

Bedford Free Public Library
Board of Library Trustees Minutes for Tuesday, November 10, 2015
7:30 PM - Meeting Room

The Trustees gathered and reviewed and signed the bills. Chair Rachel Field called the meeting to order at 7:42 p.m.

Present:

Trustees: Rachel Field, Chair; Robert Batt; Howard Cohen; Lorrie Dunham; Abby Hafer; Lynne O'Connor; and Mike Pulizzi. Administration: Richard Callaghan, Library Director; Noreen O'Gara, Assistant Director. Dorothy Bergin, a reporter for the Bedford Citizen, was also in attendance.

Secretary's Report:

The Secretary's Report of October 13, 2015 was read and discussed. A motion to accept the minutes as amended was moved by Howard and seconded by Mike. The motion was passed by all members present.

Summary of the Director's Report:

The Children's Room programs are back at full capacity. Storytimes have been full as have been the special programs; Building Zone using Keva planks, Family Music with Sarah Gardner and Spanish storytime (Cuentos para Ninos) with the High School Spanish Club. During November, in addition to storytimes, there will be: DIY Kids: Place Mat Workshop, Cuentos Para Ninos, and another Building Zone (grades K-5).

Adult programs have proved popular and this month will include two workshops with Peter Hoffman from the Financial Planning Association; Retirement Income Planning on the 9th and Estate Planning: An Introduction to the Essentials on the 16th. Feasting from the Cookbook with Liz Barbour will be discussing Ina Garten's *Barefoot Contessa Foolproof: Recipes You can Trust* on November 3rd. Movies for the month include *5 Flights Up, I'll See you in My Dreams*, and *Spy*. The StoryCorps program is preparing to record their first interviews this month; awaiting only some final equipment to be delivered. The COA book discussion title on December 1st is *Code Name Verity* by Elizabeth Wein. TAG programs include a movie (Paper Towns) and a Hunger Games skills event. There is no TAG on Veterans' Day or the day before Thanksgiving.

The Juried Community Art Show begins on November 16 and runs until January 13. This show is a great way to see the works of friends and neighbors. The reception for the show is on Sunday, November 22 from 5 to 6 pm.

Benefitted staff received training from the Finance Department in the Springsbrook software program that tracks time off (vacation/sick/personal). Instead of multi-part paper copies, staff can now just go online to request time off. We also have access to reports tracking the requests. Staff can access the number of hours of vacation/sick/personal time they have available and details of time they already have taken.

Ray has been preparing the building for winter. The snow blower is back from getting a tune-up and is ready to go. He has cleaned the gutters on the front of the building. Ray also installed a heat cable on the front of the 1968 building to help minimize any damage from ice dams this winter. He drained and shut down the chiller tower. He has been replacing various computers and upgrading others as well as replacing cables in the study carols. Ray is also working on a proposal to upgrade the projector and DVD player in the meeting room.

The Circulation Department has been working on a project to relocate the travel books to be closer to the language section upstairs. We think this will be more intuitive for patrons. It also brings together all the travel books in one place. As this project includes a great deal of shifting of materials, it is a bigger task than it sounds involving a great deal of coordination between the Circulation and Tech Services Departments. This change will allow all non-fiction titles with the exception of the travel and languages to be on the same side of the building which will hopefully ease any patron confusion.

Staff has been attending meetings outside the Library including the New England Library Association Conference in Manchester (NH), training at MLN, and mental health training with the Town. Richard attended a FPCC meeting on October 19th and a Friends of the Library meeting on October 28th as well as Town Staff and Department Head meetings. Noreen attended the Bedford Community Partnership meeting on November 4th. Bethany attended the NERTCL (New England Roundtable of Children and Teen Librarians) meeting in Beverly on November 6th. Library Department heads met on October 23rd. Staff will also be attending the January midwinter ALA meeting in Boston.

The Library will be offering thanks to the Friends, two internet “hot spots” for patrons to check out. The Library HotSpot program allows library card holders to access high-speed internet service anywhere a cell phone signal can be received. This means a Library HotSpot will allow you to connect any of your Wi-Fi capable devices (up to 10 at a time including desktops, laptops, tablets, smartphones, etc.) to the internet.

The Budget Report reflects expenses for the first third of fiscal year; most line items reflect the normal expenditures for this period, except for one or two items that are normally down by this time. The Statistical Report still reflects the 7% lower circulation that is mostly due to the week we were closed from the flood, we are catching up, otherwise the numbers are as expected and circulation is healthy.

Director's Report:

Lorrie moved acceptance of the Director's Report dated November 10, 2015, and Abby seconded. The motion was passed by all members present.

Unfinished Business:

- State Aid to Public Libraries-Summary of Recommended Changes:

The State Libraries Commissioners issued new changes to requirements for state aid, most applicable to Bedford is a change to include technology expenditures, not just books, in their required expenditures limits, which will help us meet the limits. Bedford has been very close a few years in qualifying for state aid. Also, it will no longer use revolving funds expenditures in

their calculations, which might also help Bedford. These changes have to be approved by the Legislature, which is expected but not certain. Richard will keep us updated.

- Staff Survey Update:

Lynne gave a report on her work to develop an anonymous survey for library staff. She is using surveys that are commonly used in nonprofit organizations, in particular is a format she has obtained from The Bridgespan Group. She also provided a paper on how to develop a Culture Survey. There are many ways to use the tools these sources provide, properly applied one can develop a survey best suited for your organization. Noreen pointed out that it is difficult to conduct an anonymous survey in so small an organization, that to anyone that is in the organization almost all input is recognizable to a specific person. As this may be the case, it was suggested that a person outside the library staff will need to process the input from the survey. Lynne reviewed the types of issues that could be addressed in a survey and what questions might be asked to focus on the issues you are trying to reach. The survey should give the employees a sense of being part of the planning process for the future of the organization. It can also be a way of testing the culture and atmosphere in the organization and how the staff functions together. An outside evaluator would seem to be necessary for such a small group. Abby spoke to the importance of anonymity in the survey and having a third party evaluate and consolidate the opinions and ideas submitted. Rachel opined that the act of running the survey may help some staff feel they are being included in the planning process for strategic planning and organization management. This process should include personnel experience and job satisfaction as well as practical ideas for plans to go forward in day to day operations and long range strategic planning. Rachel asked if Richard has a list of consultants that would be able to do this type of work, particularly in developing a long range plan. Richard said he did and feels that many of them could adapt to doing this somewhat expanded goal. He pointed out that if we do this expanded strategic plan it also has to meet the regular goals of serving the town and patrons.

- FPCC Meeting:

Richard went to the FPCC meeting last month. It was a good meeting and included an overview of the budget and how it was going. It also addressed trends in the town and what things are happening in town organizations and businesses. Some topics that might affect the Library include capital projects such as new windows, painting, carpets, as well as long term projects such as replacing the chiller tower in the HVAC system. Problems with the front doors (facing the town hall) are also a concern. The Trustees felt this is a critical item for the Library and should be done in the near future; Rachel indicated she would consider helping appeal to the Facilities Department who oversees the project to replace the doors. The next FPCC meeting will be early in December and Richard will be attending, members were encouraged to also attend.

New Business:

- FY17 Budget Preparation:

Guidelines for the FY17 budget will be available on Dec 18th. Richard will meet with the Finance Committee on January 21, 2016. The Finance Committee asked Richard to provide them a spreadsheet on Corporation funds indicating what was in the funds, what they are used for in terms of recent projects, and what restrictions each fund may have. One project Richard is hoping to use some of the Corporation funds for is new furniture. Rachel asked if things like

furniture shouldn't be part of capital funds from the town. A discussion brought out that much of the furniture replacement the library has gotten over time has come from contributions from Bentley College. The feeling was that if we wait for a capital project for something like furniture we would have to wait a very long time, we would have more control and it would be a lot timelier if we used our own resources. Rachel asked if we needed more computers or newer ones. A discussion indicated that at the moment our computers were of a newer technology combined with the increased use by patrons of their own personal computers in the Library lessened demand for additional library computers.

- **Library Newsletter/Calendar:**

The Friends have been sponsoring the mailing of the Library newsletter/calendar for many years. Janel has converted the print copy to digital and will be using a program called MailChimp to send the newsletter electronically to patrons thereby saving the expense and effort of a monthly mailing. We expect the newsletter to be sent by email by January. Print copies will continue to be available in the Library.

Other Business:

- Wednesday, November 11 – Closed for Veterans Day
- Thursday, November 26 & Friday, November 27 - Closed for Thanksgiving
- Saturday, December 12, 10 a.m. – Friends of the Library Annual Meeting
- **Step Raises and Appointments:**
Appointments: Library Page, Step 1 and Library Custodian, Step 1
Step Raises: Library Assistants (2) Step 1

Adjournment:

Howard made a motion to adjourn the meeting and Lynne seconded, it passed unanimously. The meeting was adjourned at 9:15 p.m. The next meeting is scheduled for Tuesday, December 8, 2015.

Meeting minutes are respectfully submitted by Robert Batt, co-secretary.

Documents distributed during the meeting: Agenda dated 11/10/15, Director's Report dated 11/10/15, Secretary's Reports dated 10/13/15, Statement of Expenditures for October FY2016, and monthly Statistical Report for October FY2016.