

Paul Pratt Memorial Library Board of Trustees
April 12, 2023
Hybrid Meeting in Person and via Zoom
Library Historical Room, 6:00 pm.

Present: Carolyn Coffey (Acting Chair), Sarah Pease, Stephen Brown, Alex Viteri, Brooke Jewell, Marylou Lawrence, Megan Brinzey, Meaghan James (Director)

Meeting called to order, 6:05 pm

Catherine Harvey was not present, and Carolyn ran the meeting.

1. Minutes

- a. The March 8, 2023 meeting minutes were voted and approved unanimously.

2. Director's Report (James)

- a. With the nice weather, the library has been busy this spring. For example, there were 170 attendees at a recent MamaSteph event.
- b. Meaghan has arranged for the Circulation staff to participate in a customer service certificate program offered on LinkedIn. The course has seven modules and covers topics such as building rapport with customers, active listening, and creating positive conversations with challenging customers. The staff will work together on the course during their biweekly staff meetings, and all will receive a certificate upon completion. They hope to complete an internal customer service vision statement at the end of the program, which aligns with the library's Strategic Plan.
- c. The recent pop-up event with Seabird Coffee was a success, and 70 cups of coffee were given away in an hour and a half. The event encouraged different patron communities to interact with each other, and Meaghan found they all respected the library and cleaned up after the event in all areas. The staff hopes to offer the event on a quarterly basis, hopefully with other local coffee shops.
- d. Allison plans to host a glow-in-the-dark minigolf event for teens near the end of the summer. She has contacted a company to run it and will market it to her constituents as the date gets closer.
- e. Meaghan shared a draft of the Capital Budget planning document that she has assembled and has shared with Nick and Jake from the Facilities Dept. The document itemizes upcoming maintenance priorities and needed upgrades to the building that she foresees in the next few years. Some of the items mentioned include new carpeting in the Children's Room, improvements to the back door that will lead to the Pavilion, a bottle filling station, and better outdoor lighting. In addition, she is concerned that the Ripley Road steps do not have a railing and may not be up to code. While a railing may not fit in with the aesthetic of the outside of the building, the Trustees felt strongly that it is necessary, and voted unanimously to approve the project, when funds are available.
- f. Upcoming events include: Allison O'Leary, who will give an author talk, teen mosaics and Sunday Funday, and Animal World Experience.
- g. Town Meeting will be held on Monday, May 1 and Meaghan encouraged the Trustees to attend, if they are able.
- h. Ongoing projects include: the website redesign, Pavilion fundraising, and the rollout of the GoGov app. In addition, Bronwyn has been researching new services that the library could offer to patrons including notary services and passport application processing. While researching the notary application process, the library was notified that town offices could

not offer that service, due to insurance limitations. Steve wondered what the cost would be to enhance the insurance coverage so that the library could provide notary services. It is not known if it is possible to do that at this time.

3. Financial Report/Bills Payable (Nelson)

- a. The outstanding bills were voted and approved unanimously for payment.

4. Chair's Report (Coffey)

- a. Catherine was not in attendance, and there was no report.

5. CLT Report (Coffey)

- a. The Pavilion fundraising continues, with a goal of \$200k. Of that amount, approximately \$160k has been raised to date. The development group has decided for now to concentrate on reaching out to individual potential donors, rather than holding a large event. Brooke asked for the email template that could be sent out to possible donors. In addition, Meaghan may speak at a future Old Goats meeting, highlighting the project and spreading the word on the need for donations. While there is no specific deadline for donations, the group would like to solicit bids at the end of May, so that work can begin in the fall.
- b. The group hopes to hold a groundbreaking event with Touch-A-Truck to attract families. They are also considering placing a thermometer outside that shows the progress toward the fundraising goal.
- c. The CLT will nominate new members in May, and Carolyn asked that any interested parties let her know if they would like to join the group.

6. Friends Report (Harvey)

- a. There was no report, due to Catherine's absence.

7. Other

- a. There was no other business to discuss.

The meeting was adjourned at 6:50 pm

Documents:

Minutes of the March 8, 2023 Trustees Meeting

April Director's Report –4/11/2023

Library Capital Projects Plan

FY23 April 12, 2023 Warrant

Library Trustees Authorization for Payment – April 12, 2023

April FY23 Financial Report

April 12, 2023 Accounting Report

FY23 Deposits to Treasurer – Fines & Fees etc., April 12, 2023

FY23 Deposits to Gift Account, April 12, 2023