

Salt Lake County Library Board of Directors  
WebEx Meeting  
October 26, 2020  
Approved January 25, 2021

**Attending:** Kristin Covili, Chair; Hollie Petersson, Sandra Osborn, James Jackson III

**Excused:** Chelsea Lindbeck, Cindy Mecklenburg, Nancy Thorne

**Others attending:** Holly Yocom, Jim Cooper, Carol Ormond, Leslie Webster, Pamela Park, Maggie Mills, Sara Neal, Skip Condie, Trudy Jorgensen-Price, Jennifer Fay, Kim Bryant, Melanie Mitchell, Steve Van Maren (public)

**Welcome** – *Jim Cooper, Library Director*

**Action Item – Approve Minutes from the September 28 Board Meeting**

With no quorum present no vote was taken.

**Public Comments** – *Jim Cooper, Library Director*

Public comments were received from Steve Van Maren. Jim thanked Steve Van Maren for his comments. Corrections to the September 28 board meeting were noted and made.

Steve asked how people are being notified of their holds. Jim said we hadn't notified through a public relations campaign. We introduced metered access as a "soft launch." We are limiting the number of the public in the buildings to two people per 1,000 square feet. None of our buildings have reached the limit yet. People aren't lingering too long. Computer access is available but the number of available computers has been decreased to allow for social distancing. Protocols are in place to allow staff to safely assist customers. So far things are going well.

**Correspondence** – Steve Van Maren wrote giving his personal opinion that "all accounts with pending pre-COVID returns be frozen until the outstanding items are returned, or at least all but 1 or 2. The library has policies dealing with fines, and those should be enforced as fair practice to the residents who have been participating as required."

Jim responded that we told people to keep their materials from March through June. There is still a small percentage of people who haven't returned their items. The leadership team talked about offering amnesty to them but decided it wouldn't be fair to those who have returned items and paid fines.

We have appropriate fines in place and are looking at offering some relief through the remainder of the year. No policy change would be required. Fines would still accrue but instead of a maximum of \$5 per item, the maximum fine would be \$1 per item. At the end of the year the maximum fine would return to \$5 per item.

**NEW BUSINESS**

**Employee Award Recognition** – *Jennifer Fay, Associate Director Public Services*

The Utah Library Association recognized several of our staff.

*2020 Librarian of the Year - Raquel Ruiz* "Raquel's reach crosses traditional boundaries and encompasses anyone who hears her promote libraries and the power they can be in your life." Trish Hull, Library Manager. Raquel began working for the library as a custodian and went on to get her MLS. She is currently a Public Services Librarian at Kearns Library.

*2020 Outreach Award – Deanna Simonis (Smith), Lisa Henderson (South Jordan), Vern Waters (Columbus)* Their Memory Care Storytimes are an innovative new service for people suffering from Alzheimer’s disease that use traditional storytime tools – music, books, poetry, repetition, and visual cues – to actively engage seniors and their caregivers.

Six Salt Lake County Library employees have received Librarian of the Year awards in the last 11 years.

*County Recognition – Erin Jackson (South Jordan), Anna Linner (South Jordan), Todd Christensen (Facilities)* were recognized for their COVID redeployment service. Anna Linner coordinated lodging for the homeless population. Erin Jackson was highlighted by Mayor Wilson for her work at the Quarantine and Isolation Center. Todd Christensen was recognized for being a Quarantine and Isolation Center driver.

Most library redeployed staff have been pulled back to work in our branches.

**Staff Feedback Survey – Jennifer Fay, Associate Director Public Services**

Two hundred of our staff responded to our staff survey. We have engaged staff directly in developing processes and procedures and feel this is why most feel safe and support our phased opening approach.

- People feel most unsafe around mask wearing issues.
- If we have to pull back services, 60 percent said they want to continue metered access. Forty percent want appointments.
- We won’t open our study rooms until we are sure they are safe.
- Branch coverage is stressed. We’re experiencing a shortage of staff at certain locations. Vacancies can’t be filled and substitute staff can’t be hired due to the hiring freeze.
- Our focus is on safety and staff morale.
- Most staff are excited to see the public again.
- Six percent aren’t happy about being open. Their concerns are mostly about masks.
- Staff feel good about our protocol for cleaning computers. Most staff concerns are about one-on-one interaction.
- We have installed Plexiglas shields at all stations.
- Staff feel good about protocols that we have developed internally. They know that leadership will respond to situations as they arise.
- So far, there has been no staff-to-staff transmission of COVID-19.
- We have had staff COVID-19 cases, but the library isn’t the point of contagion.
- We’re maintaining our 72-hour material quarantine.

Will we pull back services if cases rise? We’ll depend on direction we receive from the Health Department, the State, and the CDC.

So far there have been no confrontations with the public about wearing masks where staff have felt endangered. People are mostly complaining.

Jim said he is pleased with the results of the survey and with our staff’s resilience.

**Metered Access Update – Jennifer Fay, Associate Director Public Services**

In September the library began metered access rather than requiring Inside Express appointments. We are counting the number of people and allowing two people per 1,000 square feet in our buildings. We haven’t hit this limit very often.

Most people are in and out and we aren’t strictly enforcing the one-hour limit in buildings.

We won’t have any in-person programming through the end of the year.

**IMLS National Medal Application**– *Jim Cooper, Library Director*

Senator Mitt Romney has nominated Salt Lake County Library for the Institute of Museums and Library Services national medal. This has given us an opportunity to reflect on our achievements. Jim shared a copy of our submission with board members.

We have received letters of support from University of Utah President Ruth Watkins for our partnerships with the Natural History Museum of Utah, South Main Clinic, and our Summer Reading survey, all of which support our Early Learning objectives; Sheriff Rosie Rivera for our Jail services; and from a mother of twins who has benefited from our Early Learning efforts. Congressman Ben McAdams has also given his support.

Among the highlights were staff redeployment to meet community needs during the COVID-19 pandemic, providing Naloxone kits to address the opioid epidemic and gun locks to support suicide prevention efforts.

Jim Cooper said we are honored to be nominated even if we don't win the award which will be announced sometime next year.

**Review Library Hours & Reaffirm closing the Saturday after Thanksgiving** – *Jim Cooper, Library Director*

We polled the board for support to close the library the Saturday after Thanksgiving, November 28. The board had already approved closing at 6 p.m. Wednesday, November 25. The County paid holidays are Thursday, November 26 and Friday, November 27. Staff will adjust their schedules so they don't have to come in on Saturday. This is an exception to our normal practice of reopening on the Saturday after Thanksgiving. Due to COVID-19 we felt that this was the appropriate thing to do and the board agreed.

The board had also previously given library leadership the authority to adopt hours as needed. We have temporarily adjusted the hours we are open to the public to 11 a.m. to 7 p.m. Monday through Thursday and 11 a.m. to 5 p.m. Friday and Saturday. Staff are still working their normal hours but the later opening and earlier closing times allow them time to do other tasks such as sanitizing surfaces and preparing items for curbside pickup.

We feel these temporary adjustment of hours gives us the opportunity to think about what our operating hours should be when things return to normal. What best serves the public? How and when are people utilizing the library? We'll do a data-driven analysis and will provide the board information. If board members have suggestions or ideas, please let us know.

**Staff COVID Guidelines** – *Pamela Park, Human Resources Manager*

- Employee Guidelines - Correctly wear masks, social distance, sanitize surfaces, and stay home if you have symptoms.
- There have been less than 10 plus staff cases reported.
- There has been no employee or customer spread.

When a branch reports an employee COVID-19 case, Pamela visits them, reinforces our safety protocols, and reassures them that there has been no staff-to-staff or staff/public transmission. She maintains staff privacy about who has COVID. She asks the team members to be aware of symptoms and not to come to work if they have any, unless they can attribute them to something else like allergies. She immediately addresses any areas of staff concern. Staff appreciate the visits and having questions answered. Members of the leadership team are regularly visiting branches and making sure staff are doing OK.

**Report on Mayor's Budget Proposal** – *Leslie Webster, Associate Director Finance & Operations*  
The County's resources have been impacted by five declared emergencies this year. However, Utah's economic recovery is one of the best in the country. The library took significant budget cuts in June due to loss of revenue from fines and fees and closure of the Viridian Event Center. We've used the June budget as our baseline for our 2021 budget. We are being proactive in establishing our 2021 goals but reactive as situations change. The County Council will expect us to come back with adjustments as we go through the next year.

## **OLD BUSINESS**

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

Kearns – The shelving is installed and we are receiving materials. The artwork is about 50% completed. Landscaping improvements are scheduled but may be delayed due to weather. Kearns Community Council toured the building. The library will probably open in December or early January.

Daybreak and Granite are making progress. There have been COVID-related delays. Steel delivery has been delayed. Granite is coming out of the ground. Both projects are about a month behind schedule because of supply chain issues. Public art submissions for Granite have been down-selected to 3 artists who will present their concepts to the selection committee on Friday, October 30.

## **STAFF REPORTS**

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

Collection use has grown since we began metered access.

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

- Facilities Manager – Applicants have been sent an initial survey.
- Green transfers – When vacancies occur, staff are given the opportunity to voluntarily transfer to a library location that is closer to their home for travel or transportation purposes. Staff have just completed a survey and we will accommodate those that we can.
- Kearns is completely staffed but we have put in a request to fill 26 other vacancies.

### **Marketing Update** – *Sara Neal, Marketing Manager*

*October priorities* – Assisting with Take and Make activities, press coverage of Operation Warm at the Viridian to supply warm, new coats, a new book and a library card to children from Title 1 schools. This is the second year we have partnered with Operation Warm. We are providing space and staffing. The Utah Food Bank will provide meals. Over this week, we expect to serve 1,800 children.

*November/December priorities* – School support for families, eCards.

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

Facilities is completing landscaping projects at Hunter and Tyler. They are closing up Columbus and removing materials.

Facilities is evaluating HVAC (heating, ventilation, air exchange, and cooling) in all meeting room spaces to help us determine when and how we can safely bring the public back to use these spaces. There is a huge demand and we want to do this as soon and as safely as we can.

IT is busy with year-end spending. With so many employees working from home they are buying and deploying more laptops than desk top computers this year. We have also received grants to buy and deploy hot spots.

COVID funding for operating costs – Through September we were getting reimbursed with CARES Act money for many of our COVID-related expenses. We’ve had about \$30,000 in operating expenses related to COVID. This includes Plexiglas in all our public work stations, electrostatic “foggers” for disinfecting public areas, curbside bags, additional cleaning supplies, gloves, masks, disposable masks for the public who come in without masks, and sanitizer dispensers. The County has given us revenue for these items, but they haven’t increased our appropriation unit, so we are adjusting things we won’t buy to account for the COVID-related expenses.

**OTHER**

We will look at a time to consolidate the November/December Board meetings.

The meeting adjourned at 1:40 p.m.