



Town of Reading Meeting Posting with Agenda

Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2024-03-11

Time: 7:00 PM

Building: Reading Public Library

Location: Community Room

Address: 64 Middlesex Avenue

Agenda:

Purpose: General Business

Meeting Called By: Patrick Egan, Chair

Notices and agendas are to be posted 48 hours in advance of the meetings excluding Saturdays, Sundays and Legal Holidays. Please keep in mind the Town Clerk's hours of operation and make necessary arrangements to be sure your posting is made in an adequate amount of time. A listing of topics that the chair reasonably anticipates will be discussed at the meeting must be on the agenda.

All Meeting Postings must be submitted in typed format; handwritten notices will not be accepted.

Topics of Discussion:

This meeting will be held in-person in the Conference Room at the Reading Public Library and remotely on Zoom. It will also be available streamed live through RCTV

Join Zoom Meeting

<https://us02web.zoom.us/j/86117297460>

Meeting ID: 861 1729 7460

One tap mobile

+13017158592,,86117297460# US (Washington DC)

+13052241968,,86117297460# US

Dial by your location

+1 646 876 9923 US (New York)

Meeting ID: 861 1729 7460

Find your local number: <https://us02web.zoom.us/j/86117297460>

The Trustees also accept public comments through email: rpitrustee@noblenet.org



Town of Reading Meeting Posting with Agenda

- I. Call to Order
- II. Public Comment
- III. Welcome
- IV. Spring Programming Update
- V. DEI Assessment Update
- VI. VOTE: Borrowing Policy/Fines and Fees Policy Combined
- VII. REVIEW: Internet Use Policy
- VIII. REVIEW: Safe Child Policy
- IX. Discussion of Trustee Liaisons
- X. Strategic Plan Update
- XI. Financial Report
- XII. Director's Report
- XIII. Approval of February 12, 2024, Meeting Minutes
- XIV. Future Agenda Items

BORROWING, FINES, AND FEES POLICY

Purpose

This policy outlines the borrowing privileges and related fines and fees for use of Reading Public Library materials and services.

Borrowing Privileges

The Reading Public Library provides lending services to all public library cardholders whose accounts are in good standing, meaning they have no outstanding bills for long-overdue, lost, or damaged items. Items classified as non-circulating can only be used within the library during open hours.

To protect our collections, the library reserves the right to refuse service to anyone who abuses borrowed items or is repeatedly late in returning borrowed items.

Checkout Limits

Most library materials have no borrowing limits. However, to allow everyone to have access to items in certain collections we limit:

- Video Games: 2 per patron.
- Adult Library of Things: 2 per patron.
- Children's Library of Things: 2 per patron.

Notices and Fines

All notices, communications, bills and account blocks are generated through the Evergreen system and are in accordance with the NOBLE "Standard Overdue and Billing Policy." Additionally, the Evergreen system will automatically send electronic renewal notices and return reminders to Reading cardholders as needed.

The only Reading Public Library issued fine is the replacement cost for lost items. Reading patrons are also responsible for the replacement cost for lost materials or damaged items from any library but are not held responsible for other overdue fines incurred at other libraries.

Patron accounts are blocked forty-two (42) days after the due date and the item will be assumed lost. The account will remain blocked until the patron returns the item or pays the replacement cost.

INTERNET ACCESS POLICY

PURPOSE

~~Library Provides Public Access to the Internet~~

The Reading Public Library recognizes the importance of electronic information sources to assist library users in finding the information they need. The Library provides resources in a wide variety of formats to meet the educational, informational, cultural, and recreational needs of its diverse community. The Library offers full access to the Internet and does not actively monitor Internet use. ~~Current information about the Internet and instruction on the use of the Internet is available through services and programs offered by the Public Services Division.~~

~~The Library Provides Wireless Internet Access~~

Patrons using Library computer or -wireless access must comply with this Internet Access Policy.

1. The wireless access is unsecured, and the patron is responsible for their own antivirus, security, and privacy protection.

—The Library does not encrypt any data sent or received through our Internet services. Patrons are advised to exercise caution in divulging personal information through direct electronic communications, as doing so can compromise personal safety and privacy.

~~Control of Information Available on the Internet~~

—The Reading Public Library cannot guarantee the accuracy, authority, or timeliness of the information available on the Internet and cannot be held responsible for its content. Users should carefully evaluate the information they find when using this resource.

~~Internet Access for Minors~~

2. The responsibility for what minors read or view on the Internet rests with a parent or caregiver. ~~Library staff is available to assist patrons in selecting or suggesting the best mix of information resources to meet their needs.~~

~~Responsible Use of the Internet~~

~~Computers are shared resources. Patrons should limit their time on library computers while others are waiting.~~

3. Materials obtained or copied from the Internet may be subject to copyright laws and licensing agreements. It is the responsibility of the user to respect these

governing rules and be responsible for the payment of fees for any fee-based service.

4. Unfiltered access to the Internet is compatible with the Library's endorsement of the American Library Association's (ALA) Bill of Rights, ALA's Access to Electronic Information Services and Networks, and the policies, goals, and objectives of this public Library. The staff reserve the right to end an Internet session at any time if it is creating a disturbance, as some content may be considered improper in time, place, and manner.
5. Accessing material that meets the legal definition of obscenity is prohibited and may constitute the illegal distribution of pornography to minors. ~~Minors shall not access material "harmful to minors." Blatantly offensive visual or text-based materials constitute potential sources of sexual harassment to other patrons and library staff and are not tolerated.~~
6. Patrons may not use Internet access through the Reading Public Library for illegal purposes or to transmit threatening, obscene, or harassing materials.
7. The Library reserves to right to contact the Reading Police Department regarding violation of these rules.

Those who violate these rules risk having their library privileges restricted or revoked.

Adopted: September 15, 1997

Amended: July 7, 2020

Amended: April 11, 2022

Ammended April 8, 2024

INTERNET ACCESS POLICY

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Amended: July 7, 2020

Amended: April 11, 2022

Amended: April 8, 2024

SAFE CHILD POLICY

For purposes of this policy the following definitions will be used:

Unattended Children

- Under 9-10 years old and unaccompanied by a parent, guardian, or other caregiver;
- Under 109 years old and on a different floor of the Library from a parent, guardian, or other caregiver.
- Under 910 years old and being "supervised" by someone under 14 years old.

Caregiver

- Any individual, at least 14 years of age who is responsible for a child.

Introduction Purpose

~~The Trustees and staff of t~~The Reading Public Library strives to create a warm, inviting, and fun, and safe environment for children. The Library offers programs and services that encourage frequent visits by children, families, and caregivers to help develop a love of books, reading, and learning. ~~However, library staff cannot provide child care or assume responsibility for children's safety.~~ Parents, ~~teachers~~ and caregivers, are solely responsible for the behavior and safety of children visiting the library. ~~Staff cannot be placed in the position of supervising unattended children.~~

Safe Child Policy

The following rules have been established regarding unattended children because we care about the safety of all our patrons:

1. Staff do not provide childcare and are not responsible for the supervision or safety of unattended children.
- 1.2. Children under the age of 9-10 must be accompanied and adequately supervised by a parent or caregiver who is at least fourteen years of age while in the Library.
- 2.3. Children ages 9-10 and to 11 should may not be left unattended for longer than two hours at a time.
4. In the event of an emergency or unexpected closing, Children ages 9-10 and above should have a means of contacting a parent or caregiver to be used in the event of an emergency. the telephone number of their parent, caregiver, or other designated adult available in the event of an emergency or unexpected closing.
- 3.—

- ~~4.5. _____ Parents or caregivers are responsible for picking up children must be picked up by the time before the Library closes. ~~Both children and adults need to be aware of library hours.~~~~
- ~~6. Library staff reserves the right to contact the Reading Police Department to assist with safety issues involving all minors when a parent or caregiver is not available.~~
- ~~5. Should it be determined that a child under age 14 has been left at the Library at closing time, every attempt will be made to contact the child's parents or caregiver. The Reading Police will be called if no one can be reached.~~
- ~~6. Staff members will remain after hours with an unattended child until the parent, caregiver or police arrive. The Reading Police plan to go to the child's home first and leave a message indicating that the officer will be picking the child up at the Library and will bring them to the Police Station.~~
- ~~7. Staff members must fill out an incident report form and leave it for the director when the Police are called.~~
- 8.7. _____ Library staff members will not transport children from the Library to any other location.
- 9.8. _____ Those who violate the rules stated above risk having their Library privileges restricted or revoked.

Appropriate Use of Youth Spaces

The Children's Room and any other designated children's space are reserved for use by children 0-12. The Teen Room and any other designated teen space are reserved for youth aged 12-18 or in grades 6-12. Parents, caregivers, teachers, and adults are permitted in these spaces when accompanying a youth or actively using or searching the collections.

This applies to Children and Teen programs and events which are an extension of these youth spaces, ~~and thus this policy applies.~~ Adults without a child or teen will not be allowed to attend youth events, without permission from the Reading Public Library staff.

The Children's restroom is for the exclusive use of children and their caregivers.

Approved: June 2003
Revised: September 2019
Revised: March 2022
Revised April 2024

SAFE CHILD POLICY

For purposes of this policy the following definitions will be used:

Unattended Children

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- Under 10 years old and on a different floor of the Library from a parent, guardian, or other caregiver.
- Under 10 years old and being "supervised" by someone under 14 years old.

Caregiver

- Any individual, at least 14 years of age who is responsible for a child.

Purpose

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2. Children under the age of 10 must be accompanied and adequately supervised by a parent or caregiver who is at least fourteen years of age while in the Library.
3. Children ages 10 and 11 may not be left unattended for longer than two hours at a time.
4. In the event of an emergency or unexpected closing, children ages 10 and above should have a means of contacting a parent or caregiver to be used in the event of an emergency.
5. Children must be picked up before the Library closes.
6. Library staff reserves the right to contact the Reading Police Department to assist with safety issues involving all minors when a parent or caregiver is not available.
7. Library staff members will not transport children from the Library to any other location.

8. Those who violate the rules stated above risk having their Library privileges restricted or revoked.

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This applies to Children and Teen programs and events which are an extension of these youth spaces. Adults without a child or teen will not be allowed to attend youth events, without permission from the Reading Public Library staff.

The Children's restroom is for the exclusive use of children and their caregivers.

Approved: June 2003
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Revised: March 2022
Revised: April 2024

SUMMARY	Original \$\$	Rev/Adj	Expended	Encumbered	Balance	% Used
Municipal Salaries	\$ 1,698,150	\$ -	\$ 1,061,486	\$ -	\$ 636,664	63%
Municipal Expenses	\$ 143,200	\$ -	\$ 107,464	\$ 2,875	\$ 32,861	77%
Municipal Materials	\$ 273,675	\$ -	\$ 156,409	\$ -	\$ 117,266	57%
Fines & Fees	\$ 12,791	\$ 6,297	\$ 1,907	\$ -	\$ 17,181	N/A
State Aid	\$ 88,662	\$ 29,587	\$ 56,581	\$ -	\$ 61,669	N/A
Gifts	\$ 329,119	\$ 3,701	\$ 33,662	\$ 48,156	\$ 251,002	N/A
Trusts	\$ 48,663	\$ 106,275	\$ -	\$ -	\$ 154,938	N/A
TOTALS	\$ 2,594,260	\$ 145,861	\$ 1,417,509	\$ 51,030	\$ 1,271,581	

Municipal Appropriation	Original \$\$	Rev/Adj	Expended	Encumbered	Balance	% Used
Salaries - Library Administration	\$446,950		\$ 284,030	\$ -	\$ 162,920	63.55%
Salaries - Leave Buyback*	\$0		\$ 2,656	\$ -	\$ (2,656)	
Salaries - Collection Services	\$536,300		\$ 349,467	\$ -	\$ 186,833	65.16%
Salaries - Public Services	\$714,900		\$ 425,332	\$ -	\$ 289,568	59.50%
Expenses - General						
Library Maint Contract Supp	\$22,000		\$ 22,673	\$ -	\$ (673)	103.06%
Professional Development	\$14,000		\$ 12,598	\$ -	\$ 1,402	89.99%
Library Programs	\$4,000		\$ 2,364	\$ -	\$ 1,636	59.10%
Software/ Licenses	\$69,200		\$ 58,156	\$ 2,875	\$ 8,170	88.19%
Library Supplies	\$8,500		\$ 4,516	\$ -	\$ 3,984	53.12%
Office Supplies	\$4,500		\$ 1,769	\$ -	\$ 2,731	39.32%
Technology	\$11,000		\$ 5,389	\$ -	\$ 5,611	48.99%
Equipment	\$10,000		\$ -	\$ -	\$ 10,000	0.00%
Materials	\$273,675		\$ 156,409	\$ -	\$ 117,266	57.15%
Books			\$ 67,619	\$ -		
Audio			\$ 3,569	\$ -		
Video			\$ 2,006	\$ -		
Periodicals			\$ 2,300	\$ -		
Electronic Resources			\$ 28,794	\$ -		
Databases			\$ 14,150	\$ -		
Other Materials			\$ 7,404	\$ -		
Overdrive (eBooks / eAudiobooks)			\$ 30,568	\$ -		
TOTALS	\$ 2,115,025	\$ -	\$ 1,396,547	\$ 2,875	\$ 786,790	66.17%

Fines and Fees	Original \$\$	Rev/Adj	Expended	Encumbered	Balance
Revenue	\$ 12,791	6,297	\$ -	\$ -	\$ 19,088
Materials			\$ -	\$ -	\$ -
Supplies			\$ 1,907	\$ -	\$ (1,907)
TOTALS	\$ 12,791	\$ 6,297	\$ 1,907	\$ -	\$ 17,181

State Aid	Original \$\$	Rev/Adj	Expended	Encumbered	Balance
Revenue	\$88,662	\$ 29,077	\$ -	\$ -	\$117,739
Expenses					
Office Supplies		\$158	\$158		\$0
Professional Development				\$ -	\$0
Materials			\$ 1,074	\$ -	(\$1,074)
Library Other			\$40,460	\$ -	(\$40,460)
Library Equipment		\$352	\$14,889		(\$14,537)
TOTALS	\$88,662	\$29,587	\$56,581	\$0	\$61,669

Gifts & Donations	Original \$\$	Adj/Income	Expended	Encumbered	Balance
<i>Revenue</i>	\$44,770	\$ 2,742	\$ -	\$ -	\$ 47,512
Professional Development		\$ -	\$ -	\$ -	\$ -
Recreational		\$ -	\$ 1,240	\$ -	\$ (1,240)
Programs & Services Adults	\$29,522	\$ -	\$ -	\$ -	\$ 29,522
Programs & Services Teens	\$24,265	\$ -	\$ -	\$ -	\$ 24,265
Programs & Services OESJ	\$2,050	\$ -	\$ 450	\$ -	\$ 1,600
Programs & Services Childrens	\$88,755	\$ 500	\$ 14,400	\$ 48,156	\$ 26,699
Programs & Services- Local History	\$500	\$ -	\$ -	\$ -	\$ 500
Studio	\$30,298	\$ -	\$ -	\$ -	\$ 30,298
RPL Foundation	\$74,356	\$ -	\$ 11,922	\$ -	\$ 62,434
Other Gifts (Combined)	\$7,759	\$ -	\$ 5,650	\$ -	\$ 2,109
Materials	\$26,844	\$ 459	\$ -	\$ -	\$ 27,303
TOTALS	\$ 329,119	\$ 3,701	\$ 33,662	\$ 48,156	\$ 251,002

Trusts	Non-Expend	Avail/Int	Expended	Encumbered	Balance
Appleton / Mansfield	\$ 11,000	\$ 6,405	\$ -	\$ -	\$ 17,405
Edward Appleton	\$ 5,000	\$ 42,337	\$ -	\$ -	\$ 47,337
R/M Babcock	\$ 3,598	\$ 2,772	\$ -	\$ -	\$ 6,370
Stephen Foster	\$ 12,000	\$ 8,474	\$ -	\$ -	\$ 20,474
Charles Torrey	\$ 1,000	\$ 1,117	\$ -	\$ -	\$ 2,117
Donald Tuttle	\$ 500	\$ 977	\$ -	\$ -	\$ 1,477
Elaine & George Long	\$ 5,000	\$ 37,197	\$ -	\$ -	\$ 42,197
Barbara Hewitt	\$ 8,952	\$ 5,617	\$ -	\$ -	\$ 14,569
James Rawstron	\$ 1,613	\$ 1,379	\$ -	\$ -	\$ 2,992
TOTALS	\$ 48,663	\$ 106,275			\$ 154,938

Name	Purpose
Appleton / Mansfield	"...for the purchase of books other than those listed as fiction" (NONFICTION BOOKS)
Edward Appleton	"Purchase of books, paintings, engravings, works of art or other suitable useful furnishings
R/M Babcock	"Books on literary subjects and self-government" (BOOKS)
Stephen Foster	"Books ... to be inscribed 'Stephen Foster Fund'" (BOOKS)
Charles Torrey	"Books on non-fictional subjects" (NONFICTION BOOKS)
Donald Tuttle	"Books"
Elane & George Long	"Books or Equipment"
Barbara Hewitt	"Books"
James Rawstron	"Books on tape& furniture to house books on tape" (AUDIOBOOKS)

March 11, 2024 Board of Library Trustees Meeting

VIII. FINANCIAL REPORT

a) **FY25 Update:** The FY25 budget presentation to the Finance Committee (FINCOM) will be on Wednesday, March 13. A Board of Library Trustees meeting has been posted in case a quorum is in attendance. The meeting can be joined in person or via Zoom.

b) February Gifts:

DONOR	AMOUNT	PURPOSE
Various Cash Donations	\$45	General
Total	\$45.00	

IX. DIRECTOR'S REPORT

a) February Snapshot

*The exterior pickup lockers are waiting for repairs

**RPL was closed on February 13.

Usage	February 2024	January 2024	February 2023
Circulation	29,507	28,918	27,070
Locker Use	N/A	N/A	28
Meeting Rooms Rentals	24	26	25
Museum Passes	174	129	128
New Library Cards	111	109	76
Overdrive	5,284	5,613	3,899
Programs	73	67	43
Reference Questions	1,869	1,842	1,999
Visitors	14,917**	15,199	13,105
Volunteer Hours	10	13	12.5

b) Services, Programs, and Collections

- i) **Program Highlight: Crochet (or Knit) for Climate Awareness!** RPL is facilitating a community project in March and April to share a powerful message about our oceans. Community members will help us create our coral reef using fiber arts focusing on vulnerable marine life. Sessions include instruction and supplies; this project is for crafters of all skill levels.

The final product is a community exhibit of finished pieces displayed from May through October.

- ii) **Town Manager:** Matt Kraunelis has been appointed as the new Town Manager. Matt has been in Reading for over eight years, previously serving as the Director of Administrative Services. He has over 25 years of experience in law and government. Congratulations, Matt!
- iii) **Elections:** Local Elections were March 5. We have a new Trustee, Andrew Gregory. Andrew Grimes was re-elected for another term.
- iv) **Dementia-Friendly Collection:** We have moved the Dementia Friendly items to the Health Nook. We are setting up more Dementia-Friendly Training this spring. RPL strives to have 100% front-facing staff trained as a Dementia Friend.
- v) **Community Outreach and Engagement:** We are planning our spring and summer outreach and engagement. RPL uses the Book Bike and tabled events (e.g., Friends and Family Day) as part of our offsite outreach to target specific, un- or under-served audiences and engagement efforts to promote RPL and RPL services around the community.
- vi) **Locker Update:** Lockers are still out of commission. Thank you for your patience.
- vii) **Green Initiative:** As part of a town-wide green initiative, we will begin tracking purchases of environmental/recycled products going forward. In FY25, the planned minimum content standard is 30% post-consumer recycled materials for supplies.

c) Horizons

- i) We are close to getting online credit card payment options for meeting room rental fees.
- ii) We are looking at new storage for about 30% of our existing Library of Things Collection (LOT). This is part of a larger project looking at the development and management of the LOT. We are looking at how other libraries circulate and curate these collections.
- iii) We will use a provided template to track purchases of environmental/recycled products going forward. In FY25, the planned minimum content standard is 30% post-consumer recycled materials for supplies.
- iv) We are close to getting online credit card payment options for meeting room rental fees. Michelle is working on this with Treasurer Diane Morabito.
- v) Trustee Dates:
 - (1) April 8, General Meeting
 - (2) April 13 FY25 FINCOM Budget Presentation
 - (3) April 22, 25, 29, and May 02, Annual Town Meeting

d) Personnel

March Anniversaries

- Dina Snook (1 year)

e) Professional Development (selected)

- Basic Developmental Milestones of Early Childhood
- Best Picture Books Published in 2023 for Ages 1-6
- Co-Creating Library Services for Transformative Impact
- Community Chat: The AI Hour 2024
- Cultivating and Sustaining the Relationship-Driven Library
- Evaluating Customer Satisfaction: Building Exceptional Library Experiences
- Foundations of Early Childhood Development: It's All About Relationships
- Level Up Your Library with AI: Practical Uses for Library Staff and Patrons
- Massachusetts Library Legislative Breakfast (Wilmington)
- Misinformation and Information Behavior: Challenges for the Information Professions
- Project Outcome 101
- Sustainable Library Initiative Introduction
- Transforming Librarianship to Model Neuro-inclusion in Libraries
- What's New in Readers Advisory
- Youth Mental Health First Aid Training

Respectfully submitted,

Amy Lannon, Director (*she/her*)

March 7, 2024



Town of Reading Meeting Minutes

Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2024-02-12

Time: 7:00 PM

Building: Reading Public Library

Location: Conference Room

Address: 64 Middlesex Avenue

Session: Open Session

Purpose: General Meeting

Version: Final

Attendees: **Members - Present:**

Patrick Egan, Chair; Monette Verrier, Vice-Chair; Andrew Grimes, Secretary; Cherrie Dubois; Cappy Popp, Monique Pillow-Gnanaratnam

Members - Not Present:

Others Present:

Amy Lannon, Director; Michelle Filleul, Assistant Director; Meaghan Clemente, Administrative Assistant; Joseph McDonagh, Financial Committee Liaison to Reading Public Library; Andrew Gregory, Resident

Minutes Respectfully Submitted By: Andrew Grimes, Secretary

Topics of Discussion:

I. **Call to Order 7:00 pm.**

II. **Public Comment**

No public comments were made in person or remotely.

III. **Technology Plan Update**

Ms. Filleul summarized the Library's technology goals. The Library is future-focused and will incorporate technology needs and trends into its strategic planning.

One major project in collaboration with the Town Information Technology (IT) Department is the updating and installation of hybrid audio-visual equipment in both the Conference and Community Rooms. These improvements will allow all users to host in-person and remote events easily and independently. We have solicited three quotes from specialized audio-visual companies. Once a contract is finalized, installation of cameras, microphones, and other equipment in the Community Room will begin this spring. The installation of this hybrid technology is part of a larger project across multiple town departments and is occurring slightly earlier than initially anticipated. RPL will use supplemental gift funds for these upgrades.

The Library would like to expand the use of the Oculus Meta Quest 2 virtual reality technology for in-person programming targeted toward virtual job training. For example, libraries in Nebraska use this technology to provide dialysis training to potential workers.

Several companies in Massachusetts offer similar services. Ms. Filleul clarified that purchasing an additional Oculus device is for future job training programs in the Library studio space.

The Library recently learned that the Envisionware security gates and people counter at the main entrance will reach their end of life in September 2024. Quotes for replacement options are currently being researched and solicited.

Ms. Filleul, Ms. Clemente, and Teen Services Librarian Meghan McCabe are working to reinstate the Netguide program, featuring a partnership between high school volunteers and adults needing technology help.

The Library is the first town department to use Keeper password management software and will begin using two-factor authentication when instituted by the Town IT Department later in 2024. Mr. Egan questioned the Town's data breach protocol. Ms. Lannon plans to review cybersecurity and physical security in an executive session in April.

Library staff are staying informed about artificial intelligence (AI) and other developing technologies through conferences and other educational professional development opportunities. Upcoming programs and displays will focus on ChatGPT and facial recognition. Ms. Verrier suggested educational programming for the general public about demystifying artificial intelligence. Mr. McDonagh suggested sharing AI use cases demonstrating its capabilities and applicability. Ms. Lannon highlighted the importance of information literacy and welcomes suggestions for presenters.

The Library anticipates updating its website and moving away from WordPress and Bluehost in 2024. Options include using Civic Plus to align with the Town of Reading website and integrating a knowledge-based product like LibGuides to organize the content. LibGuides is compatible with the LibCal event software currently in use. Ms. Lannon clarified that the library calendar is available through an RSS Feed on the Town of Reading website.

Although CivicPlus offers fewer creative layout options, it would minimize future technical difficulties. Previously, the Library's website was hosted through the North of Boston Library Exchange (NOBLE) library consortia. After NOBLE stopped hosting the website, the Library selected Bluehost. Unfortunately, Bluehost assumes a high level of user coding experience and structural knowledge, which causes delays when technical difficulties arise. CivicPlus has modules specifically designed for municipalities and can handle all hosting, upgrades, and customer service more smoothly. This website transition project will be funded through the supplemental spending budget and will hopefully be completed by December 2024.

Mr. McDonagh asked about sharing Microsoft 365 licenses, and Ms. Filleul explained that each individual requires a separate license.

IV. Discussion on BOLT Committees and Liaisons

Mr. Egan noted that the Board's bylaws allow for appointing liaisons in certain relevant and applicable areas. The Board currently has liaisons serving on the Ad Hoc Library Landscape Committee and the Charter Review Committee. Areas to consider may

include budget and finance, the Friends of the Reading Public Library, the Reading Public Library Foundation, trust funds managed by the municipal Commissioners of Trust Funds board, staff development and human resources, and building. Liaisons may only be required to attend some meetings but should follow activity in their assigned area and periodically report on relevant updates to the Board. Mr. Egan asked the Board to consider areas of interest for future discussion. Liaisons can be appointed and assigned annually by the chair.

Ms. Lannon noted the importance of an extra set of eyes and ears to expand perspective on internal and external matters. For example, it may be helpful to have additional attendance at Financial Forums during the budget planning process or further assistance in reviewing and updating library policies. Ms. Lannon also appreciates Ms. Verrier's expertise in human resources and personnel matters.

V. REVIEW: Borrowing Policy/Fines and Fees Policy Combined

Although the Board recently reviewed the Borrowing Policy, the Collection Services Department has drafted a combined Borrowing and Fines and Fees policy ahead of its anticipated target date next year. This revision removes loan periods, complex subtle procedures implemented in response to supply and demand, and shortens the two policies into one.

In reviewing the condensed section on notices and fines, Ms. Lannon noted that all fines and fees are deposited into a revolving municipal account. She also reminded the Board that any amount over \$15,000 goes back into the Town's general fund at the end of each fiscal year.

Ms. Dubois asked about the six-week borrowing and automatic renewal process. Ms. Lannon clarified that per the NOBLE library consortia's Standard Overdue and Billing Policy, an item is considered overdue if it has not been or cannot be renewed. NOBLE issues an overdue notice when an item is 14 days overdue, with additional bill notices and reminders of 42 days (6 weeks) overdue and six months overdue. A patron's account is automatically blocked when an item is six weeks overdue. The block can only be removed by returning the item or paying the billed replacement cost. Relevant portions of the NOBLE policy could be incorporated to make this information available to patrons and staff.

Ms. Verrier felt information on the lending periods should be readily available. Ms. Filleul explained that the Library website and welcome flyer list the borrowing periods. Due dates are also listed on printed receipts and online account information.

Ms. Lannon summarized the evolution of Express Books through advancements in the Library's integrated library system (ILS) software. These popular, non-holdable new books and DVDs were previously available for shorter checkout periods. However, RPL no longer collects late fees on these items.

Mr. Egan suggested explicitly stating that Local History and Reference materials and equipment are non-lending and that these be marked as reserved for library use only. Mr. Egan acknowledged the ebb and flow of procedures to accommodate supply and demand. Patrons can review upcoming due dates through the mobile app and their

online accounts, and many benefit from automatic automated renewals. Ms. Lannon hopes these conveniences reduce barriers and minimize stress for patrons.

VI. Tween Spot Update

Ms. Lannon and Ms. Clemente attended the Massachusetts Higher Education Consortium (MHEC) Expo event last fall to meet with various furniture vendors with custom and semi-custom options. After several meetings, WB Mason, a distributor for other furnishing companies, provided a quote with specially designed products from NorvaNivel. These products focus on the whole child, incorporating sensory, physical, intellectual, and emotional development into their designs. The most significant cost is for special wooden trees to create an archway and provide space for seating, shelving, and displays. Other furniture has multiple functions, such as seating that allows for movement and a table that can be flipped up as a whiteboard or adjusted to accommodate smaller children and wheelchair users.

The Library has signed a contract with WB Mason and hopes to receive the furniture within 12 to 16 weeks. RPL will work with the vendor to match the colors with the new mural, which has transformed the space. All furniture is expected to come in under the \$50,000 furnishings budget for the project. The mural has been completed and paid for separately.

VII. Charter Review Update

Mr. Grimes reported that the only change to the Charter related to the Board of Library Trustees was an update to gender-neutral pronouns. No changes will be made to the Board's role or authority. Ms. Lannon thanked Mr. Grimes for his representation on the Charter Review Committee.

VIII. Financial Report

Ms. Lannon reported that the Library is doing well financially and running under budget in FY24. Ms. Lannon noted that several open positions were vacant, and some new hires started at lower pay than those who previously held the position, which is expected.

Ms. Lannon clarified that some municipal expenses were frontloaded earlier in the fiscal year and that spending was on track. Head of Collection Services Jamie Penney carefully tracks materials expenditures, and staff thoughtfully select new materials for collection development. Funds have been set aside for spending in May and June in anticipation of books by well-known authors, assigned summer reading books, and Massachusetts Children's Book Award (MCBA) titles.

Ms. Verrier noted that maintenance support expenses have exceeded budgetary expectations. Ms. Lannon pointed out that this amount has been adjusted upward for FY25 and is running high for various reasons. Deep freeze licenses maintained by the IT Department are being renewed and paid for by the Library. Deep freeze limits public computer permissions to prevent malware and viruses. The maintenance contract cost for the exterior pickup lockers was not included in FY24 but will be for FY25. Repairs are currently in progress, although frustrating supply issues have delayed the arrival and installation of necessary parts.

IX. Director's Report

Ms. Lannon noted that January went by quickly but was a very productive month for library programming, visitors, and circulation. Spring programs in March, April, and May are being finalized this week and will soon be advertised.

A Pet Fest program will be held on Saturday, May 11, featuring various outdoor events and activities such as a pet parade, reptiles, miniature horses, pet rocks, pet toys, arts and crafts, and more. The Library hopes to encourage optional charitable donations of pet food and treats to the Massachusetts Society for the Prevention of Cruelty to Animals (MSPCA) throughout the program.

Motion: To approve a pet food collection benefiting the Massachusetts Society of Prevention of Cruelty to Animals (MSPCA) during the Library's Pet Fest program on May 11, 2024.

(Popp / Grimes)

Vote: Approved 6-0

Mr. Popp questioned the increase in digital materials borrowing through OverDrive. Ms. Lannon noted that OverDrive usage has increased throughout the NOBLE library consortia and that many people receive new digital devices during the holidays. Overall materials circulation was 28,918 for January.

Due to the impending snowstorm, the Library will be closed on February 13, and all scheduled events for the day have been canceled. The Coalition of Us (CATO) conversation regarding Bill Russell's experience and legacy in Reading will still take place on February 15 as planned.

Since John Davis' recent retirement, Ms. Lannon noted that Jorge Sanchez has been doing a fantastic job with morning and afternoon custodian work. Library Associate Suzy Axelson will be retiring in March. Her position has been posted, and RPL has received over 20 applications. Interviews will begin soon. Ms. Filleul is celebrating her 21st work anniversary in February.

The Library will be hosting a traveling exhibit in April and May called "Promising Future, Complex Past: Artificial Intelligence and the Legacy of Physiognomy," which explores the history of physiognomy and its influence on contemporary artificial intelligence and computer science technologies.

X. Approval of January 8, 2024, Meeting Minutes

Motion: To approve the minutes of the January 8, 2024, Trustee Meeting as written.

(Popp / Dubois)

Vote: Approved 6-0

XI. Future Agenda Items

The Trustees will reflect on liaison opportunities for future discussion. The revised Borrowing, Fines, and Fees Policy will also be reconsidered. Head of Public Services Andrea Fiorillo will present a spring programming update in March and may touch upon summer reading plans. An update on the strategic planning process will also be discussed in March. Ms. Lannon will ask Mr. Pless if he would like to attend the March meeting to discuss updates on the community DEI assessment.

The Board anticipates discussing security measures in an executive session in April.

Mr. Egan reminded the Board of the importance of Open Meeting Law and ethics. Mr. Egan noted that various instructions, resources, and training opportunities are available through the Attorney General's office. Town Clerk Laura Gemme also regularly provides important informational emails.

Mr. Egan acknowledged Ms. Pillow-Gnanaratnam's final meeting and thanked her for her service and calm leadership. Ms. Pillow-Gnanaratnam thanked the Board for their gift of flowers and spoke positively of her experience and the contributions of everyone involved with the Board and the Library.

Adjournment 8:12 pm

Motion: To Adjourn at 8:12 pm

(Pillow-Gnanaratnam / Verrier)

Vote: Approved 6-0

Respectfully Submitted,

Andrew Grimes, Secretary