

Library Board Meeting Agenda

August 26, 2021

Highland City Hall

7:00 pm-Call to Order: Edgar Tooley, Board Chair

1. Public Comment

2. Reports

- a. Director's Report
- b. Friends of the Library Report

3. Action/Policy Items

- a. Policy about proof of ID
- b. City Council presentation committee
- c. Strategic Plan review committee

4. Discussion Items

- a. City Council Presentation
- b. Engaging a Financial Consultant
- c. Update on Cedar Hills proposal about paying for Library cards.

5. Future Agenda Items

- a. Approval of City Council Presentation
- b. Approval of Strategic plan update
- c. Library Board Training.

6. Closed Session

The Highland City Library Board may temporarily recess the meeting to convene in a closed session to discuss the character, professional competence, or physical or mental health of an individual as provided by Utah Code Annotated §52-4-205

7. Adjournment



HIGHLAND CITY

LIBRARY BOARD AGENDA REPORT ITEM #3a

DATE: 08/26/2021
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Proof of Residency

PURPOSE:

The Library Board will consider altering the Physical Item Circulation Policy to specify what is acceptable as proof of residency.

BACKGROUND:

The Library requires that patrons who live in Highland show a photo ID and proof of residence in order to get a library card. Since I have been at the library, the proof of residency that we have required is either a utility bill or a rental agreement.

Recently we have seen an increase of adult applicants that either live with their parents, or who live with a friend without a formal rental agreement. This becomes awkward for the staff to try to find a way to verify their residency. Sometimes we have added an adult patron to a parent's account as a dependent, but other times we have been at a loss of what to do.

When I checked our Physical Item Circulation Policy, there is no mention of what is required to get a library card (see attachment 1). The only place it is specified is on the [website](#) where it states an individual must "Provide a photo ID and a proof of residence, such as utility bill, rental agreement, or mortgage statement". I canvassed the other nearby libraries, and all have a more lenient requirement for proof of residency. A summary of my findings is attached.

FISCAL IMPACT:

No fiscal impact

STAFF RECOMMENDATION:

The staff recommends that the Library Board add a statement to the Physical Item Circulation Policy specifying what constitutes proof of residency.

PROPOSED MOTION:

I propose that the Physical Item Circulation Policy be amended as discussed.

ALTERNATE MOTION:

I propose that the library be allowed to accept whatever they deem reasonable as proof of residency, without an alteration to the Physical Item Circulation policy.

ATTACHMENTS:

1. Other libraries' requirements for proof of residency
2. Physical Item Circulation Policy (track changes)

What some other libraries use for proof of residency
August 2021

I emailed the Utah County Library Directors and asked what they use for proof of residency. These are the responses I received.

Eagle Mountain

We usually ask for mail delivered to them directly, or perhaps an email with the address they have had something delivered to (Amazon, Walmart, etc.). This works well out here as we have a lot of this type of situation. Most will also have a bank statement or paystub showing address.

Provo (from a policy posted online)

Proof of Permanent Address – A document bearing the applicant's name and current address.
Examples: Rent receipt, mail postmarked within the last 3 months, utility bill, etc.

Lehi

We also accept a recent piece of delivered mail with their name at that address.

Pleasant Grove

We accept almost anything with their address on it. They can send themselves a postcard and bring that in, show us an online bank statement with their address, car insurance, etc.

Saratoga Springs

We're the same as (Pleasant Grove). I'll also mail them an empty envelop from the library as proof of address, if there's a post mark it counts.

Orem

We also accept a recent bank statement as proof of residency. Adult children living with parents usually have their own account & these can be pulled up on a phone if needed.

Highland City Library: Physical Item Circulation Policy

I. Basic Rules

- A. Borrowers must present a valid Library card to check out Library materials.
Patrons may present their card in electronic format from a smart phone once identity is verified and noted in their account.
- B. A fine will be assessed on each item loaned which is not returned according to the rules below.
- C. Repair or replacement costs for damages to materials beyond normal wear and tear will be determined by a librarian.
- D. Account holders will be held responsible for all materials checked out to their Library accounts and for all fines accrued on their account. Patrons are responsible to protect their cards from unauthorized use by others.
- E. Parents or guardians are responsible to monitor the accounts of their minor children, whether their child's card is attached to the parent's or not. Parents are responsible for all materials checked out on their children's cards and to pay fines, fees or replacement costs that accrue.
- F. Patrons may reserve circulating materials. Hold notices will be sent by email or text to patrons who provide valid electronic addresses. No printed hold notices will be sent.

II. Loan Period

- A. All circulating materials and kits will be loaned for a period of three weeks. Any item on hold for another patron may not be renewed. Items are considered overdue if returned or renewed after the close of business the day they are due.
- B. Patrons with disabilities may request a longer initial loan period of up to six weeks. After this initial loan period, the standard circulation rules will apply.
- C. Due dates will not be set for days the Library is closed.
- D. Materials that are not on hold for another patron may be renewed up to three times. Borrowers with delinquent accounts may renew materials if no other patron has requested them.
- E. Borrowers may not have more than 100 items checked out on their account at any given time. The Library Director may authorize additional items to be checked out on each account.

III. Fines and Fees

- A. Fines of \$1.00 per day will be charged for overdue videos (any format) and kits. Fines on other overdue materials will be \$0.10 per day.
- B. Fines will stop at \$10.00 for each overdue item.
- C. Borrowers will be assessed a replacement fee for individual items lost or damaged equal to the current retail price of the material plus a \$5.00 fee to cover the cost of ordering and processing. No refunds for lost or damaged materials will be issued. Items are considered "lost" if they are 60 days overdue.

- D. Borrowers will be assessed a replacement fee for items that are parts of kits that are lost or damaged equal to the current retail price of the material plus a \$5.00 fee. If the individual part cannot be replaced, the borrower will be assessed the cost of the kit.
- G. Replacement cost of rare or valuable material will be assessed on an individual basis as determined by the Library Director.
- H. A minimum fee of \$20.00 will be assessed for each returned check.
- I. Patrons with delinquent accounts will not be allowed to check out any materials until all fines are paid in full and materials are returned or all replacement fees are paid in full. Patron accounts are delinquent if the following conditions exist:
 1. They owe fines or fees of more than \$10.00.
 2. They have any items more than 8 weeks (56 days) overdue.
- J. The Library reserves the right to seek appropriate and reasonable action to recover materials, fines, replacement costs or fees through the use of courts, law enforcement, or collection agencies. If the amount owed for unreturned materials and processing fees is \$100.00 or over, the patron will be referred to a collection agency. Patrons referred to a collection agency shall be assessed a recovery fee in addition to all other costs or fees allowed by law to defray the cost of recovering delinquent accounts.
- K. Patrons who wish to appeal fine or replacement cost assessments may appeal to the Library Director. Patrons not satisfied with this disposition may then appeal to the Library Board through the Library Director, who will forward the request to the Board along with staff recommendations. The Library Board shall make final determination of the matter. The patron shall be notified of this action in a timely manner.
- L. The Library shall not be obligated to run a debit/credit card through the credit card system for charges or purchases under \$2.00.

IV. Borrower Categories

- A. Residents of Highland shall be provided accounts free of charge. Highland residents must show a government or school issued photo ID and proof of residence to obtain a card. Proof of residence can be on the ID itself or may be a bank statement, utility bill, ~~or~~ rental agreement, or mail with a canceled postmark with the applicant's name and address. Resident accounts are renewed every 3 years.
 1. Cards for children 12 and under will be attached to a parent's/legal guardian's account. All checked out items, fines, costs, holds, and charges accrued with the child's card will appear on the adult's account and will be the responsibility of the adult account holder.
 2. Minors ages 13-18 may have their own Library account with their parent's/guardian's permission, or they may have a card attached to their parent/guardian's account.
 3. When minors turn 18, they may open an adult account. Fees and fines from their previous account will still be the responsibility of the

Commented [EW1]: For those kids aged 13-18 who's parents let them get their own account (see 2. below) and might not yet have a drivers license.

Commented [DC2]: Utah does not require people to get a new driver's license when they change address.

parent/guardian. Any fines or fees incurred under the new account will be the responsibility of the account holder, not the parent/guardian.

- B. Employees of Highland City shall be provided accounts free of charge and shall be held to the same rules as indicated in Library policies.
- C. Non-residents of Highland may purchase a Library account for \$70 per year and shall be held to the same rules as indicated in Library policies. Non-residents may receive multiple cards for use by immediate family that reside in the same household (no matter what age), but they will all be attached to one non-resident account. The holder of the account will be responsible for all fees, fines, costs and items checked out by all cards attached to their account.
- D. Alpine School District certified teachers and media specialists in schools within Highland, Alpine, and Cedar Hills city limits who do not reside in Highland City qualify for free non-resident cards. Educators are personally responsible for the account, not their school nor their school district. Those with educator accounts are not eligible for additional attached cards.
- E. Registered users of any North Utah County Library Cooperative (NUCLC) library shall be provided non-resident accounts free of charge, provided their account at their "home" library is in good standing. Registered users of junior NUCLC members will be charged a reduced non-resident fee of \$40. If the registration of a NUCLC member's "home" library card expires in less than a year, their Highland card will have the same expiration date as their home library card. NUCLC patrons may not request interlibrary loans or participate in programs which require registration. NUCLC patrons who are under 18, will require a parent signature in order to open an account with the Highland Library.

Approved by Highland City Library Board July 9, 2008

Revised by the Highland City Library Board, March 25, 2009, September 23, 2009, November 18, 2009, July 28, 2010, September 22, 2010, September 28, 2011, September 25, 2013, May 28, 2014, February 28, 2019, May 23, 2019, October 24, 2019, February 27, 2020, February 25, 2021, May 27, 2021



HIGHLAND CITY

LIBRARY BOARD AGENDA REPORT ITEM #3b

DATE: Aug 26, 2021
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: City Council Report Committee

PURPOSE:

The Library Board will establish a committee to work with the Library Director to prepare the Board's annual report to the City Council.

BACKGROUND:

According to the Library Board Bylaws, one of the responsibilities of the Library Board is to "Present an annual report to the City Council." (G.2.d) Preparing the report used to be the responsibility of the Reports Standing Committee, but in June, 2021 the Board voted to do away with standing committees and appoint ad hoc committees whenever needed.

The Library Board is scheduled to do their annual report to the Council on October 5, 2021. It is therefore time to appoint an ad hoc committee to prepare a draft of that presentation which can be presented in the September Library Board meeting for final approval.

FISCAL IMPACT:

No fiscal impact

STAFF RECOMMENDATION:

The Board appoint 2-3 members to work with the Library Director to prepare the annual report to the City Council.

PROPOSED MOTION:

I propose that _____ and _____ (and _____) be appointed to an ad hoc committee to prepare the Board's annual report to the City Council.

ATTACHMENTS:

No attachments



HIGHLAND CITY

LIBRARY BOARD AGENDA REPORT ITEM #3c

DATE: August 26, 2021
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Strategic Plan Committee

PURPOSE:

The Library Board will consider whether to appoint a committee to review and update the current Strategic Plan.

BACKGROUND:

The Library Board Bylaws state that one of the responsibilities of the Board is to “Develop and maintain a long-range strategic plan and submit the plan to the City Council for approval.” (G.2.h.) In the past we have presented the strategic plan as part of our annual report to the City Council. Many of the goals of the plan we presented last year have been accomplished, and the Strategic Plan should probably be updated.

In the past few years, the Library Director has prepared a draft of the strategic plan and then given it to the Strategic Plan Committee to review before presenting it to the Library Board for discussion and approval. If we are to follow that pattern this year, we should appoint a Strategic Plan ad hoc committee. Another option would be for the Library Director to present a draft of an updated Strategic Plan to the Board next meeting for discussion and approval, bypassing the need for a Strategic Plan Committee.

FISCAL IMPACT:

No direct fiscal impact

STAFF RECOMMENDATION:

I am happy to work with a committee to update the strategic plan, or I am willing to produce one on my own and present it to the Board in September. It is up to the Board to decide which course to take.

PROPOSED MOTION:

I propose that we appoint the following Board members to an ad hoc Strategic Plan Committee: _____, _____, and _____.

ALTERNATE MOTION:

I propose that the Library Director prepare a draft of Strategic Plan updates and present it at the Library Board Meeting next month for consideration.

ATTACHMENTS:



HIGHLAND CITY

LIBRARY BOARD AGENDA REPORT ITEM #6

DATE: August 26, 2021
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Library Board Applicant

PURPOSE:

Review an application for a Library Board seat.

BACKGROUND:

The Library Board currently has seven seats. Seat 5 was vacated in June and at that time there were no applicants to fill the seat. We recently received an application from Lynn Lonsdale to become a Library Board member. She served on the Library Board when the library was first established in 2008. In addition, Ms. Lonsdale assisted the Library with her expertise when the Library was in-between directors in the summer of 2018.

The Mayor has already interviewed Ms. Lonsdale and approved the application. With the Board's approval, we can submit the application to the City Council for approval on September 7th.

FISCAL IMPACT:

No fiscal impact

STAFF RECOMMENDATION:

The Library Board approve Lynn Lonsdale's application to be a Board member.

PROPOSED MOTION:

I move that Lynn Lonsdale's application to be a Library Board member be submitted to the City Council for approval.

ATTACHMENTS:

1. Lynn Lonsdale's Application, redacted. (not included in the public packet)
2. Lynn Lonsdale's Resume (not included in the public packet)