

WEBER COUNTY LIBRARY
BOARD OF TRUSTEES
MINUTES

Date: May 2, 2023

Board Members

in Attendance: Sandra Crosland
Diana Allison
Wendy Ogata
Shannon Sebahar
Reed Spencer
John Watson

Board Members

Excused: Jim Harvey

Others

in Attendance: Bryan Baron, Deputy Weber County Attorney
Karen Burton, Ogden Valley Branch Manager
Phoebe Carter, Assistant Director
Shari Creer, Friends of the Library
Holly Okuhara, Assistant Director
Julia Valle, Business Office Manager
Lynnda Wangsgard, Director

Public Comments:

Crosland called the meeting to order and invited public comments. There were none.

Approval of Meeting Minutes:

After reading and review of the March 7, 2023, meeting minutes, Ogata moved approval. Sebahar seconded the motion. All Board members present voted in the affirmative.

Crosland noted the minutes were incredibly accurate and illustrated the pride employees take in training, and striving for excellence. She was reminded of the similarities between the Library and a hospital where specialists in so many areas work together to achieve a common goal.

Sebahar said hearing the staff describe what they do was impressive and made her happy to be associated with the group.

Watson, noted he enjoyed reading the minutes and learned a lot from the various presentation summaries. Although he was excused from the meeting, he felt the enthusiasm for public service as expressed over and over again in the minutes.

Commissioner's Report

Harvey was working to mitigate issues related to flooding and had asked to be excused from the meeting. He did, however, send a report in the form of a three-minute video, detailing Library Guiding Principles that had been screened during County Government Week. The script read as follows:

Welcome to the Weber County Library!

Pete the Cat is here to take you on a tour of our Southwest Branch Headquarters Library!

Ancient Greek philosophers were the first to understand that personal growth and fulfillment are the keys to happiness; and, that this quest is a lifelong pursuit. This explains why public libraries strive to be lifelong learning centers, and why it can be said that library employees are in the business of making people happy.

Come in and enjoy our art gallery. We partner with local artists to bring a gallery experience to the public.

Meeting spaces, such as our Board Room, are available for use through a simple reservation process. Last year, more than 143,000 people used library meeting rooms!

We have play and learning spaces for babies, toddlers, preschoolers, and school-aged kids. While you're here, ask about our early learning classes, our STEM classes, and our summer reading program! During 2022, over 90,000 kids and caregivers attended almost 3,000 Library events.

Friendly staff assistance is always available in our computer and technology centers! Need WiFi? It's free! Need to scan? Print from your phone? Fax? We can help. Last year, people used the 279 library computers 140,000 times, and the WiFi network was accessed 160,000 times!

Teens of all ages enjoy comfy study spaces. Need a reading suggestion? Check out our new book displays.

Just like other libraries across the country, the Weber County Library offers equipment and software for projects and creative design. Come in with an idea, leave with a cool project! Just call to make an appointment.

Need a library card? It's free and easy to sign up. Join the more than 150,000 other card holders who know that having a library card is the ticket to a world of possibility. Check out more than just books; get free access to streaming video and music as well as eBooks, eAudiobooks, and magazines. Save big money on subscription fees. Last year, community members borrowed more than 2,000,000 items.

Pete the Cat is taking a short break to have a snack at the library Prego Café while we look forward to our 2023 projects and plans, including expansion of summer literacy programs; launch of a new website, and replacement of the HVAC system at Ogden Valley Branch. And, as always, we will continue to offer fun and welcoming spaces and events while providing our community with access to great collections, services, and information.

Wangsgard noted the video was put together by Dicoi Group, the county communications partner. The original presentation plan was to have someone from the library just talk for three minutes. Commissioner Harvey intervened and allowed the staff to put the video together.

Watson reported that he attended the meeting where the video was presented to the community and it was very well received.

Friends of the Library Report:

Creer reminded everyone that the annual staff picnic was scheduled Friday, June 9, at Ogden Valley Branch. The event features food cooked on the large barbecue grill provided by the Library Development Fund, lawn games, live music, and time to sit together, visit, and get to know each other. Food is served from 6-8 p.m., and people are invited to linger until around 10 p.m. The picnic is a family affair so bring family or a friend and enjoy the evening she concluded.

Friends had done a second audit to test the accuracy of electronic people counters installed at library entrances to record the number of visits. Creer and Kathy Gambles sat at each building and counted every person as they entered, March 13-22. The actual count was then compared to the electronic people counter totals. The numbers differed significantly at every location.

WEBER COUNTY LIBRARY SYSTEM									
VISITS - AUDIT February 20-23, 2023				VISITS - AUDIT March 13-22, 2023			Adjustments		TOTAL
Library	People Counter	Friends Count	% +/-	People Counter	Friends Count	% +/-	AVERAGE ADJ.	Annual Total People Counter	2022 Audit Adjusted Count
OVB	25	41	-39.02	30	54	-44.44	-41.73	63,198	89,741
PVB	156	158	-1.27	137	174	-21.26	-11.27	152,925	169,747
Main	191	253	-24.51	186	242	-23.14	-23.82	194,130	240,721
SWB	97	151	-35.76	188	301	-37.5	-36.00	182,859	248,688
NOB	124	241	-48.55	135	277	-51.26	-49.91	145,119	217,679
TOTALS	593	844	-29.74	676	1,048	-35.50	-32.62	738,231	966,576

This second audit, coupled with the audit done February 20-23, were used to obtain an average adjustment to bring the electronic count into line with actual observations. Differences in the adjustment needed at each library were attributed to issues related to the age of the sensor and the degree to which they could be calibrated based on the architecture of the entrance where they were installed. Creer noted the audit will be repeated in six months and will also be done at a different time of day.

Spencer asked what time of day the audits were conducted.

Creer said each count was obtained from 10 a.m.-12 p.m., during preschool discovery time. Each library hosts this program on a different day of the week.

Sebahar asked whose idea it was to conduct audit?

Creer said, as the circulation manager at Pleasant Valley Branch for many years, she couldn't understand why the number of visits were so different at the present time when compared to when she was working. She still sees people coming in and out at what appears to be about the same rate. The numbers just didn't look right; they didn't reflect her years of experience. Wangsgard asked Friends to conduct the audit in order to verify the actual counts.

Wangsgard noted, the number of community members attending programs, using meeting rooms, and checking out materials continued to climb, but the entry numbers were stagnant. While she trusted the technology, the data were inconsistent. She decided to test the calibration and the discrepancies were discovered.

Spencer pointed out that the results of the two audits were quite dissimilar at Pleasant Valley Branch.

The two counters at Pleasant Valley Branch are the oldest in the system and seem to be failing at a higher rate than newer ones, Wangsgard said. Further testing will be needed to determine if this is so. People counters are on the list of technology that needs to be updated periodically to ensure the devices are reliable.

Director's Report:

Wangsgard presented the financial report, noting rental income was lagging behind projections in one area. The Library's commercial lease partner had been unable to recruit and maintain the number of reliable employees necessary to open all three food service sites while still maintaining excellence in menu quality. Equipment and renovations had been completed at great expense to the contractor at all three locations, but competent staffing was not yet available.

Carter noted, Door Dash was proving to be a very reliable source of customers and business in-house was steady at the Southwest Branch.

On the expense side of the financial report, there was a new line item for "fuel." The cost of fuel had been included in overall "vehicle maintenance" but the allocation will be transferred to the new line item in order to account for costs in a more granular manner.

Wangsgard asked for questions about the financial report.

Sebahar asked about the category "over/short."

Valle explained that at the end of each day cash registers are reconciled and, once in a while, the cash on hand does not balance. To date, the five registers have been short a total of \$19.89. The total shortage is about \$5 per building. It should be noted that several people work the register during a shift and there are different shifts throughout the day. Everyone who handles cash attends a special training and the business office staff will continue to be vigilant in providing ongoing training, Valle concluded.

Wangsgard noted John Bond, Weber County treasurer, collected approximately \$500 million during 2022 and balanced to the penny, setting an excellent example for the rest of us to emulate.

Wangsgard distributed a large spreadsheet, illustrating the ratio of the number of visits compared to the average number of staff hours required to operate each of the five County Library buildings. The number of visits were broken out by day of the week and an average of the number of visits were inserted on two Sundays (January 1 and April 9) when libraries were closed. The spreadsheet also illustrated the number of visits recorded by people counters and the adjustment that resulted from the two people counter audits. The following illustration is a summary of the data presented on that spreadsheet.

WEBER COUNTY LIBRARY SYSTEM														
Weekly Visits / Staff Resources Allocations														
January 1-7, 2023 (Holiday Aver.)	SUN (4 Hrs.)*	Adj.	MON (11 Hrs.)	Adj.	TUES (11 Hrs.)	Adj.	WED (11 Hrs.)	Adj.	THUS (11 Hrs.)	Adj.	FRI (8 Hrs.)	Adj.	SAT (8 Hrs.)	Adj.
SUMMARY - Jan.-Apr.														
Total Visits (People Counters)	8792		44717		45141		45419		43732		31474		39258	
Total Visits Audit Adj.		12849		57637		58458		59055		56693		40649		50890
Total Public Service Hours Open	340	340	935	935	935	935	935	935	935	935	680	680	680	680
# FTEs /Service Hour	25	25	94	94	94	94	94	94	94	94	38	38	38	38
Total FTE Hours		8500		87890		87890		87890		87890		25840		25840
Total Visits /FTE Hour*		1.51 **		0.656 **		0.665 **		0.672 **		0.645 **		1.57 **		1.97
RANKING: Visits/FTE Service Hour		#3		#6		#5		#4		#7		#2		#1
FOR AN EXCEPTIONAL PUBLIC LIBRARY, ENGAGEMENT IS NOT ONE THING. IT IS EVERYTHING.														
* Only CORE services are offered on Sunday, no meeting rooms, programs, or classes.														
** For every hour a staff member works, there is a return of x number of visits.														

The data illustrates that Saturday ranks No. #1 in the number of visits per hour of staffing; Friday ranks No. #2, and Sunday is No. #3. Monday through Thursday rank Nos. #4 through #7. It is important, Wangsgard noted, to recognize that Sunday is the third most efficient day when comparing staff hours to number of visits, despite the fact that only core services are provided; that is, no programs, meeting rooms, or other activities that bring in large numbers of community members are offered on Sunday. In addition, few programs are scheduled on Saturday, and even fewer on Friday. Meeting rooms are available during the day on Friday and Saturday, but not in the evening. There is no need for an extra evening shift on Friday and Saturday when facilities close at 6 p.m. These evening hours are reallocated to Sunday. All of these variables have to be considered in trying to pull meaning from the data.

Sebahar asked if there is an industry standard for visits per day.

Wangsgard said there was not. The number of visits is as unique as is each library's mission and goals. For example, some libraries are focused on circulation, including use of electronic materials that can be borrowed without a physical visit. These libraries may not program heavily or promote community use of public meeting rooms.

Others, like Weber County Library, focus on third place activities that result in hosting people on site. Third place libraries are very dynamic, and require flexibility in hours and staffing. Third place libraries are not unlike major retailers, attracting usage in many forms during hours when it is convenient for customers to visit.

As a final item in the director's report, Wangsgard invited those interested to attend an orientation required of all employees scheduled to participate at the annual conference of the American Library Association. The orientation will detail the itinerary, special events, expectations, and assignments. The meeting will take place from 1:00-3:00 p.m., May 18, at the Southwest Branch/Headquarters Library.

Consideration of a Board Policy and Administrative Procedure for Implementation of Required Background Checks:

Baron noted the Utah State Legislature recently passed a law requiring public library boards to have a policy requiring criminal background checks for all new hires. The bill will be effective as of July 1, 2023. A draft policy for implementing these background checks had been included in the meeting packet.

Baron led the board through the draft policy, paragraph by paragraph, explaining that the letter of law requires a criminal background check for anyone qualifying for a position, paid or volunteer, if they have significant contact with minors. Wangsgard had suggested, and Baron concurred, that this provision would include everyone employed by Weber County Library (WCL). As for volunteers, there is one exception. Volunteers assigned by the courts never work with children and are under constant supervision, Wangsgard said.

Baron further noted that the law requires the policy establish a procedure for disqualifying a candidate and that the candidate be notified of the disqualification and given an opportunity to respond. It is difficult to envision how this provision would be accommodated in a policy, he said. What categories do you include as disqualifying? People come from different states where categories may differ. What is the timeframe for evaluating whether a person in a particular category could now be considered for employment? The draft policy delegated this decision to the library director.

The law requires that the cost of all background checks be covered by the library, Baron noted.

The new law also requires that volunteers over the age of 18 have background checks. The proposed policy exempted those recruited and vetted by a community group, such as Weber Human Services, United Way, etc. Those recruited by other organizations were to be considered volunteers of that organization. Volunteers will be under supervision at all times.

Baron concluded his paragraph by paragraph presentation of the proposed policy by noting the library reserves the right to conduct other background checks at any time during someone's employment or volunteer service if evidence dictates its wisdom.

Baron paused in his presentation and asked for comments, clarifications, or questions.

Wangsgard noted there have been more than 500 applicants at Weber County Library to date. Many of these applicants eventually chose not to interview, or did not attend the interview as scheduled. After interviews were completed, a large number of applicants rated below standard

and were not eligible to be placed on a hiring register. County policy dictates that only the top three applicants on the register are eligible for each open position. It would be more reasonable to comply with the spirit of the law and consider a criminal background check only as one of the criteria considered before offering a position to an eligible candidate. This is what the spirit of the policy is trying to address, she suggested. To do otherwise represents an incredible increase in workload for the office staff.

Watson asked if the methodology for disqualifying an applicant created an undue liability for director.

Baron said the director always makes these judgments, based on several criteria. There is no additional liability in inserting another criterion. Under the Government Immunity Act, there is no additional liability for the director.

Spencer wondered what percentage of the applicants would not receive a background check under the proposed policy.

Sebahar asked if a background check would be done for the top applicant, or for all three in the top group.

Wangsgard said many open positions have forty, fifty, or even more applicants. As proposed, a background check would only be conducted on the person judged to be best suited for the job using standard criteria such as scoring on the interview, strengths on the resume, relevant education and experience. Once everything is taken into consideration and a preferred candidate is identified, a background check could be conducted and this additional criterion considered. If there was nothing criminal in the report, the job would be offered. If something was found, it would need to be considered, along with the qualifications and overall suitability of others in the top three on the hiring register before a job would be offered. The library director would have this responsibility which may include contacting the applicant to give them an opportunity to respond to the finding. Because of the cost and workload involved, it was recommended the Library comply with the spirit of the law and use information gleaned from a background check only to verify the eligibility of the preferred candidate.

Sebahar asked if current volunteers are exempted as well as paid employees.

Baron noted this is an interesting perspective. If a person is a current volunteer, perhaps they can be exempted.

Spencer asked if applicants will be notified that Utah law requires a criminal background check of those offered a position with Weber County Library.

Wangsgard noted a statement will be added to the recruitment process which already notes that a drug test is a requirement for employment.

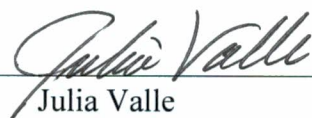
Watson expressed appreciation for a good discussion, noting the policy seems to answer questions raised and the draft policy appears to comply with the spirit of the law. He indicated Board members may not be ready to vote but, after a month to contemplate the draft policy, he would be ready during the next meeting.

Baron noted the remainder of the policy was related to reference checks and required no explanation. Take the complete document home for a thoughtful review, he suggested, and send ideas for revision to him within two weeks. A final draft will be ready for a vote during the next meeting.

Other:

There being no further business, Watson moved to adjourn at 6:10 p.m. Sebahar seconded the motion. All voted in the affirmative.

Respectfully submitted:


Julia Valle


Date