

WEBER COUNTY LIBRARY

BOARD OF TRUSTEES

MINUTES

Date: July 2, 2019

Board Members

In Attendance: Diana Allison
Sandra Crosland
Reed Spencer
Spencer Stokes

Board Members

Excused: Jim Harvey
Kathleen Jensen (unable to connect via phone)
Cynthia Mattson (unable to connect via phone)

Others in

Attendance: Lynnda Wangsgard, Library Director
Phoebe Carter, Assistant Library Director
Julia Valle, Business Office Manager
Bobby Workman, Library Social Service Specialist
Bryan Baron, Deputy County Attorney
Evelyn Bertilson, Friends of the Library
Marcia Harris, Library Development Board

Allison called the meeting to order at 5 p.m. and welcomed those in attendance, including Sandra Crosland who was attending her first meeting after accepting a four-year appointment to serve on the Board. Crosland noted her community focus had always been on improving people's lives, so she embraced being part of the group charged with shepherding the Library System and helping shape what it can do for people in the future.

Public Comments:

Allison noted she had received a letter from Brian Rowan who had voiced several concerns about Library services. This was the second letter he had forwarded to the Board.

Wangsgard had previously addressed two of Mr. Rowan's concerns to which he had given voice in his first communication. Library employees had also addressed several concerns in person and via email. Mr. Rowan wanted the Board to be aware of his continuing dissatisfaction, however, and had forwarded a second letter to Allison for review and action.

Wangsgard was asked to share the response she had sent to Mr. Rowan dated December 5, 2018, which she did.

Board members then considered the following concerns voiced by Mr. Rowan in his letters to the Board and in numerous emails sent through the Library Web site. Mr. Rowan's concerns and the Board's responses are detailed below.

First concern: Allocation of time on Library public computers, and distracting 30-minute pop-up warnings that interfere with his competitive chess sessions and allegedly generate false Internet searches.

Response: The Board instructed Wangsgard to again share with Mr. Rowan that there are options available to accommodate users enjoying more than the 30-minute time allocated for a computer session. If an individual asks before logging on, and if no others are waiting for a computer, employees will extend the session so the user is not bothered by the standard 30-minute pop-up warning. The Board also instructed Wangsgard to remind Mr. Rowan that "computers are intended and configured for general use, not for competitive gambling or gaming." It should be noted that, if Mr. Rowan can confirm the reminder pop-ups are "generating false Internet searches," they would certainly welcome him demonstrating it for them as this occurrence has never been observed by staff or reported by other Library users.

Second concern: Personal data allegedly auto-populated to Web sites, or otherwise identified by the next user.

Response: Since every Weber County Library virtual desktop is wiped clean and then completely rebuilt at the end of each session, it seems impossible for a user's personal data to be auto-populated into Web sites, or otherwise identified by the next user, unless a person leaves the session without shutting the computer down, which is beyond the Library's control. Users do have the option of locking their session if they need to step away for a few minutes, but if the computer is left unattended for more than five minutes, the PC shuts down and is wiped clean. This aggressive protection is built into every Weber County Library public computer to make it impossible for one user to see another user's data once the session is closed.

It is the very fact that the virtual computer is completely destroyed, and has to be rebuilt for every new session, that makes it so important to have the five minute courtesy pop-up warnings, and then an automatic extension of 15 minutes time with additional, ongoing courtesy warnings, to which Mr. Rowan objects. Not every Library computer user has sophisticated technology skills. The way in which the computers are designed to work helps ensure no one loses their work. Users are not allowed to store data on the hard drive, so there is absolutely no way to retrieve their work once the PC shuts down.

Third Concern: Children are noisy and disrupt others. The Library staff does not adequately control these disruptions.

Response: Board members do not wish to have anyone's visits disrupted by others and are sorry if this has happened to Mr. Rowan. The staff will be reminded to intervene whenever

possible to help maintain an environment conducive to a multiuse facility. If users have a concern on a given day, they should direct their request for intervention to the Librarian in charge.

Fourth Concern: Noisy cell phone users disrupt others.

Response: Again, Board members are very sorry if anyone's visit is disrupted by others. If this occurs, Library users are encouraged to please ask the Librarian in charge to intervene on their behalf.

Fifth Concern: Shades should be placed over windows to keep the sun from shining in users' eyes.

Response: There is a tradeoff between having large open expanses with natural light at and also having a period during a particular season, or time of day, when there may be glare on a computer screen or in someone's eyes. A pergola is in place on the south facing windows at both North Branch and Southwest Branch to address this issue. It is not practical to put shades on these windows. If sunlight is an issue, users are invited to ask a librarian to help locate a space where glare is not a problem.

Wangsgard was tasked to follow through with a second letter to Mr. Rowan, detailing the Board's responses. They also asked Wangsgard to thank Mr. Rowan for his communications.

Election of Board Chair:

Allison called for nominations of those to be considered to serve as Board Chair, July 2019 – June 2020. Stokes asked Allison if she was willing to serve another term. Allison noted that she was agreeable. Stokes moved that Allison be nominated. Spencer seconded the motion. Since there were no further nominations, Allison called for the vote, which was unanimous in support of the motion.

Wangsgard thanked Allison for her willingness to serve another term as Chair.

Approval of June 4, 2019 Meeting Minutes:

Spencer moved acceptance of the minutes as mailed. Crosland seconded the motion. Allison called for discussion or amendments and, hearing none, called for a vote. All voted in the affirmative.

Director's Report:

Board members received an updated membership and contact list.

Wangsgard reviewed the service metrics report, noting usage was beginning to settle back to a gradual growth trend that was typical before buildings were closed for remodeling. There were some exceptional areas worth noting, however. The number of items borrowed increased from 871,574 during May, 2018, to 1,029,103 during May of the current year. More than 8,300 library

cards were issued and almost 100,000 individual visits were recorded during the month. An extremely large increase was recorded in reference services with area residents logging 353,000 requests for services during May 2019 as compared to 240,000 during May of the previous year.

There were no anomalies on the financial report. Wangsgard will request the County Comptroller make a number of transfers among line items to facilitate capital projects and procurements that had not been anticipated a year ago but which need to be completed during the next several months.

Wangsgard asked if the Board had recommendations for changes in service priorities that should be accommodated in the 2020 operating budget. Bertilson asked if a salary survey was going to be included. Wangsgard noted job descriptions were being reworked in preparation for a survey but a date had not been set. Budget suggestions may be forwarded to her in person or by email.

Social Services Specialist Report:

Workman reported on his emerging role as Library Social Services Specialist at the Main Library. He noted he grew up in Ogden and was passionate about making professional connections for those who can benefit from the variety of community resources available to help them lead full and meaningful lives. Workman earned a bachelor's degree in criminal justice, and a minor sociology, from Weber State University. He went on to earn a master's degree in business administration while working for the State in juvenile justice system.

Workman began employment at the Library during October, 2018, and was charged with helping to ensure Library referral services were effective in directing community members to the best resources available. To this end, he had spent considerable time at many not-for-profit entities and governmental agencies in order to gain a detailed understanding of their missions and services.

He noted that during his time with the Library, homelessness in Weber County had increased by 44% as home prices and rental fees climbed, making it difficult for those living in poverty to provide shelter for themselves and their families. Helping people find shelter was an important part of his job. He shared a meaningful example of a connection made that same week to provide a person in dire circumstances with a place to live.

Workman noted that people come to the Library looking for help. In addition to seeking help finding housing, they come to file for divorce, get an email account and apply for a job, and to fill out government forms online. They come for literacy and citizenship classes, for instruction on how to use computers, they come when they have no other place to go – when they feel hopeless. Their requests are as diverse as is the population.

Librarians ask Workman to intervene on behalf of those whose needs for community services are different in intensity, if not in kind, from those they routinely assist throughout the day. Sometimes Library security employees also ask Workman for assistance, such as when a situation requires significant de-escalation, or when someone is having a panic attack. In most cases, however, people just walk up and ask for help and it is his job to ensure they are connected to community service providers in a way that fits their unique circumstance. This intense level of service goes beyond what the traditional library staff have the expertise or time to accomplish, especially in cases where people are in crisis.

Allison recognized that the Library is viewed a safe haven so people who are in need feel welcome to seek advice.

Harris agreed, saying it is a welcoming, non-judgmental place where employees are eager to help solve problems.

Bertilson noted staff at the Main Library had been willing to give up salary funding to create the social services position they felt they needed to deal effectively with the workload resulting from assisting so many people in crisis.

In conclusion, Workman thanked the Board for allowing him to attend the annual conference of the American Library Association where he met with social service providers from other, larger libraries located throughout the nation. He learned from them and gathered written material they presented at programs and work sessions. He also noted that he found services available to Weber County Library users compares favorably with what people enjoy in large cities like San Francisco and Washington, D.C. He was proud of what is being done in Weber County to help solve problems and improve lives.

Board members thanked Workman for his report and for his excellent work.

Final Allocations of Library General Obligation Bond Proceeds:

Baron and Wangsgard had met with John Bond, County Treasurer, and Scott Parke, County Comptroller, to discuss the disposition of general obligation bond (GOB) proceeds that had not been utilized in completing the Library Board's five-year capital plan. It was noted that the scope of the capital plan had to be curtailed during 2013, when elected officials eliminated the contingency fund (\$5,000,000) before the bonds were sold. In order to ensure there would be enough funding to complete all the projects at older, more distressed facilities, work at the Ogden Valley Branch was limited to only providing safe street parking along 7400 E. Now that the Headquarters Library is complete, and the Main Library and North Branch have been renovated, it was proposed that some of the savings be used to circle back and complete needed improvements at the Ogden Valley Branch (OVB), bringing this facility up to the quality of the other libraries in the County System. John Bond had reviewed this use of funds with the County's bond counsel who indicated it was acceptable. The use of funds was then approved by County Commissioners. However, the timeframe for completion or work at OVB was a complicating factor in relation to the many small projects that needed to be accomplished.

Baron explained an IRS directive requires that all GOB proceeds be spend within three years of the date of sale. September 1, 2019, will mark the three-year limit on the use of Library bonds. Any funding not utilized at that time will need to be placed in a special account and used to help provide the first draw for payment on the bonds in 2026.

Wangsgard noted that work on the inside of the Library could likely be completed in time to utilize the funding available, but work on the exterior, especially landscaping the property to the west of the Library, would take longer. In addition, doing this work on the "fast track" would be expensive because the general contractor would not be able to vet competitive bids as thoroughly as needed to get the best value.

It was proposed, approved by Baron, and subsequently by County officials, that the Library operating budget be reimbursed for certain capital items purchased in support of the capital plan building projects. This reimbursement will result in \$2,900,000 being transferred from capital account to the Library fund balance. A portion of this reimbursement can then be appropriated from the fund balance to the operating budget in order to complete needed improvements to the Ogden Valley Branch, thus eliminating the cumbersome and costly time limitations.

Work was underway to determine the project scope required to bring the Ogden Valley Branch up to the standard of the other four County libraries. Additional details will be provided during the August Board meeting.

Review of Change Order #2: Site and Utility Improvements at Ogden Valley Branch:

Saunders Construction was selected through a competitive bidding process to complete site and utility work at the OVB, focusing in great part on replacing the wastewater system. Some, but not all, of the additional improvements now planned for the Branch could be included in the scope of their original contract. Baron advised that other portions of the work should be put out for competitive bid. This was done and Saunders was again the low bidder.

As a result of the bidding process, change order #1 was used to revise the scope of the original contract, authorizing Saunders Construction to now serve as a contract manager and general contractor (CMGC). In this capacity, Saunders Construction was charged to work with Prescott Muir Architects (PMA) to design and obtain the actual costs for each proposed upgrade. There was no reliable way to obtain realistic costs for the needed upgrades until a contractor was engaged.

Change order #2 had since been prepared by PMA and Saunders Construction and included all the additional work the contractor was to complete on the inside of the Branch. Interior upgrades in this change order included adding a data room and upgraded cabling, enhancing the youth services area, upgrading some metal halide light fixtures, replacing/repairing work surfaces, and replacing floorcovering. Change order #2 had been approved by the County Commissioners and work was underway.

PMA and the CMGC were in the process of working with Library staff to prepare change order #3. Change order #3 will include the work that needs to be completed on the Branch exterior. This change order will be presented to the County Commission, and subsequently to the Library Board during the August Board meeting. The major issue that will need to be addressed in the interim is the cost of constructing an outdoor education facility vs the cost of landscaping the area west of the Branch. Soil samples indicated landscaping costs could be a complicating factor since the property was for decades used by the State Department of Transportation, and later by Huntsville Town, as a public works site. Tentative bids for steel needed for the education center were also higher than expected. Costs of one may, to some extent, offset the cost of the other improvement.

Spencer asked if work on the outdoor center could be started this year with the installation of the concrete pad and then be completed at a later date. Wangsgard said this was problematic because of the need to sink the support structure into the ground rather than mount it on top of the concrete. Redesign was being contemplated as was reducing the size of the structure. Redesign costs have to be considered as do the general conditions cost of having a CMGC on site for an extra month while

the projects are being reworked. Cutting the size of the structure so that it could no longer accommodate all the children who will attend learning activities would devalue the need to build the structure in the first place. Commissioner Harvey was working on helping vet competitive costs for the steel structure. All these contingencies were being weighed to determine the best path forward.

Approval of Agreement between Advanced Paving and Construction, LLC and Weber County:

Wangsgard requested the Board approve a contract with Advanced Paving for removing and replacing deteriorated asphalt at OVB, and then sealcoating and striping the street parking area. The contract also included sealcoating and striping the parking areas at the Pleasant Valley Branch and the Southwest Branch. The contract totaled \$73,038.30.

Stokes moved approval of the contract. Spencer seconded the motion. Allison asked if there were questions or need for discussion. Hearing none, she called for a vote. All voted in the affirmative.

The repaving and seal coating was to be completed during July.

Other:

There being no further business, Stokes moved the meeting be adjourned. Crosland seconded the motion. All voted in the affirmative.

Respectfully submitted: Julia Valle 8/6/19
Julia Valle Date