

Library Board Meeting Agenda

Sept. 23, 2021

Highland City Hall

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

1. Public Comment

2. Consent

- a. Approve Minutes for Meeting on July 22, 2021
- b. Approve Minutes for Meeting on August 26, 2021

3. Reports

Director's Report

4. Action/Policy Items

- a. Strategic Plan
- b. Engaging a Financial Auditor

5. Discussion Items

- a. City Council Presentation

6. Future Agenda Items

Annual Training

7. Adjournment

**Minutes from a Regular Meeting of the
HIGHLAND CITY PUBLIC LIBRARY BOARD**

Thursday, July 22, 2021 at 7:00 p.m.

IN ATTENDANCE

Board Members

Jessica Anderson, Secretary
Briawna Hugh
Kim Rodela, City Council Rep.
Edgar Tooley

Other

Donna Cardon, Library Director and
Board Executive Officer

Absent Board Members

Roger Dixon, Chair
Claude Jones

A quorum of the Board being present, Secretary Jessica Anderson welcomed those in attendance and began the Library Board meeting as a regular meeting at 7:08 p.m. The meeting agenda was posted on the Utah State Public Meeting Website at least 24 hours prior to the meeting.

AGENDA

1. Public Comment

None.

2. Consent Agenda

1. *Approve minutes for June meeting*

Briawna Hugh moved to approve the consent agenda. Edgar Tooley seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Briawna Hugh
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

3. Reports

1. Director's Report

Donna Cardon gave her report. Total circulation for June was over 20,000 physical items, which is amazing. June had 162 new patrons. That includes renewals, resident new cards, and non-resident new cards. The registered summer reading participants are now over 1,500, which is 500 more than the previous record. Registration is easy, with just handing out the reading log and confirming that they have a current library card. There is no way to track participants, as there was with online registration, but it makes it a lot easier on the patrons. Engagement with the library is very high. Wednesday programs out on the lawn are going great. 70-80 participants for story time and 30-40 for crafts.

There is a lot going on with the Highland Fling. The library has taken over the children's party, which the library intends to do for the foreseeable future. The theme is "Reach for the Magic." Expected participants should be 300-500. There will also be a Friends float entry in the parade and a book sale afterwards. The library will have a separate booth to promote the library.

The library is now in a new fiscal year. There will be 12 circulating book baskets, which can be checked out just like a book, that can hold library books. It's a crowd pleaser. The library will buy more if they are as popular as they expect them to be. There is a little bit more money to spend on books this year due to grants. The library will increase the amount spent on e-books and e-audiobooks.

There will be a few changes to programs in the fall. Baby Bookworms will become Sami's Songs and Stories and InBeTween will become Adventurer's Club. There will also be a new Grandparent's Story Time each month. The library will also be interviewing for a new page.

The library passed certification last month. Recertification will not have to happen again until 2023. Our state representative was impressed with how much the library does with few resources. Donna briefly reviewed the benchmark report from FY2020.

2. Foundation Report

Briawna, Jessica, and Donna reported on the Foundation July meeting. The Foundation elected new officers, established their 2021-2022 meeting schedule, and established a mission statement. Donna also noted at that meeting that CRSA had

some pending issues. Donna has since contacted them to ask for the cost estimate of the community center and to ask them to create a bid for a plan for an expansion of the library's existing space. Briawna noted that she asked the current City Council candidates about support for a library expansion versus the community center. The consensus was that an addition was more viable in the near-term. The way the library is currently built, it cannot support a second story. The expansion could potentially be two stories, though an elevator would be required.

The Foundation also needs to have three of its directors appointed by the Library Board.

4. Action/Policy Items

1. Elect Officers

The Board discussed the issue of electing officers. The roles of each officer were discussed.

Kim Rodela moved to elect Edgar Tooley as chair, Briawna Hugh as vice-chair, and Jessica Anderson as secretary. Jessica Anderson seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Briawna Hugh
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

2. Committee Bylaw Change

The Board discussed the current status of the five standing committees. Due to the decreased size of the Board and the current workload of the Board, it does not make sense to have five standing committees or really any standing committees. Ad hoc committees make more sense and can be crafted to meet the needs of the Board. The Board also discussed its appointees to the Foundation Board: Briawna Hugh, Jessica Anderson, and Claude Jones.

Jessica Anderson moved that the bylaws and operating procedures be amended to remove all of the standing committees and to include the 2021-2022 appointees to

the Foundation. Briawna Hugh seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Briawna Hugh
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

5. Discussion Items

1. Going Fine Fee

Donna presented her report about going fine free. The American Fork Library recently went fine free, and the Lehi Library and the Eagle Mountain Library have been fine free for a while. Of the NUCLC libraries, only Highland and Pleasant Grove are not fine free. This is a trend in libraries at the moment, because fines affect the most at-risk patrons. This is not as big of an issue in Highland, but there are patrons that struggle financially. There is a lot of documentation that people still return their books, and libraries tend to tighten their policies for lost items.

The Highland Library has considered going fine free in the past but did not do so because of the income from fines. However, now that the other NUCLC libraries are also going fine free, there is more incentive for non-residents to get cards at those libraries. That could result in a loss of income from those non-resident patrons, but library use is also often tied to location. Last year, the library collected \$9,500 in overdue fees. (With lost material fees, it was \$15,000.) In the same time period, we collected about \$27,000 in non-resident fees from 309 patrons. In addition, dealing with fees takes library staff time. This year, the budget is in a really solid place, so we can afford it. But it could be an issue in the future.

The change would necessitate modifying a number of policies and would require City Council approval. Plus, there is really no going back if the change is made. We should undertake a review of policies libraries have put in place to manage this change. American Fork made the transition in steps, because their budget comes out of the general fund. Jessica volunteered to do some research about how other libraries have gone fine free. The Board discussed whether the City Council would support going fine free. We could include this as a point in our annual presentation to the City Council.

2. *Feasibility Study Extension*

See above in Foundation report.

6. **Future Agenda Items**

- Preparing presentation for the City Council
- Kim Rodela noted that Cedar Hills reached out and noted that they have set aside \$15,000 for literacy that they are considering giving to the Highland Library to offset library cards for their residents

The Board's next regular meeting is scheduled for August 26, 2021 at 7:00 p.m.

7. **Adjournment**

Jessica Anderson moved to adjourn the Library Board meeting. Edgar Tooley seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Briawna Hugh
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

The meeting adjourned at 8:18 p.m.

I, Jessica Anderson, Highland City Library Board Secretary, hereby certify that the foregoing minutes represent a true, accurate, and complete record of the meeting held on July 22, 2021. This document constitutes the official minutes for the Highland City Library Board Meeting.

**Minutes from a Regular Meeting of the
HIGHLAND CITY PUBLIC LIBRARY BOARD**

Thursday, August 26, 2021 at 7:00 p.m.

IN ATTENDANCE

Board Members

Jessica Anderson, Secretary
Roger Dixon
Briawna Hugh, Co-Chair
Claude Jones
Kim Rodela, City Council Rep.
Edgar Tooley, Chair

Other

Donna Cardon, Library Director and
Board Executive Officer
Erin Wells, Assistant City
Administrator

Absent Board Members

None

A quorum of the Board being present, Chair Edgar Tooley welcomed those in attendance and began the Library Board meeting as a regular meeting at 7:16 p.m. The meeting agenda was posted on the Utah State Public Meeting Website at least 24 hours prior to the meeting.

AGENDA

1. Public Comment

None.

2. Reports

1. Director's Report/Friends of the Library Report

Donna Cardon gave her report. August was an amazingly intense month for the Library. The summer reading library program ended up with 1,611 registrants and 464 challenges completed. The completion number can likely be raised next year via advertising about final prizes. The children's party for the fling had 1,300 attendees, where 400-500 were expected. The Friends had an entry in the parade and made over \$800 from their used book sale. The Library also had an independent booth at the Fling. The next book sale will be in February. Leftover books will be donated periodically to clear stock. The Friends paid for the teen and adult prizes for summer reading. The Library decided to attend eight community Back to School Nights. They talked to over 1,000 people about programs, Libby, and Tumble Books.

Fall programs start next week. The programs include story times, after school programs, the parent/child book club, and a new grandparent story time. With the grant funds for the grandparent story time, the Library has purchased tablets with books for the grandparents and a link to TumbleBooks. There will be an in-Library survey about what kind of books people want on those tablets. The Library bought a small display case for book displays. The Library will buy another one eventually to have program displays.

Donna has started the process of doing the annual state statistical report. And she received national library statistical reports from FY 2019. There are many things the Library does well, like number of physical items, circulation, and program attendance. We lag behind on square footage per capita and percentage of registered users.

Kim Rodela arrived.

During the Fling, one of the questions asked most often was "Where is the Library"? The Library is going to ask the City to change the signs for the City Center to include the Library.

3. Action/Policy Items

1. Policy about proof of ID

Donna discussed the issue of patrons that want a Library card but are living with a family member or friend without a formal rental document. The Library currently requires both a government-issued ID and proof of residency via specific formats like a current lease agreement or utility bill. Other libraries require proof of residency but allow it to come in a variety of forms. The current policy does not state the current practice as a requirement.

The Board discussed the various options available for showing proof of address. There have been issues with serial thieves in the county, who check out a bunch of books and then sell them. The Library still wants to require some form of proof of residency in Highland. Either government or school ID would be appropriate in combination with some form of a mail addressed to the patron.

Highland residents must show a government or school issued photo ID and proof of residence to obtain a card. Proof of residence may be one of the following issued within the last 90 days: a bank statement, utility bill, rental

agreement, or mail with a canceled postmark with the applicant's name and address.

Claude Jones moved to amend the Physical Item Circulation Policy as discussed. Jessica Anderson seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Roger Dixon
Yes	Briawna Hugh
Yes	Claude Jones
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

2. City Council presentation committee

The Board is scheduled to give its annual report to the City Council on October 5, 2021. We therefore need a committee to prepare the report and present it for approval at the September board meeting. Jessica, Edgar, Roger volunteered to be the ad hoc committee.

Jessica Anderson moved that the ad hoc committee be established with Jessica, Edgar, and Roger as the members. Briawna Hugh seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Roger Dixon
Yes	Briawna Hugh
Yes	Claude Jones
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

3. Strategic Plan review committee

The Board discussed the need to update the strategic plan. Donna noted that, even though it was updated last year, much of the strategic plan has been accomplished.

The question is whether a committee is needed or whether Donna should come to the next meeting with a proposal for the update.

Briawna Hugh moved that Donna prepare a draft updated strategic plan to be presented at the September Board meeting. Roger Dixon seconded the motion. The vote was recorded as follows:

Yes	Jessica Anderson
Yes	Roger Dixon
Yes	Briawna Hugh
Yes	Claude Jones
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

4. Discussion Items

1. City Council Presentation

The Board discussed what content should be included in the presentation to the City Council. It could go in two directions: highlighting what the Library accomplished last year or a more strategic look forward. The presentation should likely include both and be short and peppy. It could include some of the following:

- Use the national statistic comparisons as a jumping off point
- The findings of the feasibility study
- Potential of going fine free
- Highest circulation year ever
- Community engagement (program attendance, Fling party)
- Grants (work of the Library but not long-term, one-time funds)
- COVID response
- Possibility of hiring financial analyst

2. Engaging a Financial Consultant

Donna discussed the financial challenges facing the Library going forward as Highland reaches buildout and as personnel expenses quickly outpace property tax growth. Income is not keeping up with inflation. Other City departments have engaged a financial consultant to make a plan. Erin Wells joined the meeting via

telephone and spoke about Fred Philpot with Lewis and Young Consulting. She noted that other City funds, like the cemetery fund, IT, etc., have engaged this consultant. He will tell us exact numbers for when, if things remain the same, expenses will exceed income. Once we have this information, we can start to address the problem via other sources of revenue, such as an endowment fund. The fee for the last study, for the entire fund, was \$12,000. The estimate for the Library would be around \$3,000. Meetings with the Board and the Council would be involved. The Library currently has the money. This can be included as part of the Board's presentation to the Council. Council does not need to officially vote on it but should be aware.

Erin Wells left the meeting.

3. Update on Cedar Hills proposal about paying for Library cards

Donna had a phone conference with Cedar Hills and proposed a few options to allow the City Council to pre-pay for Library cards for Cedar Hills residents. Now the Cedar Hills City Council will consider the proposals and vote. Once they get back to us, the Board will consider it as well as the Highland City Council. The current budget is \$15,000. It is unclear what would happen if those funds are exhausted and more Cedar Hills residents sought Library cards or if those funds were not completely used. Such a program would likely increase the number of Cedar Hills residents who obtain Highland City Library cards.

5. Future Agenda Items

- Approval of City Council presentation
- Approval of strategic plan update
- Library Board training
- Approval of financial consultant

The Board's next regular meeting is scheduled for September 23, 2021 at 7:00 p.m.

6. Closed Session

At 8:25 p.m., Jessica Anderson moved to convene in closed session to discuss the character, professional competence, or physical or mental health of an individual as permitted by Utah Code 52-4-205. Briawna Hugh seconded the motion. The vote was recorded as follows:

Yes	Roger Dixon
Yes	Jessica Anderson
Yes	Briawna Hugh
Yes	Claude Jones
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

The Board convened in closed session. The Board returned from closed session at 8:27 p.m.

7. Adjournment

Roger Dixon moved to adjourn the Library Board meeting. Claude Jones seconded the motion. The vote was recorded as follows:

Yes	Roger Dixon
Yes	Jessica Anderson
Yes	Briawna Hugh
Yes	Claude Jones
Yes	Kim Rodela
Yes	Edgar Tooley

The motion passed.

The meeting adjourned at 8:27 p.m.

I, Jessica Anderson, Highland City Library Board Secretary, hereby certify that the foregoing minutes represent a true, accurate, and complete record of the meeting held on August 26, 2021. This document constitutes the official minutes for the Highland City Library Board Meeting.



HIGHLAND CITY

LIBRARY BOARD AGENDA REPORT ITEM #4a

DATE: September 23, 2021
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Long-Range Strategic Plan

PURPOSE:

The Board will consider an updated version of the Library's Strategic Plan

BACKGROUND:

One of the responsibilities of the Library Board is to maintain a long-range strategic plan for the Library. Many of the items that were included in last year's strategic plan have been accomplished. Other items relative to beginning the process to build a new library space need to be updated in response to the results of the feasibility study last year.

I have worked with my managers to create new goals and plans for the library. New items of interest in a plan include:

1. Replacing the carpet and upholstered furniture
2. Increasing the physical collection to 50,000.
3. Increasing the number of library card holders

After the Board discusses and approves the new version of the strategic plan, it will be presented for approved by the City Council.

FISCAL IMPACT:

Staff believes that nearly all the items in the proposed strategic plan can be accomplished within the library's regular budget. Some capital items may need to be at least partially funded through other sources, including fundraising through the Library foundation.

STAFF RECOMMENDATION:

The Library Board approve the updated version of the Library Strategic Plan and submit it to the City Council for approval.

PROPOSED MOTION:

I propose that the Library Board accept the updated version of the Library Strategic Plan and submit it to the City Council for approval.

ATTACHMENTS:

1. Strategic Plan 2021 draft

Highland City Library: Long-range Strategic Plan 2021-2026

Introduction

Public libraries have long been an important aspect of American life. From the early days of the Republic, libraries were valued by Americans. Benjamin Franklin founded the first subscription library in Philadelphia in 1732 with fifty members to make books more available for citizens of the young nation. From that time to the present, public libraries have been valued because they allow equal access to information and educational resources regardless of social or economic status.

Library service has long been important to the residents of Highland. From 1994 to 2001, residents of Highland and Alpine were served by a joint-use facility at Mountain Ridge Junior High School. That arrangement was eventually terminated and in 2001 the entire library collection was relocated to the old Highland City building for storage. In 2008, Highland City built a new city hall and dedicated a portion of the building for a city Library. In 2016 the Library received permission to convert a public meeting room into a Children's Room for the Library. The new Children's Room was opened in spring of 2018.

The Library joined the North Utah County Library Cooperative (NUCLC) April 1, 2012 as an associate member. NUCLC is a reciprocal borrowing system that allows library card holders from participating libraries to check out materials from other participating libraries. It is not a county library system. Each participating library maintains its own policies, budget, administration, non-resident fees, etc. In 2018 the Library reached the required collection size and was accepted as a full NUCLC member.

The Library is supported by three constituent bodies: The Library Board; the Friends of the Library; the Library Foundation.

1. The Library Board oversees the operation of the Library. It consists of seven persons; six volunteers appointed for three year terms, and a representative from the City Council. All meetings are held in the Highland City Hall or electronically using a video meeting platform. Records of the Library Board meetings are available from on the City website.
2. The Friends of the Library is an independent non-profit organization that supports the library in the following ways: raises funds through used book sales and other endeavors, creates community connections through programs and events, and increases volunteerism to support and supplement Library resources.
3. The Library Foundation is a nonprofit, tax-exempt foundation dedicated to assisting the Highland City Library with fund-raising and additional support. The Foundation administers larger donations, particularly those targeted at capital improvement.

Vision Statement

The Highland City Library seeks to be a valued resource in the community that evolves with changes in society while meeting learning, information, and entertainment needs.

Mission Statement

The Highland City Library provides materials, programs, tools, and space that strengthen the community by informing, educating, and entertaining community members of all ages.

Long-range Strategic Plan, 2021-2026

The elements of the Strategic Plan support the goals and values expressed in the Library Mission Statement. Most of the goals listed below are expected to be accomplished within the current annual budgets for the Library. Capital improvement goals involve fundraising by the Library Foundation.

Materials:

Plan	Value	Metric	Date Initiated/Completed	Responsible Party
Grow physical collection back to 50,000 items	Provide Materials	Simple count of physical materials	Ongoing/ December 2026	Collection Development Team
Expand Picture Book Section	Provide Materials	Add additional shelving to accommodate up to 8,000 picture books	Ongoing/ Dec 2026	Collection Development Team
Improve Book Displays in the Children's Room	Inform	Add shelf top and shelf end book displays to the Children's room	Winter 2021	Collection Development Team, Children's Services Manager

Programs

Plan	Value	Metric	Date initiated/ Completed	Responsible Party
Continue providing educational programs for each age group	Educate	Offer weekly children's programs, and monthly adult/teen programs	Fall 2021-ongoing	Programming Team

Maintain working relationship with all local schools	Inform/ Educate/ Community	Quarterly contact with representative from each school	August 2021-ongoing	Public Relations Team/ Library Director
Increase number of current library card holders	Inform	Number of card holders will increase 10% the first year and 5% each subsequent year	August 2021-December 2025	Library Director/ Public Relations Team
Maintain Summer Reading participation and increase completion	Educate/ Entertain	Have 1000 + participants and 35% completion each year	Summer 2022-Summer 2026	Library Director/ Public Relations Team/ Programming Team
Improve Adult Programing	Educate/ Inform	Hold an in-person adult program quarterly	Fall 2022-onward	Library Director/ Public Relations Team/
Continue programs for special needs	Educate/ Inform/ Entertain	Hold monthly story time for HIVES	Fall 2021- onward	Library Director/ Programming Team
Establish a quarterly bilingual story time	Educate/ Entertain	Hold four bilingual story times in one year	Fall 2022-Fall 2023	Programming Team/ Library Director
Hold a Senior Services Fair annually (?)	Inform	Hold a trial event and then consider continuing	Spring 2022	Public Relations Team/ Library Director

Tools and Technology

Plan	Value	Measure	Date initiated/ Completed	Responsible Party
Acquire Security Gates	Inform	Apply for a grant to get security gates	Fall 2021-Winter 2022	Library Director

		and have them installed		
Increase e-book use by purchasing most held items	Inform/ Entertain	E-book use increases by 10% each year	Fall 2021-Fall 2026	Collection Development Team
Set up AV maker space computer(s)	Tools	Apply for grant to purchase a computer loaded with digital editing software for the public.	Spring 2024	Library Director
Replace Public Access Computers with Laptops	Tools	Using funds allocated to replace the public access computers, purchase a set of laptops patrons can check out for use in the Library	Spring 2025	Library Director

Training

Plan	Value	Measure	Date initiated/Completed	Responsible Party
Send at least one staff member to a national conference each year	Train	Staff member attends a national conference	Spring 2022, and continuing forward	Library Director
Send at least three staff members to state training sessions	Train	Three staff members attend state training each year	Fall-2021, and continuing forward	Library Director
Have a staff member complete "Uplift Training"	Train	Staff member receives Uplift Training Certificate	Already initiated/ Fall 2023	Library Director/ Participating Staff Member

Space

Plan	Value	Measure	Date initiated/Completed	Responsible Party
Replace Library Carpet	Community Space	Get a bid, figure out funding, contact a vendor, have carpet installed	Bid by June 2023 / Jan 2024	Library Director
Replace Library Upholstered Furniture	Community Space	Purchase 2 love seats and 6 chairs	Jan 2024/ Dec 2025	Library Director
Conduct a survey about public interest in an addition to the Library	Space	Question added to the City's annual survey about the interest in an addition to the Library	Spring 2025	Library Director



HIGHLAND CITY

LIBRARY BOARD AGENDA REPORT ITEM #4b

DATE: September 23, 2021
TO: Library Board
FROM: Donna Cardon, Library Director
SUBJECT: Engaging a Financial Auditor

PURPOSE:

The Board will consider proposing to the City Council that the Library engage a financial auditor to investigate the future financial viability of the Library.

BACKGROUND:

In our August meeting the Board discussed some of the financial challenges the Library Fund will face in the next decade as the City reaches buildout. Simply put, the revenue from property tax has been increasing more slowly than expenditures, due to inflation and rising personnel costs, and will probably continue to do so. On its current trajectory, the Library could become financially unviable in 5-10 years. It is important to start addressing this issue early so we can forestall a financial crisis later. To this end we discussed engaging a financial auditor, Fred Philpot, of the consulting firm, Lewis and Young to do an analysis of the Library's financial situation. He has done financial audits for the City before and is well respected. His analysis will allow the City Council to be able give policy direction for the Library Fund moving forward. As the City Council will have to approve the engagement of Mr. Philpot's services, the Board could include its request to engage him as part of its annual presentation to the City Council on October 5th.

FISCAL IMPACT:

Based on the cost of previous work, we are estimating the Lewis and Young study would probably be a few thousand dollars. Due to some carryover from last year's budget, the Library has sufficient funds to cover the cost.

STAFF RECOMMENDATION:

The Library Board will ask the City Council to allow the Library to engage Fred Philpot with Lewis and Young to do a financial audit of the Library Fund.

PROPOSED MOTION:

I move that the Library Board recommend to the City Council to to engage Fred Philpot to do a financial audit of the Library Fund.

ATTACHMENTS:

None.