

MORRILL MEMORIAL LIBRARY
Norwood, Massachusetts

BOARD OF TRUSTEES
Minutes September 13, 2016

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

Ms. Pipes called the meeting to order at 7:33 p.m.

MINUTES A motion was made/seconded (Prince/Hall) to approve the June 14, 2016 minutes of the open session meeting. All voted in favor.

WARRANT The warrant was presented by Ms. Pipes and signed by all trustees.

CORRESPONDENCE

Ms. Canelli circulated a thank you note from Ms. Hines, whose mother passed away.

Ms. Canelli noted that the Special Town Meeting will be held on October 24, 2016, but she will be unable to attend. There are no unpaid bills this year and nothing on the agenda that would require her attendance. The preservation Committee and tax on real estate is on the warrant.

Ms. Canelli is concerned the window bid came in higher than \$11,000. Money has been spent on wonderful improvements to the library, but these excess costs cannot be absorbed in its capital funds, which have been tapped a great deal.

FINANCIAL REPORT

Final FY16 Budget Status The Monahan Fund covered more than normal this year, but the Library made a number of improvements. The Simoni Room update included the AV upgrade including screen and audio-visual equipment, 24 newly upholstered chairs, and a new stage curtain and is now in very good shape. The Library spent more money than the 12% required for Materials Expenditures (12.4%) and the additional invoices were paid from State Aid. \$201,000 was spent on materials, when the requirement is \$195,000. Materials are never funded 100% by the Town when the budget is submitted in November and have never been funded 100% historically. Mr. McQuaid has stated that the Library should ask for full funding for utilities; the unfunded balance has come from State Aid consistently. The cost of running and maintaining the building should be covered by the town. The building is aging and there were plumbing issues this summer. A toilet was replaced and DPW was involved. A diaper pail has been installed in the second floor bathroom and signage has been added, requesting that patrons not flush baby wipes. There was an issue with the control board in the elevator.

Final FY16 Special
Funds Report
Current FY17
Budget Status

There were no questions regarding the Final Special Funds Report.

The current budget is in great shape. Minuteman is paid up front each July.

In responding to a question about salaries, Ms. Canelli explained that custodians take vacations in July and August, so that requires part-time coverage, which is why this line item appears high.

The Friends of the Library provides money for programming in on a calendar year basis – January – December. The Library’s programming budget is from July – June. Therefore, the adult program from the Library budget is spent July – December. After that time, the Friends pay for programming January – June. Ms. Canelli is not concerned about this line item.

Utilities Reports and
Compilation

Ms. Canelli reported that a bit less money was spent on utilities last year. The electric bill has gone down in part due to the lighting switch to LED lighting. Water usage and rates have gone up, however. The Library’s Town funding for Utilities was \$59,000 in FY16. The full Utilities costs in FY16 were \$77,000.

FY17 Special Funds
Report

The Library received \$5,209 for Restitution in FY16 and over \$4,000 so far in FY17. Restitution will no longer have to cover the snow and ice budget. \$1,000 has been taken in for passport money (\$25 per application) and fines. This amount does not take into consideration labor costs.

Ms. Hines asked Ms. Canelli to look at all costs, including labor, to be sure that this service is a money-making enterprise and not a money-losing proposition. Ms. Canelli will do a cost analysis, and this data will be useful in the future, but she does not believe that it is taking library staff away from work unnecessarily. Staff can do three passport applications in fifteen minutes. Part-time help is \$15 an hour, if needed. A number of staff members are now trained and approved by the State Department to take applications.

The Library is a multi-functional institution and people appreciate being able apply for passports here. There is a cost to send in the paperwork the next day, which is \$6.24 per batch. The IRS no longer prints books and forms, so the Library now does that in its service to the community. The notary service starts soon, once supplies and a certificate is obtained. The maximum one can receive is \$1.25 for a notary charge, but the Library will not charge a fee. It is a service that the Town will appreciate and will enhance the Library’s positive image.

DIRECTOR’S REPORT

Final 2016
Circulation Statistics

Going forward, Ms. Canelli will give a quarterly report, in order to provide reports that are up-to-date. She will track the number of passports and number of notary services, as well. The report for July, August and

September will be presented at the next meeting. The annual report at the end of December will show the circulation percentages, but circulation is down across the state. The PEW report has other state trends and is available to Trustees, should they wish to see it.

Director's
Advocacy/Marketing
Report

Ms. Canelli applied to attend the New England Library Leadership Symposium in August, which focused on positioning for future success. She paid \$750 herself, in order to attend. She last attended in 2008 and she found it rewarding.

On August 18, 2016, Ms. Canelli met with Ms. Pizzi and Attorney Bresnahan to review Staff Handbook edits. This has been a slow moving process and the Library is at their mercy. The Handbook is not in a state to be shown to the Board. There is a new attorney who will represent the Library in negotiations, Kier Wachterhauser. Town counsel was not giving the library the attention it deserves. A focus will be to provide timely responses going forward.

Facilities Update:
Capital Outlay
Projects

Work on the windows in the Literacy office is being addressed, but Mmid-Mass Renovation is having a difficult time finding hardware for the project. With regard to security cameras, currently, ten of 21 cameras are operating. This expense will be paid by Capital Outlay and Building Maintenance accounts.

Technology Report:

Wi-Fi hotspots and ROKUs are in circulation. A patron brings an empty box from the rack to the circulation desk to check this item out, similar to the old video store model. It was reported that self-serve holds are working well and there is ongoing training to make this process even better. There were printing issues, due to the system being down, and so there was a glitch in printing receipts.

Departmental
Reports:

Mr. Prince commented that the Reference Desk has a great sense of humor, in response to the question, "Why can't we fax CDs?" Ms. Hines asked if there were any concerns from neighbors re: the air conditioning and, aside from Mr. Carroll calling Ms. Canelli's cell phone one day, nothing much has been heard from them.

News Releases

Ms. Reed has some great scary movies lined up for fall. There is a two-part program happening; the author is coming in to speak about brewing beer, and those who attend the first part will receive an invitation to go to Castle Island Brewing for the second portion of the event. Also, the Gravestone Girls will speak about their visit to a Norwood grave yard. The 100th anniversary of the flu epidemic is coming in 2018, so there is some brainstorming happening around that just now.

Personnel; Part-time
Circulation Assistant

There were 30 applications received for the part-time circulation assistant position, to replace Ms. Wright, who has retired. This is an on-call position, and the employee will know her/his hours in advance. It is to cover staff

members who are away or who are on vacation. It is a benefited, 20-hour per week position. The town's HR department collected all applications.

Programming There were no questions regarding Programming, which was discussed along with News Releases.

Friends of the Library; Norwood Day and Magnets There is a meeting coming on September 15 (Thursday). The magnet distribution was a big hit, and was held during Norwood Day. Families like having information about the library on their refrigerator. \$125 was brought in and there was also interest in membership. The Friends will cover the invoice for the magnets which Ms. Canelli ordered online.

Search Warrants There were no Search Warrants.

Miscellaneous Advisories There was an incident on September 13, where police were called to help a patron, who threatened to cause self-harm.

OLD BUSINESS

Noise in the Library/Teen Behavior School has just started, and it is noisy, but it is because it is busy. So far, all is fine.

NEW BUSINESS

Collective Bargaining with Library AFSCME Group Because this is a sensitive topic and might have an adverse impact on ongoing negotiations, a motion was made/seconded (Prince/Hines) 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.

FY16 ARIS Ms. Phillips and Ms. Canelli completed the Annual Report Information Survey (ARIS) of 2016 Data. They have worked very hard to make the report as accurate as possible over the years as it reports all circulation, holdings, programs, services, staff information etc.

2017 State Aid Application Ms. Canelli has certified the application for FY2017 State Aid to Public Libraries Financial Report and submitted the document in advance of the deadline.

The next meeting is scheduled for October 11, 2016, at 7:30 p.m.

STAFF/PUBLIC REMARKS

Ms. Hines will not attend the October 11, 2016 meeting, but it was determined that there was no need to reschedule the meeting. Ms. Phillips said to be specific when searching for information, because some of the different algorithms can take time.

TRUSTEES' REMARKS

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

A motion was made/seconded (Prince/Hines) and unanimously voted at 9:50 p.m. to conclude the public meeting, which will re-open only to close upon the conclusion of Executive Session. Ms. Phillips left the room at 9:50 p.m., and Executive Session followed.

A motion was made/seconded (Prince/Hall) and unanimously voted at 10:07 p.m. to adjourn the meeting.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Amy B. Chandler-Nelson", is written on a light yellow rectangular background.

Amy B. Chandler-Nelson
Recording Secretary