

MORRILL MEMORIAL LIBRARY  
Norwood, Massachusetts

BOARD OF TRUSTEES  
Minutes September 9, 2014

**PRESENT**

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

At 7:32 p.m., Ms. Allison Palmgren took a photo of those present and she also discussed iPad cover options available to the Board to protect their new tablets. She will send a link from Amazon to trustees, so that they can choose the color and style of cover they prefer and then Ms. Palmgren will make an order.

Ms. Begg called the meeting to order at 7:42 p.m.

**MINUTES**

A motion was made/seconded (Prince/Pipes) and voted unanimously to approve the June 10, 2014 minutes of the regular meeting and minutes of the June 10, 2014 Executive session, as well as the June 24, 2014 minutes of the regular meeting and minutes of the June 24, 2014 Executive session.

Ms. Canelli stated Allison Palmgren is working on links in the agenda to particular documents that have normally been distributed, and, once clicked, the document will open. Ms. Canelli will print an agenda for distribution at each meeting.

**WARRANT**

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

**CORRESPONDENCE**

Although there was no official correspondence, Ms. Canelli received a copy of a letter to Allison Palmgren, technology librarian, thanking her for a wonderful presentation of her demonstration of tablets to seniors.

**FINANCIAL REPORT**

Final FY14 Budget Status; Final FY14 Special Funds; Current FY15 Budget Status; Special Funds Report FY15

The board reviewed the final Current Status Budget FY14 report, dated June 30, 2014 and the Current Status Budget FY15 report, dated September 9, as well as the final Special Funds Report FY14, dated June 20, 2014, and the Special Funds Report FY15, dated September 9, 2014. These four reports were discussed together.

Ms. Canelli asked if there any questions with regard to the FY14 budget. As expected, there was unspent money in the salary line. Ms. Canelli feels that the library adhered to its budget this year and spent and transferred money wisely. With regard to unpaid utility bills, Ms. Canelli updates the finance committee and the library received a special Municipal Relief Transfer in the amount of \$4,500 to pay utilities. The library will ask for outstanding

invoices to be decided at the fall Special Town Meeting. At that meeting, it is expected that there will be a vote to discuss these debts. Mr. Prince moved/seconded by Mr. Hall, to send unpaid bills to be included on the warrant. There was a unanimous vote in favor of this action.

With regard to the Current FY15 budget status report, Minuteman has doubled its downloadable Overdrive assessment, from \$4,000 last year to over \$8,000. Ms. Begg had a question about longevity pay at 64% and Ms. Canelli said that it is usually paid right away to all eligible staff, but now it is paid every two weeks for two of those employees with over 25 years of service. With regard to vacation pay, custodial services took most of their vacation time during the summer months, between July and September. Ms. Pipes asked if there was a plan for an overage in materials costs. Would this come from the State Aid to Public Libraries account? Ms. Canelli answered yes. In the FY16 budget, the library may need to ask for additional money in materials and it was suggested that, perhaps, figures for next year offset any increases. There is more money allocated this year than in the past ten years, and the library is close to the target amount that it needs. Ms. Canelli tries to make sure that the line items total what is needed to be spent on materials. It may be that the budget line for memberships may also need to be increased.

Mr. Hall suggested that there could be format improvements in the report. On the date presented, he requests that any report shows what percentage of the budget has been expended for the year, and that asterisks could be used to indicate line items that are not spread evenly across the year. He felt that it would be a simple change, which would make things easier to spot. Ms. Canelli said that there is a substantial amount of information in these reports and she tries to keep them to a single page. Perhaps footnotes added to a second page could be included, for those who want to read more detail, but that she is happy to explain during the meetings. Ms. Canelli commented that the figures are usually current to the first of the month.

Approval for a retroactive 2% cost of living increase will be presented at Special Town Meeting in November. The library will have several articles on the warrant.

The Board, at its September 9<sup>th</sup> meeting, voted unanimously to request that this request to fund the COLI be presented to Special Town Meeting this fall.

Concerning the Special Funds Report FY15, it was noted that the library will receive one third more in State Aid than it did last year. Margot Sullivan was not able to work the number of hours proposed in the grant due to her husband's illness; and several programs will now come out of grant funding to be closed out by September 30, 2014. \$555 from the State Aid account was reversed for the program *Following Atticus*. It was funded by the LSTA grant and reimbursed to State Aid.

Ms. Canelli will ask Doris Kerns Goodwin to consider speaking for the SR

Plumer Author Night. Ms. Goodwin is a library lover and local author. \$2,000 is not a lot of money to secure an author to speak, but perhaps she would consider it. Ms. Canelli has reached out to both David McCullough and Nathaniel Philbrick, but has not received a response from either. Ms. Canelli will look into holding this event at Norwood High School because Norwood Theater costs are high (\$3,000). There may be an acoustics problem having it at the high school, but the problem may be greater for those on stage than for those in the audience.

### **OLD BUSINESS**

November Meeting  
Date Change

Ms. Canelli polled the Board, to see if November 4 or November 18 was a better date to meet. The Board prefers November 18, and Ms. Canelli will try to find out when the Special Town Meeting is planned in November.

Noise in the  
Library/Teen  
Behavior

To make studying easier for all, St. Catherine's school students now have some tables in the Children's Room for study use. It was reported that some students are noisy when among the stacks.

Air Conditioning  
Update

The fans are in a new enclosure, to try to mitigate noise. This issue has been turned over to the town and Mark Chubet awaits funding. A permanent structure will need to be built, but it isn't clear whether it should be built over the winter or if the project should be put on hold. The chillers will be turned off in a couple of weeks. Although the noise is under the maximum decibel level allowed, it is being contested by Mr. Ward and other neighbors. At this point, having the town involved is the right way to proceed, as the issue falls under town bylaws. Noise levels can be higher in between zoning areas. Air Temps has continued to service the unit over the summer.

Board Bylaws

Ms. Reardon and Mr. Hall prepared a draft of the library bylaws, which was circulated in June. Due to open meeting law restrictions, they were not in a position to edit or discuss any changes between meetings. Did the Board wish to add anything to what has been circulated? Recommendations to the bylaws will be discussed at the next meeting. Mr. Hall defers to Ms. Begg as to the depth of details to be discussed. Ms. Hines suggests that the Board be strategic and not get too bogged down in minutiae, and she suggests it is the Library Director's duty to manage details of library operations. Mr. Hall doesn't disagree. If the official power of the director is greater, it would deviate from director power at other libraries. There is a difference between how a library is run and what the bylaws may say. Many explicitly delegate power to the director to manage personnel matters. If this board wishes for bylaws to read a certain way, please present substitute language to Mr. Hall or Ms. Reardon in the form of text. Mr. Prince circulated his comments with the September meeting materials and Mr. Hall requested that other comments be submitted in a similar fashion.

As concerns management responsibilities and power, Ms. Begg and Ms. Hines thought a compromise could work, suggesting that the Board of

Trustees have authority to oversee general management. Ms. Begg will submit changes in writing, for purposes of clarity. Ms. Canelli commented that the Trustees' Handbook dictates that the Board has three purposes: the authority to hire and fire the director; set library policies; and oversees finances. Mr. Prince thought using the word "oversight" was a nice way to modify section 3, paragraph 1.

Mr. Hall and Ms. Reardon will compile comments and will present a revision to the Board at its October meeting. It was requested that these comments be sent as soon as possible, but within two weeks, and that additional time for discussion be added to the agenda. It was noted that it may not be possible for the bylaws to be settled during the October meeting.

## **NEW BUSINESS**

### **Boch Fund**

Over 20 people attended the essay contest award event held on September 8. The winners of the contest read essays and received gift certificates. Mr. Hall attended the celebration and media interviewed some participants, so there may be some good coverage. It was videotaped, as well. Note that this event is funded by a \$400 2013 Boch grant. Boch grants awarded this year were for the Literacy Luncheon (\$250), newspaper indexing (\$500), and the Essay Contest (\$400).

Cindy Rudolph is doing an amazing job of creating READ posters for display around the library. Ms. Canelli is also looking to update the library logo. She circulated two possible samples to the Board and asks for the board to reflect on the logo and she seeks their opinion on any changes to it.

### **Time Limits for Agenda**

Meetings have been particularly lengthy recently. Although appropriate discussion is needed during certain times, it is important to keep things moving along efficiently. The length of the meetings is getting onerous, so it was suggested that items be dealt with promptly or deferred to the next meeting. Meetings could be akin to Town Meetings, with a certain time period allotted. It was mentioned that it can be problematic to adhere to time blocks, because business cannot be discussed out of the meeting itself. There is a concern about perpetual deferment, however. If the agenda were distributed sooner, perhaps members could say in advance that they would like to be able to speak to certain items. It was suggested that meetings were longer due to contract negotiations, and other items, like the air conditioner, which takes more time and focus. For instance, at 8:45 p.m., the Board is only half way through the agenda. In the past, meetings were done by 8:15 p.m., although that was more of an exception than the rule. A different mix of people on the board may also be a factor. "Everything has been said, but not said by everyone." Open meeting laws also dictate that business cannot be discussed outside of meetings. Coming up to speed for new members also takes more time. Bylaws will take a reasonable amount of time to come to consensus. Long-range planning will also absorb a great deal of time.

It was suggested that book remarks be kept to one minute. Commentary on agenda items should be kept brief. Although Ms. Canelli can't provide some agenda items earlier, like the director's report and statistics, she can circulate other agenda documents earlier and all documents are available on the Friday before the Tuesday board meeting.

Long-Range Plan Ms. Canelli surveyed directors from across Massachusetts and received 40 responses about consultant fees. Compensation varies, from \$50 to \$5,000, which was the highest fee paid. Often, a consultant is a retired librarian. Ms. Canelli has compiled the details, which will help to inform the long-range plan, and she will circulate the document so that the Board can see comments.

The Long-range plan is due in fall of 2016, but submission is allowed to be delayed up to two years after it is due. In 2010, Sunny Vandermark, consultant with the Metrowest Library System, proved helpful. Mr. Prince thought there was no need to postpone this work and that the Board should give it good, thorough consideration now. Mr. Hall thought that adequate preparation should allow for a feasible launch. It would be useful for the Board to designate a couple of people to work with the director to craft a timeline and to outline what should be done and by whom. A full-day meeting involving the whole board and staff and the consultant may need to be identified in order to help define library strengths, goals, and objectives. There will be a longer discussion about this in October. Would this be consultant or sub-group work? The work will be divided up among the advisory group, which is comprised of Ms. Hines, Ms. Reardon, and Mr. Hall. Ms. Canelli has gathered a packet of materials, which she will distribute to the Board. In order to facilitate the first meeting, she suggests that a consultant be used. Mr. Hall suggested that the group get familiar with the planning documents in order to become well versed in the structure of the process and he advised that MLS has sample long-range plans for libraries. Ms. Canelli will set up a meeting to discuss the planning process in advance of the next Board meeting.

Landscaping This agenda item was deferred.

Options/Proposals

Lighting

Options/Proposals

This agenda item was deferred.

## **DIRECTOR'S REPORT**

Circulation

Statistics

Statistics are declining, which is true for the entire network. The availability of electronic materials has hit libraries hard. Attendance is also down, similar to what is occurring across the country. People are getting used to digital materials and fewer people are coming through the doors. Digital books are replacing books and people also purchase rather than borrow during affluent times. Articles are addressed in library literature. The computer usage is affected, because people are bringing their own devices. Wifi hits are increasing and digital use is up. In 2008 and 2009, there were

usage increases as the economy tanked and now usage is decreasing with a stabilizing economy. Boston Public Library is unfolding a huge marketing plan seeking to be the “Library for the Commonwealth”.

With regard to outreach, an analysis about trends would be helpful to the Board and could help to inform them about potential problems that deserve action. Ms. Canelli tries to give detail and analysis during meetings. Ms. Canelli added that she has been adding other statistics (e-material statistics, wifi and website statistics, attendance at programming, etc.) over the past six years so that the board is aware of increases in non-traditional reporting of library use.

Mr. Hall thought the long-range planning process should try to determine where people are getting items instead of or in addition to library services. How can the Board determine performance metrics in a changing landscape? Morrill Library does not have large study rooms and space available to the community. Who are the patrons that we are losing? Space allocation needs will also be part of the long-range plan.

Advocacy/  
Marketing Report  
Facilities  
Update  
Technology Report

There were no questions from the Board regarding Advocacy/Marketing.

There were no questions from the Board regarding Facilities.

The Library is pleased to have extra hardware (7 new HP 16 in monitors and 7 used Dell Optiplex 745 computers) donated by World Travel Holdings. With regard to the new equipment, did a thank you letter need to be generated? Ms. Canelli and Ms. Palmgren have already taken care of it and Ms. Begg will write one from the board. Perhaps placing the Linux operating system stations for coding would best be situated in the Young Adult section.

Mr. Hall thought a summary at the top of reports would be helpful. Although Ms. Palmgren’s reports are wonderful, she could shorten them a bit. The Board just needs an overview.

Departmental  
Reports  
News  
Releases

There were no questions from the Board regarding Departmental Reports.

The Board commented that the Library was doing a great job with its News Releases.

Personnel

Due to the confidential nature of this topic, a motion was made/seconded (Pipes/Prince) and voted unanimously that this item be moved into Executive Session following tonight’s meeting. The Board will reconvene in open session at the conclusion of the executive session only for the sake of adjournment.

Programming

There were no questions from the Board regarding Programming.

Friends of the Library	There were no questions from the Board regarding Friends of the Library.
Search Warrants	There were no search warrants.
Miscellaneous Advisories	There was no discussion about this topic.

**The next meeting is scheduled for October 14, 2014.**

### STAFF/PUBLIC REMARKS

Gail Wright read *Still Alice* by Lisa Genova.

### TRUSTEES' REMARKS

Ms. Hines read *A Farewell to Arms* by Ernest Hemingway which she did not particularly enjoy.

Mr. Prince read *Death at the Château Bremond* and *Murder in the Rue Dumas* by M. L. Longworth.

Mr. Hall has been reading the *Powers* graphic novel series written by Brian Michael Bendis, illustrated by Michael Avon Oeming and the *Astro City* graphic novel series written by Kurt Busiek and illustrated by Brent E. Anderson.

Ms. Begg has been reading the *Lunch Lady* juvenile graphic novel series by Jarrett J. Krosoczka and has read *The Storyteller* by Jodi Picoult.

Ms. Reardon has read *Truman* by David McCullough.

Ms. Canelli read *A Crack in the Edge of the World: America and the Great California Earthquake of 1906* by Simon Winchester.

At 9:25 p.m., a motion was made/seconded (Prince/Hall) and approved unanimously to conclude the public meeting, which will re-open only to close upon the conclusion of Executive Session. Ms. Wright left the room at 9:25 p.m.

The next meeting of the Board will be held Tuesday, October 14, 2014. A motion was made/seconded (Prince/Hall) and unanimously voted at 10:07 p.m. to adjourn the meeting.

Respectfully submitted,



Amy B. Chandler-Nelson  
Recording Secretary