

Chelmsford Public Library Trustee Minutes

April 14, 2021

Present: Library Director, Becky Herrmann, David Braslau (joined meeting at 6:27 p.m.), Jillian Kenny, Maggie Marshall, Adam Schertzer (joined meeting at 6:29 p.m.), Jane Sander, Katy Wood Van Dyne (joined meeting at 6:23 p.m.), Phakdey Yous

Also Present: Cindy Goodland, Associate Board Member, Deborah Robson, Associate Board Member, Kevin Hamilton, Associate Board Member, John Maguire, Library Patron

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

A. The Trustees tabled agenda items II and III until the full Board was present.

II. Continuation of review of Trustee Goals/Setting goals for the future

A. Maggie stated that Cindy Goodland revised the fundraising goals based on the decisions that were made during the March Trustee Meeting and reorganized the goals into S.M.A.R.T. Goals (**S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**imely).

1. Cindy added time frames for accomplishing each of the goals and suggested the number of people that would work on achieving each goal.

B. The Trustees reviewed Fundraising Goal # 2 from the Chelmsford Library Board of Trustees Goals document, which is referred to above.

1. Becky said that it would take longer than a month for a Trustee to be fully trained on Little Green Light (LGL) and suggested extending the date to September 1, 2021.

2. Jill is willing to be trained on LGL and suggested having two Board members work on this goal alongside a Library staff member.

3. Becky added that a Trustee would be trained on LGL so that they could learn how to draft letters and send them out using LGL. It is a way to reach out to current and potential donors.

C. The Trustees discussed combining Goals # 1 and # 3 on the document mentioned above.

1. Jill said that Goal # 3 is only creating the fundraising subcommittee and Goal # 1 is what the subcommittee would do.

2. Becky and Jill agreed that the fundraising subcommittee should be comprised of three people, which would include two Library Trustees and one member of the Associate Board.

3. Phakdey recommended keeping Goal # 3 as a main goal and adding Goal # 1 as an objective of the goal.

a. Becky agreed with this suggestion and said that it could be an action item under the goal.

D. The Trustees discussed Goal # 4 and did not make changes to the goal.

1. Maggie said that the subcommittee for Goal # 4 would need to figure out how and when we should consider doing an additional ask, noting that Covid-19 has been difficult on many people financially. Maggie added that members of this subcommittee do not have to also be members of the fundraising subcommittee.

2. Jillian added that the subcommittee would need to brainstorm what we could potentially need to ask money for and wish list items.

E. The Trustees discussed Goal # 5 and changed the number of people who would work on the goal.

1. Jane recommended having three people work on Goal # 5, which would consist of one person researching grants, one person writing grant proposals, and one person editing the grant proposals.

a. It was mentioned that Pamela Davies is interested in helping write grants for the Trustees as an Associate Board Member.

F. Maggie offered to edit the document referenced above and will send it to Cindy once it has been edited.

G. Katy, David, and Adam joined the meeting towards the end of this discussion on Trustee fundraising goals.

III. Election of Officers and Assignment of Liaisons

A. Election of Officers

1. Maggie motioned to nominate Adam Schertzer for Chair of the Board of Trustees. Jill seconded the motion. Unanimous approval.
2. Maggie motioned to nominate Katy Wood Van Dyne for Vice-Chair of the Board of Trustees. Jill seconded the motion. Unanimous approval.
3. Maggie motioned to nominate David Braslau for Treasurer of the Board of Trustees. Jill seconded the motion. Unanimous approval.
4. Maggie motioned to nominate Phakdey Yous for Correspondence Secretary of the Board of Trustees. David seconded the motion. Unanimous approval.

B. Trustee Liaisons

1. Jill Kenny is the Capital Planning Liaison.
2. The Trustees will continue to rotate attending Friends meetings instead of having a Friend's Liaison.

IV. Continuation of review of Trustee Goals/Setting goals for the future – continued

A. The Trustees reviewed the remaining goals on the document entitled: Chelmsford Public Library Trustee Goals 2019.

1. The Trustees decided to combine Goal # 2 and Goal # 3 as one outreach goal.
 - a. Becky suggested using a broad statement for the goal, such as: the Library Trustees will continue to expand their visibility and participation within the community.
 - b. In the past, Becky and Melissa brought a list of upcoming Library programs to each Trustee meeting for the Trustees to sign-up to attend.
 - 1) Becky recommended having a shared document that the Trustees could view and sign-up for programs and it could be reviewed at each meeting.
 - a) Melissa and Becky will create the shared document to allow Trustees and Associate Board members to sign up for programs on an ongoing basis.
 - b) The initial list will be for programs in May, June, and July.
 - c. Maggie questioned whether Trustees would be announced at the beginning of zoom programs, by a Library staff member, as being present at the meeting as they used to be recognized at in-person programs.
 - 1) Becky replied that we could coordinate the announcement at our own in-house virtual programs and events but she would not recommend it for large events with big speakers or those sponsored with another library.
 - d. Becky highlighted some upcoming programs/events during the month of April that the Trustees could register for.
 - 1) The programs: 4/18 Vegetable Gardening, 4/20 Social Justice Book Group, 4/26 Sustainable Future with 350MA of Greater Lowell, 4/27 Art on Tuesdays, and 4/21 One Book Author Sy Montgomery.
 - e. Maggie questioned how the Trustees could represent the Library within the town and expand their visibility and participation within the community.
 - 1) Adam mentioned that the Trustees used to attend Town Board and Committee Meetings in- person, but that it might be easier for people to attend these now since the meetings are all virtual. The Trustees originally attended the meetings to do presentations about fundraising campaigns for the Marjorie Scoboria Greenway and the Pop-Up Library Make Your Impact Campaign.
 - a) Becky commented that Danny Lykansion, Head of Reference, originally put together the list that contained the names, dates, and

times of the Town Board and Committee meetings. Becky will ask Danny to update the list with current meeting information.

- b) David suggested offering the Town Boards and Committees an opportunity to come speak to the Trustees about their needs at a Trustee meeting instead of the Trustees only discussing the library needs.
- f. Kevin suggested contacting Town representatives, the Town Select Board, and members of local government to participate in a Library program that would give them an opportunity to speak about their position and what they do for the Town, State, etc. This would give the Trustees and Associate Board Members an opportunity to speak with local officials and would educate the public on local government. Kevin added that Chelmsford High School recently created a Civic Engagement Club that would be interested in this event.
 - 1) Becky had positive feedback to share about Kevin's suggestion. Becky has seen other libraries do this type of program and commented that it has been called Local Government 101 by other libraries.
 - 2) Adam suggested doing the program virtually and using breakout rooms so that each local government presenter could have a breakout room and participants would join the room and be able to speak with them and hear about their role in the position they hold.
 - 3) Becky wondered if Kevin and library staff could work with the high school's Civic Engagement Club to help with the program.
 - 4) Becky will speak with the Library program coordinator about this program idea and will follow-up with Kevin in regards to a plan for it.
2. Maggie commented that the Trustees should create a goal for creating a sub-committee that would establish the responsibilities and parameters of the Associate Board.
 - a. Adam suggested having Associate Board Members on the sub-committee so that they could help shape what they do.
 - b. David suggested having the sub-committee comprised of 2 Trustees and 2 Associate Board Members.
 - 1) David, Maggie, Cindy, and Kevin volunteered to work as members of this sub-committee and Maggie suggested having this goal completed by June 1, 2021.
 - a) David commented that the subcommittee would plan to report back to the Board at the June Trustee Meeting.
 - 2) Maggie will contact the other members of the sub-committee to coordinate the date and time of their first meeting.
3. Maggie clarified that there are three main goals that the Trustees currently will be working on and they are: Fundraising (contains objectives underneath it), Outreach, and Clarifying the role of the Associate Board.
4. Becky said that one of the reasons why the Trustees wanted to create an Associate Board was to expand our diversity.
 - a. Becky would like to see if the Trustees can collaborate with the Town's Diversity, Racial Equity, and Inclusion Committee to help diversify the Board and to find out what the Trustees can do to help the committee. Maria Palacio, Library Assistant Director, is the Library's Liaison for that committee.
 - b. Becky also added that some of the shared values within the Library's Strategic Plan 2020-2025 are to offer diversity within our programs, collections, services, and staffing. Becky encouraged the Trustees to add language to support the diversity goals outlined in the library's Strategic Plan. The Board and Library Staff are currently not representative of Chelmsford's population and ethnic diversity.

- c. Phakdey commented that we should have short-term and long-term goals. Short-term would be outreach, and reaching out to the Diversity, Racial Equity, and Inclusion Committee. Long-term would be diversifying the Library Staff and Board and to have it reflect the population and demographics within the Town.
 - d. Some of the Town population and percentages of ethnic diversity were discussed.
 - e. Jill and Phakdey offered to help Becky tie in this new goal with the Library's current strategic plan.
5. Maggie will work with Jill, Melissa, and Cindy to make sure all of the changes in goals from this meeting are documented.

V. Announcements

- A. Jane announced that she will be resigning from her position as a Library Trustee in June, when she will be moving back to Maryland.
 1. The Trustees expressed regret at losing Jane on the board and discussed what the transition would look like for filling her place on the Board.
 - a. Becky contacted Tricia Dzuris, Town Clerk, for information in regards to what the process will be to fill the vacancy on the Board since there are two years left in Jane's term. Becky will review the information with Tricia for further clarification and notify Adam of the process moving forward.
- B. Next month's Trustee meeting will start at the regular time, which is 7:00 p.m.

VI. Approval of the Consent Agenda

- A. Maggie motioned and David seconded the motion to approve the Consent Agenda. Unanimous approval.

VII. Sharing of Public Comments

- A. John Maguire, an avid Library user, joined the virtual meeting.
 1. John had previously spoken to Becky in-person and Maggie via email about his concerns and was advised to share his concerns with the Trustees.
 2. John has lived in the area for a total of 30 years and described himself as a great fan of the Library.
 3. John stated that he had a challenge for the Trustees, which was to run a poll, among Library users, to find out if they want the Library to dial back some of the "anxiety producing" Covid-19 precautions and behaviors. He continued saying that "no one wants to see anyone get a fatal disease, but we also don't like to see a beloved Town institution acting in panic and becoming a chilly anxious place."
 4. John mentioned his perception that "he has not seen staff smiling in the Library for a year."
 5. John added that he would like the Trustees to seriously consider, on their own authority, to dial back some of the "lockdown qualities" of the Library.
 - a. John commented that "we do not have to take assertions of authority at face value and urged the Trustees not to follow unreliable information from the medical community or Governor Baker."
 6. John also questioned how important it is to have contact tracing and stated that having to check in at the greeter desk "adds stress to the experience of using the Library."
 7. Katy responded by asking John how he thought having barriers in place and wearing masks supported the staff
 - a. John commented that "there is very little asymptomatic transmission and little evidence that someone completely healthy could give you this disease." He also replied that "if you are healthy enough to stand up and work at the Library, then if you got sick you would go to the doctors and be okay after a week." He also insisted that plastic barriers don't do anything.

- 1) Katy pointed out that staff feel protected by the precautions in place and many could be protecting someone at home.
 - a) John answered that “there is a cost to being hyper-protective.: He continued by adding that the staff “probably does not want the barriers too.” He also stated that the protection of Library staff has cost the whole community.
 - b. Adam notified John that the Trustees review the Library’s Covid-19 protocols and policies at each monthly Trustee meeting and added that the Trustees were meeting weekly when the Library was first re-opening to the public.
 - c. Maggie commented that a lot of the actions that the Trustees have taken are to support the Library staff and their families. We have staff pregnant, staff with co-morbidities, and staff with sick or medically fragile family at home. Maggie shared that the Library staff has been allowed to work from home one day per week, as our schedule allows, in order to help ease staff worry and anxiety.
8. Adam questioned if John has been to other Libraries and if so, what they are doing differently than the Chelmsford Public Library.
 - a. John stated that he has no agenda to go around from Library to Library and only comes to this Library.
 - b. Adam said that he was proud of the Trustees and Staff for being able to keep the Library open during this global pandemic and for offering so many services to patrons.
9. Jill commented that we stand by our Board of Health’s decisions and that we all work hard to balance the needs of the staff and the public.
 - a. Becky agreed that the Library has done a great job making accommodations so that we can be open to the public, mentioning that many libraries across the state are just reopening now after being closed for over a year due to Covid-19.
10. John thanked the Trustees for their time and for considering his recommendation. John left the meeting once the Public Comments portion of the meeting was done.
11. Becky added that the Library has worked really hard to balance the needs of the staff and the public.
12. Jane commented that she works in the medical field and that this disease is unpredictable. Younger people are getting it in this current surge and are getting really sick without having any comorbidities. In many cases they do not know how they got it.

VIII. Covid-19/Safety Updates

- A. Becky met with the Library Department Heads and put together a list of potential recommendations for expansion of services, to review with the Trustees.
- B. Becky recommended keeping the time limit for visiting the Library at 1 hour and also keeping the separate time limit for the Children’s Room at 30 minutes. Current time limits and the possibility of expanding time limits to 90 minutes will be discussed at the May Trustee Meeting.
- C. Becky said that the findings of the REALM Scientific Study reveal that there have been 0 cases of Covid-19 being transmitted on materials. The State and MBLC currently recommend a 24 hour quarantine. The Library will reduce the quarantine time from 3 days to 24 hours, which will be better for the Library patrons receiving their materials in a timely fashion.
- D. The Library currently quarantines our incoming mail for 3 days. We will remove the mail quarantine.
- E. We will continue the Covid cleaning shift through the end of June and review our options for the next fiscal year at that point.
- F. The options for locations to add seating at the Library were discussed.
 1. David did not recommend putting seating for patrons in the fiction aisles, as Becky suggested, due to air circulation. David recommended instead to put a few chairs, spaced out, in the new Library side of the Large Print Area. He recommended putting an X on the

floor so that the chairs stay where they belong. There will also be a couple of socially distanced chairs in the newspaper area.

2. Becky will also make sure that staff is aware that they can offer someone a chair if they seem like they need to sit for a little bit.
- G. The Library has received a lot of feedback from patrons that they want to be able to read newspapers at the Library again. We will put out newspapers for patrons to read again with signage stating that multiple people are handling this item, use at your own risk.
- H. Becky commented that patrons are asking to use study rooms frequently. We have not had our study rooms available for patron use since before we closed due to Covid-19. The study rooms were added after the Library was built and therefore they do not have the same air returns as other parts of the Library do. Becky questioned whether the study rooms have enough air circulation to allow them to be used by patrons again safely. Becky also questioned if we should purchase standalone air purifiers for each study room.
1. David is a HVAC engineer, energy services building automation expert and architect so he has the expertise to answer HVAC and building questions. David said the study rooms would need to be single occupancy. He commented that with HVAC heating, ventilation, and air conditioning you should de-densify the space to 25% or 50% of occupancy because that would give it a greater dispersion of outside air to limit getting the virus.
 2. David added that it is a good idea to purchase a properly sized air cleaner designed for that space for each study room.
 3. Becky and David will talk offline about the type of air purifier to purchase for the study rooms.
 4. Becky said that the Library will need to figure out the logistics of cleaning the study rooms between usage since it is a custodial job and it would be stressful to ask non-custodial staff to take on cleaning responsibilities. Becky added that this change might not happen immediately but it is an idea the Library is pursuing.
- I. The HVAC programming has been updated. It is in unoccupied mode on Sundays since the Library is closed and it is turned back on early on Monday before the Library opens.
- J. Becky stated that as of 4/19/2021, all staff members are eligible to register for the Covid vaccine. Becky estimates that we expect to stop the WFH day no later than June 30, 2021 or sooner based on the amount of staff members that have been fully vaccinated.
- K. Becky said that the Library cannot legally require staff to get vaccinated and cannot ask staff members if they have been vaccinated, although staff usually tell people, out of excitement, when they have been vaccinated.
- L. Becky said that we should expect the Greeter Desk to continue through the summer at the very least per the Town of Chelmsford Board of Health.
1. Becky mentioned that patrons are not required to give their phone number or scan their library card when they enter the building. It is optional and completely fine if someone says no to checking in.
- M. Becky notified the Board that there continues to be a mask mandate from the State and the Board of Public Health within the Town.
- N. Jill commented that the recommendations seem reasonable and show that the Library is trying to accommodate patron needs and requests.

IX. Associate Board Status – previously discussed

X. Potential changes to COVID policies when vaccinations are at critical mass – previously discussed

XI. MacKay Update

- A. Becky spoke with Paul Cohen, Town Manager about MacKay Library and they concluded that we still cannot reopen MacKay safely.

1. Paul Cohen would only consider reopening MacKay once the State of Emergency has been lifted.
2. Once Covid precautions have been lifted, we need to think about MacKay's HVAC system and possibly renovating it to a more modern HVAC system.
 - a. Becky will find out from Paul Cohen if hiring an engineer to review and renovate the HVAC system at MacKay would be a project that we could use Covid grant funds towards.
3. David said that it is helpful having the Pop-Up Library visit MacKay and should help with any concerns patrons have.

XII. Pop-up Library Update

- A. Becky provided the Trustees with an update on the Pop-Up Library relaunch.
- B. Becky said we use the Pop-Up Library 2-3 days per week and we usually stay at each location for half hour to an hour. We are testing out how long to stay at each location currently.
- C. Becky said we will add more stops for the Pop-Up Library when more places open during the summer and that staff is currently having a blast taking it out and visiting different locations around Town with it.
- D. Jill commented that she likes the little calendar that advertises the upcoming visits and is always excited to see where it is going and when it will be at different locations.

XIII. Staffing Updates

- A. Becky said that one of our custodial assistants gave their notice to pursue a full-time position elsewhere. The employee was working Covid cleaning shifts and another custodial assistant has taken the extra Covid cleaning hours.
- B. Becky thanked the Trustees for acknowledging her 20 year anniversary as Library Director and notified the Trustees that Andrea Grant also celebrated her 20th year anniversary as a Library employee.
 1. Becky added that the Sunshine Committee has formed and will be celebrating/marketing staff anniversaries.
 2. Maggie suggested having the Correspondence Secretary send a card to each staff member celebrating a milestone anniversary on behalf of the Trustees.
 - a. Melissa will notify Phakdey of staff anniversaries and will provide her with cards that have the Library logo to send to the staff
- C. Becky announced that Maggie is celebrating 25 years as a Library Trustee.

XIV. Trustee Update – previously discussed

XV. Donation discussion

- A. The Library received a sizeable donation from the Estate of Jean Lamack.
 1. Jean was a Library user, a Friend of the Library, helped with the Friend's Book Sales in her early years, a Chelmsford teacher, and loved and rescued animals.
 - a. Becky asked the Trustees to brainstorm ideas of a good way to honor her memory with the funds based on the things she enjoyed in life, just as we did for the Marjorie Scoboria Fund.
 - b. The check was deposited into the Library's Gift Book Fund. The Trustees will discuss, in the future, whether to place the funds into a different account, such as a CD.
 - c. David recommended updating the Endowment Investment and Spending Policy to acknowledge this donation.

- d. Jeff Hartman, Library Marketing Specialist, is working with Becky and Madeleine Needles to put together a special acknowledgement of the donation to circulate. Becky will share it with the Trustees.

XVI. Library Director Review status

- A. Becky said that the Town does annual employee reviews during the month of May.
 1. Becky creates a self-evaluation each year and gives it to the Trustees.
 2. Becky will send last year's evaluation and her new self-evaluation to Adam.
 3. The Trustees should submit comments to Adam and he will complete Becky's evaluation.

XVII. Friend's Meeting

- A. Jill attended the April Friend's Meeting.
- B. The Friends are having a grab and go book sale, in the Library parking lot, on Sunday, April 18, 2021, 1:00 p.m. – 2:00 p.m.
 1. The book sale is not being formally advertised since they do not have enough inventory to go beyond the Friend's group.

XVIII. Adjournment

- A. Jill motioned to adjourn and the meeting was adjourned at 8:26 p.m.

Respectfully Submitted,

Melissa McCarthy

Melissa McCarthy