

MORRILL MEMORIAL LIBRARY  
Norwood, Massachusetts

BOARD OF TRUSTEES  
Minutes February 9, 2016

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

Mr. Prince called the meeting to order at 7:32 p.m.

**MINUTES** A motion was made/seconded (Hall/Pipes) to approve the January 12, 2016 minutes of the regular meeting. All voted in favor.

**WARRANT** The warrant was presented by Mr. Prince and signed by all trustees.

**CORRESPONDENCE**

Ms. Canelli has received the updated Town of Norwood Personnel Board Seasonal/Temporary Employment Policy. The Library has filed the complete list of Personnel Policies and the Accelerated Step Increase policy.

Mr. Croak and Ms. Canelli will attend the Commonwealth of MA Dept. of Public Safety Elevator Appeal Hearing on March 8, 2016 in Milford. The town of Hull had its fee waived, so it is hoped that that will also be the case for this library, which faces a similar situation.

Ms. Rudolph sent a thank you note to the Board for the mirror she received for her retirement. The note was circulated at the meeting.

**FINANCIAL REPORT**

Current FY16 Budget Status There were no questions regarding the Current FY16 Budget Status.

FY16 Special Funds Report Ms. Pipes and Ms. Canelli will meet with FinCom on February 10 at 5:30 p.m.

FY17 Budget Update Mr. Prince noted that the budget is holding steady, which is good. Ms. Canelli received a letter on February 9 from the Board of Selectmen regarding procedural changes for building needs requests from the schools and library. Going forward, all building needs requests should be given to the Selectmen's Office first and not to the Capital Outlay Committee. Ms. Canelli will provide a summary to Selectmen each quarter, detailing what has been done, what is in process, and what needs to be done. Mr. Hall thought this was geared to schools mostly, and he asked if there was a form to use. Ms. Canelli will ask if there is a form or a particular format to follow.

Invoice for Repairs to Roofing Tiles      Roughly 20 library roofing tiles were replaced, at a cost of \$1,200. The library has about 200 tiles in storage, so labor costs are the only expense that will be incurred for tile replacement. A motion was made (Hines/Begg) to pay for this expense from the Cushing fund. All voted in favor.

**DIRECTOR’S REPORT**

2016 Circulation Statistics      There were no questions regarding circulation statistics. Revised programming charts were included in the packet. Hoopla statistics were provided to inform the Board of data that is received.

Director’s Advocacy/Marketing Report      Ms. Canelli applied for recertification from the American Library Association (ALA)/Allied Professional Association (APA) as Certified Professional Library Administrator. She submitted her transcript from Suffolk University for the MPA program (five graduate courses, 2014-2015), was approved, and is now certified through 2021. There is 1 ½ years remaining on her current library ontract.

Facilities Update: Capital Outlay Projects; Simoni Room Update      All 24 chairs in the Simoni Room have been upholstered and they look nice.  
  
Mr. Croak is concerned about the electrical panel giving off too much heat and causing a fire. The Town inspector says it is not uncommon for breakers to get hot, but Gone Green Electric thinks it is a safety hazard. Computers use a lot of power and power was lost on the wall that runs them. If the Library changes to LED lighting/fixtures, it would save on utility costs and labor. Ms. Canelli will have Jim investigate rebates offered through Norwood Light, to see if it would be cost effective to change. If there is no rebate available, should the LED replacement go ahead, at a rough cost of \$1,800? When Ms. Hines made a switch to LED lighting, her bill was lower. She said the LED lighting provide ample light. Mr. Hall noted that two knowledgeable people consulted differ on the urgency of the issue. It seems prudent to make a change if Mr. Croak’s estimate is correct, but if the cost is greater, there should be further discussion. Frequency of repair and potential fire hazard is a concern. Ms. Canelli will send Gone Green’s bid to the Board. Ms. Hines respects Mr. Croak’s opinion – he is on the premises and has the Library’s interests at heart. It was agreed that the Board needs to see a price quote before they can make a recommendation.

An attempted break-in has been reported to police, which occurred on January 17 night or early in the morning on January 18. A pin on a lock had been shorn off. The alarm was not activated, because the sensor is located at the top of the door. The lock has been repaired at a cost of roughly \$117. Operative security cameras are part of the bid that is in process.

There has been no movement at all regarding Capital Outlay projects. Ms. Palmgren was to meet with Ms. Carney, but snow days prevented it. Again, no one has responded to the job that was put out for bid. The state bidding

process is cumbersome, involving a 68-page document. The Library has tried to meet requirements of the bid process, but is not meeting with success. Under the direction of Town Officers, this job might be divided into parts, so as to not have to go through bidding. Ms. Hines asked if this project could be combined with another town project. It was thought that it might be confusing to do so, particularly due to separate funding mechanisms and there might be risk to splitting the job with another department, with regard to materials and labor.

Ms. Canelli said that the Library can encumber all of these funds if the job is not done before July 1.

- Technology Report:  
Simoni Room  
Technology Update  
Departmental  
Reports: There were no questions with regard to the Technology Report.  
There were many, many tax questions this month. Patrons were grateful that library was open for three hours during the snow storm.
- News Releases There were no questions regarding the prepared News Releases.
- Personnel There has been progress on hiring the Senior Circulation Assistant/Paging Supervisor/Graphics person. From a pool of 21 qualified applicants, the team will be interviewing eight candidates on February 17 and 18. Two are internal candidates. This position requires an interesting range of skills. Ms. Canelli commented that all 8 candidates being interviewed could do a great job. It is expected that the person hired would begin on March 7.
- Programming Ms. Canelli noted that all surrounding libraries are increasing their marketing of programming, particularly with regard to the Westwood Library.
- Friends of the  
Library Ms. Henry did not attend the Friends' general meeting. The Art Matters show drew 74 people to the program, and there is always a waiting list for it. Because the program fills up quickly, it was not promoted specifically to the Norwood Art Association. Mr. Hall said that the Norwood Art Association is interested in serving its members and promoting art in Norwood.  
There has been an increase in Friends of the Library memberships and there is roughly \$5,000 in the bank.
- Search Warrants There were no Search Warrants.
- Miscellaneous  
Advisories There were no Miscellaneous Advisories, aside from the reported attempted break-in.
- OLD BUSINESS**  
Noise in the Mr. Croak reported on behavioral concerns on the second and third floors,

Library/Teen  
Behavior

which Ms. Todesca does not see. Toddler programs, which often involve 60 people, can be noisy, but it is not out of hand. Hours after school are busy times three times a week, when every table is full of students of all ages. Teens and middle school noise levels are pretty good and these students have been pretty respectful this year. Plexiglass would keep some sound in, but there have been no complaints from patrons with regard to noise for quite some time. So far, patrons are responding positively to the desk in the children's room, and it has created a better working environment for staff.

Employee Handbook  
Update  
2015-2016 Review  
of Policies:  
Children in the  
Library

Ms. Pizzi and Mr. Bresnahan are reviewing the Employee Handbook.

Children's Internet use policies from other libraries were circulated at the meeting. With regard to Morrill Memorial Library's policy, reviewed and updated by Mr. Moss, Ms. Todesca wishes to add a phrase noting that staff is not responsible for what kids are doing on computers; parents or guardians are responsible for their child(ren). The Board discussed policy changes in depth. Ms. Canelli circulated the policy reviewed by Brandon Moss at the meeting. Massachusetts General Law stipulates that a child under the age of ten not in the company of a caregiver is considered an abandoned child. The library is not a caregiver for children, and staff wants a policy to refer to and to hand out to parents or others. The current policy does not have anything listed about the internet. A motion was made/seconded (Begg/Pipes) to add a new subheading "Internet Use in Child and Young Adult Room" and add three sentences adapted from the Robbins Memorial Library policy, to read "Parents and legal guardians must assume responsibility for deciding which library resources are appropriate for their own children. Parents or legal guardians should guide their children in the use of the Internet and inform them about materials they should not use. Parents who wish to limit or restrict internet access of their own children should supervise their own children's internet sessions." It was agreed to extract parts from the policy to use as a handout to patrons, when needed. All approved to add this new section and sentences to the policy, which will be passed by town counsel. This will be brought forth for a final vote at the March meeting.

**NEW BUSINESS**

Town Accountant (Mr. McQuaid) and Town Treasurer (Mr. Marsh) reviewed the cash receipt process with Ms. Canelli and Ms. McCusker. Fines and fees bring in roughly \$30,000 a year, although fines have recently been reduced. There was discussion about reforming the process for these funds, which would go into a revolving fund. The Restitution fund acts as a revolving fund. Revolving accounts are traditionally voted on every year by the Town Meeting members. Would there be risk in having the budget reduced, as a result? Would the Library have to go to town every time it needed to use money from the fund? No. Restitution is money received for lost books, but it is spent on snowplowing. The assumption by the public is that library fines go to the library, but that is not the case. It would be nice

if this could be cleaned up, to reflect fiscal realities, and establishing a revolving fund might do this. A motion was made (Hines/Pipes) to send a letter to request establishing a revolving fund that includes fines/fees. With a revolving fund, it was thought that the Library might end up with more money, while the worst case scenario would be that it would break even. Would this create an incentive to find more income and create aggression with ill-behaved patrons? Ms. Canelli says no. Ms. Begg wished to maintain practices, such as Food for Fines. All voted in favor of sending a letter to Town to request to establish a revolving fund for fines/fees.

Ms. Canelli said that the U.S. Post Office is trying to get out of the passport agency business. Libraries have been invited to become passport agencies for several years. Canton and Wrentham and other local libraries are currently doing it, by setting appointments. Limited staff is trained to accept documents and to see that the form is filled out correctly. A \$25 fee is collected and kept by the library. Ms. Canelli is interested in serving the public in this way. The Library added fax services, and that has made the library more relevant and is a wonderful service to provide. This would be similar. A motion was made (Begg/Henry) to allow Ms. Canelli to investigate passport agency requirements and process for the Library to become a passport agency. Five voted in favor, and one voted to decline (Hines).

Ms. Canelli asked the Board to consider a request for Ms. Canelli and Ms. McCusker to become Public Notaries. Most libraries who provide this service do so free-of-charge. The process includes a \$60 annual fee for each staff member who would serve as a Notary. A motion was made (Hall/Pipes) to look into the Notary Public capability/application process for two staff members. All voted in favor.

**The next meeting is scheduled for March 8, 2016, at 7:30 p.m.**

#### **STAFF/PUBLIC REMARKS**

There were no staff/public remarks.

#### **TRUSTEES' REMARKS**

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

At 9:30 p.m., a motion was made/seconded (Pipes/Hall) and there was unanimous approval to conclude the public meeting. All adjourned as there was no executive session to follow.

Respectfully submitted,



Amy B. Chandler-Nelson  
Recording Secretary