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Summary of Stevens Memorial Library Board of Trustees Meeting  
Tuesday June 3, 2014

Present: Paula Dowd, Margaret Donovan, Paula St. Laurent Kuehl, Edward Vitone, Joseph von Deck, and Cheryl Paul Bradley

Also present: Selectmen Duncan Phyfe, Joseph Gallien, Margaret Whitney, and Joseph Benavidez of the Gardner News

Paula Dowd called the meeting to order at 4:04 P.M.

Paula Dowd stated to Duncan Phyfe he had been asked to attend the meeting because some of the Trustees had questions on Town policies and procedures.

Duncan stated he had met with Paula Kuehl to be clear on some of the wordage in the packet the Trustees had sent him.

Paula Dowd stated she should have been informed of this meeting and wanted a summary of what was discussed at that meeting.

Duncan stated it was not necessary for her to be informed nor have a written summary of Paula Kuehl and his discussion. It was not a majority of his Board or the Trustees. They were not making policy. He knows Paula and e mailed her to talk.

Paula Dowd stated as Chairman she should have been informed.

Paula Kuehl stated she was not aware when she had a conversation with a member of another Town Board she had to inform the Chair. We went over wording.

Paula Dowd stated whatever was discussed she should have been told about it.

Ed stated it was not required but was customary for the Chair to be informed.

Paula Kuehl stated if you want to go tit for tat you never informed me when you met with Doug Briggs.

Paula Dowd stated she does not meet with Doug Briggs.

Ed stated he was not aware of any law stating if a meeting between two members of a Board or of two different Boards was inappropriate. He stated he thought it was only when a majority of members of a Board met then the Chair should be notified.

Paula Kuehl stated I apologize for not knowing you wanted to be informed. Duncan had questions and we went over wording.

Joe stated there was no reason to apologize you did nothing wrong.

Paula Dowd asked the Trustees if anyone wanted to ask Duncan questions.

Ed stated that first he thought it was important for the Trustees to know what Duncan was charged by the Selectmen to do at this meeting.

Duncan stated he had been asked to come and understand Library issues with the Town. He was given the authority by the other two members of the Board of Selectmen to hear and resolve Library issues with the Town.

Margaret stated she did not understand why the Selectmen did not approve the Trustees vote that the Director be paid by check for her time owed from FY13. She and most of the Trustees felt it was the more financially sound way to go; although this was now a moot point. The Selectmen had already voted to have the Director take it in time.

Duncan stated the Selectmen were going by Town Counsel advice.

Margaret stated if the Selectmen read the letter sent by the Town Counsel it never stated the Director couldn't be paid for the time owed.

Duncan stated we're going by the Town's policies and procedures along with legal advice. He continued that the Selectmen were allowing the Director to roll over 40 hours of FY13 into FY15 knowing the Director could not use all this time before the end of FY14.

Margaret asked if the Selectmen would put that in writing to make sure the Director did not lose the time.

Duncan stated that wasn't necessary it is in the Selectmen minutes which will be voted and accepted at their June 16<sup>th</sup> meeting.

Ed stated that all issues should be discussed. At last month's meeting Margaret talked about Kyle Johnson calling to get into the Library. She waited at the Library and he never showed up, Kyle should show more courtesy. Another issue that was brought up was the Town Accountant not providing budget information on Grants and Stevens Building rent.

Cheryl stated she had received a detail on that account after the last meeting. However all payments had not been posted to the account.

Paula Kuehl stated Cheryl does not have access to MUNIS. If the Library is connected to Town Hall, Cheryl should be able to access MUNIS.

Duncan stated he was not sure how the Grants and rent are posted but would check and get back to the Trustees. He would ask why Cheryl was not able to access MUNIS. This would save time.

Duncan asked if the Library had Capital Improvement money.

Cheryl stated the Library received \$15,000.00 in FY14. The Library was using some of that to paint the south and west side of the building.

Duncan state that the Library could carry over the balance to do other needed improvements.

Cheryl stated that she had been told that by the Town Accountant.

Ed stated the general communication between the Town Administrator and Department Heads were continuing without the Library Director. Cheryl was not apprised of important Town information in a timely manner. An example was the FY15 Budget and the part time staff member being cut from the budget.

Duncan stated the budget is open until it is voted and approved at Town Meeting. Anyone has the opportunity to ask for more money in their budget. The only thing is if it is approved at Town Meeting then the Advisory Board has to find the money. Whose budget are they going to take it from? That is why the Advisory Board holds meeting before Town Meeting.

Joe asked is it the Advisory Board's roll to be a censor? Are they allowed to take out what they want after it has been approved by the Governing Board?

Ed stated in the Ashburnham Town Charter general article 8 that the Advisory Board is responsible for the recommendation of the town budget to be voted on by the town. The process starts with the Town Administrator then to the Board of Selectmen who can recommend articles or not. The final step it goes to the Advisory Board to approve.

Duncan stated you have different Department Budgets in the Town. He compares the Light Company to the Library. You both have governing boards that approve budgets. It doesn't necessarily mean that the Town Administrator, Selectmen, or Advisory Board will also accept that budget.

Paula Dowd asked Cheryl how many hours is Noel working.

Cheryl stated 15 hours a week unless she is covering for Library staff vacation time.

Ed stated he liked Duncan's comparison with the Light Company. They are very similar.

Duncan asked if the Library resubmitted their request for the part time position.

Paula Kuehl stated when Cheryl received the email that the Advisory Board was meeting and the Trustees could present their facts it was too late.

Duncan stated the Police Department wanted to add two new officers. Chief Barrett came in front of the Board of Selectmen and stated his case. He told us the need, cost, how he would use Police Funds for part of the cost, and then what the actual cost to the Town was. We recommended the budget with the two officers included. It was the same with the Fire Department.

Cheryl stated she had been told the warrant for the Town Meeting articles had gone to the printer. Past practice was Department Heads were notified when the warrant would be sent.

Ed stated the Town and Library have to work as a team.

Duncan stated again that the budget is not closed until it is voted and approved at Town Meeting.

Margaret stated again if you aren't aware of that fact you go with what you have been told.

Paula Kuehl stated Paula Dowd is getting Town emails. Cheryl is not cc. Paula then will call or email Cheryl to see if she has taken care of a matter or what is going on.

Duncan stated the rule of thumb used by the Selectmen is emails are Chairman to Chairman, Administrator to Administrator, and Elected to Elected. If Leo gets an email from the Chairman of the School Committee he will discuss it with us at our Selectmen Meeting. Then Leo will send the responds to the School Committee Chair.

Paula Kuehl stated we only meet once a month. Many of these emails must be dealt with immediately.

Joe asked what authority the Town Administrator has. What are the parameters he has over this Board? We as a Board need to know what and what not we have the authority to do.

Ed stated in the Town Charter it states the Town Administrator has the authority over the budget. There are three or four exceptions which have to do with MA laws. He continued to state personnel policy is under the Town Administrator. He is certain the Town budget starts with him and ends with the Advisory Board.

Ed stated he would go over the Town Charter and at the July meeting he would report to the Trustees who was responsible for what.

Joe stated if the Director is not receiving the correct information or in several instants not receiving information at all how can we state our case.,

Duncan stated that is why people show up at Town Meeting.

Cheryl stated again she was not getting Department Head information from the Town. She had to call other Department Heads to know what was going on.

Ed asked Cheryl who she communicated with for Town business.

Cheryl stated the Town Accountant, Town Clerk, and Sylvia.

Duncan asked Cheryl if she felt her relationships with the Town were strained now.

Cheryl stated she did.

Duncan stated this is something that needs to be straightened out.

Ed stated the Library had received a quote on new computers from Guardian.

Cheryl stated it did not include software.

Ed stated Cheryl had received a price for seven quality computers including software for half the price.

Duncan suggested the Library use a program called Lenox and get Chrome Box for Public used computers.

Duncan suggested Cheryl contact Kyle Johnson who is Chairman of the Towns volunteer I T Committee regarding the new computers. He could help to get what you need.

Duncan also stated it was bad practice for Margaret to use Cheryl's Town email. Each Trustee should have their own Town email address. He stated he is a security nut and if Margaret wanted to under Cheryl's email could get into residents personnel information. It would fall on Cheryl.

Margaret stated she does not do e mail or use the computer. Cheryl is kind and emails for her when it is necessary.

Duncan stated he would strongly suggest that individual Town emails be set-up. Cheryl could still email for Margaret but under Margaret's email.

Duncan stated that the Library would be connected through Guardian in FY15. He continued to state the I T Committee is a wealth of information. They could discuss the best computers and programs to best suit the Library needs at the best cost.

Duncan also stated he would not have volunteers use Administrator computers. Again there is a security issue. He would have the volunteers use the public computers. Chrome Box can be set-up so at the end of the day everything on there is dumped.

Ed asked if the Town would be able to get a discount on the Library computers if they purchased Administrator and Public all at once along with the software.

Duncan stated that is something the Library should contact Kyle about. He would be able to get everything the Library needs set-up for Guardian to install at the most cost effective price.

Paula Dowd stated we will need someone to work with Kyle Johnson.

Ed stated he would be willing to work with Kyle.

Duncan stated he was charged by the Board of Selectmen to act on problems that arose at this meeting. He felt it was important that all Trustees have their own email account. That going forward the Chair of the Board contact Chairs of other Boards and Administrators contact other Administrators. He would discuss with the Town Administrator meetings with Department Heads, emails to all Department Heads. He will contact the Town Accountant to see what the process is regarding posting Grants and rent the Library receives. Finally he will contact Bill Johnson the Chairman of the Advisory Board about the part time staff member.

Ed stated there needs to be team work. Cheryl needs to be in the loop.

Margaret stated if Cheryl is not informed she is unable to do her job. The Library is not being allowed to move on.

Paula Dowd asked Duncan to introduce Ed to Kyle.

Ed stated he has worked with Kyle in the past and would contact Kyle himself.

Duncan stated he would email Paula Dowd his notes from this meeting.

The Trustees thanked Duncan for his time and the opportunity to clear up some important issues.

Duncan left the Trustee Meeting at 5:10 P.M.

The Trustees continued the meeting by reading the minutes of the May 6<sup>th</sup>.

Paula Kuehl made a motion to accept the May 6<sup>th</sup> minutes with a spelling correction on page 6.

Ed seconded the motion. Joe abstained from the vote for not being present at the May 6<sup>th</sup> meeting. All others were in favor

Paula Dowd stated she wanted to change the Community and Activity Room usage policy. She continued stating if a group owes the Town money they should not be allowed to use the Library to hold a meeting. This group in question owes the Town over \$8,000.00.

Ed stated Cheryl had no recourse but to accept renting the room; the way the Community and Activity Room policy section 9 reads the Trustees can only grant permission not deny.

Paula Dowd stated the Library should not get involved. After reading Attorney Phillips opinion the group will not be allowed to use the Library for meetings.

Paula Kuehl asked if there was any way the Town could work with the group to get the debt paid.

Ed stated the group does accept the amount owed. The Town has tried to work with them. He asked Cheryl how many people attended the meeting.

Cheryl stated she was told about seven.

Ed stated he did not feel the group would meet again with that small attendance.

Cheryl stated she rented the room to this group because by law she had to. It would have been illegal not to. The Town by laws do not address this issue.

Ed made a motion to change section 9 of the Library's policies and procedures to read: The Board of Trustees may grant or deny permission for use of the Library facilities to any group or individual.

Paula Kuehl seconded the motion. All were in favor.

Ed stated this now takes Cheryl off the hook in future situations.

Paula Dowd asked Cheryl how much she had spent on Summer Reading.

Paula Kuehl stated it was on the back of her Treasures Report. She stated there were still some items to be bought. A final figure would be given at the July meeting.

Paula Dowd asked if Cheryl had looked into the calendar Ed spoke about at the May meeting.

Margaret stated she thought that was going to be part of the new computers program.

Ed stated it wouldn't be worth having on the current computers.

Ed presented a survey to the Trustees showing comparable Towns and their Library statistics. He went on to say he took an area north / south and east/ west of Ashburnham that had about 3,000 in population. He felt showing comparisons with other Library's over a three year period would be beneficial to use when presenting our case to the Advisory Board requesting money for a part time staff member.

Joe stated the Library had lost staff several years ago during budget cuts. He asked Cheryl what the number of staff were employed at the Library before the 2007 cuts was.

Cheryl stated the Library employed seven before the 2007 cuts.

Paula Dowd stated looking at this information our circulation is the third lowest. We need to see how we can improve circulation.

Ed asked Cheryl if she would be able to fill in the information missing in the survey and would it be possible for him to receive the completed survey early.

Margaret stated there was a volunteer coming in Wednesday that Cheryl could have work on the survey.

Paula Dowd stated that on June 16<sup>th</sup> at 6:30 P.M. the Trustees have been requested to attend the Board of Selectmen Meeting at the Public Safety Building. At that time the two Boards will vote to appoint a new Trustee to fill the remaining term of Debra Mercier.

Paula Dowd stated there are two interested candidates. We have their resumes and they are here. She invited the two to speak to the Trustees.

Joseph Gallien spoke he stated he had been a resident of Ashburnham since 2003. His reasons for wanting to be a Trustee were that he used the Library all the time he felt he could bring some new ideas to the Board. He would like to see an increase in community outreach to the homebound book delivery program. He did not want what happen last year to happen again. He could help with the programming the new computers. He stated he and his family use the Library all the time. In summary he stated with his business background he could bring a lot to the Board. He would give the Library and Board 100% of his energy.

Margaret Whitney spoke she stated she had been a resident of Ashburnham since 1969. She had been on many Boards and Committees in all different capacities over the years always giving 100%. She felt a big issue for the Library was eBooks. She had a Library card here and in Gardner. She used the Gardner Library because she was able to get eBooks there. She would like to help Ashburnham acquire eBooks. She felt this would help get more young people into the Library and increase circulation. In her summary she stated she would bring the same energy and passion to the Library and Board as she did when she was Interim Director at the Council on Aging.

Paula Dowd asked if the Trustees had any questions for the candidates.

Joe stated when there has been a vacancy in the past the Trustees have always appointed someone. Now we are told the Selectmen and Trustees must vote to appoint.

Paula Dowd stated that's the law.

Joe stated so this Board has not been following the law. What about previous appointments.

Paula Dowd stated they have been illegal.

Joe made a motion to accept the invitation by the Board of Selectmen to attend their meeting on June 16<sup>th</sup> to vote to appoint a new Trustee.

Ed seconded the motion. All were in favor.

Paula Dowd asked Margaret to contact Sylvia and let her know the Trustees would be attending the June 16<sup>th</sup> Selectmen Meeting.

Ed asked Margaret to see if the Trustees could be first on the agenda.

Margaret stated she would deliver a letter to Sylvia tomorrow and asked to be put first on the agenda.

Paula Dowd stated she wanted all files in the Library to be scanned on disc starting this summer.

Ed stated the I T Committee could help facilitate the material.

Cheryl stated there are certain procedures that must be followed. There is a retention schedule showing what needs to be kept in paper form. She will contact the M.B.L.C. to get the information.

Paula Dowd asked Ed what the best way to do this.

Ed stated once Cheryl hears from the M.B.L.C. we can then go to the Town's I T Committee for help.

Paula Kuehl gave her Treasurer's Report. She stated all but the checks just issued for Summer Reading had cleared. She had spoken to Drew Benson at Edward Jones in regards to the Money Market account earning a higher yield in interest. She continued stating Drew was more focused on the original account. But after stating the Trustees just were looking for information for strictly the Money Market he stated there was a short term bond without penalty yielding 1%.

Paula Kuehl asked if Drew knew of anything better than 1%. Drew stated he would check and get back to her. She stated she was going to contact Deb Gosselin at Edward Jones to see if she could be of more help.

Ed stated to get the most value from the Money Market the Trustees should make this a priority. We should take the balance in the Money Market and decide how much will be used.

Cheryl can come up with a budget of what needs to be used and what she would like to use. After we discuss the information we can take the balance and put it in a higher yielding account. 1% is doing nothing for us.

Margaret made a motion to accept the Treasurer's Report. Joe seconded the motion. All were in favor.

Paula Dowd stated she had a problem signing blank checks for Summer Reading shopping.

Paula Kuehl stated she understood. She wouldn't be comfortable either. However unless Paula wanted to go shopping with her and Cheryl there was no other way to have both required signatures on the checks

Paula Dowd stated the Library has not yet purchased the storage benches for the Children's Room.

Margaret stated she would take care of it next week.

Ed stated he had spoken to Senator Brewer about the chairlift fine. He sent the facts to him. Senator Brewer contacted the Public Safety Commission on the Library's behalf and a hearing date has been set for June 19<sup>th</sup> at 10:00 A. M. Ed continued that he had emailed Paula Dowd stating he would be happy to attend the hearing with Cheryl.

Ed suggested to Cheryl that they meet at the Library at 8:00 A. M. the morning of the 19<sup>th</sup>. He also suggested that Cheryl make up packets to bring. He stated he felt they will likely send us a message on our oversight.

Cheryl stated she was going to put together a time line along with the other information Ed was given.

Margaret stated she had contacted the three references given by J L Extreme Painting. All three stated high praise for the workmanship, neatness, and professionalism. She stated it looks like we should go with them.

Paula Kuehl made a motion to accept J L Extreme Painting's bid to paint the south and west side of the exterior of the Library.

Joe seconded the motion. All were in favor.

Cheryl stated she had a conversation with the Town Accountant in regards to the \$2,500.00 deductible for the January 3<sup>rd</sup> water damage claim. The Town Accountant stated the Library could use some of the Capital Improvement money for this deductible instead of asking it to be taken from the reserve fund. The Town Accountant also stated that the Capital Improvement money was rolled over in the Departments Budget for the next fiscal year if it was not all used.

Cheryl told the Town Accountant she did not want the deductible taken from Capital Improvement. But would the Town Accountant put all that was talked about in writing in case the Trustees had questions.

Ed stated the deductible should come from the Reserve Fund. He was sure Cheryl could think of other projects that the Library wanted to have done with the balance in the Capital Improvement budget.

Ed stated he was going to speak to Doug and Tanya about this.

Joe made a motion to pass over using Capital Improvement Funds for the water damage deductible until Ed reported back to the Trustees.

Paula Kuehl seconded the motion. All were in favor.

Ed asked if the Grants the Library received and the Stevens Building rent went into the General Fund at the end of the fiscal year if not used.

Cheryl stated no they were carried over. There was no time period to use them. Each was kept in a separate account until used by the Library. She always let the Trustees know what was spent and encumbered.

Margaret stated that if the Library Town Budget is over at the end of the year Cheryl uses this money to balance the budget.

Cheryl gave the Directors Report. She stated that FY15 Budget had been approved at Town Meeting in the amount of \$194,495.00. FY14 Budget was at 96.8%.

Cheryl stated she had sent the bonding information to Foster Insurance.

Margaret stated she had emailed Doug Briggs for information on the procedure the Town uses for bonding and the employees bonded at what rate. Doug sent the information back stating the employees bonded are covered for the required amount. However the Town has a Crime Coverage policy through M I I A. This is a blanket coverage costing \$7,110.00 per year for one million dollars per incident and three million dollars total.

Ed stated perhaps the Trustees are covered under that policy.

Margaret stated if they were we could keep the \$2,500.00 bond for each Trustee signing checks.

Ed stated he would speak to Doug about this.

Cheryl stated she thought after listening to Duncan we should wait until he speaks with the I T Committee to see what would be the best computers for the Library's Administrators and Public computers. She continued that she had ordered a new shredder and ordered the magazines approved by the Trustees. She asked if Paula Dowd had received the schematic for the camera from Sylvia.

Paula Dowd stated she would see Sylvia tomorrow.

Ed suggested to Cheryl she make an excel sheet showing all money the Library has. It should include Library Town Budget, Grants, rent, and Money Market. This would help the Trustees understand the total amount of money the Library has and the way it is spent.

Paula Kuehl asked Cheryl if she had to use the carry over 40 hours from Fy13 in a certain time period in FY15.

Cheryl stated there was no time period just to be used before June 30, 2015.

Margaret asked the Trustees if she should post the agenda for the June 16<sup>th</sup> meeting.

Paula Dowd stated we should.

Margaret made a motion to adjourn the meeting.

Paula Kuehl seconded the motion. All were in favor.

Meeting ended at 6:40 P.M.

Attachment: Directors Report ; Town Charter