

WEBER COUNTY LIBRARY

BOARD OF TRUSTEES

MINUTES

Date: March 2, 2021

Board Members
in Attendance:

Diana Allison
Sandra Crosland
Jim Harvey
Kathleen Jensen
Reed Spencer
Spencer Stokes

Board

Members Excused: Cynthia Mattson

Others

In Attendance: Bryan Baron, Legal Counsel
Phoebe Carter, Assistant Library Director
Lydia Hunter, Pleasant Valley Branch Assistant Manager
Holly Okuhara, Assistant Library Director
Julia Valle, Library Business Office Manager
Lynnda Wangsgard, Library Director

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

Public Presentations:

There were no public presentations.

Approval of February 2, 2021, Meeting Minutes:

Allison called for comments or corrections to the draft minutes. Hearing none, Spencer moved approval, Jensen seconded the motion. All voted in the affirmative.

Commissioner's Report:

Commissioner did not have anything to report, but invited questions from the Board. There were none at this time.

Training Vignette – Reed Spencer:

Spencer reported on a walk he took around the Main Library, where he spoke with staff, inquired about special programs and services, and observed interactions with community members. He shared a handout that outlined six general topics deserving mention.

1. Programs filmed/originating from the Main Library (<https://www.weberpl.lib.ut.us/fun-things-do-1>)
 - Citizenship class – extremely popular and leads participants to passing citizenship exam
 - Craft at home – filmed program for adults that draws upon the Creativebug database of award-winning art & craft video classes taught by recognized design experts and artists
 - Storytime for Littles – filmed program for toddlers and babies
 - Silly Storytime – filmed program for children
 - Cuentos en Espanol – Stories in Spanish for children
 - Dungeons and Dragons (Zoom for teens) – extremely popular with a waiting list for participation
 - Novel Teen Book Talks – filmed program for teens
 - STEAM Stream – filmed science-based programs offered in coordination with 4-H
 - Fiction Fix – filmed programs offering fiction recommendations for adults
 - Book discussions – Zoom program for adults
2. A unique collection: Binge Box film collections loosely based around a theme. For example:
 - May I Have This Song and Dance? featuring: La La Land / Sweeney Todd / Hairspray / Les Misérables / The Greatest Showman / Mamma Mia!
 - Never Travel with Tom Hanks featuring: Cast Away / Captain Phillips / Apollo 13 / Sully
 - Disney Warrior Princesses featuring: Mulan / Mulan II / Brave / The Princess and the Frog / Pocahontas / Pocahontas II
 - Somethin' Sappy featuring: The Notebook / Dirty Dancing / How to Lose a Guy in 10 Days / Never Been Kissed / When Harry Met Sally
 - Music Biopics featuring: Bohemian Rhapsody / The Doors / Ray / Rocketman / Straight Outta Compton / Walk the Line
3. MakerSpace equipment is setup, running, and available by appointment, including a film converter, button maker, laser engraver, and embroidery machine
4. Partnering with Ogden-Weber Community Action Partnership to assist retirees with filing their federal and state income tax forms
5. Law library services are unique to the Main Library and provide access to legal research on WestLaw, forms books, paralegal support, and document notarization
6. Social services mediator and advocate works full time at the Main Library, connecting community residents to social services and assisting other staff with intervention services

Spencer noted the Main Library incorporates all the services offered by a branch library but also houses more in-depth special and technical collections as well as hosting focused programs designed to meet the inner-city residents' needs that are different in intensity, if not in kind, from those of other County populations.

Director's Report:

Wangsgard reviewed the statistical and financial reports, noting some healthy areas where public usage had rebounded to almost pre-pandemic levels. For example:

<u>JANUARY Service Level</u>	<u>2020</u>	<u>2021</u>
Reference Services	69,826	66,355
Items Borrowed/Loaned	212,635	189,363

Employees were well into THEIR final planning for robust summer literacy programs, including summer reading clubs, Weber Reads in the Parks, and America Reads Tutoring.

A general staff meeting was scheduled for March 16. The agenda will focus on enhancing services as the COVID transmission index permits and on adjusting front entrance and other health and safety protocols.

Calls to the Weber-Morgan Health Department, and County Joint Information Center, concerning questions and help in scheduling appointments for COVID vaccinations were programmed to roll over to all five libraries where employees were assisting community members as needed. The goal was to alleviate stress for those having trouble navigating the technology associated with registering for a vaccination appointment while also bridging the digital divide for those without access to the technology resources required to get into a vaccination queue.

Library Certified Application Counselors for the Health Care Marketplace:

Hunter reported that six Library employees had completed roughly 40 hours of self-paced training and other requirements to serve as Certified Application Counselors (CAC) for the Health Care Marketplace. As CAC counselors they provide assistance to people accessing and evaluating plans in the Healthcare Marketplace: comparing plans, determining eligibility, and prioritizing their care needs; e.g., prescription medications, access to particular providers, cost, premium, deductible, copays, coinsurance, and frequency of their medical care needs.

Library staff are a natural fit for this service, Hunter noted, because of their experience conducting reference interviews. Every CAC interaction begins with a conversation to gauge the patron's knowledge of health coverage and the marketplace. Library staff are accustomed to parsing information from these types of conversations and using discretion regarding a patrons' private and/or sensitive information. The CACs provide referrals to other agencies as needed, including Utah Department of Health (Medicaid) and Weber Human Services (Medicare).

Area residents are referred to the Library CACs by community partners, such as Weber Human Services, senior centers, and other relationship building contacts. They are also led to these services by clicking on the <https://www.healthcare.gov> website. "Find Local Help" lists all Weber County Library locations. CACs engage in continuing education and invite guest speakers from organizations that serve similar customers, such as Midtown Clinic, to enhance and coordinate access to health care resources in our community. Working together, the goal is to help everyone find a healthcare plan that best meets their needs.

Allison asked if there was a CAC available at each of the five libraries.

Hunter noted that due to a recent shuffling of employees among buildings to accommodate workload needs, they are currently available at the Main Library, North Branch, Pleasant Valley Branch, and Southwest Branch.

Circulation Policy:

Okuhara presented a draft revision of the Circulation Policy for the Board’s consideration. She noted that only one of the changes was substantive, assessing \$20 for returned checks. Other changes suggested were to remove outdated references or language. For example, “CDs and DVDs” was being changed to “audiovisual format,” recognizing that items loaned included digital collections that are streamed.

After discussion of those items where there was need for clarification, Harvey moved approval of the draft policy. Spencer seconded the motion. All voted in the affirmative.

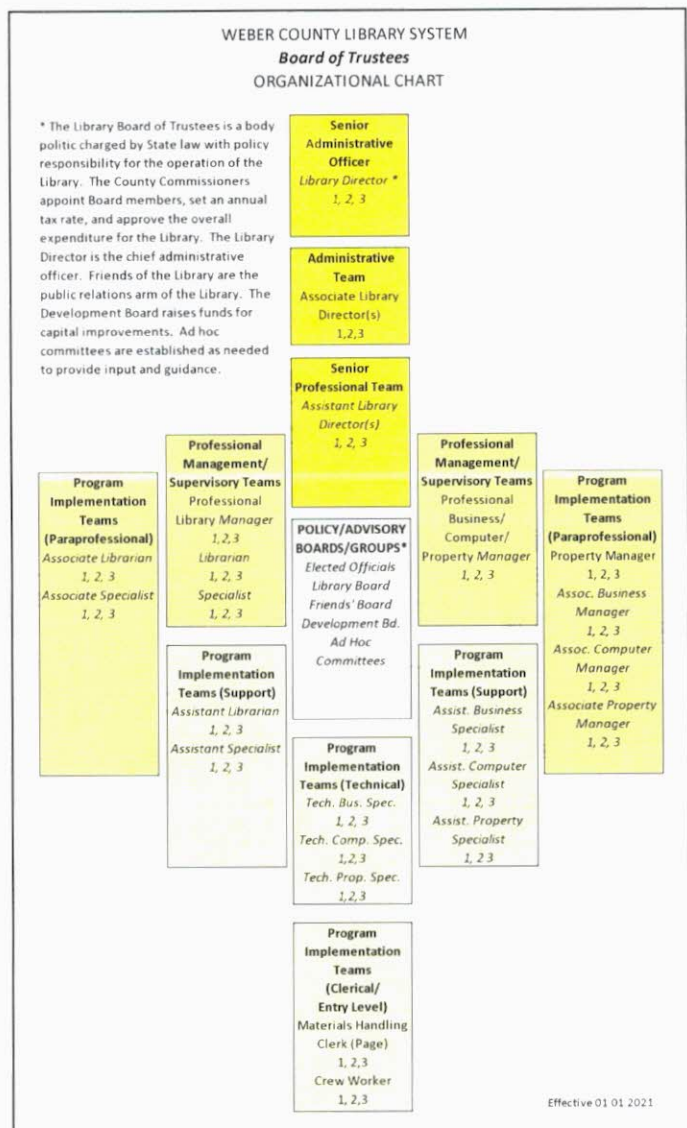
Library Organizational Structure:

Wangsgard detailed updates to the Library organizational structure. Minor changes to the Organizational Chart, Position Management Chart, Recommended Performance Plan Weights, were needed to accommodate reclassification of several positions resulting from a market salary survey.

The Organizational Chart is represented by two, distinct career ladders with a central spine that connects the left side, library public services, to the right side, business and support services. Employees may move from side to side, depending on their education, interests, and skills.

The central spine is composed of entry level staff on the lower section and administrative and senior professionals on the upper portion of the chart. Elected officials, board members, and Friends of the library officers are at the center, or heart of the organization.

The general public is represented on all sides of the various teams, illustrating that the organization exists within a community of stakeholders.



Weber County Library System							
Administrative Procedure							
POSITION MANAGEMENT							
Position Category	Position Description/Responsibility	Proposed Pay Bands	FLSA Exempt	Merit Exempt	Job Class Level		
		I, II, III			I	II	III
Administrative Team	Senior Administrative (Analogy: Owners' Representative - Envision, Communicate, Analyze)						
	Library Director	EX	Yes	Yes	94	N/A	N/A
	Administrative (Analogy: Principal Architect - Frame, Oversee, Ascertain)						
	Associate Library Director	25, 26, EX	Yes	No	693	694	695
	Senior/Professional (Analogy: Lead Architect - Design, Facilitate, Audit)						
Assistant Library Director	24, 25, 26	Yes	No	690	691	692	
Management Team	Professional (Analogy: Contractor - Develop, Supervise, Evaluate)						
	Professional Business Manager (Information Technology)	22, 23, 24	Yes	No	686	687	688
	Professional Business Manager (Building Systems)	22, 23, 24	Yes	No	683	684	685
	Professional Business Manager (Division/Support Services)	20, 21, 22	Yes	No	680	681	682
	Library Specialist (Assistant Information Technology Manager)	20, 21, 22	Yes	No	633	634	635
	Librarian (Assistant Division/Program Manager)	19, 20, 21	Yes	No	623	624	625
	Librarian (Public Services/Technical Services)	17, 18, 19	Yes	No	643	644	645
	Library Specialist (Assistant Property Division Manager)	16, 17, 18	Yes	No	640	641	642
	Library Specialist (Public Services/Technical Services)	16, 17, 18	Yes	No	636	637	638
	Supervisory Team	Paraprofessional (Analogy: Subcontractor - Coordinate, Implement, Verify)					
Associate Manager (Information Technology)		18, 19, 20	No	No	676	677	678
Associate Manager (Business)		16, 17, 18	No	No	673	674	675
Associate Manager (Property)		14, 15, 16	No	No	670	671	672
Associate Specialist (Public/Support Services)		14, 15, 16	No	No	630	631	632
Program Implementation Teams	Support (Analogy: Journey(person) - Contribute, Participate, Maintain)						
	Assistant Specialist (Information Technology)	14, 15, 16	No	No	664	665	666
	Assistant Specialist (Business)	14, 15, 16	No	No	667	668	669
	Assistant Specialist (Public/Technical Services)	13, 14, 15	No	No	620	621	622
	Assistant Specialist (Property)	11, 12, 13	No	No	660	662	663
	Technical (Analogy: Apprentice - Follow Through, Assist, Comply)						
	Technical Specialist (Information Technology)	8, 9, 10	No	No	615	616	617
	Technical Specialist (Business)	8, 9, 10	No	No	612	613	614
	Technical Specialist (Property)	8, 9, 10	No	No	609	610	611
	Clerical (Analogy: Skilled Laborer - Support, Help, Uphold)						
	Materials Handling Clerk	4, 5, 6	No	No	606	607	608
	Entry Level Worker (Analogy: Unskilled Laborer - Complete, Aid, Follow)						
	Crew Worker	1, 2, 3	No	No	603	604	605

The Position Management Chart reflected additional information not included on the Organizational Chart, including pay bands, Fair Labor Standards Act exemptions, Merit System exemptions, and job class levels. Employees have an opportunity to earn advancement by moving up the chart from the program implementation team to the supervisory team, for example. They can also earn promotions and move horizontally, from a I, to a II, to a III, by becoming more proficient in their basic job and by taking on more responsibility. Wangsgard noted that only a few earn these horizontal advancements but they are available to those high achievers who make a significant, long-term contribution that exceeds expectations for the position.

The Recommended Performance Plan Weights chart is used to help ensure that all employees are focusing appropriately on their primary area(s) of responsibility while also working across all seven management areas. These guidelines help focus employees on their role in a cohesive effort to accomplish goals and get agreed upon results. The recommended weights also help to ensure that all employees in a particular job title have the same opportunity to take on additional responsibility, excel, and earn promotions.

WEBER COUNTY LIBRARY SYSTEM											
Recommended Performance Plan Weights											
Based on Responsibilities For Results in Each Job Area and Each Job Title											
02/20/2011											
Band	Job Title	Collect. Mgt.	Fiscal Mgt.	Person. Mgt.	Prog. Mgt.	Prop. Mgt.	Pub. Serv. Mgt.	Tech. Mgt.	Total Core	Negotiable	Total
Entry Level (Analogy: Unskilled Laborer - Complete, Aid Follow)											
1	Crew Worker	20	4	10	20	10	20	6	90	10	100
Clerical (Analogy: Skilled Laborer - Support, Help, Uphold)											
4	Materials Handling Clerk	67	3	5	2	5	5	3	90	10	100
Technical (Analogy: Apprentice - Follow Through, Assist, Comply)											
8	Technical Specialist (Property)	2	3	5	2	65	5	3	85	15	100
8	Technical Specialist (Business)	20	15	5	5	5	30	5	85	15	100
8	Technical Specialist (Information Technology)	5	5	5	5	5	30	30	85	15	100
Support (Analogy: Journey(man) - Contribute, Participate, Maintain)											
11	Assistant Specialist (Property)	2	5	5	2	58	5	3	80	20	100
13	Assistant Specialist (Public/Technical Services)	15	5	5	10	5	30	10	80	20	100
14	Assistant Specialist (Business)	10	20	5	5	5	25	10	80	20	100
14	Assistant Specialist (Information Technology)	5	5	5	5	5	20	35	80	20	100
Paraprofessional (Analogy: Subcontractor - Coordinate, Implement, Verify)											
14	Associate Specialist (Public/Support Services)	10	5	5	15	5	25	10	75	25	100
14	Associate Manager (Property)	3	5	5	2	52	5	3	75	25	100
16	Associate Manager (Business)	10	25	5	5	5	15	10	75	25	100
18	Associate Manager (Information Technology)	5	5	5	10	5	15	30	75	25	100
Professional (Analogy: Contractor - Develop, supervise, Evaluate)											
16	Library Specialist (Public Services/Technical Services)	15	5	10	10	5	20	5	70	30	100
16	Library Specialist (Assistant Property Division Manager)	10	5	5	15	15	15	5	70	30	100
17	Librarian (Public Services/Technical Services)	15	5	10	10	5	20	5	70	30	100
19	Librarian (Assistant Division/Program Manager)	10	5	10	5	5	20	10	65	35	100
20	Library Specialist (Assistant Information Technology Manager)	5	10	10	5	5	10	20	65	35	100
20	Professional Business Manager (Division/Support Services)	10	5	15	5	10	15	5	65	35	100
22	Professional Business Manager (Building Systems)	5	15	10	5	15	5	10	65	35	100
22	Professional Business Manager (Information Technology)	5	10	10	5	5	10	20	65	35	100
Senior/Professional (Analogy: Lead Architect - Design, Facilitate, Audit)											
24	Assistant Library Director	10	10	10	10	5	5	10	60	40	100
Administrative (Analogy: Principal Architect - Frame, Oversee, Ascertain)											
25	Associate Library Director	10	10	10	10	5	5	10	60	40	100
Administrative (Analogy: Owners' Representative - Envision, Communicate, Analyze)											
EX	Director	0	50	0	0	0	0	0	50	50	100

Wangsgard reported on a retreat held for all youth services managers where the new structure was the focus of discussion. Also presented during this half-day meeting was an overview of suggested reading on the topic of principles and values as well as public ethics, and programming.

Reading on public ethics:

Principle Centered Leadership by Steven R. Covey

Justice, by Michael Sandel

Justice as Fairness, by John Rawls

A text illustrating that while making ethical decisions in the public sector may not be difficult, implementation can be extremely challenging:

Policy Paradox, by Deborah Stone

A popular title that suggests what really separates world-class performance is practice and hard work, not innate talent:

Talent Is Overrated, by Geoff Colvin

The methods and madness that facilitate fifth-grade immigrant students, few of whom speak English as their first language, developing into aspiring individuals who play Vivaldi, perform unabridged plays by Shakespeare, and go on to attend the finest universities in the country:

Teach Like Your Hair's on Fire, by Rafe Esquith

Additional retreats will be provided for employee groups throughout the year.

April Training Vignette Assignment – Sandra Crosland:

Crosland will present the training during the April Board meeting.

Other:

There being no further business, Spencer moved adjournment; Jensen seconded the motion. The motion passed unanimously.

Respectfully submitted: Julia Valle 6 April 2021
Julia Valle Date