

Salt Lake County Library Board of Directors
South Jordan Library
November 19, 2018
Approved 25 February, 2019

Attending: Kristin Covili, Chair; Aimee Winder Newton, Cynthia Mecklenburg, Frenchell Hampton, James Jackson III, Sandra Osborn

Excused: Nancy Thorne, Chelsea DiFrancesco, Hollie Pettersson

Others: Jim Cooper, Robin Chalhoub, Liam Keogh, Vernon Waters, Deanne, Nancy, Erin Rigby, Ruby Cheesman, Maggie Mills, Carol Ormond, Susanne Jones, Leslie Webster, Jennifer Fay, Liz Sollis, Pamela Park

Welcome – *Vernon Waters, South Jordan Library Manager*

Vern was elected ULA President for 2019/2020

The city's construction project to the north of the library is close to being finished.

Vern introduced the newest librarians.

Nancy Moos

- Does elementary age programs. She provides STEM classes for elementary ages.
- Homeschool groups meet every Friday to share ideas.

Deanna Simonis

- Works with youth ages 14 – 21 who are incarcerated at Decker Lake.
- There are 30 youth in 3 units of 10.
- She goes to all three units twice a week.
- She takes 120 books each time. Half the books kids have requested, the other half she has chosen.
- It's difficult to find the right materials that will interest boys and meet the criteria of the correctional system.
- She has developed a form kids can fill out telling what they might be interested in.
- 27 kids out of 29 checked out books the last time she went.
- There is no space or staffing to have a little library in the facility.
- Types of books most requested are self-help, addiction recovery, poetry.
- She and Vern are also talking adult picture books and music to an Alzheimer's care facility.

Vern encourages staff to do things they love and know and bring them to the library.

Minutes from the Previous Meeting

Aimee Winder Newton made a motion to approve the minutes from the October meeting. James Jackson III seconded the motion. The motion passed unanimously.

No Public Comments

No Correspondence

NEW BUSINESS

Discussion of Buildings & Real Estate Matters – *Jim Cooper, Library Director*
Cindy Mecklenburg made a motion to convey the Daybreak Library property to the Municipal Bond Authority subject to reimbursement by the Municipal Bond Authority for the property to be conveyed. Aimee Winder Newton seconded the motion. The motion passed unanimously.

Aimee Winder Newton made a motion for the conveyance of the relevant portions of the Holladay Library property to the Municipal Bond Authority subject to reimbursement by the Municipal Bond Authority for the property to be conveyed. Cindy Mecklenburg seconded the motion. The motion passed unanimously.

James Jackson III made a motion for the conveyance of the relevant portions of the Library Facility Operations property to the Municipal Bond Authority subject to reimbursement by the Municipal Bond Authority for the property to be conveyed. Frenchell Hampton seconded the motion. The motion passed unanimously.

Frenchell Hampton made a motion for the conveyance of the relevant portions of the Kearns Library property to the Municipal Bond Authority and the new market tax credit entity subject to reimbursement for the property to be conveyed.

Jim commented that this is unique in that there are two different entities that we are conveying to.

Sandra Osborn seconded the motion. The motion passed unanimously.

Aimee Winder Newton said that she had the opportunity as the County Council representative to meet with the bond rating agencies. They were enthusiastic when they saw the renderings for the building projects and heard about what libraries can do for their communities. We ended up getting a high rating.

Jim Cooper said that since we won't have the actual cost of the Kearns or Daybreak Libraries until mid-December we won't go out to the bond market to sell the bonds until early in first quarter of 2019.

Negotiations for the Granite Library are still in progress. We are working with South Salt Lake officials to address their concerns. We expect within a couple of months we will have the zoning changes needed to proceed with the building plans.

South Salt Lake needs to change the zoning from residential, single family to higher density townhome development and civic use for the library. Wasatch Investment has the right to purchase the property from the Granite School District. They will be the legal owner of the property and will convey a portion to the Library. If the zoning doesn't go through, they will build single family homes on the entire parcel.

The mayor of South Salt Lake understands the value of the library to the community and is working with her staff and attorneys to accomplish the securities they want in place for the project to go forward.

We are addressing concerns about the homeless. We are ensuring that we have Crime Prevention through Environmental Design (CPTED) principles incorporated in the design. Robin Chalhoub has written a white paper explaining the Library procedures that are in place to mitigate problems associated with the homeless. We believe that it isn't about a person's status in life but it is about behaviors. We want our staff trained and to have the right procedures and protocols in place.

As a South Salt Lake City resident, the Board Chair Kristin Covili has been helpful working with the mayor.

Fund Balance and Long-range Plan – *Leslie Webster, Administrative & Fiscal Manager*

- The Library has its own fund. It is not part of the County's General Fund and cannot be used for anything other than library purposes. As such we are expected to do a long-range plan.
 - We need to show that we have cashflow to support us through a number of years and when we might need a tax increase or to cut back on expenses.
 - The Mayor and Council make sure the requests we make are not only sustainable in the current year but for several years going forward.
 - It's a tool for us to communicate trends in revenue sources and to talk about our future plans – capital projects, maintenance on our buildings.
- Our beginning fund balance is like our beginning cash balance, what we have in our bank account.
- Fund transfers are shown in the fund balance. They don't run through our operating budget.

Bond reimbursement

- Because of market volatility we are waiting to go out to bond for new building projects until 2019 when we see how much money we will actually need for our projects.
- The projects were approved in 2017 and we have been spending money out of our fund balance. The bond proceeds will reimburse our fund balance.

Revenues

Leslie reviewed various sources of revenue. Property tax is the largest source. We also receive revenue from library fines and fees, Viridian rental, grant revenues, interfund revenue from the jail, surplus and materials sales. Library fees as a funding source are projected to continue to decrease due to automatic renewals and automatic returns on electronic materials. We expect Viridian revenues to increase slightly. Other revenues are expected to remain flat.

Expenses

Personnel

- We have requested 4 new FTEs in 2019.
- New branches that are part of our building projects will need new personnel.
- Operating and capital costs will also increase with new buildings.

Collection materials

- Daybreak and Kearns will be opening in 2020.
- As a new branch, Daybreak needs an entirely new collection.
- Kearns will need new materials to supplement its existing collection.
- Vendors need 18 months prior to opening to put the collections together. We will encumber some funds at the end of this year, put money toward the collection in 2019 and finish collection purchasing in 2020.

County overhead are expenses charged by the County for internal services. Last year these costs increased by 10 percent.

Bond payment from 2009 will continue until 2028.

Projecting forward, we account for increases in costs.

Capital Projects

Our plan projects out five years. It includes maintenance of existing buildings as well as new building projects.

Reserve Funds

We are required by a County financial policy to have five percent of our budgeted expenses in reserve. Aimee Winder Newton pointed out that maintaining a healthy fund balance gives us a favorable bond rating.

Projected Underexpend

In 2019 Leslie projects a one percent underexpend in the personnel budget and two percent underexpend in operating costs. This amount goes back into our fund balance. The projected available fund balance in 2019 is \$10.5 million dollars.

Unique Live Answering Service – *Carol Ormond, Office Manager*

The Library's centralized telephone answering department has had an increase in responsibilities while its staff has decreased to about half its size due to retirement, changes in jobs and long-term medical issues.

Additionally, staff are answering more technical questions that require more time to answer. One staff position has been reclassified to a Service Desk Specialist and that person will be helping answer Help Desk calls as well as customer service calls.

Unique, the company that provides the Library's fine collection service, also provides a library specific call answering service. On October 4 we launched a six-month pilot to

have them provide supplemental call answering Monday – Thursday, 6 p.m. – 9 p.m. and Saturday 10 a.m. – 6 p.m. In October they answered almost 1,400 calls. Carol reviewed the report and our experience with them so far.

If the pilot remains favorable we will continue to use an outside vendor to supplement our telephone customer answering service. No positions will be eliminated but as vacancies occur we may not fill them but may turn more call center services over to an outside vendor.

At this time, Unique appears to be the only vendor that provides a library exclusive answering service. Aimee Winder Newton encouraged us to use an RFP process in selecting a vendor.

Statistical Reports Review – *Rachel Richardson, JR Database Administrator*

- Good statistics allow informed decisions.
- Data helped inform recent decisions concerning the number of computers needed at one library location, the size of the collection needed at Kearns and the hours to use Unique’s Live Answering service.
- The HR department uses statistics to make staffing decisions.
- Data is only one source of input used to inform decisions.
- Rachel tracks library closures, weather and other factors that may impact statistics to explain what is behind the numbers.
- Every month the Board is given By the Numbers a report of certain key performance indicators (KPIs).
- We are always evaluating what statistics to report. We recently added what percentage of library card holders use the library per month and we are breaking down the number of physical materials that are checked out by children, teens and adults.
- Occasionally the Board will see adjusted numbers in the statistical reports, particularly on those that need to be entered manually. Program attendance figures are an example. They may not be entered before the monthly report is prepared.
- We want to present the most accurate numbers that we have.

STAFF REPORTS

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

For the fifth year in a row the Library has been nominated for a Top Workplace award through the Salt Lake Tribune's and Energage's employee survey. With the unemployment rate as low as it is, being recognized as Top Workplace is a benefit when we are hiring. We have had to train many substitutes this year as people have been hired for permanent positions elsewhere.

Cheryl Mansen, Head of Collections, Acquisitions and Technical Services is retiring in November after 25 years of service.

Kent Dean, Associate Director of Outreach and Programming is retiring in December after 30 years of service.

Marketing Update – *Liz Sollis, Marketing Manager*

South Jordan signage shows the direction we're going with branch signage so that people will recognize us as The County Library.

Eight hundred people attended our International Games Day event.

60 Minutes did a piece on Utah Naloxone and Naloxone kits. It was filmed prior to the Library providing kits to the public but Liz anticipates we'll get more requests because we have shared the information on Facebook.

City Weekly and KSL ran stories about the Library's Granite building project. There is a lot of excitement to have the Library be in that neighborhood.

We are exploring how can capture data from Unique's Live Answering so that we can survey patrons about their Library experience.

We will be using The County Library domain name once we have our new web site up next year.

Erin Rigby, Assistant Manager at the West Jordan Library said that West Jordan has been recognized by City Weekly with a Best of Utah award for Preserve the Memories. They have equipment that can be checked out that transfers old media – reel-to-reel, 8 millimeter tapes – to new media formats. It is a popular service and there is a waiting list for the equipment.

Kristin Covili adjourned the meeting at 2:05 p.m.