

WEBER COUNTY LIBRARY

BOARD OF TRUSTEES

MINUTES

Date: October 1, 2019

Board Members

In Attendance: Diana Allison
Sandra Crosland
Jim Harvey
Kathleen Jensen
Cynthia Mattson
Reed Spencer
Spencer Stokes (via Conference Call)

Others in

Attendance: Lynnda Wangsgard, Library Director
Phoebe Carter, Assistant Library Director
Holly Okuhara, Main Library Manager
Holley Larsen, Library Accounts Manager
Bryant Reeder, Library IT Manager
Kimberly Slater, Library Business Office Specialist
Dirk Valle, Library Associate Computer Manager
Evelyn Bertilson, Friends of the Library
Bryan Baron, Deputy Weber County Attorney
Rebekka Jackson, Community Member

Board Members and others toured the makerspace area and watched demonstrations of equipment now available to the public. Equipment items included a laser cutter/engraver, converter for digitizing slides, a VHS to DVD converter, and a video source to digital converter. Also included were two button makers and a grommet machine. These items represented the first round of procurements for the makerspace lab.

Allison called the meeting to order at 5:25 p.m. She made a seat at the table for all those in attendance and asked each person to introduce themselves. She also acknowledged that all the Main Library meeting rooms were in use that evening, several for English as a second language classes and others for a citizenship preparatory course.

Public Comments:

Rebekka Jackson shared experiences that, as a home-schooling parent and person with a master's degree in social work, caused her concern. She reported that she had received different explanations from employees working at several library locations, concerning borrowers' responsibilities for caring for public property. She noted that as a home-schooling mother she often

borrowers as many as 50 books at one time and, with youngsters in tow, it is not practical to review each item before checking it out to see if there was previous damage. Nonetheless, she said employees told her this was the best guarantee against being charged unfairly for damages when items are returned. She said she and other home schooling families preferred to use the Davis County Library because they no longer charge fines or fees.

Jackson said she reached out to other home-schooling families who shared her views and helped them compile a list of concerns which she distributed to the Board. She noted they wanted to use their neighborhood, free libraries to support their home-schooling lessons, since they did not have access to a school library, and they wanted to do so without the fear of being charged for minor damages. She said she felt like the Board policy went overboard and that children had to wear mittens while reading books. Jackson said she would rather have a library where the books show that they are used and loved.

Jackson also noted there is a trend for libraries doing away with fines and fees, donating food in lieu of paying in cash, and having children work off their fines. To require that fines and fees be paid in cash is discriminatory against those living in poverty, she said.

Allison asked if Jackson could make a suggestion for a policy change.

Jackson said library books do not have to be pristine. If all the pages are there and are not marked through, if there is no damage that keeps others from reading the book, damages should be considered normal wear and tear.

Jensen asked for what kinds of damages had she been charged.

Jackson said she had been charged for wrinkled pages, small stains, and tears; all things that do not keep the book from being useful or able to be read. She said people should be charged for big things like broken bindings, big smears, and ripped pages, reiterating that the Davis County Library is fine free.

Stokes asked how much money the Library brings in through fines and fees.

Wangsgard noted the estimate for 2019 was \$32,000 in fees for damages and \$115,000 in fines for overdue materials.

Spencer wondered if there were statistics available from other libraries showing their rate of collection as compared to their check out numbers.

Jackson asked how much it costs to collect these fees, wondering if it costs more to collect the fines and fees than they are worth.

Wangsgard said employee time would certainly need to be considered in a cost benefit analysis as would the cost of the deteriorating quality of the collection over time and the loss of core materials as they go out of print.

Jackson suggested that perhaps children could work off their fines.

Harvey noted that his four children were close in age to one another and he could certainly understand the challenge of keeping track of library books when there are several youngsters to care for. Nonetheless, he noted that the most important question for him is whether a child is learning to show respect for books, toys, and another person. Is the parent helping the child learn to respect others so they can respect themselves? He noted that he appreciated the labors of Library employees in implementing the Board policy, especially since not all parents teach their children responsibility. He wants the staff to be fair, but they are to do their jobs.

Stokes noted that he would expect that home-schooling families would be some of the most respectful borrowers, considering their concern for their children's education and training. Not every family has the same values, however. He would not expect to see pencil marks or dirty pages in books returned out of courtesy for the next reader.

Crosland thanked Jackson for coming and sharing her views and concerns, stating that she does not know what the answer is, or will be, but the Board absolutely has to hear what the public thinks.

Allison noted the Board would consider the Policy and Procedure used in managing fines and fees later during the meeting that evening and asked Jackson if there was anything else she would like to say at this point on the agenda.

Jackson said there was not and thanked the Board for their time.

Approval of September 3, 2019, Meeting Minutes:

Allison asked for a motion to approve the September 3, 2019, minutes, Spencer so moved, Jensen seconded the motion, and all voted in affirmative.

Commissioner's Report:

Harvey noted FY 2020 budget hearings were underway and going well. Commissioners were specifically addressing the Municipal Services Fund while also keeping an eye on the Library Fund to ensure that it stays healthy. This was the first year real numbers would be available for operating all five new or renovated libraries and everyone was anxious to see what the operating costs would be.

Director's Report:

Wangsgard noted that because it was the first year all five libraries would again be operational, transfers would be needed before year end to level out operating costs among line items. She cautioned that it would still be some time before actual operating costs would be known. This is so because the first year after a construction project is turned over to the owner, the contractor warranties the building and equipment. Those warranties expired in April and June of this year and the costs are being absorbed into the operating budget.

In addition, most manufacturers warranty big ticket items, such as heating and air conditioning units, generators, and lighting, for times of varying length. For example, lighting at Headquarters is now being replaced under a five year warranty. Some warranties are for three years, some ten years, and others for various lengths of time. As these warranties expire, the integrity and functionality of buildings and equipment will be maintained under contracts with service providers. These contracts have to be scoped, bid, and negotiated. The final cost is not known until the contract is executed. These contracts, the cost of which is unknown, will need to be put in place over time, certainly for several years to come. As an example, Wangsgard noted the building and grounds maintenance line item was already over expended as the result of picking up operational costs that were heretofore unknown while the utilities line item is under expended. Funds will be transferred from utilities to building and grounds.

In summary, Wangsgard pointed out that the FY 2019 budget was 87% expended and/or encumbered, overall. Since known contracts were for the most part accommodated on open purchase orders (encumbrances) this was not a bad number. Wangsgard assured the Board the 2019 budget will be under expended after transfers are made.

Wangsgard turned to the output measures statistical report noting two areas of interest. First, the public borrowing totaled more than 206,000 items during the previous month; and second, the number of books cataloged in-house was lower than that of the previous year because much of the most simple cataloging and processing had been turned over to the private sector. Those previously employed cataloging and processing popular materials were now spending a portion of their time at public service desks in an attempt to keep pace with growing demands.

The Library Fund FY 2020 budget meeting was scheduled for 4 p.m., October 8, 2019, in the Commission Conference Room. During the hearing the Commissioners will review the Board's budget submittal and ask for clarifications as needed. In addition, a business plan detailing general expenses for construction of a library to serve those living in northwestern Weber County will be presented. The business plan is not being presented because funding is expected during FY 2020, but rather to provide a benchmark for costs, enabling elected officials to see where the project fits into the overall County capital facilities plan.

Wangsgard had been contacted by officials from the northwestern area, asking for estimates of the amount that would need to be fundraised to build the facility. She had demurred, realizing that giving out this information could be problematic. Once fundraising begins, pressure will be put on County officials to move ahead. The fundraising numbers should be made public only when the project is approved.

Marcia Harris, Library Development Board Chair, and Wangsgard had met to review what the Development Board might recommend if individuals wished to have naming rights for a public library building. These recommendations were presented and discussed, recognizing that if taxpayers are to invest upwards of \$23,000,000 for a library, it is inappropriate for someone to put their name on it for a donation that is insignificant compared to the total cost. Raising enough money to justify naming rights is not an easy task. The process requires much thought in order to be handled appropriately.

Stokes asked if any libraries in Utah have donor names on them.

Wangsgard said she was not sure, certainly many academic libraries have been endowed and named appropriately.

Stokes said that in his mind public libraries belong to the people and to put a name on them could skew public perception. Any naming would need to be done with due consideration. People don't understand that it would be an incredible effort to raise enough money to put a name on a library building. To enhance spaces is another thing, but for bricks and mortar to build the facility it is the public's responsibility, Stokes added.

Wangsgard said it was commendable that city officials and others wanted to get started and lend their support to the project. To get started they need to have something to sell. To make a sale, they need to know the cost. The issue is, donation amounts should not be approved until the project is placed on the County capital plan list. The Development Board really does not have anything to sell at this point in time.

Review of Accommodations Made at Patron's Request:

Board members reviewed accommodations that were being made at the request of a patron who met with the Board the previous month. The first accommodation was a message on public computer screens advising users of the opportunity and methodology for arranging for an extended session.

Reeder projected in real time public computer screen messages as they are presented to the public. He had added the following language to the first screen: "If you need an extended session to complete a test, education or business related project, please see a librarian, otherwise please complete the sign-in process." After reading the terms of use, including this statement, users click on the screen to accept their 30 minute reserved session.

Wangsgard noted that the radical civility goal in managing the library is to avoid posting signs that say, "Don't do this," "Don't do that." People don't read signs anyway, and they create a moralizing, bureaucratic atmosphere, she said. Rather, the goal is to leverage a way to gently remind people to speak with their children if they are disturbing others.



To this end, the graphics staff had created posters for display in children's areas, inviting them to "Ask for Help," "Be Kind," and "Share with Others." The posters were meant to be positive reminders of the politeness expected of all users.

Crosland suggested having a card to hand to people with the same message as the posters to make it easier for staff to approach those who are disturbing others.

Wangsgard said the “Library Code of Conduct” appropriate for adults has always been, and will continue to be, posted on all Library community bulletin boards.

WEBER COUNTY LIBRARY SYSTEM

CODE OF CONDUCT

In order to provide a safe and appropriate environment that allows all community members to use library facilities to the fullest extent during regularly scheduled hours, the Library prohibits activities that are illegal, present health or security risks, damage library resources, or disrupt the normal flow of operations.

Restricted behaviors include, but are not limited to:

- Smoking or vaping on Library property*
- Eating and drinking in non-designated public areas*
- Monopolizing employee time with personal conversations*
- Bringing a pet into the library or onto the library grounds**
- Unreasonable disruptive behaviors that affect others’ access to, use, or enjoyment of the Library**
- Use of obscene language**
- Approaching others and engaging in conversation after being asked not to do so**
- Conducting unauthorized sales, or charitable/political solicitations in a Library facility**
- Theft***
- Destruction of Library, employee, or patron property***
- Public intoxication, consuming liquor, or using illegal drugs on Library property***
- Soliciting for immoral purposes or patronage (panhandling)***
- Exhibitionism, sexual advances or abuse, or lewdness***
- Physical abuse between patrons or abusive behavior directed at a staff member***
- Threatening others verbally, with force, or with a weapon***

The above list is not intended to be all-inclusive. The Library staff and administration reserve the right to enforce other rules and guidelines not listed when they are needed to protect an individual’s right to use and enjoy the Library.

* Mitigate as time and circumstances allow.

** Try to mitigate and use progressive discipline as needed.

If the patron does not respond over time, or if the situation escalates, call police if directed to do so by a senior staff member. File a formal complaint, if possible; notify patron(s) they are not to return to the Library **for at least six (6) months** or they will be arrested for trespassing.

Also, tell the person(s) they may ask the Library Director to review their suspension. Whether or not a review is requested, the suspended individual must make an appointment and sign an “acceptable behavior contract” with the Library Director before privileges will be reinstated.

*** Notify the senior person in charge of the Library. Call police every time; file a complaint, if possible; notify patron(s) they are not to return to the Library **for at least twelve (12) months** or they will be arrested for trespassing.

Also, tell the person(s) they may ask the Library Director to review their suspension. Whether or not a review is requested, the suspended individual must make an appointment and sign an “acceptable behavior contract” with the Library Director before privileges will be reinstated.

NOTE: Document all conversations with community members concerning inappropriate behaviors that may require progressive discipline or future suspension. File a formal incident report with the Library administration every time the police are called.

Wangsgard read a letter she had written at the Board's request to the gentleman who had expressed concern about noisy interruptions of his enjoyment of the North Branch. The letter detailed changes being made to enhance the quality of Library experiences for everyone.

After review, Spencer made suggestions for improvement. Once the suggestions are included, Allison will sign and mail the communication.

Review of Board Circulation Policy & Administrative Procedure for Assessing Damage Fees:

Allison noted the Circulation Policy and Administrative Procedure for evaluating and assessing damage fees had been included in the Board packet, giving them time before the meeting to review the documents. She welcomed input from employees responsible for utilizing this process in charging and collecting fees and invited Larsen, who oversees the process across all five libraries, to respond to the concerns voiced by Jackson earlier, during the meeting.

Larsen acknowledged that every decision made by the accounts management staff is a judgment call. These judgments are based upon policy and procedure, as well as knowledge about the unique item in question.

Larsen explained that employees individually inspect every item as it is returned. If damage is found, employees view the digital item record to see how many times it has been circulated and if damages have been previously noted. Current damage is noted in the electronic holdings record at this time. The Circulation Manager notes how many times the item has been borrowed, how many copies the Library owns, whether it is still in print, the replacement cost, etc. All damaged items then are sent to the building manager, or assigned professional.

At this step, the Manager considers the place this item holds in the overall collection: whether it is a classic or ephemeral, what other items on this subject or by this author does the library own, is it a regular or library binding, etc. After review, the Building Manager recommends a damage or replacement fee and then sends the item back to the Circulation Manager for action. It is important to note that at least two people review each item and the Building Manager has no idea who the person is who may be charged for the damage. Every effort is made to be impartial and fair.

If the Circulation Manager sees something that has been missed, or needs further review, the item can be sent back to the Building Manager. Larson noted that assessing fees is a very deliberate process but, in the end, it is a judgment call. Borrowers are never charged the full cost for a used book. If the item has served its useful life cycle, it is discarded and the patrons isn't charged at all. The one thing that is always charged for, however, is water damage. Water damage is irreparable and permanent. In addition, it often results in mold growth that is toxic to people and can spread to adjacent items.

Larsen explained that staff fixes torn pages, erases pencil marks, and has special erasers for crayons and pens. They attend mending workshops where they learn to do repairs so the books look pristine and they take great pride in their mending and repair skills. If the book can be mended, the patron is not charged. In some cases, however, Circulation Managers may put a dollar or two on a card

when a large number of items need cleaning or mending so there is a chance to talk to the patron and help them understand that they can't keep damaging materials.

Stokes asked for the largest fine that might be assessed.

Larsen responded that the charge could be the full replacement cost of the item if it is new, plus a \$5.00 processing fee. In fairness to a neighboring library, Larsen corrected a misunderstanding that had been presented by a member of the public earlier during the meeting; that is, Davis County does not charge for overdue materials, but they do charge for damaged items.

Bertilson said she knows the Library has strict standards, so she is very careful when reading not to have food or drinks in hand that can cause damage.

Wangsgard noted Weber and Davis counties have reciprocal borrowing agreements. That is, Weber County residents can get a free Davis County card, and vice versa. Terms of the agreement require that each library report, on an annual basis, the number of registered borrowers and the number of items loaned to residents of the neighboring county. Wangsgard distributed a letter from the Davis County Library Director, detailing the use of their libraries by Weber County residents. Wangsgard also distributed a letter summarizing use of Weber County Libraries by Davis County residents. The two communications illustrated:

<u>Category</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Davis County Library Usage by Weber County Residents:				
Registered Borrowers	3,948	3,723	3,650	3,575
Number of Items Loaned	48,217	42,778	36,703	46,872
Weber County Library Usage by Davis County Residents:				
Registered Davis County Borrowers	5,066	6,016	6,991	7,937
Number of Items Loaned	54,954	73,604	106,859	115,735

Wangsgard said the numbers seem to illustrate that people are voting with their feet. There is no indication of a general exodus of Weber County residents who prefer to use Davis County Libraries because they don't like Weber County Library policies. Many, many more people, 7,937 compared to 3,575, are signing up for cards in Weber County. Weber County loaned 247% more materials to Davis County than Davis County Library loaned to Weber County residents during 2019.

Wangsgard noted, there are undoubtedly those who prefer Davis County Library collections and policies; they have a completely different mission and completely different kind of collection. Davis County specializes in popular materials and strives to have a high turnover rate. Weber County Library also emphasizes popular materials, but also has a major commitment to core collections, educational and reference materials that are not ephemeral in nature and which are expensive to own and maintain. This is why the reciprocal borrowing agreement is a good value for taxpayers in both jurisdictions. People can choose the type of collection they prefer. Differing missions require differing policies and procedures.

Harvey said his hope would be that borrowers bring back library materials gently used, not abused.

Stokes noted that the details presented above answer the question raised earlier about comparative statistics and whether the Weber County Library Board policy is out of line, noting a personal collection is different from a public collection. Public collections should look cared for, managed, and presentable. They should not be dirty or be defaced with markings, corners bent down, or spotted with food or water damage. He said he did not see a need to change the policy or damaged materials procedure.

Larsen said charges are not inflexible. Damaged materials are stored for 60 days so they can be examined and Library staff can have conversations with community members. They strive to work out an equitable agreement. In the end, the goal is fairness to the borrower and the taxpayer.

Jensen said she agreed with the concept that the library staff should care for the collection and patrons should take responsibility for the items they damage.

Crosland, said if a person checks out 50 books and does not have time to check them for damage before taking them home, then the risk is theirs. If public library materials are being used for home schooling, rather than collections in public schools, it is an unintended drain on the collection which should not be negatively impacted as a result.

Bertilson reiterated that she knows the staff collates every book and counts every puzzle piece before the item is reshelved. Other libraries do not do this, perhaps making it hard for them to stand behind their charges.

Crosland suggested Wangsgard write a letter to Jackson stating that the Board reviewed her concerns and the policy and procedure in place for managing damaged materials. After discussion, the Board determined they do not care to change the standard for managing the public resource. It is the Board's commitment, however, that the standard will be implemented as kindly and fairly as possible.

Spencer, agreed, noting that he had been at North Branch the previous evening where he walked the shelves and was pleased to find the books clean and inviting.

Allison asked if all were in agreement with Wangsgard drafting a letter to the community member, explaining the rationale behind the policy and procedure, indicating the Board saw no need for change at this point in time, and thanking her for her input.

All agreed with this course of action.

Wangsgard said, it is true that there is a trend away from charging late fees. Weber County Library did away with late fees many years ago and there were unintended consequences. Nonetheless, she agreed with Jackson: it is hard to charge those living in poverty.

Some libraries address overdue fees by automatically renewing materials, in some cases up to more than a dozen times. This theoretically keeps overdue fines at bay but also keeps the materials out of the hands of others unless they are savvy enough to place a hold on the items and ask for a recall. If these renewals are counted as circulations, it certainly boosts the library's turnover rate but does little to positively impact service.

Library employees will explore ways in which to improve implementation of the policy and procedure until such time as there is agreement on another standard, Wangsgard said.

Executive Session (Closed Meeting) to Discuss a Person's Character, Competence, or Health:

There was no need for an executive session to be held.

Review of Library Web Site, eMedia Collections, and Procedures for Downloading eMaterials:

Okuhara demonstrated the basic organization of the Library Web site, including the class and program calendar; special collections and services for children, teens, and grownups; research collections including value added databases; and downloading eBooks and eAudiobooks, eZines, and streaming video.

Okuhara began by focusing on the Library's newest acquisition, a value added data base titled, Creativebug. This resource contains thousands of award-winning art and craft video classes taught by recognized design experts and artists. It can be accessed through public computers in the Library, or by Weber County Library cardholders at home. Usage of these data bases is reported to Board each month as "Use of Electronic Materials." Some of the most highly used items among these value added resources include those on the topics of consumer health, genealogy, and repair manuals. Staff members are skilled in the use of these databases and are available to help conduct searches and find information. Professionals can drill down in these resources to help ensure people get what they need.

Weber Works has its own landing page on the Website and lists classes and four-week courses that are offered on a variety of topics, including introduction to computer use, how to set up and manage an email account, résumé writing, and the Microsoft Office suite. Okuhara noted that classes are taught in English and Spanish.

Okuhara reviewed the various eMedia downloads available from the Library Web site, including.

Axis 360 eAudiobooks: An eMedia platform that Library card holders can use to checkout and download full color eBooks to their computer (laptop / desktop / tablet) or compatible device. eAudiobooks are also available. Access requires users download an Axis 360 app for mobile devices.

Free eBooks from Project Gutenberg: Over 57,000 eBooks of enduring works of literature are available for download to an e-reader device or a computer.

One More Story (In Library Use Only): Children may browse a digital bookshelf and choose from award-winning picture books to read along with or listen to.

OverDrive eBooks and eAudiobooks: This service provides eBooks and eAudiobooks for download to portable devices and computers. Over 40,000 eBooks and 23,500 eAudiobooks are currently available, including many recently published titles.

RBdigital eAudiobooks: An audiobook download service for Library cardholders that provides access to over 10,500 fiction and nonfiction titles, including hundreds of children's titles. Software is available for desktop computers as is a download app for mobile devices.

Tumblebooks: Read or listen to picture books, read classic eBooks, and play games on Tumblebooks. Some titles are also available in Spanish and French.

eZines: RBDigital partners with libraries to make full-color magazines available for download. With many popular titles to choose from, magazines or eZines can be viewed in a web browser or with an app.

Okuhara noted that library employees are skilled and available to help cardholders download eMedia to Kindle Tablets and Readers, Kindle Fire; Nook Tablets and Readers; Android Tablets and Phones; and iPads, iPhones, and iPods.

Wangsgard encouraged the Board to compare the services and products offered by Weber County Library with those of neighboring libraries. It is an interesting way to see the differing emphasis on mission and services that are made available along the Wasatch front and beyond.

Okuhara invited the Board to experiment with downloading from the various eMedia resources after the meeting concluded.

Allison thanked Okuhara for her presentation.

Other:

There being no further business, Harvey moved the meeting be adjourned at 7:35 p.m. Spencer seconded the motion. All voted in the affirmative.

Respectfully submitted: Julia J Valle 3 Dec 2019
Julia Valle Date