WEBER COUNTY LIBRARY BOARD OF TRUSTEES MINUTES

February 4, 2025

Board Members

in Attendance: Wendy Ogata, Chair

Sandra Crosland Caitlin Gochnour

Jim Harvey

Shannon Sebahar Reed Spencer John Watson

Others

in Attendance: Laurana Ivory Ashby, Community Member

Mark Ashby, Community Member

Bryan Baron, Legal Counsel Phoebe Carter, Assistant Director

Andrea Chavez, Associate Business Manager, Southwest Branch

Shari Creer, Friends of the Library

Alex Greenwell, Associate Business Manager, Pleasant Valley Branch

Susan Meagher, North Branch Manager

Randy Mueller, Collection Development Manager

Holly Okuhara, Assistant Director

Leonora Schaelling, Ogden Valley Branch Manager

Julia Valle, Business Office Manager

Lynnda Wangsgard, Director

Mackenzie Wood, Circulation Business Specialist

Public Comments:

Ogata called the meeting to order, welcomed those present, and called for public comments. There were none.

Approval of January 7, 2025, Meeting Minutes:

Sebahar moved approval of the January 7, 2025 minutes. Gochnour seconded the motion. There being no requests for corrections, all voted in the affirmative.

Board Consideration of the Procedure for Assessing Fees for Damaged Materials:

Ogata reported on research she did while visiting the Ogden Valley Branch (OVB). She looked at books on "damaged shelf," finding the vast majority of them were set aside for water damage.

L. Ashby interjected that fees charged for water damage are too high.

Ogata continued, noting that fees are often waived for first time offenders, and that the proportion of items billed is remarkably low when compared to the total number borrowed. In fact, as a spreadsheet shared with the Ashbys noted, the number billed is roughly 1/10 of 1%. In other words, 99.9+% of the items returned go back on the shelves with no damage charge. This

WEBER COUNTY LIBRARY SYSTEM										
Damage Item Poll Results										
Building	D	ates Ret	urned	Total Number of Items Returned	Number of Damaged Items on	Percent of Returned Items on Damage Shelf				
	Nov-24	Dec-24	Jan 1-18-25		Damaged Rems on Damage Shelf					
MAI	17,420	19,118	10,503	47,041	67	0.142				
NOB	18,053	18,136	9,562	45,751	34	0.074				
OVB	4,509	5,079	2,291	11,879	9	0.076				
PVB	13,444	11,488	6,541	31,473	60	0.191				
SWB	21,264	20,326	10,768	52,358	29	0.055				
Totals	74,690	74,147	39,665	188,502	199	0.106				

Note: Andrea Chavez polled each building circulation manager to determine the number of ltems on their damage shelf. Some items would have been cleared from the shelves in the time between when they were returned and the date of the poll.

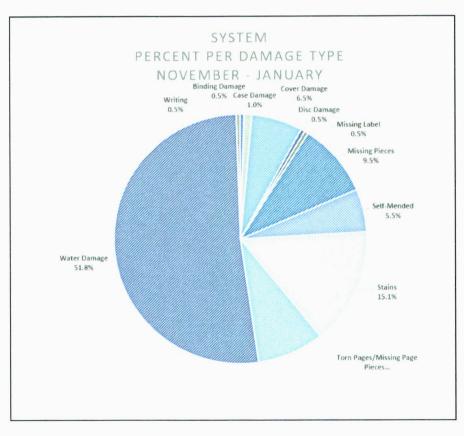
illustrates, by her way of thinking, that staff members are not overly charging. Ogata noted that professional librarians work to be consistent from branch to branch as they implement the board's policy.

L Ashby said she had to pay for damages done by others. Her friends have had to pay for damages they didn't do as well.

Ogata noted the board's circulation policy asks community members to review materials for damage before borrowing, to avoid this possibility.

M. Ashby reported that his son damaged just the outside edge of pages, the book was still useable, yet he had to pay \$5.00. Some people have had to pay more than \$100 in damages over the year, he continued.

Ogata said some damage may certainly be unintentional, but they are damages nonetheless. For example, carrying a water bottle in a book bag can easily cause damage if the bottle sweats. Referring to a chart distributed to board members and attendees, she noted that water damage accounts for more than half of all damages billed.



Sebahar asked Wangsgard to address the issue.

Wangsgard said there is a lot to consider when assessing damage fees, including the cost of collecting the fees. Many people no longer carry cash, so asking someone to pay a quarter or half-dollar results in a banking fee, the cost of which may be more than the value of the fee collected. It is more cost effective to waive these low damage fees. Fees waived for the past three months included:

- November, \$1,441.24, or 37% of the total assessed.
- December, \$2,178.78, or 47% of the total assessed.
- January, \$1,403.44, or 36% of the total assessed.

Staff are trying to focus on significant damage when fines and fees are assessed. If it's something small, they often let it go. If damage is repeated, and is consistent on the part of an individual over time, however, they are held accountable. Little damages add up.

Sebahar asked if there is a typical charge.

Wangsgard said that with circulation of more than 2.25 million items per year, consisting of many different types of materials, there is not a typical charge, just guidelines written in the form of an administrative procedure used to establish criteria for assessing fees. All the professional librarians responsible for assessing fees met on January 27 to review these guidelines. During the meeting, they participated in an exercise consisting of individually assessing fees on more than two dozen damaged items and then shared their recommended charges with the group. They were amazingly consistent. Wangsgard acknowledged and thanked the Ashbys for prompting this exercise. It will be repeated periodically as a measure of ongoing quality control.

In addition, the youth services staff had put together a program to help make young people aware of the little things that can cause damage to borrowed materials. Carter had the program available during the meeting for review, if requested. It will be a goal, Wangsgard concluded, to work toward raising awareness of how materials can be inadvertently damaged.

Ogata asked if people were ever asked to pay the full cost of a book.

Wangsgard said, what is charged depends on many factors such as, how many times it has circulated and how many copies are in the collection. In some cases, the community member is not notified of the damage because the book can be discarded and sold at public sale if it is no longer needed. Different types of materials call for different evaluation criteria: how old is it, has it been superseded, is it a rare item, and so forth. Professional librarians take many factors into account and, in some cases, they do charge for the full cost of the book.

Ogata asked for comments from other board members.

Spencer noted this was not the first conversation with the Ashbys about this issue and their concerns were taken seriously. Board members followed up, investigated, and asked for statistics. As a citizen board, they try not to act as if they are trained library professionals. Books like those passed around by the Ashbys during the meeting for which they had been charged full price, would go back on the shelf at his house but may not be reshelved in a public library.

Spencer concluded by noting that nobody likes to pay fines, board members have taken the Ashbys' input seriously, and steps have been taken to ensure employees at each building are doing their jobs the same way.

L. Ashby said the board sets the rules and they need to know that librarians are not taking their jobs seriously.

M. Ashby said what the board has set out in their policy is not what the librarians are doing.

Crosland acknowledged that it takes time to check books for damage before borrowing them, but it is the best way to let the staff know who should be held responsible for damages. Not taking the time to check the materials puts the staff in an untenable position.

L. Ashby said it is too difficult to review materials before checking them out.

Watson said that, after due consideration, he stands behind the staff in carrying out their duties. They are trained; are the closest to the actual materials; and are, therefore, in a position to fulfill the recommendation of the board's policy. All of us, board, staff, and community members, have responsibilities, he continued. The board's policy is a good one, the staff is well trained and committed to becoming even better. They see the process on a professional level and, perhaps, through a lens that is different from the Ashbys.

Gochnour said she likes to make decisions based on data and, in this case, the proportion of materials billed is a small number. She prefers to focus on positive steps such as family programs to raise awareness and build good will.

Ogata asked if anyone on the board had something else they wanted to add.

Hearing no further comments, she invited a motion to change the policy or procedure. There was none. The policy and procedure will stand as is, she noted.

I am sorry to disappoint you, Ogata said. You came to our meeting twice and shared your concerns; thank you for your time and interest. I hope your future experiences at the library will be happy ones.

Commissioner's Report:

Harvey complimented the board on their caring response to the community members who had voiced a concern during the meeting.

He had nothing to report from the state legislature related to libraries but was busy working on several issues important to other county services.

On the local front, he noted, work was being done to facilitate public safety and enhance economic development. Widening roads, along with water, power, and sewer, are key

infrastructure needed to bring new facilities online. Infrastructure is in place to accommodate 38,000 housing units in western Weber County right now. The Utah Department of Transportation is buying land to extend the freeway to this area at some time in the future.

Unlike many areas of the country, collection of sales and hotel room tax was strong in Weber County during the COVID-19 pandemic, allowing county officials to move forward aggressively. Federal funds were received and are in hand because of this good fortune and preemptive planning and action.

One of the issues on the horizon is the Golden Spike Event Center. The site utilizes approximately 115 acres: Ogden City owns the 75 acres where the buildings were constructed and Weber County owns about 75 acres where soccer fields and other sporting amenities are based. The Boyer Company predicted that if the property were leased to them for development, the county would make \$4 billion dollars over 50 years. Taxpayers should not lose the fairgrounds, Harvey said. When the time comes to replace the facilities, it should be paid for in an exchange or other revenue-producing arrangement. The existing fairgrounds was constructed in 1988 with a traditional vision in mind. In 1995, there were more horses per capita in Weber County than anywhere else in the country. In the 30 years hence, the need for fairgrounds infrastructure has changed. Eventually, the facility will no longer meet community needs. There are landowners in the western part of the county who may want to exchange land for the current site. Harvey said commissioners are still hoping to build a library to serve those living in northwestern Weber County, but other pressures have to be taken care of first.

Wangsgard asked Harvey to bring board members up to date on the personnel review that was being undertaken by the County Human Resources Department.

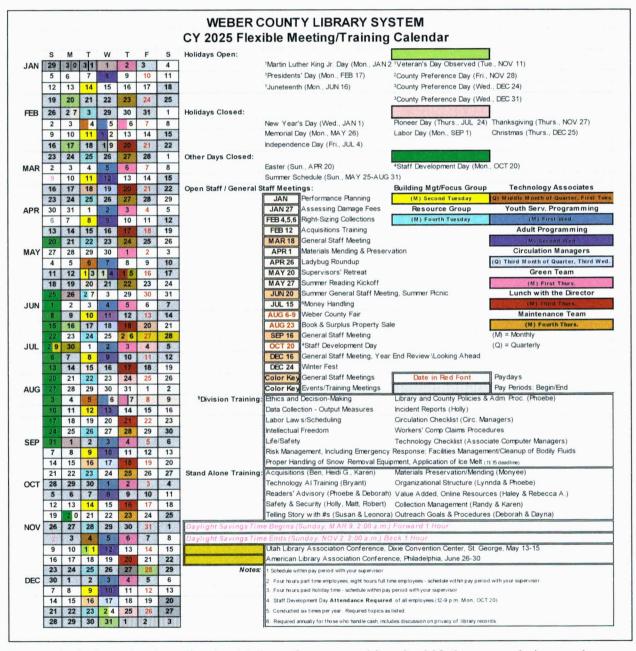
Harvey explained the county had never done a comprehensive personnel plan and salary survey necessary to put positions and employees on par with like entities with similar responsibilities. To address this issue, a national company was contracted to fit every person into a detailed position description, validate comparable jobs in other entities, and then determine just compensation. Once completed, the survey will be rolled out over the next two to four years. The most difficult part of the study was finding reliable benchmarks with which to compare employees at the fairgrounds and library. Few of the 3,800 counties across the nation have a fairgrounds or library system like those in Weber County. Human resources staff are trying to shoehorn these employees into something comparable. If the study finds that someone in the county is being paid too much, their pay will not be cut but rather will be held steady until the market catches up. If salaries are too low, the county will work to make the needed adjustments over time.

Some decisions are difficult to manage and Harvey noted elected officials are committed to running the county like a business; they rely on the library board to help make good decisions about the library. Other decisions are more problematic. For example, over the last four years, line-level deputy sheriffs have received a 51% pay increase; officers over the same period of time enjoyed over a 60% increase. Still, some feel they are underpaid. The salary study will tell. Whatever the results, there is unanimous consensus among officials that the library can't save

any more money; employees are working as efficiently as possible. Commissioners are not looking to cut services in the library.

Director's Report:

Wangsgard distributed a flexible meeting and training calendar, detailing the major dates and topics for the year. She noted the first general staff meeting in March will introduce succession planning; that is, preparing to compete for a promotion as well as training others to take your place.



Ogata asked about the dates for the ALA conference, and inquired if plans were being made.

Wangsgard said plans were about to be announced and it would be a learning opportunity for a board member to participate, noting Ogata, Spencer, and Baron had participated in the past. It

offers a sterling opportunity for employees to spend time with members of the board while also apprising themselves of technology and industry trends while learning from national leaders.

Wangsgard shared statistics comparing WCL with neighbors to the south. Expenditures per capita illustrated what Harvey had alluded to earlier; libraries are not easily compared.

WCL expended \$48.48 per capita during 2023, the most recent year comparative reports are available. The state average was \$46.45, including expenditures from very small, one-person city libraries to large, multibuilding city and county library

	s per Capita					
Library	Expenditure		Library	Expenditure		
Ob. 30 225 00 20 F	per Capita		-	per Capita		
Helper City Library	12.92		Panguitch City Library	35.84		
Saratoga Springs Public Library	13.44		Mendon Library	37.27		
Santaquin City Library	15.47		Springville Public Library	37.43		
Hyrum Library	17.60		San Juan County Library	38.76		
Richfield Public Library	18.84		Orem Public Library	38.93		
Lehi City Public Library	19.22		Brigham City Library	39.63		
Highland City Library	19.50		Beaver Public Library	39.83		
Eagle Mountain Public Library	19.67		Mt. Pleasant Public Library	39.87		
Smithfield Library	19.98		Murray Public Library	40.61		
Cedar City Public Library	20.50		Manti City Library	40.66		
Davis County Library	20.74		Parowan Public Library	40.94		
Morgan County Library	21.30		Richmond Public Library	41.14		
Washington County Library	22.39		Wasatch County Library	41.17		
Pleasant Grove Public Library	22.83		Uintah County Library	42.03		
Nephi Public Library	23.11	1st Quartile = \$23.44	Milford Public Library	44.18 3rd Quartile = \$44.4		
Grantsville City Library	23.55		Provo City Library	45.05		
Tooele City Public Library	27.58		Gunnison Civic Library	45.39		
Payson City Library	28.54		Duchesne County Library	47.43		
Monroe Public Library	28.56		Weber County Library System	48.48		
Tremonton City Library	29.28		Summit County Library	50.31		
Lewiston Public Library	29.37		Minersville Public Library	50.54		
Kanab City Library	29.39		Delta City Library	51.95		
Spanish Fork Public Library	31.03		Salt Lake County Library System	55.43		
Salina Public Library	31.43		North Logan City Library	56.40		
Salem City Library	32.18		Newton Town Library	63.28		
American Fork City Library	32.96		Emery County Library	102.07		
Price City Library	33.88		President Millard Fillmore Library	114.99		
Ephraim Public Library	34.38		Grand County Public Library	132.36		
Logan Library	35.34		Salt Lake City Public Library	138.05		
Garland Public Library	35.65	2nd Quartile = \$35.75 (Median)	Park City Library	222.79		
			Utah Average	\$46.45		

systems. Even then, comparisons are difficult; there is a medium size city library (Murray), a very large city library (Salt Lake City), and the largest library system in the state (Salt Lake County) all within one geographical area. There are more than a dozen city libraries in Utah County, none of which have more than one building, but there is no county library.

FY 2023 - Utah Library Statistics Dataset Operating Costs												
	Salaries & Benefits			Collections		Other Operating Costs		Total Costs				
	Total	% of Total Exp.	Per Capita	FTE per 25000 Pop	Total	% of Total Exp.	Per Capita	Total	% of Total Exp.	Per Capita	Total Amount	Per Capita
Wasatch Front Libraries:	10141	EAP.	Copita	2000								
DAVIS COUNTY LIBRARY - Note 1	\$5,454,685	71%	\$14.74	5.7	\$841,624	11%	\$2.27	\$1,375,183	18%	\$3.72	\$7,671,492	\$20.74
MURRAY PUBLIC LIBRARY	\$1,268,275	63%	\$25.64	8.5	\$338,049	17%	\$6.83	\$402,561	20%	\$8.14	\$2,008,885	\$40.61
OREM PUBLIC LIBRARY	\$3,008,904	81%	\$31.37	12.0	\$375,368	10%	\$3.91	\$349,897	9%	\$3.65	\$3,734,169	\$38.93
PROVO CITY LIBRARY	\$3,124,713	61%	\$27.52	13.0	\$633,076	12%	\$5.58	\$1,355,887	27%	\$11.94	\$5,113,676	\$45.05
SALT LAKE CITY PUBLIC LIBRARY SYSTEM	\$16,344,325	58%	\$79.86	26.4	\$3,305,023	12%	\$16.15	\$8,604,317	30%	\$42.04	\$28,253,665	\$138.05
SALT LAKE COUNTY LIBRARY	\$34,588,095	69%	\$38.31	13.5	\$6,558,624	13%	\$7.26	\$8,903,318	18%	\$9.86	\$50,050,037	\$55.43
WEBER COUNTY LIBRARY SYSTEM	\$9,472,182	72%	\$35.14	11.3	\$1,262,088	10%	\$4.68	\$2,335,230	18%	\$8.66	\$13,069,500	\$48.48
Wasatch Front Average - 2023		67%	\$36.52	12.9		12%	\$6.64		21%	\$11.63		\$54.79
Utah Average - 2023		67%	\$31.28	11.7		12%	\$5.48		21%	\$10.06		\$46.81
National Average - 2022		66%	\$29.00	Not Avail.		11%	\$4.68		23%	\$10.06		\$43.75

As the above report indicates, WCL operates with fewer employees per capita, spends less on collections, and more on operating costs that facilitate use of meeting rooms, classes, special exhibits, literacy programs and support of community events than do other libraries. Overall, total WCL operating costs are significantly less than the Wasatch Front average.

Wangsgard noted cooperative borrowing statistics are one way to help determine public preference for different types of service. Comparative numbers with Davis County Library (DCL) consistently illustrate that WCL loans almost 250% more items across jurisdictional boundaries than does our neighbor to the south in order to reciprocate. The difference in the cost of loaning these materials is insignificant in the overall scope of service and certainly is less expensive than sharing resources through interlibrary loan, she said.

Wood had been formerly employed by the DCL and shared some differences between the two library systems. For example, if staff find damages while performing check-in, they stamp the date on the back cover and note the damage next to the date. They do not charge for overdue fines and tend to charge on the low end for damage fees. They do not have cash registers at the circulation desk, operating instead from a petty cash drawer. Collections are not a big emphasis. Neither does DCL have theft detection systems to prevent materials from being taken from the building without first being checked out. The operations are quite different.

Wangsgard noted, the two library missions are different but complementary. DCL specializes in popular materials, especially for preschoolers, that are relatively inexpensive and somewhat ephemeral, or easily replaced. When looking at the budget with which they work, they do an amazing job. WCL provides and maintains a robust collection of core materials that are integral in providing the information people of all ages need to learn and make decisions in their lives; the collection has depth and breadth. The goals of the two library systems are not the same; therefore, procedures for maintaining the collection are not comparable.

Moving to other items, Wangsgard said all library employees had completed an annual performance plan and copies had been forwarded to the County Human Resources Department. Trainings for collection management were underway and annual supply orders were in process. Almost all open orders had been approved and quotes were being received for several services. Employees were working hard to kick off the year with detailed plans to help facilitate reaching agreed upon annual goals.

There were no anomalies or issues related to the financial report.

The output measures report illustrated an increasing appetite for library services among community members. Wangsgard shared a spreadsheet comparing 2023 to 2024 service metrics.

Board members commented on the 13.2% increase in registration for library cards and wondered why that might be the case.

Wangsgard gave credit to employees who had been present at several community events where library services were explained and cards issued. Outreach, one-on-one contact, is resulting in a greater number of

OUTPUT M	EASURE CO	MPARISON	1	
Service	January -	Percent		
Service	2023	2024	Difference	
References Services	895,238	991,664	10.8	
Program Attendance				
Programs	3,692	3,975	7.7	
Participants	151,899	161,347	6.2	
Meeting Room Use				
Groups	6,477	6,582	1.6	
Individuals	164,924	170,472	3.4	
Cataloging Services	33,828	37,866	11.9	
Patron Registration	20,153	22,810	13.2	
Circulation	2,347,713	2,486,466	5.9	
In Person Visits	1,040,019	1,083,046	4.1	

users as people become more aware of the programs and services (movie and music streaming, eBooks, makerspaces, art galleries, cinema quality meeting rooms, extended hours of operation, and so forth) offered by a new breed of public libraries.

Wangsgard called for questions.

Crosland asked if plans were being made to deal with agents who may come to the library looking for undocumented immigrants. School districts, The Church of Jesus Christ of Latterday Saints (LDS), and many other community groups were making plans to ensure their employees and representatives appropriately facilitated these visits. It would behoove the board, she said, to have a discussion on this topic so employees would know their rights and responsibilities.

Wangsgard agreed, noting staff members had been asking how to proceed. Baron had provided guidance and Wangsgard suggested his response could be modified to provide a board policy to guide these interactions.

Crosland shared written materials she had researched that detailed the rights and responsibilities of area residents in relation to immigration and citizenship.

Harvey noted the LDS Church will likely provide some excellent materials about how to proceed.

Crosland asked Baron to summarize what had been provided to library staff at this point in time.

Baron noted that law enforcement officers are allowed to come into public buildings and talk to people. If, however, they want to go into a class that requires pre-registration, or into staff areas, they need a warrant. Beyond that, the library can provide information for staff on how to proceed and to community members concerning their rights and responsibilities. That is, written materials detailing rights and responsibilities may be prepared and distributed. He offered to draft a policy for review during an emergency meeting or during the March board meeting.

Watson referred to advice from a community group focusing on the same issue of response to immigration officials. The group's advice was, if confronted, employees should not try to be heroes. They should ask politely if they can finish-up classes and invite them to come in. If areas are considered public spaces, law enforcement is welcome. Counsel and help people know their rights is the goal, never putting employees in position of jeopardy. Be lawful and use good judgment, is the bottom line, Watson concluded.

Spencer asked that this topic be put on the March meeting agenda for thorough discussion.

In the meantime, Baron was asked to develop a draft policy and distribute it to the board for input.

Library employees will work to prepare a handout for public distribution.

<u>Closed Session to Discuss the Character, Professional Competence, or Physical or Mental Health of an Individual:</u>

Gochnour moved to adjourn the public meeting and reconvene in a closed session to discuss the character, professional competence, or physical or mental health of an individual. Watson seconded the motion. Ogata conducted a roll call vote:

Crosland voted aye Sebahar voted aye Ogata voted aye Gochnour voted aye
Spencer voted aye

Harvey had left the meeting

Watson voted aye

Consideration of the Library Director's 2024 Performance Review and Approval of the Director's 2025 Performance Plan:

After reconvening in a public meeting, Sebahar moved approval of Wangsgard's 2024 performance review with a number of editorial changes. Gochnour seconded the motion. Board members clarified that they were approving the review, but still expected to learn concrete details concerning the transfer of public-vote-approved library capital improvement funds that were deposited in a designated general fund account, rather than it being placed in a dedicated library capital fund as had been the agreement with county commissioners. This point clarified, Ogata called for a vote on the motion. All voted in the affirmative.

In the interest of time, the board held over, until the next meeting, consideration of Wangsgard's 2025 performance plan.

Other:

There being no further business, Watson offered a motion to adjourn; Crosland seconded the motion. All voted in the affirmative.

Respectfully submitted: __

Julia Valle 12