

MINUTES OF THE LIBRARY BOARD OF DIRECTORS MEETING

January 20, 2011

Those in attendance.

The monthly meeting of the Board of Directors of the Salt Lake City Public Library was held on Thursday, January 20, 2011, at the Anderson-Foothill Branch Library. In attendance were: Hugh Gillilan, President; Ella Olsen, Vice President; Mark Alvarez, Secretary; Emilie Charles, Ila Rose Fife, and Kevin Werner; Beth Elder, Director, and Bobbi Bohman of the library staff. Also in attendance were additional staff presenting reports; David Everitt and Helen Langan of the Salt Lake City Mayor's Office; and Russell Weeks of the Salt Lake City Council Office.

Call to order.

The meeting was called to order at 3:35 p.m.

Approval of minutes.

Ella Olsen moved that the minutes of the regular Board meeting held on December 16, 2010, be approved as written. Ila Rose Fife seconded the motion which passed unanimously.

COMMUNICATIONS REPORT - none

BOARD PRESIDENT'S REPORT

John Becker resigns from Library Board. Emilie Charles to fill a term through June 30, 2011. Two more appointments pending.

Hugh Gillilan announced the resignation of John Becker from the City Library Board of Directors. The Board appreciates John's service on the Board and wishes him well in future endeavors. Emilie Charles was recommended by Mayor Ralph Becker and approved by the Salt Lake City Council to fill John Becker's unexpired term through June 30, 2011. She will serve on the Finance/Buildings and Grounds Committee and the Marmalade Steering Committee. Ella Olsen will chair the Marmalade Steering Committee. Mark Alvarez will no longer chair the Glendale Steering Committee. The committee will be co-chaired by Ila Rose Fife. Mayor Becker also recommends Elizabeth Gupta and Luana Chilelli to the Board.

Challenge of internal library matters discussed in media. Board to address grievance procedure to give protections to staff. City Council and Mayor pass resolution in support of Beth Elder as Director and the Library Board.

Hugh Gillilan remarked on the challenge of the extensive commentary regarding the well being of the City Library in the media during the past month, and expressed the opinion that the media is not the best place to discuss internal library matters. The communication process for the Library, particularly the grievance procedure, will be reviewed to avoid confusion and misunderstandings. Hugh Gillilan will meet with Beth Elder and Kerri Harris to begin addressing the current policy. It distresses him greatly to learn that library staff are reluctant to state their opinions about the Library for fear of retribution and hopes the path of learning will proceed and be fair to everyone involved. The Salt Lake City Council and Mayor passed a resolution supporting Beth Elder as the Library Director and the Library Board on January 18, 2011.

LIBRARY DIRECTOR'S REPORT

Anderson-Foothill Branch report.

Beth Elder introduced Michele Widera, the new manager of the Anderson-Foothill Branch Library, who reports that her new location is wildly busy, well loved, and full of children. There are four storytime/book babies programs per week, available holds are used extensively, and circulation is second only to the Main Library. Four of the five community councils in the area meet at the branch. Staffing and storage needs will be reviewed and possibly expanded.

Library management reorganization.

The City Library's 2009-12 Strategic Plan is comprised of six outcomes: Enjoying Life, Exploring New Ideas, Bridging Divides, Ensuring Early Literacy, Accessing Technology, and Creating Local Solutions. The Library Director began developing the plan by holding individual conversations with members of the community. A Strategic Plan Committee, a Board retreat, and library staff all helped refine and select the outcomes that the Library will focus its efforts toward. The Library Board of Directors approved the plan, and staff outcome committees were formed beginning July 1, 2009.

The purpose of the George Needham report was to align the Library's Strategic Plan with community needs and to resolve issues between the Library Director and the library staff. George Needham made six main recommendations: reorganize the managers, remove references to "participative management" in reporting structures and decision-making, provide the Library Director with staffing authority, create full-time outcome lead positions, refresh library leadership by opening all changed positions for application, and support staff participation in state and national library associations. To accomplish these recommendations, the Board Bylaws were revised, the role of the Library Employees Organization will be reviewed, a cultural norm of "collaborative design" will be established, a four-step decision consensus process will be created to include input and backup, outcome leads will develop their action plans and strategies, and people will be held accountable for their budgets.

The new library organization chart was implemented on January 10, 2011, with no ripple in service to library patrons. The Executive Leadership Team consists of the Library Director and Directors of Communications, Finance, Human Resources, IT, and Library Experiences who work collaboratively on matters of a strategic nature. Smaller management groups, including outcome leads, report to an Associate or Assistant Director. A new outcome was created called "Building the Culture" to address internal learning. Best practices are being researched, and the Library's performance plan system will change. The Library's current grievance procedure protects staff rights in the case of wrongful termination or benefits, but has not been used for points of disagreement. Staff do not currently have protections from disagreement with the overall direction of management, but policies will be implemented to promote a culture of open communication. Due to the reorganization, 18 people remain as managers, 5 people received new assignments outside management at their request, 4 people were promoted, 2 people were hired from outside the System, 2 positions are still open, and 4 managers retired. The Library Director is attending department staff meetings and hosting open forums of discussion.

BUILDINGS AND GROUNDS REPORT

Camera security upgrade, Audubon book appraisal, extension of Main Library fence, new chairs, branch deep cleaning, reupholster chairs, replace van.

Mike Beckstead reviewed the Buildings and Grounds report with the Board. The City Library is in the process of installing a camera security upgrade and appraising its Audubon book. The outside fence on the northwest corner of the Main Library will be extended to discourage jaywalking from the UTA TRAX station. New chairs have been ordered for the Main Library. Deep cleaning at the branches and a three-year plan to reupholster the Main Library lounge chairs will begin. The Library is analyzing whether or not to replace its oldest van with another natural gas van.

Glendale Committee determining site selection.

Ila Rose Fife reported on the Glendale Branch Steering Committee. Guidance on site selection and community input beyond the original scope of the project will be sought from the Salt Lake City Council and Mayor.

Marmalade Committee to hold open house on site selection on January 25, 2011.

Ella Olsen reported on the Marmalade Branch Steering Committee. An open house is scheduled on Tuesday, January 25, 2011, 5:00-7:00 p.m. in the lower level of the Main Library. Community input is sought for the different proposed sites. Next steps are the planning process and programming.

FINANCE REPORT

Financial statements review.

Mike Beckstead reviewed the December 2010 financial statements and current month's expenditures with the Board.

December financial statements approved.

Ella Olsen moved that the financial statements for December 2010 be approved by the Board and filed for audit. Mark Alvarez seconded the motion which, after full review, passed unanimously.

Chase Bank checks approved.

Ella Olsen moved that Chase Bank checks dated January 20, 2010, numbered 21253 to 21391, in the amount of \$508,415.75, be approved for payment by the Board. Mark Alvarez seconded the motion which, after full review, passed unanimously.

Wells Fargo Bank checks written during December acknowledged.

Ella Olsen moved that Wells Fargo Bank checks written during the month of December 2010, numbered 6190 to 6255, in the amount of \$55,361.51, be acknowledged by the Board. Mark Alvarez seconded the motion which, after full review, passed unanimously.

OPERATIONS REPORT

Library programming, services, and statistics.

The December 2010 Dashboard statistical information has some small gaps since not all locations reported their information. Also, circulation of board books is much higher than the Dashboard indicates. Better collection and analysis of statistical information is expected to provide enhanced data in the areas of usage versus dollar costs, turnover rates, and online database page views to assist the leadership team in making more informed decisions regarding the Library's budget.

Upcoming speakers and programs include Dr. Roxane Farmanfarmanian who will discuss America's relationship with Iran on Thursday, January 20, 2011; urban farming on Tuesday, February 1, 2011; Ree Drummond who will discuss pioneer living on

Wednesday, February 2, 2011; Wade Davis, author of *The Wayfinders*, on Thursday, February 3, 2011; a Chinese New Year celebration on Saturday, February 5, 2011; a group of young adult authors who will discuss their books on Saturday, February 12, 2011; Utah Supreme Court Chief Justice Christine Meaders Durham who will discuss women in the law on Thursday, March 24, 2011; and Michael Ondaatje, author of *The English Patient*, on Tuesday and Wednesday, March 29 and 30, 2011, with a screening of *The English Patient* on Sunday, March 27, 2011.

The City Library management reorganization has created smaller group settings in which to discuss and determine the Library's actions and directions. The outcome leads are continuing with their partnerships and building upon them. Teen Services are building upon a book club begun at the Horizonte School and have obtained an American Library Association grant to continue and expand the program. The Accessing Technology Outcome group is providing free outreach training classes and developing curriculum. New services include: Freegal to download songs; Films for the Humanities to view streaming video (currently accessible through the Library's website); and Overdrive audiobooks and ebooks (which will launch in mid-February).

Personnel changes acknowledged.

The City Library personnel changes for December 2010 were acknowledged by the Board.

OLD BUSINESS - none

NEW BUSINESS - none

OTHER

Next meeting at Sprague: February 17, 2011.

The next regular meeting of the Board of Directors is scheduled on Thursday, February 17, 2011, 3:30 p.m. at the Sprague Branch Library, 2131 South 1100 East.

Meeting adjourned.

The meeting adjourned at 5:15 p.m.

Respectfully submitted, Mark Alvarez, Secretary.