7:00 pm – Call to Order: Roger Dixon, Board Chair

1. Public Comment:

2. Consent Agenda:
   a. Approve March 28, 2019 Minutes
   b. Job Description for New Board Members
   c. Color Copy Fee

3. Communication Items
   a. Open Meetings Training – Cindy Quick
   b. Director’s Report – Donna Cardon
   c. Friends of Library Report – Wayne Tanaka

4. Action Items
   a. Strategic Plan Revisions
   b. Internet and Online Access Policy

5. Future Agenda Items:
   a. Privacy Policy
   b. Minor Amendments to Behavior Policy, Volunteer Policy, and Circulation Policy
   c. Fiscal Year 2019/2020 Budget

6. Future Meetings:
   Thursday, May 23, 2019

7. Adjournment:

In accordance with Americans with Disabilities Act, Highland City will make reasonable accommodations to participate in the meeting. Requests for assistance can be made by contacting the City Recorder at (801) 772-4505 at least three days in advance of the meeting.

ELECTRONIC PARTICIPATION
Members of the Library Board may participate electronically via telephone, Skype, or other electronic means during this meeting.

CERTIFICATE OF POSTING
I, Cindy Quick, the duly appointed City Recorder certify that the foregoing agenda was posted in three public places within Highland City limits. The agenda was also posted at the principal office of the public body, on the Utah State website (http://pmn.utah.gov) and on Highland City’s website (www.highlandcity.org).

Please note the order of agenda items are subject to change in order to accommodate the needs of the Library Board, staff and public.

Posted and dated this 18th day of April, 2019       Cindy Quick, MMC, City Recorder

THE PUBLIC IS INVITED TO PARTICIPATE IN ALL LIBRARY BOARD MEETINGS
Item 2a
Approval of Meeting Minutes
from March 28, 2019
7:00 pm – Call to Order: Roger Dixon, Board Chair

Board Chair Roger Dixon welcomed those in attendance and began the Library Board meeting at 7:00 pm as a regular meeting. The meeting agenda was posted on the Utah State Public Meeting Website at least 24 hours prior to the meeting.

1. Public Comment:
   None

2. Consent Agenda:
   a. Approve February 28, 2019 Minutes

   There were changes to the February 28th minutes. Board Member Jessica Anderson indicated that on page three section 4A (she had [asked] if the dedicated property tax was originally part of the general fund) and would submit a revision. Also, she suggested they strike “and Friends of the Library program”. Library Board Chair Roger Dixon asked that on page three in the third paragraph “for this fiscal year” be added to the sentence starting “Concluding, Ms. Cardon…future cutbacks for this fiscal year”. Assistant City Administrator Erin Wells indicated that the term “excused” was brought to her attention by Board Member Doug Courtney. The Board decided to leave the wording “excused” as City Recorder Cindy Quick clarified that the Board Member had asked to be excused from the meeting and therefore the verbiage is chosen to reflect what is happening at the meeting. The term “Excused” is found on page 3. The Board discussed at length language use for minutes regarding “present”, “absent” and “excused” members and agreed to leave terms as they are currently used.

   Board Member Jessica Anderson MOVED to approve the minutes as amended.
Board Member Doug Cortney SECONDED the motion.

The vote was recorded as follows:
Board Member Jessica Anderson    Yes
Board Member Lisa Bullington     Yes
Board Member Mike Burns          Yes
Board Member Claude Jones        Yes
Board Member Natalie Reed        Yes
Board Chair Roger Dixon          Yes

The motion passed.

3. Communication Items
a. Director’s Report

The Board indicated that there was a higher rate of digital and physical book checkout and this suggests the library is valued by the community. They questioned the jump in spending and clarified that perhaps the intake of book donations last year while they approached becoming a NUCLC library is why there was higher spending this year. Mr. Wayne Tanaka asked how much money is made in the interlibrary loans. Library Director Donna Cardon indicated that they were not making money from interlibrary loans because the fee covered the shipping costs and the numbers for these requests had gone down. Board Member Doug Courtney considered that the three dollar fee is a hardship for patrons. Ms. Cardon felt this was not too much.

Mr. Courtney asked if they hurt for library volunteers and Ms. Cardon indicated they had plenty volunteers. Ms. Wells commented that currently they were being selective of who were their volunteers and this had helped with current productivity. Mr. Tanaka asked if “Friend” hours were considered volunteer hours. Ms. Cardon commented yes. Also, Friend hours, Board hours, and meeting hours were considered volunteers hours. Then, she indicated that she would check to make sure they were added into the total amount and would let the Board know how they had been accounted for.

b. Friends of Library Report

Ms. Cardon indicated that the Fairy Tale Ball and Tournament had been a successful event with good attendance. Also, the City Survey Report had come back with two comments and one comment is discussed. Due to the majority demographic who returned surveys, those 65 years and older, the survey shows patrons want more adult one-time classes offered at the library. Ms. Cardon indicated these type classes had not been well attended in the past. Mr. Dixon asked how they can find out how those 65 years and older get library advertisements about programs. They indicated that the information can be found on Facebook, the Highland City billing, at the drive up window, and on the building window. Also, the information is sent out to Alpine and Cedar Hills. Ms. Cardon indicated that she would like to better serve this demographic and had already begun the conversation with her program person regarding classes, overdrive and audio books to meet this need found by the survey.

April 7-13th is National Library Week and the library has different activities planned for each day. Also, April 22nd is Earth Day and there is a craft day scheduled at the library. The library
is working towards usage of the grant money for CLEF and LSTAA Grants. Mr. Tanaka acknowledged that Ms. Cardon was nominated to be a candidate to choose the non-fiction, children’s book of the year and if selected non-fiction writers will send their books free for review for a year that can become an addition to the library. Mr. Tanaka would like to prepare a press release with Ms. Wells help and if she is selected then they will have another press release to promote the library and Ms. Cardon’s great work.

4. Action Items
   a. Patron Behavior Policy – Donna Cardon

Ms. Cardon explained that children under nine years need to be accompanied by an adult while at the library and those twelve years and older are considered old enough to babysit younger children while at the library. They discussed at length several scenarios when unattended children had been an issue. Younger children who attend Lego Class must be accompanied by an adult.

Revisions to the Patron Behavior Policy include:

- Addition of original document date, when approved and revised
- Children age nine years and under must be accompanied by adult
- Children age 12 could babysit within the library
- Ms. Cardon added policy used in other libraries and within her range of experience found to be important to the library
- From Patron Behavior Policy Statement, strike “Statement”
- Under A. the word “either” should not be used
- Change “physical abuse” to “physical confrontation”
- Combine conduct and prohibited action sections together
- Leave section G. as is. Do not call out drugs appropriate for use
- “Patron Behavior” change to “Staff Response to Inappropriate Behavior”. This section is suggested to be revised
- Strike “unacceptable comment”
- Address tenses on “child” and “children” pick one tense. Child was decided upon.
- “Children outside the building” change to “Children outside the library”
- Note staff “will” inform child that they are behaving inappropriately and ask they behave appropriately.

Board Members discussed at length if there was a need for a no shoes, no shirt policy. Mr. Tanaka requested there be a report made determined by staff’s best judgement depending on the nature of the offence. The Board suggested use for “unattended” and “unaccompanied” they are being used in different ways. Board Member Claude Jones asked if there is anything written about damaging property and Board Member Doug Courtney stated that a has to do with damaging or destroying library property. Mr. Dixon entertained a motion. Board Member Mike Burns asked Ms. Cardon if the staff will be happy with the changes made to the policy and she stated yes.

*Board Member Jessica Anderson MOVED to approve the Patron Behavior Policy as amended.*
*Board Member Natalie Reed SECONDED the motion.*
The vote was recorded as follows:

- Board Member Jessica Anderson: Yes
- Board Member Lisa Bullington: Yes
- Board Member Mike Burns: Yes
- Board Member Claude Jones: Yes
- Board Member Natalie Reed: Yes
- Board Chair Roger Dixon: Yes

The motion passed.

b. Privacy Policy – Donna Cardon

Ms. Cardon stated a privacy policy is now needed. The Board discussed at length what was acceptable information to be given out and after much discussion Ms. Cardon commented that there were notes under different accounts for this purpose, especially for the purpose of non-resident accounts. Board Member Claude Jones commented that no addresses should ever be shared. Mr. Courtney asked if there was a system that can track what information is requested and Ms. Cardon commented that notes can be made on accounts. Often these notes indicate who may use the account especially for children who do not have ID on them.

Ms. Cardon commented that self-checkout would require a pin and account numbers at the time of checkout and would leave patrons responsible for who was using their account. She hopes to make this possible soon. The cost for self-checkout would be approximately $13K. Currently, all applications are shredded and they discussed how sending accounts to collections could be affected by not having a hard copy of applications. There was a question about marketing through a third party and there was to be no private information ever shared from accounts. All information that is used for marketing events and any library information would be included in the City newsletter. The library will only contact patrons when necessary and according to their account activity an example would be to let patrons know there was a fine on their account. They discussed a library email with the option to subscribe or “opt out” could be created for patrons who choose to receive library information this way.

Mr. Courtney asked about law enforcement needing private information. If this happens the officer would need to provide a warrant and then the staff would need to direct the law enforcement officer to the City Attorney (information regarding this issue is found in the Patriot Act). Currently, library pins are not encrypted but this will be addressed and changed so library staff can no longer see pins. The Board discussed at length the use of video taped within the library if there were a crime and that the video could contain private material, pins or images of patrons. Mr. Jones commented that this should be discussed with the City Attorney and will be added to the motion. There were some minor editing suggestions given regarding the document.

Then the Board discussed the motion. Mr. Courtney moved that we send the amended policy to the City Attorney. Board Member Mike Burns seconded the motion. Mr. Dixon moved to make two motions. One motion to approve the amended policy tonight and one to say that all policies go to the City Attorney.
Board Member Doug Cortney MOVED to send the amended version of the Privacy Policy to the City Attorney and at the Board would consider the policy with the City Attorney’s feedback as an action item at the next meeting.

Board Member Mike Burns SECONDED the motion.

The vote was recorded as follows:
Board Member Jessica Anderson  Yes
Board Member Lisa Bullington  Yes
Board Member Mike Burns  Yes
Board Member Claude Jones  Yes
Board Member Natalie Reed  Yes
Board Chair Roger Dixon  Yes

The motion passed.

Mr. Dixon stated that we will consider an amendment to the bylaws stating that all policies are approved by the City Attorney before they are approved by the Board.

c. Board Member Job Description – Donna Cardon

Ms. Cardon explained the Board needs to post a job description for three positions that will open on the Library Board in July. The Bylaws and Operating Procedures Document is discussed and comments are made about it being an “operating document” not important for candidates to read but can be made available to them. Then, Mr. Dixon volunteered to start a committee to write the job description. The committee was made up of Mr. Dixon, Mr. Jones and Ms. Reed and they will provide a draft one week before the Library Board Meeting and report at the next meeting.

Board Member Mike Burns MOVED to form an Ad Hoc Committee to come up with a job description for Library Board Member. Members of the Ad Hoc Committee will be: Natalie Reed, Claude Jones and Roger Dixon.

Board Member Jessica Anderson SECONDED the motion.

Doug Cortney would like to add that they will report back to the next board meeting. Mike accepted the amendment to his motion.

Board Member Mike Burns MOVED to form an Ad Hoc Committee to come up with a job description for Library Board Member and that they will report back to the next board meeting. Members of the Ad Hoc Committee will be: Natalie Reed, Claude Jones and Roger Dixon.

Board Member Jessica Anderson SECONDED the motion.

The vote was recorded as follows:
Board Member Jessica Anderson  Yes
Board Member Lisa Bullington  Yes
Board Member Mike Burns  Yes
Board Member Claude Jones  Yes
Board Member Natalie Reed  Yes
Board Chair Roger Dixon  Yes

The motion passed.
The Board discussed the need to decide whether they would become a Tri-City library. Mr. Dixon and Mr. Burns led the conversation. Mr. Burns commented that the Tri-City concept is not viable and Mr. Tanaka felt that the Tri-City concept is viable. The Board discussed different factors that found implications to become a Tri-City Library and they discussed how the concept can work. They decided that the City Council should make final decision about becoming a Tri-City Library. Strategically, Mr. Tanaka would like to incorporate others outside Highland into the 10-year plan.

Mr. Burns indicated that the Foundation and the Board have different strategic plans and there are benefits if these are built together. The points on the outline are a place to begin discussion. The Board discussed possibilities for the future. The City Council wants to see a 10-year plan. A three year plan would meet State requirements. Ms. Cardon commented that the to do list for 2023 covers more than they can accomplish. The Board decided to not worry about incorporating the Tri-City Library in the next three-years. The highlighted red items were to be completed. The Foundation plan can be tackled separately from the Library plan. Plan suggestions were outlined as follows:

- Focus on programs, adult programs
- Technology, continue to progress
- Patron Program Surveys; Mandate from patrons and gather information
- Communication and Outreach
- Resource Training
- “Target” points rather than “specific” e.g. (develop book clubs for several audiences)

Mr. Dixon asked Ms. Wells to send over suggestions from minutes from a City Council Meeting that is referenced. The Board discussed surveys. The Board commented that the mission statement needs to become the core statement. The current statement predates the library. The Strategic Planning Committee will make recommendations to the Highland City Library Foundation to discuss and incorporate ideas regarding long range planning. Mr. Burns stated that they will work on having a rough draft to everyone soon. The strategic plan that is needed by May is to suffice state law, but the Board can keep amending it and work on it after May.

*Board Member Mike Burns MOVED that the strategic planning committee sends a list of recommendations to the Highland Library Foundation in their long term strategic plan. Board Member Jessica Anderson SECONDED the motion.*

The vote was recorded as follows:

- Board Member Jessica Anderson: Yes
- Board Member Lisa Bullington: Yes
- Board Member Mike Burns: Yes
- Board Member Claude Jones: Yes
- Board Member Natalie Reed: Yes
- Board Chair Roger Dixon: Yes
The motion passed.

5. Discussion Items

a. Relationship of the Library Board and The Friends of the Library – Wayne Tanaka

Mr. Tanaka asked if there is anything they can do for the Board and how they are doing. The Board would like the Friends to look at the agreement dated 2011 and revise it. He sent out a draft document. Ms. Wells suggested the agreement be started over from scratch. She stated the Foundation needs to establish its relationship with the Friends on a legitimate legal basis. The document needed corrections. Mr. Dixon stated he had spoke to Juan Lee and commented that the “Friends are 501C3’s and that would be fine as far as we know to do it that way…the Foundations is for large capitol items and the Friends are to be for whatever”. The Board agreed this is a Foundation meeting topic. Mr. Dixon indicated that he felt they need to make a recommendation and that can wait until the next meeting. Mr. Dixon would like to determine who will take the next steps on recommendations. Then the Board discussed that this issue does not need to be addressed at this meeting.

b. Library Founders Event Proposal for October – Wayne Tanaka

Mr. Tanaka stated that there is always a proposal/concept for an event, the current event in planning is to take place in October. The event will be a “founders” event and their goals are to let the founders know the event will celebrate and thank them for their involvement with the library. Ms. Wells asked if this was to be like the 10th birthday event. He stated yes it was. Mr. Burns suggested the Friends could find the contact information for founders and it’s a great way to start recognizing these people. Mr. Burns indicated he would help set up a Google document.

c. Should we allow adults with high fines to get a new library card for children? – Donna Cardon

Ms. Cardon indicated that there were to be policy changes addressing fines that were $50 or greater. Those exceeding the fine amount of $50 dollars is now at a total of $8,000. The Board discussed at length what is fair versus unfair to parents and children who were affected by these high fines. The Board discussed whether children of patrons with these fines can open a new account or if the parent should be blocked from opening a new child’s account. They felt issuing a new card to these accounts isn’t the best practice. From a preventative standpoint measures are being taken and accounts are blocked from checking out new items if there is a $10 fine. Then, the Board discussed the reason people switch to fine free libraries. Also, low income families tend to be less likely to use the library due to fines. There was a comment regarding payment plans as an option for those suffering from high fines. Ms. Cardon indicated that she does ask how patrons feel about the fines and what they believe is fair when settling large fees. Mr. Dixon and other Board Members believed $50 for the family in fines should be the limit.
d. **Website Redesign - What should be on the Library Board page – Donna Cardon**

Ms. Cardon stated that the City was working on a new website and that the library would have a page on the site. The page is an ongoing process and the information is needed sooner because it could cost more money if the information is delivered later. The Board and the Foundation pages are being built and this is the time to let Ms. Cardon know if there is information to be added or changed. The agenda and minutes would be on the website. Mr. Jones suggested that under “how do I” there be a “suggest a purchase” option. Also, to add a “how do I” for audio books and Overdrive. Ms. Wells suggested the term change for “how do I” to incorporate “use library” and “obtain a library card”. Ms. Anderson commented that the bylaws should be incorporated on the website. Mr. Tanaka is the contact on the website for Friends of the Library.

Ms. Cardon explained “Novelist” that it is a State resource that helps you find a book. Also, there is a book review blog for the library and the blog is new. Ms. Wells asked if there was a way to tag a specific staff member for recommendations on the blog and Ms. Cardon agreed that would be a good idea. They discussed questions regarding the State Library database. Also, the Board discussed if there could be a library book club and how to create support for an outside club to come use the library. There was no place for book club sets in the library but the State can provide book club, book sets. In conclusion, Ms. Cardon asked that ideas be submitted to her by email and she would try to incorporate them but could not make promises. There will be an Open Meetings Training next meeting and Ms. Quick would oversee training.

6. **Future Agenda Items:**
   a. Open Meetings Training at April Board Meeting

7. **Future Meetings:**
   Thursday, April 25, 2019

8. **Adjournment:**

   *Board Member Lisa Bullington MOVED to adjourn the Library Board meeting. And all presented voted in favor. The motion passed unanimously.*

   *The meeting adjourned at 9:50 pm*

I, Lisa Bullington, Highland City Library Board Secretary, hereby certify that the foregoing minutes represent a true, accurate and complete record of the meeting held on March 28, 2019. This document constitutes the official minutes for the Highland City Library Board Meeting.
Item 2a
Job Description for New Board Members
Job Title: Highland City Library Board Member

Term of Service

- 3 years. Beginning in July. May apply for a second term.
- Nominated by the Mayor after interviews and confirmed by the City Council.

Qualifications:

- Be a resident of Highland.
- Support basic library tenets e.g.: Intellectual Freedom, Freedom to Read, Library Bill of Rights, Confidentiality of Patron Records, and the Public's Right to Information.
- Be a lifelong learner and an objective critical thinker.
- Value building the community of Highland.
- Readiness to devote time and effort to the responsibilities of Board membership, at least 5 to 10 hours per month.
- Capacity to work with elected officials, City staff, school officials, and people in general.
- Ability to lead meetings and communicate effectively.

Responsibilities:

- Take part in the monthly Board meeting process by providing items for the agenda; reviewing pre-meeting materials; contributing during the meeting; and attending as many meetings as possible.
- Participate in establishing and reviewing Library policies and long-term plans; overseeing the general operation of the Library and the budget process; and assisting City officials in hiring and evaluating the Library Director.
- Become knowledgeable about all applicable laws, regulations, bylaws, and policies.
- Serve as a Board Officer and on one or two Board committees and/or on Highland City Library Foundation Board.
- Adhere to the Utah Public Meetings Laws.
- Abide by decisions reached by the Board and publicly support these decisions.
- Be a constant advocate to the community for the Library.
- Keep up with current library trends and practices.
- Commit the time necessary to help improve the Library as a community asset and provide the best possible library services for the community.
Item 2a
Job Description for New Board Members
(with comments from Donna Cardon)
Job Title: Highland City Library Board Member

Term of Service

- 3 years, beginning in July. May apply for a second term.
- Nominated by the Mayor after interviews and confirmed by the City Council.

Qualifications:

- Be a resident of Highland.
- Support basic library tenets e.g.: Intellectual Freedom, Freedom to Read, Library Bill of Rights, Confidentiality of Patron Records, and the Public's Right to Information.
- Be a lifelong learner and an objective critical thinker.
- Value building the community of Highland.
- Readiness to devote time and effort to the responsibilities of Board membership, at least 5 to 10 hours per month.
- Capacity to work with elected officials, City staff, school officials, and people in general.
- Ability to lead meetings and communicate effectively.

Responsibilities:

- **Take part Prepare for and participate** in the monthly Board meeting (currently the 4th Thursday of each month) process by providing items for the agenda; reviewing pre-meeting materials; contributing during the meeting; and attending as many meetings as possible.
- Participate in establishing and reviewing Library policies and long-term plans; overseeing the general operation of the Library and the budget process; and assisting City officials in hiring and evaluating the Library Director.
- Become knowledgeable about all applicable laws, regulations, bylaws, and policies.
- **Potentially Serve as a Board Officer and on one or two Board committees and/or on Highland City Library Foundation Board.**
- Learn about and Adhere to the Utah Public Meetings Laws.
- Abide by decisions reached by the Board and publicly support these decisions.
- Be a constant advocate to the community for the Library.
- Keep up with current library trends and practices.
- Commit the time necessary to help improve the Library as a community asset and provide the best possible library services for the community.
- **Participate in one Library Board training each year.**
Music is a universal language that can bridge cultural and linguistic barriers. It has the power to evoke emotions and connect people across different backgrounds.

The role of a music director in an orchestra is to lead the ensemble in the interpretation of the music. They work closely with the conductor to ensure a cohesive performance.

A music critic, on the other hand, evaluates concerts and musical performances. They provide reviews that help audiences make informed decisions and contribute to the ongoing discourse about the state of music.
Long-range Strategic Plan
2019-2022
(Draft 2)

Introduction
Public libraries have long been an important aspect of American life. From the early days of the Republic, libraries were valued by Americans. Benjamin Franklin founded the first subscription library in Philadelphia in 1732 with fifty members to make books more available for citizens of the young nation. From that time to the present, public libraries have been valued because they allow equal access to information and educational resources regardless of social or economic status.

Library service has long been important to the residents of Highland. From 1994 to 2001, residents of Highland and Alpine were served by a joint use facility at Mountain Ridge Junior High School. That arrangement was eventually terminated and in 2001 the entire library collection was relocated to the old Highland City building for storage. In 2008, Highland City built a new city hall and dedicated a portion of the building for a city Library. In 2016 the Library received permission to convert a public meeting room into a Children’s Room for the Library. The new Children’s Room was opened in spring of 2018.

The Library joined the North Utah County Library Cooperative (NUCLC) April 1, 2012 as an associate member. NUCLC is a reciprocal borrowing system that allows library card holders from participating libraries to check out materials from other participating libraries. It is not a county library system. Each participating library maintains its own policies, budget, administration, non-resident fees, etc. In the summer of 2018 the Library reached the required collection size to be accepted as a full NUCLC member.

The Library is supported by three constituent bodies: The Library Board; the Friends of the Library; the Library Foundation.

1. The Library Board oversees the operation of the Library. It consists of nine persons, eight volunteers appointed for three year terms and a representative from the City Council. All meetings are held in the Highland City Hall. Records of the Library Board meetings are available from on the City website.
2. Friends of the Library contribute in the following ways: increase Library awareness and membership, keep the community and Library connected, increase volunteerism to support and supplement Library resources, support Library services including story time, displays, and shelving, fundraise through sales and grants, and assist with used book sales.
3. The Library Foundation is a nonprofit, tax-exempt foundation dedicated to assisting the Highland City Library with fund-raising and additional support. Charitable bequests to the Library help the Library fulfill its mission. Bequests to the Library are not subject to estate tax. Donations of $500 or more are recognized on the plaques in the Library.
Highland City Library Strategic Long-Range Plan, 2019-2022

Vision Statement
The Highland City Library seeks to be a valued resource in the community that evolves with changes in society, while meeting learning, information and entertainment needs.

Mission Statement
The Highland City Library provides materials, programs, tools, training, and space that strengthen the community by informing, educating, and entertaining community members of all ages.

Strategic Long-Range Plan, 2019-2022
The elements of the Strategic plan support the goals and values expressed in the Library Mission Statement.

Materials:

<table>
<thead>
<tr>
<th>Plan</th>
<th>Value</th>
<th>Metric</th>
<th>Date Initiated/Completed</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add juvenile fiction series labels</td>
<td>Inform/entertain</td>
<td>Have all J FIC and I FIC series labeled</td>
<td>Summer 2019/Fall 2019</td>
<td>Collection Development Team</td>
</tr>
<tr>
<td>Add YA fiction series labels</td>
<td>Inform/entertain</td>
<td>Have all YA FIC series labeled</td>
<td>Fall 2019/Summer 2020</td>
<td>Collection Development Team</td>
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<tr>
<td>Reassess and Relabel I Fic and J Fic Sections</td>
<td>Inform/entertain</td>
<td>Assessment and Relabeling completed</td>
<td>Summer 2020/Summer 2021</td>
<td>Collection Development Team</td>
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<tr>
<td>Literacy Kits</td>
<td>Educate/Serve all ages</td>
<td>Add 50 Literacy Kits to Library Circulating Collection</td>
<td>Summer 2019/Fall 2019</td>
<td>Kristen Burgon/Collection Development Team</td>
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<tr>
<td>Acquire Test Prep Materials</td>
<td>Inform/Educate</td>
<td>Increase test prep materials by 20 %</td>
<td>Spring 2020-Spring 2021</td>
<td>Kim Bergeson/Collection Development Team</td>
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</table>

Programs

<table>
<thead>
<tr>
<th>Plan</th>
<th>Value</th>
<th>Metric</th>
<th>Date initiated/Completed</th>
<th>Responsible Party</th>
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<tbody>
<tr>
<td>Provide at least one STEM</td>
<td>Educate/Serve all ages</td>
<td>Have an average of 10</td>
<td>Spring 2019</td>
<td>Programming Team</td>
</tr>
<tr>
<td>Program/Week for Grade School Age Children</td>
<td>People Attend Programs Attendance of 10 First Year, 15 Second Year, 20 Third Year and Continuing Forward</td>
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<td>-------------------------------------------</td>
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<tr>
<td><strong>Provide Monthly Adult Education Programs</strong></td>
<td><strong>Educate/Build Community Serve All Ages</strong> Attendance of 10 First Year, 15 Second Year, 20 Third Year Have an Average of at Least 10 Adults Attend Programs</td>
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<tr>
<td><strong>Provide Two Programs/Year for Seniors</strong></td>
<td><strong>Educate/Entertain/Serve All Ages</strong> Have At Least 10 Seniors Attend Each of Two Events</td>
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<tr>
<td><strong>Present Two Large Community Programs/Year</strong></td>
<td><strong>Entertain/Build Community</strong> Have At Least 100 People Attend Event</td>
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<tr>
<td><strong>Create Monthly Parent/Child Book Clubs</strong></td>
<td><strong>Educate/Build Community</strong> Hold 9 Book Clubs During School Year</td>
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<tr>
<td><strong>Increase Summer Reading Participation</strong></td>
<td><strong>Educate/Entertain</strong> Percent of Population Participating in Summer Reading Increases by 5% Each Year</td>
<td>Summer 2019 and Continuing Forward</td>
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<tr>
<td><strong>Provide Volunteer Opportunities to Teens</strong></td>
<td><strong>Educate/Build Community Serve All Ages</strong> Work with Lone Peak to Have at Least 3 Civics Volunteer Projects Each Year</td>
<td>Spring 2020 and Continuing Forward</td>
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<tr>
<td><strong>Initiate a Parent/Child Book Club</strong></td>
<td><strong>Education/Build Community</strong> Hold a Monthly Parent/Child Book Club</td>
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</table>

*Library Director/Programming Team*
**Start the 1000 books before Kindergarten**

Educate/Serve all ages

Acquire material from ALA and initiate program have 50 patrons participate each year.

Fall 2020 and continuing forward

Program Coordinator

---

### Tools and Technology

<table>
<thead>
<tr>
<th>Plan</th>
<th>Value</th>
<th>Measure</th>
<th>Date initiated/Completed</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain current book review blog online</td>
<td>Inform</td>
<td>Add at least one new book review each week</td>
<td>Summer 2019 and continuing forward</td>
<td>Library Director</td>
</tr>
<tr>
<td>Acquire Self Check Out capabilities</td>
<td>Inform</td>
<td>The library receives self check out stands and add RFID tags to all books</td>
<td>Winter 2020 and ongoing</td>
<td>Library Director</td>
</tr>
<tr>
<td>Increase E-Book Access</td>
<td>Educate/Entertain</td>
<td>Spend at least %10 of annual material budget on E-book/e-audiobooks</td>
<td>Fall 2019 and continuing forward</td>
<td>Library Director/Coll. Development Team</td>
</tr>
<tr>
<td>Replace Public Access Computers</td>
<td>Inform</td>
<td>2 public access computers replaced each year</td>
<td>Fall 2019, and continuing forward</td>
<td>Library Director</td>
</tr>
</tbody>
</table>

### Training

<table>
<thead>
<tr>
<th>Plan</th>
<th>Value</th>
<th>Measure</th>
<th>Date initiated/Completed</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send at least one staff member to ULA conference each year</td>
<td>Train</td>
<td>Staff member attends ULA</td>
<td>Spring 2019, and continuing forward</td>
<td>Library Director</td>
</tr>
<tr>
<td>Have a staff member present a</td>
<td>Train</td>
<td>Training session at</td>
<td>Spring 2019 and continuing forward</td>
<td>Library Director</td>
</tr>
<tr>
<td>Training presentation each month</td>
<td>monthly staff meeting</td>
<td>Have a staff member complete “Uplift Training”</td>
<td>Train</td>
<td>Staff member receives Uplift Training Certificate</td>
</tr>
<tr>
<td>----------------------------------</td>
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<td>-----------------------------------------------</td>
<td>-------</td>
<td>-----------------------------------------------</td>
</tr>
</tbody>
</table>

### Space

<table>
<thead>
<tr>
<th>Plan</th>
<th>Value</th>
<th>Measure</th>
<th>Date initiated/Completed</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish a “Teen Corner”</td>
<td>Build Community</td>
<td>Purchase “teen friendly” furniture and decorations</td>
<td>Fall 2019/Fall 2020</td>
<td>Library Director/Teen Coordinator</td>
</tr>
<tr>
<td>Create a “Reference Desk”</td>
<td>Inform</td>
<td>Purchase a reference desk and have staff man it during high use times.</td>
<td>Fall 2019/Spring 2020</td>
<td>Library Director</td>
</tr>
<tr>
<td>Create a YA Nonfiction section</td>
<td>Inform/educate</td>
<td>Separate YA titles from YNF and Adult NF</td>
<td>Winter 2020/Spring 2021</td>
<td>Collection Development Team</td>
</tr>
<tr>
<td>Clean or replace aging area carpets</td>
<td>Provide Space</td>
<td>Clean or Replace area carpets</td>
<td>Fall 2021/Fall 2022</td>
<td>Library Director</td>
</tr>
</tbody>
</table>
DATE: Date: April 22, 2019
TO: Library Board
FROM: Donna Cardon
SUBJECT: Internet and Online Access Policy

STAFF RECOMMENDATION:
Library Board the revisions to the Library’s Internet and Online Access Policy.

BACKGROUND:
Utah Administrative Code Rule R458-2 requires that the Library Board review and update the Library’s Internet Use and Access policy annually to make sure that it complies with Section 9-7-215 and 9-7-216, UCA. The Library Board must submit the reviewed policy before July 1, 2019.

FISCAL IMPACT:
No fiscal impact

PROPOSED MOTION:
I move that Library Board approve the Library’s Internet and Online Access Policy and submit it to the State Library Director by July 1, 2019

ATTACHMENTS:
1. Internet and Online Access Policy track changes
2. Internet and Online Access Policy clean copy
3. Letter to Directors concerning the Internet and Online Access Policy
4. Utah State Code Section 9-7-215 and 9-7-216
5. Cover Letter
Highland City Library: Internet and Online Access Policy

Providing public access to the Internet enables the Highland City Library to greatly expand access to information and to fulfill our mission of facilitating access to information.

It is the intent of this policy to meet the requirements of Sections 9-7-213, 9-7-215, and 9-7-216 Utah Code Annotated, Administrative Rule R223-2, and the federal Children’s Internet Protection Act for the purpose of preserving the library’s eligibility for any state and federal funding for which it qualifies.

Administrative procedures and guidelines for staff to follow in enforcing this policy have been established and are available for public review at the library circulation desk or on the library website (http://highlandcitylibrary.org). Procedures to be used to handle complaints about this policy or its enforcement are available at the library circulation desk.

The Highland City Library prohibits access to the Internet or online sites that are harmful to minors, specifically those sites that contain obscene material, visual depictions of child pornography of any kind, including child pornography, essentially prurient content, or are used for illegal purposes. The library may also prohibit access to Internet sites which affect others’ use of the library resources, such as sites which may require large amounts of bandwidth. To enforce this policy, the library will utilize technology protection measures on all computers with Internet access in the library. All computer and electronic device usage in the library is subject to these prohibitions, including use of library computers, computers or electronic devices connected to the library's wireless network, computers or electronic devices accessing the internet using a cellular connection, and computers or electronic devices on which such material was stored prior to entering the library.

Administrative procedures and guidelines for library staff to follow in enforcing this policy have also been adopted and are available for review in the library. Procedures for use by patrons and staff to handle complaints about this policy, its enforcement, or about observed patron behavior have been adopted and are available for review at the library.

Violations of this policy may result in the library taking disciplinary actions, including termination of Internet or library privileges or any other legal remedy. Library staff is also subject to computer, Internet, network, and e-mail use policies as outlined in the City’s Personnel Policy and Procedures Manual.

The library may institute time limits on computer usage based on demand. Only equipment and software owned and installed by the Highland City Library may be
used on library computers. Adding, deleting or modifying the installed hardware or software is expressly prohibited.

Outside disks, portable hard drives, and flash drives will be allowed to be connected to library computers. The library is not liable for any damage made to the patron’s equipment and patrons shall be responsible for damage to library computers if connected inappropriately. **No material to which internet access would be prohibited by this policy may be connected to or installed on library computers.**

Patrons may connect to the library wireless network but do so at their own risk. Library staff are unable to provide technical support in setting up or maintaining access to the wireless network.

Patrons may print from library computers and shall pay for all copies at the posted rate. Patrons using the wireless network do not have the ability to print to the library printer.

The library also reminds patrons that use of the Internet requires good judgment and discretion in their use of this valuable resource. It is important to note:
- Not all Internet sites provide accurate, complete or current information. It is the responsibility of each user to personally evaluate information they find on the Internet.
- Some users may be offended by content they find on the Internet.
- Restriction of a child’s access to the internet is the responsibility of the parent/legal guardian. The library encourages parents to learn and explore the Internet with their children and to supervise their use.
- Library staff is available to assist users in locating the information they need and to carry out administrative procedures in order to ensure compliance to this policy.

Developed under the direction of the Library Board of the Highland City Library, this Internet and Online Access Policy was discussed and adopted during an open meeting of the Library Board on August 13, 2008. This policy will be reviewed by the Highland City Library Board at least every three years, and a copy of the new policy will be sent to the Utah State Library Division as required by Administrative Rule R223-2. This policy is effective upon adoption by the Library Board, **March 23, 2016. April 22, 2019.**
Highland City Library Internet and Online Access Policy

Administrative Procedures

As a result of the Internet and Online Access Policy adopted by the Library Board, these procedures and guidelines are for staff to follow to enforce policy.

These procedures and guidelines are available for public review and will be available at the circulation desk and on the library website.

Library staff reserves the right to monitor usage of all computers in the library to ensure compliance with the Internet and Online Access Policy. If a patron observes inappropriate Internet usage by another patron, they should report it directly to library staff to take immediate and effective action.

The policy prohibits access of sites that are harmful to minors, in the following categories:

- Sites that contain obscene or violent material

  Obscenity is defined in the US Code Title 20, section 9101 (7) as:
  The average person, applying contemporary community standards, would find it, when taken as a whole, appealing to the prurient interest (arousing or appealing to sexual desire)
  Describes sexual conduct in a patently offensive way, and
  When taken as a whole, lacks serious literary, artistic, political, or scientific value
  Visual depictions of child pornography
    • Sites that depict sexual activity by juveniles (under the age of 18) Essentially prurient
    • Sites that primarily seek to arouse or appeal to sexual desire

The Library also prohibits access to sites for illegal purposes. This includes, but is not limited to, activities that are prohibited by law (i.e., gambling, terrorism, etc.).

The library may also prohibit access to Internet sites which affect others’ use of the library resources, such as sites which may require large amounts of bandwidth. These will be determined by the Library Director on an individual basis, upon consultation of the city network administrator.

Consequences of violations of this policy include:

- A verbal warning
- Ask the patron to cease using that particular site, as it is in violation of library policies
- Termination of the computer session
- Inform the patron their computer session for the day is now over.
- Suspension of computer access and/or library access
- Inform the patron they may not use the computer and/or library until reviewed by the Library Director
- Police intervention, including possible arrest and prosecution for trespass and other violations

The consequence will depend on the severity of the situation. Patrons who refuse to comply with these procedures should be asked to leave the library. Those that refuse may be referred to the police for trespassing.

In enforcing policies, library staff is NOT enforcing the law. Rather, staff are enforcing library policies related to the use of electronic resources and the management of the library as a safe public space, and drawing on state statutes on which the policy was established, rather than arbitrary criteria.

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Patrons who have complaints about this policy, the enforcement of it, or about observed patron behavior should be immediately referred to the Library Director.
Dear Library Director:

In accordance with Utah Administrative Code Rule R458-2, it is time again to review your library’s Internet and Online Access Policy. All compliance correspondence must be submitted to the Director of the State Library Division no later than July 1, 2019. We hope the following instructions make the process easier and straightforward.

INTERNET AND ONLINE ACCESS POLICY
1. The Library Board shall review the Internet and Online Access Policy to ensure that it complies with Section 9-7-215 and 9-7-216, UCA. Note that effective 05/09/2017 the library’s wireless network is specifically mentioned in Section 9-7-215.
2. The policy shall have a footnote indicating its original date of adoption and the effective date of the last review.
3. The Library Board shall adopt the reviewed policy in an open meeting.
4. The Library Board shall submit a copy of the reviewed policy to the Director of the State Library Division no later than July 1, 2019, accompanied by a cover letter.

COVER LETTER
1. The cover letter shall include the following:
   a. Addressed to the Director of the State Library Division.
   b. Name of the Library.
   c. Date.
   d. Affirmation that the library’s Internet and Online Access Policy is intended to meet the provisions of Section 9-7-215, UCA, and Administrative Code Rule R458-2.
   e. Signed by the Library Director and Library Board Chair.
2. Submit all pages of the reviewed policy and the signed cover letter via email to: Juan Lee jtlee@utah.gov

The Director of the State Library Division shall issue notices of compliance within 30 days following the receipt of the policy and the cover letter.

If you have any questions about this triennial review, please contact me or Juan Lee at 801-715-6769 or jtlee@utah.gov

Best regards,

Colleen Eggett
State Librarian/Division Director
Utah State Code

Effective 5/9/2017

9-7-215. Internet and online access policy required.

(1) As used in this section:
   (a) "Child pornography" is as defined in Section 76-5b-103.
   (b) "Harmful to minors" is as defined in Section 76-10-1201.
   (c) "Obscene" is as defined in 20 U.S.C. Sec. 9101.
   (d) "Technology protection measure" means a technology that blocks or filters Internet access to visual depictions.

(2) State funds may not be provided to any public library that provides public access to the Internet unless the library:
   (a) (i) has in place a policy of Internet safety for minors, including the operation of a technology protection measure:
       (A) with respect to any computer or other device while connected to the Internet through a network provided by the library, including a wireless network; and
       (B) that protects against access to visual depictions that are:
           (I) child pornography;
           (II) harmful to minors; or
           (III) obscene; and
       (ii) is enforcing the operation of the technology protection measure described in Subsection (2)(a)(i) during any use by a minor of a computer or other device that is connected to the Internet through a network provided by the library, including a wireless network; and
   (b) (i) has in place a policy of Internet safety, including the operation of a technology protection measure:
       (A) with respect to any computer or other device while connected to the Internet through a network provided by the library, including a wireless network; and
       (B) that protects against access to visual depictions that are:
           (I) child pornography; or
           (II) obscene; and
       (ii) is enforcing the operation of the technology protection measure described in Subsection (2)(b)(i) during any use of a computer or other device that is connected to the Internet through a network provided by the library, including a wireless network.

(3) This section does not prohibit a public library from limiting Internet access or otherwise protecting against materials other than the materials specified in this section.
(4) An administrator, supervisor, or other representative of a public library may disable a technology protection measure described in Subsection (2):
   (a) at the request of a library patron who is not a minor; and
   (b) to enable access for research or other lawful purposes.

Amended by Chapter 208, 2017 General Session

9-7-216. Process and content standards for policy.

(1) (a) Each library's policy shall be developed under the direction of the library board, adopted in an open meeting, and have an effective date. The library board shall review the policy at least every three years, and a footnote shall be added to the policy indicating the effective date of the last review.
   (b) Notice of the availability of the policy shall be posted in a conspicuous place within the library for all patrons to observe. The library board may issue any other public notice it considers appropriate to inform the community about the policy.

(2) The policy shall:
   (a) state:
      (i) that it restricts access to Internet or online sites that contain material described in Section 9-7-215; and
      (ii) how the library board intends to meet the requirements of Section 9-7-215;
   (b) inform patrons that administrative procedures and guidelines for the staff to follow in enforcing the policy have been adopted and are available for review at the library; and
   (c) inform patrons that procedures for use by patrons and staff to handle complaints about the policy, its enforcement, or about observed patron behavior have been adopted and are available for review at the library.
To: Colleen Eggett  
Director of the State Library Division  
250 N 1950 W A, Salt Lake City, UT 84116

From: Highland City Library  
5400 W Civic Center Dr. Ste 2  
Highland UT 84003

RE: Internet and Online Access Policy

April 22, 2019

To: Colleen Eggett, Director of the State Library Division

The Board of Directors of the Highland City Library affirm the enclosed Internet and Online Access Policy meets the provisions of Section 9-7-215, UCA, and Administrative Code Rule R458-2.

Signed,

Donna Cardon, Library Director

Roger Dixon, Library Board Chair