

MORRILL MEMORIAL LIBRARY
Norwood, Massachusetts

BOARD OF TRUSTEES
Minutes September 8, 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: Kate Sheehan
Recording Secretary: Amy Chandler-Nelson
* Denotes absence

Mr. Prince called the meeting to order at 7:35 p.m.

MINUTES A motion was made/seconded (Pipes/Begg) to approve the June 9, 2015 minutes of the regular meeting. All voted in favor.

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

CORRESPONDENCE

An appeal for the elevator inspection has been filed by town counsel attorney Brandon Moss, Murphy, Hesse, Toomey & Lehane. The appeal process had been changed and so another appeal letter needed to be sent. This matter is problematic throughout the state.

A \$7,500 LSTA STEAM grant has been awarded to the Children's Department and all paperwork, including the contract, has been signed and submitted. No funds can be spent from the grant until October 1 when the full disbursement of \$7500 is expected to be received. Items can be ordered in preparation for when the check arrives as long as the invoice date is October 1 or later.

Trustees have been receiving the Massachusetts Library Trustee Association (MLTA) correspondence at their home addresses and emails.

FINANCIAL REPORT

Current FY16 Budget Status Ms. Begg noted that 45% of part-time custodial expenses had been spent and she asked if that was a concern. Ms. Canelli replied that full-time staff members take vacation during the summer and at this time she does not anticipate a shortage in this line item. With regard to Minuteman expenses (at 101%), the expenses for this are paid all at once on July 1. An assessment of costs is established after the budget has been submitted in November. Minuteman increased OverDrive more than Ms. Canelli had anticipated last November 2014.

Payroll Procedure Mr. Prince announced a policy change regarding payroll. In the past, a trustee member signed off on payroll, instead of the department head, but the Library was the only department where this was done. Now, Ms.

Canelli will sign off on the payroll and the Chair will sign off if she is on vacation or away.

FY16 Special Funds Report There were no questions with regard to the prepared Special Funds Report.

DIRECTOR'S REPORT

2015 Circulation Statistics Circulation Statistics are unavailable, because they were not received until after September 3, when reports were being prepared. Ms. Canelli will have the July, August and September statistics available for the October meeting. Minuteman typically delivers statistics on the fifth or sixth day of the month, so a one-month lag in reporting is to be expected.

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

Facilities Update Mr. Prince noted Mr. Croak's concern about the maple tree near the sign. When asked for assistance in the past, the Department of Public Works has not been helpful in providing mulch or sanding the parking lot or providing other small landscaping assistance, so Ms. Canelli is skeptical that the town would provide treatment for this stressed/diseased tree. Perhaps an inquiry to the tree warden, Mark Ryan, might be worth a try? It was agreed that Mr. Croak should add bone meal and 10-10-10 fertilizer sooner rather than later, and provide one inch of water per week to the dripline. The tree will be monitored, as well as the nearby azalea and boxwood, which also seem to be suffering.

Technology Report The Minuteman Library Network has updated to one discovery platform (library catalog) Encore, but there have been some growing pains with this software. Upon login, patrons are able to see items that they cannot gain access to. This has been concerning to many library directors, and one library system in California decided to get rid of Encore. III (Innovative Interfaces Integrated Library System, our ILS (Integrated Library System – or the software that runs all of the Minuteman Library System's functions for circulation, acquisition, reporting, the catalog, etc.) is not supporting upgrades to the old classic catalog. Encore has been slow in its searches.

Departmental Reports There were no questions regarding prepared Departmental Reports.

News Releases There were no questions regarding the prepared News Releases.

Personnel Ms. Rudolph announced her retirement in June, but changed her mind after the job posting had been approved and posted by Human Resources. Vacation accrues on January 1, 2016, so that might have been a factor in her decision to delay retirement. The job description, once it is posted again, will remain the same and will include page supervisor, circulation assistant and graphic design duties. Ms. Canelli feels that there will be someone who is qualified for these duties. If there are no applicants who are qualified, the

job description would have to be revised which will require approval by the HR Department, the Personnel Board, and notification to the Staff Association.

At this time, the salaries budget includes \$12,000 for a vacation/sick time buyout. The Library usually has not gone to the town for this expenditure in the past. Should several people be expected to retire at the same time, we may consider budgeting for this expenditure in future years.

Programming

There were no questions regarding Programming.

Friends of the Library

Mr. Hall reported that elections had been completed when the group stopped meeting for the summer. The group missed handling bill renewals. Ms. Henry said the group is a little disorganized and it will work on that. The president will remain for another year. Five people met a few weeks ago. Printing and delivery of the insert to be included in the light bill mailing was not done as it had been in the past, and so ¼ of the light bill customers were missed. The procedure was not followed and Ms. Canelli was not sure if there was any flexibility with the light department and its mailings. The Friends will manage this matter and will report to the Board next month.

Search Warrants

There were no Search Warrants.

Miscellaneous
Advisories

There were no Miscellaneous Advisories.

OLD BUSINESS

Noise in the
Library/Teen
Behavior
Circulation Policy
Revisions

There are no issues or incident reports to discuss.

The revised draft dated August 17, 2015 was circulated to the Board in advance of the meeting, and includes Ms. Canelli's recommendations. A query to other MA libraries in August and the report includes comments from these libraries about their circulation policies. Some established policies are barriers to a good relationship with patrons. Minuteman is trying to align policies to be similar among the group.

No other library charges for items reserved but not picked up. When space was at a premium at Morrill, this policy was put in place. However, that was some time ago and Ms. Canelli recommends that reserved items be returned to their library after seven days if patrons have not checked them out. She also recommends that a library card replacement be free. Now patrons receive a library card and key tag and they can also show the information on their smart phone, using an app. All fees or fines are turned over to the town's General Fund; replacement costs are deposited to the Restitution Fund which the library spends. Collected fees and fines are

reported by Minuteman and the administrative assistant, although they are not specifically defined for “items not picked up”.

Ms. Canelli also recommends decreasing the DVD overdue fine, to encourage patrons to take DVDs out. When the speed read fines were reduced, usage increased. Dover does not fine its patrons for any overdue materials.

Also, no other library charges a 50 cent fine to look up a card number and fill out a form. Ms. Canelli wishes to eliminate this procedure altogether and recommends that there be no fine or form.

A motion was made and seconded (Begg/Hall) to approve the revisions as distributed. All voted in favor.

Air Conditioner System Update

Ms. Canelli reported that the Selectmen are meeting and will discuss the invoice for the recent noise study and will try to find money to cover the cost. Ms. Carney called for specific information about the funds given to the Library in FY14. In FY15, part of money spent on the construction of housing for the air conditioner, and money left over rolled from FY14 to FY15, but it was not rolled into FY16. There is more work to be done. Mr. Ward recently met with Mr. Carroll and Mr. Chubet but Ms. Canelli has not been updated.

Long Range Plan Approval

The Long Range Plan 2016-2021 draft dated September 8, 2015, was distributed to the Board in advance of the meeting. Ms. Hines voiced concern with some of the phrasing and she prepared and distributed her text revisions for pages 7 & 8 to the Board at the meeting. Her reasoning is that these changes would be more in line with the facts. Many patrons responded to the survey that they value things other than renovation.

Statistics from the Library Commission show libraries increase attendance after a renovation, but then it decreases over time. Mr. Hall referred to the focus groups’ comments. When asked what patrons want most, most responded a café, and only 21% noted modernization of the facility. Expansion of rooms and larger programs were also expressed. A significant majority values other things, but one can’t say the survey supports renovation.

When considering a long-range perspective, one issue that constantly comes up to the Board, the director and staff is that there is a concern regarding space in the library. Staff needs to have enough space and resources available to them in order for them to do their job. Ms. Begg is hesitant to have that drop, because the survey doesn’t express that. The community does not know all that is behind the scenes that the staff is aware of and the survey would not make that evident.

Mr. Hall noted that passages went through several cycles of revision and

there was no problem with the statements as they are currently written. A needs assessment should be done in order to assess staff and space needs.

Ms. Canelli said the next grant round for a \$50,000 design and planning grant that this library would consider applying for is not until 2021/2022. Construction grants may not be awarded until 2030. When Morrill was renovated, one recommendation was to expand the space. Office space is at a premium and there is no designated young adult space. The last long-range plan mentioned space needs, as well. Perhaps trustees should tour other libraries. There are space issues here that the public isn't aware of.

Mr. Prince commented that this is a five-year plan that plans for one decade beyond that. Patrons might not be asking for space, but they might say they do not want to be in a waiting line to access a room. There must be standards for space and guidance from the library association at the national level. This is not part of the long-range plan, but an actual objective to provide a clear basis for decision-making and to make a case. Ms. Hines asked if we need more space. Does the survey support that? If not, she felt it was misleading. There are different interpretations of the survey information. Anecdotal evidence suggests that patrons go to other libraries for their study space needs. Norwood does well with its programming. The survey is just one component of the long-range planning process and Ms. Canelli's expertise and staff perspective and experience is also to be considered.

Ms. Begg noted that many of the responses address space needs in a significant way but each individual thing can't be weighted as heavily. Mr. Hall added that almost all additional items involve space – people are interested in space issues which often include a change in space, such as a café space.

Mr. Prince asked for a motion to accept Ms. Hines's edits, as distributed at the meeting. Hearing none, Mr. Prince asked if there were other issues with the draft. -There were no more comments.

A motion was made/seconded (Hall/Begg) to approve the Long-Range Plan as circulated. A roll call vote was made and there was unanimous approval.

Capital Outlay Update

Ms. Canelli reported that the Simoni Room update would be worked on before the windows will be replaced. The security system and carpeting will be addressed in the fall but may not happen until spring or summer. The Town's procurement officer, Ms. Carney will review bids. Vendors must be paid a prevailing wage and this work is planned for FY16 although funds may be encumbered into FY17. It may be that the library will have to close early in June in order to change the carpeting. Patrons do not like the library to be closed on weekends, but it might be necessary.

Simoni Room
Technology Update

Not one single bid has been received for the Simoni Room Technology Upgrade. It is a state bidding process, so the price might need to be increased. Mr. Prince suggested a cap be put on the amount. Ms. Canelli said that she personally cannot approach the three contractors who initially provided estimates. She will speak to Ms. Carney about what to do.

Simoni Room
Upholstery Update

Lizbeth's in Norwood provided eight different samples for the upholstery, but the choices did not meet with everyone's approval. More samples will be brought in for review. On a different note, 12 inexpensive replacement chairs were purchased for the children's room, at \$20 per chair.

NEW BUSINESS

Work of the Board
for FY16

Mr. Prince has reviewed the annual, monthly cycle. Mr. Hall suggested that a special committee work with Ms. Canelli to frame out a space needs study. Mr. Prince and Ms. Canelli will meet to learn more about space needs. Key staff will identify key needs. There may be a tour with other board members to learn more about space usage and needs in the building.

The Board will continue with its work of policy review and revision, as time permits with a deadline of June 30, 2015 for a completely revised police file.

Unpaid FY15 Bills

Ms. Canelli sent a memo regarding the June 2015 light and water bills to the Finance Commission and copied to Mr. Cooper, Assistant General Manager. Gas is an outside vendor but electricity and water are town vendors. All departments received electric and water bills after the fiscal year closed.

ARIS FY16 of FY15
Data

Ms. Phillips obtained circulation statistics and Ms. Canelli provided staff statistics and this report was submitted several weeks earlier than the deadline.

State Aid
Application FY16

The State Aid Application was submitted on August 21, 2015. As Morrill was one of the first libraries to submit this information, it will receive money earlier than it has in the past and may receive the award payment in November. There were no questions from the Board with regard to this application.

Employee Handbook
Status

Ms. Canelli commented that practice does not meet the printed handbook policies. Bargaining begins in fall 2017 and any changes should meet Staff Association approval. Current practices should be incorporated into the policy and this will be a project for the coming year. Ms. Canelli will provide an electronic document to those who will work on it, to correct the discrepancies of what is written and what is followed. She has a copy that the Staff Association made notes on and their edits will be reviewed. Human Resources will also need to be advise us. Mr. Hall said there is

value in laying out the schedule for the process and so Ms. Canelli will sketch out a rough calendar. The first step is to incorporate the Union edits and compare it to the contract, by November, if possible. Then, it should be shared with the staff association. The employee manual duplicates information in the contract, but movement has stalled, because the contract is not up-to-date as of the last negotiation. Ms. Canelli would like this work done by May, if possible, to provide ample time for troubleshooting and review. Mr. Hall will work on this for now and will receive the handbook and contract by Ms. Canelli. Nineteen employees are covered by the Staff Association contract, handbook, and Town policies. 30 part-time staff are covered by the handbook and Town policies only.

The next meeting is scheduled for October 13, 2015, at 7:30 p.m.

STAFF/PUBLIC REMARKS

Ms. Sheehan started as a part-time librarian and she left her full-time job and is now a full-time member technical services and circulation teams.

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 recommendations from Ms. Sheehan and Ms. Canelli, can be found attached with titles, authors, book covers and links to the library catalog.

At 9:20 p.m., a motion was made/seconded (Pipes/Hines) 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,



Amy B. Chandler-Nelson
Recording Secretary