

Salt Lake County Library Board of Directors
April 26, 2021
WebEx Meeting
Approved May 24, 2021

Attending: Kristin Covili, chair, Hollie Pettersson, Sam Klemm

Excused: Cindy Mecklenburg, Sandra Osborn, Chelsea Lindbeck, Nancy Thorne

Others Attending: Jim Cooper, Robin Chalhoub, Erin Sanderson, Russell Snow, Melanie Mitchell, Jennifer Fay, Matt McLain, Susan Spicer, Maggie Mills, Leslie Webster, Steve Van Maren (member of the public), Sara Neal, Jared Hastings, Erin Rigby, Carol Ormond, Christa Warren, Kathy Christiansen, Kim Bryant, Trudy Jorgensen-Price, Randi Billingsley-White, Don White, Sean Bailey,

Welcome – *Jim Cooper, Library Director*

Action Item – Approve Minutes from the March 22, 2021 Board Meeting

Absent a quorum minutes weren't approved. It was noted that Sam Klemm, not Steve Van Maren, had asked about limited in-person programming and the seed library. Carol Ormond will correct the March meeting minutes.

Public Comments

Jim Cooper said that we have received comments through our public web comments about expanding services and that people are thankful we are continuing to keep the public safe.

Correspondence – None

NEW BUSINESS

Expanding Services – *Jennifer Fay, Associate Director Public Services*

Jennifer Fay shared things that are happening in our branches:

We recently hired Azra Basic from the City Library. She has a continuing segment on KRCL radio. They contacted her to see if we had any Asian-American books and films that would educate the community about the Asian-American experience.

Jennifer shared customer thank you notes that we have received.

April 10 was the end of the mask mandate. We were figuring out how it would affect us when the mayor implemented a county mandate. We've had some difficult conversations with customers about continuing to wear masks in our buildings but they are leveling off.

April 12 we returned to regular open hours – 10 a.m. to 9 p.m. Monday through Thursday and 10 a.m. – 6 p.m. Friday and Saturday.

April 19 we ended the materials quarantine.

What's next?

May 3 we will be expanding visits and computer session lengths to one hour. We will be opening study rooms and Create rooms on a branch by branch basis. We will be returning to normal checkout limits - 50 items for regular checkouts and 3 on student cards. We will provide limited in-person programming where social distancing is possible and outside programming for families. We'll soon be opening large meeting rooms in safe and effective ways. We are booking the Viridian with safety protocols in place.

Sam Klemm asked about redeployed staff. We have about five who are still redeployed. At the height of redeployment we had 91. With these numbers and the hiring freeze we were short staffed. We have a few individuals working at vaccination clinics.

Robin Chalhoub praised the library staff who have been working at the vaccine clinics.

Jennifer Fay said we can support the number of people who are still redeployed.

We feel open study rooms are manageable. Ending the quarantine makes this space available for public use.

Sam Klemm asked if we are we back to 90% staffing level.

Randi Billingsley-White said we've hired 33 people in the last few months. We will soon be hiring 9 shelvers. We are back to our normal staffing level.

Susan Spicer reported on the growth and development of Early Learning programming because of the pandemic. The focus is on children up to the age when they start school.

She shared the purpose of Early Learning and how they do it using the "Talk, Sing, Read, Write, Play" model to build their skills.

March 19, 2020 they started offering Facebook storytimes that were immediately available to our communities.

June 4, 2020 they started doing WebEx storytimes which allowed children, parents and librarians to interact with each other. Facebook storytimes continued.

September 2020 we began offering nine Early Learning programs a week on Zoom that were reaching 60 – 80 children each session.

When in a home environment kids engage in learning in a relaxed comfortable way. Staff greet and engage with children individually by name. Parents and grownups also engage with the person moderating the program who answers questions about early learning skills. This ability to have a conversation with parents during the program is only available in an online format.

We are providing second language learning, and show and tell where children can share.

We send emails to parents each week letting them know what's coming up so that they can participate with the children.

What works in Zoom?

- Maintain attention longer
- Work with all the elements of Read, Write, Talk, Sing, Play
- Parents want this programming to continue.

What's next?

- Supplementing and expanding on programming done in the branches
- Continuing to program on Zoom, serving people who aren't able to come to the library. We can serve parents with new little ones, or children with autoimmune issues.
- Bedtime storytimes
- Spanish-language storytimes

Jim Cooper said through the new programs we've discovered how we can reach people in their homes in new ways to impact early learning.

Branch Overview – *Jennifer Fay, Associate Director Public Services*

Winners of ULA awards

- Shelly Ward, Elizabeth Weaver, Ellen Thayne - Outreach Award which recognizes an individual or group who has made notable outreach efforts to expand library services or access to information to underrepresented populations, for their adult programming lecture series. They reach 10s of thousands of individuals with their programs from all over the world.
- Jim Cooper - Distinguished Service Award which is given to recognize a member of the Utah Library Association with the most significant record of contribution throughout her/his career. During Jim's 20 years with the library almost every building has been refurbished and new buildings have been built. Salt Lake County Library has also been a leader in developing services under his leadership. Jim said it's the staff doing the heavy lifting, people serving on our board, and the public providing input to us, who drive the services that we deliver.

Presentations will be online May 20. If you are interested in attending reach out to a member of the Leadership Team.

Budget Update– *Jim Cooper, Library Director*

Jim Cooper turned the time to Leslie Webster who shared the timeline for June budget adjustments. This is a time to true up revenue sources, adjust different line items, and true up capital or construction projects. As soon as the June budget is approved we will be planning the 2022 budget. In July we start to put this budget together. The Leadership Team looks at branch requests. In August we enter our budget into the county budgeting system, meet with the department and present to the council.

Jim Cooper said we came through 2020 very well. We're looking forward to what we will need in 2022 to support what we learned in 2020. He thanked the board members for their service.

OLD BUSINESS

Building Update – *Jim Cooper, Library Director*

Kearns is open and Jim invited board members to visit it. It's a model for new services and demonstrates the impact we can have through offering interactive spaces, such as a Create Space and a culinary kitchen, and creative activities such as bike repair and sewing machines. Granite and Daybreak will also incorporate these services

Substantial completion of Granite is expected in September 2021 and Daybreak in October 2021. Libraries will be opening December 2021 or January 2022.

There have been challenges with the supply chain and subcontractors delays because of the pandemic. Let Jim know if you'd like a personal tour of either site. He's happy to take you around. Contact Jim or any staff member, or Trish Hull the Kearns manager for tours. Jim met a family who drives from West Jordan to Kearns because their children are so excited about everything the new library has to offer.

STAFF REPORTS

Board Report – *Jim Cooper, Library Director*

The statistics don't reflect the impact we have behind the scenes, the look on kids' faces, or the impact that Susan Spicer demonstrated. We are almost back to 2019 service levels.

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

Randi Billingsley-White reported for Pamela.

- We will be updating the staffing report to include Daybreak and Granite positions.
- People will be starting in nine positions in the next two weeks.

- 16 positions are in the hiring process.
- There are no current recruitments.
- We will be back where we should be on staffing levels as soon as shelvees are hired.

Marketing Update – *Sara Neal, Marketing Manager*

The Collaborative Summer Library Program creates Summer Reading artwork, usually used by smaller libraries throughout the country. Typically, we have created our own artwork based on the annual Summer Reading theme. This year we are using their artwork and will repurpose it for what we need as example to show larger libraries how this artwork can be used.

Media Coverage

- Earth Day – We partnered with the Natural History Museum and Tracy Aviary to do Take ‘n Make programs.
- Alli Bartus was on ABC4 Utah talking about Spring activities.

We’ve renamed “Downloadables” “Digital Library” because now most things are streamed rather than downloaded. Digital Library is also easier to translate into other languages and is more understandable to people.

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

Facilities staff are getting ready for a South Jordan project. The library will be closed in June to upgrade lighting, rest rooms and signage.

In connection with the mayor’s water-saving initiative we are doing an evaluation of our water usage. We are looking at using water-wise plants, and cutting back on watering.

Jim commended the Facilities staff and Leslie for keeping our buildings in good repair. It speaks to our overriding goal of being a welcoming place. We want to be a transformational and not just a transactional space. Jim thanked the board and staff.

Sam Klemm said that a taxpayer who sat through Susan Spicer’s presentation would say that it’s tax money well-spent.

Jim Cooper said that early learning is an area we are committed to because kids are going to be the future of Salt Lake Valley. He offered to share more information about the impactful things we are doing with the council, or individuals on the council or their aides.”

OTHER

The meeting adjourned 1:40 p.m.