

Salt Lake County Library Board of Directors Meeting
WebEx
March 22, 2021
Approved May 24, 2021

Attending: Kristin Covili, chair; Nancy Thorne, vice chair; Chelsea Lindbeck, Hollie Pettersson, Sam Klemm (for Richard Snelgrove), Cindy Mecklenburg, Sandra Osborn

Others: Jim Cooper, Christa Warren, Jennifer McKague, Maggie Mills, Matt McLain, Melanie Mitchell, Pamela Park, Sara Neal, Stephanie Anderson, Steve Van Maren (member of the public), Camie Clark, Don White, Jennifer Fay, Kathy Christiansen, Russell Snow, Trudy Jorgensen-Price, Carol Ormond, Leslie Webster

Welcome: Jim Cooper, Library Director welcomed everyone and turned the meeting over to Kristin Covili, Board Chair.

Action Item – Approve Minutes from the January 25, 2021 Board Meeting

Nancy Thorne moved to approve the minutes from the January 25, 2021 board meeting. Chelsea Lindbeck seconded the motion. The motion passed unanimously.

Nancy Thorne - aye
Chelsea Lindbeck - aye
Hollie Pettersson - aye
Sam Klemm - aye
Sandra Osborn - aye
Cindy Mecklenburg - aye
Kristin Covili - aye

Public Comments - Steve Van Maren mentioned that autorenewal seemed to not be working. Jim Cooper said we'll investigate what the outage might have been and get back to Steve.

Correspondence – Jim Cooper shared comments he received from a family who had toured the new Kearns Library about how beautiful the facility is, how much their children appreciated help from Trish Hull the manager and her staff picking out books, and what a great experience they all had.

Jim Cooper gave four take-aways from a patron survey the library recently conducted.

1. The overwhelming majority of responses were positive; people value our services, appreciate how we've kept them safe and how we've handled the Covid situation.
2. A lot of people want us to remove fines now that the City Library has removed them.
3. There were both positive and negative comments about our mask policy.
4. People are still confused between the City and the County Libraries. Some people asked for services that we already provide. We need to examine how we promote our services or find out if they are they confusing us with the City Library.

NEW BUSINESS

Reopening Plans – *Jim Cooper, Library Director & Jennifer Fay, Associate Director Public Services*

Jim reviewed the timeline from the closure in March 2020 until now.

- March 2020 – Building closures due to Covid-19

- May 2020 – Curbside pickup begins, library hours shortened to address low staffing levels due to a county hiring freeze, quarantine requirements and staff redeployments.
- July 2020 – Opened with Inside Express appointments
- September 2020 – Opened without appointments. Limited the number of people to two per thousand square feet and the time people were in the buildings to thirty minutes. Added a concierge duty and additional deep cleaning tasks to staff responsibilities.

Strict adherence to masks and careful cleaning have allowed us to successfully keep staff safe. There has been no staff to staff or public to staff Covid transmission.

The county hiring freeze has been lifted and we have been hiring staff to fill vacancies. Most staff who were redeployed have returned to their regular jobs. By the middle of April we expect to return to our normal operating hours of 10 a.m. to 9 p.m. Monday through Thursday and 10 a.m. to 6 p.m. on Fridays and Saturdays.

Jennifer Fay

February 2021 – All but two people out of several hundred who responded to a staff survey felt that our metered access model is safe.

Staff have found ways to add joy to returning customers' experiences. Draper has a "Peeps Diorama" exhibition and competition and Kearns has established a seed library.

Changes:

Based on new knowledge of how Covid-19 is transmitted we've reduced the materials' quarantine from 72 hours to 24 hours. Surface transmission is not a significant way the virus is transmitted. Seventy-five percent of staff said they would be comfortable reducing the quarantine time. This will save space and process time. We'll probably do away with quarantining materials in the next month or two.

We'll be returning to regular open hours April 12 now that the hiring freeze is over and redeployed staff are returning.

Next steps will include

- Ending the materials quarantine
- Expanding visits and computer sessions lengths
- Limited in-person programming
- Opening study rooms and Create spaces

As we consider what will come next, we'll include staff in conversations, and look at trends, vaccination rates, and variants.

Sam Klemm asked about

Limited in person programming – We have had proposals for outdoor activities and book club requests. As ideas come we evaluate each one for safety and feasibility. We're not ready to begin storytimes.

Seed library – Customers checkout a small number of seeds for heirloom plants and other hard-to-get seeds. They plant, harvest, and return seeds at the end of the season. Kearns is only the library doing this right now. Other branches may want to do it.

Programming – We’ve had great success with our virtual and online storytimes. Twice a day we do live storytimes online. Two or three times a week we do recorded storytimes that people can stream anytime at their convenience.

Meeting room spaces – We have evaluated our spaces. The public likes study rooms. Once we are ready for longer visits we may be able to schedule meeting room use. We’ll have to make sure the ventilation is adequate, and clean between uses. The public trusts our efforts to keep them safe. We want to continue to have their trust.

2021 Budget Timeline – *Leslie Webster, Associate Director Finance and Operations*

The June budget adjustment is the one time during the year we can go to the council and have our budget formally adjusted. It’s a good time to true up revenues such as from grants coming in and adjust expenses accordingly. We also move line items among the budget. The budget was put together eight months ago so we review our current thinking about them. We also true up our capital and construction projects. This will be a big part of this year’s budget adjustment as we true up Daybreak and Granite construction budgets. Managers are working on individual branch true ups to turn into Fiscal. These are due at the end of the month. In early May we will make adjustments in the county’s budgeting system. Council reviews and approves in early June.

We’re constantly monitoring the budget. Both construction projects have had delays due to Covid-19 and issues with sub-contractors. There have been associated increased costs for steel and time delays.

Board Term Status & Subcommittee Appointments – *Jim Cooper, Library Director*

We haven’t had subcommittees to look at various issues in a while. Jim recommended possible subcommittees to look at

- Budget/Long range plan
- Policy for major policy issues
- Technology (may not be necessary at this time)
- Facilities
- Equity, Diversity and Inclusion (EDI)
- Board recruitment

Let Jim know if you are interested. He is not making any recommendations for implementing subcommittees at this time, but wanted to suggest the idea for members to be thinking about.

Status of Terms

Kristin Covili, Cindy Mecklenburg, and Chelsea Lindbeck have served two four-year terms and are slated to go off the board at the end of June. We try to stagger the expiration of terms. We’ll follow an interview process for new board members. Applications are now made through the county’s website. Statute and ordinance allow library board members to continue serving until their position is replaced. Kristin would like to serve through the Granite opening. We’ll investigate and see if any members going off have filled a partial term and could continue to serve.

Policy Approvals – *Jim Cooper, Library Director*

Fines and Fees

- Accounts blocked from checking items out increased to \$50 from \$10
- Accounts sent to Unique for collection notices to be sent - \$100 instead of \$25

- Realia changed to Miscellaneous Items

Will this be retroactive? Yes.

Sandra Osborn asked if we know what the rate of return of items is. People will still be charged for fines and fees. If they don't return the materials they would be charged lost item fees. This is only to block them from checking out more items.

Melanie Mitchell said if you have lost materials or aren't returning them you'll hit \$50 fast.

Nancy Thorne made a motion to approve the recommended changes to the Fines and Fees Policy. Sandra Osborn seconded the motion. The motion was approved unanimously.

Cindy Mecklenburg - aye
 Sandra Osborn - aye
 Hollie Pettersson - aye
 Sam Klemm - aye
 Chelsea Lindbeck - aye
 Nancy Thorne - aye
 Kristin Covili - aye

Bulletin Board

Changed the complaint process for patrons concerned with public bulletin board items. Patrons will now fill out the Reconsideration of Materials and Services form if they aren't able to resolve a complaint with the library manager. They still have an appeal process.

Cindy Mecklenburg made a motion to approve changes to the Bulletin Board Policy. Hollie Pettersson seconded the motion. The motion was approved unanimously.

Cindy Mecklenburg - aye
 Nancy Thorne - aye
 Chelsea Lindbeck - aye
 Sam Klemm - aye
 Sandra Osborn - aye
 Hollie Pettersson - aye

Meeting Space

Last year before the Covid closure we met with Melanie Mitchell to review and revise the Meeting Space Policy. We wanted to

1. Define commercial or promotional use more clearly.
2. Update other definitions.
 - o Study Room – added “May be private or open to the public”.
3. Revise regulations
 - 3.1 – Added how meeting rooms may be reserved
 - 4.0 - Consolidated duplicate wording and sections. Instead of listing meeting room and study room regulations separately, combined them in 4.0 Meeting Space Use.
 - 6.0 – Added Exceptions
 - 7.4 & 7.4.1 - Removed restrictions on firearms. These couldn't be enforced because of State statute allowing firearms in public places.

These are the major changes. Other changes were for numbering or wordsmithing.

Chelsea Lindbeck made a motion to approve the changes made to the Meeting Space Policy. Nancy Thorne seconded the motion. The motion was approved unanimously.

Nancy Thorne - aye
Chelsea Lindbeck - aye
Sam Klemm - aye
Hollie Pettersson - aye
Cindy Mecklenburg - aye
Sandra Osborn - aye
Kristin Covili - aye

Jail Life Skills Program - *Stephanie Anderson, Library Program Manager, Jennifer McKague, Senior Librarian Jail*

Stephanie is the Outreach Manager who oversees the Jail library. The Life Skills program had been paused for a few years. It's facilitated through the Sheriff's Office. It provides classes to help prisoners transition out of jail into the community.

Jennifer McKague has provided instructional classes. We clear fines and fees from prisoners' library cards, add a printing credit of \$10 to library cards for graduates, and help others sign up for library cards. Many prisoners are interested in starting their own businesses. They also feel comfortable in the library.

We have received positive comments about library participation from the program sergeant. We're one of the prisoners' top three most popular classes.

Jennifer will facilitate expanding outreach services to the Decker Lake facility for youth. We'd also like to expand to Criminal Justice Services and provide the program to parole officers and parolees.

Jim Cooper said this is an incredible resource for the county. It provides help with a fresh start and a hand up. He thanked Stephanie, Jen and all the Jail library staff.

About 27 inmates in two sessions have taken the classes. The number of those who can attend has been limited to allow social distancing. The program consists of five weeks of classes, with a one week break, and is continuous throughout the year.

Sam Klemm asked about Jail library circulation numbers. Before Covid it was about the same as the Smith branch. Prisoners share books so the numbers may be low. Stephanie can get statistics. During Covid items have circulated more, but library staff are not able to give one-on-one service. In April they will begin one-on-one service again.

Jim invited Sam Klemm and Councilman Snelgrove and others to tour the Jail after Covid restrictions are lifted.

Facilities Study – *Jennifer Fay, Associate Director Public Services*

Jennifer Fay, Leslie Webster, and Matt McLain are working on a Leadership Team project to prioritize facilities growth and remodeling in a 20-year buildout strategy. They hope to have a draft to Jim by May 1 to use in our budgeting process. They will bring it to the board as we move forward.

Riverton Library provides an example of why a long-range study is necessary. In 1999 when the library opened we thought it had adequate space. Growth in that area has made it inadequate for that community.

Where are there potential service gaps? Are we serving the entire valley equitably?

Virtual Tour – Operations Center and Technical Services – Leslie Webster, Associate Director Finance and Operations

Operations Center - Over 30 employees work at our Operations Center in West Jordan. The county's Surveyor's Office shot drone footage of the building. They previously did a video of the new Kearns Library. We'll continue to contract with them on other projects. Our facilities staff is responsible for plumbing, electrical work, grounds keeping, cabinetry, including all the millwork for new buildings, and locksmithing. They do library maintenance and are involved with remodels and new buildings. We contract with the county for HVAC issues.

Technical Services – Technical Services staff process all of our materials. Prior to doing a workflow study the average time it took from the time an item was received to when it was on our shelves was three months. Today that time, in some circumstances, can be three days. We move three tons of materials daily.

OLD BUSINESS

Building Update – Jim Cooper, Library Director

There have been delays on both projects due to Covid-19 so both are a bit behind schedule. Granite is scheduled for substantial completion in September and Daybreak is scheduled for substantial completion in October. After the buildings are turned over to us we have to put in all of the furniture, fixtures, equipment, and put the books on the shelves. This phase usually takes a couple of months. We plan to open both libraries by the end of the year.

STAFF REPORTS

Board Report – Jim Cooper, Library Director

Jim compared circulation in 2020 and 2021. We're about 93 – 94% back even though our facilities are open shorter times, we're not doing any programming, and we are limiting the number of people in our buildings to about half-capacity.

Human Resources Update – Pamela Park, Human Resources Manager

We have 37 vacant positions. Eight will be filled soon.

We have been able to help out at the Covid clinics. Since we aren't doing in-person programming at the Viridian, five staff have been completely deployed to work at vaccination clinics, most as supervisors. We've also had 21 "surge staff" redeployments, people who are retaining their current library positions but taking on extra shifts at the clinics.

Marketing Update – Sara Neal, Marketing Manager

Marketing Survey – A survey sent out in January/February asked what library services people used pre-pandemic and what they have used the most during 2020. We also asked them what features they might be interested in in the future. Almost 1,000 people responded.

- Forty-two percent said their digital use increased in 2020.
- Customers are looking forward to more arts and crafts and STEAM activities for kids.
- Digital resources and technology were among the top resources they feel the library adds to the community.

- Other top valuable resources respondents said the library provides were:
 - Free entertainment
 - Helping kids get ready for kindergarten
 - Serving as a community anchor

The survey also included a question to gauge a Net Promoter score which is calculated by answers to the question “How likely are you to recommend The County Library to a friend or colleague”.

Sara’s goal is to do a similar survey twice a year so that we can measure how these responses change and evolve.

We have a great relationship with ABC4 to promote library programs. Sara shared a recent segment with Tami Austin about a Yoga Storytime she does.

Finance & Operations Update – *Leslie Webster, Associate Director Finance & Operations*
Jim reported for Leslie. Spending is on track. We’re accounting for things appropriately. Audits are good.

Jim is happy to do a tour of the construction sites.

The meeting adjourned at 2:20 pm.