

Pembroke Public Library Trustees Meeting Agenda

March 15, 2023 at 7:00 PM Trustees' Room

INTRODUCTION OF ATTENDING STAFF MEMBER

PEMBROKE LIBRARY FOUNDATION

Bob DeMarzo

MINUTES OF PREVIOUS MEETING(S):

February 15, 2023 March 1, 2023

OLD BUSINESS:

Building updates

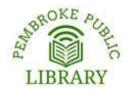
REPORTS:

February – Youth Services, Adults/Reference Librarian and Director Updated January report for statistics number change

NEW BUSINESS:

Additional note re: Budget proposed for FY 24 Status report of policies being updated Trustees input regarding formatting of Monthly Directors report Discussion re: candidate for Library Director

Any unscheduled business following the posting of the agenda



PEMBROKE PUBLIC LIBRARY BOARD OF TRUSTEES

Meeting Minutes for February 15, 2023

ATTENDING: Kathy Benvie (Interim Director), Stephanie Ciciotti, Janet Coleman (Librarian), Larissa Curley, Sean Fitzpatrick (Chair), Stephanie McBain (Reference Librarian), Melissa McCleary (Youth Services Librarian), Jill Taylor, and Carol Watches.

Sean Fitzpatrick, Chair, called the meeting to order at 7:01 P.M.

INTRODUCTION OF ATTENDING STAFF MEMBERS: We had the pleasure of enjoying the company of some staff members, this evening! Kathy and Janet have been running mini meetings in order to ensure staff is able to remain on the same page without the delay of waiting for larger, full staff meetings. The staff has been working tirelessly to make sure the library runs smoothly while we transition to a new Director, with many activities happening behind the scenes.

Per Kathy, Janet has always been Kathy's right hand. She has been dependable and anticipates needs; she is the calm, cool, collected voice of reason and the bridge between staff. She has taken on the added responsibility of scheduling staff, which is a challenging undertaking.

Stephanie is always there and has a large amount of work to do on a daily basis, yet she's always attending to patrons' needs. She manages her workload well while also providing a high level of attention to each visitor to the library. Not only does she perform her duties well, but she trains staff on how to do tasks as she goes along. Stephanie has taken on the added responsibility of financial transactions in day to day library transactions.

Melissa doesn't limit herself to Youth Services. She is everywhere in this building. If there are two people in line at the desk, she is right behind the desk checking patrons out. She has a way about her that when she is helping someone, she is also guiding them. She cares, and everybody knows how much she cares.

The library is so fortunate to have these, and our other, members of staff going above and beyond for patrons and the community.

MINUTES OF PREVIOUS MEETING(S): The minutes of the January meeting were reviewed. Carol moved to accept the minutes, Stephanie seconded, and it was so voted.

OLD BUSINESS: *Building Updates* – Kathy reports the blinds have been installed in the meeting room and they are awesome. They darken the room really well for Movie Matinees! The Aunt Flow dispensers have been installed in the public restrooms (the women's room and the family restroom). The rooftop HVAC units still need some work, but the current setup is working adequately. Kathy will touch base with Bill Chenard (Town Manager) at some point soon to discuss these and other repairs. The parking lot lights are going to be repaired soon!

DIRECTOR'S REPORT(S): The amended Director's report for October was reviewed. Jill moved to accept the amended report as written, Carol seconded, and it was so voted. The Director's report for January was reviewed. Stephanie asked if library card applicants must be residents of Pembroke; all Massachusetts residents can obtain a Pembroke Public Library card. Out of state residents can obtain a library card per the discretion of the library. In order for an out of state resident to obtain a card that includes the entire SAILS network collection, they must pay a \$75 fee.

Stephanie asked about how items are chosen to be weeded out and discarded. Stephanie (Reference Librarian) pulls a report that lists all materials that haven't been checked out in the last five years. Kathy says there is a lot more work that goes into that process, and Stephanie has been doing a fantastic job (as has Melissa, in Youth Services).

Carol asked if Jill can send the Trustees the data for the Action Plan on a quarterly basis so it can be tracked; Jill shall. Carol moved to accept the report as written, Larissa seconded, and it was so voted.

YOUTH SERVICES REPORT(S): The Youth Services report for January was reviewed. Carol asked Melissa whether she visited two different schools or not; Melissa had two classes at once. Stephanie asked about Teen Anime Club and age ranges. Melissa informed us that most of the attendees are 11 and older, but Miss Kiki might be willing to allow 10 year olds, if they are interested. Carol moved to accept the report as written, Larissa seconded, and it was so voted.

REFERENCE LIBRARIAN'S REPORT(S): The Reference Librarian's report for January was reviewed. Carol mentioned the agreed-upon capping of Passport applications. Stephanie let us know that, rather than capping the applications at a certain number, each staff person who manages the applications has limited the number of applications they process to one per day. There is steady attendance at the Movie Matinees. Stephanie moved to accept the Reference Librarian's report as written, Carol seconded, and it was so voted.

FINANCIAL REPORT(S): Kathy has adjusted the format of the library's monthly financial reports to more closely match the town's operating budget reports, for easier cross-referencing. The town has not issued the end of January report yet; by the next meeting, Kathy will be able to provide all of the reports where they will all match.

The library had a Capital line that had expired; the funds were returned to the town. There is another line that will expire in June; these funds were earmarked for refinishing the countertops at the circulation desk. Kathy believes the allotted amount will not cover the work and doesn't want to rush work just to spend the funds. She may expend the funds on other, related projects, and will meet with Bill to make sure any other projects will meet the parameters of the funding line.

Kathy would like to earmark available funds from the Passport line to cover extra staff who work on Saturdays, specifically to process Passport applications. This would be approximately \$8,500 per year out of the Passport line. The Town Manager is proposing a small increase in our book (materials) line. Kathy suggested that the library receive a 5% budget increase. This covers half of the SAILS network membership. The other half has, historically, been paid from state grant funding.

The programming budget has been under negotiation with the town. Melissa and Stephanie outlined exactly what programs would make up the expended funds that were requested, and the funding request was approved. Carol made a motion to accept the December Financial Report as printed, Stephanie seconded, and it was so voted.

NEW BUSINESS: *Conflict of Interest Training* – Carol and Jill are due for completing the Conflict of Interest training this year.

Treasurer Board Position – Jill made a motion to establish the position of Treasurer, which would entail checking financial reports for accuracy, obtaining and rectifying year-end Trust fund reports, etc. Larissa seconded and it was so voted. Carol moved to nominate Stephanie as Treasurer, Jill seconded and it was so voted.

Search Committee Update – A candidate came in for a second interview, which entailed shadowing the staff and familiarizing themself with the library. The candidate had some great questions for the staff, and based on staff feedback, the Search Committee has decided to invite the candidate to interview before the full Board. The interview will take place on Wednesday, March 1, 2023 at 7:00 P.M., in the Meeting Room. Bill Chenard will be invited to observe.

FY24 Action Plan – The Action Plan has been submitted to MBLC and has been accepted. The new Director will have to hit the ground running on the Action Plan.

Budget Planning FY24 – The proposed budget includes a 2% increase for staff.

Senior no fine status changes for network — We have always had no fines for seniors. We designate that in their record, which carries across to all libraries. The network has always felt that this is not the proper way to do this, and have worked out a way to change the way that is done. The library can either make a change on our end that continues the no fine policy for seniors at our library only, or we can have seniors delegated the same way as other patrons, because at this point we are a no fine library, overall. Carol suggested seniors have the same designation as all other patrons, with no difference between the types of no fine status. Carol made a motion for the above, Stephanie seconded and it was so voted.

Presentation of policies to be updated –

Request for Reconsideration of Library Materials Policy – This policy was updated and approved last month, but MBLC has suggested that the library limit the ability to bring forward requests to town residents. Kathy has updated the policy and presented it to the Trustees. Carol suggested the address of any requestors be verified. Carol made a motion to approve the updated policy, Stephanie seconded and it was so voted.

Policy for Lending to Decertified Libraries – This policy was updated to fit the formatting of our other policies and reflect the current guidelines of the Pembroke Public Library. Carol moved to approve the updated policy, Jill seconded and it was so voted.

Discussion regarding formatting for updating Fundraising Policy – Kathy would like some guidance from the Board regarding this policy and how detailed we should make it. Melissa suggested we add an option for outside organizations and sources to fundraise to benefit the library. Sean pointed out that we would not want organizations fundraising on library grounds and also that we would have to be very clear that any fundraising efforts were vetted. Carol suggested we have two different fundraising policies, so any outside fundraising sources can present fundraising ideas to the Board for approval. This policy/both policies will be discussed at the March meeting.

The next Trustee meeting is scheduled for Wednesday, March 15, 2023 at 7:00 P.M. Stephanie moved to adjourn, Larissa seconded; the meeting was adjourned at 8:53 P.M.

Respectfully submitted, Jillian Taylor, Secretary

PEMBROKE PUBLIC LIBRARY BOARD OF TRUSTEES

Meeting Minutes for March 1, 2023

ATTENDING: Kathy Benvie (Interim Director), Bill Chenard (Town Manager), Stephanie Ciciotti, Janet Coleman (Librarian), Judy McConarty (Search Committee), Larissa Curley, Sean Fitzpatrick (Chair), Mary Beth Courtright, Donna Frano (Friends), Stephanie McBain (Reference Librarian), Melissa McCleary (Youth Services Librarian), Jill Taylor, and Carol Watches.

Sean Fitzpatrick, Chair, called the meeting to order at 7:00 P.M.

INTERVIEW OF CANDIDATE FOR LIBRARY DIRECTOR, DEBRA CLIFTON:

Mr. Fitzpatrick introduced candidate for Library Director, Ms. Debra Clifton: she that the Trustees, and noted preliminary observations including strong communication amongst the staff, and the building is beautiful and well-maintained. M. Taylor asked what drove her to pursue library sciences, and M. Clifton advised that she was initially exposed to work study in library science in college after having been active-duty military and pursued her Master's degree thereafter. Ms. Courtright noted her lack of longevity at various positions on her resume, and M. Clifton expounded on personal challenges faced in the past that no longer have affect. Additionally, her family is local, and this role has come along at the right time. Ms. Curley inquired about fluctuations in roles of varying trajectory between posts and Ms. Clifton explained that some changes were financially motivated and in another she was recruited by a former colleague to an available position and rose quickly to another leadership role. Ms. Ciciotti asked about her familiarity with various technology platforms and products, and Ms. Clifton shared hardware, software and web-based experiences. Ms. Taylor asked about municipal and town meeting experience, particularly as relates to articles and capital initiatives, with Ms. Clifton sharing experience of working closely with Holbrook's finance committee to present budgets and procure requested funding. Mr. Fitzpatrick asked follow up questions about budgeting process and long range planning as well as state certification requirements. Discussion ensued on budgeting skills, Microsoft product utilization, programming and labor management. Ms. Courtright explored staffing experiences, and discussion ensued on scheduling opportunities and strategies. Mr. Fitzpatrick asked about Ms. Clifton's facilities management experiences in her prior roles and advised that the Library is over twenty years old and requires attention. Ms. Clifton cited specific examples of work in Hingham and Seekonk. Ms. Curley asked about employee review experience and best practices processes; Ms. Clifton stated that she informally meets with employees every six months. Ms. Ciciotti inquired into past experiences with various Trustees and asked for the candidates input on strengths and weaknesses among them. Ms. Clifton stated that an effective Board would be one with a willingness to remain open minded and review various options and possibilities depending upon the subject matter. Ms. Courtright referenced the nationwide discussion about a possible imbalance of materials at schools and libraries in regards to liberal/conservative values and asked how Ms. Clifton would ensure an equal balance of information. Ms. Clifton advised that libraries must do their due diligence in collection development and thoroughly vet material to achieve a balanced collection. Discussion ensued on Ms. Clifton's leadership style, with her identifying a collaborative and supportive environment to promote everyone's success. Ms. Courtright asked for a specific collaborative

experience that the candidate has had with one or more managers or departments in a library setting. Ms. Clifton detailed her experiences collaborating with four libraries who joined together for a Grant (Greenbush line), pulling together a team of four while overseeing the Hingham portion of the collaboration for over a year. Ms. Taylor asked her opinion on vital services that the town could provide to youth populations. Ms. Clifton stressed that a welcoming space with hands on things to do is important. Additionally, dedicated computer space where they know they won't be disconnected if they need to do homework that will take longer than an hour.

Mr. Fitzpatrick opened the floor to the candidates questions. Ms. Clifton asked what the Trustees priorities are for the upcoming fiscal year. Ms. Taylor responded that aligning staff job descriptions and pay scales are a priority; Ms. Courtright advised that laying out priorities in the Action Plan and ensuring that the action plan is followed are a priority as well. Ms. Curley stated that outreach to the community is important to promote library offerings is vital. Ms. Benvie stated that the library's long range plan is due shortly and requires completion. Ms. Clifton asked that the Trustees expectations are in year one and forward. Mr. Chenard stated that the Library Director needs to represent the Trustees and share their concerns and initiatives, as well as attend Department Head meetings. Ms. Frano stated that the Friends of the Pembroke Public Library would like a Director who is active with them and acknowledges the hard work the Friends are doing for the library. Mr. Chenard advised that the library is currently Pembroke's newest building and there are infrastructure needs throughout the town, so the Director must be patient in our capital planning over the next ten years as there is a lot of work that needs to be done and then we need to maintain everything appropriately."

Ms. Clifton and Ms. Frano exited the meeting at 8:06 P.M.

Mr. Fitzpatrick requested feedback from the Trustees and staff regarding the candidate and responses provided to the interview questions and follow up. Consensus was provided on the candidates personable demeanor; discussion ensued on concerns regarding time in service as a Director. A caution was raised that responses provided to statistics and budget questions were general in nature and could indicate lack of experience. Ms. Benvie asked the Trustees what their action plan would be for a candidate without a high level of experience. Mr. Fitzpatrick stated that the references provided were favorable, with respondents stating that they would work for her or hire her again without reservation, and the Hingham Library Director stated that said she recruited Ms. Clifton specifically because she wanted Ms. Clifton on her team as they had worked together previously. Mr. Chenard questioned Ms. Clifton's responses of 'having answered questions in previous interviews' but not repeating the responses when asked. Ms. Ciciotti remarked favorably on the research Ms. Clifton did on Pembroke prior to the interview. Ms. McConarty stated that the interview Ms. Clifton had with the Search Committee was better, and it is the Committee's belief that she is a strong applicant that Pembroke would be lucky to have. Ms. McConarty concluded by stating that Ms. Clifton possesses the attitude, intelligence, and experience to succeed, and she will establish relationships with town departments. Mr. Chenard stated that the new hire contract has been amended to incorporate an appropriate probationary period and advised that there was a salary survey done just over a year ago that show Pembroke in the upper two thirds for salary for comparable libraries. Mr. Fitzpatrick posited that Ms. Clifton seemed more collected in previous interviews do perhaps this format was more daunting with a larger group of people in the interview tonight. Ms. McConarty stated that the Director's role is a "big picture" position that needs to be able to set goals and follow

through with them. She also referenced Ms. Clifton's experience with ARIS, and stated that she has confidence that she has enough experience to perform the job. She's in the SAILS network, she knows workflows and OCLN. Ms. McConarty stated that she has a lot of contacts throughout the library field and can rely on collaboration in a network with a lot of networks here.

Ms. Taylor stated that she will forward the minutes to Ms. Watches by tomorrow so she can review them before the Trustees meet again. She concluded by stating that she believes Ms. Clifton capable of performing the role. Mr. Chenard asked if their were one-to-one interviews performed; Mr. Fitzpatrick stated that Zoom interviews with remaining members will be set up prior to the next meeting. Mr. Fitzpatrick announced that the next Trustee meeting is scheduled for Wednesday, March 15, 2023 at 7:00 P.M. At 8:53 pm, Ms. Taylor moved to adjourn; Ms. Ciciotti seconded the motion. The vote was unanimously in favor.

Youth Services Report to the Trustees: February 2023

Submitted 3/8/23 by Melissa McCleary

Program	# of Programs	Youth Attendance	Adult Attendance			
Storytime (ages 2 – 5)	7	165	119			
STEM Playgroup with South Shore Family Network (ages 3 – 5)	3	58	41			
Baby Lapsit (ages 0 – 2)	3	37	35			
Music Makers with Ms. Bethany (ages 0-4)	1	53	37			
LEGO Club	1	10	9			
Puppy Dog Tales	1	7	2			
After-School Storytime: Paper Hugs (ages 4-8)	1	2	2			
Scavenger Hunt: Counting Chocolate Hearts	1 (passive)	275	n/a			
Teen Anime Club: Avatar TLAB (ages 11 – 15)	1	3	n/a			
Take & Make: Heart Hedgehogs (ages 12 – 18)	1 (passive)	60	n/a			
AGE GROUP TOTALS						
Pre-K Program (ages 0-5) Total	14	304	232			
Kids Program (ages 6-11) Total	4	294	13			
Teen Program (ages 12-18) Total	2	63	n/a			
General Audience (all ages) Total	n/a	n/a	n/a			
TOTALS	20	661	245			
Number of Volunteers		2 adults + 6 teens = 8 volunteers				
Volunteer Hours	2 adult hrs +	2 adult hrs + 18 teen hrs = 20 hours				

February Program Highlights:

--As predicted, the Teen Take-and-Make "Heart Hedgehogs" were particularly popular so our 12 extra kits came in very handy.

Other:

- --Continued to serve on the Director Search Committee.
- --Ordered Brag Tags for our 2023 Summer Reading Challenge.
- --Feature displays for February: Black History (JE); Love, Hugs, and Friends (JE); Mysteries (J FIC); Survivors (YA FIC); Rom-Coms (DVD).

Reference Requests (Reference Desk only):

Total requests:	22
General information:	1
Technology:	9
Item requests:	6
Readers' Advisory:	1
Passports:	5
In person:	15
Phone:	3
Email:	3
Website forms:	1

In-depth Reference help included:

- Using Libby on a Kindle web browser to download books to the device.
- Using the scanner and saving documents to a computer.

Adult Events:

Total: 13 events with 131 attendees, including:

- Monday, February 6th: Movie Matinee, *Tàr* (Attendance: 16)
- Tuesday, February 7th: Book Club, *This Time Tomorrow* (Attendance: 11)
- Monday, February 13th: Movie Matinee, *Till* (Attendance: 7)
- Monday, February 27th: Movie Matinee, *The Woman King* (Attendance: 8)
- Tuesday, February 28th: Genealogy Night (Attendance: 7)
- Wednesdays February 1st, 8th, 15th, and 22nd: Yoga (4 events, total attendance: 50)
- Tuesdays February 7th, 14th, 21st, and 28th: Knitting (4 events, total attendance: 32)

Projects included:

- Accepting passport applications and monitoring the passport appointment schedule and transmittal forms. Agents processed 126 applications this month.
- Ordering Adult books, AV materials, and eBooks and audiobooks for our library collection, as well as eBooks and audiobooks for the SAILS network OverDrive collection.
- Planning all Adult events; creating flyers and publicity blurbs; updating the website and EventKeeper; and publicizing on social media.
- Compiling and publishing the monthly Pembroke Public Library newsletter, and checking the daily Library Aware-generated genre newsletters to make sure all books listed are available in the SAILS network.
- Leading the Book Club meeting and getting books for club members, and leading and finding resources for the genealogy group meeting.
- Answering submissions from the "ask a question" form on the website and creating recommended reading lists for Adult Readers' Advisory forms.
- Maintaining the Adult Book Club and New Nonfiction displays.
- Working on weeding the Nonfiction collection.
- Working with the Council on Aging for the Words on Wheels program, which currently has 3 participants, and ordering the COA Book Club books.
- Coordinating Meeting Room scheduling for both meetings and exhibits.
- Assuming some responsibilities of the Assistant Director including daily and weekly financial records.

Director's Monthly Report February 2023 Pembroke Public Library

Circulation	Feb2020	Feb 2021	Feb 2022	Jan 2023	Feb 2023
Adults	5734	2397	4062	4140	4115
YA	394	143	273	304	291
Children	3978	1700	3145	3630	4012
TOTAL:	10106	4240	7490	8074	8418
Overdrive total / (OA total):	1936	1980	1861	2193 / (684)	2017 / (573)
Hoopla total:	153	262	293	371	314
Kanopy total:			82	46	58
NY Times total:			5	18	9
Online Resource Usage	941	367	578	1059	1271
Museum Pass Usage	74	12	36	41	60
Overdrive patrons registration	30	14	22	27	30
Patrons registered for new cards	79	25	40	83	75
Mobile holds/renewals	313	662	400	666	439
Non-resident borrowing	1974	888	1687	1688	1723
Items loaned to other libraries	1882	2454	2076	2134	2205
Item borrowed from other libraries	2762	2023	1401	1366	1271
Commonwealth Catalog loaned	30	17	3	12	13
Commonwealth Catalog borrowed	29+3	18+2	34	23+4	27+4
Passport Applications	97	40	94	109	126
Visitor Count	8408	284	4225	6987	6534

Collections	Feb 2020	Feb 2021	Feb 2022	Jan 2023	Feb 2023
Items added	521	349	315	507	448
Items discarded	1736	259	2187	261	1775
Items marked Missing	21	30	28	16	16

Events	Feb 2020	Feb 2021	Feb 2022	Jan 2023	Feb 2023
Adult programs	13	4	17	18	13
Adult attendees	152	37	100	185	131
Youth events	27	5	11	22	20
Youth attendees	793	312	276	901	661

A fuller Youth Services and Reference Librarian report is attached.

Computer Use	Feb 2020	Feb 2021	Feb 2022	Jan 2023	Feb 2023
Internet	637	10	218	340	330
Juvenile	256	0	142	215	265
Total	893	10	360	555	595

The Meeting room was used 35 times and the Trustees room was used 16 times in February.

Director's Notes:

Met with the Friends, they had several new attendees at the meeting. Library is visibly getting busier, calls as well. It is magazine discard time – that's why discard number is so high. We have posted an ad for an Aide, we have been covering for several Aides who have left for full time positions elsewhere and it is becoming difficult to continue, especially with our busier season approaching. I am continuing to work on the revised monthly financial report and have revised the recording-keeping system for the Petty cash account. Met with the Town Manager to discuss several building maintenance issues and also budget lines that were of concern, came up with a satisfactory plan of action.

Director's Monthly Report January 2023 Pembroke Public Library

Circulation	Jan 2020	Jan 2021	Jan 2022	Dec 2022	Jan 2023
Adults	5787	2503	4434	3739	4140
YA	343	161	363	226	304
Children	3967	1583	2931	2825	3630
TOTAL:	10097	4247	7728	6790	8074
OverDrive total / (OA total):	1848	2204	2158	1837	2193 / (684)
Hoopla total:	157	247	327	297	371
Kanopy total:			72	92	46
NY Times total:			10	21	18
Online resources Usage	889	1001	1175	745	1059
Museum Passes	50	3	20	41	41
Overdrive patron registration	26	15	24	22	27
Patrons registered for new cards	66	29	71	42	83
Mobile holds/renewals	405	773	499	285	666
Non-resident borrowing	2080	843	1727	1417	1688
Items loaned to other libraries	2808	183	2454	2014	2134
Item borrowed from other libraries	1899	105	1407	1175	1366
ComCat loaned	21	14	17	4	12
ComCat borrowed	36+1	13+1	32	23+6	23+4
Passport applications	74	41	104	117	109
Visitor Count	8020	0	5392	5883	6987

Collections	Jan 2020	Jan 2021	Jan 2022	Dec 2022	Jan 2023
Items added	482	427	589	487	507
Items discarded	275	223	1070	445	261
Items marked Missing	27	17	34	6	16

Events	Jan 2020	Jan 2021	Jan 2022	Dec 2022	Jan 2023
Adult programs	15	4	17	12	18
Adult attendees	183	34	103	88	185
Youth events	31	5	12	14	22
Youth attendees	848	165	280	433	901

Computer Use	Jan 2020	Jan 2021	Jan 2022	Dec 2022	Jan 2023
Internet	700	0	194	262	340
Juvenile	182	0	101	180	215
Total	882	0	295	442	555

The meeting room was used 33 times and the Trustees Room was used 17 times in January.

Staff and other news:

The monthly reports will now show the OverDrive Advantage (PPL purchased items) circulation for the month within parenthesis after the total OverDrive circulation statistics. The FY 2024 Action Plan was submitted to and accepted by the MBLC.