Davis County Library

Mission Statement

In fulfillment of its responsibility as a vibrant public agency vital to the quality of life of the citizens of Davis County, the Davis County Library commits itself to:

- Provide the diverse community it serves with cost-effective access to information in formats that most clearly meet the needs of the citizens it serves;
- Develop programs, collections and policies based on a broad vision of what constitutes “library services” and do so in a manner which invites patrons to explore the ways in which the library can be of value in their lives;
- Add value to library services through quality person-to-person assistance;
- To manage library resources efficiently, effectively and with full accountability for the stewardship of a valued public service.

Prior Year Inputs/Outputs

FTE (2021): 84

11,205 people attended 366 Library Programs.*

Summer Reading held virtually with over 4,200 views and nearly 1,400 participants with 9,543 in attendance *

Circulated 2,953,406 items*

1,407,400 visits to libraries*

10,502 meeting room users*

Curbside Service initiated with over 11,500 pickups*

Nearly 509,998 items downloaded*

2021 statistics continue to reflect limited access and use due to COVID-19.

Core Functions & Services

Provide the highest quality library services to citizens of all ages within the community at all times by:

- Continued review of established library policies and best practices to ensure conformity with Davis County policies and applicable law while removing barriers to patron service.
- Manage library locations as public spaces that meet the community’s general expectations for attractive, safe, functional environments offering opportunities for individuals in the community to fill personal informational or recreational needs and community groups to exchange cultural, civic or educational ideas.
- Engage in continuous assessment and evaluation of short and long range strategic planning related to provision of services, financial planning and budget forecasting. Maintain an informed awareness of the needs of patrons, providing options for implementing service enhancements as available revenue permits. Introduce new services/options that respond to all of the above.

Current Year Projected Outcomes

Permanent, Pandemic-Related Services Implemented - In 2021, the Library ended most COVID-related service restrictions. While the number of people using the physical library space is still lower than we experienced pre-pandemic, the increase in use since reopening has been steady. Responding to the pandemic has led to service enhancements that are or will soon be part of regular library service.

Examples include:

- Curbside Pickup - now a bona fide service at all library locations.
- Online Programs for the Public – the pandemic led to increased expectation for both online and in-person opportunities – in 2021 we increased the amount of digital and recorded programming. We're working with Information Systems to improve access to our online programming via the Library's website.
- Communication Improvements – rapidly changing pandemic restrictions showed us weaknesses in how we communicate with the public. In 2021 we made improvements by:
    - Contracting with Patron Point, a library marketing software, which gives us the ability to send emails to all users about service restrictions and enhancement, as well as other opportunities to engage the public that will benefit the public both now and in the future.
    - Pushing out to additional social media platforms – we now communicate via budding Instagram & YouTube accounts.
- Online-Only Card Options have been available since our pandemic closure; pending Library Board approval, we anticipate this will become a regular service.

Completion of the new Davis County Library Clearfield Branch - This is a significant, multi-year project, made more complex and challenging by a global pandemic. We appreciate the significant time and effort from other County Departments on this project, particularly from the County's Facilities, Financial, Information Systems, Legal and Human Resources departments.

- Clearfield Branch will offer library service on two floors (estimated 13,700 ft^2) including expanded meeting room space, that includes a multi-purpose room with seating for 140, dedicated children's courtyard and flex-meeting space for small groups or classes.
- Traditional library services, programming and collections will complement the enhanced technology opportunities including expanded software and hardware options for patrons, with capability for future expansion.

Request for Proposals (RFP) for a feasibility study of South Branch Library in Bountiful - The Library board discussed results in August, and will continue planning next steps regarding library services, programs, and collections in the south end of Davis County on a quarterly basis. Discussions include determining the long-term viability of the current library building and estimated costs for a rebuild or remodel, as applicable.

Evaluation of Long-Standing Agreements & Practices - Library staff evaluated multiple long-standing agreements and practices to make certain tax dollars put toward library services are well spent.

- New naming scheme – Library locations will now reflect the name of the city they are located beginning in 2021 when the old North Branch Library closes, and reopens as the Davis County Library Clearfield Branch. This will simplify interactions with the public and other County departments.
- New primary computer software implemented - with significant help from the Information Systems and Legal Departments. This is a major change for the library; we have used the same software for many years, and the change affects nearly all library functions including the library's catalog, access to online collections, and patron databases as well as ordering, receiving, and processing materials.
- Online magazine vendor evaluation - Library staff are currently evaluating quotes for digital magazine vendors. Our previous systems changed ownership and our contracts are up, which makes this a good time to evaluate.
- Non-resident library card fee will drop to $65, based on information from the Clerk/Auditor's office concerning the average cost to a homeowner in Davis County for Library service.

Additional Technology Improvements – along with those mentioned above, the library has been busy with additional technology improvements, working closely with the County's Information Systems Department.

- Equipment Checkout as a new service – the Library Board adopted a policy for creating, maintaining, and circulating a small collection of technology and related equipment from the new Clearfield Branch. Practices will be finalized before the new branch opens.
- Online Staff Training – traditional staff training days for the library are 1-day events where staff members receive group and individual training; all locations open late so all can train together. During pandemic restrictions, Library staff developed and implemented a digital Staff Training Week which was well received, and has changed our expectations for training moving forward.
- Website upgrades – Online meeting room applications, patron suggestions and ILL by end of year.

Significant Grant Revenue in 2021 – Much of this revenue was due to federal funding passed through Utah's State Library. Grant funding for this year included additional grants totaling $77,451 in unexpected revenue as well as additional training, programming, and national recognition for the library system.

Davis County Library's 75th Anniversary – celebrations have included special social media posts, pins for staff, and will include a time-capsule to be closed at a Library Board Meeting and remain closed until 2046, the Library's 100th Anniversary.

Next Year Budget Initiatives

Personnel

- Implement Career Ladder for OSI/OSII positions – Library staff will implement previously delayed plans to allow career ladder advancements for OSI positions.
- Research Similar Opportunities for additional library positions.

Capital Projects

- Bid Farewell to Old North Branch Building – Once current negotiations with Clearfield City are completed, the Library will bid farewell to the old building in 2022. This will include the surplus of items in concert with Davis County's Purchasing Manager.
- Finish New Naming – 2022 will finish up changes to exterior signage based on new branch names.
- Chart a Course for the South Branch library building in Bountiful – the Library Board will continue to gather information, including the recent feasibility study, statistics requested of library and county staff, and a public survey planned for 2022 - to make a decision about the future of the South Branch Library in Bountiful. This decision will impact library services to all patrons in southern Davis County. The public survey is likely to impact library service provided to all Davis County Residents.
- Removal/Replacement Administrative/Library Building Façade - the Library will incur approximately $^{1}/_{3}$ of the total cost to replace facing on the Admin/Library building in Farmington.

Technology

- Upgrade and redesign the library website – recent changes in software required a short-term update to the library's website. We plan to take advantage of this timing to overhaul and streamline it, especially for mobile device users.
- Online appointment software – now that we have implemented online meeting room reservations, we intend to take advantage of the website upgrade to implement 3rd-party meeting room reservation software, much like is already used in the Clerk's office to improve workflow and public access.
- Equipment Checkout at Additional Locations – after a few months of equipment checkout at the new Clearfield Branch, library staff will evaluate and potentially expand this new collection and service available at multiple locations.

Programing & Outreach

- Marketing and Outreach Plan – in conjunction with the public survey mentioned earlier, and with the approval of the Library Board, we will create and implement a marketing and outreach plan intended to increase public awareness of services, collections, and programs offered by the Library.
- Expand diversity, literacy and advocacy efforts in the Library by researching new services to the public, especially in the area of digital inclusion.