According to the Chinese zodiac, 2015 is the year of the Sheep. Based on the number of assessments in which we have participated over the last year, I would say that, for the Library, 2015 is the Year of the Survey. Whether participating in compensation, satisfaction or engagement surveys, or administering project outcome surveys among patrons, this year definitely provided us with a number of tools for measuring the services we offer children, teens, adults, seniors and families in Salt Lake County.

One of our greatest outcomes in 2015 was being recognized, for the second year in a row, as a Wasatch Front Top Workplace — based on surveys and feedback submitted by employees. As the director of the Library, this news made me incredibly proud. It confirms that the goals we have set together — to improve the lives of the people we serve and to support our employees — are being actualized. More importantly, this recognition confirms that those who work at the Library not only like what they do, they like where they work. We, as an administrative team, really like that.

Salt Lake County Library Services continues to see increases in programs and program attendance. This increase is a direct result of our emphasis on expanded opportunities through outreach and community engagement. In several cases people, for whatever reason, have not been able to come to the Library so we have, in a sense, taken the Library to them. Whether it be Library at Your Door, book clubs for youth in detention and secure facilities, storytimes at The Road Home or hospital outreach storytimes — which received a NACO Award this year — the Library is committed to healthy people and healthy places. As a trusted public entity we are responding to the needs of the community in the place that makes the most sense to them — their community.

Thanks to our incredible team, the library remains an innovative, engaging, and inviting community hub for everyone who walks through our doors or visits our online branch.

James Cooper
Library Director
<table>
<thead>
<tr>
<th>Library Statistics</th>
<th>Value</th>
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<tbody>
<tr>
<td>Items Circulated</td>
<td>15,354,704</td>
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<tr>
<td>Populations Served</td>
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<tr>
<td>Percentage of Population Served with Library Cards</td>
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<tr>
<td>Library Card Holders</td>
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<td>Interlibrary Loans Filled</td>
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<td>Library-Sponsored Programs (held in-house)</td>
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<td>Attendance at Programs</td>
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<td>Number of Libraries (including County Jail, Alta and South Main)</td>
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<tr>
<td>FTE (full-time equivalent staff)</td>
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<tr>
<td>Number of Volunteers</td>
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<tr>
<td>Volunteer Hours</td>
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</table>
For the second year in a row, employees participating in the Workplace Dynamics survey voted Salt Lake County Library Services a Top Workplace in Utah. Our 12th place ranking is attributed to employees believing in and supporting our mission.

Sandy Branch Manager Darin Butler was recognized as Best Library Manager by Salt Lake City Weekly, Best of Utah, for “his soft-spoken demeanor, his gentle manner or simply his passion for encouraging everyone, whether young or old, to make the most of his facility.”

Our monthly storytime program at Primary Children’s Hospital, which is broadcast to the children’s rooms and allows an opportunity for them to ask questions, earned us an Achievement Award from National Association of Counties (NACo).

Our 75-year public service announcement: “A LOT HAS CHANGED in 75 Years,” received national recognition with an acclaimed Telly Award.
Whitmore
Grand Re-Opening

Herriman
5-Year Anniversary

Draper
10-Year Anniversary

South Jordan
10-Year Anniversary

Whitmore
Grand Re-Opening
Whitmore
Renovations were made to ensure efficient and effective lighting and carpeting.

Taylorsville
The parking lot was reimagined to meet ADA standards and enhance accessibility. Additionally, the checkout and circulation desks were redesigned to increase usability.

Tyler
The Tyler Branch was briefly renovated in 2015 to install shorter library stacks and a brand-new reference desk near the entrance to the library.

Technical Services
Space was reconfigured to improve the flow of materials and to ease the process for library team members.
Reading Room
The success of the Byington Reading Room at South Main Clinic resulted in an expanded community partnership with Salt Lake County Health Department at several other WIC clinics throughout the valley. Sandy, West Jordan and Ellis Shipp clinics began receiving gently used children’s books in June and each clinic is giving away an average of 500 books a quarter.

Access for Everyone
When the County closed its Community Access to Technology (CAT) Labs, the Library stepped up to ensure community members requiring computer assistance and instruction could meet their needs at their neighborhood library. West Valley hired a 20-hour library assistant whose sole responsibility is computer instruction — one-on-one and classes, handout creation and Ask-A-Librarian inquiries. In addition, they offer a Technology Information Station where library users may access handouts on Microsoft programs, resume building and other computer related topics. Team members regularly assist with resume creation and job applications to help community members improve their lives and the lives of their children.

Making the Connection
A 12-year-old Sandy boy, Mathew Flores, made international news when his mailman discovered he was reading “junk mail” to feed his love of reading. The mailman reached out to people on social media with a request to send Mathew books. The response was overwhelming and Mathew and his family ended up with more books than they could read or store. Sandy connected Mathew with a County Library card and the opportunity to share his books with others who are less fortunate. More than 3,500 books were distributed to WIC clinics, a Road Home Shelter, Salt Lake County Jail, Juvenile Justice Services locations, Salt Lake County Youth Services and Salt Lake County Aging & Adult Services.
HEALTHY PEOPLE

Initially piloted at Kearns, our community services partnership with South Valley Services is now available at six branches. Through this partnership, patrons in crisis are able to meet with a social worker, in the branch, either weekly or by appointment.

Immediately connecting those in crisis with a social worker and public health resources benefits the individual, the library and the community. At the same time, the partnership has increased victim service provider access to community members who may not have been aware of their services.

“We love the library! We have been bringing our kids to storytime and the kids’ programs since they were babies.”

“I love the library because of so many resources and the librarians.”

“We love all the library does to save us money!”
The Future We Choose in Kearns continues to be a priority for Mayor Ben McAdams and the Library. Partnering with Architectural Nexus, Office of Township Services and the Mayor’s Office we participated in community engagement events where residents of all ages, languages and backgrounds shared their hopes for location, features and new library design concepts. Community input was included in a Master Plan presented to the Mayor and the County Council for consideration.

Committed to a positive user experience, we temporarily closed Whitmore for an extensive renovation. The renovation included LED lighting, new carpet, redesigned circulation and information desks, a reconfigured public computer area, expanded teen section and computer stations, express checkout stations, additional seating, resource room, new librarian office and a new public access point on the lower level.

Programs continued to be offered in the lower level during the renovation with more than 3,500 library users attending.

The Library’s Viridian Event Center is thriving as a highly utilized, affordable gathering place for the community. In addition to high attendance at signature Library events — Teen Yule Ball, Kids’ Fiesta, Summer Reading Kickoff, ToshoCon, When I Grow Up, Costume Swap, Pumpkinspalooza, International Games Day and A Visit from St. Nicholas — concerts and performances regularly draw a large crowd.

Some of the Library’s most unsung heroes are the team members in Facilities. Charged with the responsibility of maintaining each of our 18 branches and two facilities buildings, as well as delivering library materials between branches, they regularly ensure a safe and pleasant environment for library employees and library users. In addition to building maintenance and delivery support, they provided 1,798 hours in snow and ice removal.
Midvale Advancement Project

Tyler collaborated with the Midvale Advancement Project and a group of teens to design and paint a mural at the Copperview Recreation Center. They hosted teens and offered resources on Midvale history to assist with the composition of the mural. The project provided an opportunity to educate teens, encourage community pride and reinforce the library’s value in the community.

AARP Tax Volunteers

Holladay offered space for the AARP Tax volunteers to provide free tax preparation assistance. Branch staff maintained the appointment calendar for the more-than-500 individuals who benefitted from the assistance.

Employment for People with Disabilities

Senator Orrin Hatch, Governor Gary Herbert, Amanda Dickson and others gathered at the Library’s Viridian Event Center for the Golden Key Awards: Celebrating 25 years of the Americans with Disabilities Act. As the host venue, the County Library was a Golden Key sponsor.


**Old School Read/Write-a-thon**

Teens built blanket forts for this anxiously awaited read/write-a-thon at Bingham Creek, where they arrived one hour early to set up their spaces. After construction was complete, they quietly read for 90 minutes — though one participant opted to write.

“Awesome books! Good Service! Fun! I love to read.” — Lily, Riverton

“My favorite memory is when I come here to do my homework.” — Tyson, 13, Draper

**Remodeled**

Hunter underwent a mini remodel of the children’s area to make room for a play and sitting area. That, in concert with the hire of two new youth services librarians, paved way for the opportunity to reevaluate the kids programming at the branch.

The space now has new educational toys for kids, ands well as six new Kindle Fires for children to use while in the library. Hunter also has a Kid’s Cafe and hosts Lego building every Saturday to promote early education.

**Student Library Card**

“Several kids came into the library tonight and asked to play with the Legos. After playing, they began to browse books on display.

This is very unusual for this particular group of kids who frequent our library without their parents.

They got really excited about several of the books and asked how they could get library cards. Staff members told them about student cards.

Eight happy kids left with the forms and instructions to return with their report card (due out in a week) — they attend Roosevelt Elementary.

I am so excited we are offering these cards. These are exactly the kids this program intends to serve.”

— Jenn McKague, Smith

**Got Brain Freeze? Get BrainFuse!**

FREE Homework Help at the County Library

Online tutoring, writing assistance, skills building, test preparation and more for students of all ages and abilities.

slcolibrary.org/brainfuse/helpnow

**Testing in Progress**

Between Herriman, Bingham Creek and Draper, more than 2,000 tests were proctored without a fee to the test takers.
EARLY LITERACY

The Road Home
For the last four years, we have provided weekly early literacy storytimes. This year we expanded our book donations and developed a mentoring program for parents designed to support them in their role as their child’s first and best teacher. This program is possible thanks to the commitment of 16 librarians, library assistants and library managers from 12 of our 18 branches.

“A few days ago a little girl, about 7, came up to the front desk and announced that she was bored. I suggested that she go read a book to which she replied that she did not have any. ‘You do now!’ I told her excitedly, and we walked back to my office where I had the books that you had left with me. She took several minutes carefully examining the books, making several selections. Finally, when she had gathered about 6 or 7 brightly colored books we walked back to the front desk.

With her books tucked under one arm and her hand in mine she asked me, ‘These are my books? For keeps?’ she asked.

‘For keeps,’ I said. My heart melted instantly and my eyes became all misty. Needless to say I was surprised and touched.

Thank you, County Library, for you what you do and what you bring here!”
——Adam C., Volunteer Coordinator, The Road Home

Kids’ Fiesta
This year’s Kids’ Fiesta was a huge success with storytelling in English and Spanish, puppeteers, crafts and music.

“En las mesas no había suficiente gente para explicar mas acerca de los libros. Mi conocimiento no mejor. Pero tue diventdo hacer una actividad con mi niño. Gracias!”
——Kids Fiesta attendee

“These events benefit the community in many ways. I’m glad they’re available”
——Kids Fiesta attendee

Many branches of the County Library focused heavily on early literacy. Below are a few highlights:

• Herriman held 10 storytime sessions each week in 2015

• South Jordan experienced a 29% increase in Storytimes, which resulted in a 63% increase in attendance.

• 98 percent of parents with preschoolers said the library supported their children by helping them to enter school prepared and ready to learn.
Family Prosperity Initiative, a financial-literacy program for immigrants, refugees, newcomers, collaborated with multiple community partners to publish a manual, create curriculum, produce informational videos and integrate the curriculum into existing programs in the community, thanks to the funds from the first year of a two-year Smart Investing @ Your Library® grant sponsored by ALA and the FINRA Foundation. Seven community agencies participated in this partnership.
slcolibrary.org/smartinvesting

Knowledge is power!

Technology, community and teens were the focuses of Magna this year, where they started 3D printing programs, tech programming for youth on the spectrum, Teens Teach, bilingual storytime, open mic night, Gay-Straight Alliance) and Magna Kearns Youth Court.

In its second year, the certified Magna Kearns Youth Court allows first-time low-level youth offenders to be diverted from the juvenile justice system into community programs that build skills, create connections and develop accountability. A panel of teen mentors from Kearns and Cyprus High Schools are trained to help youth and their families access the resources and opportunities necessary to engage in pro-social behavior. Partners in this effort include Salt Lake County, Granite School District, Unified Police Department and several other organizations.

Senior Center Book Clubs are took place across the county with several librarians guiding the clubs at the Senior Centers.

Columbus created ESL Bingo cards for refugees attending the adjacent County Senior Center. The cards feature a basic word and corresponding picture and have been great tools for helping refugees learn English.

West Jordan reached more than 200 new teens and adults with additional programming geared toward the Teen Book Groups with Juvenile Justice Services.

“Thanks for being there for all of us and filling our minds with love and beauty. It’s a wild ride between learning and knowing. Much love, you’re all out-of-this-world super heroes.”

—Jail Library Patron
This year’s theme for the Summer Reading Program was “Escape the Ordinary,” and participants were encouraged to record as much reading as possible during the season-long event.

Survey Results
The Salt Lake County Library Services surveyed more than 700 attendees about the effectiveness of the 2015 Summer Reading Challenge. Of those parents and caregivers surveyed:

- **87 percent** said they learned something useful, either for themselves or for their children.
- **80 percent** felt their or their children’s overall confidence improved as a result of the Summer Reading Challenge.
- **85 percent** said they will increase the use of the newly learned skills for themselves or their children.
- **80 percent** said they were more aware of applicable resources and services provided by the library for them or their children.

**Human Resources**

**Senior Employment**
Teddy Rubi spent years caring for her ailing mother and husband. After they passed away, she was unable to find a job to support herself. She reached out to Salt Lake County Aging & Adult Services, and they enrolled her in their Senior Community Service Employment Program, which provides part-time, work-based training opportunities with agencies serving the community.

Teddy requested our **Kearns** as her workplace and is now employed 20 hours per week. She said helping with Storytime is her favorite part of the job.

**Ida and Laurie Bickley**

For the last nine years Ida Bickley, 89 left, and her daughter Laurie, 46 right, have been volunteering at **Columbus**. When asked why they volunteer, Ida did not hesitate to respond:

“It has made such a difference in my life and it has been so good for me and my Laurie. I help them and they help me.”
ONE COUNTY ONE BOOK

This year, the Library selected Harper Lee’s “To Kill a Mockingbird” as the One County One Book novel. Spurred by the publication of the late Lee’s previously un-released sequel, “Go Set a Watchman,” the Library hosted seven total book discussions for the two literary works, as well as nine movie screening for director Robert Mulligan’s 1962 film adaptation of “To Kill a Mockingbird” at various library locations.

HUMAN RESOURCES

Employees Coming and Going
In 2015, the County Library hired 78 new employees and had 13 retirements.

TO KILL A Mockingbird
A NOVEL BY
HARPER LEE

Employees’ University
An assistant manager and two assistant circulation supervisors took advantage of continuous learning and professional development opportunities availed to them from Salt Lake County’s Employees’ University. All three employees completed the program—a cumulative total of more than 150 training hours—and earned certificates.

Summer Intern Youth Program
The County Library partnered with Youth Services to provide internship opportunities for a number of youth, many of which are refugees. In addition to gaining job skills, the youth earned a wage of $8.50 per hour and enhanced their knowledge of the value of library services.
Salt Lake County Library Services leverages its resources with community partners to provide information and skill development. Virtual educational services are available from the library. Salt Lake County children enter kindergarten ready to learn and are supported through grade 12. Salt Lake County residents are provided with lifelong learning opportunities. Salt Lake County Library Services leverages its resources with community partners to provide information and skill development. We remain committed to providing a public service that promotes a quality of life through educational opportunities, healthy families, and job growth.
**Revenue**

- Salaries & Benefits: $23,683,694
- Library Materials: $12,218,360
- Capital Outlay: $540,306
- Indirect Costs: $1,461,095
- Local Taxes: $37,692,629
- Fines, Forfeitures: $1,594,306
- Interest: $190,367
- Grants: $187,250

**Total Revenue:** $39,664,552

**Expenditures**

- Costs of goods sold: $7,982
- Other expenses:
  - Local Taxes: $37,692,629
  - Fines, Forfeitures: $1,594,306
  - Interest: $190,367
  - Grants: $187,250

**Total Expenditures:** $37,911,437
Salt Lake County Library Services

Alta Reading Room
Alta Community Center, Alta

Bingham Creek
4834 West 9000 South, West Jordan

Byington Reading Room (located at the South Main Clinic)
3690 South Main Street, South Salt Lake

Columbus
2530 South 500 East, South Salt Lake

Draper
1136 East Pioneer Road (12400 South), Draper

Herriman
5380 West Herriman Main Street, Herriman

Holladay
2150 East Murray Holladay Road (4730 South), Holladay

Hunter
4740 West 4100 South, West Valley City

Kearns
5350 South 4220 West, Kearns

Magna
2675 South 8950 West, Magna

Metro & Oxbow Jails (no public access)
3415 South 900 West, Salt Lake City

Millcreek
2266 Evergreen Avenue (3435 South), Salt Lake City

Riverton
12877 South 1830 West, Riverton

Sandy
10100 South Petunia Way (1405 East), Sandy

C.S. Smith
810 East 3300 South, Salt Lake City

South Jordan
10673 South Redwood Road, South Jordan

Taylorsville
4870 South 2700 West, Taylorsville

R.V. Tyler
8041 South Wood Street (55 West), Midvale

Viridian Event Center
8030 South 1825 West, West Jordan

West Jordan
8030 South 1825 West, West Jordan

West Valley
2880 West 3650 South, West Valley City

Whitmore
2197 Fort Union Boulevard, Salt Lake City

Salt Lake County Mayor
Ben McAdams

Human Services Department Director
Lori Bays

Salt Lake County Council
Jenny Wilson, At-Large A
Richard Snelgrove, At-Large B
Jim Bradley, At-Large C
Arlyn Bradshaw, District 1
Michael Jensen, District 2
Aimee Winder-Newton, District 3
Sam Granato, District 4
Steve DeBry, District 5
Max Burdick, District 6

Salt Lake County Library Board
Paul Benner, Chair
Darrell Smith, Vice Chair
Cynthia Mecklenberg
Richard H. Nixon
Richard Turpin
Kristin Covili
Councilman Steve DeBry
David A. Johnson, Deputy District Attorney
Lori Bays, Human Services Department

Library Administrative Staff
James D. Cooper, Library Director
Gordon Bradberry, Associate Director of Technology
Susan Hamada, Associate Director of Reference, Outreach and Programming
Peter Bromberg, Associate Director of Public Services
April Townsend, Associate Director of Finance and Operations
Lynn Andrews, Facilities and Construction Manager
Skip Condie, Network Manager
Leslie Webster, Administrative and Fiscal Manager
Cheryl Mansen, Technical Services Manager
Art Lang, Web Services Manager
Colleen Medling, Automated Services Manager
Liz Sollis, Marketing and Communications Manager
Pamela Park, Human Resources Manager