

**CITY OF OREM**  
**LIBRARY ADVISORY COMMISSION**  
**July 15, 2025**

**Place:** Orem City Hall - Bonneville Room

**At 6:00 p.m.:** Katrina Brittner conducted the meeting

**Library Advisory Commission:** Katrina Brittner, Christine Corley, Lorraine Jeffery, Karina Lewis, and Angela Watters

**Excused:** Matt Brown, Nancy Schultze and Chris Killpack (City Council Representative)

**Staff:** Jaime Bartlett, Sheron Buttars, Julie Heckert, Bryce Merrill, Shannon Montes de Oca and Mike Smith

1. Introduction of new Library Advisory Commission members - Christine Corley and Angela Watters

Christine Corley has worked in the library industry for ten years. Christine Corley is currently employed at SirsiDynix. Christine Corley shared that she has volunteered in the Makerspace for the last seven years. Christine Corley said she contacted the library to see if there was interest in a Friends of the Library group, but it was suggested that she submit an application to serve on the Library Advisory Commission.

Angela Watters has a Bachelor's degree and has been teaching for five years in private and charter schools. Angela Watters shared that she has loved the library activities and programs and wanted to be involved. Angela Watters said she has experience with children's curriculum.

2. Review and approve May 20, 2025 minutes -

Karina Lewis made a motion to approve the minutes. Lorraine Jeffery seconded the motion.

Vote: Katrina Brittner - Yes, Christine Corley - Yes, Lorraine Jeffery - Yes, Karina Lewis - Yes, and Angela Watters - Yes

3. Update on library renovation - Renovation of North Wing Circulation - Bryce Merrill -

Bryce Merrill reported that the renovation project is scheduled to have the interior projects completed by Labor Day and the exterior projects completed by October 31st. The highlights have been that the library has been able to stay open and there has only been a 12% reduction in foot traffic. Many of the programs have been moved offsite during the construction. On Monday of this week, there were 1500 patrons that entered the library. The Concierge Desk, where patrons are met as they enter the library, has staff from all divisions of the library. The

staff at the Concierge Desk help patrons find Holds, direct patrons to programs, and answer questions. Lorraine Jeffery asked where the main entrance will be located after the construction. Bryce Merrill responded that the prior entrance will be open again after construction, the drive through book drop will also be restored. The north door that has been used as the main entrance during construction will continue to be used and the hope is to fence in the area by that entrance and have that area accessible only from inside the library and use it for programs. There will be more parking located closer to the south entrance when the plaza construction phase is completed at the end of October.

#### 4. Internet and Online Access Policy review - Bryce Merrill -

A copy of the Internet and Online Access Policy was emailed to Commission members prior to the meeting for their review. Bryce Merrill said the Utah State Code dictates that every major policy be presented and adopted every three years and reviewed every two years by the Commission. This process is required in order to be eligible to receive funding through the State Library. There have not been any major changes or updates to this policy. This policy is identical to the policy of 99% of libraries in the state. Bryce Merrill asked for thoughts, concerns or questions from the Commission members.

Christine Corley asked about #7, which follows:

7. The Library has the right to monitor internet sessions as necessary to ensure system security and compliance with this Policy. By acknowledging compliance with this Policy, the patron agrees to waive any right to privacy with regard to sites accessed, materials viewed, and messages sent or received.

Christine Corley asked if this is within the limits of the City's privacy policy. Bryce Merrill responded that yes it is and the City has adopted a risk and fraud policy which includes the principle of least access. Bryce Merrill said that can be added to the policy and it can be hyperlinked in the policy. There were no other questions or comments.

Christine Corley made a motion to approve the policy. Karina Lewis seconded the motion.

Vote: Katrina Brittner - Yes, Christine Corley - Yes, Lorraine Jeffery - Yes, Karina Lewis - Yes, and Angela Watters - Yes

#### 5. Discuss Library Advisory Commission Report to the City Council in September - Bryce Merrill

The Library Advisory Commission has an annual presentation to the City Council in September. Katrina Brittner as the Chair and Bryce Merrill as Library Director will be the ones presenting to the City Council. Bryce Merrill offered to give a quick overview of the items that staff had discussed including in the presentation that could be a video or video and slides combined.

There was a discussion as to whether to discuss the presentation now or via email. It was a consensus that the discussion would take place via email.

Lorraine Jeffery motioned to have a short overview of the proposed items for the presentation to the City Council and then email communication thereafter - Christine Corley seconded the motion.

Vote: Katrina Brittner - Yes, Christine Corley - Yes, Lorraine Jeffery - Yes, Karina Lewis - Yes, and Angela Watters - Yes

Bryce Merrill reviewed that the staff have identified six things that encapsulate the story that could be made into video clips incorporated with slides. The six items are: 1. Makerspace and Maker camps, 2. Staffing changes, promotion pipeline and Part Time raises, 3. Circulation and foot traffic, 4. Digital Services, 5. Efficiencies and 6. Tease of what is coming. The presentation will be shared on social media. Katrina Brittner requested that the Library Advisory Commission members read through the worksheet that had been emailed to the members prior to the meeting and email any suggestions to Bryce Merrill.

#### 6. Digital resources discussion part #2 - Julie Heckert -

Julie Heckert gave a brief overview of the presentation that she gave at the March meeting since there were two new Commission members this meeting.

Christine Corley asked how the digital resources are funded. Julie Heckert explained that the Utah State Library manages the Beehive Library Consortium and the Orem Public Library is part of that consortium. The Utah State Library pays the platform fee and pays for the magazine subscriptions. The state libraries contribute to state purchases for titles that all library users in state can check out. Member libraries can retain 50% of the contractual amount paid for the consortium and the Utah State Library returns that amount in content credit. The Orem Public Library patrons get first priority for check outs and those titles are shared with the consortium. Orem Public Library patrons have access to 150,000 titles. There is power in sharing and benefits for smaller libraries. For instance, Payson Library spent in one year what Orem Public Library spent in one month.

Julie Heckert gave an introduction into her presentation. The digital collections support our mission. Orem Public Library's Mission is: We inspire lifelong learning, create enriching opportunities, and strengthen our communities. The digital collection resources support the library's mission by supporting lifelong learning, enriching opportunities and strengthening community by offering the opportunity to learn different skills, having access to international films, learning courses and children's programming and offering Orem History materials, providing access to needed services and offering access to resources provided by the Utah State Library and other quality sources.

Julie Heckert gave an overview of the Orem Public Library's Collection Profile and Budget Allocation. A comparison of the physical collection to the digital collection was given.

Physical Collections - Items in the library and available to patrons who visit.

	# of Items	Current Budget	Usage
Children's	92,230	\$115,000	585,300
Teen	13,815	\$18,700	49,750
Adults	88,103	\$111,300	213,000
Media	69,323	\$50,000	91,100

Digital Collections - Items are digital and available to patrons at any time, anywhere.

	# of items	Current Budget	Usage
Databases	7 services	\$41,500	27,750
(catalog integration, Online learning platforms)			
E-resources	442,110	\$91,000	462,000
(OverDrive/Libby)			
Streaming Media	Millions of Options	\$36,000	25,000
(Hoopla, Kanopy, Quello)			

Julie Heckert said that the Orem Public Library has a fantastic Media collection. OverDrive use purchases are what is allocated in the budget but there are long wait lists. Kanopy has 14 tickets available to each patron every month, not everyone uses the available tickets. Bryce Merrill said the crux of the discussion tonight is that over the next 3-6 months decisions are being made about allocations of funding. This is a political hotbed leading up to midterm elections. Buying and owning collection items is most cost effective but digital collections work differently. The library could easily spend \$70,000 per month on Hoopla, but there are not enough funds available to do that, the data for usage is illuminating. OverDrive use is user driven. Buying and owning would be most cost effective but that is not possible with publishers policies with digital. Bryce Merrill said there is a Library Directors' Summit coming up in September and this will be a main topic of discussion. There are big decisions that need to be made with the consortium.

Christine Corley asked about the status of funding due to funding cuts at IMLS and a lot of talk about funding being cut at the state level. Bryce Merrill responded that currently it is business as usual on the state level. Everyone is working together to make the most of purchasing power due to the current situation with publishers. Katrina Brittner asked Julie Heckert how the decision was made for the 14 ticket limit for Kanopy. Julie Heckert responded that fourteen tickets is the recommended number of tickets for a library our size. The limit for the number of tickets can be adjusted.

Julie Heckert reported that the Hoopla amount is set as low as possible in an attempt to help make as many usages available as possible for patrons. Random House publishing does not

have any item available on Hoopla that are more than \$3.99. The limit per item on Hoopla for Orem Public Library patrons is \$1.99. Bryce Merrill said that there is a gaming aspect to using digital resources. There are some patrons who purchase a non-resident card in order to use Libby. Julie Heckert said staff want to support the mission of the library and there is a lot of conversation about digital resources and meeting needs while still supporting the mission. There has been discussion of having a paid service. Bryce Merrill said that is a reasonable conversation. Equal access consideration and what would be done for different demographics and for those who cannot afford to pay for services. Julie Heckert said the library is only one leg of the stool in this conversation, educating patrons and offering multiple options will lead to happier patrons. Bryce Merrill said the Orem Public Library is not the sole provider and the library cannot afford to provide everything patrons want.

Bryce Merrill worked with a student organization that does surveys in the recent past. He would like to hire them to do a survey regarding user habits and expectations to inform library purchasing choices and the library strategic plan. Katrina Brittner suggested asking if patrons were using the service because it was free or because it was convenient. Christine Corley asked if there are demographics available for checkouts. Julie Heckert responded that she can talk to the representatives for vendors and get information regarding uses. The State Library has a Data Specialist, Sam, who can assist library staff with data usage that is very informative.

Julie Heckert said Baker & Taylor, a library vendor, is coming up with a library system that will offer discounts to libraries who buy into their system. Cara Rothman, the Utah State Library Director, has spoken with the Baker & Taylor representatives and was kind of interested in this idea. Bryce Merrill requested feedback regarding this discussion be emailed to him. Bryce Merrill will be attending the Library Directors' Summit at the end of September where the Utah State Library and the Library Directors will be discussing this in more depth. Bryce Merrill mentioned there will be one more part to the digital discussion at the September 16th Library Advisory Commission Meeting. Julie Heckert asked the Commission members to email her or call her if they had any questions regarding digital services.

7. Other -

None

8. Adjournment -

The next Library Advisory Commission Meeting will be held on September 16, 2025.

**Adjourn:** Karina Lewis motioned to adjourn. Angela Watters seconded the motion.

Vote: Katrina Brittner - Yes, Christine Corley - Yes, Lorraine Jeffery - Yes, Karina Lewis - Yes, and Angela Watters - Yes

Adjourned: 7:17 p.m.

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Sheron Buttars, Executive Assistant

Approved:

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