

**WEST HARTFORD PUBLIC LIBRARY BOARD MINUTES Draft**

**Monday, May 18, 2020 – 6:30 p.m.**

**VIRTUAL SPECIAL MEETING**

1. CALL TO ORDER

President Jill Spear called the Library Board to order at 6:51 p.m. Present via Town of West Hartford WebEx were Board Members David Brandwein, Anne Donovan, and Jean Martin, Library Director Martha Church, and Janet Valencis, recorder.

2. APPROVAL OF THE CONSENT AGENDA (Items 3 & 7a i, 7a ii)

On a motion by David Brandwein and seconded by Anne Donovan, the Board unanimously approved the consent agenda.

3. THE MEETING MINUTES of February 24, 2020 were approved as part of the consent agenda.

4. PRESIDENT'S REPORT

- a. Patty Farrah, who resigned from the Board due to moving out of town, was recognized for her 25+ years of service to the library, which included the Friends of the West Hartford Library, The West Hartford Library Foundation and the West Hartford Library Board.

5. OLD BUSINESS: none

6. NEW BUSINESS

- a. Election of Board Secretary

Nomination: David Brandwein

MOTION: On a motion Anne Donovan and seconded by Jean Martin, the Board unanimously approved David Brandwein as the new Board Secretary, replacing Patty Farrah.

- b. Program Policy Revision

The program policy has been modified to include programs suitable for virtual presentation.

MOTION: On a motion made by David Brandwein and seconded by Anne Donovan, the Board unanimously approved the Program Policy revision as presented.

7. DIRECTOR'S REPORT

- a. February, March and April Report, submitted:

- i. Library Administrative Report
- ii. Budget Report
- iii. Quarterly Circulation Statistics

- b. Current Month Briefing.

- After several iterations of a proposed budget, the approved library budget for FY21 has been reduced by 2%. The original 9% reduction was modified after an outpouring of support from town residents.
- The library is serving as the town's communication center and one third of calls are related to other town departments.
- The library electronic collection has been expanded and has seen increased use do to our current situation. The library buildings have been closed to the public since March 14<sup>th</sup>.
- Library programming continues.
  - The children's department is producing at least 5 new videos per week. They are presented on Facebook and have been well received. They include story time, crafts, cooking and parent related programs.
  - Adult programming includes book discussion and writing groups as well as the Cookbook Club and the New Yorker weekly discussion.
  - Community engagement programs have included adult and teen poetry contests and a virtual tour of the Art Society Gallery show.
  - A dog licensing poster contest was produced in collaboration with the Town Clerks office.
- Library Communications
  - Our Programs and Publicity team has been busy supporting library and town publicity needs
  - Our newsletter has seen a significant increase in patron viewing
  - Our COVID page is robust and includes details on Grocery and Pharmacy hours.
  - Library staff have been having staff meetings with ZOOM
- We are working toward offering curbside service for our physical collection in the near future. Staff will be working staggered shifts to accomplish this. Once cleaning protocols, PPE and staff COVID training are in place we can offer this service to the public.
- Beyond that we are looking at offering appointments for use of our computers.

## 8. ADJOURNMENT

MOTION: On a motion made by David Brandwein and seconded by Anne Donovan, the Board unanimously approved adjournment of the Library Board Meeting at 7:34 pm. The next scheduled Board Meeting is June 22, 2020 at 6:00 pm.

Respectfully submitted,

David Brandwein  
Board Secretary

**WEST HARTFORD PUBLIC LIBRARY BOARD MINUTES Draft**

**Monday, February 24, 2020 6:00 p.m.**

Board Room, Noah Webster Library

1. CALL TO ORDER

President Patty Farrah called the Library Board to order at 6:05 p.m. Present were Board members, Jean Martin and Jill Spear, Library Director Martha Church, and Janet Valencis, recorder. Members David Brandwein and Anne Donovan were absent. No one was present from the public.

2. ADDITIONAL AGENDA ITEMS

- a. Election of Officers
- b. Library Calendar Modification
- c. Executive Session

3. PUBLIC COMMENT - none

4. APPROVAL OF THE CONSENT AGENDA (Items 5 & 9a I, 9a ii, 9a iii.)

MOTION: On a motion made by Jill Spear and seconded by Jean Martin, the Board unanimously approved the Consent Agenda.

5. THE MEETING MINUTES of February 24, 2020 were approved as part of the consent agenda.

6. PRESIDENT'S REPORT

- a. Election of Officers for 2020-2021

Nomination for Chairperson      Jill Spear

MOTION: On a motion made by Patty Farrah and seconded by Jean Martin, the Board unanimously elected the new Chairperson.

Nomination of Vice Chair      Anne Donovan

MOTION: On a motion made by Patty Farrah and seconded by Jill Spear, the Board unanimously reelected the Vice Chair.

Nomination of Secretary      Patty Farrah

MOTION: On a motion made by Jill Spear and seconded by Jean Martin, the Board unanimously elected the Secretary.

7. OLD BUSINESS:

- a. Calendar Changes

MOTION: On a motion made by Jean Martin and seconded by Jill Spear, the Board unanimously approved the closing of the library on Saturday July 4, 2020.

MOTION: On a motion made by Jill Spear and seconded by Patty Farrah, the Board unanimously approved the closing of the two library branches on Friday November 27, 2020, the day after Thanksgiving. The main library will remain open on that day.

MOTION: On a motion made by Jill Spear and seconded by Patty Farrah, the Board unanimously approved the closing of the two library branches on Saturday December 26, 2020. The main library will remain open on that day.

MOTION: On a motion made by Jean Martin and seconded by Jill Spear, the Board unanimously approved the closing of the main library on Sunday December 27, 2020.

## 8. NEW BUSINESS

- a. Circulation Policy Revision – Fines and Fees adjustment.

MOTION: On a motion made by Jean Martin and seconded by Jill Spear, the Board unanimously approved the Circulation Policy Revisions as presented.

- b. Social Media Policy review and discussion

MOTION: On a motion made by Patty Farrah and seconded by Jean Martin, the Board unanimously approved the Social Media Policy as amended.

- c. Photography/Video & Film Recording Policy Discussion

## 9. Executive Session

MOTION: On a motion made by Jill Spear and seconded by Jean Martin, the Board voted to go into executive session at 6:55 p.m.

The board ended their executive session at 7:15 pm.

## 10. DIRECTOR'S REPORT

- a. February 2020 Report, submitted:
  - i. Library Administrative Report
  - ii. Budget Report
  - iii. Circulation Statistics (issued quarterly)
- b. Current Month Briefing – tabled

## 11. ADJOURNMENT

MOTION: The Library Board Meeting was unanimously adjourned at 7:16 pm. The next scheduled Board Meeting is March 23, 2020.

Respectfully submitted,

Patty Farrah, Secretary Pro Tem  
West Hartford Library Board

# West Hartford Libraries

## Administrative Report

February 2020

### Meetings and Outreach

- Pramod Pradhan, Ann Marie Salerno and Martha Church were invited to speak to the West Hartford Regents at Elmwood Community Center on February 4 fielding questions about library services and operations in general and electronic resources more specifically.
- Carol Waxman and Ellen Phillips joined Pramod in visiting Wolcott School for their annual Read-A-Thon event at the end of the month. Each staff member visited a different class as a “celebrity reader.”
- Carol and Ellen visited the Family Resource Center at Charter Oak International Academy on February 26 to promote our West Hartford Library Babies initiative which is a program to encourage very early literacy skill-building and to promote library use and awareness with new parents.
- Collections services staff collected two cartons of reading material to the NICHE program at UConn Health Center, to be distributed to senior patients. Donated items include magazine discards and donated or discarded items not suitable for resale. This will be a monthly outreach program. NICHE (Nursing Improves Care for Healthsystem Elders) is a national program in healthcare facilities around the United States and Canada.
- Pramod and Astrid Calderon from WH Social Services along with WH Complete Count Committee members recorded 2020 Census awareness PSAs in 12 different languages. These video recordings were done at West Hartford Interactive TV studio. Videos will be shared from WH Town, Library and School social media pages.
- In addition to regular outreach assignments, Pramod attended a program sponsored by the Conard, Hall and Sedgwick PTO’s Community of Concern group.

### Adult Programs and Publicity

- Fourteen programs for adults drew a combined attendance of over 800 in February. Notable programs included a presentation entitled *Soul, Stax and Civil Rights*, in celebration of Black History Month which drew 65 attendees and a new mini-series of workshops on memoir-writing with Professor Mary Collins.
- Andrew Piro experimented with off-site programming hosting a well-received author talk by Amy Bonnaffons at the Hartford Baking Company. Andrew also offered a class on subscribing and listening to podcasts which was well-attended.
- There were 130 new sign-ups for the library’s e-newsletter in February. Five newsletters sent out in February were opened 17,995 times.

### Children’s and Teen Programs

- Despite being a short month, February was busy for the Youth Services division with 56 programs for children and teens across the three libraries drawing a combined attendance of 1169. Especially popular were two concerts for families and children which were made possible through a grant from the Goldfarb Foundation.
- During the brief public school break, the library offered two sessions of a STEAM science program focused on play using serious science to children ages 5-11. Sessions were led by Jay Mankita of Playful Engineers Traveling Makerspace.
- Three programs for teens in February included a Pokemon Go tournament and a painting craft activities along with a regular meeting of the Anime Club.
- Bailey Berardino partnered with Music Together to bring a music program to BC patrons for 3 Fridays in a row. The total attendance for the program was 70. Children loved the interactive, high energy program. The program was held in the larger space next door in the Senior Center. Several seniors commented to library staff how much they enjoyed watching the little ones sing songs and do dances. Bailey and Karen Polmatier are looking into a writing a grant to have Music Together return to do a multi-generational program for children and seniors later this year.

#### Facilities

- A new sound and projection system has been installed in the NWL meeting room. Operated from a simple touch panel, this new system is a welcome upgrade to the room. The West Hartford Chamber of Commerce supported this project through a donation to the West Hartford Library Foundation.
- Faxon received new furniture, purchased by the Town, for both the adult and children's areas. The adult side of the building got 4 new chairs and a new table in the new book/magazine area and the children's department received a new couch. In addition, lockers from the staff lounge in the basement were moved to staff work room where they are being used more than in the previous location.

#### Services, Grants, and Projects

- Former Library Board member Michael Wilder has made a donation specifically to the Children's division. This money will go toward enhancing the "Cozy Corner" in the NWL children's area with toys and furnishings to enhance a quiet sensory experience for those children and families who need a calming environment and activities.
- The hotspots have been a huge hit especially at both branches. Each has been checked out multiple times and are often going back out within a day or two of being returned.

#### Strategic Plan Updates

- Three students from the University of Hartford conducted sound testing in the NWL gallery space and interviewed Carol and Martha about how the space is used now and how we envision future use. They will prepare a formal report for presentation in May. The students quickly identified two significant sources of background noise in the lighting system. A failing battery in

an emergency light has already been replaced by the Town electrician and a problem with light fixtures has been reported to Town facilities staff.

#### Staffing and Staff Development

- Jae Douglas attended week 1 of a 5-week RDA/Cataloging group webinar arranged by Library Connection staff.



## March 2020 Administrative Report

### Library Operations and Staffing:

- All West Hartford Library locations closed to the public as of the close of business on March 14, 2020.
- 3/16-3/20: Most library staff remained at home while a skeleton crew remained at the main library answering telephone calls from the public as the Town's central Communications Center. In addition, staff worked on establishing VPN connections for 18/23 full-time employees and identifying and deploying the software to support phone and text service to the public by staff working from home.
- 3/23-3/27: Phone and text services to the public went fully "remote" with 12 librarians working from home, 4 shifts per day, with three assigned to each shift. During unassigned hours, librarians continue to develop and monitor online collections, develop electronic "pathfinders" of community and crisis-related information, available to both and the public via the library and Town websites. Children's staff develop online programs for children and resource suggestions for parents. WHPL's programs and publicity team support the Town Public Information Officer with graphics and logistics for communications to the public. Clerical staff are working at home to catalog new physical materials delivered prior to closure. Five FTEs, whose primary job responsibilities are for direct customer service at the clerical level, have been assigned to complete professional development activities at home by their supervisors. One of these individuals is also serving as a member of the Town's Community Life Safety and Support Program. A second will help assist with the Town's PPE collection drive.
- The Town Manager has called for a revision of the FY20-21 budget for all departments. Martha and Janet are working to complete the Library's proposed budget with input from the Operations team.

### Library Services to the Public:

- Temporary library cards are available to WH residents through an online application process, waiving the usual requirement present identification in person and enabling patrons to access online collections. To date, over 100 new cards have been created and more than 60 long-expired cards have been reinstated.
- In addition, all cards which had expired in the previous 6 months or were due to expire before June 30 were automatically renewed. Finally, in coordination with other area libraries, the automatic "block" on cards \$10 in fines or fees has been raised to \$100, allowing users with longstanding fines to use online resources.
- As a safety precaution, outdoor book returns at all three libraries have been closed since 3/16 and patrons with materials at home have been asked to keep them until WHPL reopens. No fines are being charged during this time.
- Online resources are available to West Hartford library cardholders are being used at rates double or more than prior to closure. As just one example, the number items checked out in the Overdrive platform, one of three collections of e-materials, from 3/14-3/31 was 160% more than number of items checked out from March 1-13. (4505/2816). For the same period, there was a 428% increase in new users of the service. (180/42).
- Library staff are providing public programs such as virtual story-times, music programs, and suggestions for at home activities posted on social media platforms. In the coming week, staff will begin offering a Zoom option to members of existing library writing and discussion series. Poetry contests for teens and adults will run through the month of April in recognition

of National Poetry Month. We have begun publicizing next December's planned community art show, Cats vs dogs: Tails of West Hartford, encouraging local artists to use this time to create new works of art.

#### Library Support for Town Emergency Response

- From 3/16 through 4/3, librarians answered 530 questions from the public via telephone, email, and text messaging, Mondays-Fridays, 9-5. Approximately 30% of the questions have related the operations of other Town Departments or to information about the virus or the national crisis situation. Just over 40% of questions have been about library operations and services. A "Chat with a Librarian" function was added to the Library's website on 4/2 and will be promoted the week of 4/6.
- WHPL's Programs and Publicity Team have spent approximately 75% of their work hours in the past three weeks in support of the Town's Public Information Officer and Town communications. Staff have created infographics and informational website content and have provided social media assistance. Organizing the vast amount of important public information to make it useful to the public and updating pages has required many hours of staff attention, both by this group and by the other librarians. The remainder of this group's time is spent managing the library's website and social media and developing and supporting virtual library programs.

# West Hartford Libraries

## Administrative Report

April 2020

### Library Services

- Electronic circulation in April was, not surprisingly, the highest ever recorded at 14,962\* across all platforms and all formats. (\*complete e-video circulations not yet available)
- Librarians answered over 768 questions from the public regarding Town and Library operations and services as well as general reference questions.
- Over 160 library card registrations were completed or reinstated during April.
- Staff continue to gather and organize lists of sources for commonly requested information.
- Virtual “displays” of e- resources were created in the Overdrive platform to highlight staff picks and new recommended titles. For National Library Week, the focus of these displays was the 2020 West Hartford Reads author, Gish Jen.

### Adult Programs and Publicity

- Four library e-newsletters were sent in April and each was opened by over 5,000 recipients. One, with a subject line requesting PPE donations, was opened by over 6,400 recipients.
- Staff created a [virtual art gallery tour](#) to showcase the artwork produced by Conard and Hall students that was to be on display for in March in the Noah Webster Gallery. The virtual tour enables a user to scan the whole show and zoom in on individual pieces.
- The Tanka Poetry Contest held during National Poetry Month drew over 200 entries, some coming from as far away as Kansas, Arizona, Wisconsin and California.
- Virtual discussion programs in April included the New Yorker Discussion, the Early Birds Book Discussion, the CT Screenwriters and the Fiction Writers. More of the regular library discussion programs will move to a virtual format in May.
- The Programs and Publicity team provided graphics and promotional support to several town initiatives such as the Eat Local, Win Local campaign, the Friday night Bell Ringing initiative, Tax Relief program, the Town Clerk’s Dog Licensing Awareness Poster Contest, 2020 Census, Blood drives, the Town’s CLASP program, and health and safety information related to the COVID-19 emergency.

### Children’s Programs

- The Children’s team produced 18 virtual programs in April which generated a total of over 5100 social media “engagements.” Among the most “engaging” were a family storytime presented by Miss Bailey and her children, a cupcake making demonstration

for kids and their caregivers, a poetry reading collaboration between the children's staff and town media specialists and an episode of "Wacky Wednesday" which features Mrs. Waxman, being wacky.

- In addition to virtual programs, children's staff are using the library's social media platforms to post occasional thought questions for children on such topics as "your favorite bird" (for National Bird Day) or "your favorite jelly" (PB& J Day).

#### Facilities

- Carpeting in public areas has been sanitized and many long-term minor building maintenance and repair projects have been completed.

#### Staffing and Staff Development

- Full-time staff members attended a wide variety of professional training webinars or during April, including such topics as applying for library construction grants, preparing municipalities for COVID-19 long-term recovery, best practices for virtual library programming, mitigating COVID-19 on circulating paper-based collections, and collection development and reader's advisory for children and adults. Other full-time staff members are taking online classes in Excel and a variety of customer service programs. Finally, staff are locating and reading professional articles specifically related to library services during the COVID emergency and to potential future service scenarios.
- The Vision Team held a virtual meeting to begin discussion of possible re-opening scenarios and to form workgroups that will begin to address various areas of library operation.
- Collections Services staff, working from home, added 4925 new items, most electronic but also some physical items ordered and received prior to the closure of the libraries. This group is also engaged in collections maintenance projects such as the relabeling of audio books for improved organization.
- Carol Waxman has been awarded the prestigious Faith Hektoen Award for Library Service to Children by the Connecticut Library Association – a recognition so well deserved and long-overdue.
- Circulation staff members took on some new assignments in April. Meredith Erickson is assisting Town Emergency Operations with PPE distribution each week and also working with the Fire Department to assist in formatting with a new emergency manual for that department. Judy Krzyzyk is helping to keep our food resources and health resources pages up to date by calling local grocery stores, pharmacies and walk-in clinic to confirm hours of operations and services. Audrey Hughes continues to assist with the Town's CLASP program supporting elderly residents during this period.

Town of West Hartford  
 Library Expenditures  
 FY20 February 2020

<b><u>GENERAL FUND</u></b>					
<u>Expenditures</u>	<u>BUDGET</u>	<u>ENCUMBERED</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>% OF BUDGET SPENT</u>
Library Personal Expenses	\$2,608,096.00		\$1,542,785.42	\$1,065,310.58	59%
Library Non Personal Expenses	\$654,587.00		\$418,941.30	\$235,645.70	64%
Social Security Expenses	\$ 179,904.00		\$ 108,986.30	\$70,917.70	61%
<b>TOTAL EXPENDITURES FUND 1</b>	<b>\$3,442,587.00</b>		<b>\$2,070,713.02</b>	<b>\$1,371,873.98</b>	<b>60%</b>

Town of West Hartford  
 Library Expenditures  
 FY20 March 2020

<b><u>GENERAL FUND</u></b>					
<u>Expenditures</u>	<u>BUDGET</u>	<u>ENCUMBERED</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>% OF BUDGET SPENT</u>
Library Personal Expenses	\$2,608,096.00		\$1,748,126.94	\$859,969.06	67%
Library Non Personal Expenses	\$654,587.00		\$455,966.50	\$198,620.50	70%
Social Security Expenses	\$ 179,904.00		\$ 122,908.19	\$56,995.81	68%
<b>TOTAL EXPENDITURES FUND 1</b>	<b>\$3,442,587.00</b>		<b>\$2,327,001.63</b>	<b>\$1,115,585.37</b>	<b>68%</b>

Town of West Hartford  
 Library Expenditures  
 FY20 April 2020

<u>GENERAL FUND</u>					
<u>Expenditures</u>	<u>BUDGET</u>	<u>ENCUMBERED</u>	<u>EXPENDITURE</u>	<u>BALANCE</u>	<u>% OF BUDGET SPENT</u>
Library Personal Expenses	\$2,608,096.00		\$1,927,497.44	\$680,598.56	74%
Library Non Personal Expenses	\$654,587.00		\$477,651.02	\$176,935.98	73%
Social Security Expenses	\$ 179,904.00		\$ 135,770.39	\$44,133.61	75%
<b>TOTAL EXPENDITURES FUND 1</b>	<b>\$3,442,587.00</b>		<b>\$2,540,918.85</b>	<b>\$901,668.15</b>	<b>74%</b>

# West Hartford Public Library

## POLICY MANUAL

*Revised by the West Hartford Library Board, April 22, 2019*

### **Title: Program Policy**

The West Hartford Public Library supports its mission of connecting people with the world of ideas and information by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. Programming is an integral component of library service that:

- Expands the library's role as a community resource
- Introduces customers and non-users to library resources
- Provides entertainment
- Provides opportunities for lifelong learning
- Expands the visibility of the library

Ultimate responsibility for programming at the West Hartford Libraries rests with the Library Director, who may delegate responsibility to a staff program committee.

The Program Committee use the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space **and/or suitability of program for virtual presentation**
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to library collections, resources, exhibits and programs

All library programs are open to the public. Some programs may require advance registration for planning purposes or when space is limited, or may be limited to West Hartford residents. Permission slips signed by a parent or guardian may be required for programs intended for minors, such as film presentations. Attendance may also be limited by age or grade level.

The sale of books or other media by authors or performers is permitted as part of a library-approved program, if approved by the director. Presenters are responsible for completing their own sales; library staff are not to be made available to assist in this regard.

Programs cannot be used for solicitation or for partisan purposes, whether commercial, political, religious, or otherwise. Library sponsorship of a program does not constitute endorsement of the program content or of the views expressed by presenters or participants.

Relevant library policies such as Patron Rules of Conduct, Children's Use of the Library, and the Photography/Video and Film Recording Policy apply to all library programs regardless of venue.

Any individual requiring and accommodation to participate in a library program should contact the Library Administration two weeks prior to the program.



