

Library Board Meeting Agenda

March 28, 2019

Approved April 22, 2019

Highland City, West Conference Room
5400 West Civic Center Drive, Highland UT 84003

PRESIDING: Library Board Chair Roger Dixon

LIBRARY BOARD

MEMBERS PRESENT: Jessica Anderson, Lisa Bullington, Mike Burns, Doug Cortney, Claude Jones, Natalie Reed, City Council Rep Ed Dennis

CITY STAFF PRESENT: Library Director Donna Cardon, Assistant City Administrator Erin Wells

OTHERS: Wayne Tanaka

ABSENT: Nancy Pasaretti, City Council Rep Ed Dennis

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 Courtney SECONDED the motion.

The vote was recorded as follows:

<i>Board Member Jessica Anderson</i>	<i>Yes</i>
<i>Board Member Lisa Bullington</i>	<i>Yes</i>
<i>Board Member Mike Burns</i>	<i>Yes</i>
<i>Board Member Claude Jones</i>	<i>Yes</i>
<i>Board Member Natalie Reed</i>	<i>Yes</i>
<i>Board Chair Roger Dixon</i>	<i>Yes</i>

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.

d. **Strategic Plan Direction – Roger Dixon**

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:

<i>Board Member Jessica Anderson</i>	<i>Yes</i>
<i>Board Member Lisa Bullington</i>	<i>Yes</i>
<i>Board Member Mike Burns</i>	<i>Yes</i>
<i>Board Member Claude Jones</i>	<i>Yes</i>
<i>Board Member Natalie Reed</i>	<i>Yes</i>
<i>Board Chair Roger Dixon</i>	<i>Yes</i>

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.