



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

www.norwoodLibrary.org

Clayton Cheever, Library Director

MEETING OF THE BOARD OF LIBRARY TRUSTEES September 12, 2023 Meeting Minutes

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

Donna Montgomery called the meeting to order at 6:35pm. The meeting was held in person at the Morrill Memorial Library.

CONSENT AGENDA

This month's packet included minutes of the June 13, 2023 meeting for the Board's approval. A motion was made and seconded (McLeish/Michalec) to accept the consent agenda with two small modifications. In the minutes including the list of Trustees attending the June meeting, John Hall's name was missing an L. Also, the header on one of the Revolving Reports said July 1, while it should have been August 1. Clayton Cheever agreed to make the updates before archiving the consent agenda. All voted by show of hands, and the motion was approved by consensus. Sarah Begg abstained as she was not present for the June meeting. In addition to the minutes, the consent agenda included:

- **FINANCIAL REPORT:** Current FY24 Budget Status, Special Funds Report, Incidentals Report, and Revolving Fund Status; FY23 year-end Budget, Special Funds Report, Incidental Report and Revolving Fund Status.
- **DIRECTOR'S REPORT:** Director's Advocacy/Marketing Report; Assistant Director Activities; Facilities Update; Departmental Reports; Publicity and News Releases

DEPARTMENT HEAD REPORTS

Lydia Sampson joined the library staff in December, 2017 as the Head of Technical Services. She became Assistant Director in July, 2019 while retaining her role as Department Head. Lydia saw some trepidation from her staff during this transition, as Lydia now had more responsibilities but there were not any new staff members to cover the increased workload. Since 2019 Irene Gotovich has retired and Lydia was able to bring both part-time staff members Kate Sheehan and Nicole Dana into full-time Technical Services Specialist roles, alongside long-time department member Patty Bailey. With this team, she has really focused on cross-training, so that each member of staff can help out with all aspects of the department. These include

receiving materials, applying barcodes and spine labels, adding each item into the digital catalog, and maintaining the integrity of the physical catalog, repairing and replacing items as needed. Additionally, Nicole maintains the Library of Things Collection, Patty runs the Turn the Page book club, Kate is the point person for periodicals, and they work together to produce the *Coming Soon* and *Staff Pick* flyers. Lydia expressed her gratitude to her staff. When they work smoothly together, patrons don't even realize all the work that goes into getting materials onto the shelves, and Lydia is free to focus on her Assistant Director duties and participate in subcommittees like Space Force and Web Force.

Sheri McLeish asked about updates to the website, noting the extensive updates to the Friends of the Library page. Lydia explained that the Web Force subcommittee has been working hard to identify parts of the library website that can be improved and make small adjustments that add up to big changes. On the Friends page they added sign up information, paypal and venmo links, and a sign up form to water the new pollinator garden. The Space Force subcommittee has also been instrumental in clearing out the first floor copier room to transform it into a Friends of the Library Bookstore. Lydia asked that the Trustees share the new Friends page to bring more awareness to this revitalized group.

Lydia talked more about the subcommittees. Both Space Force and Web Force are made up of full time staff from all departments, which gives staff the opportunity to build comradery and share a variety of perspectives while tackling issues. Marguerite Cummings praised Lydia for her leadership of these committees as well as the Technical Services staff. She also acknowledged that Lydia is responsible for compiling the Annual Report Information Survey (ARIS), which is a huge undertaking of data collection, analytics, and reporting which is a critical component to ensure the Library receives State Aid funding. Clayton added that Lydia has been very hands on in the evaluation and implementation of a new network-wide discovery layer and a new Integrated Library System (ILS). Lydia has been arranging staff from all departments to attend hours of demonstrations and provide their feedback. She will soon begin the daunting task of training staff. Lydia said that while there will be numerous changes and configuration options for staff to learn, the changes on the patron side should be minor and largely intuitive. Overall, it should just seem like an easier process for people to find what they're looking for while using the online catalog.

REPORTS

(a) Personnel Report & Contract Updates

The Town Personnel Board is meeting tonight to approve the Head of Borrower Services job description. Clayton hopes he will be able to post it tomorrow and begin the interview process. Contract negotiations with the Union are also expected to begin before the end of the year. This will require the Trustees to meet in executive session. This will be the first negotiation with Lisa as Head of HR as well as a new Union representative.

(b) Programming Report

Clayton interviewed Rachel Kaddish last week as part of the Stuart Plumer Author Series. It was recorded and will be shared. In October, Adult Services will be running a month long Halloween theme scavenger hunt, along with various partners throughout town. Both Adult Services and Children's will be teaming to provide some programming on banned book week, and Clayton will be joining Senators Rush and Representative Rogers, as well as Chief Brooks, Chief Bailey, and other town leaders for a banned book Read In on Norwood Common on October 2. The full events calendar can be found on [the library website](#).

(c) Maintenance & Repair

There was an HVAC valve failure this past week which resulted in some very hot conditions on the top floors of the library. The Facilities Department has temporarily repaired it, but it will require a more long term fix. Marguerite asked about the status of the door counters. Clayton reported that as of this morning both doors are counting people. Clayton will work with Town electrician Paul Campbell to optimize the system and learn how to best gather the required information. Donna asked about the buzzing sound on the first floor that was causing some problems over the summer. Clayton explained that he had been told that there had been some pressure building in the HVAC system due to a piece that was not sitting correctly. It has been knocked back into place, and we have not heard the buzzing sound since. He also reported that he's been in touch with Jason Adams from Town Hall who is working on the RFP for the full building assessment. Clayton will continue to keep the board up to date as the situation progresses.

- (d) Friends of the Library- The next Friends Book Sale is slated for October 13-15. George Michalec and Lydia will be joining the Friends for their monthly meeting tomorrow night. George reported that he has been happy to see the Friends embracing change and the new technology available to them. The pollinator garden and the updated website have brought people in, and now with the new book sale room, George hopes they will see an increase in donations, even without doing the membership drive through the Norwood Light bills. Instead they will be using the book sale room to advertise membership options and get patrons excited about the many programs the Friends sponsor throughout the year. Clayton thanked the custodial staff and Space Force for transforming that space, and he is excited to see where the Friends will take it.

CORRESPONDENCE

In this month's packet, Clayton included numerous emails and letters of praise for the staff. He added that Adult Services member Heath Umbreit wrote an article that was featured over the summer by the American Libraries publication. Clayton said he would share the article with the Trustees in the next month's packet.

OLD BUSINESS

- (a) Trustees Committees (Ad Hoc, Finance, Personnel)- no updates or meetings.
- (b) Patrons in the Library- Over the summer a patron hurt their shin when they tripped over a delivery bin against the Circulation desk. The patron was on blood thinners, and required a fair amount of medical treatment to heal from their wound. They began communicating that there may be some future financial compensation they will request from the town to cover any related expenses not covered by their insurance. Clayton reported that whenever an incident occurs at the library that may result in an insurance claim, the patron needs to sign an official report supplied by the town within 30 days of the incident. That was done in this situation and no follow-up has yet happened from the individual.
- (c) 2023/2024 BoLT Meeting Calendar
This item did not require a vote, but it was provided as a consideration in case any member of the Board was aware of a conflict. No one had any concerns about the new schedule, so it will proceed as written unless otherwise discussed in a future meeting.

(d) 2024 Library Calendar

The board reviewed the list of proposed library closures for 2024, most aligned with Public holidays, as originally provided in the June packet. A motion was made/seconded (McLeish/Montgomery) to accept the schedule with the correction of adding the day after Thanksgiving as a closure. All approved.

NEW BUSINESS

(a) Request to support Norwood Cultural Districts from the Norwood Cultural Council

The Norwood Cultural Council has sent a letter asking for support from the Board to apply for Norwood to be designated a Cultural District. Clayton would like the ad hoc committee to draft a letter. Sheri said she would arrange a meeting of the subcommittee.

(b) Collecting donations for the Norwood Food Pantry and the Neponset Valley Humane Society

Donna is looking for helpers to facilitate delivery of donations of food and pet food for the Norwood Food Pantry and the Neponset Valley Animal Shelter. She has purchased donation bins to put out in the library lobby and has asked that staff call her when they are getting full. George Michalec suggested reaching out to the high schoolers who need volunteer hours and may drive. Sheri provided Donna with Norwood High School Vice Principal Cindy Derrane's contact info.

(c) Applications for Boch Funds

Every year the library has applied for the Boch funds. This year Liz and Kate and the Friends all applied. We will have more information when we know what has been awarded.

(d) Found Stained Glass Windows

Three large stained glass windows have been found in storage at Town Hall that used to be part of the library's original façade. Staff from Town Hall are applying for some conservation grants to restore these, but there is currently no plan of how or where around town they will be used. Clayton asked that the Trustees be ready to advocate for the windows to be returned to the library. This would most likely require a consultation with an architect to see how they can be displayed within the library. The main concern is displaying them in a way that they can be illuminated either by natural light or with focused artificial light.

(e) Director's Evaluation

Clayton's evaluation is due at least five months prior to the expiration of his contract, which expires on February 7, 2024. Donna is interested in having George chair the Personnel Subcommittee, which typically handles these evaluations. Donna has asked that although the subcommittee will lead the evaluation discussion, she would like all Trustees to attend the meetings and participate. Donna has been in touch with Town Human Resources Director Lisa Uglialoro to get her feedback on how to best conduct the evaluation. Lisa suggested asking Clayton to share what he's been most proud of in the past year, areas that he feels he can improve upon, and what he'd like to focus on in the upcoming year. Lisa also suggested the Board share the goals they had set for the Director, and they can provide feedback on how well they feel he has achieved them.

Sarah was part of the Personnel Subcommittee that handled former Director Charlotte Canelli's last review. She reminded the Board that whatever the format of the evaluation, it would need to be done in Open Session. For the last evaluation, the Board reviewed a variety of topics relating to the duties of the Library director, and each member rated the director's performance on each topic with a score of 1-5. These scores were compiled and summarized in a final report which was shared and discussed with the Director in an Open Meeting. George agreed that he would review the previous model and

reach out to Lisa before the subcommittee meets for their first discussion.

SEARCH WARRANTS- none.

MISCELLANEOUS ADVISORIES- none.

STAFF AND TRUSTEES REMARKS

Sheri will be attending the Massachusetts Library Trustees Association meeting on October 21. She looks forward to sharing what she learns.

ADJOURNMENT- The next meeting will be held on October 10, 2023 6:30pm with interim Head of Circulation Joanne Rabbitt. A motion was made and seconded (Begg/McLeish) to adjourn. All approved by show of hands and Donna called the meeting to an end at 8:07pm.

Respectfully submitted,

A handwritten signature in cursive script that reads "Casey Argyron".

Recording Secretary