

**Waltham Public Library**  
Waltham, Massachusetts  
**Trustees' Meeting**  
Thursday, September 14, 2017

**Present**

Mr. Alan Humbert, Mr. Steven Mann, Ms. Marie McKenzie, Ms. Martha Creedon, Ms. Maureen Taddeo, (arrived at 6:19), Ms. Kelly Linehan, Library Director

The September 2017 Trustees' Meeting of the Waltham Public Library was called to order by Mr. Humbert at 6:02 p.m. in the Trustees' Room in the Library.

**Minutes of previous meeting**

The Minutes of the regular Trustees' Meeting held on June 8, 2017 were presented. Ms. Creedon moved to approve the June Minutes. Mr. Mann seconded the motion and the Trustees voted to approve.

**Financial Report**

Ms. Linehan presented the Expenditure Report for the period from July 1, 2017 to August 31, 2017.

Ms. Linehan stated that dues to the Minuteman Library Network would be paid immediately. It was also noted that 62% of the training line item had been expended

Mr. Mann moved to place the July 1, 2017 to August 31, 2017 Expenditure Report on file. Ms. Creedon seconded the motion and the action was approved unanimously.

**Report on Library Operations**

***Statistical Reports***

Ms. Linehan shared Circulation Statistics for July 2017, August 2017, and for FY17. She noted that:

- The circulation rate in Children's is up, most probably due to all the recent improvements in the collections and displays.
- The increased circulation in AV may be due to the now free DVDs.
- There is a concern about increasing the circulation rate in Adults. A new goal has been established that there be an eight-day turnaround between ordering an item and placing it on the shelf!

Ms. Linehan further noted that 95% of borrowing is in person selection and not picking up a "Hold". Library personnel are exploring strategies to increasing patrons' exposure to new books.

Statistics for study room use continue to be positive. The library is averaging 90 visits per hour.

***Building Maintenance***

- The roof is fixed.
- The bid to replace the boilers has been sent out. The work is expected to be done in December or January.
- The carpeting in the Teen Room will cost \$3000 from State Aid.

***Personnel***

Ms. Linehan updated the Trustees on current personnel issues, including the status of several recently filled and/or open positions, due to retirements and/or new positions. These include personnel in Children's, AV, a Programming Coordinator (who will work directly with the Friends), Circulation, Technical Services, and an Outreach Librarian. In some instances, Ms. Linehan described the duties and responsibilities of the positions. She also discussed a few ideas about combining duties, redefining/developing new job titles, and job descriptions. Although the interview process is time consuming, it has resulted in some excellent hires.

Ms. Linehan also mentioned some beginning steps related to the Integrated Desk.

Ms. Linehan had called in a “busy, crazy summer,” not only due to the intensive interviewing, but also due to the approximately 2000 participants in the various Watch! Read! Listen! events.

Summer staffing/coverage seemed to be adequate this year.

## ***MLN***

Ms. Linehan reported that the funding will continue and no budget cuts are expected at the federal level.

## ***Friends Report***

Ms. Linehan reported positive relations with the Friends, who are working at becoming more autonomous. The Friends have adjusted to the loss of funds from DVD rentals.

Two weekend Book Sales will be held this fiscal year, one from September 15 to 17, and another in the spring.

## **New Business**

Ms. Linehan updated the Trustees on staff participation and feedback from the Local Leadership Conference, organized by a subset of MLN members, and held during the last week of August. Issues related to communication, big picture, interpersonal relationships, and teambuilding were presented at the conference.

Approval had been received to send Todd Strauss to the California Internet Librarian Conference in October. Attendance at this conference will be highly valuable toward the redesign of the library website.

Ms. Linehan will be attending the City Council meeting to request transfer of the designated state aid funds to the library budget.

## **Unfinished Business**

### ***Long Range Plan***

Ms. Linehan informed the Trustees that the long-range planning process is on track and on time. The plan is due October 1 and she will email the almost complete draft shortly. The focus of the plan will be on “community”.

A few points were shared:

- Communication is an issue across the city.
- Collections need updating.
- Customer service seems somewhat inconsistent.
- Standards for interaction at the desks need to be articulated.
- There is a disconnect between “old” and “new” Waltham, or between its self-image as an urban or suburban/bedroom community.

The final long- range plan will more fully articulate the pluses and minuses and what the future will be.

### ***Policy Updates***

Given her experience at the recent bomb threat(s), which have not only been affecting the library, but various schools in the city as well, Ms. Linehan wondered if there needs to be an articulated bomb threat policy. It seems to her that the best policy is the simplest one, “Call 911 and do what the police say!”

***Art Work*** This item is on hold until after the Long-Range Plan has been submitted.

**Adjournment** Ms. Creedon made the motion to adjourn the September meeting at 7:35 p.m. Mr. Mann seconded the motion and the Trustees approved the action unanimously. The next Trustees’ Meeting will be held on Thursday, October 12 at 6:00 p.m. Submitted by Marie J. McKenzie, Secretary/Clerk