

BURLINGTON PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
REMOTE TRUSTEES MEETING

September 8, 2022

MINUTES

- MEMBERS PRESENT:** Hiral Gandhi, Rob Neufeld, Kevin Sheehan, Ram Voruganti, Adam Woodbury
- MEMBERS ABSENT:** Janice Cohen
- OTHERS PRESENT:** Mike Wick – Library Director; Alison Varrell – Recording Clerk
- CALL TO ORDER:** The meeting was called to order at 7:02pm.
- REVIEW OF MINUTES:** The Minutes from July 28, 2022 were reviewed. Discussion followed.
- Janice Cohen joined the meeting at 7:03pm.
- MOTION:** Motion to accept the July 28, 2022 Minutes as amended: Kevin Sheehan
Second: Adam Woodbury
- Voting recorded by roll call.
- Kevin Sheehan: yes
Ram Voruganti: yes
Adam Woodbury: yes
Janice Cohen: yes
Hiral Gandhi: yes
Rob Neufeld: yes
- Motion carried: 6-0-0
- CITIZEN'S TIME:** None
- TRUSTEE REPORTS:** Adam reported that the Friends have a new candidate for Treasurer. Amy Warfield is not be able to hold that role due to the Commonwealth's conflict of interest laws. October 9 will be collection day for the next Book Sale. The Friends are looking at Zoom virtual meetings vs. in-person meetings and talking to Marnie about it. They would like to get some attendance data for both. The next Friends meeting will be Wednesday, October 12. Janice added that the Friends are adding boxes to the storage room. She reported that the climate presentation had good attendance and that the book sale made \$290. The Friends talked about possible upcoming programs.
- POLICY REVIEW:** None
- Mike explained that there were no policies to be reviewed this month but that a request had been received by Nicole Monk for library cards to be

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granted to youth patrons under 14 years of age. Mike stated that currently the Library's policy is to issue library cards for ages 14 and older. Mike

spoke with the Town Council about it and will be talking to the head of Circulation about the possibility of editing the current policy. He explained that photo identification and proof of residency would still be required but there would be other ways of confirming residency (other than post office mailings) that could be used. Discussion followed. Mike added that, currently, middle schoolers are being issued student identification cards; school ID cards could become a verification possibility for the future. Rob asked if any amendments to the policy could be sent to the Trustees ahead of time so that they could preview them before the next meeting. Mike replied that he could do that. Adam asked, as devil's advocate, about youth library card holders having access to non-youth materials (movies, etc.). Mike stated that Town Council said that it was okay, but made it clear that the Library cannot impinge on parental rights to keep their children from "age-related" restrictions. Discussion followed.

DIRECTOR'S REPORT:

The latest warrants were reported to the Trustees. The Board is aware that warrants #6/23, #7/23, #8/23, #9/23, #10/23, and #11/23 were processed from August 2, 2022 – September 12, 2022 for standard Library business. Warrants #6/23 and #9/23 were processed for Occupancy from August 2, 2022 – September 12, 2022.

The wrap for the Holds Hub has been finalized and the Library is waiting on production and installation. Mike added that the Holds Hub is about 6-8 weeks out to production. Mike shared his screen virtually to show the Trustees the design. Discussion followed. Mike is happy with the results. The staff has been trained on the Holds Hub, but there is a technical issue with the tablet, which should be resolved this week. Mike anticipates beginning Hub service in the next week or two. Discussion followed. Adam asked for a color swatch to check the color scheme for the Hub. Discussion followed.

The parking lot construction is nearly finished with the only element remaining to be done being the parking lot line-striping. Mike stated that he will work with the Garden Club to fill in some of the spots around the lot that are more obviously 'bare.' He added that the construction company handling the parking lot project has been great to work with.

The A/V Fogelberg upgrade is targeted to begin the week of September 19. Unfortunately, supply chain issues have continued to impact the project, with several key components still outstanding. Mike stated that the

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Crestron panels are the biggest issue right now. The vendor anticipates that they may not be ready until the winter of 2023. Mike doesn't feel that the delay is worth opting out of the agreement with the vendor due to the

Library's current place in the queue as well as steadily increasing costs. Discussion followed. Facilities has prepped the space and the contractor will be installing the components they have, allowing for some enhanced functionality for the room prior to winter. A completion date cannot be provided at this time. Discussion followed. Mike explained that as of right now there is no overhead projector or robotic camera, but the area will have its new drop-down screen.

Mike is waiting on Facilities to schedule the painting of the second floor.

The Annual Report Information Survey (ARIS) was submitted to the MBLC on August 18, 2022. He submitted the report prior to the ransomware attack that took out the Baker and Taylor service (used to collect information from individual libraries), so there were no issues for the Library related to that. Mike added that the State Aid report is due October 18, 2022. The MVLC has received a grant for a cybersecurity audit. Auditors will be talking to each library in the MVLC about their "behaviors" and security. The meeting will be about 2 hours with a follow-up 1-hour meeting to discuss the results. Mike has asked Dan McDonough if he will also attend the cyber audit meeting. Discussion followed. Rob asked if Mike could get a written summary of the results for him to review. Adam asked Mike to ask about auditing the Library's backups and recovery. Discussion followed. Mike stated that he will send out the ARIS report to the Trustees as soon as possible. Discussion followed.

Mike stated that the Library's next 5-year Strategic Plan is due to be submitted to the MBLC by October 1, 2023. He would like to once again retain the services of Barbara Alevras from Sage Consulting Services, who consulted on our current Strategic Plan. Mike has obtained a proposal for services and requested that the Trustees consider allocating \$5,000 from LIGMEG funds in support of it. Discussion followed. Mike directed the Board to the proposal handout. Discussion followed. Mike explained that currently Barbara only does virtual consulting due to health concerns. Discussion followed. Mike explained that he sees the Strategic Plan as a way to check back in with the community to see what changes they would like for the Library. He reported that ARIS numbers are down, especially with children's programming. Adult programming and online programming are up and doing quite well since the Library has expanded its offerings. Materials are also up, but circulation and foot traffic are

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down. Discussion followed. Mike added that an interesting change is occurring in regards to the Library; the Strategic Plan is happening at a good time in order to address those changes. The Children's room is super busy when there is programming taking place and the play area is well used. Mike stated that Barbara is very skilled at getting the information that we need. Discussion followed. Adam thanked Mike for being on top of this with more than a year to go for planning. Rob asked if Mike could get a price on possibly adding extra meetings with Barbara for more in-depth understanding as data is collected. Mike said he would ask. Discussion followed.

MOTION:

Motion to allocate \$5,000 from LIGMEG for Strategic Plan consulting services by Sage Consulting: Ram Voruganti
Second: Hiral Gandhi

Voting recorded by roll call.

Kevin Sheehan: yes
Ram Voruganti: yes
Adam Woodbury: yes
Janice Cohen: yes
Hiral Gandhi: yes
Rob Neufeld: yes

Motion carried: 6-0-0

Mike reported that Nicole Monk, Young Adult Librarian, resigned from her position on August 20, 2022. The position was posted and filled internally by Jenna Cantino, Assistant to the Children's Librarian, who begins her new position on September 19, 2022. Two positions for Assistant to the Children's Librarian were posted and one individual was hired: Cynthia Parker, who begins September 12, 2022. The second position has been reposted and Mike will be interviewing candidates next week. He explained that due to illnesses and vacancies, the Children's department has been running on about 1 ½ staff members for a while. Katie MacMillan resigned from her position as Library Aide in the Circulation Department on August 27, 2022 and Kylie Baker also announced her resignation from the position of Library Aide in the Circulation Department effective September 17, 2022. The two positions have been posted and Cara Enos is currently reviewing applications. Laura Richards was hired as Library Page on August 8, 2022. Discussion followed. Mike explained that hiring has become more difficult recently. He explained that offers need to be made quickly to potential hires in order to get them in. He added that the winning reason why the BPL can

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keep hiring is a) the salary that can be offered; b) it is a great place to work; c) it is a Town position. Discussion followed.

The Library received a \$500 donation from Stonebridge at Burlington, an assisted living community where the Library performs monthly outreach services. Mike added that the Library has been visiting three assisted living locations for giving book talks, issuing library cards and providing home delivery/outreach. The Director of Sales at Stonebridge asked how her facility could support the Library; Marnie suggested a monetary gift. Discussion followed. Mike stated that he would love to see more hybrid programming from the Library at assisted living locations. He stated that since there are no shuttle buses, it would be a great step forward in building community.

MOTION:

Motion to accept a donation to the Library in the amount of \$500: Adam Woodbury

Second: Kevin Sheehan

Voting recorded by roll call.

Kevin Sheehan: yes

Ram Voruganti: yes

Adam Woodbury: yes

Janice Cohen: yes

Hiral Gandhi: yes

Rob Neufeld: yes

Motion carried: 6-0-0

NEW BUSINESS:

None

OLD BUSINESS:

None

MOTION:

Motion to adjourn: Ram Voruganti

Second: Rob Neufeld

Janice asked about the date for the next Trustees Meeting. The Board's next meeting will be Thursday, October 13 and will be held in-person, barring unforeseen circumstances.

Voting recorded by roll call.

Kevin Sheehan yes

Ram Voruganti yes

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Adam Woodbury	yes
Janice Cohen	yes
Hiral Gandhi	yes
Rob Neufeld	yes

Motion carried: 6-0-0

ADJOURNMENT:

The meeting was adjourned at 8:00pm.