

MORRILL MEMORIAL LIBRARY
Norwood, Massachusetts

BOARD OF TRUSTEES
Minutes April 14, 2015

PRESENT Trustees: Sarah Begg, Chair; John Hall; Deborah Henry; Patricia Hines; Susan Pipes; Cashman Kerr Prince, Vice Chair
Director: Charlotte Canelli;
Staff representative present: Norma Logan
Recording Secretary: Amy Chandler-Nelson
* Denotes absence

Ms. Begg called the meeting to order at 7:30 p.m. Ms. Canelli and Ms. Begg welcomed Ms. Henry to the Board. Ms. Begg has also been reelected to the Morrill Memorial Library Board of Trustees.

MINUTES A motion was made/seconded (Prince/Pipes) to approve the March 10, 2015 minutes of the regular meeting. All voted in favor.

WARRANT The warrant was presented by Ms. Begg and signed by all trustees.

CORRESPONDENCE

Ms. Canelli received a notice from the Board of Selectmen, March 11, 2015 *Special Town Meeting Notice – May 11, 2015*. The Annual Town Meeting will begin immediately after the Special Town Meeting ends on May 11 and will continue every Thursday and Monday in May until it is adjourned. She also received from the MA Board of Library Commissioners, March 25, 2015 the *final State Aid to Public Libraries Award* of \$17,800, which was deposited by electronic transfer. Ms. Canelli read an email from Francis McDermott, of the Norwood Senior Center, who wrote to commend Ms. Palmgren for her generosity of time and attention. She has given great presentations to the group's computer club members and the Library is fortunate to have her. Outreach is an important part of the Library's efforts and working to serve various town populations is important. Outreach visits are included in reporting statistics, but in addition to her Library hours at the Senior Center, Ms. Palmgren also volunteers some of her own time with the Senior Center to teach crafts once per month.

FINANCIAL REPORT

Current FY15 Budget Status and Snow Expense Update Ms. Canelli submitted a letter dated March 26, 2015 to FinCom, with regard to the expenses incurred for snow removal and shoveling the roof. She received an email from Mr. McQuaid who stated that all snow removal costs this fiscal year (over \$16,000) will be reimbursed to the Library and that these costs will be shifted to the Department of Public Works budget, instead. This reimbursed money will replenish the Cushing Fund, which was used to cover costs for Gone Green Electric. The Restitution Fund now has a balance of \$10,508. Also, the Children's Department and Circulation new lighting will be paid from the refunded funds which is welcome.

FY15 Special Funds Report and Book Funds Report Ms. Canelli provided a *Book Fund Accounts Update* and said that special orders for books are supported by the Book Funds. The interest statements have just been received and indicate that there is about \$1,200 in earned interest to spend, which will be a help with book expenses. Mr. Prince noted that some of these funds were established in the 1920s and he thanked Ms. Canelli for compiling this data. She confirmed that book plates are being used as part of the book purchase procedure that these funds support.

Payroll Update The retroactive cost of living increases has just been calculated and will be submitted for payment on April 15, 2015. There are still issues with the part-time payroll, as the requests got stuck in the system between Ms. Pizzi's office and the payroll office. Ms. Canelli assures that the retroactive pay will be paid out before July 1, 2015. Ms. Canelli expects a surplus in the Payroll budget at the end of the fiscal year, due, in part to one staff member adopting a child, which has limited her work hours.

DIRECTOR'S REPORT

Circulation Statistics There were no questions regarding the prepared Circulation Statistics.

Departmental Reports There were no questions regarding the prepared Departmental Reports.

Director's Advocacy/Marketing Report There were no questions about the prepared Director's Advocacy/Marketing Report.

Facilities Update Mr. Hall commented on the damage as a result of the harsh winter. Ms. Canelli said that there is some landscaping that will need to be done along the far wall, but that Mr. Croak will wait a bit to see the extent of the damage before too much is done. The local garden club has been asked in the past to consider supporting the Library landscape, but the garden club seems to prefer small projects. Perhaps an Eagle Scout could assist with overgrowth and landscaping?

The snow blower needs to be replaced, but the purchase is likely to be made this coming fall. Mr. Croak and his team are working on repairs to the back stairwell; these costs are being covered by the Building Supply budget line.

Technology Report Mr. Hall said that Ms. Palmgren observed a lot of misinformation about our library services during the Focus Group meeting. How can misperceptions be corrected? Ms. Canelli said this is a matter that is addressed often. Library staff work hard to market information, yet all of what the Library offers doesn't always get through to the public. Can more brochures be distributed? The newspaper column is wonderful, but perhaps a different approach might be successful. Ms. Canelli said that the staff works hard to devise witty titles to gain readership, but the titles are often changed by the editor to dry, less-interesting column titles.

Mr. Prince asked if the Senior Center Computer Club could help out with 1-on-1 appointments. Ms. Palmgren assisted 37 patrons last month, up from 25. Ms. Canelli has approved a request for a volunteer to assist Ms. Palmgren with this work. Mr. Hall suggested that she keep an eye out for any appropriate assistance from the Senior Center Computer Club. Ms. Begg wondered about the availability of tech savvy high school students who might need to earn service hours. In responding to a question from Ms. Hines, Ms. Canelli said that groups of two or three in need of computer training don't work out very well and it can be a frustrating learning experience for those who need individual assistance. Ms. Palmgren has been assisting patrons with iPads quite a bit and those using public access computers also require assistance. Perhaps a FAQ sheet should be developed for common issues. Videos have been created, but they are not on the Web site, as there is concern that the information, such as e-reader information, goes out of date so quickly. Mr. Prince said it is inevitable to have information go out of date, but it might be helpful to have this information available nonetheless.

Ms. Hines appreciated the snapshot documents of Morrill Memorial Library and Town of Norwood statistics and there was agreement that it might be beneficial to display them on the end of bookshelves. Ms. Canelli said that the town of Carlisle had done something similar, which spawned the idea. There was a request made to have the statistics in the Technology Report line up by decimal point instead of by left alignment. Ms. Canelli said this would be easy to address.

Programming/News Releases	There were no questions regarding the prepared Programming/News Releases.
Personnel	There was no discussion about Personnel matters.
Friends of the Library	The Friends meet on April 16, 2015, when officers will be elected.
Search Warrants	There were no Search Warrants.
Miscellaneous Advisories	There will be a capital outlay meeting on April 15, 2015. There was one incident in the library, which proves that better security cameras are needed. The request has been bundled with carpeting, and windows and Ms. Canelli will find out at Town Meeting if this request is approved.

Irene Gotovich has been nominated by Ms. Palmgren as MLA Massachusetts Paralibrarian of the Year. Five staff members will attend the Massachusetts Library Association banquet at the DCU Center in Worcester on May 4, 2015. Ms. Canelli will also attend to receive any PR awards.

Ms. Canelli and other Town of Norwood department heads attended Student

Government Day, which was established by John Carroll a number of years ago, and simulates a mock local government and Town Meeting. Student Brian King campaigned for and was elected as Library Director. Ms. Canelli enjoyed listening to debates on different issues. The Board encouraged her to invite Mr. King to the May Trustee meeting.

OLD BUSINESS

Noise in the
Library/Teen
Behavior

There have been good reports concerning noise in the library and teen behavior.

Long Range Plan
Update

The Community Focus Group meeting went well and there were many positive comments from the participants. Mr. Hall appreciated the diversity and quality of individuals convened; all 15 people attended and were on time. It was an enjoyable experience.

Ms. Hines, Mr. Hall, Ms. Canelli and Ms. Rea, the consultant, have worked on the survey, which will be distributed on May 1, 2015. Mr. Hall still needs to extract ideas from the 2014 Essay Contest to incorporate into it. The Trustee and Staff Focus Group meetings have yet to meet. The Trustee Focus group will meet on April 28, 2015.

NEW BUSINESS

Bylaws and Election
of Officers

Mr. Hall noted that, last year, election of officers was done in May, because he was unable to attend the April 2014 meeting that was held just after he was elected to the Board of Trustees. Past practice had been to elect officers in June. For many years, there were long-term Board members and there was not the rotation of Trustee members that there has been for the last six years. It was determined to amend the bylaws to elect the officers in June, to give time for newly elected members to have orientation and become familiar with the Trustee Committees. This would also allow the Board ample time to look through Committee listings and determine preferences for service. If there were a vacancy that might pose a problem, the Board could vote to have an interim position serve in that capacity until the officers were elected. It is a two-month process to revise the bylaws.

A motion was made/seconded (Prince/Hall) to defer the Election of Officers to the June meeting. All voted in favor.

A motion was made (Prince/Pipes) to amend Article 4, Section 1, Subsection 2 to have the Election of Officers take place in June. All voted in favor. Mr. Hall will draft the language and will present the amended version at the May meeting.

Ms. Canelli said there is a need to revise the employee handbook. The Internet Policy and Social Media Policy will be incorporated, as will the Circulation Policy, once it had been revised and approved. Ms. Hines requested that, once completed, that it be circulated electronically, instead

of by paper copy. Paper copies will continue to be kept in each department. Ms. Canelli will update the employee handbook and policy documents this summer.

The next meeting is scheduled for May 12, 2015, 7:30 p.m., followed by a meeting scheduled for June 9, 2015.

STAFF/PUBLIC REMARKS

Ms. Logan, the Literacy Volunteer Coordinator, is pleased to report that she has just trained nine new tutors. They will be matched with students on the waiting list.

TRUSTEES' REMARKS

Ms. Hines, Mr. Prince, Mr. Hall, Ms. Begg, Ms. Reardon, Ms. Pipes, and Ms. Canelli gave a brief overview of the books they are reading. Those Book Notes, including Ms. Logan's recommendation, can be found attached with titles, authors, book covers and links to the library catalog.

At 8:43 p.m., a motion was made/seconded (Prince/Hall) and there was unanimous approval to conclude the public meeting. Ms. Logan left the room at 8:43 p.m. and all adjourned, as there was no executive session to follow.

Respectfully submitted,

A handwritten signature in black ink on a light yellow background. The signature is cursive and reads "Amy B. Chandler-Nelson".

Amy B. Chandler-Nelson
Recording Secretary