

Randall Library Trustees Meeting  
AGENDA  
January 7, 2021, 7pm

This meeting will be held online via the Zoom Web Conferencing service. To join the meeting go to: <https://us02web.zoom.us/j/87507330442>

Introduction of Trustees – Laura

Review & approve minutes of December 3rd and December 17th meetings

Chair's report – Laura

- Employment contract for Library Director
- Annual performance review of Director

Director's report – Tina

Treasurer's report – Maureen

**Old Business**

- Building Committee update – Tina & Carol
- Communications working group update - Barbie

**New Business**

- Survey of town residents – volunteer to work with Tina
- Preparation for Town Administrator's "visit" to a Trustees meeting – discussion of what we want to convey to Denise and questions we may have for her

**Public comment**

**Adjournment**

**Next meeting: February 4, 2020**

*Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor's Orders imposing strict limitation on the number of people that may gather in one place, this meeting of the Randall Library Trustees will be conducted via remote participation to the greatest extent possible. Specific information and the general guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting is posted above. No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings in real time, via technological means. In the event that we are unable to do*

*so, despite best efforts, we will post on the Town of Stow website an audio or video recording, transcript, or other comprehensive record of proceedings as soon as possible after the meeting.*

**Definition of Rating Terms**

**5: Outstanding:** The Director's performance is exceptional in comparison to expectations.

**4: Highly Effective:** The Director always meets and frequently exceeds performance expectations.

**3: Effective:** The Director consistently meets performance expectations and performs in a professional and competent manner.

**2: Needs Improvement:** The Director meets only minimally acceptable levels of performance; the Director requires extra direction from the Library Trustees.

**1: Unacceptable/Needs Substantial Improvement:** The Director does not meet performance expectations, even at a minimally acceptable level; the Director requires significant extra direction and/or constant supervision from the Library Trustees. Need for immediate and significant improvement.

**0: N/A:** Not applicable to this situation.

=====

**4.7 Preparing and Managing the Budget** (timely presentation to the Board, covers all needed expenses, reserve for contingencies, state budget reports submitted on time, explores & applies for other funding sources)

**Comments:** Hit the ground running in December 2019, preparing a budget within days of starting at Randall. Timely and diligent preparation of the budget in 2020, proactively applying for grants to supplement the budget. Submitted annual report to the state as required. Shows good communication with the Board, is resourceful, and revises the draft budget as needed.

**4.5 Managing the Staff** (positive relations with staff, administers policies fairly, addresses Equal Opportunity Employment/Affirmative Action, addresses grievances appropriately; encourages them to develop and pursue career goals, seeks staff development funds and accounts for them, cross-trains staff; schedules staff to cover service hours effectively, assesses work periodically to change or add new positions as needed, staff selection designed to ensure hiring the best person for the job)

**Comments:**

Unfortunately, most Trustees submitted their evaluations before staff submitted their feedback. Three staff members submitted comments which were overwhelmingly positive. Given the limited presence of staff during the pandemic it was suggested that increasing communication would be helpful.

Tina was able to adjust the staff assignments and hours as dictated by the pandemic. She is willing to fight for budgetary changes to support staffing needs and accurately reflect their duties. She supports the professional development of her staff. She is fair, appropriate and consistent in her treatment of them. She listens to input, works diligently to resolve any issues, and empowers staff to take on projects and responsibilities as they progress in their careers.

**4.7 Professional Awareness** (stays current with innovative methods of service delivery and technical processes, applies them as appropriate, encourages staff development)

**Comments:**

Tina quickly adopted the new state guidelines for contactless delivery of materials to patrons and innovated in a number of ways to accomplish this, such as quarantining books, staggering staff hours, encouraging staff to work remotely, offering hybrid activities, using Zoom, and adding Wowbrary. She encouraged her staff to attend virtual trainings and workshops and attended ALA classes herself in lieu of attending the ALA annual conference. She looks outside of Randall for best practices and examples.

**4.3 Collection development** (appropriate addition of new materials, weeding, organizing the collection, analysis of usage):

**Comments:**

While the library has been closed to the public, Tina and her staff have actively weeded the YA and DVD collections, and are in the process of weeding Adult non-fiction, Children's non-fiction, and Reference. She has continually acquired new materials throughout the year and is responsive to suggestions. Remarkably, Tina with her staff has been able to reorganize the collection for optimal use of space creating a much more inviting area. It would be nice to see clear and consistent reporting of collection usage.

**4.9 Relationship to the Board** (timely implementation of board decisions, shows initiative, does homework before presenting policy recommendations, objective and consistent decision-making, full support of board decisions, sets good example for staff, Trustees are informed of new developments and important news reported in library correspondence to provide them with the necessary background to make informed policy decisions)

**Comments:**

Tina communicates well with the Board and carries out our requests promptly. She has a warm working relationship with us and is prepared and informative. She keeps the Board abreast of day-to-day challenges. She is always ready to volunteer to help with the Board's ideas and requests. She shows initiative and leadership. Chairing the Building Committee is a crucial example of this, and she needs to own this role fully.

**3.9 Community Outreach** (communication with the public, appropriate services, analysis of usage, publicizing new services, active and visible in the community, available for speaking engagements, online presence)

**Comments:**

Given the pandemic, in-person outreach to the various constituencies is naturally limited. However, Tina has encouraged the library's social media presence, instituted the very-popular craft take-home kits, and online programming such as Trivia Night to raise the library's profile, showing her skill at connecting people in new and innovative ways. It would be nice to see her writing a regular piece in the local paper and using Stow TV and the *Senior Scoop* (the COA's monthly bulletin) to reach a wider audience.

**4.0 Friends of The Library** (actively promotes the maintenance of the Friends, provides adequate support, helps define their role, and the Friends group has adequate explanation of its role in relationship to the role of the board)

**Comments:**

Tina works well with the Friends, keeping them updated on library activities, and supports their work. She makes suggestions and asks for requests from them. The Friends' relationship to the Director and to the Trustees could use some clarification.

**4.7 Maintenance and Construction of Physical Plant** (adequately maintained within budget constraints, ongoing program to provide info on need for new or remodeled facilities, facilities are functional and aesthetically pleasing within budget allocations)

**Comments:**

Tina is proactive in addressing problems with the physical plant and works quickly and knowledgeably to have them resolved. She has improved the exterior of the building by replacing shrubbery with inviting seating, added new computers and furnishings and reorganized space to be more useful and aesthetically pleasing. As Chair of the Building Committee she is clear about the priorities in renovating the Library as they relate to programming, constituencies and general use. She is up for the challenge.

**4.7 Working with Other Town Departments & Groups** (E.g., Town Administrator, Building Dept., Town Clerk, IT, Historical Commission, etc.)

**Comments:**

Town officials are not shy in praising Tina and her work. She has made a wonderful impression and continues to work well with Town departments – showing extreme patience in some cases! We are impressed with the relationship she has forged with the Town Administrator, Town Clerk, Building Department, Town Accountant, and IT. She has met with Kate Hogan and building specialists from the MBLC regarding possible state funding for a new/renovated library.

**4.3 Establishing Priorities** (priorities are in concert with the board's plan for the library, appropriate for community needs, show forethought, plans are updated continuously, accomplishments relate to both short- and long-range plans, provides adequate info to the board on the implementation and revision of plans)

**Comments:**

Tina thinks ahead and deals appropriately with unforeseen roadblocks. She has made keeping the library staff safe a priority during the Covid-19 pandemic. She has made course corrections in the budget to reflect new requirements, and keeps the Board apprised as conditions change. Tina demonstrates thoughtful planning, patience, and follow-through in everything she does.

**Additional or summary comments:**

The Chair regrets that Trustees were asked to submit evaluations before staff and director submitted feedback. Trustees were unable to fully evaluate in the areas of staff management and collection development due to the pandemic.

The Trustees all commented on the outstanding job Tina has done in a challenging year with grace and good humor. We are incredibly lucky to have her. Thank you!

Signed,

Laura Feiner  
Chair, Randall Trustees

12/31/2020  
Date

Prof. Andrew  
Director, Randall Library

12.31.2020  
Date