

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — January 13, 2020

The meeting was called to order by Chair, Kathy Pellett, at 9:28AM at the Library.

Present: Kathy Pellett, Judi Copping, David Lord, Vanessa Heybyrne, Colleen Garvey, Ed Grossman, Lyza Gardner, Trustees; Sharon Tanzer, Library Director

Approve Minutes

A motion to approve the minutes of the December 9, 2019 meeting was made (David Lord/seconded Ed Grossman); approved by all present.

Treasurer's Report

Treasurer E. Grossman noted that he did not yet have the profit and loss statement for December 2019, but gave some 2019 year-end updates. He reported that the Library's wealth management account saw an 18.2% return in 2019.

Fundraising Update

Treasurer E. Grossman gave an update on 2019 fundraising totals. The estimated fundraising total for 2019 (to be confirmed once profit and loss statement is available) is \$21,624.55, which exceeds the \$18,000 fundraising goal.

IBM Matching Grants

The Library receives occasional donations from IBM employees that are eligible for a matching grant. However, the requirements for those matching donations have changed such that receiving organizations are required to use the "Your Cause" platform for receiving payments. The Library has thus far been unable to get set up with Your Cause, despite a supporting letter from Deb Aldrich (Chester Town Clerk) confirming the Library's charitable status. It may be that to be eligible for Your Cause, an organization must be a 501c3 specifically, in which case the Library will not qualify.

Bookkeeping

There are two separate bookkeeping categories for incoming monetary gifts: *fundraising* and *bookkeeping*. To clarify bookkeeping, incoming donations will be categorized as *fundraising* if the donor is on the Library's fundraising mailing list or the donation was received in the fundraising mailing reply envelope, and as *donations* if not.

Director's Report

Director Sharon Tanzer presented some Library end-of-year (2019) statistics to the Board. 139 users accessed the Heritage Quest genealogy database—access to that database will no longer be provided through Vermont State Libraries in 2020.

Director Tanzer announced her planned retirement as of April 29, 2020. The Board discussed preparing a job posting. Chair Kathy Pellett will form a search committee.

Director Tanzer also noted that the Library's outdoor lights have been repaired.

NEW BUSINESS

Gift Acceptance Policy

Prompted by a question from a patron, Director Tanzer has been doing some research about forming a gift-acceptance policy for the Library. The Board will need to draft such a policy. Director Tanzer shared a few policies from other libraries and posed some questions from a worksheet that the Board will need to consider when forming the policy. The Library does not currently have a gift-acceptance policy.

E. Grossman asked if the Board should obtain legal counsel for the policy; Director Tanzer said yes. Chair Pellett will work with E. Grossman to put together a draft of a policy that can be discussed and voted upon at the next meeting.

There being no further business, a motion to adjourn was made by Colleen Garvey; seconded by Vanessa Heybyrne; unanimously approved. The Board was adjourned at 10:48AM until the next meeting on February 10, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — February 10, 2020

The meeting was called to order by Chair, Kathy Pellett, at 9:35AM at the Library.

Present: Kathy Pellett, Judi Copping, David Lord, Vanessa Heybyrne, Colleen Garvey, Ed Grossman, Lyza Gardner

Absent: Judi Copping, Sharon Tanzer

Chair Kathy Pellett began the meeting by reporting on a power outage (February 7), which caused a security malfunction and caused the fire sprinklers to discharge briefly. Children's Librarian Carrie King responded quickly and came to the Library to assist. Chair Pellett expressed gratitude to Carrie and the Town for their help.

Approve Minutes from January 13, 2020, Meeting

A motion was made to approve the minutes of the January 13, 2020, meeting (Ed Grossman/Colleen Garvey), with the following amendments:

Under Treasurer's Report / Bookkeeping: add the text *or the donation was received in the fundraising mailing reply envelope.*

Under Director's Report: in the text about Director Sharon Tanzer announcing her retirement, replace *suggested* with *will form*.

Minutes as amended approved by all present.

Treasurer's Report

Treasurer E. Grossman has submitted a draft gift-acceptance policy to Bill Dakin (attorney) and Ron Theissen (CPA) for review—by the next meeting, we should have some feedback. E. Grossman contacted the Vermont League of Cities and Towns, but they don't have model policies for gift acceptance. Chair Kathy Pellett mentioned that the Vermont Library Association *does* have some model policies for reference.

Eligibility with the "Your Cause" platform—necessary for receiving matching grants from IBM—continues to be a problem, even though Town Clerk Deb Aldrich wrote a supporting letter. As the Library is not a 501(c)(3) organization, it is not recognized as eligible by Your

Cause. Treasurer Grossman plans to contact the treasurer of the Rutland Library, which is going through the same process. Chair Pellett suggested that Treasurer Grossman call Lara Keenan (VLA) for possible assistance.

Executive Session

A motion was made to enter executive session (David Lord/C. Garvey) for the purposes of discussing the appointment of a new Library Director. The Board entered executive session at 9:51AM.

The Board exited executive session at 10:15AM.

Library Director Position

E. Grossman made a motion (seconded Lyza Gardner) that the Library offer the position of Director of Whiting Library, with a salary of \$20/hour (\$33,280 annually at 32 hours per week), pending background approval from VCIC, to Deirdre Doran. Approved unanimously.

Director's Report

Two policies are being considered for adjustment: the computer policy and home-delivery policy. Chair Pellett suggests that they be added to the next meeting's agenda.

Green Mountain messenger service, used for home delivery, has increased their rates by \$5/week. Library Director Sharon Tanzer's office is being painted by Brian Mosher.

OLD BUSINESS

Director's Review

The Personnel Committee has delivered its annual review and letter to Director Sharon Tanzer.

Executive Session

A motion was made to enter executive session (C. Garvey/E. Grossman) for the purposes of discussing personnel-review details at 10:24AM. The Board exited executive session at 10:26AM.

Silent Auction Update

The silent auction committee was unable to meet on Friday, February 7, because of adverse weather conditions and needs to reschedule.

The committee agreed to change the date of the Silent Auction from November 7, 2020, to May 30th, 2020. This is the weekend after Memorial Day weekend.

The committee agreed to lower the amount they expected to raise from \$35,000 to \$20,000, which they felt was more in line with their goals. The committee thought having a theme for the Silent Auction was worth pursuing.

There being no further business, a motion to adjourn was made by C. Garvey; seconded by E. Grossman; unanimously approved. The Board was adjourned at 10:40AM until the next meeting on March 9, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — March 9, 2020

The meeting was called to order by Vice Chair, Judi Copping, at 9:29AM at the Library.

Present: Judi Copping, David Lord, Vanessa Heybyrne, Ed Grossman, Donna Matthews, Trustees; Sharon Tanzer, Library Director

Absent: Lyza Gardner, Colleen Garvey

Visitors: Kathy Pellett

Welcome new trustee

Trustees gave a warm welcome to new trustee, Donna Matthews. D. Matthews let us know that she is a native Vermonter, loves the library, and feels it's very important to our town. The trustees also thanked Kathy Pellett for her 3 terms of service as a Trustee and Chair.

Election of officers

- A motion to nominate Judi Copping as Chair was made by Ed Grossman, seconded by Donna Matthews. Approved by all.
- A motion to nominate David Lord as Vice Chair was made by J. Copping, seconded by E. Grossman. Approved by all.
- A motion to nominate Ed Grossman as Treasurer was made by Vanessa Heybyrne, seconded by J. Copping. Approved by all.
- A motion to nominate Lyza Gardner as Secretary was made by V. Heybyrne, seconded by J. Copping. Approved by all.

Establishment of Board committees

After discussion, it was decided to wait until April to form committees. E. Grossman asked about the lead time history for the June Fundraiser. Kathy Pellett detailed needed materials and timeline for the June Fundraiser: evaluate and order supplies mid-April; materials to printer and printed by May 10th; and mail date of around May 15th. K. Pellett offered to help transition the coordination of the fundraiser.

Trustee retreat and training

Retreat rescheduling

Previously, a Board retreat (to be led by Lara Keenan) had been scheduled. This retreat was postponed in light of Director Tanzer's announced retirement. Trustees will check with Lara Keenan about her future availability and try to coordinate a retreat when the new Library Director has started in her role. Lara Keenan may be able to customize the session to meet our specific needs.

2020 Trustees and Friends Conference

The 2020 Trustees and Friends Conference is scheduled for Friday, May 29, 2020, at the Killington Grand Resort. Trustees are encouraged to register and attend.

Note: The Board is aware of the ongoing, evolving situation caused by the novel coronavirus that causes COVID-19, and understand that it may impact all group events, including this conference, the Library's planned Silent Auction, and other community endeavors. The situation will need to be monitored on an ongoing basis.

Approve Minutes from February 10, 2020, Meeting

A motion was made to approve the draft minutes of the February 10, 2020 meeting (D.Lord/V. Heybyrne). Approved by all.

Public comments

Kathy Pellett congratulated J. Copping on chairship, and on doing a great job running the meeting.

K. Pellett presented a detailed printed report on the Silent Auction. The submitted report outlines status and needs of the Silent Auction. She defined the committee members: Kathy Pellett, Mariette Bock, Colleen Garvey, Suzy Forlie, Judi Copping and David Lord.

It was important to note that additional sponsors and donations are needed for the Silent Auction. Trustees and other volunteers are needed to work on this to help meet goals. J. Copping shared that Mariette Bock has a list of who to go to.

Donna Matthews thought that Airbnb hosts and other bed and breakfasts should be contacted for support. Kathy drafted two letters on library letterhead; one for potential sponsors and one for potential donors of items. She also passed out a sponsor list culled from previous events and asked that trustees get back to her on the names of additional sponsors.

Sharon brought up the use of on-line bidding using the Bidding for Good service. This service would alleviate some logistical problems with bidding for certain items and provide another possible format should the coronavirus prevent a gathering and we still want to hold the auction.

Treasurer's Report

Treasurer Ed Grossman reported that our Profit/Loss Statement reflects expected revenues and expenditures to date. About one-third of our Repairs and Maintenance line has been expended due to snow removal.

Our Balance Sheet includes our Wealth Management account through January 31, 2020. E. Grossman pointed out that due to the coronavirus and other factors, the decline in the financial markets has impacted our WM account. After averaging an 18% gain over the past year, Feb 1 -29, 2020 shows an Unrealized Gain/Loss of -\$5,677.88.

Director's Report

Dierdre Doran, incoming Library Director, has passed her background check, been introduced to Town officers and is ready to start on April 1, 2020.

Census Day is April 1, 2020. St. Luke's LEGO contest is scheduled to be held at Newsbank on March 14, 2020.

Director Tanzer mentioned that Serve Pro was coming to clean all the carpets for \$500, following sprinkler system discharge earlier this season. She shared the positive interaction she had showing the prospective Town Manager around the library. Both Director Tanzer and Kathy Pellett felt that this person understood the value of our library for the Town of Chester.

Kathy reminded J. Copping that she should be on the list for the alarm company. There was also a discussion about working with the Town on having keypad style locks on the entrances to the library. This would give easier access to emergency personnel.

NEW BUSINESS

Library policies

Director Tanzer presented two Policies that needed minor amendments:

Home Delivery Policy: add – “or authorized volunteer”

E. Grossman moved (seconded D. Matthews) amending the policy as stated. Approved by all for March of 2020 adoption.

Library Internet Policy: – delete –” report computer problems to Library Staff”

D. Matthews moved (seconded E. Grossman) amending the policy as stated. Approved by all for March of 2020 Adoption

Gift Acceptance Policy: The Board will revisit this policy at the April, 2020 meeting. Prior to the meeting, Sharon will look at resources that E. Grossman provided and see if the current draft should be modified. E. Grossman will bring draft to Assistant Town Manager Julie Hance for review and discussion about having the Town Attorney review the policy before adoption.

There being no further business, a motion to adjourn was made by E. Grossman; seconded by D. Lord; unanimously approved. The Board was adjourned at 10:59AM until the next meeting on April 13, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes —April 13, 2020

The meeting was called to order by Vice-Chair/Interim Chair, David Lord, at 9:31AM on the Zoom platform.

Present: David Lord, Vanessa Heybyrne, Robert Nied, Ed Grossman, Donna Matthews, Lyza Gardner, Deirdre Doran, Sharon Tanzer

Absent: Colleen Garvey

Visitors: Kathy Pellett

Welcome Robert Nied, Trustee

David Lord welcomed Robert Nied, a new trustee. He also welcomed Deirdre Doran as the new Library Director.

Approve Minutes of March 9 Meeting

A motion (Ed Grossman/Vanessa Heybyrne) was made to approve the minutes from the March 9, 2020, meeting. Approved by all (R. Nied abstaining).

Treasurer's Report

Treasurer E. Grossman had not yet obtained the Profit & Loss or Balance sheet for March, 2020. He has been reviewing the financial impact of the “hopefully one-time” pandemic event on the Library. He reminded the Board that Governor Scott has extended the stay-at-home order until at least May 15, and that 17 million people nationwide have filed for unemployment benefits. There is a lot of uncertainty. The Library may be affected in a number of ways, including patronage and financial support from donors. It is not clear whether the Library will be open again in the short term.

There are possible shortfalls for Library revenues, including fundraising, donations and grants. The size of the impact depends on the length of the ongoing closures and social-distancing measures. As for expenses, there are some line items that might be affected or adjusted, e.g. supplies (\$3500, of which \$645 has been spent); books and materials; fundraising (postage).

Regarding the Library's Investment Account, E. Grossman spoke with Remus C. Preda, Wealth Management Advisor at People's United Bank. Mr. Preda recommended leaving investments as they are for now, and not to panic. The Money Market account is stable.

The Town is also working on a Gift Acceptance policy and will share their own drafting progress with the Board.

There was some curiosity as to whether anything in the recent \$2.2 Trillion stimulus that might provide emergency help for the Library. Lyza Gardner mentioned some Vermont Humanities Emergency Relief Grants information that might be applicable and offered to forward information to the Board after the meeting.

Director/Youth Services Report

Director's/Youth Services Report: Sharon: Vermont State has issued a "plan" (strong suggestion) that everyone who is part-time should be given one week of their pay as sick leave, right away. For Deirdre, a one-time pandemic-related exception should be made to authorize her to have one week of PTO (Paid Time Off), even though she has not worked at the Library for six months.

Form Committees

- *The Personnel Committee* will hold a meeting and will plan the future of the committee, as well as discuss the topic of succession planning. The Committee will report back at the May 9 Board Meeting. R. Nied volunteered to participate on the Committee.
- *The Book Sale Committee*: There are a lot of unknowns, including whether the Book Sale would be able to proceed as usual in September. D. Lord suggests that the Book Sale planning be put on hold for the present.
- *The Fundraising Committee* will hold a meeting and will plan for the June fundraising letter and mailings. Lyza Gardner volunteered to participate on the Committee. The letter for the June drive needs to be drafted and printing coordinated.
- *Silent Auction Committee*: Kathy Pellett reported that donated items for the silent auction have been moved off-site and inventoried. The Silent Auction Committee recommends to the Board that, in light of the pandemic, the Silent Auction is canceled for the foreseeable future. The Board concurred. A donation for the auction from Springfield GMC was discussed: it's unclear exactly what was promised when the donation was solicited. Donna Matthews will draft a letter to Springfield GMC.

New Business

Library Operations: Short & Long Term

D. Lord reminded the Board that Sharon Tanzer's last day at the Library is April 29. He urged those present to consider any ideas or calls to action that might be necessary to "get us cranked up again."

The Board discussed some thoughts, ideas and concerns around the current Library closure and the ongoing COVID-19 pandemic crisis and whether a balance could be struck between adhering to the Governor's recommendations and making materials—both virtual and physical—available to patrons.

Deirdre Doran explained that the current thinking from the state libraries is that we shouldn't be offering any physical materials to the public, as it can encourage people to leave their homes. "We don't have a wonderful system for how to get materials out without having contact," said D. Doran. She suggested the promotion of digital-material use as much as possible, and seeing what the next set of recommendations are. "Most Vermont libraries are not offering physical materials at this time. A few are doing curbside pickup."

Sharon Tanzer mentioned that the Library does have some free things available out front, but that the physical orientation of the Library is not well-suited for curbside pickup.

R. Nied agreed that the Library needs to default to the Governor's requirement. E. Grossman said he was "wondering how we can promote the digital resources" more. On the Town's website? Talk to *The Telegraph*?

Donna Matthews was interested in doing something "creative with the foyer," suggesting making it a space that the public could access with some physical books available. "It would be a well-meaning act for the people of the Town." She stressed that not everyone had access to digital materials, or may have challenges with using digital materials. D. Matthews offered to create a sketch of how this could work.

Lyza Gardner suggested that whatever the Library decides to do, that it should err on the side of safety and caution, and make sure to adhere to the "spirit" of the stay-at-home order.

Old Business

Silent Auction Update

As discussed earlier in the meeting, the Silent Auction has been canceled for the foreseeable future.

Retreat

The Board decided to hold off on planning a formal retreat for the time being, with a consensus that the retreat is still a priority when it's feasible.

Public Comments

None.

There being no further business, a motion to adjourn (L. Gardner/E. Grossman) made and unanimously approved. The Board was adjourned at 10:37AM until the next meeting on May 9, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes —May 11, 2020

The meeting was called to order by Vice-Chair/Acting Chair, David Lord, at 9:32AM on the Zoom platform.

Present: David Lord, Colleen Garvey, Robert Nied, Ed Grossman, Lyza Gardner, Vanessa Heybyrne (arrived 9:40AM), Trustees; Deirdre Doran, Library Director

Absent: Donna Matthews

Visitors: Arne Jonynas

Approve Minutes of April 13, 2020 Meeting

A motion to approve the minutes of the April 13, 2020, meeting was made (Ed Grossman/Robert Nied); approved by all present.

Election of Officers: Chair & Vice Chair

The Board needs to elect a Chair to fill the vacancy left by the recent resignation of Judi Copping. David Lord, acting chair, explained that he will not accept a nomination as Chair, but would be willing to maintain his role as Vice-chair if he had the full support of the trustees.

David Lord suggested the nomination of Robert Nied as Chair.

Robert Nied expressed caution in accepting the Chair role in that he feels that he is a relative newcomer to the community and the Board, but explained that he does have a background that includes leadership roles both in the private and public sector. With the understanding that he may lack historical context, he is willing to accept the nomination of Chair with the full backing of the Board.

Robert Nied emphasized that it's important to keep a channel open with the Town, especially with Julie Hance, Town Manager, given the current fiscal uncertainty, and that we need to keep reminding the Town that "we're here and that we're important." Robert Nied said that it's important to support the Director and the Library staff, and to make sure "we have policies and procedures in place for what we're about to face."

A motion was made (Colleen Garvey/Ed Grossman) to nominate Robert Nied as Chair. Approved by all, with Robert Nied abstaining.

A motion to elect Robert Nied to Chair was made; approved by all with Robert Nied abstaining.

A motion was made (Ed Grossman/Colleen Garvey) that David Lord maintain the officer position of Vice-Chair for the Board. Approved by all present with David Lord abstaining.

Treasurer's Report

Treasurer Ed Grossman said that the Library was functioning well, financially, under the pandemic conditions. April, 2020, income was lower than April, 2019, income, but there were also about \$2000 less in expenses. However, donations and fundraising are looming variables.

The \$1000 line item for "Silent Auction" has been moved to "Donations" in light of the cancelation of the Silent Auction event. Springfield GMC's donation of \$1000 will remain—former trustee Kathy Pellett contacted the dealership and they are allowing the Library to retain the donation that had been earmarked for the Silent Auction. Ed Grossman thanked Kathy Pellett for this work.

The intent of the wealth-management account investment is long-term, intended for major projects. The pandemic has had an impact on the account. The account is currently about \$8700 less than its all-time high, but it was about \$30,000 from its high earlier in the pandemic, so it is recovering. Ed Grossman recommends leaving this investment as-is.

Robert Nied asked if Ed Grossman had been in consultation with a financial advisor to discuss the allocation of these investments. Ed Grossman said that he had met with Remus Preda of People's United Bank. Mr. Preda had also offered to attend a Board meeting at some time in the future to explain the investment strategy.

Robert Nied asked about potential funding impacts if the Town experiences a spike in delinquent tax payments. Ed Grossman deferred to Chester Select Board Chair Arne Jonynas, who was in attendance.

Arne Jonynas said the Town will be looking at everything, and that there was certainly concern over a lot of delinquent tax bills. But the Town hasn't looked at anything specific yet; it's still in an analysis stage. There are a lot of unknowns. Hopefully, the Town won't be in a position where it needs to cut essential services in the Town. It's all going to come down to tax collection in September. Until then, it's going to be hard to judge which way things will go.

Ed Grossman said that while Arne Jonynas is present, he, Ed Grossman, wanted to talk about health benefits. “Our library officials should have health benefits...how that is accomplished is what is being worked on.” There are discussions about whether or not Library staff are Town employees, which has bearing on how this funding can be effected.

Ed Grossman thanked the Select Board for entertaining the discussion and being willing to contribute funds (\$1500) to help defray the cost of health benefits in the interim. Town Manager Julie Hance is looking at creative plans for health insurance during budget-development time. At the last Select Board meeting, Board member Heather Chase volunteered to serve as a liaison between the Select Board and the Library.

Arne Jonynas talked about how the relationship between the Town and the Library had evolved in the past several years. He said it has “smoothed out a lot,” and that the Select Board’s goal is to have a better relationship with the Library’s Board of Trustees. The Library is an important part of the Town. “We definitely want to look at our relationship in terms of whether [Library staff] are Town employees or not Town employees. There were some letters from 2010 that tried to clarify the relationships.” These letters clarified some things and made other things more “grey,” he said. A discussion is planned with the Town’s attorney.

Robert Nied asked Ed Grossman if there were things that the Library can do in the interim, while there are so many unknowns.

Ed Grossman said that the VT Department of Libraries’ opinion was that Whiting Library employees were municipal/town employees and may be entitled to the same benefits as other municipal/town employees. This differs from the 2010 opinion by the town attorney. “We need to work with the Select Board, in a positive way, and see what they come up with for new options for health plans.”

Director/Youth Services Report

Library Director Deirdre Doran talked about the Library’s new curbside pickup offering and said that staff is back to work at the Library building. She mentioned state training for health and safety and a safety plan for staying healthy within the building. No members of the public are currently allowed in the building. Deirdre Doran said that she thought that this might be the process for “a while” before libraries open to the public again.

Youth Services Director Carrie King has been putting out projects for kids to take away and do. Free seeds are also on offer. Deirdre Doran said that it was “good to have [assistant librarian] Will [Wilcox] back.” Will Wilcox is handling most of the circulation and answering the phone and emails.

The Library will serve as a pick-up point for Green-up Day bags.

Robert Nied asked Deirdre Doran about a health and safety policy for when the library opens.

Deirdre Doran said that it would be ideal to have a policy in place before the library opens to the public. Would masks be required? Other safety protocols? This would be something for the Board to do some research and discussion about.

Robert Nied agreed that the Board needs to craft a policy. Ed Grossman said that there were a couple of other Library policies that were being modified and adapted, and it was agreed that he and Robert Nied could work together on those and prioritize the drafting of a health and safety policy.

Old Business

May/June Fundraising

David Lord said that he has been working on writing the annual fundraising letter. The Library needs to find a new printer, and he is evaluating a few local printers: Springfield Printers, Red House Printers and Newsbank. He will have prices soon, with the aim of having a mailing ready by the end of May. Trustees will split up the mailings and write their personal notes to accompany the fundraising letter.

Lyza Gardner mentioned that the mailing list is just about ready and she will print out the mailing lists and send them to trustees in the mail.

Ed Grossman mentioned that at some point in the future the Board might consider updating the mailing list using names from the Grand List and additional Transfer Lists. Lyza Gardner volunteered to help with data processing on this when it comes up.

Silent Auction

The silent auction has been canceled for 2020; the Board will revisit the topic of holding such an event in the future.

Colleen Garvey, Chair of the Silent Auction Committee, raised some follow-up tasks. Goods donated for the Silent Auction are currently stored off-site and need to be returned to the Library. They are not insured where they are currently located. Moving the goods is challenging during this time of social distancing.

A discussion was held about ideas for possibly raffling or auctioning some of these items using the Library's website or other platforms.

Colleen Garvey will start tracking down the items now, and will work with Kathy Pellett—also on the Silent Auction committee—and Deirdre Doran on the process, as well as trying to locate some donated gift certificates.

New Business

Employee Medical Benefits

The Chester Select Board has contributed \$1500 in good faith toward the defrayment of medical costs for the Library's two professional librarians in 2020, conditional upon the Library matching those funds (\$1500) for a total of \$3000. These funds are to be divided equally between the Library Director and the Youth Services Director.

The Board discussed which budget line items to allocate the \$1500 matching funds from. It was proposed that \$1000 be allocated from the equipment budget, and \$500 from supplies.

Deirdre Doran pointed out that certain essential pandemic-related supplies—for example, hand sanitizer—may need to be purchased from the supplies budget. The Board discussed allocating \$500 from materials instead.

It was also pointed out that the hours-worked cited currently for the Youth Services Director was inaccurate (currently recorded as 18, when in fact the Youth Director works 28 hours per week).

A motion was made (Ed Grossman/Robert Nied) to re-allocate \$1000 from budgeted equipment and \$500 from budgeted materials to match \$1500 from the Town of Chester Select Board; these funds will be split evenly between the two professional librarians and contributed to salary over the remaining 7 months of 2020 to defray medical insurance costs. Approved by all present.

Personnel Policy Revisions

Ed Grossman presented a revised draft of the Library's Personnel Policy. At April's Board meeting, it was verbally agreed that a one-time exception should be made to the policy stating "all employees of 6 months shall receive one week of paid time off" for Library Director Deirdre Doran—making one week of paid time off available to her immediately, in light of the pandemic situation. However, no motion was made at that time.

A motion was made (Ed Grossman/Colleen Garvey) to waive the 6-month waiting period for the Library Director, allowing one week of paid time off to be available immediately. The motion passed unanimously.

A correction to the drafted policy was proposed, as mentioned earlier by Deirdre Doran: the hours worked by the Youth Services Director should be recorded as 28, not 18.

Another proposed amendment to the policy regards the carrying-over of paid time off. The current policy allows the director to carry over paid time off into subsequent calendar years. The proposed revision reads: *PTO is awarded at the beginning of the calendar year and must be taken by Dec. 31 of the same year, unless an exception is granted.*

A minor typo in the proposed draft was pointed out on page 2: *Employees shall charge all days off using eared PTO* should read *Employees shall charge all days off using earned PTO*

The Board discussed adoption and effective dates of the policy. It was decided that the new policy, if approved, will be effective on the date it was approved.

Robert Nied suggested that the policy's time limitation for reporting grievances should be extended from 5 days to 30 days.

A motion to approve the personnel policy as amended (Youth Services Director hours, typo, time off rollovers and grievance time limitations) was made (David Lord/Lyza Gardner) and passed unanimously. The new policy takes effect as of May 11, 2020.

Adjourn

There being no further business, a motion to adjourn (Lyza Gardner/Colleen Garvey) made and unanimously approved. The Board was adjourned at 11:10AM until the next meeting on June 8, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Special Meeting June 1, 2020

Minutes

The meeting was called to order by Robert Nied, Chair, at 1:01 PM on the Zoom platform.

Present: Robert Neid, Ed Grossman, Vanessa Heybyrne, Lyza Gardner, Colleen Garvey (arr. 1:13PM), trustees; Deirdre Doran, Library Director

Absent: David Lord

Adoption of Proposed Infectious Disease Policy

Chair Robert Nied explained that there is a sense of urgency to get such a policy in place, not just for the current COVID-19 crisis but a potential future situation. He emphasized that the policy gives the Library Director discretion and authority over operational decisions, but also involves the Board in decisions about reopening.

For reopenings, the Director is to propose the reopening and provide a brief reopening plan to the Board, and Trustees will have the opportunity to review the plan.

Ed Grossman asked about whether there could be a “canned”, reusable reopening procedure.

Robert Nied responded that a relatively ad-hoc nature is necessitated by how unique each major crisis could be, and that the policy will need to be flexible.

Library Director Deirdre Doran asked if language about employees being paid during longer-term emergency closures like the current closure should be included in policy.

Lyza Gardner said that that was an important thing to follow up on, but seems like a separate concern than the infectious disease policy itself. Robert Nied said that there is ongoing discussion about the Library’s personnel vis-a-vis the Town and that there may be a closer tie between the Town’s personnel policy and the Library’s. He said that, moving forward, we should revisit the personnel policy and make any needed changes.

A motion was made to adopt the infectious disease policy as written effective today [June 1, 2020]. (Ed Grossman/Lyza Gardner). The motion carried unanimously.

Policy is adopted effective June 1, 2020.

Discussion of Trustee Vacancy

Donna Matthews' recent resignation has left a vacancy on the Board. Robert Nied suggested writing a press release, and mentioned that Cathy Hasbrouck has been proposed as a potential Trustee.

Public Comment

No public present.

Fundraising

Robert Nied will distribute physical materials for executing on the May/June fundraising mailings.

He suggested that in a meeting soon, the Board talk about future fundraising options. Online fundraising, e.g., could cut down on the overhead of printing and postage.

Ed Grossman mentioned that the Library has received donations in memory of Suzy Forlie, and wanted to be certain that these donations were acknowledged to the family.

Adjourn

There being no further business, a motion to adjourn (Colleen Garvey/Vanessa Heybyrne) made and unanimously approved. The Board was adjourned at 1:27PM

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes —June 8, 2020

The meeting was called to order by Robert Nied, Chair, at 9:31AM on the Zoom platform.

Present: Robert Nied, Colleen Garvey, Vanessa Heybyrne, Ed Grossman, David Lord, Lyza Gardner, Deirdre Doran

Visitors: Cathy Hasbrouck

A motion was made to amend the agenda: add agenda item for the approval of the June 1, 2020 special meeting minutes (Lyza Gardner/Ed Grossman). Approved by all present.

Approve Minutes of May 11, 2020 Meeting

A motion was made to approve the May 11, 2020, meeting minutes with the following amendment: remove the second clause of the first sentence in the third paragraph of the Director's/Youth Services Report section. (David Lord/Ed Grossman). Approved by all present.

Approve Minutes of Special June 1, 2020 Meeting

A motion was made to approve the minutes of the Special Meeting on June 1, 2020, as written (Colleen Garvey/Vanessa Heybyrne). Approved by all.

Treasurer's Report

Treasurer Ed Grossman discussed the Profit & Loss statement. Income is down over 2019 numbers; the exact amount is confusing because a \$1000 amount from Springfield GMC was recently moved from the Silent Auction category to Donations. Payroll is \$5200 over the budgeted amount: \$3265 was paid to former Library Director Sharon Tanzer for accrued time off, and both Sharon Tanzer and Deirdre Doran were on payroll in the month of April. These expenses are one-time, but the Board will need to figure out how to budget for them.

Expenses are down—not as many books, materials or supplies have been purchased, and spending on library programs is down.

Neither the \$1500 from the Town, nor the Library's reallocation of \$1500 from another line item—both toward defraying health insurance costs for professional staff—are present on the current Profit & Loss statement. They will appear in June.

Ed Grossman spoke about COVID-19 impacts on the library's finances. The investment account has recovered in large part and is now about \$4500 down from its all-time high in February, 2020. Fundraising this year is key. The Fall Festival cancelation will have an impact on book-sale income.

Deirdre Doran asked how the recent personnel policy changes affecting accumulated time off will affect library employee Will Wilcox. Ed Grossman explained that Will is entitled to what he has accrued (and rolled over to this point), and may roll it into 2021, but must use it by the end of 2021.

A motion to approve the Treasurer's report was made (David Lord/Lyza Gardner) and approved by all present.

Director/Youth's Services Report

Lyza Gardner pointed out that the email to trustees contained the April Director's report instead of the May report. It was decided that Director Deirdre Doran would give a verbal update and that the May report would be approved during the next Board meeting.

Deirdre Doran gave an overview of library operations in May. Front-porch pickup was started. Green-up Day activities went very well and encouraged the idea of additional outdoor programming in the future. She is working on the library's website and re-opening plans.

Deirdre Doran noted that the materials budget spending is down but slightly misleadingly so, as there are orders that have been placed but are not yet fulfilled (the servicing warehouse is not open due to COVID-19). However, there is still about a 50% decrease in materials spending.

A popup library was held out front last Saturday with a tent and some themed, curated book collations. A small sampling of books was displayed for sale.

Children's/Youth Services Director Carrie King has been very successful with her take-and-make craft projects. There has been positive feedback from patrons on the reinstated ability to check out materials.

Lyza Gardner thanked Deirdre Doran and Carrie King for their creative new ideas and Deirdre's work on the library website. Robert Neid also appreciated the work, and praised Carrie King's newsletter, the "Crayon Tribune".

Status of Re-opening Plan

Robert Nied said that a condition for reopening, per the recently-enacted infectious disease policy, is for the Library Director to write a reopening plan—Deirdre Doran has done that. He asked if Deirdre had a potential timeline for moving to the next phase of reopening, even a theoretical one, and asked how we might communicate updates to the community.

Deirdre Doran said that the state has issued guidelines for library reopenings and that libraries (along with museums, art galleries, etc.) cannot exceed 25% capacity if they open. The guidelines stressed that curbside pickup is still the preferred method of library interaction for now. Every library in Vermont is making its own decisions about how and when to reopen. She said she feels that a critical need for reopening is a Plexiglas shield between the circulation desks and the stacks—the space between the desk and the first bookcase is less than 6 feet. She also mentioned that, at present, no one monitors the front door to control the exact number of patrons in the library at one time. She has proposed that the next reopening phase allow patrons to come to the library by appointment only. Appointments would be limited to a maximum of two at any time—one group could use the children’s library and one group could use the main library.

Deirdre Doran says she’s not sure when the Plexiglas sneeze guard can be installed. The state hopes to distribute the shields as they’re being manufactured (they are being manufactured within Vermont). She posed the question whether the installation of this shield is an absolute must before opening or if there were other creative ideas.

Robert Nied asked if there were any other options for installing a barrier shield. He said he’s seen some businesses locally that simply have a sheet of Plexiglas hanging from hooks. If waiting for the state installation could take months, is it worth looking at alternatives?

David Lord asked how big of a sheet was needed, as he has some scraps of Plexiglas in his possession.

Robert Nied emphasized that the reopening decision is Deirdre’s to make and asked whether the state had estimated when the shield could be installed.

Deirdre Doran said the state estimate was 4-6 weeks, but maybe sooner if they can “get them out as they get them [from manufacturing].”

Robert Neid asked: At what point does it become appropriate to give the community some sort of update?

Ed Grossman said that David Lord may help solve the plexiglas problem if it's a Plexiglas issue (by providing some Plexiglas). Once a shield is installed, what is the timeline for having people in the library?

Robert Neid said that the policy that the Board put in place means that we need to approve the reopening plan and the date of reopening, and that it sounds like there are things to be resolved before the date can be set.

Ed Grossman reiterated that we should keep thinking about how to let people in the Town know that "we're on it" and making progress.

New Business

Status of Fundraising Mailings

Trustees discussed logistics of mailing fundraising letters. Colleen Garvey asked about appropriate personal messages to use on the letters, and whether there was a single date that all of the letters should be mailed. Robert Neid said that trustees should use their best judgment on personal messages, using provided messages on the instructions as a starting point. He said that trustees can mail letters in batches, but should try to get letters in the mail soon as the date on the printed letter is already two weeks out of date.

Discussion of Future Fundraising Options

Robert Nied mentioned some conversations he'd had with Ed Grossman about fundraising strategy. He said that the Library has established a long tradition of a mailed, printed-letter approach and it's important to retain that tradition. He doesn't suggest the Board move away from that, but suggests that techniques be broadened. He said the Board should evaluate options, especially digital options, e.g. email lists, Amazon Smile, alternate payment platforms like Venmo.

Lyza Gardner mentioned that there were a few digital things that could be done in the short term on a tactical level without much work at all, for example a Facebook post with a link to the Library's PayPal donation page, with coordinated messaging to the fundraising letter. She also offered to help manage email lists if the Board chose to go that direction at some point.

Robert Neid set a goal that, by the next fundraising campaign, the Library will have more options for outreach and donation methods.

Library Building Infrastructure Status

Robert Neid said that a couple of infrastructure issues had arisen over the past few weeks, including two separate water leaks, and it prompted him to wonder if there was a process for a periodic inspection or plan for maintenance instead of reacting to things as they occur.

Deirdre Doran said that specific elements of the building are inspected periodically (heating, elevators, etc.).

Lyza Gardner suggested that perhaps the Town could be asked about this.

Ed Grossman said that there needs to be some kind of system change to be more efficient with heating/cooling, as well.

Robert Nied said that he would feel more comfortable if we had a process for a periodic inspection. He asked Deirdre Doran to reach out to the Town and ask what their thoughts are in terms of being proactive with maintenance. It could prevent large sudden bills.

Library Building Access/Keys

Robert Nied said that he'd recently obtained a key to the Library, and filled out a form when he did so. He asked if it was known how many keys were out there, and who has them. Deirdre Doran said she has a collection of the forms that have been filled out to obtain keys, but there was uncertainty amongst the trustees around exactly how many keys were circulating.

Ed Grossman said that the Town would know how many physical keys were currently available. He mentioned that it might also be a good idea to verify that the existing keys actually work.

Robert Nied said that, at some point, we need to document the process for controlling physical access, and have a process for the returning of keys.

Deirdre Doran mentioned a conversation that was held about moving to digital keypads for access. She said she thinks it would be a good investment.

Lyza Gardner asked about a ballpark estimate for how much a digital-keypad system would cost for the Library. Deirdre Doran said that the number being discussed was about \$3000, but that maybe other systems could be installed for less.

Robert Nied said that he would have a conversation with Julie Hance, Town Manager, about the key and keypad issues.

Old Business

Trustee Vacancy

Cathy Hasbrouck attended the meeting as a potential trustee. She would fill the vacancy left by Donna Matthews' recent resignation. Robert Nied said that he had spoken with Cathy by phone and that she had expressed interest in serving as a trustee.

Cathy Hasbrouck said that she currently supports the library by "looking after the computers," and making sure they are operational and updated. She said that she wants to make sure that she would still be able to fill that role. Robert Nied said that there shouldn't be any conflict.

Lyza Gardner and Ed Grossman both voiced support for Cathy's appointment as a trustee.

A motion was made for the Board to recommend the appointment of Cathy Hasbrouck as a trustee to complete Donna Matthews' vacated 3-year term (Lyza Gardner/Ed Grossman).
Approved by all present.

The Board will send a recommendation to the Chester Select Board for Cathy Hasbrouck's appointment.

Benefits for Library Staff

Robert Nied wanted to confirm that Ed Grossman's ongoing discussions with the Town about health benefits for the Library's professional staff were supported by the Board and that Ed's "on point" role was agreed upon for these ongoing discussions. At present these discussions center primarily around the nature of the employment of Library staff (Are they municipal employees? Are they entitled to municipal benefits? etc.). Any decisions would be brought before the Board.

Lyza Gardner said that she appreciated the conversation that makes roles and responsibilities explicit and that she supports Ed's ongoing role in these discussions.

Robert Nied said that it's critical that we build and maintain our strong relationship with the Town and that we should keep moving this forward: the professional staff deserves to be compensated appropriately and receive benefits.

Ed Grossman said he's not looking for a formal motion, just affirmation for him to continue to pursue health benefits for our professional staff.

Rober Nied said that we should continue to move forward.

Ed Grossman made a few additional comments about fundraising. He mentioned the Grand List (nearly 1900 homeowners)—but the mailing list is currently only 500. He also wants to be able to reach apartment-dwellers and others in the community.

Public Comment

N/A

Adjourn

There being no further business, a motion to adjourn (Lyza Gardner/Ed Grossman) made and unanimously approved. The Board was adjourned at 10:47AM until the next meeting on July 13, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — July 13, 2020

Present: Robert Nied, David Lord, Lyza Gardner, Ed Grossman, Colleen Garvey, Cathy Hasbrouck, Vanessa Heybyrne, trustees; Deirdre Doran, Library Director

CALL MEETING TO ORDER

The meeting was called to order by Robert Nied, Chair, at 9:32AM on the Zoom platform.

WELCOME TRUSTEE CATHY HASBOROUCK TO THE BOARD

Chair Robert Nied welcomed Cathy Hasbrouck as a newly-appointed Whiting Library Trustee.

APPROVE MINUTES OF JUNE 8TH MEETING

Robert Nied said he appreciated Lyza Gardner's detailed minutes of the last meeting. A motion was made to accept the minutes of the June 8, 2020, meeting (David/Ed). Approved by all.

TREASURER'S REPORT

Treasurer Ed Grossman reported that the Profit & Loss report looks stable. He appreciates that Library Director Deirdre Doran has been conservative about spending. Fines, copier use, book sale and other income are down somewhat, but not unexpectedly so. Two new line items appear on this month's Profit & Loss report: worker's compensation and liability insurance.

Lyza Gardner asked if these two items are from or affect the Library's budget; Ed Grossman clarified that they are Town expenses, not from the Library's own budget. He will follow up with Town to gain more clarity.

Ed Grossman said the budget looks "pretty sound so far." The money market account is stable, and the wealth management account shows a gain for 2020 after a low on March 23 (current balance: \$154,710).

Fundraising results to date

Ed Grossman said that the June fundraiser donation amount to date is "good news." \$8,051 has been raised so far from 89 donors. He said there was a good diversity of donation amounts and donors, especially for such a difficult time. This "leaves us better than halfway [to the goal of \$18,000]."

Ed Grossman mentioned that there were quite a few donation letters returned by the post office as undeliverable. He said he wanted to work with Lyza Gardner to delete defunct addresses from the mailing list.

Robert Nied asked what obstacles prevented the merging of Town Grand List information into the Library's mailing list. Ed Grossman said the Grand List contains thousands of people, too many to scale to the Library's postal-mailing approach (for cost, e.g.).

Cathay Hasbrouck said that the Grand List contains a list of who pays taxes, but that list contains a lot of second-home owners and corporations. She suggested that the White Pages is a fairly accurate reference and updates addresses often.

DIRECTOR/YOUTH SERVICES REPORT

Director Deirdre Doran said that June was a busy month at the Library, with a lot of focus doing things outside since people can't come into the building. The Pop-up Library on weekends has been successful and the book-sale aspect of it draws people to stop and look at books. A new WiFi extender has been purchased to increase outdoor coverage in the backyard of the Library, and Deirdre's father built a picnic table for the backyard. There are 30 children at present signed up for the summer reading program, which Deirdre Doran said was a "good turnout for where we're at." Front-porch pickup has kept Assistant Librarian Will Wilcox busy.

Status of Reopening Plan/Project Reopening Date & Conditions

A protective plexiglass shield for the Library's main circulation desk will be ready on July 21st. With that installed, Deirdre Doran says that the currently-proposed plan for moving to Phase II (appointment-only opening) should meet guidelines. The proposed plan has been amended such that only one group (up to four people) can be in the building at one time. Previously, the plan had allowed for two groups—one using the Children's area and one using the main Library stacks—but that felt challenging to manage with the single, shared circulation desk.

Ed Grossman suggested that perhaps the Library have a stock of masks that it could offer patrons if they lacked masks. Deirdre Doran said about half of the libraries in the state that are open currently offer masks. She hasn't yet researched where to obtain masks.

Robert Nied said that the Board's task is to approve the reopening plan, including the date. He asked how firm the proposed August 3rd date was, and to understand any possible roadblocks.

Deirdre Doran said that, infrastructure-wise, the Library was set. Things that are out of the Library staff's control include instructions from the governor, changes to the pandemic's

intensity, staff members getting sick. She said that in terms of “physical things and training,” the Library staff will have everything in place.

Robert Nied brought up the issue of contentious interactions resulting from mask policies. He asked Deirdre Doran about how a member of Library staff would handle a member of the public refusing to wear a mask inside the building.

The Board discussed the issue of requiring masks. Robert Nied said that he felt strongly that there needed to be a “very specific, pre-established” policy on handling mask-wearing conflict and that it was important that the Board make that clear. Colleen Garvey agreed.

The consensus was that the Library is able to offer its core public services—to provide books—in various ways, including front porch pickup, for members of the public who don’t refuse to wear a mask, but to enter the building, masks would be required. David Lord suggested that Library staff try to refrain from entering into discussion about the value of masks, just explain that it’s a requirement to enter the building, by policy.

Ed Grossman asked if there was hand sanitizer near the building entrance. Deirdre Doran said there was. Ed Grossman suggested placing a box of masks near the hand sanitizer. Colleen Garvey says that masks are not hard to find now; Robert Nied also voiced support for providing masks in this manner. Cathy Hasbrouck suggested a sign that says that front porch delivery is available, or you can wear a mask and come in.

Robert Neid asked if Deirdre Doran felt comfortable with the trustees voting to approve the proposed reopening plan, with the addition of the mask requirement.

Deirdre Doran said she was ready to proceed, noting that masks are already mentioned in the plan, and that staff are on board with that. She said that patrons had to make an appointment over the phone, and at that time, they would be apprised of the mask requirement.

Robert Nied mentioned that re-opening requires Board approval, but Deirdre Doran, as Director, has the discretion to close the Library at any time.

Cathy Hasbrouck asked if the Library safety plan was part of the Phase II reopening plan. Deirdre Doran said that the safety plan is already in effect, and applies to all phases of opening—it serves as background. Cathy Hasbrouck said that she’d like to see mention of the mask requirement for members of the public in the safety plan (the safety plan is primarily staff-focused). Deirdre Doran said that would be easy to add.

A motion was made to approve the reopening plan for Phase II with a date of August 3 (Colleen/Cathy). All approved.

Robert Nied will work with Deirdre Doran to craft a public announcement about the appointment-only re-opening.

NEW BUSINESS

Additional changes to personnel policy language

Ed Grossman conferred with Jill Muhr, HR Consultant with the Vermont League for Cities and Towns to address some ambiguity in the language of the Personnel Policy with respect to personal time off (PTO). It was determined that it is ideal to establish PTO grants and deadlines based on hire-date anniversaries instead of calendar year. There is also some update to the process for approval of time off.

A motion to accept the changes to the Personnel Policy pertaining to PTO was made (Colleen/Lyza). Approved by all present. Changes take effect immediately.

Status of donor thank you letters

There are no outstanding thank-you letters to write. Ed Grossman has been writing thank-you letters for amounts under \$100; Robert Neid has been writing letters for larger amounts.

OLD BUSINESS

Physical access to library- Policy for distribution of keys

Deirdre Doran did some investigation and has identified the keys that are currently outstanding. Some former Board members still retain keys. Robert Nied said that this is not an issue for now, but that there should be some policy language about returning keys, in order to avoid a situation in which “anyone who’s ever had a key still has a key.” Robert Neid will put together some language, working with Deirdre Doran. He said that anyone who is actively volunteering and has reason to access the building outside of open hours is justified in having a key.

Discussion of conversion to electronic locks

Robert Nied asked Ed Grossman if he remembered the quote for electronic-lock conversion. Ed Grossman said it was \$2250. The Board conceded that was out of reach for now.

Lyza Gardner said that she thought that electronic locks were the way to go in the long run.

Deirdre Doran mentioned that the front door is not currently up to fire code. She will pursue estimates for replacing or fixing it.

Ed Grossman asked if the Town is part of the effort to make sure the building is up to code.

Robert Nied said that the Town should be notified that we'd like to resolve it.

Deirdre said she did find a fire-inspection report and will attempt to locate it again to share with the Board.

Robert Nied said he'd bring it up with Julie Hance, Town Manager.

Physical infrastructure report

Robert Nied said he'd attempt to get some clarity around whose responsibility this is: a joint role between the Library and the Town? Or is the Town fully responsible? He mentioned that someone had contacted the Library offering to volunteer to create a database of this information.

Deirdre Doran said that it was part of her job description to do maintenance checks. Robert Nied asked if there was a schedule. Dierdre Doran said no—when you see something is wrong, then you try to follow up. Following a maintenance checklist would be within her job.

PUBLIC COMMENT

N/A

Ed Grossman mentioned that the Treasurer's Report and Director/Youth Services Report needed to be approved.

A motion was made to approve the Treasurer's Report (Lyza/Cathy). Approved by all present.

A motion was made to approve the Director/Youth Services Report (Ed/David). Approved by all present.

ADJOURN

There being no further business, a motion to adjourn was made (David/Colleen) and unanimously approved. The Board was adjourned at 10:44AM until the next meeting on August 10, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — August 10, 2020

Present: Robert Nied, David Lord, Cathy Hasbrouck, Colleen Garvey, Lyza Gardner, Trustees;
Deirdre Doran, Library Director

Absent: Ed Grossman, Vanessa Heybyrne

CALL MEETING TO ORDER

The meeting was called to order by Robert Nied, Chair, at 9:30AM on the Zoom platform.

APPROVE MINUTES OF JULY 13TH MEETING

A motion was made to approve the minutes of the July 13, 2020 meeting (David/Cathy); approved by all present.

TREASURER'S REPORT

The Treasurer's Report was presented by Lyza Gardner on behalf of Ed Grossman, Treasurer, who was absent.

The financials are stable and better than expected during the pandemic due to several factors: better than expected fundraising; \$1000 transfer from Silent Auction to Donations; an upward trend with the PUB wealth management account; and conservative spending by the Director.

Income is down compared to 2019 (e.g. book sales, copier use, fines) by \$2114.57. This is offset by increased donations. Expenses are down due to reduced spending on supplies, books and materials.

Fundraising Update

To date, \$9,430 has been raised by the June fundraising drive. Together with the \$1,840 from the November, 2019, drive that was realized in calendar year 2020, the total for 2020 fundraising is \$11,270 to date. This is remarkable during such a challenging time.

Robert Nied and Ed Grossman have written thank-you letters to all donors.

Robert Nied said that he thought the response to fundraising was amazing and "we're very fortunate to have such generous supporters of the Library...given the circumstances, we did remarkably well."

Director Deirdre Doran has begun doing quarterly building inspection. Robert Nied said that it's become clear that there has been a fair amount of deferred maintenance, and that the Board is going to have to begin to address some of that deferred maintenance. It's unclear what will be on the Library's budget versus on the Town's. This will impact the Library's budget going forward.

DIRECTOR/YOUTH SERVICES REPORT

Director Deirdre Doran said that July was pretty busy at the Library, with a lot of time spent preparing for reopening (by appointment)—e.g. training, preparing the space, obtaining supplies. She is currently trying to coordinate with Chris Taft to help assess the HVAC system in the building.

Deirdre Doran performed an initial quarterly inspection of the Library in July. She says she is glad to have baseline understanding of the building from this first inspection.

Report on reopening - issues, concerns, modifications

Last week (the first week of August) was the first week the Library was open by appointment. Deirdre Doran says that the reopening went smoothly and wasn't stressful. Community members were very responsible, wearing masks, etc. She said that she was evaluating opening up more slots, as currently appointments are only offered between 11AM and 1PM, which doesn't fit everyone's schedule.

Robert Nied gave his kudos to the staff for a successful reopening and was glad to hear that there were no issues. He extended his thanks to Deirdre Doran for efforts at outreach: the online newsletter, Library programs, and engaging with the public.

Update on building inspection - issues identified, coordination with Town Manager

Robert Nied said that the inspection showed that there was a backlog of deferred maintenance, and now we need to figure out what issues have been deferred and what's most important, especially things affecting safety. Some things will need to be addressed sooner or later, for example, the Library's front door doesn't have a fire-safe lock. It's not clear where the delineation lies between maintenance that falls under the Library's budget and what is the Town's responsibility. We'll need to clarify that.

Robert Nied also mentioned that the Board and Library staff need to keep in mind that we're a municipal Library and, as such, every document and communication we produce and have is subject to public review. We need to be as clear as possible in this, and consistent in production

and archival. Going forward, it may make sense for Board members to have an official email address, and reduce the amount of personal information that is exposed publicly. It might be better if we had an official channel if there were, for instance, a FOIA [Freedom of Information Act] request.

NEW BUSINESS

Review of library heating system - coordination with Town Manager and HVAC person

Robert Nied and Deirdre Doran have been trying to coordinate a time with Chris Taft to discuss the system. He has looked at it and identified some issues. The system is challenging to control: there are no programmable thermostats at present, so manual intervention is required. Bills are high in the winter.

Town Manager Julie Hance is “fully on board” with the system review and taking appropriate steps. She has asked to be part of the discussion.

OLD BUSINESS

Status of thank you responses to donors

The Board is up-to-date on thank-yous for donors to the June fundraising drive. Robert Nied said that he and Ed Grossman have done their best to give thoughtful responses and thank-yous to the donors.

November fundraising - alternatives/additions to traditional mail campaign

Robert Nied mentioned an idea that Ed Grossman had: “sustaining” donors with an ongoing donation commitment.

Lyza Gardner said that the Board is reaching a point where logistics details are hampering the big picture possibilities. She says that she and Ed Grossman do some contortions to maintain a single spreadsheet that combines donor contact information and financial records. It’s not scaling. It’s likely time to evaluate software for managing this (e.g. a CRM, or Customer Relationship Management tool).

Robert Nied said that the Board should explore that and start to move forward. Lyza Gardner said that one of the criteria is going to be whether the Library can pay for a service and how much it can afford.

Robert Nied said that Ed Grossman should be consulted from a budget perspective and solicited Trustees' opinions.

Cathy Hasbrouck said that she is in possession of a spreadsheet of the Chester Town Grand List, with about 1700 names on it. She said she wonders if, with the wealth management fund performing so well in an otherwise unstable time, if it might make sense to make some investments in the building and infrastructure, including software and management of our current money, such that the recent gains don't disappear if the market falls apart.

Robert Nied said that yes, the Board should carefully address some things now. He asked if Lyza Gardner would be willing to do research on software and management-tool options.

Lyza Gardner said yes and that she'd report back at the next meeting. She asked what system Deirdre Doran is using for collecting emails for the Library newsletter. Deirdre Doran said she is using Mailchimp. Lyza Gardner asked if there were any considerations with respect to adding those people who have signed up for Library communications to a potential donor outreach list. She said she wants to be sure to abide by privacy laws and do the right thing.

Robert Nied said he'd like to run this question by the Town attorney to be sure, given privacy restrictions, and that he would ask Julie Hance.

Robert Nied mentioned that the Library had a Fundraising Committee at one time but no one present could recall the membership of the committee. Robert Nied suggested the committee reconfigure. Lyza Gardner volunteered to be on the Fundraising Committee. Robert Nied also volunteered and suggested asking Ed Grossman to join.

Colleen Garvey said that the Silent Auction Committee had to warn for its meetings, and Robert Nied agreed to follow up on what requirements there were for non-quorum committee meetings.

Silent auction - taking it online

Robert Nied asked if Lyza Gardner would also want to take on figuring out how to take the silent auction online. Lyza Gardner said that it could be done in parallel with researching CRM software if someone else did it, but that she'd rather do one thing at a time.

Robert Nied said that perhaps someone in the community would be interested in helping out. Colleen Garvey said that she liked the way the recent Grace Cottage online auction was held.

Robert Nied said that it's not just figuring out the online details, but cataloguing and uploading photographs, etc.—a lot of work. It'd be great to be able to do it, he said, as it's another source of donations, but he agreed that the Board might not have the bandwidth at the moment.

PUBLIC COMMENT

N/A

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David Lord mentioned that the Board needed to make sure that there was an active personnel committee to organize the annual evaluation of the Library Director. He said he didn't feel that he could maintain a leadership role, but that he could serve in a consultant role.

Robert Nied said that with the recent changes to the personnel policy, the Board needs to "calibrate." He suggested that the Board review the policy, and then at the next meeting establish an approach to the evaluations and who will be on the personnel committee.

Lyza Gardner mentioned that the Treasurer's and Director's reports hadn't yet been approved.

A motion was made to approve the treasurer's report as delivered by Lyza Gardner. (David/Cathy). Approved by all present.

A motion to approve the director and youth services report was made (Lyza/Cathy). Approved by all present.

ADJOURN

There being no further business, a motion to adjourn was made (Lyza/Colleen) and unanimously approved. The Board was adjourned at 10:21AM until the next meeting on September 14, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — September 14, 2020

Present: Robert Nied, David Lord, Ed Grossman, Lyza Gardner, Vanessa Heybyrne, Colleen Garvey, Cathy Hasbrouck, trustees; Deirdre Doran, Library Director

Guests: Remus Preda, Gary Gibbs

Absent: N/A

CALL MEETING TO ORDER

Robert Neid called the meeting to order at 9:32AM on the Zoom platform.

A motion to amend the agenda was made (Lyza/Ed) to postpone the discussion of a fundraising CRM to the October meeting. Passed unanimously.

APPROVE MINUTES OF AUGUST 10th MEETING

A motion was made (Colleen/Cathy) to accept the minutes of the August 10, 2020, meeting as amended: the word *business* at the top of Page 2 should read *building*. Approved by all.

TREASURER'S REPORT

People's United Bank – Update on Wealth Management and Money Market Accounts

Treasurer Ed Grossman said that his understanding of the purpose of the Library's Wealth Management Account was that it is intended for long-term objectives.

At the onset of the pandemic, the market started to crash, so Ed Grossman spoke with Remus Preda and Gary Gibbs, who manage the account at People's United Bank. Both of them advised the same thing: the intent of the investment should drive sensitivity to volatility—volatility shouldn't be the concern if the timeline is long-term. Ed Grossman said that if these funds *are* for more immediate needs, drops of \$10,000 or more become more significant, but if the intent is long-term, we shouldn't change course. He said that any significant change would require the involvement of the Board.

Gary Gibbs, the account's portfolio manager at People's United Bank, said that the current pool of money was invested as a "Balanced Investment Objective," which means that about half of the money is invested in equities and the other half in bonds or bond-like investments.

Gary Gibbs said he was happy to help the Board draft an *Investment Policy Statement*, which he said would provide a definition of the account's impetus, its history and its intent. He said this is a critical component of a municipal account with a long-term timeframe. Historically, the Library's Wealth Management Account has averaged 8% per year in total return.

Gary Gibbs spoke previously with Ed Grossman about the option of an yearly distribution to the Library, e.g. the library could withdraw and spend 3-4% of the fund's total value per year. This conservative distribution means that, over time, the organization "won't do significant damage" to the principal of the account.

Robert Neid asked: If we have an extreme world event or situation, how should we react? How do we protect the Library and its endowments?

Gary Gibbs said that the first responsibility lies with the fund's managers—in this case, Remus Preda and himself. The managers have the latitude to adjust asset allocation within certain bands, e.g. they can take the equity investments as low as 40% or as high as 60% to mitigate risk tactically. But, he said, some level of volatility will persist, always. He said he's a strong proponent of taking "responsible risk" and explained that long-term market ups and downs go in cycles.

Robert Nied said that the Board needs to be very clear about its risk tolerance, and that if any trustee has a concern about our level of risk tolerance, it should be discussed. Or, conversely, the Board should confirm that it is comfortable with the current approach.

Greg Gibbs said it's important for any Board to be prepared for transition and change: an Investment Policy Statement is a one-page document that could be handed to any new trustee and provide some continuity. The policy statement helps keep track of the core tenets of the account. It also helps when approaching potential donors: explaining how the fund is managed, its policies; it sets a clear intent. "We've found this component to be very important to potential donors."

Ed Grossman asked (with respect to the range of asset-allocation latitude): When moving around between the 40% and 60% balance, do you do that independently, or do you need input from the Board?

Remus Preda said that the fund managers can do that independently; they have that discretion.

Ed Grossman said he had a copy of the investment policy statement that Greg Gibbs sent and that he will distribute it to trustees.

Greg Gibbs said that one successful payout process is to decide as a Board, that “we’re going to take 3% a year,” or similar. “Over longer periods of time, the account will continue to grow, but you have a dependable payout rate.”

Remus Preda said that the most important decision is in defining a purpose for the funds. “What is this money for?” This will define the timeframe, which will inform the risk.

Ed Grossman said: if we took 3.5% of the current value—about \$5000—we could perhaps use it for projects. For example, \$5000 a year for three years.

Lyza Gardner said that as she understood it, the distribution (in this example) would be 3% of the value of the fund at the time of the yearly distribution (i.e. the value would change from \$5000), and that it sounds like the Board would choose a distribution percentage and stick to that over a period of time.

Robert Nied identified next steps. First, endorse and approve an investment policy statement with a goal to “finalize” an Investment Policy Statement in the next month or so. Then the Board should discuss, and go back to fund managers if any questions come up.

Financials

Ed Grossman said that income continues to be down (e.g. book sales, copier use) because of lack of in-person Library use, but donations are up. Careful spending on supplies, books, materials, equipment, etc., have left an available amount in those areas of about \$12,000. He recommends that Deirdre Doran start using these funds to purchase the designated items by the end of the year, as carryover to 2021 is challenging.

Status of health benefits for the Director and Youth Services Librarian

Ed Grossman said that Town Manager Julie Hance is waiting to hear back from the attorney regarding the status of librarians working for a municipal library: Are they entitled to the same benefits as other municipal employees? He reminded the Board that budget preparations start in October. He said the Board needs to see what the Town comes up with.

Donation from Chester Academy

Many donations have been made *in memoriam* Suzie Forlie, including a \$2500 donation from Chester Academy. These are truly appreciated.

Update on fundraising

Fundraising totals are \$11,540 for 2020, including \$1840 carried over from the November, 2019 drive. Ed Grossman said that fundraising has “gone extremely well.”

Clarification of fiduciary oversight – authorizing Treasurer to make portfolio allocation decisions in response to financial volatility and/or unusual market conditions.

Robert Nied asked: In terms of the Library’s investments, what authority should the Board’s treasurer have? He consulted with the Vermont League of Cities and Towns (VLCT), which says that the treasurer would typically have authority to make routine changes to the investment and make minor allocation changes. However, VLCT says that it’s best if any major changes are brought to the Board. Robert Nied said that if there’s a major change needed, the Board needs to meet, even if it’s an emergency meeting.

Ed Grossman reminded the Board that the Library also has a Money Market account targeted for shorter-term objectives.

Colleen Garvey asked if any of the money in the wealth management account was constrained or earmarked for specific things.

Robert Nied said that as far as he could discern, consulting with Ed Grossman and former Board Chair Kathy Pellett, there were no specific “strings” attached to the fund.

A motion to accept the Treasurer’s Report was made (Lyza/Vanessa) and unanimously approved.

DIRECTOR’S/YOUTH SERVICES REPORT

Library Director Deirdre Doran said that August was the first month of the Library being open by appointment, and that it went smoothly. The summer reading program wrapped up. Chris Taft came and advised about how to lower high heating costs. The suggestion is to use the heat pumps for AC and shoulder-season heating, but the furnace/boiler alone during the winter. Running both the boiler and the heat pumps is inefficient. A programmable thermostat was also recommended, and is being organized via the Town.

Robert Nied said he checked with Julie Hance and that she’s waiting on an estimate. The Town has agreed to fund the thermostat. Robert Nied will call Chris Taft to help move the process along.

Presentation of modified Reopening Plan – September book sale

Deirdre Doran presented a modified “Phase 2B” for the Library’s reopening plan. This new phase would allow the opening of the permanent book sale in the basement (by appointment), resume the acceptance of book donations, and expand the number of appointment slots.

Deirdre Doran said she is working on organizing an outdoor book sale, in front of the Library, for Saturday, September 26.

Robert Nied asked how the book sale fits into the re-opening plans as currently adopted, and the infectious disease policy. Deidre Doran said that the book sale is covered by a section in the reopening plan allowing for outdoor events.

A motion was made to accept the amended reopening plan (David/Colleen) and was approved unanimously.

Consideration of change in library hours

Deirdre Doran explained that having a two-day weekend (i.e. two days off in a row per week) would be a nice thing to provide for Library employees. She suggested that the Board consider changing the Library’s open days from Monday, Wednesday, Friday, Saturday to Tuesday, Wednesday, Friday and Saturday—swapping Monday and Tuesday.

Robert Nied asked if any negative impact of the change had been predicted. Deirdre Doran said that she doesn’t know the school’s schedule well enough to know if Monday afternoons would be a really big time for students to use the Library. She conceded that it is a longer timeframe that the Library is closed—from Saturday afternoon until Tuesday morning.

Colleen Garvey said that lots of libraries aren’t open on weekends at all—many libraries have a two-day gap in service. She said that the changes are a good idea: it’s an important benefit for staff. Schools can adjust.

Ed Grossman suggested collecting data and getting a sense of “how much in advance we need to give heads up [on any changes to opening hours].” He said there might not be much representative recent usage data because of the pandemic.

Robert Nied suggested that Deirdre Doran collect supporting information and data as she is able, and to bring that information to next month’s meeting.

Deirdre Doran suggested that any changes take effect at the beginning of 2021 so “we can see how it affects payroll.”

Robert Neid said he had been asked several times if the Library planned to have evening hours. Lyza Gardner said that, historically, the Library was open in the evening on Wednesdays, but that the time was quite underutilized. Deirdre Doran said she had no resistance to evening hours, but “historically it hasn’t served” many patrons.

Robert Nied said the Board would discuss this again next month.

OLD BUSINESS

CRM solution to aid fundraising and outreach

CRM discussion has been postponed until the October meeting.

Review of Gift Acceptance Policy

Ed Grossman explained that the policy under consideration was the result of reviews and revisions of several versions, including samples from the Vermont Library Association (VLA).

Robert Neid said he saw some language that needed to be edited. Cathy Hasbrouck questioned the status of the Collection Development Policy referenced on page 2.

Robert Nied will work with Ed Grossman on policy edits before submission for approval at the October meeting.

NEW BUSINESS

Develop Updated Strategic Plan with mission, vision, long and short-term objectives and action plans

Robert Nied acknowledged Deirdre Doran’s and Carrie King’s thoughts and write-up of the needs and future of the Library. There was consensus not to conduct traditional strategic planning during the pandemic. The Board agreed that there is a need to update—or replace—the Strategic Plan dating from 2012, and that the VLA may be a valuable resource.

Colleen Garvey stressed the importance of including a professional to conduct planning during strategic planning. Cathy Hasbrouck felt it was important for the trustees to understand the details of a strategic planning endeavor so the professional’s efforts were meaningful.

Deirdre Doran suggested that the 2020 Trustees and Friends Conference, September 21-25 (<https://libraries.vermont.gov/2020TFC>), would be a good resource. The remote meeting, requiring registration, has a breakout session on strategic planning during the pandemic and

beyond Monday, Sept. 21, at 11AM. Ed Grossman felt help from the VLA was worth pursuing. Robert Nied asked that the trustees review the current 2012-2018 Strategic Plan before the next Board meeting.

Update of Whiting Library By-Laws

Robert Nied recommended that trustees review the current bylaws to see where corrections and updates are necessary. Changes may be connected to strategic planning.

Honoring Suzy Forlie

The trustees acknowledged the outpouring of support for Suzy Forlie's contributions to the library. The trustees brainstormed ideas to honor her memory. David Lord and Cathy Hasbrouck agreed to work on determining a meaningful way to memorialize her contributions to the Library. They will make a recommendation at the next Board meeting.

PUBLIC COMMENT

ADJOURN

Deirdre Doran pointed out that the next scheduled meeting—October 12, 2020—is Indigenous People's Day and that she was unavailable.

A motion to reschedule the October meeting of the Whiting Library Board of Trustees for Monday, October 19, 2020 and 9:30AM on the Zoom platform was made (David/Colleen) and unanimously approved.

There being no further business, a motion to adjourn was made (David/Colleen) and unanimously approved. The Board was adjourned at 11:55AM until the next meeting on October 19, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — October 19, 2020

Present: Robert Nied, David Lord, Cathy Hasbrouck, Ed Grossman, Lyza Gardner, Vanessa Heybyrne, Colleen Garvey, trustees; Deirdre Doran, Library Director

Absent: N/A

CALL MEETING TO ORDER

Robert Neid called the meeting to order at 9:30AM on the Zoom platform.

APPROVE MINUTES OF SEPTEMBER 14th MEETING

A motion was made (Cathy/Ed) to accept the minutes of the September 14, 2020, meeting, amended as follows:

- Change sentence under *New Business: Develop Strategic Plan* from “Colleen Garvey stressed the importance of including professional conduct planning...” to “Colleen Garvey stressed the importance of including a professional to conduct planning...”
- Change heading DIRECTORS YOUTH SERVICES REPORT to DIRECTOR’S / YOUTH SERVICES REPORT

Approved by all present.

TREASURER’S REPORT

Treasurer Ed Grossman said donations continue to be strong, and expenses are down. Programs, equipment, supplies and materials spending are all under budgeted amounts. He said the Library may end up with a reserve at the end of the year.

Robert Nied thanked the Library staff for the recent book sale and “keeping the Library relevant during the pandemic...we should all be really pleased at how the Library is being administered.”

Review of draft Investment Policy Statement

The Board reviewed the draft Investment Policy Statement. Ed Grossman reiterated that the purpose of the document was to establish objectives, purposes and performance standards for the Library’s investments.

Both Ed Grossman and Robert Nied suggested a renaming of the current account from “Wealth Management Account” to something that better reflects the account’s purpose. Ideas proposed were “Sustainment Account” and “Preservation Fund.” There was a consensus for “Preservation Fund.”

Ed Grossman mentioned a few suggested changes from Robert Neid that he’d like to incorporate in the next draft. They included adding additional text in Section IV (Investment Authority) regarding the obligation of the Treasurer to report on the fund’s performance regularly to the Board, and lowering the withdrawal amount threshold for requiring the approval of the Board from \$5000 to \$2500.

Lyza Gardner said that the \$2500 amount seems reasonable—this fund is meant for long-term goals and “we shouldn’t be in a rush” for quick withdrawals.

Robert Nied suggested that the obligation of the Treasurer to report on fund activity include a clause about reporting unusual activity, important developments or “unusual circumstances.” He said that he was in favor of lowering the withdrawal threshold requiring Board approval even more, perhaps \$1000.

Cathy Hasbrouck asked a clarifying question about references to “Money Market” and withdrawal restrictions that led to some discussion and confusion over the scope of the document and whether it also pertained to the Library’s Money Market account (also at People’s United Bank).

Ed Grossman explained the history of the two accounts.

It was unclear to Trustees as to whether the withdrawal restrictions in the document prevented transferring money between the Money Market account and the investment fund (Wealth Management Account).

Cathy Hasbrouck asked if the document pertained to both accounts, and if so, was a “safety valve” needed to be able to move money around?

Lyza Gardner suggested another round of drafting and review at the next meeting. She offered to help with formatting and wording to alleviate confusion.

Ed Grossman said he would send an updated draft to the fund managers at People’s United for review once changes were integrated.

A motion was made to approve and accept the Treasurer's report (Lyza/David). Approved by all present.

Update on health benefits discussion

Ed Grossman gave background on the confusion over whether the Library is a municipal library, whether its employees are municipal employees, and, if so, whether they are entitled to some or all of the benefits that Town employees receive, especially health benefits.

Some of the history involves conversations with Lara Keenan, consultant for governance and management with the Vermont Department of Libraries, and Jenny Prosser, general counsel to the Secretary of State. Both agreed that it seemed like the Library was municipal. Ed noted that Lara Keenan is not a lawyer, and Jenny Prosser's comment was unofficial.

There have been ongoing discussions between the Library and the Town about this. There is no response yet from Town Attorney Jim Carroll. Town Manager Julie Hance has been investigating options. As an interim measure, the Select Board agreed to offset half the cost of health insurance for the two librarians through the end of the year.

Ed Grossman says that the Board needs to start projecting the cost of continuing to defray some or all of the cost of healthcare for the professional librarians over the next 3 to 5 years. It needs to be part of our budget-preparation process. Julie Hance has asked for some projections by November.

Update on budget process: Next steps, timeframe

Ed Grossman had a "mini-meeting" with Director Deirdre Doran to talk about budgeting for 2021. This will need to include some of the health benefits projections discussed earlier.

Robert Neid said that a lot of this needs to happen before the next meeting.

Ed Grossman said the initial projections—needed before the next meeting—can be estimates.

DIRECTOR/YOUTH SERVICES REPORT

Library Director Deirdre Doran said the big event of September was the book sale and that it was a good month overall. The book sale was successful and "people had a good time." The sale worked on a "pay-what-you-want" basis. Extended appointment hours began at the beginning of October.

Status of Youth Services and Assistant's evaluation

Robert Nied asked if employee evaluations were scheduled yet and if the Board could get copies.

Deirdre Doran proposed that employee evaluations be done on hire-date anniversaries instead of by calendar year.

There was some discussion about the reconciling of evaluations through the year with the need to budget projected payroll expenses. There was consensus that the budget could reflect a range of merit raises.

Deirdre Doran asked what the order of operations for evaluations was. Robert Nied said that he preferred a flow in which the employee is able to hear the evaluation and respond before salary adjustments were final.

Ed Grossman asked if the updated salaries would go into effect on January 1, 2021, or if they would be staggered through the year.

Lyza Gardner said that it sounds like the plan was to budget for a range of possible raises, but they'd only go into effect after evaluations, which are on hire-date anniversaries.

Robert Nied said that the Board would move forward with developing a range of salary increases in the budget as well as an estimate on health benefits. Actual pay increases will be applied following evaluations and will reflect, at least in part, the content of these evaluations.

OLD BUSINESS

Change of Library hours

Robert Nied said that in the last meeting there was a request for Deirdre Doran to provide some background information about any potential negative impacts from changing the open days of the Library from the current Monday, Wednesday, Friday and Saturday to Tuesday, Wednesday, Friday and Saturday. The motivation for the change is to provide a 2-day "weekend" for Library staff.

Deirdre Doran said she had some limited statistics from the past six months, which are "obviously not the most comprehensive timeframe," but that the current situation is likely to go on for some time. She was surprised to find that Monday is not any busier than other days.

Wednesday and Friday have been more busy. The only regular Monday is the meeting of the Board of Trustees.

Robert Nied asked Deirdre Doran if she would still be comfortable attending Board meetings on Mondays. She said that was fine, as she already does work during times the Library is closed.

Ed Grossman asked if there were any announcements that should be done before the changes take effect.

Deirdre Doran said that she proposes that the changes take effect in 2021, so there is plenty of time to communicate the changes. She said that being open Tuesdays meant that the Library will be open for five more days each year because of the number of holidays that fall on Mondays. There might be a slight change needed in the Personnel Policy to allow employees to take some additional days off to accommodate this.

A motion was made (Colleen/Cathy) to change the opening days of the Library from Monday, Wednesday, Friday, Saturday; to Tuesday, Wednesday, Friday, Saturday, effective January 1, 2021. Approved by all present.

Personnel Committee

Robert Nied said the Personnel Committee needs to meet and discuss the Director's evaluation and talk about compensation.

Ed Grossman reminded the Board that it's important and has relative urgency, but the actual evaluation will be made on the Director's hire-date anniversary (in 2021), so the Board's responsibility in the immediate term is to establish the possible raise ranges.

Robert Nied said this meeting can be deferred as it's not as urgent as originally thought.

Discussion of CRM solutions

Lyza Gardner presented a proposal for using the Kindful non-profit Customer Relationship Manager (CRM) software platform to manage information about donors and their donations over time. This would replace the single, confusing spreadsheet used to manage both. The Kindful system would integrate with other services like MailChimp and other payment platforms like PayPal. It would not dictate the methods in which the Library does fundraising—physical letters can still be mailed to donors—but it would aid with supporting fundraising.

Robert Nied said that “there is an opportunity for improvement here”, as the Library’s traditional method has worked (i.e. sending physical mailings to a list of donors), but there are technologies that can make this easier to manage. “If we continue going to the same pool of donors twice a year in the same way, we’ll begin to see a drop-off...This approach offers so many more options to how we can do this. It has real practical ramifications as to how we can get this done.” He said that he thinks the change could ultimately also reduce our personal time spent on this work.

Robert Nied asked where the Kindful software would “reside.”

Lyza Gardner explained that it is a web-based platform, meaning that anyone with appropriate access (i.e. an account) and a web browser could access the system, and no installation or maintenance is necessary.

Robert Nied asked if the system could be ready for use for the fundraising drive coming up.

Lyza Gardner said if we can get the funding sorted out—\$1200 for a year—we can probably get the system populated before the Nov/Dec fundraising drive.

Ed Grossman said that there should be some money available because of the conservative spending this year on various budget line items.

Colleen Garvey asked, with all the new home sales, can we get contact information for the new homeowners in the area?

Robert Nied, Ed Grossman and Cathy Hasbrouck suggested the Grand List and the Transfer List (by year) available in the Town Office.

Cathy Hasbrouck asked if the Kindful service can print labels.

Lyza Gardner answered that the system allows you to export data in a format that can be used to print labels, so, in effect, yes.

Robert Nied said that, to summarize, this is a \$1200 per year investment. It will require some work to get ready for the next fundraiser. He said he strongly favors moving in this direction, as it potentially expands our donor base dramatically, and won’t be such a strain on Trustees’ time.

David Lord asked how the Library would handle providing receipts needed for tax purposes to donors.

Lyza Gardner said that the system wouldn't dictate how this is handled: physical copies could continue to be mailed, or digital copies emailed depending on Board preference.

A motion was made to purchase one year of service of the Kindful CRM platform for \$1200 (Cathy/Ed). Approved by all present.

November fundraising campaign

Robert Nied said that he didn't see any issue with pushing the fundraising campaign out just a bit until the end of November or early December.

Lyza Gardner asked about printer timing for printing letters and envelopes. Is there enough time after the next meeting for turnaround?

Robert Nied said that printer turnaround is a few days, so it should be fine.

Status of library heating system

There is some complexity to the Library's heating systems: there are two independent systems and some proprietary equipment is involved. The Town will cover the expense of getting things resolved. Work is scheduled within the next week to ten days.

Strategic planning

Robert Nied said that Strategic Planning is something the Board needs to do, and that it's been deferred because of the pandemic; it needs to get some focus going forward.

Other Old Business

Ed Grossman requested a brief Zoom meeting to get the budget spreadsheet ready to go. Robert Nied suggested picking a day to meet.

Ed Grossman said that donations are still coming in from the June fundraising drive, and the total raised amount is currently \$11,665.

Robert Nied said he will provide a draft of the Gift Acceptance Policy for review at the next meeting.

NEW BUSINESS

Ed Grossman mentioned that Chester Rotary was interested in asking Deirdre Doran and Carrie King to present at a meeting.

PUBLIC COMMENT

N/A

ADJOURN

There being no further business, a motion to adjourn was made (Lyza/Ed) and unanimously approved. The Board was adjourned at 11:33AM until the next meeting on November 9, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — November 9, 2020

Trustees:

Robert Nied, Chair - Present
David Lord, Vice Chair - Present
Ed Grossman, Treasurer - Present
Lyza Gardner, Secretary - Present
Colleen Garvey - Present
Cathy Hasbrouck - Arr. 10:42AM
Vanessa Heybyrne - Absent

Others Present:

Deirdre Doran, Library Director

CALL MEETING TO ORDER

Chair Robert Neid called the meeting to order at 9:30AM on the Zoom platform.

The agenda was amended to move the executive session pertaining to *Treasurer's Report/Health benefits* and *Review opinion from Town Attorney* to the end of the meeting (prior to adjournment) to better accommodate logistics of online meeting.

APPROVE MINUTES OF OCTOBER 19 MEETING

A motion was made (Ed/David) to accept the minutes of the October 19, 2020, meeting.
Approved by all present.

TREASURER'S REPORT

Treasurer Ed Grossman reported that income/revenues for the Library continues to be down (about \$3000) but that this is more than offset by donations (\$4100 higher than budgeted). Expenses are also still down. There may be a surplus in the personnel and benefits line item that could be used against next year's needs.

Review and adopt Investment Policy Statement

Ed Grossman explained some of the revisions that have been made to the draft Investment Policy Statement since the last meeting. Cathy Hasbrouck provided some additional edits on the morning of the meeting.

Robert Nied thanked the Board for working on this policy and stressed that it's essential to get it in place.

A motion was made to approve and adopt the Investment Policy Statement, including the edits proposed by Cathy Hasbrouck, amended to fix the spelling and duplication of Colleen Garvey's name was made (Lyza/David). Approved by all present.

Update on budget process: status, next steps, timeframe

Ed Grossman said he had a brief meeting with Library Director Deirdre Doran and Robert Nied about the budget process. A meeting is scheduled in December for the Library's budget to be proposed to the Select Board.

Robert Nied said that the budget can be discussed in a sub-committee, and a special meeting called for the Board to approve the proposed budget before presenting it to the Town.

DIRECTOR/YOUTH SERVICES REPORT

Library Director Deirdre Doran said that October was the first month that the Library was open "normal" hours, by appointment. Several Library programs were held over Zoom, and the Library now has its own Zoom account.

The Library obtained a new printer. The printer has fax capability but is not currently located near a phone line. It also has scan-to-email capability, which needs to be configured.

Grant funding for strategic planning

Deirdre Doran is working on a grant application for the American Library Association "Libraries Transforming Communities" grant, which is geared at helping small, rural libraries facilitate community conversations. The application is due December 2. The grant provides \$3000 towards "community conversations," which in the Library's case could be applied to strategic planning. First-round grant results will be announced on December 16. There is another round of grants available in January if the Library doesn't succeed in the first round. Deirdre Doran will ask Robert Nied to write a letter of support, and will be reaching out to Town Manager Julie Hance.

Deirdre Doran provided a draft of a community-room use policy to potentially allow one-on-one, pre-scheduled meetings, however, given the current uptick in COVID-19 infection rates, she said that this didn't seem like "a good time" to provide a meeting space.

Progress on heating system repairs

No progress is reported on work needed for the Library's HVAC systems. An old, unused air-conditioning unit has been removed from the stacks room. This removal exposed a wire for the emergency-exit sign, which had been drilled through when the A/C unit was installed. Deirdre Doran said that she would like to get that fixed before the wires are covered up again. Robert Nied said he'd follow up again on the HVAC work.

David Lord asked a question regarding the Treasurer's Report: Does Treasurer Ed Grossman think the Library will reach its fundraising goal for 2020? Ed Grossman says he's "optimistic".

Deirdre Doran mentioned some remaining silent-auction items in the Library basement and suggested holding some raffles or silent auctions. Lyza Gardner requested that some minor bookkeeping data be retained to help the Board track people involved in the raffle and what items were raffled or auctioned for what amounts of money.

OLD BUSINESS

Update on CRM solution implementation

Lyza Gardner gave an update on data imports into the Library's new Customer Relationship Management (CRM) software, Kindful, which will be used to organize donor and campaign information. She explained that donor demographic information, as well as donor transactions back to 2005, have been imported into the system. The data come from a single spreadsheet. The Kindful data set should be considered the "source of truth" for donor and donation information going forward. One next step is to decide upon and configure a payment processor (or processors) so that the Library can take donations online and have the data funnel right into Kindful. Another step is to sync up with Deirdre Doran's email mailing lists in Mail Chimp.

Ed Grossman asked how best to access the modern features of Kindful and still find the group that would be best served by a mailed appeal? Lyza Gardner answered that all of the data from the spreadsheet is in Kindful, and it can be queried and reported on as we need. We can get the data out that we need.

November fundraising campaign

Robert Nied said that it is time to break the discussion of fundraising topics into a committee. Trustees set a meeting of the fundraising committee for 3PM, Friday, November 13.

Personnel committee

A meeting of the personnel committee was scheduled for 3PM, Friday, November 20.

PUBLIC COMMENT

N/A

EXECUTIVE SESSION

A motion was made (David/Colleen) that the Board enter Executive Session at 10:30AM to discuss attorney-client communications regarding the Library's municipal status. Voted and passed unanimously.

A motion to exit executive session was made (David/Lyza) at 10:50AM. Passed unanimously.

APPROVE TREASURER'S REPORT

A motion to approve the Treasurer's Report was made (Lyza/David). Approved by all present.

ADJOURN

There being no further business, a motion to adjourn was made (Ed/Colleen) and unanimously approved. The Board was adjourned at 10:53AM until the next meeting on December 14, 2020.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES SPECIAL MEETING

Minutes — November 25, 2020

Trustees:

Robert Nied, Chair - Present
David Lord, Vice Chair - Absent
Ed Grossman, Treasurer - Present
Lyza Gardner, Secretary - Present
Colleen Garvey - Present
Cathy Hasbrouck - Present
Vanessa Heybyrne - Present

Others Present:

Deirdre Doran, Library Director

CALL MEETING TO ORDER

Chair Robert Neid called the meeting to order at 6:34 on the Zoom platform.

REVIEW AND APPROVAL OF PROPOSED 2021 BUDGET

Treasurer Ed Grossman reminded the Trustees that, in 2020, the Town and the Library both provided \$1500 (for a total of \$3000) in funding to help defray the cost of medical insurance for the two professional librarians. This expense was not in the 2020 budget.

The proposed 2021 budget represents a 4% increase (\$6420) over 2020. The increase will allow the Library to continue to defray medical insurance costs for the Library Director and Youth Services Librarian. Half of the needed cost of this will come from the proposed budget, and half will come from the Library's Preservation Fund. Ed Grossman said that "if this continued for several years...[we could] build up enough equity to sponsor health benefits on our own, but right now this shows good faith towards our professional librarians."

Ed Grossman pointed out that payroll in the 2021 proposed budget is down a little bit, because the Library Director salary is lower. All of the other line items remain the same.

Ed Grossman explained that the Town of Andover paid \$2500 in 2020 instead of the requested \$2600—the Andover Select Board did not approve the \$100 increase, and there was some confusion over the budget process. Select Board members in Andover were curious about how

many of their residents patronize the Library (170 Andover residents have library cards, or about 36% of the population).

Robert Nied summarized that the Trustees will propose a 4% budget increase to offset the cost of health insurance coverage, and make an outreach effort to Andover.

A motion was made to approve the budget as presented (Cathy/Colleen). Approved by all present.

NEW BUSINESS

Pursuant to a grant with a tight deadline, Robert Nied asked the Trustees for permission to write a letter of support for the Library.

A motion was made to write a letter of support on behalf of the board (Ed/Cathy). Robert abstains; all others approve. Motion passes.

PUBLIC COMMENT

N/A

ADJOURN

There being no further business, a motion to adjourn was made (Colleen/Lyza) and unanimously approved. The Board was adjourned at 6:59PM.

Respectfully Submitted,

Lyza Gardner, Secretary

WHITING LIBRARY BOARD OF TRUSTEES

Minutes — December 14, 2020

Trustees:

Robert Nied, Chair - Present
David Lord, Vice Chair - Present
Ed Grossman, Treasurer - Present
Lyza Gardner, Secretary - Present
Colleen Garvey - Present
Cathy Hasbrouck - Present
Vanessa Heybyrne - Arr. 9:53AM

Others Present:

Deirdre Doran, Library Director

CALL MEETING TO ORDER

Chair Robert Nied called the meeting to order at 9:45AM on the Zoom platform (after a technical issue prevented some Board members from joining).

APPROVE MINUTES OF NOVEMBER 9, 2020 MEETING AND NOV 25 Special meeting

A motion was made (David/Colleen) to approve the minutes of the November 9, 2020, meeting. Approved by all.

A motion was made (Cathy/David) to approve the minutes of the November 25, 2020, special meeting. Approved by all.

TREASURER'S REPORT

Presentation & approval of Treasurer's Report

Treasurer Ed Grossman provided some scenarios for how the 2020 budget would close out, depending on some variables. Revenues are down (due to Library closures), but expenses are also down. The plausible outcomes range from a shortfall of \$3500 to a surplus of \$6950.

Update on budget

Ed Grossman said that the proposed 2021 budget was “well-received” by the Select Board. The proposed budget included a 4% increase to defray a portion of health benefit costs for the two professional Librarians (\$3120). This will be matched by a draw from the Preservation Fund.

Discussion of November fundraising

Ed Grossman said he'd do his best to get incoming donations processed ASAP.

There was a discussion about taking a distribution of 5% of the year's gains from the Library's Preservation Fund, as allowed by the Investment Policy.

Cathy Hasbrouck asked if money could be put back into the fund "after the bubble bursts." Lyza Gardner said that there was nothing in the Investment Policy that prevented this.

David Lord suggested that the Board ask the fund managers for their input on the distribution.

A motion was made to authorize the Treasurer and the Chair to execute, per their joint discretion, on yearly distribution of up to 5% of the Preservation Fund's balance (per Investment Policy), transferring funds to the Library's money market account (David/Lyza). All approved.

A motion was made to accept the Treasurer's report (Lyza/Cathy). All approved.

DIRECTOR/YOUTH SERVICES REPORT

Library Director Deirdre Doran said that the Library was providing access by appointment until the very end of November, but has since scaled back to curbside pickup only due to the rise of COVID infection rates. She said that she's keeping an eye on community spread and case-count data: "We need to be out of the red zone for at least a couple of weeks...that's not the trend that is happening right now."

Robert Nied asked if there were any complaints or feedback about not having appointments. Deirdre Doran said that there is "some dismay," but that "no one thinks it's a bad idea."

Proposed changes to staff holiday dates/proposed floating holidays

Deirdre Doran explained that Library staff will "lose" 5 paid holidays as a result of changes in 2021 to the Library's opening hours (the Library will be open Tuesdays, not Mondays). She proposed that employees be able to designate 5 floating holidays to make up for these days.

A motion was made to amend the Personnel Policy to replace the 10 designated holidays with 5 designated holidays (New Years' Day, Independence Day, Veteran's Day, Thanksgiving and Christmas) plus 5 floating holidays of the employee's choice per calendar year (David, Cathy). Approved by all.

Scheduling of employee reviews

Employee reviews will be held on or near employee hire-date anniversaries.

Status of front door lock upgrade

There has been some back-and-forth between Deirdre Doran and Countryside Lock and Alarm. A representative from Countryside came to the Library on Monday, December 7. Deirdre is still waiting on an estimate and will ping Countryside again—she says she’s emailing about once per week.

NEW BUSINESS

Scheduling next Personnel Committee meeting

A meeting was scheduled for the Personnel Committee: December 30, 2020, at 9:30AM.

OLD BUSINESS

Delay in heating system repair

The HVAC system in the Library is erratic and not well-tuned. It’s a one-off design from the 1980s that requires specific expertise from Control Technologies, Inc. The person at Control Technologies who knows how to work with the system had an on-the-job injury and won’t be available again until after the end of the year. Robert Nied said that he hoped that work could happen on the HVAC system at some point in January.

PUBLIC COMMENT

N/A

ADJOURN

There being no further business, a motion to adjourn was made (Colleen/David) and unanimously approved. The Board was adjourned at 10:43AM until the next meeting on January 11, 2021.

Respectfully Submitted,

Lyza Gardner, Secretary