



TOWN OF SPRINGFIELD  
LIBRARY BOARD OF TRUSTEES  
Springfield Town Library  
TUESDAY, FEBRUARY 8<sup>TH</sup>, 2022  
5:30 pm

FINAL, APPROVED MINUTES

1. Call to order- pattrice Jones, chair, called the meeting to order at 5:30 pm. Anna Boarini, vice chair, Gregg Supernovich, Suzette Chivers and Sue Dowdell, Library Director were also present. Claire Trask, secretary arrived about 10 minutes late. Gregg took minutes in the meantime.
2. Additions and/or subtractions to the agenda—None
3. Public comments—No public present
4. Review and approve minutes—Suzette motioned to approve minutes as presented, pattrice seconded the motion. Passed unanimously.
5. FOSTL report---FOSTL will hold their annual meeting on Friday, March 4<sup>th</sup> with a jazz player. The Rotary is helping FOSTL with an upcoming fundraiser. They will be building 5 Little Free Libraries around town. The Rotary is supplying the wood and we are looking for volunteer carpenters to build the libraries (we have 4 so far) and volunteer artists to decorate them (we have 1 already). Carpenters and artists should contact Sue Dowdell. FOSTL will auction off the completed products.
6. Director's report--- See below:

**Library Director's Report for January 2022- submitted February 2022**

**Staffing:**

- Staff received new name tags which include their preferred pronouns.
- Staff meeting on January 21st focused on homelessness trainings and strategic plan action items. Staff continue to explore other trainings on the platform, as time allows.
- Next morning staff meeting will be on Friday, March 4th. Delayed opening already shared on social media and in print. Continued focus on improving patron services and staff customer service.
- Training with Dragonfly Designs on how to put content on to the new website took place on January 31<sup>st</sup> for programming staff, IT personnel, and library clerks who assist with publicity.

**Building:**

- Electrical work done for computer carrels, heat mats in staff area, and miscellaneous other areas.
- Alarm company came in to do another sensor for the front door.
- Heating, especially in the lobby, has been a concern this past month. Adjustment was needed to sensors in the boiler room. Sensors in water circulators (part of boilers) need to be cleaned as well, which Jamie will do.
- Plumbing issue (toilet seal) in men's staff restroom. Plumber is being called to reseal.
- Ceiling tiles in staff area still need to be fixed

**Other Current/Future focus areas / announcements:**

- Vermont Department of Libraries announcement of new eContent app by summer – including Libby materials and those from Baker & Taylor – no additional cost to the library/town, totally covered by the state.
- Catamount Library Network (our consortium)
  - 2 additional libraries joining the network (Dorset & Winhall) which will bring us up to 23 libraries
  - ARPA grant – ASPEN Discovery (catalog that will merge all electronic items with physical items) training and set-up on-going. Possible end of March implementation, if all goes well.
- ARPA grant (\$13,618.19): Computer carrels installed. Four of the five computers there are operational. IT personnel will work on last one. 2 Dell docking stations due to arrive in February. Remainder of funds will be used for OverDrive purchases for children/adults – most focus on audiobooks
- Courier grant (\$1073) – using instead of our postage line item for ILL courier services – this should allow us to have a surplus in the postage line item.
- ARSL grant received (\$2800) – Volunteer working with Ana on the ARSL grant / historical photograph project. Will be seeking a (volunteer) Volunteer Coordinator – working on finalizing job description with the library's leadership team.
- Upcoming renewed services: IRS forms, Seed library
- New Services:
  - Additional children's book club in-person – Red Clover for the younger elementary school students in library and at All 4 One
  - Evening Book Club starting February 28th – regular meeting on third Monday of each month,
  - Chess Club on the first Monday of each month, starting March 7th
  - Freegal – downloadable music service – moving forward with purchase
- Reaching out to patrons with expired cards: telephoning those whose cards had expired in 2020. Gained 10 adults, 2 children, 2 additional non-residents, and 7 new patrons in January.
- Declaration of Inclusion: Selectboard adopted an inclusion declaration and will convene an inclusion subcommittee of the board. Director has asked to be included.

## **Patron Services:**

### January Statistics:

- In-person Visitors = 1299 (slightly above average)
- Computer users = 146 users, 5803 minutes
- Circulation of physical items = 2149 (slightly above average)
- Circulation of digital items = 396
- Database usage: December + January = 216, about 108 average uses

### January Programs: total of 298 participants *Children and family activities:*

- Book bag deliveries to Day Care Centers: 8
- Teen Advisory Group created dog and cat toys.
- Golden Dome Book Group & We Love Books book club
- Virtual visits with Elm Hill 2<sup>nd</sup> grade students – inviting them to get library cards also
- Story Time at SAPCC's playgroup (community center)
- Calming Jar craft (kids)

### *Adult activities:*

- Two book clubs & two Page Turners sessions (short story group)
- Homebound deliveries by RSVP volunteer (4-5 people, 2x/month)
- Vaccine clinic = 88
- Calming Jar craft (adults)

In addition to the above report, Sue noted there was a vaccine clinic on 2/2/22 and another vaccine clinic scheduled for the library on 2/22/22.

In looking at the January Statistics for the library it was thought that including the value of those services listed (leaving out staff salaries) would be a good idea for the future. It was the expressed unanimous opinion of the Trustees that the Director is doing an excellent job all round.

## 7. Old business

- a. Update on 2022 Strategic Plan Action Items (appended to the end of the minutes, this is a work in progress and will be updated with additional action items as warranted throughout the year.) ---Anna motioned to formally adopt the Strategic Plan Action Items for 2022, Suzette seconded. The motion passed unanimously.
- b. Update on Town Meeting Day. Patrice, Anna, Suzette, Gregg and Claire are all willing to continue as Trustees and one more person has stepped up to be voted on at Town Meeting.

## 8. New Business—Continue working on Strategic Plan

9. Future Agenda items—July-Dec. next section of Strategic Plan, 2023 develop content, by 5/23 should have a final copy for adopting.

Respectfully submitted

Claire Trask

Springfield Town Library  
Strategic Plan / Action Items for 2022  
Adopted by Library Trustees on 2/8/2022

Focus / Objective / Action Item	Who responsible?	Timeline to do	Finished?
<b>1. Community hub - showcase, connector, conveyor and coordinator</b>			
<ul style="list-style-type: none"> <li>• Rebuild relationships with those groups, families, patrons we have lost contact with during the pandemic in order increase the number of registered borrowers. As of 12/31/21 there were 2073 registered borrowers, down from 3173 registered borrowers as of 12/31/2019. Goal is to get back to 2019 level.</li> </ul>	All staff		
<ul style="list-style-type: none"> <li>○ Provide a welcome packet to those who sign leases with Springfield Housing Authority</li> </ul>	Circulation supervisor & director	Started in January	On-going
<ul style="list-style-type: none"> <li>○ Reach out to patrons with cards that have expired since Jan. 1, 2020 either via phone, email, or snail mail.</li> </ul>	Circulation supervisor & library aides	Started in January	
<ul style="list-style-type: none"> <li>○ Reach out to patrons with expired cards from 2019</li> </ul>	Circulation supervisor & library aides	After the above completed	
<ul style="list-style-type: none"> <li>○ Connect with school children – virtual meeting with grade 2 students, giving library card registration information</li> </ul>	Youth services and Circulation supervisor	Connection made in January/early February	
<ul style="list-style-type: none"> <li>• Increase marketing efforts</li> </ul>			
<ul style="list-style-type: none"> <li>○ Provide SHA with monthly calendar to post in their housing units</li> </ul>	Program staff, library clerk, director	Started in January	On-going

<ul style="list-style-type: none"> <li>○ Schedule social media posts promoting online resources (Travel Tuesday, What's 2 Eat Wednesday for A to Z Travel &amp; Food databases – add more as time allows)</li> </ul>	Director	Started in February	On-going
<ul style="list-style-type: none"> <li>● Continue building collection of lendable nontraditional items (FOSTL has included \$1000 in their FY22 budget for this purpose)</li> </ul>	Director, technical services staff	On-going	On-going
<ul style="list-style-type: none"> <li>○ Add additional games (Giant Jenga, 4 chess/checkers/backgammon sets)</li> </ul>	technical services staff	February	
<ul style="list-style-type: none"> <li>○ Add 4 Aquapaint Water Painting Packs – Alzheimer's Products &amp; Dementia Activities</li> </ul>	technical services staff	February	
<ul style="list-style-type: none"> <li>○ Reach out to the community for additional ideas/needs in this area</li> </ul>	Director	March	
<ul style="list-style-type: none"> <li>○ Others to be added in this space...</li> </ul>			
<ul style="list-style-type: none"> <li>○</li> </ul>			
<ul style="list-style-type: none"> <li>● Explore/Learn more about Asset-Based-Community Development to provide resources for our community:</li> </ul>	Director, all staff		
<ul style="list-style-type: none"> <li>○ training during monthly staff meetings</li> </ul>	All staff	March - April	
<ul style="list-style-type: none"> <li>○ Longer term goals in this area are</li> </ul>			
<ul style="list-style-type: none"> <li>▪ Create a resource guide to highlight available services in the community</li> </ul>	Director, staff or volunteer(s)		
<ul style="list-style-type: none"> <li>▪ Train staff in the use of the guide</li> </ul>	Director		
<ul style="list-style-type: none"> <li>● Increase the use of volunteers for special projects</li> </ul>			
<ul style="list-style-type: none"> <li>○ Develop a volunteer coordinator job description</li> </ul>	Director	January	January 2022
<ul style="list-style-type: none"> <li>○ Seek out a volunteer to be the library's volunteer coordinator</li> </ul>	Director	March	
<ul style="list-style-type: none"> <li>○ Develop a list of skills-based volunteers who may be able to help others in need (i.e. help with knitting, car issues, plumbing, computers, college applications, grant-writing)</li> </ul>	Director, volunteer coordinator		
<ul style="list-style-type: none"> <li>○ Seek volunteers <ul style="list-style-type: none"> <li>▪ Utilize RSVP connections</li> </ul> </li> </ul>	Director, IT staff, Youth		

<ul style="list-style-type: none"> <li>▪ Reach out to RVTC and Springfield High School</li> </ul>	Services librarian		
<ul style="list-style-type: none"> <li>• Continue existing relationships / activities:</li> </ul>			
<ul style="list-style-type: none"> <li>○ Share information from town, state and nonprofit organizations to continue to build collaborative relationships in print and electronic media</li> </ul>	Program staff and director	On-going	On-going
<ul style="list-style-type: none"> <li>○ Staff participation in meetings of Building Bright Futures, Main Street Development, Community Health Committee, Springfield Supported Housing Program and other organizations or committees as warranted</li> </ul>	Program staff and director		
<ul style="list-style-type: none"> <li>○ Library Director shall attend as many Select board meetings as possible</li> </ul>	Director		
<ul style="list-style-type: none"> <li>○ Collaborate with local groups, businesses and organizations including but not limited to:</li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ Deliveries of book bags to area preschools</li> </ul> </li> </ul>	Youth Services Librarian		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ Vaccine Clinics with VT Department of Health (3 scheduled so far in 2022)</li> </ul> </li> </ul>	Adult Services Coordinator		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ RSVP volunteer delivering to 4-5 homebound patrons twice a month</li> </ul> </li> </ul>	Adult Services Coordinator		
<ul style="list-style-type: none"> <li>○ Continue relationship with RVTC staff and students</li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ creating digital scavenger hunt in Winter 2022</li> </ul> </li> </ul>	Director		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ re-instituting Tech help with students (Spring 2022)</li> </ul> </li> </ul>	IT staff		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ assisting in identifying networking wires on server (along with RVTC tech person)</li> </ul> </li> </ul>	IT staff		
<ul style="list-style-type: none"> <li>• Connect with business leaders through the Chamber of Commerce, inviting them to share their expertise at library programs</li> </ul>	Adult Services Coordinator		

<ul style="list-style-type: none"> <li>• Connect with nonprofit leaders inviting them to share their expertise at library programs</li> </ul>	Adult Services Coordinator		
<ul style="list-style-type: none"> <li>• Explore increasing adult services outreach/programming to new groups such as nursing homes, Turning Point, Restorative Justice, the Veterans Administration, HCRS clients and/or the inmate/former inmate population</li> </ul>	Director and Adult Services Coordinator		
<ul style="list-style-type: none"> <li>○ Include an additional 5 hours/week in the FY24 budget for the adult services librarian</li> </ul>	Director		
<ul style="list-style-type: none"> <li>○ Investigate providing deliveries to nursing homes or other facilities</li> </ul>	Adult Services Coordinator		
<b>2. Learning Center - continue and strengthen existing learning opportunities for children, teens, and adults</b>			
<ul style="list-style-type: none"> <li>• Continue efforts to establish a Teen Advisory Board</li> </ul>	Youth Services Librarian	On-going	
<ul style="list-style-type: none"> <li>○ Provide teen-designed programming</li> </ul>	Youth Services Librarian	On-going	
<ul style="list-style-type: none"> <li>• Continue focus on Equity, Diversity and Inclusion issues</li> </ul>	All staff		
<ul style="list-style-type: none"> <li>○ Serve on town inclusion committee</li> </ul>	Director	April 2022	
<ul style="list-style-type: none"> <li>○ Hold at least two programs focused on diverse issues</li> </ul>	Program staff	2022	
<ul style="list-style-type: none"> <li>○ Ensure that items ordered include authors/topics of marginalized groups</li> </ul>	Director, Tech Services, Circulation Supervisor and Youth Services	On-going	
<ul style="list-style-type: none"> <li>○ Conduct a diversity audit of the adult biography section</li> </ul>	Director, staff	Fall 2022	
<ul style="list-style-type: none"> <li>• Conduct virtual and/or hybrid programs using the Zoom platform to reach a larger audience, using the Meeting Owl Pro as warranted.</li> </ul>	Program staff	On-going	

<ul style="list-style-type: none"> <li>• Connect with Springfield Housing Authority, Springfield Supported Housing Program and Springfield Family Center to share library services with their clients</li> </ul>	Program staff, Director	On-going	
<ul style="list-style-type: none"> <li>○ Include \$6K stipend in FY24 budget in order to apply for an AmeriCorps Intern to assist in this area</li> </ul>	Director	Fall 2022	
<ul style="list-style-type: none"> <li>• Coordinate with outside agencies to present virtual and in-house programs</li> </ul>	Program staff		
<ul style="list-style-type: none"> <li>• Continue programming efforts: <ul style="list-style-type: none"> <li>○ outdoor physically distant programming as needed</li> <li>○ STEM and literacy-based children's programming</li> <li>○ monthly art/craft-based adult program</li> </ul> </li> </ul>	Program staff	On-going	
<ul style="list-style-type: none"> <li>• Establish a third book club – this one to be held in the evening</li> </ul>	Director	February	
<ul style="list-style-type: none"> <li>• Establish a multi-generational chess club</li> </ul>	Director	Feb/March	
<ul style="list-style-type: none"> <li>• Continue the relationship with RVTC to re-establish weekly individual tech time opportunities for patrons</li> </ul>	Director / IT Staff	Spring 2022	
<ul style="list-style-type: none"> <li>• Explore instituting “book-a-librarian” sessions for one-to-one help with computers</li> </ul>	IT Staff		
<ul style="list-style-type: none"> <li>• Institute a staff-led monthly small group technology class starting in Fall 2022</li> </ul>	IT Staff		
<ul style="list-style-type: none"> <li>• Using volunteers and staff time/materials provided by ARSL grant funds: <ul style="list-style-type: none"> <li>○ Evaluate, document and properly store physical historical photo collection.</li> <li>○ Explore digitization of all materials which are not already in a digital state.</li> <li>○ Determine and, if economically feasible, implement a digital storage space that allows patron access to the collection</li> </ul> </li> </ul>	Archivist & volunteer	January - April	
<b>3. Update, improve and modernize the Library_</b>			



<ul style="list-style-type: none"> <li>• Install lighting in the garden</li> </ul>	Maintenance	Spring 2022	
<ul style="list-style-type: none"> <li>• Install computer carrels in the lobby</li> </ul>	Outside contractor	January 2022	January 2022
<ul style="list-style-type: none"> <li>• Increase the number of available downloadable audiobooks</li> </ul>	Director		
<ul style="list-style-type: none"> <li>• Continue patron usability efforts:</li> </ul>			
<ul style="list-style-type: none"> <li>○ Relabel DVD call numbers, examine and repair catalog and holding records</li> </ul>	Technical services staff		
<ul style="list-style-type: none"> <li>○ Collection maintenance of music CD collection</li> </ul>	Technical Services staff		
<ul style="list-style-type: none"> <li>○ Explore and possibly implement downloadable music collection</li> </ul>	Director	Spring 2022 implementation	
<ul style="list-style-type: none"> <li>○ Move children's DVDs into the music shelving location</li> </ul>	Technical services staff		
<ul style="list-style-type: none"> <li>○ Finish collection maintenance project of the nonfiction collection</li> </ul>	Circulation supervisor & library aides		
<ul style="list-style-type: none"> <li>○ Continue labeling series in DVD</li> </ul>	Technical services staff		
<ul style="list-style-type: none"> <li>○ Continue series labeling of adult fiction</li> </ul>	Technical services staff		
<ul style="list-style-type: none"> <li>○ Add signage to the children's room shelves for nonfiction titles as finding guides (i.e. trucks, animals, etc.)</li> </ul>	Youth Services Librarian		
<ul style="list-style-type: none"> <li>○ Institute use of Aspen Discovery – OPAC overlay to pull together all resources (physical and digital – including paid databases and services)</li> </ul>	Director	March 2022	
<ul style="list-style-type: none"> <li>• Implement areas of the Springfield Town Library Technology Plan</li> </ul>			
<ul style="list-style-type: none"> <li>○ Create/Share virtual technology help videos for libraries online resources</li> </ul>	IT staff		

<ul style="list-style-type: none"> <li>○ Develop specifications for purchase of projection and sound system for programs and explore grant opportunities</li> </ul>	IT staff		
<ul style="list-style-type: none"> <li>○ Continue exploring online payment options for patron fines, lost materials</li> </ul>	Director		
<ul style="list-style-type: none"> <li>○ Purchase one additional laptop for staff use (library clerk)</li> </ul>	Director, IT staff		
<ul style="list-style-type: none"> <li>○ Purchase two Windows 11 staff desktop computers for circulation and reference desks</li> </ul>	Director, IT staff		
<ul style="list-style-type: none"> <li>● Update 3 job descriptions (adult services, youth services and library technician I)</li> </ul>	Director		
<ul style="list-style-type: none"> <li>● Continue review of policy manual and update policies as needed</li> </ul>	Director & Trustees		
<ul style="list-style-type: none"> <li>● Continued Staff training</li> </ul>			
<ul style="list-style-type: none"> <li>○ One staff member to complete their Certificate of Public Librarianship by December 2022</li> </ul>	Library Clerk		
<ul style="list-style-type: none"> <li>○ One staff member to complete a second CORE class by December 2022.</li> </ul>	IT staff		
<ul style="list-style-type: none"> <li>○ Homelessness training for staff <ul style="list-style-type: none"> <li>▪ 3 hour core class completed Jan 2022</li> </ul> </li> </ul>	All staff		
<ul style="list-style-type: none"> <li>○ focused trainings on Diversity, Equity and Inclusion – discussions regarding patron barriers</li> </ul>	All staff		
<ul style="list-style-type: none"> <li>● Develop full-range marketing plan</li> </ul>	Director		
<ul style="list-style-type: none"> <li>● Review recommendations from architect and evaluate next steps for 2<sup>nd</sup> floor redesign</li> </ul>	Youth Services Librarian and Director		
<ul style="list-style-type: none"> <li>● Strategic planning process for 2023-2028 plan</li> </ul>			
<ul style="list-style-type: none"> <li>○ Purchase “Strategic Planning for Public Libraries” by Joy Fuller – two copies + eBook)</li> </ul>	Director	(January 2022	
<ul style="list-style-type: none"> <li>○ Step 1 by July 2022 - Prepare / Collect data</li> </ul>	Director / Trustees	July 2022	

<ul style="list-style-type: none"> <li>○ Step 2 through December 2022 and beyond? - Community assessment</li> </ul>	<p>Director / Trustees</p>	<p>September-December 2022</p>	
<ul style="list-style-type: none"> <li>○ Future: Step 3: Develop Content (by May 2023) to finalize and promote by June 2023 <ul style="list-style-type: none"> <li>▪ 2021 Survey suggestion: readjusting hours open to allow more time open on Saturdays</li> </ul> </li> </ul>	<p>Director / Trustees</p>		

WORK IN PROGRESS