

AMENDED MINUTES

Snow Library Board of Trustees Meeting

C. Deane Assn
TOWN OF ORLEANS
TOWN CLERKS OFFICE

July 14, 2009

09 AUG 31 AM 10: 01

Call to Order:

- A quorum was established and the meeting called to order at 7:04 p.m. by Chairman Fates. The meeting was held in the Trustees' Room at Snow Library.

Meeting Attendance:

- **Trustees present:** Mary Lou Conway, Hal Eastman, Megan Fates, Barbara Natale, Barbara O'Connor, and Robert Singer.
- **Library Staff members present:** Library Director, Mary Reuland; and Administrative Assistant, Judi Wilson.
- **Others present for regular monthly Library Trustees Meeting:** Assistant Town Administrator, Myra Suchenicz; Friends Representative, Margaret Ostro; and Student Representative, Jennifer Withrow.
- **Absent:** Trustee Tim Traub.

Approval of minutes:

- The minutes of the Trustees Meeting held June 9, 2009, were reviewed and amended. A motion was made and seconded to "approve the minutes as amended". The motion carried with a vote 5(Y)-0(N)-1(A).

Trustee Chair Report:

- **Friends Annual Meeting:** The Annual Meeting for the Friends of Snow Library is scheduled for July 16 at 2:00 p.m. followed by guest speaker, Peter Smith, at 3:00 p.m. Smith has family ties to Orleans, is an editor for "O" magazine, and is a published author.

Financial Report:

- **Monthly Financial Reports:** Administrative Assistant Wilson reported that there was no monthly financial report as year-end paperwork for Fiscal Year 2009 which ended June 30th was still being completed. The Library met the Town's goals for turning back funds and a final year-end summary will be available next month.

Report of Student Representative:

- Student Representative Withrow reported that although students are on their summer break, most are completing summer reading assignments and using the Library accordingly.
- A list of popular authors was given to Director Reuland for assistance in purchasing new materials for the young adult area. Director Reuland expressed a desire to improve the young adult section of the Library.
- It was suggested that any assistance the Library could provide students beginning their college search would be most appreciated. The possibility of a bookmark with a directory of helpful websites for students was discussed.

Library Director's Report:

- **July Report:** Director Reuland reviewed the July 2009 Director's Report. (Copy attached.) Copies of the Youth Services Reports for June 2009 were also distributed. (Copy attached.) In addition, the following matters were discussed:
 - **Request for Author to Sell Books at Snow Library Programs:** Director Reuland reported she was unable to schedule author Lisa Genova (*Still Alice*) as planned due to the author's scheduling conflicts. However, author Kathryn Kleekamp (*Cape Cod and the Islands: Where Beauty and History Meet*) was available and has been scheduled to speak on August 18th at

7:00 p.m. The author has expressed a desire to sell her books at the event if possible. (Note: Author, Michael Tougias (*Fatal Forecast, Ten Hours Until Dawn*) has been scheduled for July 21st at 7:00 p.m. and Trustees voted to permit him to make his books available for purchase at this event during the June 2009 Trustees Meeting.) **A motion was made and seconded “to permit Kathryn Kleekamp to make her books available for purchase one time only at Snow Library during her program at Snow Library this summer.” The motion carried with a vote 7-0-0.** Any Trustee interested in attending and introducing the author to the audience was encouraged to speak with Director Reuland.

- **Adult Programming:**

- There will be two book and author programs: Michael Tougias (*Ten Hours Until Dawn*) has been scheduled for July 21st at 7:00 p.m. and Kathryn Kleekamp (*Cape Cod and the Islands: Where Beauty and History Meet*) has been scheduled to speak on August 18th at 7:00 p.m.
- The Friends of Snow Library and the Orleans Cultural Council will present an afternoon of music exploring the flute and guitar with “Contempaissance” on Saturday, August 8th, at 2:00 p.m.
- The Summer Reading Program will present a family program on Galileo on July 15th at 6:30 p.m.
- A Boston Globe reporter has expressed an interest in providing a lecture on pension reform if the Library is interested. There was consensus that Director Reuland should gather more information.
- The Library was approached regarding the opportunity for hosting a Shakespeare program in August. The matter was discussed and there was consensus that there was not enough lead time to schedule it for next month and adequately publicize the event.
- One Town One Book is being scheduled for the fall and the committee has narrowed the potential books down to a list of four – *Old School* by Tobias Wolff, *Empire Falls* by Richard Russo, *Olive Kitteridge* by Elizabeth Strout, and *Mayflower* by Nathaniel Philbrick.
- **Space Needs Assessment:** Director Reuland distributed a list of potential focus groups to meet with Consultant Richard Waters in September along with a draft list of group discussion questions and a draft survey to accompany the Space Needs Assessment process. Trustees were encouraged to read the material thoroughly and offer suggestions for developing a list of people to invite to participate in the process.
- **Public Relations:** Director Reuland distributed copies of a flyer “What’s New @ Snow Library” which was created by Sarah Freeman, the Town Media Coordinator. Trustees were very pleased with the result and inquired about it becoming a more regular feature available at the Circulation Desk.
- **A motion was made and seconded “to accept the Director’s Report as presented”. The motion carried with a vote 6-0-0.**

Report of Friends’ Representative:

- Friends’ Representative Ostro reported on the following matters:
 - Trustees were encouraged to attend the Friends’ Annual Meeting on July 16.
 - An All Day Book Sale was held last week which raised \$1,800 for the Friends. The weekly Saturday morning sales continue, and the next all day sale is scheduled for the long weekend in October.

Other Reports:

- **Craine Gallery Committee:** Trustee Conway reported the Craine Gallery Committee does not meet during the summer although the monthly exhibits will continue. The next meeting of the committee will be in September.
- **Endowment Fund:** Trustee Singer reported on the following matters:

- The current market value is approximately \$771,380, with a loss of \$4,311 since last month. There has been an income of \$11,000 in dividends and interest year to date.
- The Endowment Fund gave the Library \$4,500 in response to a request from Director Reuland for additional shelving in the large print area of the lower level. Any balance of funds after this purchase is made will be used towards improved shelving for DVDs and music CDs. Another funding request from the Library is anticipated.
- The Endowment Fund Board has hired an attorney to review the paperwork for the organization with regards to the possibility of moving the funds to the Friends of Snow Library. A meeting of the full board has been planned for next week to discuss the matter further.

Old Business: None

New Business: None

Public Comment:

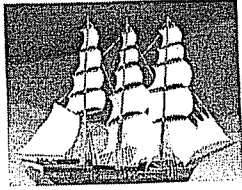
- ***Historical Society Benefit:*** Trustee Eastman reported he has raffle tickets available for purchase to benefit the Orleans Historical Society.
- ***Meeting Room Policy Updates:*** Administrative Assistant Wilson reported that updates for Trustee Manuals, including the newly approved Meeting Room Policy, will be distributed in coming weeks once the Library copier is repaired.

Adjournment:

- A motion was made and seconded to “*adjourn the meeting*” at 7:55 p.m. The motion carried with a vote 6-0-0.

Respectfully submitted, Judi Wilson, Administrative Assistant, Snow Library

<p align="center">APPROVED BY THE SNOW LIBRARY BOARD OF TRUSTEES ON AUGUST 11, 2009</p>
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S N O W
Library
Established 1877

Snow Library BOARD OF TRUSTEES MEETING

Tuesday, July 14, 2009
7:00 p.m.
Trustee Room, Snow Library

AGENDA

- CALL TO ORDER
- APPROVAL OF MINUTES FROM JUNE 9, 2009, TRUSTEES MEETING
- TRUSTEE CHAIR'S REPORT
- FINANCIAL REPORT
- REPORT OF STUDENT REPRESENTATIVE
- LIBRARY DIRECTOR'S REPORT
- REPORT OF FRIENDS' REPRESENTATIVE
- OTHER REPORTS
 - Craine Gallery Committee
 - Snow Library Endowment Fund
- OLD BUSINESS
- NEW BUSINESS
- PUBLIC COMMENT
- ADJOURNMENT

Next Trustee Meeting: Tuesday, August 11, 2009, 7:00 p.m.

Upcoming Friends' Meetings: Thursday, July 16, 2009, 2:00 p.m. [Trustee Rep. – Barbara O'Connor]
Thursday, August 20, 2009, 2:00 p.m. [Trustee Rep. – Megan Fates]

July 2009

Directors Report

June at a glance

Daily average of people = 603. Circulation = 18,017 items.
Children's Report attached.

Authors at Snow

July 21st at 7 Michael Tougias *Ten Hours Until Dawn*
August 18 at 7 Kathryn Kleekamp *Cape Cod and the Islands: Where Beauty and History Meet.*
Request vote to approve sale of their books here in the library.

Space Needs Study September 21-24

Director and 3 Trustees have met to identify focus groups and will meet on Tuesday, July 29 to finalize groups and names of those to be invited.

See attached list of focus groups. If Trustees would like to list people to invite to any of these, please provide the names and addresses. It would be best if the person were consulted about their availability before the library sends the invitation.

Friends and Trustees will have their own time with the consultant.

Town Hall meetings-open to all- will be held on one evening (Tuesday, the 22nd) and one in the day (Monday, Tuesday or Wednesday-tbd)

Public Relations

Monthly flyer distributed at circulation desk as of July 1st-see attached.

Director is working on town-wide mailing set for end of August. Focus will be What Snow Library is today and our plans for the future. Will publicize Space Study and invite all to come to Town Hall meetings, answer questionnaire at library website and/or just share your thoughts on Snow Library and its service.

Memorandum

To: Mary Reuland
CC: Tavi Prugno
From: Susan Kelley
Date: 7/1/2009
Re: June Report

Date	Telling Tales	Mother Goose-on-the-Loose
June 3	9	
June 4		21
June 11		12
June 18		5

Other Programs:

Date	Program	# attending
June 2	Youngest Critics Book Club	2
June 9	Visit to OES to invite the students there to participate in the summer reading program 'Starship Adventure'. By the end of the first week of registration, 71 children were registered.	150

Focus Groups for Space Needs Study

1----Adult users of the library

#2----Adult non-users of the library

#3----Community officials/Educators/Business/Clergy

#4----Local organizations (Orleans Historical Society, Art groups, Orleans Citizens Forum, etc.)

#5----High school and middle school students

#6----Parents of young children/grandparents

#7---COA/seniors

2 Town Hall meetings
Trustees, Friends, staff

Note-taker possibilities
Eastman, Natale, O'Connor

Next meeting will be Wednesday, July 29 at 10 a.m. in the Trustees Room

SNOW LIBRARY – ORLEANS, MA
Focus Group Discussion Questions

DRAFT -- DRAFT – DRAFT -- DRAFT

1. Please introduce yourself; tell us what you do, and how (or your family) or business – for the business group) use the Snow Public Library.
2. What do you think is particularly good about the Library?
3. What seems not so good? What would you say are the weaknesses of the Library?
4. One of the major changes in library services over the past few years has been the introduction of a lot of electronic services, such as the Internet, e-mail, etc. What do you think about this change? Do you believe it is a good idea for the Public Library to offer this service? Should they be offering more electronic services? Or fewer?
5. Where else do you go for information? Or, where do you get information you need? What would you consider competition for the Snow Public Library?
6. Not everybody uses libraries? What reasons do you think people might have for not using the Snow Public Library?
7. Library Service Responses ranking handout. **(See below.)**
8. Think of the Library as a person. How would you describe such a person? Age, appearance, etc.?
9. There are many people in the community with special needs, such as those who are visually impaired, or have hearing difficulties. What do you believe the Public Library should do to serve persons with special needs?
10. What service changes/improvements would you like to see at the Library?
11. Would you support a tax increase or be willing to contribute to improve the services of the Snow Public Library? If so, how much?
12. The discussion has followed my direction thus far. Are there any other areas we should explore in planning for the future of the Snow Public Library? Anything I have missed that is really important to you?

LIBRARY SERVICES RANKING HANDOUT

Library Services

Listed below are some of the services a public library might provide. No library can do an equally good job of providing all of the services possible. Each community needs a different mix of services, depending on its particular characteristics and composition, and on what other resources are available. Please indicate the importance of the services listed below for the Library as follows:

In the left-hand column place a 1 beside the service you believe is most important for the Library to pursue. Then, also in the left-hand column, place a number 2 beside the service you believe to be second most important. Continue until you have marked five of the 13 services, so that there is one #1, one #2, one #3, one #4, and one #5.

Then, please assign an X, also in the left-hand column, beside the two services you believe to be of least importance for the Library, service you think should not be considered at all.

You will, therefore, be providing us with an indication for seven of the 13 services.

Please do not sign your name, fold and return the sheet to the Group facilitator when completed. Thank you.

LIBRARY SERVICES RESPONSE FORM

1. Basic Literacy: A library that offers Basic Literacy services addresses the need to read and to perform other essential daily tasks.
2. Business and Career Information: A library that offers Business and Career Information services addresses a need for information related to business, careers, work, entrepreneurship, personal finances, and obtaining employment.
3. Commons: A library that provides a Commons environment helps address the need of people to meet and interact with others in their community.
4. Community Referral: A library that offers Community Referral service addresses the need for information related to services provided by community agencies and organizations.
5. Consumer Information: A library that provides Consumer Information service addresses the need for information to make informed consumer decisions and helps residents become more self-sufficient.
6. Cultural Awareness: A library that offers Cultural Awareness service helps satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.
7. Current Topics and Titles: A library that provides Current Topics and Titles helps to fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.
8. Formal Learning Support: A library that offers Formal Learning Support helps students who are enrolled in a formal program of education or who are pursuing their education through a program of home-schooling to attain their educational goals.
9. General Information: A library that offers General Information helps meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.
10. Government Information: A library that offers Government Information service helps satisfy the need for information about elected officials and governmental agencies that enables people to participate in the democratic process.
11. Information Literacy: A library that provides Information Literacy service helps address the need for skills related to finding, evaluating, and using information effectively.
12. Lifelong Learning: A library that provides Lifelong Learning service helps address the desire for self-directed personal growth and development opportunities.

13. Local History and Genealogy: A library that offers Local History and Genealogy service addresses the desire of community residents to know and better understand personal or community heritage.

SNOW LIBRARY SURVEY
In-Library Survey (Adult or Teens)

DRAFT – DRAFT – DRAFT - DRAFT

The Snow Library is quite interested in hearing from you and your thoughts about the Library and its services and future services. The Library has engaged Godfrey's Associates, Inc., a library planning firm, to assist in planning for the future. We would like for you to take a few minutes to respond to this survey. If you wish to assist, please complete all of the questions and deposit the completed survey with the Library in the box at the Circulation Desk.

Thank you.

1. How many times have you personally, or a member(s) of your family, used the Snow Library in the past year? CHECK ONLY ONE

<01> Every day
<02> Two or three times a week
<03> Weekly
<04> Monthly
<05> Four or five times
<06> This is my first time
<09> Do not know

2. When you or a member(s) of your family have used the Snow Library during the past year, which of the following services did you use? Did you... CHECK ALL THAT APPLY

<01> Consulted the librarian
<02> Checked the Library's computerized catalog
<03> Checked out books
<04> Checked out videocassettes, DVDs, CDs, other forms of non-print media
<05> Used other resources in the Library
<06> Attended a program at the Library (and/or brought a child[ren] to a program)
<07> Use the Library computers for the Internet, e-mail, etc.
<08> Other (Specify)

<09> Do not know

3. Overall, how satisfied are you with the Snow Library? Would you say you are... CHECK ONLY ONE

<01> Very satisfied
<02> Somewhat satisfied
<03> Not too satisfied
<04> Not at all satisfied
<09> Do not know

4. What improvements would you like to see made regarding the Snow Library? Would you like to see ... CHECK ALL THAT APPLY

<01> Open more hours
<02> More books
<03> More videocassettes, DVDs, CDs, and other non-print forms of media
<04> More activities for children
<05> More computes and printers, scanners, and the like
<06> More programs for adults
<07> More activities for teenagers
<08> Other (Specify)

<09> Do not know

5. Some people think libraries will no longer exist in the future because of the information available through computers. Other people think libraries will still be needed despite all of the advancements of computers. Do you think libraries will no longer exist in the future, or do you think they will still be needed?

<01> No longer exist
<02> Still be needed
<09> Do not know

6. How would you rank the benefits of the Snow Library compared to the benefits of other tax-supported services, e.g. schools, parks, roads. Would you say...

<01> At the top of the list
<02> In the middle
<09> At the bottom

7. Here is a list of services the Snow Library provides. Read the list and record whether each service is very important, somewhat important, slightly important, or not at all important to you.

	Very Impt	Smwt Impt	Slgt Impt	Not Impt	Do not know
A. Providing story hours and other programs for children	01	02	03	04	09
B. Providing books and other materials	01	02	03	04	09
C. Maintaining existing Library facilities	01	02	03	04	09
D. Providing computers & online services	01	02	03	04	09
E. Making it possible to access Library information through home & office computers	01	02	03	04	09
F. Providing meeting & conference rooms for community groups and public activities	01	02	03	04	09
G. Providing group study rooms for Users who need quiet & semi-privacy	01	02	03	04	09
H. Providing materials other than books including audiovisual equipment, DVDs, CD-ROMs and computer-accessed information	01	02	03	04	09
J. Providing lectures, book discussions and other programs for adult	01	02	03	04	09
K. Providing activities and programs for teenagers	01	02	03	04	09

8. Overall, how important are the services provided by the Snow Library? Would you say they are... CHECK ONLY ONE

<01> Very important
 <02> Somewhat important
 <03> Not too important
 <04> Not at all important
 <09> Do not know

9. Would you be in favor of a tax increase or making a direct financial contribution for improved services and/or facilities of the Snow Library? CHECK ONLY ONE

- <01> Yes
- <02> No
- <03> Depends
- <09> Do not know

10. Next, here are a few background questions and you will be finished.
First, how many years have you lived in this area?

Years _____

11. Are you between the ages of... CHECK ONLY ONE

- <01> 18 to 24
- <02> 25 to 34
- <03> 35 to 49
- <04> 50 to 64
- <05> 65 or older
- <09> Do not know

12. Do you own or rent your current residence? CHECK ONLY ONE

- <01> Own
- <02> Rent
- <03> Live Rent Free
- <09> Do not know

13. Do you consider yourself... CHECK ONLY ONE

- <01> White, Non-Hispanic
- <02> Black or African-American
- <03> Hispanic
- <04> Asian or Asian-American
- <05> Native American
- <09> Do not know

14. What is the Zip Code of your current place of residence? Zip Code

15. What is highest level of education you have attained? Have you ...
CHECK ONLY ONE

- <01> High school diploma
- <02> Some college

- <03> Two-year (community college/associate degree) college
- <04> Undergraduate college degree
- <05> Graduate college degree
- <06> Technical school
- <07> Did not complete high school
- <08> Other (please explain)
- <09> Do not know

16. Are you ...

- <01> Male
- <02> Female

Again, thank you for your assistance. Please deposit your completed
Survey with the Library.

June, 2009

STARSHIP ADVENTURE at Your Library

Some of the Starship Adventure events happening at Snow Library during the summer:

July 15 - Galileo Week at Snow Library

10:30 am: The Stargazer's Apprentice

for children 3 and older

3:30 pm: Starry Messenger

for children K and older

6:30 pm: Galileo - for the whole family!

The Starry Messenger with Mike Francis

2 Showings! At 3:30 pm and 6:30 pm in the Craine Room Galileo arrives to present a lecture on his most famous discoveries made using his newly devised spyglass...

audience members are actively involved in experiments and demonstrations. Galileo then answers questions about his life, times and other experiments. For children and their families.



August 6 - Stories from Outer Space

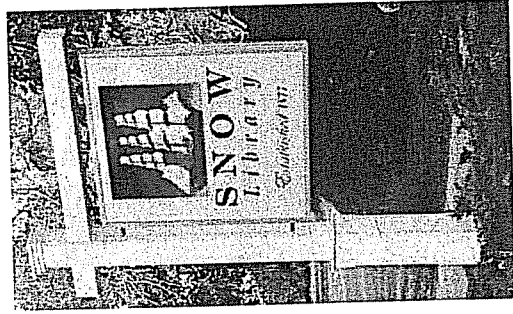
Fanciful tales of sun, moon and stars...and a visit from three colorful space aliens who travel to earth in a flying saucer to create some mischief. Presented by Sparky's Puppets.

Go to www.snowlibrary.org for a complete list of dates and activities. Sign up in the Children's Room at Snow Library.

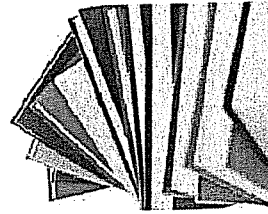
WHAT'S NEW



SNOW LIBRARY



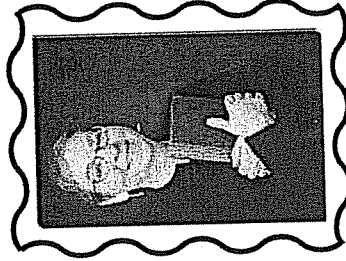
Good Reads



Looking for something good to read? Then Good Reads is just the place for you. Sign up online at snowlibrary.org and receive email updates in your inbox. There are titles for adults, children and teens.

Pearl's Picks

Pearl's Picks provides monthly reading suggestions from Nancy Pearl, the most widely known librarian of our time. These richly diverse book suggestions provide great reading experiences for readers of all ages and interests.



VISIT US ONLINE AT SNOWLBRARY.ORG

Snow Library
271 Main Street
Orleans, MA 01953

Hours:
Monday: 10:00 am - 5:00 pm
Tuesday: 10:00 am - 5:00 pm
Wednesday: 10:00 am - 5:00 pm
Thursday: 10:00 am - 5:00 pm
Friday: 10:00 am - 5:00 pm
Saturday: 10:00 am - 4:00 pm

Contact:
Amy Phillips
Director
271 Main Street
Orleans, MA 01953

Phone: 508-240-3100
Fax: 508-240-3101
E-mail: info@snowlibrary.org

Additional Links:

- Adult Book Club
- Children's Book Club
- Community Library
- Distance Learning
- Early Childhood
- Family Literacy
- Genealogy
- Government Documents
- Health Services
- Interlibrary Loan
- Local History
- Local Newspapers
- Local Television
- Local Radio
- Local Music
- Local Art
- Local Theater
- Local Film
- Local Dance
- Local Sports
- Local Events
- Local Organizations
- Local Businesses
- Local Government
- Local Education
- Local Healthcare
- Local Law Enforcement
- Local Fire Department
- Local Public Works
- Local Utilities
- Local Transportation
- Local Recreation
- Local Parks
- Local Landmarks
- Local Monuments
- Local Cemeteries
- Local Museums
- Local Archives
- Local Libraries
- Local Post Office
- Local Post Office Boxes
- Local Post Office Routes
- Local Post Office Delivery Points
- Local Post Office Delivery Routes
- Local Post Office Delivery Schedules
- Local Post Office Delivery Services
- Local Post Office Delivery Fees
- Local Post Office Delivery Policies
- Local Post Office Delivery Regulations
- Local Post Office Delivery Laws
- Local Post Office Delivery Orders
- Local Post Office Delivery Applications
- Local Post Office Delivery Licenses
- Local Post Office Delivery Permits
- Local Post Office Delivery Certificates
- Local Post Office Delivery Receipts
- Local Post Office Delivery Invoices
- Local Post Office Delivery Statements
- Local Post Office Delivery Reports
- Local Post Office Delivery Records
- Local Post Office Delivery Archives
- Local Post Office Delivery Collections
- Local Post Office Delivery Exhibits
- Local Post Office Delivery Publications
- Local Post Office Delivery Products
- Local Post Office Delivery Services
- Local Post Office Delivery Facilities
- Local Post Office Delivery Equipment
- Local Post Office Delivery Supplies
- Local Post Office Delivery Materials
- Local Post Office Delivery Tools
- Local Post Office Delivery Instruments
- Local Post Office Delivery Machines
- Local Post Office Delivery Devices
- Local Post Office Delivery Systems
- Local Post Office Delivery Networks
- Local Post Office Delivery Platforms
- Local Post Office Delivery Applications
- Local Post Office Delivery Frameworks
- Local Post Office Delivery Standards
- Local Post Office Delivery Guidelines
- Local Post Office Delivery Best Practices
- Local Post Office Delivery Case Studies
- Local Post Office Delivery Examples
- Local Post Office Delivery Templates
- Local Post Office Delivery Forms
- Local Post Office Delivery Documents
- Local Post Office Delivery Contracts
- Local Post Office Delivery Agreements
- Local Post Office Delivery Policies
- Local Post Office Delivery Procedures
- Local Post Office Delivery Protocols
- Local Post Office Delivery Guidelines
- Local Post Office Delivery Standards
- Local Post Office Delivery Best Practices
- Local Post Office Delivery Case Studies
- Local Post Office Delivery Examples
- Local Post Office Delivery Templates
- Local Post Office Delivery Forms
- Local Post Office Delivery Documents
- Local Post Office Delivery Contracts
- Local Post Office Delivery Agreements
- Local Post Office Delivery Policies
- Local Post Office Delivery Procedures
- Local Post Office Delivery Protocols

SNOW LIBRARY

271 Main Street
Orleans, MA 01953

Phone: 508-240-3100
Fax: 508-240-3101
E-mail: info@snowlibrary.org

SNOW LIBRARY HOURS

Monday, Thursday, and Friday
10:00 am - 5:00 pm

Tuesday and Wednesday
10:00 am - 8:00 pm

Saturday 10:00 am - 4:00 pm