

**PATTERSON LIBRARY
MINUTES OF THE BOARD OF TRUSTEES
MAY 12, 2022**

Present: M. Hegna (director), B. Kittle (vice-president), S. Scriven (secretary), D. Hamann, J. Johnson, T. Roets, S. Rudnicki, M. Bivens, K. Cockram (Patterson Society), P. Holt, L. Dunn, K. Richmond

Absent: J. Caruso (president), M. Rubin, T. Bennett, C. VandeVelde,

CALL TO ORDER: The meeting was called to order at 6:59 PM by B. Kittle, vice president.

ANNUAL AUDIT REPORT: The annual audit report was presented by Edward J. Bysiek CPA. He explained that this was a clean unmodified opinion showing that the the Patterson Library's financial position is strong and improved in 2021. No internal control deficiencies were noted.

ANNUAL STATE OF ENDOWMENT REPORT: The state of endowment report was presented by Laura Dealy CFA of Manning & Napier. She prefaced the report by explaining that Manning & Napier had been acquired by the Callodine Group and this was a friendly private acquisition. There will be no change with the investment policies or the name of the company. She reviewed the performance as of 3-31-2022 and stated that the endowment has decreased by \$218,000. Since inception investment has increased by 342%. Recent market influencers include the Covid 19 pandemic as well as the recent war in Ukraine and recent and projected increases in interest rates by the Fed. She thanked us for being loyal clients for almost 20 years.

MARCH MINUTES: With no additions or corrections, the minutes were accepted for filing.

TREASURER'S REPORT: There were no questions and the report was accepted for audit.

DIRECTOR'S REPORT: See attached report.

* There was a discussion concerning the two quotes received for our elevator update. As we are under contract with Schindler Elevator, M. Hegna will check to see if they will honor their contract if we elect to have Bison Elevator do the work. Bison has the lower bid.

*A discussion about behavior/discipline issues with "tweens" concluded that we may need the Personnel Committee to approve an after-school monitor hire before the next meeting. Also, we may need to adjust next year's budget, assuming we will need to hire help. And, if it comes to it, we may need the Policy Committee to help us change the Unaccompanied Minors Policy to raise the unattended age from 9 to 13.

PERSONNEL COMMITTEE REPORT: M. Bivens and J. Caruso met with M. Hegna (director) to review the results of surveys done by trustees, staff and M. Hegna. Overall the review was very positive in a difficult year. Minutes of the report to the personnel committee are attached.

BUILDING AND GROUNDS COMMITTEE REPORT: See attached report by S. Rudnicki.

NOMINATING COMMITTEE REPORT: D. Hamann reported that the personnel committee met and will propose that Joe Spann be elected as a trustee to replace the position previously held by Sandy Brown. The positives and negatives of having a board as high as 17 members ensued. The bylaws will have to be updated soon. It was also emphasized that the Patterson Society delegate is a voting member and that position has no term limits.

BOARD ELECTIONS:

*There was a motion by S. Scriven and seconded by D. Hamann to elect Joe Spann as a new trustee with a five year term limit. The motion passes unanimously.

* The following slate of officers was presented: Jennifer Johnson-president, Joan Caruso-vice president, Susan Scriven-secretary, Tim Roets-treasurer. All will have a three year term limit, except for S. Scriven which will be a one year term limit. K. Richmond moved that we accept this slate of officers. The motion was seconded by L. Dunn and the motion was carried unanimously.

UNFINISHED BUSINESS: S. Rudnicki moved that the request for the proposal letter (Facility Renovation Plan) be approved. The was seconded by J. Johnson and passed unanimously.

NEW BUSINESS:

*M. Hegna reviewed the Annual Report to the Community which she developed. K. Richmond moved to accept the report and the motion was seconded by T. Roets. The motion passed unanimously.

*K. Richmond reported that the fundraising event "Patterson after Dark" to be held May 14, 2022 has already accumulated \$5000.00 ticket sales. K. Richmond also reviewed the status of upcoming fundraisers. The book sale will be held "reunion week" with Kristin Barber as chair. A chairperson for the annual auction held in August is still being sought.

ADJOURNMENT: The meeting was adjourned at 9:12 PM by B. Kittle.

Director's Report

Megan Hegna

Patterson Library

Prepared for Board of Trustee's Meeting on May 14, 2022

Updates from Previous Reports

I notified Chief Genthner of the Westfield Police Department, that they could **close the case with our delinquent patron**. There is still \$128.42 outstanding in materials, but I didn't feel it warranted continuing police support. If the patron pays the remainder or returns all items completely I will manually restrict their account to three items at a time, until they can prove responsible use for at least a year.

We still have not received any more information about the possible beneficiary **trust from Jean Webster MacFarlane**.

Patterson Library was not awarded the **Will Eisner Grant**, but staff continues to eagerly await our summer of graphic novels and comics as we celebrate visual storytelling.

Administrative News

As per previous emails, our Dropbox cloud service was breached on April 17th. Our shared library passwords were frequently variations of "Library01," which were too vulnerable. One of the documents was a shared excel sheet with our passwords, titled "Passwords". Hackers used this document to log in to our Amazon Account. They ordered two iPhones, and had them sent to an address in Texas. Our account was locked after they attempted to purchase more items including more iPhones, brand name sneakers, fitness equipment, and a \$2,000 e-gift card. I ended up requesting a new business credit card, and had to freeze our Amazon credit line until it was secured with a passcode mailed to the library.

The hackers did log on to the Amazon Synchrony Bank credit account and directly paid \$800 (bill pay from our operating account) for the iPhones. I filed a fraud claim by postal mail with the Amazon credit account, and am optimistic that we caught it early enough that we will receive reimbursal. **I signed up all staff for a password management "family account" with LastPass**. All passwords on the breached spreadsheet have been changed, and the spreadsheet was deleted. The whole ordeal was quite stressful and time-consuming, but it's reassuring to know that we are much more secure now.

Upcoming Hour Changes

Due to popular demand we will be changing our Saturday hours after Memorial Day.

We will now be open on Saturdays from 10AM-2PM to accommodate the Farmer's Market.

Facility News

FY 2020 Grant:

- Stark Tech U&S Services have promised me that the **new A/C units** will be functional in time for our Patterson After Dark event on May 14th.

- The **traffic counter install** was successful, and we are up and running! I now get weekly emails with the previous weeks' attendance.
- **The new computers and equipment** were installed by staff from CCLS. Youth in the Patterson Park children's area were so pleased with the ability to play Roblox on the updated computers that for over a week our computer usage was higher than the PS4 or Switch gaming systems.

FY 2021 Grant:

- Quotes on the elevator work needed to complete this grant were originally \$26,000 from Schindler Elevator. With inflation and added ADA Emergency phone, the current quote is \$39,500. Bison Elevator was approached and their quote for the same work was \$31,300.

Programming News

Youth Services Highlights:

- 15 kids for box fort day and 33 kids for hide and seek after hours (opened it up to tweens as well as teens), making it the highest attended teen/tween program we've had since I started here. It was a lot of chaos and fun, and I have a lot of ideas for improving it next time.
- 13 kids for our Just Dance party
- We put up a voting board for our next video game purchases, and the kids *loved* being able to have a say. We plan on doing similar things in the future.
- Storytimes in Russian and Portuguese were successes!
- Molly Brown is not only helping us with a garden tea party and worm composting night for ages 8 and under, but she also is going to do two of our Summer Reading story times in July with bat boxes and soil painting
- Concert with pianist Lily Li and her students this month – going forward from there, we hope to eventually start up the Music Together program again with her once Covid has stabilized and she is ready to do so.
- Dungeons and Dragons continues to be our most successful and regularly attended program. The teens that have joined are having a great time!
- Taylor Abbott has been volunteering his services painting miniatures and has encountered a lot of enthusiasm from the 6-9 and 13-14 age range. He is coming in every other Wednesday to hold painting workshops.
- No one came to the Audubon Society programs over Spring Break except for a family that happened to be at the library that morning. We are struggling to bring in the 0-8 age group and their parents in all of our programs. Attendance varies wildly. Hopefully, as the weather gets better so will attendance. We plan to have a survey on our Summer Reading signups that will help us with scheduling Storytimes and other programs in the fall.

Adult Programming Highlights:

- **4 Book Groups**
 - Best Sellers Group (12 patrons, patron-led)
 - Literary Circle (12 patrons, patron-led)
 - Mystery Book Group has (6 patrons, staff-led)
 - Wanderlust Reading Group (6 patrons, staff-led)
- **2 Author Visits**
 - Kristen Reiber, Holistic Health Coach, "Mindfulness" (2 patrons in person, 5 online)
 - Isaiah Rashad II, "Homicide of a Rat" (2 patrons in person, 25 patrons on Facebook live)
- **2 Concerts**
 - Ekstasis 2.0 on March 31 and April 14. (25 patrons in person, 20 patrons on Facebook live)
- **2 Octagon Gallery Exhibitions**
 - Jill Mattson's "Rebirth of Color" (March 18th Gallery Talk for 20 patrons)
 - NSAA Members Exhibition on view until May 28 (100 patrons attended the gallery reception)
- **2 Art Classes \$750 received for classes**
 - DEC Funding - 2 art classes with Melissa Meyers "Alcohol Inks and Abstract Acrylic Wave Painting"- 12 students lined up

Summer Reading Plans:

Preparations for "Discover Visual Storytelling!" are underway. Lauren Abbott and I have met with Dr. Rocky to coordinate with WACS Summer Camp Program. We also met with Andrew Webster from Parks & Rec. We are planning a joint Super Hero Party at Welch Field as our Summer Finale that will roll into their Pool Party program. The YWCA currently has no plans for summer programming.

Afterschool Behavior Issues

Multiple minor thefts and vandalism, vaping, suicidal threats, small injuries, and a constant string of disrespectful behavior from our afterschool kids has been a consistent issue. L. Abbott at one point had to report a suicidal and abused teen to police and CPS. We've been working on earning the respect of the kids by holding them accountable for their actions and trying to treat them all as individuals worthy of respect. But, we have 12-30+ young people in the library on any given day (making it difficult to remember them all). They are generally uninterested in the activities we prepare for them (crafts, Just Dance, Mario Kart, board games, Anime Club, etc.) It's extremely stressful for all our staff because we want to talk about books, help them be creative, and support them in their interests. But instead, we find ourselves continually reinforcing rules.

We understand that letting minors safely walk around town unaccompanied is a wonderful small-town trait, but we believe it is being taken to an unhealthy extreme here. L. Abbott has heard stories from the tweens and teens that indicate it is not as safe as it is perceived to be. Every teacher and school employee we have spoken with has said that things are incredibly difficult right now, and the AAP, AACAP, and CHA have declared a national state of emergency in children's mental health. We are working to create the support

structure at the library these kids need, but that requires more resources than we currently have dedicated; if it comes to it, we may work towards raising the unaccompanied minor age minimum to 13 or higher. While we will more than likely face pushback from parents if that happens, it may end up creating a healthier situation for the kids if their parents or guardians are forced into a more direct role in their afterschool lives.

We began a new library card requirement for unaccompanied minors this month, and we're hopeful it (and our new detailed 3 strike system) will help us stay in touch with parents and lessen the behavior problems. If behaviors do not improve we are planning on reevaluating at the end of the month and possibly asking the Policy Committee to re-draft our Unaccompanied Child Policy to raise the age from 9 to 13.

Miscellaneous Items

CCLS has been offering trainings on a program called Northstar that they have provided for us for the next year. Northstar is a training program for various computer skills, and I'm planning on using the platform to **kickstart Computer Classes again.**

On March 21st I sent an email to previous volunteers welcoming them back to the library and informing them of **current volunteer opportunities.** I anticipate creating a page on our website with the same information and a volunteer application. I would like to acknowledge Nadine Stacy who has been volunteering two mornings each week to assist us with inventory of the collection.

After discussion Mary Bivens and Joan Caruso on behalf of the Personnel Committee, I will be **creating Director's Reports on a monthly basis.** We're hoping that this will improve communications between myself and the board, and better pace our shared workload. **I would also ask that if you hear complaints from community members or patrons, that you would direct them to speak with me.** (Unless the problem is me, in which case, the patron should turn to our Board President. Failing that, the Personnel Committee chair would be the next step.) Messages can get lost in translation, and I would like to hear directly from the source how I can improve our services.

Did you know? *Patterson Library is full of beautiful details.*

Look closely at our original doorknobs. They were custom made for us with a built-in elegant "PL".

Action Idea: *Sell those Patterson After Dark Tickets!*

Tickets are also available directly off of our website, www.pattersonlib.org

Patterson Library Annual Meeting. 5/12/22

Building and Grounds Report

Thanks to Mary and Richard Bivens, landscaping and mulching was accomplished with a contractor.

A tour of the building was given in anticipation of the RFP for the Building Condition Report. Anyone who missed the tour can let me know and I could give you one.

A large amount of trash was removed from the workshop and other areas of the library during large trash day in the Village.

The new door counter has been installed and is operational.

Discussion with our piano tuner advised that the piano should have a humidifier/dehumidifier device placed under the sound board. One brand is called Damp Chaser. This could be done at the next tuning which should be this summer. The cost of the device including installation is approximately \$600.

The oil paintings under the a/c units have been moved to different locations.

Tim Roets built a new storage unit for the kids section.

Nominating Committee Report 5/10/2022

The Nominating committee met on April 21, to discuss replacing Sandy Brown on the board. It was decided to invite Joe Spann to join us. A brief vita is included that he sent to me.

There is some concern about the current size of the board. The bylaws were changed to increase our number to allow Corporators to join the board after the Corporators board was dissolved. This issue should probably be addressed by the board and a decision made.

“Joseph S. Spann is a native of Westfield New York and has served on the faculty of Buffalo State College since 2011. He earned the Bachelor of Music in Vocal Performance degree from The State University of New York at Fredonia, the Masters in Music from the Hartt School of Music and the Doctor of Musical Arts in Vocal Performance and Pedagogy from The University of Iowa. He has previously served on the faculties of The University of Iowa, the California State University at Chico, Florida Southern College and The University of Minnesota – Duluth.

“He currently lives in the village and is a committed supporter of the Patterson Library by patronage and advocacy for its programs. As an active educator with 37 years in collegiate teaching, he brings a long understanding of the central mission of a library within the academic and social fabric of the community.”

Personnel Committee Report

May 10, 2022

The Personnel Committee met on April 14, 2022 to discuss the evaluation of Megan Hegna, the library director. The evaluation instruments included completed surveys from thirteen members of the Board of Trustees, three completed surveys from staff members and the self evaluation written by the Director.

The Trustee evaluation asked for rankings in these categories:

- Relationships with the Board
- Goals and Objectives
- Community and Professional Relationships
- Staff and Personnel Relations
- Business and Finance
- Personal Qualities

The evaluation form completed by the staff asked for rankings in the categories of communication between the Director and the staff, respectful treatment of staff, appreciation of the contribution the staff member makes to the library, and the overall performance of the Director as a manager.

The responses were very positive. Megan was commended for her handling of the library and particularly the staff during the restrictions under Covid. Staff hirings were praised as was the smooth running of the library during significant illnesses by staff members. These staff absences required Megan to take over their duties for a time. This was an additional burden while she was new to the position of library director and still learning the ropes. Staff commented that the director leads with kindness and is supportive, available and open.

So in summary, the Director gets high marks for staff hirings and management during the pandemic, board communications, understanding of the budget, management of building upgrades and professional execution of her position. The Personnel Committee appreciates Megan's sterling performance during a difficult year.

Joan and I met with the Megan on April 25, 2022 to discuss her evaluation and set goals for the coming year. The following goals are from Megan's self-evaluation and from the Personnel Committee.

Goals from Megan's Self Evaluation

- QR self-led audio building tour - long-term goal
- Expanded programming - computer classes using NorthStar.
- Grant writing for small local grants
- Reader's advisory - book lists. Newsletter?
- Improving the quality of the physical collection and the quality of the reference interactions.
- Improved networking outside of the library
- Written procedures for opening/closing checklists; new patrons (this has been done). Institutional memory for library procedures will be lost with staff turnover.
- Setting priorities among the myriad tasks involved in running the library, and streamlining these tasks.

Goals from Personnel Committee

- Getting patrons back into the library: to read, browse, visit the gallery, attend programs
- RFP for building maintenance projects and facilities plan to ensure proper maintenance
- Building insurance checkup
- Grant writing for building projects.
- Patterson Society - increasing the responsibilities of volunteers and relieving the LD of some of the work involved in the fundraisers.
- Addition opportunities for professional development
- Meeting NYS standards - board training, policy development and updates
- Policies for fire drills, active shooter drills
- Technology checkup - passwords, etc.
- Patron communication: other than social media, for older patrons
- Monthly Director's report sent to the Trustees along with a draft of the Board meeting Minutes.