

BOARD OF LIBRARY TRUSTEES MEETING MINUTES

November 22, 2016

7:00 PM

Shrewsbury Public Library

609 Main Street

Shrewsbury MA

1. **In Attendance: Ellen Dolan, Frank Stille, Clare O'Connor, Joan Barry, Nancy Gilbert, Beth Casavant**
Absent with notice: Laurie Hogan, Fran Whitney **Absent: Kevin McKenna, Jack Avis**
2. **Approval of Minutes** –Oct 25, 2016 meeting- motion to approve made by Frank Stille; 2nd Clare O'Connor; unanimously approved.
3. **Approval of Library Director's Report-** motion to approve made by Frank Stille; 2nd by Clare O'Connor; unanimously approved.
4. **Financial & Legislative**
 - a. FY2017 YTD Report – The custodial supplies account is 47% expended due to increased use of paper towels, toilet tissue and trash bags. There will be overages to this account because there are just more people using the new building. Nancy Gilbert suggested allocating trustee funds to help cover the additional costs, but Ellen suggested that we notify Mr. Morgado of this likely overrun, as related to the costs of the new building. This first year in the new building is when we will learn of new costs, which will help us budget for coming year.
 - b. Ellen also noted that at some point in future we can expect overages in the office supplies account, because of expenses related to public printing and copying. . It was noted that unlike in the past, the library now has its own copy machines for the public to use with cash boxes to collect the cost of copying. This money goes into the Town's general fund. Currently, the coin box payment system is not operational and payment is on the honor system due to a software issue that prevents the public from paying when they make copies at the copy machine. This issue must be resolved by the company that provides the service and is not something that can be corrected in house. Currently, the company is not charging for copies until the issue is resolved, however, patrons are still paying for copies beyond 10 pages. Additionally, it is important to gather real data regarding actual costs associated with being in the new building so that going forward funds can be allocated accordingly.
 - c. FY2018 Capital Budget- There needs to be a discussion with the Town about the future planned upgrades and maintenance of public computers in the library. The plan in its current state assumes that one third of the 99 computers currently in the building would be replaced on a 3-5 year cycle, or in FY2020.
 - d. FY2018 Library Operating Budget Request Draft- The budget is still in its draft phase as numbers are still pending on cost areas that are related to the new systems in the This year the draft budget includes:
 - Asking again to increase the number of library pages.
 - Asking again to increase the hours for the Children's Assistant.
 - New request to place a part time reference librarian at the reference desk on some weekends and week nights. This new request is due to increased demand in the new building where more people are using the library.
 - Increased funding for Repair and Maintenance (Computer hardware and software) because the building is more complex and includes more technology systems, and a much larger number of PCs. IT staff are working on getting numbers for next year's service contracts.
 - Increase funding in professional and technical services which includes the annual membership to CWMARS. The high speed Internet line in the new building in place to service the increased number of computers also increases the membership cost. The Professional and Technical Services Account

request, of which CWMARS Membership is the greatest portion, will be \$50,380.

- As in years past, there is a request for an increase to the Library Materials Budget that would continue to be fund both print and e-books.

Nancy Gilbert asked about conferences and staff development. Ellen noted that there is currently very little money in the budget for staff development or for staff to attend conferences. There is an effort to send staff to free conferences, however there is also not enough staff currently at the library to send people away for a length of time to attend a conference and still be able to offer the level of service at the library that the public expects. This could be something to consider in long range planning. Joan Barry suggested that perhaps every year someone gets to attend a conference and make these experiences available to staff in this way on a rotating basis.

Ellen noted that there is a major increase in our proposed budget due to the volume of patrons using the library, and related costs of staffing, technology and supplies. This budget request addresses the cost impacts of running a bigger building. By the time we have our budget review and go before the Finance Committee in February, Ellen will have preliminary data on the number of people using the library. Currently, roughly 1500 people come through the building each day. There is also an increase in the number of people getting library cards. A projected 30% increase in library usage with the new building, is actually much higher, and many are not historic library users and need more support to understand what is available to them through the library, which puts more responsibility on the staff. Nancy Gilbert made a motion to approve the preliminary budget; Clare O'Connor 2nd the motion; unanimously approved.

- e. FY18 Action Plan Draft- This action plan is based on our original strategic plan that was put on hold while the transition to the new building took place. Plan goals include:

Provide resources to stimulate the imagination

Provide a welcoming environment in physical and virtual spaces

Create young readers through early literacy

Provide services to help users understand how to find, evaluate and use information

Provide services to satisfy curiosity and encourage life-long learning

Provide services to celebrate diversity and encourage cultural awareness

Nancy Gilbert made a motion to approve the action plan; 2nd by Joan Barry; unanimously approved.

5. Programs and Services

- a. Good Day Memory Café – There is an increase in the number of people participating. The most recent meeting had 4 couples attend and a barbershop quartet came in to entertain and talk to the participants about their music. There have been 3 meetings so far. A coordinator has still not been hired with the grant funds but we continue to seek an applicant with the necessary skills and demeanor to run the program. Ellen and Priya and currently running the program.

6. Facility

- a. Healthy Vending Machine was installed. The Friends of the Library approved the contract and receive a small commission to the Friends if there is over \$900 per month in sales. The machine funds itself.
- b. General Update – There may be a need to implement a sign in sheet for the teen room on certain days when students from the middle schools are gathering at the library. There is not enough staff to adequately supervise the large number of teens that are using the library on Friday afternoons. While room capacity limits are being enforced, the large number of teens require monitoring by the staff. Ellen may come forward with a plan to provide additional temporary staffing to assist with the high demand days. Some suggestions include reaching out to the middle schools to see if Ellen can speak to the students during a team meeting about expected behaviors, sending home information to parents via the community bulletin, and requiring kids to have their library card with them to enter the teen room.

7. Friends

- a. Friends Holiday Open House Saturday Dec 3rd. There will be crafts, food, and a visit from Santa. The activities will be held in the meeting room, the Children's Room, and a few spaces on the main floor.
- b. The Friends ongoing book sale shelf is being moved upstairs so that there is better exposure to help with sales. The shelf near is currently near the Children's Room.

8. Miscellaneous

- a. Open Meeting Law Memo: The Town Manager received a communication regarding compliance with the Open Meeting Law. The Attorney General has made it clear that more disclosure is always better than less. Agendas need to include more detail about what might happen at a meeting during a discussion and what the potential action might be. Minutes must reflect the general discussion topics that are brought forth during a meeting in a more detailed way and provide concrete details about conversations related to action items.
- b. Nancy Gilbert reported that the Massachusetts Board of Library Trustees Association met at SPL this past Saturday. Attendees were so impressed with the new building. Nancy provided copies of the handouts from the meeting to each Trustee. One of the concerns discussed at the meeting is the MBLC budget going before the State Legislature. As Trustees, we are advocates for our library funding and our legislators need to hear from us. Nancy pointed out that 53% of the library and resource sharing has been cut over the years. Nancy shared that when state funding to the automated networks is cut your library's network membership fee (CWMARS) increases and impacts the local library budget. The state aid to public libraries is 10% lower than it was in FY2009. Nancy encouraged her fellow trustees to reach out to Senator Michael Moore and State Representative Hannah Kane. Ellen said that the library budget for the State is about 1% of the total state budget, which is similar to what it is here in Shrewsbury. When Ellen gets the numbers from the State she will let the board know what items specifically trustees should ask our Senator and State Representative to support in the state budget.

Motion to adjourn made by Joan Barry; 2nd to Clare O'Connor; unanimously approved at 8:25PM.

9. Next Meeting: December 20th

10. Related Documents:

- Librarian's report
- YTD Budget Report
- FY2018 Capital Budget Request Draft
- FY2018 Operating Budget Request Draft
- MER/MAR Calculations