

**Salt Lake County Library Board of Directors**  
**July 29, 2019**  
**Whitmore Library**  
**Approved August 26, 2019**

**Attending:** Kristin Covili, Chair, Nancy Thorne, Vice Chair, Hollie Pettersson, Sandra Osborn, Cindy Mecklenburg, James Jackson III, Frenchell Hampton

**Others:** Robin Chalhoub, Jim Cooper, Kim Bryant, Carol Ormond, Skip Condie, Melanie Mitchell, Jennifer Fay, Christa Warren, Pamela Park, Matt McLain, Leslie Webster, Steve Van Maren (member of public), Nic Dunn (for Aimee Winder Newton), Maggie Mills

Kristin Covili brought the meeting to order at 12:35 p.m.

**Welcome** – *Kim Bryant, Whitmore Library Manager (Acting in)*

- Kim has been with the library for one year and at Whitmore about two months.
- Summer Reading numbers are up from last year.
- Summer Reading theme decorations included decorating their reading gazebo in the children's area as a space ship.
- Holladay Library patrons have been coming to Whitmore Library during the Holladay Library remodeling.
- Staff walked in the Butler Days Parade in recognition of the community.
- Staff are preparing Fall pre-school and after school programs.

**Introduction** – *Matt McLain, Associate Director Community Engagement*

Matt was previously the Kearns Manager and Whitmore Manager after Kearns closed. Matt has 20 years in library service, including with the City and the State before coming to the County. Nationally he has served on the committee that develops Summer Reading themes and been active in ALA's Association of Library Services to Children (ALSC).

Matt oversees Outreach and Programming, Marketing, and the Viridian. He is also working with community partners, including the City Library. One of his initial goals is to get staff thinking as a system while retaining individual community identity.

The Library will be recruiting for the Marketing Manager position to fill the vacancy left by Liz Sollis.

**Technical Services Department Tour** – *Christa Warren, Sr. Manager Collections*

Jim wanted the Board to see all the behind the scenes details to prepare materials for circulation to our patrons.

Christa introduced Kathy Crouse and Stephanie Bertin who manage Technical Services.

Five *acquisitions librarians* do central selection of AV, ematerials, Spanish materials, magazines, best sellers, travel books and several other types of materials. Central selection is more efficient. The acquisition librarians buy hundreds of items each week.

Some of the materials "float." They aren't owned by a specific branch but stay at the branch to which they are returned. Shared materials are owned by a specific branch, sent to another branch to fill holds, and returned to the owning branch when they are returned.

### *Delivery*

There are three delivery routes. Each driver handles three tons of materials daily. New delivery trucks have better lift gates and are safer.

### *Dock*

They receive materials weekly. To date they have received 92,000 items from one of our main suppliers alone.

### *Cataloging*

They evaluate, analyze and create records for each title in our online catalog. The format is changing and last year they updated 40,000 records. They are focused on making the catalog more useful to library customers. They have not had a backlog since 2016.

### *Records team*

They submit orders to vendors, modify item records and update codes for individual item types.

### *Processing*

Although some materials come shelf-ready from Brodart, the processing team puts all the labeling on the majority of items. Last year they processed about 240,000 items.

Books are still our highest priority.

### **Action Item – Approve Minutes from the April 4 Electronic Board Meeting & May 20 Board Meeting**

*Cindy Mecklenburg made a motion to approve the minutes from the April 4 electronic meeting and the May 20 Board meeting. James Jackson III seconded the motion. The motion passed unanimously.*

### **Public Comments & Correspondence**

Jim Cooper reported on changes one of our vendors is making that will impact library users' access to ebooks and eaudiobooks.

A growing percentage of our circulation is becoming electronic. We could previously buy electronic items from MacMillan to lend and circulate them for two years or 52 times before we had to repurchase them. Starting this fall we can only buy one copy for \$30 and eight weeks after release buy multiple copies at \$60.

MacMillan wants to delay a library's ability to purchase electronic materials. The changes will create huge holds lists. ALA and others are pushing back. We will have to educate the public as to why we're not able provide copies.

This change is non-negotiable and will roll out November 1. MacMillan doesn't provide a large number of our electronic resources but we are concerned other publishers will follow.

We can still buy any amount of print resources but the public wants the electronic resources.

Steve Van Maren commented on the shrinking hold area at Sandy Library.

## **NEW BUSINESS**

### **Action Item – Policy Review and Approval – Christa Warren, Sr. Manager Collections**

#### *ILL Lending Policy*

The library participates in the Interlibrary Loan system and provides our materials to other libraries. The collections team and the Customer Service Department who administers the program have reviewed the policy and made the following recommendations.

- Change the loan period from 4 to 8 weeks. This will reduce renewals and resending items so postage costs will be reduced.
- Allow new releases to be loaned. We will only fill requests if there are no holds by our patrons. We don't anticipate a significant impact on our collection.
- Lend DVDs and CDs. With streaming services circulation has dropped and availability has increased.
- We won't circulate our last copy of an item so that our patrons will have priority to access it.

#### *ILL Borrowing Policy*

We also borrow items from other libraries that our patrons request. Suggested changes to the current policy are:

- Allow our patrons to borrow DVDs and CDs.
- Allow them to borrow new releases – items published within a year that we might not purchase.

*Sandra Osborn made a motion to approve both the ILL Lending and the ILL Borrowing Policies. Nancy Thorne seconded the motion. The motion passed unanimously.*

### **Create Space – Jennifer Fay, Associate Director Public Services (Art Lang, Web Services Manager was not available.)**

Create Space is our term for Maker Space. Magna, Sandy, Holladay, Kearns, Daybreak, Granite will have Create Spaces.

Guiding principles for our Create Spaces are:

- Exposure to new technologies.
- Education
- Equity of access to people who don't have access to emerging technologies.

A Create Space work group has been figuring out where to place Create Spaces, what a particular community needs, how to provide space, staff, operate and brand.

#### *Experimental Create Spaces*

Sandy Library is experimenting with providing AR/VR and a robotics workshop. Magna is providing space for a sound recording studio and media editing.

#### *A La Carte Service*

After experimental Create Spaces have been tested, if they are successful, any branch can request implementing the technology. We are getting ready to roll out digitization services. 3D printing has already rolled out.

### *New Buildings*

New buildings will have dedicated Create Spaces. In other buildings we have had to find or repurpose space. It's hard to know what will be wanted and what will be available in five to ten years. We are designing for flexibility.

Nancy Thorne asked if we have what is available at each branch on our web site.

Not right now. We are still figuring out how it works in branches where it's available. We will definitely list locations in the future.

### Hollie Pettersson left at 1:30 pm.

Jim said we are becoming more engaged with communities, education, and the interest people have in a variety of different activities. Create Space is part of lifelong learning and an important emerging role for libraries.

### **Lynda.com** – *Jim Cooper, Library Director*

Lynda.com is a popular database we offer that provides learning modules to educate self on a variety of subjects. It has been purchased by Linked In.

Those who sign up for Lynda.com now have to provide personal information to Linked In. Because of privacy issues we are struggling whether to keep offering this.

Question - Is it clear when you are in Linked In?

Answer – Yes.

Question - What about minors?

Answer – Access is restricted to age 16 and up.

Do we discontinue Lynda.com? Right now we are continuing to offer it.

Melanie Mitchell asked if we could we provide an online fact sheet that gives privacy steps. From a legal standpoint, when a person clicks in, they are making a personal choice.

We will continue to investigate alternatives and will continue to give information to the Board. Our contract is through the end of the year and we will continue to provide the resource through the extent of our contract.

### **OLD BUSINESS**

#### **Building Updates** – *Jim Cooper, Library Director*

- Kearns is on schedule, on budget, and looking very good.
- Daybreak has been challenged by permitting issues. They want three fire hydrants instead of the two we have on site. We are ready to receive our permit and begin construction.
- Holladay is on schedule. We have addressed infrastructure challenges.
- Granite – There is another meeting with Wasatch Investments this afternoon. There are still challenges with South Salt Lake City. We are about 50% through the design/development phase. Millcreek has requested us to build in Millcreek if we don't build in South Salt Lake.

## **STAFF REPORTS**

### **Statistical Report** – *Jim Cooper, Library Director*

- Rachel Richardson, Jr. Database Administrator will come to next Board meeting to talk about some of the changes she has made to our statistics.
- Statistics have fallen a bit with Kearns and Holladay being closed and Tyler has been closing early because of air conditioning problems.
- There was great participation again in our Summer Reading Program.

### **Human Resources Update** – *Pamela Park, Human Resources Manager*

Pamela handed out volunteer awards to those who weren't at the past Board meeting and expressed appreciation for all the work the Board does.

The Marketing Manager position is open. Liz Sollis has accepted another position.

### **Finance and Operations** – *Leslie Webster, Associate Director Finance & Operations*

- We are in the middle of preparing our 2020 budget. The next Board meeting Leslie hopes to have draft of the 2020 budget.
- Capital projects have been impacted.
- Except for new buildings will have a flat budget.

The meeting adjourned at 1:50 p.m.