

Trustee Meeting Minutes
November 9, 2015

The November meeting of the Leominster Public Library Board of Trustees was held on Monday, November 9, 2015.

In attendance were: Chairman Gilbert Tremblay; Mark Bodanza; Nancy Hicks; Carol Millette; Lawrence Nfor; and Susan Chalifoux Zephir. Director Susan Theriault Shelton; Assistant Director Edward Bergman; and Head of Adult Services Tim Silva.

The meeting was called to order at 5:05 p.m.

APPROVAL OF MINUTES

The minutes of the October 13, 2015 meeting were approved as corrected. (CM/LN)

REVIEW OF DIRECTOR'S REPORT

There were no questions or comments on the Director's Report

NEW BUSINESS

Mrs. Shelton told the Board that she and Mr. Bergman attended the October meeting of the Leominster Disabilities Commission to inform the commission members about the incidents of people tripping over the wheel stops in the library's parking lot. The commission members suggested a number of solutions including signage and planters. Mrs. Shelton also told the Trustees that she had a conversation about one of the incidents with a risk manager from Cabot Risk Strategies in regard to a MIIA claim from a patron who tripped over a wheel stop, fell, and was transported to the hospital by ambulance. This patron is looking to recoup out-of-pocket medical expenses. The risk manager told Mrs. Shelton that if the wheel stops are well marked and people get hurt, the city is not necessarily liable. The Trustees noted their concern that there is still a possibility that the city could be held liable as there has been a pattern of cases of people falling.

Mrs. Shelton told the Trustees that she met with Protective Services about the library's security and camera systems; however, the company does not work with the C-Cure software system. Mrs. Shelton and Mr. Bergman met with a representative from CGL Electronic Security, Inc. of Norwood, MA. He suggested that the first thing we do is update the C-Cure software service agreement. He did a quick evaluation of the library's building security and camera systems, and noted that our current DVRS are beyond their expected lifespan. He recommended these DVRs be replaced with hybrid network video recorders that would allow the library to transition to digital cameras while retaining some of its existing analog cameras. Then the library could replace existing cameras or install new ones as it wanted depending on the cost and its needs. The camera system was wired with Cat 6 cable during the library's expansion project,

so transitioning to digital cameras will not require new cabling. Mrs. Shelton is waiting to receive a proposal from CGL, and will speak with the Purchasing Agent when she receives it.

Mrs. Shelton reported that she has not had an opportunity to contact Stefura Associates about the carpeting on the first floor main corridor.

Mrs. Shelton asked the Board to consider how much they would like to expend from the Marcia O'Donnell Art Activities Fund Trust in 2016. She explained that this would help guide the staff who plan the art programs to prepare a budget. The Trustees agreed to expend up to \$5,000.00 for the calendar year 2016. A detailed proposal for the expenditure will be presented for consideration and approval at the January 2016 Board meeting.

Mrs. Shelton updated the Board on the Millette Memorial Trust Fund musical program. Mrs. Millette suggested folk singer Susan Warner, who is unfortunately not available in the spring of 2016. Therefore, the concert will be moved to next fall, with a tentative date of October 15th. There will be an environmental field trip planned for the spring.

OLD BUSINESS

The Trustees reviewed the *Report of the Planning Session Facilitated by Owen S. Shuman on October 14, 2015*. Mrs. Shelton asked the trustees to provide their own input on the four areas of the SOAR (Strengths, Opportunities, Aspirations, and Results) exercise. Mr. Bergman recorded their input, and it will be used in the development of the library's Strategic Plan.

Strengths:

- Location
- Committed Staff
- Physical Plant
- Community use - popular
- Varied spaces
- Reputation
- Works well with the community
- Very well managed
- Interaction with school groups and tours
- Wide variety of resources
- Interlibrary cooperation (C/WMARS)
- Active friends group
- Volunteers
- Diversity of users
- Programming
- Pleasant
- Staff's ability to teach technology
- Meet needs of community, for example tax preparation
- Trustees

- Good financial management
- Fiscally responsible
- Community meeting place
- Recipient of donations (attractive to benefactors)

Opportunities:

- Teaching of technology
- Fundraising - appeal to donors
- Good location - easy access
- Encourage school assignments that require library use
- Partner with social service agencies
- Broaden publicity, for example church bulletins
- Mobile classroom - partner with Leominster Education Foundation
- Broaden social media platform
- Enhance partnership with other cultural organizations, for example FSU's Italian Center
- Enhance cultural opportunities with Fitchburg
- Create inclusive cultural programming
- Greeter
- Partner with school-based cultural organizations, for example the Black Heritage Student Organization at LHS
- Produce a Leominster Access Television primer for the library
- More staff
- Multi-lingual staff
- Signage - improve for self-navigation
- Increase hours for the Cormier Center (Young Adult Center)
- Utilize outdoor spaces - outdoor café - comfy furniture
- Stronger Wi-Fi - extend to outside
- Increase safety
- Virtual tour of library - put on website
- Hire Electronic Services Librarian
- Satellite locations

Aspirations:

- Broaden base of users
- More staff
- Review efficiencies
- Increase usage, increase circulation
- Better marketing - develop a long-range marketing plan
- Mini store to sell items patrons request
- Design community service projects for students
- Area for food and drinks
- Games for teens - broaden and market

- Survey teens
- Create a YA ambassador as a way to connect with the 20s and 30s
- Increase library's percentage of the city's budget
- Itemize city tax bill - would require law change
- Should be leader in new platforms for information
- More comfy seating inside and outside
- Increase opportunity for staff development
- Increase library technology
- Develop a library "brand"

Results:

- Develop a protocol for evaluating data
- Develop a plan to evaluate intangible progress
- Elicit regular community feedback
- Develop a list of people with talents to lend to the community

ANNOUNCEMENTS

There were no announcements.

The meeting adjourned at 6:46 pm. (LN /CM)

Respectfully submitted,

Edward L. Bergman
Recording Secretary