

Great Barrington Libraries' Board of Trustees

April 21, 2016

5:30 P.M.

Mason Library

PRESENT: KATHY PLUNGIS – Chair
ED ABRAHAMS
HILDA BANKS-SHAPIRO
LAUREN CLARK
ADAM GUDEON
PATRICK HOLLENBECK

AMANDA DEGIORGIS, Director

AUDIENCE

I. Call to Order

A. Attendance – All members of the Board of Trustees are present.

B. Approval of March minutes

MOTION: Ed Abrahams to approve the March minutes.

SECOND: Hilda Banks-Shapiro

VOTE: 6-0

C. Trustee Announcements

Ed Abrahams announced that this would be his last meeting and said that he will not run in the election. Kathy Plungis thanked Ed for his service.

May 17th is town elections in which Lauren Clark will run for re-election.
The next meeting will be on May 19th.

II. Reports of Officers, Boards, and Standing Committees

A. Director's Report – A. DeGiorgis

Amanda expressed her thanks for the appreciation luncheon.

Amanda spoke about the Ramsdell Library stating that a strategic plan needs to be created in order to determine the next steps for the Library.

Amanda reported that Police Awards Ceremony was a great success & thanked all who helped. The newly created children's mural at Ramsdell Library will have a celebration on 5/14/16 at 10:30AM.

Amanda announced that the new furniture has arrived at Ramsdell Library.

B. Treasurer's Report – E. Abrahams sent the report to the trustees for their review.
There were no questions.

C. Friends Report – E. Abrahams

The trustees were sent a Ramsdell Library 'Sunday opening' summary and a motion that was prepared with a recommended schedule going forward.

Amanda DeGiorgis stated that she had not seen this information.

Kathy Plungis said that she would like to discuss this further before sending to the Selectboard, especially since the Library Director and Assistant Director has not seen the information.

MOTION: Kathy Plungis to accept the Ramsdell Library Sunday report and forward to the Selectboard.

SECOND: Hilda Banks-Shapiro
VOTE: 6-0

MOTION: Ed Abrahams to recommend to the Selectboard that it direct the town manager to implement Sunday hours and additional evening hours at Ramsdell Library as soon as possible with the following recommended conditions:

1. That it be budget neutral
2. That it be year round

Recommended schedule:

<u>Current</u>	<u>Proposed</u>	<u>Current # hrs. open</u>	<u>Proposed # hrs. open</u>
Tues. 10-5	Closed	7	0
Wed. 12:30 – 8:30	Same	8	8
Thursday 10-5	10-6	7	8
Friday 10-5	10-6	7	8
Saturday 10-3	Same	5	5
Sunday closed 1-4		<u>0</u>	<u>3</u>
Total Hours		34	32

SECOND: Lauren Clark
VOTE: 5-1 Kathy Plungis against

Ed Abrahams reported that the Friends of the Library asked permission to have a book sale in the lobby which was approved by Amanda.

Berkshire Taconic Foundation gave \$500 to the Library. Ed proposed allocation of funds to go to museum passes and the Friends will pay the difference.

Lauren Clark asked the cost of the passes.

Holly Hamer responded \$2500. The \$500 will buy 2 passes to Hancock Shaker Village.

MOTION: Ed Abrahams that the Berkshire Taconic funds go to museum passes with Friends paying the difference.

SECOND: Lauren Clark
VOTE: 6-0

Ed reported that the trustees authorized \$500 for Ramsdell programming, in which only \$150 was used.

MOTION: Ed Abrahams that the remainder be returned to State Aid in order to buy book bags for the children's summer reading program and a movie license that offers more documentaries.

SECOND: Patrick Hollenbeck
VOTE: 6-0

Ed Abrahams reported that there is \$650 in the Children's Garden Fund. He recommended replacing the benches in the garden.

MOTION: Ed Abrahams to allocate \$500 to purchase benches for the garden.

SECOND: Hilda Banks-Shapiro
VOTE: 6-0

Kathy Plungis said that she will contact Joe Sokul. She believes that there may be some benches from Main St. that could be used in the garden.

- A. Buildings & Grounds – K. Plungis

Kathy Plungis reported that Joe Sokul will have the front door sealed during the warm weather.

III. Unfinished Business

A. Beer & Wine Policy – K. Plungis, postponed until next month

IV. New Business – none

V. Citizen Speak

Michelle Loubert spoke about the Executive Session. She asked if the person involved was given 48 hour notice.

Kathy Plungis replied that he was.

Ms. Loubert said that the person involved can choose to have the session be public. She also expressed her concern about the topic. This type of case has come up before and has set precedence. She said that she hopes the Trustees aren't locked into Executive Session with little background because they could be challenged.

VI. Executive Session

Kathy Plungis asked the patron if he would like to move forward in open session or go into Exec. Session. She also gave him the option of beginning earlier than the scheduled time.

The patron said that he would like the extra time and requested that it remain in open session. He also requested a change of date so that more people could be notified.

Brian Maser, representing the trustees, replied that the only one to be notified is the subject, under the statute.

All agree to move forward tonight.

Kathy Plungis explained to Mr. Magadini that the trustees agreed to move forward tonight but they will give him extra time.

Mr. Magadini said that he wanted extra time to invite the media.

Kathy Plungis gave Mr. Magadini until 6:10 at which time the meeting will proceed.

Recess until 6:10.

Michelle Loubert announced that she will record the meeting now that it is an open meeting.

The meeting re-convened at 6:10.

Kathy Plungis called the meeting to order as an open hearing.

David Magadini said that the presence of the police officers is inappropriate; this is in regards to a violation of library policies, it is not a criminal proceeding.

Brian Maser replied that this is not inappropriate; they were requested to be present by the Board for the reasons listed in the Notice of Hearing.

Brian Maser read Exhibit 1 – Notice of Trustees Hearing.

He also presented redacted statements from employees substantiating claims. These were presented to the Chair as Exhibit 2.

Mr. Magadini asked to have time to review the documents. He stated that he would like them evaluated for advice.

Mr. Maser replied that Mr. Magadini was given this information in order to address the allegations in the Notice of Hearing. Mr. Maser stated that Mr. Magadini was afforded prior notice and the

opportunity to be heard and asked Mr. Magadini to address his comments to the Trustees.
Kathy Plungis gave Mr. Magadini 10 minutes to review the documents.
Recess until 6:35.

Kathy Plungis called the meeting to order at 6:35.

Kathy Plungis asked David Magadini why he does not leave the library on time.

Mr. Magadini responded that this is not the issue stated in these documents. He said that each instance needs to be considered individually. He repeated that he has the right to review the document and have someone else review it.

Kathy Plungis said to Mr. Magadini that every instance deals with your refusal to leave at closing time. She pointed to a specific date listed on the Notice and asked him why he didn't leave on time.

Mr. Magadini again asked for more time to review the document.

Kathy Plungis refused another recess.

Mr. Magadini was asked again to address the matters at hand and refused to answer.

MOTION: Ed Abrahams, in light of David Magadini's refusal to address the Notice, the trustees act and permanently ban him from the town Libraries and the Library grounds.

SECOND: Patrick Hollenbeck

ROLL CALL VOTE:

KATHY PLUNGIS – no

ED ABRAHAMS – yes

HILDA BANKS-SHAPIRO – yes

LAUREN CLARK – yes

ADAM GUDEON- no

PATRICK HOLLENBECK – yes

VOTE: 4-2 Adam Gudeon and Kathy Plungis against

MOTION PASSES

Michelle Loubert requested to make a comment.

Kathy Plungis declined the request.

VII. Adjournment

MOTION: Ed Abrahams to adjourn the meeting at 6:58.

SECOND: Hilda Banks-Shapiro

VOTE: 6-0

Respectfully submitted,



Cara Becker
Recording Secretary

Director's report for March 2016

April 21, 2016

Statistics: March

	Total Patrons	Adult programs	Children's programs	Computer use +iPad	Quiet/ study	Meeting room	Items added
Ramsdell	775	9 programs 46 attending	6 programs 47 attending	47	0	-	192
Ramsdell Sunday	208	9 programs 94 attending	2 programs 14 attending				
Mason	8,897	5 programs 71 attending	24 programs 358 attending	1,658 (263 kids)	175	25	529

News, Projects and Proposals:

- ❖ **Ramsdell Promotion Committee Update:** The committee met on March 31 and it quickly became apparent that the focus of this committee was more than promotion of Ramsdell. It was agreed by the members that the libraries need to work on a Strategic Plan, which can be used to help us determine where we need to go and what we need to do for both libraries. In order to apply for grant funding for renovations we will need to have that plan in place.

- ❖ **Website.** I have installed a new template but have not had time to work on the site.

- ❖ **Mason:**
 - The mortar on the front steps is crumbling worse than before. I have informed Joe that it needs to be repaired and a contractor will be coming out to look at it.
 - The Police Ceremony was a big success and they were so grateful for the use of the space. Donna, Jim, Jane, Mary Lou and Cheryl did an excellent job making it all work!

- ❖ **Ramsdell:**
 - The Mural Celebration will take place on Saturday, May 14 starting at 10:30am. We will have a performance by FoodPlay and then there will be cake and drinks afterwards.
 - The new furniture has started to arrive at Ramsdell and we are putting it up as it comes in. So far the magazine racks are up and have received many compliments. The new chairs for the Children's Room arrived and while the table has arrived, the legs were damaged. The replacements should hopefully be here later this week. We will be ordering a table for the publicity center as the ones we have do not work. This should be able to come out of my supply budget.

- ❖ **Job Highlight:** This month I will highlight the position of Operations Coordinator. We have one staff member in this position, Leslie Meltzer, and she is based at Ramsdell Library.

The Operations Coordinator is responsible for checking books in and out at Ramsdell, shelving, fine notification and collection and handling phone and in person inquiries. Leslie handles the delivery of the Interlibrary Loan books on Tuesdays and Fridays. She provides computer support for the laptops and also catalogs both the magazines and other materials. Leslie helps to maintain the stacks by checking that things are in order and by weeding out material as needed. The Operations Coordinator keeps track of the levels of supplies at Ramsdell and communicates when they are running low. Leslie is also in charge of the statistics and their monthly reporting to the director.

This position is responsible for children's programming at Ramsdell. We have been lucky with Leslie's talent as an artist and her art workshops for kids are quite popular.

Appropriated Account	Date	Mason Adult		LP		YA		Child		Contin.		Ramsdell		Start	Balance	
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End			
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End			
Books/Subscriptions	4/14/16	\$30,100	\$14,366.9	\$6,000	\$885.30	\$3,050	\$274.35	\$17,250	\$6,741.64	\$2,000	\$15,100	\$5,048.45	\$1,500	\$429.05	\$75,000	\$28,755.7
Dues	4/14/16	\$410	\$18.01											\$410	\$18.01	
Equipment Repairs	4/14/16	\$1,255	\$25.88								\$745	\$117.29		\$2,000	\$91.41	
Non-Print	4/14/16	\$16,500	\$4,448.93			\$2,500	\$1,598.98	\$7,000	\$3,273.99	\$1,000	\$2,500	\$2,820.32		\$34,000	\$12,142.22	
Office Supplies	4/14/16	\$6,300	\$1,395.34							\$1,000	\$2,500	\$734.26		\$8,800	\$3,129.60	
Program Supplies	4/14/16	\$1,000	\$738.21			\$200	\$200.00	\$1,300	\$254.64		\$500	\$185.86		\$3,000	\$1,378.71	
Water/Sewer	4/14/16	\$1,500	\$312.12								\$1,000	\$90.82		\$2,500	\$402.94	
Non-Appropriated in-Library		Balance														
Account	Date	Mason	Ramsdell													
Out of State Fees	4/14/16	\$100.00	\$25.00													
Copier Fees	4/14/16	\$4,295.32	\$175.50													
Fines	4/14/16	\$11,125.92	\$1,040.59													
Donations	4/14/16	\$12,183.02	\$12,684.20													
Non-Appropriated Trusts		Balance														
Account	Date	Mason	Ramsdell													
Mason Trust	4/14/16	\$162.05														
Ramsdell Trust	4/14/16	\$2,543.21														
Chesnow	4/14/16	\$601.77														
Wheeler	4/14/16	\$273.12														
Hollenbeck	4/14/16	\$138.48														
Dewey	4/14/16	\$167.46														
McKinley	4/14/16	\$4,247.33														
Smith	4/14/16	\$1,171.56														
Ramsdell Improvements	4/14/16	\$9,038.64	\$5,745	\$5,745 allocated for chairs (leaves \$3,293.64 available)												
Capitol Accounts		Balance														
Account	Date	Mason	Ramsdell													
M Capitol Donations	4/14/16	\$2,189.06		We have used up the balance of unallocated funds.												
R Capitol Donations	4/14/16	\$5,118.00														
State Aid Account		Balance														
Account	Date	Start	Current													
Mason Adult	4/14/16	\$950.00	\$819.00													
Mason Children's	4/14/16	\$2,300.00	\$1,765.00													
Ramsdell	4/14/16	\$1,250.00	\$1,000.00													
Other	4/14/16	\$500.00	\$0.00													
Total Allotted	4/14/16	\$5,000.00	\$3,584.00													
Total in Account	4/14/16		\$44,397.5													
Total Available after allocation	4/14/16		\$40,813.5													

Added \$6724.91 to Books/Subscriptions from FY15 July 2
Added \$3891.38 to Non-Print from FY15 July 28

total spent
\$52,969.20
\$391.99
\$1,908.59
\$21,857.78
\$5,670.40
\$1,621.29
\$2,097.06

Trustees Allotted \$5,000 1/1/2016 through 6/30/2016

Ramsdell Sunday Pilot Project Evaluation

Submitted to the Board of Library Trustees

April 21, 2016

By: Julia Erickson, Marie Erwin, Holly Hamer and Ed Abrahams
Friends of the Great Barrington Libraries

In December, 2015, at the request of the Board of Library Trustees, a meeting was held with the Library Director, Assistant Director, a representative of the Trustees and a representative of the Friends, to establish criteria to evaluate the Sunday pilot program. Several goals were identified as benchmarks for determining the success of the pilot. Those goals are listed here, followed by measurable and anecdotal results used to evaluate whether the goals were met.

The conclusion of the Friends is that the pilot was a huge success, that all goals were met, and that Sunday hours should be continued. Specific recommendations are listed at the end of this report.

The mission of the Friends of the GB Libraries is "To promote the growth and development of the libraries..." This has historically been done through donating money and materials to the library and by creating programming to bring more people into the library with the long-term goal of turning them into regular patrons and donors. In addition to promoting that mission, the Sunday Pilot Project's stated goals were to:

- Attract more patrons to the Ramsdell library
- See if Sunday hours are desired by Housatonic and Great Barrington residents
- Make the Ramsdell library more of a community gathering place
- Have fun in order to attract and retain volunteers

Goal: Attract more patrons to the Ramsdell library

Sundays attracted many more patrons than weekdays and Saturdays. In the month of February, the only complete month for which we have comparison, nearly 1/3 of the patrons that came during the 24 days Ramsdell was open came on the 4 Sundays. On an hourly basis there were more than 2x the patrons per hour than the rest of the week's average.

Throughout the pilot we heard from people who said they had never been in the Ramsdell before despite living here, sometimes for many years. On one Sunday alone, two unrelated individuals

who had lived in Great Barrington over 25 years each had never before stepped foot in the building!

Use of library materials was also up. Circulation numbers specific to Ramsdell were not available but Sunday librarian Michelle Raczkowski was often busy. One patron said, not complaining, "I've never waited in line here before."

Goal: See if Sunday hours are desired by Housatonic and Great Barrington residents

Other than the fact that they showed up, we know that Sunday hours are wanted by residents because we asked them. In 94 completed exit surveys, approximately:

- 90% of respondents said they wanted Sunday hours to continue all year,
- 5% wanted Sunday hours just for the winter. (In fact, weather seemed to have no impact on attendance. Several of the Sundays enjoyed warm, sunny weather with no decrease in attendance.)
- 80% said they would use the library on Sundays even if there was no special event programming. 75% said they would support being open on Sundays even if it meant closing Tuesdays to pay for it.

Goals: Make the Ramsdell library more of a community gathering place

Have fun in order to attract and retain volunteers

Results for these two goals is more subjective, but still obviously a success. There is no better word to describe the mood in the library than festive. At any given hour one could see people all over the library. It was not uncommon to have 25 - 30 patrons in the various rooms reading newspapers, talking with neighbors, checking out books, browsing the collection, reading to children and using personal computers. It looked like that every week and it was like that most of the day. This is in contrast to an average day when fewer than a handful of people are in the building at any given time.

In addition to making the library available to patrons, attracting supporters, volunteers and potential donors, we were able to build community connections. A few examples:

- Two illustrators who had never met spent over an hour talking together.
- People lit up and smiled when neighbors they hadn't seen in a while walked in.
- Parents of toddlers met and made plans to get together in the future.
- Two knitters, one expert and one novice looking for help, made a connection and are meeting weekly in a group that meets outside the library.

That kind of interaction went on throughout the 11 weeks of the pilot.

The Friends added over 70 names to our mailing list and got many offers to volunteer. Donations to the Friends were also higher than usual, generally about \$30 per Sunday verses \$1 a week during the regular schedule.

The only complaint we received was about the lack of computers. While the library had wifi available, library computers were not made available on Sundays. Friends of the GB Libraries volunteers brought their tablets and notebook computers and loaned them out to very grateful patrons. One anxious woman needed a computer to contact her pregnant daughter-in-law in Europe. She didn't own a computer, something all of the volunteers have heard at Ramsdell.

(On that subject, three different patrons at three different times suggested we have computers at Ramsdell like we do at Mason. Two of them were talking about the children's room where kids can be seen lined up to use them and working or playing together.)

Statistics for February:

	Sundays	Weekdays and Saturdays
days open	4	20
hours open	12	136
staff hrs	16	314
Total patrons	278	590
Average # patrons/day	69.5	29.5
Average # patrons/Hr	23.2	4.3
Average # patrons/staff Hr.	17.4	1.8
# of programs	9	10
# attending programs	146	71
Average # patrons/program.	16.2.	7.1

Sunday statistics for entire pilot program:

11 Sundays	712 patrons
Average for all Sundays	65 patrons
Total programs	24
Total attendees	341
Av #/program	14

Demographics:

We surveyed patrons the first four weeks of the pilot. About half of the patrons were from Housatonic, 35% from GB and the remaining patrons from other towns. As the weeks went on and word of mouth spread, our numbers increased as did the number of patrons who were "regulars." The vast majority of patrons were adults, although we did have children, with and without their parents, every week. Until the last few weeks there was no special programming aimed at children.

In the beginning, on average 50% attended special programming, although many stayed after to use the library for regular library services. The number and percent of patrons using the library and NOT there for special programming increased as the weeks went on. The last few weeks about 60-75% of patrons came to use regular library services and did not come for special programming.

Promotion and Marketing:

The Sunday program was promoted through the Friends of the GB Libraries' Facebook page and email list, through a weekly ad in the Shopper's Guide (paid for by the Friends), and in the monthly email blast by the Library. The Sunday hours were included on the Library's website as a note on the "Hours" page. Flyers were posted in local (Housatonic) businesses and in both libraries.

A weekly press release sent out by the Friends got excellent coverage and there were several positive unsolicited letters to the editor written by patrons. The Berkshire Record ran a feature article at the beginning of the pilot and the Berkshire Eagle ran one at the end. The Berkshire Edge and the Record both ran weekly announcements or calendar items.

We surveyed patrons during the first four Sundays to ask them how they heard about Sunday hours. The most common answers were that they saw it in the Record or the Edge or on Facebook or heard from a friend. A few saw the sign outside of Ramsdell during the week and a few saw the activity on Sundays when they drove by. As the weeks passed, more patrons were repeat users or heard about it through word of mouth.

Notably, not one patron in 11 weeks said, either in the survey or in person, that they saw a poster inside the library, saw it on the library website, or were told about it by a librarian. A more formal in-house marketing plan is one of the recommendations for going forward.

Costs:

The total cost to the Town to keep the building open was time and a half for 44 hours for a Library Tech position. (4 hours each for 11 Sundays). There were no additional costs. A

potential cost, which didn't happen, was snow removal and other emergency maintenance. (The boiler went out on a Saturday and was reported to DPW but was not repaired until Sunday. Repairing the boiler on Sunday rather than leaving the building without heat until Tuesday may have saved significant money by preventing the pipes from bursting).

Cost of programming was \$125 for one paid workshop and performance leader (the rest of the workshop leaders donated their time), which came through the Trustees out of the State Aid budget.

Film licensing fees, advertising and refreshments were donated by the Friends.

Program:

Every Sunday began with a workshop. Most workshops were peer-led, meaning we asked local non-professionals who were good at or interested in a topic to share their knowledge and enthusiasm of the topic. Programs were informal and friendly, much more workshop than presentation.

Programs included:

- Taking better photos with iPhones
- Teenagers teaching seniors to use social media. (You had to see this one to believe it).
- Storytelling workshop followed by open mike performance
- Valentine making
- Gnocchi making
- Origami
- Paint chip collage
- Walking tour of Housatonic concentrating on architecture and oral history

Eleven films followed the workshops. Some workshop participants went to the movie and others stayed and continued the workshop. Films were mostly documentaries and often related to the subject of the workshop.

Every week included a book display of books related to the workshop and movie topics that patrons could (and did) check out if they were interested in further exploration of the topic.

On three weeks we offered children's programming in addition to the workshops. No specific marketing was done for children's programming but attendance averaged 8 children each. Most weeks, with or without children's programming, we had between 5 and 15 children using the library.

Staffing:

One paid librarian handled regular library duties including checking books in and out, shelving, answering patron questions in person and on the phone and assisting with research. Other than that, all planning and implementation, including selecting workshop and movie topics, finding and communicating with volunteer workshop leaders, ordering movies and related books, creating book displays, designing and implementing marketing (writing and sending weekly press releases, updating facebook page and email blasts), creating theme menus, and buying and preparing the food, was handled by two volunteers. Additionally, 4 to 6 volunteers helped set up and clean the library space before and after each Sunday shift. Volunteers greeted arriving patrons to help create the warm atmosphere.

Recommendations:

- Continue open hours on Sundays. While opening earlier than noon could be problematic due to parking conflicts with two churches, patrons may want hours later than 4pm. Most patrons arrived between opening at 1:00pm and 3:00pm, but some continued to arrive right up to closing.
- Include programming when possible but not at great expense. Between 20 and 30 of the average 65 weekly attendees participated in the workshops or programs and 80 percent of those surveyed said they would attend even if there were no special programming. Programming need not cost anything. This is true for current library programming as well as possible future Sunday programs. As stated, all but one of the programs were taught with volunteer leaders.
- Focus more on in-house marketing which bears no additional cost and would make patron numbers even greater. (The Friends submitted in-house marketing recommendations to library staff at a recent Trustee meeting.) Use the Library's Facebook page, facebook events (including "Sharing," "Liking" and "Inviting") to reach library users. The only paid advertising for the pilot was a weekly ad in the Shopper's Guide. That would be unnecessary if Sundays were part of the regular hours, and only minimally necessary if Sundays are seasonal.
- Use volunteers to recreate the community atmosphere. Greeting patrons, introducing patrons to other patrons, and encouraging discussions made Sundays a special event even for people who came to use regular library services.
- Commit to fixing the lack of access. In addition to people with disabilities, many seniors and families with kids in strollers either cannot use the library or find it prohibitively

difficult. Groups wanting to hold open public meetings cannot use the library. It's time, after seven years of deferrals, to commit to making the library accessible.

Final Thoughts:

Maintaining and staffing a library that serves fewer than two patrons for every staff hour is unlikely to get continued support from taxpayers. If the Ramsdell library is to succeed as a welcoming, community gathering and learning place, and to justify the expense of operating the building and employing two full-time employees, use and attendance must be increased dramatically and quickly.

The Friends has demonstrated how to do this effectively and with minimal cost by offering special programming and regular library services during days and hours that work for patrons.

This successful Sunday pilot was executed almost entirely by volunteers and with only minimal assistance from existing library staff. The Great Barrington Libraries already have qualified staff responsible for marketing, program planning and internal displays, but almost none of those resources were used for this pilot. Even paid personnel recruitment for Sunday staffing was left to volunteers.

It is the belief of the Friends that if a few volunteers with no professional library experience could conceive, design and implement such a successful program with only a few weeks lead time, then the library, with its current talented professional staff could continue and improve upon this program by continuing to use the methods and attitudes of the Friends and Trustees: a keen interest and connection to community; a willingness to seek out volunteer help, and flexible and insightful programming offered at the convenience of Great Barrington's citizens.

If the Trustees and library staff continue with this successful paradigm, we can look forward to the reemergence of the Ramsdell Library as a cultural and community hub for Housatonic.

Exhibit 1

April 19, 2016

Delivered
3:45pm
4/19/16

BY HAND DELIVERY

Mr. David Magadini

Re: Notice of Trustees Hearing

Dear Mr. Magadini:

Please accept this letter as written notification that the Town of Great Barrington Library Board of Trustees will vote to convene in Executive Session, pursuant to G.L. c. 30A, sec. 21(a)(1), on Thursday, April 21, 2016 at 6:10pm at Mason Library, 231 Main Street, Great Barrington, MA, to consider whether to permanently ban you from entering the Town's libraries, and library grounds, for alleged repeated violations of the Trustees' Patrons' Rights and Responsibilities Policy, a copy of which is attached hereto for your reference.

As you know, on September 24, 2015, you were issued a No Trespass Order for previous violations of the Trustees' Policy. It has been alleged that you violated Library Policy on the following subsequent dates:

- a. April 13, 2016 – failure to leave the library at closing time and then physically pushed past a staff member to try and re-enter the building.
- b. March 28, 2016 – exhibited loud, threatening and uncooperative behavior towards the Library Director and staff when you were told to move your belongings from the handicapped landing.
- c. February 26, 2016 – failure to leave the library at closing time resulting in the holdover of library staff despite your being advised of the upcoming closure of the library.
- d. February 13, 2016 – failure to leave the library at closing time resulting in the holdover of library staff despite your being advised of the upcoming closure of the library.
- e. February 12, 2016 – found lounging in the nonfiction stacks and refused to move when staff directed you to. You were escorted from the library for refusing to comply with directions.
- f. February 6, 2016 – harassed the Children's Librarian and other staff members, in front of children at the library, during a planned children's program.

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Exhibit 2

To the trustees,

There is a problem when the rights of one individual trumps the rights of all others. David Magadini is the only patron that has had such a profoundly negative effect on the entire staff and patrons alike. He is a toxic individual and I am not just talking about the noxious odor that follows him. David is the most arrogant, entitled, manipulative and argumentative individual that I have ever met. I would even call him a bully. A good portion of every day is taken up with David and his disruptions, harassment and verbal abuse of staff. It makes it difficult to get everyday things done, let alone being able to plan for the future of the library.

When you are dealing daily with a negative personality such as David, it makes for an incredibly stressful work environment. As a group, we try to treat everyone with kindness and respect, yes even David. Everyday he tries to push boundaries and wants to create mayhem and confusion. When you are a good person trying to do the right thing and are constantly being confronted with the harassment that we are, it makes for a toxic work environment and it squashes camaraderie and creativity. As soon as you see David's cart, you can feel the rush of adrenaline that is stress. You are automatically on alert for conflict.

It doesn't end when we leave the job at the end of the day. Not only is it very difficult to leave that much stress at the door, but we are often either confronted by David for some perceived slight or he will stand close by and glare at us as we walk by. It is intimidating and unsettling to say the least. Patrons only deal with it for a short period of time. When they have had enough, they just walk out. We don't have that option.

David is becoming more combative and verbally abusive towards staff. If nothing is done to remedy this situation, I fear that we will start to lose people. A library should be a calm, welcoming environment. It is hard to present it as such when there is so much ongoing disruption and conflict caused by one individual. It is time to ban David Magadini from the library.

Respectfully,



March 28, 2016

It is my understanding that on April 21, the Library Trustees will be discussing the issue of David Magadini and Mason Library. With that in mind, I thought some unsolicited observations from one library staff person speaking individually and not on behalf of anyone else working at the library might prove useful.


David's personal issues are not the purview of this writing, however, their cumulative impact on the library staff and its morale are. Simply stated, the presence of Mr. Magadini at Mason Library every day, from opening to closing, for more than a decade is finally taking a visible toll on the library staff. It is one thing to have periodic, short-term interaction with an individual who has what some may consider undesirable characteristics. This is how most people in Great Barrington interact with David. It is something else entirely to face those issues as a fundamental part of one's workplace environment from start to finish every day.

As a public library, we expect all types of patrons to use our facility each day and they do, and it is my sincere belief that we treat every one of those patrons with the same high level of service, dignity, and respect that they deserve, David included. As with any job, we each do our best with the various tasks at hand, and try to move on from the unpleasantness of each day. However, in the last year, as David's personal issues have increased, he brings challenges to each day that are trying everyone's patience. While we continue to provide the same high level of service to David and others, our days now typically start and end with tension palpable among the staff. A sense that the needs, concerns, and in some cases fears, of library employees simply don't matter is evident in discussions with and among fellow staff members. The amount of internal communications to the Library Director conveying staff and patron complaints about David have increased. While I do not track it, it is my perception that the frequency of library staff calling in sick has increased during the past year. We continue to present our best face to the public, but our outward appearance belies the exhaustion and fatigue that are not far beneath the surface.

This is not an easy letter to write. I am a very patient person; for a long time I felt I could remain "above the fray" and I saw others impatient with David as their, not his, shortcoming. I no longer feel that way. I am a spiritual person, and believe that every person should offer a helping hand to a fellow individual in need. It is fair to say that the limits of my spirituality are being tested. Finally, I strongly believe in the civil rights that all of us are entitled to as American citizens. I now question at what point the civil rights of one individual outweigh the civil rights of a majority of others, including the rights of both Mason Library's staff in performing their duties, and those of its patrons in using the library. This final issue is discussed at length in *Kreimer v. Morristown*, 958 F.2d 1242 (3d Cir. 1992).

As noted at the outset, I was not asked to provide the above information, and I have intentionally not dwelled on any of the particular issues concerning Mr. Magadini of which both the Library Trustees and Town are already well aware. However, I believe it is important for the Trustees and the Town to understand that, in my opinion, we have reached a point where the library staff needs reasoned and well-considered assistance that respects everyone's legal rights in dealing with the above-referenced matter.

Thank you for your time.



Dear Kathy, Trustees, and Amanda,

It is my understanding that you are in the process of trying to deal with the problems caused by David Magadini and I just wanted to write to you giving my perspective on the situation. I take the liberty of doing so as I feel that it might be helpful and hope that it will be. This is of course only my experience and opinion, although I daresay some of these views might well be held by other staff members.

First and foremost I must stress that every single member of staff treats David with the utmost respect in spite of his many efforts to cause conflict and escalate difficult situations. It can be extremely difficult to keep calm and civil in the face of his daily barrages of accusations and abuse, but every one of us seems to manage this quite well.

This does take its toll, however. In my own case, I can feel my spirits plummet when I get to work and see his carts outside, knowing today will be the same as every other day. He is in the library from opening to closing every single day. Those of us in the library who work all day at the main desk spend more time with him than anyone else anywhere. Our interactions with him are constant and are never anything but unpleasant at the very least. The ways in which his behavior is unacceptable are too many to enumerate here, and I am sure you are already aware of most of them anyway.

I will say that he is especially bad at the end of the day and those of us who have to close the library know as soon as we get to work that, no matter how good a day one has had throughout, David will do something to sour it at the very end. It is a constant battle to get him off of the computer, pay for his printouts, gather his things, get him out of the bathroom, and get him to leave on time. This particular end-of-the-day ritual is what personally gets to me the most.

Let's face it, one does not work at the library for the big bucks. I do absolutely need the money and could not get by without it, but if I was only in it for the money we all know that it would be easy to find something else that is more lucrative. I work at the library because I love my job, very much enjoy dealing with patrons, and flatter myself that the patrons enjoy dealing with me as well. It means a lot to me to have a job that is both personally satisfying and contributes to the community.

However, I find that I am very much souring on my job, in the main because of dealing with this one patron. It now happens, more often than not, that I will have had a very enjoyable day with great interactions with patrons and then the last 20 minutes spent trying to deal with David completely spoil it. Constantly being forced to control oneself in the face of his behavior is very wearing, and suddenly a day that has been good becomes exhausting. I go home in a foul mood and it takes a great deal of time to shake it off. Instead of having a good productive day that I can continue at home, I am so shaken by dealing with David that I am worn out.

I know that libraries are one of the few places that are welcoming to everyone, and that is one of the most wonderful things about them. But when one single patron takes up a huge percentage of staff time and energy it is inequitable and needs to be addressed. The staff at Mason Library are a very good team who work well together. We all have different strengths and they play off of each other well. I think that we are a group of sympathetic and caring people. My store of sympathy has been used up now, though. In some ways I still wish I could feel some sympathy for David, as it is clear that he has many issues to deal with. But the truth is that library staff are not, and should not be, the people who have to deal with those issues.

I am very grateful to hear that something may be done about this at long last. At this stage the situation with David is really taking a toll on morale and I know that if one thought there was no light at the end of the tunnel it would make for a very, very depressing and debilitating work environment.

Thank you for listening and I do hope that you will be able to address this issue in a way that is helpful and supportive to both the library staff and patrons.

Yours sincerely,

[Redacted signature]

Amanda DeGiorgis

From: [REDACTED]

Sent: Thursday, April 14, 2016 6:57 PM

To: [REDACTED]

Subject: David Magadini Thursday evening when will it ever end

Dear Amanda,

David Magadini came in at about 20 to 7 and unfortunately Mary Lou gave him a computer slip. (No one had told her that he was not to use the computers today.) I had been downstairs but as soon as I saw him at the computer (at about 15 to) I told him he was not supposed to be on the computer. He said, "Well, I am." He then came over and tried very aggressively to grab a slip over Mary Lou's desk and she said he couldn't have one. Mary Lou had to pick up all the slips and he then tried to grab them from her. It was actually moot as they were shutting off, or actually probably had already shut off. He was just trying to be difficult.

He then stormed up to the desk and asked what he was charged with. I said he was late and being difficult yesterday. He then stormed out and then stormed back in. I have called the police and they are sending someone round, but I think that he has probably gone.

Sorry ...

We tried very hard not to engage with him but he was being very very aggressive.

I think he will probably be gone before the police get here.

[REDACTED]

No virus found in this message.

Checked by AVG - www.avg.com



Version: 2016.0.7497 / Virus Database: 4545/12038 - Release Date: 04/15/16

We close the same time every night. Computers shut down the same time every night. I feel that David Magadini was looking for an argument this evening. As we go out the door every evening, we have to look around to see where David is because we never know if he is going to come storming after us for a perceived slight. He often is looking for an argument and knows who will engage with him and will push their buttons to see if he can get under their skin. Because of this, it is my opinion that he will be targeting Laurie more frequently.

This evening took me a little by surprise. I did not anticipate Laurie and David getting into an argument and it was a little unsettling to say the least. I think it is likely that we will have to call the police on days that Laurie is working late.

I anticipate that when we open tomorrow morning, David will be there in a bad mood and will try to convince us how we were wrong and that we should still let him use the computers. We ended our day with anxiety and will begin the next morning anticipating more. Something needs to be done.

Respectfully,



Great Barrington Libraries
231 Main Street, Great Barrington, MA 01230
(413) 528-2403

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7497 / Virus Database: 4545/12030 - Release Date: 04/14/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Wednesday, April 13, 2016 8:19 PM
To: Amanda DeGiorgis
Subject: David & my Wed closings

I'm having more & more difficulty with David on Wednesday nights. As he sauntered past the bulletin board at 7:04 i hollered to him that he left a bag [in his new storage area], so when he opened the door to leave he held the door open while he placed his one bag down on the landing. I made the mistake of coming into the vestibule to make sure the door was closed, also telling him that we were closed. He put his putrid elbow out to push me away but i backed up towards the elevator. I told Donna what he had done & she hollered to him that he couldn't use the computer tomorrow. I was angry & asked her, is that it? I don't want to fight with my coworkers about david--that's just the worst kind of stupid situation.

I want to find a temporary solution to this so I don't get incited by his actions. Since these altercations occur after 7, my proposal is to leave at 6:55. What do you think?

Thanks for listening.

Feeling horrible, [REDACTED]

Sent from my iPhone

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7497 / Virus Database: 4545/12030 - Release Date: 04/14/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Thursday, March 31, 2016 2:36 PM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,

David Magadini was in the library yesterday 3/30/16. Late in the day he chose to stake out his spot at the desk on the far side of the stacks.

Between 15 and 20 minutes to 7, I observed David walking over to the area of the short term computers to check on the time.

At 10 minutes to 7, I walked over to lock the study room doors. David looked right at me and since he had checked the clock recently, I did not remind him that it was time to go.

At 5 minutes to 7, I went out to unlock the book drop and as I was coming in, I could see David. He was now sitting on the bench, next to where he had been doing his paperwork.

As he was making no effort to prepare to leave, I went over and told him that he needed to get his things together as we close in 5 minutes. He told me that I should have let him know sooner. We go through the same procedure every night.

When he did leave around 2 minutes after 7, he left the desk that he was working at covered in cracker crumbs, which I had to clean up first thing this morning.

We were still in the process of closing so he did not keep us too late. It is hard to get out on time when we have to make sure David is on task while we are getting other patrons out of the building.

When we went to leave, David was pacing at the bottom of the stairs, outside the building. As Laurie, Talya and I went to go down the stairs, David did start to move away, toward the bike rack and slowly continued up the bank.

His actions put us all on alert, especially Laurie, because they were a little out of the ordinary, almost as if he were waiting for us. This is also the route that Laurie usually takes in the evening.

Talya and I walked with Laurie past David, who stood in the pathway, and watched us walk around him. He then plopped himself down under the tree and continued to watch us.

It was a little unsettling to say the least.

[REDACTED]
Great Barrington Libraries
231 Main Street, Great Barrington, MA 01230
(413) 528-2403

No virus found in this message.

Amanda DeGiorgis

From: [REDACTED]
Sent: Thursday, March 24, 2016 5:07 PM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,

Just to let you know that I had a patron complaint yesterday about the smell of the bathroom upstairs after David Magadini had left it.

David is so odiferous on a daily basis, which makes people hesitant to use the restroom right after him as it leaves a strong lingering odor behind.

Best,

[REDACTED]
[REDACTED]
Great Barrington Libraries
231 Main Street, Great Barrington, MA 01230
(413) 528-2403

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7497 / Virus Database: 4545/11882 - Release Date: 03/25/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Monday, March 07, 2016 6:14 PM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,
David did not pay for all of the copies he made. Initially he gave me \$.75 and I informed him that he would be responsible for \$3.60 more to pay for the lot of 29 that you counted excluding the duplicates. He also printed off another 3 pages that he has not paid for. He began carrying on about these pages being a public document and therefore he should not have to pay for them. I told him I could not get into that. Molly informed him that if he did not pay for the copies, he would be denied computer access tomorrow.
[REDACTED]

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7442 / Virus Database: 4540/11776 - Release Date: 03/08/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Thursday, March 03, 2016 10:30 AM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,

I need to inform you about recent situations with David Magadini.

I had an incident with David in the morning yesterday, wednesday, when a computer shut off on him. He was very angry and stormed the front desk and yelled at me. I told him not to yell at me and he stopped. I did not call the police as he settled down quickly.

Then yesterday evening, (around 6:40) I received a call from Laurie Harrison. She was alone at her desk in the children's room, when David Magadini came down the stairs. As he rounded the corner, he stopped and just stared at Laurie for about 20 seconds. The stare was long enough that it unnerved her so she picked up the phone and called us at the main desk upstairs for support. As I went to go to the children's room, David was now on the stairs, on his way up. When he saw me approach the stairs, he said "what". I ignored this and went to use the elevator. David then went back down the stairs and went to use the restroom. I believe he knew that I was headed to the children's room as when he came out of the bathroom, he walked straight by the children's room and went back upstairs.

Please realize that I have witnessed David "hovering" outside the children's room in the past. I believe he is "quietly" harassing Laurie as he knows that it unnerves her.

Laurie was parked on the street outside the children's room. After a small discussion we agreed that at closing time, she would leave out the side door and go straight to her car instead of going out the main door as usual.

Because David's behavior is often erratic, I am never sure what reaction we will get from him. I will not pass closely by David, such as on the stairs and am always on alert when he is around.

Respectfully,

[REDACTED]
Great Barrington Libraries
231 Main Street, Great Barrington, MA 01230
(413) 528-2403

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7442 / Virus Database: 4537/11740 - Release Date: 03/03/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Saturday, February 06, 2016 3:31 PM
To: Amanda DeGiorgis
Subject: David Today

Categories: Problem Patrons

Our CHinese New Year kids were parading through the library using noisemakers & having fun. I was taking video & pics along the way. While I was doing this as they went down the stairs, David comes out of nowhere & in my face says, "What are you telling the kids to say about me? what were you saying to them." I told him to go away & that I was going to call the police. Jane did. I talked with the police downstairs before they went to find him by his computer throne. They told me I could file an assault charge, esp since this is the second time.

Please understand that I said nothing to him nor made eye contact not was anywhere near him before this incident.

I'm separately sending two videos, one a second before he accosted me & the other while it occurred.

[REDACTED]
[REDACTED]
Mason Public Library, 231 Main Street, Great Barrington, MA 01230 (CWMARS West Region)
413-528-2403 x4
GBLibraries.org
Facebook *Friend us!*
[#greatbarringtonlibraries](https://www.facebook.com/greatbarringtonlibraries)

Currently reading:

Enchanted Air Margarita Engle

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7442 / Virus Database: 4537/11726 - Release Date: 03/01/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Friday, February 05, 2016 7:03 PM
To: Amanda DeGiorgis
Subject: David Magadini

Categories: Problem Patrons

Dear Amanda,

I am at the point of no return with David Magadini. If we are not able to turn off the computers he sends things to the printer. I either have to go right up to him and turn off the computer while he is sitting there, which I would find threatening, or he comes up to me and gives me grief about turning the printer off. I am very upset this evening am getting very very disillusioned about the whole job in general, as people like David consistently flout any rules that we have. He left exactly at 7 this evening and last evening, but he gave me a very hard time both times about sending something to the printer. If this is the way things are going to be I will have to request at the very least that I not be scheduled until closing any more.

I have to stop now as he has finally left and it is seven o'clock.
I am sorry if this sounds rude but I am very upset at the moment.

See you,
[REDACTED]

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7539 / Virus Database: 4545/12038 - Release Date: 04/15/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Wednesday, January 27, 2016 9:56 PM
To: Amanda DeGiorgis
Subject: David Magadini

Just to give you heads up. David came to the desk at 7 to get his prints. I had already locked the register so I told him to get them tomorrow. Then he had to go back to the computer to get his bags. Once he got near the doorway he stopped and then had to search his bags. A few minutes (3?) after 7 and he went back to the computers to look for something. I told him he was keeping us late and would be losing computer time. 3-4 minutes late....your call. Sigh.

[REDACTED]
[REDACTED]

Mason Library, 231 Main Street, Great Barrington, MA 01230
(413) 528-2403

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7539 / Virus Database: 4545/12038 - Release Date: 04/15/16

Amanda DeGiorgis

From: Joseph Sokul
Sent: Thursday, January 07, 2016 8:18 AM
To: William Walsh; Paul Storti
Cc: Jennifer Tabakin; Amanda DeGiorgis
Subject: Magadini
Attachments: IMG951218 - Mason.jpg; IMG951219 - Mason.jpg

Bill / Paul:

It seems Mr. Magadini has two full carts of whatever at Mason Library again. See attached.

Joe Sokul, DPW Superintendent

Town of Great Barrington
334 Main Street
Great Barrington, MA 01230
P: (413) 528-0867
C: (413) 717-0807
F: (413)528-2290

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7539 / Virus Database: 4545/12038 - Release Date: 04/15/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Monday, December 28, 2015 8:58 AM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,

Due to various circumstances, Saturday's closing was a bit chaotic. We were inundated with patrons in the last 45 minutes. At 2:55, I went over to the computers where David was working and announced that we were running a bit late and that we would close in 5 minutes. Because we cannot shut off the computers, David seemingly ignored my announcement and kept working. He then sat motionless just looking at the screen. At 2:59, I called over to him to move along. At 3:00, he started to come up to the desk to pay for his print outs. Laurie informed him that everything was shut down and that she was calling the police which I believe she did. He then made two trips to move his bags outside. He was not completely out until 3:05. He will claim that he was not given adequate warning and that he has the "right" to be given as 10 minute warning. I know that Laurie told him that he could lose library privileges today. I assume that she will communicate with you her perspective on things. See you at 11:00.

Sent from Mail for Windows 10

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7539 / Virus Database: 4545/12038 - Release Date: 04/15/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Saturday, December 26, 2015 3:20 PM
To: Amanda DeGiorgis
Subject: David

I had to call the police just now because david was majorly lingering, trying to pay for something 5 min after we closed. Then he had the nerve to demand that we should have told him of his 10 minutes before closing, ie it's our fault. I laughed loudly at that, told him that was absolutely ridiculous. Katie added he's a grown man & could keep time by himself, for which we received a big smile from him. Then he (somewhat) jokingly said that i should have carried his bag down while i was coming down the stairs.

While he was inside loitering i told him he wouldn't have any computer privileges Monday, but that's up to you.

We left before the police arrived.

Sent from my iPhone

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7539 / Virus Database: 4545/12038 - Release Date: 04/15/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Friday, December 11, 2015 5:23 PM
To: Amanda DeGiorgis
Subject: Friday night with David!

Hello!

Of course we couldn't end the week on a peaceful note! David spread all of his things on one of the tables in the main reading room, and then left, telling Jane and Cheryl to watch his stuff! They called after him telling him no, but he was already on his way out the door. I called the police and let them know that David had violated his No Trespass order - he's not to store anything on library grounds, even if it's just for 10 minutes while he runs to the bank! David got back before the officer got here, and was at the copier when we approached him. I let him know that he had violated his No Trespass order by ignoring staff and leaving his belongings unattended at the library, and had to leave for the night. He argued a bit, then pretended I wasn't there, and the officer suggested I let him take it from there, since David obviously wasn't going to cooperate. The officer just escorted him out the side door, and I've let the staff know that he's done for the night.

Never a dull moment!;))

[REDACTED]
phone: 413-528-2403

fax: 413-528-1720

Currently reading: Welcome to Night Vale and Radiance

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7539 / Virus Database: 4545/12038 - Release Date: 04/15/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Wednesday, December 09, 2015 10:47 PM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,

I had an incident with David Magadini this evening that left me feeling very unsettled. As I was leaving at 7 pm, and it is dark, I automatically looked around my surroundings. David was not in his usual spots so I thought that he had probably left. As I walked down the stairs to the library parking lot, I spotted David Magadini standing in the middle of the drive at the entrance to the parking lot. It was an odd place for him to be and as he was just standing in the road as Jim and I approached, I felt that he was waiting for me. This happens to be the same area where I walk to get to my car every night. He did not move as Jim and I approached, but instead just stood watching. Most nights I walk to my car by myself, but tonight Jim happened to walk out with me. It made us both nervous and it was unsettling enough that even though Jim had parked on the street, he walked me to my car which was in the Catholic Church parking lot.

I don't always know how David will react to things. I honestly felt threatened and intimidated this evening.

Respectfully submitted,

[REDACTED]
Mason Library, 231 Main Street, Great Barrington, MA 01230
(413) 528-2403

Amanda DeGiorgis

From: [REDACTED]
Sent: Sunday, December 06, 2015 9:26 PM
To: Amanda DeGiorgis
Subject: David Magadini

Amanda,

You have probably heard by this time that we had an incident with David Magadini on Saturday. He started the day by bringing in three bags (I believe the limit is two) and had them close to him while he was using one of the 20 minute computers. Jane asked about speaking to him about this and I suggested we let it go as the bags were not blocking anyone and I hoped to avoid a confrontation at 10:00. After his time had expired on the 20 minute computer, he hauled all of his bags (in three trips) to the men's room and from there to his favorite computer by the fireplace. About 10-15 minutes into his session there he sent a print job which ran to 40 pages. I counted the sheets and had the job ready for him to pick up. At that time it was the only print job of the day. He came up about a half hour later and at that time there were three to four patrons at the desk. I was helping someone place an item on hold, and Jane was helping someone on the card catalog. I passed the print job to him and continued to work with the patron I was assisting. David began demanding to know where his other print jobs were. At this point, I tried to ignore him continuing to help the patron with the hold. David continued to interrupt and began implying that the printer had not been turned on, and that somehow we had subverted his printouts. I kept telling him that I did not know where his printouts were or why they had not printed. I suggested that possibly the computer had defaulted to a different printer. At that point he went back to the computer he was using and attempted to print his document again. Of course, nothing happened. At this point I suggested to Jane that we not give him any more passes. I had reached the tipping point as these kinds of situations have happened numerous times and recently have escalated to a level which I find abusive. We had a similar situation last Saturday (11/29) in which he suggested the printer was not on and he began to step towards it to flip the on/off switch. I sternly told him not to touch the printer and showed him the green light. Anticipating that our refusal to grant him passes would be a big problem, I asked Jane about calling the police to assist us. When David returned to the desk, Jane informed him that we would not give him any more passes. As she was doing so she put in the call to the police. David left the desk and shortly after that Ed Abraham arrived and agreed to stay with Jane so that I could go to lunch. I felt guilty about leaving, but both Jane and Ed assured me it was all right

I will be glad to talk this over with you tomorrow. I'm sorry that things have come to this. I find the atmosphere to be very unpleasant especially when he comes up to the desk. It has gotten to the point that I will wait on him if I have to, but like most others do not want to.

Sorry to start your week off on a sour note.

[REDACTED]
Sent from [Mail](#) for Windows 10

Amanda DeGiorgis

From: [REDACTED]
Sent: Friday, February 12, 2016 6:52 PM
To: Amanda DeGiorgis; [REDACTED]
Subject: David Magadini redux

Dear Amanda,

Just to keep you in the picture. At about 6.30 David came into the library and I challenged him. He said the police told him to come back and pick up his bag, that it was in the library. He hung around while I called them and they said his bag was outside of the library. We then sent him outside and about five minutes later he came back in. Jim told him that he had to leave and he said "It's cold outside." Jim agreed, and then went to call the police. When he picked up the phone David did leave, so we didn't have to make them come again. I thought you would want to know.

Give the baby a hug for me and see you next week.

See you,
[REDACTED]

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7497 / Virus Database: 4545/11905 - Release Date: 03/28/16

Amanda DeGiorgis

From: [REDACTED]
Sent: Friday, February 26, 2016 7:13 PM
To: Amanda DeGiorgis
Subject: Magadini redux

Dear Amanda,

Sorry about the barrage of emails. David Magadini did not leave on time Friday night, so I left notes for Ed and Jane that he is not allowed the computers on Saturday. He only left when I said I was going to call the police. He did not argue, just sat at the computer as if he hadn't heard.

I just wanted to document this for the file.

Have a good weekend,
[REDACTED]

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2016.0.7442 / Virus Database: 4537/11726 - Release Date: 03/01/16

Exhibit 3

Patron Rights and Responsibilities

The Great Barrington Libraries support the rights of all individuals to:

- Receive friendly, courteous, and respectful service;
- Have free and equal access to information;
- Have a clean, comfortable, and pleasant environment; and
- Use the library undisturbed without threat of harm, invasion of property, interference, or discrimination.

The library is for everyone's enjoyment. The following guidelines for patron conduct are essential to ensure respect for individuals who use this public facility.

To ensure a clean, comfortable, and pleasant environment, the proper use and care of all library materials and buildings is essential.

- Patrons shall not deface library buildings or property or improperly remove library materials, equipment, or furniture.
- Drinks must be in covered containers and shall be kept away from computers and other electronic equipment.
- Smoking is not allowed on library property.
- Restroom sinks shall not be used for washing clothes or bathing.
- To maintain a sanitary environment and prevent the spread of disease, caregivers shall change diapers on the changing stations located in the public restrooms.
- Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.

To allow for the safety of all patrons:

- Sidewalks outside and passageways indoors shall remain obstacle-free.
- Bicycles or shopping carts are not allowed in the building. (Mobility devices and occupied baby strollers/carriages are welcome.) Library patrons shall park bicycles and other vehicles only in authorized areas.
- Use of skateboards, rollerblades, roller-skates, or scooters is not allowed in the library, or on li-