

Salt Lake County Library Services Board of Directors
Kearns Library
25 June 2018
Approved July 30, 2018

Attending: Paul Benner, Chair; Nancy Thorne, Richard H. Nixon, Aimee Winder Newton, Kristin Covili, Cynthia Mecklenburg, Chelsea DiFrancesco, Frenchell Hampton, James Jackson III

Others: Jim Cooper, Kent Dean, Kenner Kingston (Architectural Nexus), Don Tingey (South Jordan City), Nic Dunn, Rulon Dutson (Daybreak Communities), Stephen James (Daybreak Communities), Cheryl Mansen, Carol Ormond, Leslie Webster, April Townsend, Kim Bryant, Liam Keogh, Holly Yocom, Pamela Park, Liz Anguiano, Steve Van Maren (public visitor), Josh Allred (Architectural Nexus), Eric Bradley (Architectural Nexus), Ricky Parkinson (Architectural Nexus), Paula Larsen (Kearns Community Council), Jana Helston (Kearns Community Council)

Paul Benner, Board Chair, welcomed everyone to the meeting and the meeting began at 12:30 p.m.

MINUTES of the Previous Meeting

Richard H. Nixon made a motion to approve the minutes of both the open and closed sessions of the April 23, 2018 board meeting. Kristin Covili seconded the motion. The motion passed unanimously.

PUBLIC COMMENTS – Steve Van Maren, a member of the public, commented on changes to the checkout process that have been made.

CORRESPONDENCE – Arbors Book Club donated \$250 to South Jordan Library in memory of member Edna Young. Jim has written letter of appreciation acknowledging the donation.

NEW BUSINESS

2019 Budget – *Dr. April Townsend Associate Director Finance & Operations*

The library has an annual budget of about \$40 million. Dr. Townsend provided the packet she has shared with library and program managers that explains our process and priorities.

- It includes a timeline for our internal budget process.
- Customer experience has been added as a priority.
- Each department has provided information about its budget priorities and how they align with the library's overall priorities.

- The document gives a broad overview of what we ask our managers to consider as they go through their budget requests.

Aimee Winder Newton asked if the board will have an opportunity to look at the budget details. Jim Cooper said we typically give a high-level overview to the board. We can provide as much detail as they would like. April said we can coordinate getting the board information.

Fines & Fees – *Dr. April Townsend Associate Director Finance & Operations* Library fines and fees is a conversation that is being had nationwide. Thirty-one systems in 14 states have analyzed why they are collecting fines and fees. These are creating barriers for those that need the resources most. Those who are least able economically to pay fines and fees are impacted. “Book deserts” are being created in low income areas. We need to examine if fines and fees are in alignment with our priorities.

In 2012 we budgeted 1.9 million dollars in revenue from fines and fees. There has been a 39% decrease in these revenues from 2012 until now. Auto renewals and electronic materials which return automatically and accrue no fines are some of the reasons for the downward trend.

We are trying to improve early learning efforts, yet if people feel they can't afford late fees or fines and won't check out materials it is in conflict with our purposes.

We are looking at other systems, our own data, and trending and will come back with a report and recommendations to share with the board. We recognize a need to balance making items accessible to all while protecting our resources.

Jim Cooper said there are both tangible and intangible costs of collecting fines and fees. Collecting them has tangible costs associated with them. We have to consider what is being expended vs what is being collected.

There are also intangible costs to the perception of the library and the impact that has on the staff.

What is the right path for us? There are different paths. We want to be deliberative about our recommendation to the board.

Right now accounts are blocked at \$10.

We are asking other libraries what the impact of eliminating fines and fees has been to them.

The purpose for fines is to get our materials back. They are not meant to be punitive.

Aimee Winder Newton asked about free and reduced fine waivers. Jim Cooper said we have current waiver programs that allow up to \$5 to be waived for various events.

Safety and Security – Pamela Park Human Resources Manager

Employees' safety is our most important priority. A Safety and Security committee has been hosting brown bag lunches to cover a variety of safety and security topics. Staff have been given training on how to effectively talk with law enforcement when requesting their help. The Employee Assistance Program (EAP) has provided both group and individual counseling following recent incidents.

Policies – Kent Dean Associate Director Outreach and Programming Library

Account Policy Changes

Student cards (Section 3.0)

- Changing the ages for student cards to 0 – 17 makes them consist with the ages covered by full service cards.
Requiring student id or some form of documentation from the school is removed and replaced by asking for the parent or guardian phone number and email (if available).

Temporary Cards (Section 7.0)

- We removed reference to specific groups of temporary inhabitants who could not get a temporary card. Recent changes to the policy allow any temporary inhabitant to borrow three items from the library.

Clarifying Wording (Section 2.0)

- Wording in section 2.1.2 made it sound as if a parent, guardian or other responsible adult needed to have a library account in order to get a child's card. This wasn't the case. The wording was changed to say that "If the responsible parent, legal guardian or other responsible adult has a library account it must be in good standing (under the maximum fine and fee threshold allowed before suspending service) in order for a child to receive a full service card.

Richard H. Nixon asked if there was any data on materials not being returned. Kent Dean said there are about 3,000 student cards and only 14% had a fee attached to them as opposed to 52% on all cards. The average fee on student cards is \$5.16. Students are getting materials back.

There are only 1,800 temporary cards.

We decided on setting the minimum age for student cards at zero since many families have children of varying ages. In our outreach to refugee or other groups some children can get cards and some can't. Setting the minimum age at 0 makes it possible for all children in a family to have library cards.

Aimee Winder Newton made a motion to approve all proposed changes to the Library Account Policy. Nancy Thorne seconded the motion. The motion passed unanimously.

Board Membership & Elections – *Jim Cooper Library Director*

Paul Benner's and Richard Nixon's terms are expiring. Both have served for eight years. We are in the process of recruiting for new board members. In the past we've assembled a committee that included board members to review applications and interview applicants. Recommendations are forwarded to the Mayor for consideration. We are looking for board volunteers for the committee. We can create a matrix for gaps in board representation that the committee can look at.

Cynthia Mecklenburg, Nancy Thorne, and Kristin Covili will be on the selection committee.

Paul Benner and Richard Nixon will remain on the board until they are replaced.

OLD BUSINESS

Building Updates – *Jim Cooper Library Director*

Jim Cooper introduced Kenner Kingston and Architectural Nexus the architectural firm for both Kearns and Daybreak projects. Kenner thanked the library for the projects and the work to serve these communities.

Ricky Parkinson is the Kearns project manager and Josh Allred and Eric Bradbury are in the visualization department.

Kenner showed the project timeline. At each phase of the project they do a budget check. Right now, construction costs are changing rapidly. Kenner expects it to take about three months to complete construction documents and then the projects can go out to bid. Occupation for the buildings would be in early 2020.

Kenner described the public input process for both projects and said they find the best design ideas in places you wouldn't expect.

The Kearns project presents an opportunity to create green space outside. The Daybreak project will have a rooftop garden.

After cost confirmation, Architectural Nexus will do a community report that will be shared with the board.

Daybreak

- The Daybreak project is one of urban rewilding. What if we could go back to the time before us and slip the building in under the sod?
- The area will be irrigated.
- The library roof is public space so people can access it even when the library is closed. Staff can access it from the interior but the public can only access it from the exterior.
- The Daybreak Library will be about 26,000 square feet.

Kearns

- The Kearns project will get back to the history of the place. The community has said not to forget their deep roots.
- There will also be elements of urban rewilding in this project.
- By July or August Architectural Nexus will get back with the public and show them the results of the planning.
- The goal is to keep the current library building open as long as possible.
- There is a need to keep the distance between the parking and the building as short as possible.
- There is a large grade change that needs to be addressed.
- The Kearns Library will be 35,000 square feet.

Board meeting attendees had the chance to experience a “virtual reality” tour of the Kearns Library.

Channel feedback about either project to Jim.

The board should hear from Jim about final costs by the end of July.

Granite

- Method Studio is the architect.
- The building will be 30,000 square feet.
- We are in the process of acquiring the site at 3300 S. and 500 E.
- We are purchasing 5 acres and will have green space there.
- We will be working with the City of South Salt Lake to understand what else they are developing in the area and what the needs are.
- Method Studios is also doing the Holladay Library remodel. That library will be 16,000 square ft.
- We will introduce Method Studio to the board at an upcoming board meeting.

There were no updates on the West Valley or Herriman projects.

Facilities

We closed on a new facilities building located at about 9000 S. and 5600 W. and are in the process of moving. We have sold the current building located just to the east of the Kearns Library.

STAFF REPORTS

Statistics – Jim Cooper Library Director

- Programming statistics are not being reported while we try to improve consistency in what is being reported.
- We have 620,000 card holders. Records of cardholders who don't touch the system for a couple of years are purged.
- Circulation is still good and is still our core business.
- Today is the beginning of our O.W.L. Camp week. Jim invited board members to come and visit this week. The decorations are incredible.
 - 260 11-year olds are there today. Each day another age group will attend.

- Activities are STEM related.
- This is one of the many things we are doing to retain the teen population.
Buildings are a gathering place for teens.

Human Resources Update – *Pamela Park Human Resources Manager*

- Steve Pierson, branch manager at Holladay Library, is retiring this month.
- Jim commended Pamela on the safety and security issues she has handled.

Marketing & Media

Liz Sollis, Marketing Manager, is at ALA delivering content. Jim Cooper invited board members to see the library's new YouTube Libraries Rock video that promotes summer reading.

Finance & Operations – *Leslie Webster Administrative & Fiscal Manager*

The current state of affairs is great. We just finished the June opening of the 2018 budget. 2018 spending is where we expected. Revenues are where we anticipated.

The meeting adjourned at 2:25 p.m.