Salt Lake County Library Board of Directors
October 23, 2023
Draft until approved by the Board

Board Attendees:
William (Bill) Scarber, Chair
Hollie Pettersson, Vice Chair
Spencer Romney
Anastasia Morgan

Excused Board Member(s):
Sandra Osborn
Steven Sokol
Kaati Tarr
Nancy Thorne
Suzanne Harrison

Other Attendees:

Jim Cooper	Megan Smith	Joey McNamee
Melissa Haslam	Matt McLain	Sara Neal
Russ Snow	Pamela Park	Natalie Giauque
Carrie Hackworth	Christa Warren	Steve & Elizabeth Van Maren
Jenn McKague	Gentry Densley	

Other Attendees on Webex:

Maggie Mills	Ann Barrett	Trudy Jorgensen-Price
Erin Rigby	Kathy Christiansen	Azra Basic
Grace Hanley	Kim Bryant Welch	Liz Anguiano
Nyssa Fleig	Robin Chalhoub	Tracy Byington
Rebecca Baker	Jennifer Fay	

Bill Scarber, Chair, called the meeting to order at 12:39 pm.

Welcome - Jim Cooper, Library Director

Welcome to jail. Whether it is your first time or your tenth time, it is always a pleasure to be here. It will be fascinating to go on the jail tour and see all the library has accomplished in the complex.

Approve Minutes from the September 25, 2023 Board Meeting

The meeting did not have a quorum, so the approval of the September minutes will happen later.

Public comments:

No comments for the moment, but some may be discussed in the Marketing Report.

Correspondence - Jim Cooper, Library Director

None at this time.

NEW BUSINESS

Into to New Administration Managers – Leslie Webster, Associate Director of Administrative Services

The IT Manager position has been vacant for the past few years. Leslie Webster has taken on that role during that time. Elliot Fenech is the new Senior IT Manager, but was unable to attend the meeting. Elliot obtained his degree at the University of Utah and previously worked for Twitch and the University of Utah.

Russ Snow is retiring as the Fiscal Manager and Carrie Hackworth is his replacement. Carrie worked for the Sheriff's Office and has been with the county for 20 years with experience in human organizations as well as community services and development.

Into to Interim Director, Joey McNamee – Jim Cooper, Library Director

Joey McNamee is the Associate Director of Community Services and previously worked with Aging and Adult Services. Joey will be stepping in during the transition phase until the replacement of the library director is complete.

Joey has had a chance to work with the Leadership Team, attend library meetings, and present to the staff. Joey admires Jim Cooper for his library advocacy and his work on creating a healthy library for the future. The Mayor's Office knows the value of the library director position and the importance of hiring a qualified replacement.

Robin Chalhoub, the Director of Community Services, commented that the County Library is a leader in the nation and a leader within Salt Lake County. The library has great processes, tools, and internal procedures to carry services in the future.

Jim recognized these strong policies as the same ones the board approved. The community recognizes the value of the library. We have a strong foundation and support on the board level. The library will continue to build and function in the future with the Mayor's support. Jim only considered leaving when the library was on strong footing. The organization and board is healthy and has good emotional intelligence.

Jim thanked Joey for stepping in and thanked Robin for her support.

Introduction and Welcome to the Metro Jail Branch – Gentry Densley, Assistant Program Manager & Jenn McKague, Senior Librarian

Gentry Densley is an Assistant Program Manager and Jenn McKague just finished an Acting-In Library Program Manager of outreach. That position is split between outreach and the jail.

The jail has two locations, Metro and Oxbow, and they follow the library mission statement with their own similar mission statement.

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"Make a positive difference in the lives of our community by inspiring imagination, satisfying curiosity and providing a great place for everyone to visit." – Library Mission Statement

Jail Mission Statement

- Positive prisoner management
    - ease the tensions of incarceration
- Equity of access
- Create a love of reading and lifelong learning
- Provide individualized services

The jail history started in 1935 when Ruth Vine Tyler began services to the Sugarhouse Prison as a Salt Lake City Librarian. Ruth Vine Tyler later became the Salt Lake County Library Director and established a new Point of the Mountain prison library, located in a shower, in 1952. By 1966, prison circulation was close to 30,000 items.

The old Metro building, set on stilts, was established in the 1960's. The Oxbow jail opened in 1991. They combined into the ADC, to function as one in 2000. Oxbow eventually reestablished as a separate unit in 2009, doubling in population by 2018. Beds fill just as fast as they are created. The population is around 2,000 for both jails, yet the staff see around 20,000 different individuals in that space over the course of a year.

The ADC has circulation around 187,000 while Oxbow is around 47,000. The jail receives books from branches as they are deleted and repurposed for further use. Books in boxes are provided for individuals who are between booking and being assigned to a cell/posting bail. The jail circulation sits just below the Kearns library. Jim Cooper commented on the workload for such a small staff. The jail does not have a sorting machine or an easy way to move items. The books are delivered to the pods in a much more labor-intensive process. The inmates are unable to browse the library shelves themselves, so the staff have to process each of the 2,000 monthly requested items manually.

The jail library provides a variety of services. Monthly activity sheets help inmates stay occupied with something positive. Those activity sheets are offered in English and Spanish. Life skills classes are for two hours over three sessions. One patron was able to graduate the life skills program by checking out a hotspot from a branch. The staff work with the Sheriff's Office to find out what they need for Cadet Training and they provide a Jail Resource Re-entry Program. This is located in a remodeled visitor's area where individuals can stop by and talk to staff about available library resources. Yoga, art activities and book club are popular as well.

The jail tries to mirror many of the services provided in the traditional branches, including outreach. The jail strives to be a good community partner by participating in activities, such as Corrections Week, where they helped with the inflatable race. Library Assistant AJ Irving's dog, even won for the cutest animal.

The jail library and staff received a few awards in 2023. The National Association of Counties (NACo) Achievement Award for Innovative Approach to Jail Services was awarded in May. This is a top award nationwide. Around the same time, Jenn McKague wrote an article for *Public Libraries*, the official journal of the Public Library Association. The article titled, "Strengthening Communities – Outreach Services to Persons Who Are Incarcerated and Those Re-entering Society," won 2nd place with an honorable mention. Both awards are an honor and it is a

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testament to the dedicated library staff as well as to Matt McLain, Associate Director of Community Engagement and to Sara Neal, Marketing and Communication Manager.

The library and the Sheriff's Office has a great partnership. They split the necessary funding to support the jail services. This year, the agreement was updated and the Sheriff's Office now supply about half of the funding contribution. The library appreciates their continued support.

Occasionally, the library receives complaints from patrons asking why tax money is used to support the jail services. Jim Cooper explained the library is there to support future growth and help promote positive behavior in the jail. As an additional safety piece, the library staff are highly revered in their positions. Most inmates return to the community having learned better habits and behavior. These individuals may be your family member, friend, or neighbor. The library will continue to advocate for these life-changing services.

Library Branded Merchandise – Sara Neal, Marketing & Communication Manager

The library has programs that hand out merchandise. An example is OWL Camp where 1,400 kids receive t-shirts. The library is exploring the possibility of having library branded merchandise for the 2025 budget.

Some libraries have been successful with branched merchandise. One library merchandise states, "Come for the beach, stay for the library." Items such as these make great travel gifts and keepsakes. KUER uses community designs for their branch merchandising.

Example of Current Merchandise:

- Book Bags
- Flash Drives
- Headphones
- SD Cards for the Go Pro Cameras

We would like to know if this is something our library should be considering. Multiple questions need to be addressed during the discussion process.

Main Questions:

- The library is a non-profit, but should we be selling library branded merchandise for revenue?
- Should we expand into additional merchandising items?
    - Examples are T-Shirts or Buttons
- How much should a profit margin be?
- Should items only be sold in the branches, or should they also be online and provide shipping?

Some board members stated they have t-shirts from other libraries. Even generic items, such as "I Love Public Libraries," can be a great purchase.

The library does not expect to make a significant amount of money in library branded merchandise, but it may be great as a marketing tool. The idea of a public survey was

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suggested to determine interest. It is important to show the library is being fiscally responsible with tax dollars. This topic will be revisited in the future.

Board Bylaws – Bylaw Subcommittee: Bill Scarber, Board Chair; Anastasia Morgan; Spencer Romney; Megan Smith, Advisor

Spencer Romney provided suggestions since the last meeting. The subcommittee will continue to review the bylaws and provide an update in December.

Chair Elections – Jim Cooper, Library Director

Jim Cooper commented that Bill Scarber hit his 1-year anniversary as the board chair. The board agreed to look at elections in January. The bylaws do not list a date for chair elections, which may be purposefully vague. This is a reminder to keep it on the board's mind during the next few months.

Director's Job Description – Jim Cooper, Library Director

The director job description has not changed since the late 1990s, when Jim started. The description references the county commission, which is no longer relevant. Leadership Team worked together to update the description and reflect the needs of the library organization and similar director positions in other divisions. This updated version was provided to the Mayor's office and the Library Board to review.

The job description lists a master's degree. Specific library responsibilities may not be needed, such as collection management skills. Business skills such as budget management and leading organizations are essential to the position and may help compensate for schooling.

Human Resources would like to start recruiting and work around the holiday season. A recruitment brochure will be sent out with the formal job description. The recruitment process will consist of reviewing applications and banding the top candidates for interviews. Initial interviews will be virtual and a later interview will include the library board. The goal is to hire a candidate that will stay long term and provide continued confidence in the library system.

The job description will be voted on in a future meeting.

STAFF REPORTS

Statistical Report – Jim Cooper, Library Director

Nothing new to report at this time.

Marketing Update – Sara Neal, Marketing & Communications Manager

The QR Survey is posted in branches and online. The feedback has been mostly positive so far. Any questions or concerns received are forwarded to branches.

Jim Cooper was able to have a walk and talk at the Kearns branch with Bob Evans from Fox 13 News. Information will be shared as it is received.

Finance & Operations Update – Russ Snow, Fiscal Manager

Nothing new to report at this time.

Personnel Report – Pamela Park, Human Resource Manager

Total Active Staff: 568
40-Hour Merit Staff: 283
30-Hour Merit Staff: 78
20-Hour Merit Staff: 111
Substitute Staff: 96
Vacancies in Recruitment: 19

The library's Human Resources department will be processing around 15 retirements by the end of the year.

Bill Scarber, Chair, adjourned the meeting at 1:35 pm.

All interested parties, who previously completed a jail application, took a tour of the facilities with Captain Sperry.

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