

**Salt Lake County Library Services Board of Directors Meeting**  
**Herriman Library**  
**August 26, 2019**  
**Approved September 23, 2019**

**Attending:** Kristin Covili, Chair; Chelsea Lindbeck, Aimee Winder Newton, Frenchell Hampton, James Jackson III, Cindy Mecklenburg

**Excused:** Nancy Thorne, Hollie Pettersson, Sandra Osborn

**Others:** Holly Yocom, Jim Cooper, Rachel Richardson, Christa Warren, Linda Broussard, Leslie Schow, Matt McLain, Pamela Park, Carol Ormond, Melanie Mitchell, Leslie Webster, Skip Condie, Nic Dunn,

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

**Welcome** – *Leslie Schow, Herriman Library Manager*

Herriman is a young and relatively affluent community. It has grown rapidly in the last three years and will continue to grow in the next few years. To meet the needs of the community the library offers 11 weekly storytimes and other programs for preschoolers. They offer monthly programs for school-age children and families, as well as programs specifically for tweens, teens and adults. They partner with the J.L.Sorenson Recreation Center, Herriman Amateur Radio Club, Herriman City, and Leslie participates in Healthy Herriman. In response to multiple suicides at Herriman High School, Herriman Library hosts monthly suicide prevention classes and piloted making gun locks available through libraries.

**Approve Minutes from the July 29 Board Meeting**

*James Jackson III made a motion to approve the July 29 Board meeting minutes. Frenchell Hampton seconded the motion. The motion passed unanimously.*

**Approve final wording of ILL Lending and Borrowing Policies** – *Jim Cooper, Library Director*

*Cindy Mecklenburg made a motion to approve the final wording of the ILL Lending and Borrowing Policies. Chelsea Lindbeck seconded the motion. The motion passed unanimously.*

**Public Comments, Correspondence** - None

**NEW BUSINESS**

**Board Officers Election**, *Jim Cooper, Library Director*

Aimee Winder Newton has a conflict with the meeting time. This will be her last meeting. She has loved what she's learned during her time on the Board. A community member could fill the spot instead of a council member. We'll begin recruiting as soon as possible for a new Board member from the community as her replacement.

The Board held nominations for officers.

Chelsea Lindbeck nominated Kristin Covili to another term as chair. Aimee Winder Newton seconded the nomination. The nomination passed unanimously.

Chelsea Lindbeck nominated Nancy Thorne to another term as vice chair. Cindy Mecklenburg seconded the nomination. The nomination passed unanimously.

**Statistics Update – Rachel Richardson, Jr. Database Administrator**

Starting with statistical reporting in 2020 and based on what the State Library and the PLDS are asking for their annual reports, changes will be made to circulation statistics.

The formula for Total Collection Use will be Physical Circulation + eMaterial Circulation + Retrievals

Books that South Main Clinic gives away will be removed from being counted as a circulation. They will become part of distributed books along with Summer Reading, Books for Babies, the Jail, and United We Read.

eArticles, eCourses, and eHowto will be counted as retrievals.

We are required to break these out for the State Library and PLDS reports.

Using Total Collection Use we have had an increase of 3% to 4% in circulation statistics.

Rachel has talked with the State Library about this formula and they are hoping more libraries will go to this model because it shows everything we are doing in the community.

Jim Cooper said we think this is a better formula to capture what impact we are having in communities. Various libraries use various ways of counting circulation. We want to be more specific in what we are counting. For databases are they clicking on or retrieving information? This will allow us to make collection decisions based on how our resources are being used.

We did an analysis of Lynda.com (one of our online learning resources). We have been concerned about privacy issues since they were purchased by Linked In. We looked at alternatives and not a lot compares. Through July 2019, there have been 5,500 unique users, 15,000 log-ins, 77,000 courses taken and 1,300 certificates awarded. We will continue our subscription and will provide a log-in with appropriate information and how to maintain privacy. We pay \$27,500 a year for our subscription.

We are still trying to figure out to capture in-house usage at this time.

Chelsea Lindbeck asked what a retrieval versus a view is.

Rachel Richardson said it depends on each database and what the provider considers a retrieval. Watching a course on Lynda.com, each individual video in a course counts as a retrieval. If you click on a link in EBSCO and go into an article it counts as a retrieval.

Sometimes we have to rely on what the vendor gives us as a retrieval. With other databases we can collect our own statistics.

There is a way to determine if people are looking at a database rather than actually retrieving something.

We are trying to get to the story of how people are using our resources. For example, we are looking at bandwidth rather than sessions to gauge wireless usage.

James Jackson III wondered if clicking on a ProQuest article and not reading the whole thing would count as a retrieval. Rachel said she wasn't sure how the vendor was counting this.

**Operation Warm** – *Matt McLain, Associate Director Community Engagement*  
Operation Warm manufactures and gives kids new coats. The organization started 20 years ago and has distributed coats to three million children. They are a third-party non-profit who approached us to partner with them to give kids in an underserved community coats and a free book. It is an opportunity to bring kids into the library, get them library cards, introduce them to STEM and STEAM programs, and to the Kids Café.

Midvale Elementary has been identified as a Title 1 school with 95% of the students qualifying for free or reduced lunch and 70% non-English speaking. The Tyler Library staff will identify volunteers for the program. About 70 people are needed.

Operation Warm will start in October with the date yet to be established. We have contacted libraries in the East who have partnered with them and have had good reports.

Melanie Mitchell asked if they have filed a valid 501-c3 with the State. They also need to file with the State so they can solicit funds.

Aimee Winder Newton asked if we would have to give other groups access to our facilities to do similar projects by doing this project. Melanie said that this different than letting a group sell something in our facilities. Jim Cooper said we aren't selling anything. They are fund raising for the coats and books. We are providing a venue and human capital. We would consider partnering with another non-profit if it was a good fit.

The Mayor has issued a letter of support for fund raising.

**2020 Budget** – *Leslie Webster, Associate Director Finance and Operations*  
Leslie has reviewed our 2020 budget request with the Community Services Department. She'll meet with the Mayor's Office next week and with the Council in November to review it. We have also been asked to show a budget with 5% stress cuts to our base budget.

We didn't budget for any new capital projects in 2020. We will roll forward projects that have been funded for this year.

We expect revenues from fines and fees to decrease because of automatic renewals and ematerials which are automatically returned and don't accrue fines.

*Long range plan* – We are required by ordinance to maintain 5 percent of whatever our expense budget is in reserves. Through 2020 we can maintain our fund balance. If there is no tax increase in 2021 we will have to dip into the fund balance. The County CFO is fine with us doing that one time. We don't benefit from the appreciation of property taxes. Eventually we have to rebalance through a tax increase.

**Library Design Concepts** – *Jim Cooper, Library Director*

Jim was a presenter and panel member at a 3-day event put on by the Harvard Graduate School of Design.

We are in the top 10% of libraries in design thinking. One of the things Jim specifically covered that no one else mentioned was Crime Prevention through Environmental Design (CEPTD).

*Disappearing from library design:*

- Large service desks
- Dependence on staff assisted circulation and returns
- Vast expanses of book stacks
- Physical AV collections
- Themed children's environments - needs flexibility to keep fresh
- Reference Collections
- Undifferentiated environments lacking choice and comfort
- Large back-of-house areas with multiple private offices and workrooms

*In Play Now*

- We have incorporated most of these elements in our new building designs.

*Future Opportunities*

- Early Learning Centers
- Family Gathering Zones

*Timeless Constants*

- The word Library
- Flexibility
- Human Centered Design
- Connection to light and view (in and out)
- Wayfinding clarity
- Boutique aesthetics with prison-grade durability

New libraries need a spectrum of spaces that foster both community / solitude, participation / isolation.

Ways people use libraries are changing. In addition to looking for materials, they come for programs, to attend meetings, and to search online and they stay longer.

He talked about biophilia – incorporating a connection to nature in design – and the impact it has on learning and retention. Kearns, Daybreak, Granite all contain biophilic elements.

## **OLD BUSINESS**

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

- Holladay – We expect to open in January 2020.
- Kearns - On track to open summer 2020. We will be hiring staff mid-July.
- Granite – We are finishing the design phase and expect to go out to bid January/February 2020 with a 14+month construction period.

### **Daybreak Update** – *Jim Cooper, Library Director*

(No closed session was needed)

- We are waiting for permits from South Jordan and will break ground in the next two to three weeks. We anticipate an October 2020 opening.
- The easement issue over the sidewalk has been resolved. The city has agreed that it is a public easement and not a dedication to the city. We would need monetary consideration to transfer the property to them.
- They are requiring a third fire hydrant.
- There were some unusual storm water requirements.
- They considered our roof top garden a second story which it isn't.
- There is a requirement for assisted listening devices in the auditorium which we will do.
- They were considering our creation space as a hazardous materials room which it is not.

Holly Yocom said a lot of these issues are because this is a new development in a new area and they want to plan correctly for future projects.

## **STAFF REPORTS**

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

Covered in the Statistics Update.

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

*Compression results* – The County is trying to make salaries closer to market salaries. This is year two of a five-year plan and is subject to the council approval. The cost to the library this year was \$374,040. 368 library employees were compressed and 167 of these were severely compressed.

*Hiring* – Two new branch managers have been hired. Kim Bryant, who has been acting in at Whitmore, will be the Whitmore Library manager. Erin Rigby, who has been the West Jordan assistant manager will be the South Jordan Library manager.

Herriman Library Manager Leslie Schow will be the new Daybreak Library manager.  
Millcreek Library Manager Suzanne Tronier will be the new Granite Library manager.

We are finalizing managers for two other openings, Bingham Creek and Holladay Libraries. We'll determine which location will be the best fit for each once the offer has been accepted.

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

Covered in the budget update.

2:15 p.m. - The meeting adjourned.