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**BOARD OF LIBRARY TRUSTEES**

Neal DeChillo – Chair, Johannah Morgen – Vice Chair, Debbie Friedlander – Secretary

The Trustees of the Swampscott Public Library will hold a meeting on Monday, August 5, 2024 at 5:30PM. The meeting will be held in the Director’s office of the Library, 61 Burrill St, Swampscott, MA.

Attendees: Neal DeChillo, Johannah Morgen, Debbie Friedlander, Jonathan Nicols

**MINUTES – AUGUST 5, 2024**

1. Call to Order: Meeting called to order 5:27PM
2. Approval of Minutes: delayed to next meeting
3. Director’s Report: One week after our last July 8th meeting all the furniture was delivered. Additionally took delivery of the two new Framery study pods. Unfortunately, the glass cracked on one of the pods during the moving/installation process. Due to the unique glass used, the damage cannot be repaired. Rather a brand-new door has been ordered direct from Framery, the manufacturer in Sweden. Payment for the new door and the install will be made by the vendor, PearTree. An order for a brand-new *‘people counter’* has also been placed. These devices will be attached to the main door, the door to the children’s room and a third to the opening into the Teen Space. These devices literally count the number of people entering these individual spaces. After much research Jonathan found a functional yet inexpensive version on Amazon that’s battery operated and WIFI compliant. This will ensure accurate hard data as to who is coming into the library. It’s equipped with technology that can distinguish between children and adults. GIMLET, a *Question Tracker* is now up and running on the library’s employee laptops, it’s used to track anyone who asks a question either in person at the counter or on the phone. It offers a drop-down menu listing a multitude of varied topics that come up, even the ubiquitous, *“where is the bathroom?”* GIMLET is commonly used by most libraries. Jonathan used it when he worked in Belmont. It’s equipped to track tricky questions as well. You can type in the *‘tricky’* question and the answer given and hit save. If the same question is asked again, the employee can search and find the info much faster.
   1. Director’s Activities: Still amid ARAS reporting due on August 16, 2024. Jonathan is awaiting some metrics from library staff before he can complete the report. Numbers compiled thus far show last year’s circulation was 175K with holdings of 80K resulting in a roll-over rate of 2.18%. The year’s circulation was up to 184K with a decrease of holdings of 69,526. This resulted in a positive increase in the roll-over rate to 2.65%. Of course, these numbers ebb and flow over the years. The numbers show this year to be a *physical* book borrowing year. These numbers were due to library staff’s nuanced culling of the collection along with a strong attention to what kinds of services dollars are spent. The financial section of ARAS reporting opened today. Jonathan has already completed this and is awaiting Neal’s signature. Jonathan planned to launch SKEDDA, the Town’s room reservation system earlier this month. This has been delayed due to having to resolve issues with their payment structure. Their software doesn’t allow the library when renting their study pods to give the first hour free. Jonathan had been working with SKEDDA to come up with a workaround. *“Customers”* can now pay the day of versus in advance, which allows the staff to manually edit as needed. SKEDDA has offered to add this feature (a free 1st hour rental fee) in the future and have added it to their feature upgrade schedule. Now that the workaround can be implemented plan on launching the system next week. The library will be adding a *self-care station* equipped with *self-care* products. *Help Yourself* to what you need. Initially one will be placed by CIRCS to determine interest and need to add additional stations, perhaps in the Children’s Room. They’ll be equipped with, for instance, feminine products and other emergency bits and bobs.
   2. Department and Staffing News: Library Staff are in the middle of annual performance reviews using a town-wide staff self-evaluation guide whereby employees submit how they believe they’re performing in their respective positions. Jonathan expressed a continuing concern the guide is a tad generic, thereby not addressing the uniqueness of the library’s job descriptions. Jonathan just posted a Saturday only position to begin in September. It’s graded as a Step 1 on the library assistant scale. Each of the Saturday positions cost around $8,000 annually, with Pages coming in at a $3500 annual expense. In the short-term the Saturday position will be is funded out of State Aid. Front of mind is the state strongly advising against using state aid monies for recurring staff positions. Moving forward, Jonathan wants the town to allocate the monies to accommodate the added staff expense in the library’s budget. Jonathan already foresees continuing to pay for a recurring staff position using state aid as untenable, especially given the tenuousness of that aid – meaning it can go away at any time. At present it cannot be added to the budget given the restraints to be level-funded.

As training for the Maker’s Space, Jonathan is taking Sarah and Victoria to a rug tufting class in Boston to make a small rug which should take 2-3 hours.

* 1. Other News and Updates: RE: Renovations: Just got an email from Max indicating the Town is still waiting on a proposal from Ray to move forward to bid the project over the winter.

1. Old Business
   1. Renovations Discussion: Dan Stevens, electrician, recently added additional outlets and data drops allowing for additional digital displays. Have migrated to a new online software making it easy to update and change displays. Presently only have one digital community board display. Plan on adding another out front. Have already purchased two (2) 55-inch Fire TV’s and another will go on the bottom of the blue wall near the teen room and focus on Teen and Kids events.
      1. Furniture, Building, etc.:
   2. Project and Grant Updates: Had a soft opening of the Maker’s Space, with approximately 40 people without much advertising. The space couldn’t hold much more. Will start TANK Training for patrons on the Glow Forge (Laser cuter and engraver) – 5:30-8PM with 30-minute sessions for up to 10 people per session. (any staff who wants to be trained can be). Have ironed out costs for Maker’s Space materials/class. Patrons must buy materials/product either directly from the library or directly from the manufacturer. Jonathan will provide an Official Materials Fee Schedule in an upcoming meeting. The Glow Forge is known to last up to 8 years without any maintenance requirements. Swampscott is the only library within Massachusetts to have a Glow Forge. No other libraries have it!!!! Apple order came in today. Jonathan will be setting the devices up with the drawing software PROCREATE. The iPads will live in the Maker’s Space, requiring a sign out. They cannot leave the building. The assumption is mainly teens will use them.
   3. Website Update: Have gotten lots of great feedback, but still have lots of bugs to work out. Site is up and running now after a snafu where the Events Page disappeared! Jonathan maintains a growing list of updates/fixes to implement as well as some fixes which only the developers can do.
   4. Organizer: Mara Bangura, Owner of Green Earth Organizing, LLC, a library organizer, has completed the first two phases: The Craft Room as well as some projects as employees have requested. Next phase happening tomorrow – Jonathan’s office. After which she will move onto the “vault” where all the old financial and employee records are kept. The library is legally required to keep employee records for 5 years. Also helping to recycle all the old technology.
   5. Goals for FY25: Jonathan has submitted his goals to MaryAnne McMaster, Employee Experience Manager (HR) who in turn submits them to the Town Administrator, Sean Fitzgerald. Goals are aspirational as opposed to being tied to any metric.
2. New Business
   1. Dedication/Naming Discussion: Neal will follow up with Nelson Darling’s daughter and Joanne and Linso Van Der Burg.
3. Miscellany & Adjournment: Meeting adjourned at 7:20PM

UPCOMING MEETINGS:

September 16th (Neal DeChillo’s birthday)

October 7th

November 4th

December 2nd