

TRUSTEES OF THE JACOB EDWARDS LIBRARY
MEETING MINUTES
SEPTEMBER 19, 1995

Call to order: 12:00 Noon

ATTENDANCE: Mills, Dacoles, Gaine, Lenti, Morrill, Travinski, VanVooren, and Williams.

SECRETARY'S REPORT: Morrill moved and VanVooren seconded to accept the minutes of the June 20, 1995 meeting as presented. So voted.

TREASURER'S REPORT: Dacoles reported on the status of funds held locally.

BUILDING SUBCOMMITTEE: This meeting followed a two-hour meeting with Massachusetts Board of Library Commissioners Building Consultant Patience Jackson, to review the library's application for a Massachusetts Library Construction Program grant.

Travinski mentioned Jackson's suggestion that we use "Focus Groups," to reflect that we have gone to the community to assess our needs, and that even those who perform custodial work should have some input into what kind of plans are put forth.

Gaine noted that "Getting refused is O.K. - we learned a lot!" Now we need to move quickly, perhaps to take some risks, and decide if we can move ahead without extensive surveys.

Mills asked if we need to reconstitute or continue our Building Committee. Gaine suggested that some of those present, having just gotten so much data from Jackson, need to meet with Town Manager Florence Chandler to review this morning's meeting, and to seek her support for a second round effort.

Mills will meet with Chandler, and will contact Gaine with the results. Gaine wanted to call a meeting of the first round Building Committee, to update them on our findings. Mills suggested that he, Gaine, Lenti and Williams first get together briefly, to consolidate their notes on Jackson's visit.

POLICIES: OVERDUE/ "DECERTIFIED"/OUT OF STATE BORROWERS : Williams had proposed previously a revision of Policy & Procedures Manual, Section 4, first page, "2. Fines," to retain the \$1.00/book maximum, but eliminate the \$5.00/person limit, and to consider limiting use by patrons from decertified or out-of-state communities.

It was decided to table such changes, since we have so much information to deal with regarding the building. Chairman Mills has previously indicated that the Board will nearly always enact the recommendations of the "front lines" staff in such issues.

PUBLIC ACCESS CATALOG: Our "PAC" is now up and running, with a number of patrons already helping themselves. The FOJEL CD-ROM multimedia work station will be installed within three weeks.

AIR QUALITY: The Town is helping Williams to implement recommendations of the Mass. Department Of Labor and Industries, Division of Occupational Hygiene, for a new generation vacuum cleaner, and an engineering study of our heating duct system.

NEXT MEETING DATE: Schedule calls for October 17th, which conflicts with the first Personnel Management workshop to be offered by the Central Mass. Regional Library System, since the Trustees recommended Williams attend one when available. It was the opinion of all the Trustees that our next meeting should be rescheduled one week later, so that Williams can attend the workshop. Williams will notify the Town Clerk of the change.

SEAVER RICE PORTRAIT: Some Arts Center members have made fund raising efforts, seeking to purchase and permanently display in town, a portrait of Seaver Rice, who some of them characterize as "Mr. Southbridge." Williams was approached with a request that we agree to permanently house and display it, and to host a reception, if they are successful in acquiring the work. The Trustees felt that there

is no precedent for selecting specific individuals for such display, and that the library would not be the most appropriate venue for this effort. Williams will pass this along.

CORRESPONDENCE: MBLC has sent an information packet and a calendar for the Second Application Round of the Mass. Public Library Construction Program. A Public Hearing will be held on October 5, at the Jones Library, in Amherst, at 1:00 P.M.

The MBLC also required ARIS (Annual Report Information Survey) forms be submitted by September 11. We met the deadline, and copies are available.

LSCA (federal Library Services and Construction Act) Letters of Intent were due on September 21, for the next grant round, but none of the programs seemed to meet our current needs, and the state grant process will keep us very busy.

REPORT OF THE LIBRARY DIRECTOR: Margaret Morrissey started yesterday as our new Librarian Assistant: Circulation. The Town Manager re-graded the position to S-7, despite Williams' efforts to keep it at the S-9 level. Three of our Library Pages have left for college. One replacement has been hired and two more are in the works.

Our Green Thumb worker, Herb Cassell, has returned from leave. He has, in recent weeks, been assisted by TEMP (A program of the Welfare Department) worker Benjamin Molina at 30 hours/week. Three young people started, and two of them finished, the Summer Youth Employment Program.

A recent MIA insurance inspection highlighted a need for more/better storage of Story Hour supplies. Could we get rid of the steel folding chairs, currently taking up much of the Pioppi Room closet? Mike Tremblay can use them at the Senior Center, and we now use the stacking chairs for our programs. No one saw any problem in this "sharing." Our latest Fire inspection was the best in recent years.

Williams told a recent meeting of the Board of Directors of Literacy Volunteers of Southbridge about telephone problems, asking that they consider purchasing their own phone line and an answering machine, "If we are able to continue hosting their program." At the time of the meeting, we did not yet understand the MBLC's criticism, in their "Project Summary & Recommendations," that "Staff should not be expected to share work space with a literacy program and its volunteers." Now Williams will reassure LVS that the sharing they objected to would involve literacy and library functions in the same room at the same time.

ADJOURNMENT: Next meeting, Tuesday, October 24, 1995, at Noon at the Library. Travinski moved and Dacoles seconded to adjourn. Meeting adjourned at 1:00 PM.

Respectfully submitted,
Harry R. Williams, Clerk

TRUSTEES OF THE JACOB EDWARDS LIBRARY
MEETING MINUTES
OCTOBER 24, 1995

Call to order: 12:00 Noon

ATTENDANCE: Mills, Gaine, Lenti, VanVooren, and Williams. Reporter Dan Boucher of The [Southbridge] News was in attendance.

SECRETARY'S REPORT: VanVooren moved and Lenti seconded to accept the minutes of the September 19, 1995 meeting as presented. So voted.

TREASURER'S REPORT: In Dacoles' absence the report was waived.

BUILDING SUBCOMMITTEE: Mills asked Gaine to review recent activities of the Building Committee. The members of the "Round One" Building Committee met on October 5, to review the results of our work and to pass along what the Trustees on the committee had learned at the September 19 meeting with Massachusetts Board of Library Commissioners Building Consultant Patience Jackson.

Town Manager Florence Chandler sees us as being "Back to Stage One," needing to decide if we would like to apply in Round Two of the Massachusetts Library Construction Program. The question was raised, "Can we continue working with architect Paul McGinley, or do we need to start a new designer selection process?" A meeting had been scheduled for yesterday, to review our results with McGinley, Hart, and see if they wish to continue into Round Two on the basis of what they have already been paid. Due to a communications glitch, the meeting needs to be rescheduled.

Mills explained to Boucher that the initial critique by the MBLC, which seemed to call for a more elaborate project, was not calling for "elaborate" in the sense of a Taj Mahal, but rather for a practical library within the norms of other libraries. Mills pointed out that we are an excellent library for this size community. "We have always been in the forefront, locally and regionally, of new developments." He also noted that we are getting good cooperation from the Town Manager and Town Council, as we prepare to move ahead.

POLICIES: OVERDUE: Last month, we tabled Williams' question, "Should we revise the Policy & Procedures Manual, Section 4, '2. Fines,' to keep the \$1.00/book maximum, but eliminate the \$5.00 total limit?" One staff concern, an example of an "abusive" patron, is a school teacher who keeps popular children's records for months, knowing how to exploit the system.

Perhaps we should include a copy of the Public Notice regarding Mass. General Law, Chapter 61, with our overdue bill/second notice? Would it help to send out Press Releases, and display a Bulletin Board, to increase public awareness of how and why we charge fines?

Mills thought that raising the \$5.00 limit might serve to "Punish the many for the crimes of the few," and suggested we isolate the biggest abusers, and handle them individually, perhaps a couple of the worst offenders each month. VanVooren voiced her concern that the real import of these abuses is that it is not fair to other patrons, when someone keeps large numbers of items out for long periods.

POLICIES: "DECERTIFIED"/OUT OF STATE BORROWERS : Since there are not many specific problems resulting from either of these situations, no policy changes will be made at this time.

FOJEL CD-ROM: After some difficulties with the initial unit shipped, the furniture component of the multimedia work station donated by the Friends of Jacob Edwards Library, Inc., has been installed. The computer and other equipment will be installed this Saturday, October 28, by Bob Jenkins, husband of FOJEL President Janet Jenkins.

AIR QUALITY: Williams has ordered a high filtration vacuum cleaner, which should remove nearly one hundred times as much pollen, dust and other irritants as older machines. Hamer Clarke is helping Williams to line up an engineering study of our heating ducts.

EMPLOYEE EVALUATION: The Personnel workshop by Central Region was disappointing, with Worcester's evaluation forms distributed as examples. A simpler method is needed.

EVACUATION: The recent Town policy for bomb scares says, at the end, "Evacuate building." Neither the Town nor the library seems to have an actual evacuation policy/procedure. Also, the emergency doors are a mystery to most of the staff. Should we ask Lt. Mathieu of Southbridge Fire Department to consult with us on this issue? Would Officer Westwell of the Police Department be more appropriate, or both? Mills offered that he or another Board of Library Trustees representative would like to participate.

CORRESPONDENCE: Janet Jenkins submitted two weeks notice of resignation yesterday.

- Western Region's The Plain WRapper newsletter has an article (copy enclosed) on how Home Rule Charter changes can lead to the loss of a Board of Library Trustees' authority, and can even override MGL chapter 78, which outlines the powers and duties of Trustees.

- Trustee Marilyn Travinski left a message that she had heard of a work study program at Nichols College which might provide some steady, reliable volunteer help.

REPORT OF THE LIBRARY DIRECTOR: The Town Manager approved hiring Amarilis Ramos without a physical, because she worked in the Summer Youth Employment and Training Program this summer, but she will not be pleased at another Page resignation. She has suggested we consider replacing the use of Pages with part-time library assistants when we prepare next year's budget proposal. (It may be difficult to get additional funding to implement this.)

Williams submitted requests for up to four "Senior Tax Rebate Volunteers" to Mike Tremblay, including one to serve as a "hall monitor" after school. Joe Capillo had suggested this approach, thinking that if "Someone is watching," then young people are less likely to misbehave or vandalize.

The recent newspaper publicity (with file photos) was unexpected - especially the October 12 "Library won't give up in quest for grant" editorial! Williams distributed copies of the October 10 front page story, "Library backers to try again for grant," because it mentioned the library trustees.

In their evaluation of our grant proposal, the MBLC estimated our population will increase 20% in next 20 years. Last week the 1994 federal census estimates were released, and they indicate that our population decreased 10% in just four years! This impacts our interpretation of current circulation statistics, as well as the nature of our projections for future needs. Mills mentioned a Main Street business group study of population trends. The surrounding towns are now growing, and their growth will lead to a rebound of new growth in Southbridge as the towns become more crowded and less "rural."

The library staff are studying possible improvements to several of our services. The C/W MARS book reserve "holds" have been enhanced, but with many attendant problems. We need to develop user guidelines for the new CD-ROM equipment. We have begun to question the need for the collection of phonorecords, which have been almost entirely replaced by compact discs and cassettes, and which take up a lot of valuable space. Lenti suggested we consider moving the records to a much lower traffic area, perhaps with periodicals storage, to see how many people miss them, before taking irreversible steps.

ADJOURNMENT: Next meeting, Tuesday, November 21, 1995, at Noon at the Library. Lenti moved and VanVooren seconded to adjourn. Meeting adjourned at 12:38 PM.

Respectfully submitted,
Harry R. Williams, Clerk

TRUSTEES OF THE JACOB EDWARDS LIBRARY
MEETING MINUTES
NOVEMBER 21, 1995

Call to order: 12:00 Noon

ATTENDANCE: Mills, Lenti, Travinski, VanVooren, and Williams.

SECRETARY'S REPORT: VanVooren moved and Mills seconded to accept the minutes of the October 24, 1995 meeting as presented. So voted.

TREASURER'S REPORT: Dacoles provided a report on funds held locally.

BUILDING SUBCOMMITTEE: Mills asked Lenti to review recent activities of the Building Committee. The Education & Human Services Committee recommended on November 8, and the Town Council approved on the 13th, \$25,000 for a new feasibility study. One of the newer Councilors approached Williams, and also another staff member, before the meeting for background information. The Library staff cooperated fully, but the Town Manager took exception to his approach.

The Town Manager's help is being requested to get prompt publication of our Request For Proposals, so we can begin the designer selection process quickly. The RFP will specify two plans to be developed, an expansion with a grant, or a renovation, using already-appropriated money, with no grant.

Travinski asked if we will implement Patience Jackson's recommendation that we have focus groups from the community. Lenti will make sure the building committee gets this suggestion.

Our Letter of Intent is due at the MBLC by December 15. Copies of the form and a grant round timetable were distributed with today's agenda.

POLICIES: OVERDUE: Williams spoke on WESO radio this morning about fines, and why we charge them, mentioning the penalties in MGL Ch 61, and will follow up with Press Releases. The library staff experience "front-lines anxiety" when confronted with patrons who question or challenge our policies. It was recommended that a better, and updated, "This is Jacob Edwards Library" flyer be prepared to explain our policies, with "PER ORDER OF THE BOARD OF LIBRARY TRUSTEES," displayed to "take the heat off" the front-line staff.

POLICIES: "DECERTIFIED" BORROWERS: The Massachusetts Board of Library Commissioners will announce list, if any, of decertified libraries, in January.

EVACUATION: Lt. Mathieu of the Southbridge Fire Department met with Williams and toured the library on November 9, to develop preliminary procedure. Williams distributed copies of his initial write-up of his suggestions, and some improvements were suggested. He will send this to Lt. Mathieu for review, and will amend "You are here" maps to show escape plans, and keep the fire doors closed as directed.

LIBRARIAN'S EVALUATION: Last December we compared the Library Director's performance to goals we had set at the January '94 meeting. Minutes do not indicate any new goals set for this year, perhaps because of the rush to select an architect and prepare the round one grant application, etc.

Williams thought a subcommittee might set up some form of evaluation. Mills said "We owe it to Williams to evaluate his performance." Travinski suggested using the goals set two years ago as a basis for discussion. Mills would like the Trustees to be able to talk freely among themselves, then review their perceptions with Williams. This will be accomplished by going into executive session after the meeting is called to order, then calling the Library Director to rejoin the meeting.

MEETING DATES: The Town Clerk will be asking for our 1996 dates before the end of the year. If the Board of Library Trustees continues meeting on the third Tuesday of each month, except July and August, then our 1996 schedule would be: January 16, February 20, March 19, April 16, May 21, June 18,

September 17, October 15, November 19, and Tuesday, December 17, 1996. Williams prepared a draft memo to the Town Clerk, listing meetings on those dates at 12:00 Noon, in the Southbridge Room at the Library, to be forwarded if so approved. The memo was printed on the back of the agenda.

It was pointed out that four of these dates would immediately follow Monday holidays. The question was raised if meeting in the afternoon, perhaps at 4:00 PM, might be more convenient to the Trustees. Mills will contact the absent Trustees to think about meeting times and dates, and we can decide at the next meeting.

LITERACY OFFICE: Maureen Hanigan asks if she can have John Mott, who has built furniture for Old Sturbridge Village, build some small corner shelves in her office. The Trustees approved this request. Williams has contacted Literacy Volunteers Treasurer Ziggy Damian, requesting that LVS purchase its own telephone and line, to free up the telephones for library uses. Room use has increased as well, and Williams has had to draw the line at using meeting rooms, but not the Staff Room, for tutoring.

CORRESPONDENCE: The American Optical Foundation confirmed their offer of a "contingent contribution" of \$5,000, helping gain from the Council the \$25,000 for a feasibility study. Mills and Williams will work up a thank you letter.

Fleet Investment suggested purchasing one or two \$20,000 Treasuries when one matures this month. Travinski moved and VanVooren seconded to roll over one treasury.

The Southbridge Cultural Council approved \$250 to renew our Worcester Art Museum pass, and \$1,390 for four different Children's Room programs. All require state approval next. Williams praised Children's Librarian Mary White for her resourcefulness in getting support for her excellent programs.

REPORT OF THE LIBRARY DIRECTOR: The Town Manager wants us to "pay for" the upcoming minimum wage increase by not replacing Library Pages when they resign, to save up money in the part-time payroll account, which "will not be adjusted." She suggests making up for lost Page hours with "Senior Tax Rebate Volunteers." We have four, and they are working out, but we do not want to give the impression that paid library staffing is a luxury, not essential. Because we did not cut hours proportionate to the loss of staffing in 1990 and 1991, and then increased hours at twice the proportion of restored help when Pages were hired, we need to be able to rely on every one to make every shift.

Mills asked Williams what would be required to be able to open the library on Sundays, all day Saturday, more evenings, etc. VanVooren suggested patrons would enjoy the option of selecting books from our shelves at such times, even if the Reference Librarian were "off duty," and we were open for circulation services only. Williams said that he and all the staff are oriented to "full library service," making such a concept difficult, but that our service priorities are within the purview of the Board. The Trustees understand that increasing hours will require increased staffing, and Williams will report back at the next meeting with some projections. As we seek focus groups for the building, we can designate one such group to study library hours.

Welfare "volunteers" might be a source of additional cleaning and housekeeping help for Mr. Cassell. The Town Manager is studying insurance and related issues before agreeing to any Town departments using such workers. She has serious reservations about possible liability.

Our LIG/MEG (Library Incentive Grant/Municipal Equalization Grant) applications were sent to the MBLC on November 6th. Copies were included with agenda packages.

Williams will seek transfers to pay for some needed equipment not included in our operating budget. This includes replacements for our fax machine, two answering machines, and the vacuum cleaner we purchased to improve air quality.

ADJOURNMENT: Next meeting, Tuesday, December 19, 1995, at Noon at the Library. Lenti moved and VanVooren seconded to adjourn. Meeting adjourned at 1:08 PM.

Respectfully submitted,
Harry R. Williams, Clerk

TRUSTEES OF THE JACOB EDWARDS LIBRARY
MEETING MINUTES
DECEMBER 19, 1995

Call to order: 12:00 Noon

ATTENDANCE: Mills, Dacoles, Gaine, Lenti, Morrill, Travinski, VanVooren, and Williams.

EXECUTIVE SESSION: Williams retired to his office so the Trustees could speak among themselves, as a first step in their annual evaluation of his performance. When they had reached consensus, he was called back. Mills summarized: "You are the right man for the job in these tough times, with a hands-on approach. You have asked for help in employee relations, and improved Town Hall relations. We appreciate your work on the new addition, and want you to continue to increase on-time submission of reports and paperwork. Mr. Lenti will assist you with the second round State Grant, to help in this."

SECRETARY'S REPORT: Lenti moved and VanVooren seconded to accept the minutes of the November 21, 1995 meeting as presented. So voted.

TREASURER'S REPORT: Dacoles reported on funds held locally.

BUILDING SUBCOMMITTEE: Mills asked Lenti to review recent activities of the Building Committee. Our Letter of Intent was received by the MBLC. The Town Manager and Hamer Clarke helped refine it, and copies were distributed with today's agenda. Our Request For Proposals has attracted several replies, and we will have an Architects' Tour and pre-bid conference this Thursday, December 21, at 10 AM.

Mills and Williams have spoken with the Chamber of Commerce about having "Business After Hours" at the library, to help develop a Business Focus Group in response to Patience Jackson's recommendation.

MEETING DATES: Mills reported that he, Gaine and Travinski would find a 4:00 PM meeting time more convenient than noon time. Dacoles agreed. Lenti moved that the meeting dates remain the third Tuesday of each month, except July and August, with the time changed to 4:00 PM. This passed unanimously.

LITERACY OFFICE: Maureen Hanigan has agreed to ask her Board to purchase LVS's own telephone and line, and answering machine, to free up the telephones for library uses. Williams is impatient that the next Board meeting will not be for several months. VanVooren moved and Lenti seconded that Williams request LVS to accelerate these arrangements. The recent "Quantum Leap" in room use, as a result of the success of LVS' programs, my call for exploring other locations, such as schools, for tutoring space.

HOURS OF SERVICE: Mills said, "We spoke at length last month, at my request, about frustration in the community with the limits of our library hours." Williams presented an estimate that to hire enough additional staff to restore our former schedule of 62 hours per week, from the current (State Aid minimum) level of 50 hours, would cost approximately \$53,000 per year. He reiterated that during two years of layoffs, hours were not decreased in as large a proportion as staffing was lost, and then when Pages were hired, the increase in hours of help

was about half the percentage of increase in hours, so that with current staffing levels, just maintaining the 50 hours is quite challenging. Williams is not sure if our Story Hour programs overlap or duplicate services provided by the schools. Mills suggested the specific allocation of the hours of service be left in the Director's hands, to avoid micro-managing.

CORRESPONDENCE: Last month's letter from Fleet Investment, suggested purchase of one or two \$20,000 Treasuries, was reviewed.

The Massachusetts Board of Library Commissioners announced certification of 3 new communities, Granville, Hopkinton and Templeton, and no decertifications.

REPORT OF THE LIBRARY DIRECTOR: An additional "Senior Tax Rebate Volunteer," Ed Swiatek, began this week, specifically to help Mr. Cassell with cleaning. This program has had uneven levels of success. Additional training for some of the volunteers was recommended.

Mrs. Petrelli is out for medical reasons for two weeks, putting a strain on desk schedules. She is planning to retire this coming March. Details still need to be worked out. Lenti suggested that we need to begin to think about appropriate recognition for 32 years of service.

Mrs. Chandler's and Hamer Clarke's help with Letter of Intent was valuable, and will be reflected in the final update of our Library Building Program, which will be completed before architect selected.

We received a gift yesterday from Sam Moyer, intern at Southbridge's The News, to purchase jazz music compact discs "In appreciation of" Joe Capillo, who served as his mentor.

ADJOURNMENT: Next meeting, Tuesday, January 16, 1996, at 4:00 PM, at the Library. Lenti moved and Dacoles seconded to adjourn. Meeting adjourned at 1:20 PM.

Respectfully submitted,
Harry R. Williams, Clerk