

**TRUSTEES OF FORBES LIBRARY**  
**Tuesday, October 16, 2018**

**Present:** Ms. Buckhout, Mr. Carrier, Ms. Downing, Ms. Hess, Ms. Moss, Mr. Twarog, Ms. Sheirer, Ms. Wight. **Also Present:** Mr. Joshua Paul, Mr. Brian Jamros and Ms. Kathleen J. Glowacki, representatives of Bartholomew Inc.; Bill Breitbart, observer for the Friends of Forbes Library; Kat Janeczek, representative of the Forbes Library Employee Association (FLEA). **Absent:** Ms. Reall.

The meeting was called to order at 3:50 PM in the Watson Room.

**Endowment Report**

Mr. Jamros introduced Kathleen Glowacki, who has been working on the Forbes account for about two years. Mr. Paul of Bartholomew Inc. presented the portfolio review as of September 30, 2018. The value of the portfolio as of September 30 was \$5,045,987.24. Since then there has been a good deal of volatility and the value as of last night was \$4,835,696.07. Mr. Paul said that in implementing the Trustees' mandate to remove fossil fuel investments from the portfolio, all "alternatives" and "balanced funds" have been eliminated from the portfolio. Balanced funds are blends of stocks and bonds, which make it difficult to ascertain what the individual positions are and to determine if they are free of fossil fuel investments. Ms. Glowacki said that their approach is to use specific portfolios with an ESG (Environmental, Social, Governance) overlay, and then make sure that there are no fossil fuel investments contained in them. They are checked quarterly to make sure the holdings haven't changed. In cases where there isn't a good performing ESG portfolio in a particular asset class, they will go with a non-ESG portfolio, but will still ascertain that it contains no fossil fuel investments. As of now, the only mandate the Trustees have given is to be fossil-fuel free.

Mr. Paul said the portfolio has earned 7.5% since they took it over in 2009. 2017 was a great year where all asset classes performed well, but so far 2018 has been mixed. The current allocation is 60% stocks and 40% bonds. Mr. Paul discussed a few of the positions held in the portfolio. In response to a request from Mr. Twarog, Ms. Glowacki will send specific holdings information about the Meridian small-cap fund which is non-ESG, but which does not contain fossil fuel investments. Mr. Paul said that the Forbes portfolio contains quite a few individual bond positions as it is difficult to be sure that bond funds do not contain fossil fuels. The rest of the report contained risk metric and performance data.

In response to questions from Mr. Paul, the Trustees said they were comfortable with the current risk level and portfolio performance. The goal is to beat inflation and grow the portfolio while still allowing for annual withdrawals of 3-4%. A more conservative approach would sacrifice keeping up with inflation or growing the portfolio over time.

Mr. Paul then distributed a sample of an Investment Policy Statement for Forbes that includes a Fossil Fuel Divestment clause. It also contains modern and standard language about issues such as credit and interest rate risk, and performance and account reporting on a regular basis, based on practices Bartholomew Inc. is already following. Mr. Jamros will send an updated version of the new statement to Ms. Buckhout to distribute to the Trustees along with the current two-page Investment Policy. The Trustees will then make suggestions and run their questions past Bartholomew Inc. before approving the new Investment Policy Statement at a future Trustees' meeting.

**Endowment Report** (continued)

In response to a question from Mr. Twarog, Ms. Glowacki said that no other libraries they manage have divested of fossil fuels, although out of 240 municipalities they serve, a handful of 6-12 have mandates. The Trustees thanked them for their presentation.

Mr. Jamros, Mr. Paul, and Ms. Glowacki left the meeting at 4:17 PM.

Mr. Twarog made a motion that the Trustees distribute a press release about the library's divestiture of fossil fuel investments for local newspapers. Ms. Hess seconded the motion, which was passed unanimously. Ms. Downing will write the press release and run it by Mr. Twarog before releasing it.

**Public Comments**

There were no public comments.

**Secretary's Report**

Ms. Hess moved that the Secretary's Report and Executive Session minutes of September 11, 2018 be accepted, and that the Secretary's Report be placed on file. Ms. Wight seconded the motion, which was passed unanimously.

**Department Report: Annual Statistics**

Ms. Moss distributed a summary of the FY18 Annual Report Information Survey (ARIS) required by the Massachusetts Board of Library Commissioners (MBLC) in order to receive state aid to public libraries. Staffing and hours have been mostly level, with the addition of some work study hours thanks to a change in the agreement with Smith College. The collection size has decreased 3.5% over the last year. New materials are being purchased, but collections are being more closely managed, making it easier to browse and reducing the C/W MARS assessment fee. Use of electronic collections (databases) decreased by 8%, however there was a large increase in the use of downloadable video with the purchase of Kanopy in Spring 2017. Circulation of DVDs is down 7.8%. Children book circulation is up 5.6% and adult book circulation is up 4.7%, a larger increase than last year. E-book circulation continues to increase, up 44% this year. Circulation of audio books and CDs decreased by 6.5%, while downloadable audio increased by 1.5% reflecting people's listening habits. Overall there was a 2% increase in circulation, but a 4.6% increase in print circulation. Inter-Library Loan increased 6% in materials received and 3% in materials loaned, after a slight decrease last year. On-site loans to people from other communities remained steady at 100,487, representing 27% of total circulation. Attendance in the library was down 1% to 221,917, which is a best estimate as one of the door counters was not recorded accurately. Patrons may have been lost due to the prolonged problems with internet access. Use of meeting rooms increased by 7.8% last year and 160% over the last five years. Reference transactions increased slightly by 0.3%. Adult programming attendance was up 30%. Registered borrowers decreased by 10%, partially due to an increased and more consistent purging of the database. Wireless sessions decreased this year and public computer usage decreased slightly by 1.3%, also due to the issues with internet access.

Ms. Moss distributed a table showing how Forbes compares with peer libraries in 2013 and 2018 on categories including total operating expenditures, personnel expenditures, materials expenditures, visitors, circulation, reference questions, attendance at adult, young adult, and children's programming, and inter-library loans received and provided. Forbes does well in terms of the number of reference questions answered and number of visitors. While circulation has decreased, it has not decreased by as much as

**Department Report: Annual Statistics** (continued)

peer libraries. The total number of visitors is strong. It is hard to compare salary data since libraries handle various personnel costs differently.

**Treasurer's Report**

Ms. Buckhout presented the Treasurer's Report of September 30, 2018. The General Aid Fund has a balance of \$44,911. The beginning balance in FY19 changed from \$10,224 to \$15,799 as a result of recording income from FY18 from the City of Northampton for repairs. The Book & Media Fund closed the month with a balance of \$36,163 due to the annual \$10,000 distribution from the Garvey Book & Media Fund and unspent funds for technology of \$16,000. E-books are almost fully spent due to the C/W MARS Overdrive fee, but books are underspent by \$7,400. The Auxiliary Fund has a deficit of \$901. The Community Webs Fund has a deficit of \$19. The Doland Reference Room Fund has a balance of \$7,623 after a distribution from the endowment of \$33,250, of which \$26,750 was transferred to the Book & Media Fund for technology and other expenses, and \$1,000 to the Staff Development Fund. The Externally Financed Transaction Fund has a deficit of \$2,727. A \$1,000 grant was received for the Baystate Music History Program, which was offset by \$2,974 for the cloud based solution, \$471 for the annual BBQ, and wine tasting expenses that will be reimbursed by the Friends of Forbes. Interest income earned from the operating accounts at Florence Bank are deposited into the Morin Fund which now has a balance of \$82,011. The Outreach Fund has a balance of \$10,054. The Programming Fund - Adult has a balance of \$6,072. The RCCR Centennial Fund has a balance of \$1,162. The Staff Development Fund has a balance of \$2,517 after receiving \$1,000 from the Doland Reference Room Fund.

Ms. Buckhout said that she combed through the budget again to look for ways to smooth out the process, making fluctuations less severe. Current changes are a result of late information from the City of Northampton related to indirect income and expenses. Ms. Buckhout said she is gathering a few final pieces of information before sending it all to the auditor. The auditor's report should be complete by the November Trustees' meeting. Once the audit is complete, a final June 30, 2018 Treasurer's Report will be provided for the Trustee's approval.

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

Ms. Downing said that the facilities and construction projects approved at the last Trustees' meeting are underway. She requested that the remaining \$11,000 in the MacFarlane endowment fund be transferred to the MacFarlane Fund in the operating account and used as agreed upon by the Trustees for the projects. The MacFarlane Fund in the endowment will be closed, and at the end of the year, the MacFarlane Fund in the operating account will also be closed if all the funds are spent. In response to questions from the Trustees, Ms. Downing said the MacFarlane Fund is unrestricted and can be spent rather than invested.

Ms. Hess made a motion to close the MacFarlane Fund in the endowment and transfer the remaining funds to the MacFarlane Fund in the operating account to be used for the already approved facilities projects. Ms. Wight seconded the motion, which was passed unanimously.

Ms. Buckhout reported that the General Aid Fund and Book & Media Fund budgets for FY19 have been finalized and need to be approved by the Trustees. There is one additional new category and some revised numbers including reduced electricity costs, designed to tighten up the budget as much as possible. Ms.

**Treasurer's Report** (continued)

Moss discovered that the Municipal Appropriations Requirement was about \$3,000 less than she thought and reduced the Book & Media budget where she could, while also increasing the Streaming Media line item.

Ms. Hess made a motion to approve the finalized FY19 General Aid budget. Ms. Wight seconded the motion, which was passed unanimously.

Mr. Twarog made a motion to approve the finalized FY19 Book & Media budget. Ms. Wight seconded the motion, which was passed unanimously.

**Gifts, Donations, and Bequests, etc.**

The following undesignated gifts were received since the last Trustees' meeting: \$100 from John & Connie Degnan, Florence, MA to be deposited in the Book & Media Fund; \$25 from Nicole Sibley, Amherst, MA to be deposited in the Book & Media Fund; \$26 from JoiaBeauty, Northampton, MA to be deposited in the Adult Programming Fund; \$25 from Alexander George, Amherst, MA to be deposited in the Lyman Special Collections Fund.

The following designated gift was received since the last Trustees' meeting: \$500 from Lilly Library, Florence, MA to be deposited in Outreach Delivery Fund; \$1000 from Kelly Farrell to be deposited in the EFT to support the Baystate Music History Project; \$13 from Henry Barton, Newton, MA to be deposited in the Book & Media Fund.

The following receipt from sales/rents was received since the last Trustees' meeting: \$1,500 from Old School Commons, Hampshire Property Management, Northampton, MA for leased land payment to be deposited in the Lyman Special Collections Fund.

Ms. Hess made a motion to approve the undesignated and designated gifts, and the receipt from sales/rents as proposed by Ms. Downing. Mr. Twarog seconded the motion, which was passed unanimously.

**First Quarter Report**

Ms. Downing reported on the FY19 1st Quarter Report. Income and expenses are on track for this early in the fiscal year and Ms. Downing has no concerns. Now that the FLEA contract has been settled, there will be additional personnel expenses in the 2nd Quarter for the retroactive raises and contractual increases. Ms. Downing and Ms. Buckhout have been working to tighten up the categories and to make the reporting more accurate. Ms. Buckhout has implemented some changes which will make it easier to track funds and allow Ms. Downing to be more nimble with funding in the future.

**Friends of Forbes**

Ms. Downing attended the October 3 meeting of the Friends of Forbes and reported that they voted Maxine Schmidt onto their board. The balance of the Kay Burnett bequest is in route to Bartholomew Inc. They have a deadline of the end of the year to decide their risk tolerance and create a budget of how much to invest and how much to spend each year. Ms. Downing will build her annual "wish list" based on this budgeted amount. The Friends are doing a mailing with a newsletter in early December and a membership drive around National Friends of the Library week.

**Administrative Report**

Ms. Downing reported that the library's kick-off event for its 125th anniversary year "Our Community Sing" was held on Sunday, September 23 at

**Administrative Report** (continued)

sunset. It had a harvest moon theme and despite the chilly night attracted 250 people to picnic on the grounds followed by a sing along to four songs led by several local musicians.

A Forbes Library team has been formed for the annual Hot Chocolate Run on December 2 to benefit Safe Passage which also includes a shorter walk. Trustees are invited to join or support the library's team, <https://hotchocolaterun.greatfeats.com/team/forbes-library>.

The library has a new museum pass to the Pioneer Valley Symphony that provides free admission for up to 2 adults and 2 children (under 18) to any PVS Orchestra concert.

The library has been hosting an exhibit of photographs titled, "Does My Voice Count? Voter Suppression Then and Now" featuring the work of Jim Lemkin through October 13. This month the library also partnered with the City Clerk's office to offer voter registration in the front lobby as part of a national effort.

The library is also hosting a diorama by Nancy Dickinson entitled "Acorn People" on the second floor landing. This exhibit features people made using acorns and will change with the seasons. It is sure to delight anyone with a penchant for fairy houses.

Ryan Duffy has resigned from his position where he split his time between Inter-Library Loan and Technical Services to accept a position at the Worcester Public Library as a youth services librarian. Ryan will be missed for his sense of humor and congeniality but we are very excited that he has landed a professional position.

A live stream camera was installed to monitor the rear entrance. The camera does not record but provides a way for authorized staff to see who is at the back door. This was a recommendation from the safety plan based on the fact that the staff who most frequently buzz people in could not see who they were letting in.

Representatives from Hampshire Hope, a local drug addiction and recovery team, presented a training on administering Narcan and safe hypodermic needle handling to the staff. Narcan is now stocked near first aid kits on each level and soon it will be in the bathrooms along with needle disposal containers.

The Northampton Fire Department held a planned fire drill earlier this month during a time when the library was closed to give staff the opportunity to practice evacuating the building. Captain Pelis who led the drill also discussed how to use a fire extinguisher and answered questions from the staff.

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

**Next Meetings**

The next regular meeting of the Trustees is scheduled for Tuesday, November 20, 2018 at 4:00 PM. Lindsay Sabadosa is coming for a tour of the library and is invited to the Trustees' meeting. Ms. Downing and Ms. Hess will work together on what the Trustees would like to say and ask of her. Jo Commerford is invited to the December Trustees' meeting.

**Next Meetings** (continued)

The next meeting of the Friends of Forbes Library will be held Wednesday, November 7 at 6:30 PM. Ms. Hess will attend on behalf of the Trustees.

The Calvin Coolidge Presidential Library and Museum (CCPLM) Standing Committee is meeting at 4:00 PM on November 5. Mr. Carrier will attend on behalf of the Trustees.

**Communications**

Ms. Downing received an email on October 2 from the MBLC announcing the annual Massachusetts Trustees Association meeting on Saturday, November 17 at the Shrewsbury public library.

**Trustees Pocket Guide**

Ms. Downing distributed copies of the new and revised Trustees Pocket Guide.

**Computer Maintenance Software**

Ms. Moss reported that keeping the software up to date on the public computers is crucial. Up to date software is the most secure, the most full-featured, and gives patrons the best possible experience. The library's current process of updating the computers is time consuming and slow. Staff can easily spend more than three hours a week updating computers and the computers are still significantly out of date much of the time. Ms. Moss would like to upgrade from the current standalone Deep Freeze software to a cloud-based version of the same software to be able to push updates and largely automate this time consuming work, and add the children's computers into this process. The most cost-effective option is to purchase a 5-year subscription for \$6390.50. (A savings of \$4090.75 over a 1-year subscription over 5 years, not counting the current license fee or the staff time saved). The Trustees were asked to approve this expenditure with an additional transfer from the Doland Fund.

Mr. Twarog made a motion to approve \$6,390.50 from the Doland Fund to purchase a 5-year subscription to cloud-based Deep Freeze. Ms. Wight seconded the motion, which was passed unanimously.

**Additional Public Hold Shelving**

Ms. Moss said there is a friction point with patrons who are coming to pick up both books and media on hold. They can get their books from the public hold shelf and check them out, but the DVDs, CDs and audiobooks are kept behind the circulation desk. Ms. Moss proposed consolidating and streamlining the holds for patrons by having all of the items on the public hold shelf. There is currently not have enough shelf space to accommodate this. Ms. Moss received a quote from JohnCarlo Wordworking for \$1,500 for wooden shelves on the outside back end of the circulation desk, that will provide an additional 15 linear feet of shelving, allowing plenty of room for current needs, as well as expansion room for future needs.

Ms. Hess made a motion to approve \$1,500 from the Morin Fund for the creation of new wooden shelves for holds at the circulation desk. Ms. Wight seconded the motion, which was passed unanimously.

**Privacy Policy Revision**

Ms. Downing said that a question arose about the privacy of the identity of visitors who have attended the library. The administrative team supports the privacy of library visitors and made a minor revision to the policy to state that explicitly. In response to a question from Ms. Wight, Ms. Moss said that

**Privacy Policy Revision (continued)**

the library has a separate photography policy, whereby the library can photograph library patrons at events for promotional purposes unless explicitly asked not to. In response to questions from Ms. Hess, Ms. Downing said that library staff are trained to value patron privacy over being helpful, and that staff use discretion when answering questions.

Mr. Twarog made a motion to approve the revision to the library's Privacy Policy as proposed by Ms. Downing. Ms. Hess seconded the motion, which was passed unanimously.

**HVAC Project Update**

Ms. Downing reported that a parts issue was identified and is being remediated. This is one potential cause of the ongoing performance issues. Additional programming work was completed and the house system now shuts down.

**Window Restoration Update**

Ms. Downing reported that Forbes has received support for our Community Preservation Act application from the Historic Commission and the Central Business Architecture Committee. In discussing the project with the Historic Commission, they recommended that Ms. Downing be prepared to discuss how the project might be phased due to the limited funds and large number of requests this funding round. Margo Jones from JonesWhitsett who prepared the initial bidding documents and current conditions report has recommended a two phase approach that would prioritize the windows adjacent to rooms housing special collections first. There is agreement that this will increase the overall project costs and delay critical preservation work of wood window casings. Other concerns include the added costs of inflation and the need to rewrite the contract to span two years. The CPA committee will conduct a site visit followed by a formal hearing on October 17. There will be a public hearing about the applications on November 7 and the committee anticipates making decisions in early December.

**Air Movement & Quality Concerns Update**

Ms. Downing reported that the return air duct was installed this month in the Technical Services office and almost all of the air handling units were professionally cleaned and filters replaced. Technical Services is experiencing greater air flow and she is hopeful that this will improve temperature issues within the department as well.

**Public Records Request**

Ms. Downing reported that the city clerk's office received a public records request for information related to a program held at the library last year. A copy of the request was distributed to the Trustees. After consulting with the library's lawyers, Ms. Downing responded as a courtesy and informed the requestor that the library is not a municipal entity and not subject to the provisions of the Open Meeting Law.

**Forbes Library Employee Association (FLEA) Contract**

Ms. Downing reported that an agreement was reached with FLEA and a new contract was signed late last month. The contract included a 1.6% cost of living increase and changes to the flex-time provision. A comprehensive review of the contract will begin early next year.

### **Lilly Library Shared Position**

Ms. Downing reported that Adam Novitt, Director of the Lilly Library, approached her with a proposal to create a shared young adult benefited position targeted for a Simmons College library school student. The position would be held by Lilly Library, where the majority of the hours would be worked and Forbes would be billed for the portion of the hours worked at Forbes. Ms. Downing and Ms. Moss met with Sarah Johnson and members of her staff to discuss the proposal and followed up with a meeting with Mr. Novitt to review concerns and questions. It is a very interesting proposal with potential challenges and benefits. Ms. Downing and Ms. Moss plan to review the proposal further and potentially bring a recommendation to the board in November.

### **Strategic Plan Quarterly Update**

Ms. Downing reported that the first quarter of the 2019-2023 Strategic Plan has been very productive. A progress report was distributed to the Trustees. An FY20 action plan will be presented and discussed at the November Trustees' meeting.

### **Outreach Delivery Service Update**

Ms. Moss reported that the Outreach program celebrated reaching 100 patrons served. Program coordinator, Maria Sperduti, thanked the staff for supporting the volunteers and the program by posting many heartfelt quotes of appreciation in the staff room by both the volunteers and patrons served. Herrell's ice cream was also provided. Northampton Community Television (NCTV) produced a public service announcement short video about the service to attract new patrons. The video can be viewed on the Forbes website, <https://forbeslibrary.org/accessibility/outreach/>, and will also air regularly on NCTV. The library, along with several local bookstores, have begun selling special bookmarks to raise money for the program. Ms. Sperduti would like to provide each patron with a bag to keep their library books with program information in.

### **Community Engagement**

Ms. Moss distributed a list of recent and upcoming community engagement events. She said she was happy to again host artists for the Chalk Art Festival. Forbes was asked to decorate a mini-golf hole as part of the Mini-Golf Fundraiser for the Northampton Parents Center. Staff created a "Librarian Lane" featuring pictures of Forbes staff, "Overdue Alley" with books from the collection, and a "Feed the Fish" finale with a large replica of Paco, where kids would putt their golf ball into her mouth.

### **Reports on subcommittee meetings/activities**

Landscaping Meeting - Ms. Downing reported that the committee met this month and developed a revised timeline based on the fact that funding for a master plan is at least a year away. The two items the committee recommends beginning with are adding more shade trees and improving the turf. Ms. Downing is reaching out to Rich Parasiliti at the DPW for support and advice with hopes that action can take place in the spring.

Development Committee - Ms. Downing reported that the committee met this month and reviewed the database. A mailing to about 900 people has been scheduled to go out and should hit mailboxes before the end of October.

125th Anniversary Committee - Ms. Wight reported that the committee is busy developing a marketing plan and firming up program details. They attended a Downtown Business Association meeting and will soon start reaching out to businesses one on one.



**Other Business**

Ms. Downing was alerted by Northampton DPW that there is a drainage issue at the back of the parking lot, and water and sand have been pouring onto the bike path below. She will be meeting with DPW to discuss this and other lingering grounds requests next week.

Mr. Carrier said there is a problem with the floor tiles at the library's front entrance breaking down due to exposure to salt. They may need to be replaced with something safer.

At 5:20 PM Ms. Hess moved to adjourn the meeting. Ms. Wight seconded the motion, which was passed unanimously. The meeting was adjourned at 5:20 PM.