

Report presented to the Board of Trustees

by Margaret Morrissey, Director

August 24, 2021 (in person meeting)

ARIS - State Aid

- Working on the annual statistical report for the State, due 8/27.

Building

- Work on the water/sewer line on Main Street is completed. The reconfigured road where 3 parking places were taken to extend the margin have yet to be finished.
- Leak over the window on the first floor, east side of the building has been repaired by the DPW.
- During Storm Henri, four leaks were identified in the attic and DPW has been monitoring them. 4-8" of rain was forecast over 24 hours 8/22-23.
- The small urn from the front of the building has been repaired and has been installed and planted.
- Staff are wearing masks while at work in deference to the children under 12 years of age who are unable to be vaccinated at this time. COVID-19 rate in Southbridge 8/19 was 5.44% [1,979] - 8/5; [2,008] - 8/12; [2,032] - 8/12
- Working with the fire protection companies following up on a report by Wel-Design on the items that need to be reviewed, following the annual fire test. Norel Service Inc has been asked for a quote.
- DPW will resume regular hours after Labor Day. Custodian will be here for two hours each day.
- DPW has been requested to prioritize the eWaste removal from the building. The Town departments have a one-day window to dispose of eWaste without charge in September.
- Submitted a list of projects to the DPW Operations Manager to schedule as time permits.

Children's Room

- *Story Time with Ms. Liz* is offered on Wednesday at 10:30 am. The event is broadcast on Facebook Live as well.
- *Lego Club* is offered on Tuesdays and Thursdays in the afternoon.
- *Crafty Wednesday* with a weekly theme is offered each week.
- LCC grant funded events were a success and provided the events during the Summer Reading program
- Master Builder Dan Steininger's program 8/9 was a resounding success. There was a large attendance and excellent participation. This program was sponsored by the Olive I. and Anthony A. Borgatti donor advised fund of the Greater Worcester Community Foundation.
- *Tales and Tails Summer Reading* program had 95 participants
- Summer Reading finale was celebrated with an ice cream social
- Fall decorating has begun!

Collection Development

- Staff continue to read the reviews of print and nonprint materials, in the professional literature. Purchases are made on a regular basis for the adult, teen and youth collections.

Grants and Donations

- Discussed the ongoing changes with the Southbridge Cultural Council liaison regarding adjustments to the 2020 events schedule for the Local Cultural Council grants. The LCC Grants awarded for the 2020 cycle that were postponed can be rescheduled in 2021 (until 10/15/2021). September and October have many Thursday events, as well as a pastel workshop by Greg Maichack 9/20.
- Made an inquiry with the Southbridge Cultural Council for a lighting system for the sculpture and the building and I am preparing more information on the project as the SCC is receptive to the idea.
- Contacting potential presenters for the next LCC grant round.
- Application to the Cornerstone Bank for funding of the purchase of The Big Blue Blocks outdoor play system for the Children's Room was not funded. We will continue to search for potential sponsors.

Literacy Volunteer Services of Central MA

- LouEllen Corkum continues as the Interim Executive Director while the recruitment process is underway.

Outreach

- The video with Eastford Road School was a huge success, attracting many new card holders and readers to check out the library and participate in Summer Reading. Thanks to Ms. Stella and Ms. Ladner.
- Brief presentation given to the new teachers on the bus that stopped off at JEL, as part of the orientation tour of the community. Thanks to Maureen Gullekson for arranging inclusion of the library.
- September is Library Card Sign Up month and we are hoping to increase the number of card holders in the community. Currently there are 7,486 who are Southbridge residents and a total of 10,616 cards with the Southbridge barcode prefix.
- Participated in an in person meeting of Area Library Directors in Sturbridge 8/10
- Attended the Worcester Public Library Ribbon Cutting event 8/12. The renovation is very impressive.

Programs

- Performances (funded by the LCC 2020 grant cycle) that were postponed in 2020 due to the pandemic, have until October 15th to be presented. All grants have been rescheduled.
- Linda Early of Natures Gallery and Gifts was the online exhibitor for August. Ceramics of and
- Jean Murphy, a multi media artist will be the online artist of the month.
- The Knitting group meets on a weekly basis in the Reading Room.
- Summer Reading for adults and teens has is finished for 2021. Though there was only a small number of participants, they were very keen readers.

Reference

- Keith Vezeau, the new Adult Services Librarian is working to promote the individual reference service that can be provided for researchers.

Safety

- Police officers have been walking through the library on a regular basis and checking in with the staff on how everything is going.
- Requested clarification from the Deputy Fire Chief on procedures to adopt if a weather emergency has been announced. For example, we had a tornado warning on 8/19 and we were unclear if we had to 'shelter-in-place' or be ready to evacuate.
- Wellness check requested on a patron who was inebriated.

Service

- Study and Meeting rooms are now available for patron use.
- The library is continuing to operate a curbside service
- Books are checked in from the book drop each morning. Interlibrary loan materials are checked in on arrival. This is in line with area library procedures. All materials are wiped with disinfectant to provide an additional layer of safety.
- Delays being experienced with order fulfillment from our book vendors.
- Amazon has been delivering unsolicited rental books to the library and we have contacted them on many occasions. We have already returned five boxes of such books and more continue to arrive. Amazon are citing a privacy concern that prevents them from contacting the purchaser to correct the issue.
- Regular service hours (50 hours per week, including 2 evenings and Saturday mornings) will resume after Labor Day

Staff

- There are 2 Library Aide positions that are vacant and have been advertised.
- Library page Emma Pelloni gave her notice as she has been offered some opportunities at school.
- Considering reorganizing the Technical Processing Assistant position to being a Circulation Assistant position, as it would be a better fit for our current staffing needs.
- Procedures are being reviewed and updated as the training of the new staff continues.
- Requested clarification on COVID testing from the Health Director to ascertain if it is currently required for staff returning from a vacation in another state.

Technology

- Waiting for an update from the Cable Station Manager who is liaising with Spectrum on the current status of the library and restoring the ability of the library to be able to broadcast live, when needed.
- The five MBLC hotspots that the library requested are ready to be circulated. The plan is that the hotspots are provided free of charge for 1 year. The library can either return them or take over the data plan as of October 2022. A draft policy has been circulated for approval at today's meeting.
- CWMARS is now providing PC Desktop Support and will be responsible for the software updates on all the computers.
- ImageTek has removed the ScanPro for factory upgrading. In the meantime, patrons may use the Canon reader printer.
- Having reviewed the options on the website update, we are in contact with Piperwebs who provided a specialized service for libraries. Some of the area libraries use this service and have received positive reviews.

- Pricing is split between a one-time initial setup fee, an ongoing annual service fee, an annual SSL certificate fee, and an optional fee if our assistance is desired with the initial population of site content.
- Initial Design and Setup Fee - \$875 This covers all costs associated with the initial design and setup of the site, including setting up the site template, modifying the site template design to meet the library's specifications, connecting the site to the content management system, and providing initial training to library staff via online webinar / screen-sharing sessions.
- Ongoing Annual Service Fee - \$600 This covers website hosting, the renewal costs associated with one domain name, any and all training required throughout the year, all required service and support, access to all of the Piper Content pages referenced earlier, and ongoing access to the content management system. SSL Certificate Fee – no cost for the first year, \$49 per year for all subsequent years We obtain SSL certificates from GlobalSign, and pass the fee for those directly through to the library Initial Site Content Assistance – included If you need assistance with the getting all of the initial site content into place, PiperWebs staff is available as needed.
- To recap, the first year cost would be \$1,524 – the total of each component referenced above. The costs for year two and forward would be \$649, which includes our annual hosting / service / training fee and the annual renewal of an SSL certificate for the site.