

Wead Library
64 Elm Street
Malone, NY 12953

Agenda
March 21, 2022

To: Members of the Board of Trustees

Subject: The following is the expected agenda for the March 21st meeting of the Wead Library's Board of Trustees, which will be held that Monday on the 3rd floor of the library.

Approval of the minutes of the previous meeting – February 28, 2022

Treasurer's Reports – February 2022 (if received)

Action on bills – March 2022

Communications – Anonymous donation thank you
Book Sale Volunteer thank yous

Library Report - March 2022

Librarian's Report - March 2022

Old Business – Reopening Status
- Civil Service Update

New Business – Long Range Plan
- Symquest Tech Plan

Date for Next Board Meeting – April 18, 2022 @ 7pm - Public Budget Informational Meeting

Adjournment

Minutes of the Wead Library Board Meeting on February 28, 2022

Present: Jeanne LeClerc, board member
 Anne Werley Smallman, board member
 Chris Eggsware, board member
 Lucille Poirier, board member
 Mary McDonald, Senior Clerk
 Chelsie Russo, Librarian I

Absent: Melissa Benardot, President

Call to order: 7:07 pm by Chris Eggsware, Vice President.

Motion to approve the minutes of the January 10, 2022 meeting by Lucille Poirier/second by Anne Werley Smallman. Approved unanimously.

Motion to approve the treasurer's reports of December 2021 & January 2022 by Jeanne LeClerc/second by Chris Eggsware. Approved unanimously.

Motion to accept the January & February 2022 bills as paid, by Chris Eggsware/second by Jeanne LeClerc. Lucille Poirier asked about the Adirondack Storage barns gazebo deposit - Mary McDonald & Chelsie Russo noted that the deposit is 20% of the \$9108.00 total. Approved unanimously.

Communications:

- Mary McDonald acknowledged the donation by Joe Norris of free ad space in the Free Trader (for book sale).
- Letter from patron Katherine Myatt expressing concern regarding continued masking, hand-sanitizer, and restrictions on programming.

Library Reports by Mary McDonald: *see attached*

Librarian's Reports by Chelsie Russo: *see attached*

- Board members expressed support for partnership with Literacy Volunteers

Old Business

- Reopening Status: The library is in phase 6 as of Monday, 3/7: recommended masks and hand-sanitizer but not required. Mary McDonald noted that we are still in the restricted hours. Chelsie Russo advocated for adding one night per week of extending closing until 8:00pm as soon as possible - the board asked the staff to choose the best course of action to pursue Chelsie's request.

Motion by Anne Werley Smallman/second Lucille Poirier: *In light of NYS repeal of mask mandates, including the change of policy in Malone Central School District, motion to*

rescind temporary safety regulation requiring masks and use of hand sanitizer inside Wead Library and gradual return of pre-March 2020 programmatic goals. The board of trustees reserves the right to reinstate safety measures if community health metrics necessitate it. Unanimously approved.

- Civil Service update – tabled pending information from Melissa Benardot
- Digitization project proposal and quotes (yearbooks) – consensus is to use American Digital Memories, quoted at \$1536.00
- New and Updated Library Policies addressed (see attached):
 - **Personnel Code of Conduct** motion to approve by Jeanne LeClerc/second by Lucille Poirier. Unanimously approved.
- Proposed gazebo for front lawn

New Business

- 2022-23 Budget Meeting April 18 & Vote April 26. See attached proposed budget and community budget letter.
- Motion to accept the Proposed annual budget 2022-2023 by Jeanne LeClerc/second Lucille Poirier. Unanimously approved.

The next regularly scheduled board meeting will be March 21, 2022 at 7pm.

Adjourned at 8:36pm on motion by Jeanne LeClerc/second Anne Werley Smallman.

Respectfully submitted,
Anne Werley Smallman
Board of Trustees

Wead Library, Malone, NY
Bills Submitted for Approval
March 21, 2022

<u>ACCT</u>	<u>ITEM</u>	<u>VENDOR</u>	<u>COST</u>	<u>VENDOR TOTAL</u>	<u>ACCOUNT TOTAL</u>
201	EQUIPMENT	Wells FargoVen Fin Serv - circ printer (Pd)		\$ 42.00	\$ 42.00
321	BOOKS & LIBRARY MATERIALS	Baker & Taylor (Pd)	\$ 561.36		
		Baker & Taylor (Pd)	\$ 524.18	\$ 1,085.54	
		The Wild Center - 2 library passes (Pd)		\$ 180.00	
		Johnson News. Corp - Telegram 1 year (Pd)		\$ 199.05	
		Press Republican - 1 year (Pd)		\$ 342.00	
		Adirondack Experience membership (Pd)		\$ 75.00	
		Petty Cash - FrCo. Historical Review (Pd)		\$ 10.00	\$ 1,891.59
322	CHILDREN'S MATERIALS	Ingram Library Services (Pd)	\$ 178.53		
		Ingram Library Services (Pd)	\$ 9.59		
		Ingram Library Services (Pd)	\$ 35.17	\$ 223.29	\$ 223.29
327	AUDIOS	Bestsellers Audio - 11 cds (Pd)	\$ 540.80		
		Bestselelr's Audio - 1 cd (Pd)	\$ 45.90	\$ 586.70	\$ 586.70
341	OFFICE & LIBRARY SUPPLIES	Petty Cash - Walmart - envelopes (Pd)		\$ 34.62	
		WB Mason - misc masks, paper (Pd)	\$ 76.76		
		WB Mason - envelopes, paper, ink (Pd)	\$ 230.30	\$ 307.06	\$ 341.68
400	JANITORIAL EXPENSES	Maloney's Trucking - Plow/Sand 1/22 (Pd)		\$ 660.00	
		Citizen Advocates - janitorial 2/22 (Pd)		\$ 1,482.39	\$ 2,142.39
401	CONTRACTUAL	SymQuest - Mar 2022 (Pd)		\$ 465.00	\$ 465.00
420	ELECTRIC, OIL & WATER EXPENSES	National Grid - outdoor light (Pd) 106 kWh	\$ 36.00		
		National Grid - electric (Pd) 2634 kWh	\$ 597.94	\$ 633.94	
		Adr Energy - fuel oil (Pd)	\$ 2,026.78		
		Adr Energy - fuel oil (Pd)	\$ 1,255.78	\$ 3,282.56	\$ 3,916.50
421	TELEPHONE	Westelcom - Internet/Phone 2/22	\$ 270.16		
		Westelcom - Internet/Phone 3/22	\$ 270.16	\$ 540.32	\$ 540.32
480	OTHER EXPENSES	Petty Cash - Pizza gift card prize (Pd)		\$ 15.00	
		C. Russo - reimb oriental trading SRP (Pd)		\$ 56.91	
		Stick Together Prod - sticker Posters (Pd)		\$ 84.90	
		Johnson News Corp - 3 legal ads (Pd)		\$ 190.95	\$ 347.76
619	VISION CARE	CSEA - employee vision care 3/22 (Pd)		\$ 97.36	\$ 97.36
921	BLDG FUND & REPAIR	Adirondack Alarms - Monitor 3/1/22-5/31/22 (Pd)		\$ 45.00	\$ 45.00
					\$ 10,639.59

Library Report 3/21/2022

The long-awaited Library Book Sale ran very smoothly. Over the past month, student volunteers sorted, organized and set up the sale on their own schedule. Many thanks were expressed to Liz Marshall, Barb Winthrop-Benware, Jan Chatland and Chris Eggsware for volunteering their time and positive energy on the opening day. We were short a few regular adult volunteers, so Karlee stayed late to cover. Jayden covered the upstairs the first Saturday. The sale continued for 2 weeks and student volunteers dismantled and packed up what was left to be stored for the next sale in June. Although we didn't have the initial large crowd outside on opening day, patrons steadily trickled in and the Library deposited \$825 from the sale. We also unexpectedly received several new patron application cards the first day.

Nicole and Mary completed the Annual Report and are awaiting revisions from CEFLS before submitting it to NY state. We are currently reviewing our system for collecting data and keeping statistics so it coincides more fluently with the report. Chelsie will be keeping program statistics and Betsy has volunteered to work on the collection/circulation data.

On Wednesday, March 16th Steven Kenworthy, CEFLS director, had an informal in-person visit to touch base and see if there was anything we needed from CEFLS. He was given a tour and chatted with the full time staff. He commented that he thought we were doing a great job and was impressed with the library's appearance. He stated it looks clean, bright and welcoming and it is obvious the staff cares a great deal about the library. Mary informed him our biggest needs are with the more intricate financial side of reports and legal/procedural knowledge regarding construction bids and grants.

Librarian Report
March 21, 2022

On March 16, Karlee and I attended a webinar through Central New York Library Resources Council entitled "Best Practices for Serving LGBTQ+ Patrons." We discussed how to best demonstrate to our LGBTQ+ patrons that the library and our staff are safe. We were given a long list of resources that will help us to best serve these patrons.

LEGO Club is set to begin in April. It will be every Saturday from 11 am – 1 pm. Several patrons have already seen our flyers and are very excited for its return. Our new LEGO cart that we purchased last year will finally be put to good use!

The second NYS library minimum standards states that we should have "a community-based, board-approved, written long-range plan of service developed by the library board of trustees and staff." Currently we have a Strategic Plan that was approved in April 2016. Long-range plans should typically be updated every 3-5 years. We also have a Technology Plan for July 2014 – June 2017. Both plans are very outdated, with some goals having been accomplished and some not.

I have created three patron surveys, one for adults/teens to take within the library, one for children 12 and under to take within the library, and a third adult survey that is digital. It is my hope that the digital survey will reach non patrons in addition to our patrons that may only use our digital resources. The surveys will be conducted throughout the month of April. I plan to present a report of the survey results at the board meeting in May. These results should help inform the goals of our long-term plan.

I am attaching documents from the Handbook for Library Trustees and the 'helpful information' webpage on Library Standard #2 on the NYS Library Development website. Library staff and trustees may have very different long term goals for the Library so I'm excited to see it all come together!

Chelsie

PLANNING AND EVALUATION

Every public and association library in New York is required to have a written long-range plan of service and to make it easily accessible by the public; including on the library website. (Education Department Regulations (8 NYCRR) § 90.2) There are many excellent publications on planning. Some, such as the Public Library Association's *Planning for Results* series, are specifically library oriented (<http://www.alastore.ala.org/detail.aspx?ID=61>).

The conscious decision to engage in planning is far more important than the planning tool used. Though planning may be required, it is simply a smart way to inform decisions about budgeting, personnel, capital improvements, library services and community involvement.

Every trustee must be prepared to ask difficult, searching questions about the library's goals and objectives, programs and services and about the board itself. What are the objectives of this library? Have they been accomplished? Are they appropriate? Is the community well served? Is the library contributing to creating a more sustainable, resilient community? How do we define good service? Does the director manage the library properly? Is the board functioning effectively? What do we want our library to look like in the future?

Long range planning prepares for the future. *Strategic* planning is based on the premise that change is necessary to survive and thrive in the future. Strategic planning answers the question, "What do we have to do now in order to improve our ability to operate five years in the future?" If the planning time frame is shorter it involves *operational* planning. Operational planning focuses on the improvement of things the library already does and is primarily concerned with the allocation of resources.

Creating a plan involves answering questions:

- What does the community need?
- What is to be done?
- Who is responsible and who should be involved?

- How will it be done?
- What is the timetable?
- What resources (people, money, materials, etc.) are available?
- Who are the stakeholders in the process?
- What is to be reported to whom, and when?
- What options are available?
- How is success measured?

A practical planning process is outlined in the Appendices.

Every plan has the same general components. The *mission* is a short, carefully crafted statement that tells the world why the library exists. Many libraries capture their mission in a single sentence. *Goals* are broad statements of program intent that support the mission statement and respond to your community's aspirations as discovered through the community input phase of your planning process. They are measurable only to the extent that they provide targets toward which to strive. There is always more to do to reach a goal! *Objectives* are specific, measurable, tasks or projects in support of a goal, usually stated in terms of outcomes. *Action steps* or *activities* are the specific assignments that must be completed in order to reach an objective. Finally, every good plan should come full circle with an *evaluation* process.

Evaluation looks at the past in order to plan for the future. It is an assessment and a measurement of activities that have already occurred and it provides a foundation for moving forward. Objective measurement, supplemented by subjective, anecdotal information, can help the board decide if its objectives have been met. However, it is important to determine the appropriate measurements upfront and to measure the right things. Conversely, it is a waste of time to measure things that don't matter.

For example, library circulation is a traditional measure of library use, but it is only a small part of the activity in a library and is often misleading if not presented as trend data over the past few years. What other measurements can be used to get an accurate picture of how the public uses and benefits from the library? This might include a combination of metrics and outcomes.

Examples of metrics could include: in-house use of materials; Internet use; database searches; program attendance; engagement on the library's Facebook Page and so on. Outcomes are the changes, benefits, learning or other effects that happen as a result of your library's efforts - how you are improving your community. Project Outcome from the Public Library Association (<https://www.projectoutcome.org>) provides easy to administer tools for outcome-based evaluation. Your evaluation should be appropriate for the service package your library offers to the community. Significant projects, like planning, may exceed the board's collective skill and experience, making it advisable to call on the library system or outside consultants for assistance.

As a steward of the library your planning process should work to create a library for your community that will not just survive, but thrive. Public library services are too important to leave to chance. Planning for the future should incorporate the core value of sustainability. Choices the board makes should be made with an eye towards creating an enduring, sustainable institution and facility that will be viable, vital and visible for generations to come.

Resources:

- Libraries Transforming Communities [American Library Association]
<http://www.ala.org/transforminglibraries/libraries-transforming-communities>
- Outcome-Based Evaluation [New York State Library]
<http://www.nysl.nysed.gov/libdev/obe/bestprac/examples.htm>
- Public Library Statistics [New York State Library]
<http://www.nysl.nysed.gov/libdev/libs/index.html#Statistics>
- Planning and Evaluation [Mid-Hudson Library System]
<http://midhudson.org/topics/trustees/#Planning>
- *Webinar: The Role of Trustees in Planning* [New York State Library]
<http://www.nysl.nysed.gov/libdev/trustees/webinars.htm#151118>
- *Webinar: Strategic Planning (Helping All Trustees Succeed Mini-Webinar)*
<http://www.nysl.nysed.gov/libdev/trustees/webinars.htm>
- *Webinar: Sustainable Thinking for the Future of Libraries* [New York State Library]
<http://www.nysl.nysed.gov/libdev/trustees/webinars.htm#160908>

Library Development

Helpful Information for Meeting Minimum Public Library Standards

Long-Range Plan

Each . . . library has a community-based, board-approved, written long-range plan of service developed by the library board of trustees and staff.

WHY IS A LONG-RANGE PLAN IMPORTANT FOR EVERY LIBRARY?

Every library needs a long-range plan as a formal document to:

- Provide information about the community and library to use in decision-making;
- Clarify for board, staff, and community the role of the library in the community;
- Evaluate the usefulness and quality of specific services and activities;
- Assist in preparing for change (dropping old services or adding new ones);
- Establish priorities for the allocation of resources;
- Document the need for sustainable funding.

WHAT IS A LONG-RANGE PLAN? DOES IT DIFFER FROM A STRATEGIC PLAN?

A long-range plan and a strategic plan both involve investigating the library's services in light of community needs and resources, evaluating the strengths and weaknesses of the library and the services the trustees and staff believe the library should or can provide, and creating a structured plan for providing the resources and direction for the "right" services for that community.

Long range planning prepares for the future. Strategic planning is based on the premise that change is necessary to survive and thrive in the future. Strategic planning answers the question, "What do we have to do now in order to improve our ability to operate five years in the future?" If the planning time frame is shorter it involves operational planning. Operational planning focuses on the improvement of things the library already does and is primarily concerned with the allocation of resources. (Handbook for Library Trustees of New York State, 2018 Edition, pg. 59)

WHAT IS THE PROCESS FOR LONG-RANGE PLANNING?

The way a library moves through its planning process is as important as the plan itself. The planning process helps raise the community's awareness of library programs, services and needs and gains library support from the community. The long-range planning process is a cyclical one. While there are a variety of ways to develop a long-range plan, a successful planning process often includes the following steps:

1. **Develop a board vision.** Have a conversation at a special planning meeting to discuss the hopes, dreams, and concerns for the future of the library.
2. **Assessment.** Identify usage trends through library circulation, program and technology data. Comparing the library to others with similar budgets or service populations can be a useful planning activity as well. The New York State Library provides a compilation of financial and service statistics
3. **Gather input from the community.** Talk to the community. Use a combination of focus groups, surveys, and interviews with community opinion leaders to get a broad amount of input, from both library users and non-users, which will help the board to identify community trends, aspirations, and priorities. This is an outward-looking activity asking the community what their aspirations and priorities are.
4. **Analyze what was learned.** Identify the library's strengths, weaknesses, opportunities, and threats.
5. **Assess the library's capacity to move forward** in the areas of:
 - *Personnel
 - *Finance
 - *Facility
 - *Policy
 - *Partnerships
 - *Governance
 - *Marketing & Public Relations
 - *Measurement & Evaluation

Through these five steps, the board and staff will have the information they need to create and write a solid plan for the future of the library.

WHO PARTICIPATES IN THE PROCESS?

Many people should be involved in the planning process in addition to the library director and the board of trustees. These may include: staff, library users, and representatives of business, education, government, or other key community groups. Public library system consultants or, in larger libraries, consultants under contract, may also advise or otherwise assist with the process.



HELPFUL TIP: One way of involving the community is through the information-gathering stage of the plan. For example, use focus groups of community members, or community surveys that ask people to identify ways the library can meet community needs.

WHAT ARE THE COMPONENTS OF A LONG-RANGE PLAN?

- Mission, Vision and Core Values
 - The mission is a short, carefully crafted statement that tells why the library exists. The vision of a library is the type of statement that answers the questions: "where are we going?" and "what can we achieve?". Values are the principles and ideals that bind the library together including patrons, employees, vendors, and all stakeholders. Values are critically important to organizations because those who have the same value systems, or core values, tend to succeed within the organization, while those who do not share that set of values generally do not succeed.
- Goals
 - Broad statements of program intent that support the mission statement.
- Objectives
 - Specific, measurable, tasks or projects in support of a goal usually stated in terms of outcomes.
- Action Steps or Activities
 - Specific assignments that must be completed in order to reach an objective.
 - Timeline.
- Evaluation
 - Assessment and measurement of activities that have already occurred and provides a foundation for moving forward.

HOW MANY YEARS SHOULD A LONG-RANGE PLAN COVER?

The time frame of the library's plan depends on the organization and the initiatives the director and board set. Typical plans are for 3 to 5 years. Although most libraries will want to use a long-range plan to set a direction for an extended period, they will probably limit detailed planning to a shorter period, perhaps two or three years. Although every library board should take into consideration continuous development for the library and the opportunities presented by the electronic information environment, they should set objectives and plan activities which, with a reasonable amount of effort, the library and community can achieve in the identified time period.

HOW DOES A LIBRARY USE THE PLAN?

Planning is a smart way to inform decisions about budgeting, personnel, capital improvements, library services and community involvement. Often, plans are used to develop a yearly "Action Plan" which is an outgrowth of the direction and choices made in the longer-range plan. Persons with responsibility for tasks within the plan work on these assignments according to the timeline in the plan. Staff and trustees review the entire plan for action and accomplishments according to a schedule provided in the plan. Many institutions use a "rolling" process in which one year is "added" or revised when the current year is completed (or nearly completed).

SHOULD LONG-RANGE PLANS OF SERVICE BE MADE AVAILABLE TO THE COMMUNITY?

Yes. The current, board-approved long-range plan of service is required to be publicly available online (See *Standard 11: Provides access to current library information*) and the library should also have printed copies available for public distribution. Online and printed long-range plans provide the community with transparency and accountability about library operations.

WHERE CAN THE LIBRARY GO FOR HELP?

Consult the library system for examples of different types of plans, as well as other assistance. It would also be helpful to submit a copy of the plan to the library system so it can be shared with others. Also, check out "*Planning and Evaluation*" in *the Handbook for Library Trustees of New York State*

Helping All Trustees Succeed (HATS) webinar series

<Written Bylaws | Back to Contents | Report to the Community>

BACKGROUND

The Wead Library, Malone, NY is a school district public library supported by an electorate numbering 20,220 according to the 2000 Census. It began as a school district library with the original building (now the Malone Village Offices) a memorial gift of Mary Kasson Wead.

The building was constructed in 1931-1932 and opened in 1933. It is noted for its limestone facing and fine interior woodwork as well as for the ability to identify and obtain arcane books and relevant information for its patrons. The structure has a brick addition that was constructed in 1980 with funds from a federal economic development grant.

Twenty-seven percent of library patrons are from outside the Malone service area, coming from Brushton-Moira, Chateaugay, Dickinson, Ft. Covington, St. Regis Falls, and the two closest Canadian provinces, Ontario or Quebec.

Today we provide access through the Internet to periodicals, journals, current and historical newspapers, and databases which provide information on business, careers, and government programs.

MISSION STATEMENT

The Wead Library provides access to resources that improve and enrich the lives of all members of the Malone community, regardless of origin, age, background, or views. The library building is safe and welcoming. Information is organized and up-to-date. The staff is well trained to provide professional and caring service to all patrons.

GOALS AND STRATEGIES

1. Staff training, technical skills and career development

Librarians of the future will need to be able to explain to patrons how to find, evaluate both print and electronic information and be able to mentor patrons on computers and information data bases. Staff will:

- Provide technical support on how to use email and search engines.
- Understand hand held devices like Kindles, Nooks, and tablets, and be able to locate and download electronic books.
- Visit other libraries and bring back good ideas to share at staff meetings.
- Be given training opportunities appropriate to their interests and job requirements.

- Attend major regional conferences like NYLA and NNYLN and participate in webinars and other workshops.
- Have access to a public calendar for all library training and conference opportunities and webinars.
- Understand the library's electronic information resources so they are as conversant with the library's intangible holdings as the physical ones.

2. Building and grounds

The library needs more room for training, public meetings, mentoring and also better parking. The second floor will be handicapped accessible.

- Continue to evaluate building upgrades and renovations.

3. Interior space utilization review

Technology has changed the functions of our library. This requires changes in the layout of the physical space.

- Continue to improve interior space layouts for programs, displays, and work areas.
- Explore the possibility of a "quiet room" for reading.

4. Book Sales

Book will be presented in an attractive manner so that they are easily seen and accessed by patrons.

- Continue to survey current practices of other libraries in presenting books for sale.
- Evaluate book storage possibilities between sales.

5. Community outreach and report

Public libraries are required to make a yearly report to the public.

- Review the current methods of making yearly reports to the community as required by the state's minimum standards of service.
- Periodically review current hours of operation to see if they meet community needs.
- Maintain Wead Library Facebook page and website.

- Cooperate with community college and school libraries in our service area.
- Maintain relationships with other community organizations.

6. Volunteers and Patrons

Many libraries have volunteers to do tasks that require public help such as conducting book sales, and participating in special programs.

- Acknowledge volunteers and patrons with an annual event to honor them.
- Study the possibility of having patrons sponsor individual books, newspapers and magazines.

7. Personnel system

The job descriptions and performance pay system for the library must be appropriate to an organization that is upgrading employee skills which will make employees more valuable and also more competitive in the job market. Wead pay levels should be commensurate to north county library salary levels in annual wage surveys.

- Work with the county personnel office to implement a step system for employee compensation similar to CEFLS'.
- Review job descriptions to see if they are current and suitable to our employees' functions.

8. Wead Board of trustees

Library trustees are responsible for the financial affairs of their libraries. They have a responsibility to be effective advocates.

- Study expanding the trustees from five to seven or nine to provide more people to assist on committees.
- Become advocates for library budgets with state and county legislators.
- Support the New York Library Association and the Library Trustees Association.
- Undergo an orientation to learn the duties of library staff and observe the various library staff functions, and tour the physical building.

9. Technological innovation

Increasingly patrons come into libraries to use the computers and expect libraries to be "the public computer center," so library staff have become de facto computer lab supervisors.

-Consult outside professionals and CEFLS employees to assist in upgrading and updating library computers, broadband service, and hardware.

10. Funding

The library should be able to generate grant funds for all aspects of our activities.

-Explore ways to bundle our economic development activities and seek funding for them through economic development channels.