

Goodnow Library
Board of Trustees
Tuesday, Sept. 2, 2003
Goodnow Library, Historical/Trustees Room
7:30 p.m.

Minutes

Present: Bob Iuliano, Carol Hull, Lily Gordon, Phyllis Cullinane, Jill Browne, Barbara Pryor and Bill Talentino.

1. Call to Order and Minutes (June, 2003): The meeting was called to order at 7:35 and the June Minutes were approved. (C. Hull/J. Browne)

2. Financial Report (June FY03 and July/August FY04): the FY03 budget balanced out. There was a small amount was carried forward for electric bill that overlapped into FY04. The Repairs item was particularly high in FY03 due to repairs to the HVAC and elevator. Fortunately the Utilities bills were low. The Library's gas meter broke and was not fix it for several months. The Library was not charged for those months. The FY04 budget is going well so far.

Bill was asked if the Repairs budget should be increased in FY05. The building will be five years old and the need for repairs may become more frequent. Bill agreed. The trustees asked about the Magazine and Newspaper budget. Has the use of magazines and newspapers decreased due to the use of on-line resources and budget? Circulation has decreased, but people still make in-house use of them. The staff assesses the magazine subscriptions each year.

3. Friends Report: The Friends and staff scaled back on the Fourth of July Book Sale due to the labor involved. Lynn Carlson managed it again this year. The Friends passed a budget for FY04 that is a slight increase over FY03. Bill will ask for special funds to establish an Instructional/Educational DVD collection. Working with the Friends, Hans Lopater contacted Lotus Blossom and Sudbury Farms for donations towards the wireless system. His requests were a success. The donations will total \$3,500. Lily agreed to thank Hans and the Friends on behalf of the trustees. The Friends will send thank you notes to both businesses. Barbara agreed to write an article for the Crier announcing the donations and describing the benefits of installing a wireless system.

The Friends and staff have evaluated copier options – the lease agreement with Xerox expired in FY03. After working with the staff to identify our needs, proposals were sent to a number of vendors. Digital Business Solutions were chosen. They will provide new Panasonic copiers in a four year lease agreement. The lease and service contracts are much less than with Xerox. The machines will meet user and staff needs. The new copiers will be installed on Sept. 2.

5. Director's Report:

a) Library Budget for FY04: the Town budget that appeared in the Town Warrant and passed at the Special Town Meeting had a small reduction (\$500) in the Book budget and increase in Office Expenses from the FY03 budget. The Library will be faced with a significant and unusual repair soon – an evaluation of its sprinkler system. It seems that several types of sprinkler head used in the building are on a recall alert. The manufacturer is responsible for replacing them at no cost to us. An inspection must be completed and a

form filled out. If our inspection company does the review it will cost \$950. The review must be done in order to document the problem. We will not get reimbursed for the inspection cost. Since our FY04 cleaning contract will be less than anticipated, this unexpected cost will not be a problem. See "d: Cleaning Contract". The actual replacement of the sprinkler heads will not take place for some time. The trustees asked Bill to double check on who is responsible for the inspection cost.

b) MLN's New Automated System and Increased Activity: the physical switch in systems took place on June 23 as planned. MLN relied on an off-line system for four days. The plan for closing the Monday and Tuesday, June 23 and June 24 of that week for training, and only opening 9-5 on Wednesday the 25th worked out well. With the assistance of Betsy Mosher and Anne Reilly, Deborah Pellegrini provided two effective days of staff training and practice. It was a major undertaking by Deborah and well done.

Although the new system offers a number of benefits, it has added to the difficulty circulation staff in particular has been experiencing in trying to keep up with circulation activities. The new system makes it much easier for users to request items not available from their home libraries and the requests are filled much quicker because the system automatically selects an available item from another library. (In the old system, a staff member would review all requests before they went to another library to be filled.) Library users are pleased and network requests have increased dramatically. Processing network requests is labor intensive. The adult circulation staff is struggling with this operation while trying to maintaining adequate desk coverage. As a result, some circulation tasks are being re-allocated. Children's is taking Museum pass reservations and Reference is helping with calling users about reserves. The Friends' newsletter has a call for more volunteers to help with specific tasks at specific times. It will be followed by an article in the paper.

We are also looking at small capital investments to ease the situations. We acquired more scanners so that staff can perform circulation and other functions more easily from any staff PC. We will be getting more book carts so that items can be moved and temporarily stored more efficiently. I will be asking our telephone system vendor to meet with us to see if there are any modifications that can be made to the telephone system that could save staff time. Other notions will be entertained as we think of them.

Jill Browne said that she would contact LSHS about tapping into student volunteers.

c) Wireless System: Mark Thompson, Bill and Anne Reilly reviewed three proposals in June and narrowed the choice to two vendors. Because the summer was extremely busy for everyone, especially Mark's department, little progress was made. He, Bill and Anne will meet with the vendors again in mid-September to make the final selection.

d) Cleaning Contract: The current contract went to a new vendor – Clean Link Inc. Clean Link had the lowest bid and solid references. So far the service has been commendable.

e) Theft: recently we have experienced a problem with people taking DVD's and CD's from their cases and walking off with them (the "popular" titles mostly). The usual solutions to this problem are labor intensive and require sizable work space – relying on a detection system and or locking devices – placing each item and case in a

larger locking case that has to be removed and re-installed with each circulation. Bill contacted our shelving vendor about acquiring additional shelving that would put these popular items close to the Reference Desk. Some years ago we had a similar problem when we first started acquiring CD's. We addressed the problem by moving the CD's closer to the Circulation Desk. Sheila Noah is our representative to the MLN A/V Roundtable. She will ask if any libraries have found alternative solutions for handling this situation.

f) Establishing a Fine for Taking CD and DVD Inserts: this was brought up in June and the trustees didn't think the information presented merited this step. Bill said that he did not provide all of the relevant information for the trustees to consider at the meeting. People are deliberately removing/keeping inserts from library CD's and DVD's. The users borrow library material and burn (copy) them. The inserts have interesting, sometimes important information. They keep the inserts for their own use. The problem occurs about 8-10 times a week. The staff has to identify another library with the material, request a copy of the insert and then cut, tape and put it in the case. If we cannot find a library with a copy, we do without. In all cases involving DVD's the barcode is placed on the insert. So the staff has to change the database record for the item. It can take from 20 -60 minutes to deal with an item. It is a waste of staff time and a disservice to other users. The staff recommends establishing a fine for returning material without its insert.

The trustees supported this proposal. (P. Cullinane/B.Pryor) There was a discussion as to what to charge - \$2-\$5 was discussed. Bill will speak with the staff and ask Sheila to speak to A/V representatives of other libraries. Bill said that the cases will be marked with distinctive labels alerting users to the charge.

g) Strategic Plan: the core committee met once over the summer and exchanged e-mail. Some preliminary thoughts and basic data were shared. Jill, Lily, Barbara, Lela and Bill meet in September to begin the process.

h) Patriot Act: a number of libraries have basic staff procedures in place for handling any request by appropriate authorities for information on library users. This minimizes ambiguity for staff. Designating who on the staff should handle a request situation and when and who to contact, e.g., Town Counsel, should be made clear. A staff member has asked about a policy and so has a user. Bill distributed a short, straightforward policy/procedure established by another library. It stated the requirements of the law and how the staff should proceed. The trustees approved this as a model. Bill will submit it to the Town Counsel for review. (B. Iuliano/L. Gordon)

i) Speed Read Collection vs. Rental: the Rental Collection was established about 10 years ago to help meet the demand for bestsellers and reduce long reserve lists for high demand items. It was initiated at a time when the book budget was being cut. For one dollar a user could borrow a high demand item instead of waiting on a reserve list for our regular copy(s). There were no reserves on the rental copies. The money earned went into purchasing additional rentals. The collection has not had the desired impact. The collection does not circulate as often as we hoped, so its impact on reducing reserve lists is less than anticipated. Some people do not want to pay a dollar to borrow an item. A number of libraries that had rental collections have moved away from them and have established "Speed Read" collections. Like the

rental titles, items in this collection circulate for one week and cannot be reserves or renewed. There is no fee involved. It has been popular and effective in other libraries. The circulation staff believes that it should replace the Rental Collection with a Speed Read collection. They believe we can establish the collection while staying within our existing budget McNoughton/Fiction budget. Maintaining the Speed Read collection is less time consuming for staff as well. There would be a higher fine for Speed Read materials, as there has been for Rental. The trustees supported the proposal. (L. Gordon/P. Cullinane)

j) Circulation: the adjustment for the staff and Head of Circulation is still in progress.

k) Fence for Entrance Area: Bill reported that a resident had proposed replacing the wire fence by the stairs leading to the entrance with an attractive wooden fence. He would charge \$500 for the work. Bill said he would bring the proposal to the trustees. Given that the library has had a number of unanticipated repairs over the last few years, and several small capital items under consideration, the trustees did not think it was prudent to support this proposal.

l) FY04 Trust Fund Budget: Bill provided an FY04 proposal to present to the Trustees of Town Donations. It is the same total as FY03. The trustees approved the proposal. Attached is a recommendation for FY04. (B. Pryor/J. Browne)

m) FY05: we have yet to receive guidelines or any other information concerning the FY05 budget. Usually, some information would be available at this point and the guidelines distributed prior to October. Bill will have a preliminary report on FY05 for the next meeting.

6. Trustees Report:

a) Landscaping: The dawn redwoods and dead tree on exit drive have been removed. A number of trees along the exit drive have been seriously damaged by rodents and ice and need to be removed. The Town will include this work as part of an overall tree removal plan.

Lily, Phyllis and Bill recommend that the Library's landscaping be evaluated to see if reasonable modifications could be made that would reduce ongoing maintenance – in particular weeding. Funds from Contracted Services could be used for this purpose.

Bill was asked to check with Bill Place about repairing the Library's berms.

7. Old Business:

8. New Business:

a) Drop Box Request: the trustees and Bill received a request in June from a resident asking the library to consider installing an outside drop box close to the drive or parking lot. Bill reported that he had looked into this several years ago and again prior to discussing the situation with the library user. He checked with Winchester one of the libraries in the area that uses an outside box. Logistically, it would be extremely difficult to install boxes near the drive or parking lot. Given our circulation, we would need to put in two or three. The portion of the box (cart) that pulls out can weigh more than a hundred pounds. They have to be wheeled to the entrance and into the Circulation and Children's areas. They would have to be visited several times a day. For these reasons

Winchester has only one and only opens it after hours. Bill checked with the staff and told the user that the staff would be more than happy to come out to her car and bring library material in or out to her. She could call ahead. The user said she appreciated our taking the time to consider the proposal and would contact us if she needed this assistance.

9. Adjournment: the meeting adjourned at 9:35. (B. Iuliano/J. Browne)

Recommendation for Allocation of Goodnow Trust Income for FY04

A. Goodnow Library Trust:

\$15,500 for Library Materials, Staff Development and Small Capital Items (PC and peripherals)

a) Library Materials	\$9,500
b) Staff Development	\$2,500
c) Capital Items	\$3,500

B. Forest Bradshaw \$300 (History Books)

C. Lydia Raymond \$400 (Books)

D. Rhodes Memorial \$800 (Gardening Books)

E. Gorman \$581

To: Trustees of Town Donations
From: Board of Trustees, Goodnow Library
Re: Request for Library Trust Fund Income for FY04
Date: 9/3/03

FY04 Funds Request for Goodnow Trust Income

Request from Goodnow Library Trust:

\$15,500 (Library Materials, Staff Development
And Small Capital Items)

Request from Forest Bradshaw

\$300 (History Books)

Request from Lydia Raymond

\$400 (Books)

Request from Rhodes Memorial

\$800 (Gardening Books)

Request from Gorman fund

\$581