

WEBER COUNTY LIBRARY

BOARD OF TRUSTEES

MINUTES

Date: September 4, 2018

Board Members

In Attendance: Diana Allison
Jim Harvey
Kathleen Jensen
Judith Jones
Cynthia Mattson
Reed Spencer

Board Members

Excused: Spencer Stokes

Others in

Attendance: Lynnda Wangsgard, Library Director
Phoebe Carter, Assistant Library Director
Julia Valle, Business Office Manager
Bryant Reeder, Technology Manager
Evelyn Bertilson, Friends of the Library
Marcia Harris, Development Fund

Others Excused: Brian Baron

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

Public Comments:

There were no public comments.

Approval of Minutes:

Spencer moved acceptance of the minutes as distributed. Jensen seconded the motion. Allison asked if there were any corrections or discussion. Hearing none, she called for a vote. All voted in the affirmative.

Commissioner's Report:

Harvey asked if the Board had any questions or need for support.

Allison asked for a report on the Weber County Fair. Was there a particular item or event that pleased him?

Harvey noted the Junior Livestock Auction was very successful, bringing in about \$600,000 for young people who raised, showed, and sold their calves, swine, sheep, or other projects. This is a great enterprise opportunity for young people, Harvey said. Local businesses provide support for the auction and the young people earn money for school.

Spencer said he spent several hours at the fair and enjoyed the events. He complimented the staff on the Library Square.

Director's Report

The monthly statistical report illustrated the public was taking advantage of their newly opened libraries. Usage was beginning to show strong gains across several categories as the Main and North Branch began to contribute to the totals. For example, monthly visits increased from 63,496 in July of 2017 to 89,703 during July of the current year. Items borrowed increased from 189,089 to 234,770 over the same period of time. Just under 3,000 library cards were issued during the previous month; 1,283 of them at North Branch as it reopened.

A detailed budget report indicated total revenues were on target to exceed overall income projections for the year. Meeting room rental was running a little behind schedule but will pick up as people book facilities for the holidays. Commercial lease space income was the only revenue category that will not meet its projected target as a result of adjusting the fees charged for café rental space. Sundry revenue will increase as a result of the upcoming book and surplus property sale.

Wangsgard reviewed expense line items and noted building maintenance was running ahead of projections. Transfers will need to be made into this line item, probably from utilities which was trending toward a surplus. Building improvements was encumbered but not expended for ameliorating wind damage to the grounds two years ago. Wangsgard was having difficulty getting the low bidder on site to do the work. The overall goal in managing expenses was to complete all projects and maintain a high level of service while turning back \$250,000 to add to the Library Fund balance.

Allison asked about the lag in expending funds for staff training.

Wangsgard noted employees were too overwhelmed doing their regular jobs and overseeing the capital projects to break away for training. Most of the allocation would be turned back and credited to the Library fund balance. Training during 2019 will be critical, she said, as skills needed refreshing in several areas including technology services.

Carter reported on summer reading program that had a regular attendance was just over 7,100 children. America Reads summer tutoring enjoyed the services of 24 volunteers who worked from 10 a.m. until 8 p.m. to accommodate 367 kids. Summer reading clubs were hosted in all five libraries, but America reads was operated only out of the new literacy center at the Main Library.

The change in service emphasis as school gets back in session will include citizenship, Spanish language, and English as a second language (ESL) classes. Sixty people had already registered for the ESL classes.

Jensen asked if teachers were needed for ESL and Carter stated that volunteer teachers would definitely be welcome.

The youth services staff was getting ready to begin after-school teen programs and the Weber Reads kickoff was scheduled for 2 p.m. the following Saturday on the Main Library east plaza. The Library café vendor was planning to tie in to the celebration by offering \$5 box lunches.

The Weber County Heritage Foundation was celebrating 40 years with an historic house tour in the Nine Rails Creative District of central Ogden. This event was also scheduled for Saturday and will be headquartered on the Main Library east plaza.

Bertilson noted she was being proactive in making friends aware that outside food should not be brought into the Library while also encouraging them to frequent the library café.

Allison inquired whether the advisory signs concerning no outside food had been placed on entrances.

Wangsgard said they had been installed.

Jensen asked how management of the Board policy prohibiting pets inside libraries was progressing.

Carter noted people were buying animal service vests on the Internet and bringing their animals in sporting the attire. The staff was dealing with each animal based on their behavior. So far, there had not been any significant issues.

Date for Turning Original Southwest Branch Building over to Roy City.

The company that supplies the Library with carriages for high density storage shelving had experienced a manufacturing delay. The carriages that were to have been installed during March were still not on site and delivery was not expected until mid-September. The archive collection stored at the old Southwest Branch building could not be moved back to the Main Library until the carriages were installed. Once the carriages are installed and the archives are moved out of the building, all remaining furniture and equipment that was not repurposed for use in either the Main Library or North Branch will be sold at public sale. The target date for completing the sale and cleaning the building so it can be turned over to Roy City was November 11.

Wangsgard expressed appreciation for the partnership with Roy City in allowing the Library to use the building for storage. Their cooperation and generosity in not requiring the materials be relocated to an alternate storage site when the carriage delivery ran late had saved much work and therefore money for the Library. The Board discussed various alternatives for expressing their appreciation to the City, including leaving in the building some furniture and other items that were custom made for certain spaces in the facility as a way of saying thanks.

Tentative Date for Book and Surplus Property Sale:

Valle will announce the date for a final surplus property sale as soon as a timeline can be set for moving archives out of the old Southwest Branch, ideally before the weather turns cold and wet.

Staff Recognition and Thank You:

Stokes had arranged with the Miller family to host the Library staff for a special movie screening during October at the Ogden Junction Megaplex Theatre. Details had not yet been confirmed but the Board was asked to forward a list of preferred dates and movie titles. After discussion, October 19, 20, 26, or 27 were settled upon as the best dates and a number of recommended movie titles were selected from a list Valle had prepared.

Allison suggested the Board attend the September 18th general staff meeting to make an announcement of the special thank you event. Stokes will continue working on making arrangements and details will be forward to the Board they become available.

Library Information Technology Review:

Reeder reported on new technology that was being installed to enhance meeting and teaching facilities. The most recent addition were smart podiums at the Main Library and Southwest Branch. The podiums consist of a PC and interactive display that can be projected on a large screen in a classroom or meeting area. The display monitor can be written or drawn upon with a special stylus, giving instructors a way to visually communicate information with students. While the installation at Main is unique to the Friends of the Library literacy center. The smart podium at the Southwest Branch will be housed on a rolling cart so it can be used in any of the meeting rooms.

Spencer asked if the podium had a document camera.

Reeder said it does not. The items projected have to be digitized.

Reeder had also recently introduced EDUroam, a simple WiFi roaming service designed for academia, to users in all Library buildings. EDUroam comes to the Library through the Utah Education Network, the Library's Internet access provider. He explained that students, staff, and researchers may use their "home" credentials to gain online access to services that otherwise would be available to them only through the IT services on their local campus. EDUroam gives users the ability to do research and homework at any location that supports connectivity to the network. Faculty can use the system for preparation or presenting classes and programs in Library venues, accessing learning materials in a secure environment as if they were on campus. With EDUroam, Library meeting rooms and gathering spaces become a more attractive venue for classes and conferences, allowing participants to access the network without assistance and without tying up staff. From January through June of this year, 479 unique users were authenticated and 15,354 requests for information were processed.

Reeder went on to report on a new Web application firewall that was being installed to evaluate all incoming traffic on the public facing side of the library's technology services. The device, or double proxy, sits not entirely inside or outside the system, but rather in what is known as the DMZ. It evaluates all incoming traffic before rejecting or handing it off to a Web server. Nothing will ever again talk directly to a Web server, Bryant noted. This new firewall is in addition to the regular enterprise level firewall that was upgraded last year to protect users and the technology infrastructure. The double firewall system is in response to increasingly

nefarious activity on the Web by those searching for ways to compromise business and governmental systems for personal gain.

Wangsgard noted Reeder and his staff of only two additional FTEs oversee all the library IT, communications, audio visual infrastructure, surveillance systems, and other technology applications for the entire Library System. They recently took the lead in setting up the technology infrastructure at the Main Library and North Branch, as they did in bringing the Southwest Branch/Headquarters Library to the public. Reeder was heavily involved in systems design and oversight of contractors during the installation of systems at these locations. She noted Reeder is an excellent trainer and has done much to develop and enhance the technology skills of others employed at the Library.

Board members thanked Reeder for his service and complimented him and his team on all they have accomplished.

2019 Operating Budget

Board members reviewed a spreadsheet detailing a draft of the 2019 budget. Wangsgard explained how the budget genesis comes from input provided by employees in various cost centers, as well as from historical data Valle provides that details actual expenditures. Most 2018 actual costs were used for 2019 budget, resulting in a “no growth” budget request for the majority of line items that reflect fixed costs.

Law library service had been absorbed into Main Library cost center. Wangsgard explained that, over time, access to legal materials had been converted from paper subscriptions to digital services. While the Library maintains hard copies of core materials and tools, most legal research materials are provided by through a Westlaw subscription service. Providing access to legal materials is a specialty at the Main Library. The Library also provides access to legal research materials for County General Fund departments, including the County Attorney’s office.

Wangsgard detailed all income and expense line items, focusing on those areas of greatest change. “Salaries” and “employee benefits” showed increases because of the reopening of larger and more sophisticated library buildings, and because some part time positions had to be combined into a full time jobs in order to recruit qualified applicants.

Spencer asked for an explanation of the additional costs of combining two part time into one full time position.

Wangsgard noted it was primarily the cost of medical and dental insurance. Even with the changes reflected in the draft budget, the workforce will continue to be made up primarily of employees who are not fully benefitted – 73 part time, 17 temporary (substitute), and 80 full time individuals.

The most recent statistics available from the Utah State Library indicate that libraries along the Wasatch Front spend an average of 62 percent of their operating budget on personnel. Over the same period of time, Weber County Library averaged 59 percent.

“Training and travel” was another line that had increased significantly to accommodate specialized training that was needed by Library IT employees. The budget also included a small stipend of \$500 for several employees to attend the annual conference of the American Library Association, which will be held in Washington, D. C. Funding for one or two Board members to attend had been included in the budget, noting the Board is the leader of the team and it is nice for them to see the same vision for the future of library services as does the staff.

Wangsgard noted it was part of the Library culture to make attendance available to several employees with a smaller level of financial support, rather than concentrate all the resources on a few administrators and managers. It is important that the Library invest in as many staff as possible, she said. The Library is ultimately no better than the quality of its employees. Investment in employees pays dividends for the public.

Jensen asked if it was realistic to think that people could attend with so little support.

Wangsgard noted that scholarships are sometimes made available to first time attendees to help cover additional costs. If fewer individuals apply to attend than is budgeted, additional resources can be made available to those who do attend, or to those who wish to participate in other training opportunities.

Spencer asked if all funds are concentrated on a single training event.

Wangsgard said no, but it is intended that the ALA conference will be the focus during 2019. In addition to attending the national conference, traveling to Washington, D. C. will allow staff to visit libraries and museums where they can see how these entities offer educational exhibits, deal with large crowds, and develop teaching and learning experiences for their users, especially children.

The training budget also included partial tuition reimbursement for three individuals who are attending library school, working toward a graduate degree in library and information science. Wangsgard noted it is increasingly difficult to recruit credentialed people to move to the area and take available jobs, so it makes sense to invest in the talented people who are already employed by the County to work at the Library. A salary survey will need to be done in the future to make Library jobs more competitive with those in other libraries along the Wasatch Front.

“Bank charges” was another line item that was projected to increase significantly during 2019. The increased fees were the result of people paying fines and fees with credit cards, rather than with cash and personal checks. The minimum amount the Library is allowed to charge users using credit cards to make a payment is one dollar (\$1.00), which is an unreasonable service fee for an overdue of just a few dollars or less.

It makes sense, she said, to allow County Library users to pay their fees and clear their accounts so they can continue to borrow materials. Many users simply no longer carry cash. Charging an extra dollar to pay a small fine would result in very irate users. However, the more business the Library does, the higher the overall amount that must be budgeted in this line item. With two libraries reopening, the amount needed to conduct business will inevitably increase somewhat.

Reviewing an analysis done previously Wangsgard noted a fine or fee would paid to the Library would need to equal or exceed \$40.82 before the one dollar (\$1) fee would be justified.

Weber County Library System Credit Card Fee Analysis Data Provided by: Weber County Treasurer's Office									
Library Credit Card Recap, 2015-2016				County Negotiated Fees Charged			Recommendation		
Date	Total Bank Card Fees	Total Bank Card Sales	Fees to Sales %	Book Fine	Number of Fines Paid	Credit Card Fee 0.0265			
Jan-15	\$182.92	\$6,432.94	2.84%	\$ 5.00	14,797	0.12	Card charge won't work, minimum fee \$1.00.		
Feb-15	\$176.12	\$6,147.36	2.86%	\$ 10.00	7,399	0.25	Card charge won't work, minimum fee \$1.00.		
Mar-15	\$187.85	\$6,213.79	3.02%	\$ 15.00	4,932	0.37	Card charge won't work, minimum fee \$1.00.		
Apr-15	\$207.81	\$6,961.38	2.99%	\$ 40.82		1.00	Card charge will work, at fee of \$1.00 or >. Do not charge credit card fee.		
May-15	\$165.89	\$5,686.27	2.92%						
Jun-15	\$186.31	\$6,326.93	2.94%						
Jul-15	\$191.00	\$6,403.77	2.98%						
Aug-15	\$197.22	\$6,491.13	3.04%						
Sep-15	\$224.36	\$7,605.10	2.95%						
Oct-15	\$196.40	\$6,092.20	3.22%						
Nov-15	\$173.63	\$5,371.18	3.23%						
Dec-15	\$139.13	\$4,255.01	3.27%						
Total 2015	\$2,228.64	\$73,987.06	3.01%						
Jan-16	\$470.09	\$19,244.94	2.44%				(\$13,753 in sales on 1/25/16 - Surplus Property)		
Feb-16	\$179.85	\$5,808.48	3.10%						
Mar-16	\$275.46	\$8,695.24	3.17%						
Apr-16	\$249.81	\$7,257.73	3.44%						
May-16	\$252.89	\$7,643.81	3.31%						
Jun-16	\$300.70	\$8,710.71	3.45%						
Total 2016	\$1,728.80	\$57,360.91	3.01%						

Harvey indicated he wanted to have the overall County agreement with the bank reviewed to see if fees can be reduced, resulting in a savings to the Library and Golden Spike Event Center which also relies in credit card processing to provide services.

The “building improvement” line item had decreased over the amount budgeted for the current fiscal year. Building improvements proposed included painting the exterior metal beams and support structure at the Ogden Valley Branch, were beginning to rust. It had been ten years since the structure had been painted. The second budgeted improvement called for updates to some of the ten-year old controls on the HVAC system at Pleasant Valley Branch in order to prolong the life of the chillers and boilers.

The “software” line item included funding for a DocuWare upgrade. This software, used to digitize GRAMA classified private patron records, needed to be upgraded to stay compatible with interfacing systems. The software was last upgraded during 2012. An upgrade of the Drupel software used to frame the Library Web site was also budgeted.

The “books and materials” line item was budgeted at 11.6 percent of the total operating budget. Wangsgard said she would like to see it increased to 13-14 percent but, as a third place library, funding is needed for programs, classes, and other types of services. The proposed budget puts resources in place to support a community educational platform, not just in books.

Summarizing the budget request, Wangsgard noted total revenue was projected to be less than the total expenditures. The shortfall would need to be made up from the Library Fund balance (savings account) that currently totals \$5,150,715. The Library has closed out every year under budget for the past 35 years, so it is very likely that it can be accomplished during 2019. The current fiscal year budget required an allocation of \$1,083,048 from the Fund balance in order to balance, but only about \$150,695 will be needed.

The County projects five years into the future to ensure the health of fund balances. It is not likely that the Library Fund will support operations at their current level over the full five year period as growth in revenue is not keeping pace with the public’s increased use of the new and renovated libraries.

Wangsgard called for questions.

Bertilson asked what would happen if the Fund balance savings was not sufficient to supplement the operations budget over a five-year period of time.

Harvey said he would like to see an additional \$1,000,000 set aside in the Fund balance for constructing a library in the northwest portion of the County. This savings for the future would require an adjustment in the revenue stream. Harvey advised the Board to watch a video that explains how the County gets its revenue (https://www.youtube.com/watch?v=xgGbLotF_QQ). In most cases the amount of revenue the county gets is fixed. If property values go up, the multiplier goes down and the income amount available to the County remains relatively the same. The only way to get additional revenue is through growth. Economic development results in new revenue.

There is new revenue on the horizon, Harvey indicated, but it will not kick in for two or three years. The Library budget is not sustainable at the current rates of income and spending and the revenue sources for the Library will have to be adjusted so it grows slightly to also include a branch in northwest Weber County. The economy is growing and that is good news.

Bertilson asked if the tradition of producing budgets at no growth and then with a 3% and 1% reduction was part of the rigor for the 2019 fiscal year.

Wangsgard said it was not as there were no comparative numbers for the Library over the course of the past several years to which a no growth or reduced budget could be compared. The first floor of the Main Library began shutting down during 2014 and over the next four years Main was completely closed for a year and one-half and North Branch was closed for more than a year. The old Southwest Branch was replaced with the new facility that has 65,000 additional square feet. Main is now operating public services on three floors rather than two and North Branch is now double its original size. All these increases and decreases make valid comparisons impossible.

A Chart illustrating the public service value of the Library System was viewed and discussed.

ESTIMATED PUBLIC SERVICE VALUE OF WEBER COUNTY LIBRARY SYSTEM			
Service	Units*	Value	Total
Books Borrowed	1,903,972	21.47	40,878,278.84
Program/Classroom Attendance	76,679	5.00	383,395.00
Internet Access/Sessions	288,252	5.00	1,441,260.00
Wireless Sessions	77,090	2.50	192,725.00
Reference Transactions	281,796	10.00	2,817,960.00
General Assistance	300,757	2.50	751,892.50
Public Meetings Hosted	108,837	2.50	272,092.50
Number of Visits	1,030,586	1.00	1,030,586.00
SUBTOTAL			47,768,189.84
Capital Savings (Moving Expense)	1	750,000.00	750,000.00
TOTAL VALUE			48,518,189.84

* 2017 Service Unit Totals - Two Buildings Were Closed

The return on investment in library services for the 2017 fiscal year to be more than \$6 for every dollar invested (\$48,518,190/\$7,753,414).

Wangsgard noted that while the dollar amounts assigned to each service were debatable, they were not arbitrary and represented the relative value of services delivered to the residents of Weber County.

Allison asked if there were any concerns about budget other than use of Fund the balance.

Jensen said she should would like to do more for the staff.

Wangsgard said she would like to do more as well, but the primary focus of the budget has to be public service. Incremental changes can be made over time to benefit employees.

Mattson made a motion to forward the budget as presented and discussed to County officials, along with the Board's recommendation that it be adopted. Harvey seconded the motion. There being no further discussion, Allison called for a vote. All voted "aye".

Wangsgard thanked the Board for their time and thoughtful review of the financial plan, noting there are really good people at the County who are looking out for everyone, and they will do right by us.

Other:

There being no further business, Jensen moved to adjourn. Mattson seconded the motion. All voted in the affirmative.

The meeting adjourned at 7:45 p.m.

Respectfully submitted: Julia Valle 2 October 2018
Julia Valle Date