25
- **Custodial fill in:** 941 times for the year
- **Delivery driver substitution:** 85 times
- **Kace tickets:** 1,823 created and 133 not closed for a 93% completion rate
- Regularly scheduled PMs for sorters, lighting, plumbing, and book drops—average twice per month

► Success Stories

- Had fewer job related injuries due to greater safety training.
- The cabinet shop and welding shop were completed and became functional.
- Successfully helping other departments with the success of their activities such as the “Pumpkin Drop”, formal, and costume exchange.
- Involved in new construction design of Kearns, Granite and Daybreak. Involved in the construction and installation of much of the interior cabinetry and shelving at the newly remodeled Holladay branch.

► Improvement Opportunities

- Provide more hands-on training for staff to become more efficient

2019 YEAR IN REVIEW at the County Library

Fiscal



► Department Profile

The County Library's Fiscal team works with all the branches to ensure that they are fiscally responsible in providing resources to enhance the patron's experience. Fiscal supports the branches and shares in their successes with the public.

► Management

- **Department Manager:** Russell Snow
- **Employees:** 4

► Stats

- **Total purchase requisitions processed:** 510
- **Number of invoices processed:** 12,520
- **Financial trainings held:** 30
- **Purchasing cards managed:** 119
- **Purchasing cards transactions:** 11,224
- **Total purchasing cards transactions amount:** \$1,673,000

► Successes This Year

- Conducted physical inventories at 15 branches
- Conducted combined training on P-cards, payroll and budget for 18 branches
- Updated online training on cash handling and SMM procedures
- Maintained eManual and updated fiscal procedures as needed

► Improvement Opportunities

- Conducted physical inventories at branches, with plans to coordinate an integrated system combining Facilities, IT, and Fiscal assets

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Provide 100% training for P-card users on new People Soft platform
- 100% of cash handlers complete the SABA cash handling training

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Herriman



► Community Profile

The County Library's Herriman branch serves Herriman City as well as parts of Riverton City and South Jordan City. The area has an approximate population of 53,000 (48.6% male/51.4% female) with an average household income of \$88,045. Herriman is next to Salt Lake County's J.L. Sorensen Recreation Center and across the street from Herriman City Hall and J. Lynn Crane Park. The building itself has 20,000 square feet.

► Management

- **Branch manager:** Leslie Schow
- **Circulation Supervisor:** Michelle Turner
- **Assistant Circulation Supervisor:** Cheryl Fleenor



Leslie Schow



Michelle Turner



Cheryl Fleenor

► Stats

- **Employees:** 24
- **Circulation:** 936,794
- **Door count:** 219,433
- **Program attendance:** 22,133
- **Public computer sessions:** 14,758
- **Total PC time:** 9,841 hours
- **WiFi sessions:** 18,337
- **WiFi usage:** 27,089 GB
- **Library cards issued:** 2,385
- **Cards associated with the branch:** 33,677

► Success Stories

Dedicated Volunteers

Herriman has a dedicated core group of volunteers who donated a total of 728 hours. In 2019, they assembled more than 1,100 Books for Baby bags for Outreach and Programming.

Reading Time

Each year Herriman partners with the J.L. Sorensen Recreation Center to provide library time throughout the summer for the kids who participate in their day camp. Each year we refine the program, and 2019 was our best year yet. We held 21 sessions over the course of the summer, reaching 1,159 kids who may or may not be regular library users. The kids favorite part of this program seems to be the free reading time they are given.

Gun Locks

An article featuring an interview with Leslie Schow appeared in the Salt Lake Tribune on January 2, 2019. It was about the gun locks the libraries give away, why we do it, and the impact we hope this has on our communities.

Calendar Wall

We created a "calendar wall" where we post notices for each program we offer. Although the information is included online and in our printed calendars, we have many patrons who take pictures of these notices to remind them of upcoming programs. This has been a benefit for our community outreach.

Adult Paint-along Program

We started an adult paint-along program. This was the first consistent adult program we offered, and it was amazingly successful. Attendance was limited due to space and supplies, but the tickets for the program “sold out” within minutes each month. Demand for this program continues.

► Tear-jerkers

- A patron, Mike Agrelius, published his first book in 2019, “Hear What’s Here”. He had thought about it for years, and finally decided to do it (he claims it was our encouragement that got him there). Mike would bring in proofs for opinions, talk about what would and wouldn’t resonate with readers, and tell us about his project. The book now has a proud place on our J400 shelves and enjoys a higher circulation than most books in that area. Mike has repeatedly said how he never would have done this without our help and encouragement.
- Virginia had a mom come in one evening looking for a realistic fiction book for her daughter. She said her daughter had a report due, and although she reads well, she doesn’t enjoy it. Virginia recommended the book “Out of My Mind” by Sharon Draper, and we were lucky to have a copy in. A few weeks later she came back and told Virginia that her daughter had devoured the book and was looking for more like it.

► Improvement Opportunities

Summer Reading Program Promotion

Every year we create and present assemblies to the elementary schools in our service area to promote the Summer Reading Program. This consistently results in higher participation during the summer. However, as the community grows and more schools are added it is increasingly difficult to reach all of the schools.

We plan to offer different levels of presentations—the traditional assemblies, a librarian to make a prepared announcement over the PA system, or a recorded announcement that can be played during the school’s morning routine.

► Future Growth

Concrete, measurable actions we’ll take in the coming year:

- We will be taking a hard look at our collections, using collection statistics, to make sure collections are current and right-sized. We expect to see an increase in turnover rate and percentage of expected use as a result.
- We will participate in a pilot to ultimately replace the Book/CD combinations with a product called Wonderbooks. This pilot will tell us how popular these items might be by utilizing circulation statistics.
- At the request of patrons, we are planning on increasing our school-aged programs by providing a monthly board game club; summer coding program that may continue into the fall, pending the availability of equipment; and a family craft program. Interest will be gauged using attendance and informal participant surveys.

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Holladay



► Community Profile

The County Library's Holladay Branch serves Holladay City, which has a population of 30,697 (49.5% male/50.5% female), a median household income of \$83,551, and average per capita income of \$45,874. About 4.5% live in poverty. Holladay is across the street from Olympus Junior High School and only a few blocks from the newly renovated business center of Holladay City and Holladay City Park. The building itself has 16,300 square feet.

This branch was closed for all of 2019 and is scheduled to reopen sometime in 2020.

► Management

- **Branch Manager:** Trudy Jorgensen-Price
- **Circulation Supervisor:** Kathy McCullough
- **Assistant Circulation Supervisor:** Laura Thomson



Trudy Jorgensen-Price



Kathy McCullough



Laura Thomson

► Stats

- **Employees:** 18
- **Cards associated with the branch:** 26,158

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Many things have changed in the community while the branch was closed and we have a new staff. We are going to look at things with fresh eyes begin to re-forge relationships with community members and community partners, and evaluate what services are needed in our community.
- We are going to have all staff members become proficient on at least one of the Create Space technologies.

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Hunter



► Community Profile

The County Library's Hunter branch serves West Valley City and western Salt Lake County, with an approximate population of 50,000 (50.2% male/49.8% female) and an average household income of \$62,329. Hunter is located a short distance from Academy Park Elementary School, Carl Sandburg Elementary School, Hunter Elementary School, John F. Kennedy Jr. High School, and Hunter High School. The building itself has 18,000 square feet.

► Management

- **Branch Manager:** Maggie Mills
- **Assistant Branch Manager:** Christopher Dasanjh
- **Circulation Supervisor:** Gloria Acosta
- **Assistant Circulation Supervisor:** Kira Elmendorf



Maggie Mills



Christopher Dasanjh



Gloria Acosta



Kira Elmendorf

► Stats

- **Employees:** 21
- **Circulation:** 576,906
- **Door count:** 202,157
- **Program attendance:** 5,267
- **Public computer sessions:** 49,700
- **Total PC time:** 39,994
- **WiFi sessions:** 18,533
- **WiFi usage:** 9,818 GB
- **Library cards issued:** 2,462
- **Cards associated with the branch:** 69,204

► Success Stories

- In Storytime, Amanda Paige added a welcome apron to her routine. The kiddos get to pick which welcomes they want: a pinky shake, a fist bump, or a thumbs up. One morning a girl and her mom came in. Apparently, the little girl had a prior conversation with her mom about which greeting she wanted to do at Storytime, but she got shy about it. So her mom encouraged her, and Amanda also asked if a pinky shake was what she wanted. After her pinky shake, the little girl was beaming. The fact that this was an actual conversation brought up between a mother and child before storytime is a positive interaction; these community connections make a big difference in a desire to come back to Hunter branch.
- Amanda Paige was in contact with Kris, one of the media specialists in the Granite School District. Together, they worked on Beehive and Level Up! reading programs. Voting slips were distributed and brought in by Kris; she also kept track of the Beehive records many of the kids have. Kris brought in many of the kids for their Beehive prizes. This partnership/relationship continues to have an impact this year on students in neighboring schools that are participating in the Beehive reading program.
- Hunter held its first glass etching class on December 7, with 15 patrons in attendance for Lisa Brimhall's first-ever event. This program allowed a family to come together and learn a new hobby at the library. One patron submitted the comment: "I attended a glass etching class at Hunter, run by Lisa, and it was a fantastic class. I attended with my daughter, sister, and niece. We all had a great time. It's inspired us to go get the supplies and do it ourselves at home. This would be a great class to continue. Thank you."

► Tear-jerkers

- A very shy little boy and his mother asked for a library card while Kira was at the desk on May 30. With a serious face, he asked if the card has numbers on it: "I don't like numbers," he said. Kira replied that she didn't like them all the time either, especially number four, to which he replied, "I don't like seven." Looking through the stack of red cards, Kira found one without the number seven in the barcode, and he was so excited. "This card is just for me," he said. His mom was just laughing and Kira told him to take care of his new awesome card. He got serious again and put it so very gently in his front pocket before running off towards the children's area. "That little dude made my day," Kira said.
- We had our Hunter Night Out Program in July and our awesome summer intern Will volunteered to help out. A child was lost at the event and asked Will to help. Will was so calm and sweet to the lost child, helping the child play lawn games and hit the piñata while Hunter staff found the family. Will's impact on the lost child was evident, and Hunter is fortunate to have worked with him.

► Improvement Opportunities

In 2019, we held our first ever Hunter Night Out. This program was a huge success as patrons attended events throughout the day and into the evening when our Star Party was held. The turnout was impressive and is something that we hope to build on this year. Patrons enjoyed all the activities we offered—especially the Aztec Dancers, Nail Polish Program, Piñata, Button Maker, and Face Painting, which had a constant line. Despite the success of the program last year, we believe some adjustments and tweaks can make it even better for the following year.

This year we will add an activity for teens, reach out to West Valley and Kearns staff to participate, and conduct a pre-event walk-through meeting to help with preparation and head off any potential issues.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Increase family programming by focusing on events that guardians and children can take part in together.
- Take a proactive approach to outreach by starting communication with neighborhood schools early in the school year.
- Simplify and organize the Adult nonfiction areas.

2019 YEAR IN REVIEW

at the
County Library

Human Resources



► Management

- **Department Manager:** Pamela Park
- **Employees:** 4



Pamela Park

► Stats

- Hired 36 Merit Employees externally and 33 Temp Employees, including seven summer interns and three Community Wellness Liaisons
- Hired nine subs into Merit positions, 28 to internal promotions and 13 people were promoted via an FTE increase of hours
- 23 acting and temporary assignments were made, along with three Career Mobility assignments

► Successes This Year

- In recognizing the hard work and efforts of library staff, the employee rewards committee awarded 470 awards with a total of \$9,075 in gift cards and 685 bonus leave hours in 2019
- Part of our team has been involved in a year-long testing of a new electronic personnel action system that County HR has now implemented County-wide
- Library staff completed 6,038 hours of learning and development in 2019
- 1,847 total volunteers in 2019 contributed 10,197 hours of volunteer time
- 2019 Top Workplace for the sixth year in a row

► Improvement Opportunities

Recruitment Outreach

We intend to use social media and other external recruitment sites to help increase the number of diverse potential candidates for library roles.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Staffing the new Kearns Branch—recruiting will focus upon the area to reflect the library's community
- Human Resources team plans to visit each branch in 2020 to bolster our role of supporting staff across the entire County Library system
- Create a clear plan to support diversity and inclusion in our hiring practices

2019 YEAR IN REVIEW at the County Library

Lifelong Learning



► Department Profile

At the County Library, we responsively provide accessible, life-long learning and recreational experiences and activities that inform, educate, enlighten, and enrich the lives of all individuals in the community.

► Management

- **Department Manager:** Nyssa Fleig
- **Employees:** 4



Nyssa Fleig

► Stats

- The Lifelong Learning team coordinated nine signature events, with a total attendance exceeding 8,300
- Tina (School Liaison) coordinated 27 KUED Literacy Nights, where staff spoke to over 3,880 people. At one event, 30 people signed up for library cards in an hour
- ToshCON engaged over 2,300 teens over a two day period
- Chinese New Year brought in more than 1,800 attendees in three hours
- 63,776 people signed up for Summer Reading, a 7.4% increase from 2018
- 28,452 people finished Summer Reading, a 21.4% increase from 2018

► Successes This Year

Meet and Greets

The Meet & Greets have been a valuable networking event for both the County librarians and the schools. This year we hosted seven Meet & Greets, with 1.5-3 hours of library staff curated content. A pilot Private and Charter Meet and Greet debuted this year in the spring. Because of the way Meet and Greets are structured, the average event uses 8.5 hours of librarian time, which would be 24 hours if each branch tried to duplicate the level of interaction.

O.W.L. Camp

An O.W.L. Camp parent shared: This camp has encouraged and helped my daughter love to read. She normally has a hard time staying motivated and turns to electronic devices. Since she received her invitation to O.W.L. Camp, she has not been able to stop reading the Harry Potter books and enjoys looking for other series of books.

All Abilities Discovery

A community partner from All Abilities Discovery, a first time event geared towards individuals and groups with a range of cognitive and physical disabilities, said, "All Abilities Discovery Day last month is on my Top Five Days of 2019 list!" The partner is eager to work with us again, and All Abilities Discovery will return for a second year.

Adult Wizarding Soiree

The adult Wizarding Soiree debuted this year, filling the gap in adult Harry Potter programming. Attendees raved about the attention to detail and immersion the event provided.

Día de los Muertos

Día de los Muertos celebrations at the Tyler and Hunter branches brought authentic and culturally diverse programs to our community.

► Tear-jerkers:

- Summer Reading kept kids reading all summer long, preparing them to return to school and raising test scores in the process. Not only that, Summer Reading engaged the whole family in participating together and establishing healthy habits. Some of the feedback included, “We didn’t watch TV for two months and the kids loved it.” “My kids were very excited about it. They encouraged me! Thank you!” “[The program] encourages me to find time to read [myself] but also to interact with my children.”
- Formal Wear Swap made its first appearance this year, with a goal of eliminating cost barriers to formal attire for teens, by providing an alternative. Angie worked Formal Wear, and then saw the same teens, wearing the dresses or suits they had picked out, again at Yule Ball, and then at Queer Prom, Homecoming, and even ToshCON—showing that someone else’s donation really did have a big impact.

► Improvement Opportunities

All Ability Discovery was marketed well to the intended audience. At least 95% of attendees were individuals and groups with cognitive and physical disabilities. Our community partners included Salt Lake County Adaptive Recreation, Utah’s Hogle Zoo, Intermountain Therapy Animals, Red Butte Garden, Clark Planetarium, Natural History Museum of Utah, and Tracy Aviary. Because we had such stellar partner participation, the cost of this program was around 71 cents a person, and the partners are clamoring to come back.

For the first year, an attendance of 175 people was good. Next year we’d like to extend our reach. Specifically to more group homes, but also to elementary and high schools. We also learned that this type of program is valued by seniors in memory care centers, and we can target those groups as well.

► Future Growth

Concrete, measurable actions we’ll take in the coming year:

- Continue to determine Key Performance Indicators for each program and measure correlating output data
- Continue to write a mission statement and goals for each program, to measure outcome data
- Evaluate which programs branches are encouraged to participate in and strategize the best way to boost attendance and offer support

2019 YEAR IN REVIEW at the County Library

Magna



► Community Profile

The County Library's Magna Township has a population of 28,257 (49.6% male/50.4% female) with an average household income of \$58,137. Magna has a beautiful plaza area and is located on Magna Main Street one-half block from Copper Park and just down the street from the Magna Kennecott Senior Center. The building itself is 20,000 square feet.

► Management

- **Branch Manager:** Melissa Wayman
- **Circulation Supervisor:** Rebecca Griffin
- **Assistant Circulation Supervisor:** Shane Brock



Melissa Wayman



Rebecca Griffin



Shane Brock

► Stats

- **Employees:** 14
- **Circulation:** 306,864
- **Door count:** 151,045
- **Program attendance:** 26,459
- **Public computer sessions:** 31,311
- **Total PC time:** 25,435 hours
- **WiFi sessions:** 22,430
- **WiFi usage:** 8,637 GB
- **Library cards issued:** 1,421
- **Cards associated with the branch:** 25,150

► Success Stories

Open Mic Night

Magna partners with the Magna Arts Council to offer Open Mic Night nine months out of the year. It is a favorite of the community and staff. On those special Friday evenings we get to bring together adults, families, teens, and senior citizens to celebrate poetry, jokes, music, and more.

Truck or Treat

In partnership with Utah Trucking Company, the Magna branch held a Halloween Truck or Treat alongside the Art on You Trick or Treat on Magna Main event. All truck owners are from the Magna, Kearns, and West Valley areas and were excited to hand out candy and let the kids play in their trucks (approx. 12 trucks: mostly semi-cabs, two dump trucks, and two full-size trucks). Librarians braved our outreach table and gave out candy while families waited in line for their cotton candy, popcorn, and icee's.

Holiday Kickoff Party

In partnership with the Magna Chamber of Commerce and Magna in Motion we held our Annual Holiday Kickoff Party. Magna in Motion put on the Santa Stroll—an event where they use our plaza to hold an impromptu Jazzercise class and serve hot chocolate and cider. The branch hosted Santa for pictures, candy canes, and a craft. Lastly, the Chamber of Commerce holds the tree lighting ceremony on Main Street.

Create Sound Studio

Magna branch successfully launched the first Create Sound Studio in our library system. It is currently being used on a daily basis to create and practice music.

Afterschool Programs

This month we partnered with Youth Services to provide activities for children while they were on winter break. For three days, we offered a variety of crafts, activities, movies, and snacks from 2-5 pm. The idea was to provide something to help families that depend on afterschool programs, and to keep the branch regulars from bouncing off the walls.

► Tear-jerkers

The branch provided study space to one of our mom's to prepare for and pass the FE Exam in Electrical Engineering. She will soon be an "engineer in training," which will substantially increase her income, therefore, helping her family.

Magna branch provides Kids Café on a daily basis. In partnership with the Utah Food Bank, we provide healthy snacks for kids after school. I had one specific mom tell me that Kids Café was a "lifesaver" because she could not currently afford food.

► Improvement Opportunities

We successfully launched our Create Sound Studio and have had over 50 bookings since July and well over 100 people using it. I have noticed though, that it is the same people using it time and again. I'd like to see us have a more strategic marketing plan so the service is expanded to those who aren't coming into the branch every day.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Get Create Space workstations and Self Service 3D printers up and running.
- Market Create Space, Self Service 3D printers, and the Sound Studio in a more effective manner.
- We've noticed that many users of the Sound Studio don't save their work because they are not always happy with the final result. I would like to see us hold classes to educate users on the technologies within the Create Space areas so that our customers are able to leave with a more "finished project."

2019 YEAR IN REVIEW at the County Library

Metro & Oxbow Jail



► Community Profile

The County Library serves an estimated 45,000 people annually from all of Salt Lake County who are incarcerated at Metro and Oxbow jails.

► Management

- **Branch Manager:** Stephanie Anderson
- **Circulation Supervisor:** David Gentry Densley



Stephanie Anderson



Gentry Densley

► Stats

- **Metro circulation:** 163,068
- **Oxbow circulation:** 28,331
- **Program attendance:** 3,832
- **Officer library cards issued:** 37

► Success Stories

- The County Library began providing library card signup for any officer working in the jail.
- Trustee workers assist in shelving library books at the Metro branch. The job skills learned working in the library benefit the trustees when transitioning out of the jail and looking for employment. Library trustee workers worked 3,338 hours this

year. Between the two jail branches, more than 191,000 items were circulated, which was accommodated by a staff of only six library employees.

- The Summer Reading Program is extremely popular at the jail branches. Of the 2,165 individuals who started the program, 97% of them finished. Additionally, more than 45% went above and beyond by completing the first, second, and third rocket boosters.

► Tear-jerkers

We received correspondence from a prisoner thanking us for providing library services. He stated that when he entered jail he had never finished a book, and now considers himself a passionate reader. He is reading two books a week and has a passion for the power of the written word.

► Improvement Opportunities

- We are working on expanding our services to the officers working in the jail. We recognized a need for officers to access our online resources while working long shifts to help them learn language skills, develop leadership skills, and increase overall professional development opportunities for the officers.
- We are looking forward to the construction of a dedicated space at the Oxbow jail. Once this is in place we would like to pursue additional programming. Next year we plan on implementing some of these programs at the Metro jail as a positive prisoner management tool.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Building relationships with Sheriff Department staff
- Create Readers Advisory training processes for staff
- Focus on the customer experience at the jail through programs, staying in a two-week rotation and improving readers advisory.
- Increase services at the Oxbow branch, ensuring that we are providing services to all.

2019 YEAR IN REVIEW

at the
County Library

Outreach



► Department Profile

In 2019 the County Library attended multiple events where people from across the county were gathered. The mission of these outreach initiatives is to promote the library, provide library card signups and connect with underserved communities. These events focus on underserved and high-risk communities including: multiple events for LGBTQ Youth, individuals experiencing homelessness, refugee communities, seniors, and new Americans. An estimate of attendance at these events is 2,991 people.

The County Library's outreach department is focused on bringing library services into our communities. The following are some key initiatives, stories, statistics and goals from 2019 and for the future.

► Attendance Stats

- **Queer Prom:** 299
- **People Helping People:** 21
- **Homecoming:** 66
- **World Refugee Day:** 500
- **KUED Super Reader:** 1,800
- **Muslim Heritage Festival:** 145
- **Homeless Resource Fair:** 160

► Key Programs

Library at Your Door Program (LaYD)

The mission of LaYD is to enrich the lives of people who are unable to physically visit a county branch, by making materials easily available to them to support exploration of their interests with the same borrowing privileges as all patrons. In 2019, Jenny Milligan registered and assisted 159 homebound patrons, ensuring they receive library materials. Patrons participating in this outreach initiative received 8,661 items delivered to their door and connected with 74 library staff advisors. The outreach continues to be successful with plans to grow in 2020, in an effort to continually meet the goal of making library materials easily available to this often underserved community.

Juvenile Justice Services (JJS) – Decker Lake Outreach

The mission of the JJS Decker Lake program is to make a positive difference in the lives of youth in protective custody by providing access to information and educational materials and providing quarterly activities to inspire interest in reading, writing, and learning. Deanne Simonis provided books to 368 youth in custody at the Decker Lake facility. She delivers books directly to youth in custody who would not have access otherwise to library materials or direct interaction with a Librarian. Many youth request books on parenting, relationships and fiction. Deanna alone transported and checked out 923 items for the youth at Decker in 2019.

She also provided two painting programs for these youth providing a meal, a book to keep, and an incredible painting program with attendance of 29 youth residents and five staff at each program—a total of 68 participants.

Alta Reading Room

The Alta Reading Room is an outreach branch containing a small collection of 12 shelves of books and magazines available for patrons of Alta. In 2019, Trudy Jorgensen-Price facilitated new signage, an overhaul of materials, and increased promotion of the reading room. Trudy attended City Hall meetings and was published in the Alta newsletter talking about the library services on multiple occasions.

The residents of Alta also participate in the Library at Your Door-Alta program. This outreach initiative provided 21 patrons with the LaYD Alta services with 1,203 items checked-out in 2019.

Tumani – Refugee Parent Orientation

This program's mission is to welcome new American families and introduce them to libraries in the United States. Through this incredible partnership with Granite School District, we are able to provide library card sign-ups to all new American refugee students, provide a presentation for parents on libraries locations, educate them on library resources, and events. The goal is to provide library card signups for all youth entering school through Granite School District.

Criminal Justice Services and Salt Lake Valley Youth Detention Center

The small "give a book take a book" collections at the Criminal Justice Center and Salt Lake Valley Youth Detention Center are replenished with deleted items from the entire library system.

Criminal Justice Services (CJS) is a division of the Salt Lake County Department of Human Services. Their mission is to provide citizens of Salt Lake County with effective and innovative alternatives to incarceration that include a balance of jail release, supervision, and treatment. Jenn McKague started delivering in May 2019 and delivered 33 boxes of books to CJS (approx. 35 books per box) which equals 1155 books in total to CJS.

Granite School District provides educational services for youth housed at the Salt Lake Valley Youth Center, and attending day programs. We provide books for the Detention Center; the primary educational goal for students in this short-term care facility is that of literacy across the curriculum. Jenn delivered 10 boxes of books to the Detention Center (approx. 35 books per box) which amounts to 350 in 2019. In 2020 all materials in these collections will be counted.

2019 YEAR IN REVIEW

at the
County Library

Riverton



► Community Profile

The County Library's Riverton branch serves the people of Riverton, portions of South Jordan, Herriman, Bluffdale, and parts of Utah County. The 14,000 square foot branch is located next to Riverton City Hall, the community center, and a senior center.

Service area statistics: population 44,419; 49.7% male/50.3% female; average annual household income of \$107,425.

► Management

- **Branch Manager:** Stephanie Tilt
- **Circulation Supervisor:** Karen Schuring
- **Assistant Circulation Supervisor:** Sarah DeGraw

► Stats

- **Employees:** 21
- **Circulation:** 656,524
- **Door count:** 162,395
- **Program attendance:** 27,011
- **Public computer sessions:** 8,938
- **Total PC time:** 7,150 hours
- **WiFi sessions:** 10,561
- **WiFi usage:** 4,365 GB
- **Library cards issued:** 1,548
- **Cards associated with the branch:** 28,687

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Create a safe place for our patrons and our staff, and be an even friendlier and welcoming branch.

2019 YEAR IN REVIEW at the County Library

Sandy



► Community Profile

The County Library's Sandy branch serves Sandy City and White City (Unincorporated Salt Lake County) with a population of 102,171. According to the 2010 Census, Sandy is the sixth largest city by population in the state of Utah: 49.8% male and 50.2% female (source: American Fact Finder, 2010 Census). Average household income is \$85,612.06.

Sandy is located near the Alta View Shopping Center and is tucked into a residential neighborhood. The building itself is 26,000 square feet.

► Management

- **Branch Manager:** Darin Butler
- **Assistant Manager:** Lee Whiting
- **Circulation Supervisor:** Janene Alvey
- **Assistant Circulation Supervisor:** Mario Macias



Darin Butler



Lee Whiting



Janene Alvey



Mario Macias

► Stats

- **Employees:** 29
- **Circulation:** 1,137,315
- **Door count:** 293,806
- **Program attendance:** 38,206
- **Public computer sessions:** 24,015
- **Total PC time:** 17,894 hours
- **WiFi sessions:** 29,591
- **WiFi usage:** 12,058 GB
- **Library cards issued:** 3,288
- **Cards associated with the branch:** 59,977

► Success Stories

All Abilities

All Abilities for Adults & Teens is open to all adults and teens with developmental and intellectual disabilities. Each month we incorporate crafts, games, socialization, and adulting activities. Attendance has been at about 20–40 patrons and caregivers. This has been a very rewarding program. Our adult services librarian, Liz Thompson, reflects, "I am building relationships with these patrons, and it has been a joy to have them come in excited to see me and tell me what is going on in their lives. A while back I taught a sewing activity, where they all used plastic canvas and plastic needles to learn the basics of sewing. One of the patrons enjoyed it so much that they immediately went out and purchased sewing supplies so that they could continue the craft at home."

Business Workshops

Sandy partners with U.S. Small Business Association partner, Salt Lake SCORE to offer free workshops and roundtables, demonstrating and introducing business and research resources to small business owners, would-be business owners, and general community members, to help them learn how to be a successful business owner. The group meets monthly on the second Thursday of each month. Attendance totaled 140 during 2019.

Maker Mondays

Maker Mondays is a program held almost every Monday in the summer. It was open to all ages, 8 and up. Every week was a different craft program, but they were all centered on the SRP theme. I averaged about 40–50 patrons at each program, mostly 6–11 year olds. Many parents thanked me for offering this program, as it enabled their kids to have something fun and educational to do in the summer.

Read To A Dog

Sandy is now in its eighth year supporting its recognized Read to a Dog program which meets once a month and is always fully subscribed. In the past year, we have increased our reading dogs from 2 to 4 and they are always "sold-out" within a week of establishing sign-ups. The dog handlers appreciate how our staff, Stacey and Cynthia, keep this program organized and on track. This past year we purchased special pillows, each set with its own personality: elephants, foxes, hearts, and polka dots for each of the dog reading stations for the comfort of our furry friends, their handlers, and readers. All readers receive pencils, sharpeners, erasers, coloring pages, dog breed quizzes, and bookmarks. Even if children arrive and can't get an appointment with a dog, they don't leave empty-handed.

NAMI

NAMI Connection Support Group Weekly Meeting NAMI Connection is a weekly recovery support group, which meets every Wednesday at 7 p.m., run by the National Alliance on Mental Illness for people living with mental illness, in which people learn from each others' experiences, share coping strategies, and offer each other encouragement and understanding. Sandy Branch is now in its fifth year supporting this program. Weekly attendance averages around 20-30 persons.

► Tear-jerkers

- Our children's librarian, Melissa Jenkins, shared this story, "One afternoon a patron needed help with printing. They were making copies to post for their missing cat, who ran away in a thunderstorm. The patron, who is deaf, then mentioned their cat can understand sign language, so it went beyond even just the basic missing pet, this was a service animal. I helped make the copies and wished them the best of luck. A few days passed and the patron came back to the library. They saw me and let me know they found their cat. I was so happy for them. It was one of the more touching experiences I have had with a patron."
- Our library assistant, Kristen Wayman related this exciting early reader story, "Late one quiet December evening, I had the best customer interaction! A little, blonde, 4 year old boy came in with his parents, he was grinning from ear to ear and so excited to hand me his record of 1,000 books before kindergarten. He was bouncing up and down when he received his T-shirt, immediately putting it on and asking mom to take his picture. He proudly took his certificate and asked if he could read another 1,000 books. I was so touched to have been part of encouraging a life-long reader!"

► Improvement Opportunities

Summer Reading

Sandy had the most finishers in the Summer Reading program for 2019. The percentage of finishers, based on age, stayed steady between 50% and 65%. The difference this year was how many people signed up; our 2019 enrollment skyrocketed and was much higher than most of the other branches. We believe this could be for a few reasons. The Summer Reading records are kept at all three of our desks, including the circulation desk. It is a team effort to ask everyone if they are doing the program and remind them that they get a fine waiver for just starting the program. Our branch was able to obtain the extra aquarium pass for getting our statistical numbers in before anyone else. The patrons were so happy to have that extra prize offering.

The only-down side was in our adult finishers. The completion percentage was 36%. While we still had close to the same number of people obtain their records, we had far fewer people bring them back to show it was completed. We wonder if they are so busy helping their younger kids complete their records, they forget they have been completing their own as well. We still consider this a good thing, even if the numbers are down. A high portion of the youth would not finish the program without their parent's help. Another thought was if they are only signing up just for the fine waiver and not completing the rest of the requirements. While not ideal, as a branch we are still doing our job of getting the word out, but we can't force anyone to participate. Maybe in 2020 we will remind them of the big prizes for which adults are eligible. We can also remind them how listening to books and learning new things for their work or home life counts toward completing many of the goals for the program.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

Create Space

- We obtained a \$2,500 donation from Scheel's in 2019. For 2020 we are budgeted \$5,000 (Account 712-615035). We have re-purposed the former small meeting room into a Create Space which includes AR/VR equipment, 3D printers, one iOS workstation and one PC workstation, both of which include the Adobe Creative Cloud Suite of Applications and 3D modeling programs. We have 10 PC Laptops for use in coding and 3D design programs. Dot and Dash, Ozo Bots and other robotics equipment. Additional equipment includes a green screen for video creation, a 65" monitor for instructional and virtual gaming, secure glass cases and a laptop charging cart. The room will be available for patron's public use as well as tech club and other STEAM activities. We will be using a scheduling application, Labagenda.com, to manage the equipment scheduling task. We will also be using a phone kiosk mode lock-down solution, Hexnode MDM, to monitor, manage and secure mobile devices. We also will expand into low-tech equipment such as sewing and textiles.

More impactful New Arrivals displays

- Currently our new arrival collections are quite crowded and the fixtures do not permit adequate "face-out" displaying of books. We would like to have a more flexible and impactful arrangement of our new arrivals, particularly in the non-fiction categories where book sizes vary and publishers create exciting and display-worthy cover art. Because this is not a budgeted item for 2020, we hope to be able to re-purpose fixtures from the facilities warehouse at low or no cost and work with the Marketing department to adequately message the expanded displays.

2019 YEAR IN REVIEW at the County Library

Smith



► Community Profile

The County Library's Smith branch largely serves South Salt Lake City as well as a portion of the west part of Millcreek. According to the United States Census Bureau's Population Estimate, the population of area code 84106 is 36,160. According to City-Data.com: males: 18,359 (50.0%); females: 18,331 (50.0%). The U.S. Census Bureau lists the 2017 average household income for the zip code 84106 at \$63,650 annually.

Smith is located across the street from Roosevelt Elementary with Caroline's Barbecue Restaurant to the west. To the east of the library is Tiger Claw Tattoo, Magdalene Religious Goods, Rancho Market, and Marissa's Books. The building itself is 8,100 square feet.

► Management

- **Branch Manager:** Laura Renshaw
- **Circulation Supervisor:** Lisa Peck



Laura Renshaw



Lisa Peck

► Stats

- **Employees:** 11
- **Circulation:** 192,818
- **Door count:** 88,504
- **Program attendance:** 12,734
- **Public computer sessions:** 21,061
- **Total PC time:** 20,226
- **WiFi sessions:** 10,077
- **WiFi usage:** 3,022 hours
- **Library cards issued:** 1,155
- **Cards associated with the branch:** 10,452

► Success Stories

- Being in a community which speaks multiple languages, the staff at Calvin have learned various methods of communication to meet patrons' needs. In December 2019, a librarian used Google Translate to communicate with a French-speaking patron to help the patron gain library access, find a French Bible, and learn how to use library databases.
- Smith offers a monthly Guessing Jar Game wherein patrons guess how many contents are in the jar and the correct guesser is awarded with the jar contents. This is a fun STE[A]M activity for all ages. One young patron frequently includes mathematical equations on the back of the entry form, while other patrons will count by tens or use similar reasoning, showing that this passive program helps boost math skills. In 2019, there were 980 patrons who participated in the Guessing Jar Game at this branch.
- In 2019, at the suggestion of a patron, Smith began offering a puzzle exchange and a puzzle table. There has been a healthy turnover with the puzzle exchange, and, at most points throughout the day, someone may be found working at the puzzle table. Once puzzles at the puzzle table are completed, a new puzzle is put in its place. Patrons look forward to seeing what the next puzzle will be, and several have expressed appreciation.
- Smith participates in local elementary literacy nights throughout the school year. In 2019, library staff interacted with a total of 412 elementary age students and their families at these school outreach events.
- The adult services team at Smith contributed to the Granite Peaks Family Night, providing library and information services to 218 adults on November 14, 2019.

► Tear-jerkers

- A regular patron asked a librarian to look up a phone number for the Volunteers of America (VOA) Men's Detoxification Center. The librarian was able to get the patron this information, helping meet the patron's immediate need and the patron has continued to show signs of improved health and wellness.
- An elderly couple who were experiencing homelessness had been regularly visiting Calvin Smith Library. A librarian referred them to a Salt Lake County social worker who was able to help the couple find housing.

► Improvement Opportunities

- In 2018, as part of the “Libraries Rock” Summer Reading Program, Smith held a Rockin’ Storytime that was a huge success with 79 patrons in attendance. It was so well-received, patrons asked when there would be another.
- In 2019, library staff planned a storytime similar to 2018’s Rockin’ Storytime, with the new name Rockin’ Rocket Storytime, to align with the 2019 Summer Reading Program theme, “A Universe of Stories.” Although it was still successful, there were nearly half as many attendees. For the summer of 2020, staff are planning to offer this program in a new venue as community outreach. The program will be scaled back with more emphasis on library promotion, presented to a much larger audience.

► Future Growth

Concrete, measurable actions we’ll take in the coming year:

- This year, Smith staff will increase engagement with patrons who come to the library by greeting them, spending time with them, and making personal connections to find out more about them. Knowing what needs and interests library patrons have will allow staff to find opportunities to exceed patron expectations with regards to library resources and services.
- Staff will seek ways to highlight library resources by being intentional with merchandising efforts, linking displays to programs, and sharing themed materials during library programs. Staff will be proactive in finding ways to educate patrons about library resources and services in every patron transaction.
- Since 2020 is the last full year this branch will be open, staff will generate enthusiasm for the new Granite branch with promotions, programs, and regular channels of communication to keep the community involved and informed about the progress of the new branch.

2019 YEAR IN REVIEW at the County Library

South Jordan



► Community Profile

The County Library South Jordan branch serves the city of South Jordan, which has a population of 74,149 (49.7% male, 50.3% female) and an average household income of \$119,817. The South Jordan branch is adjacent to South Jordan's Towne Center, a business district with shopping and dining, as well as South Jordan City Hall and Public Safety Building. The South Jordan Community Center and City Park are a short walk away. The building itself has 20,000 square feet.

► Management

- **Branch Manager:** Erin Rigby
- **Circulation Supervisor:** Mari Kraft
- **Assistant Circulation Supervisor:** Juli Stubbs



Erin Rigby



Mari Kraft



Juli Stubbs

► Stats

- **Circulation:** 861,081
- **Door count:** 199,957
- **Program attendance:** 27,166
- **Public computer sessions:** 16,160
- **Total PC time:** 12,131
- **WiFi sessions:** 20,931
- **WiFi usage:** 7,418
- **Library cards issued:** 2,431
- **Cards associated with the branch:** 36,479

► Success Stories

Homeschool STE[A]M program

Attendance at our monthly Homeschool STE[A]M program is always very good and the families are so appreciative. During the biology/DNA session, they were so thrilled to pull DNA from strawberries and listen to the guest speaker, a professor from the University of Utah. The parents asked many questions, including, "How do we do this with blood?" We have several families that are consistent attendees and have expressed such gratitude about the program, and the ability to connect with other families that are homeschooling. It makes all the prep and clean up worthwhile when you see the kids' excitement over science.

Sharks in July

Every year South Jordan Branch celebrates sharks in July. This year was better than ever with a drawing contest, crafts, storytimes, displays, an I-spy picture hunt, and a big family night event. More than 500 people participated in the various programs.

Senior Center Book Club

The program South Jordan runs that has the most meaning and the greatest benefit is one few actually see: a book club at our local senior center each month. It is made up of a group of women, all over the age of 60, some are in their 70s and maybe even 80s. We always try to have lots of discussion questions, but sometimes the discussion goes on a tangent and we may never even circle back to the book. Sometimes, we just swap stories. It's a small population we serve, yet many of them have been coming for years.

Memory Care Facilities Visits

Each month we visit local Memory Care facilities for outreach programming. We use music, pictures, poetry, and stories to enrich the lives of the residents. It is always amazing to see a resident suddenly become engaged when hearing a favorite song and start singing along or respond to a picture with a huge smile and clapping while saying, "Oh, isn't that wonderful!"

Family STE[A]M Night

For family STE[A]M Night, Natalie and Nancy put together a program on Ancient Egypt. They did a lot of research on Egypt on everything from clothing to gods and, of course, mummification. Among the activities, crafts, and decorations, was a chicken, bought at a local grocery store, that they mummified over six weeks, changing the salt weekly. The program was a huge hit, hitting the right combination between being fun and educational.

► Tear-jerkers

- Staff members have frequently interacted with a patron who is in the process of looking for a job. Erin helped him reserve our study room for a video interview, and discussed what technology he would need to bring for the interview to take place. A week or so later, he came up to me at the Info Desk to show me an email requesting a second interview, obviously excited and proud. "I love this part of my job," Erin said.
- From an email: "Thursday evening I came into the South Jordan branch with my screaming toddler. He calmed down as soon as he saw you ("his teacher, Miss Allison") and stayed calm the rest of the way home. I wanted to thank you for taking time to pause and talk with him and even find him a book about trucks! It sure meant a lot to me as a frazzled mom."

► Improvement Opportunities:

- The first Friday in December, South Jordan City has a lighting ceremony called Light the Night. This is the seventh year we have been part of their celebration. The library remained open through the festivities and provided a craft. We counted approximately 700 people in the library between 6:30-8:30 pm.
- We are looking into adding a short periodic storytime. We got feedback this year that attendees were expecting us to do a storytime and were disappointed we didn't have something like that happening.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- Expand teen programming
- Continue to offer high quality early literacy, STE[A]M, and family programming
- Continue to enrich the lives of people in Memory Care Facilities as we strive to find ways to take the County Library to them

2019 YEAR IN REVIEW

at the
County Library

South Main Clinic



► Community Profile

The County Library's South Main Clinic serves families from all areas of Salt Lake County and is located in South Main Clinic, which is a collaboration between Salt Lake County's Health Department and University of Utah Health.

The Clinic aims to provide high-quality and engaging learning experiences for families with young children and support staff through training and mentoring.

► Stats

- **New or used books provided for personal collections:** 14,559
- **Customers:** 3,233
- **Library programs:** 141

► Success Stories

- I feel like every day at the South Main Clinic Reading Room is a success story. On a given day, that might include the father from Equatorial Guinea thanking us for carrying French/English books for his children, or might mean finding a book that a reluctant teen reader is excited to take home.
- The library has become a recognized resource for the clinic staff. This year I helped a staff member find a source of information and maps to help her with a presentation on serving the clinic's Arabic population. She was very grateful for the help and her presentation went very well. She was able to use the information I provided to help staff better understand our Arab population in order to meet their needs.
- One of the more rewarding outreach projects I did this past year was organizing the library at the Bud Bailey apartments. The library is located in the Bud Bailey community center and had been under-utilized by the residents. The first thing I did was weed the collection of outdated books and those in poor condition. I probably removed about a third of the collection. This immediately improved access to the material that might be of interest to the Bud Bailey community. The Bud Bailey library includes children's board books, early readers, teen chapter books, adult chapter books, and a nonfiction collection.

Once the Bud Bailey library was ready for business, Susan and I had a grand-reopening party for the residents of Bud Bailey. The newly reorganized library was a hit. We had around 100 party participants who went through 30 pizzas and took home a host of books.

► Tear-jerkers:

- I will greatly miss the amazing Miss Allison Michel who was, up until the beginning of November 2019, the youth program manager at the Bud Bailey apartment complex. She has since moved away to Arizona to help out with her terminally ill mother and to continue to pursue a degree in Library Science. She seemed to know every kid at the apartment complex by name. She had a knack for settling disputes amongst the children and was always sweet, yet fair with everyone. We worked together since I started at South Main Clinic in 2016. Several years ago she approached me to ask a little more about my job, and expressed interest in pursuing a career as a Youth Services Librarian. I encouraged her and shared my experience in regards to my studies at San Jose State University. I was happy and touched to hear about her applying and then being accepted to San Jose State University's online program. She started school and was working on her second semester when she moved away. She attributes her initial interest in pursuing a career as a librarian to her work with Brian Peters and myself. She saw the difference we made in our outreach efforts and wanted to be able to do many of the activities she already did, but with a library twist. She is going to be an amazing librarian and I wish her the best in all her future endeavors. I hope she will return to come work with us at the County Library when she finishes her studies.
- Get Curious was my favorite outreach event of 2019. I had a great time working with Brandilee, who is missed after passing away in a tragic car accident in the Fall. We centered our station on the theme of Storms. My husband created two wind tunnels for the event, which were later added to lend items, and have been enormously popular throughout the system. All the activities went well. The rain cloud in a bin was a hit as well as the tornado in a bottle demonstration. We had a snow storm in a jar demonstration as well. We used fans to race toy sailboats across shallow bins of water. The wind tunnels were incredibly popular. Some of the kids discovered that if they sent up a whole stack of snow cone cups, they could make them all rain down at once. I spent a lot of time picking them up off the floor. The toy dragon flyers were in great demand and everyone wanted to take one home. Some parents combined the snow cone cups and the toy flyers to make flying machines. The expressions of pure joy on the kids' faces as they sent items up the wind tunnel were worth all the extra work to make this event amazing.

► **Improvement opportunities:**

In spring of 2019, I spent a decent amount of time redecorating at the South Main Clinic. I changed out the signage in front of the door to make our purpose clear to passers-by. We added a directional sign in the hallway to direct people to come inside for a free book and I changed the labels on our shelving to make them more inclusive and welcoming. We bought colorful fabric bins with puppy faces to store toys in. We also added a Welcome sign to the front desk and added translations of the word welcome in different languages. The new signage has increased our success in getting families to come into the reading room and made the space more enticing.

We plan to continue to make South Main Library a great place to visit. Thoughtful displays and engaging materials are key to our success!

► **Future Growth**

Concrete, measurable actions we'll take in the coming year:

- We are focused on making our interactions positive and engaging! We are also including more tech and stem opportunities for our populations.

2019 YEAR IN REVIEW at the County Library

Taylorsville



► Community Profile

The County Library's Taylorsville branch primarily serves Taylorsville, though we also see patrons from Southern West Valley. Taylorsville City itself has a population of about 60,377 (50.1% male, 49.9% female) and an average household income of \$69,914. Taylorsville is located in a lovely park next to a huge County Parks and Recreation facility with soccer fields, baseball diamonds, swimming pool, disc golf, walking paths, and picnic areas. The building itself has 12,500 square feet.

► Management

- **Branch Manager**, Cindy Smiley
- **Circulation Supervisor**, Sheral Berrie
- **Assistant circulation supervisor**, Pam Smith



Cindy Smiley



Sheral Berrie



Pam Smith

► Stats

- **Employees:** 18
- **Circulation:** 12,250
- **Door count:** 161,410
- **Program attendance:** 526
- **Public computer sessions:** 26,479
- **Total PC time:** 21,272
- **WiFi sessions:** 15,709
- **WiFi usage:** 6,417
- **Library cards issued:** 2,277
- **Cards associated with the branch:** 35,464

► Success Stories

Splish Splash Storytime

Success is the Splish Splash Storytime. We Partner with Salt Lake County Parks and Rec to use the nearby swimming pool for four Splish Splash Storytimes before the pool opens to the public during the summer. The kids then get to play in the pool for 20 minutes before heading home entertained and wet.

Adult Lecture Series

Taylorsville's Adult Lecture Series holds two sessions throughout the year with monthly guest speakers who are experts in their respective fields. Adults come and listen and then discuss varied topics of interest from Lagoon's Roller Coasters to Tornadoes to Tolkien. What an opportunity to learn from experts in their field.

Issuing Library Cards

We visited a number of schools and issued library cards on site, including elementary and high schools during various events and in individual classrooms.

Teen Summer Volunteer Program

Taylorsville staff has assisted in the development of the Teen Summer Volunteer program, helping teens fulfill volunteer requirements for college entrance. This program touches many of our families and gives the teens a taste of what employment might actually feel like. They are required to fill out their applications and interview for the position, negotiate their schedules, and assist our patrons with all things Summer Reading. Several volunteers have continued after summer and many attend all of our teen programs.

► Tear-jerkers

- We have an older patron who comes in frequently to use the computer and copier/scanner. She said our branch and staff are what have allowed her to research investments and study how to invest her retirement funds so she will be able to retire soon. She mentioned her investment in annuities that mature in 10 years and she figures age 96 will be about the time she will need more money. An optimist at heart!
- Our teen Summer Volunteers seldom work together so when we found a small, handmade journal in all of the Teen Volunteer stuff, we took a look through it. One of the volunteers had made the journal and introduced herself to all of the others. As the summer went along, the teens added to the journal and made plans for other activities. It ended up being a great social activity, devoid of electronics.

► Improvement Opportunities

Our adult programming has just started to be noticed by our patrons and the community. We have developed the Adult Lecture Series and a monthly Adult Craft. We also have a Passive program quarterly that is enjoyed by our adult population. We have seen a small increase in adult attendance over 2019 and want to work toward increasing both the attendance numbers and the adult offerings.

We are planning on advertising our Adult Programs through Facebook Boosts and more in-house advertising. We will also offer more adult summer programs in conjunction with all of the kids programming that is done here and see if we can attract some more actual adults!

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- We will develop more school outreach programs in order to issue student cards onsite at the schools
- We turn away people in need of a small private space on a regular basis because our auditorium is booked with programs. We want to work toward a small conference room and have submitted a plan, hoping that this development will improve our community response.
- We have permanently lost a shelver position for 2020. This will require a restructuring of both our Shelver and CSS workflow. We will be working on team building and job sharing to make sure this staff transition goes smoothly and efficiently.

2019 YEAR IN REVIEW at the County Library

Tech Services



► Department Profile

Technical Services makes the library's physical and digital collections available to the community through ordering, receiving, and processing materials that comprise the library collections, while maintaining the library catalog, and delivering materials to branches.

► Management

- **Manager**, Stephanie Bertin
- **Technical Services Supervisors**, Larry Carter, Daniela Jancovic

► Stats

- **Employees:** 31
- **Purchase orders:** More than 2,500 purchase orders for physical materials, for a total of more than 323,000 items
- **Magazine issues:** Added more than 26,000 magazine issues for the branches
- **Digital items:** Ordered 12,282 digital items from digital vendors
- **Processed items:** More than 256,000 items in Technical Services (books and A/V that needed labeling, covers, etc.)
- **Delivery trucks:** Our trio of delivery trucks each move approximately three tons of materials weekly from Technical Services and between branches

► Success Stories

With new branches opening soon, Technical Services staff workload increased to plan, order, and process opening day library collections. The acquisition librarians coordinated with branch staff and administration to determine new collection sizes and placed orders for materials based on collection analysis and expertise. Other Technical Services staff received, cataloged, and prepared the materials for Kearns and Daybreak branches. Although there has been some backlog of boxes on the dock, staff adapted to the additional work with minimal impact to the operating branches.

The Technical Services department also facilitated the addition of several new types of materials to the branch collections. West Jordan was the test branch for a variety of digitization equipment in a new "Preserve the Memories" collection. This equipment, that checks out to customers, gives our community the tools to turn their old cassette tapes, 8mm film strips, slides, and negatives into digital files. The Early Learning team created "Storytime to Go kits" that have a several books and educational toys to support caregivers in developing literacy skills of children. Technical Services added these unique types of items to the library catalog,

figured out how to process them, and helped develop new policies and procedures for their use. This expansion of the circulating "Realia" collections will continue in 2020 with the addition of more telescopes, "Preserve the Memories" equipment in additional branches, expansion of the "Storytime to Go Kits" in scope and offerings, and a pilot program of WiFi hotspots in two branches.

► Improvement Opportunities

Magazines

Magazines are a complicated and messy business. The industry is in flux right now with changes almost monthly to titles (frequency, numbering, title merges, publishers, ceasing, etc.). We improved the communication of these changes to the branches with emails summarizing significant changes. In 2020, we are working to improve the reported branch statistics associated with magazines and assisting the branches with evaluating their magazine collections and budgets.

New Realia Collections

The County Library added two new Realia collections (Preserve the Memories and Storytime to Go kits). The telescope and kids Launchpad tablet Realia collections also increased. This has added more work to the Tech Services department because these Realia items are more complicated than traditional materials to acquire and process. In 2020, we will standardize the acquisition of these new, unusual, Realia items and develop procedures for branch staff to make the items easier to circulate to customers, and improve communication with other library departments about the processes surrounding these Realia collections. We will also be testing WiFi hotspots. in several branches.

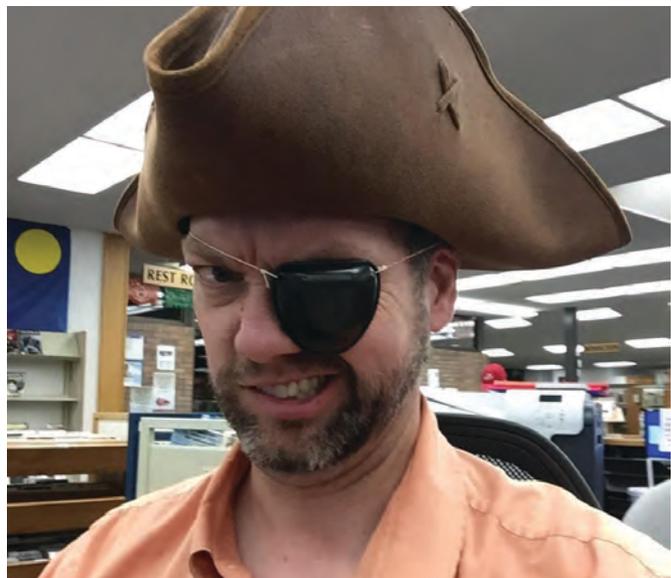
► Future Growth

Concrete, measurable actions we'll take in the coming year:

- As Kearns and Holladay reopen in 2020 and we look forward to opening two new branches in 2021, Technical Services anticipates adjusting our delivery routes and dock responsibilities to accommodate the added work load.
- Technical Services will be working with the Senior Manager of Collections, Library Fiscal, and the Acquisition Librarians to better align branch collections budgets with community usage of our materials.

2019 YEAR IN REVIEW at the County Library

Tyler



► Community Profile

The County Library's Tyler branch serves Midvale, which has a population of 33,250 (50% female/50% male) and an average household income of \$63,638. Tyler is nestled within a lovely neighborhood near public transportation, the local recreation center, and several schools. The building itself has 11,346 square feet.

► Management

- **Branch manager,** David Bird
- **Circulation supervisor:** Bob Oveson



David Bird

► Stats

- **Employees:** 13
- **Circulation:** 203,974
- **Door count:** 107,315
- **Program attendance:** 15,381
- **Public computer sessions:** 19,999
- **Total PC time:** 16,006
- **WiFi sessions:** 11,250
- **WiFi usage:** 4,658 hours
- **Library cards issued:** 987
- **Cards associated with the branch:** 17,452

► Success Stories

Trunk or Treat

Tyler coordinated a community wide Trunk or Treat event for the second year with several local public organizations like the Unified Police Department, Unified Fire, Public Works, Midvale City, Utah Food Bank, USPS, and more, to offer a free meal, free book, treats, and info about local services to almost 1,000 kids and their parents. This event is a grand example of how well the branch integrates with the community and the beloved resource it has become to the residents and community leaders.

Operation WARM

Operation WARM partnered with Tyler to donate 700 new coats and new books to the students of Midvale Elementary. The event was hosted at the Tyler branch. Fifty-one new library cards were issued during the event. Another 150 coats were donated to adults after the event.

Literacy Programs

Reading Horizons and Decoding Dyslexia partnered with the Tyler to offer free access to a learning platform designed for students with dyslexia to help them learn to read. Thirty students were enrolled and given help at the Tyler branch during our weekly reading program targeted to these students.

► Tear-jerkers

A 12-year-old student who registered for our Dyslexia Decoded program received amazing resources through the program. He was a very reluctant student and reader after experiencing years of struggles in school with reading and learning. "Not only was he connected to a free dyslexia reading program through our weekly program, but also to a dyslexia-focused personal tutor who provided free tutoring sessions at Tyler."

A young family approached our desk and shared how much they love our great outdoor space. They love to grab a book and read in the outdoor courtyard or cozy space inside the building. When returning books, they love to bring a lunch for the family and eat it in the quiet, shaded, "park" while they talk about what they are going to read next. They really appreciate the clean up effort our facilities department has done in the space.

Improvement Opportunities

More than 900 children and their parents attended our Midvale Trunk or Treat program this year. They loved seeing all the unique vehicles service departments have that serve them every day. Next year I would love to see more organizations and their vehicles represented. We plan to grow our partners by having Midvale City be a more active recruiting resource for the event, by helping us connect with more service organizations and great partners looking for ways to share their resources with the community.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- We have made a concerted effort as a team to assess what programs we are booking in our large meeting room and which ones we can use small spaces or rooms for. We are doing this in an effort to make the large room more available for public use; this has proven to be a valuable way to get many new people into the branch in the past.
- We are focusing our school outreach efforts specifically on notifying students and their parents about our readiness to have the students in our branch after school. We would love for them to participate in our Kids Café and related programs. We plan to have at least two outreach efforts for each school we serve with this specific informative goal in mind.
- We expect to see an increase in our door count this year. To make this happen, we are encouraging the use of our meeting rooms, reaching out to students and teachers and informing them that we have a great space for the students, and providing largely publicized events that appeal to the local community at large.
- Hold classes or become experts in technologies within the Create Space areas so that our customers are able to leave with a "finished project."

2019 YEAR IN REVIEW at the County Library

West Jordan



► Community Profile

The County Library's West Jordan branch serves the east part of West Jordan City and the southeast part of Salt Lake County, with a total population of 116,046 (50.3% male, 49.7% female); average annual household income \$72,083.

West Jordan is located on the South side of Veterans Memorial Park, surrounded by many West Jordan City and Salt Lake County facilities. The building itself is 20,000 square feet.

► Management

- **Branch Manager**, Darlene Nethery
- **Assistant Branch Manager**, Christina Walsh
- **Circulation Supervisor**, Alexis Alires
- **Assistant Circulation Supervisor**, Corinne Gardner
- **Employees**, 23



Darlene Nethery



Christina Walsh



Alexis Alires



Corinne Gardner

► Stats

- **Circulation:** 857,323
- **Door count:** 236,032
- **Program attendance:** 27,026
- **Public computer sessions:** 32,809
- **Total PC time:** 25,440
- **WiFi sessions:** 27,810
- **WiFi usage:** 10,418
- **Library cards issued:** 3,518
- **Cards associated with the branch:** 46,367

► Success Stories

- **Creativity:** The West Jordan staff, from shelvers to managers, worked together to decorate for the summer reading program, winning a pizza party from Administration for our efforts!
- **Teamwork:** The West Jordan staff made a goal to reach one million checkouts in 2019. While we were short of our goal, all staff worked hard to find new ways to incentivize patrons to take more things home.
- **Innovative Services:** West Jordan piloted Preserve the Memories, a collection of technology that allows patrons to digitize their photos and videos. This service wasn't available to our patrons without having to pay exorbitant fees, and it has proven to be very popular. This service will expand to other locations in 2020.
- **Literacy with Animals:** Sadly, Chucky the read dog passed away in 2019. Many children spent time with Chucky building confidence in their reading skills and staff recognized the need to fill that gap when he died. Staff made connections to a new read dog, Moonshine, and even started a popular Read to a Guinea Pig program with the library's three pet guinea pigs.
- **Contributing to systemwide success:** West Jordan is a training ground for new subs, shelvers, CSS, librarians, and managers. Alexis Alires, Circulation Supervisor, is well-known for his leadership in training new employees and was recognized for his efforts with a special commendation from Director, Jim Cooper.

► Tear-jerkers

- A tearful woman came in desperate to find an old boyfriend but didn't know where to begin. Using her super librarian sleuthing, Darlene was able to find the boyfriend's contact information and the two were able to reconnect after so many years.
- Women from a nearby shelter often visit the West Jordan branch and staff work hard to help with their transition to independence by providing excellent customer service and access to resources and entertainment they need.

► Improvement Opportunities

- 439 patrons attended West Jordan branch's Read with a Cop program, which happened six times during the summer. We want to build on the success of this program by inviting the Fire Department to participate next time.

► Future Growth

Concrete, measurable actions we'll take in the coming year:

- West Jordan will pilot a new service of Curbside Holds to better serve our patrons with limited mobility.
- All staff will read the emergency manual to ensure we are properly prepared for fires and other issues.
- All staff will greet and/or acknowledge customers when they enter the branch or pass the reference desk to create a more welcoming environment.

2019 YEAR IN REVIEW

at the
County Library

West Valley



► Community Profile

The County Library's West Valley branch serves the east half of West Valley City and the westernmost part of South Salt Lake, which has an approximate population of about 80,000 people (49% female, 51% male) with a median income of \$63,000.

West Valley branch is on the south edge of Fairbourne Trax Station on the Utah Transit Authority's Green Line, which is located in the center of West Valley and a major transit hub. It is also across the street from Valley Fair Mall and the West Valley City offices. Several other prominent buildings in the area include a Hindu temple, Catholic Church and Granger High School. The building itself is 12,900 square feet.

► Management

- **Branch manager**, Trish Hull
- **Assistant Branch Manager**, Joel Poppleton
- **Circulation Supervisor**, Brandon Ingram
- **Assistant Circulation Supervisor**, Tammy Hansen



Trish Hull



Joel Poppleton



Brandon Ingram



Tammy Hansen

► Stats

- **Employees:** 20
- **Circulation:** 284,826
- **Door count:** 173,661
- **Program attendance:** 18,302
- **Public computer sessions:** 43,567
- **Total PC time:** 33,580
- **WiFi sessions:** 27,303
- **WiFi usage:** 9,476
- **Library cards issued:** 2,315
- **Cards associated with the branch:** 32,673

► Success Stories

- Staff members were approached by Community Faces of Utah, National Network of Libraries of Medicine, University of Utah center for translational studies Community Engagement Team to participate in a grant to provide Community Wellness Liaisons to help improve the health and library usage among communities of color. The County Library won the grant and have had a Pacific Island and Hispanic CWL promoting healthy living and inviting people from those communities to learn more about library services.
- Raquel Ruiz and Michale Dransfield have successfully provided bilingual computer classes to adults. The people who attend are very grateful and credit the classes with helping them get jobs, improve job performance, and communicate with their world.
- Raquel Ruiz held a Community Education and Health Resources Fair at the branch with more than 250 participants in a three-hour time period.
- Branch Manager Trish Hull arranged for the National Institutes of Health "All Of Us" National tour to come to West Valley branch for a week, where they promoted the research program and precision medicine, in an attempt to bring diverse communities better health outcomes through education and research. West Valley was one of only three locations in the Salt Lake Valley to host a tour stop.
- Raquel Ruiz presented a weekly program on Spanish radio promoting County Library events and resources. Because of this relationship, the station invited County Library staff members to many Latino festivals and events throughout the valley.

► Tear-jerkers

- A 70-year-old woman came in asking for help creating an email account. She was a laundress and had the opportunity to get her dream job in the laundry of the Grand America hotel, which application required an email address. After 45 minutes of creating the account, explaining how to use email, and writing the information down so she could remember, she left extremely grateful for the help.
- A member of the bilingual computer class told Raquel she was able to get her first job in the US because of what she learned at West Valley.

► Improvement Opportunities

- West Valley branch had a very successful community education and health fair. In the future, we would like to attract more vendors, participants, and partners. We are especially interested in the newly created Hometown Health group and West Valley City.

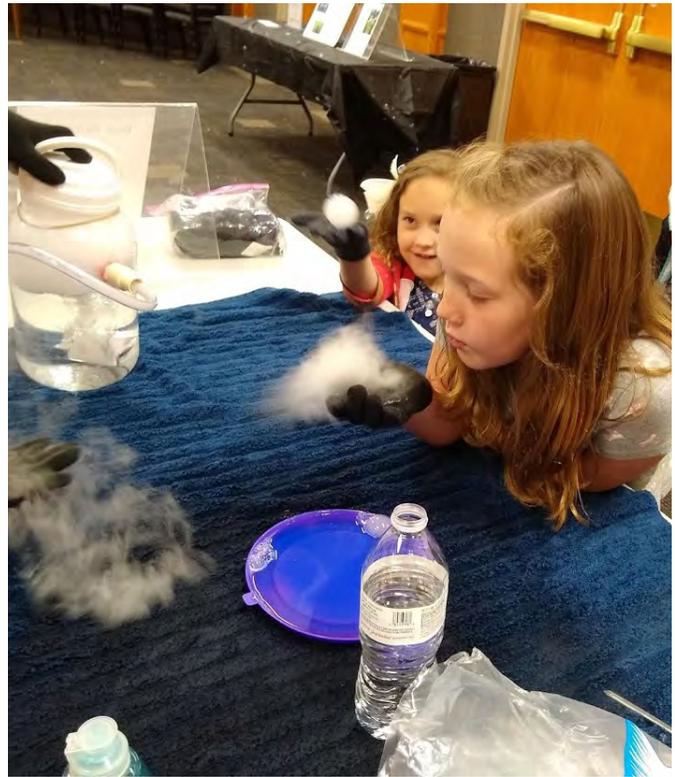
► Future Growth

Concrete, measurable actions we'll take in the coming year:

- This year, West Valley branch will increase outreach to the Pacific Island Community by providing more programs and resources.
- We aim to increase the number of teen programs and reach out to the High School for partnership opportunities.
- This year, we plan to evaluate and adapt afterschool programs at West Valley to include more STEM programs and take advantage of our 3D printers in the curriculum.

2019 YEAR IN REVIEW at the County Library

Whitmore



► Community Profile

The County Library's Whitmore branch serves Cottonwood Heights, which has a population of 34,214 (49% female, 51% male) and average household income of \$86,207. The 49,000 square foot building is located near Bella Vista Elementary School and the Wentworth Coventry Assisted Living Facility.

► Management

- **Branch Manager**, Kim Bryant
- **Assistant Branch Manager**, Alli Bartus
- **Circulation Supervisor**, Mary Rice
- **Assistant Circulation Supervisor**, Kalena Dean



Kim Bryant



Alli Bartus



Mary Rice



Kalena Dean

► Stats

- **Circulation**: 1,010,433
- **Door count**: 264,028
- **Program attendance**: 24,216
- **Public computer sessions**: 25,225
- **Total PC time**: 20,559
- **WiFi sessions**: 25,381
- **WiFi usage**: 7,473