

**TOWN OF PROVINCETOWN
Public Library**

**Board of Library Trustees
Minutes of Public Meeting November 19, 2013**

Provincetown Public Library

Members Present: EveLyn Kratz, Anne Packard, Donna Vaillancourt, Louise Venden

Members Absent: Mick Rudd (excused)

Others Present: Cheryl Napsha (Library Director) and Ellen C. Battaglini (Recording Secretary)

Call to Order: The meeting was called to order by Ms. Kratz at 6:03 pm.

1. **Public Statements:** None.
2. **Agenda Order:** No changes.
3. **Approval of Minutes:**

Ms. Packard made a motion to approve the September 17, 2013 minutes. Ms. Venden seconded the motion, which was approved, 4-0-0.

4. Motion to Transfer Funds for secretarial services used by the Board (minutes):Ms. Kratz explained that Town Treasurer Linda O'Brien prepared a motion for the Board to approve which will allow the transfer of a certain amount of money out of the Library Gift Fund to cover the expense of paying the Secretary until the end of the fiscal year. Currently the fee for her secretarial services must be vouchered monthly and subsequently approved by the Board of Selectmen. In order to facilitate the process going forward, a lump sum can be transferred to a separate account. The motion will allow the Town Treasurer to transfer money from the Library Gift Fund without bringing each request to the BOS. The Library Gift Fund has a balance of \$12,455.00. A similar motion will have to be made at the end of fiscal year 2014.

Ms. Venden moved that the Board of Selectmen vote, as Commissioners of the Library Gift Fund (#1107), pursuant to M.G.L. c. 44, §53A, to approve the use of funds in the Library Gift Fund to pay for the secretarial services used at each of the Library Board of Trustees meetings for the taking and completion of the minutes at each meeting throughout fiscal year 2014. Ms. Packard seconded the motion, which was approved, 4-0-0.

5. Director's Report:

Ms. Napsha provided the Board with an oral report.

The Library received a five-star national ranking in **Library Journal** and was ranked fifth in the nation for libraries in its budget range. The Board asked about the criteria used to

rank libraries around the country. Ms. Napsha explained that the ranking was outcomes-based and included statistics on programs, circulation and visitors. She explained that the information was derived from state aid reports submitted by public libraries nationally.

Four books were launched by the Provincetown Public Press on November 1st. Last Thursday there was a book launch and all authors had the opportunity to read from their work for approximately five minutes. The event was well-attended.

The library currently uses a print and time management system for public computers. People can schedule what time they want to use a computer and there is a 30-minute time limit for computer use. If no people are waiting to use a computer, that time may be extended repeatedly. Printing must be pre-paid before the job is released. The Friends of the Library spent \$5500 to upgrade the printer's software and hardware. It will print in color and black & white, fax, scan and save to USBs. The copier by the circulation desk will be removed. The Library is paying to have a color printer installed. The Friends of the Library will get the proceeds from the machine. The money for the printer is coming out of state funds that have accumulated. The cost is approximately \$350.

The carpets were just cleaned on Veteran's Day. Ms. Napsha said that when she prepared the Capital Improvement Plans for the town, which are done on a five-year basis, she used Mark Almeda's analysis given to the Library after the renovation. Dan Hoort conveyed her requests to the Department of Public Works, which incorporated them into their budget. Ms. Napsha put in a request for carpet replacement. Per Mr. Hoort's request, she also changed the painting schedule to reflect the fact that it would take place every 5 years instead of every 7 years and that there was a benefactor who was paying the difference in cost. She has submitted the FY2015 budget to Mr. Hoort and Town Manager Sharon Lynn. Meetings to discuss the budget will occur in December. Ms. Kratz asked to see a copy of the budget that was submitted and suggested that a Board member be present at the budget discussions with the Board of Selectmen and the Finance Committee, the latter of which will happen in February. Ms. Napsha will send copies of the budget to Board members. The Board requested a copy of last fiscal year's budget and meeting dates for the BOS and Fin Com.

The Library has purchased new electronic digital items, including Zinio, which is a downloadable magazine service, and Indieflix, which enables the downloading of independent movies. A separate subscription has been set up with Overdrive, a distributor of ebooks and audiobooks. The Library is already a member through CLAMS, but some publishers will sell only to independent libraries, so the Library has set up its own account. What the Library purchases through Overdrive, unlike its inventory of books, will only be available to the Library's cardholders. The same arrangement applies to Zinio and Indieflix, with only Provincetown cardholders having access.

The Library is hosting an advanced video conferencing program for librarians of CLAMS libraries this Thursday.

The light in the belfry works, as does the bell.

All staff attended a sexual harassment program sponsored by the Town.

The Library is winding down its programming for the winter. There will still be movie nights, tech help and afterschool comic book club for students. In addition there are monthly evening events at the school.

6. Policy list review:

The Board reviewed Library policies, some of which need updating. The first policy discussed was protecting users' rights to privacy and confidentiality, which came about as a result of the Patriot Act. The current policy was a joint collaboration of the American Library Association and the American Civil Liberties Union. According to Ms. Napsha, the staff is not allowed to give out information about any library patron to anyone who asks for it. They are required to go to the Director. Law enforcement is required to obtain a subpoena in order to get information. When patrons return a book that was checked out, the information is not maintained in the library's system. Ms. Kratz just wanted the Board to be aware of the policy. The policies will be put up on the Board's page on the Town website under Regulations & Documents. Currently only the Special Event policy is there. The other place to access policies is on the library website. This is in an effort by the Board to be more transparent. Ms. Kratz thought that the privacy policy did not need to be revised.

The library card registration and fee policy was changed, however the date of that change still needs to be confirmed. The new policy is that everyone gets a library card for free.

The unattended children policy is boilerplate.

The internet access and safety policy needs some revision. Ms. Napsha explained that the policy states that the Library does not filter computers, but in reality computers are filtered. She explained the filtering process. Ms. Kratz proposed that this policy be worked on and brought back to the next meeting.

The Special Event policy is finished except for the subject of fees for weddings taking place during Library hours. The Board discussed the topic and if Gift Fund monies can be used to pay for fundraising costs. The Board would like information about what funds are available for expenses. Ms. Napsha will look into it. The Board discussed the issue of fundraising in general and whether the end of the year is the ideal time to send out appeal letters given the potential for donor fatigue. Ms. Venden will look into it.

Ms. Kratz asked if more annual events/shows should be held in addition to an annual appeal letter. The Board discussed ideas. Ms. Kratz and Ms. Vaillancourt will get together to work on some ideas and Ms. Kratz will put together some information about what has been done and what was learned. She would like to put together some kind of

event for early June, but without a lot of costs in terms of money and labor. Ms. Vaillancourt asked about how costs associated with a fundraising event are paid. Ms. Kratz suggested that a Board member talk with David Gardner or Dan Hoort about that question.

7. Charter committee request:

The Town Charter Committee is in the process of revising the Town Charter and had solicited input from all Town boards as to whether and what changes should be made. The Board discussed M.G.L. c. 78, §11, which explains the powers and duties of Library Boards of Trustees, and if the Town is fulfilling its responsibility pursuant to the Town Charter, which refers to this state law. Ms. Kratz suggested that the whole section be cited in the Charter to underscore its meaning. She suggested that the Board obtain financial reports related to the Library from the Finance Department. Ms. Kratz and Ms. Napsha will set up a meeting in January with Connie Boulos, the new Town Treasurer to discuss the issue.

Ms. Venden made a motion to request that the Charter Committee insert the language of M.G.L. c. 78, §11 into the Charter. Ms. Vaillancourt seconded the motion, which was approved, 4-0-0.

Ms. Venden made a motion to request that the Chair of the Board and the Executive Director meet with the Town Finance Department in order to request monthly financial statements of the Library's accounts and that monthly requests for funds to pay the mortgage be sent to the Chair and the Financial Officer of the Board and approved by the Board. Ms. Vaillancourt seconded the motion, which was approved, 4-0-0.

Ms. Kratz mentioned that Ms. Napsha had found a provision in Massachusetts law that required that Board memberships should be divisible by 3. Ms. Kratz suggested that Ms. Napsha find out if a waiver can be granted and if so, if one has been filed for the Board.

8. Set up Long Range Planning Committee:

Ms. Kratz suggested that the Board set up a focus group comprised of staff, Board members and community members to get some ideas about fundraisers. It was a process that was started last January with Christie Hardwick. Ms. Venden said that she and Ms. Kratz have spoken to Wellfleet about their long range planning process. Wellfleet had a facilitator and sent out a survey to engage the community more in the Library and to give them opportunities to address what they think should happen. Ms. Venden said that it was good for public relations and the Board should consider implementing a similar process in Town. The Board discussed the idea of forming a focus group and what the composition of the group would look like. The Board discussed if it can be determined how many people in Town own Library cards. Ms. Napsha will look into what kind of statistics can be gotten from the CLAMS system. Ms. Venden suggested contacting the person who did the Wellfleet facilitation and get some advice about a focus group. She volunteered to call. Ms. Napsha stated that in her opinion the problem with the Library developing long range plans was that things

happen and technology changes so quickly. She said that she had developed a general plan that was more philosophical in nature and did not have specific goals and objectives. Another issue was that it wouldn't take effect until FY2016. Ms. Vaillancourt said that a long range plan would help guide the Board in developing strategies to move forward with its activities notwithstanding changes in technology. Ms. Venden added that it would be part of a public relations effort and it would contribute to fundraising because people would know more about what is going on. Ms. Kratz said that it is important to include more people to engage in and have a stake in what happens at the Library and to see it as a community resource. Ms. Packard suggested trying to get more young people involved in the Library. As the Library's donor base is comprised primarily of older individuals, the future of the Library is uncertain. Are there enough donors to keep the Library viable in the next fifty years? Ms. Venden said that the Board should pay attention to those kinds of questions. She said the Board should make every effort to help the Library become more visible and engage the community in the Library. Ms. Kratz said one of the ways to do that is to hold events that draw people into the Library.

9. Annual Appeal strategy:

Ms. Kratz said that the annual appeal letter is going out on Friday. Ms. Kratz said that in previous years only people who had donated received an appeal letter however, she and Ms. Napsha have been trying to freshen up the mailing list. They have whittled it down to 801 people. She added that it is also important to consider which people receive invitations to events.

10. Next meeting January 21, 2014

Motion to Adjourn: Ms. Vaillancourt made a motion to adjourn the meeting at 7:30, which was approved 4-0-0.

Respectfully submitted,

Ellen C. Battaglini