



2011 ANNUAL REPORT

SALT LAKE COUNTY LIBRARY SERVICES





LETTER FROM THE DIRECTOR



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You inspired great things from your library system during 2011. I'm proud to report that because of your support we were able to offer new technologies, energize our community with new programs and partnerships and galvanize your library as a premier destination. We did much more, and it's the "much more" that may be the most important accomplishment. Enriching lives, encouraging civic engagement, providing great materials and supporting lifelong learning opportunities...these are the accomplishments that matter most and of which I'm most proud.

You may not know that Salt Lake County Library Services is the twelfth largest circulating library system in North America and the sixth most efficient library system in the United States. You also may not know that we have one of the highest workloads per employee and our percentage of cardholders per capita is **35%** higher than the national average.

The reason you may not know about these "hard facts" is that we don't crow about them very often. You have told me about your love of the library and that it's hard for you to think of another public institution that provides our community with a better return on its investment. Thank you for your encouragement, support and use of your library—together we do make a difference.

I commit to you that each and every one of our employees will continue to strive to provide the individual attention and customer service that is typically thought of as only happening in a smaller, less busy neighborhood setting. That's just who we are and we wouldn't have it any other way!



James D. Cooper, Library Director



INSPIRED BY TECHNOLOGY



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Only a few years ago it would have been hard to imagine having free access to over 500 stimulating non-credit courses online. The Universal Class database offers those classes created for personal enrichment to all library cardholders.

A new downloadable music service called Freegal with millions of songs to choose from was introduced to library cardholders. Patrons are able to download three songs per week without any cost or expiration.

Digital signs (52" monitors) were installed this year in Draper, Sandy, Hunter, Holladay, South Jordan and Magna Libraries. These provide us with yet another exciting outlet for promoting events, services and important news to patrons inside the libraries.

In late 2011 the library's mobile phone application including catalog, account information (placing holds, renewals, etc.), library events and social media, became available for free download, enabling patrons to access the full library website while on-the-go.

The popularity of eBooks continued to grow; our eBook collection increased by 16% and circulation of eBooks increased 172%.

The library's social media presence grew dramatically. Our Facebook followers numbered over 7,000. Our Twitter and Pinterest participation continued to escalate.

We joined the Utah Education Network (UEN) E-rate Consortium and implemented a new telephone system for libraries. This membership increased library network bandwidth tenfold and will realize a cost savings to taxpayers of approximately \$438,000 a year.



ENERGIZING THE COMMUNITY



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Several hundred books-on-tape (a technology no longer in demand by our patrons) were donated to Salt Lake County Aging Services where they are enjoyed by a large population of seniors.

“Ready to Read” materials for preschoolers were redesigned in association with the Utah State Library.

A Senior Center Library group was created, bringing together library managers and senior center managers to exchange agency presentations and information.

Kearns Library’s Special Needs Sensory Storytimes was adapted to children with autism or other disabilities and has proven very popular. After the storytime and activity time, parents can discuss experiences and ideas.

A “Shred It and Forget It” recycling day where the public could bring documents to be securely shredded and recycled was held at our Whitmore Library.

Our renewed association with the Utah Humanities Council to co-sponsor their programs will enable more people in rural areas of the Salt Lake Valley to enjoy their presentations.

BUILDINGS THAT FIRE THE IMAGINATION



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The new Magna Library Grand Opening and street fair on Magna's historic Main Street was a big success in May. The library has an expanded children's department with a wide variety of interactive educational games. Stunning public art, a larger collection and more public computers have helped raise business 65% over the previous location.

A "Smart Building Kiosk" in the new Magna Library allows patrons to monitor the building's energy production, energy consumption and weather conditions. The library has submitted documentation to the U.S. Green Building Council for platinum certification.

Substantial progress was made on new building projects in Millcreek and West Jordan.

The Herriman Library that opened in the fall of 2010 has been recognized as the Cultural Building Project of the Year by the Associated General Contractors of Utah.

Sandy Library (the system's busiest location) saw a colorful remodel to the kids' and teen areas. A new circulation and children's desk were part of the upgrade.



STIMULATING PROGRAMS



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The Summer Reading Kickoff Party in West Jordan's Veteran's Memorial Park drew over 4,000 people who enjoyed a variety of performers, inflatables, a petting zoo, crafts and over 20 exhibits.

The library partnered with the Timpanogos Storytelling Festival to co-sponsor a very successful event in West Jordan.

Before the old Magna Library closed, a large systemwide book sale was held utilizing the existing shelving. Thousands of old and donated materials found new homes with grateful patrons.

The library hosted a number of local award-winning authors at a variety of events during the year, including the Summer Reading Kickoff Party, the Magna Grand Opening and four other major programs.

FINANCIALS



SALT LAKE COUNTY LIBRARY SERVICES

Items Circulated.....	16,126,662
Population Served.....	800,724
% of Pop. Served with Library Cards.....	77%
Library Cardholders.....	619,971
New Card Registrations.....	42,945
Interlibrary Loans Filled.....	5,238
Library-Sponsored Programs (held in-house).....	6,842
Attendance at Programs.....	254,446
Library Visits (Gate Count).....	4,639,639
External Virtual Visits to Our Website.....	9,349,295
Library Catalog Searches.....	20,354,688
Info. Database Searches.....	1,373,810

RESOURCES

Books and Magazines.....	1,645,274
Audio Materials.....	205,616
Video Materials.....	192,088
Electronic Information Databases.....	79
Electronic eBooks.....	24,147
Items in Database.....	2,080,769
Titles in Database.....	389,440
Current Subscriptions.....	4,306
Holdings Per Capita.....	2.6
Number of Libraries.....	21 (including County Jail, Alta & South Main)
FTE (full-time equivalent staff).....	387
Number of Volunteers.....	1,837
Volunteer Hours.....	15,195

REVENUES

Local Taxes.....	\$31,124,047
Fines, Forfeitures.....	1,952,732
Interest.....	71,616
Grants.....	154,096
Other.....	94,801
TOTAL.....	33,397,291

EXPENDITURES

Salaries & Benefits.....	\$20,491,079
Library Materials.....	7,736,333
Capital Outlay.....	471,618
Other Operating.....	3,133,659
Intergovernmental.....	1,325,862
TOTAL.....	\$33,158,551

SALT LAKE COUNTY MAYOR

Peter Corroon

HUMAN SERVICES DEPARTMENT DIRECTOR

Jean Nielsen

SALT LAKE COUNTY COUNCIL

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

SALT LAKE COUNTY LIBRARY BOARD

Richard Nixon, Chair
Andrea Globokar, Vice Chair
Paul N. Benner
Jeremy Christensen
Raymond Christy
Nicholas D'Alesandro
Steve DeBry
Melanie Mitchell
Jean Nielsen
Lynette Roper
Darrell Smith
Richard Turpin

LIBRARY ADMINISTRATIVE STAFF

James D. Cooper, Library Director
Gretchen Freeman, Associate Director
–Technology
Susan Hamada, Associate Director
– Reference, Outreach and Programming
Marsha Leclair-Marzolf, Associate Director
–Collection Management
Michael Stoker, Associate Director
–Finance and Operations
Lynn Andrews, Facilities and Construction Manager
Scott Condie, Network Manager
Javaid Lal, Administrative and Fiscal Manager
Fairlee Kinnecom, Technical Services Manager
Art Lang, Web Services Manager
Colleen Medling, Automated Services Manager
Scott Russell, Marketing and Community
Relations Manager
Tamara Springer, Human Resources Manager

Alta Reading Room	Alta Community Center, Alta
Bingham Creek Library	4834 West 9000 South, West Jordan
Byington Reading Room (located at the South Main Clinic)	3690 South Main Street, South Salt Lake
Columbus Library	2530 South 500 East, South Salt Lake
Draper Library	1136 East Pioneer Road (12400 South), Draper
Herriman Library	5380 West Herriman Main Street, Herriman
Holladay Library	2150 East Murray Holladay Road (4730 South), Holladay
Hunter Library	4740 West 4100 South, West Valley City
Kearns Library	5350 South 4220 West, Kearns
Magna Library	2675 South 8950 West, Magna
Metro and Oxbow Jails	3415 South 900 West, Salt Lake City
Millcreek Library	2266 Evergreen Avenue (3435 South), Salt Lake City
Riverton Library	12877 South 1830 West, Riverton
Sandy Library	10100 South Petunia Way (1405 East), Sandy
C.S. Smith Library	810 East 3300 South, Salt Lake City
South Jordan Library	10673 South Redwood Road, South Jordan
Taylorsville Library	4870 South 2700 West, Taylorsville
R.V. Tyler Library	8041 South Wood Street (55 West), Midvale
Viridian Event Center	8030 South 1825 West, West Jordan
West Jordan Library	8030 South 1825 West, West Jordan
West Valley Library	2880 West 3650 South, West Valley City
Whitmore Library	2197 Fort Union Boulevard, Salt Lake City

Call Customer Service at 801-943-4636 for all Salt Lake County Libraries.
slcolibrary.org

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