

**Salt Lake County Library Board of Directors Meeting
West Jordan Library
December 11, 2017**

ATTENDING: Paul Benner, Chair; Richard H. Nixon, Nancy Thorne, Aimee Winder Newton, Frenchell Hampton, Kristin Covili, Cynthia Mecklenburg

Others: Jim Cooper, Robin Chalhoub (for Holly Yocom), Nic Dunn, Darlene Nethery, Ann Marie Barrett, Pamela Park, Kent Dean, Jennifer Fay, Carol Ormond, April Townsend, Tyler Curtis, Liam Keogh, Leslie Webster, Maggie Mills, Alexis Aires, Mari Kraft, Kenner Kingston & Holli Adams from Architectural Nexus

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

Welcome – West Jordan Library & Viridian Event Center Updates, *Darlene Nethery, West Jordan Library Manager & Tyler Curtis, Viridian Event Center Manager*

Library Manager Darlene Nethery talked about a new service for digitizing and preserving photos and records that West Jordan Library will be offering. They are also partnering with Jewish Family Service on their Music and Memory program to bring music into the lives of older people. Music has proven helpful for the well-being of people with various forms of cognitive decline.

Assistant Manager Ann Marie Barrett said customer holds are up 21% and over 24,000 people came through the door in November. She is proud of the staff for handling the increased volume. West Jordan Library staff have been absorbing holds, staff, and customers from four other library closures during the last year.

She also invited Board members to participate in the library's Angel Tree.

Viridian Event Center Manager Tyler Curtis said the Viridian is the “arts and entertainment branch” of the library. It provides access to resources that aren't easily accessible. They offer classes, movies, and expanded educational opportunities. In 2017 they booked 376 events and hosted 53,000 guests. This was a slight increase from last year. They have maxed out their resources, especially staff, and have requested an FTE for next year.

Booking Priorities:

1. Library – 62% of 2017 events were library events
2. West Jordan City and Salt Lake County have priority booking and pricing.
3. Rentals – weddings, concerts, business meetings

Aimee Winder Newton asked if the cost of an additional FTE would be a wash if they can do more programming. Tyler said he hadn't run the numbers. He felt that for true income and expenses it wouldn't, but for the ROI it would.

April Townsend said it's not our intent to make money. Excess revenue does offset costs but our purpose is to provide services.

Robin Chalhoub asked how many hours of services the Viridian provides per week. Tyler said 190 hours.

The staff member requested is an office/events person who would cover traditional business hours making them more accessible and able to give better service.

Tyler invited Board members to attend upcoming events throughout the year.

Minutes from the Previous Meeting, Public Comments, Correspondence

Richard H. Nixon made a motion to approve the October 19 and November 13 open and closed meeting minutes. Kristin Covili seconded the motion. The motion passed unanimously.

There were no public comments or correspondence.

NEW BUSINESS

Customer Experience & Program Presenter & Volunteer Policy Revision – Jim Cooper, Library Director & Carol Ormond, Office Manager

Jim Cooper reported on his participation in the *Library Journal's* Design Thinking webinar. He explained the Design Thinking process and how the Library uses it to implement and evolve ideas, with revisions to the Program Presenter and Volunteer Policy as an example. He said that we use the same process in developing ideas for building designs and the evolution of buildings after construction. We have also used the process to increase efficiencies system wide in programming and outreach activities.

At the last Board meeting, Board members approved the Program Presenter and Volunteer Policy. Because of concerns of staff that the policy might impact their ability to recruit potential presenters, members of the Management Team, managers and staff members met to discuss how we might revise the policy to provide safety for vulnerable populations without placing undo restrictions on presenters. The group determined that:

1. Program presenters and volunteers should be covered in separate policies.
2. Background checks may be required under certain conditions but are not mandatory for all presenters.
3. Background checks must be completed when the audience is primarily unaccompanied minors or vulnerable adults (defined in the policy) **and** a library representative is not present.
4. A presenter with a prior criminal offense may still be able to present. The library director and the District Attorney's Office will determine if they are disqualified.

Aimee Winder Newton asked if it opens the Library up to lawsuits if we leave the policy more arbitrary about who is qualified to be a presenter. Liam Keogh said that the way it is written, it is not arbitrary because the decision is not based on any one person's determination.

Aimee Winder Newton made a motion to approve changes to the Program Presenter and Volunteer Policy. Nancy Thorne seconded the motion.

Richard H. Nixon asked how we will know that a staff member will be present. Jim Cooper said we don't always know in advance but we are encouraging staff to be present.

It takes a couple of hours to a week to get a background check.

The motion passed unanimously.

Architectural Nexus – Kenner Kingston, President & Holli Adams, Community Outreach & Programming

Jim Cooper introduced Architectural Nexus. They are the architect of record for both the Kearns and Daybreak Libraries, selected by a competitive process. Paul Benner from the Board was on the selection committee.

Kenner summarized the presentation that led to their selection as the architects for these two projects and explained the next steps in the process. A common theme for both is that the design of the buildings is to make them about life and people, not bricks and mortar.

Daybreak - Daybreak is the family room and front porch combined. The library has to be about more than Daybreak but also satisfy Daybreak. It will be an “intellectual sandbox.”

Jim said that prior to engaging in a lot of dialog with architectural firms about what a library is, we wanted to understand their abilities and their understanding of libraries. If our understanding is well aligned we will have a great result.

Kearns - Definitive regeneration is needed at Kearns. Kearns is a diverse community. We need to be able to speak to the needs of a diverse community and give them an opportunity to express what their desires are.

Regenerative design is finding artifacts to incorporate into the design that connect to the history of the area and will be part of the design thinking in both libraries.

Ways of engaging each community and inviting their participation in workshops will be appropriate to the makeup of each community. Third party certification is an important value for Architectural Nexus. They will explore Social, Economic and Environmental Design (SEED) certification which evaluates the quality of the public outreach process.

Makerspace is a key conversation. It is one of the ways libraries are evolving. In addition to makerspace, they think grower space is important.

Early learning space that is fun and functional is important.

Lessons learned from past projects about post occupancy – They are interested in how buildings perform after they are built. Architectural Nexus pioneered services with the Library in 2012 and 2013 to help us understand how we were consuming energy at some of our buildings. They incorporate the same kind of energy saving awareness in their own building.

Tomorrow will be the first staff engagement workshop with Margaret Sullivan who offers “world class” staff engagement training at national events. Following the workshop, Architectural Nexus and the Management Team will start talking about programming for Daybreak in a quantifiable way.

Design ideas for solutions:

Kearns - “Urban rewilding” a place where people and animals want to be and thrive.

Daybreak – “What would you do at Daybreak that you haven’t been able to do anywhere else?” They would like to incorporate an intensive roof garden that would have enough earth to plant trees and move a piece of the native prairie on to the roof.

They are looking for design elements that would make these libraries different from any other library, not just in our system but anywhere else.

Aimee Winder Newton emphasized the importance of having safe, convenient access from parking lots into the buildings.

Jim invited Board members to the design engagement workshop with Margaret Sullivan. We have invited all staff positions to be represented in developing ideas. We will be talking about the global concepts of place, platform and institution in the morning. In the afternoon, discussions with a smaller group will be about Daybreak.

There will be another workshop in January and we will give Board members more notice so they can attend.

Staff Engagement Meetings & Design Institute – Jim Cooper, Library Director

Jim made Board members aware that April 25 and 26 we, along with the *Library Journal*, will be hosting the Design Institute. The institute will be addressing design challenges from libraries across the entire west. The event includes tours. A tentative schedule includes touring the Natural History Museum of Utah, Valley Fair Mall, the City Library, the Marriott Library and a reception at the Capitol Theater. There will be more information to come.

OLD BUSINESS

Building Schedule – Jim Cooper, Library Director

A closed session was necessary for discussion of real estate transactions.

Kristin Covili made a motion to close the session. Aimee Winder Newton seconded the motion. The motion passed unanimously.

STAFF REPORTS

Statistics – Jim Cooper, Library Director

Statistics remain steady with numbers from the previous year in spite of closures listed on the front of the handout.

Human Resources Update – Pamela Park, Human Resources Manager

The report was moved to 12:45 p.m. Pamela reviewed the staffing report. We have 22 vacancies we are recruiting for.

Top Ten Workplace – The Library was recognized for the fourth year in a row by *The Salt Lake Tribune* as a Top Ten Workplace.

Finance & Operations Update – April Townsend, Associate Director Finance & Operations

Fiscal Report – Leslie Webster, Administrative and Fiscal Manager

We anticipate a 3% underexpend. We are moving forward on capital projects. Everything is moving forward as expected.

OTHER

Cynthia Mecklenburg made a motion to adjourn the meeting. Nancy Thorne seconded the motion. The motion was unanimously approved.