

Goodnow Library  
Board of Trustees  
Tuesday, Nov. 4, 2003  
Goodnow Library, Historical/Trustees Room  
7:30 p.m.

## AGENDA

**1. Call to Order and Minutes (Oct., 2003)**

**2. Financial Report (Sept. FY04):** nothing unusual to report on the FY04 budget.

**3. Friends Report:** nothing to report

**4. Director's Report:**

**a) Library Budget for FY05:** a draft of the narrative describing the Zero Dollar and Zero Growth budget requests and Incremental increases appears at the end of the Agenda. I am still a little confused about the meaning of Zero Growth and will speak with Maureen Valente before the Tuesday meeting. It may be that the estimated increase in book prices for FY05 should appear under Zero Growth.

**b) Sprinkler System Recall:** Bill contacted the manufacturer again about the need to photograph each type of sprinkler head. It was explained to him that it is important in order to be certain that the correct replacement is sent.

**c) Wireless System:** Mark Thompson Bill and Anne have now met with both finalists. The price quote of the second vendor has gone up substantially based on a change in the equipment recommended. Mark is evaluating the proposals. A decision should be made in two-three weeks.

**d). Meeting Room Policy:** the current policy allows meeting of political parties but not meeting for the purpose of promoting a particular candidate. A recent decision regarding Framingham P.L.'s Meeting Room policy and material from ALA and another source suggest that Goodnow's policy is inconsistent in this area and could be challenged successfully. Our policy states that the Library will make the room available for meetings that "serve an educational, cultural, philanthropic, or civic purpose". It would seem that a political meeting to promote a particular candidate – is educational and civic in purpose. To deny this particular type of meeting leaves us open to the challenge that our policy is based on the particular content of an educational, civic meeting. This is how the Town Counsel for Framingham viewed the situation and Paul Kenney concurs.

What prompted the review is a request by an individual to hold a Wesley Clark for President meeting at Goodnow. He had seen that Framingham had a similar meeting for another candidate. The meeting was for Monday, November 3, prior to our meeting. I spoke with Lily and then contacted Paul Kenney. Based on these conversations I approved the meeting. Another group has since contacted us about a meeting for a different candidate. Below is the portion of the current policy related to political meetings.

### PURPOSE OF MEETINGS

As a public service, the Trustees of the Goodnow Library make the Library Meeting Room available to local groups and organizations for meetings, which will serve an educational, cultural, philanthropic, or civic purpose.

Political groups whose purpose is to foster a discussion of political issues of interest to citizens, regarding town, state or national matters, may use the Meeting Room. Political meetings sponsored by a political party for the party's benefit are also allowed, but political meetings for the benefit of one candidate are not allowed.

**e) DVD and CD Theft and Fine for Taking CD and DVD Inserts:** we are still waiting for additional information on these issues. Bill may have more to say at the meeting.

**f) Bulletin Board:** quick review of policy for new bulletin board.

**g) Patriot Act:** the revised policy was sent to the Town Counsel for review. Enclosed.

**h) Speed Read Collection Update:** we have established the procedures etc. for the collection, the labels arrived, the books are being processed. We hope to have the collection ready to go next week.

#### **6. Trustees Report:**

**a) Strategic Plan:** Barbara will give an update.

#### **7. Old Business:**

**8. New Business:** latest trust fund report from the Town will be given at meeting.

#### **9. Adjournment**

## **FY05 Budget Proposal Goodnow Library**

### **OVERVIEW**

The Library's current status and its primary goal for FY05 are consistent with those described in the FY04 and FY03 budget proposals. Goodnow continues to struggle with the challenge of meeting the increasing service and resource demands of residents at a time when the level of library support (staffing and library materials) to meet user needs adequately is not available. Maintaining core library services remains Goodnow's highest priority. Unfortunately given the increasing imbalance between the level of activity generated by users and the Library's ability to support it, achieving this fundamental goal becomes more difficult. The Library strives to maximize other resources and opportunities to enhance Town support, such as, volunteers, the Friends of the Goodnow Library, library cooperatives, and technology. Although extremely valuable resources, they serve effectively as supplements to Town support and not as substitutes for it.

Goodnow serves as a lifelong learning and recreational resource for Sudbury residents. A professional survey conducted for the League of Women voters in the mid-nineties, showed that Goodnow was one the most heavily used and appreciated Town services. The latest statewide public library reports show that Goodnow continues to be among the busiest and most cost effective libraries in Massachusetts – supporting exceptionally high circulation with a small staff. Its ratio of circulations per full time

equivalency is well above libraries serving comparable communities (almost 20 % higher). Its per capita total appropriation and per capita spending on library materials is significantly less – 17% and 27% respectively. These differences are even more pronounced when Goodnow is compared to libraries serving comparable surrounding communities. The Library continues to do more with less by focusing on basic library services, capitalizing on efficiencies from automation and telecommunication, expanding a dedicated group of volunteers, working with the Friends of the Library, collaborating with other libraries and streamlining operations. For instance, the Library has added nine volunteers in the last year and has the equivalent of 1.4 FTE's in volunteers – excluding students fulfilling volunteering requirements and participants in the senior community work program.

This overview serves as a frame of reference for considering the impact of a Zero Dollar and a Zero Growth budget on the Library. Coming from a different direction, working towards a conservative estimate of effective support, the “incremental increases” proposals serve the same purpose - a frame of reference for considering the impact of a Zero Dollar and a Zero Growth budget on the Library. Given the Town's current economic situation the Trustees and staff recognize that support for incremental increases is not realistic.

## **Zero Dollar Budget**

### **Level Funding**

The Library does not anticipate any significant cost increases for service contracts or supplies that come under General Expenses and Building Maintenance. (Although supply and repair costs may increase on a “per incident level” as the Library enters its fifth year of operation, there is no clear trend to support or quantify this possibility.) The amount allocated for utilities is expected to be sufficient. In Automation, the Library is allocating less for repair, replacement and supplies. Due to a revised formula for assessing membership fees for FY05, Goodnow's MLN membership fee for FY05 will be less than under the old formula.

### **Cost Increases**

Step and longevity increases for FY05 total \$8,700. Library material costs are expected to increase by at least 3 percent again this upcoming year. This increase will be absorbed by acquiring fewer books, periodicals, and other material.

### **Offsets**

The Library anticipates a significant savings under Contracted Services for cleaning the Library, \$5,400. It proposes reducing the General Expenses budget by

\$1,600. Under Personal Services, Sick Leave Buyback, \$200 can be saved. These reductions offset \$7,200 of the \$8,700 in salary increases for FY05.

At best the level of funding for library materials, books etc. meets minimal needs. With level funding in FY05 the Library's book budget will have lost more than 6 percent of its purchasing power over two years. (In FY04 there was a small reduction for library materials.) The trustees would not recommend additional cuts in the Library Materials budget to make up the difference between the \$7,200 in reductions and the \$8,500 needed. The same holds true for the spending levels proposed for Automation, General Expenses, Contracted Services and Building Maintenance. The proposed budgets are prudent – estimated to meet ordinary circumstances.

If the Library has to absorb the additional \$1,500 generated by FY05 step and longevity increases, it will do by reducing staff hours and hours of service. The Library would close 4 to 6 Sundays. This would be regrettable. Sunday hours are important to all library users and particularly important to certain users including students. Over the last 7 years the Library has worked with the Town Administration and FinCom to restore hours lost from previous cuts. Some have yet to be retrieved. The number of Sundays in the schedule had only recently been restored to 34 to cover most of the school year.

## **Zero Growth Budget**

There are two budget items under the Zero Growth Budget:

1. \$1,500 for the step and longevity increases that cannot be offset by the reductions in Contracted Services, General Expenses and Sick Leave Buyback.
2. \$3,300 to maintain the existing purchasing power of the Library Materials budget. The estimated cost increase for book, books on tape and other materials is 3 percent.

## **Incremental Increases**

The following two “incremental increases” are not new proposals. Requests for additional staffing in service areas with the greatest need for additional support, and for additional funding for library materials have made each year for a number of years. Town has given partial supported to several of these requests. The current requests represent a conservative/initial response to the service and resource demands made of the Library. For instance, the average total circulation for libraries in our population range for FY01 was 187,000 – ours was 260,000. It was 270,000 in FY03. Goodnow's services for children's and adult services were also all well above average. The average FTE for the 52 libraries in our group was 14.1 in FY01 – ours is 12.75 for FY04. If we had the same ratio of circulations to staff as the state average (14.1/187,000), our total FTE would have been 19.6 in FY01 – 50 percent higher than it is now.

A. Staffing: 13 hours for Circulation Services, 7 hours for Children's Services, 6 hours for Technical services, 5 hours for Pages (shelving items). Total 31 hours costing approximately \$23,150 based on FY05 salary rates. This will not impact health insurance benefits.

B. Library Materials Budget: \$10,000. Restores the \$6,700 in purchasing power lost over two years and begins to increase the budget to adequately meet the community's need and interest in reading, listening and viewing materials. Goodnow's current Library Materials budget is 10 to 20 percent less than comparable libraries.

There are other important budget issues such as landscape maintenance that are not addressed in the incremental increase proposals.

## **Goodnow Library Policy and Procedures for Confidentiality of Library Users and Compliance with Law Enforcement**

The Goodnow Library strives to protect the privacy of library users to the fullest extent of the law. No confidential information on library users will be revealed to authorities without presentation of a subpoena or search warrant. Goodnow staff will comply with law enforcement when supplied with legal subpoena or warrant.

### **Staff Procedures:**

Staff will follow these procedures if asked for confidential user information (names, addresses, telephone library material consulted) or presented with a subpoena or search warrant.

1. Members of the staff who are approached by anyone presenting themselves as a law enforcement officer requesting user information should not disclose any information. (Local and state officials cannot administer search warrants under the federal USA Patriot Act.) They should immediately direct that person to the Director, Head of Circulation, Adult Services/Reference Librarian, and Children's Librarian or designated "librarian in charge".
2. The Director or others cited above will ask for the officer's identification and the subpoena or search warrant and immediately contact Town Counsel for review of the document's legal sufficiency. Photocopy the officer's identification. It should be explained to the officer that these procedures are part of the Library's policy.
3. If presented with a subpoena, the Director or others cited will ask for time to consult with Town Counsel before responding to the request.
4. If presented with a search warrant, staff will not interfere with any search or seizures. Contact the Director as soon as possible.
5. Staff should record all legal requests and any costs incurred by complying with the subpoena or search warrant. Some search warrants or subpoenas issued under the USA Patriot Act come with a "non-disclosure" order attached, preventing staff from telling the user or public that information has been provided to the law enforcement agency. The staff still has the right to speak with the director or supervisor and Town Counsel. The Act includes language to immunize librarians against civil suits in such cases.

6. If the person is not a law enforcement officer, or the officer does not have a subpoena or search warrant, the library will not furnish any confidential user information. Massachusetts General Law, Chapter 78, section 7 protects the privacy of library users.

### **Summary**

Requests for information based on a subpoena – do not give out until legal counsel has reviewed.

Request for information based on a search warrant – may be executed immediately.