

Lincoln Public Library Trustees Meeting

April 26, 2016

Present: Jacquelin Apsler, Chair; Jack French, Martin Dermady, Jen James, Peter Sugar, Trustees; Susan Brooks, Town Clerk; Barbara Myles, Library Director; Ginny Turpin, Recorder

Absent: Kathleen Nichols

1. A warm welcome to Jen James on her first day as a member of the Library Trustees!

2. Approve March 22, 2016 Minutes

The minutes of the March 22th meeting were accepted as written.

VOTE: Unanimous

3. Discussion Items

- Town Archives Joint Meeting with Town Clerk & Library Director

Susan related the history of the collaboration between the Town Archives and the Library Archives, resulting in the renovation of the Library Vault space, the hiring of a permanent archivist to process archival collections and answer reference questions about local history, and the creation of the Town Archives Advisory Council that includes: Lincoln historical organizations, Lincoln residents who are professional archivists, plus the Mass. Board of Library Commissioners' Presentation Specialist. She explained the Memo of Understanding between the Town and the Library Trustees which represents the interest of both parties in ensuring the survival and accessibility of archival materials, including public records. Other organizations lend their support, such as the Community Preservation Committee and the Northeast Document Conservation Center.

Susan reported that Jack MacLean, a member of the Lincoln Historical Society and longtime supporter of the Archives, was named Town Historian on April 25th. Chief Kevin Kennedy of the Lincoln Police Department has expressed an interest in documenting the history of Public Safety in the town of Lincoln. Jack MacLean has agreed to write a history; Bobbie and Susan will obtain grant funding to pay Jack. Bobbie explained the importance of the Digital Commonwealth and the recent digitizing of library archival materials, including Town Reports dating back to the 1861. Susan described a recently donated tapestry that belonged to the Adams family; she hopes to eventually have it on display at Town Offices.

- Art Gallery Exhibit Policy

The latest draft of the Art Gallery Exhibit Policy was reviewed and discussed in detail. Bobbie will make the suggested corrections. The new policy will take effect in

January of 2017. A draft of a letter which will be sent to artists on the current waiting list explaining the new policy was reviewed.

- Reference Room Space Planning

Peter's scale drawings of the proposed changes were distributed and discussed. Jacquelin voiced concerns about the ancillary problems associated with moving the reference desk from its present position. The rearranging of the seating areas may necessitate an overall rewiring. Peter offered suggestions for more efficient lighting in the proposed meeting room area. Martin pointed out the lower operating cost and dimming capability of LED lights. Other concerns include handicapped access to the Circulation Desk, and the cost of replacing the desk with a new one with a low section for younger patrons and the handicapped.

4. Reports & Updates

- Librarian's Report

Bobbie is considering the purchase of a new scanner for the self-checkout station that can be used to scan patrons' library cards on their cell phones. She gave kudos to the library staff for weathering a few storms, including a temporary loss of electricity when upper management was away last week; and for cheerfully overseeing the implementation of the new self-checkout.

- Building & Grounds Update

Bobbie distributed a report on the library's energy usage by John Snell, a Lincoln resident and an employee of the Peregrine Energy Group. It was very impressive, with huge savings from the changeover to natural gas and insulation of the Preston building attic. More efficient air conditioning units are on the list for future capital projects. Bobbie has not heard back from Chris Bibbo regarding the removal of the crabapple trees.

- Local Heroes Update – Martin Dermady

The latest in the "Local Heroes" enrichment program was a very successful and informative presentation by Drs. Mike Rosenblatt and Pat Roberts, who related personal stories of their experiences in surgery. The 20 attendees stayed afterward to try out the surgical trainers provided by the speakers. Martin has plans to offer two more of these events in the fall, and two next spring.

- Financial Report

The Fire Suppression line item should be eliminated, as the project is finished.

The next meeting is on Tuesday, May 24, 2016.

The meeting was adjourned at 9:45 p.m.

Respectfully submitted by,
Ginny Turpin

LIBRARIAN'S REPORT

May 24, 2016

TO: Trustees, Lincoln Public Library

FROM: Barbara Myles, Librarian

Library Attendance

In April 7,908 patrons visited the library. This compares to April 2015 when 8,290 patrons visited the library.

Reference Department

In April, a record 648 reference questions were answered by Reference staff! In addition to the usual questions we are getting a lot more questions about connecting to the WiFi and how to use personal devices. Laura and Kate upgraded our Lynda.com subscription so that patrons do not need to use 16 digit keys to login. Now the login process for Lynda.com is the same as most of the other databases, a library card number and PIN are requested. Lynda.com has thousands of courses on topics such as: word processing, spreadsheets, databases, photography, business management, marketing, and graphic design. A patron urged Kate to create a magazine swap area so she created guidelines and signs for it, posted information about the new service online and in the local news sources (Lincoln Journal, Lincoln Cable TV, and Lincoln Squirrel). The magazine swap area is located in the turret next to the Reference Room. People entering the library can see the sign advertising the magazine swap on the window of the turret. We have received some positive comments about the magazine swap. The large print section was moved to the Reference Room last year and we have expanded the collection since then. As a result, staff have seen a lot of browsing in the large print section. Reference staff continue to move reference books to the circulating stacks. Students appreciate being able to check out these books.

Staff Training ½ Day

For staff training on May 17 we first listened to a presentation by Claire Gerstein, a social worker who is working at the COA while Pam Mizrahi is on leave. Claire's presentation was

about customer service and how to work with difficult patrons. Specifically, we have some patrons who come to the library in a bad mood or worse and take their frustrations out on the staff. It's not the staff's fault that the patron is in a bad mood and smiling more will not make the problems go away. Claire gave us some scripts to use when we are in a difficult situation with patrons. One of Claire's scripts for us was, "I really want to help you but I can't when you are yelling at me."

For the second part of staff training, Kate gave a presentation about the types of digital materials that are available to patrons and how the patrons use apps to download books, audio books, and movies. Now the staff have a baseline understanding of the digital materials we have for patrons. Kate and Laura are working on an obstacle course for staff who cover the Reference Desk to complete. We have an iPad, Android tablet, and Kindle Fire for reference staff to practice on. The goal is to increase the competency level of the reference staff. Kate and Laura will mentor us!

Friends of the Library

The Friends of the Library participated in the 40 Years of Community Fair event on April 30. Several Friends participated. They showed people how to make art out of old books. There was also a book domino game for people to play. Renovations of Bemis Hall's basement are complete and the next book sale will be on June 11! Future Friends Board meetings will be held on the first Wednesday of the month. Julie Brogan reported that the next newsletter was ready for mailing. It has a story about Denise Shaver, our new children's librarian, on page one!

Circulation

Patrons have commented that they like the changes we have made with the hold shelf in the Reference Room and the new self-checkout station. Many Minuteman Library Network libraries already offer these services.

Minuteman Library Network

Minuteman hired a software company to write an app to search the Minuteman catalog on mobile devices. Debbie tested the latest version in April. The first release of the app will be for Apple devices. Debbie reported that she found a couple of little bugs and minor things that need improvement. She thinks the app is "very, very cool and will be exciting to share with patrons!!"

Summer Interns

The job announcement for summer interns was posted earlier this month. The deadline for applications is May 27. We also applied for a Mass Port intern but we will not know if we received funding until the middle of June.

Building Repairs

1. Archives Environmental Controls Settings

The goals of this project are to improve the environmental conditions in the vault and to reduce electricity consumption. The ductwork modifications are finished. The vault is now on its own HVAC unit. This project is completed. I am waiting for a letter from Karle Packard stating that the project was completed successfully.

2. Landscape Design*

The Capital Planning Committee asked for detailed cost estimates that were difficult for Michelle Crowley Landscape Architecture (MCLA) to prepare because we do not have an up to date land survey of the library grounds. To remedy this situation, we authorized MCLA to have a land survey performed. The survey is complete but it does not include utility lines.

3. Gallery Track Light Fixtures*

Replacement track light fixtures of any kind are not available for the Zumtobel brand track lighting fixtures currently in use in the gallery. Three companies have given me this same information. Unfortunately, the track is a 3-phase track that is not the industry standard. Eventually there will not be enough light fixtures for artists to display their work in the gallery. Perhaps replacing the lighting in the gallery could be part of the space planning project.

4. Sprinkler in First Floor Turret*

The fire suppression project is finished. However, Lincoln's insurance company, Massachusetts Interlocal Insurance Agency (MIIA), is pursuing legal action to recover the cost (approximately \$100,000) of repairing the damage done to the library when a sprinkler turned on unexpectedly on January 1, 2015. MIIA has hired the law firm, Tang & Maravelis, P.C. to represent them against RDK Engineers, Casby Bros. and Rustic Fire Protection. I met with Deawn Takahashi, Esq., Tang & Maravelis, Mary Day, Assistant Town Administrator, and Michael Haines, Facilities Manager, to work on responses to RDK's discovery request on March 2. After this meeting, I sent Deawn the invoice from Rustic Fire Protection for their technician's work on January 1, 2015 to replace the sprinkler head (the invoice shows the name of the technician who performed the work), applications for payment, test certificates, Rustic Fire Protection's warranty, and the change order for moving the sprinkler from the ceiling of the turret to an interior wall.

5. Removal of Two Crabapple Trees Located Near the Library Lane Sidewalk

At the November 11 Trustees meeting it was agreed to remove the crabapple trees adjacent to the sidewalk because an elderly woman slipped on a crabapple while walking on the sidewalk. There is no way to keep the sidewalk clear at all times so it is a safety problem. Peter reported that he spoke with Ken Bassett and he agrees that the crabapple trees can be cut down. On February 24 I asked Chris Bibbo to cut these trees down.

When I met with Chris on May 18, he told me that we will need to follow the process before he can cut the trees down. The trees are very healthy so he needs to put a notice on

the trees to let people know that there will be an open meeting about why the trees will be cut down. Chris said he will post the notice on the trees soon and schedule the open meeting for late June.

6. Repair Water Damaged Walls in the DeNormandie and Tarbell Rooms
Classic Construction repaired and painted the water damaged walls in the DeNormandie and Tarbell Rooms. This project is finished.

* No change since last Librarian's Report

Kudos

Kudos to Kate Tranquada for her excellent presentation about the library's digital collections!