

MORRILL MEMORIAL LIBRARY  
Norwood, Massachusetts

BOARD OF TRUSTEES  
Minutes January 13, 2015

**PRESENT**

Trustees: Sarah Begg, Chair; John Hall; Patricia Hines;  
Susan Pipes; Cashman Kerr Prince, Vice Chair; Patricia Reardon  
Director: Charlotte Canelli;  
Staff representative present: Diane Phillips  
Recording Secretary: Amy Chandler-Nelson  
\* Denotes absence

Ms. Begg called the meeting to order at 7:32 p.m.

**MINUTES**

A motion was made/seconded (Prince/Pipes) to approve the December 9, 2014 minutes of the regular meeting. All voted in favor.

**WARRANT**

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

**CORRESPONDENCE**

Ms. Begg has obtained nomination papers from the town and she asked those present to consider signing them, to allow her name to be on the ballot in April 2015. Ms. Reardon will not be running for reelection.

Ms. Canelli received an MBLC Letter of State Aid Award; the library has received half of the State Aid to Public Libraries award and another \$18,000 is likely to be given in March. In addition, a \$5,000 grant to the literacy program was received from Mrs. Simoni. Ms. Canelli, Mr. Plumer and the Literacy staff have written a note of thanks to her.

Ms. Canelli has received updated vehicle use and employee policies from the town personnel board.

Nella Pazniokas, an library patron, has passed away. Her son, Paul Pazniokas sent a \$500 check from the family to be used by library staff in her honor. The gift has been added to the Francis Fund.

The issues with Precision Elevator continue; no response has been received from the state.

**FINANCIAL  
REPORT**

Current FY15  
Budget Status

Mr. Prince had a question with regard to the Library New Equipment line (9%) and the Technology Repair/Maintenance line (0%), which was discussed along with the Simoni Room update. Ms. Palmgren has had a great number of computers donated to the Library. The Library is cutting back on CD purchases, because it is trying to provide more electronic material.

Concerning utilities, spending is \$3,000 higher than last year at this time,

due to increased costs of electricity. The winter season has just begun, so gas usage will increase. A utility update is provided in the middle of the fiscal year.

Ms. Hines asked if the air conditioning costs were included in the report. She is concerned that so much money is spent on maintaining an inadequate system. It was explained that when the renovations to the HVAC system were done that it would have cost hundreds of thousands to replace, which was not an option at the time. The air handling system was renovated in 2001. Part of the current problem is due to constraints of the building. Ms. Hines asked if it was possible to set this as a capital outlay cost, since all of the aggregate costs have added to a large sum already. The Board of Selectmen and John Carroll are aware of the maintenance bills, but any action is in a state of limbo.

Although the Library could write a letter to express its desire, Mr. Prince suggested a more passive approach, shifting focus to the noise issue, which may be a motivating factor to move things along. Ms. Hines answered that noise was just part of a larger problem. The noise study had been requested, but no action has taken place and the Library cannot proceed on its own. Mr. Hall said that there is a continued failure to address the noise issue, which may lead to a change.

Mr. Tom Maloney, Chair of the Capital Outlay Committee, and Mr. Croak will meet with Ms. Canelli on January 14, and she will reiterate the Board's concern about the noise matter. Mr. Hall asked if there was a sum of how much has been spent on repairs. Ms. Canelli said there were myriad problems, including that glycol was not put in the system initially, which caused problems.

Mr. Croak will speak to Mr. Ross Weaver and Mr. Maloney about the glycol and the pipes.

Costs of new windows, security cameras and carpet will be presented to the Capital Outlay Committee.

FY15 Special Funds Report Mr. Prince asked if the balance was correct. Ms. Canelli will check the cells to be sure the calculations are correct. She will review it and will add an amended report in February. There was no further discussion.

#### **DIRECTOR'S REPORT**

Circulation Statistics There were no questions regarding Circulation Statistics.

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

Facilities Update Facilities matters were discussed as part of a broader conversation

concerning the current FY15 Budget Status.

Technology Report      There were no questions from the Board regarding the Technology Report.

Departmental      There were no questions from the Board regarding Departmental Reports.  
Reports

Programming/News      Ms. Canelli was pleased about the recent article in the newspaper, entitled  
Releases      *A New Use for Old Classics*, which featured the holiday book tree. Patrons  
enjoyed the display. In preparation for the upcoming tax season, tax forms  
will be located outside of the reference desk, for those who do not access  
forms electronically.

Personnel      There was nothing to report.

Friends of the      There was no new Friends of the Library business discussed. The Friends  
Library      did not meet in December, their General Meeting is in January, but they  
will not meet as a board until March.

Search Warrants      There were no Search Warrants.

Miscellaneous      There were no Miscellaneous Advisories.  
Advisories

### **OLD BUSINESS**

Noise in the      There was an incident over the holidays; a father didn't know the library  
Library/Teen      was closing and he went shopping, leaving his young children at the  
Behavior      library. It was difficult to find him and the library had to close a bit later,  
as a result.

A computer has been set up as a Tumblebooks computer on a table in the  
Children's Room. Shelving has been taken out and people have enjoyed  
having more space, tables and seating.

Staff Association      The Staff Association and Trustees have signed the contract. There has  
Contract      been nothing further from Mr. Bresnahan or Ms. Pizzi as to when  
retroactive raises will be paid.

Internet Use/WiFi      Mr. Prince likes the draft policy that has been distributed. Will patrons be  
Use/Social Media      asked to agree to it, when signing on to a network computer? Many  
Policies      libraries have a policy pop up and the patron must hit accept before  
proceeding. Ms. Begg said that personal devices or those seeking wifi  
access often have to accept similar agreements. Ms. Canelli will seek Ms.  
Palmgren's expertise on the matter. Ms. Palmgren is to be commended on  
the good job of editing and summarizing the many policies used to craft  
this draft.

Mr. Hall said the policy addresses racist content, but what about religious  
groups? Does the statement need to be defined further? Mr. Hall was

concerned that a junior staff person might have to make a tough call. Ms. Canelli asks her staff to use common sense in such matters. Mr. Hall thought a discussion about these matters is a good idea. Ms. Canelli said this relates to emails on library sites – not to social networking. The Library has authority to edit its sites as it deems. These points are meant to ensure that patrons in the library using library computers are not threatening others. Ms. Begg and Mr. Prince wondered if this was applicable to social networking and general internet access as well as to the library site itself. Ms. Canelli said the policy covers the framework without being overly prescriptive. It is hard to define the parameters specifically, but obscene and racist comments become apparent and will be acted upon.

Mr. Hall suggested that Ms. Canelli have a conversation with her staff about their understanding of what is outlined. There is limited staff who have access to library social media. Ms. Canelli will bring the policy to her staff once it has been accepted.

The policy covers behaviors that are against federal law. Sites that show pornography or support mail fraud, for instance, are prohibited. Most libraries include a clause about bullying or harassment, which is covered in the draft policy in the bulleted section under the Prohibited Uses section. Ms. Canelli thought the policy spelled out how the library equipment will be used, quite well. Mr. Hall commented that the word ‘should’ is advisory and not compulsory. He thought bulleted items should be paraphrased, using a verb phrase and that any asterisk should be used to clearly define what the purpose is. As Ms. Palmgren suggested, the policy will be forwarded to town counsel for review.

## Technology

A Simoni Room Update Proposal was prepared by Ms. Palmgren and was circulated in advance of the meeting. Three bids are required, because the work will be over \$10,000. Mr. Prince commented that Gone Green Electric, who currently does work for the Library, is reasonably priced and generally goes above and beyond. Some board members stated that they would prefer to not have to pay for this work entirely on its own; that it is felt that the Simoni Room is an asset to the town, so the town should contribute to the update. Ms. Canelli thought it was not an unreasonable expense for the Library to undertake. In the past, \$20,000 was spent on computers from State Aid, for instance. Ms. Palmgren is anxious to get this work done. She is a professional librarian who spends sixty to ninety minutes many times per month assisting people with needs in this room. Ms. Canelli has been frugal with spending, the Restitution Fund is higher than it has been since June 2003 and the Library has received more State Aid than it has had in years. The Endowment Fund and Cushing Fund is earning interest (now as much as it earned in August 2013) and she feels it is time to move forward with the Simoni Room update. The town has paid the June utility bill as an Unpaid Bill, freeing up some funds. This is a good investment for the library’s extra funds right now. Ms. Palmgren is

preserving funding from the technology account in order to contribute to these updates.

When the project begins, it must be completed within a certain time frame. It might be good to address the equipment in one year and the installation in a subsequent year. Ms. Canelli will speak with procurement officer, Cathy Carney about the best way to manage the project. It might be good to spend \$9,000 in each of two fiscal years.

Ms. Hines cautioned against a huge time gap, because she would like to see this up and running. It is a good use of library funds. Mr. Prince would like to explore the option of buying equipment this year and installing it next year. Some endowed funds have been dipped into recently. We can fund through the technology budget and see what is left at the end of winter in the restitution allowance. If it can't be split over two fiscal years, is State Aid earmarked? Now, \$26,000 will cover books and office supplies, among other items, but another \$18,000 is expected in March. If it can't be split, Ms. Canelli will inform the Board and will bring ideas to the February meeting.

Mr. Prince asked if the proposals could be reworked to allow for equipment and then another for installation. Ms. Canelli will speak to Ms. Palmgren about it. The Board wishes to thank Ms. Palmgren for her good work regarding this proposal.

Long Range Plan  
Update

Five people had shown interest, but now just two are interested. Ms. Canelli confirmed that three bids are not needed. Although Ms. Canelli did not reveal the budget, she did tell one vendor that the work was NOT in the \$100,000 range. The deadline for proposals is January 15. The sub-committee will review them and conduct interviews. A Community Focus Group needs to be selected and it is hoped that this will be determined in the next thirty days.

**NEW BUSINESS**

There was no new business to discuss.

**The next meeting is scheduled for February 10, 2015, 7:30 p.m.**

**STAFF/PUBLIC REMARKS**

Ms. Phillips is in support of Ms. Palmgren's proposal. She said that folks have been super excited about the tree. She added that, at first, changes to the reference room caused alarm, but now it is better organized and staff can get what folks want and need. The self-check process is very simple to use, utilizing smart phones and touch screens. It is quick and, so far, patrons are excited about it. Patrons were worried that staff may be losing jobs, but they have been relieved to learn that this is not the intent. The Norwood community likes to have interaction with staff. Kids don't seem to be using the self-check process, but adults certainly are availing themselves of it. An area that would benefit from a second self-check unit is the children's area.

**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 can be found attached with titles, authors, book covers and links to the library catalog.

At 9:01 p.m., a motion was made/seconded (Prince/Pipes) and approved unanimously to conclude the public meeting. Ms. Phillips left the room at 9:01 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 reads "Amy B. Chandler-Nelson" in a cursive script.

Amy B. Chandler-Nelson  
Recording Secretary