



Board of Trustees Regular Session Wednesday, January 16, 2019

Present: **Brent Gardner, Vicki Matsumori, Traci Black, Sage Fitch, Drew Pearson, Pepper Pehrson, Nick Skene**

Excused: **None**

Others: **Kim Fong, Murray Library Director; Julia Pehrson, Murray Library Assistant Director; Kristin Bilson, Murray Library Staff; Jami Carter, Tooele Library Director**

1. Call to Order: President Black called the meeting to order at 6:34 p.m.

2. Approval of Minutes

2.1 November 2018

The minutes for the November 2018 meeting were approved on a motion made by Pepper Pehrson, seconded by Sage Fitch. Voting was unanimous in favor.

3. Public Comment

Pepper Pehrson relayed a comment that a neighbor had made expressing frustration about being unable to find a specific book when she came to the library. Director Fong suggested talking to library staff. Library staff can put in a purchase request or may have other options to help patrons. Sage Fitch asked if there is anything on the website that talks about how the library collection is developed. Director Fong said maybe we need to do more marketing inside the library. Vicki Matsumori agreed in the library would be a better option than on the website because it is serving the immediate need to patrons, while they are in the library. Sage Fitch also suggested ILL, as well.

4. Financial Reports

50% of the year has lapsed. Director Fong said that the library is doing well with the library funds and asked if there were any questions. President Black asked if it felt like the pressure has been less with the Murray tax increase. Director Fong responded yes, that collection development feels like they have more freedom to buy books that are needed for the collection. Nick Skene asked if the Library has its own reserve account. Director Fong said that the library has their own account. Nick Skene asked if the library

gets an interest rate on the account and Director Fong said yes, the library will earn interest on the account.

Brent Gardner made a motion to receive and file the Financial Reports, seconded by Drew Pearson. Voting was unanimous in favor.

5. Old Business

5.1 Barriers to Library Use.

Jami Carter, Director of the Tooele Library spoke with the Library Board about the Tooele Library's experience with eliminating library fines. She gave the Board an overview of how their Fine Free Structure works now:

After 14 days past due the cost of the item goes on the patrons account and they can no longer check out items.

After 28 days the account is sent to the attorney's office.

The only thing that was eliminated was the day by day overdue fine.

People are still responsible to bring items back.

Director Fong asked about what Tooele's findings about the effectiveness of fines were.

Jami Carter responded with the numbers and information she had gathered

55% of the money Tooele was bringing in was for overdue fines. So, Jami anticipated they would lose 55% of revenue by eliminating fines, when in reality it was only a decrease of 23%. The reason was because 40% more payment on lost items. People took care of paying for lost items. 411% increase on people clearing their accounts than what typically happened in other years. Jami felt that was because people feel penalized and embarrassed and talked down to when they have a fine. She said that the impact of a fine barrier is most negative for the people who need the library the most. Before they eliminated fines 1% of library patrons did not return their items. After a year of having eliminating fines the percentage of people who didn't return items was still at 1%. So that shows that fines didn't give people any more incentive to return books and that 99% of people were being punished for that 1% who couldn't get their items returned on time.

President Black asked if everyone started with a zero balance. Jami Carter said yes, Tooele Library cleared everyone's cards of fines, but not of lost books because those are real costs to the library.

Brent Gardner asked how much money was coming in as fines per year. Jami Carter answered \$37,000 total per year and \$21,000 of that was fines. The rest was non-resident fees or lost or damaged items.

Sage Fitch asked what percentage of items were lost. Jamie Carter said Tooele actually charged 83% fewer items to long overdue lost after fines were eliminated. So, the percentage of items lost went down 83%. President Black asked how the community

reacted. Jami Carter responded they were happy and sometimes relieved and wanted to come back to the library.

Nick Skene asked about the effect on holds on popular movies. Jamie Carter said she worried about that, too, so she changed the holds ratio per copy from 5 to 3. Still in one year she bought 2 books. So, what she thought would be a big issue was not.

6. Board Reports

None

7. New Business

None

8. Adjournment

A motion to adjourn was made by Vicki Matsumori, seconded by Brent Gardner. Voting was unanimous in favor and the meeting was adjourned at 8:19 p.m.