



Library Board of Trustees
Marguerite Cummings, Chair
Donna Montgomery, Vice-Chair
Sarah Begg
John Hall
George Michalec
Sheri McLeish

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Clayton Cheever, Library Director

MEETING OF THE BOARD OF LIBRARY TRUSTEES

Minutes of September 13, 2022 Meeting

Trustees: Marguerite Cummings, Chair; Donna Montgomery, Vice-Chair; Sarah Begg; John Hall; George Michalec; Donna Montgomery; Sheri McLeish
Director: Clayton Cheever
Assistant Director: Lydia Sampson
Staff representative present: Lydia Sampson
Recording Secretary: Casey Argyrou

The meeting was called to order at 6:47 p.m. This was Ms. Cummings first meeting as Chair of the Board of Library Trustees and the first meeting of the Board since June. Video of the meeting was recorded by Norwood Community Media. Everyone introduced themselves for the recording.

CONSENT AGENDA

This month's packet included minutes of the June 14, 2022 meeting for the Board's approval. A motion was made and seconded (Begg/Montgomery) to accept the consent agenda. All voted by a show of hands and the motion was approved unanimously.

FINANCIAL REPORT: End of year FY 22 Budget; End of year FY22 Special Funds; End of year FY22 Revolving; End of year FY22 Incidentals; Current FY23 Budget Status Expanded; Current FY23 Special Funds Report, Current FY23 Revolving Fund Status; Current Incidentals FY23

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

WELCOME AND INVITATION TO SPEAK

DEPARTMENT HEAD REPORTS

The Board welcomed Library Assistant Director Lydia Sampson. She is also the Head of the Head of Technical Services Department, which has experienced several personnel changes since Irene Gotovich and Fran Dalton retired this past June. The department recently welcomed Kate Sheehan and Nicole Dana as full time members of the team. With these changes, they are focusing on cross training all of the members of the department on the multitude of ways the department assists the library. Ms. Sampson summarized the work of her department saying that Technical Services is the "behind the scenes

department” of the library. They manage all of the processing, packaging, labeling, and repairing of circulating material. They enter incoming material into Minuteman Library Network’s Integrated Library System (ILS) so it is discoverable in the online catalog. They provide patrons with staff pick lists, prepublication reports, and keep track of statistics for the library’s state funding reports. Ms. Sampson clarified that the actual collection development, ordering and deaccessioning is handled by the librarian staff, but virtually every other process involving material offered to patrons is touched or tracked in some way by the Technical Services team. In addition to these shared job duties, department member Patty Bailey also runs the very popular Turn the Page book group, and Kate Sheehan manages the collection of print serial publications. Ms. Sampson is also responsible for compiling the annual ARIS report which is a huge end of the year statistical report that is mandatory for the library to receive state funding and in good relations with all the other public libraries across the Commonwealth.

Ms. Montgomery noted that she often requests books through the Minuteman website, but she wondered if out of network requests are also recorded. Ms. Sampson replied that failed catalog searches do not generate a record, but there are a number of ways to obtain items that are not currently in the Minuteman catalog. Patrons are strongly encouraged to suggest a purchase using a form on the library website, and the Reference librarians can assist in requesting items from other networks. In addition to patron requests, there are also tools already embedded into the library systems which track the number of holds on all items and appropriately alert the Technical Services Staff to order additional copies or formats of popular titles. Mr. Hall asked what happens to extra copies once the demand dies down. Ms. Sampson said that all of the librarians work to weed their collections and match the number of copies with the current demand. Weeded items are culled responsibly and discards are frequently enjoyed after they have served their purpose in the library by users of the Norwood Senior Center and beneficiaries of donation centers including [More Than Words](#) and [Better World Books](#). Mr. Cheever offered high praise to Ms. Sampson for leading such a great team and maintaining such a great attitude. Ms. Cummings added that Ms. Sampson is known around town for being generous with her time, being present in the library for patrons, and working extremely collaboratively with all town and library departments.

REPORTS

- (a) Personnel Report & Contract Updates- There are currently no ongoing contract negotiations. Susan Bunker has been promoted into a new full-time (benefited) Circulation Assistant role. The library no longer has any part-time benefited positions. Ms. Montgomery asked if that was a result of a policy change in which part-time benefited positions are no longer allowed. Mr. Cheever clarified that it is not a town policy to exclude that option, but both Human Resources and Mr. Cheever are in agreement that it best addresses the needs of the library and our employees to aim for full-time positions. Mr. Hall asked how many positions are part-time without benefits right now. Ms. Argyrou reported that there are about 20 part-time employees currently on the payroll who are not eligible for benefits. These include the library pages. Mr. Hall asked if the majority of staff working without benefits are short or long-term employees. Mr. Cheever said that some have worked for the library for many years. He shared how it is a challenge to keep individuals trained and provide consistent service when they don’t work consistently.
- (b) Programming Report – Adult services will be offering a mix of in person and virtual programming through the fall. On Monday, September 19 there will be a virtual program with investigative

journalist Joshua Prager as he discusses his research on the Roe Family and the struggle for reproductive rights in America. The Summer Reading Programs for both Adult Services and Children's have ended, and Mr. Cheever was happy to report that both programs were a success.

- (c) Maintenance & Repair- The Town Facilities Department is asking for existing funds from Town Meeting this fall in order to hire a consultant to conduct an existing conditions report of the library building sometime next spring. The study will determine the needs of the building and create a plan to address them. Mr. Cheever has also arranged for limited environmental monitoring of the interior of the building to track the temperature and humidity levels of key areas, and Mr. Perlman has been very helpful installing and configuring alerts when conditions pass specific thresholds. Ms. Montgomery noted that the lights in the parking lot are not turning on at appropriate times and this has been an issue for some time. Mr. Cheever said he will address this with the Facilities staff. He also noted that Jim and Linda have taken on some painting projects both inside and outside the library, and he's received compliments from patrons that the building looks great.
- (d) Friends of the Library- Ms. Cummings reported that the Friends met the day after the last Trustees meeting and she was disheartened to see that only three other people attended: Ms. Sampson, Mr. Corzillius and one other member who needed to leave early. That was Mr. Corzillius's last meeting as President, and there is currently no one willing to replace him. Ms. Cummings requested that the Trustees help to find new members to join and revitalize the Friends of the Library. The Friends' carts in the lobby of the library do continue to bring in over \$300 per month, but it's unknown if the biannual book sale will continue without a larger Friends presence. Mr. Cheever reported that he met with Mr. Corzillius and Ms. Sampson recently to discuss the direction of the Friends going forward. There are plans for a fall book sale from October 20-24. They also discussed that new members might be attracted to become more involved if they could help plan and conduct an after-hours social event at the library. The challenge is collecting a team of people to do the planning and executing. The Trustees suggested someone reach out to Progress Norwood, local churches, the Library Strategic Planning Committee and the schools to see if anyone may know of interested parties or to provide contact for tabling events which might bring in more members. Ms. Cummings stressed that a role in The Friends would not be an overwhelming commitment. It's a lot of fun and there are a lot of great ways to support the library, elevate the institution and meet neighbors. Ms. Montgomery spoke about her own experience as a child starting a Junior Friends of the Library at another local library. She suggested that a Morrill Memorial Library Young Friends Group may be another method of getting people of all ages involved in the Friends.

CORRESPONDENCE- Mr. Cheever included many items of correspondence for the Board to review in the September meeting packet, including words of thanks from the Sastavickas family, a thank you card from Irene Gotovich to the Trustees for their kind words upon her retirement, a letter of resignation from part time Circulation Assistant Beth Porter speaking highly of her time at the library, the new Trustees contact information notice, some information on House Bill 4991, and a letter from MLA regarding censorship challenges. There was no further conversation regarding any of these items, and Mr. Cheever concluded this portion of the meeting by alerting the Board of the beautiful painting of the Library on the electric box across the street, which was arranged by the Norwood Cultural Council and is being painted by our very own librarian, Nicole Guerra-Coon.

OLD BUSINESS

- (a) MA H4120: An act modernizing library access to electronic books and digital audiobooks – Mr. Cheever reported that this bill has been stalled in committee, and had a very uncertain future. There was consensus that this item be removed from Old Business until there are notable changes to the status of the bill.
- (b) Library Policies- The Ad Hoc Committee (Mr. Hall, Mr. Michalec, and Ms. McLeish) will meet before the October Board meeting to choose their chair and review revisions to the Meeting Room Use Policy. The Collection Development Policy is another policy Mr. Cheever expressed an intent to revise and submit to the Ad Hoc Committee for review, but due to an increase in room requests for studying, tutoring, and Access to Justice, the room use policy has been prioritized.
- (c) Strategic Plan 2022-2026- Mr. Cheever submitted the completed 2022-2026 Strategic Plan for the Board's approval. A motion was made/seconded (Begg/ Hall) to approve the plan. Ms. Cummings opened up the floor to comments and questions about the Strategic Plan before asking for a vote. Mr. Michalec expressed that he was very impressed at how detailed and thorough the document is, noting the considerable amount of time and work it required to create. Ms. Montgomery asked for more information about how staff will be measuring success of Priority 2, Goal 2 "Adults and seniors will be confident learners". Mr. Cheever explained that staff will be measuring outcomes, i.e. the quality of people's experiences and how it impacted their lives. With a combination of surveys and state mandated literacy tests we will gain a better understanding of the impact the library is making in these patron's lives and their levels of confidence in their learning. Ms. Montgomery asked who the target of that objective is, and Mr. Cheever confirmed it will focus on the active students served by the Literacy department. Ms. Montgomery also asked who will be on the committee discussed in Priority 3, Goal 3, and Objective 21 "At least twice each year a committee will seek to identify and review barriers to access and find ways to address them." Mr. Cheever said that the committee has not been chosen. It will likely start with staff and community leaders will be asked to join in response to the areas of focus. Lastly, Ms. Montgomery asked if the Strategic Planning Committee would be dissolved after Board approval of the document. Mr. Cheever confirmed that it would. Ms. McLeish asked if programming statistics would be counted toward more than one goal/objective. Mr. Cheever clarified that programs can be counted for multiple goals, and in fact prospective programs that address multiple goals will be preferable to those that would only meet one. Ms. McLeish questioned why in some goals physical and electronic material is noted, whereas in other goals only physical items are referenced. Mr. Cheever said this was intentional and reflects the desire of the committee. Mr. Hall expressed he was happy to see an increase in surveying in this plan, as he is in support of a focus on quality of interaction versus interaction statistics alone. Mr. Michalec asked who would be in charge of the surveying and data analysis. He also wondered what the thresholds will be if the Library is not on track to meet a goal. Mr. Cheever replied that ultimately, as the Director, he would be responsible for the plan. Each Department Head also has aspects of the Plan that they will be in charge of keeping and reporting statistics. This will be further detailed in the Action Plan which will be drafted next and brought to the Board to review before filing the final document later before the beginning of December. Mr. Cheever intends for this plan to be aspirational but also achievable. The Library will try to hit every goal, but they may fall short on some. As such, the plan should be revisited

and revised annually to make sure each goal remains appropriate. Other Town departments have begun a Strategic Planning process as well, and Mr. Cheever hopes the Library will be a good leader and resource for them in that endeavor. Finally, Ms. Cummings called the vote on the motion to approve the plan and it was unanimously approved by a show of hands. The document was passed around and signed by all Trustees.

- (d) Patrons in the Library- Mr. Cheever reported that the Library has been busy. This past Saturday was the first Saturday back open after the Summer closure, but due to Norwood Day, there was not a dramatic increase in patrons using library services, with the exception of the restrooms. The Library will reopen for Sundays on October 16, after Columbus Day. Mr. Cheever noted his preference that the Library eventually secure funding to remain open on weekends all year.

NEW BUSINESS

2022-2023 Library Calendar- Mr. Cheever provided a 2023 Library Holiday Schedule for the Board's approval. He also provided a draft of the Town's holiday schedule for comparison. Ms. McLeish asked if Mr. Cheever would be changing Columbus Day to Indigenous People's Day. Mr. Cheever responded that in the current Library union contract the day is listed as Columbus Day, so until the contract is changed that is how the holiday will be noted on the official schedule, but it will be referred to as "October holiday" in social media posts regarding the closure. It will also be up to the purview of the Library staff to provide displays and programs on Indigenous people during that month, and throughout the year. Columbus will not be a focus of the library's messaging during that time. A motion was made/seconded (Montgomery/Begg) to approve the holiday calendar as it stands. All voted by show of hands, and it was unanimously approved.

SEARCH WARRANTS- none.

MISCELLANEOUS ADVISORIES- The next meeting of the Board of Library Trustees will be October 11, 2022 at 6:30pm.

STAFF AND TRUSTEES REMARKS- Mr. Cheever included the full summer of staff and trustee book recommendations in the September packet. These are also available on [the Library website](#).

ADJOURNMENT- A motion was made and seconded (Hall/McLeish) to adjourn. All approved by show of hands, and Ms. Cummings called the meeting to an end at 8:11 p.m.

Respectfully submitted,



Recording Secretary