

**S. WHITE DICKINSON MEMORIAL LIBRARY
TRUSTEES MEETING**

DATE: Tuesday, December 8, 2020
TIME: 6:03pm via Zoom Meeting ID# 818 7988 7957
PRESENT: Bob Smith, Trustee Chair, Jim Ross, Sheila Powers, Megan West, Cynthia Allen, Library Director Cyndi Steiner
ABSENT: Larry Ashman
DOCUMENTS DISTRIBUTED BEFORE MEETING: Agenda, Directors Report, Minutes of November Meeting,
DOCUMENTS DISTRIBUTED AT MEETING: N/A: Remote meeting

Prior Minutes: Accepted by roll call (5 Trustees) w/ change: In Director's Report & Old Business, line 7: Director will not be notified as stated at prior meeting, items have been delivered direct to library. Sheila asked that edits be sent when minutes initially go out if possible?

Financial Report: Will review in January when we have current report sent. Sheila asked Cyndi to please send around her budget report, which foots to penny with FRCOG. Special Revenue Accounts – no questions.

Director's Report & Old Business: BOH meeting tonight, Select board Meeting tomorrow 12/9 and will discuss in-person staff and/or visitors within Town buildings given recent increase and number of "hot spots" in surrounding towns and counties. BOH recommended working from home when possible. Director trying to adjust schedule to limit time she and Associate spend together. Ideally Cyndi would be there Mon & Wed, Associate Tues & Sat? Following tomorrow's select board meeting Director will discuss and set a schedule. Also noted there were no browsing or curb-side requests from 6 – 8pm on nights we were open in last month. But browsing and curb-side pick-up appointments did increase from 11am – 1:00pm during adjusted hours. If in-person browsing appointments suspended and winter hours resumed (T-W 11-6) the ease of scheduling will be made easier. Per Director she has received three different directives from Town Administrator re: working from home. Chair asked that ANY such directives be forwarded to him as we need those to inform our decisions. If staff expect to be paid then working from home must be adhered to and several ongoing tasks suggested: Rewrite of PPO manual; Guidebook for Friends members; someone to be at library to facilitate curb-side pickup. Now is the opportunity to research, collate and complete these necessary duties. Board feeling is there is work to be done and it should be done, whether in library or from home. Constant interruptions while at library not conducive to research and writing but work on policies and procedures, as well as research for same are beneficial and will create strength. Chair said guidebook for Friends members, incorporating ALL guidelines, roles, responsibilities should be a priority since it is necessary before next Friends meeting after 1st of year?! Sub-committee (Cyndi, Cynthia, Megan, Sheila) could meet in any number of ways in December to commence and complete this project. Cynthia has much information, as well we have Director's notes and resources. Get it collated and put together as guide. Associate could also provide research if working from home. While browsing & curb-side service continue we have been asked to keep logs for minimum 3 weeks, adding time IN and OUT (for contact tracing purposes). After discussion regarding recent spread of Covid and keeping staff safe we voted by roll call (5 Trustees) to suspend in-person browsing. Curb-side pickup will continue unless/until BOH and Select board direct us to discontinue. Director should have word following those two meetings 12/8 and 12/9/20, and will get information out to patrons immediately through all sources (Town website, library FB page, Mail Chimp notice and signage at library). Recent governor's press conference also rolled back phases of reopening commencing 12/13/20, which includes all public libraries. According to Director the adjusted Tues & Wed hours of 11 – 6 are well received. More patrons between 11-1 than 6-8pm slot. Director has completed BLT (basic library techniques) required courses and sent application to Boston for permanent certification (this allows us membership in C/WMars, recognition and right to receive State Aid funding through MBLC). Director has also completed annual update of our Strategic Plan, due December 1st to

MBLC. It was accepted and approved. Next due is update for FY 22/23. Chair noted we need to review plan for action to be taken in coming years. Director states notes have been made and dates when each is due. As department head Director has also been asked to join Municipal Vulnerability Plan (MVP) committee. First meeting in January and will keep us updated. Recent flooding in basement on northwest side resulted in gutter cleaning and inspection, and because of volume of water the catch-basin on northwest side filled and caused back up. That will be cleaned/cleared by Facilities Director, he was notified by Jim Ross. Director notes that resulting clean-up inside hampered by excess furniture and material in north storage area, some cleared from Children's wing (for cleaning and sanitizing ease) and now stored. If we had proper storage space in our own facility this would not have been so laborious for janitor. But since pandemic we have not been able to request removal of Historical Society items from basement, thus allowing us use of own space, because of allowing people in building. We are very aware that space is necessary to library's daily operations! Cynthia Allen asked if gutter cleaning was janitor's responsibility? It is outside his skill set, so is contracted out as needed several times per year. In this instance blockage was found on both northeast and northwest side (where ice damming built up over mini splits two winters past), causing backup in gutters, resulting water pouring off northwest side of building and combined with wind driven rain overwhelmed gutter system and catch basin. Director asked about increase in pay, reasons given included taking us through pandemic. Chair pointed out this falls under personnel board oversight and he will contact Town Administrator regarding this matter. COLA increase is built in annually (2% for FY21). We will need to clarify annual review and possible increase process. Wowbrary service has been reinstated at our library and well received according to Cyndi. Library has received several holds directly from Wowbrary service. Two Trustees asked that their emails be resubmitted, or submitted for this subscription service as well as Mail Chimp monthly notification. Director is learning and utilizing Wowbrary administrative modules to add Town and library specific announcements, releases and notices for patrons. Releases go out each Saturday. Sheila thought this might replace monthly Mail Chimp blast? Cynthia Allen pointed out that would work only if patrons were signed up for both services, which isn't the case.

Old Business continued from Agenda: ADA lift project: Again applied to MA ADA for grant, and submitted CPA applications with architect's help but know there are some restrictions and adherence protocols to be followed should this be awarded. Also reapplying through Town Capital Improvement funding. Because building materials at all time high Sheila asked if this commodity considered? It will certainly drive up any bids received if funding extended. Chair pointed out at recent meeting he attended that most municipal project bids coming in higher than expectations. We simply will not know until we are able to get funding and commence project. Current sidewalk signboard building in process per Director after talking with contractor. PPO manual: We all received digital copy from Larry and additional policies have since been written and accepted, and Director has added them to her binder at library. She has also built content table. Sheila pointed out that by forwarding to all we would be on same page to start, then could move forward with collating, updating and completing this. (Sub committee is Bob, Cyndi, Sheila and Cynthia). Cyndi to make copy of her binder for sub committee members. Continued cross training and more complete manual prepared by Director for Associate with all day-to-day as well as weekly and monthly instructions on book orders, vendors, warrants and deadlines, office supplies, contacts, user names for ordering and passwords for sites used included, as well as directions to post office, Town offices. This was created by Director to avoid side-by-side training and she has taken screenshots to include in manual. Lamps have been purchased and received for rotunda, not yet assembled. Cyndi asked Matt twice to assemble so she could plug in, will ask again. Jim asked if we wanted to string up tree lights this year, noted it required two Town personnel to run lift truck? We agreed it would benefit community. Jim talked to Hwy supervisor and was told it would be done as soon as possible.

New Business (and some continuation of Director's report): Director asked if anyone had any new suggestions or recommendations for serving patrons during this time? She discussed some options, including Libby Overdrive (audio and digital downloads) and perhaps upgrading to Overdrive Advantage. This would allow Holds to be filled faster by keeping new releases within our system (exclusively for Whately patrons) for a few weeks. Also noted since several school libraries have limited or no access to materials at all, there are on-line resources available by upgrading. By letting parents know these resources available the Library is able to aid

local schools. All such program upgrades or fees may be taken from Collection Development budget. In all the above cases our circulation would be increased. Also available for C/WMars patrons is a free BPL e-card, which then can be used to access (free) Kanopy and Hoopla. One trustee noted the process can be confusing and she considers herself adept at technical matters. However a call to BPL and speaking with a person helped her complete the process. Perhaps we should get this information out to more residents and patrons? Another suggestion would be to do a "virtual walk through" of new materials and releases within Whately, showing patrons what is available? (such as Facetime or Zoom link to walk-through). There were pros and cons to this. It was suggested we publicize on our social media pages that this could be made available should there be interest. New permanent sign for library: Considerations include size, zoning codes, research regulations for height/width and type. We will review and contact Hale Custom Signs for initial draft once this research done and before approaching ZBA for any approval. (Sub committee is Bob, Cyndi, Megan & Sheila). Friends subcommittee tasked to meet in December (before recommencing meeting of "newly formed" Friends Group) to discuss how to best approach building a positive, collaborative group. Will then discuss findings at next Trustee monthly meeting in January (01/12/21) then schedule Friends meeting.

Seasons greetings from Chair,
Fines suspended due to Covid
Adjourn at 7:26pm