

Montague Public Libraries Trustees

February Minutes

Date: Monday, Feb 28, 2022

Time: 6:30pm

Place: Zoom <https://us02web.zoom.us/j/87645329426?pwd=bUtKZmZ5NHVvK3JjYUpMRIV2VEk2dz09>

Meeting ID: 876 4532 9426 Passcode: 357397

Attendees: Polly Billiel, Nancy Crowell, David Harmon, Lydia Ievins, Karen Latka, Margot Malachowski, Tricia Perham, Liz Swihart, Gretchen Wetherby

Library Director: Caitlin Kelley

6:35 Call to order.

6:37 Minutes from 11/29/2021 approved as amended with Liz Swihart abstaining.

6:38 Director's Update. Caitlin reported that the Food Pantry at the Millers Falls branch is very popular. Taelour is taking statistics and noted that 242 items were recently picked up by library patrons. Taelour and Caitlin met with Mary King from Montague Catholic Social Ministries (<https://mcscommunity.org/>) and she offered to provide food for the pantry. They want library staff to collect data (names/addresses) and Caitlin clarified that anonymous data (Jane Doe) would be acceptable. The Ministries needs to track how many Montague residents are utilizing services. There is a need for hygiene products.

The Millers Falls Branch is getting spruced up. Custodian Joanne painted the bathroom, and they got rid of old furniture. Caitlin would like to purchase a supply cabinet and two chairs. Currently, the library supplies are occupying library shelves in the fiction section. The chairs would be situated in a Teen section for a nice place to sit and read. Several Trustees recommended Conte Office Interiors (<https://www.conteoffice.com/>) as a local business for furniture purchases. Caitlin would like to ask Joanne to paint the "New Books" bookshelves that are opposite the circulation desk at the Carnegie Library.

The Seed Library will launch on March 7th. The Library of Things (yard games, board games, hand tools, etc.) launches on April 4th. March will be Amnesty Month for library fines for Montague Public Libraries. This is a promotional activity rather than a "last chance" to have fines waived. Existing fines must be waived individually. CWMARS reported that they cannot wipe fines in a batch. Fines can be waived only for Montague materials, not for items that are borrowed from other libraries. Trustees discussed ways to facilitate the elimination of existing fines. Caitlin could have CWMARS run a report for fines on Montague materials and have staff work through those lists.

Strategic Planning. So far, we have 67 responses to the online survey, and 27 responses to the paper survey. Town Hall printed 1500 copies of the paper survey, and 1300 were distributed in the Montague Reporter newspaper. Meghan and Taelour distributed the survey at Food City. Respondents are entered into a raffle for gift cards to Cumberland Farms. Caitlin just received the Spanish version of the survey. Trustees brainstormed locations for distributing the Spanish version (Brick House, Montague Catholic Social Ministries, Head Start on Central Street and G

Street, Suzee's Laundry). Michelle Eberle, consultant from Massachusetts Library (<https://masslibsystem.org/>), will conduct a focus group on April 14th at 6:30pm. She would like to have a list of 8-12 participants firmed up by March 25th. Caitlin plans to conduct 8-12 interviews as well. Trustees are encouraged to share names of Montague residents for the focus group and the interviews.

Grants. We did not get the Penguin House grant for the outdoor bench and hotspots. Caitlin will still purchase the hotspots. Caitlin has arranged for Easthampton-based band LuxDeluxe (<https://www.facebook.com/luxdeluxemusic>) to perform at the festival scheduled to take place on Saturday, June 18 in Peskeomskut Park. We are still waiting for confirmation on funding.

Caitlin is finishing up the Annual Report for Town Hall. She will share her draft with the Trustees over email. Please give any feedback by Wednesday afternoon. She needs to deliver it to Town Hall on Thursday. In preparing the Annual Report, Caitlin noted that book circulation has recovered since the pandemic closed the libraries, but DVD circulation continues to be down. Trustees discussed that patrons' viewing habits probably changed over that time, with streaming services becoming more popular. Trustees asked about Kanopy, the streaming service that was recently implemented for the libraries. Caitlin will check on the statistics and get back to us. E-content circulation had doubled. Caitlin will look into purchasing Advantage from OverDrive (<https://resources.overdrive.com/library/apps-features/advantage/>). This collection will circulate only to Montague cardholders.

One of the library substitutes resigned. Caitlin will post internally first, and then externally. She is working on a Collection Policy. Caitlin is looking into extending the preservation project to materials at Town Hall and Montague Historical Society. She will discuss this with Town Administrator Steve Ellis, especially in terms of funding. Taelour contacted an archivist at Keene State College for advice on next steps.

- 7:20 Children's Librarian Update. The Paws-to-Read program was featured in the Greenfield Recorder (<https://www.recorder.com/New--Paws-to-Read--program-proves-popular-at-Montague-Public-Libraries-45179603>). Angela and Meghan put together Black History kits, STEAM kits, Tiny Art Grab-and-Go kits, and Valentines Take-and-Make kits for school vacation week. Angela is working with a small group of youth to develop Teen Poetry Month activities.
- 7:23 Volunteer Policy. Caitlin read the draft for a Volunteer Policy. Trustees discussed CORI checks, the right to refuse volunteer opportunities, potential impact on short-term assistance with book sales, whether or not the library should offer community service opportunities, and liability forms for volunteers doing on-site work. Caitlin will reach out to the Parks and Recreation Department about their CORI check policies.
- 7:47 Corresponding Secretary. Margot attended a cybersecurity webinar that was hosted by the American Library Association. She shared her notes on the importance of cybersecurity measures: Do not underestimate the risk. Malicious emails are just one method (VPN is vulnerable). Public libraries are vulnerable because systems are infrequently updated and there is a shared responsibility for systems (town/CWMARS).

To-Do List:

- Identify all systems and who is responsible for updates/security
- Configure automatic updates on laptops/computers whenever possible
- Check if (town/CWMARS) has ransomware insurance
- Identify all devices (computers/tablets/phones)
- Multifactor authentication whenever possible, especially for financial data
- Train employees to detect phishing scams
- Ensure email is filtered and suspect emails are quarantined
- Restrict administration privileges and DO NOT share logins
- Disable privileges of former employees
- Secure files that contain passwords
- File storage 3-2-1:
 - Three copies of important files
 - Two media types (server failure/accidental deletion)
 - One copy off-site and off-network (physical disaster, cyberattack)
- Develop a plan for ransomware attack:
 - Can you do your work on paper?
 - Can you contact your staff without the internet?
 - Can you do payroll?

Trustees Files:

- Approved Agendas and Minutes on Town website
- Assorted Files available on Town website
- Pre-2020 files: Vicki's flash drive and loose-leaf binder
- 2020-onward: Margot's flash drive and Trustees' Google drive
- Should we have paper copies?
- If so, where do we store the paper copies?
- What about storage of sensitive personnel documents?
- What is the best method of storing passwords?
 - Town website
 - Library website
 - Google account
- What is the best contact for multifactor authentication?

Trustees will discuss this information at the next meeting.

- 7:57 Special Services. Caitlin would like to run the survey for a few more weeks.
- 7:59 Building and Maintenance. The Capital Improvements Committee approved Carnegie basement renovation plans. Trustees discussed next steps for handicap parking access at the Carnegie Library. The electrical panel and service at the Millers Falls branch was replaced. Minisplit installation for the Montague Center branch will be going out to bid.
- 8:05 Personnel. The Personnel Subcommittee will meet at 5:30 before the next Trustees meeting to discuss the Director's mid-year evaluation.

8:10 Friends. The Friends of the Library had their most successful book sale, with over \$400 in sales.

8:11 Upcoming meetings:

Personnel Subcommittee

Mon, March 28, 2022, at 5:30pm

Zoom

Monthly Trustees Meeting

Mon, March 28, 2022, at 6:30pm

Zoom

8:12 Meeting adjourned.

Respectfully submitted,

Margot Malachowski

Corresponding Secretary,

Montague Public Libraries Trustees