

**TRUSTEES OF FORBES LIBRARY**  
**Thursday, December 14, 2017**

**Present:** Ms. Buckhout, Mr. Carrier, Ms. Downing, Ms. Hess, Ms. Moss, Ms. Reall, Mr. Twarog, Ms. Sheirer, Ms. Wight. **Also Present:** Mary Fagan, observer for the Friends of Forbes Library; Jason Petcen, representative of the Forbes Library Employee Association (FLEA); Ms. Julie Bartlett Nelson, Archivist.  
**Absent:** None.

The meeting was called to order at 4:05 PM in the Watson Room.

**Public Comments**

There were no public comments.

**Secretary's Report**

The November 21 minutes were distributed for review, but were missing a page. They will be approved by the Trustees at the January meeting.

**Treasurer's Report**

Ms. Buckhout presented the Treasurer's Report of November 30, 2017. The General Aid Fund has a balance of \$41,439. The Book & Media Fund has a surplus balance of \$16,208. The Aldrich Accessibility Fund has a balance of \$25,000. The Auxiliary Fund has a deficit of \$461. The Community Webs Fund has a balance of \$2,075. The Externally Financed Transaction Fund has a deficit of \$6,961. The MacFarlane Fund has a balance of \$6,291. The Morin Fund has a balance of \$100,347. The Outreach Fund has a balance of \$3,681.

Ms. Wight moved that the Treasurer's Report of November 30, 2017 be accepted and placed on file. Ms. Hess seconded the motion which was passed unanimously.

The following undesignated gifts were received since the last Trustees' meeting: \$100 from Blaise and Linda Bisailon, Northampton, MA to the Special Collections Fund in memory of Dr. George Snook; \$25 from W. Michael and Judith Ryan, Northampton, MA to the Special Collections Fund in memory of Dr. George Snook; \$50 from John and Gail Gaustad, Northampton, MA to the Special Collections Fund in memory of Dr. George Snook; \$25 from Marilyn G. Hurley, Southampton, MA to the Special Collections Fund in memory of Dr. George Snook; \$25 from Julie H.B. and Daniel W. Nelson, Easthampton, MA to the Special Collections Fund in memory of Dr. George Snook; \$100 from Monika Johnston, Brooklyn, NY to the Special Collections Fund in memory of Dr. George Snook; \$20 from Esther White to the Book & Media Fund; \$150 from Jillian and Peter Hensley, Florence, MA to the Book & Media Fund; \$100 from Barton Byg, Northampton, MA to the Book & Media Fund; \$50 from Claudia Levin, Northampton, MA to the Book & Media Fund; \$25 from Nicole Sibley, Amherst, MA to the Book & Media Fund; \$150 from Jeffrey & Maureen Barron, Wilmette, IL to the Special Collections Fund in memory of Dr. George Snook; \$25 from Dale Cohodes, Highland Park, IL to the Special Collections Fund in memory of Dr. George Snook; \$25 from Susan & Daniel Mitrano, Wilmette, IL to the Special Collections Fund in memory of Dr. George Snook; \$50 from Therese & Richard Steinken, Wilmette, IL to the Special Collections Fund in memory of Dr. George Snook; \$25 from Ronald Greenwood and Angeline Stotis, Wilmette, IL to the Special Collections Fund in memory of Dr. George Snook; \$25 from Alexander George, Amherst, MA to the Special Collections Fund; \$100 from Scott Bradbury, Northampton, MA to the Book & Media Fund.

The following designated gift was received since the last Trustees' meeting: \$1000 from Norbert Goldfield and Sandra Matthews, Northampton, MA to the

**Treasurer's Report** (continued)

MacFarlane Fund towards a handrail on the main staircase; \$25 from Alfred & Mary Siano, Greenfield, MA to the Book & Media Fund in memory of Kathleen Coughlin.

There were no receipts from sales/rents this month.

Ms. Wight made a motion to approve the designated and undesignated gifts as proposed by Ms. Downing. Ms. Hess seconded the motion, which was passed unanimously.

Ms. Buckhout distributed a list of improvements she's completed as well as anticipated improvements for 2018. The most immediate goals are updating financial policies (e.g. annual distribution of funds from the endowment), implementing fund balances into QuickBooks (subcategory of Florence Bank account), setting up 990 tax return coding to assist with tax return preparation, working with the administrative assistant to properly account for transactions in QuickBooks, completing an analysis of cash flow/demand over a fiscal year, contacting local banks to get rates for CDs (dependent on cash flow analysis), and creating work papers for audit needs.

Ms. Buckhout left the meeting at 4:15 p.m.

**Administrative Report**

Ms. Moss reported that Forbes has started offering library patrons copies of IndiePicks, a new publication that specializes in reviews of books from independent publishers. They are available alongside BookPage which provides more mainstream suggestions at the back of the circulation desk.

On Thursday, December 7, Smith College provided a library tour of the campus highlighting where collections and services displaced during Neilson's three-year renovation have been moved. They also gave an overview of the Neilson project and their vision for library services for the future. The staff were able to ask questions and found it very interesting and helpful as they often make referrals.

Forbes is holding its annual toy drive through December 15 and additionally for this year is also collecting toiletries to benefit displaced families who have moved to our area from Puerto Rico.

Ms. Downing reported that the library's contract with C/W MARS to provide internet service will expire at the end of the month and Forbes is eagerly awaiting the transition to the city's broadband network which will provide much faster service at the same price. Ms. Downing is hopeful that there won't be an interruption in service. She will let Mr. Carrier know if there is anything the Trustees can do to help.

Officer Mazuch from the Northampton Police Department reviewed the building to provide suggestions for ways to increase safety for staff and patrons. Her feedback is being incorporated into an emergency response plan that a committee of staff are working on to present to the board early in 2018.

Ms. Downing said that it is hard to believe that the first year in her and Ms. Moss's new roles at the library is coming to a close. They reflected with the staff on all that has been accomplished this year and came up with quite a number in just a few minutes. They would like to thank the staff for their support during this transition year and commend them for their hard work and

**Administrative Report** (continued)

dedication. They hear compliments from so many community members who are grateful for not only the services and collections Forbes offers but for the quality of the interaction with the library's knowledgeable and caring staff members. In response to a question from Mr. Carrier, Ms. Downing said that she is always open to feedback from staff, and that the performance review process which is to begin next year will actively seek direct feedback from staff.

Ms. Downing also thanked the Trustees and the Friends boards for their tireless volunteer efforts. The Trustees have been supportive of the transition and new initiatives and engaged in major projects including the agreement reached with the City and the strategic plan. The Friends have put in countless hours to fundraise for the library. They have donated over \$45,000 to Forbes Library this year. Forbes could not provide anything near the current level of library services without their generous support.

Ms. Hess moved that the Administrative Report be accepted and placed on file. Ms. Wight seconded the motion, which was passed unanimously.

**Friends of Forbes Meeting**

Ms. Hess attended the December 6 meeting of the Friends of Forbes and reported that they discussed museum passes and approved the purchase of a pass to the Mark Twain house. There is \$113,000 in the Friends' Vanguard account and \$12,000 in cash available. The Friends decided to invest the Kay Burnett bequest with Bartholomew Inc. The Friends are considering new fundraisers including a croquet match in the library. The membership committee reported that their mailing has gone out. The Friends discussed ways to increase membership and are requesting access to the library donors list. The Friends appointed Jo Ellen Mackenzie to represent the Friends on the Coolidge Advisory Committee Charge Review Committee. The Friends agreed to be responsible for the food for the Library Legislative Breakfast on January 26. Ms. Downing presented the library's wish list in chronological order, which included funding requests for programming, staff development, community engagement, technology, outdoor seating and plantings, books & media, subscriptions, writer-in-residence, community read, museum passes, volunteer appreciation, outreach delivery, and Children's & Young Adult renovations.

**Next Meetings**

The next regular meeting of the Trustees is scheduled for Tuesday, January 16, 2018 at 4:00 PM in the Watson Room.

The next meeting of the Friends of Forbes Library will be held Wednesday, January 3 at 6:30 PM. Ms. Hess will attend on behalf of the Trustees.

The Calvin Coolidge Presidential Library and Museum (CCPLM) Advisory Committee will meet in 2018 at 4:00 PM on Mondays March 5 and June 4. Mr. Carrier and Ms. Wight will attend the meetings on behalf of the Trustees.

**Communications**

Ms. Downing received a letter from a recent Smith College graduate, thanking the staff of Forbes Library for all they do. She was inspired to write the letter because she received an electronic newsletter from Forbes.

**Financial Report**

There was no financial report this month.

**Hampshire Room Research Table**

Ms. Downing reported that the table in the Hampshire Room does not allow more than one researcher to work at a time and spread out materials. This has been a hindrance to effective utilization of the room. Ms. Nelson has worked with staff to develop a plan to fit a larger table into the space that will allow two researchers to work at the same time or a small group of people to meet. A quote was received for \$1,340 from Johncarlo Woodworking for a solid oak table that will match the style of others in the building. The Trustees are asked to approve the purchase of this table using the donations made in Dr. George Snook's name. The Trustees recommended purchasing a small plaque for the table.

Ms. Reall made a motion to approve \$1,340 from the donations in Dr. Snook's memory to build an oak table for the Hampshire Room. Ms. Hess seconded the motion, which was passed unanimously.

**Director Evaluation**

The anniversary of Ms. Downing's appointment as library director is coming up on January 1. The Trustees decided to wait until a full year, including a full year's budget, is completed before doing a formal performance review. They agreed by consensus to do an informal review at the next Trustees' meeting to provide feedback for Ms. Downing.

**Career Center Access Point**

Ms. Moss reported that the Franklin Hampshire Career Center's Access Point at Forbes Library is now in its fourth month and a meeting is being scheduled to discuss how things are going and talk about the future of the arrangement with the center. Ms. Hess will attend the meeting which is scheduled for January 10 at 9:00 AM.

**Friends Membership Solicitation**

Ms. Downing reported that the Friends of Forbes have requested permission to send a membership letter to people who are in the library's fundraising database but are not members of the Friends. This is readily possible due to the shared utilization of Little Green Light donor management software. Ms. Downing distributed the text they would like to send. In response to a question from Ms. Hess, Ms. Downing said she will ask the Friends if the Trustees can also use their list for fundraising purposes. The Trustees and Friends have agreed not to send out mailings at the same time.

Mr. Twarog made a motion to approve allowing the Friends to use the library's mailing list. Ms. Hess seconded the motion, which was passed unanimously.

**Smith Collaborations**

Ms. Downing reported that the letter approved at last month's meeting was mailed to Smith College's President on November 29. She is hoping to arrange a meeting to discuss the contents of the letter within the coming month.

**HVAC Project Update**

Ms. Downing reported that Central Services is completing the steps necessary to process the approved contract with Kleeberg Associates of Ludlow. An initial logistics meeting is being planned for late December or January. The Special Collections staff with help from Facilities have been preparing for the project by relocating, consolidating and tidying the affected spaces.

### **Coolidge Advisory Committee Charge Review**

Ms. Downing reported that the advisory committee discussed the charge set forth by the Trustees to review the advisory committee structure. They recommended members Blaise Bisailon and Bill Scher to serve on the committee. They also suggested inviting a college student to serve on the committee to offer a different perspective. The Friends of Forbes discussed the charge as well and recommended Jo Ellen MacKenzie to serve on the committee. An initial meeting date is being scheduled for January. Ms. Downing said that she is compiling information about similar institutions and their organizational structure, by-laws, best practices, etc. Mr. Carrier said it will take a little time to gather the information, which will then be distributed to the committee before the meeting.

### **Library Legislative Breakfast**

Ms. Downing reported that the breakfast will take place at Forbes Library on Friday, January 26 at 7:30 AM in the Reading Room. Representatives from Senator Rosenberg's district as well as local elected officials will be invited. The trustees are encouraged to attend if possible.

Ms. Hess said she is unable to attend library legislative day this year on March 6, and asked if another Trustee would like to go. The Trustees will discuss this at their next meeting.

Ms. Nelson joined the meeting at 4:45 PM.

### **Department Report for Coolidge Presidential Library and Museum (CCPLM) and Special Collections**

Ms. Julie Bartlett Nelson presented a list of 2017 highlights for the Hampshire Room and Calvin Coolidge Presidential Library & Museum (CCPLM). The Coolidge Museum and Hampshire Room had 9 volunteers who contributed 485 hours, and work-study students who contributed 400 hours. There were 2,884 reference transactions for Coolidge and 1,533 for local history. There were 32 in-person research visits to the Coolidge papers, 2,280 Coolidge Museum visitors, and 572 Coolidge-related phone calls. There were 753 in-person patrons assisted in the Hampshire Room and 780 assisted via phone, email, and online. While the overall numbers are similar to the last 3 years, the percentage of Northampton and Massachusetts residents visiting in person continues to rise and the tourist percentage to fall. In response to a question from Mr. Carrier, Ms. Nelson said this was likely due to increased community outreach.

Ms. Nelson said that the most popular social media posts continue to be historical photographs. Dylan Gaffney does the majority of throwback Thursday/flashback Friday postings. Forbes was the first public library to participate in the Society of American Archivists Instagram account and posted 32 images over 7 days featuring items from the collections. Significant time was spent in 2017 working on the library's new strategic plan. Mr. Gaffney served on Historic Northampton's Strategic Planning committee and Betty Sharpe was involved in the Forbes committee which strengthened the relationship between the two organizations. Outreach and communication have increased under new library leadership this year. New connections have been made with a variety of organizations serving all ages and abilities and the new elevator has allowed for new groups to visit. The Coolidge Museum acquired a new desk and credenza donated from a local bank. The space was rearranged to create a better workflow. The genealogy reference books were weeded, dusted, cleaned, shifted and minor repairs made to items. The area is now more visually appealing and accessible. In anticipation of

**Department Report for CCPLM and Special Collections (continued)**

the HVAC construction project, collections have been cleaned and shifted and spaces cleaned in preparation to temporarily close the collection. A video tour of the Coolidge Museum was created and is available on the Forbes Library website.

Ms. Nelson said that the new HVAC system will be installed this winter. The dates for the window project are not yet known. Once these projects are completed, she will begin to look at changes and upgrades to interior spaces including new Museum exhibits, reconfigured Coolidge storage space and a future expansion of the Hampshire Room. A new Special Collections policy is being worked on. A new table and seating will be added to the Hampshire Room to accommodate more researchers. Rights and funding are being pursued to digitize audio visual materials of Coolidge and Northampton history for use in exhibits, programs and with researchers. A subcommittee was formed to evaluate the mission, structure and organization of the Coolidge Advisory Committee and will begin meeting in January. With an increase in use, programming, and outreach, staffing continues to be stretched thin. Serving over 4,000 visitors or inquiries was a tremendous team effort by Information Services this year.

**Bike Share Station**

Ms. Moss reported that Wayne Feiden did another site visit with members of the implementation team from Bewegen. A 40-foot strip adjacent to the Children's & Young Adult Department garden is being considered for the bike station. This would keep fairly good visibility from the street but push the bikes back so that they are not on the existing sidewalk. Specifics about the station location should be received in January. Mr. Carrier asked Mr. Petcen to do some research on the cost and report back at the Trustees' meeting next month. In response to a question from Mr. Twarog, Ms. Moss said she will ask about liability. Ms. Reall asked if the library will be indemnified. Ms. Downing said that a memorandum of understanding will be presented for approval by the Trustees before the project proceeds.

**Harassment Policy**

Ms. Downing reported that in light of the recent increased awareness of sexual harassment, Forbes reviewed its Harassment Policy with the Administrative Team on December 12. Ms. Downing said that staff should not be made to feel uncomfortable when patrons cross boundaries, and that they should feel free to bring their concerns to the administration. Ms. Reall said that the harassment policy should be reviewed with staff every year.

**LSTA Grant**

Ms. Moss reported that a Letter of Intent was submitted to the Massachusetts Board of Library Commissioners (MBLC) to apply for a CIVIC HUB: Extending Conversations on Civic Engagement grant for \$7,500. This is a new grant program area that focuses on, "serving as public forum and civic engagement 'incubators', ... to support informed, issue-oriented public programs and structured opportunities for discussion." The grant application is due in April 2018, and if chosen, the grant would begin in October of 2018.

**Community Engagement**

Ms. Moss submitted a list of recent and upcoming community engagement events. She reported that Forbes Library's Hot Chocolate Run team raised \$2,194.52 to benefit Safe Passage and included staff members Dylan Gaffney, Ben Kalish, Jill Emmons, Julie Nelson, and Katharine Janeczek along with family and friends.

**Reports on workshops/meetings/activities**

Outreach Delivery Service Annual Volunteer Meeting - Ms. Downing reported that the volunteers for the Outreach Delivery Service were invited to a meeting on November 29 to review an updated handbook as well as learn about accomplishments of the program this year and plans for the coming year. Coordinator, Maria Sperduti will present a summary report to the Trustees in January.

CCPLM Advisory Board Meeting - Minutes from the meeting on December 4 were distributed.

**Other Business**

Ms. Moss reported that Forbes did not receive the Community Foundation grant of \$16,000 to pay for the self-check-out machines. Mr. Carrier said the Trustees will discuss it at the January meeting.

Ms. Hess reported that the Friends did not receive the Fantastic Friends award she nominated them for.

At 5:08 PM Ms. Hess moved to adjourn the meeting. Mr. Twarog seconded the motion, which was passed unanimously. The meeting was adjourned at 5:08 PM.