



A special meeting of the Salt Lake City Public Library Board of Directors was held on Tuesday, July 17, 2012 at 2:00 p.m., Main Library Boardroom, 210 East 400 South, Salt Lake City, Utah.

Those in Attendance

Kevin Werner, President; Emilie Charles, Vice-President; Luana Chillelli; Hugh Gillilan; Ella Olsen, Karen Okabe, Deputy Director and Tommy Hamby, notetaker. Also in attendance were additional staff: Shelly Chapman, Human Resources Manager; Deborah Ehrman, Associate Director; Julianne Hancock, Communications Manager; and Paul Nielson, City Attorney. Elizabeth Gupta and Hikmet Loe were excused.

I. CALL TO ORDER

The meeting was called to order at 2:03 p.m. Werner clarified that July's regular Board meeting will be delayed until July 26, 2012 at 3:30 p.m. in the Main Library Boardroom, 210 East 400 South, Salt Lake City, Utah. Werner made some remarks regarding the Library's performance audit:

The recent completion of The City Library's Performance Audit is the latest in a series of steps we have taken together to position our much-loved institution in the best place we can for the future. When the Board requested the Performance Audit last fall, we asked for a frank assessment of the library. In particular, we requested an expert analysis of "the Library's management systems and procedures to assess whether the Library is achieving economy, efficiency, and effectiveness in the use of the Library's resources." The auditors that were retained by the City Council brought an impartial perspective as well as significant expertise in organizational dynamics and public libraries. Their work generated a report that is available on the library's website with 59 pages of material and 33 recommendations: (<http://www.slcpil.org/files/SLCPLBeneCompSurvey2012.pdf>).

As we begin to parse through the report and its wide-ranging recommendations in the coming weeks and months, I want to emphasize a few points.

First and foremost, I was pleased to see that the auditors recognized and credited our talented staff for providing a consistent and high level of service uninterrupted by the difficult periods that the library has been through in recent months. This is a testament to all staff as well as the community that we serve.

Second, as we move forward, none of us on the Board or in the Administration foresee the need to reduce current staffing levels. Although the Performance Audit does make recommendations for some staffing changes, they do not call for nor do we expect to see any reduction in staff or services. Moreover, with the construction of the Glendale and Marmalade Branches forthcoming and the ever-increasing rate of change for library services, I see greater professional opportunity in our system. Now is an exciting time to be a member of the Salt Lake City Public Library staff.

Third, the Performance Audit is one of several steps that the library is taking to move forward. Other steps include the appointment of our Transitional Director, improvements to critical support services including finance, IT, and legal support, enhanced partnership with Salt Lake City government, investment in technology, critical analysis of our policies and procedures, and a rigorous and inclusive permanent Director recruitment. When combined with building two new branch libraries, a changing Board composition, and maintaining the high level of service we provide to the community every day, all of this sounds daunting. It is also critically important that we continue to energetically move down this path that we have collectively set for ourselves.



The transition we seek is a transition to the future, not the past. While we honor the past, including the very remarkable achievements that this institution and the staff within it have accomplished, we also realize that we must embrace new thinking, new technologies, new services, and new community engagements to be as successful in meeting the demands of our present and future communities as our forbearers were in meeting the demands in the past.

I realize there has been a lot happening in and around the library. Some of the uncertainty and change is no doubt unsettling. Please know that we on the Board and we in the community place an extremely high value on what this library does for us every day. Indeed, the changes we seek through our transition efforts will not be realized through the action of some of but rather through the efforts of us all. Thank you all for the important jobs that you do.

II. PERFORMANCE AUDIT PRESENTATION

Werner introduced Jane Light and Amy Paul of Management Partners. Paul explained that the scope of their work was to research library services and find ways to improve, they don't however, enumerate all of the great things the Library is doing. Through any organizational turmoil, Light and Paul observed that Library staff continued to offer a high level of service. Paul thanked all of the staff who helped with information and documents.

Paul and Light reviewed the highlights of the report which is available in its entirety online: <http://www.slcppl.org/files/SLCPLBeneCompSurvey2012.pdf>

- Implementation Plan
 - Okabe wanted to ensure that employees feel included, engaged, informed, and prepared to implement audit recommendations. There was some discussion about the administrative onus to include employee input.
 - City council has asked the board to review recommendations and return their findings to the Council by the middle of August for them to adopt.

Werner thanked Light and Paul for their work.

III. ADJOURN

Hugh Gillilan moved to adjourn the meeting. Luana Chilelli seconded the motion, which passed unanimously. The meeting adjourned at 3:23 p.m.