

**M. G. Parker Memorial Library
Board of Library Trustees
Meeting Minutes
May 25, 2016**

The meeting was called to order at 4:30pm by Chairperson Linda Trouville.

In Attendance: Chairperson Linda Trouville, James Nolan, John Dyer, Eric Jackson, new Trustee Monique Verville and Director Nanci Milone Hill.

Nominations were opened for the position of chairperson. John Dyer nominated Monique Verville for Secretary. A motion was made by John Dyer to appoint Linda Trouville as the chairperson and was seconded by James Nolan, unanimously approved.

Nominations were opened for the position of Secretary. John Dyer nominated Monique Verville for Secretary A motion was made by John Dyer to appoint Monique Verville as Secretary and was seconded by James Nolan, unanimously approved.

A motion was made by John Dyer to close the nominations and elections, seconded by Eric Jackson, unanimously approved.

Community Input- There was no community input

Review of the minutes a motion to accept the minutes as presented from April 13, 2016 was made by John Dyer and seconded by James Nolan, unanimously approved.

Review of Bills and Payroll- Bills from the weeks of, 4/14/2016 to 5/19/2016 and Payroll from the weeks of 4/11/2016 to 5/22/2016 were reviewed. A motion to accept was made by John Dyer and seconded by James Nolan, unanimously approved

Budget and Financial Report – Addendum Attached

There was a discussion regarding where we stand at the end of the current fiscal year and what to expect at the beginning of the new fiscal year. There was a brief discussion regarding the current status of the library's revolving funds.

The Director informed the Trustees that she is looking into having the library become a passport center, There is a seven (7) hours training session for those that would be authorized to accept passport application. The Library would be eligible to keep \$25.00 for each passport application that was accepted. These fees would go into our revolving fund.

Performance Overview- Addendum Attached-

There was a question regarding the calendar year as opposed to fiscal year in the performance overviews. The Director explained that this format matches the paperwork for the ARIS Report which has the budget follow the fiscal year and the statistics following the calendar year.

The Director presented the materials budget to the trustees to give them an idea how the money for materials is dispersed within the collection.

There was a discussion regarding the cost of databases. The Director explained how the MLS and MBLC currently provide most of our databases. Funding in the current state budget has thus far been cut to MLS. Due to the increasing cost of

delivery (as a result of the increase in the state's minimum wage), MLS will have to look at cutting costs. They have already stated that this will most likely result in a cut to the databases that are currently offered.

Niche Academy – The Director pointed out that you can find this new feature on our website under 'Dracut Library Academy' in the tool bar at the top of our homepage. This feature can be used as a tutorial by patrons to answer FAQs for all of our electronic databases.

Directors Report- Addendum Attached-

Unfinished Business-

The Director presented the Board with the new Staff Handbook that she has put together. The Town Manger and Town Council reviewed the manual and approved it. A motion was made by Eric Jackson to accept the staff manual as presented, seconded by Monique Verville, unanimously approved.

There was a discussion and review of the Director's Evaluation Process, James Nolan researched and came up with a new format for the trustees. The chairperson thanked James Nolan for his work on the format. The Chairperson asked the trustees to review the evaluation process presented to them and to make notes for further discussion. The chair met with the town manager and the both agreed that the trustees should review the Director using a new format drawn up by them.

There was a discussion regarding the lack of a job description and a contract for the Director, as required by Massachusetts State Law.

Continuing Business- none

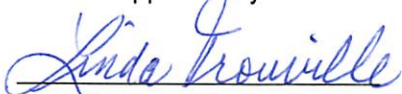
New Business- none

Next Meeting- Trustee Bylaws and Director Evaluation to continue


Suggestions for Next Meeting – none

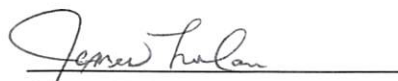
The chair asked for a motion to adjourn, a motion was made by John Dyer and seconded by Eric Jackson, unanimously approved the meeting was adjourned at 5:18pm.

Minutes Approved by:


Linda Trouville, Chairperson


Eric Jackson, Trustee


John Dyer, Trustee


James Nolan, Trustee


Monique Verville, Secretary

BOARD OF LIBRARY TRUSTEES

Dracut M. G. Parker Memorial Library

28 Arlington St

Dracut, MA 01826

(978) 454-5474

Agenda for May 25, 2016 Board of Library Trustees

4:30 PM. Director's Office, 2ND Floor

CALL TO ORDER

ATTENDANCE

REORGANIZATION OF THE BOARD

COMMUNITY INPUT

REVIEW OF MINUTES FOR PREVIOUS REGULAR MEETING

REVIEW AND APPROVAL OF BILLS

REVIEW AND APPROVAL OF PAYROLL

BUDGET AND FINANCIAL REPORT

DIRECTOR'S REPORT

UNFINISHED OR CONTINUING BUSINESS

NEW BUSINESS

STAFF HANDBOOK DRAFT

ITEMS TO BE ADDED TO NEXT MEETING AGENDA

COMMENTS

ADJOURN

Any person who has a qualifying disability as defined by the Americans With Disabilities Act that requires the meeting or materials at the meeting to be in an accessible location or format must contact: Parker Memorial Library; 28 Arlington Street; Dracut, MA 01462; (978) 454-5474 so that any necessary arrangements can be made to accommodate each request. It is possible that members of and possibly a quorum of members of the governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to above in this notice.

**M.G. Parker Memorial Library
FY2016 Budget Report**

ACCOUNT #		FY2016 APPROPRIATION	FY2016 SPENT	FY2016 UNSPENT	FY2016 % UNSPENT
5110	Department Payroll	401,768.00	359,376.08	42,391.92	10.6%
5120	Temp. / PT Payroll	102,820.00	87,405.84	15,414.16	15.0%
5140	Longevity	4,025.00	1,925.00	2,100.00	52.2%
5210	Electricity	40,000.00	15,555.93	24,444.07	61.1%
5212	Gas	21,000.00	8,052.65	12,947.35	61.7%
5230	Water Charges	1,900.00	1,679.09	220.91	11.6%
5231	Sewer Charges	650.00	520.00	130.00	20.0%
5241	Service Contracts	65,000.00	75,926.55	(10,926.55)	-16.8%
5291	Custodial & Housekeeping	4,000.00	3,573.33	426.67	10.7%
5340	Telephone	1,500.00	1,600.27	(100.27)	-6.7%
5341	Postage	1,200.00	289.71	910.29	75.9%
5420	Office Supplies	1,700.00	1,699.16	0.84	0.0%
5421	Computer Supplies	2,000.00	691.02	1,308.98	65.4%
5423	Duplicating Supplies	300.00	250.96	49.04	16.3%
5430	Building Main. Expense	5,800.00	9,377.93	(3,577.93)	-61.7%
5432	Security Equipment	300.00	146.00	154.00	51.3%
5433	Equipment Maint. Expense	800.00	365.14	434.86	54.4%
5581	Library Supplies	5,000.00	2,647.48	2,352.52	47.1%
5586	Library Programming	1,000.00	590.33	409.67	41.0%
5712	Mileage Reimbursement	2,000.00	2,435.22	(435.22)	-21.8%
5730	Dues & Publications	100,000.00	90,453.89	9,546.11	9.5%
5884	Machinery & Equipment	1,000.00	-	1,000.00	100.0%
TOTAL APPROPRIATION		763,763.00	664,561.58	99,201.42	13.0%
RESERVE/REVOLVING FUNDS			SPENT		
22-3571-0000-5200		20,000.00	13,168.56	6,831.44	34.2%
22-3571-0000-5400		10,000.00	6,048.51	3,951.49	39.5%
TOTAL RESERVE/REVOLVING FUNDS		30,000.00	19,217.07	10,782.93	35.9%
TOTAL LIBRARY OPERATING		793,763.00	683,778.65	109,984.35	13.9%

**M.G. Parker Memorial Library
Comparative Circulation Attendance**

CIRCULATION

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
January	8,102	16,424	17,818	21,186	20,677	20,724	20,196	15,948	10,095	17,363	17,323
February	7,917	15,700	18,760	21,967	21,459	19,668	21,812	20,938	19,392	16,767	17,189
March	10,320	17,832	19,914	23,674	22,823	23,655	22,865	20,555	20,874	19,447	18,221
April	762	15,922	18,689	22,166	19,967	20,477	21,206	21,352	18,769	17,450	17,338
May	14,145	15,606	17,778	20,116	18,720	19,380	21,591	18,292	17,828	14,475	
June	19,006	18,555	18,436	26,120	23,094	22,471	22,115	19,635	19,241	15,749	
July	20,571	22,683	28,688	28,526	25,595	24,600	25,077	16,832	21,348	18,257	
August	21,518	21,254	22,381	24,728	24,948	26,785	24,502	24,245	20,262	22,428	
September	15,278	15,410	19,691	20,258	20,451	20,246	18,531	19,893	11,510	17,843	
October	16,460	18,294	20,920	21,789	21,412	20,717	21,054	20,118	19,806	17,710	
November	15,010	15,481	18,505	19,889	20,308	21,280	17,517	17,146	15,042	16,339	
December	12,294	12,604	16,327	19,606	17,846	17,772	15,949	17,566	16,740	15,565	
TOTALS	161,383	205,765	237,907	270,025	257,300	257,775	252,415	232,520	210,907	209,393	70,071

PATRON ATTENDANCE

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
January		12,011	12,492	12,750	12,352	10,869	12,191	12,089	10,684	9,102	9,108
February		10,354	13,144	13,183	12,100	11,140	13,141	11,826	12,525	9,770	10,511
March		12,687	14,532	14,634	14,649	13,842	13,703	12,568	12,404	10,993	10,819
April		11,682	13,726	14,478	12,367	12,767	12,756	13,252	11,331	10,839	10,377
May	9,336	10,780	12,172	11,898	11,582	11,969	12,138	11,271	10,664	10,664	
June	10,502	10,604	13,903	15,650	13,046	13,063	12,114	10,779	10,849	9,780	
July	13,879	14,763	17,528	17,236	14,440	14,343	14,768	14,321	16,025	10,597	
August	16,460	15,857	15,684	15,151	14,854	15,663	15,200	14,321	12,361	12,268	
September	12,784	10,944	12,812	12,234	12,151	12,425	11,874	11,819	10,312	10,995	
October	13,231	12,553	13,158	12,883	12,529	12,960	11,979	11,012	11,832	11,992	
November	12,743	10,657	11,665	11,535	11,961	12,414	9,583	9,871	8,812	8,500	
December	9,809	9,036	10,415	11,145	10,065	10,879	10,455	9,699	9,111	10,729	
TOTALS	98,744	141,928	161,231	162,777	152,096	152,334	149,902	142,828	127,799	126,229	40,815

**M.G. Parker Memorial Library
FY2016 Performance Overview**

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	TOP 10
First Time Checkout	14,346	17,451	13,679	13,390	11,724	11,700	13,012	13,026	14,093	13,040	
Desk Renewal	761	1,077	774	827	780	750	814	979	866	738	Adult DVDs 3,209
OPAC Renewal	1,565	2,185	1,976	1,941	1,980	1,809	1,982	1,943	2,107	1,986	Adult Fiction 2,521
Overdrive / Audio	173	154	63	100	154	150	162	110	130	132	JE or JJ Books 1,607
Overdrive / e-Books	394	406	177	198	360	324	374	316	266	273	Easy Readers 1,192
Overdrive Streaming Video	2	4	3	0	3	1	4	2	6	4	Freegal Music 1,165
Overdrive / TOTAL	569	564	243	298	517	475	540	428	402	409	J Fiction 889
Freegal Downloads	238	256	265	297	420	266	320	249	205	281	Adult Books on CD 571
Freegal Streaming Music	778	895	906	957	918	565	655	564	548	884	Large Print 474
Freegal / TOTAL	1,016	1,151	1,171	1,254	1,338	831	975	813	753	1,165	Music CDs 470
Total Checkouts	18,257	22,428	17,843	17,710	16,339	15,565	17,323	17,189	18,221	17,338	Overdrive Downloads 409
Total Checkins	15,749	19,563	16,543	16,154	15,418	14,678	14,878	16,125	17,478	15,778	
Requests Placed at mdr	2,510	2,773	2,269	2,505	2,238	2,119	2,905	2,565	2,643	2,483	
Requests Cancelled	368	441	403	373	338	342	391	378	369	361	
Holds Fulfilled	2,165	2,310	2,076	2,147	1,777	2,066	2,303	2,139	2,167	2,198	
Users Added	83	116	57	67	58	29	45	61	68	69	
Copies Added	593	693	503	763	527	676	321	483	631	769	
Bib Records Added	166	120	719	145	102	127	56	102	114	196	
Children's Programs	31	16	19	28	19	21	17	16	27	12	
Children's Attendance	923	570	225	406	336	360	283	315	541	229	
Young Adult Programs	2	3	3	6	4	3	3	4	4	2	
Young Adult Attendance	14	91	28	61	23	17	22	30	28	16	
Adult Programs	12	12	15	19	10	8	9	9	14	14	
Adult Attendance	91	71	171	274	121	43	83	121	421	153	
Community Meetings	2	1	4	3	6	4	4	5	7	1	
Comm. Mtg. Attendance	43	9	94	38	109	51	39	40	68	18	
Quiet Study Use	75	74	70	76	71	73	75	67	88	92	
Quiet Study Attendance	136	145	121	142	123	110	133	141	177	176	
TOTAL Adult Volunteers	8	4	5	3	5	3	4	4	5	6	
TOTAL Adult Vol. Hours	96	75	45	24	28	20	36	38	58	81	

**M.G. Parker Memorial Library
Materials Budget**

	FY2013	FY2014	FY2015	AVERAGE	FY2016 Guidelines	FY2016 Actual	FY2016 Remaining
Adult Fiction	\$ 33,372.77	\$ 35,895.21	\$ 46,120.63	\$ 38,462.87	\$ 25,000.00	\$ 24,277.56	\$ 722.44
Adult Nonfiction	\$ -			\$ -	\$ 14,400.00	\$ 15,138.93	\$ (738.93)
Downloadable	\$ -			\$ -	\$ 5,000.00	\$ 5,081.13	\$ (81.13)
Audiobooks	\$ 11,122.28	\$ 4,101.32	\$ 5,258.74	\$ 6,827.45	\$ 12,000.00	\$ 6,890.92	\$ 5,109.08
Reference	\$ 1,326.86	\$ 828.84	\$ 645.52	\$ 933.74	\$ 1,000.00	\$ 351.59	\$ 648.41
Young Adult	\$ 1,109.89	\$ 2,336.81	\$ 3,475.34	\$ 2,307.35	\$ 2,400.00	\$ 1,035.21	\$ 1,364.79
Children	\$ 10,090.88	\$ 9,483.48	\$ 9,139.11	\$ 9,571.16	\$ 12,600.00	\$ 11,307.70	\$ 1,292.30
Periodicals	\$ 4,252.16	\$ 4,695.16	\$ 5,178.36	\$ 4,708.56	\$ 5,000.00	\$ 5,751.97	\$ (751.97)
Electronic Databases	\$ 4,039.57	\$ 7,349.36	\$ 6,370.47	\$ 5,919.80	\$ 9,500.00	\$ 11,548.32	\$ (2,048.32)
Music CDs	\$ 884.08	\$ 216.77	\$ 1,012.26	\$ 704.37	\$ 1,000.00	\$ 1,009.33	\$ (9.33)
DVDs	\$ 11,675.74	\$ 10,077.27	\$ 8,463.55	\$ 10,072.19	\$ 12,100.00	\$ 8,061.23	\$ 4,038.77
Games	\$ 746.65	\$ -	\$ -	\$ 248.88	\$ -	\$ -	\$ -
TOTAL	\$ 78,620.88	\$ 74,984.22	\$ 85,663.98	\$ 79,756.36	\$ 100,000.00	\$ 90,453.89	\$ 9,546.11

Parker Memorial Library
DIRECTOR'S REPORT-MAY 2016

BUILDING

On May 11, 2016, Carole Hamilton became aware of the fact that the exterior lights in the parking lot were off. Mercier Electric was called. When they came out, all of the lights except one went back on. We are not sure yet if they are turning on automatically at 8:00 pm. We are going to observe the lights this evening. If they are not turning on, Jason from Mercier will have to come back and work on the electrical panel in addition to the one light that is out.

On May 12, 2016, Bedford Mechanical came out to perform rooftop maintenance and in the process, flooded the children's room on the far western side (the Children's Reference section). This is an outside wall and the culprit seemed to be the outside water spigot where the crew connected a water hose to run to the roof. The water was immediately vacuumed up with the wet/dry vacuum and a fan was placed in the area for the rest of the day and the next day in order to dry up the area. Tom Ayotte (the town's plumber/HVAC person) was called. He came in on May 16th to work on the outside faucet.

On May 17, 2016 the lock on the door to the book drop room was jammed and the door could not be opened. After much persuasion we got it open but the lock was still not fixed. Post Office Locksmith in Lowell was called. They came out on May 20th. They did a small screw adjustment, but the door hinges have slipped ever so slightly, leaving the door off kilter. This is most likely the reason that the screw was pushed out of alignment. The door will not completely close on its own because of this. Staff needs to be patient and push the door gently in order to close it completely. This is a fire door and must be closed at all times.

FRIENDS

The Friends held their annual book sale on Friday and Saturday, May 20th and 21st. They made \$3,900. In addition, they are averaging approximately \$150.00 per week from the Book Nook. That's about \$7,400 per year, from the Book Nook alone. So far, they have raised about \$4,000 more this year than last year.

LONG-RANGE PLANNING

The Long-Range Planning Committee will meet on Wednesday, June 8th at 6:00 pm and on Thursday, June 16th at 6:00 pm. Consultant Mary Behrle, former Assistant Executive Director of NMRLS (Northeastern Massachusetts Regional Library System) will lead each session. The committee is made up of the following people:

- Nanci Milone Hill – Library Director
- Diane Annunziato – Assistant Library Director
- Penny Berube – Children's Librarian
- Eric Jackson – Dracut Teacher | Library Trustee

- Lori Cahill – Dracut Resident | Director of Parks & Recreation
- John Vaporis – Dracut High School Librarian
- Allison Hughes – Dracut Selectmen
- Rebecca Duda – Dracut Middle School Teacher
- Vicki Turcotte – Dracut Resident | Technical Services Librarian at the Chelmsford Public Library

A Community Survey has been put together. It will be available to our patrons and Dracut residents beginning in June. It will be available both electronically and in paper format. The following is a list of the questions that we will be asking people to respond to:

1. Choose the age range that you fit into.

Under 18	30-39	60-69
18-19	40-49	70-79
20-29	50-59	80 and over

2. What is your preferred language?

English
Spanish
Other

3. If you answered "other" please tell us what your preferred language is.

4. Please tell us which gender you identify with.

Male
Female
Other

5. What is a hobby that you wish you had more time for?

6. What is a hobby that you wish you could learn? Choose all that apply.

Camping	Fishing	Photography
Crafts	Gardening	Sewing
Dancing	Golf	Team Sports
Drawing	Hunting	Writing
Exercise	Painting	
Other (please specify)		

7. If you could travel anywhere, where would it be?

Africa	North America
Antarctica	South America
Asia	United States
Europe	
Other (please specify)	

8. Please tell us about your experience with our Circulation Staff?
(answer choices are Always, Sometimes, Never & Not Applicable)

Are they knowledgeable?
Are they welcoming?
Are they courteous?

9. Please tell us about your experience with our Children's Room Staff?
(answer choices are Always, Sometimes, Never & Not Applicable)

Are they knowledgeable?
Are they welcoming?
Are they courteous?

10. Please tell us about your experience with our Reference/Research staff?
(answer choices are Always, Sometimes, Never & Not Applicable)

Are they knowledgeable?
Are they welcoming?
Are they courteous?

11. Please tell us about your experience with our Administrative staff?
(answer choices are Always, Sometimes, Never & Not Applicable)

Are they knowledgeable?
Are they welcoming?
Are they courteous?

12. Student Pages put books on the shelf when they are returned to the library. Please tell us about your experience with our student pages.
(answer choices are Always, Sometimes, Never & Not Applicable)

Are they knowledgeable?
Are they welcoming?

Are they courteous?

13. In addition to books, the library currently offers the following items. Which have you used?

Books on CD	e-Books
Cake Pans	e-Readers
Databases	Launchpads (preloaded learning tablets)
Downloadable Audiobooks	Playaways (individual books on MP3 players)
Downloadable Music	Streaming Music
DVDs	Streaming Video

14. If you stated no for any of the above items, please let us know why you have not used those items.

I didn't know the library offered them
I don't own the appropriate device
I don't know how to use the service
The service or collection is unsatisfactory
The wait list is too long
I am not interested
Other (please specify)

15. If you are likely to ask for assistance when visiting the library, what type of assistance are you most likely to use?

Consumer research (health, finance, how-to)
Computer help
Help accessing government services (tax forms, driver's license renewal)
Help checking materials out and/or renewing items
Homework help
Job search/resume help
Listening recommendations
Local history/genealogy help
Placing a hold
Reading recommendations
Viewing recommendations

16. What do you wish that the library offered that it doesn't currently offer?

17. How often do you visit the library's website?

All the time

Sometimes
Rarely
Never

18. Please rate how customer-friendly you find our website, with 10 being the extremely friendly and 1 being the least friendly.
19. How could we make our website better? Are there things that you would like to see on our website that are not currently there?
20. How do you learn about our programs? Please check all that apply.

DATV	Library Twitter Account	Newspaper
In-Library Posters/Flyers	Library Newsletter	What R U Gonna Do?
Library Facebook Page	Library Website	
Other (please specify)		

21. If there was one thing that we could do to make your library experience better, what would it be?
22. Is there anything else that you would like us to know?
23. If you would like to be entered into a drawing to win a \$50.00 gift certificate to Barnes & Noble, please give us your contact information.

Name
City/Town
Email Address
Phone Number

PROGRAMS

- Holocaust survivor, Rena Finder, will speak about her experience during the war and as a child working in Oskar Schindler's Factory – Thursday, May 26th at 7:00 pm. Co-sponsored with the Dracut Public School system. As of the writing of this report, there are 170 people registered to attend.
- Story Time for 2s – Wednesdays at 10:00 am on June 1st, June 8th, June 15th,
- Parker Library Adult Writers Group – Wednesday, June 1st at 6:30 pm in the Meeting Room.
- The Knitting Connection – Wednesdays at 6:30 pm on June 1st, June 8th, June 15th, June 22nd and June 29th.
- Teen Gaming Club – Monday, June 6th at 3:00 pm.
- Teen Origami – Monday, June 13th at 5:00 pm.
- Author Event: Boy with a Knife – author, Jean Troustine. Tuesday, June 14th at 6:30 pm.

- Teen Smash Tournament – Wednesday, June 15th at 4:30 pm.
- 1-2-3 Number! Session I – For 2 and 3 year olds. Monday, June 27th at 10:30 am.
- 1-2-3 Number! Session II – For 2 and 3 year olds. Monday, June 27th at 11:30 am.
- Teen Board Games – Monday, June 27th at 3:00 pm.
- Fancy Nancy Story Time – For ages 2 to 6. Wednesday, June 29th at 10:00 am.
- DIY Stained Glass for Teens – Wednesday, June 29th at 6:00 pm.
- FPG-9 Plane – Students in grades 3-5 can learn how to fly a plane. Thursday, June 30th at 2:00 pm.

SCHEDULE

- Memorial Day – Monday, May 30th. Library Closed.
- Town Meeting – Monday, June 6th. Library Closes at 6:00 pm.
- Professional Development – Thursday, June 9th. Library will open at 1:00 pm.
- Meeting of the Board of Library Trustees – Wednesday, June 8th at 4:30 pm in the Director's Office.
- Meeting of the Friends of Dracut Library – Wednesday, June 22nd at 6:30 pm in the Meeting Room.

STAFF NEWS

Deric Wilson's last day was Friday, May 20th. We received eleven resumes for consideration. We will be interviewing five of the candidates on Friday, June 3rd. The interviews will be conducted by me, Diane Annunziato, and Penny Berube. Mary Hamilton will be on vacation that week.

Deric Wilson, Carole Hamilton, Diane Annunziato and I attended the Massachusetts Library Association Annual Conference from Monday, May 16th through Wednesday, May 18th. I was sworn in as the 102nd President of the Association during the annual business meeting on Wednesday, May 18th. My term will begin at the June 2016 meeting. The following is a list of programs attended at the conference.

The ALA Center for the Future of Libraries – Guest Speaker Miguel Figueroa discussed the need to align services and collection to the future needs of the library users. How to keep things current and relevant in our libraries while at the same time looking to what libraries can do in the future.

Author Jacquelyn Mitchard – Talked about her novels, her life and how the public library was a haven for her as a young girl growing up in Chicago and how tragedies in her own life lead her to writing novels.

Community Engagement: Holistic Programming for Public Libraries - This program demonstrated how the AMES Free Library partnered with their community to provide rich and constant programming tied to the needs and interests of their town. Programs were low or no cost, but high quality, with a large buy-in from the community. The programs built on themselves as they fostered connections to presenters of other connected (subject-wise) programs, rather like a tree branching out and flourishing. Further established long-lasting bonds within the community resulted in community collaboration that reached far beyond library programming.

Digital Impact on Library Space- Four Library directors talked about how the shift in library use has impacted their libraries and how the design of libraries needs to change that to accommodate our patrons' expectations of what they want their libraries to do for them and their communities and in the future.

Down and Dirty Social Media with Laura Solomon - This program took us through the assessment process to determine the unique content needs of a social media policy for library facilities/staff, crafting the policy, implementing and enforcing same. It was stressed that ideally, these policies need to be reviewed quarterly due to the "moving target" that is social media's technological nature. Laura's suggestions suggested some ways in which we could streamline our social media practices.

Girls Who Code – Is a free teen service by a national organization that inspires young girls to learn computer code. The curriculum is free and all libraries need to do is apply and work on seeking out local volunteers from companies or universities to teach programming. It is run as an afterschool club for girls and the only commitment is that the library has the club run for at least 40 hours. Usually runs as a weekly two hour club or an intensive sixteen week program in the summer.

Guerrilla Story time and YA Slam- Programming Discussion for youth services. Children and Young Adults Librarian discussed successful programming and how to make the most of what you have.

Implementing Core Competencies Standards for Your Library Staff - How to implement an 11 week training program designed so that everyone on staff can learn to help patrons with any library service confidently and competently. While not a completely smooth transition, Penny's staff completed the program. The experience has positively transformed the staff and the patron library experience in Ephrata. Note: While this was 11-week training, the complete transition can take up to 3-5 years. Each library is different as demonstrated by libraries over 7 states who have implemented this program.

Internet Privacy for Patrons: At What Risk? – An informed panel discussion addressing of the necessity of providing secure, anonymous internet access to library patrons and the risks involved. Sean Fleming, Director of the Lebanon (NH) Public Libraries provided insight into the process of installing a TOR server in their library, opposition by legal authorities, and the ultimate success of the operation. Overwhelmingly, Lebanon patrons supported putting and keeping the TOR server on-line to preserve their privacy rights. Sean stated that even with all the "bumps", this project was well worth the time and effort involved. Alison Macrina, (Director – The Library Freedom Project), stands ready to help any library install and bring up a TOR Server. Nima Fatemi, (TOR Project), is also available for assistance. (Kade Crockford of the Boston ACLU also spoke.)

Library as Safe Haven during Crisis – Director Melanie Diggs of The Pennsylvania Avenue Branch Library in Baltimore, Maryland spoke to the audience about remaining open during the riots in April 2015 after the death of Freddie Gray while in police custody. MS Diggs not only described that harrowing night but how the community pulled together around the library and the outpouring of the business community to help the citizen of the neighborhood until peace was restored.

Lightning Outreach – 5 Library directors describe what they did to go beyond the walls of their libraries to meet the members of their communities and how that helps to foster a relationship with non-library users. Examples ranged from setting up a coffee station at a commuter rail line and handing out free coffee and magazines while promoting what libraries offer to create a pop up library at farmers' markets.

Local Author Power - Local Massachusetts Authors Jennifer Haigh and Pamel Wechsler talked about writing novels with a personal passion or connection to and drawing from their personal lives to create fiction that can be both entertaining and informative.

Maximum Leverage: Spinning your PR Award into Gold – Experienced winners and PR Specialists presented on the subject of leveraging your visibility in the community, raising awareness with your funding bodies, and bolstering patron support after winning MLA Public Relations Awards. Tips on planning, record keeping, application and exhibit preparation for events/PR documents you will be submitting for future MLA PR Awards. This was helpful to me in planning our submission(s) for next year's MLA PR Awards.

No Desk at All: Desk-less Reference Services – Along the lines of Roaming Librarians this session was presented with the emphasis of working with patrons wherever you find them in the library and not using the Reference Desk to hide behind.

No Fly No Tights Comics Panel – Learning how to build or expand existing graphic novel, manga, and anime comics for teens and adults from a panel of experts. There was a lively discussion about the future of this medium in public libraries.

Priceless Programming: Collaborating to Make the Most of Your Budget – Five Massachusetts librarians discussed beginning programming with a general toolkit that encourages librarians to look to their communities for resources and collaborative opportunities. They also discussed finding grants and negotiating with presenters, as well as information about successful and easily replicating programs, including low-cost leads, DIY programs and no-cost programs.

Pros and Perils of Innovation –This program showed the process by which the Chattanooga Public Library (newly “divorced” from the County Library system in 2011), transformed itself from the worst public library in the nation, into the “city’s catalyst for lifelong learning” on a flat \$6 million budget. This included turning Chattanooga into a “gig city”, providing broadband internet access to all individuals and business, and transforming the physical plants (4 locations). It demonstrated what’s possible with dedicated teamwork and follow through. It also demonstrated that sometimes plans don’t work, but that value results from the knowledge gained, and jettisoning a failed plan and moving on.

Reference in the Digital Age – Do we still need print reference collections and what libraries are using as alternatives.

Thinking about Diversity and Thinking about the Future – Miguel Figueroa, Director of ALA's Center for the Future of Libraries, discussed how changing user demographics have been a core argument for diversity in libraries for a while now and remain important. He discussed how prioritizing diversity might be particularly important for the future of our institutions and profession, especially considering how it might improve innovation and community engagement. He also discussed how thinking about diversity can change the way we understand recruitment, retention, discourse, and professional competencies.

Understanding And Promoting the Christian Fiction Genre – Christian Fiction is a misunderstood and underutilized genre. This workshop covered the basics of the genre, appeal factors, sub-genres, popular authors, read-a-likes, and effective the “marketing” of the genre. Excellent information for the Parker's continuing Readers Advisory plan.

Update on the ALA Center for the Future of Libraries – Miguel Figueroa, Director for ALA's Center for the

Future of Libraries, discussed why it is such an important time to think about our future and to think about it differently than we have in the past. He talked about trends that are shaping our communities and the expectations of our users.

UX: Ugly Xylophone? Ululating Xenophile? NO! It's User (e)Xperience! - An experience in seeing the world (of your library) through your patron's eyes! Exploring digital and physical design applications, (in your physical plant and on your website and social media), and how to make these work more comfortably for patrons and more effectively for librarians. This workshop has given me some ideas regarding our new Long Range Plan exercise, as well as looking at our physical plant and social media presence in new ways.

UPCOMING MEETINGS | WORKSHOPS

Nanci

- Town Meeting – Monday, June 6th in the evening.
- Trustee Meeting – Wednesday, June 8th at 4:30 pm.
- Long-Range Planning Committee – Wednesday, June 8th at 6:00 pm.
- MLA Executive Board Meeting – Friday, June 11th at 10:00 am.
- MBLC Trustee Orientation – Southbridge Public Library. Monday, 6.13 at 6:00 pm.
- “RA for All” Workshop – Thursday, 6/16. Beachwood Hotel in Worcester. All day.
- Long-Range Planning Committee – Thursday, 6/16 at 6:00 pm.
- ILS Search and Executive Board Meetings – Tuesday, 6/21 at 2:00 pm. MVLC.
- ALA Annual Conference in Orlando – Thursday, 6/23 through Tuesday, 6/28.
- Vacation – Tuesday, 6/28 through Wednesday, 7/6

Diane

- Book Club Kit Manager's Group Meeting – Thursday 5/26 from 1:30 pm to 3:30 pm.
- Assistant Director's Forum and Annual Luncheon – Thursday, 6/2 from 12:00 pm to 3:00 pm.
- Friends of the Dracut Library Monthly Meeting – Wednesday, 6/22 at 6:30 pm.

Cathy

- Key User's Group Meeting – Thursday, 5/26 from 10:00 am to 12:00 pm.

Carole

- Trustee Meeting – Wednesday, June 8th at 4:30 pm.

Respectfully submitted,
Nanci Milone Hill
Library Director