

**ILSLEY PUBLIC LIBRARY BOARD OF TRUSTEES
REGULAR MEETING
MONDAY, MARCH 12
JESSICA SWIFT COMMUNITY MEETING ROOM, ILSLEY LIBRARY**

MINUTES – APPROVED 4-16-18

Board decisions are unanimous unless otherwise noted.

Present: Board members Catherine Nichols, Faith Gong. Outgoing board members Chris Watters, Barbara Doyle-Wilch. Incoming board members: John Freidin, Amy Mincher, Alice Eckles. Library Director: Dana Hart. Public: Joe McVeigh.

Chair, Catherine Nichols called the meeting to order at 5:32PM

APPROVAL OF AGENDA

See document <Agenda 3.12.2018> DECISION 1: The agenda was approved.

PUBLIC COMMENTS

There were no comments from the public.

Outgoing Treasurer Chris Watters handed over the financial records to Amy Mincher. The board thanked Chris Watters for his eight years of service on the board and presented him with a gift certificate to the Vermont Bookstore. At this point, Chris Watters left the meeting.

ACTION ITEM 1: Amy and Catherine will work to ensure that the appropriate signatories are authorized to sign checks on the Trustee's accounts.

ELECTION OF OFFICERS

Incoming board members indicated that they had been sworn in by the Town Clerk.

DECISION 2: The board voted to elect Catherine Nichols as Chair; Amy Mincher as Treasurer; and Faith Gong as Secretary. As provided for in the bylaws, the terms of officers are for one year.

The current roster of the board is as follows:

- Catherine Nichols (2016-2019) President
- Amy Minter (2018-2021) Treasurer
- Faith Gong (2017-2020) Secretary
- Alice Eckles (2018-2019) Member
- John Friedin (2018-2021) Member, *(second term)*

DECISION 3: The board voted to appoint Joe McVeigh to the position of Recording Secretary without vote for a term of one year.

APPROVAL OF MINUTES

See document <Minutes 2.12.2018> Meeting from Monday, February 12th, 2018. It was suggested to correct a typo by removing an extraneous “r” from the name of the company “Home Deport.” Faith asked if there had been any resolution to the issue of bathroom signage. Need the restrooms be labeled Men and Women? Could they not both be open to members of any gender? Alice said that the bathrooms in the downstairs meeting room sometimes did not lock properly. John shared for the benefit of new board members the background on the Committee of Three listening group. He reported on his meeting and subsequent communication with David Provost, Middlebury College, CFO. Alice asked if it might make more sense to be able to present the Committee of Three with more than one option to consider.

DECISION 4: The minutes were approved as amended.

ACTION ITEM 3: Joe will send the amended minutes to Dana, who will have them posted on the library website.

ACTION ITEM 4: Dana will follow up on the bathroom signage issue and the locking doors question.

ACTION ITEM 5: John will continue to work on recruiting members for the Committee of Three.

APPROVAL OF MEETING TIMES

DECISION 5: The board agreed to hold regular monthly meetings on the second Monday of each month from 5:30–7:30PM. The regular meeting location as specified in the bylaws is the Jessica Swift Community Meeting Room in Ilsley Library.

However, to accommodate travel schedules, in April the board will meet on the third Monday (April 16th) and will not meet on April 9th.

DECISION 6: The board agreed to meet for a retreat from 10AM to 4PM on either Saturday May 5th or Saturday May 28th. Barbara anticipates being available on one of those two dates.

ACTION ITEM 6: Barbara will confirm the date she is available and notify the board.

John Friedin offered his home as a tentative location for the retreat. However, there was some concern about whether Vermont open meeting law permits a public meeting in a private residence.

ACTION ITEM 7: Catherine will check with Lara Keenan about the legality of such a meeting.

ACTION ITEM 8: Catherine, Barbara, and Dana will work on an agenda for the retreat with input from the board.

CHAIR'S REPORT

The Chair thanked those present for attending a new-board orientation meeting, which was held Saturday, March 10th from 9:00AM to 12:30PM in the smaller downstairs meeting room in the Town Offices. The orientation included a presentation from Lara Keenan, the Consultant for Library Governance and Management from the Vermont Department of Libraries. Lara handed out copies of the Vermont Department of Libraries Handbook for Library Trustees and copies of the Handbook of Vermont Library Law. Interested members of the public may obtain these publications on the website of the Vermont Department of Libraries. In her presentation Keenan outlined the respective roles and

responsibilities of the Trustees and the Library Director; shared insights into the future of libraries and described her own experiences as Director of the Pierson Library in Shelburne, which is currently undertaking an expansion project. She also answered questions from the Trustees to clarify aspects of Vermont open meeting law and other best practices for library boards. Members of the public interested in the PowerPoint slides of the presentation may obtain a copy by emailing lara.keenan@vermont.gov

Chair Catherine Nichols thanked members for their feedback on the New Board Orientation Workshop held on Saturday, March 10th, 2017 and collected evaluation forms. Catherine further circulated reactions from board members to the workshop.

ACTION ITEM 9: Director Dana Hart will scan the evaluation forms and send them to workshop leader Lara Keenan of the Vermont Department of Libraries.

Catherine noted that a patron had been murdered in the public library in Winchester, Mass. At the time of the mass shootings in Las Vegas, Catherine had sent a letter of support to the board of the Las Vegas Public Library and had received a warm note in return. Amy described a dangerous incident in a museum and suggested that the board should discuss emergency procedures for the library.

DECISION 7: The board agreed to ask Secretary Faith Gong to write a letter of support to the board of the Winchester, Massachusetts public library.

ACTION ITEM 10: Faith will write a letter and circulate copies to the board.

DIRECTOR'S REPORT

Director Dana Hart invited board members to review her written report. See document <Director's Report 3.12.18> Discussion ensued on matters concerning the cleaning of the library, performance reviews of staff and of the Director, the library rules of conduct, and the library's mission statement and strategic plan.

Cleaning

Faith asked for an update on the special deep cleaning undertaken by Mr. Mike's cleaning service. This took place after previous authorization by the board in light of the extended illness of the custodian. \$285 donated by the Friends of the Library were used for this purpose. Dana, while pleased with the work done by the cleaning service, noted that it was too expensive to undertake on a regular basis. The custodian is back on the job for 10 hours per week and another 10 hours are being covered by a second employee. Dana noted that regular cleaning costs are properly paid through the town budget, rather than through special sources.

Performance Reviews of Library Staff

Although library staff are theoretically evaluated in an annual performance review, this, in fact, has not taken place annually. Dana intends to conduct annual reviews of staff and hopes to implement this process by this summer. During this initial implementation, the focus would be primarily on goal-setting for the following year. Dana is currently soliciting input into the process from library staff, from Assistant Town Manager Chris English, and possibly from other sources. In response to a question from John, it

was noted that Barbara has conducted customer service training with staff which is being continued by Dana. John emphasized his desire that the library be seen as a warm and welcoming space.

ACTION ITEM 11: Dana will continue to design the proposed staff performance review process.

Performance Review of Library Director

It was noted that while the board is charged with evaluating the Library Director, this, in fact, has never taken place. Joe asked what steps needed to be taken in this regard, particularly as the town is currently revising its evaluation procedures for department heads. Should the board and the town work together on a single evaluation process? Should there be two separate processes? Should Dana even come under the town's evaluation process, as the evaluation of the Library Director falls under the purview of the Ilseley board? Dana has completed a survey of town department heads on desirable qualities to be considered in an evaluation process. John voiced the opinion that separate evaluations would be better. Perhaps a memorandum of understanding between the Ilseley board and the town could be worked out. Joe suggested discussing what would be wanted in an evaluation process at a future board meeting.

Barbara suggested that an evaluation process for the Director should be connected to the overall goals of the board for the library as a whole. What do we want to accomplish in the next year? The evaluation of the Director should be tied to meeting these goals. John noted that an option would be to delegate the evaluation process to a subcommittee of the board, which raises the issue of whether we might want to have more committees or subcommittees to better accomplish the work of the board.

ACTION ITEM: Catherine, Dana, and Barbara will consider the subjects of committees and Director evaluation as possible topics for discussion as they work on the retreat agenda. Combine with ACTION ITEM 7.

ACTION ITEM 12: Catherine will meet with town manager Kathleen Ramsey to explore possible models for evaluation of the Director.

Proposed changes to Library Code of Conduct Policy

With her written report, Dana presented a draft of proposed changes to the Library Code of Conduct Policy. See document <Amended Library Rules of Conduct.pdf>. She reported that the Code of Conduct had been prominently posted throughout the building. She cited recent examples of inappropriate behavior in the library including evidence of people consuming alcohol, people turning out lights and sleeping under tables in upstairs meeting rooms, people opening windows to exhale cigarette smoke, and people rolling cigarettes on library tables. She noted that there will likely be additional concerns when Vermont law goes into effect on July 1 permitting recreational use of marijuana. She asked the board to consider her proposals to add elements to the library's Code of Conduct Policy. Proposed additions included prohibitions against turning off lights; opening or closing library windows; consuming, or displaying tobacco, marijuana, or vaping products and materials; and prohibiting service dogs from sitting on library furniture.

John suggested that it would be helpful to talk to a local social service agency about these issues. We want to deal with behavioral issues appropriately but carefully. Dana noted she is planning to meet with Bob Thorne, Executive Director of the Counseling Service of Addison County with the hope of obtaining

training for staff in dealing with patrons who exhibit inappropriate behavior. Barbara suggested talking to other libraries about these issues to find out how they handle them. She noted that these issues are sufficiently common that there are week-long workshops set up to deal with them. She suggested that Middlebury Police Officer Chris Mason would be a useful resource. She noted that former Director of the Recreation Department Terri Arnold had installed cameras all over the recreation center and found that to be helpful. Dana noted that the library has cameras at the main entrance and at the entrances to restroom. However, the bigger issue is what kind of behavior we want to see in the library.

Dana noted that you can't be in the library if you are disturbing others. Barbara noted that as a public library we must be open to the public. We can't necessarily pick and choose acceptable behavior. John said if it doesn't interfere with the reasonable functioning of the library, you can't just kick people out.

DECISION 8: The board affirmed its support for the Director to proceed with further thinking about these issues but did not take a vote on amending the Library Code of Conduct at this meeting.

ACTION ITEM 13: All board members and the Director will consider the issues surrounding appropriate behavior in advance of the retreat.

ACTION ITEM 14: The Chair urged all board members to regularly spend time in the library to assess the climate and observe what is going on.

LISTENING TOUR

Catherine announced that she had appointed outgoing trustee Barbara Doyle-Wilch as Chair of a new committee to raise awareness of the library and to discern the perceived needs of the community.

DECISION 9: The board agreed to call the new entity the Education Committee.

DECISION 10: The board affirmed the appointment of Barbara Doyle-Wilch as Chair of the Education Committee.

ACTION ITEM 15: Barbara will work with Dana to draft a charge for the committee and propose a plan of action.

The board discussed a proposal from Christine Graham of CPG Enterprises to conduct a listening tour of Addison County in advance of a feasibility study for fundraising purposes for which her firm has already been contracted. See documents < Ilsley Listening Tour with internal scheduling.doc; CONTRACT TERMS CPGE 2018.doc>

John expressed uncertainty that CPG Enterprises clearly shares our vision and expressed confidence that Barbara Doyle-Wilch would be able to conduct such a survey with equal effectiveness and at minimal cost to the library or the town.

Barbara briefly outlined a rough process with the following steps: 1) identify groups of people you want to talk to; 2) go with some questions that stir them to tell you how they use the library. If they don't use the library, then probe on how they get information to fulfill their interests; 3) listen; 4) they tell you how the library could be useful to them. You get useful information and understand the downside from their perspective as well as the upside. This process might take a year. This might help with the concept

of the new building and make the town feel a greater sense of ownership in the proposed expansion project.

John noted that in the previous listening sessions the planning committee never got a good, big-picture idea of what people think is lacking in Middlebury. It's necessary to really find out what the community wants and to get them behind the progress if we want it to succeed. He thought we need to talk less solely about the library and listen more about what the townspeople would like to see available to them. In a conversation, John had tried this out and been told that one person was interested in the library as "a place where you're really welcomed and can have small meetings and learn things so that you can create connections."

Faith noted the need to start collecting these observations and writing them down. Catherine echoed this idea. Amy suggested a Google doc or similar tool. Barbara indicated that she could coordinate this.

DECISION 11: The board decided not to go forward at this time with the proposal from Christine Graham to conduct a listening tour at a potential cost of \$2,300. N.B. the board is still contracted with Christine Graham to conduct a fundraising feasibility study at an appropriate time to be determined.

ACTION ITEM 16: Catherine and Dana will communicate with Christine Graham to convey the board's decision and to discuss next steps in our relationship with her.

Mission Statement and Strategic Plan

John noted that there were discrepancies between various posted versions of the library's mission statement and strategic plan. He noted that the document titled Strategic Plan and dated October 21, 2015 is not, in fact, a strategic plan. It does contain a mission statement and a list of guiding principles, but it is not a plan. Much of it is similar, but not identical to the Mission Statement adopted by the board in January 2016 and included in the bylaws.

John noted that previous boards had held meetings to devise a strategic plan in which they had identified centers of excellence. The building committee appointed in Spring 2014 by the library and the select board had requested additional guidance from the trustees about the library's values and priorities. Barbara had worked with previous Director Kevin Unrath along with Assistant Librarian Chris Kirby, Ilsley Trustee Chris Watters, and Assistant Town Manager Chris English on this process. Where is this information? Catherine suggested that based on Lara Keenan's recommendation at this point we need to move ahead and gather new data, though we may still have useful information from work already completed as part of the work of the building committee.

ACTION ITEM 18: Dana will review past meeting minutes to determine when the most recent strategic plan and mission statement were approved.

ADJOURNMENT

Chair Catherine Nichols declared the meeting adjourned at 7:04PM.

NEXT REGULARLY SCHEDULED MEETING

Monday, April 16th, 6:30PM, Jessica Swift Community Meeting Room, Ilsley Library

Respectfully Submitted,
Joe McVeigh, Recording Secretary

ACCOMPANYING DOCUMENTS

Agenda 3.12.2018.pdf
Minutes 2.12.2018.pdf
Director's Report 3.12.18.pdf
Amended Library Rules of Conduct.pdf
Ilsley Listening Tour with internal scheduling.doc
CONTRACT TERMS CPGE 2018.doc

SUMMARY OF DECISIONS

1. approved the agenda.
2. elected as officers Catherine Nichols, Chair; Amy Mincher, Treasurer; Faith Gong, Secretary.
3. appointed Joe McVeigh Recording Secretary.
4. approved the minutes of the February 12th meeting as amended.
5. agreed to hold regular monthly meetings on the second Monday of each month.
6. agreed to meet for a retreat on Saturday May 5th or Saturday May 28th.
7. asked the Secretary to write a letter of support to the Winchester, Mass. public library.
8. affirmed its support for the Director to proceed with further thinking about code of conduct issues.
9. agreed to call the new committee the Education Committee
10. affirmed the appointment of Barbara Doyle-Wilch as Chair of the Education Committee.
11. decided not to proceed with the listening tour proposal of Christine Graham.

SUMMARY OF ACTION ITEMS

1. Amy and Catherine will ensure that the appropriate signatories are authorized to sign checks on the Trustee's accounts.
2. Joe will amend minutes of the previous meeting and send to Dana for posting.
3. Dana will follow up on the bathroom signage issue.
4. John will continue to work on recruiting members for the Committee of Three.
5. Barbara will determine her availability for a spring retreat date and share with the board.
6. Catherine will check with library consultant Lara Keenan to ascertain whether Vermont open meeting law permits public meetings to be held in private residences.
7. Catherine, Barbara, and Dana will begin work on an agenda for the retreat with input from the board, including exploration of possibly including the idea of additional committees and the evaluation of the Director.
8. Dana will scan workshop feedback responses and send to Lara Keenan
9. Faith will write and send a supportive letter to the board of the public library in Winchester, Mass. and a copy to Ilsley board members.
10. Dana will continue to design the proposed staff performance review process.

11. Catherine will meet with Town Manager Kathleen Ramsey to explore possible models for the evaluation process for Library Director Dana Hart.
12. All board members and the Director will consider the Library Public Conduct Policy and proposed ways of dealing with unacceptable behavior for discussion at the spring retreat
13. All board members will spend time in the library to observe the general atmosphere of the building along with current behaviors.
14. Barbara will work with Dana to develop a charge and proposed action plan for the new Education Committee.
15. Catherine and Dana will call Christine Graham to convey the board’s decision not to move forward with her proposal for a listening tour at this time.
16. Dana will research past board meeting minutes to determine when the mission statement and strategic plan were approved by the board and establish which are the most current.

TABLE OF RESPONSIBILITIES FOR ACTION ITEMS

ITEM	DESCRIPTION	CATHERINE	AMY	FAITH	ALICE	JOHN	DANA	JOE	BARBARA
1	Account signatures	X	X						
2	Meeting minutes						X	X	
3	Bathroom signage						X		
4	Committee of three					X			
5	Retreat date								X
6	Open meeting question	X							
7	Retreat agenda	X					X		X
8	Workshop evaluations						X		
9	Letter to Winchester, MA library board			X					
10	Staff performance review process						X		
11	Dir. eval meeting w/ Town Manager	X							
12	Consider conduct policies	X	X	X	X	X	X		
13	Spend time in library	X	X	X	X	X			
14	Draft charge for Education Committee						X		X
15	Talk with Christine Graham	X					X		
16	Confirm most recent mission statement						X		