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Charlotte L. Canelli, Library Director

**Library Board of Trustees**

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Donna Montgomery  
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**VIRTUAL MEETING OF THE BOARD OF LIBRARY TRUSTEES**  
**Minutes of the September 08, 2020 Meeting**  
**\*REVISED\***

Trustees: John Hall, Chair; Marguerite Cummings, Vice-Chair; Sarah Begg; George Michalec; Donna Montgomery  
Director: Charlotte Canelli  
Assistant Director: Lydia Sampson  
Staff representatives present: Patty Bailey  
Recording Secretary: Casey Argyrou

This meeting was held virtually via GoToMeeting. Mr. Hall called the meeting to order at 7:33 p.m.

**WELCOME AND INTRODUCTIONS**

Mr. Hall suggested doing introductions as this is the first meeting of the new fiscal year. Mr. Hall introduced the Board including Sarah Begg, Donna Montgomery, George Michalec, and Marguerite Cummings. He then introduced Charlotte Canelli, Library Director; Lydia Sampson, Assistant Director; Casey Argyrou, Recording Secretary; and Patty Bailey, staff representative. He then explained that the consent agenda is a record of what happened at the previous meeting and a compilation of reports and statistics provided by the Library Director about the previous month's happenings. It is submitted for approval monthly.

**MINUTES**

A motion was made/seconded (Begg/Montgomery) to approve the Consent Agenda items. No changes were requested. Mr. Hall then called on each Board member alphabetically to approve the minutes. All approved with the exception of Ms. O'Leary who was unable to attend the meeting.

**FINANCIAL REPORT:** Library Budget FY20; Current FY21 Special Funds Report, Current FY21 Revolving Fund Status; Current Incidentals FY21; Utility Budget FY20

**PERSONNEL REPORT:** Director Search; B. DeFelice Accommodation and MMA/Suffolk; Carla Howard Tuition Reimbursement; Nancy Ling Resignation; Sick Back Memo

**DIRECTOR'S REPORT:** Director's Advocacy/Marketing Report; Assistant Director Activities; Facilities Update; Departmental Reports; Publicity and News Releases

#### WARRANT

No warrant was presented. Ms. Canelli explained that while meetings continue to be held remotely, staff will continue to pay material invoices without approval from the Board, following protocol for the summer months when the Board does not meet.

#### CORRESPONDENCE

Town Wide Facilities Department: Ms. Canelli explained there is a new ticket system for facilities requests which all Town Departments will be using. It's hosted by School Dude and managed by the new Town Wide Facilities Department which is led by Paul Riccardi. In addition to the ticket system, we have been provided direct numbers for Paul Riccardi, Chris Folan and Maureen Heffernan in case of emergencies. We did have a leak in our ceiling on the ground floor last week that was caused by an air conditioning unit collecting extra water. We had to shut off the lights in circulation and put out trash cans to catch the water, which blocked our entryway. Facilities fixed it quickly and we were back to normal the next day. They will also be coming back to turn off our AC and turn on our heating in the next few weeks as it gets colder.

#### OLD BUSINESS

- (a) Reopening Services: Sigalle Reiss, Director of the Health Department for the Town of Norwood has asked us not to add any hours or services to our current schedule until Norwood is back "in the green", meaning we have less than 4 cases per 100,000 people. Currently we are in the yellow (4-8 cases per 100,000 people). We have been allowed to proceed with opening on Saturdays because that was planned prior to Norwood being classified as yellow, however we will not be adding any evening or Sunday hours until at least after September. The Westwood Library is still not open, and Walpole is operating by appointment only. Town Hall will be reopening soon. They will have a greeter, much like we do. The Council on Aging has added some services, but they will not be opening anything until further notice from the Health Department. Ms. Reiss is very concerned about how our COVID numbers will trend after school reopens next week.
- (b) LSTA CIVIC HUB: Liz Reed has been granted this year's Civic Hub grant. We are looking forward to receiving a check before October 1<sup>st</sup>. The money must be spent between Oct. 1, 2020 and Sept. 31, 2021. Ms. Reed is working with a publisher that publishes wonderful graphic novels for young adults on sensitive topics like racism and bullying. She will be working with Officer Baguma and Norwood United for Peace and Justice on various digital and in person programs. Ms. Cummings expressed how excited she is for Ms. Reed and for the Library that we will get to address these issues in such a positive way.
- (c) Noise in the Library/ Teen Behavior: Ms. Canelli reported that we have had no issues with noise or behavior from patrons, but there was an incident today in which a bird flew in and found himself trapped in Ms. Argyrou's office. The head custodian Jim Croak was able to let him out unharmed by removing a window screen.

#### REPORTS

- (a) Library Budget:
  - i. FY20 and FY21 Budget Overview: Ms. Canelli provided all of the FY20 final budgets and she

provided an FY21 budget update. She usually writes this yearly report in August, but the Town was delayed in closing out the FY20 accounts. Charlotte is happy with the current state of our Special Funds. Her only concern for FY21 is the Revolving Account because our income from fines and passport execution fees has been dramatically reduced.

ii. Town COVID Account: Ms. Canelli noted that the Town has a \$2million COVID account that the Town departments have been able to charge against. We've been using that to pay for cleaning supplies and ppe, as well as our overages in material in electronic format. It is important for us to continue offering patrons digital services during COVID so they can still have books, magazines, and streaming available to them if they are not comfortable or unable to come in in person.

iii. Utilities and Dues/Conferences Budgets: The FY21 Utilities Budget was cut from \$75,000 to \$70,000. We don't know if the FY20 decrease in utilities cost was because of the closure or if the chiller is operating more efficiently and thus helping the electricity costs. Our Telephone Budget has also been cut entirely. The Town had planned to switch over to VOIP (Voice over Internet Protocol) in July, but we didn't get them until last week, so we still had telephone bills for the first few months. We don't know what our Dues and Conferences expenses will look like this year as so many professional organizations are hosting their conferences digitally. We hope that by the end of the year we could send a few people to the ALA Conference if it is in person.

iv. Material Expenditures and Patron Preferences: Mr. Hall asked Ms. Sampson to elaborate on the material expenditure and the overages we have seen in material in electronic format. Ms. Sampson explained that we have reinstated a 10 play cap to Kanopy and Hoopla to rein in costs a bit, but we have seen usage double during Covid. We are seeing a plateau at a higher level than when we first closed from Covid. Mr. Hall asked if people who recently started using digital services will continue to use them as a primary choice as things reopen. Ms. Sampson feels that yes, many people will continue to use digital as a preference now that they know how great it is. Ms. Canelli also explained that we signed many new patrons up for library cards during the closure because of the need for digital content. She will provide those statistics at the next meeting.

v. LSTA Expenditures: Mr. Hall asked about the LSTA expenditures and why they dropped 25%. Charlotte explained that the LSTA money is meant to be spent within a Government Year (Oct-Sept), so the trends in spending wouldn't follow our fiscal year. Of the \$10,000 we received, we only spent about \$1300 during FY20 because Kate Tigue, head of Children's Services, had to completely rework her grant plan due to Covid. All of the toys and play items she purchased can't be enjoyed by children until we have fully reopened the Library.

vi. Programming: Mr. Hall asked if it is likely that we will end the year with extra programming funds now that we aren't allowed to have programming in the Library. Ms. Canelli responded that we are still paying virtual presenters, so we are spending about the same amount. Presenters have become very innovative. Also, half of our programming costs are typically paid for by the Friends of the Library. The Friends were not able to have their usual Spring and Fall book sales, so their income is down by about \$3,000 or more. We may not be able to ask them for that money this year. Usually, if we need more money for programming, we will use the Revolving Fund, but those funds will also be

reduced due to the loss of income from fines and passport execution fees. Ms. Canelli further noted that we pay for our copier lease with the Revolving Fund, so we have to be careful of overspending from that account.

(b) Personnel Reports

i. Director Search: The monthly packet provided some up to date notes about what has happened so far for the Director search. The consultant has met with the Board, Tony Mazucco, and Ms. Canelli. They have a meeting scheduled with staff tomorrow. A job description for use in posting and a snapshot profile of the town and library will also be created over the next few weeks to provide context for interested candidates. The Screening Committee has been named. It will include Town Department Head Mark Ryan, former Trustee Patti Fanning, Ms. Begg, Ms. Cummings, Mr. Michalec and (informally) Mr. Hall.

ii. B DeFelice Accommodation and MMA/Suffolk Program: Brian DeFelice has asked for scheduling accommodation due to child care issues. He will be working from home Wednesday mornings until he no longer needs to. He will also be out of the office every Friday until he completes the MMA/Suffolk program. It will take approximately 25 Fridays. It is being held virtually for the time being, but they hope to be in person eventually. There are some Fridays he will be at the Library, but mostly he'll be off. It is a tremendous amount of work, and Ms. Canelli noted that Brian is taking this on on the heels of finishing his Masters. Charlotte hopes that next year there will be more candidates from the library who want to participate in this program. As it is geared toward people who want to move into leadership roles in municipal government, the Town will be paying tuition for those that are accepted.

iii. Carla Howard Tuition Reimbursement: Carla has been reimbursed \$500 for her Summer coursework toward her Masters in Library Science. As she is the only person on staff currently taking classes, she will probably come back in May to ask for the remainder of her tuition. Charlotte requested that the Board continue to support staff financially and through schedule accommodation so that they can pursue educational opportunities. Mr. Hall responded that he agrees with the benefits of this, and he sees no reason to believe that the Board would change their perspective on this matter. Mr. Michalec said he loved seeing the staff taking advantage of these opportunities because in the end, it makes the staff member a better person and teammate. Ms. Cummings agreed, and noted that Ms. Canelli has always been so supportive of professional development that as a result, the Library has lost some wonderful staff members as they have moved onto the next step in their professional journey.

iv. Nancy Ling resignation: Ms. Canelli announced that April Cushing and Nancy Ling will be leaving in the Winter. It is also expected that Jane Bradley will be retiring, though she has not submitted a formal letter of intent yet. The Library has not seen a change in staffing since 2018 when Brian DeFelice and Casey Argyrou were hired. Ms. Canelli noted that it was a benefit that the staff was so used to working together by the time COVID struck, that we were able to adapt to the changes and find creative ways to continue to work.

v. Sick buyback Memo: There is a memo included in this month's packet explaining a change to sick

time accrual for nonunion employees. This new rule affects the Director, Assistant Director and the Administrative Assistant. Going forward all nonunion staff members will accrue 10 days per year instead of 12. In exchange for this loss of sick time, nonunion staff will receive a week of sick pay added to their yearly base pay. This amount will be divided among each paycheck. This was an unexpected change, as in the past all nonunion Library employees received every benefit that the union negotiated. The Library was notified about this change after July 1<sup>st</sup>. In the future, Casey and Lydia will know to be proactive about tracking these memorandums at the end of each fiscal year.

- (c) Friends of the Library- Ms. Cummings reported that the Friends have not had a meeting since March, but they are arranging a Zoom meeting for the near future. Even during Covid, they are getting new members. They are looking into program options for this year, and are considering a socially distant music program similar to the wine and cheese event they had at Little Bird last year. The annual membership flyer will be going out again with the Norwood Light Bills in December, as approved by the Selectmen.
- (d) Maintenance and Repair: We have a few projects that are now on hold with the Maintenance Department, namely replacing the windows along the back of the Library and replacing the linoleum in the back hallway. Hopefully these will be addressed after school has officially started. When the town wide facilities reps came through they were impressed with the state of the building. Jim Croak has really been on top of this. Ms. Canelli also reported that the lighting upgrades that were once part of the Capital Outlay Plan will now be covered by the Green Communities Grant.

#### NEW BUSINESS

None

#### SEARCH WARRANTS

none

#### MISCELLANEOUS ADVISORIES

None

#### STAFF AND PUBLIC REMARKS

The staff representatives talk about what they have read and enjoyed recently.

Ms. Canelli- "The Program: Inside the Mind of Keith Raniere" by Toni Natalie. She also recommended watching "The Vow" on HBO, which is also about NXIVM.

Ms. Sampson- "Theft by Finding: Diaries (1977–2002)" by David Sedaris and "The Girl on the Train" by Paula Hawkins

Ms. Argyrou- "The Ballad of Songbirds and Snakes" by Suzanne Collins

Ms. Bailey- "Queen Bee" by Dorothea Benton Frank

#### TRUSTEE REMARKS

The Trustees also shared what they have been reading.

MS. Begg- Ms. Begg read one of Elin Hilderbrand's lesser known titles. She has also been working her way through Lisa Scottoline's Rosato & DiNunzio series.

Ms. Cummings- Ms. Cummings shared that she attended the Zoom State Aid workshop today. She hoped it would prepare her for her role on the Budget Committee this year. There was a large focus on COVID, and she found it very informative. She also plans to attend the Trustee Orientation at the end of the month. It's her 6<sup>th</sup> time going. Ms. Cummings expressed great thanks to the staff of the Library for continuing to offer so many resources during the closure, when there were so many libraries that did not. Mr. Hall suggested that someone should share a narrative of the closure from the perspective of the library staff, and how we came together to brainstorm new ways to serve our patrons. It would make a good article for the Transcript, for which the Library staff writes a monthly article. Ms. Montgomery agreed that even the monthly program report which is included in the September Board Packet says so much about the innovation and dedication of the Library staff in the wake of a true disaster. Mr. Hall also suggested this could be a good opportunity for our Technology Librarian Brian DeFelice to work with Norwood Community Media. Ms. Cumming also shared her book which was "The Book Woman of Troublesome Creek" by Kim Michele Richardson.

Mr. Michalec- Mr. Michalec is reading a historical fiction about the Boer War, which his client is self-publishing. Mr. Michalec has designed the cover.

Mr. Hall- "Walk the Line" by David Baldacci, which is the 6<sup>th</sup> in the Memory Man Series. Mr. Hall's sister Judith Hall is releasing "Prospects," her 5<sup>th</sup> collection of poems, all from University Presses, with this one published by LSU Press.

Mr. Hall then drew everyone's attention to the meeting schedule for the next few months. There will be meetings October 13th, November 10th, and January 12th.

#### ADJURNMENT

A motion to adjourn was made/seconded (Cummings/Montgomery). All agreed, and the meeting was called to an end at 8:49 pm.

Respectfully submitted,



Recording Secretary