

Stevens Memorial Library Trustees Meeting Minutes  
Malcolm Stewart Room  
**June 18, 2019**  
4:00 pm.



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

**ATTENDEES:**

Paula St. Laurent-Kuehl, Anne Olivari, Katie Stevens (via phone), Christopher Rigby, Molly Ruble, Chair Ed Vitone, and Interim Director Susan Shelton

**ABSENT:** None

**GUESTS:** None

**PRESS:** None

**Agenda Item I:**

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

**Agenda Item II:**

APPROVAL OF AGENDA: A motion was made by Anne and seconded by Molly to accept the agenda as presented. The vote was unanimous.

**Agenda Item III:**

PUBLIC INPUT: None.

**Agenda Item IV:**

APPROVAL OF MINUTES: Minutes of May 21, 2019: A few typos were noted and Anne suggested that the dates of the executive session meetings in Agenda Item XIV be added to minutes. A motion was made by Anne and seconded by Chris to accept the minutes as amended. The vote was unanimous.

**Agenda Item V: Director's Report**

Susan reported on her efforts to close out the FY19 budget. She noted that the library orders a significant number of books from Amazon and Amazon is slow in fulfilling the FY19 year-end orders. As a result, it is possible that the library may fall short of meeting the State's 19% requirement for material purchases. Susan recommended that, if required, she file a waiver with the State to get an exemption in the materials requirement for this year only. Since the heavy use of Amazon for book purchases is atypical in libraries, Susan will evaluate if other vendors should be used. It was noted by Paula and Ed that Amazon's invoice practices create excessive and unnecessary work in preparation of the warrants.

The network interface hardware located in the Director's office was successfully relocated to the newly constructed oil tank room.

In response to a suggestion by Anne, Susan interviewed and plans to hire a very strong candidate for a temporary library position. The candidate retired as the head circulation librarian at Mount Wachusett Community college. Susan will also

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interview a second candidate recommended by Claire. Paula will make an overture to a prospective 3<sup>rd</sup> candidate to assess her interest.

The summer reading program was kicked off on Monday, June 17 with over 200 people in attendance. As a result, there was a significant uptick in new library card holders this week. The Board was appreciative of the hard work invested by Claire for this successful launch.

## **Agenda Item VI: Old Business:**

Susan met with Bob Fichtel and provided him with a listing of the donors to the memorial fund in his wife's name. Susan plans on holding a program early in FY20 from these funds.

**Agenda Item VII: Secretary's Report:** No correspondence received.

## **Agenda Item VIII: Treasurer's Report**

Treasurer Paula St. Laurent-Kuehl reported on the balances in the Edward Jones trust funds and the Whittemore Fund.

Paula also reported that her most recent cash audit has been completed with all collections in compliance with requirements. A motion was made by Molly with second by Anne to accept the report as presented. The vote was unanimous.

## **Agenda Item IX (a): Green Energy Update:**

Ed distributed a one-page quote from Royal Steam for an optional new controller for the heat pump system. With the difficult user interface for the existing system, the library cannot easily make changes to the settings, thereby requiring visits from Royal Steam. Ed estimated that at least two, and more likely four, setting changes a year (heating to cooling and vice versa) would be required by Royal Steam at a cost of approximately \$300 per changeover. Susan said that the Leominster Library had a computer-based control system where both she and the custodian could make adjustments. After discussion it was agreed that the new computer-based controller be purchased at a cost not to exceed \$6,400. A motion was made by Anne and seconded by Paula to procure the new controller. The vote was unanimous.

The quote distributed by Ed also included snow guards for the outdoor heat pumps. Last year the heat pump shut down due to accumulated snow on the fans. Ed said that it was unclear if the shutdown was indirectly caused by performance issues with the system. After discussion it was decided to postpone the purchase of the snow guards and reassess the situation during the next heating season. Susan will ask the custodian to monitor the heat pump for accumulated snow.

Ed will meet with Daikin and Royal Steam next week to develop a plan to monitor the energy consumption of the system.

## **Agenda Item X: Friends Update:**

The Friends' annual meeting will be held on September 9 and the guest speaker will be Ted Reinstein of WCVB's Chronical. The Friends have available funds to assist the library with the space plan changes. Action on this will be deferred until the fall when Terri is on board.

## **Agenda Item XI: New Business:**

**Director Search:** Ed reported that Terri has signed her contract and her first day of work will be August 5.

**FY20 Budget:** Susan presented the budget approved at Town meeting along with a staffing plan that is compatible with the budgeted funds. Key elements of the plan are

- Terri joining the library on August 5 at the contracted compensation

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- In recognition of her outstanding performance, Claire will receive a step change and will increase her weekly schedule from 35 hours /week to 36 hours/week.
- Keith at 20 hours/week, Erin at 15 hours/week and Steve at 10 hours/week
- Angela working 20 hours/week with the exception of her 12-week maternity leave.
- Chardell will work 19 hours/week to cover Angela's maternity leave
- Susan continuing as Interim Director through Terri's arrival on August 5 and continuing through early September to assure an orderly transition.

**Audit:** In accordance with the bylaws, the Board discussed the need for an audit. The last audit was done two years ago at a cost of approximately \$1,500. That audit found the library's procedures to be robust and in control. The only funds under the direct and exclusive control of the library are the cash collected by the staff at the circulation desk and the trust funds invested at Edward Jones. It was noted that Paula performs monthly audits of the cash collected by the staff and compliance with procedures has been outstanding. As to the trust funds, monthly statements are sent to Paula, Ed and Town Hall. Paula reports on the fund balances each month. Based on the above, it was decided that an audit is not required this year. Consideration will be given to audits perhaps every five years.

**New Library Schedule:** Based on review of peer libraries and a critical examination of the libraries utilization both Susan and Terri recommend that the library be closed on Fridays beginning July 1. A narrative was reviewed which documented the new schedule and explained the rationale for the change (see Appendix). The trustees were in agreement with the change but evaluated the pros and cons of deferring the implementation until August. After discussion it was decided to proceed with a July 1 implementation. It was felt that narrative be made available to the public and it was edited to better meet that objective. Ed will send a copy of the edited narrative to the Select Board, Town Administrator and Advisory Board for information only. Susan will contact Expressive Prints to determine the cost of magnets showing the new hours and the library's phone number. A motion was made by Molly and seconded by Paula to implement the new schedule on July 1st. The vote was unanimous.

**Structural Improvement to Attic Floor:** Ed reported that the architectural firm which did the work on the Preservation Room is no longer in business. He was able to connected with the architect who did the work and now owns his own business. Ed is waiting on a quote from the new firm.

On another subject, Ed asked if the trustees wanted to entertain removal of the circular staircase which runs through the circulation area. Ed spoke with the building inspector who viewed this as a minor repair and engineered drawing would not be required. Ed offered to make sketched but didn't want to invest the time unless there was in interest in proceeding. He reminded the Board that the former director did not want to remove the staircase. Susan felt that the staircase is a major impediment to effective utilization of the work space and recommended its removal. The Board agreed and Ed will prepare sketches and get quotes.

**Reorganize Board:** As required in the bylaws, the board reorganizes each year. After discussion the following elections were voted.

- |                        |                         |
|------------------------|-------------------------|
| • Chair                | Ed Vitone               |
| • Vice-Chair           | Molly Ruble             |
| • Treasurer            | Paula St. Laurent-Kuehl |
| • Secretary            | Ed Vitone               |
| • Finance Committee    | Katie Stevens           |
| • Evaluation Committee | Anne Olivari            |

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**Agenda Item XII: Other:**

Molly suggested that the Trustees contribute funds for small thank you to the Staff for the way they stepped up their efforts during the transition from the former director. It was decided to give \$10 gift certificate so the staff could pick up a sandwich. Ashburnham Wine & Spirits was suggested.

This discussion morphs into a public reception for our new director, Terri Anstiss. A date of Monday, August 26 was tentatively selected for the reception.

**Agenda Item XIII: PUBLIC INPUT (5 MINUTES):** None

**Agenda Item XIV: Executive Session – Review and Approval of Meeting Minutes of Feb 26**

Postpone until July meeting

**Agenda Item XV**

At 6:03 p.m. a motion was made by Paula and seconded by Chris to adjourn the meeting. The vote was unanimous.

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

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Trustee Meeting Agenda  
Tuesday June 18, 2019 – 4:00 P.M.  
Stevens Memorial Library

- |       |   |        |
|-------|---|--------|
| I.    | Call to Order                                       |        |
| II.   | Approval of Agenda                                  |        |
| III.  | Public Input (5 minutes)                            |        |
| IV.   | Approval of Minutes                                 |        |
|       | a. May 18, 2019 Search committee Meeting            | 5 min  |
|       | b. May 21, 2019 Monthly Meeting                     | 5 min  |
| V.    | Director's Report                                   |        |
|       | a. FY19 Budget Results                              | 5 min  |
|       | b. Director's Report                                | 10 min |
| VI.   | Old Business  |        |
|       | a. Update on Bob Fichtel                            | 5 min  |
| VII.  | Correspondence – Secretary's Report                 |        |
|       | a. No correspondence received                       |        |
| VIII. | Treasurer's Report                                  |        |
|       | a. Review and Approve Treasurers Report             | 5 min  |
| IX.   | Green Energy  | 10 min |
| X.    | Friends Update                                      | 5 min  |
| XI.   | New Business  |        |
|       | a. New Director – Terri Anstiss                     | 5 min  |
|       | b. Approve Budget for FY20                          | 10 min |
|       | c. Auditor – Engage??                               | 5 min  |
|       | d. New library schedule                             | 10 min |
|       | e. Status of Structural improvement to attic floor  | 5 min  |
|       | f. Reorganize Board                                 | 10 min |
| XII.  | Other   |        |
| XIII. | Public Input (5 minutes)                            |        |
| XIV.  | Executive Session: Review Executive Session Minutes | 5 min  |
|       | a. Feb 26, 2019                                     |        |
| XV.   | Adjourn   |        |

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**Agenda Item IV**

**Minutes of Trustee Meetings**

**Minutes Posted on line at**

**<http://www.mytowngovernment.org/01430>**

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**Agenda Item V**

Director's Report  
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**FY19 Budget**

- Met with Mary Beth Erickson of Bay State Accounting on June 4<sup>th</sup> and June 11<sup>th</sup> to reconcile library's budget with the town.
- Reconciled employees' vacation time, sick leave, personal time, and floating holiday through May 31<sup>st</sup> with Town Clerk's Office.
- Reviewed MLAA grant money with Bay State Accounting to reconcile additional amount available from FY18 carryover, and balance of what was originally budgeted for FY19.
- Reviewed state aid account with Bay State Accounting to reconcile FY18 and FY19 grant awards, FY17 and FY18 carryovers, as well as FY18 and FY19 (to date) expenditures.
- Confirmed with Bay State Accounting that Treasurer/Collector's Office has not yet posted \$100.00 returned check for Jumpin Juba (program cancelled due to illness), and \$300.00 SLIN grant reimbursement from C/WMARS.
- Reviewed unspent balances in various operating line-items, and made transfers into salaries and wages.
- Continued to work with staff to ensure the FY19 funds allocated for library materials are expended prior to June 30<sup>th</sup>.

**FY20 Budget**

- Currently working on a draft of the FY20 budget to discuss at the Trustees' meeting on June 18<sup>th</sup>.

**Technology**

- Met Suzor IT at 8:00 a.m. Thursday, June 13<sup>th</sup> to begin staging move of network electronics from Director's Office to new room with oil tank.
- Suzor IT plans to return on Friday, June 14<sup>th</sup> at 9:00 to take down the network, and move the electronic equipment.
- Claire Laprade's Surface computer failed on Saturday, June 1<sup>st</sup>. Suzor IT was unable to repair the computer, so they have ordered a new one. As of June 13, 2019, Claire is still working without a computer, and doing as much work as possible on the circulation desk computer, and is using Susan's and Angela's computers when available.
- Suzor IT set-up a second circulation desk computer on Tuesday, May 28<sup>th</sup>. The staff has wanted a 2<sup>nd</sup> computer at the circulation desk for some time. My thanks to Ed Vitone for his donation of an older desktop computer for this purpose.
- Have requested Suzor IT order an extra Surface computer to give to Library Director Terri Anstiss, so I can keep mine during the interim period I am working with her. Then when I turn my computer back into the town it can be used as a back-up for future computer failures. They have indicated they will order a new one at the beginning of FY20.

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### **Personnel**

- Calculated the cost to the library of the staff member's maternity leave. This information will be presented at the Trustees' meeting on June 18th.
- Worked with Claire Laprade to determine additional staffing needs over the summer due to a maternity leave and scheduled vacations.
- Interviewed and am in the process of hiring a new substitute staff person to begin training later this month.
- Plan to interview another potential substitute staff person the week of June 17<sup>th</sup>.

### **Other**

- Met with Mr. Fichtel on May 29<sup>th</sup>. Gave him what information on donors I was able to find. At his request, followed-up with Selectman Rosemarie Meissner regarding progress on town's policy regarding benches in Winchester Park.
- Accumulated raw data for door counts and circulation by day. My thanks to Ed Vitone for putting this information into a format that is more readable. I emailed this information and peer comparisons to Terri Anstiss, and have received her input on a possible change in the library's hours of service.
- Talked with Terri Anstiss regarding staff scheduling, and new substitute staff.
- Scheduled a meeting with Terri Anstiss on July 2<sup>nd</sup>.
- Met Interim Town Manager.
- Little progress was made this month in the effort to declutter staff areas.



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**Agenda Item VIII**

**Treasurers Report – June 18, 2019**

**Edward Jones Mutual Funds**

12/31/2018    Year End                      (\$12,575.75)    \$238,941.93

DATE	DETAIL	VALUE CHANGE	BALANCE
1/26/2019	Ending Balance	\$8,859.39	\$247,801.32
2/22/2019	Ending Balance	\$7,613.99	\$255,415.31
3/29/2019	Ending Balance	\$3,303.28	\$258,718.59
4/26/2019	Ending Balance	\$5,516.00	\$264,234.59
5/31/2019	Ending Balance	(\$9,324.13)	\$254,910.46

**Mutual Fund Monthly**

	<u>Kids</u>	<u>Music</u>	<u>Upkeep</u>	<u>Unrestricted</u>	<u>Books</u>	<u>Mysteries</u>	<u>Total</u>
<b>29-Jun-18</b>	\$91,677.90	\$49,917.75	\$29,405.23	\$67,370.45	\$9,981.12	\$6,197.37	<b>\$254,549.82</b>
<b>27-Jul-18</b>	\$93,311.21	\$50,822.89	\$29,965.54	\$68,652.47	\$10,196.16	\$6,334.88	<b>\$259,283.15</b>
<b>31-Aug-18</b>	\$93,842.02	\$51,075.92	\$30,144.71	\$69,043.07	\$10,264.68	\$6,382.99	<b>\$260,753.39</b>
<b>28-Sep-18</b>	\$94,073.42	\$51,207.33	\$30,236.53	\$69,243.12	\$10,291.68	\$6,403.32	<b>\$261,455.40</b>
<b>26-Oct-18</b>	\$88,774.28	\$48,256.22	\$28,325.28	\$65,110.46	\$9,605.04	\$5,972.15	<b>\$246,043.43</b>
<b>30-Nov-18</b>	\$91,012.52	\$49,506.40	\$29,094.58	\$66,865.10	\$9,913.28	\$6,166.23	<b>\$252,558.11</b>
<b>31-Dec-18</b>	\$86,366.30	\$46,908.14	\$27,414.10	\$63,180.14	\$9,300.67	\$5,772.58	<b>\$238,941.93</b>
<b>25-Jan-19</b>	\$89,412.21	\$48,593.68	\$28,505.48	\$65,552.99	\$9,706.52	\$6,030.44	<b>\$247,801.32</b>
<b>22-Feb-19</b>	\$92,074.53	\$50,052.51	\$29,400.24	\$67,603.78	\$10,039.93	\$6,244.32	<b>\$255,415.31</b>
<b>29-Mar-19</b>	\$93,266.60	\$50,712.61	\$29,791.29	\$68,479.80	\$10,156.77	\$6,311.52	<b>\$258,718.59</b>
<b>26-Apr-19</b>	\$95,170.91	\$51,769.48	\$30,467.78	\$69,957.55	\$10,401.10	\$6,467.77	<b>\$264,234.59</b>
<b>31-May-19</b>	\$91,994.57	\$49,990.72	\$29,312.30	\$67,426.36	\$9,989.29	\$6,197.22	<b>\$254,910.46</b>

**Whittemore Trust Account**

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12/31/2018	Year End Balance	\$ 39,627.00	\$ 3,115.08	\$ (27,505.38)	\$ 170,793.26	
DATE	DETAIL	ADDITIONS	INTEREST	TRANSFER	BALANCE	TOWN BALANCE
1/31/2019	Month Ending		\$ 136.00		\$ 170,929.26	
2/28/2019	Month Ending		\$ 12.60		\$ 170,941.86	\$ 170,941.86
3/31/2019	Month Ending		\$ 62.81	\$ (10,268.50)	\$ 160,736.17	\$ 160,736.17
4/30/2019	Month Ending		\$ 311.78		\$ 161,047.95	\$ 161,047.95
5/31/2019	Month Ending		\$ 482.73		\$ 161,530.68	161.530.68

**Audit of Cash Activities and Transfers for the period of 5/10 – 6/10/2019**

**Town Transfers** - The Cash Drawer contained \$33.90 with receipts totaling \$3.90. The envelope for period ending 6/11 contained \$34.10. Transfers total \$80.90. Envelopes; 5/14 \$10.45, 5/21 \$13.80, 5/28 \$12.65 and 6/4 \$44.00.

Respectfully, Paula St. Laurent – Kuehl

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**Agenda Item XI (d)**

**New Library Schedule Beginning July 1, 2019**

Monday	10 a.m. to 8 p.m.
Tuesday	10 a.m. to 4 p.m.
Wednesday	10 a.m. to 8 p.m.
Thursday	10 a.m. to 4 p.m.
Friday	Closed
Saturday	10 a.m. to 2 p.m.
Sunday	Closed

In 2016, and continuing every year thereafter, the library has benchmarked its performance against that of similar-sized libraries in Central Massachusetts with a goal to improve patron service. Over this time period the following observations were made:

- Ashburnham was the only library not open on Saturdays
- Ashburnham was the only library that did not have a focus on youth services
- Ashburnham's Library had the lowest staff size per hour opened

In response to these observations, the following changes were implemented

- In FY 2016, the library opened on Saturday's between 10 a.m. and 2 p.m. Patron response was slow to build, but this year Saturdays now have the highest hourly circulation and highest hourly visitors of the entire week.
- In FY18 the Library hired its first dedicated Youth Services Librarian
- In FY19 the Library began a multi-year program to optimize its space utilization to transition from a "the library is here to check out books" mentality to "the library is here to serve our patron's diverse needs." The first step in this evolution was to concentrate Youth Services on the Ground Floor and patron response has been overwhelmingly positive.

This year a critical examination of library utilization was made for each day of the week. Fridays were clearly the most underutilized day. In addition, the Library currently opens at 10 a.m. on Monday Wednesday, Friday and Saturday but opens at noon on Tuesday and Thursday. Patrons frequently come to the library at 10 a.m. on Tuesdays and Thursdays only to find the door locked and a "closed" sign in the window.

- Following the lead of Town Hall, the Library will close on Fridays.
- The opening time on Tuesday and Thursday will be changed to 10 a.m., making a consistent start on all open days
- Closing time on Mondays and Wednesday will remain at 8 p.m.
- The total weekly library hours will be reduced from 40 hours/week to 36 hours/week to:
  - Improved patron service during times of high library utilization
  - Increase staffing at the Youth Service Desk
  - Allow more outreach to children, elders and homebound patrons

Collectively these changes will increase patron satisfaction and improve utilization of library services.