

Library Board Meeting Agenda

October 24, 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. Consent

- a. Approve September 26, 2019 Meeting Minutes

3. Reports

- a. Library Director's Report
- b. Friends of the Library Report

4. Action/Policy Items

- a. Revisions to the Strategic Plan
- b. Revisions to the Physical Item Circulation Policy
- c. Revisions to the Privacy Policy
- d. 2020 Board Meeting Schedule

5. Discussion Items

- a. Christmas Party
- b. Board Training with American Fork
- c. Change of November Meeting Time

6. Future Agenda Items

- a. Budget Revisions: November

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).

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 22nd day of October, 2019

Cindy Quick, MMC, City Recorder

THE PUBLIC IS INVITED TO PARTICIPATE IN ALL LIBRARY BOARD MEETINGS

Library Board Meeting Agenda

September 26, 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, Mike Burns, Doug Cortney, Ed Dennis, Briawna Hugh, Claude Jones, Natalie Reed

LIBRARY BOARD

MEMBERS ABSENT: Edgar Tooley

CITY STAFF PRESENT: Library Director Donna Cardon, Highland City Assistant Administrator Erin Wells

OTHERS: Claudia Stillman, Friends of the Highland City Library President Wayne Tanaka

7:02 pm - Call to Order: Roger Dixon, Board Chair

A quorum of the Board being present, Board Chair Roger Dixon welcomed those in attendance and began the Library Board meeting at **7:00 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:

There was no public comment.

2. Introductions

There were no introductions

3. Consent

The consent agenda consisted of the following.

- a. Approve August 22, 2019, Meeting Minutes

Board Member Mike Burns MOVED to adopt the consent agenda.

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 Mike Burns</i>	<i>Yes</i>
<i>Board Member Doug Cortney</i>	<i>Yes</i>
<i>City Council Rep Ed Dennis</i>	<i>Yes</i>

<i>Board Chair Roger Dixon</i>	<i>Yes</i>
<i>Board Member Briawna Hugh</i>	<i>Yes</i>
<i>Board Member Claude Jones</i>	<i>Yes</i>
<i>Board Member Natalie Reed</i>	<i>Yes</i>
<i>Board Member Edgar Tooley</i>	<i>not present</i>

The motion passed.

4. Reports

a. Director's Report

Library Director Donna Cardon distributed library statistics. She noted that the Library's total physical collection had increased to nearly 51,000 items and that digital circulation was up to 16,000 items. They discussed digital check out items and purchasing processes.

Ms. Cardon reported the following highlights. The teen corner was completed and an online game night sponsored by Lone Peak Highschool was planned to open the Teen Corner. Also, Story time is now reaching numbers of 30-60 participants and is requiring special planning to accommodate numbers. Parent child book club reached 10 participants and participants are having fun. Ms. Cardon presented at the Lone Peak Business Alliance breakfast and was well received. The Library provided around 200 balloons for the City sponsored Children's Day. Also, Comics and Costumes hopes to reach 100 participants, Facebook advertisement will begin and will be open to Highland Library card holders until October 10th and then open to non-cardholders after the 10th. The senior program will begin at Highland Glen staff has been provided a special account allowing longer checkout time, which they will use to check out books and provide to Seniors on-site. Also, the author talk featuring Karen Mosley is scheduled for October 21st.

Ms. Cardon reported that the discovery kits grant was submitted. Currently, Ms. Cardon is working on a grant proposal that would provide self-checkout kiosks. It was noted that RFID chips would be paid for from the Library's budget. Following, it was noted Ms. Cardon would be attending the Director's Summit where overdrive charges would be discussed. Then, they discussed that the Overdrive access is available free to all libraries in Utah except for Salt Lake and Davis County. The State proposed a pay in system would be based on Library size. The cost for Highland would be five percent of the materials budget. The change would not affect what Highland spends on e-books but could affect their ability to choose books.

In addition, two of the City's librarians were planning on attending the UPLIFT catalogue training and Ms. Cardon invited others to attend. Also, the Library has ordered new shirts and blanks for Library cards with the new City logo. It was noted there are two new jobs that have been posted as well as the new website design was reviewed for the Boards knowledge. They changed the individual emails and put a

group Board email and will change Doug Courtney's title, too. Also, those who signed up for cards last month will be placed in a drawing for a 25 dollar gift card. Ms. Anderson asked about the physical items. Ms. Cardon stated Friends will cover this question.

b. Friends Reports

Friends reported they will pay for prizes at about 250 dollars cost and asked where funds were at currently. Next, Ms. Anderson reported that the Foundation account contained \$2,654.17 but that it was not all Friends money. Then, Mr. Tanaka stated the friends was amid establishing itself as a 501(c)(3) and are investigating what this will involve. In addition, Claudia Stillman Friends of the Highland City Library representative invited one Board Member and one Foundation Member to judge costumes at the Comics and Costumes event. Board Member Doug Courtney and Board Member Mike Burns volunteered to help. They decided to have a panel of five people made up of both Board and Foundation members.

Ms. Stillman stated that the Friends collected stories describing people's experiences pertaining to why they love the Library. She indicated these impact stories would be posted on the Library's website. She described two situations of individual testimonials and how their use of the Library promoted personal success in their life. Then, Mr. Tanaka stated these are excellent testimonials and that it's important to share such stories to promote the Library. Also, Ms. Anderson stated she was able to use her library card to access information she needed within the last week for research that had been successful. She informed there was lots of State history available on the database.

Next, Ms. Stillman stated the Friends is working on an online book sales program. Then, Mr. Tanaka detailed the plans for using the Library's storage room to create this pilot program. Mr. Dixon noted a remarkable change in the flow of meetings compared to a year or so ago and thanked both Ms. Cardon and Mr. Tanaka for the large roles they played in this positive change.

Next, internet online books sales were discussed. They discussed this is on their timeline, Tiffany [no surname] was helping with online book sales. They projected to have advertisement for book donations come January. They would use an online book-sale platform based out of Boise. Also, they will promote this in the Library lobby.

c. Committee Report

Mr. Cortney reported the Library Fund committee concluded there was nothing for it to focus on specifically to achieve the Library's strategic goals. In addition, Ms. Anderson stated the reporting committee made a similar determination.

5. Discussion Items

a. Online Video Training

Ms. Cardon stated the plan had been for everyone to watch a video training so the Board could discuss it but that many were unable to access the video. She indicated the planned training was focused on communicating metrics, like how to gain the most from circulation by stating the dollar amount impacts others greatly.

b. Presentation to City Council

Ms. Anderson stated she worked with the committee, with Ms. Cardon and with Ms. Wells to prepare a draft presentation for the City Council's next meeting. Then, Ms. Anderson walked the Board through the presentation and collected feedback. She began her process with the code. She would cover conditions pertaining to material operation statistics, Library finances, Library Board activities and the long range plan. Then, she read through the Power Point Presentation and the details included Library condition materials included a safe and welcome atmosphere, cleaned up children's room, the teen corner, safety conditions during recertification. They increased materials and became a member of NUCLC. The current collection is over 50,000 physical items, responded to feedback and purchased new audio books. Also, discovery kits were added.

Their operations included a pull to get a qualified person there for early literacy, coding and Lego Club, adjusted staff wages, staff attended conferences and trainings and increased programming and events. She commented that they would review this all in detail soon. Then the Board discussed 56,000 patron visits and how to word this. They discussed how to show the number on the Power Point Presentation to present the importance of the number. She mentioned that the numbers show the Library values. Mr. Dennis provided data to show the revenue by source and the expenditure by source numbers and were presented by Ms. Anderson. A Board Member specified grants be in their own category. They continued discussion on where to place the grants in their presentation and no final decision was made.

Then, the Board discussed possibilities to present the information. The timing was discussed and who might present to the City Council. A Board Member suggested that they remove half and pick a few things to highlight. The presentation should be six-seven minutes and then questions from the Council after. They indicated Mr. Dixon would give the presentation. They indicated they would use pictures to communicate on the slides. The plan was to give the Council a list and show visual of highlights. Ms. Anderson would complete the Power Point and Ms. Wells would complete the handout. Mr. Dixon stated his notes included were that Ms. Cardon was hired and bylaws were reviewed. He stated he noted on the strategic plan and books checked out were included.

Board Member Ed Dennis left the meeting. A quorum of the Board still being present, Board Chair Roger Dixon continued the meeting.

The three Board Members working on the presentation will meet later, Monday at 3:00 to coordinate. The goal of the presentation was to create and show the Library as a positive place for the community to come together and promote positivity in people's lives.

c. Family Cards Issue

Ms. Cardon stated she met with the policy committee to discuss what settings were desired for family cards and that she subsequently ran a test to figure out how to configure the software. She found, based on the tests, the settings expected to affect desired behaviors have no effect. Then, Ms. Cardon stated the only option she'd been able to configure was a child card that acts only as a check-out tool, with everything connected to and reporting only on the parent card. Therefore, she proposed to have children's cards attached to a parent card below a certain age while permitting stand-alone cards for children above that age. Ms. Cardon stated she would bring a proposed policy change to the Board in October. To clarify, they indicated that 12 years and under must be attached to a parent card and those above may have their own card. There is a way to attach the teen card to a parent card without them being able to see the account. Ms. Cardon stated that they could have two separate groupings for parents with teen and children. Currently, teens are responsible for their own fines in order to promote privacy this is the only option now.

6. Closed Session

Board Member Doug Cortney MOVED to recess to closed session to discuss the character, professional competence, or physical or mental health of an individual.

Board Member Briawna Hugh SECONDED the motion.

The vote was recorded as follows:

<i>Board Member Jessica Anderson</i>	<i>Yes</i>
<i>Board Member Mike Burns</i>	<i>Yes</i>
<i>Board Member Doug Cortney</i>	<i>Yes</i>
<i>City Council Rep Ed Dennis</i>	<i>not present</i>
<i>Board Chair Roger Dixon</i>	<i>Yes</i>
<i>Board Member Briawna Hugh</i>	<i>Yes</i>
<i>Board Member Claude Jones</i>	<i>Yes</i>
<i>Board Member Natalie Reed</i>	<i>Yes</i>
<i>Board Member Edgar Tooley</i>	<i>not present</i>

The motion passed.

The Board convened in closed session at 8:48 p.m.

Board Member Doug Cortney *MOVED* to adjourn the closed session of the Board.
Board Member Natalie Reed *SECONDED* the motion.

The vote was recorded as follows:

Board Member Jessica Anderson	Yes
Board Member Mike Burns	Yes
Board Member Doug Cortney	Yes
City Council Rep Ed Dennis	not present
Board Chair Roger Dixon	Yes
Board Member Briawna Hugh	Yes
Board Member Claude Jones	Yes
Board Member Natalie Reed	Yes
Board Member Edgar Tooley	not present

The motion passed.

The Board returned from closed session at 9:04 p.m.

7. Future Items

- a. **Review Strategic Plan**
- b. **Physical Circulation Policy**

8. Adjournment

Board Member Doug Cortney *MOVED* to adjourn the Library Board meeting.
Board Member Natalie Reed *SECONDED* the motion.

The vote was recorded as follows:

Board Member Jessica Anderson	Yes
Board Member Mike Burns	Yes
Board Member Doug Cortney	Yes
City Council Rep Ed Dennis	not present
Board Chair Roger Dixon	Yes
Board Member Briawna Hugh	Yes
Board Member Claude Jones	Yes
Board Member Natalie Reed	Yes
Board Member Edgar Tooley	not present

The motion passed.

The meeting adjourned at **9:07 pm**

I, Doug Cortney, Highland City Library Board Secretary, hereby certify that the foregoing minutes represent a true, accurate

and complete record of the meeting held on September 26, 2019. This document constitutes the official minutes for the Highland City Library Board Meeting.

DRAFT



LIBRARY BOARD AGENDA REPORT

ITEM #4a

DATE: October 24, 2019
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Strategic Plan Revisions

PURPOSE:

The Library Board should discuss recommended revisions to the Strategic Plan from City Council suggestions. The Library Board will take appropriate action.

BACKGROUND:

On October 1, 2019 the Library Board gave an annual report to the City Council and submitted the current Long Range Strategic plan for review. Some members of the City Council submitted suggestions for minor revisions, including the suggestion that we include the cost associated with each of the items proposed in the Strategic Plan.

I have gone through the strategic plan and assigned costs to each of the items in the plan. All the planned items, with the possible exception of the acquisition of new carpet for the Library in a few years, can be accomplished without additional funding beyond the current tax revenue levels and grant funds.

Since the costs do fall within established fund sources, I believe we should make a statement to that fact, mentioning the possible carpet exception, but otherwise not include itemized cost numbers. This would assure the Council that we do not intend to request an increase in funding in the next 3 years, but gives the Library a little more latitude to respond to small fluctuations or variance in costs without affecting the overall strategic plan.

FISCAL IMPACT:

Since this action only affects the predicting and reporting of expenses and not the expenses themselves, it will have no fiscal impact.

RECOMMENDATION:

Staff recommends that the Library Board approve the revisions to the Strategic Plan and send the updated plan back to City Council for their final approval.

PROPOSED MOTION:

I move that the Library Board approve the revisions to the Strategic Plan.

ATTACHMENTS:

1. Strategic Plan Track Changes
2. Strategic Plan Clean Version

Highland City Library: Long-range Strategic Plan 2019-2022

Introduction

Public libraries have long been an important aspect of American life. From the early days of the Republic, libraries were valued by Americans. Benjamin Franklin founded the first subscription library in Philadelphia in 1732 with fifty members to make books more available for citizens of the young nation. From that time to the present, public libraries have been valued because they allow equal access to information and educational resources regardless of social or economic status.

Library service has long been important to the residents of Highland. From 1994 to 2001, residents of Highland and Alpine were served by a joint use facility at Mountain Ridge Junior High School. That arrangement was eventually terminated and in 2001 the entire library collection was relocated to the old Highland City building for storage. In 2008, Highland City built a new city hall and dedicated a portion of the building for a city Library. In 2016 the Library received permission to convert a public meeting room into a Children's Room for the Library. The new Children's Room was opened in spring of 2018.

The Library joined the North Utah County Library Cooperative (NUCLC) April 1, 2012 as an associate member. NUCLC is a reciprocal borrowing system that allows library card holders from participating libraries to check out materials from other participating libraries. It is not a county library system. Each participating library maintains its own policies, budget, administration, non-resident fees, etc. In 2018 the Library reached the required collection size and was accepted as a full NUCLC member.

The Library is supported by three constituent bodies: The Library Board; the Friends of the Library; the Library Foundation.

1. The Library Board oversees the operation of the Library. It consists of nine persons, eight volunteers appointed for three year terms and a representative from the City Council. All meetings are held in the Highland City Hall. Records of the Library Board meetings are available from on the City website.
2. Friends of the Library contribute in the following ways: increase Library awareness and membership, keep the community and Library connected, increase volunteerism to support and supplement Library resources, support Library services including story time, displays, and shelving, fundraise through sales and grants, and assist with used book sales.
3. The Library Foundation is a nonprofit, tax-exempt foundation dedicated to assisting the Highland City Library with fund-raising and additional support. Charitable bequests to the Library help the Library fulfill its mission. Bequests to the Library are not subject to estate tax. Donations of \$500 or more are recognized on the plaques in the Library.

Vision Statement

The Highland City Library seeks to be a valued resource in the community that evolves with changes in society while meeting learning, information, and entertainment needs.

Mission Statement

The Highland City Library provides materials, programs, tools, and space that strengthen the community by informing, educating, and entertaining community members of all ages.

Long-range Strategic Plan, 2019-2022

The elements of the Strategic Plan support the goals and values expressed in the Library Mission Statement. Some goals are expected to be funded by grants and are indicated below. Outside of those goals funded by grants, with the exception of carpet replacement, the goals listed below are all within the current annual budget for the Library. The costs below are for hard costs only. All projects will also require soft costs such as staff time.

Materials:

Plan	Value	Metric	Date Initiated/Completed	Responsible Party	Estimated Cost
Add juvenile fiction series labels	Inform/Entertain	Have all J FIC and I FIC series labeled	Summer 2019/Fall 2019 <u>and continuing forward (Is this done?)</u>	Collection Development Team	<u>\$50 plus staff time</u>
Add YA fiction series labels	Inform/Entertain	Have all YA FIC series labeled	Fall 2019/Summer 2020	Collection Development Team	<u>\$50 plus staff time</u>
Reassess and Re-label I Fic and J Fic Sections	Inform/entertain	Assessment and Relabeling completed	Summer 2020/Summer 2021	Collection Development Team	<u>\$100 plus a lot of staff time</u>
Literacy Kits	Educate/Serve all ages	Add 50 Literacy Kits to Library	Summer 2019/Fall 2019	Kristen Burgon/Collection	<u>\$5000 funded by grant</u>

Formatted Table

		Circulating Collection		Development Team	
Acquire Test Prep Materials	Inform/Educate	Increase test prep materials by 20 %	Spring 2020-Spring 2021	Kim Bergeson/ Collection Development Team	\$200 Part of normal circulating materials budget

Programs

Plan	Value	Metric	Date initiated/Completed	Responsible Party	Estimated Cost
Provide at least one STEM program/week for grade school age children	Educate/Serve all ages	Attendance of 10 first year, 15 second year, 20 third year.	Spring 2019 and continuing forward	Programming Team	\$300/year (part of normal program budget)
Provide monthly adult education programs	Educate/Serve all ages	Attendance of 10 first year, 15 second year, 20 third year.	Fall 2019 and continuing forward	Programming Team	Staff time
Provide two programs/year for seniors	Educate/Entertain/Serve all ages	Have at least 10 seniors attend each of two events	Fall 2019 and continuing forward	Programming Team	Staff time
Present two large community programs/ year	Entertain/Build Community	Have at least 100 people attend event	Fall 2019 and continuing forward	Programming Team	\$1500/ year (part of normal program budget)

Create Monthly parent/child book clubs	Educate/build community	Hold 9 book clubs during school year	Fall 2020 and continuing forward	Library Director/ Programming Team	\$270/ year (part of normal program budget)
Increase Summer Reading Participation	Educate/ Entertain	Percent of population participating in Summer Reading increases by 5% each year.	Summer 2019 and continuing forward	Library Director/ Programming Team	\$3300 (part of normal program budget)
Provide Volunteer Opportunities to Teens	Educate/ Build Community/ Serve all ages	Work with Lone Peak to have at least 3 Civics Volunteer projects each year	Spring 2020 and continuing forward	Program Coordinator	Some staff time offset by saved staff time.
Initiate a parent/child book club	Education/ Build Community	Hold a monthly parent/child book club during the school year	Fall 2020 and continuing forward	Library Director/ Programming Team	
Start the 1000 books before Kindergarten	Educate/Serve all ages	Acquire material from ALA have 50 patrons participate each year.	Fall 2020 and continuing forward	Program Coordinator	\$100 (part of normal program budget)

Commented [DC1]: Duplicate item.

Tools and Technology

Plan	Value	Measure	Date initiated/ Completed	Responsible Party	Estimated Cost
Maintain current book review blog online	Inform	Add at least one new book review each week	Summer 2019 and continuing forward	Library Director	Staff time
Acquire Self-Checkout capabilities	Inform	Acquire self-checkout stands and add RFID tags to all books	Winter 2020/ and ongoing	Library Director	\$15,000 paid for by LSTA grant
Acquire RFID tags for physical collection	Inform	Equip each physical item with an RFID tag to expedite book processing.	Spring 2020	Library Director	\$8,000 paid for by money left over from the 2019 budget.
Increase E-Book Access	Educate/ Entertain	Spend at least 10% of annual material budget on E-book/e-audiobooks	Fall 2019 and continuing forward	Library Director/Coll ection Development Team	\$2500 Part of regular circulating materials budget
Replace Public Access Computers	Inform	Replace 2 public access computers each year	Fall 2019, and continuing forward	Library Director	\$2000/year Part of regular equipment budget

Training

Plan	Value	Measure	Date initiated/Completed	Responsible Party	Estimated Cost
Send at least one staff member to ULA conference each year	Train	Staff member attends ULA	Spring 2019, and continuing forward	Library Director	\$300-\$500 depending on location
Have a staff member present a training presentation each month	Train	Training session at monthly staff meeting	Spring 2019 and continuing forward	Library Director	Staff time
Have a staff member complete "Uplift Training"	Train	Staff member receives Uplift Training Certificate	Already initiated/ Fall 2022	Library Director/ Participating Staff Member	Staff time

Space

Plan	Value	Measure	Date initiated/Completed	Responsible Party	Estimated Cost
Establish a "Teen Corner"	Build Community	Purchase "teen friendly" furniture and decorations	Fall 2019/Fall 2020	Library Director/Teen Coordinator	\$500 from 2019 equipment budget
Create a "Reference Desk"	Inform	Purchase a reference desk and have staff man it during high use times.	Fall 2019/Spring 2020	Library Director	\$1200 (2019 budget)
Create a YA Nonfiction section	Inform/ educate	Separate YA titles from YNF and Adult NF	Winter 2020/Spring 2021	Collection Development Team	\$200 from equipment Library budget

					and \$500 from CLEF grant
Clean or replace aging area carpets	Provide Space	Clean or Replace area carpets	Fall 2021/Fall 2022	Library Director	Cleaning covered by Department Overhead Allocation ~~Cross Charges~~ ~~Replacement~~ XXX Replacement will be approximately \$30,000 Source?

Highland City Library: Long-range Strategic Plan 2019-2022

Introduction

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3. The Library Foundation is a nonprofit, tax-exempt foundation dedicated to assisting the Highland City Library with fund-raising and additional support. Charitable bequests to the Library help the Library fulfill its mission. Bequests to the Library are not subject to estate tax. Donations of \$500 or more are recognized on the plaques in the Library.

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Long-range Strategic Plan, 2019-2022

The elements of the Strategic Plan support the goals and values expressed in the Library Mission Statement. Some goals are expected to be funded by grants and are indicated below. Outside of those goals funded by grants, with the exception of carpet replacement, the goals listed below are all within the current annual budget for the Library. The costs below are for hard costs only. All projects will also require soft costs such as staff time.

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Add YA fiction series labels	Inform /Entertain	Have all YA FIC series labeled	Fall 2019/Summer 2020	Collection Development Team	\$50
Reassess and Re-label I Fic and J Fic Sections	Inform/ entertain	Assessment and Relabeling completed	Summer 2020/Summer 2021	Collection Development Team	\$100
Literacy Kits	Educate/Serve all ages	Add 50 Literacy Kits to Library	Summer 2019/Fall 2019	Kristen Burgon/ Collection	\$5000 funded by grant

		Circulating Collection		Development Team	
Acquire Test Prep Materials	Inform/Educate	Increase test prep materials by 20 %	Spring 2020-Spring 2021	Kim Bergeson/Collection Development Team	\$200

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Provide two programs/year for seniors	Educate/Entertain/Serve all ages	Have at least 10 seniors attend each of two events	Fall 2019 and continuing forward	Programming Team	
Present two large community programs/ year	Entertain/Build Community	Have at least 100 people attend event	Fall 2019 and continuing forward	Programming Team	\$1500/ year
Create Monthly parent/child book clubs	Educate/build community	Hold 9 book clubs during school year	Fall 2020 and continuing forward	Library Director/Programming Team	\$270/ year budget)

Increase Summer Reading Participation	Educate/ Entertain	Percent of population participating in Summer Reading increases by 5% each year.	Summer 2019 and continuing forward	Library Director/ Programming Team	\$3300
Provide Volunteer Opportunities to Teens	Educate/ Build Community/ Serve all ages	Work with Lone Peak to have at least 3 Civics Volunteer projects each year	Spring 2020 and continuing forward	Program Coordinator	
Start the 1000 books before Kindergarten	Educate/Serve all ages	Acquire material from ALA have 50 patrons participate each year.	Fall 2020 and continuing forward	Program Coordinator	\$100

Tools and Technology

Plan	Value	Measure	Date initiated/ Completed	Responsible Party	Estimated Cost
Maintain current book review blog online	Inform	Add at least one new book review each week	Summer 2019 and continuing forward	Library Director	

Acquire Self-Checkout capabilities	Inform	Acquire self-checkout stands and add RFID tags to all books	Winter 2020/ and ongoing	Library Director	\$15,000 paid for by LSTA grant
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Have a staff member present a training	Train	Training session at monthly staff meeting	Spring 2019 and continuing forward	Library Director	

presentation each month					
Have a staff member complete “Uplift Training”	Train	Staff member receives Uplift Training Certificate	Already initiated/ Fall 2022	Library Director/ Participating Staff Member	

Space

Plan	Value	Measure	Date initiated/Completed	Responsible Party	Estimated Cost
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Create a YA Nonfiction section	Inform/ educate	Separate YA titles from YNF and Adult NF	Winter 2020/Spring 2021	Collection Development Team	\$200 from Library budget and \$500 from CLEF grant
Clean or replace aging area carpets	Provide Space	Clean or Replace area carpets	Fall 2021/Fall 2022	Library Director	Cleaning covered by Department Overhead Allocation XXX Replacement will be

					approximately \$30,000
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LIBRARY BOARD AGENDA REPORT

ITEM #4b

DATE: October 24, 2019
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Revisions to the Physical Item Circulation Policy

PURPOSE:

The Library Board will consider revisions to the Physical Item Circulation Policy to allow the establishment of Multiple Card accounts. The Library Board will take appropriate action.

BACKGROUND:

Children and teen accounts are currently not attached to parent's accounts in the Library's record management system. If children do not have their parent's email address listed on their account, there is no way for parents to be notified of children's fees. Some families have acquired additional cards for family members when their original account has been blocked by high fines or fees. In this way, some families have amassed very large fees over multiple cards, and still have been able to check out materials. Also people who purchase non-resident accounts are only given one library card that members must pass around to share.

The proposed changes in the Physical Item Circulation Policy would allow the library to create accounts that have multiple cards attached to them. The holder of the account would see all the items, holds, fines, and fees on all cards on that account. The holders of the attached cards would not be able to see their own or any other of the card holders account information. With the multiple card accounts, parents would be able to keep track of children's library use, and non-resident account holders could get multiple cards for family members to use that are attached to their non-resident account.

The proposed changes would require that library cards issued to children 12 and younger be attached to a parent's account. Teen cards could also be attached to parent accounts, or parents could set up separate accounts for their teen children. Parents would still be required to assume ultimate responsibility for their minor children's accounts whether the teens' cards were attached or not attached.

FISCAL IMPACT:

This policy might reduce the amount of money the Library collects in fines because parents would be more aware of their children's card use. Some of that cost might be compensated by potentially having more non-residents want accounts because of improved customer service. Overall, the difference in revenue would be fairly small.

RECOMMENDATION:

Staff recommends that the Library Board approve the changes to the Circulation Policy Revisions to allow for the establishment of multiple-card accounts.

PROPOSED MOTION:

I move that the Library Board approve revisions to the Physical Item Circulation Policy to establish Multiple Card accounts.

ATTACHMENTS:

1. Physical Item Circulation Policy track changes

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~~ Account holders will be held responsible for all materials checked out to their library ~~cards~~ accounts 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, whether their child's card is attached to the parent's or not..for parents are responsible 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.

Commented [EW1]: the Library Director or "a" Librarian?

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~~ 100 items checked out on their account 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 \$0.10 ~~cents~~ per day.
- B. Fines will stop at \$10.00 for each overdue item.
- C. Borrowers will be assessed a replacement fee for individual items lost or damaged 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.

- D. Borrowers will be assessed a replacement fee for items that are parts of kits that are lost or damaged equal to the current retail price of the material plus a \$5.00 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 \$20.00 will be assessed for each returned check.
- I. ~~Patrons~~ 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~~ \$10.00.
 - 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~~ 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~~ 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. ~~Accounts~~ Cards for children 12 and under will be attached to a parent's/legal guardian's account. ~~All checked out items, fines, holds, and charges accrued with the child's card will appear on the adult's account and will be the responsibility of the adult card holder.~~
 - 2. Minors ages 12-18 may have their own library account with their parent's/guardian's permission, or they may have a card attached to their parent/guardian's account.
 - 1- ~~When a child-minor~~ turns 18, they may ~~apply for~~ open 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.

Commented [EW2]: I wonder if this should go at the top. I think it gives a basic understanding to when we talk about accounts – For example: IE

- 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. Non-residents may receive multiple cards for use by immediate family that reside in the same household (no matter what age), but they will all be attached to one non-resident account. The holder of the account will be responsible for all fees, fines, and items checked out by all cards attached to their account. 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 nor their school district. Those with educator accounts are not eligible for additional attached cards.
- 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 in order to open an account with the Highland Library.

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, May 23, 2019, October 24, 2019



LIBRARY BOARD AGENDA REPORT ITEM #4c

DATE: October 24, 2019
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Revisions to the Privacy Policy

PURPOSE:

Library Board should consider approving the revisions to the Library's Privacy Policy necessitated by the creation of multiple-card accounts.

BACKGROUND:

The creation of library accounts with multiple attached cards necessitates a few revisions to the Library's Privacy Policy. The revisions make it clear that the person who is the account holder of an account with other cards attached to it will be able to view and manage the materials, holds, fees, and fines incurred by all the cards attached to that account.

FISCAL IMPACT:

No additional fiscal impact.

PROPOSED MOTION:

I move that the Library Board approve the revisions to the Library's Privacy Policy.

ATTACHMENTS:

1. Privacy Policy Track Changes

Highland City Library: Privacy Policy

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-account~~ 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 ~~account-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 ~~account~~ ~~card~~ is stored in the Library's patron management system during the time the patron has an active account plus two 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 below~~.

Patron Email

Patron email addresses collected at the time a patron registers for a library ~~account~~~~card~~ will only be used by Library staff to conduct legitimate library functions. No email addresses will be disclosed to third parties except as discussed ~~in the "Information about Fines" section below~~.

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 their minor children. When more than one card is attached to a single account, the holder of the account will have access to all circulation information related to all the cards attached to the account.~~ Library staff do not share circulation histories with any third party except as discussed ~~in the "Law Enforcement Requests for Information" section below~~.

Commented [EW1]: Delete this as the same thing is said below unless you intend this to be true for all minor children whether or not their card is on their parents account.

Information about Fines

Library staff will only give information about fines accrued to the library account holder, their parent/guardian if they are a minor, ~~the holder of a account that has multiple cards attached to it,~~ or a person the ~~card-account~~ 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.

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 the Library's computer use policy. Patrons have the option to ask for a guest pass to use the public access computers. When computers are accessed with a guest pass, the record of that computer use is not attached to the user's library account. Patrons should remember that the library computers are on an open network. Any information they enter into library computers may be at risk of being accessed by a third party. Patrons use library computers at their own risk.

Commented [EW2]: card or account?

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, to the holder of an account with multiple cards attached to it, or to 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 another 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.

Commented [EW3]: card or account?

Commented [EW4]: card or account?

Commented [EW5]: card or account?

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 to investigate infractions of the Library Patron Behavior Policy and for Library security. 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

Approved by the Highland City Library Board on May 23, 2019.

Amended October 24, 2019

ITEM #4d

Donna/Roger-

The city is preparing an annual meeting schedule for all boards and committees that meet on a regular basis throughout the year, to be approved during their November 12th meeting.

Will you please double check this schedule and let me know if there are any month's that you'd like changed or cannot meet and I will adjust it as requested.

ANNUAL MEETING SCHEDULE FOR THE LIBRARY BOARD

PUBLIC NOTICE is hereby given that the 2020 Annual Meeting Schedule of the Library Board of Highland, UT be as follows:

Regular Meeting	Date
January	23
February	27
March	26
April	23
May	28
June	25
July	16
August	27
September	24
October	22
November	19
December	10

Regular meetings of the Library Board are held at Highland City Hall, West Conference Room, 5400 West Civic Center Drive, Highland, UT commencing at 7:00 p.m., generally on the fourth Thursday of each month (or as noted above). Meetings may be cancelled due to holidays or lack of agenda items.

Thank you.

Cindy Quick, MMC
City Recorder

