

Agenda
Grand County Public Library
Board of Directors
Wednesday, September 20, 2017
5:30 pm
Held in the Library's Board Room

Public Notice is Hereby Given that there will be a meeting of the *Grand County Public Library* Board of Directors on Wednesday, September 20th, 2017 at 5:30 pm in the Library's Board Room at the Grand County Public Library, 257 E Center, Moab, Utah 84532.

- I. Call to Order
- II. Approval of the Minutes (July 13, 2017) (Action Item - Mailed)
- III. Review of Bills (June, July, August 2017)
- IV. Citizens to be Heard
- V. Director's Report (Handout)
- VI. Old Business
- VII. Consent Agenda
- VIII. New Business
 - A. Discussion and Recommendation of a Revised Grand County Public Library Fee Schedule to the Grand County Council for Approval (Action Item – Mailed)
 - B. Discussion and Recommendation of 2018 Grand County Public Library Budget to the Grand County Council for Approval (Action Item – Handout)
- IX. Strategic Planning Initiatives
 - A. Review and Discussion of Second Draft of the Grand County Public Library Strategic Plan for 2018 - 2020
- X. Board Member Reports
- XI. Future Agenda Items
 - A. November: Revised Strategic Plan Review, Discussion of Upcoming Library Board Vacancies

XII. Closed Session (if needed)

XIII. Adjournment

Please Note: The November Board meeting is scheduled for Thursday, November 9, 2017 at 5:30pm.

At Grand County Public Library Board meetings the public may be heard on any agenda subject. The number of persons heard and the time allowed each may be limited at the sole discretion of the Chair.

Requests for inclusion on an agenda must be received by 5:00 p.m. the Thursday prior to a regular Library Board Meeting and 48 hours prior to any Special Meeting. Request forms are available at the library's circulation desk and completed forms should be returned to the Library Director.

Those with special needs requests wishing to attend Library Board meetings are encouraged to contact the Library two (2) days in advance of these events. Specific accommodations necessary to allow participation of disabled persons will be provided to the maximum extent possible. Requests, or any questions or comments can be communicated to: (435) 259-1111.

PENDING
Grand County Public Library
Minutes for the Regular Board of Directors Meeting
July 13, 2017 5:30 pm
Board Room, Grand County Public Library

In attendance for the July 13, 2017 Grand County Public Library Board meeting held in the Board Room at the Grand County Public Library, were as follows: Rob Magleby, Kathleen McHugh, Susan Roche, and Evan Clapper. Also present were Carrie Valdes, Library Director; Meghan Flynn, Head of Adult Services (minutes); and Jessica Anderson, candidate for High School Representative Board Member position. Dan McNeil and Jeremy Lynch were absent. Jenna Woodbury arrived at 5:33 pm.

Kathy McHugh called the meeting to order at 5:31 p.m.

Approval of the minutes for the May 22, 2017 meeting was discussed. Rob Magleby made a motion to approve the minutes as presented. Susan Roche seconded the motion and it passed unanimously.

Jenna Woodbury arrived at 5:33 pm.

The Board interviewed Jessica Anderson, candidate for the High School Representative Board Member position. Board members questioned Jessica regarding her interest in the Library Board, her use of the library, her thoughts on the library's community role, and what skills or perspectives she can bring to the Board. Discussion followed.

The library bills were passed around for review.

There were no citizens to be heard.

Carrie delivered a Director's Report to the Board. She reviewed a comparison of library usage statistics for the first half of 2017. She informed the Board that Grand County has started a compensation study process. Updated job descriptions for library positions have been submitted to Human Resources to assist in the process. Carrie also reviewed the success of the library's Comic Con event and ongoing Summer Reading activities for all age groups. She informed the Board that the Friends of the Library group is sponsoring the attendance of several staff members to the Association of Rural and Small Libraries Conference, which is a national library conference that will be held in St. George, UT in September of this year. With so many staff out of the office, the library will close during that time. The closure will also accommodate facilities updates to the library's courtyard. The updates will improve the area's shade and seating space to allow for more programming opportunities in the courtyard. Carrie concluded the Director's Report and noted that the library's budget is on track for the first half of 2017.

The Board moved on to Old Business. The first item on the agenda under Old Business was review and consideration of approval of a revised Grand County Public Library Code of Conduct Policy. Suggested changes to the policy included allowing low-volume cell phone conversations

in the building and allowing patrons the opportunity to bring covered non-alcoholic beverages into the building. Carrie explained that allowing low-volume cell phone conversations will improve the library's service to individuals that require specific phone assistance when they are accessing information on a library computer. She noted that many libraries have begun to address the use of cell phones as a noise issue rather than strictly an activity issue. Discussion followed. Jenna asked about the policy's statement that children under seven years old must be within sight of their caretakers in the library. She noted that children are variable in their levels of maturity and some young children may be capable of appropriately handling themselves in the library while out of a caretaker's sight for a short time. More discussion followed. The Board decided to leave the children's portion of the Code of Conduct as written. Susan made a motion to approve the Grand County Public Library Code of Conduct Policy as presented. Evan seconded the motion and it passed unanimously.

There was no Consent Agenda.

The Board moved on to New Business. The first item on the agenda under New Business was Discussion and Recommendation of High School Representative Candidate to the Grand County Council for Appointment to the Library Board. Discussion followed. Rob made a motion to recommend Jessica Anderson to the Grand County Council for appointment to the Library Board. Susan seconded the motion and it passed unanimously.

The Board moved on to Strategic Planning Initiatives. The first item on the agenda under Strategic Planning Initiatives was Review and Discussion of First Draft Outline of the Grand County Library Strategic Plan for 2018-2020. Carrie informed the Board that the projects listed in the draft were identified during brainstorming sessions conducted with the library staff and the Library Board. The Board discussed updating the library's stated roles, working toward a draft that prioritizes the listed projects, and clarifying the meaning of some projects described with library jargon. Discussion followed. The Board decided that members should submit specific comments and/or input about the first draft prior to the next meeting to allow library staff the opportunity to create a revised second draft for Board review at the next meeting.

Jenna provided a Board Member Report about the Friends of the Library group. She told the Board that the Friends greatly appreciated the Board's help during the last book sale. She added that the Friends of the Library will hold their next book sale in October.

The Board moved on to Discussion of Future Agenda Items. They discussed a September meeting date to accommodate members' schedules.

A closed session was not needed. Kathy adjourned the meeting at 7:08 p.m.

Approved _____ and Effective _____

- a. Sixty dollars (\$60.00) per student per test (three attempts)—contact Grand County EMS to schedule;
- b. No fee for Grand County EMS employees.
4. Use of Old Senior Center:
 - a. No charge to governmental agencies.
 - b. Twenty-five dollars (\$25.00) per hour for private groups.
 - c. Twelve dollars and fifty cents (\$12.50) per hour for non-profit groups (documentation of 501(c)3 or Utah State Commercial Code Approved Non-Profit Associations, including fund raisers, is required).
5. AHA CPR and First aid classes:
 - a. CPR class is forty five dollars (\$45.00) per student and includes the required text book.
 - b. First Aid is forty five dollars (\$45.00) per student and includes the required text book.
 - c. If both classes are done together the cost is seventy dollars (\$70.00).
 - d. County Departments who need certification will need to pay five dollars (\$5.00) for the certification cards.

3.06.100 Fees of the Public Library.

A. The following fees and charges are approved and shall be assessed and collected by the Public Library:

Services	Fees
Library cards	
Grand County adult resident	\$1.00
Quarterly fee for non-resident adult	\$15.00
Annual fee for non-resident adult	\$60.00
Replacement Cards	\$1.00
<u>Library late fees[†]</u>	
<u>Books and audio books per item</u>	<u>\$0.10 per day</u>
<u>Videos and DVD per item</u>	<u>\$0.10 per day</u>
<u>Interlibrary loan per item</u>	<u>\$1.00 per day</u>
<u>iPads and Kindle Fires per item</u>	<u>\$1.00 per day</u>
<u>Maximum overdue fee per item excluding ILL, iPads and Kindle Fires</u>	<u>\$2.40</u>
Lost or damaged library materials	Replacement cost
Charges filed fee	\$10.00 per item
Interlibrary loans	
Book or audio/visual item	\$4.00
Journal article	actual printing cost
Blank compact discs	\$1.00
Ear buds	\$2.00
Batteries	\$1.00
Postcards	\$0.50
Envelope (letter size)	\$0.25
Manila envelope	\$0.50
USB Flashdrives	Actual cost

~~[†]Note: — Library late fees may be waived by the Library Director or designee.~~

3.06.110 Fees of the Old Spanish Trail Arena Recreation Complex.

A. The following fees and charges are approved and shall be assessed and collected by the Old Spanish Trail Arena Recreation Complex (OSTARC):

Services	Fees	Unit
Preliminary charges and notes		
Booking fee for this facility is Non-Refundable and is used to secure an event, add dates to calendar, and draw up contracts. Fee may be used for multiple events booked at the same time for that year.	\$50.00	Per Booking
Security / Cleaning Deposit (required at least 8 weeks prior to an event). Additional fees (Special Event Permit, etc) may apply to large events. Lower fees may apply for repeat users with a good track record. Fees are adjusted due to size of event & whether alcohol is sold, the security deposit will be determined according to OSTARC policy.	\$100.00-\$2500.00	Per Event
Children Only Events - with no added work - Security / Cleaning Deposit required	No Fee for facility hire	
Discount for Senior Citizen and Veteran Events – with no added work – Security / Cleaning Deposit required	50%	Off base fees
Open Riding on full facility for residents/renters when available. Not to be used to promote personal business	No Charge	
Government Agency Use –Lighting charges may apply	No Charge	
Events 5 hours or less will be 50% of listed cost. (Entire facility includes lighting, heating & sound.)		
Discount for 501-C3 & Utah State Commercial Code approved Non-Profit Associations on base Cost of Indoor Arena, Outdoor Arena, Race Track, Entire Facility & Ball Fields Area (documentation required)	50%	Off base fees
Local Residents have conditional use of all ball fields free except for lighting costs may apply. Use subject to bookings.		
<u>FOR ALL FACILITIES/EVENTS – USER CLEANS UNLESS PAYMENT FOR CLEANING IS AGREED UPON</u>		
<u>Off Season Jan, July, Nov, Dec</u>	OFF SEASON	
<u>Peak Season Feb, March, April, May, June, Aug, Sept, Oct</u>	PEAK SEASON	
1. Entire Facility⁵ (Ballfields and Rodeo Grounds) User Cleans		
Off Season/Peak season - base Fee (without stalls)	\$1250.00 / \$1850 .00	Per day
Off Season/Peak season - base fee (with all non used stalls) ^{3,4}	\$2370.00 / \$3800.00	Per day
Arena facility (no stalls included)	\$890.00 / \$1170.00	Per day
Ballfields facility	\$820.00/ \$1104.00	Per day
2. Indoor Arena^{1,2} (Includes conference room & parking.) User Cleans		
Base Fee (includes 3 full grooms, all lighting & heating, air & sound) ^{3,4,5}	\$300.00/400.00	Per day

Late Fee Elimination Synopsis

- **Values and Mission based**
 - Removing barriers to access
 - Providing equitable service
 - Increases usage by residents who might otherwise be disenfranchised
 - Late fees are a regressive method of raising revenue: they penalize hardest those families who can least afford it

- **Value of early literacy**
 - Late fees penalize children and their future success
 - Fee-free supports early literacy which is key to future academic and economic success

- **Improves customer experience**
 - Research has shown patrons return items because they are due and/or they are finished – not because of late fees.
 - Individual fee forgiveness requests can put people in the embarrassing situation of having to be “cap-in-hand supplicants to desk staff” or explain particularly sensitive situations resulting in late returns.

- **Improves staff experience**
 - Removes the need for staff to act as “debt collectors.”
 - Eliminates the need for staff to make judgment calls regarding a person’s reason when issuing late fee forgiveness.
 - It is not the library’s place to “teach responsibility.”

- **Increases collection usage**
 - Late fee forgiveness events often result in overall circulation increases after the events when people no longer fear the accrual of late fees in the library’s system.

- **Potentially cost neutral (due to savings of staff time)**
 - Loss/damage is cost of doing business. Many items have already depreciated.
 - Damaged and lost material is an inevitable aspect of library use, particularly with very young children, and needs to be considered the cost of doing business.

- **Fact-based and Research-based**

- Research does not support that late fees result in significant improvement in return of materials.
- Fiscally sound decision that allows us to better align limited staff time with duties that are more aligned with creating value for the community. Overdue fee collections account for approximately \$4,000/annually – less than .05% of the overall budget.

- **Additional Thoughts**

- Patrons will still be held accountable for returning items borrowed from the library. Once an item is 28 days overdue, the patron is charged a replacement fee for the cost of the item and is blocked from checking out any additional items from the library. Libraries that have eliminated overdue fees have discovered that patrons are more than willing to return long overdue items once they learn that they won't be charged upon return.
- Public libraries are not for book storage. They are for use by the community. Eliminating existing barriers serves to encourage more use! Late fees make people feel guilty – this counteracts attempts to make them feel welcome in the library... charging late fees sends mixed messages to library users.
- There is an antiquated attitude of “protecting” our collections from users. The library belongs to the community and should be easily accessed by the community with as few barriers as possible.

GCPL Strategic Plan, 2018-2020: Draft 2

Mission Statement

The Grand County Public Library is a freely accessible resource that connects people, information, and ideas to inspire, empower, and enrich all members of our community.

Library Roles

The library collects and maintains materials that are popular, relevant and/or current for patrons of all ages. The library extends services to all segments of the Grand County community.

Libraries, communities and methods of retrieving information are improving and changing rapidly. The library attempts to keep the computers, technology and internet access consistent with patron needs and requests.

The library provides programs, materials, and services related to emergent literacy, and the library collaborates with local agencies to promote best practices for creating lifelong readers in the community.

The library supports civic engagement by encouraging citizen participation, connecting community members, and promoting increased involvement in community problem solving and decision making.

The library strives to create physical and digital spaces that are comfortable, appealing, and easy to use. The library provides meeting room space for non-profit and community groups.

Goals

Stimulate Imaginations: Provide a wide variety of programs, services, and materials for adults, teens, and children to meet their educational needs and interests in reading, viewing, or listening for pleasure.

Civic Engagement: Serve as a community hub that enhances civic engagement and community participation at local, national, and global levels through program offerings, use of space, and access to materials and services.

Family Literacy / Lifelong Learning: Offer patrons the resources and support they need to explore topics of personal interest and to continue learning throughout their lives. The library will encourage and inspire families of all types to learn, read, and discover together.

Connect to the Digital World: Provide access to free public computers, high-speed internet, user-friendly interfaces, learning opportunities, and tech-savvy library staff so that residents and visitors to Grand County can take full advantage of digital content, electronic resources, and online services.

Excellence in Service: Deliver high quality, consistent service to all users in physical and online library spaces. Services will be responsive to community needs and focused on continuous improvement.

Goal 1: Stimulate Imaginations

Provide a wide variety of programs, services, and materials for adults, teens and children to meet their educational needs and interests in reading, viewing, or listening for pleasure.

Objective 1.1: Collections

Enhance readers' advisory efforts, collection visibility, and avenues to access materials.

Projects:

1. Provide readers' advisory services. (2018)
 - a. Provide recommended reading information to assist users in locating library materials of interest.
 - b. Create and maintain a staff favorites shelf with readers' advisory bookmarks for each staff member.
 - c. Create and maintain a monthly book display shelf to highlight various library collections on a rotating basis.
 - d. Improve readers' advisory through links to lists of new materials in newsletter and on library website.
 - e. Build a presence on GoodReads / Create lists of recommended reads for public view in the online catalog.
2. Improve tech lending opportunities – expand e-reader collection to offer more “reader friendly” devices. (2019)
3. Display community members'/organizations' personal collections (e.g. art, crafts, models, etc.) with accompanying learning resources. (2020)

Objective 1.2: Outreach

Formally engage in community events to offer library services in innovative or non-traditional ways.

Projects:

1. Participate in the Art Walk. (2018)
2. Put together a library bike / mobile library: create a library book-bike to bring information, services, and materials outside the library building. (2019)
3. Set up and staff booths at local events such as the Health Fair, Farmers' Market, Pride Festival, etc. to offer in-person library services at local community events. (2020)

Objective 1.3: Programs

Offer a broad spectrum of events on a regular basis to engage and delight patrons of all ages and interests.

Projects:

1. Partner with local arts organizations to deliver cultural library programming for all ages: speakers, book groups, film screenings and discussions, writing programs, summer reading, art programs, Utah Humanities Book Festival events. (2018)
2. Host an annual Comic Con event. (2018)
3. Offer passive programming, such as contests to engage patrons (e.g. create a caption for a picture, guess what's happening in a picture, book in a jar, guess the number of things, pay with a poem, etc.). (2018)
4. Work with a library sponsored Teen Advisory Council to offer teen specific events. (2019)
5. Deliver Rainy Recess programming – impromptu programs (films, games, etc.) in large meeting room when the library building is suddenly full of people. (2019)
6. Create a book give-away program for new users – tokens to exchange for books at Friends' Book Sale. (2019)
7. Create and deliver interactive programs: trivia night / community talent show / improv events / adult storytelling / check out a human book / guest storytellers. (2020)
8. Swap events / community resource sharing (e.g. exchange seeds, holiday cards, costumes) – seasonal or monthly. (2020)

Goal 2: Civic Engagement

Serve as a community hub that enhances civic engagement and community participation at local, national, and global levels through program offerings, use of space, and access to materials and services.

Objective 2.1: Access to Resources

Offer Grand County residents and visitors access to civic resources through in-library activities and community partnerships.

Projects:

1. Use displays to highlight collections: create displays of books and materials to highlight current events and/or encourage community engagement. (2018)
2. Improve access to grant writing resources. (2018)
3. Actively promote the library space to community groups as a resource for local meetings, gatherings, or community conversations. (2018)
4. Develop Community Resource Guide(s) (2019)
 - a. Develop a Community Resource Guide, such as Huntsville-Madison County Public Library's at <http://hmcpl.org/community>
 - b. Create a formalized list of local experts willing to let the library share contact info with patrons looking for additional information (e.g. someone interested in beekeeping can ask the library who to speak with locally).
 - c. Collaborate with Moab Free Health Clinic to help promote and/or enhance their resource directory at <http://moabfreehealthclinic.org/resource-directory/>
5. Develop a collection of local self-published books.(2020)

6. Create a webpage that directs citizens to regularly updated information related to local government agencies (e.g. meeting agendas, documents seeking public comment, etc.). (2020)

Objective 2.2: Programs

Develop and promote events and opportunities to encourage civic engagement and awareness.

Projects:

1. Offer library volunteer opportunities for all ages. (2018)
2. Bring culturally and socially significant documentaries to the community and offer free screenings in Star Hall. (2018)
3. Offer programs/presentations that address information literacy / tips to identify fake news. (2018)
4. Participate in national intellectual freedom events: Banned Books Week, Choose Privacy Week. (2019)
5. Offer TEDx talks and discussions/ offer "safe space" for dialogue on controversial issues in the community. (2019)
6. Create and deliver Book to Action programs.(2020)

Objective 2.3: Outreach

Participate in community meetings and interact with local leaders to assist in community problem solving and decision making.

Projects:

1. Send a library staff representative to a gathering of local leaders (e.g. non-profit network events, community coalitions, etc.) at least once a quarter to ensure the library is included in the community's big picture thinking. (2018)
2. Present an informational report about the library to civic leaders annually. (2018)

Goal 3: Family Literacy / Lifelong Learning

Offer patrons the resources and support they need to explore topics of personal interest and to continue learning throughout their lives. The library will encourage and inspire families to learn, read, and discover together.

Objective 3.1: Collections

Encourage lifelong learning opportunities through access to engaging and non-traditional library materials.

Projects:

1. Change bulletin boards and displays on a monthly basis. (2018)
2. Offer a selection of early readers and chapter books that include books for beginning, intermediate, and advanced readers to support all ages of patrons that are new to reading. (2018)
3. Provide readers' advisory service to parents. Compile information that helps parents and caregivers find age appropriate library materials. (2019)

4. Provide materials for parents to continue story time or other activities at home. (2019)
5. Offer STEAM (science, technology, engineering, arts, math) discovery kits for check out. (2020)

Objective 3.2: Outreach

Partner with local education, health care, and child care facilities to support and encourage learning for community members of all ages.

Projects:

1. Offer school-group field trips – Grand County students visit the library for an interactive tour. (2018)
2. Reach out to new parents (e.g. local doctors prescribe a library card, provide Baby Bags). (2019)
3. Offer story times each month in various off site locations to encourage parents and caregivers to read to children every day. (2019)
4. Collaborate with local adult learning services to promote literacy in Grand County. (2019)
5. Set up a system so that kids automatically get a library card when they start school. (2020)
6. Reach out to daycare facilities: (2020)
 - a. Encourage story times at community daycare.
 - b. Provide kits for story times.
 - c. Offer kindergarten readiness brochures, pamphlets, and handouts at remote activities.

Objective 3.3: Programs

Deliver programs for patrons of all ages to encourage skill building and spark interests in learning and growth.

Projects:

1. Offer whole family programming (e.g. all ages coloring). (2018)
2. Present summer reading programs for children, teens, and adults. (2018)
3. Offer story times & after school programs: (2018)
 - a. Story hour for elementary age and teens.
 - b. Offer weekly Toddler Time and Story Times to encourage emergent literacy and teach caregivers oral reading skills.
 - c. Hands on kids' music class.
 - d. Host programs in cooperation with the BEACON afterschool program.
4. Present "adulting" programs for new adults, 18 - mid 20s (e.g. how-to write a check, write a resume, etc.). (2019)
5. Partner with groups and/or individuals to provide engaging info sessions or lectures focused on community interests: (2019)
 - a. Invite local experts to present how-to sessions (e.g. how-to: fix your bike, change a car tire, basic home maintenance, etc.).
 - b. Partner with other local organizations or to offer free classes (e.g. CPR, fire safety, gardening, language learning, etc.).
 - c. Invite community members with expertise in various topics to deliver lectures as part of library programming.

6. Implement family literacy focused program (e.g. Mother Read / Father Read, 1000 Books Before Kindergarten, etc.). (2020)
7. Support for writers: self-publishing support, resources and/or instruction on how to write well, etc. (2020)
8. Offer programs that connect patrons across generations (e.g. high school students help teach seniors smart phone skills, seniors teach young adults life skills). (2020)

Goal 4: Connect to the Digital World

Provide access to free public computers, high-speed internet, user-friendly interfaces, learning opportunities, and tech-savvy library staff so that residents and visitors to Grand County can take full advantage of digital content, electronic resources, and online services.

Objective 4.1: Facilities

Upgrade and maintain hardware, software, technology tools, and spaces to meet changing digital needs and provide efficient electronic services.

Projects:

1. Upgrade or replace equipment as needed to ensure adequate hardware / Utilize a computer replacement schedule and ensure adequate funding to keep computers and software new and relevant. (2018)
2. Provide adequate bandwidth to ensure the library's internet connection can manage the traffic necessary to keep up with evolving technologies. (2018)
3. Evaluate user satisfaction with regard to equipment and software offerings using survey tools and/or user testing. (2019)
4. Encourage "bring your own device" space in the library and/or a device charging station. (2020)

Objective 4.2: Training

Create a welcoming technology learning environment so that library users and staff are inspired and encouraged to obtain and continually improve the technology skills needed to effectively and comfortably navigate digital environments.

Projects:

1. Ensure all staff members are adequately trained to help patrons with internet navigation, connecting to the wireless internet, basic public computer and mobile device troubleshooting, and basic navigation of the library's e-resources. (2018)
2. Increase awareness of online resources and expand current usage. (2018)
 - a. Offer classes and/or one-on-one training for adults on how to use software programs available on the library's public access computers and tablets.
 - b. Address digital literacy or digital inclusion issues in our community with instruction opportunities, access to technology, and access to learning materials.
 - c. Offer technology training sessions that focus on electronic resources available through the library's website and Utah's Online Library (e.g. how-to download e-books, e-audio, digital magazines).
 - d. Increase K-12 teacher awareness and use of the library's e-resources.

3. Offer classes in online safety / information vetting / managing online privacy. (2019)
4. Offer how-to sessions for novice tech users (e.g. how-to setup and use email, organize digital photos, smart phone use, etc.). Partner with schools, senior center, teens to teach classes. (2020)

Objective 4.3: Web Presence

Actively curate and present an online presence that is user friendly, engaging, and responsive to patron expectations.

Projects:

1. Use the online public access catalog (OPAC) to show images of library activities and upcoming events. (2018)
2. Boost social media presence and connect with people on their channels: social media platforms, SMS (texting), interactive web presence (e.g. reference chat). (2018)
3. Address user expectations of digital content availability. (2019)
4. Move to include linked data in the library catalog. (2019)
5. Improve digital user experience: (2020)
 - a. Link the library's website to readers' advisory websites such as Library Reads, GoodReads, and Library Thing.
 - b. Restructure the library website to create a more intuitive online space.
 - c. Use website analytics information to examine how patrons are using the website and make improvements as needed to actively curate an engaging and user friendly online presence.

Objective 4.4: 24/7 Library

Develop and provide library e-resources to promote patron access to materials and services beyond the library's physical location and hours of operation.

Projects:

1. Provide access to language learning (e.g. Mango) and other e-content (e.g. Zinio magazines, IndieFlix, etc.). (2018)
2. Improve ease of access to electronic library content and comply with Utah State Library's requirements to access Utah's Online Library (update patron barcodes). (2018)
3. Continue efforts to digitize Moab's historic newspapers. (2019)
4. Create a GCPL YouTube channel and make tutorial videos about how to use the library's e-collections on various devices. (2019)
5. Offer wifi hotspots for checkout. (2020)
6. Create and share digital story times (2020)

Goal 5: Excellence in Service

Deliver high quality, consistent service to all users in physical and online library spaces. Services will be responsive to community needs and focused on continuous improvement.

Objective 5.1: Customer Experience

Promote positive customer interactions through the design and delivery of all library services and empower employees to create a culture of superior service and professional growth.

Projects:

1. Use local media outlets to promote services and events. (2018)
2. Afternoon snack program for school age children. (2018)
3. Take advantage of staff training opportunities through the Utah State Library and professional library organizations. (2018)
4. Feature new material by topic, by month, and/or by genre/audience in online and physical spaces. (2019)
5. Link to new items in the library's monthly e-newsletter (2019)
6. Use gamification to encourage use of library resources and encourage staff training. (2020)
7. Add a teen librarian to the GCPL staff. (2020)
8. Welcome tourists to use our resources – multilingual welcome signs. (2020)
9. Use Koha's tools to improve customer service (e.g. acquisitions features, holds process, SMS notifications, links, lists, online library card registration, automatic renewals, and interaction opportunities in the online catalog) (2018-2020)

Objective 5.2: Facilities

Improve and adjust library facilities to effectively use space, promote resource access, and encourage innovative programming.

Projects:

1. Inventory library collections. (2018)
2. Improve the back patio/courtyard space to increase usability for events. Use the courtyard for more library events in Moab. (2018)
3. Obtain a portable amp and microphone for library events. (2018)
4. Move away from Dewey Decimal Classification toward a more user friendly classification system. (2020)
5. Collaborate with other local groups to create a makerspace in Grand County. (2020)
6. Mount a projector to the ceiling in the large meeting room to better use the space for presentations. (2020)
7. Add swings / hanging chairs to the library space. (2020)

Objective 5.3: Limit Barriers to Access

Create a welcoming and accessible environment for all community members to encourage personal discovery, learning, and development opportunities.

Projects:

1. Eliminate or reduce barriers to access that are based on historical approaches to service: (2018)
 - a. Late fees
 - b. Interlibrary loan fees
 - c. ID and residency requirements
2. Accommodate patrons with visual, hearing, or other disabilities to support their use of library materials and services. (2019)
3. Collaborate with other public libraries in Eastern/Southern Utah to develop a consortium and broaden Grand County residents' access to resources. (2019)

4. Eliminate or reduce barriers to access that result from potential users' proximity to physical library spaces: (2020)
 - a. Offer delivery services
 - b. Provide fee-free library services to more San Juan Co. residents (especially La Sal residents).
 - c. Coordinate a shuttle service to the library from other community locations.
5. Build trust with new families / users (2020)
 - a. Multi-lingual (especially Spanish) staff.
 - b. Partner with local organizations to connect with non-English speaking families (better communicate our interest in fulfilling purchase requests, providing technology access, offering services, hosting free community events, etc.).

GRAND COUNTY
REVENUES WITH COMPARISON TO BUDGET
FOR THE 9 MONTHS ENDING SEPTEMBER 30, 2017

LIBRARY

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEARNED	PCNT
<u>TAXES</u>					
72-3110-000-000 LIBRARY GENERAL PROPERTY TAXES	1,425.87	1,425.87	662,000.00	660,574.13	.2
72-3113-000-000 FEE IN LIEU TAXES	33,472.35	33,472.35	35,000.00	1,527.65	95.6
72-3120-000-000 REDEMPTION PRIOR YEARS	16,616.13	16,616.13	20,000.00	3,383.87	83.1
72-3190-000-000 TAX PENALTIES & INTEREST	272.38	272.38	1,000.00	727.62	27.2
TOTAL TAXES	51,786.73	51,786.73	718,000.00	666,213.27	7.2
<u>INTERGOVERNMENTAL</u>					
72-3340-000-000 CLEF GRANT	7,600.00	7,600.00	.00	(7,600.00)	.0
72-3350-000-000 SAN JUAN COUNTY ILA	6,000.00	6,000.00	6,000.00	.00	100.0
TOTAL INTERGOVERNMENTAL	13,600.00	13,600.00	6,000.00	(7,600.00)	226.7
<u>MISCELLANEOUS</u>					
72-3610-000-000 INTEREST.	169.71	169.71	200.00	30.29	84.9
72-3650-000-000 LIBRARY FINES & FEES	10,378.76	10,378.76	15,000.00	4,621.24	69.2
TOTAL MISCELLANEOUS	10,548.47	10,548.47	15,200.00	4,651.53	69.4
<u>CONTRIBUTIONS</u>					
72-3890-000-000 CONTRIBUTION - LIBRARY FUND SU	.00	.00	127,321.00	127,321.00	.0
72-3891-000-000 DONATIONS	3,053.35	3,053.35	4,000.00	946.65	76.3
TOTAL CONTRIBUTIONS	3,053.35	3,053.35	131,321.00	128,267.65	2.3
TOTAL FUND REVENUE	78,988.55	78,988.55	870,521.00	791,532.45	9.1

GRAND COUNTY
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 9 MONTHS ENDING SEPTEMBER 30, 2017

LIBRARY

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>LIBRARY EXPENSES</u>					
72-4272-110-000 SALARIES	281,217.68	281,217.68	459,474.00	178,256.32	61.2
72-4272-110-001 OVERTIME	163.78	163.78	.00	(163.78)	.0
72-4272-130-000 EMPLOYEE BENEFITS	144,353.08	144,353.08	233,467.00	89,113.92	61.8
72-4272-210-000 PERIODICALS	1,779.65	1,779.65	3,400.00	1,620.35	52.3
72-4272-220-000 PUBLIC NOTICES	112.50	112.50	500.00	387.50	22.5
72-4272-230-000 TRAVEL	2,216.23	2,216.23	3,000.00	783.77	73.9
72-4272-240-000 OFFICE SUPPLIES & EXPENSE	9,344.84	9,344.84	15,000.00	5,655.16	62.3
72-4272-250-000 EQUIPMENT MAINTENANCE	788.13	788.13	300.00	(488.13)	262.7
72-4272-260-000 BUILDING & GROUNDS MAINTENANCE	9,291.06	9,291.06	15,000.00	5,708.94	61.9
72-4272-270-000 UTILITIES	22,502.28	22,502.28	37,000.00	14,497.72	60.8
72-4272-290-000 FUEL	68.69	68.69	200.00	131.31	34.4
72-4272-310-000 PROFESSIONAL & TECHNICAL SERVI	5,507.50	5,507.50	7,600.00	2,092.50	72.5
72-4272-320-000 JUVENILE COLLECTION DEVT.	6,151.11	6,151.11	10,000.00	3,848.89	61.5
72-4272-330-000 ADULT PROGRAMS	407.18	407.18	3,000.00	2,592.82	13.6
72-4272-340-000 JUVENILE AV	2,341.64	2,341.64	4,000.00	1,658.36	58.5
72-4272-360-000 CELL PHONE ALLOWANCE	765.00	765.00	1,080.00	315.00	70.8
72-4272-400-000 BOOKS	15,165.16	15,165.16	25,000.00	9,834.84	60.7
72-4272-410-000 DONATION EXPENDITURES	.00	.00	1,000.00	1,000.00	.0
72-4272-420-000 AUDIO/VIDEO	6,300.97	6,300.97	10,500.00	4,199.03	60.0
72-4272-430-000 ART FUND	.00	.00	1,000.00	1,000.00	.0
72-4272-510-000 MEMBERSHIPS	1,462.00	1,462.00	2,000.00	538.00	73.1
72-4272-520-000 INSURANCE	4,898.89	4,898.89	5,000.00	101.11	98.0
72-4272-620-000 TECHNICAL SERVICES	7,233.00	7,233.00	11,000.00	3,767.00	65.8
72-4272-780-000 CLEF GRANT EXPENSE	349.26	349.26	.00	(349.26)	.0
72-4272-800-000 INVENTORY	961.94	961.94	5,000.00	4,038.06	19.2
72-4272-840-000 GRANT MATCH	.00	.00	10,000.00	10,000.00	.0
72-4272-860-000 SCHOOLING	1,113.15	1,113.15	3,000.00	1,886.85	37.1
72-4272-930-000 CHILDREN'S PROGRAMS	2,968.28	2,968.28	4,000.00	1,031.72	74.2
TOTAL LIBRARY EXPENSES	527,463.00	527,463.00	870,521.00	343,058.00	60.6
TOTAL FUND EXPENDITURES	527,463.00	527,463.00	870,521.00	343,058.00	60.6
NET REVENUE OVER EXPENDITURES	(448,474.45)	(448,474.45)	.00	448,474.45	.0

MONEY						
Month	Fines	New Cards	ILLs	Copies	Other	Total
January	\$260.38	\$45.00	\$66.50	\$540.33	\$447.71	\$1,359.92
February	\$418.21	\$120.00	\$48.00	\$635.14	\$563.63	\$1,784.98
March	\$447.40	\$140.00	\$64.00	\$777.32	\$398.29	\$1,827.01
April	\$350.79	\$146.00	\$48.00	\$701.90	\$402.55	\$1,649.24
May	\$361.77	\$110.80	\$56.00	\$805.44	\$567.16	\$1,901.17
June	\$499.11	\$102.00	\$44.00	\$566.15	\$485.97	\$1,697.23
1st Half	\$2,337.66	\$663.80	\$326.50	\$4,026.28	\$2,865.31	\$10,219.55
July	\$367.79	\$107.00	\$44.15	\$467.45	\$259.77	\$1,246.16
August	\$516.70	\$219.00	\$92.00	\$588.84	\$250.12	\$1,666.66
September						\$0.00
October						\$0.00
November						\$0.00
December						\$0.00
2nd Half	\$884.49	\$326.00	\$136.15	\$1,056.29	\$509.89	\$2,912.82
Totals	\$3,222.15	\$989.80	\$462.65	\$5,082.57	\$3,375.20	\$13,132.37

Zinio
Checkouts
29
30
37
26
24
4
150
46
13
59
209

Mango
Sessions
92
106
56
53
121
136
564
79
71
150
714

Laptop Usage		
Month	Parent	Info Desk
January	31	22
February	7	12
March	8	25
April	3	22
May	1	3
June	14	35
1st Half	64	119
July	4	15
August	5	18
September		
October		
November		
December		
2nd Half	9	33
Totals	73	152

E-Audio / E-Books		
E-Audio	E-Books	Sign-ups
373	279	16
394	260	8
386	203	3
377	235	10
422	219	9
550	256	17
2502	1452	63
509	223	16
529	255	10
1038	478	26
3,540	1,930	89

Wi-Fi
Sessions
13,305
13,529
19,919
21,587
20,053
14,791
103,184
12,915
12,640
25,555
128,739

2017 Acquisitions by Month

Call Number	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
Adult Fiction	75	69	80	58	85	87	98	131					683	19.0%
Adult Non-Fiction	59	122	142	78	61	56	37	66					621	17.3%
Board Books	1	3	8	5	2	4	2	0					25	0.7%
Biographies	14	5	7	4	17	13	3	9					72	2.0%
Audio Books - CD	39	25	19	51	1	7	34	5					181	5.0%
E-Books / E-Audio	5	0	2	0	3	3	0	3					16	0.4%
Fiction DVD	23	46	32	30	19	26	42	38					256	7.1%
Juv. Biographies	3	3	0	2	9	12	0	8					37	1.0%
Juv. Chapter Books	1	10	2	5	0	4	2	11					35	1.0%
Juv. Audio Books - CD	24	0	0	0	0	2	5	5					36	1.0%
Juvenile DVD	8	11	10	8	3	3	15	6					64	1.8%
Juv. Music CD	0	0	2	0	0	0	0	3					5	0.1%
Juvenile Books	14	21	36	14	30	29	23	13					180	5.0%
Juvenile Playaway	1	0	0	0	0	0	0	0					1	0.0%
Large Print	4	26	6	8	8	13	6	10					81	2.3%
Leveled Reader	0	0	0	0	2	0	0	0					2	0.1%
Magazine	86	95	108	88	102	100	82	103					764	21.2%
Music CD	13	12	24	14	7	11	12	12					105	2.9%
Mass Market Paperback	1	4	4	1	4	2	0	2					18	0.5%
MP3 Format CD	1	0	0	0	0	0	4	0					5	0.1%
Non-Fiction DVD	10	17	9	15	13	11	15	14					104	2.9%
Over-Sized Books	0	0	3	0	2	0	1	0					6	0.2%
Parenting	0	3	1	4	4	1	1	2					16	0.4%
Picture Books	12	20	17	15	11	26	21	22					144	4.0%
Playaways	2	1	0	0	0	0	0	0					3	0.1%
Playaway Video	0	0	0	0	0	0	0	0					0	0.0%
Reference	0	0	0	0	0	0	0	0					0	0.0%
Instructional Set	0	2	5	0	0	1	1	2					11	0.3%
Spanish	0	2	0	0	0	0	1	0					3	0.1%
Young Adult	9	13	7	17	12	19	22	16					115	3.2%
YA Audio Books - CD	7	1	0	0	0	1	0	1					10	0.3%
Totals	412	511	524	417	395	431	427	482	0	0	0	0	3599	
													Total	