



Town of Reading Meeting Posting with Agenda

Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2024-08-12

Time: 7:00 PM

Building: Reading Public Library

Location: Community Room

Address: 64 Middlesex Avenue

Agenda:

Purpose: General Business

Meeting Called By: Amy Lannon for Chair Cappy Popp

Notices and agendas are to be posted 48 hours in advance of the meetings excluding Saturdays, Sundays and Legal Holidays. Please keep in mind the Town Clerk's hours of operation and make necessary arrangements to be sure your posting is made in an adequate amount of time. A listing of topics that the chair reasonably anticipates will be discussed at the meeting must be on the agenda.

All Meeting Postings must be submitted in typed format; handwritten notices will not be accepted.

Topics of Discussion:

This meeting will be held in-person in the Conference Room at the Reading Public Library and remotely on Zoom. It will also be available streamed live through RCTV

Join Zoom Meeting

<https://us02web.zoom.us/j/86117297460>

Meeting ID: 861 1729 7460

One tap mobile

+13017158592,,86117297460# US (Washington DC)

+13052241968,,86117297460# US

Dial by your location

+1 646 876 9923 US (New York)

Meeting ID: 861 1729 7460

Find your local number: <https://us02web.zoom.us/j/keny6p5GTy>

The Trustees also accept public comments through email: rpitrustee@noblenet.org



Town of Reading Meeting Posting with Agenda

- I. Call to Order
- II. Public Comment
- III. State of the Collection Report
- IV. Review: Meeting Room Policy
- V. Review: Tutoring Policy
- VI. Discussion and Vote: FY26-FY30 Strategic Plan
- VII. Financial Report
- VIII. Director's Report
- IX. Approval of July 8, 2024, Meeting Minutes
- X. Future Agenda Items
 - a. September
 - i. Fall Programming & Summer Reading Report
 - ii. Library Landscape Committee Report

MEETING ROOM POLICY

Statement of Policy

The Board of Library Trustees of the Reading Public Library subscribes in full to the Library Bill of Rights as set forth by the American Library Association.

The Board of Library Trustees has established this policy regarding use of the Library meeting and conference rooms, and is the sole authority in interpreting these rules and regulations.—The Director is authorized to accept reservations for the use of these rooms in accordance with this policy, and to deny or immediately terminate permission to any group whose programs or policies are inconsistent with the best interest of the Library or that violates this policy.—The Director's interpretation of these rules and regulations shall prevail subject to the final decision of the Board of Library Trustees.

The primary purpose for the Library meeting and conference rooms is to accommodate current and future Library programming needs.—This includes use by Reading Public Library, the Board of Library Trustees, Friends of the Reading Public Library, and Reading Public Library Foundation.—After these needs have been met, these spaces are available on equal terms to agencies of the Town, Reading not-for-profit groups and residents of Reading regardless of beliefs and affiliations, provided that the meetings are open to the public.—Use of the Library's meeting and conference rooms does not imply endorsement of the group's or individual's policies, beliefs, or programs by the Reading Public Library, Board of Library Trustees, or the Town of Reading.

The Applicant signing for the organization or resident assumes responsibility for the conduct of participants and the protection of Library property in connection with the meeting, event or program.—Signee must be at least 18 years old and be an active member of the sponsoring group or a Reading resident. The Trustees, the Library, and the Town of Reading will be not responsible for injury to persons or property while the building or grounds are used by any group.

Eligibility

Meeting spaces may be rented by Town/government agencies, nonprofits that serve Reading, or Reading residents provided:

1. The meeting, event or program serves an educational, cultural, or civic purpose to the community.
2. Applicants do not charge any fees for registration or attendance, with the exception of Library fundraising activities which require permission from the Board of Library Trustees.
3. Meetings, events or programs are open to the public and doors remain unlocked at all times.
4. The primary clientele are Reading residents.

5. Applicants do not offer sale of any goods or services, or collect attendee information without permission-
6. Applicants agree to pay for any additional fees for special services as outlined in the “Fee Schedule.”
7. Use is limited to twelve (12) ~~times~~ reservations per calendar year.

Library meeting room rentals are intended for occasional use. Clubs, groups or meetups that have membership fees may not use the library as a primary meeting location.

General Rules for Room Use

1. Meetings cannot conflict with regular Library services or programs.
2. The Library Trustees reserve the right to refuse the use of the Library meeting and conference rooms or cancel any reservation when they deem the action to be in the best interest of the Library and/or Town of Reading.
3. The Applicant requesting the reservation will be the primary contact and the - submission will signify understanding and acceptance of all rules and regulations, responsibility for payment of all designated fees, and the responsibility for all rules being followed by the participants in the program. Failure to follow regulations and/or make appropriate payments will affect requests by this individual’s organization in the future.
4. All rental applications must be submitted online at least five (5) business days and no earlier than ~~maximum of three (3) months~~ ninety (90) days in advance of the date and time of the event. Rental applications are considered “Pending” until the Applicant pays the required fees and receives electronic approval from library staff.
5. Payment is due with 48 hours of notification of approval. **Please note that “Approved” applications are not “Confirmed” your reservation is not finalized until payment is received.**—The Library may cancel the reservation due to non-payment if fees are not received one business day prior to the event.
6. Full refunds are issued to cancellations received one business day in advance of the event, if the Library is closed due to weather, or if the Library must cancel the event due to scheduling conflicts.—Cancellations by the Applicant that are received less than one business day in advance may result in forfeiture of the fee.
7. If rental period or services exceed the initial agreed upon fee, the Applicant will be billed within seven (7) days.
8. The rental period is calculated by hour and includes any time for setup or breakdown.
9. Room rental does not include any custodial assistance with set up or break down, or general technology assistance.—Each room comes with specified

- furniture and equipment.—For additional services, please see the “Schedule of Fees.”
10. The Applicant may request custodial or technical assistance (fees apply) no less than five (5) business days in advance of the program.
 11. Rates and fees are subject to change without prior notice. Additional fees may apply when paying by credit card.
 12. All meeting rooms must be cleared 10 minutes before scheduled closing time to avoid incurring additional fees.
 13. All publicity materials for non-Library meetings, events or programs must state that the program is not endorsed or sponsored by the Reading Public Library, The Board of Library Trustees, or Library staff.—The Applicant may include the Library address and location, but may not use the Library telephone number or email as a contact point.
 14. The Library reserves the right to send a representative to any event held in the facility in order to ensure that no unlawful action or action contrary to this policy or the Patron Rights and Responsibilities policy is occurring.
 15. The Library reserves the right to cancel a reservation when the Applicant or their representative is not present within 30 minutes after the reservation start time.
 16. ~~Renters-Applicants~~ and attendees will adhere to the Reading Public Library Patron Rights and Responsibilities policy.
 17. Facilities must be left neat and orderly.—The Applicant is responsible for removing all food and beverages.
 18. Library staff is not available to help with set up.
 19. Nothing may be attached to the walls.
 20. Damage to the facilities must be reported promptly.
 21. Light refreshments in the form of beverages and finger foods may be served.
 22. No smoking, vaping or alcoholic beverages.
 23. Storage of material for groups is not permitted within the Library.—The Library is not responsible for equipment, supplies, exhibit materials or other materials owned by a group or individual and used in the Library.
 24. Any meeting that includes children or teens requires one (1) adult for every fifteen (15) individuals under the age of 14.
 25. When the Library is open, non-handicapped individuals attending programs are requested to park on those portions of Middlesex Avenue, Deering or School Streets directly adjacent to Library property. The parking lot is available for use after hours.

Fee Schedule

<i>Room Rental Fees</i>	Government Agencies	Reading Nonprofit	Reading Individual
Community Room A/B (Max. capacity 120) Rental includes 50 chairs, 10 tables, podium w/ microphone*; access to projector and screen.	No Fee	\$20 / 3 hrs	\$40 / 3 hrs
Community Room A (60) Rental includes 30 chairs, 5 tables, 1 podium*; access to projector and screen.	No Fee	\$10 / 3 hrs	\$20 / 3 hrs
Community Room B (60) Rental includes 30 chairs, 5 tables.*	No Fee	\$10 / 3 hrs	\$20 / 3 hrs
Conference Room (25) Rental includes conference table and chairs; laptop/wireless access to screen.	No Fee	\$10 / 3 hrs	\$20 / 3 hrs

**Does not include set up of table and chairs.*

<i>Additional Fees</i>	Government Agencies	Reading Nonprofit	Reading Individual
Standard Custodial Monday-Friday 9am-8pm	\$38 / hr (1 hr min)	\$38 / hr (1 hr min)	\$38 / hr (1 hr min)
Weekend, Holiday Custodial	\$50 / hr (3 hr min)	\$50 / hr (3 hr min)	\$50 / hr (3 hr min)
General Technology Assistance *	No Fee	\$30 / hr (1 hr min.)	\$30 / hr (1 hr. min)

DVD/Blu Ray	No Fee	\$25 / 3 hrs	\$25 / 3 hrs
Additional Microphone / Wireless Microphones	No Fee	\$25 / 3 hrs	\$25 / 3 hrs
Piano Fee **	No Fee	\$25 / 3 hrs	\$25 / 3 hrs
Additional Tables	No Fee	\$5 / table	\$5 / table
Kitchen Access	No Fee	\$10 / 3 hrs	\$10 / 3 hrs

Technology Assistance must be requested at least five (5) business~~seven (7)~~ days in advance and is **only available during regular Library hours.*

***Piano use must be approved by Library Director.*

Adopted June 1998
 Amended: August 15, 2016
 Amended: February 11, 2017
 Amended: February 1, 2019
 Amended: July 12, 2021
 Amended September 11, 2023
 Amended: September 9, 2024

TUTORING POLICY

The Reading Public Library believes that tutoring is an activity consistent with the Library's role as an educational center in the community and welcomes tutors and students. To accommodate the needs of all library patrons, the Board of Library Trustees endorses the following policy:

1. Professional tutoring is permitted on the ground floor of the Library during normal hours of operation. The Library reserves the right to limit tutoring to accommodate library activities or if tutoring interferes with Library operations.
2. In certain ~~special~~ circumstances, the Library may assign other areas of the building for tutoring. Library staff will clearly identify any overflow or alternative tutoring locations.
3. There is a limit of 2 students per tutoring session.
4. Tutors are responsible for students under 11 years of age while on Library property until released to a parent/guardian or to authorized transportation per the Library's Responsibilities Regarding Minors Policy ~~Safe Child Policy~~.
5. Students and tutors must follow all rules and policies of the Library, including the Patron Rights and Responsibilities Policy.
6. Tutors and students must be conscious of and not be disruptive to other library patrons.
- ~~7. Library space is not to be used as a classroom or place of business for tutors to work from but as a safe and quiet workspace for students to receive instruction.~~
- ~~8.7. Tutors are responsible for checking the Library's hours of operation and program schedules before making appointments with students. It is the tutor's responsibility to check the Library's hours of operations and program schedules before making appointments with students. Tutors may not reserve tables or other Library spaces, nor may they ask others to move to accommodate a tutoring session.~~
- ~~9.8. It is the responsibility of the tutor and the student to make all arrangements prior to arrival at the Library. Tutors and students may not use Library telephones. The Library will not take or receive payment on behalf of students or tutors.~~
- ~~10.9. The Library does not sponsor, recommend, or assume liability or responsibility for the work and/or activities of tutors who use library space.~~
- ~~11.10. Tutors may not publish or distribute advertisements or letters identifying the Library as their place of doing business or imply Library sponsorship of their activities.~~

Adopted: September 16, 2016
Amended: January 13, 2020
Amended: June 13, 2022

| [Amended: September 9, 2024](#)

SUMMARY	Original \$\$	Rev/Adj	Expended	Encumbered	Balance	% Used
Municipal Salaries	\$ 1,754,250	\$ -	\$ 126,795	\$ -	\$ 1,627,455	7.23%
Municipal Expenses	\$ 143,000	\$ -	\$ 2,343	\$ -	\$ 140,657	1.64%
Municipal Materials	\$ 283,900	\$ -	\$ 14,374	\$ -	\$ 269,526	5.06%
Fines & Fees	\$ 13,594	\$ 708	\$ 3,668	\$ -	\$ 10,634	N/A
State Aid	\$ 60,579	\$ -	\$ 17,104	\$ -	\$ 43,475	N/A
Gifts	\$ 188,572	\$ 853	\$ 257	\$ -	\$ 189,167	N/A
Trusts (Expendable Funds)	\$ 108,149	\$ -	\$ -	\$ -	\$ 108,149	N/A
TOTALS	\$2,552,043	\$1,560	\$164,540	\$0	\$2,389,064	

Municipal Appropriation	Original \$\$	Rev/Adj	Expended	Encumbered	Balance	% Used
Salaries - Library Administration	\$ 468,400		\$ 35,214	\$ -	\$ 433,186	7.52%
Salaries - Leave Buyback*	\$ -		\$ -	\$ -	\$ -	
Salaries - Collection Services	\$ 506,450		\$ 37,923	\$ -	\$ 468,527	7.49%
Salaries - Public Services	\$ 779,400		\$ 53,658	\$ -	\$ 725,742	6.88%
Expenses - General						
Library Maint Contract Supp	\$ 23,000		\$ -	\$ -	\$ 23,000	0.00%
Professional Development	\$ 14,000		\$ 626	\$ -	\$ 13,374	4.47%
Library Programs	\$ 10,500		\$ -	\$ -	\$ 10,500	0.00%
Software/ Licenses	\$ 70,500		\$ 670	\$ -	\$ 69,830	0.95%
Library Supplies	\$ 9,000		\$ 899	\$ -	\$ 8,101	9.99%
Office Supplies	\$ 5,000		\$ 147	\$ -	\$ 4,853	2.95%
Technology	\$ 11,000		\$ -	\$ -	\$ 11,000	0.00%
Materials	\$ 283,900		\$ 14,374	\$ -	\$ 269,526	5.06%
Books			\$ 3,922	\$ -		
Audio			\$ 106	\$ -		
Video			\$ 126	\$ -		
Periodicals			\$ 351	\$ -		
Electronic Resources			\$ 4,354	\$ -		
Databases			\$ 2,362	\$ -		
Other Materials			\$ 2,000	\$ -		
Overdrive (eBooks / eAudiobooks)			\$ 1,151	\$ -		
TOTALS	\$ 2,181,150	\$ -	\$ 143,511	\$ -	\$ 2,037,639	6.58%

Fines and Fees	Original \$\$	Rev/Adj	Expended	Encumbered	Balance
Revenue (and Carryover)	\$ 13,594	\$ 708	\$ -	\$ -	\$14,302
Materials			\$ -	\$ -	
Supplies			\$ 3,668	\$ -	(\$3,668)
TOTALS	\$ 13,594	\$ 708	\$ 3,668	\$ -	\$10,634

State Aid	Original \$\$	Rev/Adj	Expended	Encumbered	Balance
Revenue (and Carryover)	\$ 60,579		\$ -	\$ -	\$ 60,579
Expenses					\$ -
Office Supplies			\$ -	\$ -	\$ -
Professional Development			\$ -	\$ -	\$ -
Materials			\$ -	\$ -	\$ -
Library Other			\$ 15,080	\$ -	\$ (15,080)
Library Equipment			\$ 2,024	\$ -	\$ (2,024)
TOTALS	\$ 60,579	\$ -	\$ 17,104	\$ -	\$ 43,475

Gifts & Donations	Original \$\$	Adj/Income	Expended	Encumbered	Balance
<i>Revenue (and Carryover)</i>	\$ 46,109	\$ 30	\$ -	\$ -	\$ 46,139
Professional Development		\$ -	\$ -	\$ -	\$ -
Recreational		\$ -	\$ 177	\$ -	\$ (177)
Programs & Services Adults	\$ 28,522	\$ -	\$ -	\$ -	\$ 28,522
Programs & Services Teens	\$ 24,265	\$ -	\$ -	\$ -	\$ 24,265
Programs & Services OESJ	\$ 11	\$ 823	\$ 80	\$ -	\$ 754
Programs & Services Childrens	\$ 26,629	\$ -	\$ -	\$ -	\$ 26,629
Programs & Services- Local History	\$ 500	\$ -	\$ -	\$ -	\$ 500
Studio	\$ 30,298	\$ -	\$ -	\$ -	\$ 30,298
RPL Foundation	\$ -	\$ -	\$ -	\$ -	\$ -
Other Gifts (Combined)	\$ 4,685	\$ -	\$ -	\$ -	\$ 4,685
Materials	\$ 27,552	\$ -	\$ -	\$ -	\$ 27,552
TOTALS	\$ 188,572	\$ 853	\$ 257	\$ -	\$ 189,167

Trusts	Original \$\$	Avail/Income	Expended	Encumbered	Balance
Appleton / Mansfield	\$ 7,137				\$ 7,137
Edward Appleton	\$ 44,277				\$ 44,277
R/M Babcock	\$ 3,040				\$ 3,040
Stephen Foster	\$ 9,335				\$ 9,335
Charles Torrey	\$ 1,206				\$ 1,206
Donald Tuttle	\$ 1,039				\$ 1,039
Elaine & George Long	\$ 34,379				\$ 34,379
Barbara Hewitt	\$ 6,230				\$ 6,230
James Rawstron	\$ 1,504				\$ 1,504
TOTALS	\$ 108,149	\$ -	\$ -	\$ -	\$ 108,149

Name	Non-Expend	Purpose
Appleton / Mansfield	\$ 11,000	"...for the purchase of books other than those listed as fiction" (NONFICTION BOOKS)
Edward Appleton	\$ 5,000	"Purchase of books, paintings, engravings, works of art or other suitable useful furnishings for said library.
R/M Babcock	\$ 3,598	"Books on literary subjects and self-government" (BOOKS)
Stephen Foster	\$ 12,000	"Books ... to be inscribed 'Stephen Foster Fund'" (BOOKS)
Charles Torrey	\$ 1,000	"Books on non-fictional subjects" (NONFICTION BOOKS)
Donald Tuttle	\$ 500	"Books"
Elane & George Long	\$ 5,000	"Books or Equipment"
Barbara Hewitt	\$ 8,952	"Books"
James Rawstron	\$ 1,613	"Books on tape& furniture to house books on tape" (AUDIOBOOKS)
TOTALS	\$ 48,663	

AUGUST 2024 Board of Library Trustees Meeting

VII. FINANCIAL REPORT

a) JULY Gifts:

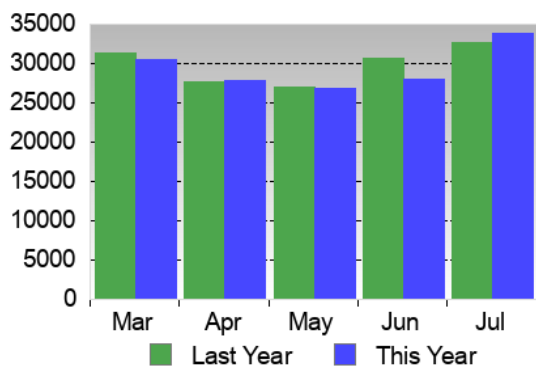
DONOR	AMOUNT	PURPOSE
Unitarian Universalist Church of Reading	\$822.55	Office of Equity and Social Justice (Support for Juneteenth)
Cash Donations	\$30.00	General
Total	\$852.55	

VIII. DIRECTOR’S REPORT

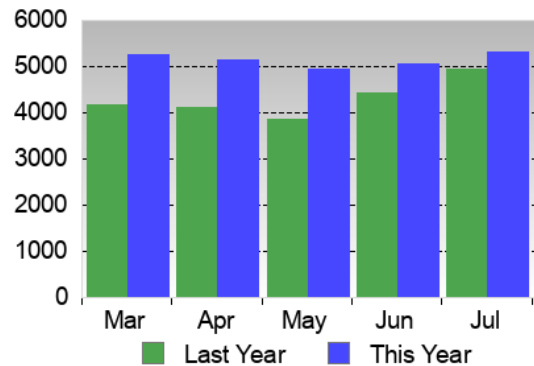
a) July Snapshot

Usage	July 2024	June 2024	July 2023
Circulation	33,814	28,067	32,685
Locker Use	77	25	77
Meeting Rooms Rentals	25	17	13
Museum Passes	216	143	235
New Library Cards	149	117	130
Overdrive	5,328	5,065	4,954
Programs	45	43	52
Reference Questions	2,217	2,022	2,008
Visitors	16,699	14,473	14,333
Volunteer Hours	113	85	12

CIRCULATION COMPARISON



OVERDRIVE COMPARISON



b) ARIS Report

RPL submitted the Annual Report Information Survey (ARIS) to the Massachusetts Board of Library Commissioners on Friday, August 2, 2024. The Financial Report is due in October. Both reports are required under Massachusetts General Law, Chapter 78 to be eligible for State Aid to Public Libraries. A huge thank you to Kathryn Geoffrion Scannell, Librarian II – Collection Services for completing most of the ARIS report. Over the last three years, Kathryn has worked to streamline data collection and reporting, transitioning from “assisting” with the process to managing the entire process.

c) Dig in! Grant

RPL was awarded \$20,000 for “Dig In” grant from the Massachusetts Board of Library Commissioners (MBLC)? We are excited to use the “seed” money (pun intended) to launch one year of programming and services to establish RPL as the horticultural hub for the Town of Reading. This grant will complement the long-term projects being reviewed by the Library Landscape Committee and the recent short-term beautification and maintenance efforts among volunteers, DPW, and the Facilities department.

d) Collections, Programs, and Services

- **New RPL App** RPL will be launching a new app this month. We are excited to have a product that will integrate with our systems. This is a completely new app, so users will have to do a new install and delete the old app. This is the first part of a larger project that is updating our event software, room booking software, and our website.
- **Now Available!** EBSCO Home Improvement Source. RPL cardholders now have access to this DIY database of full-text content from leading home improvement magazines and reference books, plus a collection of images not found anywhere else online. Patrons can quickly find the information they need by conducting keyword searches and browsing categories from Electrical to Woodworking. The subscription also includes the *Home Improvement Reference eBook Collection* a companion to Home Improvement Source, with reference books encompassing a broad range of information on home improvement and repair projects, covering including gardening, design, painting and decorating.
- **The Friends Speaker Series** is very successful with 1,871 views across all content between June 1 and August 1. RPL hosted watch parties for children’s author Kate Dicamillo (onsite) and Nina Totenberg (Pleasant Street Center)
- **Cats ‘n Dogs** The Merrimack Valley Feline Rescue Society adoption event was successful with seventy attendees and fifteen dog-lovers of all ages attended the Dog Behavior Institute.
- **Teen Programs** RPL was excited to partner with Guild Hall for several STEAM-themed events for teens. Guild Hall was great to work with and helped the kids get past initial social awkwardness to transform materials into fun competition. Programs included Flying Machines, Combat Robotics, and a Gondola Challenge.

- **Meeting Community Needs** The dedicated summer tutoring space for the Multilingual Learners group (MLL) has been wonderful. Almost all of the students and their grownups have signed up for library cards.

e) Personnel

Staff Development Day will be Friday, November 1, 2024. RPL will be closed as the staff head out to Lowell where, among other activities, they will visit the Boot Cotton Mills Museum for a discussion on “Yankees and Immigrants” and hear a presentation by Katelyn Duncan, New Americans Librarian at the Worcester Public Library.

f) Professional Development (selected)

- A Mindful Approach to Stress
- Achieving Workforce Diversity, Equity, and Inclusion in Local Government
- Adult Book Buzz Fall 2024/Winter 2025
- Building Bridges: Collecting Culturally Relevant Data
- Building Community Through Book Clubs
- Crisis Communications for Library Leaders
- Cultural Humility in Library Work
- Cybersecurity Awareness Training
- Digital Safety & Privacy for Librarians
- Incident Command Training
- Introduction to Data Equity
- Managing Google Shared Drives
- Resilient Leadership: Powering Through in Local Government
- Setting Boundaries with Patrons
- Voter Engagement in the First AI Election: Fighting Misinformation & Disinformation with #TrustedInfo

Respectfully Submitted,

Amy Fang Lannon, Director (*she/her*)
August 8, 2024



Town of Reading Meeting Minutes

2016-09-22 LAG

Board - Committee - Commission - Council:

Board of Library Trustees

Date: 2024-07-08

Time: 7:00 PM

Building: Reading Public Library

Location: Community Room

Address: 64 Middlesex Avenue

Session: Open Session

Purpose: General Meeting

Version: Final

Attendees: **Members - Present:**

Cappy Popp, Chair; Patrick Egan, Vice-Chair; Cherrie Dubois;
Andrew Gregory; Monette Verrier (remote)

Members - Not Present:

Andrew Grimes, Secretary

Others Present:

Amy Lannon, Director (remote); Michelle Filleul, Assistant Director;
Meaghan Clemente, Administrative Assistant; Maura Deedy, Local Librarian
Consulting, LLC Consultant (remote);

Minutes Respectfully Submitted By: Patrick Egan, Vice Chair

Topics of Discussion:

I. **Call to Order 7:00 p.m.**

II. **Public Comment**

No public comments were made in person or remotely.

III. **FY26-FY30 Strategic Plan Presentation**

The Library engaged Maura Deedy from Local Librarian Consulting, LLC, to help create its new five-year strategic plan. For state aid and grant eligibility, the plan must be filed with the Massachusetts Board of Library Commissioners (MBLC) by October 1, 2025. The plan provides organizational guidance and direction for the Library and is used to create annual action plans to achieve stated goals.

Ms. Deedy has professional Library and strategic planning experience with the MBLC, the Robbins Library in Arlington, and the Weymouth Public Libraries. She now operates Local Librarian Consulting, LLC. Ms. Deedy was excited to work on the FY26-FY30 strategic plan for the Reading Public Library and thanked the Strategic Planning Committee, which consisted of Ms. Lannon, Ms. Filleul, Ms. Verrier, Head of Collection Services Jamie Penney, and Head of Children's Services Olivia McElwain, for their valuable input and critical thinking during this process.

Ms. Deedy started background research and committee meetings for this project in April 2024. The process did not include a library survey for the community due to the rich data sets collected in other recent community surveys.

In May, Ms. Deedy conducted staff retreats, focus groups, and stakeholder interviews on-site at the Library. She noted that Trustees and municipal stakeholders provided unique perspectives. She also had the opportunity to engage in casual patron conversations and observe programming, which deepened her understanding of the energy, professionalism, and level of service present at the Library. These rich information-gathering sessions provided high-quality data that helped identify trends and inform the development of the strategic plan.

In June, she worked with the Strategic Plan Committee to develop, draft, and revise the plan, culminating in presenting the draft strategic plan to the Board at this meeting.

Data sources include Reading's American Rescue Plan Act (ARPA) Priorities, Housing Survey, Library Landscape Survey, Library Surveys, Symonds Way Land Use Survey, DEI Assessment, Youth Risk Behavior Survey, Reimagine Reading Survey, and the Reading Center for Active Living Committee (RECALC) report. This existing data reflects the community's many aspirations and concerns. This valuable information can help the Library better understand the community's needs when providing impactful services.

Ms. Deedy identified priorities and emerging themes for improving the quality of life in Reading. Recreational and cultural events often intersect with enjoying outdoor open space. While the recent renovation improved the Library facility, accessibility is a concern for many other Town buildings. Also, residents support opportunities to age in place and remain engaged and connected. Community gathering spaces and socialization are critical.

A key recommendation from the DEI Assessment notes that diversity is necessary for representative government and inclusion efforts to ensure success. Leadership roles should reflect the diversity of the community and Library users. The Library can also enhance the role of Community-Based Organizations by drawing more people into civics, increasing community engagement at recreational and cultural events, and engaging with various populations on diverse topics.

Transgender and gender diverse (TGD) youth and students of color are at risk for bullying and mental health incidents. Data also indicates a need for additional support for multilingual students and families. Overall, a sense of belonging is necessary for all residents to feel valued in the community.

The prior FY21-FY25 strategic plan had solid bones but needed some refreshing renovations for the FY26-FY30 strategic plan. The core values that guide the Library's work and the vision that aligns with the ambitions and aspirations of the community remain the same. However, the new strategic plan will update the mission statement that defines why the Library does what it does. The overall strategic priorities of the new plan allow the Library to continue to focus on activities that align with its values, mission, and vision. However, updated goals and action items will inspire new projects.

Ms. Deedy presented the new mission statement inspired by exercises completed at the staff retreats in May. The reduced length and simplified language promote the core value of access. Keywords like "connect," "welcome," and "engage" further support inclusivity. The tagline "building community, creating connections" will be used in marketing materials and community discussions to promote the Library as a space and place, one

of the key strategic focus areas. The Library facilitates connections to informative and enriching print and digital material collections, new technologies, programs, and between community members and organizations. The new mission reflects the importance of growth and learning at the Library and within the larger community to improve everyone's quality of life.

Ms. Deedy reviewed the development process for a sample goal in the strategic area of focus for customer convenience and personalization. The need to support diverse, multilingual residents across various literacy levels was identified by the Library staff, focus groups, and interview participants. Approximately 11% of Reading residents speak a language other than English at home. The influence and opportunities of each department are considered in each action item. The overall goal is to expand the accessibility and discoverability of a robust collection of print and digital materials published in native languages, as well as popular items translated from English, for patrons of all ages and literacy levels.

Ms. Deedy noted that the strategic plan's plan summary section provides a narrative overview of the process and the philosophical questions and concerns the Reading community is currently facing, such as high-cost housing, an aging population, and divisive local politics.

Ms. Deedy briefly reviewed the three strategic areas of focus: customer convenience and personalization, community learning and engagement, and the Library as space and place. Each strategic area has four goals and numerous action items. Ms. Deedy also summarized the methodology for developing the strategic plan, which included reviewing the prior plan, municipal survey data, community engagement sessions, and input from the strategic planning committee.

Ms. Lannon thanked Ms. Deedy for her work and explained that the strategic plan's approval will be a voting item in August. Any changes will be incorporated before final approval and filing with the MBLC.

Mr. Popp inquired about the most significant change to goals compared to the existing strategic plan. Ms. Deedy explained that the new goals reflect the recent changes in the community and the ongoing commitment of the Library staff to address them by promoting accessibility and inclusion. Ms. Lannon noted that the areas of focus and the actionable nature of the previous strategic plan resonated with the staff and have helped guide them in educating and engaging with the community. Keeping the same key focus areas while updating the goals and action items according to the qualitative and quantitative data collected during this process will allow for continued growth and expansion.

Ms. Dubois suggested revising the second community learning and engagement goal to begin with a verb rather than a noun for consistency throughout the document. Ms. Deedy will update the language to include the verb "foster."

Mr. Gregory asked about the staff's general feelings on the strategic plan. Ms. Filleul clarified that the leadership team has reviewed the plan on behalf of the staff and believes the staff will appreciate it, as they are already beginning to work on some goals

and action items. The strategic plan will be fully presented to the staff once approved. Ms. Lannon noted that strategic planning sessions were well-attended by library staff, allowing them to feel engaged, empowered, and positive about the process compared to the last strategic plan that was developed remotely during the COVID-19 pandemic. Ms. Deedy has attempted to personalize the strategic plan by incorporating language, ideas, and themes contributed by the staff.

Ms. Deedy clarified that data was gathered from new conversations with patrons during organized focus groups, which used a series of questions to facilitate conversation. The three focus groups included multilingual patrons, older adults, and Partners and Allies for Inclusive Reading (PAIR).

Mr. Egan complimented the plan's clarity and flexibility. Although Mr. Egan believes the exterior Library landscape project should continue to move forward, the Ad Hoc Library Landscape Committee recommendations and the availability of alternative funding sources through gifts and grants have not yet been clearly identified.

Mr. Egan also noted that it may be challenging to establish a board recruitment or succession plan, as local voters ultimately elect the Board of Library Trustees. Ms. Verrier acknowledged that the Board has no control over the community vote but should take an active role in educational outreach in the community about open Board seats and the benefits of serving as a member. Ms. Deedy clarified this goal's connections to the DEI Assessment recommendation for diverse representation.

Ms. Dubois clarified that the Ad Hoc Library Landscape Committee is still working on its project recommendations and does not intend to use any municipal funding or make the Library responsible for funding. Ms. Lannon suggested using softer language such as "investigate feasibility," which was used in a previous strategic plan to explore the possibility of obtaining a generator for the Library to serve as a backup emergency response center. Although the generator idea was unfeasible, the details were thoroughly explored with other municipal departments. Ms. Lannon suggested that committing to landscape improvements as a strategic priority may be beneficial in securing future grant funding.

Mr. Popp asked for clarification on the succession plan. Ms. Deedy explained the importance of planning for cycles of staff turnover as personal circumstances change. Strategic and gender-neutral job posting language and diverse job posting locations for new positions can help recruit qualified candidates who will go beyond just filling an opening. All forms of diversity are welcome. Meeting community needs and reflecting diversity in the community are also essential. Succession plans are intended to balance retention and internal growth while incorporating innovation.

Long-term employee retention in the library industry as a whole since COVID-19 was discussed. Although some current employees have served the Library for over 20 years, limited upward mobility presents a challenge for many municipal and school employees, who often move on to other municipalities for new opportunities within less than five years. Some applicants may also be transitioning to libraries from other fields, such as teaching. Ms. Filleul stressed the importance of cultivating a younger generation of

future librarians and library staff members through volunteer and internship opportunities.

Ms. Lannon will share Ms. Deedy's contact information with the Board for further feedback and corrections to the strategic plan. Changes sent to Ms. Deedy by August 1 will be incorporated into a revised redline version of the strategic plan to be discussed and potentially voted on at the August meeting or in September if needed. A new strategic plan must be finalized and approved by October 1,

Mr. Popp thanked Ms. Deedy for her hard work in expanding yet simplifying the original tenants of the previous strategic plan and developing new future objectives. Ms. Deedy thanked the Board for their thoughtful questions and engagement and excused herself at 7:59 p.m.

IV. Financial Report

Ms. Lannon noted that FY24 will be officially closed out in August. Ms. Clemente continues to coordinate the payment of FY24 and FY25 invoices with the Accounting Department. The municipal expense budget has been fully spent with the most recent warrant, and materials spending has met state aid requirements. Despite the most recent payroll period ending June 30, some municipal salary funds will be returned to the Town due to various staff transitions.

Ms. Lannon noted that in addition to regular cash donations, the Young Women's League of Reading donated in continued support of the EcoTarium Museum pass. The Women's League of Reading generously donated approximately \$1,000 of Tonies, a type of audiobook in which a cartoon figure reads stories. The collection has been highly anticipated and is expected to grow. The Library received a generous bequest from the Estate of Lawrence J. Stiles. Ms. Dubois and Ms. Lannon provided some background information on Mr. Stiles, who was an active local Reading resident for many years.

A schedule of FY25 warrants for library invoices was presented. Although the Town runs warrants weekly, the Library typically participates every other week to reduce the burden associated with in-person signature requirements. Ms. Clemente has carefully planned the warrant schedule around upcoming board meetings, holiday closures, and due dates. An emergency warrant outside this schedule may be necessary to accommodate payment deadlines for key projects.

V. Director's Report

Ms. Lannon reported that the exterior library pickup lockers are back up and running. Senior Library Associate Valerie Gould Heithaus and Library Associate Alissa Landau have crafted signage instructing patrons to lift the cloth screen cover to begin. RPL will promote the service to increase usage as the colder weather approaches.

Volunteer hours are up this month due to Sophia Ortins, the new Office of Equity and Social Justice intern.

The Library has recently added a new LOTE4Kids database of over 4,000 picture books in more than 65 world languages. Each book has English translations to help children learn and experience languages other than English (LOTE). This online resource will help engage immigrant, refugee, and multilingual families in the community.

The Friends Speaker Series launched in June and has received over 2,000 views through the website portal across both live and recorded events. The Crochet Coral Reef exhibit will be displayed throughout the summer in the Studio with a matching game and prizes.

The Library received over 20 applications for the full-time Children's Librarian I position. First-round interviews will begin this week. In July, Ms. Clemente celebrates her second work anniversary, and Ms. Gould Heithaus celebrates her sixth work anniversary. Ms. Lannon summarized recent professional development opportunities that Library staff have participated in.

VI. Approval of June 10, 2024, Meeting Minutes

Motion: To approve the minutes from the June 10, 2024, Board of Library Trustees meeting as written.

(Egan / Gregory)

Vote: Approved 5-0

VII. Future Agenda Items

In August, Head of Collection Services Jamie Penney will present an update on the state of the Library collection, including annual circulation statistics for fiscal year 2024. Proposed updates to the Tutoring Policy and Meeting Room Policy will also be discussed. Ms. Filleul is investigating insurance coverage requirements at other libraries to minimize liability.

The Library is currently working with Communico to develop a new website, mobile application, and meeting room reservation software and hopes to launch by August or September. Website content will be simplified to improve accessibility. For example, Ms. Filleul noted that the Wilmington Public Library uses Communico for its website and mobile application. The Trustees will be able to beta-test the new website and provide input. Room reservations will be possible through the mobile application.

The Ad Hoc Library Landscape Committee is currently working on its recommendations for the exterior landscape project, which will be presented to the Board in the future. The Select Board recently voted to establish the Ad Hoc Commemoration Establishment Committee, recognizing the legacy and impact of local Boston Celtics legend Bill Russell. The Board or the Library may need to appoint a representative to this new Committee in the future.

Adjournment 8:15 p.m.

Motion: To Adjourn at 8:15 p.m.

(Egan / Gregory)

Vote: Approved 5-0

Respectfully Submitted,

Patrick Egan, Vice Chair

READING PUBLIC LIBRARY

**STRATEGIC PLAN
2026 - 2030**

BOARD PRESENTATION
JULY 8, 2024

MAURA DEEDY,
LOCAL LIBRARIAN CONSULTING



Strategic Planning Committee

Michelle Filleul

Amy Fang Lannon

Olivia McElwain

Jamie Penney

Monette Verrier

Strategic Plan Timeline

APRIL 2024

Background research

Strategic Planning
Committee Meetings

MAY 2024

Community engagement

2 Staff Retreats
4 Focus Groups
9 Stakeholder Interviews

JUNE 2024

Community engagement
analysis

Plan drafting,
development and
revisions

JULY 2024

Continued revisions

Presentation of draft
strategic plan

Data Sources



- American Rescue Plan Act (ARPA) Priorities 2022
- Housing 2023
- Library Landscape Survey 2024
- Library Surveys 2023
- Symonds Way (land use) 2023
- DEI Assessment 2024
- Youth Risk Behavior Survey 2023
- ReImagine Reading Survey
- RECALC Report

Top priorities for improving the quality of life in Reading, and emerging themes

- Recreation and Culture
- Open Space
- Town Buildings + Accessibility
- Opportunities to Age in Place
- Community Gathering Spaces + Socialization
- Diversity is necessary for representative government, and inclusion efforts to ensure success
- Enhance the role of Community Based Organizations
- TGD and Students of Color at risk for bullying and mental health incidents
- Support for MLL students and families
- Belonging



framework



MISSION
why we do what we do

new

CORE VALUES
what is important to us as we do our work, what are our guiding principles?

keep

VISION
ambitious aspirations for the Reading community

keep

strategic plan elements



STRATEGIC PRIORITIES
areas of focus to deliver on mission and achieve vision

keep

GOALS
how RPL will support the strategic priorities

new

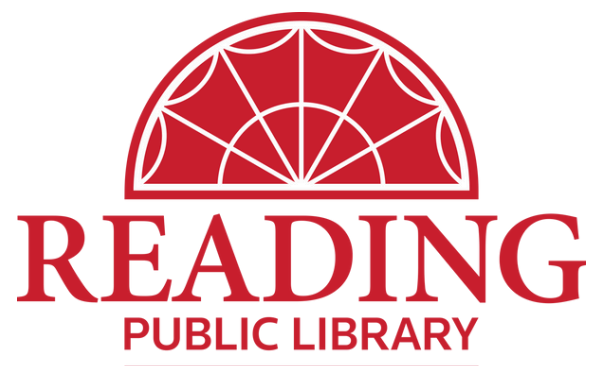
ACTION ITEMS
details the initiatives and projects to achieve goals

new

MISSION

Building Community, Creating Connections.

Reading Public Library's mission is to connect all people with opportunities to grow and learn, and to provide resources to support a welcoming and engaged community.



STRATEGIC AREA OF FOCUS: CUSTOMER CONVENIENCE AND PERSONALIZATION

Goal 3: Expand collections and access for multi-language residents

- Build robust collections of print and digital materials in languages spoken by Reading residents
- Advocate to the library network to improve integrated library system capabilities to support multi-language resources and findability
- Support English language learning goals with print and digital material and services at various proficiency levels