

Townsend Finance Committee

272 Main Street
Townsend Ma., 01469

Don Klein, Chairman
Sam Grant, Member

Gini King, Vice Chairman
Nancy Rapoza, Member

Andrea Wood, Clerk
Mary Letourneau, Member

Agenda/Minutes
April 14, 2016
Meeting Room 2
6:00 P.M.

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TOWN OF TOWNSEND
TOWN CLERK

I. Preliminaries:

1. Call the Meeting to Order - Don called the meeting to order at 6:05 P.M. in meeting room 2, Memorial Hall.
2. Roll Call Nancy Rapoza, Sam Grant, Mary Letourneau, Don Klein and Andrea Wood; Gini King was absent. Our new member Lynn Pinkerton was welcomed and joined the meeting, but because she has not been sworn in she will not be voting.
3. Chairman's Additions or Deletions - Review and sign the monthly summary sheet - Don reviewed the summary sheets and signed the file.

II. Meeting Business:

1. Appointments

A. 6:15 P.M. - Library Director Stacy Schuttler and the Trustee's to discuss the Library Budget - The need for more hours to maintain the level of service they feel the Town deserves was explained. Salaries have fallen below comparable positions in surrounding towns. The position they will need in the near future is a Teen Librarian. They have begun to develop a program for 'internships' at the Library. Stacy presented a hand out regarding the Library (see attached) and will send us the Libraries' Five Year Plan.

B. 6:50 P.M. - Highway Superintendent Ed Kukkula to discuss the Highway Department Budget - He explained the increase to maintain the 35 pieces of equipment at the Highway Department, his new mechanic maintains the vehicles as needed, not waiting until it is broken to fix it. The change from salt and sand to just salt was discussed. He explained how we are actually using less salt than before and now we do not have to deal with the residue of plowing being considered 'hazardous waste'. It was thought by the Committee that it was considered 'hazardous waste' because of the salt, Mr. Kukkula corrected that impression by explaining that it is

considered 'hazardous' because of all the contaminants on the surface of the road (oil, paint, asphalt etc.). There is a machine that he would like to get eventually (part of his Capital Plan) which regulates the dispersal of the salt and solution on the road surface. They are \$10,000.00 a piece and he would need four (4). Don suggested that the snow and ice budget be adjusted annually based on the cost of salt.

2. Review Articles and Budget - Special Town Meeting review:

A. Article 1 (prior years bills) Nancy moved to support Article 1 for \$9,696.92, seconded by Mary, the vote was unanimous in favor of the motion. A breakout of the bills will be requested.

B. Article 2 (repair of police key card system) Nancy moved to support Article 2 for \$10,000.00, seconded by Sam, the vote was 4 yes and one abstention (Mary abstained)

C. Article 3 (Veterans benefits) Nancy moved to support a supplement to Veterans benefits of \$40,000.00, seconded by Mary, the vote was unanimous in favor of the motion. The "Submitted By" line should be changed to Veteran's Agent from Veterans' Service Officer.

D. Article 4 (library salary adjustment) Nancy moved to support the Library salary adjustment of \$4,303.00, seconded by Mary, the vote was unanimous in favor of the motion.

E. Article 5 (transfer from Cable Receipts) Nancy moved to support the transfer from cable receipts of \$12,500.00, seconded by Mary, the vote was unanimous in favor of the motion.

F. Article 6 (snow and ice deficit) Unable to make a Recommendation because Nancy and Mary had to recuse themselves.

G. Article 7 (fixed assets audit) More information needed.

H. Article 8 (demolish house) Nancy moved to support the sum of \$15,000.00 to demolish and place a lein on a house at 5 Aquarius Lane, seconded by Mary, the vote was unanimous in favor of the motion.

I. Article 9 (to replace a canceled employee's life insurance policy) Nancy moved to support the replacement of a retired employees life insurance policy for \$20,000.00, seconded by Mary, the vote was unanimous in favor of the motion.

J. Article 10 (Library petition) Need more information

K. Article 11 (Council on Aging petition) Need more information

Annual Town Meeting:

- A. Article 4 (to vote to continue revolving funds) Fire/EMS “comm events/fire watch” specific purpose to fund?
- B. Article 5 [Operational Budget (Fund)] Ambulance Receipts Reserved why is the amount stated \$275,000.00 and not \$296,000.00?
- C. Article 6 (combined salary raises) why has the amount increased to \$109,000.00?
- D. There are two (2) Article 7's, one to set the salaries of elected officials and the other is a petition Article for more hours for Library personnel.
- E. Article 8 (Water Department Budget), Nancy moved to support the Water Department Budget, seconded by Mary, the vote was unanimous in favor of the motion.
- F. Article 9 (Debt) More information needed.
- G. Article 10 (Roadway improvements) More information needed
- H. Article 11 (Debt payment) Nancy moved to support Article 11, seconded by Mary, the vote was unanimous in favor of the motion.
- I. Article 12 (Use of Ambulance receipts) To purchase pumps. Nancy moved to support the use of Ambulance receipts to purchase pumps, seconded by Mary, the vote was 4 yes, Don abstained, the vote carried by a simple majority.
- J. Article 13 (Use of Ambulance receipts) to by a new Ambulance, Nancy moved to support Article 13, seconded by Mary, the vote was 4yes, Don abstained, the vote carried by a simple majority.
- K. Article 14 (Assessors Periodic Inspections) Nancy moved to support Article 14, seconded by Mary, the vote was unanimous in favor of the motion.
- L. Article 15 (Matching funds for a grant to provide a mobile generator) Need more information
- M. Article 16 (To rescind part of a borrowing) Nancy moved to support rescinding \$99,285.00 of the borrowing in Article 23 of the Annual Town Meeting of May 6, 2014, seconded by Mary, the vote was unanimous in favor of the motion.
- N. Article 17 (Conservation Land Fund) Need more information
- O. Article 18 (Replace Flags) Need more information
- P. Article 19 (Establish a separate Revenue Account) Nancy moved to support the acceptance of MGL Chapter 44, section 53F3/4, seconded by Mary, the vote was unanimous in favor of the motion.
- Q. Article 20 Need more information
- R. Article 21 Need more information
- S. Article 22 (Add to the Stabilization Fund) No amount given

- T. Article 23 (Add to Capital Stabilization Fund) No amount given
- 3. Minutes
 - A. Nancy moved to accept the meeting minutes from March 31, 2016, seconded by Andrea, the vote was unanimous in favor of the motion.
 - B. Nancy moved to accept the meeting minutes from April 7, 2016, seconded by Andrea, the vote was unanimous in favor of the motion.
- 4. Mail - None

Adjournment - The next meeting will be April 21, 2016 at 6:00 P.M. Nancy moved to adjourn at 9:15 P.M., seconded by Sam, the vote was unanimous in favor of the motion.

Townsend Public Library Stats

	fy2009	fy2015	% Increase
Total count of all TPL library books, movies, etc.	50,210	57,542	15%
Circulation to Townsend residents	73,414	115,832	58%
Network Transfers (Inter Library Loan)	20,346	27,994	38%
Circulation to residents of other towns	1,077	33,194	2,982%
People coming into building (door counter)	24,901	121,948	390%
Adult and YA Programs	10	138	1280%
Adult and YA Program attendance	77	1,594	1970%
Kids Programs	47	200	326%
Kids Program attendance	2,825	4,342	54%
Total annual hours the MAIN Library was open	2006	2063	3%
Room Use (outside groups, including study rooms)	0	1,513	1513%
Registered Users (active TPL library cards)	4,628	6,778	46%
Number of public use Internet computers available in the library	3	37	1133%
Public Computer use per week	28	300	971%
HBMS students at library after school Sept 2014 – June 2015	0	4,039	4039%
			% Decrease
Volunteers	40	32	-20%
Volunteer Hours	282	1,447	413%

Building Then vs. Now

	2009	2015	% increase
Square footage	4,288 sq. ft.	13,615 sq ft.	217.5%
Parking spaces	5	105	2000%
Library seating capacity	31	516	1564.5%
Public meeting rooms	0	4	
Study rooms	0	2	
Number of times meeting rooms used (excludes staff meetings)	0	1,513	
Public computers	3	37	1133%
Public Restrooms	1	5	400%
Staff Computers	4	9	125%

Administrative Duties

- Endowment
 - Budget
 - Meetings
 - Purchasing
 - Accounting
 - Special programming
 - Mailings and PR
- Website maintenance
- Supervise volunteers
- Work with Gallery Committee
- Meeting Hall
 - Inquiries and questions
 - Scheduling (including updating online calendar)
 - Assisting with technology
- Maintaining a social media presence for the library
- Publicizing programs, events, and services
- Maintaining and online calendar
- Maintaining museum pass management program

Technology

- Computers (public and staff)
 - Updating
 - Assisting patrons
 - Training staff
- e-books
 - training staff
 - assisting patrons
- wi-fi

- Tax forms are mainly online now, and many patrons need assistance printing them.

Library Functions

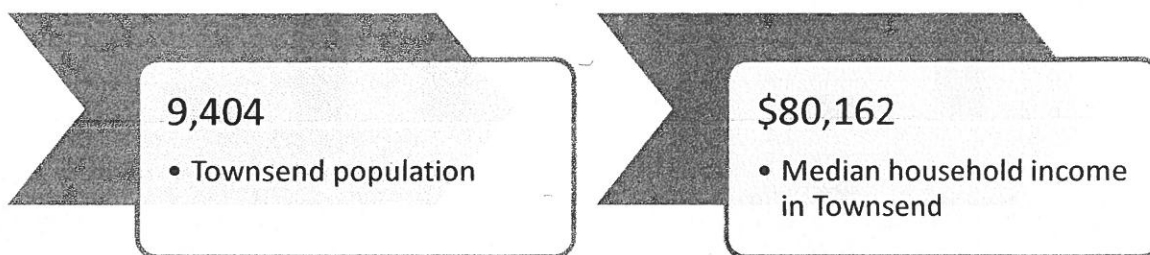
- Circulation (more than doubled)
- Shelving books and movies (more than doubled)
- Interlibrary loans
- Processing books and all other collections
- Special Collections
 - Seed library
 - Knitting and crocheting tools
 - Spinning Wheel

Other

- After school kids
- Cleaning and maintenance
- Landscaping and snow removal
- Bathrooms
- Coordinating and collaborating with Senior Center for programs
- Set up and clean up for programs (meeting hall, storytime room)
- Professional Development – not enough staff coverage and time
- Security cameras/lighting system/hvac/AV (all technology based, staff must be trained and software updated)
- Serve Safe
- CPR training
- Outreach to community is expected more

Survey Results and Demographic Information

Townsend at a glance



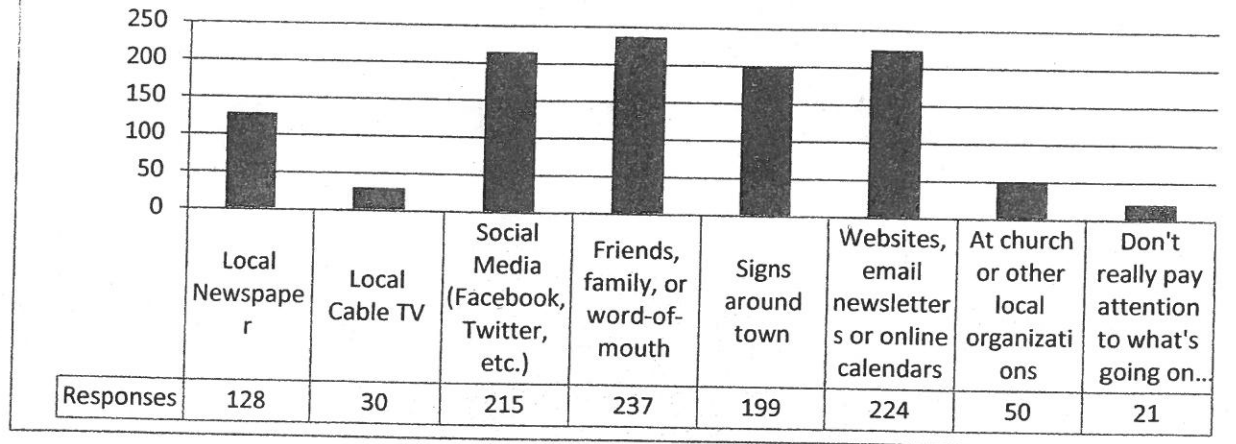
The Townsend Public Library Long Range Plan Committee created an on-line survey (with hardcopies available) as part of the process of creating the 5 year plan. We collected 420 responses to the survey. Nearly 80% of responders live in Townsend, 3% live in Pepperell, and 8.62% in Ashby and 8.62% New Hampshire.

The majority of responses were positive and indicate that people are very appreciative and supportive of the Townsend Public Library. When asked how important the TPL is to them, 77% answered "very important," 19% answered "somewhat important," 3% were neutral, and no one answered "not important." In addition, we received comments such as this, "Love the Townsend library!" "You are doing a great job. We have a beautiful library and staff who really care about our community and our kids." "Townsend is so fortunate to have the library." "Great staff, beautiful facility!"

The majority of responses indicate that people visit the TPL either weekly (55%) or monthly (23%). The primary activity that people engage in at the library is borrowing print materials (86% of respondents), followed by 64% borrowing other materials (DVDs, audiobooks etc). 52% reported attending library programs, and 40% have borrowed museum passes. Of people who indicated that they rarely visit the library, or their use has decreased, the primary reason cited by 50% of responders was lack of time, followed by 17% that said the current hours are not convenient. This question was only answered by 103 of the 420 people who took this survey.

In an effort to try and understand how to market, promote, and publicize library events and offerings, we asked respondents how they typically find out what's going on in Townsend and surrounding areas.

How do you find out what's going on in Townsend and surrounding areas?



The top three best ways to reach our patrons are: word-of-mouth, websites/email newsletters/online calendars, and social media. This data will help us in creating a marketing plan in the future.

An optional write in section was available for people to answer the question, "How could the library serve you better? This could include different hours, programs you are interested in, and suggestions for the collection." Of the 113 responses 40 (35.4%) indicated a desire for more open hours. 18 responses (16%) requested more books, dvds, and audiobooks. 18 responses (16%) also indicated a desire for more programs, or different times for programs.

*Population and household income statistics from US Census website
 (<http://www.census.gov/quickfacts/table/IPE120214/2501770360>)