

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

DATE: Tuesday, November 10, 2020

TIME: 6:00pm via Zoom Meeting ID# 883 9673 0975

PRESENT: Bob Smith, Trustee Chair, Larry Ashman, Jim Ross, Sheila Powers, Megan West, Cynthia Allen, Library Director Cyndi Steiner

ABSENT:

DOCUMENTS DISTRIBUTED BEFORE MEETING: Agenda, Directors Report, Minutes of October Meeting, Financial Report (municipal budget & Library Trust funds update

DOCUMENTS DISTRIBUTED AT MEETING: Remote meeting

Prior Minutes approved by roll call of all 6 Trustees, accepted with change: Omit "Oops" from October minutes, also note Financial report mentioned in October accepted by Trustees but not stated.

Financial Report: Director as well as Trustee tracking municipal budget. Trustee sheet used FY2020 figures but upon final approval by Town Administrator the initial figures vary slightly from approved figures provided by Town. Director will forward her copy to Trustee to make correction/adjustment. Director's report includes currently submitted warrant and up-to-date figures from FRCOG Accounting. For first time in 4 months we received update on Library Trust fund accounts. Noted that expenditure from Danforth Trust acct (ending# 818) had expense which was March Ingram Book order that was returned to vendor and resent in September but since invoice dated March it could not be submitted for this FY. Total of all Trust funds \$144,053.29.

Director's Report & Old Business: Cyndi apologized for demeanor at October meeting, wasn't feeling her best due to extenuating health issues. On Monday 11/2 when Director arrived she performed facility walk-through and discovered red lights on furnace. In accessing Bardwell Room discovered oil tank empty. She called Kieras Oil and after speaking with Office Manager discovered we should be on auto delivery but for some reason were on "on-call." This was remedied and auto-delivery reset. There was no surcharge for service on invoice. Received delivery of 300+ gallons and furnace up & running. Director purchased ipad for library through Staples and is awaiting delivery. She has also ordered a new portable signboard and will be notified by Amy at Town Office when both sig board and ipad received. Director reports patrons coming in to browse since partial reopening and are thrilled to come back in. Many regulars that come weekly are still requesting curbside pick up as they are uncomfortable coming in to facility. Two issues arose since hybrid reopening were resolved by Director (walking in or banging on door expecting to be let in without appointment). Library hours Tuesday and Wednesday have gone back to 8:00pm but Director asked if two evenings necessary, and after discussion found we need to review evening visits to see whether later hours are right or necessary. Staff will track and provide some statistics at next meeting so we can make informed decision. We need to look for best possible options to serve patrons in these unprecedented times. Sheila asked about comfort level of Library Associate who is alone during evening hours. Director is working schedule in attempt to accommodate patrons and staff. All staff are strongly encouraging visitors to sanitize hands often, disposable gloves also being provided and we comply with "no mask – no admittance" policy. Director asked how long visitor logs needed to be kept? Chair will check with Town to we will adhere with Town Policy (for contact tracing purposes). Director has researched and given much thought to how we best serve patrons during this pandemic and strongly recommended we resubscribe to Wowbrary program. Many local libraries have since signed up, or resubscribed to fill hole created by remote visits or ordering. This program provides library-specific new titles and book holds can be placed directly from this program to our library. Little work needed by staff as Wowbrary has graphics, provides new titles incoming weekly and sends auto emails to those signed up with email. Pricing has been lowered due to the pandemic and we voted unanimously by roll call to purchase subscription. This will allow patrons not only to browse our own collection but that of all C/WMars libraries. We can also tweak weekly email to include Whately announcements or notifications, and place link on Town/Library website. The

purchase will be paid by State Aid funds. We picked up discussion on fines/late fees from prior meeting. Because of pandemic two factors to consider are handling of cash/coin by either patrons or staff, and inability of patrons some patrons to pay with debit/credit card on line. At \$10 fine limit patrons are blocked from using any library services, at any C/WMars participating library (someone commented this seemed extreme). Director feels we should resolve as there are families now at this threshold so services suspended while local/school libraries have decreased services as well, and at a time when we can be of service. Another issue is that if visiting another participating library fines can/will be collected there and not returned to home library. If paid on line to C/WMars we do receive a check once collections reach a minimum \$10. A good point is collected fines for Whately are less than 1% of our municipal budget so this isn't breaking us if we forgive. While it is every patron's responsibility to borrow and return (and not lose) material there are also models amongst other public libraries that stated once fines forgiven, people more apt to make donations, so "forgiveness factor" can provide positive benefits. Options might include splitting fines, forgiving altogether, negotiating and settling. It was also pointed out that forgiving and inviting blocked patrons back could be good PR and foster community relations. For now we have suspended fines for items returned late due to pandemic and closure of our library. Director will reach out and/or find way to negotiate settlement for these blocked account holders. Policies drafted during closure (Pandemic Policy, Absence of Director for Extended Period Policy and Whately Public Library Responsibility (Chain of Command) Policies accepted unanimously by roll call of all 6 Trustees and will be incorporated in PPO binder. A sub-committee to edit/update/write or rewrite our Policy/Procedures and Operations manual was formed and consists of Cyndi Steiner, Bob Smith, Sheila Powers and Cynthia Allen, with Jim Ross volunteering to write checklist for opening/closing process. Larry Ashman will send via email the version we currently have so all can review. Director additionally has Emergency Preparedness Procedure/Protocol section prepared for us by Chief Sevigne which will be incorporated. As for Staff and employment we will use Town's latest version (which is being updated by Town according to Director's conversation with Town Administrator). No further word on submittal of ADA grant for lift, Jim Ross feels we may hear something in December or January. Reestablishing Friends Group has again emerged as current Friends member received email inquiries about FY2021 programming. Points discussed: 1) Have we dealt with issues surrounding delineation or roles & responsibilities? Prior emails from departing group members indicate this group was "wholly autonomous and acting independently" and as previously agreed among Trustees and Director this was core problem. We also discussed and agreed that 3 Trustees will first meet with Director to set guidelines before calling together another Friends Group meeting, this will be done in December. At least one Trustee will attend the Friends meetings going forward on a rotating basis, commencing with firmly and clearly stating roles, responsibilities and expectations of all group members before progressing to formation of new group. By beginning in this manner it is clearly understood by potential members what is expected of them. Cynthia, Megan and Sheila will attend and support our mission and Director for several months, reinforcing accepted national guidelines and procedures. In the chain of command this group ultimately does answer to governing board and by extension, the Director. Cynthia Allen has been reviewing a written procedural for successful Friends Groups entitled "101 Great Ideas for Library & Friends" which reviews marketing, fundraising, and development of these groups as well as provides excellent, tried and true examples of how libraries, Directors, Trustees and Friends can all work together to improve and further our mission through cooperation and cohort models. So we all agree reestablishing this group is vital, but less a continuation of what didn't work (behaviors, communications and lack thereof, tones, idle gossip and unfocused meeting agendas). Director will get the ball rolling after initial meeting with Trustees in December to formulate 1st meeting plan. Town approved Zoom meetings unnecessary, reporting of meeting(s) can be done at Trustee Open meetings afterward. Free Zoom meetings have an allotted time of 40" and if more needed perhaps someone has Zoom account and can "host" the meeting? TBD Note: Bob found above mentioned book for Friends Group on Amazon for \$13.41, free shipping, if we decide to order. In general Cyndi mentioned Friends group could last for 1 hour or more depending on if agenda was adhered to, how much discussion/opinion offered re: programming, arguments surrounding costs and some members overstepping boundaries and questioning above (normally already vetted by Director or submitting member so investigation unnecessary and interrupts meeting focus), and at times idle gossip. It would fall to meeting chair to redirect and refocus meeting. We all got to meet newest patron, very healthy and hefty Henry (6 mos. Of age).

New Business: Permanent sign for library lawn: We have previously discussed but tabled until Complete Streets sidewalk plan complete, which it is now. Subcommittee formed includes Cyndi, Sheila, Bob and Megan. The signage business we previously worked with now non-existent, Sheila suggested we visit Hale Signs (elementary school, several local churches and businesses and non-profits) but we must first meet, discuss and agree on design, size, placement and zoning restrictions, etc. We will discuss and attempt to meet in December to begin process. As for signboard on walkway, Director has spoken to contractor about building signboard as existing one is severely rotted. He has begun pre-sign work. According to Director she has begun cross-training with Library Associate, who has been shown some basics such as Post Office location and combination. Since some of this training involves sitting side-by-side Director has started creation of a binder with snapshots and instruction on day-to-day tasks such as submitting warrants, warrant deadlines, book orders and vendors, info and passwords to update library FB web page as well as logins for various suppliers and vendors. Associate also given administrative password to access and place notices or announcements on our FB page. So progress being made is a good start, but hampered by social distancing at this time. Chair asked that contact information for all Trustees also be given to Associate and included in binder. Sheila asked if Associate should continue receiving Trustee meeting minutes as this will keep her up to date on issues within library community? Yes. Jim Ross adjusted timers following 10/31/20 time change. Outside lights are set for 4 – 7pm for days opened, will not come on Thursday, Friday, Saturday or Sunday. Portico lights will remain on 7 days per week, as always.

Jim Ross asked whether we wished to hang tree lights this year? While we likely won't be able to gather for annual Tree Lighting event we agreed it would be warm community gesture from library to hang & light tree this (extraordinary) holiday season. Thank you from all Jim!

Adjourned 7:13pm

Sub committees:

1) PPO (Library Policies, Procedures and Organizational) Manual:
Director Cyndi Steiner, Bob Smith, Cynthia Allen, Sheila Powers

2) Permanent Lawn Sign:
Director Cyndi Steiner, Bob Smith, Megan West, Sheila Powers

3) Building Sub Committee (previously formed)
Director Cyndi Steiner, Jim Ross, Larry Ashman, Bob Smith