

WEBER COUNTY LIBRARY
BOARD OF TRUSTEES
MINUTES

Date: February 1, 2022

Board Members

in Attendance: Reed Spencer, Chair
Diana Allison
Sandra Crosland
Jim Harvey
Kathleen Jensen
Shannon Sebahar
John Watson

Others

in Attendance: Bryan Baron, Legal Counsel
Karen Burton, Ogden Valley Branch Manager
Phoebe Carter, Assistant Library Director
Shari Creer, Friends of the Library
Marcia Harris, Library Development Board
Randy Mueller, Collection Development Manager
Holly Okuhara, Assistant Library Director
Deborah Smith, Pleasant Valley Branch Manager
Julia Valle, Business Office Manager
Lynnda Wangsgard, Library Director

Spencer called the meeting to order at 5:00 p.m.

Public Comments:

Okuhara presented a letter on behalf of Albert Maybrick. His communication expressed frustration concerning the manner in which employees responded after he asked that they address the noise level in the Main Library digital commons, some of which was the result of a discussion among employees.

Okuhara explained that Mr. Maybrick had been spoken with on a previous occasion concerning what he perceived as an appropriate voice level in computer data commons areas, noting these are not “quiet study” spaces. She also noted, however, that she would speak with staff and remind them to keep their communications as unobtrusive as possible. Okuhara was asked to report back to Mr. Maybrick, ensuring him that his concerns were shared with the Board, reiterating the appropriate voice level in various areas of the Main Library, and informing him that she would remind the staff to keep their own voices muted as much as possible. Spencer also prompted Okuhara to include a copy of all relevant policies and procedures in her communication with Mr. Maybrick.

Sebahar asked if the conversations with this individual had been documented.

Okuhara indicated they were documented.

Approval of December 7, 2021, Meeting Minutes (the January 4, 2022 meeting was canceled):

There being no requests for additions or deletions to the minutes, Allison moved approval. Jensen seconded the motion. All voted in the affirmative.

Commissioner's Report:

Harvey did not have any updates for the Board, nor did they have any questions for him at this time. He will update as needed as agenda items are discussed.

Director's Report:

Wangsgard reviewed the 2021 financial report, noting County officials had not yet made final revenue deposits nor had all requests for payment cleared the financial system. The report did reveal, however, that the year will be completed with an over-collection of revenue in several areas and an under-expenditure of several line items.

Both book replacement fees (+21%) and overdue charges (+31%) had exceeded projections due to a significant increase in use of the Library over what had been projected for the year. Sundry revenue also exceeded projections (+135%) due to a robust book and surplus property sale and an increased State Lender Support Grant; \$7,479 in 2020 to \$11,221 in 2021 (+50%). Weber County Library is a net lender of materials to libraries throughout the nation and the State grant provided reimbursement for shipping costs. Weber County's services were relied upon heavily while other libraries were closed to their users due to the pandemic.

Expense line items were all within budgeted parameters, with the exception of bank charges which exceeded projections by \$31. Savings across various line items will result in a significant transfer to the Library Capital Fund, perhaps as much as \$1,000,000, when the FY 2021 books are finally closed. Under-expending in salaries, because of lag in filling needed positions, and in health and dental insurance, because so many positions were filled part time, were responsible for more than half of the savings. It was noted that little was used from the staff training budget, resulting in a greater need during 2022. Employees were being invited to attend the national conference of the American Library Association, June 22-28 in Washington, D.C. Board members and others in attendance were invited to participate.

Before funding is transferred to the Library Capital Account, however, FY 2021 funding will be transferred to the FY 2022 operating budget to pay for projects not yet completed. The request to carryover funding obligated on purchase orders and approved contracts had been forwarded to the County Purchasing Director and the County Comptroller. Those transfers should show on financial reports later during the year.

Spencer asked how much will be carried over.

Wangsgard said she did not have the total for the funds encumbered on purchases orders readily available but the funds obligated on contracts amount to approximately \$130,000. Exact numbers will be detailed next month.

Annual output statistics marked significant improvement over 2020. Much of the increase was attributed to people again using on-site services as COVID-19 restrictions eased. Still, Wangsgard noted, the resurgence of variants during the early fall and winter slowed the number of in-person visits. The goal of 2,000,000 items loaned was exceeded by 166,000, but annual visits fell short of 1,000,000 by 10,400. Reference services increased by almost 33%; program attendance by 155%; meeting room use by 768%; and the number of on-site visits increased over the previous year by 184%. Almost 26,000 new items were added to the collection and 18,189 Library cards were issued. In all, it was a very good year for service, Wangsgard concluded.

The Emergency Connectivity Fund Grant was finally moving forward after a delay caused by a shortage of microchips. Delivery of 482 laptops, 337 iPads, and 1,000 hotspots was expected during March. Once the equipment is configured, it will be distributed free of charge to those who do not currently have adequate connectivity to the Internet.

Since the equipment is coming late, some of the value may be lost. For example, prepaid service on the hotspots expires June 30. The equipment ordered was to have cellular data, but the items awarded do not. Instead of having 1,000 hotspots to checkout to people, the majority of them may need to be paired with the laptops and iPads to ensure connectivity.

Wangsgard noted it would cost \$60,000 to provide service via the hotspots July – December. The staff will work on options to keep the hotspots operational for those in need.

Sebahar asked how it will be decided who will get the hotspots.

Wangsgard, said it will be done in consultation with community organizations. Once identified, community members will self-certify using the procedure approved by the Board during the August 7, 2021 public meeting.

2022 Priorities:

Employees were working on projects designed to bring people into the Library after a decline in use due to the pandemic. Projects were many but two exemplary efforts included expanding American Reads, the summer tutoring program, and youth services contests and programs that will be promoted by way of community contacts, emails, social media and other public relations efforts. Both local school districts were helping engage children with the contests. The staff is setting realistic but challenging goals. Details of a project undertaken with the cooperation of local schools will be reported next month.

The 2022 flexible meeting and training calendar was distributed and discussed. The calendar detailed opportunities for staff to teach one another in-house as well as learn from others by way of attendance at outside trainings, workshops, and conferences. The calendar also illustrated workweeks, payday, and special events, such as the County Fair and Library picnic. Of special note was the list of holidays, stating whether the Library System will be open or closed.

Wangsgard did not ask for approval of the holiday schedule, which had not changed for decades, but pointed out that there were changes proposed for discussion later during the year. The County will no longer recognize October 13 as a holiday but will instead celebrate Juneteenth.

**WEBER COUNTY LIBRARY SYSTEM
CY 2022 Flexible Meeting/Training Calendar**

	S	M	T	W	T	F	S	
JAN						3	1	County Holidays Open:
	2	3	4	5	6	7	8	Martin Luther King, Jr. Day (Mon., JAN17) Presidents' Day (Mon., FEB. 21) Juneteenth (Mon., JUN20) Personal Reference Day (Fri., NOV 25)
	9	10	11	12	13	14	15	County Holidays Closed:
	16	17	18	19	20	21	22	New Year's Day (Sat., JAN1) Memorial Day (Mon., MAY 30) Independence Day (Mon., JUL 4) Pioneer Day (Mon., JUL 25)
	23	24	25	26	27	28	29	Other Days Closed:
FEB	30	31	1	2	3	4	5	(1) Easter, Sunday, APR17; (2) Sundays, MAY 29 - SEP4; (3) SED Monday, OCT24
	6	7	8	9	10	11	12	Open Staff / General Staff Meetings:
	13	14	15	16	17	18	19	JAN Performance Planning FEB15 Acquisitions Training MAR1 YS Collections Mgt Retreat MAR15 AS Collections Mgt Retreat MAR29 General Staff Meeting APR5 Materials Mending & Preservation APR23 Ladybug Roundup MAY17 Customer Service/Ethics Meetings JUN1 Summer Reading Kickoff JUN17 Summer General Staff Meeting, Summer Picnic JUL19 Money Handling (N)
	20	21	22	23	24	25	26	Building Mgt/Focus Group Resource Group
	27	28	29	30	31	1	2	AUG10-11 Weber County Fair AUG27 Book Sale SEP20 General Staff Meeting OCT18 P-Card Training Review OCT24 Staff Development Day (N)
MAR	3	4	5	6	7	8	9	DEC20 General Staff Meeting, Year End Review/Looking Ahead DEC24 Winter Fest Color Key General Staff Meetings Color Key Events/Training/Meetings
	10	11	12	13	14	15	16	Division Training: (N)
	17	18	19	20	21	22	23	Ethics and Decision Making Data Collection - Output Measures Labor Laws/Scheduling Intellectual Freedom Diver Safety/Life Safety Risk Management, Including Emergency Response, Facilities Management/Cleanup of Bodily Fluids Proper handling of snow removal equipment, application of ice melt, mold/asthma
	24	25	26	27	28	29	30	Stand Alone Trainings:
	1	2	3	4	5	6	7	Acquisitions (Eln, Mbyes, Hild G) Technology Training (Byrant & Minc) Readers' Advisory (Josh & Steven) Safety & Security (Hilly & Philip)
	8	9	10	11	12	13	14	Materials Preservation/Mending (Mbyes) Organizational Structure (Lynnda & Phoebe) Value Added, Online Resources (Pandy) Collection Management (Pandy & Karen)
	15	16	17	18	19	20	21	Raydays Ray Periods: Begin/End
	22	23	24	25	26	27	28	Library and County Policies & Adm Proc. (Phoebe) Incident Reports (Hilly)
	29	30	31	1	2	3	4	Circulation Checklist (Dir. Managers) Workers' Comp Claims Procedures Technology Checklist (Associate Computer Managers)
MAY	5	6	7	8	9	10	11	Daylight Savings Time Begins (Sunday, MAR 13, 2:00am) Forward 1 Hour Daylight Savings Time Ends (Sunday, NOV 6, 2:00am) Back 1 Hour
	12	13	14	15	16	17	18	Utah Library Association Conference, Layton, May 18-20 American Library Association Conference, Washington, DC, June 23-28
	19	20	21	22	23	24	25	Notes:
	26	27	28	29	30	31	1	1. Staff Development Day Attendance Required of All Employees (12:00pm, Mon., OCT24) 2. Conducted six times per year. Required topics as listed. 3. Required annually for those who handle cash includes discussion on privacy of Library re

The Library had traditionally been open on Columbus Day and she was recommending remaining open on Juneteenth, which may well be one of the busiest days of the year.

It was also recommended that the Board consider closing October 24 for the annual staff development day training, instead of closing and training on Veterans Day. Holding training on a non-holiday will be more efficient since staff will not earn double hours on that day. If the Board approves closing October 24, the Library could remain open on Veterans' Day, providing the public with the same number of public service hours.

Dates for the Utah Library Association and American Library Association conferences were included on the calendar. Board members, legal counsel, and Friends of Library were again invited to attend.

Finally, division and stand-alone trainings were presented, noting dates will be determined as needed and when it is possible to assemble the workforce.

Wangsgard explained that resolving long-standing issues resulting from the inappropriate, sometimes unlawful, activity in Lester Park was also a priority that managers were putting forth for 2022. She asked the Board to help develop strategies to mitigate the risk some park users create for Main Library employees and community members. The Library staff treasures the opportunity to work with neighborhood residents and the homeless who seek refuge in the park. However, there is an unsavory element that engages in activities that needs to be addressed. Folks just passing through the community bring issues with them that are hard to mitigate and which are sometimes overwhelming. Managers step forward and attempt to shield staff and patrons from some outrageous behaviors and, in the process, they take some hard, psychological hits. Wangsgard said the staff does an admirable job, but they need help. She was quick to note the professionalism and quick response from Ogden City Police, but the staff can't call the police for every altercation.

Spencer asked if there were adequate surveillance cameras in place to help keep the area safe.

Wangsgard said camera placement is more than adequate on the inside of the building, but on the grounds, it is more difficult. An additional \$35,000 was spent for cameras and lighting last year. The Golden Hours Senior Center also upgraded their camera system.

Jensen noted misbehavior in the park was legendary. The Library Development Fund sponsored a design contest a few years ago in an attempt to bring stakeholders together to address long-standing issues. What happened to the plan, she wondered.

Harris replied, explaining that the Development Fund sponsored the park design competition and awarded \$30,000 in prize money. Young Architects provided oversight and several professionals provided submittals that were voted upon by City residents and then evaluated by a group representing Ogden City, Weber County Library, and the arts community. The goal was to infuse the park with activities. Harris said if neighbors could actually go there and do things, that would help control inappropriate use.

The designs called for infrastructure like that seen in the parks on 23rd and 30th streets: robust playground equipment, outdoor musical instruments, pickleball and tennis courts, baseball diamonds and basketball hoops. These parks have nice picnic enclosures and clean restrooms. Lester Park amenities are limited to one modest set of playground swings and a slide. The bowery and restrooms are uninviting and often closed.

Wangsgard noted the Ogden Rotary Club partnered with the Development Fund during 2015 in undertaking the concept of improving the park. It was the club's 100th year anniversary and they pledged funding and influence to make the park their legacy project.

How was the neighborhood consulted, Sebahar asked.

Harris said design consultants held charettes throughout neighborhood to generate ideas for inclusion in the plans. The designs created as a result were on display at the Main Library. A ballot box in the lobby was used to gather "votes" from area residents as to which design they preferred. Once community input was tabulated a professional review committee was convened to select the prize winners.

Sebahar asked what happened to the design projects.

Wangsgard said they were presented to the Ogden City Council during a public meeting.

Burton noted Ogden City's "Capital Improvement Plan, Project Briefs, 2022-2026," listed Lester Park improvements in the amount of \$2,225,000 as the fifty-first priority on a list of fifty-two.

Wangsgard noted a community-based group is trying to organize the neighborhood on Facebook, and suggested someone from Library Board and Development Board attend and see if we can help focus their efforts. The group may wish to raise awareness of the type of activity that goes on in the park and see if they can positively affect the City's prioritization of funding resources for the neighborhood.

Watson suggested that a visit with the police chief might be worthwhile. In his experience, there are folks whose behaviors scare others and the police should address them.

Spencer will meet with City Council person for that area and report back to the Board.

Crosland made a motion that the Board commit to gathering information about what the Library and Development Board had already done and investigate plans for change in Lester Park. Once informed, they can determine an appropriate way forward. Allison seconded the motion. There being no further discussion, all voted in favor.

Spencer asked that a discussion of issues related to the park be added to the March meeting agenda.

Harris said she would be happy to report at the next meeting and share information about what was undertaken.

Wangsgard will retrieve historical documents and forward them to the Board.

The final priority presented for 2022 was to resolve, to the greatest degree possible, the issues resulting from the change in the County workweek from Friday–Thursday, to Saturday–Friday. The change was resulting in the staff working up to 18 days without any consecutive days off and had already resulted in resignations. The workweek change was exacerbated by the fact that many talented part time employees were now seeking options for full time work, options readily available throughout the community but not in the Library. Suitable replacements for these trained employees were becoming extremely difficult to hire in the current competitive job environment and the deleterious new workweek definition was making recruitment even more challenging.

Watson asked how many employees worked part time.

Approximately 80, Wangsgard said; 80 out of 145 total employees in the five libraries.

Creating full time positions will not solve the workweek issue, in fact, it will make it more difficult to schedule public service desks, Wangsgard said, but a trained, stable workforce has to be maintained. The goal in creating full time slots was to provide career ladders for the most talented while also staying within budget.

The ultimate challenge for Library managers was trying to come up with a satisfactory way to schedule employees in order to make work less intrusive in their personal lives. County managers had been asked to help work on solutions. A more detailed report will be offered next month, after more is known.

Harvey explained that a new payroll system was being implemented and the intent with the change in workweek was to solve some issues in the Culture, Parks, and Recreation Department. Employees in these areas sometimes work consecutive 16-hour days on Friday, Saturday, and Sunday. By the time Monday comes around they have their workweek completed. Splitting the weekend hours between two weeks had payroll advantages for these Departments.

Watson said competition for employees was not going away, in fact, it could get more challenging. Creating career ladders to hold talented staff was a good idea.

Collection Management Policy:

Muller referred to copies of the Board's current Materials Selection Policy, noting it was brief and served to layout a general overview of the philosophical underpinnings for procurement of books and other Library materials. The driving force behind the methodology used to accomplish the work of building and managing collections was vested in the 170 pages of Administrative Procedure used to implement the policy. Over time, the Procedure had evolved, become more sophisticated, and was relied upon to get work accomplished; that is, create and maintain collections in an outstanding condition. A major revision of the Policy was now in order to more accurately mirror the Procedure.

If questions arise, Mueller noted, the Policy should be pointed to as a parallel to what is actually being done. In this vein, the title of the Policy was changed from "Materials Selection" to "Collection Management" in order to complement the way the Library System is organized around seven management areas. An example of a change being recommended was the detailed section on how to handle complaints and challenges to materials. The current text in the Materials Selection Policy was a little vague, Mueller noted. The Policy had been reorganized and the section on "reconsideration" was moved to the end and addressed a little different way. Libraries are moving into an environment where there may be more challenges, warranting a strong and transparent policy with a clear process for review.

Mueller said those on staff who reworked the document looked at a lot of other library policies and consulted guidance from American Library Association. Resources consulted suggested a statement of purpose be included as well as detailing the types of collections and exhibits it was intended to cover. The Policy was underpinned by the American Library Association's (ALA) Library Bill of Rights and the ALA and Association of American Publishers' Freedom to Read Statement, both of which are standards in the Library world and were the foundation of the current Materials Selection Policy. It was important to note, Mueller said, that responsibility for collection management rests with the Library Director and that materials selected are deemed to be selected by the Board.

Moving through the proposed Policy section by section, Mueller reviewed criteria for selection of materials, collection evaluation and maintenance, and the manner in which community members may request reconsideration of library materials resources and exhibits they deem objectionable. This final section had been completely rewritten to ensure it was very transparent to the public. It was also careful to note that requests for reconsideration of Library materials are taken seriously. Community members are encouraged to talk with Library staff about concerns and, if not satisfied, fill out a "Reconsideration" form that is forwarded to the Library Director. The Director calls together a committee of senior staff, receives their recommendation, and then sends the recommendation to the community member. If the community member is not satisfied, they may ask the Board for a final review. The process makes it clear that no one person has the authority to pull an item from the collection.

In summary, Mueller reiterated that the many changes were being recommended to bring the policy in line with, and support of, the administrative procedure.

Spencer asked if the Board was being asked to approve the revision that evening.

Wangsgard said, not necessarily. Board members should take whatever time they need to study, understand, and ask questions about the revised document.

After a short discussion it was determined Board members would take the next two weeks to study the proposed policy and then forward their questions and/or recommendations for change. A revised document will be produced for discussion during the March Board meeting.

Other:

There being no additional business to consider, Crosland moved to adjourn. Allison seconded the motion. All voted, "aye."

Respectfully submitted: Julia Valle 1 March 2022
Julia Valle Date