

**Salt Lake County Library Board of Directors**  
**May 22, 2023**  
**Approved by the Board on June 26, 2023**

**Attending:** William (Bill) Scarber, Chair; Suzanne Harrison, Anastasia Morgan, Spencer Romney, Steven Sokol, Kaati Tarr

**Excused:** Hollie Pettersson, Vice Chair; Nancy Thorne; Sandra Osborn

**Others:** Robin Chalhoub, Jim Cooper, Jennifer Fay, Grace Hanley, Melissa Haslam, Matt McLain, Joey McNamee, Sara Neal, Pamela Park, Russ Snow, Erin Sanderson, Christa Warren, Leslie Webster, Steve Van Maren (member of the public)

**By Webex:** Liz Anguiano, Ann Barrett, Kathy Christiansen, Maggie Mills, Trudy Jorgensen-Price, Rachel Richardson, Erin Rigby, Brent Roberts, Melissa Wayman, Vern Waters,

Bill Scarber called the meeting to order at 12:31 PM.

**Welcome** - Jim Cooper, Library Director

Junior Achievement City is a great way to show the public what a city has to offer. When kids visit, they can apply for different positions and jobs. Jim first visited about ten years ago for a different purpose. During that visit, he noticed various businesses and a mayor, all the things that a city would have. They were missing one important aspect of a successful community, a library.

Jim reached out to JA City. He mentioned civic engagement and the value of the library, which resulted in our inclusion in the city. It originally started as a free library kiosk, which did not have the staff or power to do outreach and fully highlight library services.

Now when people visit, it is in a miniature library. Those assigned to the library can learn how to organize a collection, vote, and even do payroll. Many of the board members and library staff had kids who attended Junior Achievement. One was even disappointed they were not assigned a library roll. Even so, all have had a great experience during their time in the city.

Our facilities staff help keep the city updated. They fabricate countertops, paint and do more to make the library an inviting sector in our regular branches as well as in the storefront. They designed everything in the JA City library without using an architect. They did a great job presenting the library to the public. However, the kids will need to come to a working branch to view the book sorter.

Junior Achievement is a unique outreach opportunity as it is outside the Salt Lake County boundaries. Many schools visit the location, which include those within the county. It is estimated that thousands of kids and parents visit during the year. This results in advertising more successful than a billboard. The storefront costs \$27,500 a year to maintain.

Today is the first time we have had a library board meeting at this location. Other non-traditional library services include services at the jail, health clinics, reading room, shelters, and Decker Lake juvenile services. Being part of a library system allows us to reach outside of smaller boundaries and make a greater difference by working together.

**Approve Minutes** from the April 24, 2023 Board Meeting

Suzanne Harrison made a motion to approve the minutes from the April 24, 2023 Library Board Meeting. Kaati Tarr seconded the motion. The motion passed unanimously.

Suzanne Harrison – aye  
Anastasia Morgan - aye  
Spencer Romney - aye  
Bill Scarber - aye  
Steve Sokol - aye  
Kaati Tarr - aye

**Public comments –**

Nothing at this time.

**Correspondence -**

We received a comment on why we do not you mow the lawn at Smith. The library no longer owns or maintains that location.

We will cover other correspondence in the award section later in the meeting.

**NEW BUSINESS**

**Tour of Junior Achievement City and County Library storefront**

Tours of Junior Achievement City were given as meeting members arrived.

Introductions were done during this time to reacquaint everyone.

**Proposal to pilot a summer \$0.01 overdue fine program – Sara Neal, Marketing Manager**

Sara presented slides on the summer reading fine holiday. This was presented last month as a fine-free pilot request from the County Council. The official request was only for children’s materials. The Leadership Team decided to include teen materials in the pilot program. The fine pilot is for material type and not the age of the patron.

Another change was to charge \$0.01 for overdue material. This will allow the library to maintain statistics for future decision-making. The pilot program will begin on June 1 and go through August 31. To account for items overdue in August, the fines will not return to \$0.25 until September 18.

A slide showed fines collected during the summer for the past four years. The amounts were largest in 2019 before the library had automatic renewals on checked out items. The expected fine summer revenue without the pilot was \$30,000 for children and teen material.

Fine forgiveness programs during the summer include food for fines and fine waivers. Patrons will be able to pay for their penny fine with a credit card. Card fees will accrue as normal for the library, no matter the fine amount paid, but we will be liberal with our waiver of penny fines. Most

patrons do not pay their fines until they reach a larger dollar amount or the maximum fine allowed on their card. Patrons will be encouraged to use their fine waivers at the end of the summer to reap the most benefits of the program.

The board is asked to approve the \$0.01 fine pilot program during the summer. Information will then be shared with the county council. Both parties will receive updates during the summer with a final report at the end of the program.

*Suzanne Harrison made a motion to change the fines for children and teen material to \$0.01 during the summer reading program as presented. Spencer Romney seconded the motion. The motion passed unanimously.*

Suzanne Harrison – aye  
Anastasia Morgan - aye  
Spencer Romney - aye  
Bill Scarber - aye  
Steve Sokol - aye  
Kaati Tarr - aye

### **Report on U of U Sunday Hours Study – Jennifer Fay, Associate Director of Public Services**

During the truth in taxation process last year, Sunday services came up as a subject for the library to explore. The University of Utah Family and Consumer Studies class has helped us with research requests in the past. The current class was tasked to research a Sunday hours pilot. The research will look at the branches who would benefit the most from being open on Sunday. Other factors of the study include hours the library would be open and how many branches should be included in the pilot.

Other nearby libraries, such as Salt Lake City Library and Weber County Library, are already open on Sundays. Some patrons ask us why we do not provide the same service. The mentioned branches tend to be the busiest on Sundays, especially with students looking for a place to study.

Facilities and IT may use Sunday to completed necessary maintenance. Facilities staff start work at 6 AM to get staff problems and upgrades going before staff and patrons arrive in the building. Sunday hours will affect some of that workflow and adjustments may need to happen.

We are still in information gathering mode. Once we have the results of the study, we can determine how much FTE and other expenses to add in the 2024 budget. The information will be presented to the board for discussion, comments, and approval before action will be taken.

### **OLD BUSINESS**

#### **Library Use & Behavior Policy – Jennifer Fay, Associate Director of Public Services**

We review policies about every three years to make sure they have updated language and cover current events. The Library Use & Behavior Policy is used to enforce what is appropriate behavior in a library setting.

The policy covers information such as young patrons left alone. Children under the age of eight need an adult with them. This is something that used in a material challenge. Adults should be helping monitor the material their child looks at and checks out. It can also be a safety issue to have them alone.

The updates to the policy include statement 5 on soliciting.

*“5.0 Patrons may not sell or market products or services on library property.*

*5.1 Soliciting or vending is only allowed when it is part of a program hosted by the County Library and has been pre-approved by Library Staff.*

*5.2 Events hosted at the Viridian Center may engage in soliciting or vending during the event with pre-approval by Viridian Staff.”*

A question was asked about business cards in the community board. The library does have a community bulletin board, but it only holds fliers for plays and services in the community.

Patrons agree to the Library Use and Behavior Policy when they reserve our meeting spaces. The library has not allowed soliciting in the past, so it was necessary to add it to the policy. The update also helps with trespassing, which is our next meeting topic. Trespassing addresses aggressive behaviors and gives the staff power to enforce this policy. It is intentionally general so we have freedom to adjust to certain behaviors or events. Most of the problems are disruptive behavior toward staff or other patrons.

The board agreed to the updated policy as the below motion shows. There was a request to change statement 1 from “County Library services and resources are free and open to the public” to reiterate everyone is welcome at the library, but not everything is free to the public. Patrons are responsible to pay for items such as book bags, ear buds, or a 3D print.

**Motion to approve the updated policy as presented.**

*Bill Scarber made a motion to update the Library Use & Behavior Policy to statement 5, adding information about soliciting, and other changes as presented. Spencer Romney seconded the motion. The motion passed unanimously.*

Suzanne Harrison – aye  
Anastasia Morgan - aye  
Spencer Romney - aye  
Bill Scarber - aye  
Steve Sokol - aye  
Kaati Tarr - aye

**Motion to approve the amended policy.**

“1. County Library is a welcoming space open to the public.”

*Bill Scarber made a motion to revise the Library Use & Behavior Policy statement 1 to say, “County Library is a welcoming space open to the public.” Spencer Romney seconded the motion. The motion passed unanimously.*

Suzanne Harrison – aye  
Anastasia Morgan - aye  
Spencer Romney - aye  
Bill Scarber - aye  
Steve Sokol - aye  
Kaati Tarr - aye

**Trespass discussion** – Jennifer Fay, Associate Director of Public Services

Jen had this discussion prepared in the February board meeting, but it was pushed back for time constraints. Slides were provided at that time and again for this meeting.

The County Library strives to be a welcoming space for all individuals. We strive for friendliness while also maintaining a few boundaries. Balancing consistency, courtesy, and communication is key.

We have two options to deal with disruptive behavior. The first is a suspension where a patron is asked to leave temporarily, such as the rest of the day. This may happen with students after school or the occasional adult who is causing problems with the staff or other patrons.

Trespassing is an ongoing problem based around safety issues. Usually only one adult will be trespassed. Reasons may include drug/alcohol use, illegal behavior, breaking pornography rules, or yelling at the staff. Mental illness and drug/alcohol use combined contribute to most trespassing bans.

Trespassing may be for 3 months, 6 months, or a year. After the trespass has ended, the person will be reintroduced to proper library behavior.

The procedure is as follows:

- Contact the Associate Director/Administrator-in-Charge to determine action
- Prepare the trespass letter using the standard template
  - The trespass applies to all County Library locations
- Director/Associate Director approves the letter
- Deliver the letter if possible and keep a copy on file
- Submit an incident report
  - Incidentz is a tool to inform the staff of any issues
  - All branch managers receive a copy of the trespass letter
- Update the library account (if applicable)

The trespass timeline is as follows:

- Branch manager initiates and prepares the necessary documentation
- Director/Associate Director/Administrator-in-Charge advises and approves the trespass
- A trespass appeal will go to the Director
- If the patron chooses to continue the appeal, it is presented to the library board.
  - We have not seen an appeal to the library board in the past.

The library uses the same trespass phrase the police use. If a patron refuses to honor the temporary ban, shows up at a branch, and continues disruptive behavior, the police will be contacted.

On average, the library sees 10 to 20 trespasses per year. In 2023, we had almost 50 trespasses in the first quarter. The City Library was closed for a few weeks because of sewer issues. Their patrons visited our branches, mostly using the track lines. The West Valley branch was hit especially hard. It is a smaller branch and many of the trespassed patrons are protective of their personal space.

Jen shared about her experience working at the old Kearns location, which was only 11,000 square feet. Trespasses existed all of the time. The new branch is 33,000 square feet and does not have the same number of trespasses the old tight quarters did.

A question was asked about mental health services for the library staff dealing with these difficult interactions. The library has community partners who can help. Blunovous visited the West Valley staff to help them handle their own responses. Staff may also use other employee assistance and resources through human resources. Employees will also be relocated if there is a safety issue.

Occasionally we will have a staff member with a background in social work, but we do not have one with that specialty at this time. The library does provide training for de-escalation and other possible issues. We use a chain of command to help staff get help in difficult situations. The library also communicates with The City Library on any possible closures that will affect our locations.

We have a good relationship with Unified Police. Local police will provide off duty shifts at our West Valley branch. The officers will pick up the shift and stick around for a few hours during high problem times. We prefer to have the police just chat with a patron who is having a bad day.

Our system is always trying to balance the library mission of serving people and having compassion. We know these patrons are having a hard time. They need resource support, but we have to balance that with the need of security for physical and emotional support for staff and patrons. The library does not want to punish the patrons, but we do have to enforce positive library behavior.

### **Recent Professional Awards – Sara Neal, Marketing Manager**

This year has been a big one for the library. We have been fortunate to receive multiple awards based on our excellent staff and programs.

#### **People First Award:**

Tech Logic will be presenting the People First Award tomorrow at the Viridian Event Center, which the board may attend. The award focuses on a commitment to serve residents as relevant, people-first community centers.

**ULC Innovation Award:**

The Urban Library Council awarded the library for its civic engagement with the Let's Be Neighbors program in the democracy category. The program has a panel of experts and advice on how patrons can be involved in the community.

**Utah Library Association Awards for Distinguished Service and Staff of the Year:**

The ULA Conference was held last week and two employees received awards.

ULA Distinguished Service Award - Wanda Huffaker. The award recognized Wanda for her significant record of accomplishments and contribution to libraries in Utah throughout her career.

Wanda has been recognized locally and nationally for being a champion of intellectual freedom and first amendment rights.

ULA Outstanding Staff of the Year Award - Alexis Aires. Alexis was recognized for his outstanding contribution to the Salt Lake County Library System and libraries throughout Utah.

Alexis is a circulation supervisor, but employs abilities beyond his job description.

**NACo Achievement Award:**

The jail staff received a National Association of Counties award for their Innovative Approach to Jail Services. The jail has employed a life skills program for the staff and incarcerated individuals. Fifty programs are submitted to receive the award. The County Library won for best in category. Council member, Suzanne Harrison, will be attending the event, held in Austin in July.

**STAFF REPORTS****Statistical Report** – Jim Cooper, Library Director

The information is in the board packet for April. We are rebounding from the pandemic with gate counts and new patrons continue to increase. Meeting rooms are popular and in high demand.

Children material accounts for more than half of what we circulate each month. The \$0.01 fine pilot will be a great way to help the patrons.

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

Granite held a May Fest to celebrate the whole month. The program was well received by the television stations, who all wanted to highlight the program. Granite had musicians and other fun activities, including a butterfly release.

Summer Reading begins on June 1. We believe the participation rate will be equal to those in past years.

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

Leslie provided a budget report showing amounts spent. We are 47.5% through the year and most of the budget numbers reflected a similar expenditure amount. A few account codes were highlighted for being above the 50% spent mark.

### Higher than 50% Spent

- Subscriptions and Memberships: 70%
- Computer Software (less than \$5,000): 163%
- Volunteer Awards: 106%
- Heath and Fuel: 86%

Some adjustments will be done in June. Volunteer awards are complete for the year and will not need more money allocated. Utilities increased this year, causing all county departments to make a budget adjustment for that line item. Even with these increases, the library is less than 45% spent in operations.

A revenue sheet was provided showing the library's largest source of revenue is property tax. The library has received more donation revenue than expected with currently over 240% received. We are on track with 43.5% in fines and fees. We will keep an eye on this category during the \$0.01 fine pilot during the summer.

The final document covered capital projects. If the project is not completed by the end of the year, the money will carry forward. The budget for the next year will need to indicate that transaction.

An account code that is frequently questioned is bedding & linen. This is the official name of the account per the county. The library uses it for tablecloths and cloth napkins for Viridian events.

Bill made a comment on how great the new Taylorsville parking lot looks. A total replacement was done and then redone when they realized more road base was needed to keep it from sinking.

## **Personnel Report** – Pamela Park, Human Resource Manager

We had about 55-60 volunteers at our appreciation event. We gave away goodie bags, including to the library board volunteers. Thank you for your service.

Active Library Employees: 574

Full-Time Merit Staff: 287

Part-Time (30 hour) Merit Staff: 77

Part-Time (20 hour) Merit Staff: 116

Substitute Staff: 94

Merit Vacancies: 46

Interview Process: 17

Re-Classing Process: 4

On Hold for a Review: 14

Unused Allocations: 11

The meeting was adjourned by Bill Scarber at 2:14 PM.