TRUSTEES OF FORBES LIBRARY Thursday, June 18, 2020

Present: Ms. Buckhout, Mr. Carrier, Ms. Downing, Ms. Hess, Ms. Moss, Ms. Prabhaker, Mr. Twarog, Ms. Sheirer, Ms. Wight. Also Present: Jo Ellen Mackenzie, observer for the Friends of Forbes Library; Mr. Jason Petcen, representative of the Forbes Library Employee Association (FLEA). Absent: None.

Pursuant to Governor Baker's Emergency Order Modifying the State's Open Meeting Law issued March 12, 2020, this meeting was held using remote participation via Zoom teleconferencing.

The meeting was called to order at 4:05 PM.

Public Comments

There were no public comments.

Secretary's Report

Ms. Hess moved that the Secretary's Report of May 21, 2020 be accepted and placed on file with a minor correction. Ms. Prabhaker seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Ms. Hess moved that the Secretary's report of the executive session of May 21, 2020 be accepted, but not placed on file until the negotiations with FLEA are completed. Mr. Twarog seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Treasurer's Reports

Ms. Buckhout presented the Treasurer's Report for the month ending May 31, 2020. The General Aid Fund had positive net activity for the month of \$25,727 and has a cumulative balance of 67,432. The Book & Media fund closed with positive net activity of 6,354 and has a balance of 4,597. The Morin Fund had positive net activity of 1,344 and a balance of 120,763. The Shearer Memorial Fund was created with gifts given in memory of David Shearer and has a balance of 3,641. The balance in the endowment as of May 31 was 1,106, almost back to where it was in January.

Ms. Buckhout said that heating is now overspent by about \$3,200 and electricity will come in a little under what was budgeted. The Book & Media fund revenue is down about \$13,000, and expenses are down about \$15,000. Payroll and worker's compensation are also under budget, and she anticipates closing the year with a surplus. In response to a question from Mr. Twarog last month, Ms. Buckhout said that \$12,359 was paid in fees to Bartholomew Inc. in FY19, and so far \$12,795 has been paid in FY20. She is waiting to hear back from Mr. Jamros at Bartholomew Inc., about how those fees are calculated, and she will forward the information to the trustees when she gets it.

Ms. Hess made a motion to approve the Treasurer's Report of May 31, 2020 and place it on file. Ms. Wight seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Gifts, Donations, and Bequests, etc.

The following undesignated gifts totaling \$351 were received since the last trustees' meeting: \$200 from Sheila and John Fleming, Northampton, MA; \$75

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

from Claudia Levin and Daniel Gardner, Northampton, MA, \$36.05 from Lisa Newman, \$30 from Nicole Sibley, Amherst, MA; \$10 from Morgan Brown, Northampton, MA. There were no designated gifts, donations, or receipts from sales/rents this month.

Ms. Wight made a motion to approve the undesignated gifts as proposed by Ms. Downing. Ms. Hess seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Ms. Downing said that a gift came in this month online through PayPal that was intended for the Friends of Forbes, and she asked the trustees and treasurer if it is okay for her to simply send the money along to the Friends or if there is a protocol she must follow. The trustees agreed by consensus that Ms. Downing can use her discretion and redirect any funds that come in this way. It was also suggested that the library's online donation page should include a prominent link to the Friends of Forbes donation page to make it easier for donors to find.

Treasurer's Annual Report

Ms. Buckhout said there have been huge accomplishments related to the audit. The new auditors were hired for the FY19 audit and there was a lot of documentation and workpapers to pull together. The audit for FY20 should be much smoother. The primary goals for FY21 are to document policies and procedures for duties and controls around income and expenditures, endowment distribution and transfers, capitalization and depreciation, and workpaper processes. Other goals include updates to QuickBooks, setting up electronic payments, organization of electronic files, and a few other tasks.

Bills & Warrants

Ms. Prabhaker made a motion to approve the two warrants this month, one for regular spending and a smaller one for summer reading expenses. Mr. Twarog seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

FY2021 Operating Budget

Ms. Downing reported that the city's budget calls for a 3% increase in Forbes' appropriation (\$40,522) over last year bringing it to \$1,391,244 with an additional \$258,950 from other income sources. Ms. Downing presented the FY2021 Operating Budget with the majority of the increase going into personnel expenses including contractual increases as well as additional substitute staffing in anticipation of increased absenteeism as a result of COVID-19. On the operating side, it includes additional money for custodial supplies, also in response to COVID-19, along with other minor adjustments to various lines.

Ms. Downing said that the city will be taking a final vote on the budget tonight. She said it is a solid and lean budget with no major shifts, and that she has tried to use realistic numbers. There is uncertainty whether there will be Smith work-study students this fall. If not, costs will increase if the library needs to hire more part-time workers to fill the gap. Ms. Prabhaker said that Smith will make an announcement in early July about their plans for the fall semester.

Ms. Prabhaker made a motion to approve the FY2021 Operating Budget as presented by Ms. Downing. Ms. Hess seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

FY2021 Book & Media Budget

Ms. Moss presented the FY2021 Book & Media Budget including income and expenses. The state mandated Materials Expenditure Requirement for FY21 is a number equivalent to 12% (with MBLC waiver) of the operating budget or \$166,950. The Leadership Team requested that the Collection Enhancement area be targeted to include a circulating garden tools collection - a project that has been in the planning stages. The FY21 Income Budget has several large changes. Library Fines have been further reduced from \$12,000 for FY20 to \$6,000 for FY21. CWMARS renewed all material out this past spring until July 1. Returned material is being quarantined, before being checked in under Amnesty Mode, to reduce any customer service issues. It's unclear when this practice can be discontinued. The amount for Books Sold, otherwise known as the book sale, has been decreased to \$0, as it is unknown when the book sale can be resumed. In FY20, \$114,500 was budgeted from the book funds. For FY21, \$129,350 is being budgeted, which is 3.2% of most of the funds as of the March 20 trailing quarters report. This includes the addition of the Kellogg Fund, with \$450 designated for Art & Music materials, and an increase to \$20,000 from the Doland Fund which is designated for Reference. Spending for FY20 has been reduced, and as of the May Treasurer's report, is currently \$16,000 under budget. Spending for FY20 was reduced for many reasons, including the unclear budget situation, inability to receive and process materials, uncertainty about the reopening timeline, and the desire to be responsive to patron needs when circulating material resumes. The Massachusetts Board of Library Commissioners (MBLC) issued an Emergency State Aid Policy Changes Preamble this past spring that ensures Forbes will be in compliance with the Materials Expenditure Requirement.

Materials Expenditure Requirement: Expenditures on materials for FY 2020 from July 1, 2019 up to the Governor's State of Emergency Declaration on March 10, 2020 will meet full compliance with the FY 2020 Materials Expenditure Requirement (reported on the FY 2021 Application and Compliance form).

In response to a question from Mr. Carrier, Ms. Moss said that last year 3.1% was withdrawn from the endowment, and this year is budgeted for 3.2% Endowment distributions were not taken in April or May, for \$8,700 for each month, a total of \$17,400. Ms. Moss recommended that for June, only the distributions necessary (if any) to balance the budget be taken. That will be known after the last warrant of FY20, by the beginning of July.

Ms. Hess made a motion to approve the directors' recommendation to forgo the June endowment distribution and to approve the FY21 Book & Media budget as proposed by Ms. Moss. Ms. Prabhaker seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

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

Friends of Forbes

Ms. Hess attended the June 3 meeting of the Friends of Forbes and reported that there was very little financial activity. The Friends have \$424,000 with Bartholomew Inc., roughly the same as the beginning of the year. They cancelled both the garden tour in June and the wine tasting in September.

They are looking into the possibility of doing a virtual wine tasting. They discussed whether to revise their annual budget but decided to wait to see the results of their fundraising mailing which went out in early June. They are looking for other sources of revenue. The summer reading program is going ahead virtually using a program called Beanstack which also has an adult component.

Administrative Report

Ms. Downing reported that staff and volunteers have been recording short instructional videos that are posted to the library's YouTube channel and shared on social media each Tuesday in a series called "Teach Me Tuesdays". The videos are a personal way to provide information with links out to additional resources and have been receiving a positive response. They are archived on the YouTube channel which is linked from the home page.

Ms. Moss has been working with the First Years' Experience and Engagement Librarian at Smith on how best to support incoming Smith students, although it's not known when they will be on campus. A dedicated online form was made to help the process of creating library cards for incoming Smith College students.

On June 5, President Trump signed the Paycheck Protection Program Flexibility Act, which is designed to address and remedy concerns left in the wake of the PPP. This new law contains a few key provisions including extending the coverage period from 8 weeks to 24 weeks. A summary of the act that was provided by Forbes' payroll company was distributed to the trustees.

Ms. Moss has been at Forbes for 10 years this month starting as Head of Reference before becoming the Assistant Director about 3 years ago. Forbes is very fortunate to have someone as skilled and dedicated as her. She is a terrific assistant director who is a caring and committed leader. She can be credited with many accomplishments over the course of the last decade including a lead role in redesigning the reference room, bringing a strong reader's advisory service model to Forbes, and spearheading the addition of a self-service model to Borrower Services.

Ms. Hess moved that the Administrative Report be accepted and placed on file. Ms. Prabhaker seconded the motion, which passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Next Meetings

The next regular meeting of the trustees is scheduled for Thursday, July 30 at 4:00 PM. The trustees scheduled the following additional meetings for 2020: Thursday, September 17; Thursday, October 22; Thursday, November 19; Thursday, December 17. The meetings will be at 4:00 PM unless the representatives of Bartholomew are invited, in which case the meeting will begin at 3:45 PM.

The next meeting of the Friends of Forbes Library will be held Wednesday, September 9, at 6:30 PM. Ms. Hess will attend on behalf of the trustees.

Communications

Ms. Downing received an email from the Forbes Library Employee Association (FLEA) expressing appreciation for the generous support of the trustees during the pandemic.

2020 Facilities Projects

Mr. Petcen presented an update on projects completed, projects in progress, and a list of proposed projects that was developed in consultation with the Building and Grounds Committee. There were many completed projects involving the landscape and parking lot, the building, Children's Room, Reference Room, Coolidge and Special Collections, Technical Services, and the Business Office. Projects in progress include replacing the 4 stolen Adirondack chairs, replacing light bulbs in the front of the building, 75 matching programming chairs, replacing the countertop in the staff room, replacing the outside door

2020 Facilities Projects (continued)

closer, interior signage, painting the Children's bathroom mural, and adding a bookcase to the Technical Services office. Mr. Petcen said that most of these projects will be done the end of the fiscal year or soon after.

From the list of proposed projects, Mr. Petcen said that the priorities are to add Wi-Fi to the outside of the building for \$6,000; convert all the bathroom sinks to be touchless for \$4,000-\$6,400; and to replace the book drops. In order to make the book drops ADA compliant, and to alleviate the bottleneck in the driveway when someone has stopped at the book drop, the driveway needs to be widened and the curb lowered. Funding for the book drops has been approved and Mr. Petcen is waiting for a quote from the contractor for the driveway work. The expected total cost is \$40,000-\$50,000. Ms. Downing will ask the city for funding, but it does not fit into the current cycle for capital improvement projects. Mr. Carrier suggested Ms. Downing explore using funds from the Aldrich Accessibility Fund.

Mr. Twarog made a motion to approve the three projects with funding to come from the Morin Fund, the Aldrich Fund, and the city if available. Ms. Hess seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Ms. Downing asked that the remainder of the Proposed Projects list be revisited in September.

Retroactive Approval of Decisions Related to COVID-19

Ms. Downing said that the trustees and administration had to move quickly as the COVID-19 situation was unfolding and several recommendations were made over email. The trustees were asked to formally approve the following recommendations. Each statement is dated with when the original email went out and the text beneath each heading is a copy of the text from the original email sent by Ms. Downing stating the decision to be made.

Closing the Building (March 13)

A major update has just happened. The city is closing all municipal buildings for 2 weeks starting on Monday. You can read his memo below. Russ and I spoke and agree that we should follow this lead and close the library according to the same time frame. Because of the revisions to the Open Meeting Law we can discuss this my [sic] email. Please let me know if you agree or disagree or have other comments for this matter.

Paying Staff Through the Closure (March 16)

Russ and I conferred and we would like to pay staff both benefited and non-benefited through this closure regardless of whether they work or not and regardless of whether they have paid time off or not. Please let me know if you approve of this or would like us to consider different action at this time. Again, time is of the essence so the sooner we hear from the board the better.

Vote Requested to Defer April Endowment Disbursements (April 8) Cheri has alerted us that for March the endowment value went from \$5.2M to \$4.7M. She has suggested that we hold off on taking the April endowment distribution. The monthly amount is \$9,000 but we currently don't need the funds. There's also the hope that the market will bounce back. Additionally, the MBLC has relaxed materials spending requirements and the open hours requirement from the time the Governor declared a state of emergency through the end of the fiscal year. Molly and I are planning to spend less than

originally budgeted for in materials as a result. \$9,000 proposed deferment would apply to the following disbursements:

Deposited into the General Aid Fund:

\$300 Forbes Aid Fund

Deposited into the Book & Media Fund:

\$2,600 Forbes Book Inv. Income

\$2,850 C.A. Cutter Inv. Income

\$2,000 Nichols Book Fund

\$1,250 Garvey Book/Media Fund

Russ, Molly and I are in agreement with Cheri's recommendation to defer the April endowment disbursement and are seeking a vote to approve the recommendation by the board.

Extended Stay At Home Order (April 28)

Governor Baker announced today that the stay-at-home order will remain in effect until May 18. The city is following the governor's recommendation. Russ, Molly and I recommend that we extend our closure to match this extension date. Please vote on this by replying all. I will write back with the result of the vote.

PPP Loan Acceptance (May 14)

I have received the PPP paperwork from Florence Bank to process our loan and need the board's approval to proceed. Russ, Molly and I recommend that the board approved [sic] the following resolution:

"Resolved: That the Corporation be, and on behalf of the Corporation, the Director is authorized and empowered:

To borrow, from time to time, from Florence Bank ("Bank"), such sum or sums of money as said officer(s) may deem necessary or advisable for the purpose of this Corporation; To mortgage, pledge, hypothecate, sell, assign and transfer to Bank and to grant to Bank security interests in, as security for money borrowed and for all other obligations of this Corporation to Bank, all property of this Corporation, whether real, personal, or of whatever kind or nature and wherever situated, and whether now owned or hereafter acquired or arising;

To make, execute, seal, acknowledge and deliver, in the name of this Corporation, promissory notes, loan agreements, credit agreements, construction loan agreements, financing agreements, security agreements, mortgages, deeds of trust, deeds to secure debt, quaranties, and all other instruments, documents and agreements required by Bank (collectively, the "Loan Documents") in connection with, or to give effect to, the foregoing resolutions or any of the powers and authority therein granted and to continue, extend, modify or amend the same from time to time, all such Loan Documents to be in such form and on such terms and conditions as any of the said officer(s) shall, by his, her or their execution and delivery thereof, deem satisfactory; hereby ratifying, approving and confirming all that any of the said officer(s) has done or may do respecting any of the foregoing; and that the Board of Directors may, from time to time, delegate the authority hereinbefore granted to such additional officer(s) or agents of this Corporation as the Board of Directors may determine; and

That all resolutions relative to the authority of any officer or other agent to act on behalf of the Corporation in any dealing or transaction with the Bank shall remain in full force and effect until written notice of modification thereof shall be received by Bank and that the

Retroactive Approval of Decisions Related to COVID-19 (continued)

Bank may conclusively rely on the signatures of the officers or agents designated in such resolutions until notified in writing by the Secretary of the Corporation of any change in such officers or agents and thereafter the Bank may conclusively rely on the signatures of the successors in office."

Reopening Plan and Related Policies (June 1)

I believe we are ready to begin bringing staff back on site following our reopening plan guidelines and associated policies and procedures. I would like to begin staffing the building in a limited capacity on Wednesday and ask your approval for this along with the following items: Reopening Plan (available to view) Please note we are treating this as a living document. What I present today is based on what is currently known and understood. The intention is for this document to be frequently reviewed and updated as necessary. I am asking for the board to approve the plan as presented while allowing me the discretion to update it as needed. Substantial changes would be brought back to the board for approval. Requirements for Staff Working Inside the Building (available to view) Return to Work Policy (available to view) If the board approves of the plan, staff requirements and return to work policy, I will call up to 7 staff back starting on Wednesday morning according to Stage A. We plan to move into Stage B on or around June 10th and publicly launch curbside service the week of June 15th. The board is asked to vote to approve the director's recommendation by replying all to this message.

Ms. Wight made a motion to approve the decisions as outlined above. Ms. Prabhaker seconded the motion which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

In the future, if possible, decisions like these should be made in public session, either in person or virtual.

Staff Work Time

Ms. Downing reported that almost all staff on the library's payroll have continued to receive pay from the library regardless if they were working or not because of COVID-19. The building is now being regularly staffed at a limited capacity and Ms. Downing recommends returning to a modified version of the existing pay and benefits agreements beginning July 6 as follows:

Intermittent Part Time (IPT) staff will be paid for the time they work on site and remotely with prior approval. They may use sick leave and the paid time off benefits provided through the Families First Coronavirus Response Act as appropriate.

Benefited staff will be accountable for working at least 80% of their hours on site and/or remotely with prior approval. They may use their paid and unpaid time off benefits as described in the F.L.E.A. contract or administrative contracts as well as the additional benefits provided through the Families First Coronavirus Response Act to account for any unworked time up to 80% of their regular number of hours. Up to the remaining 20% will be paid as if the employee worked the hours regardless of whether they are worked or not.

Ms. Hess made a motion to approve the director's recommendation to return to a modified version of the existing pay and benefits agreements beginning July 6 as outlined above. Ms. Wight seconded the motion which was passed

Staff Work Time (continued)

unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Racial and Social Justice Statement & Committee

Ms. Downing reported that the library posted a public statement in response to the recent Black Lives Matter protests. She asked for feedback from the trustees on the language. Ms. Downing and Ms. Moss said that they would like to form a committee composed of staff and trustees to review the library's policies and procedures to identify action items related to racial and social justice as a next step to the statement. They would also like to form an advisory committee made up of community members to provide feedback and suggestions. Further, Mr. Carrier asked that the trustees discuss printing the statement in the Daily Hampshire Gazette as a display ad.

The Trustees discussed the statement, and felt that overall it needed to be much stronger.

Ms. Wight made a motion to approve the director's recommendation to form a committee composed of staff and trustees to review the library's policies and procedures, and to identify action items related to racial and social justice. Ms. Prabhaker seconded the motion which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

Mr. Carrier said that the by-laws should be reviewed and the new committee should have a formal charge. Ms. Hess and Mr. Twarog will serve on the committee, and Ms. Downing will follow up with them next week to find a meeting date and time. The committee's first task will be to re-write the statement, and a special meeting of the Trustees can be scheduled to approve it. Once the statement is written and approved by the trustees, they will consider placing an ad in the Daily Hampshire Gazette.

Ms. Downing recommended purchasing Black Lives Matter t-shirts for library staff this year instead of the usual themed summer reading t-shirts, to be paid from the Doland Fund. Mr. Twarog suggested that books by black authors could be featured in the design. Ms. Downing said that the design for the t-shirts could be brought to the newly formed committee.

Ms. Prabhaker made a motion to approve funding from the Doland Fund for the purchase of Black Lives Matter t-shirts for library staff. Ms. Wight seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

CCPLM Statement about Coolidge's Record

Ms. Downing said that Forbes is often asked about Coolidge's record especially as it relates to race and immigration, and that staff need a statement they can refer people to. Archivist Julie Nelson, in consultation with staff and members of the CCPLM Standing Committee, drafted a statement which was distributed to the trustees. The trustees discussed the statement and agreed by consensus that it needed more work. They suggested it begin with a reference to the library's statement against racism, which is being drafted by the new committee. Ms. Wight said she believes there are people on the Coolidge Standing Committee who would be willing to work on the statement and she will approach them about it.

Phased Reopening Plan

Ms. Downing reported that the library began curbside delivery last week starting with items already on the holds shelf. This week curbside service began for new holds on items from Forbes' collection. The next step will be for inter-library loan delivery to resume. The Governor moved the state into phase 2 which gave libraries very similar parameters to phase 1 with the addition of being able to have patrons come into the building to pick up already checked out items from the circulation desk. Ms. Downing did not see any advantage to this over bringing the items outside for patrons so did not make any changes.

Remote Services and Statistics

Ms. Moss reported that library staff continue to provide services while the library building is closed, including programs, reference, readers advisory, technical help, and library account assistance, with close to 800 interactions logged. These statistics will be reported on the state ARIS forms, with more COVID related questions on the State Aid forms.

Community Engagement

Ms. Moss said that Heather Diaz, Reference Librarian, did a wonderful job representing the library in the Northampton Chamber of Commerce's Roundtable on Transitioning to Virtual Events. Ms. Moss distributed a list of recent online community engagement events.

Reports on Subcommittee Meetings/Activities

Development Committee - Ms. Downing reported that the Development Committee has recommended that the library begin calling donors to thank them. This is a practice that other area nonprofits have and it helps strengthen donor relationships. The committee recommends that trustees start calling donors since April 15th and then aim to call all donors within a few weeks of receiving a gift. The trustees were asked to help with these calls. A list of who to call with relevant information and a sample script will be provided.

FY21 Contract Negotiations with Forbes Library Employee Association (FLEA) At 5:41 PM, Ms. Hess moved that the trustees go into executive session to discuss contract negotiations with FLEA because negotiation in open session would be detrimental to the library's bargaining position. Ms. Wight seconded the motion, which was passed unanimously, with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twaroq, and Ms. Wight all voting in favor. The trustees invited Ms. Downing, Ms. Moss and Ms. Sheirer to remain as guests at the executive session. Ms. Mackenzie and Mr. Petcen left the meeting at 5:41 PM. Mr. Carrier, Ms. Downing, Ms. Hess, Ms. Moss, Ms. Prabhaker, Ms. Sheirer, Mr. Twarog, and Ms. Wight were present during the executive session. No votes were taken during the executive session.

At 5:53 PM, Ms. Hess moved that the executive session be ended and the regular meeting reconvened. Mr. Twarog seconded the motion, which was passed unanimously, with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor.

At 5:54 PM Ms. Prabhaker moved to adjourn the meeting. Mr. Twarog seconded the motion, which was passed unanimously with Mr. Carrier, Ms. Hess, Ms. Prabhaker, Mr. Twarog, and Ms. Wight all voting in favor. The meeting was adjourned at 5:54 PM.