

Minutes for Randall Library Trustees Meeting

9-16-2015

Randall Library

Present: Marianne Sharin (Chair) Bob Katz, Rick Lent, Barbie Wolfenden, Kathy O'Brien and Tim Reed

Absent: Ed Grund and Melissa Fournier (Director)

Observer: Kathleen Pavelchek

Guest: Doug Hyde

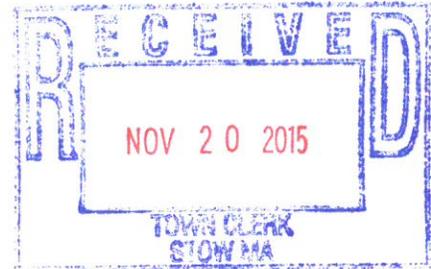
Marianne called the meeting to order at 7:30p.m.

Public Comment: None

Secretary Report: August 12 minutes were accepted by a unanimous vote. The minutes were a composite of notes from Rick and Marianne.

Chairman's Report:

- Doug Hyde was introduced. As the Facility Management and Assistant Building Inspector for Craig Martin (Building Inspector) and Bill Wrigley (Town Administrator), he presented some issues with the draft RFP that had been submitted. Doug was offering assistance with the scope and direction of the RFP. He proposed that the work be divided into the restoration phase and the renovation/construction phase. The first phase would be completed by Craig and Doug with Melissa. The second phase would include an architect to move the project through to completion. Requests for clarification and a discussion followed. There were two areas of concern noted by the Trustees. One was why the email that Doug was referring to from Bill had not been sent to any Board member? Copies were made for all members. The second concern was from the wording of the email: Craig..."after a discussion with Melissa, he will incorporate those items he deems appropriate into the final scope of the work". There was an issue of whether this should be under the Board's purview.
- The library survey was reviewed and, with the deletion of one sentence in the introductory statement, was unanimously accepted. It will be sponsored (and paid for) by the Randall Friends but the Board will get it printed and mailed. Bob volunteered to start the process by bringing the materials to the printers. It is hoped that it will be distributed by the end of October.
- Barbie provided a timeline for completing the "Randall Building Project". Review of the timeline triggered a discussion of the how and the when of establishing a



building group. Marianne said that a group of seven had been recommended at a Selectmen's meeting. Barbie raised additional questions in reference to the the timeline, the committees and the proposed charter. These concerns will be addressed at the next BoT meeting. Marianne will speak with Bill Wrigley to determine what the Board needs to do going forward.

- Marianne reported that she received correspondence from a patron and was handling the requests in the letter.

Tim moved to adjourn and Marianne seconded the motion. It passed unanimously.

Meeting adjourned at 9:11p.m.

Next meeting is September 30, 2015.

Respectfully submitted,

A handwritten signature in cursive script that reads "Kathy O'Brien". The signature is written in black ink and is positioned above the printed name.

Kathy O'Brien

Addenda: Director's Report (3 Pages)
Board correspondence and reply (2 pages)
Proposed Timeline

Board of Trustees Meeting September 8, 2015

August Statistics

Attendance

Attendance August 2015-3,000

Attendance August 2014-3105

Down by 3%

(Note in 2014 we were open for 17 days with an average per day attendance of 182.6- In 2015 we were open only 16 days with an average per day attendance of 187.5- With that extra day we might have been up by roughly 2%)

Circulation Overall-Down by 4%

Combined e-materials and print materials August 2015-6,297

Combined e-materials and print materials August 2014-6594

Circulation Breakdowns:

Circulation (Print)

August 2015=5,789

August 2014=6113

Down by 5%

Circulation(E-books)

August 2015-508

August 2014-481

Up by 5%

Database Usage

Consumer Reports-4 visits, 49 pageviews (up from last month by over 50%)

Freegal- 241 downlads, 23 patrons – Up from last year by 54%

Heritage Quest-0

Ancestry-0

Mango-0

Morningstar-0

Notes:

ARIS -Completed- Overall circulation of only print and e-formatted items is down by 1% (total 76,658 as opposed to 77,506) from last year- This could be due to days closed- However- one very obvious area that is dragging things down is that adult videos are down in circ by 1,415 items- Obviously this a problem- Must consider some kind of streaming especially if MBLC will consider database numbers as part of actual circ numbers (this year they separated them out)

Overall interesting numbers

Adult circ down by 2%

Children up by 3%

YA down by 10% (Big crossover titles (Think "Twilight" etc)- Not big this year-We are putting more effort into YA titles, graphic novels etc. but even with input from the STAB (Stow Teen Advisory Board) we have yet to "crack" YA library usage in terms of circulating items

ARIS with database numbers included (heavy use of locally owned database and less use of State supplied (mostly access to Boston Globe and Encyclopedia) plus- 5,014 -Circulation would be up from last year by 5%

Physical Plant issues

Cost of replacing sinks and countertops in bathroom-Roughly \$10,000-\$12,000

Working with Doug Hyde to repair wall behind DVD section (originally damaged by leaks)- Building Department will pay- Repairs will begin on Friday of this week and should be completed by Tuesday 9/15/2015

Working with Doug Hyde to replace flooring behind Circ desk with some kind of padded flooring. Due to leaks in past the rugs were pulled up and due to repairs that were pending - they were never replaced- Since the leaking was finally completed with no additional leaks noted in the past year we are moving on to covering the floors to protect the staff (knees and shin issues)-Will use State Aid funds to complete the project-Meeting with sales rep on Weds 9/9/2015

Replacing two chairs on first floor (currently broken- I tried to fix them) with leather chair (see reference room)- Using State Aid money for this as well- \$684.15)

Summer Reading

Down from last year by 26%- But this year we did not have an adult program (80). Taking out adult numbers from last year- We are only down by 4 participants from the previous year. We took a "hit" in listeners (down by about 40) which we think is based on the prize. However our overall reading hours are up by 24%- Our winner in the most competed for category read more than 120 hours more than last year's winner. The goal is to be sure that kids keep reading during the summer- And the amounts read are way up-So the program=success. Clearly some kids like competition and some don't. We are redoing next year's program in an Olympic theme that should allow for all levels of participation (pages read, speed etc.)

Operation Delta Dog- The final participant will return pledges by Sept 11- If all his pledges come in the patrons of Stow raised \$500.00 for Operation Delta Dog- Kids involved were VERY pleased with what they could do for this much deserving community.

Restoration

Based on meeting with Bill from 8/20- We will be putting out an RFQ (I have already informed CPC Formal meeting on 9/14/2015)- To be sure that all possible issues relating to historic building are looked into by a qualified professional- Working with Maureen Trunfio to pull together and RFQ- (Finalist will have to be decided on by the BoT- or "Building Committee"- After the RFQ- is out- Move on to RFP- See timeline below.

RFQ Timeline

RFQ written by end of November- Committee formed (?)

Advertisement of RFQ (December 4th)

Site Walk (Dec 14th)

Response to RFQ (December 22nd)

Open envelopes

Committee Evaluation (evaluation and review by Building Committee including non-voting members of the Historical Commission and CPC)- January 12th

Make offer January 26th

RFP Timeline

March 1st post/advertise an RFP

Site walk March 7th

RFP due from architects/designers by March 16th

Evaluation=Grant by Trustees by March 31st

April 11th-End of protest period

Put a Warrant Article into Town Meeting (even if protest) by April 13th

Town Meeting May 2nd, 2016

August 30, 2015

Dear Ms. Sharin,

In your letter dated August 4, you requested the dates and the newspaper in which the following claims appeared. I copied and pasted from my original Request for Public Records I sent on Feb 17, 2015. As you can see the dates and the name of the newspaper were made known in this February request.

Records, reports, Library Trustee Minutes, email correspondence, and/or methods used for the following statistics presented to the Stow Selectmen by Randall Library representatives on Oct 14, 2014 and reported in the Stow Independent on Oct 15 2014. "42,838 passed through the doors of the Library in the past year and those people checked out nearly 140,000 items".

Records, reports, Library Trustee Minutes, and/or methods used for the following statistics/information presented at a public forum by Randall Library representatives on April 12, 2014 and reported in the Stow Independent on April 16, 2014. "its user numbers are growing faster than in any nearby towns with similar population numbers including those with new facilities." "Visits to the Randall Library went from 37,000 in 2012 to over 44,000 in 2013.

In your letter dated August 14 you state the following;

"In fact the 140,000 figure used is incorrect. This figure was corrected with an updated report submitted to the MBLC last year. The updated report is available through the MBLC."

I am well aware of this information. I am the person who contacted the MBLC which resulted in an investigation and the statistics were in fact found to be false. I am sure you know this as well. The MBLC thanked me for pointing this out to them. What is troubling is how the managers/trustees of the Randall Library could not have known these reported statistics were false. Since my initial request in February I have received conflicting information from library trustees regarding the false statistics as follows.

Regarding the 140,000 circulation statistic;

April letter

"The checkout statistics were provided through the use of the database cited above."
(Minuteman Network)

May letter

"As I have told you, the source of any of our Director's reports regarding statistics was the Minuteman Library Network. We don't possess copies of these databases. They exist for The keeping of statistics for the use of Directors and are periodically updated."

June letter

"This information is then captured by the Minuteman system and becomes part of the ARIS database (Annual Report Information Survey) operated by the Mass Board of Libraries. The Director provides total circulation numbers for each year by taking this data, and adding it to Two other sources: remote renewal figures from a Millenium database; and eBook data from yet another source, which I believe is called Overdrive. Then all three figures, added together by the Director, go into the yearly ARIS report, which the public can access."

Aug letter

"In fact the 140,000 figure used is incorrect. This figure was corrected with an updated report submitted to the MBLC last year. The updated report is available through the MBLC."

Regarding Visits to the Randall Library went from 37,000 in 2012 to over 44,000 in 2013;

April letter

"These numbers are derived from the Minuteman Library network"

Undated letter

"The number of people passing through the doors was tabulated with the use of a People counter machine purchased in November, 2012"

May letter

"on page 7 of the ARIS report. during the CalendarYear,2013 attendance was 44, 858. Data for the calendar year 2012 was not tracked for the entire calendar year the previous library administration did not keep those records for the State and the people-counter was not installed. Hand-written statistics were taken by library staff starting in mid-July until September when the people-counter was installed.) An estimate was taken for what calendar year 2012 statistics would be based on collected numbers known at the time".

The initial replies indicated that the Randall Library did not have the records, reports, and methods used for the library statistics. But the June Reply indicated that the Library had the records, reports and a general description of the method used for the library statistics computation. However, even in light of the June Letter, Randall Library still has not fulfilled my Public Record Request.

These figures were used by Randall Library representatives and reported in the local paper while seeking support for funding. There should be a retraction in The Stow Independent for the false statistics that were reported in the paper. Otherwise the residents of Stow will be left with the false impression that the Randall Library's "user numbers are growing faster than in any nearby towns with similar population numbers including those with new facilities." And "42,838 passed through the doors of the Library in the past year and those people checked out nearly 140,000 items".

Sincerely yours,
Robert Flynn
315 West Acton Rd.
Stow, MA.01775

Cc: Stow Selectmen

Randall Library Trustees
19 Crescent Street
Stow, MA 01775

September 10, 2015

Mr. Robert Flynn
315 W. Acton Road
Stow, MA 01775

Dear Mr. Flynn,

The Randall Trustees have received your letter dated August 30. Thank you for the additional information regarding the newspaper where information was published. I have obtained a copy of the article from the Stow Independent dated April 16, 2014, where the first two items were cited, the first in an article regarding Library Restoration, and the second in an article on the Selectman's Meeting.

From your letter dated July 25 there were 3 points you requested data:

1. "42838 passed through the doors of the Library in the past year and those people checked out nearly 140,000 items".
2. "its user numbers are growing faster than in any nearby towns with similar population numbers including those with new facilities." "Visits to the Randall Library went from 37,000 in 2012 to over 44,000 in 2013."
3. "patron use jumped by 7858"

In my letter to you dated August 4, I addressed item 1 where the 140,000 figure is incorrect for item check out. As you stated, this information should be made clear to the community through the paper. The other data point in that statement refers to the number of patrons who passed through the doors of the Library. The figure of 42838 was counted using the people counter at the door that was installed in November 2012.

The second line in item 2 above was identified at a community forum conducted at the library. It was reported in The Stow Independent. The visit figures for 2012 were done manually, with the exception being after November 2012 when the people counter was installed and used. The figures for 2013 and going forward is supported via the people counter. It is possible that the manual count was not done to the level of accuracy of the automated process. This information should also be made clear to the community.

The first line in item 2 where user numbers are growing faster is cited in the paper, however I cannot find any documentation that provides me the source of the material. I will address this with the paper.

The last item, "patron use jumped by 7858" I do not find that figure in the newspaper. If you would please let me know the source of that figure to verify the supporting data.

Sincerely,

Marianne Sharin
Chair, Randall Library Trustees

cc: Stow Selectmen
Town Administrator

RANDALL BUILDING PROJECT

8/8/2015

1

Action	Date	Comments/Details	Person responsible
Survey		<ul style="list-style-type: none"> • Coordinate with Friends for funds • Print • Mail • Evaluate results 	
Consultant		<ul style="list-style-type: none"> • • Confirm funds from Bill • Hire 	
Focus Groups		Schedule two or three?	
Planning Committee		<ul style="list-style-type: none"> • • Responsibilities include: • Analyze feedback from focus groups; survey • Summarize community needs • Selectmen coordination • Write Mission and Vision Statements • Develop timetable 	
Goals, Objectives, Actions		Format available in Hopkinton materials	
Strategic Plan 2015-2020		Randall BOT approves	
Write Grant			
Publicity		Glossy informational brochures	
Fund Raising			
Town Approval for Design Phase			
Submit Grant Application			

Inspector

From: TownAdministrator <TownAdministrator@stow-ma.gov>
Sent: Wednesday, September 16, 2015 12:56 PM
To: Craig Martin; Doug Hyde
Cc: Melissa Fournier; Selectmen's Office
Subject: Library Building Project
Attachments: Randall Library Existing Condition Rpt.pdf; Randall Library Cost Estimate (Rev 2).pdf

Folks, after an initial review of a draft RFP for architectural/engineering services related to the currently proposed Library improvement project I am persuaded that we first need to more fully identify and define the scope of building work from which a qualified building architectural engineer can develop plans and specs for bid.

Craig will drive this effort given the extensive work he has performed on the Library over the last several years together with his knowledge of the pertinent information contained in the Existing Facilities Report and accompanying Cost Estimate Report prepared by Johnson Roberts Associates for the Library Building Committee back in 2012 (both are attached). Craig will identify and define the specific list of work items to be incorporated into the RFP. Craig has a copy of the list of work items that Melissa prepared as part of the CPC funding application, and after a discussion with Melissa, he will incorporate those items he deems appropriate into the final scope of work. Once complete, the RFP can be finalized and advertised. Thanx, Bill.

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