

MORRILL MEMORIAL LIBRARY  
Norwood, Massachusetts

BOARD OF TRUSTEES  
Minutes November 10, 2015

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

Mr. Prince called the meeting to order at 7:30 p.m.

**MINUTES** A motion was made/seconded (Hall/Hines) to approve the October 13, 2015 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 a letter from the Board of Selectmen confirming a Special Town Meeting, which will begin on Monday, November 16, 2015.

Mrs. Simoni sent a thank you letter for the Monahan Award that Stuart Plumer received in her absence at the Harvest Dinner, October 24, 2015.

Ms. Anne Turco, from Saint-Gobain, inquired if the Library was a 501 C3 organization. Although the Library is not a 501 C3 organization, Ms. Canelli faxed a tax exempt certificate in its place, but has not yet heard back about this potential donation. The Town does not qualify for as a 501-C3.

Mr. David Hajjar emailed a request for updated organizational charts for the library. The Personnel Board is also trying to establish a code of conduct for Town Boards. Mr. Prince does not see a need for a separate policy. The Library follows its bylaws, Robert's Rules, and Board members have had state ethics training; this would be another policy that the Library would be charged to maintain and update each year. Mr. Prince will check to see whether the bylaws needs to be revised to include a passage that would refer to state ethics training and that Robert's Rules are followed for matters of decorum and conduct during meetings. Mr. Prince will respond to Mr. Hajjar and will let him know how the Library will proceed and we will address this at the December meeting.

Also, a letter was received from the MA Board of Library Commissioners stating that the Library is certified once again and will receive its State Aid to Public Libraries installment. The FY17 Action

Plan needs to be filed by December 1, 2015. Ms. Canelli and department heads are working on this document.

Ms. Canelli circulated documents from *Library Hotline*, Trustees' Corner, a Library Journal, entitled Director Evaluation 101 and Board Meetings 101, which she thought the Board would find informative and the Board requested that she send such articles and distribute them by email, when appropriate. Mr. Hall asked if the Director was reviewed annually and it was confirmed that the Director is reviewed when contracts are reviewed. The Library Legislative Caucus was also distributed, in order for Trustees to see where the money from the MBLC is distributed.

Boston Public Library's (BPL) resources are available to all library patrons. One can get an e-library card from them and use their e-resources. BPL has more opportunity to download e-books and can be a great resource for Massachusetts residents. Although every network buys about 75 magazine subscriptions, BPL may have more expansive subscriptions than individual libraries are able to provide. BPL is promoting itself as the Library of the Commonwealth.

Liz Reed did a great job with her presentation at the MLS Annual Meeting on November 2. She was one of twelve librarians who did so at the MA Library system meeting. All participants felt they grew as presenters and learned leadership skills.

A draft letter to Mr. Bert Winemiller, CEO of Innovative Interfaces, Inc. was circulated. The company has switched to a new platform (Sierra) and there have been various problems since, not only for staff and patrons of Morrill Library, but also for other libraries in the system. The letter spells out concerns, particularly with lag times and functionality. Multiple individuals contributed to the content of the letter, which is to stress importance of certain issues. A Minuteman Library Network membership meeting will be held November 18, 2015, and it is hoped that Mr. Winemiller will have received letters beforehand. Diane Phillips will attend this meeting with Ms. Canelli.

Mr. Hall expressed concern that speed of service and response rate might need substantiation. He was concerned that this was the first communication from this library and Board. Ms. Canelli said that many emails have been sent to the central site, although this is the first communication directly to the company. Other directors have a similar concern and the Library has a five-year contract with Innovative Interfaces, Inc. These issues have seriously impacted the work of patrons and staff; people have had difficulty with the catalog and reserving books for six weeks and this has impacted circulation. It has been frustrating for everyone. Ms. Canelli addressed Mr. Hall's concerns, saying the Library has talked to MLN Central Site staff

numerous times and they keep saying they are working to address latency (slowness). There was a fix a few weeks ago and it has improved significantly, but it is not yet 100%. Boards are writing, because the company has not responded to libraries and there is very little recourse. Technology interest groups have all written letters. Ms. Hines said it is a customer service issue.

Ms. Begg proposed an amendment to the last paragraph, to read, “We are concerned about your company’s slow response rate to issues and concerns as they are reported. We paid for a product which promised 100% Millennium functionality; we await delivery of such a product.” Ms. Begg said the letter spells out the problem and the lack of response to complaints. Attachments to the letter might not help the case. Once the letter has been received, if the company wants specific cases, the Library will provide additional information. At the request of the Board, small edits will be made to the letter before it is sent, including a note that the letter was approved by the Board 6-0, and that the Minuteman Library Network staff has raised concerns; the letter will be signed by Mr. Prince, instead of by all Board members. A motion was made/seconded (Begg/Pipes) to approve the letter with the revisions noted and that Mr. Prince would sign it. All approved the roll-call vote.

#### **FINANCIAL REPORT**

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|-----------------------------|--|
| Current FY16 Budget Status  | There were no questions with regard to the FY16 budget status report.  |
| FY16 Special Funds Report   | There were no questions with regard to the FY16 special funds report.  |
| MML LV/Monahan Funds Update | Ms. Canelli had a meeting with the financial arm of town government about investment strategies of funds. With regard to the LV/Monahan Funds, the general consensus is, when the grant comes into renewal next January, to put the money into a separate fund and no longer commingle them. The current fund will take about one year to run out. Ms. Canelli will continue to be in communication with the town accountant and treasurer about this. |

#### **DIRECTOR’S REPORT**

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|-----------------------------|---|
| 2015 Circulation Statistics | The circulation statistics that were distributed are complete, with the exception of one line; express lane checkout statistics will be finalized next month. There is concern that circulation continues to decrease across all categories. Media is streaming (Hoopla, HBO on the GO, Amazon Prime) and it would benefit the Library to find a way of providing streaming for its patrons. Circulation statistics alone do not reflect all that the library is doing. |
|-----------------------------|---|

Outreach and attendance at programs continues to increase, while new patrons to the Library remain steady. Westwood will close its library for several months. Framingham library is closed indefinitely, due to an electrical fire. A maintenance worker there caught on fire and was badly

burned. St. Stephen's school in downtown Framingham is opening a satellite library in the meantime.

Director's  
Advocacy/Marketing  
Report

There were no questions with regard to the Director's Advocacy/Marketing Report.

Facilities Update:  
Capital Outlay  
Projects; Library  
Maintenance and  
Repair Update

The Library is trying to move forward on its security update. Norwood Police wanted reports and the Library could not provide them, because the security system does not have adequate interior and exterior cameras and a functional DVR system. The DPW facility project continues to delay the security upgrade project. The money has been set aside and was approved last year. Other capital projects may also be delayed: the windows will be done in the spring and carpeting installation will be coordinated in June, when the Library is closed on Sundays. It is likely that the closure of the library on staff development day will accommodate the project, providing a two to three-day opportunity for installation.

With regard to crash bars, there is an \$800 difference between custom crash bars and standard ones. A picture of the standard crash bars was circulated, and the Board could view the crash bars on the doors in the Trustees' Room, for comparison. A lot of effort has been made to be traditional. A motion was made/seconded (Begg/Henry) to replace the defective crash bars with custom bars, using money from the Cushing Fund up to \$5,000. All approved.

Mr. Croak will have a company submit a quote to repair/replace roofing tiles and he has also ordered a new snow blower, at a cost of \$1,275. No invoice will arrive until the snow blower has been delivered. A motion was made/seconded (Begg/Pipes) to use funding from the restitution account to cover this expense. All voted in favor.

Technology Report:  
Simoni Room  
Technology Update

The screen will be installed on November 20, 2015 by HELP. Four bids were obtained and, while HELP is slightly higher in cost, it is a reputable company with a screen that meets our needs. The bidding process for the rest of the Simoni Room project has re-opened and Ms. Carney will be handling the bids. It has already been opened twice, and no bids came in, requiring another round of solicitations.

Departmental  
Reports  
News Releases

There were no questions regarding prepared Departmental Reports.

There were no questions regarding the prepared News Releases.

Personnel:  
Custodian Salary  
Schedule

Ms. Pizzi has been in touch about reclassification of Mr. Croak's role. He has mastered programs that are needed in his work and he deals with most of the vendors to the library. There is no Assistant Director, so his role is key to how well the Library runs. Mr. Croak earns less than comparative custodial roles at the town level. Ms. Canelli would like to equalize the salaries of both custodians to those of Town Hall. There was discussion of

this some years back, and this reclassification would keep the positions in line with the Union. Each custodial staff is at the top of their step and there is about a \$6,000 difference in total custodial salaries for FY17. A motion was made/seconded (Begg/Pipes) to make necessary changes to equalize the positions with other town custodial staff. All voted in favor. The Union will be apprised of this situation and may respond.

Programming                      There were no questions regarding Programming.

Friends of the  
Library                              There were no questions regarding Friends of the Library.

Search Warrants                There were no Search Warrants.

Miscellaneous  
Advisories                        There were a couple of troublesome incidents and a police report was filed. The matter is in NPD hands.

**OLD BUSINESS**

Noise in the  
Library/Teen  
Behavior                            A gentleman was upset that there is not a private study room available for his son. He spoke to Sarah Begg afterwards about this. The incident upset staff and kids in the library. He told St. Catherine students to go to Westwood library. A small Costco table has now been set up, which provided seats for 4 children. The level of suggestions he had were varied. He was asked to compose his concerns about what happened and to provide ideas for solutions, in order to give the Library a better starting point to discuss potential solutions that were within the scope of the Library's ability. Sometimes there are 60 people in this area.

LSTA STEAM  
Grant Update                      There was no discussion about the STEAM grant.

Employee Handbook  
Update                                Ms. Canelli is meeting with staff about the FY17 Action Plan of the 2017-2021 Long-Range Plan.

**NEW BUSINESS**

FY17 Budget  
Proposals                            Incidentals have been level-funded many times in the past, but, when cuts must be made, it is likely to be in this account. The Personnel account is dictated by the contract (step raises, COLI). The Minuteman line is as accurate as possible months before that budget is finalized. The bottom line of the FY17 budget is that materials line is at 12% because the Library is open more hours than required and it does not have to spend the required 13%. With this budget, there is a need to only spend \$5,000 from State Aid. A motion was made/seconded (Begg/Hines) to approve the budget as circulated. All voted in favor.

2015-2016 Review  
of Policies: Room  
Use                                      The discussion of the Room Use policy was deferred until December.

**The next meeting is scheduled for December 8, 2015, at 7:30 p.m.**

**STAFF/PUBLIC REMARKS**

There were no public remarks.

**TRUSTEES' REMARKS**

Mr. Hall, Ms. Henry, Ms. Hines, Ms. Pipes, Mr. Prince, 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 9:08 p.m., a motion was made/seconded (Begg/Hall) and there was unanimous approval to conclude the public meeting. All adjourned and left the room at 9:20 p.m., as there was no executive session to follow.

Respectfully submitted,

A handwritten signature in black ink, reading "Amy B. Chandler-Nelson", is centered on a light yellow rectangular background.

Amy B. Chandler-Nelson  
Recording Secretary