

**Trustees of the Southwick Public Library**  
**Meeting Minutes**  
**May 11, 2022**  
**Hybrid- In Person & Remote**

The regular meeting of the Southwick Public Library Board of Trustees was called to order at 7:04pm.

**Roll Call:** Michael McMahon, Maria Gallo, Tracy Meczywor, Tammy Ciak-Bissaillon, Jennifer Belden, Lynn Blair.

**Public Comments:** No public comments.

**Acceptance of Minutes:** The April 2022 minutes are up for approval. Lynn noted a change in the called to order time from April. Tracy makes a motion to accept the minutes with the amendment, Tammy seconds. All approve.

**Director's Report:** Lynn presents the April 2022 statistics- 4,965 circulations, 29 new cards- a successful month.

**Old Business:**

*LSTA Grant Update:* Lynn reports she is still working on the LSTA grant- funds need to be spent by the end of September. Lynn has two adult events planned for June- Resume & Cover Letter Writing and a program on tools for managing your website. Tammy approves of the Zoom format. Lynn states the Zoom format is helpful for busy patrons.

*Telephone System Update:* Lynn had received prices for the telephone system update, but the quotes did not come in on time to submit them with the next FY budget. Lynn feels that this is something that should be funded by the town as opposed to using state aid. Lynn suggests factoring into the FY budget for next round- Maria agrees.

**New Business:**

*Survey Results:* Lynn had sent the group the survey results- overall a positive response. Patrons are looking for more open hours, more hours on Saturdays, and more programs. Lynn reports we may not have the staffing to add more programs to the number we already do, but suggested trying to increase the variety. There was a very positive response for the children's room. Patrons have requested a UFO program, Lynn has scheduled someone to speak on UFOs in August. Lynn also noted the number of requests for daytime adult programs- Lynn has built some daytime programs into the summer schedule to test popularity. Mike states the data was very good- good response for the children's room. Lynn adds that the staff is doing the most we can with what we have- patrons are asking for more storytimes and programs, but with our current staff, it will be difficult to add more. Jenn adds the page that asks about how people got information about programs- the most responses were in Facebook and the Library Links newsletter. Jenn asks which Facebook pages broadcast the information and who is in charge of

putting the information out. Lynn responds that we will work on our communication- Lynn runs the Facebook page for the library but also shares to the Southwick community Facebook pages. Lynn puts the Links in the Town Hall and senior center. A patron asked if the library could send it home with the Messenger, the COA newsletter. Lynn is going to inquire if we can do a one-time mailing with the Messenger. Lynn adds that we have the library email lists- we have added many to the children's ones, but we should advertise more. Tammy has an idea for a daytime program for kids/teens teaching patrons about musical instruments. Lynn will look around for a presenter. Tracy suggests the high school music teacher. Lynn has seen programs like a musical instrument "petting zoo" to test out instruments- maybe we can try to do something similar. Lynn states that she's been looking for more musical programs- we had the Celtic singer a few months ago and it was popular. Lynn asks in previous years if we've published the survey results. Mike adds the data has been used for strategic plans.

*(Interrupting New Business for Communications which had been skipped)*

**Communications:** Lynn met with Lt. Bannish to discuss our emergency policies. He took a copy and will return with suggestions. Charlie Dunlap with SEMA also dropped off a copy of the town emergency policies- they are not structured for the library, but Lynn will review for any additions. Lynn will check in with Lt. Bannish in a few weeks to see if there are suggestions/changes.

We are welcoming our new staff member Ellen Acconcio who will be starting on May 16.

The library is finishing up preparing for opening day for summer reading on June 25 from 10-12:30. Ed the Wizard will be doing a "centerpiece" show at 11am. The pony will return this year along with food and games. Tammy asks the theme- it is "Read Beyond the Beaten Path."

Lynn posted the summer page position earlier today. The closing day will be May 31, hopefully starting the new hire at the end of June.

Lynn has also been trying to get the strategic plan going for next year. Lynn's goal is to have it done April/May of 2023. Lynn asks if we've had a consultant in previous years. Mike replies there had been someone that came for one of the meetings before.

CWMars had an upgrade over the Patriots' Day weekend. Lynn adds that a new change in the CWMars app, it allows patrons to save their library cards onto their phones. Other libraries are accepting this new feature. A couple of staff expressed concerns on whether or not we will accept. Since most other libraries are doing this, we will accept this format as well. Jenn asks when the app can be downloaded- Lynn says it is available now. Lynn will explore more features of the app.

*(Returning to New Business)*

*Children's Room Mural:* Lynn had shared the sample murals. Tammy likes it. Jenn adds that it looks mildly Biblical. Tracy makes a suggestion to include a ram to represent the school mascot. The mural had been discussed months ago. We had someone interested in doing it but they had to back out. Molly, the Coordinator of Children's Services, found Chelsea Granger whose samples Lynn shared. The cost is \$2000 for labor and supplies with an early fall date for the project. Maria adds that Chelsea is local and grew up here. Mike asks how the mural is being funded. Lynn adds we occasionally get donations for the children's room, or we can use state aid or the Friends. Jenn asks if the samples were done for the space already. Lynn adds the first example is of a mural she did in Northampton. Chelsea had designed the rest for our space. The trustees had voted to do a mural months ago, no need to vote on a particular design. Lynn will share drafts.

#### *Policy Review:*

- **Study/Meeting Spaces:** They are not open yet. Lynn needs to get a different base put on them- waiting on Maintenance to put the new bases on. Lynn asks about the signing on the paperwork- minors can't sign the paperwork. Mike asks if we really need it. Lynn replies perhaps not- we'd want to have the reservation written down, but it doesn't need to be signed. Jenn suggests it might be worthwhile to have paperwork. When Lynn designed the paperwork, there was a form people to sign to reserve. Maria suggests having a parent sign the first time they reserve. Tracy adds that may keep a teenager from using it. Jenn adds that when a library card is created, kids have to have a parent sign for them- is there a way we can send something out to everyone? Lynn replies that might be a large scale mailing, Mike adds an administrative burden to staff. Lynn suggests just having a form to reserve, nothing to sign. Tracy suggests showing them the rules, Lynn adds the rules can be posted- start with a request form. Jenn adds if there's a place there's signing up and have wording that by signing up, you're responsible, etc. Tracy asks what we do for computers for minors. Lynn adds that adults use the public computers in the main room, kids use the ones in the children's room- they just need a library card or school idea. The rules for internet use are posted by the computers.
- **Use of the Library by Minors:** Lynn states that as of late, there have been more kids waiting for rides. Staff have to wait, sometimes as long as half an hour after closing. Lynn wrote the policy when Chief Bishop was in charge, Lynn wanted to contact the new Chief, Chief Landis about the policy. Landis suggested adding that if no staff are able to wait at closing, library staff can notify the police. Maria asks to clarify "notify"- Lynn adds that an officer would come wait with the child. Most of the time, staff can wait, but there may be times we cannot. Mike adds another issue is that if staff are required to stay, are they on the clock? Lynn says yes, with overtime if they work over a certain amount of hours per day. Jenn asks the age of the children waiting. Lynn estimates 10-11, but unsure. Lynn did remove another line regarding children' having a beeper number- it's no longer relevant. Tracy makes a motion to accept the new policy. Maria seconds. All approve.
- **Adult and Juvenile Materials Selection Policies:** Lynn sends around copies of these two policies. There have been many challenges on books and library materials. The Adult

policy is from 2003. Lynn will spend some time going through similar policies to make sure Southwick's is strong. Despite being 20 years old, the policies are comprehensive but Lynn will spend some time looking into updating. Lynn sent the policies to the board to see if there was feedback on any processes or procedures. Lynn will review over the next month or two. Jenn suggests reviewing the gifting part of the policy.

- Minimum Staffing Policy: Lynn created this policy during covid- we'd need two staff members to open, both positioned in the main area of the library. We don't have the staffing to make sure our children's area is covered at all times. An incident in the children's room made us consider this for review. Lynn suggests potentially requiring three to open- two in the main area, one in children's. Mike adds that we've survived for a long time without having it in writing so we don't need to include in the policy that the children's room can't be covered at all times. Maria suggests potentially getting rid of it. Lynn says on the other hand if we need three people to open the building, there's a great chance we will have to close at some point due to short staffing. Jenn suggests posting a sign on the children's room door saying that the room isn't always staff and to use the room at your own risk. Lynn asked other libraries in a similar population size. Some say 2-3 staff is required, but some are multiple floors so it doesn't work with Southwick's building scheme. Lynn suggests continuing on with the original policy with only two people, knowing that at times the children's room won't be covered. Lynn also suggests the middle ground: keeping our policy with two people saying we can operate with two people, but only for two hours at a time. Tracy agrees with this. Jenn says to post a sign and have staff do a walkthrough often. Tracy makes a motion, Maria seconds. All approve.

Maria makes a motion to adjourn, Tracy seconds. All approve. The meeting is adjourned at 8:05pm.