

Medway Library Trustees

April 1, 2025

7:00 PM

Meeting Minutes

Members Present: Susan Alessandri, Nutan Mathew, Nicole Haberman

Members Absent: Lisa Sheehan, Greg Peverill-Conti

Others Present: Margaret Perkins - Director, Justin Tucker - Nightboard Secretary, Members of the public and Friends of the Library, Ivana Aguilar - Technical Services Librarian, Audrey Snowden - Children's/YA Librarian, Dennis Crowley - Select Board liaison

1. Call to order - 7:00
2. Approval of the April Agenda - Approved
3. Approval of March Minutes - 3/4/25 & 3/19/25 - Approved
4. Policy on Public Comment - Ms. Alessandri updated on the new policy on public comment. Ms. Alessandri informed that 20 minutes will be allowed for public comment. Each member of the public will get 2 minutes to speak and will be asked to stop. The Trustees will not respond to comments. After agenda items are begun, the public will not be allowed to speak. Ms. Ivana Aguilar, staff member, spoke. Ms. Aguilar expressed her disappointment in how the last meeting unfolded. Ms. Aguilar observed that during a performance meeting with Director Perkins, the staff was asked to share what they do for their daily workload. It was also brought to the attention of the staff that they could not have meetings without all staff members present. Ms. Aguilar stated that some of these points were brought up at the March Trustees meeting verbatim by Ms. Belanger, a former employee. Ms. Aguilar encouraged the Trustees to review information objectively. Ms. Aguilar spoke to the comments shared by Ms. Belanger at the last Trustees meeting. Ms. Aguilar stated one thing she loves about working in a small library is how everyone pitches in and helps with jobs as

needed. Ms. Audrey Snowden continued Ms. Aguilar's comments. Ms. Snowden spoke to the cooperation of the current library staff as Ms. Aguilar began her new position. Ms. Pamela Francis - Friend and member of the public. Ms. Francis stated the Friends have discussed issues that the Trustees have wanted them to discuss, specifically about making members of the Friends liaisons to the Trustees to increase communication. Ms. Francis asked if the Trustees want to hear about the things the Friends are doing or not, since limiting the time to 2 minutes won't accomplish sharing the information.

5. New Business (30 minutes)

- a. Open Meeting Law Complaint, Mr. Samuel Francis (March 4, 2025) – acknowledge receipt of and review additional communication from complainant dated March 25, 2025; authorize submission of supplemental response to complaint by Town Counsel. - The Trustees have received the response from the Town Counsel as well as the follow up response by the individual who filed the complaint. Ms. Alessandri disagreed that the intent to post on IO was meant to make the issues public. Ms. Alessandri informed that the Town Counsel advised to stop using Groups IO, which the Trustees have done. The town is planning on reviewing policy on open meeting law for all groups and boards.

Ms. Haberman made a motion to accept the supplemental response to the complaint, seconded by Ms. Mathew, approved by all.

- b. Social Media Policy

The Trustees will review the Policy and the bylaws for the next Trustees meeting in May. The Trustees will also review the Privacy Policy in order to update it.

c. New museum passes

Ms. Alessandri was looking at other town library websites, and she noticed they have more museum passes that Medway does not have. Ms. Alessandri asked Ms. Perkins to review the passes that surrounding towns offer to see if there are any they'd like to make available.

6. Old Business (40 minutes)

- a. Review and consideration of February 20, 2025 Trustee discussion with Library Director re: Operations Review & Action Plan for 2025 and action items proposed at that meeting, including proposed performance measures – ratification, validation, and confirmation of such discussion and any action taken.

Ms. Alessandri reported that the intent of the original meeting was to meet with Ms. Perkins in a private setting. Ms. Alessandri reported they must go through everything they spoke about at the meeting.

1. Time based performance - providing Trustees with an email update on the Thursday before the Trustee meeting.
2. Provide a written description of each staff member's regular responsibilities - Ms. Perkins had sent this information, but it did not include how much time each employee spends at the circulation desk. Ms. Alessandri requested this information by the May Trustees meeting.
3. Develop master list of children and adult programs scheduled - Ms. Alessandri asked to see this information all in a list form in order to see where they need to fill in programs.
4. Schedule at least 1 new additional adult speaker/program - Ms. Alessandri expressed they wanted some newer and unique programs that could bring more people to the library. i.e. puzzle groups, travel, etc.. Ms. Perkins reported they have scheduled programs for almost every month and $\frac{2}{3}$ for children.

5. Starting in April - in person visits with 3 new libraries per month. - Ms. Perkins has started this and sent a report to the Trustees for March. The Trustees will table this until the May meeting.
6. Increase engagement with social media channels - The Trustees were hoping for interactive social media posts to gain more followers and interest in the library. Ms. Aguilar reported there are more people interacting with the Stories that are posted. Ms. Aguilar informed that there were things in planning to gain more interaction on social media.
7. Expand the Library of Things collection by 2 new items per month

General Plan Action Items:

1. Director needs to be able to answer all questions a Director should be able to answer. Ms. Mathew reported that there have been several times that questions have been asked to the director that do not receive answers.
2. Director's responsibilities should be performed by the Director, including decision making.
3. Director should instruct staff to not talk about the Trustees in public settings - Ms. Mathew reported that patrons have reported overhearing discussion about the Trustees by employees of the library.
4. Director should ensure that all staff are present in meetings - Ms. Alessandri reported that current staff are reporting they are being left out of discussions and small meetings where decisions have been made.

Mr. Crowley informed that from the Select Board position, the Board will ask if the committee has signed off on the budget. Going forward, the Select Board will ask if the Trustees have signed off on the budget.

- b. Policy discussion (cont'd): Staff holding Friends of MPL leadership roles
The Trustees decided on saving this conversation for when the full Board is present.

- 7. Incident Reports (5 minutes) - There were no incidents outside of a few HVAC issues stated in the Director's Report.
- 8. Budget Report (10 minutes) - Ms. Alessandri asked if Ms. Perkins spoke to Town Hall about separating line items. Ms. Perkins said Carol offered to come and speak to the Trustees if necessary. Mr. Crowley reported that the library staff will get half a salary starting in January rather than the full salary position. The full salary position will be fully funded in 2027. The position will start mid-fiscal year. Mr. Crowley also stated the position could start part time in July instead of being a full-time position starting mid-fiscal year.
- 9. Director's Report (10 minutes) - There were no questions on the Report
 - a. Library Speakers Consortium e-mail - Ms. Perkins asked about the issue with receiving Consortium updates. Ms. Aguilar reported that in the newsletter, there is a link where people can register for the talk and subscribe to the newsletter of the Consortium.
- 10. Adjournment - 7:48