

# Library Board Meeting Agenda

## May 23, 2019

Highland City, West Conference Room  
5400 West Civic Center Drive, Highland UT 84003

**7:00 pm – Call to Order:** Roger Dixon, Board Chair

### 1. Public Comment

### 2. Communication Items

- a. Director's Report – *Donna Cardon*
- b. Friends of the Library Report – *Wayne Tanaka*
- c. Foundation Restructure – *Roger Dixon*
- d. ULA Conference Report – *Doug Cortney*

### 3. Consent Agenda

- a. Approved Minutes
- b. Minor Adjustments to Volunteer, Patron Behavior, and Physical Item Circulation Policies (as recommended by the City Attorney)

### 4. Action Items

- a. Approve Fiscal Year 2019/2020 Library Budget
- b. Approve Privacy Policy

### 5. Closed Session

The Highland City Library Board may temporarily recess the meeting to convene in a closed session to discuss the character, professional competence, or physical or mental health of an individual as provided by Utah Code Annotated §52-4-205

### 6. Future Meeting

Thursday, June 27, 2019

### 7. Adjournment

In accordance with Americans with Disabilities Act, Highland City will make reasonable accommodations to participate in the meeting. Requests for assistance can be made by contacting the City Recorder at (801) 772-4505 at least three days in advance of the meeting.

#### **ELECTRONIC PARTICIPATION**

Members of the Library Board may participate electronically via telephone, Skype, or other electronic means during this meeting.

#### **CERTIFICATE OF POSTING**

I, Cindy Quick, the duly appointed City Recorder certify that the foregoing agenda was posted in three public places within Highland City limits. The agenda was also posted at the principal office of the public body, on the Utah State website (<http://pmn.utah.gov>) and on Highland City's website ([www.highlandcity.org](http://www.highlandcity.org)).

Please note the order of agenda items are subject to change in order to accommodate the needs of the Library Board, staff and public.

Posted and dated this 16<sup>th</sup> day of May, 2019

Cindy Quick, MMC, City Recorder

**THE PUBLIC IS INVITED TO PARTICIPATE IN ALL LIBRARY BOARD MEETINGS**

# Library Board Meeting Minutes

April 22, 2019

Waiting Formal Approval

Highland City, West Conference Room  
5400 West Civic Center Drive, Highland UT 84003

**PRESIDING:** Library Board Chair Roger Dixon

## LIBRARY BOARD

**MEMBERS PRESENT:** Jessica Anderson, Lisa Bullington, Mike Burns, Doug Cortney, Claude Jones, Nancy Passaretti, Natalie Reed, City Council Rep Ed Dennis

**CITY STAFF PRESENT:** Cindy Quick, City Recorder

**OTHERS:** Claudia Stillman, Friends of the Highland Library

**7:00 pm – Call to Order:** Roger Dixon, Board Chair

Board Chair Roger Dixon welcomed those in attendance and began the Library Board meeting at **7:02 pm** as a regular meeting. The meeting agenda was posted on the Utah State Public Meeting Website at least 24 hours prior to the meeting.

### 1. Public Comment:

No public comment

### 2. Consent Agenda:

#### a. Approval of minutes from March 28, 2019

*Board Member Claude Jones MOVED to approve the March 28, 2019 minutes.*

*Board Member Doug Cortney SECONDED the motion.*

*The vote was recorded as follows:*

*Board Member Jessica Anderson Yes*

*Board Member Lisa Bullington Yes*

*Board Member Mike Burns Yes*

*Board Member Doug Cortney Yes*

*Board Member Claude Jones Yes*

*Board Member Nancy Passaretti Yes*

*Board Member Natalie Reed Yes*

*Board Chair Roger Dixon Yes*

*City Council Rep Ed Dennis Yes*

*The motion passed.*

Item 2b and 2c were pulled from the consent agenda for further discussion. Item 3a. was moved to the next item so that Cindy Quick could provide the training before the discussions took place.

### **3. Communication Items:**

#### **a. Open Meetings Training - Cindy Quick**

City Recorder Cindy Quick conducted an annual training regarding requirements of the Open and Public Meetings Act. She covered public policy definitions, noticing requirements, minutes and recordings, closed meetings and penalties. She read through the defining terms of a public body, meetings, noticing requirements, actions on agenda items, minutes and recordings, and closed meetings. The Board discussed different scenarios regarding how the Board would be impacted by the definitions provided and how to effectively follow regulations. Ms. Quick, in response to a question regarding all Highland City Committees and Boards stated that Highland City was requesting all Committees and Boards come into compliance with these regulations.

Library Director Donna Cardon reminded the Board about online trainings and that they would need to certify for the library in May. Board Members were required to attend training meetings within the next couple of weeks. They were reminded of several videos that Mr. Juan Lee recommended that qualify. Board Members should watch those videos and report to Ms. Cardon when completed. Ms. Cardon would then be able to submit a statement of who had attended and which videos they had watched. Ms. Cardon apologized to those who did not receive invites to the volunteer recognition party.

#### **b. Director's Report – Donna Cardon**

Ms. Cardon discussed with the Board the statistics regarding RB Digital, an E-Audiobook platform, and Overdrive. She commented that having books available online was the way of the future for the Library. Their physical book checkout was higher than in the past, however, their digital check out was three times higher. There were questions about how to access the RB Digital Library and the response was that there was a flyer at the desk with instructions on it for those interested. There was also discussion about an app available for the items for phone use.

Library Board Chair Roger Dixon asked why the Friends of the Library hours had been included as volunteer hours. Ms. Cardon replied that she was not sure about the number of hours, so she left them off. Ms. Cardon stated that the 2019 volunteer hours could possibly be lower because they did not include the hours of the Friends of the Library. Also, the 2018 hours did not include them and that they were unsure about all the details.

Ms. Cardon stated most of her time had gone into the development of the webpage redesign. She provided a rough design of the new webpage. She commented that the page was scheduled to go live in September. Board Member Nancy Passaretti asked if there was a place on the new website to drive people to the “Friends” or the “Foundation” for the purpose of making donations. Ms. Cardon stated that a Friends/Foundation button could be added. There was a comment about the website, and how difficult it had been to find information, Friends/Foundation and “how to donate”. Board Member Jessica Anderson asked if there was a spot for “How to Volunteer” on the new website. It was reported that a tab for “How to Volunteer” would be added to the new website design.

Ms. Cardon stated that a new copier had been delivered on the first day of National Library Week. She reported the week had been great. Also, she attended the State “New Directors Training” and Kim and Shelly had attended the State “Uplift Training” that teaches library management skills. Additionally, a 150<sup>th</sup> Anniversary of the Golden Spike display was coming that would also give the Library 20 books. An open Budget Meeting would take place Thursday. There was a current first draft of the budget available and the budget would be presented at the next Board Meeting.

Ms. Cardon reported on the Summer Reading Program that would begin in May. Shelly had been working hard on the Summer Reading Program. The theme this summer was “A Universe of Stories” and the Library was giving a free book to each child that completed the program. Ms. Cardon had already purchased 212 books for prizes. There was mention of an online registration process so those who missed registering in the Library could do so online.

Ms. Passaretti asked how they get statistics on the amount of people who use the Library. Ms. Cardon stated that she had purchased a new counter but was unsure of its accuracy and that she would be discussing that further with staff and have them do a physical count to compare with the counter. Then she would adjust the counter once she compared the numbers. Last week the reference desk was installed and someone could be placed there to count actual numbers over the course of a few days.

### **c. Friends of Library Report – Claudia Stillman**

Claudia Stillman was representing Wayne Tanaka and reported for the Friends of the Library. There would be several parades where the Library will be promoted with a banner. The first parade will be on June 8<sup>th</sup> and sign ups will be passed around at Lego Club and the Summer Reading Program to recruit children to participate. RB Digital flyers were going to be circulated to parade patrons. The proper title Highland City Library Foundation is being updated on the flyer. Ms. Stillman had a document to be used as, a call to action, for individuals to donate funds for the Summer Reading Program, as a sponsor for prizes.

Items “Job Description” and “Color Copy Fee” were moved under action/policy items.

## **2. Consent Items:**

### **b. Job Description of New Board Members**

Ms. Cardon indicated that her corrections to the job description were mostly semantics and not substantive. Mr. Dixon stated there were some corrections to Board Meeting, Officer Potential and Utah public Laws. They are intending to add the Board Member responsibilities to the description.

*City Council Rep Ed Dennis MOVED that the Library Board accept the amended Highland Library Board Member Job Description.*

*Board Member Jessica Anderson SECONDED the motion.*

*The vote was recorded as follows:*

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Jessica Anderson</i> | <i>Yes</i> |
| <i>Board Member Lisa Bullington</i>  | <i>Yes</i> |
| <i>Board Member Mike Burns</i>       | <i>Yes</i> |
| <i>Board Member Doug Cortney</i>     | <i>Yes</i> |

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Claude Jones</i>     | <i>Yes</i> |
| <i>Board Member Nancy Passaretti</i> | <i>Yes</i> |
| <i>Board Member Natalie Reed</i>     | <i>Yes</i> |
| <i>Board Chair Roger Dixon</i>       | <i>Yes</i> |
| <i>City Council Rep Ed Dennis</i>    | <i>Yes</i> |

*The motion passed.*

### **c. Color Copy Fee**

Ms. Cardon announced the color copy fee was increasing to fifty cents at the Library. She had researched prices in the area at both UPS (fifty-nine cents) and Canyon Copy (sixty-nine cents) and decided on fifty cents. The fifty cent cost was the same as the Provo and American Fork Libraries. The fees would be reviewed then submitted to Ms. Quick by Thursday.

*Board Member Jessica Anderson MOVED that the Library Board adopt the new color copy fee.*

*Board Member Natalie Reed SECONDED the motion.*

*The vote was recorded as follows:*

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Jessica Anderson</i> | <i>Yes</i> |
| <i>Board Member Lisa Bullington</i>  | <i>Yes</i> |
| <i>Board Member Mike Burns</i>       | <i>Yes</i> |
| <i>Board Member Doug Cortney</i>     | <i>Yes</i> |
| <i>Board Member Claude Jones</i>     | <i>Yes</i> |
| <i>Board Member Nancy Passaretti</i> | <i>Yes</i> |
| <i>Board Member Natalie Reed</i>     | <i>Yes</i> |
| <i>Board Chair Roger Dixon</i>       | <i>Yes</i> |
| <i>City Council Rep Ed Dennis</i>    | <i>Yes</i> |

*The motion passed.*

It was reported that several new fees would be added to the new fee schedule.

## **4. Action Items**

### **a. Strategic Plan Revision**

The Board discussed the Strategic Plan. The adoption was in 2016 and was 57 pages. It was a 10-year plan. Every three years the State mandates that there be an update to the plan. Ms. Cardon had sent out a draft of the Strategic Plan and had received suggestions for edits to the document. Mr. Dixon would like to see the wording “to be accepted” changed to “were accepted into NUCLC in 2018.” There was a question regarding the Teen Corner. Ambiance lighting and seating would be added to the aesthetics of the Teen Corner and was going to be located where the children’s section was long ago. The Board discussed the logistics of making the project complete. Then the Board discussed the book budget. Board Member Doug Cortney suggested the word “training” be omitted from the Mission Statement. His concern was that their mission is not to train the staff or the community but to serve the community and provide educational programs. Ms. Anderson stated that she had typo fixes under “Tools and Technology” and Ms. Cardon was happy to fix the typos.

*Doug Cortney MOVED to approve the long-range strategic plan as amended.*

*Claude Jones SECONDED the motion.*

*The vote was recorded as follows:*

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Jessica Anderson</i> | <i>Yes</i> |
| <i>Board Member Lisa Bullington</i>  | <i>Yes</i> |
| <i>Board Member Mike Burns</i>       | <i>Yes</i> |
| <i>Board Member Doug Cortney</i>     | <i>Yes</i> |
| <i>Board Member Claude Jones</i>     | <i>Yes</i> |
| <i>Board Member Nancy Passaretti</i> | <i>Yes</i> |
| <i>Board Member Natalie Reed</i>     | <i>Yes</i> |
| <i>Board Chair Roger Dixon</i>       | <i>Yes</i> |
| <i>City Council Rep Ed Dennis</i>    | <i>Yes</i> |

*The motion passed.*

#### **b. Internet and Online Access Policy – Donna Cardon**

Ms. Cardon stated that they were required by the State to look at the Internet and Online Access Policy annually to check if the Library was compliant. Within the packet provided to the Board, a letter outlining the requirements for the policy and the enforcement of the policy was included. The information had been posted for the public and when logging into Library computers the patrons must check a box accepting the terms of the policy before being allowed use. City Council Rep Ed Dennis asked if Tim Merrill had reviewed the policy and Ms. Cardon stated that Mr. Merrill had not reviewed the policy yet because Tim had requested that he only look at policies that had been approved.

Mr. Dixon requested that when the Board referred to the Highland Library, that Library should be capitalized. He had edits with prohibited materials being used in the Library. He would like the statement phrased in a more straightforward manner so it was easily understood. The Board discussed prohibited materials not being allowed in the Library. Then, the Board discussed adoption dates and what should be on the document.

Board Member Doug Cortney indicated that in the last paragraph of the document, they should refer to the “City Library Board” as the “Highland City Library Board” and not by any other title for consistency. He felt that it would be good to include the most recent adoption date of the amended document. Then the Board discussed the administrative procedures of the document. They indicated they would use the language “recently discussed and adopted” and “revised and approved”. They decided to use the wording “developed and adopted”. The Board discussed other changes to wording. It was also determined that this part of the document did not have to be posted, it would need to be available at the reference desk as it was an operational document for staff.

The Board discussed the definition of child pornography in the code and whether or not they were adhering to what the code mandated. Ms. Anderson referenced the state code and stated that what was in the procedures document was not what was in the State code defining child pornography. Then, Ms. Cardon noted to copy the language directly from the State code. Ms. Passaretti questioned what action would be taken if someone were to access child pornography in the Library and felt that if that were to

happen the Library Staff should contact the police immediately. The Board then confirmed that was the action Library Staff would take and they looked through the mechanics of the revision.

*Board Member Lisa Bullington MOVED to approve the Internet and Online Access Policy and Administrative Procedures as amended.*

*Board Member Jessica Anderson SECONDED the motion.*

*The vote was recorded as follows:*

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Jessica Anderson</i> | <i>Yes</i> |
| <i>Board Member Lisa Bullington</i>  | <i>Yes</i> |
| <i>Board Member Mike Burns</i>       | <i>Yes</i> |
| <i>Board Member Doug Cortney</i>     | <i>Yes</i> |
| <i>Board Member Claude Jones</i>     | <i>Yes</i> |
| <i>Board Member Nancy Passaretti</i> | <i>Yes</i> |
| <i>Board Member Natalie Reed</i>     | <i>Yes</i> |
| <i>Board Chair Roger Dixon</i>       | <i>Yes</i> |
| <i>City Council Rep Ed Dennis</i>    | <i>Yes</i> |

*The motion passed.*

Ms. Cardon reported that the approved policy would be submitted to the City Attorney.

## **5. Future Agenda Items:**

- a. Privacy Policy in the future
- b. Minor Amendments to Behavior Policy, Volunteer Policy, and Circulation Policy
- c. Fiscal Year 2019-2020 Budget

The Board discussed that the questionnaire results were addressed from the prior meeting. Ms. Wells and Mr. Tanaka were no longer doing a press release regarding Ms. Cardon's nomination from a prior meeting. The press release would be on hold for a while. Ms. Cardon was already advertising the Summer Reading program. Mr. Dixon indicated the Bylaws would be seen by the City Attorney as part of the process and all Board Members agreed. He asked if they agreed that in June there would be a mid-year, 6-month evaluation of how the Board was doing and what could be improved.

## **6. Future Meetings**

Thursday, May 23, 2019 was the next Board meeting.

*Board Member Jessica Anderson MOVED to adjourn the Library Board meeting.*

*Board Member Mike Burns SECONDED the motion.*

*The vote was recorded as follows:*

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Jessica Anderson</i> | <i>Yes</i> |
| <i>Board Member Lisa Bullington</i>  | <i>Yes</i> |
| <i>Board Member Mike Burns</i>       | <i>Yes</i> |

|                                      |            |
|--------------------------------------|------------|
| <i>Board Member Doug Cortney</i>     | <i>Yes</i> |
| <i>Board Member Claude Jones</i>     | <i>Yes</i> |
| <i>Board Member Nancy Passaretti</i> | <i>Yes</i> |

|                                   |            |
|-----------------------------------|------------|
| <i>Board Member Natalie Reed</i>  | <i>Yes</i> |
| <i>Board Chair Roger Dixon</i>    | <i>Yes</i> |
| <i>City Council Rep Ed Dennis</i> | <i>Yes</i> |

*The motion passed.*

*The meeting adjourned at **8:51 pm***

*I, Lisa Bullington, Secretary of the Highland Library Board, hereby certify that the foregoing minutes represent a true, accurate and complete record of the meeting held on April 22, 2019. This document constitutes the official minutes for the Highland City Library Board Meeting.*



# LIBRARY BOARD AGENDA REPORT ITEM #3b

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**DATE:** 05/23/2019  
**TO:** Library Board  
**FROM:** Library Director  
**SUBJECT:** Minor Policy Changes

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## **STAFF RECOMMENDATION:**

Library Board approve the minor changes to the Volunteer Policy, Patron Behavior Policy and Physical Item Circulation Policy

## **BACKGROUND:**

In March 2019 the Library Board approved a recommendation that it submit new and newly revised library policies to the City Attorney to be reviewed. The Volunteer Policy, Patron Behavior Policy and Circulation Policy were submitted to the City Attorney and he suggested minor changes as follows

Volunteer Policy: Add a sentence about limiting working hours of patrons under age 16 to conform with [\(Utah Code Ann. §34-23-101\)](#)

Patron Behavior Policy: Add a sentence prohibiting dangerous weapons except where authorized by law.

Physical Item Circulation Policy: Define when we determine when an item is considered "lost" and add a sentence stating that we can charge additional fees allowed by law when collecting fines over \$50.

## **FISCAL IMPACT:**

No significant fiscal impact.

## **PROPOSED MOTION:**

I move that Library Board Approve the minor changes in the Volunteer Policy, Patron Behavior Policy and Physical Item Circulation Policy

## **ATTACHMENTS:**

1. Volunteer Policy with track changes
2. Patron Behavior Policy with track changes
3. Physical Item Circulation Policy with Track Changes

# **Attachment 1**

## **Highland City Library: Volunteer Policy**

### **Overview:**

The Highland Library thrives on the many volunteer hours worked on its behalf each month. Volunteer time, energy and goodwill are invaluable assets to the Library and enhance the Library's ability to provide the highest quality service to Library patrons.

### **Expectations of Volunteers:**

Individuals interested in volunteering at the Library must fill out an application that includes providing contact information, emergency contact information and available work hours. Candidates will be accepted based on the Library's project and programmatic needs matched with the candidates' qualifications to meet those requirements as determined during the selection process. Not all volunteer applicants will be approved for service in the Library.

Volunteers are expected to conduct themselves as if employed by the Library and must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from volunteer duties at any time at the discretion of the Library.

Each volunteer has an on-site supervisor and is required to follow the work procedures established by that staff member. The supervisor is responsible for management and guidance of a volunteer's work, establishing a work schedule and tracking hours, and is available for guidance and assistance. All volunteers should keep their supervisor informed of their projects and work status, and of any schedule changes.

### **Library Obligations to Volunteers:**

- Provide a staff person designated to administer the volunteer program
- Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of the Library
- Where necessary, provide orientation and training to prepare the volunteers to perform their duties
- Provide volunteer supervision in accordance with sound supervisory practices and library policies
- Maintain accurate volunteer demographic data, including hours worked

### **Eligibility and Restrictions:**

- Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.
- Volunteers under the age of 18 must have parental approval and cannot work more than four (4) hours per day. [Volunteers under 16 cannot work after 7:00 pm on a school night or after 9:00 pm any day.](#) Generally, the Library will not accept volunteers under the age of 14.
- The Highland Library does not accept volunteers seeking to fulfill court ordered service hours.
- Volunteers may not perform activities that could reveal confidential patron information or use the Integrated Library System (ILS).
- Volunteers may not use library resources (office supplies, equipment, copying/printing, etc.) for personal gain.
- Neither the City nor the Library provides any compensation or medical or health benefits for any volunteer.

Approved by Library Board January 28, 2009

Revised, March 28, 2019

## Attachment 2

### Highland City Library: Patron Behavior Policy

All people are welcome to use the library and have access to information and library resources. In order to protect library users' right of access, ensure the safety of users and staff, and protect library resources and facilities, the library prohibits activities that are illegal, interfere with the use or enjoyment of the library by others, present health or security risks, damage library resources, or disrupt the normal flow of library operations.

#### Examples of Behaviors that are Prohibited in the Library

- A. Destruction or abuse of property (that of other patrons, staff, or the library).
- B. Physical confrontation (such as an altercation between two patrons or physically abusive behavior directed at a staff member).
- C. Threatening or harassing others verbally or nonverbally
- D. Exhibitionism, sexual acts or abuse, excessive public display of affection (making out) and lewdness.
- E. Theft.
- F. Exhibiting or watching pornography on library computers or on personal computers or devices in the library.
- G. Consuming liquor, smoking, vaping, or using illegal drugs
- H. Intoxication.
- I. Soliciting of any kind without permission.
- J. Entering the library with excessively wet or dirty clothing, or with extreme offensive body odor.
- K. Eating or drinking anything except water in public areas.
- L. Sleeping.
- M. Excessive noise or loud talking.
- N. Unsafe running or horseplay.
- O. Leering or staring at other patrons or staff.
- P. Bringing animals in the library, with the exception of service animals or those authorized in library programs.
- P.Q. Bringing dangerous weapons onto the Library grounds unless authorized by law.

#### Staff Responses to Inappropriate Behavior

If a patron violates any of the behavior guidelines the library employee, with the assistance of another employee, may follow these steps depending on the nature of the offence:

- A. Inform the patron that the behavior is inappropriate and if it is not stopped, they will be asked to leave.
- B. Ask the patron to leave if the inappropriate behavior does not stop.

- C. Notify the police if the patron refuses to leave or becomes threatening in any way.
- D. File an incident report with the director of the library.

## **Children in the Library**

The Highland City Library encourages children to use its facilities and services. However, children in the library are the responsibility of their parents. The library has neither the staff nor the legal authority to supervise children in the library.

Children under 9 years of age must be accompanied by a responsible adult or caregiver. Caregivers must be at least 12 years old, stay in the same room as the child, and supervise the child under age 9 at all times.

If a child under age 9 is found to be unattended in the library, the library may take action necessary to resolve the situation. If necessary, the library may ask the police or child protective services to take the child into custody for the child's protection.

### **A. Dealing with Disruptive Children**

If a young child is being disruptive (prolonged noise making; running up and down aisles; damaging library property; or bothering other library patrons), library staff may do the following:

1. Remind the child that they should be quiet (should not run around, etc.) in a library.
2. If the behavior continues, library staff will attempt to locate the child's parent or caregiver. When the parent/caregiver is located in the library, staff will explain that the child's behavior is disturbing other library patrons, and will ask the parent/caregiver to deal with the problem.
3. If the parent/caregiver refuses or is unable to control the child, they may be asked to remove the child from the library until the problem is resolved.

If an older child (above 9 years old) is disruptive, the library staff will inform him/her that he/she is behaving inappropriately and ask him/her to behave in a more appropriate manner. If the disruptive behavior continues, library staff may:

1. Attempt to locate a parent/caregiver to deal with the problem.
2. Ask the child to leave the library. Library staff members are to use their discretion in such situations. (Is the child old enough to leave on his/her own; does he/she live within walking distance; is it light or dark out; etc.)

3. If a parent/caregiver cannot be located within the library, the disruption is sufficiently severe, and the staff feels it would be unsafe to require the child to leave the library, the police or child protective services may be called to deal with the situation.

#### B. Unattended Children at Closing

Library staff will not remain after hours with an unattended child and are not permitted, under any circumstances, to give him/her a ride home. If a child's transportation is not available within 15 minutes after closing, and the staff feels it would be unsafe to leave the child alone, the police may be called to escort the child home or keep the child until parents can be reached.

The library is not responsible for children outside the library who await transportation or who are socializing.

Remember that parents and caregivers, not library staff, are responsible for the safety and behavior of children within the library.

*Approved by Library Board January 28, 2009, Revised by Library Board March 28, 2012, Revised by Library Board March 28, 2019*

## Attachment 3

### Highland City Library: Physical Item Circulation Policy

#### I. Basic Rules

- A. Borrowers must present a valid library card to check out library materials.  
Patrons may present their card in electronic format from a smart phone once identity is verified and noted in their account.
- B. A fine will be assessed on each item loaned which is not returned according to the rules below.
- C. All damages to materials beyond normal wear and tear will be made good to the satisfaction of the librarian.
- D. Borrowers will be held responsible for all materials checked out to their library cards and for all fines accrued on their account. Patrons are responsible to protect their cards from unauthorized use by others.
- E. Parents or guardians are responsible to monitor the accounts of their minor children, for all materials checked out on their children's cards and to pay fines or fees that accrue. Parents or guardians may open accounts for children age 5 and older.
- F. Patrons may reserve circulating materials. Hold notices will be sent by email or text to patrons who provide valid electronic addresses. No printed hold notices will be sent.

#### II. Loan Period

- A. Videos (any format) will be loaned for a period of one week. Other materials and kits will be loaned for a period of three weeks. Any item on hold for another patron may not be renewed. Items are considered overdue if returned or renewed after the close of business the day they are due.
- B. Due dates will not be set for days the library is closed.
- C. Materials that are not on hold for another patron may be renewed up to three times. Borrowers with delinquent accounts may renew materials if no other patron has requested them.
- D. Borrowers may not have more than 30 items checked out at any given time. The library director may authorize additional items to be checked out on each account.

#### III. Fines and Fees

- A. Fines of \$1.00 per day will be charged for overdue videos (any format) and kits, Fines on other overdue materials will be 10 cents per day.
- ~~CB.~~ Fines will stop at \$10.00 for each overdue item.
- ~~EC.~~ Borrowers will be assessed a replacement fee for individual items lost or damaged ~~based on equal to~~ the current retail price of the material plus a \$5.00 fee to cover the cost of ordering and processing. No refunds for lost or damaged materials will be issued. Items are considered "lost" if they are 60 days overdue.
- ~~FD.~~ Borrowers will be assessed a replacement fee for items that are parts of kits that are lost or damaged ~~based equal to~~ on the current retail price of the

material plus a \$5 fee. If the individual part cannot be replaced, the borrower will be assessed the cost of the kit.

- G. Replacement cost of rare or valuable material will be assessed on an individual basis as determined by the Library Director.
- H. A minimum fee of \$20 will be assessed for each returned check.
- I. Patrons with delinquent accounts will not be allowed to check out any materials until all fines are paid in full and materials are returned or all replacement fees are paid in full. Patron accounts are delinquent if the following conditions exist:
  - 1. They owe fines or fees of more than \$5.00.
  - 2. They have any items more than 8 weeks (56 days) overdue.
- J. The library reserves the right to seek appropriate and reasonable action to recover materials, fines, or fees through the use of courts, law enforcement, or collection agencies. If the amount owed is \$50.00 or over, the patron may be referred to a collection agency. Patrons referred to a collection agency shall be assessed a fee of \$20.00 in addition to all other costs or fees allowed by law to defray the cost of recovering delinquent accounts.
- K. Patrons who wish to appeal fine assessments may appeal to the Library Director. Patrons not satisfied with this disposition may then appeal to the Library Board through the Library Director, who will forward the request to the Board along with staff recommendations. The Library Board shall make final determination of the matter. The patron shall be notified of this action in a timely manner.
- L. The library shall not be obligated to run a debit/credit card through the credit card system for charges or purchases under \$2.00.

#### **IV. Borrower Categories**

- A. Residents of Highland shall be provided accounts free of charge. Resident accounts are renewed every 3 years.
  - 1. When a child turns 18, they may apply for an adult account. Fees and fines from their previous account will still be the responsibility of the parent/guardian. Any fines or fees incurred under the new account will be the responsibility of the account holder, not the parent/guardian.
- B. Employees of Highland City shall be provided accounts free of charge and shall be held to the same rules as indicated in library policies.
- C. Non-residents of Highland may purchase a library account for \$70 per year and shall be held to the same rules as indicated in library policies. The account may be only used by those family members that reside in the same household as the account holder.
- D. Alpine School District certified teachers and media specialists in schools within Highland City limits who do not reside in Highland City qualify for free non-resident cards. Educators are personally responsible for the account, not their school or district.
- E. Registered users of any North Utah County Library Cooperative (NUCLC) library shall be provided non-resident accounts free of charge, provided their

account at their “home” library is in good standing. Registered users of junior NUCLC members will be charged a reduced non-resident fee of \$40. If the registration of a NUCLC member’s “home” library card expires in less than a year, their Highland card will have the same expiration date as their home library card. NUCLC patrons may not request interlibrary loans or participate in programs which require registration. NUCLC patrons who are under 18 will require a parent signature.

Approved by Highland City Library Board July 9, 2008

Revised by the Highland City Library Board, March 25, 2009, September 23, 2009, November 18, 2009, July 28, 2010, September 22, 2010, September 28, 2011, September 25, 2013, May 28, 2014, February 28, 2019



# LIBRARY BOARD AGENDA REPORT

## ITEM #4a

**DATE:** May 23, 2019  
**TO:** Library Board  
**FROM:** Donna Cardon: Library Director  
**SUBJECT:** **FY 2019-2020 Budget**

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### **STAFF RECOMMENDATION:**

Library Board approve the FY 2019-2020 budget

### **BACKGROUND:**

The library's revenue for next year will be very similar to last year. The income and expense numbers look different, but that is because of the changes in how the cross charges are accounted. Previously cross charges were assessed by square footage and employee count, but now it is assessed using the same formula as other non-General Fund departments. The Library will be responsible for these charges and will no longer be reimbursed for them by the General Fund.

#### Major Changes

- Indirect Overhead: \$12,343 (includes IT and Insurance)
- Part Time Staff: \$131,013 (up \$11,798 from current year budget) to bring staff up to market levels.

I have added explanations of some of the smaller changes as notes on the budget spreadsheet. I have also included a breakdown of IT expenses and program expenses.

The exact numbers for income and expenses may change slightly by the time of final city council approval, however the changes will be minimal.

### **FISCAL IMPACT:**

The proposed budget lists expenditures of the Library Fund. The budget does not require that any extra money be transferred to the Library Fund from the General Fund.

### **PROPOSED MOTION:**

I move that Library Board approve the proposed Library Budget.

### **ATTACHMENTS:**

1. Library Budget Spreadsheet

| Service           | Annual Charge                                                        |
|-------------------|----------------------------------------------------------------------|
| Sirsi             | \$12,800.00                                                          |
| Deep Freeze       | \$550.00 This is the public computer management software             |
| Webpage           | \$650.00                                                             |
| Universal Class   | \$350.00 (guess)                                                     |
| Rock Mountain     | \$2,345.98 This is our IT support service                            |
| Blue Cloud Mobile | \$1,300.00 This will make our online catalog much more user friendly |
|                   | \$17,995.98                                                          |

## Program Budget

|                                | # of uses | Per Use  | Total       |
|--------------------------------|-----------|----------|-------------|
| Story Time                     | 10/week   | 50 weeks | \$ 500.00   |
| Fairytale Ball                 | 1         |          | \$ 750.00   |
| Summer Reading Kickoff         | 1         |          | \$ 100.00   |
| Summer Reading Prizes/ adults  | 50        | 15       | \$ 750.00   |
| Summer Reading prizes/teens    | 50        | 15       | \$ 750.00   |
| Summer Reading Prizes/children | 300       | \$5      | \$ 1,500.00 |
| End of summer Reading          |           |          | \$ 200.00   |
| Lego Club                      |           |          | \$ 100.00   |
| Family Night Programs          | 2 or 3    |          | \$ 300.00   |
| Teen soft programs             |           |          | \$ 250.00   |
| Comic Con                      |           |          | \$ 750.00   |
| Miscellaneous Programs         |           |          | \$ 650.00   |
| Sami's Pay                     |           |          | \$ 2,000.00 |
| Total                          |           |          | \$ 8,600.00 |

| Program                                 | Frequency    | Participation | Total Cost | Per Participant | Notes                                             |
|-----------------------------------------|--------------|---------------|------------|-----------------|---------------------------------------------------|
| Story Times (includes Story Teller Pay) | 5/week       | 135/week      | \$2,500.00 | \$1.54          | Includes Sami's Pay                               |
| Summer Reading                          | June/July    | 750           | \$3,300.00 | \$4.40          |                                                   |
| After School Programs                   | 2/week       | 25/week       | \$100.00   | \$0.10          |                                                   |
| Monthly Teen Programs                   | 1/month      | 7/month       | \$250.00   | \$2.98          |                                                   |
| Large Family Programs                   | 2/year       | 400           | \$1,500.00 | \$3.75          | Fairytale Ball, Comics and Costumes               |
| Smaller Family Programs                 | 2 or 3 /year | 30/program    | \$300.00   | \$3.33          | Like Magic Show, Mayor's Christmas Storytime etc. |
| Miscellaneous                           |              |               | \$650.00   |                 |                                                   |
| Total                                   |              |               | \$8,600.00 |                 |                                                   |

|                                |                                   | Current<br>year<br>Actual | Current<br>year<br>Budget | Future<br>year<br>Budget |                                                                                                                                                                                                              |
|--------------------------------|-----------------------------------|---------------------------|---------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Library Fund</b>            |                                   |                           |                           |                          |                                                                                                                                                                                                              |
| <b>22-30-90</b>                | <b>Transfer from General Fund</b> | <b>0</b>                  | <b>61,000</b>             | <b>0</b>                 |                                                                                                                                                                                                              |
| Total Transfer In:             |                                   | 0                         | 61,000                    | 0                        |                                                                                                                                                                                                              |
| Tax Revenue                    |                                   |                           |                           |                          |                                                                                                                                                                                                              |
| 22-31-10                       | Property Taxes                    | 254,713                   | 256,465                   | 260,900                  |                                                                                                                                                                                                              |
| 22-31-11                       | Delinquent Property Taxes         | 13,009                    | 13,110                    | 13,110                   | This number may actually be lower.                                                                                                                                                                           |
| 22-31-12                       | Motor Vehicle Tax                 | 16,800                    | 23,598                    | 21,828                   |                                                                                                                                                                                                              |
| <b>Total Tax Revenue:</b>      |                                   | <b>284,521</b>            | <b>293,173</b>            | <b>295,838</b>           |                                                                                                                                                                                                              |
| Fees & Fines                   |                                   |                           |                           |                          |                                                                                                                                                                                                              |
| 22-32-10                       | Fees & Fines                      | 11,405                    | 24,000                    | 15,000                   | lower than last year's budget, but intended to match this year's projected totals<br>I recently checked, and this year's non-resident registration is slightly higher than last year, despite raise in cost. |
| 22-32-11                       | Non-Resident Cards                | 13,790                    | 0                         | 14,000                   |                                                                                                                                                                                                              |
| 22-32-12                       | Proctoring Services               | 160                       | 0                         | 160                      |                                                                                                                                                                                                              |
| 22-32-13                       | Printing                          | 373                       | 0                         | 350                      |                                                                                                                                                                                                              |
| <b>Total Fees &amp; Fines:</b> |                                   | <b>25,729</b>             | <b>24,000</b>             | <b>29,510</b>            |                                                                                                                                                                                                              |
| Other Income                   |                                   |                           |                           |                          |                                                                                                                                                                                                              |
| 22-36-10                       | Interest Income                   | 584                       | 0                         | 400                      |                                                                                                                                                                                                              |
| 22-36-11                       | Donations                         | 117                       | 200                       | 300                      |                                                                                                                                                                                                              |
| 22-36-12                       | Grants                            | 8,100                     | 15,000                    | 17,000                   | I am fully intending to get a grant for Self Checkout and RFID tagging of books. If it doesn't happen for some reason, both the income and expense lines will go down.                                       |
| 22-36-13                       | Surplus                           | 0                         | 0                         | 0                        |                                                                                                                                                                                                              |
| Total Other Income:            |                                   | 8,801                     | 15,200                    | 17,700                   |                                                                                                                                                                                                              |
| PY Carryover                   |                                   |                           |                           |                          |                                                                                                                                                                                                              |
| 22-39-90                       | PY Carryover Budget               | 0                         | 0                         | 12,000                   | This may be higher. Last year there was much more put into part time wages than was used. It might be 19000                                                                                                  |
| Total PY Carryover:            |                                   | 0                         | 0                         | 12,000                   |                                                                                                                                                                                                              |
| Operating Expenses             |                                   |                           |                           |                          |                                                                                                                                                                                                              |

|                     |                              | Current<br>year<br>Actual | Current<br>year<br>Budget | Future<br>year<br>Budget |                                                                                                                                                                                                           |
|---------------------|------------------------------|---------------------------|---------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Library Fund</b> |                              |                           |                           |                          |                                                                                                                                                                                                           |
| 22-43-11            | Salaries/Wages               | 48,446                    | 72,600                    | 84,973                   | Donna's plus 25% of Erin's                                                                                                                                                                                |
| 22-43-12            | Overtime                     | 0                         | 0                         | 0                        |                                                                                                                                                                                                           |
| 22-43-13            | Employee Benefits            | 28,491                    | 51,800                    | 48,248                   | Gary's Estimate                                                                                                                                                                                           |
| 22-43-14            | Salaries/Wages Part-Time     | 79,941                    | 119,215                   | 131,013                  | includes market adjustments and merit pay increases<br>Possible computer replacements (1200), Teen Corner<br>upgrades(300), cart for large screen(500), Children's<br>Room rug (500), Activity Wall (500) |
| 22-43-21            | Equipment                    | 4,804                     | 8,060                     | 3,000                    | Transcription fees                                                                                                                                                                                        |
| 22-43-22            | Library Board Expenses       | 23                        | 50                        | 1,500                    | Expecting CLEF Grant to add 5000                                                                                                                                                                          |
| 22-43-23            | Books & Materials            | 11,732                    | 21,298                    | 20,000                   |                                                                                                                                                                                                           |
| 22-43-25            | Mileage Reimbursement        | 132                       | 200                       | 200                      |                                                                                                                                                                                                           |
| 22-43-26            | Insurance & Bonds            | 0                         | 0                         | 0                        | Less, because ILL has gone down since we started<br>charging                                                                                                                                              |
| 22-43-27            | Postage                      | 342                       | 500                       | 250                      | See IT budget sheet                                                                                                                                                                                       |
| 22-43-28            | IT Software                  | 13,821                    | 17,860                    | 18,000                   |                                                                                                                                                                                                           |
| 22-43-29            | Printing                     | 78                        | 250                       | 250                      |                                                                                                                                                                                                           |
| 22-43-30            | Programming                  | 2,765                     | 7,000                     | 8,600                    | See program budget sheet, includes Sami's Wages                                                                                                                                                           |
| 22-43-31            | Phone Reimbursement          | 360                       | 840                       | 1,320                    | 50/month Donna, 30 month Kim/Shelly<br>Shirts for staff (300) Christmas (500), Birthdays (100),<br>Insentives (200) Other (400)                                                                           |
| 22-43-32            | Uniforms/Emp. Misc.          | 2,489                     | 3,000                     | 2,500                    | PLA Conference 1500, ULA 500, ALA ALSC Registration<br>350, ULA Registration 120                                                                                                                          |
| 22-43-33            | Continuing Education         | 597                       | 1,500                     | 3,000                    | reflects what we spent in 2018 plus some extra for<br>RFID support                                                                                                                                        |
| 22-43-35            | Office Supplies              | 2,074                     | 2,500                     | 3,000                    | 12000 for self check out, 5000 clef                                                                                                                                                                       |
| 22-43-50            | Grant Expenditures           | 8,055                     | 15,000                    | 17,000                   | set by city                                                                                                                                                                                               |
| 22-43-61            | Indirect Overhead            | 1,332                     | 1,777                     | 8,498                    | set by city                                                                                                                                                                                               |
| 22-43-62            | Insurance Expense            | 6,475                     | 8,633                     | 1,160                    |                                                                                                                                                                                                           |
| 22-43-63            | Cross Charge Bldg. Maint.    | 6,286                     | 7,450                     | 0                        |                                                                                                                                                                                                           |
| 22-43-64            | Cross Charge Bldg. Utilities | 8,381                     | 8,428                     | 0                        |                                                                                                                                                                                                           |
| 22-43-65            | Cross Charge Rent            | 33,530                    | 44,707                    | 0                        |                                                                                                                                                                                                           |

|                                    |                                 | Current<br>year<br>Actual | Current<br>year<br>Budget | Future<br>year<br>Budget |                                                   |
|------------------------------------|---------------------------------|---------------------------|---------------------------|--------------------------|---------------------------------------------------|
| <b>Library Fund</b>                |                                 |                           |                           |                          |                                                   |
| 22-43-66                           | Cross Charge Insurance          | 1,923                     | 4,454                     | 0                        |                                                   |
| 22-43-70                           | Capital Outlay                  | 643                       | 700                       | 0                        |                                                   |
| 22-43-75                           | Internal Service IT Expense     | 0                         | 0                         | 2,530                    | New fund to periodically replace staff computers. |
| <b>Total Operating Expenses:</b>   |                                 | <b>262,719</b>            | <b>397,822</b>            | <b>348,722</b>           |                                                   |
| <hr/>                              |                                 |                           |                           |                          |                                                   |
| Transfers                          |                                 |                           |                           |                          |                                                   |
| <b>22-90-90</b>                    | <b>Transfer to General Fund</b> | <b>0</b>                  | <b>0</b>                  | <b>0</b>                 |                                                   |
| <hr/>                              |                                 |                           |                           |                          |                                                   |
| <b>Library Fund Revenue Total:</b> |                                 | <b>319,050</b>            | <b>393,373</b>            | <b>355,048</b>           |                                                   |
| <hr/>                              |                                 |                           |                           |                          |                                                   |
| <b>Library Fund Expenditure</b>    |                                 |                           |                           |                          |                                                   |
| <b>Total:</b>                      |                                 | <b>262,719</b>            | <b>397,822</b>            | <b>355,042</b>           |                                                   |
| <b>Net Total Library Fund:</b>     |                                 | <b>56,332</b>             | <b>(4,449)</b>            | <b>6</b>                 |                                                   |

This is red because we got a 5000 grant that I've not been reimbursed for.



# LIBRARY BOARD AGENDA REPORT ITEM #4b

**DATE:** May 23, 2019  
**TO:** Library Board  
**FROM:** Donna Cardon  
**SUBJECT:** Privacy Policy

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## **STAFF RECOMMENDATION:**

Library Board approve a Library Privacy Policy and submit it to the City Attorney for review.

## **BACKGROUND:**

In March 2019 the Library Board considered a draft of a Privacy Policy for the Library. At that time the Board felt that we would like to submit the policy to the City Attorney before approving the document.

When Erin Wells approached the City Attorney with the policy he communicated that he would prefer to review a policy the Board had already approved rather than one that was still in consideration.

Erin Wells made a careful reading of the proposed policy and has made several suggestions that are included in the attached document.

## **FISCAL IMPACT:**

No fiscal impact

## **PROPOSED MOTION:**

I move that Library Board approve the Library Privacy Policy and submit it to the City Attorney for review.

## **ALTERNATIVE MOTION:**

I move that Library Board continue discussion of the Privacy Policy at a later meeting.

## **ATTACHMENTS:**

1. Privacy Policy Track Changes

## Attachment 1

### Draft of Privacy Policy of the Highland City Library

#### General

The Highland City Library is committed to protect each patron's personally identifiable information. Librarians will not give circulation information to anyone except for the library card holder, [someone they have designated to have access to their account](#) or to their legal parent/guardian if they are a minor [except as described in this policy](#). Patrons can request that their information be made available to a third party such as a spouse, or caregiver. The Highland City Library does not sell patron information to any third party. Patrons are responsible to keep their library card and pin private to prevent unauthorized use.

#### Registration Information

At the time a patron registers themselves or a minor child for a library card, they will be asked to show a valid [state issued](#) photo ID and proof of residency. They will be asked to fill out a registration application and provide a current phone number, email address, and physical address. Information given at the time a patron registers to get a library card is stored in the Library's patron management system during the time the patron has an active account plus 2 years. An account may remain active after this period if the patron has outstanding fines. The paper application is shredded as soon as information is imputed into the patron management system. Registration information is used for internal function of the library and is not shared with any third party except as discussed in the "Information about Fines" section.

#### Patron Email

Patron email addresses collected at the time a patron registers for a Library Card will only be used [by Library staff](#) to conduct [legitimate](#) library ~~related~~ functions. No email addresses will be disclosed to third parties except as discussed in the "Information about Fines" section.

#### Circulation Information

Patrons have the option at the time of registration to direct the Library to save their circulation history or not. A patron can change their preference on this matter at any time through the online catalog, or by making a request of a library staff member. Parents may have access to the circulation history of minor children. ~~Circulation~~ [Library staff do not share circulation](#) histories ~~are not shared~~ with any third party except as discussed in the "Law Enforcement Requests for Information" section.

#### Information about Fines

~~Information about library fines~~ [Library staff will only give information about fines](#) accrued ~~will only be given~~ to the library account holder, their parent/guardian if they are a minor, or a person the card holder has predesignated to have access to that information. If a patron has fines over \$50, the Library may inform the patron that their fines must be resolved or they will be sent to a collection agency. If a collection agency is used, they will

only be given the information they need to collect the fines. ~~This information may include phone number, email address, physical address, and total amount owing.~~

### **Computer Use Information**

The Library keeps a record of when patrons use their library card to log into public access computers and the length of that use for statistical purposes and to check compliance with Library computer use policy. Patrons have the option to ask for a guest pass to use the public access computers. Patrons should remember that the Library computers are on an open network. -Any information they enter into Library computers may be accessible to a third party. -Patrons use library computers at their own risk.

### **Law Enforcement Requests for Information**

The Library will comply with law enforcement requests for information about patrons and their circulation history or computer use only if served with a valid search warrant or as required by law. The Library may share information about patrons' use of the Library with law enforcement to investigate infractions of the Library Patron Behavior Policy.

### **Information Given Over a Phone or Email**

The Library does not accept payment of fines over the phone or through email. Librarians will not give circulation information to anyone over the phone or through email except to the library card holder or to their legal parent/guardian if they are a minor, or a person the card holder has predesignated to have access to that information. Identity of a caller will be established by their giving the librarian their name, library card number, and pin.

### **Information Shared with Co-op Libraries**

If a patron wishes to obtain a library card at a Northern Utah County Library Co-operative library, that library may call Highland City Library to verify that the patron requesting a card is a Highland City Library card holder in good standing. The Highland City Library will provide this information to the requesting library.

### **Library Programs**

Library programs are considered public events. Library employees or volunteers may take photographs at library events that may be posted on the Library website, the City website, or on social media. Any patron who would not like their or their minor child's image to be used in this way must inform the library employee who is overseeing the Library event.

### **Security Cameras**

The Library has security cameras that are in use at all times. The images from the security cameras will only be used by the Library and law enforcement for to investigate infractions of the Library Patron Behavior Policy and for Library security. ~~If law enforcement wishes access to security camera recording for other purposes they must present to the Library a valid search warrant, at which time the Library may allow access to security camera recordings.~~ The Library will comply with law enforcement requests for access to security camera footage only if served with a valid search warrant or as required by law