

**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
MEETING MINUTES  
JANUARY 21, 1997

Call to order: 4:00 PM

ATTENDANCE: Trustees' Chairman Mills; Trustees Gaine, Lenti, Morrill, Travinski and VanVooren; Library Director Williams.

SECRETARY'S REPORT: Morrill moved and Lenti seconded to accept the minutes of the December 17, 1996 meeting as presented. So voted.

TREASURER'S REPORT: Dacoles was unable to attend. Williams reported briefly on the status of funds held locally.

BUILDING SUBCOMMITTEE: Charlene Gravel in the Office of Planning and Community Development will help with filing of application for funding for the restoration of the reading room. Williams has received application from the Massachusetts Historical commission.

Lenti has requested an application from the AO Foundation, and Gaine said no application is required to ask for funds. Lenti has gotten from our architect the promise of a watercolor of the perspective for the new north facade.

Lenti has also been seeking contact persons for our fund raising. He asked if we can offer to name areas of the library for people who make donations. Mills said we should set up a "naming schedule" of available areas. Mr. Marshall has volunteered to be Treasurer of FOJEL, and to have a Boston law firm handle 501(c)3 paperwork. Travinski suggested a local attorney would do this for us "pro bono," and suggested we get a "Bankers Committee" to take advantage of funding they can provide under the Community Reinvestment Act. Mills asked if the Building Committee can serve as a "Fundraising Committee," and suggested a meeting.

FY'98 BUDGET PROPOSAL: Williams had submitted a proposal for \$285,162, a 10% increase. Major increases included a Building Custodian at 20 hours/week, \$9,641; opening and maintaining 2 new PAC (Public Access Computer catalog) ports, \$5,050 (\$4,000 a one-time charge); 2 computers to serve as PACs, \$2,808; and increases for books & materials of \$3,200.

Williams reported not including a request for additional help to increase hours of service "For fear of having that funded, and the custodian not funded." Mills suggested, and the Trustees instructed, that he request whatever we need, indicating our priorities. It is better to have the budget process deny specific items, rather than to fail for lack of asking.

Gaine suggested an Executive Summary for the Budget Proposal, to clarify our needs and priorities. Travinski suggested FOJEL recruit a volunteer Public Relations professional to increase awareness of our needs. Morrill said reading programs increase awareness of the library, and we might supplement our many children's programs with more adult programs.

BUILDING CLEANING: Mrs. Chandler has not inspected our facility. We have used up all the remaining hours of Senior Tax Rebate Volunteer Harry Moore. Mormon missionaries have come twice to supervise youth volunteers from the YMCA with disruptive (but clean) results.

FRIENDS OF THE LIBRARY: Carol Muschler was elected President, and Janet Jenkins, Vice-President, at the January 13th meeting which Dacoles, VanVooren, Morrill and Lenti attended.

Morrill reported that Muschler had done a fine job in getting committees set up, with another meeting set for February 10th.

**PROBLEM PATRONS:** Williams reviewed and summarized the draft revision of our Problem Patron Policy, which was distributed at last month's meeting. Morrill moved and Lenti seconded to adopt the policy as presented. This passed unanimously. Morrill asked about progress on the issue of staff security. Williams was advised by Finance Director Lafleche that new equipment from Town will not be available until next year. Mills recommended a cellular or portable phone be purchased, to allow calling for help from anywhere in or around the library. The Board authorized Williams to spend up to \$200 for such a phone, from Trust funds.

**CORRESPONDENCE:** The MBLC (Massachusetts Board of Library Commissioners) sent a list of the 331 communities certified for FY'97.

The MBLC also sent a document of interpretations on guidelines for state aid. Some of these have been slightly changed, but none impact JEL.

The MBLC also sent last week the FY'96 volumes of Massachusetts Public Library Data, which allow comparison among same-size libraries.

The Massachusetts Historical Commission has sent information on Preservation Projects Fund, which will be shared with Ms. Gravel.

Rep. David Peters writes thanks for support and good work in the District.

**REPORT OF THE LIBRARY DIRECTOR:** C/W MARS sent its telecommunications contractor, Datacom, to re-cable the building yesterday (while closed for Martin Luther King holiday) for new computers. The computers will be delivered and hooked up in 2-3 months.

Reference Librarian Jill Compton drove to Wilbraham to pick up a loaner machine that converts OCR labels to bar code format. Staff and volunteers have converted thousands of books already. We get another one-month loan of machine in March.

Councilor Haggerty reports very positive perception of Southbridge by MBLC, when he visited their booth at the Mass. Municipal Association conference.

**ADJOURNMENT:** Next meeting, Tuesday, February 18, 1997, at 4:00 PM. Morrill moved and Lenti seconded to adjourn. Meeting adjourned at 5:00 PM.

Respectfully submitted,  
Harry R. Williams, Clerk

**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
**MEETING MINUTES**  
**FEBRUARY 18, 1997**

Call to order: 4:00 PM

**ATTENDANCE:** Trustees Dacoles, Lenti, Travinski and VanVooren; Southbridge Town Councilor Rene Tremblay; Library Director Williams.

**CHAIRMAN'S REPORT:** Lenti chaired as Mills was unable to attend

**SECRETARY'S REPORT:** VanVooren moved and Dacoles seconded to accept the minutes of the January 21, 1997 meeting as presented. So voted.

**TREASURER'S REPORT:** Dacoles reported on the status of funds held locally. Recent bills were paid for Children's Room expenses, insurance for the officers' Bond, and Rotary expenses for the Library Director. Travinski moved and VanVooren seconded to accept the report.

**BUILDING SUBCOMMITTEE:** Lenti reported "We are moving solidly, but slowly," and presented a watercolor rendering of the north facade and new entrance, prepared by the architect to support our fundraising presentations. He wondered if it would improve the clarity of the illustration if a south elevation, showing the Main Street entrance, were added in a corner. No one thought that would add very much, as no changes are proposed to that facade. Travinski pointed out that such pictures cannot really show the plans for the interior. Lenti's presentation "package" includes floor plans demonstrating proposed interior space use.

**FY'98 BUDGET PROPOSAL:** After last month's meeting, Williams prepared a proposal for \$301,354 or +16%. This would provide a Custodian at 20 hours/week; two additional Pages to enable us to open all day Saturday; and a part-time Librarian Assistant to open late 4 evenings per week instead of 2. A cover sheet prioritizes these hiring in the order listed, and indicates the cost of each aspect. The proposal also includes funds to open and maintain 2 new PACs (Public Access Computer catalogs) and an increase for books & materials of \$3,200.

Discussion of the proposal for a custodian brought out the number of complaints to both Trustees and Town Councilors about our building. Williams pointed out that the library staff continue to provide top-quality services to our patrons, but cannot help but feel demoralized and "abandoned" when conditions are allowed to deteriorate year after year. They deserve better.

The Trustees instructed Williams to revise his proposal to ask for a full-time, rather than a part-time, Building Custodian, submitting a supplementary budget proposal if necessary.

**BUILDING CLEANING:** Mrs. Chandler has asked Veterans' Agent Michael Tremblay to try to find additional Senior Volunteers to help with this. In the meantime, workers from the Public Works Department are doing some cleaning. Volunteers are not always reliable, and lately the "no-shows" have outnumbered the work sessions.

Councilor Rene Tremblay said that after hearing a number of complaints from the community, he brought Chairman Spiro Thomo, of the Education and Human Services Subcommittee, for a look. They were disgusted by peeling paint, dreary rest rooms in need of steam cleaning, and worn carpeting, and urge the Trustees to pressure the Town Manager to fund such improvements. Lenti suggested holding major interior improvements such as carpeting until state funding is received. Williams mentioned that he did have the paint in the Children's Room tested and it was found lead-free.

FRIENDS OF THE LIBRARY: The Friends met on February 10th, electing Roger Mandeville, Treasurer, and Pamela Melendez, Secretary. Solicitation letters and envelopes designed by President Carol Muschler were distributed. Dacoles, Lenti and Gaine will be on the fundraising committee, along with Carol Osberg, Joseph Marshall and Friends Treasurer Mandeville.

VanVooren, Morrill and Williams will serve on the Membership Committee. Travinski indicated her availability to assist with committee work. Lenti spoke of the value of an insurance Bond for the President and Treasurer, and wondered if the Trustees should show their support for the work of "FOJEL" by paying for the first year's premium. After discussion, it was decided that this would not be appropriate.

FOOT RESTS: Williams purchased three foot rests for staff use, at a cost of \$59.94, as part of an order from an office supply company. The Town Accountant and Treasurer will not pay, saying that this was not an appropriate use of "office supply" funds, even if purchased from an office supply catalog. Such items are deemed "personal use" items for staff, even if they are used by different staff at different times. Williams had protested this "interference" to no avail, and the vendor has sent letters of demand. Williams asked if the Trustees would consider paying for these from Trust Funds. The Trustees shared Williams' perspective, asking if the Town would require employees to purchase their own glare screens for computers. They instructed him to "Go back to the Town" to get the bill paid.

PAGE HONORED: Library Page Ewa Jachimczyk was on the front page of yesterday's newspaper as first prize winner in an Optimists Club essay contest. Morrill (who was unable to attend today) suggests some form of recognition. Travinski moved a letter be sent from the Trustees to Ms. Jachimczyk. This will be done.

CORRESPONDENCE: The Suggestion box included a note to "Chairman of the Board" from "Priest" asking "Does anyone care?" A patron had put two anonymous notes in the box about labeling audio cassette books for easier searching. The staff recognize this as a good idea, and intend to do so when some of the "crisis urgency" projects are done, such as bar-coding the collection. The most recent note gave a phone number, and indicated that the earlier notes seem to have been in the box a long time. Williams will thank the patron for his suggestion.

REPORT OF THE LIBRARY DIRECTOR: Williams attended a meeting in Charlton with the Directors of the Charlton, Dudley, Sturbridge and East Brookfield Libraries. Sturbridge has collected about \$800 in fees for Brimfield residents who want borrowing privileges. They charge \$25 per person, and are setting up a revolving fund. Lenti suggested we consider doing the same, and that we find out if we are providing Inter-Library Loan books for Sturbridge to pass along to Brimfield residents, with them getting the \$25.00! It was determined that a meeting should be set up among the Boards of Southbridge, Sturbridge and Charlton.

Williams attended the unveiling ceremony and presentation to the Town of the Seaver Rice portrait at the Southbridge High School.

Heating system problems persisted recently. Gil Provost of DPW spent several days and solved a major problem, probably saving a fortune. Williams wrote a letter of acknowledgment to the Town Manager, with copies to Clarke, Fournier and Provost at DPW.

ADJOURNMENT: Next meeting, Tuesday, March 18, 1997, at 4:00 PM. VanVooren moved and Dacoles seconded to adjourn. Meeting adjourned at 5:14 PM.

Respectfully submitted,  
Harry R. Williams, Clerk

**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
**MEETING MINUTES**  
**APRIL 15, 1997**

Call to order: 4:00 PM

**ATTENDANCE:** Trustees Mills, Dacoles, Gaine, Lenti, Morrill, Travinski and VanVooren;  
Library Director Williams.

**CHAIRMAN'S REPORT:** Mills thanked the Board for their cooperative spirit, and thanked Lenti for chairing last month's meeting.

**SECRETARY'S REPORT:** Morrill pointed out that he had been present at the March meeting, but was not listed on the minutes, while Lenti was listed twice. Morrill moved and VanVooren seconded to accept the minutes of the March 18, 1997 meeting as corrected. So voted.

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

**BUILDING SUBCOMMITTEE:** Lenti reported "We were the most successful of the 21 waiting list libraries," on Library Legislation Day, April 9. With Travinski driving, Lenti, Morrill and Williams went to Boston and visited the offices of the individual legislators most influential to the progress of library construction funding, as well as our local representatives.

It was suggested that we ask Representative David M. Peters to come tour the library at the time of the Book Sale in conjunction with the Downtown Merchants festivities on Flag Day, June 14. Gaine suggested a presentation. Williams commented that during the informality of a book sale it can be hard to manage an orderly program.

Mills suggested we use this opportunity to publicize our plans for the renovation project, our work with Literacy Volunteers, our fundraising efforts, and the many programs we offer. We could invite the Town Manager, and Town Councilors who have supported or worked with us on our project: Lachapelle; MacDonald; Thomo; Tremblay and Caron were all mentioned.

**FUNDRAISING:** Gaine suggested it is time to develop our program or "package" of ideas and materials to use in making presentations to potential donors. We need professional guidance, and should sit down with the architects to decide how and where to begin. It is worth spending several hundred dollars on this. After meeting with the Town Manager, we should involve the Town Finance Director to develop possible payment schedules, time frames and amounts under various scenarios.

Lenti mentioned that David Cutler, of The Southbridge News, had success in another community working with a professional fund-raiser to finance a library project. Mr. Cutler has offered his assistance to our efforts. Dacoles said that Dorothy Caprera, who has also offered to help, has experience working on a university fundraising team. Gaine suggested the first step should be to set up a meeting with our architect, and Lenti and Williams will work on this.

**FY'98 BUDGET PROPOSAL:** The Education & Human Services subcommittee's review of our proposal was set for tomorrow, but needs to be rescheduled. Town Manager Chandler said she will recommend a Custodian at 20 hours per week. Williams is not sure if she will support our request for two Pages so we can open all day Saturday.

**FRIENDS OF THE JACOB EDWARDS LIBRARY:** Mills commented that last night's Annual Meeting was well attended and featured some exciting brainstorming, including ideas for the Annual Book Sale, as described above. Lenti suggested that if Rep. Peters could attend, he might be able to help our Volunteer Recognition by bringing a proclamation. Other ideas

included roses for volunteers, and providing a table for Literacy Volunteers to use for recruiting and publicity. Lenti voiced appreciation for the early officers who held the Friends group together while we found our direction. The next full meeting will be on Monday, June 9.

CORRESPONDENCE: Fleet bank says it's time to renew the appointments of the "Trust" Trustees. Lenti moved and Mills seconded to renominate Dacoles, Gaine, Morrill, and VanVooren, and this carried unanimously.

Brimfield Public Library Board Chairman John O. Curtis wrote to thank Williams for his "thoughtful attention" to the complexities of certification and non-resident lending. Williams read the letter at the meeting. Mills complimented Williams on his handling of the newspaper interview.

A letter from Governor Weld's office acknowledged our request that the Governor support state funding for library construction and renovation

The Eastern Nazarene College invites us to opening of their Learning Center, April 23.

REPORT OF THE LIBRARY DIRECTOR: Some member of the federally funded "helping hands" organization, which concerns itself with early childhood issues, told one of the Friends officers that they felt we were not responsive to offers to cooperate. Williams does not like to respond to anonymous or unsubstantiated remarks, but will try to "mend fence."

Williams asked would the Trustees consider supplementing the town's mileage budget, which makes it impossible to send staff to as many training workshop as desired. The Trustees were unanimous in not wanting to use trust funds for purposes that are the responsibility of the Town. Similarly, Williams has reached no resolution yet on the three foot rests he had sought to purchase from the Office Supplies ("They were in an Office supplies catalog") account.

ADJOURNMENT: Next meeting, Tuesday, May 20, 1997, at 4:00 PM. Dacoles moved and VanVooren seconded to adjourn. Meeting adjourned at 5:28 PM.

Respectfully submitted,  
Harry R. Williams, Clerk

## TRUSTEES OF THE JACOB EDWARDS LIBRARY

### MEETING MINUTES

MAY 20, 1997

ATTENDANCE: Trustees Mills, Gaine, Lenti, Morrill, Travinski and VanVooren; Library Director Williams.

SECRETARY'S REPORT: VanVooren moved and Lenti seconded to accept the minutes of the April 15, 1997 meeting as presented. So voted.

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

BUILDING SUBCOMMITTEE: Williams attended a public hearing on the Library Construction funding bill, at the State House on April 30. The Joint Committee on Administration supported this funding unanimously, and will "report it out" to the legislature favorably.

Lenti reported working with FOJEL, the Friends of Jacob Edwards Library, Inc., to set up a "chain of command" for local fundraising efforts. It was agreed that it is now time to bring in our architect to review the kinds of materials they have developed to support the fund raising efforts of other libraries they have worked with. Travinski asked if we should consider a professional fund-raiser to guide our efforts, and Gaine suggested letting the architect guide us in that decision.

Lenti and Williams will try to arrange for the architect to meet here, and review our options, as soon as possible. Gaine pointed out that the Town Manager has committed to put a debt exclusion on the ballot if we raise a good percentage of the local funding needed. We need a good plan to direct our energies.

FY'98 BUDGET PROPOSAL: The Education & Human Services subcommittee recommended, and the Full Town council voted last night, a budget with no changes from the Town Managers' recommendation. This will include funding to hire a Custodian at 20 hours per week, but does not include the two Pages that would have allowed us to open all day Saturday. The budget of \$276,750 represents an increase of \$13,299 or 5% more than the current budget.

FRIENDS OF THE JACOB EDWARDS LIBRARY: The Fundraising Committee has renamed itself the "Core" committee, based on some suggestions from Mr. Galonek. The next general meeting of "FOJEL" will be on June 9. Attorney Gary Bridgeman has prepared a draft 501(c)3 application, and Dorothy Caprera is reviewing it for us.

Williams will verify that Representative David M. Peters is planning to come to the library for the Friends' Book Sale in conjunction with the Downtown Merchants festivities on Flag Day, June 14. He will "guarantee" press coverage of such a visit, and will set up a tour emphasizing our renovation plans, if possible. Lenti again expressed appreciation for the early officers who held the Friends group together while we found our direction.

C/W MARS: The new pentium computers were hooked up on Tuesday, May 6. The Staff's adjustment to the new equipment is made more difficult by the fact that half the new terminals are running on Windows 3.11 and the other half on Windows '95. Williams explained this was done for reasons of economy, and the Trustees suggested he see how costly it would be to upgrade all the workstations to Windows '95.

CORRESPONDENCE: Mills received a letter from Governor Weld's office acknowledging his request that the Governor support state funding for library construction and renovation. He also received a similar letter from State Senator Richard Moore.

MBLC has sent annual survey forms, to be completed at the end of the Fiscal Year.

REPORT OF THE LIBRARY DIRECTOR: There have been many power or phone line problems with all our equipment recently.

There have also been some "problem patron" problems recently, with a number of young people hanging around and being disruptive inside and around the entrances.

"Volunteer" George L., who arranged with Williams to perform some probation-ordered community service, worked here for two days, then disappeared. At the same time, some new materials, compact disks, were stolen from the technical processing area. The Southbridge Police are investigating. Some of the stolen materials were found and returned by a patron.

Williams got himself "reassigned" from the LAN/WAN (Local Area/ Wide Area Network) subcommittee to the software/curriculum subcommittee, in his role as a community representative on the Southbridge School System Technology-Planning Committee.

ADJOURNMENT: Next meeting, Tuesday, June 17, 1997, at 4:00 PM. Dacoles moved and VanVooren seconded to adjourn. Meeting adjourned at 4:55 PM.

Respectfully submitted,  
Harry R. Williams, Clerk



**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
**MEETING MINUTES**  
JUNE 17, 1997

**ATTENDANCE:** Trustees Mills, Lenti, Morrill, Travinski and VanVooren; Library Director Williams.

**SECRETARY'S REPORT:** Lenti moved and VanVooren seconded to accept the minutes of the May 20, 1997 meeting as presented. So voted.

**TREASURER'S REPORT:** Dacoles was unable to attend.

**BUILDING SUBCOMMITTEE:** Lenti reported that our architect has recommended working with a professional fund-raising consultant, to guide our efforts, not to do the solicitations. He offered the name of Judy Green, and Lenti, Gaine and Williams met with her for an initial discussion. In the meeting it was determined that we need to arrange for the first 8 or 10 major gifts before we begin open fundraising.

We also need a fine presentation package to approach these initial major donors. Lenti wondered if our "Aspiration" statue (the boy reaching for a book) could be used in our campaign, even possibly small statuettes as part of the presentation package. Travinski asked of the Board would be meeting during the summer. Mills said the Building committee will meet between now and the September monthly meeting.

**FRIENDS OF THE JACOB EDWARDS LIBRARY:** The Book Sale on Saturday June 14th was a huge success. The Friends took in over \$600, signed up some new members, and publicized their efforts. A special story telling session on the lawn featured State Senator Moore and Representative Peters reading to children.

To prepare for the book sale, a clean-up of the library grounds was held on Wednesday evening, June 11. A number of volunteers worked hard and really improved our appearance. A large contingent of volunteers also helped with setting up for, and breaking down after, the book sale. This was most appreciated.

**SCHOOL - PUBLIC LIBRARY COOPERATION:** Two recent efforts have had rewarding outcomes. Wells Junior High School provided multiple copies of summer reading list books, to add to our Young Adult collection.

The Southbridge Early Childhood Advisory Council donated parenting materials, for special display in the Children's Room. Mrs. White has rearranged the room so the toys for younger children, and materials for their parents, have their own space which is away from the circulation desk. This makes the "play" area more secure and comfortable, and improves patron "traffic" and access to the circulation desk.

**POLICY: "CUSTOMER SERVICE vs. SERVICE CHARGE":** Staff member Jill Compton was inspired by a workshop about the Westford, Massachusetts J. V. Fletcher Library's Customer Service policy. All other policies are "secondary" to this one, which

assumes that "the customer is always right." Williams suggested we think about the possibility and implications of such a policy, over the summer.

Staff review of this approach suggested a logical first step: elimination of the \$5.00 "service charge" for lost books. This was instituted when we had shelf list and catalog cards to revise, and was in addition to the replacement charge for lost books. Morrill moved, and Lenti seconded, to eliminate the service charge. So voted.

**CORRESPONDENCE:** The MBLC (Massachusetts Board of Library Commissioners) has sent a form for a new Trustees list. A copy of last year's form was presented so each Trustee could check his or her listing, to make sure it is correct.

MBLC also sent a copy of the final draft of their Massachusetts Long-Range Plan, 1998-2002, for inspection and comment. It will be kept in Williams' office and is available to all.

**REPORT OF THE LIBRARY DIRECTOR:** Three of our Library Pages have graduated from High School. Two will continue to work during the summer, and the other's hours will be worked by the incumbents. Williams will arrange a Page skills test toward the end of the summer, for recruiting replacements for all three.

The MacKinnon Training Center has sent the names of seven candidates, for four Summer Youth Employment & Training positions. All seven will be interviewed by the end of this week.

The Town Manager is working with Williams to hire a new part-time custodian as per our FY'98 budget. It was strongly urged by the Trustees that we have a CORI check by the Police Department for all applicants.

Williams presented Rotary Club scholarships at the Southbridge High School graduation.

**ADJOURNMENT:** Next meeting, Tuesday, September 16, 1997, at 4:00 PM. Morrill moved and Travinski seconded to adjourn. Meeting adjourned at 5:00 PM.

Respectfully submitted,  
Harry R. Williams, Clerk

**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
**MEETING MINUTES**  
**OCTOBER 21, 1997**

**ATTENDANCE:** Trustees Mills, Gaine, Lenti, Morrill, Travinski and VanVooren; Library Director Williams.

**SECRETARY'S REPORT:** Lenti moved and Morrill seconded to accept the minutes of the June 17, 1997 meeting as presented. So voted. (There was no quorum, and thus no minutes, for the September 15 meeting.)

**TREASURER'S REPORT:** Dacoles was unable to attend.

**BUILDING SUBCOMMITTEE:** Lenti and Williams heard in Worcester on September 10 that we might get our state funding in December. Then the Massachusetts Board of Library Commissioners awarded it October 9, with an April 9, 1998, funding deadline. The Town Manager and Finance Director have the details. Architect Richard Smith says it will take "over 6 months" to prepare construction plans and bid documents.

Fundraising Consultant Judy Green will be available to meet next Wednesday, October 29. So far we have approached Gary Bridgeman, the American Optical and the Wells Foundations, Incom, United Lens, and the Trustees have discussed sponsoring the Circulation desk.

Lenti approached the Chamber of Commerce about a "Kickoff," as sponsors of Business after Hours, in January. Mills pointed out that the Friends could begin to help us make contacts. Gaine suggested including our Letter of Notification from the MBLC in our packets. Williams will write for an "extension" to MBLC Director Fiels, as suggested by Patience Jackson.

**FRIENDS OF THE JACOB EDWARDS LIBRARY:** FOJEL met on October 6. After helping Williams with a mailing about this meeting, Secretary Pamela Melendez announced she must resign. Fundraiser Judy Green spoke at the meeting about fundraising practices, and Williams described the project. Members voted to purchase two color printers.

Gary Bridgeman reported that the IRS has assigned TIN # 04-3166553 to the Friends.

**NELA CONFERENCE:** The September agenda requested the Trustees to pay \$35 (saving \$15 if paid by 9/20) for Susan Chaplin to attend a workshop on library technicians and paraprofessional issues at the New England Library Association conference in Sturbridge. Because of the time factor Williams conducted a "Phone poll" of enough Trustees to have a majority. Will this meeting vote to endorse that action? So voted.

**POLICY ISSUES:** A new C/W MARS report allows purging patrons inactive since 1989; which includes many accounts with outstanding fine balances. Since we have only required patrons to present library cards since 1996, it was decided we should "Forgive" these fines, so we can clean up our records. It was suggested that expand our program of "dunning" for unreturned items.

One way to increase our community "visibility" would be serving as a drop-off point for Food Share and other drives. We need to check with the Town Manager or Finance Director before we consider accepting food donations as "payment" for fines.

CMRLS - Our Central Massachusetts Regional Library System was reorganized into a "multi-type" system. Southbridge High is one of 36 School members of our Region, as are 11 Academic and 14 Special libraries. All the policy implications are not yet worked out.

The Jacob Edwards Library Policies & Procedures Manual includes many guidelines determined by CMRLS or C/W MARS, for practices which have changed over the years. Williams would like to put such specifics in a "Procedures Manual" that can be changed without Trustees vote. The Policy Manual would be concerned with "broad issues." The Board agreed.

CORRESPONDENCE: Our State Aid application forms are due October 31, and need Mills' signature. Copies were distributed. The MBLC has also sent its FY1996 Annual Report.

Representative Peters and Senator Moore wrote several times, throughout the summer, to alert us and keep us posted on the funding for first eight libraries on the waiting list.

Evelyn LaRochelle wrote to praise service provided by the library staff.

REPORT OF THE LIBRARY DIRECTOR: Penn Elizabeth Schrader died recently; we have received a number of memorial donations.

Joel Malette began yesterday as Custodian, assigned here 4 hours/day by DPW. We have three new Library Pages, Samantha Baker, Lauren Coderre and Kristy McColl. The Senior Tax Rebate Volunteers program will provide up to five helpers this year.

The PAC (Public Access Catalog) computer had a hard drive "crash" in September. The vendor replaced the drive, charging only for labor.

We have ordered through C/W MARS the hardware and a new port for a PAC in the Children's Room.

We were without any internet connection for two weeks in September, as local provider Beyond Software changed its provider from Cyber Access to Ziplink. We will get another year of free service.

Gregor Trinkus-Randall of MBLC came in August to hook up three dataloggers; they monitor temperature and humidity in the library for five months, then generate a report with recommendations the architects can incorporate into our building plans.

Williams agreed to be on "Directors' committee of the Vendors Options Committee" of C/W MARS, but declined to be on Charlton Street School Council.

Circulation has been increasing every month this year, compared to the same month last year. The most recent increases are July +13.3%, August +11.8% and September +19.7%. Annual circulation for Fiscal Year '97 was up only 1.2% overall because there had been decreases July through November '96. Williams attributes much of the increases to the commitment and enthusiasm of new staff members Jill Compton and Margaret Morrissey. They have moved equipment and furnishing, making the space more comfortable and accommodating. They have also stepped in as much as possible to free up Williams' time.

ADJOURNMENT: Next meeting, Tuesday, November 18, 1997, at 4:00 PM. Morrill moved and Lenti seconded to adjourn. Meeting adjourned at 5:00 PM.

Respectfully submitted,  
Harry R. Williams, Clerk

**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
**MEETING MINUTES**  
**NOVEMBER 18, 1997**

**ATTENDANCE:** Trustees Mills, Dacoles, Gaine, Lenti, Morrill, Travinski and VanVooren; Library Director Williams.

**SECRETARY'S REPORT:** Morrill moved and Lenti seconded to accept the minutes of the October 21, 1997 meeting as presented. So voted.

**TREASURER'S REPORT:** Dacoles reported on the status of funds held locally. Our "Trustees' Account" has had more activity than usual as a result of fundraising expenses.

**BUILDING SUBCOMMITTEE:** Barbara Flanagan has helped organize our fundraising efforts by reviewing our "assignments" for calling on prospects, and making reminder calls to see that we are on schedule. Williams was guest speaker at a recent Rotary Club meeting, and he and Friends President Muschler addressed the Lions Club, since the last meeting.

Several Trustees have made many calls on business leaders. Lenti voiced frustration over the pace and results, but Mills and Williams praised Lenti's effectiveness and his results.

Gaine suggested that in view of the April 9, 1998, funding deadline, it is time for a meeting with the Town Manager and Finance Director. Lenti is investigating Business After Hours for fundraising and promotion of the project. The News is ready to help publicize our project. We might set up a "thermometer" on the lawn as does United Way.

Travinski suggested we work with the School Department and the PTA to set up events that would involve many children and their families. An example was "cover the gym floor with pennies." Travinski asked how individual Trustees can help.

Lenti wondered if the collection of international dolls in the Children's Room might be sold to raise money for the project. The sense of the Board was to avoid this form of fundraising, particularly in regard to works of art.

**NATIONAL BIBLE WEEK:** A non-denominational display has been proposed by Janet Sweet. She will provide the materials, mostly pamphlets, and will pick the display up at the end of the week. Williams suggested we host the display, and the Trustees agreed.

**POLICY ISSUE:** Christmas and New Years Eve Closing. The Policy and Procedures Manual indicates the library should be open from 10 - 3 when Christmas and New Years fall on a Thursday. That was based on a 10 - 9 work day. Since we now work from 9 - 8, can this be adjusted to 9 - 2? The Trustees agreed that this would be an appropriate change.

**CORRESPONDENCE:** The Southbridge Cultural Council has "locally approved" our grant application for Worcester Art Museum passes. State approval is also required.

**REPORT OF THE LIBRARY DIRECTOR:** The library has been very busy lately, both in terms of numbers of patrons and reference questions, and because of a variety of projects the staff are working on.

**ADJOURNMENT:** Next meeting, Tuesday, December 16, 1997, at 4:00 PM. Lenti moved and Dacoles seconded to adjourn. Meeting adjourned at 5:00 PM.

Respectfully submitted,  
Harry R. Williams, Clerk

**TRUSTEES OF THE JACOB EDWARDS LIBRARY**  
**MEETING MINUTES**  
**DECEMBER 16, 1997**

**ATTENDANCE:** Trustees Mills, Dacoles, Lenti, Morrill, and VanVooren; Library Director Williams.

**SECRETARY'S REPORT:** VanVooren moved and Lenti seconded to accept the minutes of the November 18, 1997 meeting as presented. So voted.

**TREASURER'S REPORT:** Dacoles reported on the status of funds held locally. Fleet Bank charges for every transaction, and the Board agreed it makes sense to try to negotiate a better arrangement with them. We have paid our semi-annual \$8,500 "donation" to the Town, and have paid some Children's Room programming expenses.

**BUILDING SUBCOMMITTEE:** Lenti reported "phenomenal success," while advising we not be lulled into a false sense of security. Private fund-raising is still needed and important. Yesterday Lenti, Mills and Williams met with the leadership of Hyde Manufacturing and Russell Harrington Cutlery. We are optimistic, and they may take advantage of a naming opportunity.

All seven Trustees were present at the December 1 meeting of the Education & Human Services Committee, which voted unanimously to recommend, and the December 8 full Town Council Meeting, which voted unanimously to "bond," our renovation/expansion project. Mills pointed out we have committed to collect at least \$100,000 of our pledges by March.

VanVooren asked if smaller private donations will still be needed. All agreed that they are needed to promote a sense of "ownership" in the community, and as excellent public relations, as well as for the money raised. Mills asked Lenti to outline two events that are being planned.

Bob Chartier of the Tri-Community Chamber of Commerce is working with Lenti to have us present our plans to the January 27 Business After Hours. It will be held at Tarragon's and Chartier will arrange for two sponsors to underwrite the costs.

FOJEL, the Friends of Jacob Edwards Library, will meet soon to plan their fund-raising. We will ask them to host a Gala affair at the library, inviting Town officials, Senator Moore and Representative Peters and as many townspeople as possible. Ideas include luminarias, music, art displays, and a book signing of Chester Savory's Count Down to Destiny, which includes fond memories of his youth in Southbridge.

Networking opportunities for the affair include the Women's Club and Arts Center for decorations and displays. VanVooren suggested that if the affair is held in February there might be a nice tie-in with Valentine's Day.

**SPECIAL PRESENTATION:** Mills presented Lenti with a present wrapped in holiday fashion. It was a blue hard-hat, representing Lenti's outstanding efforts and tireless commitment to our library renovation and expansion project. His vision and energy have assured that what was once a dream will soon be an actuality. Everyone applauded his great leadership.

**TRUSTEES' MEETING DATES, 1998:** Williams asked if the Trustees wished to continue meeting at 4:00 PM on the third Tuesday of each month, except July and August. Those dates would be January 20, February 17, March 17, April 21, May 19, June 16, September 15, October 20, November 17 and December 15, 1998. Everyone agreed to this schedule.

POLICY ISSUE - INTERNET: Would the Trustees approve adding to our Internet Policy (a proposed draft was attached to the agenda) the following: "Library staff do not monitor an individual's use of any sites except when material displayed on the screen is not appropriate in a public environment. As our Internet workstation(s) are in view of other patrons and staff, users are not permitted to display any visual images containing nudity, obscenity, or graphic violence."

Like the Trustees, the staff are committed to upholding intellectual freedom. This issue is being discussed throughout the library profession. As an alternative to blocking software, such a statement may help avoid situations where other patrons feel sexually harassed, for instance, by the images posted by an internet user. The Trustees agreed to add this language, so long as the staff are comfortable with it.

POLICY ISSUE - FINES: The Town Manager and staff are eager to lift the \$5.00 per patron limit, while keeping the \$1.00 per item limit. A patron with 18 overdue books would pay \$18.00 instead of \$5.00. A certain number of patrons abuse this "loophole" consistently, only too happy to pay \$5.00 to hold a large number of (often new) books for two or three months. This is most unfair to the other patrons who would like to borrow the items while they are still new.

This was tabled, so Williams can put together a more comprehensive proposal, with a review of the daily amount charged, the possibility of "escalating prices" and other parameters.

POLICY ISSUE - OUT OF STATE BORROWERS FEE: Williams asked if the Board would approve a \$25.00 fee for Connecticut residents. We are reimbursed for loans to nonresidents who live in Massachusetts towns with certified libraries. The state will soon begin reimbursing us for being a net lender of interlibrary loans. We receive no financial support for serving patrons who reside in Connecticut. The Trustees were open to such a plan, including an annual fee, but asked Williams to gather more information on what other libraries are doing. He should also discuss this idea with the Town Manager and the Chamber of Commerce. Tabled.

CORRESPONDENCE: MBLC (Massachusetts Board of Library Commissioners) has sent corrected copies of our contract for the library grant. The Town Manager is studying them.

REPORT OF THE LIBRARY DIRECTOR: The Town Manager has authorized having McKay Roofing Service repair a leak over the Reading Room. They will also properly deal with the "waterfall" over the Main Street entrance. All agreed this is great news.

There seem to be more, and more varied, "Problem Patrons" lately, including one who was so malodorous as to upset other patrons. The Trustees advised Williams go seek help from local human services and mental health professionals, social workers, and organizations like Tradewinds. Mills reminded Williams that the Trustees have offered to buy a portable phone in the interest of staff safety, and the Police Department should help set up a panic button.

ADJOURNMENT: Next meeting, Tuesday, January 20, 1998, at 4:00 PM. VanVooren moved and Dacoles seconded to adjourn. Meeting adjourned at 5:10 PM.

Respectfully submitted,  
Harry R. Williams, Clerk