



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

[www.norwoodLibrary.org](http://www.norwoodLibrary.org)

Clayton Cheever, Library Director

## **MEETING OF THE BOARD OF LIBRARY TRUSTEES Minutes of January 09, 2024 Meeting**

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

Donna Montgomery called the meeting to order at 6:32 p.m. The meeting was held virtually via Google Meet.

### **CONSENT AGENDA**

Donna requested that on page 2 of the minutes of the December 12<sup>th</sup> Board meeting, the word “served” be changed to “serves” in relation to Marguerite Cummings who still serves as an active tutor with the Literacy Volunteers of MA. A motion was made/seconded by Hall/McLeish to accept the consent agenda with the noted change. All voted by roll call, and the motion was passed unanimously.

**FINANCIAL REPORT:** Current FY24 Budget Status, Special Funds Report, Incidentals Report, and Revolving Fund Status

**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**

James Perlman Head of Information Technology Services joined as Department Head representative for this meeting. Since he last met with the Board at this time last year, he installed new power over ethernet switches, new cabling, jacks, and five new wireless access points, bringing the library up to 10 points total, which increased the coverage, speed and stability of the wireless service. Over the past year, James and the Adult Services staff provided 80.5 hours of one-on-one tech help to library patrons. There is a scheduler on the library website so patrons can submit an appointment request with their

availability. The responses go into a google sheet, and the library staff then takes those appointments as they can.

James was instrumental in the implementation of three new Multifunction Printers with pay to print options. James reports that now that the library is charging for prints, total print numbers have decreased, and more patrons are choosing to print in black and white as opposed to color. He assisted the Literacy Department with purchasing three Windows computers through their grant, and he arranged for laptops to be made available for patrons to check out for use within the library. He also plans to add some more Windows laptops with Office where the Chromebooks currently reside on the second floor. The time limits for patrons to use the computers have been increased from four hours to six hours. He also added three new kiosk iPads for patrons to search the Minuteman Catalog and the Library of Things collection. Most recently, he has been focused on obtaining quotes to replace the library's server.

Sheri McLeish asked James to talk about how he determines what and when to update things, and she asked if he plans to offer tech help programs. James said that when he came to work at the library, he noticed that a lot of the infrastructure in the library needed to be updated. He determined a plan to:

1. Update the computers from Windows 7 to Windows 10,
2. Improve the Wi-Fi network, internet speed, and bandwidth, and
3. Update the library server.

James reported that in four to five years, he'll need to replace the access points again, and within the next few years the staff printers will require updating. Regarding patron support and technology help, he said that he experiences too many different issues to imagine programming that would satisfy everyone, especially without a dedicated computer lab to help walk patrons through exercises. John Hall suggested tracking the tech help requests and offering programs based on the most popular requests. James reported that they already track interest and that he may be able to offer programming for frequent requests for cell phones and personal electronic devices, showing how to change settings, get photos off of iPhone and androids, how to download eBooks, etc. John asked if patrons could print from a USB at the library. James reported that patrons are instructed to email their documents to the print queue, or use a public computer terminal to access their USB device and print from there. Sheri asked if the expenses for the new copiers are being covered by the income. Clayton explained that the leasing costs of these newer, more reliable and more efficient MFPs are slightly higher than the income the library is seeing from prints and copies, but we have seen a reduction in toner costs since the recent upgrades. Patrons currently enjoy five free prints per day and staff and tutors do not pay for printing (but use is tracked).

Clayton shared that in addition to his many other responsibilities, James also heads the Barriers to Access staff committee which is working to make the library accessible to everyone. James has added accessibility tools to the library website. These allow easy and immediate translation of the website into several languages and the ability to change the font and colors to make the website more easily read. The Board and Clayton praised James for his hands-on approach and how quickly he's been able to make so many notable changes to the technological infrastructure of the library.

## REPORTS

- (a) Personnel Report & Contract Updates- Michael Roderick started as the Head of Borrower Services on December 18. He will be attending the February Board Meeting as Department Head

representative. Joanne and Susan have done a fabulous job getting him acclimated thus far, and Clayton looks forward to introducing him to the Board.

- (b) Programming Report – Clayton will be presenting a program about Artificial Intelligence on January 29. Adult Services will also be holding a Lunch and Learn Seminar on the new Aspen Catalog on January 31. The full events calendar can be found on [the library website](#).
- (c) Maintenance & Repair- Facilities are still waiting for some parts to come in to repair the library thermostat. The custodians are regulating the temperature of the building by manually turning on and off the heat. Clayton commended the Facilities staff for their prompt attention to snow and ice removal during the storm this past weekend. Town management did decide to close the library an hour early on Sunday due to the weather.
- (d) Friends of the Library- The Friends will have their monthly board meeting tomorrow.

CORRESPONDENCE- Clayton received a letter of thanks from the Food Pantry for the recent food donations. He will include it in next month's packet. The staff continues to receive praise for the passport and notary agents, and it continues to be a very popular service with patrons. Sarah Begg shared that she renewed her daughter's passport recently through the library, and it was a very easy process. She noted that Casey was very thorough and efficient, and they were done in about 20 minutes.

#### OLD BUSINESS

- (a) Trustees Committees (Ad Hoc, Finance, Personnel)- The Personnel Subcommittee met yesterday to discuss Clayton's evaluation. Clayton's contract expires on June 30, and the contract details that his evaluation should be done at least five months prior to expiration. The Subcommittee has agreed to use the same evaluation format they used with the previous Director. There is a grading system with a scale of one to five for each topic, and they added a comment field for each topic. A motion was made and seconded by John and Sarah that George will send out the evaluation form to the Board tomorrow and the Board will fill it out and return it to George before the end of the week. The Board voted by roll call, and the motion passed unanimously. Once everything is compiled, George will reach out to Casey to schedule an open meeting of the Board to complete the evaluation. Clayton will need to be handed a physical copy of the evaluation for that meeting, so Sarah recommended the meeting be held during business hours.
- (b) Support for the Norwood Cultural District(s)- no updates.
- (c) Patrons in the Library- Clayton reported that there have been a few issues lately with patrons being ready to leave at the end of the day. Going forward, staff will be asking patrons to leave study rooms at least 15 minutes before the library's closing time.

NEW BUSINESS- Donna reported that during the Personnel Subcommittee meeting the previous day, they had discussed a process which would allow Trustees to provide the Director feedback on a more regular basis, above and beyond the contractual evaluation requirement. Whenever a Trustee has a concern they should be

empowered to schedule a one-on-one meeting with the director. They may also request that the Chair attend as a diplomatic troubleshooter. If, after that meeting, a resolution and plan of action cannot be determined, the Trustee may ask that the issue be brought before the Board in an open meeting. The personnel subcommittee will meet again to further discuss this process.

SEARCH WARRANTS- none.

MISCELLANEOUS ADVISORIES- none.

STAFF AND TRUSTEES REMARKS- none

ADJOURNMENT- A motion to adjourn was made by John and seconded by Sarah. All expressed agreement by roll call vote and Donna called the meeting to close at 8:02pm. The next meeting will be held on February 13, 2024 at 6:30pm with Head of Borrower Services Michel Roderick.

Respectfully submitted,

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

Recording Secretary