

TRUSTEES OF FORBES LIBRARY
Tuesday, December 18, 2018

Present: Ms. Buckhout, Mr. Carrier, Ms. Downing, Ms. Hess, Ms. Moss, Mr. Twarog, Ms. Reall, Ms. Sheirer, Ms. Wight. **Also Present:** W. Michael Ryan, Local Historian; Christine Hannon, observer for the Friends of Forbes Library; Jason Petcen, representative of the Forbes Library Employee Association (FLEA). **Absent:** None.

The meeting was called to order at 4:00 PM in the Watson Room.

Public Comments

There were no public comments.

Guest Visitor: W. Michael Ryan

Mr. Carrier welcomed local historian W. Michael Ryan to the meeting. Copies of a research paper written by Mr. Ryan in 2016 for the Hadley Historical Society about the painting "The Angel of Hadley" were distributed to the Trustees. Mr. Ryan said the work has become controversial due to its depiction of Native Americans. The painting depicts an incident that purportedly happened on September 1, 1675, showing an elderly gentlemen warning inhabitants of a church that an "Indian" attack was imminent. The warning allowed the townsfolk to protect and save the town. There is controversy about whether or not the event happened and many myths have grown up around the incident. Increase Mather wrote in 1676 in *A Brief History of the War with the Indians* about the attack in Deerfield on the same day saying that "very day the Church in Hadley was before the Lord in the same way, but were interrupted by a most sudden and violent alarm which routed them the whole day after." In 1874, historian George Sheldon wrote that the attack on Hadley never happened and that the incident described by Mather referred to the inhabitants of Hadley hearing about the attack on Deerfield, and this soon became the accepted view. However, Mr. Ryan believes that a map created a few months after the attack showing the locations of Native American tribes throughout New England, depicts William Goffe dressed in red and yielding a sword, along with other militia men with muskets, fending off an "Indian" attack in Hadley. Mr. Ryan said there is historical consensus that Regicide William Goffe was in hiding in Hadley at the time of the attack. He believes an incident happened, although not as depicted in the painting. It is unlikely the inhabitants were in church at the time of the attack and there is gross unfairness in the depiction of Native Americans as vicious. They were more likely to take settlers captive in order to replace lost family members, as they did in the Deerfield attack, than to murder them, and the violence of the Native Americans does not compare to the violence of the white settlers against them. Also many of the people depicted in the painting, including the governor of Massachusetts and other prominent people, would not have been there. Chapman most likely meant their presence to represent being there in spirit and solidarity with the settlers. Mr. Ryan said the painting is of historical value despite being what we now interpret as racist, and should be kept and presented in context.

In response to a question from Ms. Downing, Mr. Ryan said the painting is of great local interest because the mythology that grew up around it was incorporated into stories written by Nathaniel Hawthorne, Walter Scott, and Washington Irving. Chapman was a popular painter in his day, but his reputation has not survived.

Guest Visitor: W. Michael Ryan (continued)

Mr. Carrier thanked Mr. Ryan for his presentation and said the Trustees would discuss restoration of the painting later in the meeting.

Mr. Ryan left the meeting at 4:30 PM.

Secretary's Report

Ms. Hess moved that the Secretary's Report of November 20, 2018 be accepted and placed on file with a few minor corrections. Ms. Reall seconded the motion, which was passed unanimously.

Treasurer's Report

Ms. Buckhout presented the Treasurer's Report of November 30, 2018. The General Aid Fund had positive net activity for the month of \$5,412 and a cumulative balance of \$44,532 due to the remaining \$5,443 of the beginning balance, the annual lump sum distribution from Clark and Earle funds totaling \$16,000, and expenses being under budget across the board as a result of timing. The Book & Media Fund closed with negative net activity of \$20,844, with a cumulative surplus balance of \$16,029 as a result of the beginning surplus balance of \$9,753 and timing. The Doland Reference Room Fund had negative net activity of \$6,391 due to a software purchase approved by the board in September, and has a cumulative surplus balance of \$7,622. The Externally Financed Transaction Fund had a positive net activity of \$243 and a cumulative deficit of \$1,040 as a result of a \$2,000 payment for the Sojourner Truth sculpture and the remaining balance of \$931 of the Baystate Music History Project grant. The Civil Hub grant had a positive net activity of \$7,307 due to \$7,500 of the LSTA grant less applicable supply expenses. The MacFarlane Fund had negative net activity of \$2,181 of which \$1,260 was consulting from Mark J. Smith and \$921 were lockdown kits, resulting in a deficit balance of \$2,591. The Macomber fund had negative net activity of \$1,482 including \$1,017 for postage for the annual fund mailing, resulting in a balance of \$856. The Morin fund had negative net activity of \$6,068 due to \$5,930 of computer expenses. The interest income earned from operating accounts at Florence Bank are deposited into this fund which has a balance of \$75,851. The Staff Development Fund had negative net activity of \$693 and a balance of \$1,299.

Ms. Wight moved that the Treasurer's Report of November 30, 2018 be accepted and placed on file. Mr. Twarog seconded the motion which was passed unanimously.

Ms. Buckhout reported on the search for a new auditor. She researched possible firms and wrote a draft inquiry letter asking for an itemized quote. Mr. Carrier asked her to change the wording about Forbes from "entity" to "public charitable corporation." Ms. Buckhout will send out the letter and report back at the next Trustees' meeting. Ms. Buckhout asked to define the meaning of "20 trailing quarters" as ending on December 31, instead of June 30, to allow more time for budgeting. The Trustees agreed by consensus.

Gifts, Donations, and Bequests, etc.

Ms. Downing distributed a list of recent donations to the library's annual fundraising campaign letter. So far a total of \$21,235 has been received from the campaign letter and \$40,400 in total for the year including Valley Gives Day. The Friends have given \$26,000 this year. The Book & Media Fund has received the amount of gifts budgeted for the year, so gifts are now being directed to the Morin Fund.

There were no designated gifts or receipts from sales/rents since the last Trustees' meeting.

Gifts, Donations, and Bequests, etc. (continued)

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

Investment Policy Statement

Mr. Carrier reported that Bartholomew Inc. drafted a revised Investment Policy Statement based on the Trustees' feedback. He went back and forth with them cleaning up the language to reflect Forbes' organizational structure, but no substantive changes were made. The draft was reviewed by Ms. Downing, Ms. Buckhout and Mr. Carrier.

Mr. Twarog made a motion to approve the Investment Policy Statement as revised. Ms. Wight seconded the motion, which was passed unanimously. The Trustees signed it and Ms. Buckhout will send it to Bartholomew Inc. She will also invite them to the January 16 Trustees' meeting.

Ms. Buckhout left the meeting at 4:45 PM.

Friends of Forbes

Ms. Hess attended the December 5 meeting of the Friends of Forbes and reported that they have \$115,000 with Vanguard, \$29,000 in Greenfield Bank, and \$282,000 in their endowment with Bartholomew Inc. They have paid all the wine tasting expenses and netted about \$9,000. The Finance Committee is working on a budget for 2019, based on expectations for income and expenses of the previous year, which they plan to finalize at their next meeting. They will determine how much they have for Ms. Downing's wish list after computing expected income and core expenses. The Membership committee sent out a mailing and set up next meetings. A liaison has been found for the Garden Tour. They asked if the Trustees' Award ceremony would again be combined with their Annual Meeting. Ms. Downing gave them the names of people she is considering for the award. They discussed possible 125th anniversary activities including having children do drawings of their favorite books for display in downtown windows. Ms. Moss distributed a list of the museum passes, which circulated 960 times, and the Friends voted to continue funding them. Springfield Museums is no longer participating.

Administrative Report

Ms. Downing reported that due to a scheduling conflict Senator Elect, Jo Comerford, was unable to attend today's meeting as planned, and will be invited to the January meeting. Senator Comerford will also be attending the district's library legislative breakfast at Jones Library in Amherst, Friday, March 22 at 7:30 AM. Mr. Carrier suggested starting the meeting with Senator Comerford and having the representatives from Bartholomew come a little later.

Coca Cola has informed Forbes that the vending machines are not selling enough products to meet their minimum threshold and will be removed by the end of the year. A convenience store has opened on the corner of Green Street and patrons will be directed there to purchase cold beverages.

The annual Outreach Delivery Service forum was held at the end of November and included a guest speaker from the Alzheimer's Association. The Outreach program coordinator has made a concerted effort to continue to find ways to serve patrons who experience memory loss as well as those with vision loss.

Faith Kaufmann and Benjamin Kalish from Information Services offered beginner Google calendar training to staff. They will also offer Gmail and Google Drive training.

Administrative Report (continued)

Two staff members have exciting professional development news. Katherine Janeczek has completed a Master's degree in Information and Library Science from Simmons College and Jill Emmons has completed the four Basic Library Techniques courses administered by the Massachusetts Library System. Ms. Downing said she is very proud of both of them.

Forbes has made changes to the way the book sale is being handled. Volunteer Marj Snyder has taken the lead on coordinating the sale and is implementing new inventory control measures.

Bookmarks have been created with Forbes hours on one side and Lilly Library hours on the other. They will be shared with Lilly Library and it is anticipated that the public will appreciate having both sets of hours in one place.

The Friends of Forbes have completed their winter newsletter and a copy was distributed to the Trustees.

The fish tank next to Paco's tank in the Children's & Young Adult Department has a new 15"+ albino giant gourami. Suggestions are being solicited from patrons for names and a new name will be selected in the coming weeks.

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

Next Meetings

The next regular meeting of the Trustees is scheduled for Wednesday, January 16, 2019 at 3:45 PM in the Calvin Coolidge Presidential Library and Museum (CCPLM). Ms. Downing will invite Senator Jo Comerford, and Ms. Buckhout will invite the representatives from Bartholomew Inc.

The next meeting of the Friends of Forbes Library will be held Wednesday, January 2 at 6:30 PM. Ms. Reall will attend on behalf of the Trustees.

The Calvin Coolidge Presidential Library and Museum (CCPLM) Standing Committee is meeting at 4:00 PM on January 7, 2019. Mr. Carrier and Ms. Wight will attend on behalf of the Trustees.

Communications

Ms. Downing distributed a copy of a membership letter from the Western Massachusetts Library Advocates (WMLA). It is a worthwhile group that organizes the Legislative Breakfast and the bus to Boston on Library Legislative Day, among other things. Forbes has been a member for several years. The Trustees agreed by consensus that Ms. Downing should renew Forbes' membership for \$100 to be paid from the General Aid Fund.

Mr. Carrier received a letter from the Massachusetts Board of Library Commissioners (MBLC) dated December 13, 2018 stating that Forbes and Lilly libraries will together receive a total of \$25,796.13, of which Forbes will get 80%. Ms. Downing said this was the expected amount.

Revised Behavior Policy

The Trustees discussed a proposed revision to the behavior policy last month and requested more information about the current practice of admitting pets as well as service animals into the library. Ms. Downing checked with area libraries and all of them only admit service animals. Mr. Twarog also researched libraries and found that none of them admit pets, other than

Revised Behavior Policy (continued)

service animals. Ms. Downing asked Forbes' insurance company, and here is the agent's response:

It's important that the Library take a stance on the situation regarding either allowing or not allowing dogs on premises. The subject is certainly a hot one within today's society and we see dogs being accepted in many places. An Attorney may be a good resource in helping to determine if there are any laws or regulations regarding discrimination on this topic, should you not allow dogs.

If the Library is to take the stance that they are allowed, it's recommended that a policy is in place for only allowing well behaved and leashed dogs and to post notices reflecting these policies. Also, reviewing with your Attorney what they might suggest on a policy and an appropriate amount of postings would be recommended. Having the situation well controlled with regulations would be optimal should an incident occur.

Ms. Downing proposed that the revised behavior policy be amended and include a reference to an animal policy that takes language from the existing policy on this matter. She distributed an amended version of the revised policy and suggested asking the library's lawyers to review it for completeness. She argued in favor of this approach because there is a long standing track record of the existing policy working and it is in keeping with a cultural shift. Also, it is a very small number of pet owners that actually bring pets into the library. There are an average of 1 to 2 pets coming in each week. She also said having pets tied up outside the library entrance, or left in parked cars, is problematic.

The Trustees discussed the second revision to the behavior policy and the proposed animal policy. The Trustees commended Ms. Downing for seeking a solution, but agreed by consensus that due to liability concerns, only service animals should be permitted in the library. Ms. Downing said that according to Massachusetts law only dogs and miniature ponies can qualify as service animals. Animals whose sole function is to provide comfort or emotional support are not service animals. Ms. Moss clarified that according to the mass.gov website, only when an individual's disability is not obvious can staff ask the following two questions to determine whether an animal is a service animal: 1) Is the animal a service animal required because of a disability? 2) What task or service is the animal trained to perform? The law requires staff to take the individual at their word. No motion was made to approve Ms. Downing's proposal, and she will update the policy to reflect the decision of the Trustees.

Director's Evaluation

January will mark the 2-year anniversary of Ms. Downing's appointment as director. Mr. Carrier asked her to compile a list of accomplishments which was distributed to the Trustees along with the evaluation form that has been used previously. The Trustees will fill out the evaluation form separately by mid-January and Ms. Hess will compile the results for the February Trustees' meeting.

Angel of Hadley Restoration

The Trustees heard from W. Michael Ryan earlier at the meeting to learn more about the painting and its historical context. In light of this information and the presentation by Ewan Hill in November, the Trustees reviewed the

Angel of Hadley Restoration (continued)

Williamstown Conservation Center treatment proposals for restoration of the painting, \$12,450 for full restoration including filling and retouching areas of abrasion and paint loss or \$5,200 for restoration without the filling and retouching. They also reviewed two estimates to restore the frame, \$1,345 including filling ornamental losses or \$785 to tone areas of ornamental loss. Ms. Downing said that the restoration costs likely far outweigh the monetary value of the painting.

Mr. Twarog made a motion that the painting be retained but not restored at this time due to the large expense, and that Ms. Kaufmann should provide other recommendations about which paintings to restore. In the meantime, the painting should continue to be displayed, but with documentation and historical context. Ms. Hess seconded the motion, which was passed unanimously.

If a donor comes forward in the future, restoration of the painting will be reconsidered. Ms. Downing will request that the painting be returned from Williamstown Art Conservation Center, and Forbes will pay an examination fee.

Window Restoration Update

Ms. Downing has heard unofficially that the Community Preservation Committee recommended \$100,000 for the window renovation project. This would bring the total available funds to \$500,000. The city plans to go out to bid again for the project and structure it so that each side of the building can be approved in succession with the hopes that at least two sides can be renovated at this time.

Staff Anniversary Recognition

Ms. Downing reported that Forbes Library is fortunate to retain many on staff for decades. The following staff anniversaries will be recognized at the January staff meeting: Brian Tabor, 40 years; Kathy Mizula, 35 years; Paula Elliott, 35 years; Faith Kaufmann, 30 years; Jason Petcen, 25 years. Staff will be offered a choice of gift cards in an amount equal to their anniversary year. Ms. Downing plans to do this each year in January for every 5-year anniversary over 25 years. In response to a question from Mr. Twarog, Ms. Downing said that staff receive salary increases based on a longevity table.

City Charter Review

Ms. Downing reported that a review of the city's charter has been announced. The Trustees plan to submit a request to address how Trustee vacancies are filled mid-term to match the new bylaws.

Borrower Services Team

Ms. Downing reported that in an effort to improve efficiency and in recognition of overlapping and related missions, Circulation, Inter-Library Loan and Outreach Delivery Service will be combined into a work team called Borrower Services to be led by Brian Tabor and Elizabeth Maguire. It is currently in the planning process with the change to happen in March. This will allow for more cross-training amongst staff which will hopefully allow Forbes to expand its hours. In response to a question from Ms. Hess, Ms. Downing said this will not change the current reporting structure. Mr. Carrier encouraged Ms. Downing to look for more efficiencies like this.

Self Service Update

Ms. Moss reported that the self-check and self-service public holds shelf were launched on September 7, 2018. Since then there have been over 16,000 items checked out on the two self-check machines. In November this was 31.76%

Self Service Update (continued)

of the main desk circulation, a number that is steadily increasing. Ms. Moss distributed an updated list of the Circulation Desk and Lobby short-term improvements that the Trustees requested last month. The only item not completed is the purchase of new bar code readers. She is currently trying out two different models and evaluating them. She is also meeting with Inter-library loan staff this week and will get cost estimates for new furniture and computers in that department and bring them to the Trustees. Ms. Moss anticipates there will be additional equipment and furniture needs as the space is evaluated and requirements are identified by the new Borrower Services Team. In response to a question from Mr. Carrier, Ms. Moss said that the checking in of materials will be moved to the Inter-Library Loan area, de-cluttering the circulation desk, and allowing staff to more fully concentrate while checking in materials. No further structural changes to the circulation desk are planned at this time.

Community Engagement

Ms. Moss reported that Forbes had the largest team ever of fifteen to brave the chilly weather and participate in the Hot Chocolate Run. They raised \$2,235, exceeding their goal of \$1,000. The previous evening the Children's department had a craft and a story at the Holiday Stroll. Ms. Moss distributed a list of recent and upcoming community engagement events.

Reports on subcommittee meetings/activities

Development Committee - Ms. Downing reported that the Annual Fund has received a total of \$21,235 so far including a lead gift from Dr. Melvin Hershkowitz. The committee requests reimbursement of \$1,000 to the Macomber Fund for the cost of the annual fund mailing as previously approved. Mr. Carrier said that Cynthia Langley has agreed to join the Development Committee.

Other Business

Ms. Downing distributed a copy of an article about the Denver public library doing away with fines. Mr. Carrier said their situation is not the same as Forbes because their fines are not kept by the library, but go to the city, and therefore don't directly impact the library's budget. In Forbes' case, there is \$21,400 currently budgeted for fines income in the Book & Media budget, which would leave a large gap if fines were eliminated, and the city would have to make up the difference. Chris Hannon, former Head of Public Services at the Smith College Libraries, described what the Five Colleges did for fines. They did away with daily fines that were time consuming and difficult to track, except for course reserves and items that were recalled. They gave people a month to return items and sent 3 notices, after which a person would be charged a flat processing fee if they returned the item. If they didn't return the item, they would be charged a replacement fee. She also suggested asking people to make a contribution in lieu of paying a fine. Ms. Moss said that soon Forbes will begin sending out overdue notices electronically.

At 5:41 PM Ms. Hess moved to adjourn the meeting. Mr. Twarog seconded the motion, which was passed unanimously. The meeting was adjourned at 5:01 PM.