

# Chelmsford Public Library Trustee Minutes

## March 10, 2021

**Present:** Library Director, Becky Herrmann, David Braslau, Jane Sander, Laura Ecker, Maggie Marshall, Adam Schertzer, Katy Wood Van Dyne

**Also Present:** Phakdey Yous, Cindy Goodland, Prospective Associate Board Member, Deborah Robson, Prospective Associate Board Member, Kevin Hamilton, Prospective Associate Board Member, Pamela Davies, Prospective Associate Board Member

**Absent:** Jillian Kenny

**I. Meeting called to order by Maggie at 6:04 p.m.**

**II. Announcements – None**

**III. Team review of Trustee Goals/Setting goals for the future**

- A. Maggie stated that the Board of Library Trustees usually has an in-person daytime meeting during the month of June to review the Trustee Goals, Calendar, and to work on Team Building Activities. The Trustees did not have a meeting in June 2020 due to Covid-19, therefore the current goals that the Trustees will be reviewing during this meeting are from 2019.
- B. David mentioned that the Trustees intentionally left the goals broad because they needed time to figure out the boundaries around the goals and to plan a way to assess whether or not they have been achieved.
- C. The Trustees discussed the first goal, which is: Continue discussions on fundraising – including annual campaign plans, future projects.
  1. Maggie recommended continuing to have a Trustee Goal focusing on fundraising.
  2. Becky said that fundraising is considered a Trustee responsibility both within the state and nationally.
  3. Becky mentioned that the last time the Trustee fundraising sub-committee met was in conjunction with the Pop-Up Library.
    - a. Becky said that the Pop-Up Library came from the Big Ideas Campaign, which the Trustees helped create.
  4. Maggie suggested adding the following action item under the fundraising goal:
    - a. To re-establish a fundraising sub-committee to convene by June 1, 2021.
      - 1) The fundraising sub-committee would meet by that date so that they could begin to work with Library staff to compile a list of possible ideas for the Library's Big Ideas Campaign.
  5. Maggie asked about the status of Little Green Light (LGL), which is an all-in-one donor management software that the Library and the Friends of the Library have been using.
    - a. Becky explained that LGL is software that the Friends purchased for the Library and have continued to renew the subscription each year. The Friends actively use the program for tracking Friend's membership data and sending out mailings. Melissa has completed some training on using the software and uses it for data entry of Library donations.
    - b. Becky also added that the Trustees have not used LGL for any mailings and suggested having a Trustee learn the software so that they are able to craft letters for mailings.
    - c. Maggie suggested adding the following action item under the fundraising goal:
      - 1) To create a Trustee Liaison for Little Green Light.

6. David commented that fundraising works better when there is an actual tangible thing that people can see value in and can imagine what it would be used for. David added that the Trustees have not been successful yet with an annual campaign appeal.
  - a. Maggie commented that it would be good to find a professional that could give us some guidance for fundraising.
  - b. David agreed and said that it would be good to have someone with grant writing abilities to help with ascertaining what funds might be available from the Covid Relief Bill.
  - c. Maggie suggested adding the following action item under the fundraising goal:
    - 1) To solicit outside expertise to develop in-house grant writing abilities.
7. Deborah questioned what the Trustees have done in the past for fundraising.
  - a. Maggie and Becky described in detail the processes for fundraising for the Marjorie Scoboria Greenway and the Pop-Up Library.
8. Cindy commented that it is important to create SMART goals (**S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**imely). Cindy also said that we are coming out of tough times and there will be a better road ahead. We should expand and make goals for each type of fundraising that we work on.
9. Cindy asked who pays for the replacement of the Library computers
  - a. Becky replied that the majority of the Library computers are replaced by applying for Capital Budget requests, which the Capital Planning Committee reviews and votes on. Any remaining computers are purchased using the Library's Annual Expense Budget.
10. Kevin asked if there are events that use the Library space or are sponsored by the Library that we could have a donation box to help with fundraising.
  - a. Becky explained the history of the WinterFest Socials at the Library and how the Library was able to benefit from the money collected for ticket sales.
11. Phakdey questioned how the Trustees advertised the survey for the public to vote on the options for the Big Idea Campaign in the past.
  - a. Becky said that the Library included the information in the Library Newsletter, on the Library's website, on the Library's Facebook page, and had voting slips available for patrons to complete in person. Becky also mentioned that the Library staff is also always available to help with the fundraising campaigns.
- D. The Trustees discussed the second goal, which is: Continue to represent the board at library events.
  1. Becky commented that the Trustees did an excellent job meeting this goal. Becky would bring a list of upcoming programs to the Trustee meetings and the Trustees would sign up for the programs they were interested in attending.
  2. Adam suggested continuing to have the Trustees attend Library programs.
  3. Becky suggested keeping this as an ongoing goal and added that it would be good to have the Trustees attend the virtual programs that the Library is currently offering.
  4. Jane noticed that at the beginning of the virtual programs, a Library staff member introduces the speaker. Jane suggested having a Library Trustee also speak at the beginning of programs.
  5. The Trustees will continue to have this as an ongoing goal.
- E. The Trustees discussed the third goal, which is: Continue to advocate for the library by representing the board and library within the community
  1. Maggie mentioned that, in the past, Library Trustees have attended meetings for a variety of different groups within the Town.
  2. Becky also said that it would be helpful to have a member of the Board of Library Trustees participate in the Diversity, Racial Equity, and Inclusion Committee and the Age-Friendly Committee.

3. Becky suggested reviewing the groups/committees within the Town and working to identify which ones would be beneficial for a member of the Board of Library Trustees to get involved with.
- F. The Trustees will begin their meeting on April 21, 2021 at 6:00 p.m. in order to continue to review the Trustee Goals.
  - G. Melissa and Maggie will compile the changes to the Trustee Goals that were decided upon during this meeting and will send them to the Trustees and Prospective Associate Board Members to review.

#### **IV. Approval of the Consent Agenda**

- A. Katy motioned and Laura seconded the motion to approve all of the documents included in the Consent Agenda. Unanimous approval.

#### **V. Covid-19/Safety Updates**

- A. David asked if there has been any problems that have occurred from a Covid operation standpoint and continued by asking if there have been any issues with patron non-compliance.
  1. Becky commented that there were 3 patrons who came into the Library, without a mask on within the last 2 days, claiming that they have been vaccinated and no longer need to wear a mask.
    - a. Luckily patrons were understanding when staff explained that they still needed to wear a mask, in the building, whether or not they have been vaccinated based on Governor Baker's mandates.
  2. Becky mentioned that it is beneficial that we have guidance from the Town that we share with patrons with regard to continuing to wear a mask.
    - a. Becky reached out to the Town for guidance on the mask mandate and contact tracing.
      - 1) The Town is requiring that we continue to do contact tracing so there will be no changes to the greeter desk. The Town is also requiring patrons to continue to wear masks in all public buildings.
- B. Maggie asked if there has been any improvement in staff morale since staff has been able to work from home one day per week.
  1. Becky commented that some staff members decided not to use this option but that many staff are using the work from home day each week and really appreciate it.
  2. Becky said that staff would like the work from home guidelines not to be tied to Chelmsford's Covid-19 case count color. When the Trustees voted to allow staff to have one work from home day per week Chelmsford was in the red. As of the March meeting, Chelmsford is in the yellow.
  3. Becky said she is willing for staff to have one day to work from home day per week as long as the supervisor can approve it and it does not have a big impact on our services.
  4. Maggie recommended allowing staff to continue to have one work from home day per week until all staff have been fully vaccinated. The Trustees agreed with Maggie's recommendation.

#### **VI. Review of potential changes to COVID policies in light of state guideline changes**

- A. Becky emailed the Trustees a list of expansion topics that would be discussed during this meeting.
- B. Becky suggested expanding the time limit for patrons to visit the Library for browsing and computer usage from 30 minutes to 1 hour. We expect there will be changes by Governor Baker on March 22, 2021 and we plan to start this expansion of time beginning then.
  1. The only exception to the increase in the time limit would be for the Children's Room. We will retain a 30 minute time limit in the Children's Room because it is an enclosed space and we cannot have as many people in the room as in other parts of the Library.

2. Additionally, Becky suggested continuing to have a limit of 10 patrons in the Children's Room at a time due to the amount of space and furniture placement which make it difficult to stay 6 ft. apart.
3. Laura liked the idea of keeping the time limit in the Children's Room the same. Laura voiced concern that it would be difficult to roll back services once they have been expanded if the Covid numbers plateau.
  - a. Becky stated that she does not have the same concerns about moving backwards or changing our minds. The Library is able to communicate information with patrons as they enter the Library since we always have a staff member at the greeter desk.
- C. Becky would like to designate certain spots in the Library for patrons to use their own laptop or have a study space.
- D. Becky would like to remove the Senior and High Risk Patron Hours, which are 9:30 a.m. – 10:30 a.m. Monday – Friday.
  1. Many senior citizens and high risk individuals have been vaccinated which makes less of a need for this special hour reserved for senior citizens and high-risk patrons.
  2. Becky also said that we have a lot of people that are frustrated with not being able to enter the Library during these special hours.
  3. The Trustees agreed to remove the Senior and High Risk Hours.
- E. Becky suggested changing the hours that the Library closes on Fridays and Saturdays from 4:30 p.m. to 5:00 p.m. This will still give the closing custodian 30 minutes after everyone exits the building to spray the building. The Trustees agreed with this suggestion.
- F. The Library will continue to be closed on Sundays. We will revisit the possibility of reopening on Sundays in the Fall.
- G. We will be able to retain our current cleaning schedule, with an extra Covid cleaning shift Monday-Friday since the Town will be receiving more Covid relief funds.
- H. Becky discussed the possibility of changing from a 7 day quarantine of returned items and items being delivered in the ILL bins to a 3 day quarantine.
  1. Becky stated that the Library Department Heads are supportive of the proposal to move from a 7 day quarantine to a 3 day quarantine.
  2. Becky commented that across the country and within the State, Libraries are moving to a 24 hour quarantine but that would be the next step and at this point staff feels more comfortable with a 3 day quarantine.
  3. Becky also said that there have been no cases of anyone contracting Covid-19, within the last year, from Library materials.
  4. David agreed with the proposed change and said that we are following safe practices and are proposing something that exceeds the safe practices recommended out of an abundance of caution.
  5. Becky said that this would be a decision that would benefit our patrons. We have received a lot of complaints from patrons in regards to their items not being available and having extended wait times for things that normally would arrive within a few days.
  6. Becky said that it is important that front-line staff are comfortable with this proposed change. Becky asked the Trustees for guidance if after announcing these changes there are front-line staffers who do not feel comfortable with the decreased quarantine time.
    - a. Maggie commented that we do not have much to give staff to make them feel safe so if they are concerned about this then do not do it.
      - 1) Adam agreed with Maggie's suggestion and said that we are still in a pandemic and it is not a big deal if patrons have to wait a little bit longer for their items.
  7. David shared that there was a new publication with new guidance around operating HVAC systems. It indicated that they are no longer saying it needs to run 24/7 due to the high energy costs. It is now recommended that it runs during the regular occupancy schedule but

added that there needed to be a purge cycle done every morning before the building opened to staff and the public.

- a. Becky will contact FMC to ask about the purge cycle.
- b. Melissa mentioned that we have spent over our budgeted electricity expenses for this fiscal year by \$2,000 so far, due to the changes in the way we have to run our HVAC system to be in compliance with the ASHRAEE standards.

## **VII. Associate Board Updates**

- A. Maggie commented that it would be helpful to have a sub-committee that meets and works on figuring out how the Associate Board would relate to the regular Board of Library Trustees.
- B. Maggie also said that it would be good to give people tasks based on what they can do and are interested in. Maggie said it was better to meet people at their levels and suggested the idea that Associate Board members would not need to attend all meetings.
  1. Becky responded that the Trustees should hone in on the strengths and interests of people on the Associate Board and from there figure out what they would be good at.
  2. Cindy replied that it would be hard to assimilate and be part of it if she did not attend all the meetings. Cindy also shared that she is interested in any type of project and was willing to help wherever she could.
- C. Maggie said that one of the big reasons for the Associate Board is to diversify the Board of Trustees.
  1. Deborah suggested that the diversification of the Associate Board has not been achieved yet as most of the board is very homogenous and it is a hard goal to attain because Chelmsford is not a very diverse community.
    - a. Becky responded that we have not had many members of the public attend the Trustee meetings in person and that it is good having people representing the community by attending the meetings like this.
  2. Becky also mentioned that the other purpose of the Associate Board was for people interested in learning more about becoming a Library Trustee could see what it is like prior to running for a 3 year term.
- D. David commented that the Associate Board members should be treated just like Trustee Board members, such that they are able to fully participate in the discussions and be included on important emails and email threads.
- E. Kevin is interested in Town politics and suggested allowing people to participate in the meetings remotely when the Trustees are back to in-person meetings.
  1. Becky said that we could do that by adding a zoom link to the information in the Trustee Packet that is emailed to the Trustees and Associate Board members prior to the monthly meetings. Becky would also like to do a similar thing for programs post-pandemic. That would allow people to attend programs both in-person and on zoom.

## **VIII. April Trustee Election**

- A. There are two open spots for Trustees and only 1 person with official signatures to run for election to the Board.

## **IX. Adjournment**

- A. Katy motioned to adjourn the meeting and it was adjourned at 7:58 p.m.

Respectfully Submitted,

*Melissa McCarthy*

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