

TOWN OF SPRINGFIELD  
LIBRARY BOARD OF TRUSTEES  
Tuesday, November 12, 2019  
6:30 pm at the Library

APPROVED/FINAL MINUTES

1. Call to Order — Anna Boarini (chairperson) called the meeting to order. Other members present were Jennifer Dechen (vice chairperson), Margery Reurink, and patrice jones (minutes). Also present: Sue Dowdell (library director).
2. Additions and subtractions to Agenda — none
3. Public Comments — none
4. Review and approval of minutes of the October 8, 2019 meeting: Margery motioned to approve, Jennifer seconded, all voted aye. Motion passed.
5. FOSTL report — Sue presented the report, including purchase of a new flat cart for moving books and preparations for the holiday season open house (Dec. 15 from 3-5 p.m.) when the Comtu Chamber Players will be performing. Decorating will take place on Monday, Dec. 2<sup>nd</sup>. Two poinsettias are being purchased. Margery remarked that “They really do great work,” and all agreed with that sentiment.
6. Director's Report — Sue discussed the attached report, providing charts and tables to further illuminate the data associated with items #6 (physical versus electronic circulation) and #8 (first third of FY2020), and concluding with the statement that “My staff is doing a great job.”
  1. Concerning downloadable audiobooks, which are more popular than e-books, Margery wondered how we might make the community more aware of this resource. This led to a discussion in which Sue revealed that when the annual subscription to Constant Contact (online service currently used to maintain email lists and produce e-newsletters) expires she will switch to Wowbrary, which is a nonprofit provider of similar services created especially for public libraries. This will allow for greater functionality, including easily letting patrons know about new library offerings. Anna pronounced that “awesome,” and there was general agreement with that sentiment. Margery wondered whether it might be useful, especially for patrons who may have smart devices but not know how to use them to access things like audiobooks, to hold an event about how the library offers more than books. Sue agreed that this might be a good idea, but not until spring.
  2. Concerning FY20 so far, trustees agreed that seeing such data every four months will be sufficient going forward. Concerning the historical data that is lost when patron accounts are deleted due to lack of use, Sue has instituted some procedures to preserve the data on paper but it seems there is not (yet) a way to deactivate without deleting accounts.
7. Policies
  1. Exhibits Policy (including bulletin boards) second reading — Upon reflection and having received feedback from staff, Sue would like to make minor changes to the wording. Tabled to allow her to make and present the suggested changes.

2. Family/Small Meeting Room Policy second reading — Sue reported that the staff has already been using the new reworded policy and it is going well. Approval of the second reading of this policy change moved by patrice, seconded by Anna, all members voted aye. Motion passed.
3. Meeting Room Policy (Flinn room) further discussion — Tabled until all trustees are present for discussion.
4. Request for Reconsideration Procedure/Form — Current policy states that persons wishing to contest a decision about exhibits or meeting rooms can appeal to the trustees, which remains true. However, patrons may not know how to do this. One past policy refers to an appendix, which may have been a form but which cannot be found anywhere. Sue wishes to create a form to bring to the trustees for approval. All agreed that she should do that. Sue mentioned a recent conversation in which a patron disagreed with some decorations. The patron walked away from that conversation satisfied with Sue's explanation of her decision but it would have been good to be able to offer an easy way for the patron to request reconsideration of her interpretation of the relevant policy by the trustees.
8. Building Issues and Improvements — Sue is getting consolidated quotes from contractors concerning lighting. Concerning the leaking in the YA section, the roof has been repaired and the ceiling repairs will be finished soon, but the leaking was caused by a structural problem (a gully between roofs) and will recur if that is not fixed. Sue is bringing in contractors to make suggestions about how to do that. Moveable shelving is still under consideration. A handrail for the middle of the steps leading up to the children's room will have to wait until a new custodian has been hired.
9. Trustee meeting calendar review — Sue shared a calendar of trustee topics to be discussed at each monthly meeting. That calendar had been prepared by the previous director. Sue drew the attention of the trustees to the topic of the evaluation of the library director. Sue does want the board of trustees, in its advisory capacity, to provide a formal evaluation to be sent to the town manager in advance of her annual reviews. Sue provided a copy of the job description, with room for evaluations, to be used as part of that process. Margery suggested that Sue prepare a self-review as part of that process, and all agreed.
10. Trustee Recruitment — We need more trustees. Margery and Anna discussed whether and how to make an especial effort to encourage young adults to get involved with the library in this way. There is also the need to make the community at large and library patrons in general aware of this need. Anna will prepare a press release, send it around to all for amendments, and then send to local newspapers. Sue will use the existing Constant Contact newsletter list to let library patrons know about the opportunity to become a trustee.
11. Next meeting date—The next meeting will be on Tuesday, December 10 at 6:30 PM.
12. Adjourn—Motion to adjourn Margery, seconded by Jennifer, all in favor. Anna declares the meeting adjourned.

Director's report for the 11/12/9 Library Board of Trustees meeting

- 1) Three staff members, including the Library Director, will have attended Trauma Awareness training by the end of this week. The information learned will be summarized during a 2-hour staff training on Thursday, November 21<sup>st</sup> from 5-7 PM. The library will close early on that date.
- 2) The Library Director attended the Public Library Summit at the Vermont State House and the Catamount Library Network's annual meeting in October.
- 3) Computer patron log in/printing software is being tested. When fully implemented, it will be cloud-based so Chris Bloomfield can troubleshoot from anywhere.
- 4) The search for a replacement for Chris Palamar (custodian) is on-going. Library staff is pitching in. Public Works comes in twice a week to clean.
- 5) The library's budget proposal for FY20-21 and the library report for the town have been both been submitted. State report data is being compiled. Staff is working on streamlining library data reporting for future years.
- 6) Information regarding physical vs. electronic circulation as asked for by trustees:
  - a) National figures from FY 2016 as reported in 2017 show e-materials to be about 12% of all circulation.
  - b) The percentage of e-circulation as compared to all circulation at STL's for the FY17 report was 6.13% compared to Vermont State average of 7%. Libraries of similar physical size and population were as follows: Cobleigh (Lyndon) – 21%, Ailing (Williston) – 6% and Goodrich (Newport) – 3%.
  - c) In FY18 (July 1, 2017-June 30, 2018) digital downloads were 8.4% of all circulation.
  - d) In FY 19 (July 1, 2018-June 30, 2019) digital downloads were 8.6% of all circulation.
  - e) Downloadable audiobooks circulate much more than downloadable eBooks.
- 7) Information regarding physical circulation in FY19 at Springfield Town Library:
  - a) About 2/3 of all physical items circulated were for adult patrons, which is similar to that of FY18.
- 8) Information regarding the first third of this year (FY20)
  - a) Financial: Most line items are within their expected levels at this time. The telephone line item will be over-expended as it was budgeted to include the federal e-Rate. However, STL is not eligible for e-Rate as the computers do not have filtering, as required by the grant.
  - b) Slight increase in patron count since June 30, 2019.
  - c) Most well attended programs
    - i) For children (not counting summer lunch program): End of summer dance party, Nature Museum visits, and Time with Teachers – all this past summer.
    - ii) For adults (not counting the Vermont Library's passport programs): One Town at a Time, Jason Lutes sing-a-long, Sky-dome, and the Banned Books reading

Respectfully submitted,



Sue Dowdell