

Stevens Memorial Library Trustees Meeting Minutes
Malcolm Stewart Room
December 19, 2017
4:00 pm.



Stevens Memorial Library
20 Memorial Drive
Ashburnham, MA 01430
P: (978) 827-4115
F: (978) 827-4116
library@ashburnham-ma.gov

ATTENDEES:

Paula St. Laurent-Kuehl, Chairman Ed Vitone, Candace Wright, Anne Olivari, Jessica Caouette, Christopher Rigby and Library Director Emily Donnelly

ABSENT: None

GUESTS: None

PRESS: None

Agenda Item I:

CALL TO ORDER: The meeting was called to order by Chairman Ed Vitone at 4:01 p.m.

Agenda Item II:

APPROVAL OF AGENDA: Since some of the Trustees would have to leave the meeting early Ed Vitone suggested that the Trustee Self-Evaluation and the review of Chapter 13 of the Trustee Handbook be deferred until the next meeting. Ed also suggested that the loss of heat at the library be added to the agenda. Emily also asked to have a review of both her goals and a review of the NADAAA proposal added to the agenda. A motion was made by Jessica Caouette and seconded by Candace Wright to accept the agenda as amended. The vote was unanimous.

Agenda Item III:

PUBLIC INPUT (5 MINUTES): None.

Agenda Item IV:

APPROVAL OF MINUTES:

A few typos were noted in the minutes with corrections identified. A motion was made by Paula St. Laurent-Kuehl and seconded by Anne Olivari to accept the minutes of November 21, 2017 as amended. The vote was five in favor with one abstention (Christopher Rigby was newly appointed to the board)

Agenda Item V (a):

Emily presented the year-to-date financials and although expenditures are tracking slightly ahead of the straight-line model, variances were attributable to large front-end expenditures. Emily expects to end the year on budget.

Agenda Item V (b):

Emily presented the Director's Report.

- Follow-up to last month's meeting:
 - Emily reported that the library:
 - Purchased passes for 16 museums for a cost of \$3500

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- Subscribes to 33 magazines for a cost of \$1200.
- The trustees were appreciative of the data but asked Emily to report on cost and uses of each pass and magazine subscription to assess utilization.
 - Emily will implement the Audit recommendation to move the cash box and key to a different location
 - Emily also reported on goal completion of Strategic Plan for FY16 & FY17
- Emily reported that a monetary gift was made from a donor who wished to remain anonymous. The donor asked that part of the gift be used for the benefit of children.
- Emily noted that she is the secretary for the C/W MARS Library Advocates and joined the C/W MARS Legislative Breakfast Committee.

On Monday, December 18, it was discovered that the library was without heat. It is unknown but likely that the loss of heat began sometime early Saturday morning because the library felt cool to the staff on Saturday when it was open from 10 a.m. to 2 p.m. The cause of problem was an empty oil tank. Since the library is supposed to keep a log of oil remaining in the tank each week, the trustees didn't understand how the tank could have run dry. Emily said that the oil log was assigned to one of the staff and she (Emily) had not looked at it for quite a while. Ed stated that the purpose of the log was to assess the likelihood of oil leaking from the underground tank and asked if any analysis was done to assess the oil tank integrity. Emily reported that no analysis was done and the log was more like checking a box. Ed said that if analysis had been done, the low oil level would have been discovered long before the tank went dry. Emily said it was her mistake and that going forward she would personally log the oil level and assess tank integrity. The Trustees were highly disappointed with this situation.

Agenda Item VI: Old Business:

Covered in Director's Report

Agenda Item VII: Secretary's Report:

Nothing to report

Agenda Item VIII: Treasurer's Report

Treasurer Paula St. Laurent-Kuehl reported on the balances in the Edward Jones trust funds. Data on the Whittemore Fund balance was not available from the town

The cash audit for the last month found cash in compliance with requirements.

A motion was made by Anne Olivari and seconded by Christopher Rigby to accept the treasurer's report as presented. The vote was unanimous.

Ed Vitone reported that the invoice for the audit was received in the amount of \$2987.90 which was similar to the cost of last year's audit of \$2889.89. A motion was made by Paula St. Laurent-Kuehl and seconded by Jessica Caouette to pay the invoice with funds from the Whittemore account. The vote was unanimous. Ed will email a copy of the invoice to Paula and Emily for payment.

Agenda Item IX (a): Green Energy Update:

Ed reported that Royal Steam Heater was the lowest bidder for the heat pump with ERV and a coordination meeting was held at 10 a.m. on December 19. It appears that the supplier will work closely with the library to minimize service interruptions. Emily attended the meeting and was pleased with the level of cooperation expressed by the vendor.

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Agenda Item X: Friends Update:

No report

Agenda Item XI: New Business:

- (a): Open Space Bid
Only one bid was received for this project (from NADAAA). The Trustees discussed the proposal, but since this initiative was intended to be a collaborative effort between the Director and the Trustees, simply accepting the proposal without any dialog with the firm seem inappropriate. It was decided to conditionally award the job to NADAAA subject to a meeting with the Trustees on NADAAA's firsts day on the job. If the trustees were not comfortable with the supplier, the award would be cancelled and NADAAA paid only for their time that day. Emily suggested that a sub-committee of the Board could work with her and the vendor. Trustees were supportive of the idea but no sub-committee was chosen.
- (b): Trustee Self-Evaluation
Deferred to next meeting
- (c): Music Trust Fund
Paula reminded the trustees that there is a trust dedicated to music and earning from the trust could be spent to subsidize the cost of music programs such as "Open Mike."
- (d): Meeting Room Policy
Deferred to next meeting
- (e): Review Chapter 13 of Trustee Handbook
Deferred to next meeting
- (f): Goals
Emily delivered a presentation on her progress on goals that were scheduled for completion by December. She reported that strong progress was made in all service areas since FY14, the year before she joined the library as director. She proposed goals for the second half of the year in four areas: Redesign of the library, Marketing, Collaboration and Communication. Because the presentation wasn't distributed prior to the meeting, and for some trustees it was difficult to see the printing on the screen, the presentation was not fully absorbed. In the discussion following the presentation, Emily felt that both she and the staff were operating beyond capacity, and given the staff work load, goal completion was largely hers alone to execute.

Jessica suggested that Emily and the Staff consider implementing a "desk audit". When completed, the results are examined to see if a how much time is being expended on "low value add" tasks with appropriate changes made going forward.

Ed noted that Emily's data showed that our library had very low circulation load per employee compared to other libraries which suggested that there may be more efficient methods to circulate material than those used at our library.

Since two trustees had to leave the meeting before completing the discussion on Goals, Ed asked Emily to email her presentation to the Board, and after a review, each trustee should provide feedback to Emily with questions, comments or concerns on the proposed 2nd half goals. Goals will be revisited in the January meeting.

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Agenda Item XII: Other

No discussion.

Agenda Item XIII:

PUBLIC INPUT (5 MINUTES): None

Agenda Item XIV:

A motion was made by Jessica Caouette and seconded by Christopher Rigby to adjourn the meeting at 5:59 p.m. The vote was unanimous.

Respectfully Submitted,
Edward J Vitone Jr. (Electronic Signature)
Ed Vitone
Library Trustees Secretary

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Agenda Item II

Trustee Meeting Agenda
Tuesday, December 19, 2017 – 4:00 P.M.
Stevens Memorial Library

- I. Call to Order
- II. Approval of Agenda
- III. Public Input (5 minutes)
- IV. Approval of Minutes
 - a. November 21, 2017
- V. Director's Report
 - a. FY18 Municipal Budget
 - b. Director's Report
- VI. Old Business and Follow-up from Last Month
- VII. Correspondence – Secretary's Report
 - a. None
- VIII. Treasurers Report
 - a. Review and Approve Treasurers Report
 - b. Status of Cash Audit
 - c. Payment for audit
- IX. Green Energy
 - a. Status of HVAC Program
- X. Friends Update
- XI. New Business
 - a. Trustee Self Evaluation
 - b. Music Trust Fund
 - c. Review Meeting Room Policy
 - d. Revisit Chapter 13 of Trustee Handbook

Note: Deferred Chapter 12 "Construction & Renovation"
- XII. Other
- XIII. Public Input (5 minutes)
- XIV. Adjourn

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Agenda Item IV



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Minutes of Trustee Meetings

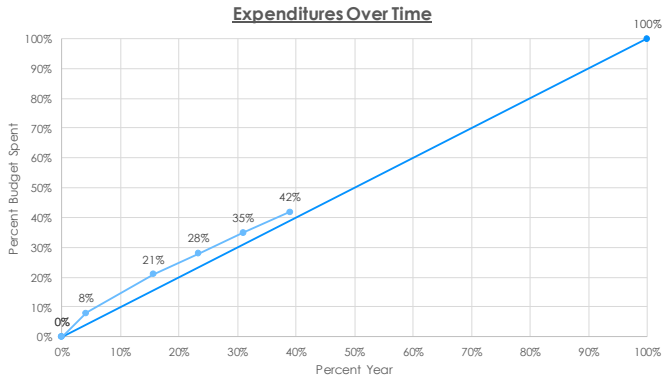
Minutes Posted on line at

http://www.ashburnham-ma.gov/Pages/AshburnhamMA_LibraryMinutes/

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Agenda Item V (a)

FY18 Year-to-Date Financials



Percent of Year 31%
 Percent Spent 35%

Summary

TOTAL ANNUAL BUDGET
\$223,346

TOTAL YTD EXPENSES
\$92,900

Monthly Income

ITEM	AMOUNT	YTD
General Fund	\$152.05	\$1,066.46
Donations	\$13.23	\$772.24
Totals	\$165.28	\$1,838.70

Monthly Expenses (Municipal)

ITEM	TOTAL BUDGET	SPENT THIS MONTH	YTD	YTD REMAINING	YTD % SPENT
Salaries & Wages	\$149,234.00	\$11,315.54	\$58,954.30	\$90,279.70	40%
Temporary wages	\$7,272.83	\$166.75	\$1,178.75	\$6,094.08	16%
Repairs & Maintenance	\$13,132.00	\$30.00	\$2,896.84	\$10,235.16	22%
Prof Tech Svcs	\$8,316.00	\$145.62	\$9,794.54	(\$1,478.54)	118%
Communications	\$575.00	\$88.07	\$162.83	\$412.17	28%
Supplies	\$3,750.00	\$276.69	\$1,142.93	\$2,607.07	30%
Prof Devel & Travel	\$1,000.00	\$0.00	\$1,175.07	(\$175.07)	118%
Books	\$40,066.00	\$2,572.42	\$17,594.72	\$22,471.28	44%
	\$223,345.83	\$14,595.09	\$92,899.98	\$130,445.85	42%

Monthly Expenses (Municipal)

ITEM	TOTAL BUDGET	SPENT THIS MONTH	YTD	YTD REMAINING	YTD % SPENT
Templeton Paving (regrade)	\$6,068.22	\$0.00	\$6,068.22	\$0.00	100%
Intellibeam (security cameras)	\$5,289.50	\$0.00	\$5,289.50	\$0.00	100%
Joan Kelly murder mysteries	\$460.00	\$0.00	\$460.00	\$0.00	100%
C/W MARS	\$6,000.00	\$0.00	\$6,000.00	\$0.00	100%
Dianne Fichtel programs & kits	\$1,450.00	\$0.00	\$632.98	\$817.02	44%
Space Planner	\$20,000.00	\$0.00	\$0.00	\$20,000.00	0%
Programs	\$7,500.00	\$624.18	\$4,571.64	\$3,552.54	53%
Heat Pump (Green Energy)	\$75,000.00	\$0.00	\$0.00	\$75,000.00	0%
Total	\$121,767.72	\$624.18	\$23,022.34	\$99,369.56	19%

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Agenda Item V (b)

Director's Report

DIRECTOR'S REPORT

december 19, 2017

Action items for this meeting

1. Review goal updates and recommendations
2. Approve vacation request
3. Review and act on results from RFQ

action items from last meeting:

- Review cost/use of museum passes & magazines
 - In the past year, museum passes (approximately \$3,500) have been checked out approximately 167 times
 - In the past year, magazines (approximately \$1,200) have been checked out nearly 500 times
 - More details about specifics will be available at the meeting
- Audit recommendations
 - I'm happy to move the money and the keys. I will discuss implementation with the staff at our next staff meeting.
- Action Plans from previous years: how'd we do?
 - FY16 (Year One of Strategic Plan)
 - Completed all actions
 - FY17 (Year Two of Strategic Plan)
 - Completed all actions except grant & long-range plan for Preservation Room (we hired Diana to figure out where we stood instead)

news around the library

Facilities

- Ed Vitone will update everyone on the heat pump project; he and I should be able to meet with all concerned parties before the Trustees meeting, in which case we'll have more information then.
- If we accept the bid from NADAAA (<http://www.nadaaa.com/>), they can begin work in January, which should accelerate our facilities improvements.

Collections

- I'm investigating switching audiobook retailers, as ours has been bought out. Stay tuned!
- I was informed recently that we have been mailed an anonymous donation, although it has not yet arrived. This can fund two projects we've been contemplating:

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- Improvements to the children’s room – especially shelving or seating (if relocated)
- Wowbrary (\$375; <http://wowbrary.org/libraries.aspx?view=overview>) is a service that sends a weekly email update to our patrons about new acquisitions. It’s automated, so it’s regular & professional-looking publicity without additional staff time or input (unless we want to add more)

Technology

- I have an appointment to discuss website improvements with ComfortZones on December 13.
- Our new calendar is live on our website: <http://www.ashburnhamlibrary.org/calendar.html>
 - The Friends have agreed to pay the annual fee (\$80) for the first year
 - It’s beautiful and user-friendly

Professional Associations

- I am currently serving as secretary of the Central Massachusetts Library Advocates (<https://www.cmlagroup.org/>), “a group of librarians who have recently met to begin discussions on how best to represent Central Mass libraries, both as library advocates and as a continuing education source for librarians, library staff, and library supporters.”
- I have also joined the Legislative Breakfast Committee of C/W MARS. This group helps organize breakfasts throughout the region that aim to educate Massachusetts legislators about the impact of libraries in the lives of their constituents,

upcoming director commitments (a selection)

MEETING	LOCATION	DATE
Staff meeting	SML	December 20, 2p
<i>Vacation</i>	<i>Out of office</i>	<i>January 8–12</i>
Grant writing workshop	Boxborough	January 11, 10a
CMLA meeting	Athol	January 19, 10a

cash collection

[Moved to budget report]

|| FY18 GOAL PROGRESS REPORT

Benchmark performance, procedures, & best practices vs. peer libraries

- Summary:
 - I sat down with the directors of Ashby, Boylston, Townsend, and Westminster, explained what we're doing, and toured their libraries.
 - The libraries that I wanted to visit again and again were those that were bright and clean.
 - I've requested follow-up information from other libraries, but have not yet received it.
- Conclusions:
 - Redesign is crucial – our downstairs is dark, depressing, & uninviting
 - Successful libraries advertise EVERYTHING that they do – Got a new circulation desk? Publicly thank funders. New books arrived? Alert the press!
 - USE. EVERYONE. Staff levels are generally directly related to the community's income, and all other measures of success seem to come from those ratios. The most successful libraries are the ones who use everyone: Friends, Trustees, families, staff, volunteers . . .
 - Money begets money. If we're spending money to improve the library, it encourages others to give us money so we can spend more money on improving the library.
- Suggestions:
 - Prioritize redesign: what can be done IMMEDIATELY?
 - Move children's room
 - Institute (temporary, beautiful) signage
 - Intensify advertising efforts – spread responsibility throughout staff
 - Create marketing/brand book
 - Sign up for Wowbrary

Implement a performance dashboard

- See attached graphs

•	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	FY18 YTD	FY17 YTD	Change
Circulation	3,287	3,535	2,511	2,673	2,544	14,550	13,863	5%
New Patrons	55	55	31	18	30	189	226	(16%)
Visits	3,546	3,745	2,420	2,936	2,401	15,046	15,477	(3%)
Programs	34	19	19	15	21	108	86	26%
Program Attendance	565	190	157	694	300	1,906	1,276	49%

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Increase number of cardholders

- Corinne has been working on getting up to speed and has begun meeting with other organizations.
- This will be a greater focus in the coming months

Identify gaps in service

- Interviews are ongoing. Those that have been completed are:
 - Dorene Francis (Briggs/Extended Day)
 - Phil Saisa (Overlook)
 - Dave Uminski (Oakmont)
 - Chief Barrett (Ashburnham Police)
 - Chief Cleveland (Ashburnham Fire)
 - Heather Budrewicz (Town Administrator)
 - Rosemarie Meissner (Economic Development, Friends, Rail Trail, Dems, business owner)
 - Pat Stewart (Agricultural Commission)
- Patron Survey
 - 24 patron surveys have been completed; an email blast will go out this week
 - Further publicity is planned as well (Facebook, etc.)
 - So far, it's been primarily positive responses
 - Great staff
 - Great programs
 - Great collection
 - Criticisms have been
 - "One point of view" politically (but didn't say what POV that was)
 - Collection skews too liberal
 - Collection skews too conservative
- Suggestions:
 - Solidify collaborators for FY19 "Go Local: Building Communities and Collections" grant
 - January 2018: Grant writing workshop (required)
 - February 2018: Draft proposal due to MBLC
 - March 2018: Proposal returned with comments
 - April 2018: Final proposals due
 - July 2018 (FY19): Winners announced

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Space plan/redesign

- I requested quotes from 8 different architects and interior designers in the region; 3 responded
 - One (Delorey Interiors) is not bidding new contracts right now
 - One (Blue Line Design) did not feel that our budget was sufficient to do the feasibility study she felt was crucial
 - One (NADAAA) submitted a proposal that I forwarded to the Trustees on December 8, 2017.
- I recommend that we accept NADAAA's proposal. They can begin in January, and have the expertise and a portfolio that I trust. Furthermore, because they are an architectural firm, they have additional expertise in their firm that interior design firms often lack.

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Agenda Item VIII

Treasurers Report – December 19, 2017

Edward Jones Mutual Funds

12/31/2016 Year End \$14,271.39 \$219,408.31

DATE	DETAIL	VALUE CHANGE	BALANCE
1/27/2017	Ending Balance	\$5,499.10	\$224,907.41
2/24/2017	Ending Balance	\$3,346.78	\$228,254.19
3/31/2017	Ending Balance	\$887.88	\$229,142.07
4/28/2017	Ending Balance	\$2,484.28	\$231,626.35
5/26/2017	Ending Balance	\$3,532.28	\$235,158.63
6/30/2017	Ending Balance	\$157.74	\$235,316.37
7/28/2017	Ending Balance	\$4,603.93	\$239,920.30
8/25/2017	Ending Balance	-\$1,500.16	\$238,420.14
9/29/2017	Ending Balance	\$5,362.12	\$243,782.26
10/27/2017	Ending Balance	\$3,601.14	\$247,383.40
11/24/2017	Ending Balance	\$1,983.31	\$249,366.71

Mutual Fund Monthly

	<u>Kids</u>	<u>Music</u>	<u>Upkeep</u>	<u>Unrestricted</u>	<u>Books</u>	<u>Mysteries</u>	<u>Total</u>
30-Jun-17	\$85,177.28	\$46,193.95	\$26,960.06	\$62,256.11	\$9,077.42	\$5,651.55	\$235,316.37
28-Jul-17	\$86,770.34	\$47,083.08	\$27,524.39	\$63,480.71	\$9,282.32	\$5,779.46	\$239,920.30
25-Aug-17	\$86,258.56	\$46,805.31	\$27,322.31	\$63,072.05	\$9,224.53	\$5,737.38	\$238,420.14
29-Sep-17	\$88,110.60	\$47,834.63	\$27,963.20	\$64,529.76	\$9,458.24	\$5,885.83	\$243,782.26
27-Oct-17	\$89,331.16	\$48,531.06	\$28,416.27	\$65,491.04	\$9,625.61	\$5,988.26	\$247,383.40
24-Nov-17	\$90,006.52	\$48,914.77	\$28,671.95	\$66,016.11	\$9,715.86	\$6,041.50	\$249,366.71

Whittemore Trust Account

As of 12/18, information regarding the Whittemore account had not been sent from Town Hall.

Audit of Cash Activities and Transfers for the Period of November 17, 2017 – December 14, 2017

Town Transfers for the period totaled \$93.88 (11/18 \$25.50, 11/22 \$14.15 and 12/2 \$54.23) There was a sealed envelope awaiting transfer with \$71.40, and an open envelope containing \$70.57. The Cash Drawer contained \$31.35, with four receipts totaling \$1.35.

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Friends Transfers – The open Friends Envelope contained \$60. \$27 was collected for the period of 11/17 thru 12/14 2017.

Respectfully,

Paula St. Laurent – Kuehl