



Town of Reading Meeting Posting with Agenda

Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2023-11-14

Time: 7:00 PM

Building: Reading Public Library

Location: Community Room

Address: 64 Middlesex Avenue

Agenda:

Purpose: General Business

Meeting Called By: Patrick Egan, Chair

Notices and agendas are to be posted 48 hours in advance of the meetings excluding Saturdays, Sundays and Legal Holidays. Please keep in mind the Town Clerk's hours of operation and make necessary arrangements to be sure your posting is made in an adequate amount of time. A listing of topics that the chair reasonably anticipates will be discussed at the meeting must be on the agenda.

All Meeting Postings must be submitted in typed format; handwritten notices will not be accepted.

Topics of Discussion:

This meeting will be held in-person in the Community Room at the Reading Public Library and remotely on Zoom. It will also be available streamed live through RCTV

Join Zoom Meeting

<https://us02web.zoom.us/j/86117297460>

Meeting ID: 861 1729 7460

One tap mobile

+13017158592,,86117297460# US (Washington DC)

+13052241968,,86117297460# US

Dial by your location

+1 646 876 9923 US (New York)

Meeting ID: 861 1729 7460

Find your local number: <https://us02web.zoom.us/j/keny6p5GTy>

The Trustees also accept public comments through email: rpitrustee@noblenet.org



Town of Reading Meeting Posting with Agenda

- I. Call to Order
- II. Public Comment
- III. Update: Ad Hoc Library Landscape Committee
- IV. Collection Requests: Toys for Tots and House of Hope
- V. Policy Review: Borrowing Policy, Fines & Fees Policy
- VI. Financial Report
 - a. Summary of FY25 Level I Draft Budget
 - b. YTD Report
- VII. Director's Report
 - a. Facilities
 - b. Programs, Collections, and Services
 - c. Personnel
 - d. Professional Development
- VIII. Approval of October 10, 2023, Meeting Minutes
- IX. Future Agenda Items

HOUSE OF HOPE



House of Hope Inc.

WINTER DONATIONS

RUN BY RMHS INTERACT CLUB

HOUSE OF HOPE IS DEDICATED TO HOMELESS FAMILIES IN MASSACHUSETTS, HELPING THEM GAIN STABLE HOUSING.

WE ARE LOOKING FOR ...

-INFANT GLOVES

-INFANT HATS

-BABY WIPES

-INFANT LOTION

-KIDS 3IN1 SHAMPOO/CONDITIONER/BODY WASH

-ADULT FULL SIZE CONDITIONER

-MEN/WOMEN SHAVING CREAM

DONATIONS WILL BE

ACCEPTED UNTIL 12/15/23

EMAIL JULIA.ROMBOLI@RDGSTUDENT.COM

WITH ANY QUESTIONS

BORROWING POLICY

Borrowing Periods

The Reading Public Library lends items to all public library card holders with library cards in good standing (i.e., no billed items). Unless otherwise noted, all Reading Public Library materials without waiting lists may be renewed twice. Please see “Renewals” for further information.

14 Days

- Books
- Magazines
- Audiobooks
- Videogames
- Library of Things ¹

7 Days

- Express Books (no renewals) ²
- DVDs
- CDs
- Telescope ¹

3 Days

- Express DVDs (no renewals) ²

1 Day

- Museum Passes (no renewals) ³

¹ Certain materials, such as items in the Library of Things, must be picked up and returned at the Reading Public Library.

² Express items may not be placed on hold, ~~but are available for in-library browsing.~~

³ Certain materials, such as museum passes and selected online resources, are limited to Reading residents.

**Special arrangements may be made by request. Extended loans are also available to Reading teachers and for school or special projects.*

Checkout Limits

Most library materials have no borrowing limits. However, to allow everyone to have access to items in certain collections we limit:

- Video Games: 2 per patron.
- ~~CDs or DVDs: 20 per patron.~~
- Adult Library of Things: 2 per patron.
- Children’s Library of Things: 2 per patron.

To protect our collections, the library reserves the right to refuse service to anyone who abuses borrowed items, or is repeatedly late in returning borrowed items.

Special Collections

Local History

Items in the Library's local history collection, including microfilm, do not circulate. Access to the local history room is by request only. Reservations are through the Research and Reader's Advisory desk and may be made in advance or on a walk-in basis.

Library of Things

~~The borrower must read and sign equipment agreement.~~ Certain items, such as ~~the~~ audio-visual equipment, may have age restrictions.

"In-Library Use" Equipment

This equipment may be used ONLY in the library and ~~may be is generally~~ checked out for two hours per day. ~~The borrower must read and sign equipment agreement as needed. Certain items may have age restrictions.~~

Renewals

Autorenewal uses an automated process to identify and renew items that are eligible for renewal. Autorenewal for Reading patrons applies only to items that belong to the Reading Public Library. Items from other NOBLE libraries may be renewed in person, by telephone or online.

~~Please note all m~~Materials from non-NOBLE libraries may not be renewed.

Restriction of Borrowing Privileges

Borrowing materials is unrestricted unless the patron has overdue items with a billed status. The billed status (as established by the automated system) is firm, and unless there is compelling reason to act otherwise, delinquent patrons will be unable to check-out any library materials until their record is cleared.

Fines and Fees

Please see the Fines and Fees Policy for information regarding overdue, lost, or damaged materials.

Adopted: August 14, 2017
Amended: October 15, 2019
Amended: November 9, 2021
Amended: [December 11, 2023](#)

SUMMARY	Original \$\$	Rev/Adj	Expended	Encumbered	Balance	% Used
Municipal Salaries	\$ 1,698,150	\$ -	\$ 480,004	\$ -	\$ 1,218,146	28%
Municipal Expenses	\$ 143,200	\$ -	\$ 85,341	\$ -	\$ 57,859	60%
Municipal Materials	\$ 273,675	\$ -	\$ 98,246	\$ -	\$ 175,429	36%
Fines & Fees	\$ 12,791	\$ 2,293	\$ 1,415	\$ -	\$ 13,669	N/A
State Aid	\$ 88,662	\$ 510	\$ 37,433	\$ 12,760	\$ 38,979	N/A
Gifts	\$ 329,118	\$ 2,208	\$ 15,287	\$ -	\$ 316,038	N/A
Trusts	\$ 48,663	\$ 98,736	\$ -	\$ -	\$ 147,399	N/A
TOTALS	\$ 2,594,259	\$ 103,747	\$ 717,727	\$ 12,760	\$ 1,967,519	

Municipal Appropriation	Original \$\$	Rev/Adj	Expended	Encumbered	Balance	% Used
Salaries - Library Administration	\$446,950		\$ 124,122	\$ -	\$ 322,828	27.77%
Salaries - Leave Buyback*	\$0		\$ 2,656	\$ -	\$ (2,656)	
Salaries - Collection Services	\$536,300		\$ 162,162	\$ -	\$ 374,138	30.24%
Salaries - Public Services	\$714,900		\$ 191,064	\$ -	\$ 523,836	26.73%
Expenses - General						
Library Maint Contract Supp	\$22,000		\$ 15,031	\$ -	\$ 6,969	68.32%
Professional Development	\$14,000		\$ 3,757	\$ -	\$ 10,243	26.84%
Library Programs	\$4,000		\$ 489	\$ -	\$ 3,511	12.22%
Software/ Licenses	\$69,200		\$ 57,573	\$ -	\$ 11,627	83.20%
Library Supplies	\$8,500		\$ 2,310	\$ -	\$ 6,190	27.17%
Office Supplies	\$4,500		\$ 896	\$ -	\$ 3,604	19.90%
Technology	\$11,000		\$ 5,287	\$ -	\$ 5,713	48.06%
Equipment	\$10,000		\$ -	\$ -	\$ 10,000	0.00%
Materials	\$273,675		\$ 98,246	\$ -	\$ 175,429	35.90%
Books			\$ 35,929	\$ -		
Audio			\$ 2,854	\$ -		
Video			\$ 1,079	\$ -		
Periodicals			\$ 1,055	\$ -		
Electronic Resources			\$ 16,085	\$ -		
Databases			\$ 13,555	\$ -		
Other Materials			\$ 4,190	\$ -		
Overdrive (eBooks / eAudiobooks)			\$ 23,500	\$ -		
TOTALS	\$ 2,115,025	\$ -	\$ 702,375	\$ -	\$ 1,451,433	33.21%

Fines and Fees	Original \$\$	Rev/Adj	Expended	Encumbered	Balance
Revenue	\$ 12,791	2,293	\$ -	\$ -	\$ 15,084
Materials			\$ -	\$ -	\$ -
Supplies			\$ 1,415	\$ -	\$ (1,415)
TOTALS	\$ 12,791	\$ 2,293	\$ 1,415	\$ -	\$ 13,669

State Aid	Original \$\$	Rev/Adj	Expended	Encumbered	Balance
Revenue	\$88,662	\$ -	\$ -	\$ -	\$88,662
Expenses					
Office Supplies		\$158	\$158		\$0
Professional Development				\$ -	\$0
Materials			\$ 233	\$ -	(\$233)
Library Other			\$22,616	\$ 12,760	(\$35,376)
Library Equipment		\$352	\$14,427		(\$14,074)
TOTALS	\$88,662	\$510	\$37,433	\$12,760	\$38,979

Gifts & Donations	Original \$\$	Adj/Income	Expended	Encumbered	Balance
<i>Revenue</i>	\$44,769	\$ 1,749	\$ -	\$ -	\$ 46,518
Professional Development		\$ -	\$ -	\$ -	\$ -
Recreational		\$ -	\$ 496	\$ -	\$ (496)
Programs & Services Adults	\$29,522	\$ -	\$ -	\$ -	\$ 29,522
Programs & Services Teens	\$24,265	\$ -	\$ -	\$ -	\$ 24,265
Programs & Services OESJ	\$2,050	\$ -	\$ 450	\$ -	\$ 1,600
Programs & Services Childrens	\$88,755	\$ -	\$ 9,600	\$ -	\$ 79,155
Programs & Services- Local History	\$500	\$ -	\$ -	\$ -	\$ 500
Studio	\$30,298	\$ -	\$ -	\$ -	\$ 30,298
RPL Foundation	\$74,356	\$ -	\$ 1,441	\$ -	\$ 72,915
Other Gifts (Combined)	\$7,759	\$ -	\$ 3,300	\$ -	\$ 4,459
Materials	\$26,844	\$ 459	\$ -	\$ -	\$ 27,303
TOTALS	\$ 329,118	\$ 2,208	\$ 15,287	\$ -	\$ 316,038

Trusts	Non-Expend	Avail/Int	Expended	Encumbered	Balance
Appleton / Mansfield	\$ 11,000	\$ 5,558	\$ -	\$ -	\$ 16,558
Edward Appleton	\$ 5,000	\$ 40,033	\$ -	\$ -	\$ 45,033
R/M Babcock	\$ 3,598	\$ 2,462	\$ -	\$ -	\$ 6,060
Stephen Foster	\$ 12,000	\$ 7,478	\$ -	\$ -	\$ 19,478
Charles Torrey	\$ 1,000	\$ 1,014	\$ -	\$ -	\$ 2,014
Donald Tuttle	\$ 500	\$ 905	\$ -	\$ -	\$ 1,405
Elaine & George Long	\$ 5,000	\$ 35,144	\$ -	\$ -	\$ 40,144
Barbara Hewitt	\$ 8,952	\$ 4,908	\$ -	\$ -	\$ 13,860
James Rawstron	\$ 1,613	\$ 1,233	\$ -	\$ -	\$ 2,846
TOTALS	\$ 48,663	\$ 98,736			\$ 147,399

Name	Purpose
Appleton / Mansfield	"...for the purchase of books other than those listed as fiction" (NONFICTION BOOKS)
Edward Appleton	"Purchase of books, paintings, engravings, works of art or other suitable useful furnishings
R/M Babcock	"Books on literary subjects and self-government" (BOOKS)
Stephen Foster	"Books ... to be inscribed 'Stephen Foster Fund'" (BOOKS)
Charles Torrey	"Books on non-fictional subjects" (NONFICTION BOOKS)
Donald Tuttle	"Books"
Elane & George Long	"Books or Equipment"
Barbara Hewitt	"Books"
James Rawstron	"Books on tape& furniture to house books on tape" (AUDIOBOOKS)

November 2023 Board of Library Trustees Meeting

VI. FINANCIAL REPORT

a) FY25 Level 1 Budget

	FY24	FY25	%
Administration	\$446,950	\$469,000	+4.9%
Collection Services	\$536,300	\$507,300	-5.4%
Public Services	\$714,900	\$780,500	+9.2%
General Expenses	\$133,200	\$143,000	+7.4%
Materials	\$272,375	\$283,900	+3.7%
TOTAL	\$2,105,025	\$2,183,700	+3.7%

The Level 1 FY25 recommended municipal budget request is \$2,183,700, an overall increase of 3.7.% over FY24.

The primary drivers for this budget:

- Employee retention through Step + 1.25% COLA increase for non-union salaries.
- Maintaining certification and eligibility for State Aid.
- Increased programming expenses to include community programming and training.

Salaries account for 81% of the Library budget, and the FY25 total salary increase is 3.45%. In addition to the Step + 1.25% COLA guidance from the Town Manager, this budget includes moving a paraprofessional position from Collection Services to Public Services.

Most expenses for FY24 were cut or level-funded with a net increase of less than 2%. FY25 expenses will increase by 4.9% and return some expense lines to FY23 levels. Additionally, in FY23 the Library spent roughly \$11,500 on new community and cultural events, education, and training which was offset by \$4,000 in grants. Consequently, this budget increases the program line from \$4000 to \$10,500 to help keep pace with the net cost of this expanded programming.

b) YTD FY24:

The FY24 salary budget is running approximately 5% under budget. Materials expenses are on target.

October Gifts:

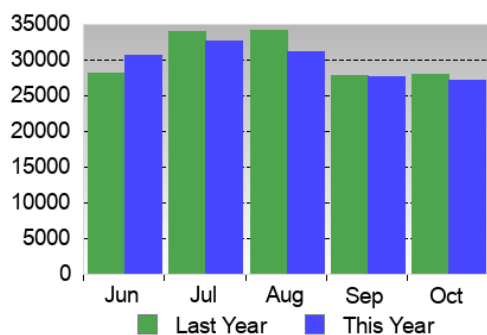
DONOR	AMOUNT	PURPOSE
Denise Gagnon	\$25.00	In Memory of Mary Hubbard Blake
Jim and Marie Cullinane	\$50.00	In Memory of Mary Hubbard Blake
Colleen and Tim Moran	\$50.00	In Memory of Mary Hubbard Blake
Deborah O'Brien	\$30.00	In Memory of Mary Hubbard Blake
Reading Democratic Town Committee	\$100.00	In Memory of Dianne Kennedy
The Mirra Family	\$150.00	In Memory of Mary Hubbard Blake
Marcella, Gabrielle, and Caden Blake	\$600.00	In Memory of Mary Hubbard Blake
Joseph and Anna Frassa	\$100.00	In Memory of Mary Hubbard Blake
Patricia Kenny and Henry Sullivan	\$50.00	In Memory of Mary Hubbard Blake
Dawn and Derek Cunningham	\$50.00	In Memory of Mary Hubbard Blake
Andrea MacDonald	\$100.00	In Memory of Mary Hubbard Blake
David and Andrea Sullivan	\$100.00	In Memory of Mary Hubbard Blake
Eleanor Denault	\$100.00	In Memory of Mary Hubbard Blake
Peter and Barbara Newhall	\$25.00	General
Various Cash Donations	\$21.00	General
TOTAL	\$1,551	

VII. DIRECTOR'S REPORT

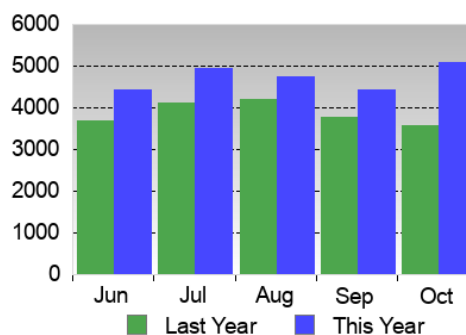
a) October Snapshot

Usage	October 2023	September 2023	October 2022
Circulation	27,085	27,623	27,942
Locker Use	103	70	N/A
Meeting Rooms Rentals	19	16	20
Museum Passes	119	118	107
New Library Cards	91	112	109
Overdrive	5,095	4,422	3,658
Programs	66	45	43
Reference Questions	1,528	1,756	1,908
Visitors	14,042	12,860	13,495
Volunteer Hours	11	17	23.75

Physical Circulation



Overdrive Circulation



b) Facilities and Operations

- i) Ergonomic Review: RPL has worked with an ergonomics consultant from MIIA to review service desk and individual workstation needs. The consultation was free of charge. The Library will apply for an MIIA grant with other town departments for funds to purchase specific ergonomic equipment. Public service desk stations are a challenge as they need to be flexible to accommodate the needs of multiple employees.

c) Collections, Programs, and Services

- i) Health Nook & Health Resource Kiosks: Officially launched in October, the Health Nook is in the turret opposite the Reference Desk and offers accessible health information to the public. The space includes the Healing Library, information on state and local health resources, an easy-to-read medical reference collection, and dedicated kiosks with tablets with quick access to library health and wellness databases.
- ii) New Catalog Kiosks: Working with IT and Facilities, we completed the installation of two ADA-compliant iPad catalog stations in the Children's Room and Reading Room. Based on testing and positive feedback, we have ordered additional equipment for the Reference Desk and Ground Floor areas.
- iii) Museum Pass Report:



Museum pass use is up 19% over the same period last year. This total is 13% lower than pre-COVID use (2018-2019) but has increased significantly over the previous two years.

Top 4 Passes (11/2022 - 10/2023):

- *New England Aquarium - 246*
- *Museum of Science - 196*
- *Zoo New England - 145*
- *The Children's Piazza - 137*

Added 2023:

- *Battleship Cove*
- *Garden in the Woods*

- iv) RPL Staff Studio Art Exhibition: We're excited to announce a special exhibition of artworks by three of our current and former library staff. Next time you're in to pick up your holds or browse the shelves, head over to the Studio and enjoy gorgeous works in cross-stitch, watercolor, and acrylic by Dawn Colford, Judy Terrazano, and Eileen Barrett.
- v) Library Legislation Testimony: RPL offers exceptional recognition and gratitude for Andrea Fiorillo, who [gave testimony at a legislative hearing at the State House](#) on Monday, October 30. Andrea supported two bills that address book bans and the freedom to read.
- vi) Program Highlights:
- Special Guest Storytime with Lt. Ryan Buckley of Reading Fire Department was a great success. The kids took pictures with him like he was a celebrity!
 - Pride Storytime went over very well, with great attendance and excellent performers.
 - "BeTween" (just for Tweens) time kicked off shrinky dinks, video games, and pumpkin painting! A highlight is getting to know the tweens and watching/listening to them interact with each other as well! One regular deemed the video game afternoon "best library program ever!"
 - Kids Nonfiction Smackdown group grew this month with some new faces! We had a great discussion reading likes and dislikes. This book group adds a level of engagement that a typical fiction-focused book group does not have. Our young readers must ascertain if the material is well-researched, whether the information is easy to understand, and if the book engages them. They're becoming critical thinkers!
 - Reading's Contribution to World War II, presented by Autumn Hendrickson (25 attendees)
 - Local History Librarian Jocelyn Gould hosted Simmons University students for a seminar project for LIS 476 Outreach and Advocacy for Cultural Heritage course.

d) Horizons

- i) Sixth Grade Tours: Tours for Parker sixth graders will finish in November. Coolidge students will visit RPL in the spring of 2024.
- ii) Low-vision Services: Michelle Filleul met with representatives from the Reading Lions Club and New England Low Vision for a demonstration of the LyriQ Assistive Reader, a basic text-to-speech device that scans printed documents and then reads the words out loud. It is designed to assist people living with blindness or vision impairments.
- iii) Next Trustee meetings: Monday, December 11, 2023, and Monday, January 8, 2024.

e) Personnel

- i) November Anniversaries: Congratulations to Suzy Axelson, who will have worked at RPL for eight years this month!
- ii) Hiring: Our new Librarian II – Adult and Teen Services, Ms. Sara Kelso, starts Monday, November 13, 2023. Sara worked for RPL in the past as a substitute librarian. We are pleased to welcome her back!
- iii) Staff Development Day: Thank you to the Friends of the Reading Public Library for supporting our annual Staff Development Day. Highlights included “Going from What’s Wrong to What’s Strong,” “Tools and Strategies for Managing Stress and Burnout,” and presentations from a nutritionist. The focus was health, wellness, and team building.
- iv) Opportunity: The former and current Director of Equity, Town Manager, Director of Human Resources, and Library Director have discussed models and options for creating a DEIA Internship program. While the Library isn't ready to launch such a program, we have been approached by a recent college graduate from Reading who is interested in gaining more experience in DEIA work and creating a series of disability-related workshops for the Library. This is an excellent opportunity to flesh out the needs and expectations for a formal internship program. The plan is for this person to work 10-15 hours per week for a set number of weeks. They will assist the Director of Equity and develop the proposed program series. This is a test case situation that will inform the needs and expectations of a future DEIA Internship program.

f) Professional Development (selected)

- About Us and With Us: A Conversation with Thelma Williams, Patti Menzel, Brad Steele, and Kerry Thompson, presented by MA Permanent Commission on the Status of Persons with Disabilities
- Boston Book Festival
- Building Community Relationships for Better Library Services

- Carefully Crafted Codes of Conduct
- Communities Responding to Extreme Weather Week: Extreme Flooding and a Vermont Library's Response
- Cyberstrength Training- Unintentional Insider Threat, Multi-Factor Authentication, USB Device Safety, Privileged Users
- Easier Than It Looks: A Simple Approach to Strategic Planning
- Equitable to Whom? Recognizing and Dismantling Systemic Barriers in Librarianship
- Generative AI and Libraries Workshop
- Getting Started on Library Customer Service
- Intergenerational Community Engagement
- Libraries Transforming Communities: Facilitation Skills for Small and Rural Libraries
- Managing Financials in the Youth Services Department
- MBLC E-rate Webinar
- New England Library Association Annual Conference
- Programming for Neurodiverse Youth
- Revitalizing Morale: Cultivating a Supportive Library Culture
- Revolutions in Nineteenth-Century Handwriting
- The Housing Crisis and Migrants in MA: What Librarians Should Know
- The Promoted Peer: From Coworker to Supervisor
- What Makes a Good Policy

Respectfully submitted,

Amy Fang Lannon, Director (*she/her*)
November 9, 2023



Town of Reading Meeting Minutes

Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2023-10-10

Time: 7:00 PM

Building: Reading Public Library

Location: Community Room

Address: 64 Middlesex Avenue

Session: Open Session

Purpose: General Meeting

Version: Final

Attendees: **Members - Present:**

Patrick Egan, Chair; Monette Verrier, Vice-Chair; Andrew Grimes, Secretary;
Cherrie Dubois; Monique Pillow-Gnanaratnam; Cappy Popp

Members - Not Present:

Others Present:

Amy Lannon, Director; Michelle Filleul, Assistant Director;
Meaghan Clemente, Administrative Assistant;

Minutes Respectfully Submitted By: Andrew Grimes, Secretary

Topics of Discussion:

I. **Call to Order at 7:06 p.m.**

II. **Public Comment**

No public comments were made in person or remotely.

III. **Financial Report**

a. **MBLC Financial Report and State Aid Application**

The Library submitted its annual State Aid to Public Libraries Application and Compliance form to the Massachusetts Board of Library Commissioners (MBLC) on September 20, 2023. The Library has met all FY24 certification requirements to be eligible for state aid funds. The Library is open to all residents of the Commonwealth and does not charge for regular library services. The Library employs trained library personnel and a certified Library Director. Materials expenditures, total appropriated municipal income, and service hours meet or exceed requirements. The Library lends books to other libraries in the Commonwealth and has reported FY23 nonresident circulation via the FY24 ARIS form.

The Library looks forward to receiving the first half of its state aid award payment in December 2023, with a second payment expected in March or April 2024. In FY23, Reading Public Library received approximately \$52,000 of state aid. This amount may increase slightly for FY24.

b. YTD Report

The Library has received several generous donations in memory of Peggy White, a celebrated local quilter and long-time supporter of the Library. The FY24 salary budget is running approximately 4% under budget due to current vacancies.

IV. Director's Report

a. Facilities

On Sunday, October 8, 15 Girl Scouts planted 100 spring flower bulbs near the Library's main entrance. Ms. Lannon thanked Senior Library Associate Andrea Hogan for helping to clear and prepare garden beds for planting. Members of the Reading Garden Club were also available to demonstrate proper planting techniques. The Library provided informational bookmarks to each participant to help reinforce this positive community learning experience.

Sunday hours from 1 p.m. to 5 p.m. resumed on October 1, 2023. Barring any weather events, the Library will be open 31 Sundays in FY24, with the last open Sunday scheduled for May 19, 2024.

Facilities have fixed several broken HVAC compressors. These repairs will help provide more comfortable temperatures in affected work areas in the spring.

b. Programs, Collections, and Services

Ms. Lannon provided an overview of September usage statistics. Although usage has remained steady overall, meeting room rentals have been identified as an area of potential improvement. Town departments also use the Library meeting spaces for training sessions, department meetings, and community events.

Before the COVID-19 pandemic, volunteer hours were approximately double their current levels. Library staff hope to become better organized in identifying volunteer opportunities and providing appropriate training. Ms. Verrier questioned whether the lack of volunteers was due to volunteer interest or staff time. Ms. Lannon noted recent staffing issues due to various transitions, as well as a shift in summer reading programming that reduced volunteer hours. Managing training and coordinating volunteer schedules can also be time-consuming. Ms. Filleul noted that a few new volunteer applications are received each month.

Mr. Lannon clarified for Mr. Popp that reference questions consist of phone, email, chat, and in-person questions asked at service desks. Staff track questions using Gimlet software, which helps the Library identify areas where more information is needed.

The recent Read-In event celebrating the freedom to read was a success, with many people attending to read both outside and inside. Donuts and cider were available. Children built blanket forts in the Reading Room. Head of Public Services Andrea Fiorillo was pictured in the *Boston Globe* at a similar Read-In event in Arlington the following day.

The New Resident Open House was held on October 3 at the Library. It provided an exciting opportunity for over 100 new residents to meet with local organizations while enjoying pizza and welcome bags. Ms. Filleul reported that the event will be held again next Fall and hopes to open it up to the general public to generate more awareness of town services and local organizations. Pocket translators, a translation app, and a student translator helped make the event inclusive and welcoming. Ms. Filleul thanked the Town for their support throughout various departments in making the event successful.

Ms. Lannon reported that the new schedule of regular weekday story times has been successful, as well as drop-in story time programs on Fridays and Saturdays. Special guest story times on Fridays featuring visits from the Fire Department, Police Department, Town Manager, and the Speech Therapy Center have been very popular. Ms. Dubois noted how exciting it is for children to see the uniforms and equipment used by the Fire Department. A recent pride story time ran smoothly, with happy registered and walk-in attendees.

Teen Services Librarian Meghan McCabe recently met with middle and high school Media Specialists regarding the new school year and collaborative ideas to promote information literacy. Upcoming 6th-grade tours with Parker Middle School have been scheduled. The Library is hoping to host visits with Coolidge Middle School as well. Local History Librarian Jocelyn Gould is working with the Reading Historical Commission and Reading Antiquarian Society to collaborate on plans for the 250th-anniversary celebration of the American Revolution and bringing lesser-known stories to the forefront.

The English Conversation group has made a successful return with about a dozen different languages represented. The Library continues to work with the Pleasant Street Center to develop and host programming for older adults, including a Memory Café program that has returned for the first time since 2020.

In the Fall of 2022, the Library installed a credit card-enabled print and mobile print system with new kiosks, scanning software, and a copy bed. Despite the installation costs, the reporting features and ease of use benefits have proven successful. Between September 2022 and August 2023, the monthly average of printed pages was 2,719, and the monthly average of scans was 1,102. Faxing and scanning to email, USB, or cloud services such as Google Drive are free. For printing, users are charged \$0.20 per black-and-white page and \$0.25 per color page. These fees accumulate in a revolving fund to help cover printing supplies and software maintenance updates for the current equipment.

c. Personnel

Ms. Filleul will be attending the upcoming New England Library Association conference in Springfield along with three other members of the library staff. Ms. Filleul is currently serving as the president of the Massachusetts Library Association.

The Finance Committee expects to vote on FY25 budget guidance for the draft Level 1 budget for Board approval in November. Ms. Lannon will present the Level 1 budget to the Select Board in December. After that, she will submit the final draft (Town Manager's

Budget) to the Finance Committee next February. There should be nothing related to the Library on the November Town Meeting warrant.

The Library will be closed on Friday, October 20, for an annual staff development day. Ms. Lannon expects over twenty library staff members to attend. Topics include team building, health practices, ergonomics, and other activities that facilitate a happy and healthy work environment. The programs are provided by the Massachusetts Interlocal Insurance Association (MIIA), the Town's insurance provider. The Friends of the Reading Public Library are generously supporting meal costs.

Community Health Librarian Susan Beauregard has reached 30 years of service, including many as a Teen Librarian. Collection Services Librarian II Kathryn Geoffrion Scannell is celebrating 15 years of service. Head of Collections Services Jamie Penney is celebrating her 23rd work anniversary. Ms. Lannon is celebrating 20 years of service and believes this longevity speaks positively of the Library.

New Director of Equity and Social Justice Albert Pless will begin on Monday, October 16. Mr. Pless held a similar position in Andover and lives locally. Andrea Fiorillo has been promoted to Head of Public Services. The hiring process is underway to fill Ms. Fiorillo's former Librarian II – Adult & Teen position. Three new student pages will also begin work this month.

The Library is working with the Reading Memorial High School Transitions Specialist to create a post-grad paid internship program for students ages 18 to 22 focusing on independent living, social, and vocational skills. The Library hopes to have a program in place by the Fall of 2024 using student page pay rates, which may impact FY25 budgeting.

Town Manager Fidel Maltez has accepted a new position as Chelsea City Manager and has yet to finalize an end date with the Town of Reading. Despite prior discussions of a transition to Town Hall, the Office of Equity and Social Justice will remain budgetarily and physically at the Reading Public Library for now. Ms. Lannon and Mr. Pless will work on short- and long-term goals around the position's sustainability.

d. Professional Development

Library staff engaged in a broad array of continuing education, including strategies to support executive function, heritage responders, understanding teen behavior, and trauma-informed services.

V. Approval of September 11, 2023 Meeting Minutes

Motion: To approve the minutes of the September 11, 2023, Trustee Meeting.

(Grimes / Popp)

Vote: Approved 6-0

VI. Future Agenda Items

Ms. Lannon noted there are no changes to the Gift Policy. The Board will review any recommended change to the Borrowing Policy and the Fines and Fees Policy next month.

Mr. Egan encouraged Board members to provide liaison updates at future meetings: DEI Community Audit Liaison (Ms. Pillow-Gnanaratnam), Ad-Hoc Library Landscape Committee members (Ms. Dubois and Mr. Popp), and Charter Review Committee (Mr. Grimes). Ms. Dubois noted she would attend a kick-off meeting with Landscape Architectural firm Activitas regarding the Library Landscape project and will provide an update at the November meeting.

Ms. Verrier inquired about the status of the Tween space project. Ms. Lannon reported that she is still working on the request for quote documents for custom fabrication and installation of millwork and shelving. She noted the importance of finding and funding the right vendor while satisfying insurance and safety requirements. Ms. Lannon and Ms. Clemente recently attended the Massachusetts Higher Education Consortium (MHEC) expo in Worcester to meet with designers and view stock furniture that might work in the Tween space. The mural artist will work on the painting in phases between Thanksgiving and New Year's. The Board and Ms. Lannon discussed various logistics and safety concerns regarding the mural painting.

Adjournment 7:36 p.m.

Motion: To Adjourn

(Popp / Verrier)

Vote: Approved 6-0

Respectfully Submitted,

Andrew Grimes, Secretary