

**Salt Lake County Library Services Board Meeting
January 26, 2015
South Jordan Library**

Attending: Paul Benner, Chair; Darrell Smith, Vice Chair; Richard Turpin, Richard H. Nixon, Cynthia Mecklenburg

Excused: Kristin Covili, Steve DeBry

Others attending: Jim Cooper, Gretchen Freeman, Peter Bromberg, David A. Johnson, Ruby Cheesman, Matt McLain, Carol Ormond, Pamela Park, April Townsend, Susan Hamada, Donald Tingey, South Jordan City

Paul Benner, Chair called the meeting to order at 12:30 p.m.

Welcome: *Matt McLain, South Jordan Library Manager*

South Jordan circulation was at a record high while Riverton Library was closed in November and December. In October 2015, the library will have been open 10 years.

A couple of days a week the library opens at 9:30 a.m. for storytimes and to the rest of the public.

Jim mentioned that the city pond next door is failing. It may provide an opportunity for us to open up the auditorium to a children's garden and make some other changes. Richard Nixon reminded the Board that part of the pond is on County property.

Minutes from the Previous Meeting

Richard H. Nixon made a motion to approve the minutes of the December 2014 meeting. Richard Turpin seconded the motion. The motion passed unanimously.

Public Comments /Correspondence

Jim Cooper, Library Director introduced David A. Johnson of the DAs Office who is our new DA representative.

Jim also reported that some staff have participated in the *Alabama Story*, a play about a librarian in the 60s in Alabama who defends a children's book that is challenged. The play ends this week at Pioneer Theater.

NEW BUSINESS

South Jordan Library Site Review – Jim Cooper, Library Director

Jim welcomed Don Tingey of South Jordan City. South Jordan was the first city to partner with the library on the construction and building of a facility. They have continued to partner with us in meaningful ways.

There is now a proposed development of the adjacent privately-owned property that the city has been reviewing. As the approval process moves forward Jim said that the library's interests are to make sure that:

1. It is a great development for the city and the library.
2. There is safe ingress and egress for patrons as well as others.
3. There is a fair and equitable agreement to everyone involved.

The City is under contract to sell property to the south and to the west of the library (fronting Redwood Rd.). They would like to change access to a full right/left turn. The City will remove the current access way just to the north which would add parking stalls. It is not quite as proximate to the library but Jim thinks this is a better configuration. The current County parking area will become part of the new roadway access. The change impacts about 10 stalls.

Development of the site will be similar to the retail stores and eateries that are there now. The proposal will require that parking will be replaced equal to what it is now. The City has been discussing the site changes with Lee Colvin at the County. They are also requesting a land swap with two parcels, one on the north and one on the south. The County now owns the south parcel and the developer would like to swap it for the north.

Jim said that the reason for bringing this to Board members is to make them aware of what is involved and invite them into the conversation about how the development might occur. No recommendations from the Board are needed today.

Plaza Issues

The pond is leaking. The City is in the process of trying to figure out what to do with the property. It may be repurposed to a more common use that would be beneficial to the library.

Is there a way for us to create a better space for our patrons' use? The area needs to be shaded to be cooler and more usable in the summer. It may require reconfiguration of the library's auditorium wall and egress.

Jim can provide the current agreement to Board members.

Darrell Smith asked about timing of the proposed site development. The south piece will close fairly quickly. There is no timeframe on the west or plaza pieces.

The ingress/egress change depends on the west piece selling.

Jim Cooper said that the library has interest in maintaining access to and visibility of the library.

2015 Board Meeting Schedule – Jim Cooper, Library Director

Jeremy Christensen has had to resign because of a conflict with the meeting time. Jim asked what schedule would be best for the Board members. The fourth Monday of the month has allowed us to compile statistics. This could be altered. Board members agreed that it was valuable to visit different locations. The consensus at the meeting was to leave the schedule as it is. Respond to Carol if there is a time that would be impossible for you to meet and if there is a location not on the 2015 list you would like to visit.

Introduction of New Library Program Manager – Jim Cooper, Library Director

Nyssa Fleig has been selected as the new Library Program Manager. She was unable to attend the meeting. Susan Hamada, Associate Director Programming & Outreach gave some background about Nyssa and the position. Nyssa is currently the Whitmore Library Assistant Manager and she supervises the staff at the South Main Clinic. The new position was requested in the 2014 budget. Opportunities for outreach and programming have expanded with the Viridian Center. We need someone to coordinate new programming opportunities. Senior librarians will report to Nyssa.

Jim talked about the Harry Potter Yule Ball at the Viridian that 1,500 teens attended dressed in costume and formal wear. The entire space, including the back hallway, the storytime room and the upstairs rooms, was used for activities and the dance. There was lots of staff participation and it is a great way to connect with teens.

Professional Development Review – *Peter Bromberg, Associate Director Public Services & Pamela Park, Human Resources Manager*

Pamela reviewed the 2014 Leadership Initiative. Managers had asked for training and a better way to use the General Management II meeting time. (GMII is a monthly meeting of senior management and all branch and department managers. The agenda is set by the branch managers.)

Baby boomers are retiring. 25% of the County workforce is eligible. We want to proactively develop talent. We surveyed staff about what training they were looking for and focused on teamwork, management challenges, leadership and responsibilities. The training was based on the Strengths Finder and Emotional Intelligence models. We followed up with a survey to find out what they found most useful and we will go deeper into those topics next year.

Peter discussed what is next. We will focus on the themes of reflecting, leading and learning. We also want to support the Mayor's Future We Choose by contributing to Healthy Government. We will continue to build on the Strengths Finders and Social and Emotional Intelligence models and building awareness into everyday practice. We will cultivate openness about mistakes.

It is not necessarily a formal succession plan but it does help managers develop their skill sets for either advancement in the organization or for opportunities in other organizations.

Jim Cooper said that as the library world changes, the evolution of the services we provide requires a different paradigm from what was experienced in library school. To keep library managers we need to keep them current to provide meaningful and relevant service.

Internet Access Policy – *Jim Cooper, Library Director*

The Policy Committee reviewed the Internet Access and Computer Use Policy and made the recommendation that we remove the strict prohibition from using a computer for longer than 2 hours. It will now be at the discretion of branches how long a person may remain on a computer. Factors contributing to the change are that wireless access continues to grow and pcs are being used in the 40% range. If no one is waiting a person can remain on a computer.

Paul Benner, Chair said that the impact of the change is to take a rigid policy and open it up to the discretion of the branch managers. Some branches may have a queue and they can limit the time allowed.

Darrell Smith made a motion to approve the changes to the Internet Access and Computer Use policy. Richard Turpin seconded the motion. The motion passed unanimously.

Darrell Smith left at 2:00 p.m.

OLD BUSINESS

2014 Recap of Budget & Stats – *April Townsend, Associate Director Finance & Operations*

April Townsend reviewed the 2014 Fund Balance Projection.

- We will have an underexpenditure of about 3.65% in 2014. We try to keep it to at least 3%.

- Transfers into the fund
 - The sale of the old West Jordan Library was transferred in.
 - Carryover for technology and maintenance of 1.2 million was related to the Hunter Library remodel. It will not be that large in the future.
 - Magna revolving loan fund transfer

Statistics – Jim Cooper, Library Director

With an annual gate count of over 4 million people, we are the second highest visited organization in the state. The demand for services is as high as it has ever been. Jim told the Board members if there are areas of concern or priorities or services that we are lacking let him know what you are hearing. If you have something to present or would like to explore more deeply with the Board, let Jim know.

Do people need training in how to use the computers? Do we have any programs to help? We provide on the spot training. We are implementing a Book a Librarian program to reserve a staff member to provide one-on-one assistance for an hour. It could be about technology issues. Book a Librarian will start March 1. We will put it on the February Board agenda to bring more information.

Final Technology Plan – Gretchen Freeman, Associate Director Technology

Gretchen has led the technology development in the library world for the last 11 years. She is leaving us in great shape when she relocates to Oregon with her husband.

The three-year Technology Plan has been published. The County and State Library have copies on file. It will be the blueprint for the next three years. About 75% of the plan has to do with maintaining our systems. 25% has to do with innovation. A couple of innovations will be:

- Each branch will have iPads for teen programming.
- The Whitmore basement remodel will include a video studio and allow us to bring more video into our web site.

The IT department has 14 staff and 3 great managers. They will do a great job going forward with the plan. Gretchen thanked the Board and the Senior Management Team and Jim as the director for their support.

Paul Benner, on behalf of the Board, said they have been impressed with her being a visionary.

STAFF REPORTS

Facility Projects – April Townsend, Associate Director Finance & Operations

- Technical Services area at Whitmore looks different from when the Board visited a few months ago.
- Tyler Library remodel – We are working on getting permits. We are also working with County facilities on the HVAC replacement.
- Upcoming projects
 - Smith
 - Holladay children’s area
 - Bingham Creek

April did ride-alongs with the drivers and commented on the hard work they do to move 1.7 million holds for our customers.

Human Resources – Pamela Park, Human Resources Manager

Pamela reported on Hay Group's study they are doing for the County. They have done an employee survey and have had each employee review their job description for its accuracy. In February they will survey employees about their benefits. By June they will offer recommendations to the County based on employee responses.

As employment rates drop we are seeing trends in our substitute pool. We are seeing a huge turnover rate as they find permanent jobs. We anticipate that the raise that temporary librarians received will help slow that rate.

Richard Turpin moved to adjourn the meeting. The meeting adjourned at 2:15 p.m.