

MORRILL MEMORIAL LIBRARY
Norwood, Massachusetts

BOARD OF TRUSTEES
Minutes October 13, 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: Cindy Rudolph
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/Begg) to approve the September 8, 2015 minutes of the regular meeting. All voted in favor.

WARRANT

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

CORRESPONDENCE

A special town meeting will begin November 16, 2015 at 7:30 p.m. Two unpaid utility bills from the Library will be included as unpaid bills with all other town unpaid FY15 bills.

The Staff Association sent a letter with a list of its new officers: Allison Palmgren, President and Irene Gotovich, Secretary-Treasurer.

There has been no movement regarding the appeal for the elevator inspection that has been filed by Brandon Moss. So many in the state have found themselves in similar situations, so Ms. Canelli hopes for leniency in any civil fine.

A child's fingers got stuck in the elevator last week and Trustees were assured his fingers were not crushed. He did not need medical attention and it was believed that the boy was playing with the doors. Ms. Canelli had Atlantic Elevator, the service provider, inspect the elevator after the incident, and it is recommended that two newer sensors be installed. Ms. Canelli had hoped to have an estimate in hand today, but it did not arrive before tonight's meeting. With labor and cost, she expects the sensors to run about \$5,000, which could be covered by the Cushing Fund. Although Ms. Canelli could solicit bids from other elevator companies, she does not expect to see great savings. There are two types of sensors – horizontal and vertical. The horizontal ones in place did not prevent this accident. Anything in a vertical column would be an interruption, and would keep the doors from closing. It was agreed that the Library relies on the service provider's expertise with regard to type of sensor needed. Ms. Canelli will obtain more details to share with the Board, including an estimate of costs, when she receives it.

For reasons of safety, the Board recommends this matter be tended to immediately. There was a motion made/seconded (Pipes/Hall) to authorize up to \$5,000 from the Cushing Fund to be spent on this repair. The motion passed unanimously.

FINANCIAL REPORT

Current FY16 Budget Status FY16 Special Funds Report	There were no questions with regard to the FY16 budget status report. Mr. Hall commented that he had a hard time knowing how to read this report and that he doesn't have a sense of the seasonality of the funding streams. Ms. Canelli said that detailed special book funds information is provided in the Trustee Orientation packet. Best practice is to try to disburse the same amount received in a fiscal year. Some money has not yet been received, so the report will become more even across the year. Funds tend to be disbursed at the end of the year, once municipal funds are all used. The Library tries to spend from restricted funds whenever possible, but there is variability in spending from these funds. Some years they are drawn upon these funds heavily and others not so much. There is an ever changing balance of need verses fiduciary responsibility. In addition, recent practice has the Town covering expenses that were once covered by State Aid. The Library was the only department covering its own costs for some expenses.
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DIRECTOR'S REPORT

2015 Circulation Statistics	Circulation Statistics are complete this month, but this may not be the case on November 6 when the report is compiled. Circulation is down across the country, which has a lot to do with the economy. When times are good, circulation goes down, but when the economy is poor, budgets are slashed, even though demand is up. All libraries face this. The Library is busy and attendance is good. Norwood patrons are checking out books in Westwood and the rate has doubled since January, which is significant. Patrons are also going to Walpole, but no statistics are available due to the fact that Walpole is not in our network but is in Old Colony (OCLN). However, Westwood will be closing for 11 weeks, so it will be interesting to see the impact of that closing here. Non-resident circulation (patrons from the libraries in Stoughton, Walpole, and Canton) is going down. A lot of local libraries are increasing their own programming, which may have an impact. Also, parking can sometimes be an issue in Norwood, during book group, for instance. Mr. Hall would be interested in seeing an algorithm adjusted for economy; Ms. Canelli will send a link to Pew Research Center, which has compiled some reports on this.
Director's Advocacy/Marketing Report	Ms. Canelli said that the Library needs to do more marketing of services and books, but she is not sure of the best way. The Library is busy and staff is busy, which can be a concern. Visits from outreach is going up, as are all of Ms. Palmgren's classes. Next month, Ms. Canelli will provide outreach statistics, which are not included in this report.

The State Review Committee will give more flexibility with regulations for State Aid to Public Libraries. It is state law that the budget increase by 2.5%, but other regulations are determined by the MBLC. Canelli will attend a State Aid Review meeting on October 19, in Marlborough, and it would be helpful for Trustees to go to the link she has provided in her report and send comments or questions to her, so that she can provide feedback at the meeting.

Facilities Update:
Landscaping;
Simoni Room
Upholstery; Capital
Outlay Projects

A Water Bills report for 2014-2015 was circulated to the Board. Water bills are directly related to landscaping, and include a sewer fee, which is aligned with water usage. Due to the dry summer, invoices for July, August and September are high.

The Simoni Room Upholstery project is on hold, as are Capital Outlay Projects. Due to two other big Town projects underway, Ms. Carney asked to hold off on Library projects for the moment. Mr. Croak has obtained three quotes for the windows, and three quotes for security systems, in the meantime.

Air Temps has made two visits, spending 7 hours and 5 hours on site. The Library has received a bill for \$4,300 for labor charges and glycol, which is expensive. Also, Ace Locksmith has provided two quotes for the crash bar locks on the outside doors, which need to be replaced. What is in place currently is custom made (\$4,200 to replace), and a stock crash bar would be \$3,440 to replace. This matter will be deferred until the November meeting, when pictures will be available to aid in decision making.

The sprinkler system was passed inspection, as detailed in Mr. Croak's report. Ms. Canelli said it has been an expensive month and that all these associated costs will be covered by the Building, Maintenance and Repair and Service Contract budget lines.

Technology Report:
Simoni Room
Technology Update

Mr. Prince reported that he took one of Ms. Palmgren's classes and she did a wonderful job. It was a useful and productive session for creating graphics using a Web-based subscription to Canva. Patrons continue to be interested in information literacy. Ms. Palmgren's sessions are one-on-one and she is in high demand. This is a huge component of her work at the Library.

Departmental
Reports
News Releases

There were no questions regarding prepared Departmental Reports.

There were no questions regarding the prepared News Releases.

Personnel

There were no questions regarding Personnel.

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 The screen in the Simoni Room and its spring mechanism broke. No one was injured, but it will have to remain in a stationary position until it is replaced. Ms. Canelli will receive an update from Ms. Carney, who is managing bids for the Simoni Room project; the bidding process will close today.

OLD BUSINESS

Noise in the Library/Teen Behavior The staff is working hard to keep things contained. Young adults can use the Simoni Room to study, when it is available, as well as the Program Room. A letter was sent to Mrs. Russo, principal of St. Catherine's School, to ask for assistance with regard to teen behavior and noise. Many parents are not picking up their children until 6:00 p.m. or 6:30 p.m., meaning students are spending four hours in the library. The Children in the Library Policy will be reviewed in November.

LSTA STEAM Grant Update Money has not yet been received from this grant as yet although it will be soon.

Final Circulation Policy The final Circulation Policy will be electronic. Trustees will have a new binder to refer to, once all policies are updated.

Employee Handbook Update Ms. Pizzi and the Staff Association have reviewed the Employee Handbook and changes made by the Staff Association in 2011 are not real critical. Ms. Pizzi will look to see that the Library is referencing policies and then it will be reviewed to see that Contract items are referenced. Mr. Prince has discussed this with Town Counsel. It will be a goodwill gesture to include the Staff Association in this project. Any item that has to be bargained will be.

Policy File Update Ms. Canelli will keep Trustees informed and she stressed the importance of completing the policy file review and update by May 2016. There are two policies that are for comparison: One from Goodnow (Sudbury) and the other from Arlington. Goodnow provides a wonderful example, while Arlington has 35 policies, which are too many. Duxbury also has a good set policy. Mr. Prince commented that many libraries may have concerns from town government or driven by crises, which are reflected in their policies. Ms. Canelli said her goal is to provide as simple and straightforward policy as possible.

There were two boys playing a violent game on library computers and a patron took issue with it. Ms. Canelli sent a letter to her, along with Code of Conduct, Access to Information, and Children in Library policies, and has not heard back. Library staff does not censor computer use.

Air Conditioner
System Update
Final Long Range
Plan Submission and
Financial Report

The bill has been paid.

The Long Range Plan will be in the Policy file.

NEW BUSINESS

FY17 Budget Draft

All Trustees reviewed the FY17 Budget Draft. Ms. Pipes (Budget Committee) will meet October 15 and the Final Budget will be submitted to Trustees at the November meeting. The budget will increase by 4.11%, including a 3.2% increase for salaries. More money has been requested in the Incidentals line, which is usually the area cut in the budget balancing process. The Materials line has been increased enough to be almost 100% funded, in order to preserve State Aid funding. Ms. Hines commented that, other than salaries, things haven't gone up that much. Mr. Hall was concerned that any percent increase in the overall budget would generate some pushback. At some point, he suggested the Budget Committee think about where the budget could take a hit. Nothing can be done about the increase in salaries. Usually, what happens is the Library is level-funded. Mr. Prince said that, although a case could be made to FinCom, the Library has no say when it goes to budget balancing at the Town level. The Library can contest one or two items, but it is trying to present a budget that accurately reflects actual expenditures. What happens after FinCom and before Town meeting is a sometimes a great mystery to the Director and Board. Mr. Hall thought there may be a process to provide input without having formal influence or hearings. What is the strategy where cuts might be made? Ms. Canelli said that members of FinCom have become more and more supportive of the Library in the past 7 years.

2015-2016 Review
of Policies: Room
Use

Mr. Prince met with Ms. Palmgren for training, at a station without computers, because none were available. This gets to the heart of the issue – Ms. Palmgren's space is not a multi-person space, which is needed in order to tutor and train students and patrons. Ms. Canelli said a lot of private space meetings are reserved for the Literacy program. Although the staff at the Reference Desk can call up to see if a room is available, if the room keeper software is not kept updated, cancellations are not always noted. The Trustee Room may be reserved by Library staff. Should one or two permanent computers be installed in the Trustee Room? Information Literacy is a priority for patrons. Ms. Palmgren's schedule cannot always accommodate those who want training. Study Rooms 1 and 2 and 3 are a priority for the Literacy Program. Is there space outside the Library for Literacy? In the 1980s, five rooms were available at the high school. The Room Use policy is a good one to tackle, because space is such a premium and it has become an issue. All Public Works staff is located in a new facility. Is there space in the vacated building? Do other agencies have space? Ms. Palmgren already services larger groups at the Senior Center. It should be made clear to staff that the Trustee Room is to be shared. There is

dissention among staff with regard to room space and different departments need to work cooperatively to share this space. There is more need for rooms than what is available. Are the needs of different department ever changing, or is there a set schedule? The Literacy Program has booked rooms three months in advance.

Monahan Fund
History

The Trustees oversee all funds of the Library. In the last six years, the Monahan Fund has received more money than is being spent. When Mrs. Monahan died, the family requested donations into the fund in lieu of flowers, which is how the fund was started. At the time, Literacy was funded on a shoestring, so the Monahan Fund supported that program. Over time, grants from companies and then the Massachusetts Literacy Volunteers grants began to cover program costs. There is no established policy for the Monahan Fund, just historical practice. Ms. Canelli has reviewed original documents and ten years' worth of minutes and publicity materials to see if there were restrictions or a set policy concerning the fund. She cannot find any. There was concern that, if funding for the Literacy Program were cut, a reserve of \$21,000-\$25,000 should be established, to cover one year's worth of expenses. This reserve was accomplished in 2007 and the excess is growing to the point where Ms. Canelli is concerned that money requested is not being spent. Stuart Plumer meets with Mrs. Simoni, who has regularly donated up to \$6,000 per year for Literacy. The Library may need a Literacy Fund Policy. Other funds have policies and definitions of how the funds can be spent. Mrs. Simoni wants to support literacy, but this program is funded by multiple means now, including a \$5,000 CD established by the Friends of the Library. Perhaps \$25,000 should be put into a CD for 12 months. While there is no doubt that the Literacy Program is wonderful, there is now a surplus of funds. How can it be used? Can it support Information Literacy or are the terms too different? What is the donor intent? There is not clear direction in the documents and there is very little paper trail. Can the Simoni grant support a screen in the Trustee Room or a Smart Board, which would aid Literacy as well as other programs? One of the children of Eleanor Monahan tutors at the library and could be asked for input. The Simoni Room upgrade will benefit Literacy and other programs. Since this donor is still alive, perhaps he can be approached to see if his donation can only be spent on traditional Literacy or to see if there is any flexibility. What other types of expenditures are in the spirit of intent? Would this fund apply to adult literacy only or can children's literacy be another potential avenue? The money should be spent down. Ms. Canelli suggests a meeting with Ms. Logan and Ms. Wyler (library staff) along with one or two Trustees to discuss options. A motion was made/seconded (Begg/Hall) to establish a meeting with Ms. Logan and Ms. Wyler and a subset of Trustees to determine what to do with the excess funds. All voted in favor. Ms. Pipes and Mr. Prince will meet with these staff members. It may be an evening meeting.

The next meeting is scheduled for November 10, 2015, at 7:30 p.m.

STAFF/PUBLIC REMARKS

Ms. Rudolph noted that she created the STEAM logo for the grant.

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

At 9:15 p.m., a motion was made/seconded (Begg/Pipes) 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 dark ink, appearing to read "Amy B. Chandler-Nelson", is written on a light yellow rectangular background.

Amy B. Chandler-Nelson
Recording Secretary