

**Salt Lake County Library Services Board Meeting
Whitmore Library
September 28, 2015**

Attending: Paul Benner, Chair; Richard H. Nixon, Kristen Covili, Cindy Mecklenburg, Steve DeBry

Excused: Darrell Smith, Chelsea DiFrancesco, Richard Turpin

Others: Jim Cooper, Kent Dean, Deidra Townsend, Peter Bromberg, Cheryl Mansen, Pamela Park, Carol Ormond, Trish Hull, April Townsend, Leslie Webster, David A. Johnson, Brian Maxwell, Jennifer Fay

Paul Benner called the meeting to order at 12:40 p.m.

Steve DeBry had to leave early. Items that needed to be voted on were moved up on the agenda.

Welcome & Tour of Whitmore Library & Technical Services – Kent Dean, Whitmore Library Manager and Cheryl Mansen, Senior Manager of Collections, Acquisitions and Technical Services

Kent Dean, Whitmore Library Manager introduced Deidra Townsend, Whitmore Library Assistant Manager

Whitmore Library was closed from the end of May throughout the summer for remodeling. The soft opening was September 2 and the grand opening was September 19.

Some of the remodeling features were

- A lighter more open feeling
- Smaller check out and reference desks
- More space and four computers in the teen area
- Bench seating between the shelving
- New magazine display racks
- An iPad in the children's area

An estimated 800 -1,000 people attended the grand opening and 4,000 items were checked out. The celebration included live music, carnival games, face painting and treats. Many people expressed they had missed their library and were glad to have it open again.

Storytimes and adult programs continued to be held during the closure and 3,500 people attended.

Technical Services Tour – Cheryl Mansen, Senior Manager of Collections, Acquisitions and Technical Services

The Technical Services staff have moved into a new space that is brighter and more open. Some of the previous space is now a public entrance hallway that leads directly to the auditorium.

Cheryl explained the responsibilities of each of the Technical Services teams. The receiving dock area has been improved with a dock leveler that allows pallets to be transferred directly from trucks to the dock. Previously, there was a gap that required pallets to be unloaded before items could be transferred. Workflow and efficiencies have been improved.

Jim pointed out the area outside the building that had been fire damaged.

Two public meeting rooms have also been added to the downstairs area and work has started on a video production studio for library staff.

Minutes from Previous Meeting

Richard H. Nixon made a motion to approve the minutes from the August meeting. Cindy Mecklenburg seconded the motion. The motion passed unanimously.

Public Comments/Correspondence - None

Welcome Gordon Bradberry, Associate Director Technology – Jim Cooper, Library Director
Gordon was scheduled to be introduced but needed to be at a County new hire orientation. He comes from the health care industry.

Holiday Closures Approval – Jim Cooper, Library Director

The library requested the following closures in conjunction with the County's scheduled holiday closures.

- Wednesday, November 25, Thanksgiving Eve, 6 p.m.
- Thursday, December 24, Christmas Eve, 2 p.m.
- Saturday, December 26, day after Christmas
- Thursday, December 31, New Year's Eve, 6 p.m.
- Saturday, January 2, day after New Years

Staff will need to adjust their hours or use leave. There will be no paid administrative leave.

Steve DeBry moved to approve the closures. Kristin Covili seconded the motion. The motion passed unanimously.

Banned Books Week – Jim Cooper, Library Director

Banned Books Week is a national event that started Sunday, September 27 and runs through Saturday, October 3. Our branches have put up posters and displays to make people aware of books that have been challenged throughout the years. Jim handed out a list of some of them.

Diaper Needs Drive – Cindy Mecklenburg, Board Member

Governor Herbert and Mayor McAdams have declared this Utah Diaper Needs Awareness Week. Cindy is involved with a small organization, the Utah Diaper Bank, that has been around for about three years to provide diapers for low income families. They partner with larger organizations in Utah to provide diapers to those in need. This year they will collect over 100,000 diapers. All library branches have served as drop off locations for this year's drive. Cindy thanked the library for its support. If Board members are affiliated with any other groups that would like to do a drive let Cindy know. She referred them to the organization's web site. Open bags are accepted if they have a name and contact information.

Aspen Institute – April Townsend, Associate Director Finance & Operations & Peter Bromberg, Associate Director Public Services

Peter

We have been invited to participate in a 10-week pilot project and provide feedback to the Aspen Institute, an educational and policy studies organization who produced a report “Re-envisioning Public Libraries – Rising to the Challenge”. They are preparing an action guide to be made available in 2016 to libraries across the country and will revise their draft based on feedback on the process from libraries participating in the pilot.

April

As part of the process, the General Management Team did a Strengths, Opportunities, Aspirations and Results (SOAR) assessment based in appreciative inquiry. What are we doing right?

There will also be 5 total sessions with small groups of library staff who will go through the questions provided in the guide.

We would like the Board to participate in one of the activities at the next Board meeting. By November we will submit our experiences with the process to the Aspen Institute.

Jim thanked Peter and April for leading this project.

JobNow – Peter Bromberg, Associate Director Public Services

JobNow is a free online resume’ and live interview coaching service through BrainFuse.

- *Resume’s* – Several types of resume’ templates and links to resume’ resources are provided. Resume’ Lab is a live feature. A person can upload a resume’ and within 24 hours a job coach will respond with help.
- *Job Interviews* – A live interview coach walks a person through common interview questions and provides interview tips.
- *SkillSurfer* provides a myriad of tests.
- *eParachute* helps a person figure out what career he or she would be good at.

Everything available in English is also available in Spanish.

Live tutoring is available from 2 p.m. – 11 p.m. seven days a week.

Marketing will start promoting JobNow on October 20.

Our outreach team will take it to places in the community that would benefit such as Workforce Services, high school career counselors, college career centers, etc.

BrainFuse for K-12 and JobNow are \$40,000 a year based on the current population for the first year.

Employee Engagement Survey – Pamela Park, Human Resources Manager

This is a survey for employees created by a focus group of employees. Its purpose is to provide a baseline to determine employee engagement which is different than job satisfaction. The surveys went out today and will remain open until October 19. A group from the University of Utah is facilitating the survey and compiling the data. They will publish the results in January and February and will put together employee focus groups to determine how the results could be improved in 2016. Surveys will also be offered in Spanish. They take about 15 minutes. All responses are confidential.

Peer Court – Trish Hull, Magna Library Manager & Jennifer Fay, Kearns Library Manager
Trish and Jen are both part of the Kearns/Magna Gang Reduction Task Force.

Trish Hull

Peer courts are for kids who have done Class B & C misdemeanors and have admitted the offence. They come in with their parents. The peer court panel hears what happened, questions kids and parents and adjudicates the discipline. The process teaches accountability and skill building, requires restitution or service and the peer court panel members mentor the person. Certification is required for panel members to participate.

The Library was the connector among all the key players. Peer courts will be held at the libraries once a month. The Salt Lake City Peer Court has provided resources to get started.

Jennifer Fay

It is important that kids aren't burdened with attorney payments and the court system is backed up.

The library is the "midwife" of the project. Trish and Jennifer have been working to pull organizations together the last 6 months. They had to get disposition options for pro-social activities to redirect the kids. Eight teen volunteers are being trained. Adult volunteers will be brought into the process. Township services has said that they will hire someone once it's up and running.

Ideally, the first court would be held in November. We are working with the schools, hoping that they will give credit to volunteers and put in funding and other support for the program.

Offences may include truancy or shoplifting or be alcohol related. No drug or gang related offences are sent to peer court. When an officer writes a ticket they can send the child to juvenile court or to peer court. If the person doesn't complete their commitment they go back to juvenile court. If they graduate from peer court it doesn't go on their record. Those who graduate may come back and sit on peer court. There is a 90% success rate in Salt Lake City.

Jim said that we do this because we are the community connector and they are also "our" kids who are coming into the library. They learn empathy and compassion. Kearns and Magna Libraries will benefit in improved behavior. Kids need to be Kearns and Cyprus High School students. The DA has looked at this and there is a statutory basis. Certification is needed.

OLD BUSINESS

Policies – Jim Cooper, Library Director

Bulletin Board Policy

We adopted the policy in August. Jim would like to have people who place materials in our Community Information areas provide contact information such as their name and phone

number. Counsel has advised us to identify who the author is, but County ordinance prohibits us from providing contact information. The question is if the material is under the control of the library and therefore a library record that we must protect.

David Johnson, Deputy DA said that, looking at it from GRAMA and the County ordinance, personal identifiers need to remain confidential. The compromise position is to require the author's name.

Paul Benner asked, "What if someone puts something up and they aren't the author? The author is identified but not the person who posted the information".

Richard H. Nixon said the policy doesn't preclude someone from voluntarily giving identifying information.

Jim Cooper recommended approving the policy as it is and continuing to work on it. The policy will require identification of the author. Staff will be encouraged to get contact information.

Richard H. Nixon made a motion to approve the policy as it is. Kristen Covili seconded the motion. The motion passed unanimously.

Library Account Policy

Can we release patron information to a third party for debt collection? Our collection agency's contract needs to be renewed and we need to resolve this question. Jim explained the collection process.

Richard H. Nixon said that the vendor initially offered to collect our debts and we said no and returned delinquent accounts to the DA for collection. The information identifies the patron and what they have checked out.

David Johnson said the GRAMA statute is very broad. We think by adding the words "except that the library may use such records as necessary, including disclosure to third party contractors, for the reasonable operation of the library, including but not limited to the collection of library debt" makes this policy more accurate. It covers both adults' and minors' records.

In the past the counsel said that once a person had a debt owed to the County it superseded GRAMA. David said that several people have researched this and the conclusion is that under GRAMA if a record is controlled under another statute it takes the place of GRAMA.

Richard H. Nixon moved to approve this change and keep looking. Steve DeBry seconded the motion. The motion passed unanimously.

Jim would like to get the contract with Unique (our collection agency) renewed so business can proceed as usual.

Budget - Capital Projects Update – Jim Cooper, Library Director & April Townsend, Associate Director Finance & Operations

The Mayor presents his budget to the Council in two weeks. Our budget has been signed off by the Mayor and the Administrative Services Office. April handed out a list.

Summer Reading Final Report – Carol Ormond, Office Coordinator

Carol provided an “infographic” with final Summer Reading numbers and the top five reasons for participating in the Summer Reading program. Approximately 44,000 people participated. More than 10,000 finished and 5,000 of them were attendees at Library Day at the Utah Museum of Natural History. Results were compiled from Project Outcome surveys collected.

STAFF REPORTS

Statistics – Jim Cooper, Library Director

Whitmore is back in full operation. Numbers will continue to increase.

Human Resources Update – Pamela Park, Human Resources Manager

There have been

- 26 new hires
- 12 promotions
- 2 green transfers

Finance & Operations Update – April Townsend, Associate Director, Finance & Operations
Board members received a budget update by email. If you have any questions, contact Leslie Webster.

The meeting adjourned at 2:40 p.m.