

Those in Attendance

The monthly meeting of the Board of Directors of the Salt Lake City Public Library was held on Thursday, November 17, 2011, at the Main Library, 210 East 400 South. In attendance: Kevin Werner, President; Ella Olsen, Vice-President; Elizabeth Gupta, Secretary; Mark Alvarez; Emilie Charles; Luana Chillelli; Ila Rose Fife; Hugh Gillilan; Deborah Ehrman, Acting Director; and Tommy Hamby, notetaker. Also in attendance were additional staff: Shelly Chapman, Human Resources Manager; Julianne Hancock, Communications Manager; Gwen Page, Technology Access and Skills Outcome Lead; Paul Nielson, Senior City Attorney.

I. CALL TO ORDER

The meeting was called to order at 3:32 p.m.

II. APPROVAL OF MINUTES – 00:00:23

Ila Rose Fife moved that the minutes of the regular Board meeting held on October 20, 2011 be approved as written. Ella Olsen seconded the motion, which passed unanimously.

III. COMMUNICATIONS AND PUBLIC COMMENT – 00:01:02

Community member Ryan Carty made a public comment to the Board regarding characteristics of leadership and support for the board and its role going forward.

IV. BOARD PRESIDENT'S REPORT – 00:04:09

Board President Werner thanked the Board and Staff for their dedication to the Library through this difficult period of the Library's history. He specifically recognized Deborah Ehrman, Shelly Chapman, Julianne Hancock, Patty Steed, Tommy Hamby, the Board Executive Committee, Paul Nielson, and Margaret Plane. Werner announced that Mayor Becker nominated former Library employee and Rose Park resident Hikmet Loe to fill the remaining vacancy on the Board and that her nomination will soon be considered by City Council. Werner expressed hope that she will join the Board next month. Werner will inform the Board when the exit agreement between the Library and Beth Elder is finalized. The Executive committee worked with Julianne Hancock to draft an op-ed, which will appear in *the Salt Lake Tribune* on Saturday, November 19.

V. LIBRARY DIRECTOR'S REPORT – 00:09:22

Deborah Ehrman highlighted various events that took place during October in the Library, including the Utah Humanities Council Book Festival; the display celebrating the Community Writing Center's tenth anniversary; the ¡Viva Frida! art exhibit and events; the Library Volunteer Appreciation party, for which she acknowledged staffers Tommy Hamby, Geri Shanley, Events and Maintenance staff; The Haunted Library; Dia de los Muertos events; Family Fun with Engineering; Create Your Own Comic Book workshop; and Till We Meet Again: The Songs of WWI, in conjunction with the "The Winds and Words of War," the exhibit in the Gallery at Library Square, which runs through November 30. Ehrman recognized staffers Darrah Rogers and Cherie Willis for their work on the serendipitous programs and their collaboration with such community organizations as Utah Symphony and Opera and Kingsbury Hall. She also thanked the Board for their attendance and presentation at Staff Development Day and the staff that worked to create a fun and informative event.

VI. BUILDINGS AND GROUNDS REPORT

Report on the Glendale Branch – 00:15:32

Elizabeth Gupta presented an update on the Glendale Branch. Members of the Glendale Steering Committee met November 15 with Paul Ernst of MOCA Systems who has reviewed the budgets for the project and affirmed that they are on track. The committee will be attending the public hearing on December 6 when the City will finalize the purchase of the land for Glendale. Adriane Juarez, Day-Riverside branch manager and staff representative on the committee will renew contact with the Library's Innovations and Ideas committee. The Glendale committee will release a Request for Qualifications for Architectural Services by the end of January 2012 followed by a Request for Proposals. Gupta gave an update on the project at the Glendale Community Council meeting on November 16. Gupta will be inviting Vaughan Lovejoy to join the committee and she also welcomes new committee member Sarah Herron, librarian at Glendale Middle School.

Report on the Marmalade Branch – 00:18:40

Ella Olsen presented an update on the Marmalade Branch. Members of the Marmalade Steering Committee met with Paul Ernst of MOCA systems and representatives of the RDA on November 9 to discuss their upcoming trip to Portland, Oregon to tour mixed-use libraries and open spaces. The committee will be releasing a Request for Qualifications for Architectural Services, followed by a Request for Proposals.

Werner requested that the Library administration investigate external Library signage requirements and report back to the Board next month.

VII. FINANCE REPORT

Financial statements reviewed – 00:24:45

Shelly Chapman reviewed the October 2011 financial statements and current month's expenditures with the Board. Chapman recommends that the flex hours be reclassified under Salaries.

September financial statements approved – 00:29:01

Luana Chilelli moved that the financial statements of cash receipts and disbursements for October 2011 be approved by the Board and filed for audit. Ella Olsen seconded the motion, which after full review, passed unanimously.

Chase Bank checks approved – 00:29:17

Luana Chilelli moved that Chase Bank checks dated November 17, 2011, numbered 22542 to 22661, in the amount of \$435,244.41 be approved for payment by the Board. Ella Olsen seconded the motion, which after full review, passed unanimously.

Wells Fargo Bank checks written during September acknowledged – 00:29:40

Luana Chilelli moved that Wells Fargo Bank checks written during the month of October 2011, numbered 6761 to 6835, in the amount of \$10,824.63 be acknowledged by the Board. Ella Olsen seconded the motion, which after full review, passed unanimously.

Acceptance of the 2010-2011 Financial Audit – 00:30:09

Hugh Gillilan moved to accept the 2010-2011 financial audit. Luana Chilelli seconded the motion, which after some discussion, passed unanimously. Paul Skeen of Hansen, Barnett &

Maxwell, P.C. reviewed the independent auditor's report with the Board. Skeen noted that the Library should have a long term focus on personnel, particularly in Financial Services, and recognized the challenge but significant value of hiring employees who will remain with the organization for a long period of time.

VIII. STRATEGIC PLAN/OPERATIONS REPORT

Technology Access and Skills Outcome Report – 00:35:50

Julianne Hancock, Communications Manager thanked the Board for their time present on this Outcome and introduced Gwen Page, Technology Access and Skills Outcome Lead. Page presented the 2010 progress and 2011 plans for this Outcome, which is included as an appendix to these minutes.

Page answered questions from Board members following her presentation. She mentioned that the Outcome's inclusion in the strategic plan has enhanced the focus on community outreach. The Library provides equipment to partnering organizations that are interested in teaching classes. To address the challenges of staff interest in this Outcome, there will be a technology survey to determine the equipment and skills that staff consider require upgrading. Certain grant opportunities will not be available until the Library begins filtering Library computers.

Dashboard/Personnel Changes Reviewed – 01:00:10

Hancock presented the monthly dashboard and Chapman presented the personnel changes. Hancock informed the Board that the soft launch for Bibliocommons, the new discovery layer for the online catalog, will be the end of January 2012 with a hard launch in February.

IX. OLD BUSINESS

Memorandum of Understanding between the Library and Salt Lake City Police Department and Revision to Patron Records Policy – 01:02:30

Hugh Gillilan moved to approve the Memorandum of Understanding between the Library and Salt Lake City Police Department and change to Patron Records policy, which specifically deals with patrons who view child pornography in the Library. Ella Olsen seconded the motion, which after some discussion, passed unanimously.

Board Procedures Manual: Communication and Meeting Procedures – 01:05:34

Emilie Charles moved to approve the changes to Board policy regarding Communication procedures, with the deletion of "at the request of the President" replaced with "on Library matters with respect to Board decisions." Hugh Gillilan seconded the motion, which after some discussion, passed unanimously.

Emilie Charles moved to approve the changes to Board policy regarding meeting procedures. Hugh Gillilan seconded the motion, which after some discussion passed unanimously.

Discuss Changes to and/or Implementation of Library Employment Policies, Including Employee Handbook – 01:13:28

Ella Olsen moved to discuss changes to and/or implementation of Library Employment Policies, including Employee Handbook. Elizabeth Gupta seconded motion. After some discussion, Emilie Charles moved to postpone the discussion of changes to Library Employment Policies. Ila Rose Rife seconded the motion, which passed unanimously.

X. NEW BUSINESS

No new business.

XI. OTHER – 01:18:35

Closed Session

Ila Rose Fife moved to enter into Closed Session, in keeping with Utah Code § 52-4-204, to discuss the character, professional competence, or physical or mental health of individuals pursuant to Utah Code § 52-4-205(1)(a). Luana Chilelli seconded the motion, which passed unanimously.

The meeting reconvened to an open session at 5:38 p.m.

Transitional Director Appointment – 01:19:28

Hugh Gillilan moved to offer the position of Transitional Library Director to Linda Hamilton subject to the terms in the offer letter to her and to authorize the Board President to work on the Board's behalf to implement those terms. Emilie Charles seconded the motion, which after some discussion passed unanimously.

XII. ADJOURN – 01:20:22

Ella Olsen moved to adjourn the meeting. Luana Chilelli seconded the motion, which passed unanimously. The meeting adjourned at 5:43 p.m. Respectfully submitted, Elizabeth Gupta, Secretary.

NEXT MEETING

The next regular meeting of the Library Board of Directors is scheduled for Thursday, December 15, 2011, 3:30 p.m. at the Sweet Library, 455 F Street (9th Avenue).

Technology Access and Skills Outcome Report

2010 Progress and Plans for 2011

Executive Sponsor: Julianne Hancock
Outcome Lead: Gwen Page



Technology Access and Skills Outcome Report

Everyone in the community has access to technology and the skills to use it.

Why is this Outcome important?

Library provides opportunities for people to:

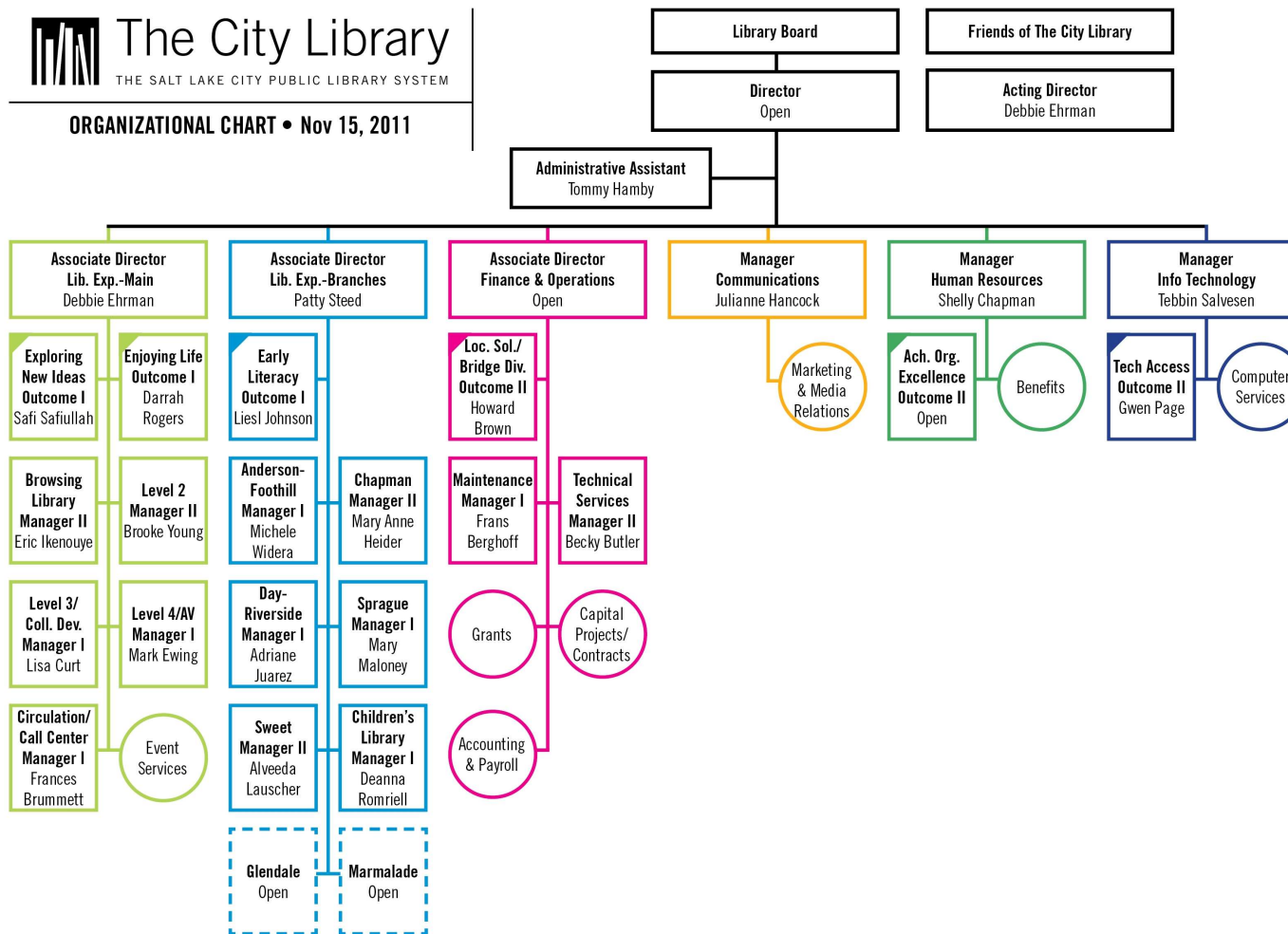
- Access technology at the Library and non-library locations
- Enhance their technology skills
- Learn current software versions and discover new technologies
- Find technology solutions to improve their quality of life
- Access technology they may not have otherwise have access to



Technology Access and Skills Outcome Report



ORGANIZATIONAL CHART • Nov 15, 2011



Technology Access and Skills Outcome Report

Outcome Structure

- Outcome Lead
- Five Key Strategies
 - Provide classes in locations convenient to the target audience
 - Identify locations and implement citywide technology access points
 - Teach technology skills with innovative, user- and subject-centered methods
 - Use Library website to build patron technology skills
 - Offer friendly one-on-one technology help
- Outcome Committee (8 staff Core Team)
- Workgroups
 - Teaching classes (15 trainers)
 - Gadgets and Gizmos class development
 - Online training development



Technology Access and Skills Outcome Report

Strategy: Provide classes in locations convenient to the target audience

ACTIONS

- Target populations include homeless, unemployed, school drop-outs, seniors
- Contact community organizations serving target populations to create partnerships
- Complete a site visit to test equipment and schedule class times and topics
- Schedule staff to provide class instruction

EXAMPLES

- Branch Library locations
- Community sites such as: YWCA Women's Shelter, Odyssey House, Rescue Mission, Homeless Youth Resource Center, Sorenson Unity Center, First Step House

METRICS

- Number of In-Library classes and attendance:
 - January – June 2011: offered 172 classes with 616 attendees
 - July – October 2011: offered 92 classes with 363 attendees
 - Target for 2011-2012: 300 classes, 1600 attendees
- Number of classes at Community locations and attendance:
 - May 2011 – Present: Offered 38 classes with 163 attendees
 - Target for 2011-2012: 150 classes and 750 attendees



Technology Access and Skills Outcome Report

Strategy: Provide classes in locations convenient to the target audience, *CONTINUED*

METRICS, *under development*

- Number of certificates issued for attending basic Technology Skills classes
- Percentage of city residents who have never used a computer
- Comparison to same size cities on Pew Internet and American Life Project



Technology Access and Skills Outcome Report

Strategy: Identify locations and implement citywide technology access points

ACTIONS

- Build portable lab for branch and outreach classes
- Evaluate technology that could be implemented at non-library locations
- Evaluate possible sites and upkeep issues
- Budget for equipment and implementation in 2012-13 budget

EXAMPLES

- Portable lab built in 2010 and used to teach classes at Branch Library and community locations beginning in May 2010

METRICS

- Current access points:
 - Main Library: 135, Branches: 70, Portable Lab: 10
- Number of Internet cards issued: January – June: 3,025; July – October: 8,943
- Hours of Library computer use: January – June: 222,988; July – October: 111,455



Technology Access and Skills Outcome Report

Strategy: Teach technology skills with innovative, user- and subject-centered methods

ACTIONS

- Create new classes to promote interest in technology
- Update Microsoft Office and classes to 2010

EXAMPLES

- Add classes on social networking
- Create classes of seasonal interest such as buying computers or gadgets for holiday gifts
- Create a budget using Excel
- Update to Microsoft Office 2010

METRICS

- 40% of class attendees are using either Microsoft Office 2007 or 2010
- Number of class types: 13
 - 25 new classes created and offered since July 2010
 - 8 classes updated
- Percentage of Staff with expanded competencies: survey under development
- Number of certificates of participation issued: certificate creation under development



Technology Access and Skills Outcome Report

Types of Technology Trainings Available

- Learning to Use the Computer: 3 classes
- All about the Internet: 4 classes
- Microsoft Office – basic and intermediate skills: 12 classes
- Online Productivity Suites: 2 classes
- Using Digital Cameras
- Editing and posting photos online: 2 classes
- Using the Library Website: 5 classes
- Social Networking: 4 classes
- Online Music tools
- Job searching and resumes: 2 classes
- Newsletters and flyers: 2 classes
- Genealogy: 3 classes
- Classes in Spanish: 10
- New classes in development: mobile devices, video cameras, social media and Microsoft Office 2010



Technology Access and Skills Outcome Report

Strategy: Use Library website to build patron technology skills

ACTIONS

- Create a list of topics to provide online trainings
- Create video clips on how to perform Library functions for patrons and add to the website
- Provide links to class handouts to be used or printed at home

EXAMPLES

- Online website trainings are under development
 - How to renew Library materials from home
 - How to download audiobooks
 - How to get a Library card

METRICS

- Website visits: January – October 2011: 712,661 visits



Technology Access and Skills Outcome Report

Strategy: Offer friendly one-on-one technology help

ACTIONS

- Implement one-on-one computer training sessions at Branches and Main

EXAMPLES

- Add option to regular train/class schedule
- Develop an implementation plan
- Make option available for small outreach classes

METRICS

- Implemented in July 2011: 16 one-on-one sessions at three locations
- Number and effectiveness of computer related questions and answers: 3,867 questions
 - Survey to document answer satisfaction: under development



Technology Access and Skills Outcome Report

Challenges

- Staff with teaching skills and technology knowledge
- Community Partner Collaborations: meeting continued fulfillment of partnerships and enhancement moving forward with new partners
- Delegation of workload by Outcome Lead to workgroups and Library staff
- Ability to increase staff participation to allow an increase in the number of classes and locations
- Marketing to target populations who don't currently have technology skills
- Time is split between Outcome and Technology Center supervision (a part of this position)

