



Town of Reading Meeting Minutes

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Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2024-04-08

Time: 7:00 PM

Building: Reading Public Library

Location: Community Room

Address: 64 Middlesex Avenue

Session: Open Session

Purpose: General Meeting

Version: Final

Attendees: **Members - Present:**

Patrick Egan, Chair (remote); Monette Verrier, Vice-Chair; Andrew Grimes, Secretary; Cherrie Dubois; Andrew Gregory; Cappy Popp,

Members - Not Present:

Others Present:

Amy Lannon, Director; Michelle Filleul, Assistant Director;
Meaghan Clemente, Administrative Assistant;

Minutes Respectfully Submitted By: Andrew Grimes, Secretary

Topics of Discussion:

I. Call to Order 7:01 pm.

II. Public Comment

No public comments were made in person or remotely.

III. Review of Saturday, March 23, Incident

Although Mr. Egan has already issued two public statements regarding the March 23rd bomb threat hoax incident, he again thanked the entire Library team for their leadership, professionalism, dedication, heart, courage, and training when handling the stressful events of the day. Mr. Egan recognized Ms. Filleul for going above and beyond in communicating with the authorities and Town Staff and carefully clearing the building with the bomb squad. Mr. Egan commended the staff for safely reopening the building at 1:00 pm and for the commitment and care of other staff who showed up on their day off, Sunday, and the days following the incident.

Mr. Egan also praised the hard work of Director of Equity and Social Justice Albert Pless in planning the Rainbow Rally Storytime on the Town Common on April 2, 2024. The event was a direct community response to the March 23 incident, showing a clear universal message of belonging and support for the LGBTQ+ community. Despite somewhat rainy weather, there was a strong positive turnout.

Ms. Dubois shared a thank you note from the staff with the Board. Ms. Verrier echoed Mr. Egan's statement, expressing amazement at the Library staff's professional response and gratitude for the support of public safety officers. Ms. Lannon noted that the incident remains under investigation.

IV. VOTE: Internet Use Policy

Ms. Lannon reviewed minor edits to the Internet Use Policy, as discussed in detail at the March meeting. Ms. Lannon clarified that Library property includes the parking lot and areas where Library Wi-Fi is accessible.

Motion: To approve the changes to the Internet Use Policy as written.

(Popp / Gregory)

Vote: Approved 6-0

V. VOTE: Safe Child Policy

Ms. Lannon noted that after the Board's discussion in March, she had further reviewed the Safe Child Policy with Public Services Division Head Andrea Fiorillo and Senior Children's Librarian Olivia McElwain. The "safe child" phrase has been eliminated from the title, as the Library does not guarantee safety. The renamed "Rights and Responsibilities Regarding Minors" policy is a better parallel to other policies, such as the "Patron Rights and Responsibilities" behavioral policy. Ms. Lannon noted that policy language has been revised to reflect age rather than grade level consistently.

Mr. Popp and Ms. Dubois noted some minor corrections. The Board discussed eliminating "Rights" from the policy title, as responsibilities are the primary focus. The Board also agreed that a sentence in the Purpose section regarding the restriction and revocation of Library privileges should be moved to the very end of the policy.

The Board discussed issues with minors waiting for rides after the Library closed. The Board also suggested clarifying language that the Children's restroom is for the exclusive use of "those using the space," which is defined in the Appropriate Use of Youth Spaces section. Mr. Grimes suggested additional edits for stylistic consistency.

Motion: To approve the title change and amendments to the Responsibilities Regarding Minors Policy, formerly known as the Safe Child Policy.

(Dubois / Popp)

Vote: Approved 6-0

VI. Financial Report

Ms. Lannon recommended encumbering supplemental spending funding in FY24 for two major upcoming projects to be completed in FY25. This will help secure lower proposed pricing and reduced wait times.

After unsatisfactory discussions with CivicPlus, the Library is looking for a new vendor to assist with updating the Library website. Ms. Filleul has suggested Communico, which specializes in libraries, which she learned about at the recent Computers in Libraries conference in Arlington, Virginia. The website design would be more basic and limited compared to the Library's current WordPress platform and easier to manage. Communico can also host the website and provide compatible integrated mobile

application software. Communico's Attend and Reserve software allows for program registrations and meeting room reservations, similar to the current LibCal system. Bundling the website, mobile app, and scheduling software would not result in significant cost savings but would allow for ease of management and usage.

Mr. Popp asked which Communico features are being considered. Ms. Filleul said the Library is only reviewing the previously mentioned modules. She noted two other modules for future consideration and additional costs. The Library is interested in the new Library of Things module showcased at the Public Library Association conference and a broadcast digital signage module option similar to the current BrightSign. Communico products are compatible with various library software such as Evergreen and Libby.

Ms. Filleul estimated the transition would take three to six months, with a new website launching in the fall of 2024. The initial design costs \$5,000 with ongoing site hosting, support, app integration and maintenance, and related software for \$10,000 per year for three years. Ms. Lannon clarified that the domain name would remain the same and that Communico would provide more direct hosting support than the Library's current vendor, Bluehost, which assumes a certain amount of technical knowledge for plugin management and other issues.

Ms. Filleul mentioned that the Wilmington Public Library and other communities use Communico. Mr. Popp and Ms. Verrier suggested obtaining references and feedback from libraries that use specific Communico modules and have transitioned from WordPress websites to establish expectations for the project.

Ms. Lannon and Ms. Filleul have been working closely with the Information Technology (I.T.) Department to obtain quotes for hybrid technology upgrades to the Community Room and Conference Room from three vendors. The Library has selected AVI-SPL.

The current hybrid meeting setup for internal meetings is complicated and requires assistance from the I.T. Department. Outside organizations are increasingly requesting simple options for independently hosting hybrid meetings. The new system would be a plug-and-play solution that accommodates Zoom and Microsoft Teams meetings set up and conducted from a central tablet panel affixed to the wall. Cameras would be permanently mounted to the wall, and speakers and microphones would be integrated into the ceiling. Ms. Filleul noted that usable equipment from the Community Room will be repurposed in the Conference Room.

AVI-SPL installed meeting room technology during the Library's renovation project almost nine years ago, before video conferencing technology was fully developed or widely used. The I.T. Department is familiar with AVI-SPL and has worked with them on other projects at Town Hall, the police station, and the Pleasant Street Center. The proposed modular equipment can be easily updated and replaced in the future. The I.T. Department feels most comfortable with this vendor and quote. AVI-SPL is on the state bid list and will satisfy the project's prevailing wage requirements.

Ms. Verrier asked about the disposition of the existing equipment. Ms. Filleul explained that some Community Room equipment will be reused in the Conference Room, while any obsolete or broken items will be thrown away.

Ms. Lannon reviewed gifts received in March.

Mr. Popp inquired about the status of the exterior pickup lockers. Ms. Lannon noted that the lockers have been out of service since November due to repair difficulties and supply shortages in updating the hardware and software. Library staff have created a detailed timeline documenting technical problems and repairs. A credit on the annual maintenance bill is expected. The lockers are currently awaiting a replacement screen. The Library is investigating custom-manufactured options to reduce the glare on the screen while maintaining accessibility for users of different heights.

VII. Director's Report

An exhibit on loan from the National Library of Medicine is on display in the Studio. It explores the history of physiognomy and its influence on contemporary artificial intelligence and computer science technologies. Local History Librarian Jocelyn Gould has reached out to the 10 Million Names Project with 15 pages of names and historical information regarding enslaved people in the United States. Library staff are actively working with Solstice House at 59 Middlesex Avenue regarding a wish list of programs, materials, and resources and have generated some great suggestions that will benefit the community.

A successful Gun Safety discussion focusing on laws and safety generated a positive response and will be held again, perhaps even in collaboration with the schools. A new "Kids Can: Dollars and \$sense series" has been added in response to several requests for Children's financial literacy programming.

Ms. Lannon recognized Library Technician Lisa Eng's 20 years of dedicated service to the Library, which has included valuable assistance with Chinese translations for collection and with the Reading Public Health Department. Former Substitute Library Associate Lucy Lee has taken on the part-time Library Associate position in Borrower Services as of April 1. Lucy is working on their Master's of Library Science degree and a Master's of Children's Literature from Simmons University. Informational Dementia Friends training sessions for Library staff have begun, with the goal of having 100% participation from service desk staff. Planning for a 2024 Staff Development Day tentatively scheduled for an October Friday is underway. Ms. Lannon summarized various other professional development opportunities that Library staff have recently participated in.

VIII. Approval of March 11, 2024, Meeting Minutes

Ms. Lannon noted that the presentation slides from Public Services Division Head Andrea Fiorillo's spring programming update and Director of Equity and Social Justice Albert Pless' DEI Assessment Update will also be included in the minutes.

Motion: To approve the minutes from the March 11, 2024, Board of Library Trustees meeting as written.

(Popp / Dubois)
Vote: Approved 6-0

IX. Future Agenda Items

The Board will discuss reorganization and elect officers in June.

X. Executive Session

Motion: To enter executive session at 8:01 pm in accordance with G.L. c. 30A, § 21 for the purpose of discussing the deployment of security personnel or devices, or strategies with respect thereto and not to return to regular session.

(Egan / Popp)
Vote: Approved 6-0

Adjournment 8:43 pm

Motion: To Adjourn at 8:43 pm

(Grimes / Popp)

Vote: Approved 6-0

Respectfully Submitted,



Andrew Grimes, Secretary