

TRUSTEES OF THE JONATHAN BOURNE PUBLIC LIBRARY
19 Sandwich Road
Bourne, Massachusetts 02532

Minutes for the April 19, 2012 Trustees Meeting at the Jonathan Bourne Public Library

Trustees Present: Heather DiPaolo, Penny Myers, Linda Zuern, Diane Flynn, Joan Simpson

Trustees Absent: Stephanie Kelly

Staff Present: Patrick Marshall, Director

1. Call to Order given at 5:32 p.m.
2. **Minutes of the March 15, 2012** meeting were unanimously approved (DF motion, PM 2nd)
3. **Medical Building Parking** – No representatives were present to discuss the changes before the Town regarding the property located adjacent to the library. No discussion took place.
4. **Personnel** –
 - i. P Marshall mentioned that Sandy Cortese has announced her retirement from the library. Her last day will be Saturday, April 28, 2012. The position will be posted soon. Staff members are planning a surprise gathering for her on the last day in the meeting room.
 - ii. P. Marshall also noted that a rough draft job description for the new Information Technology Librarian position has been given to the HR Director, Town Administrator and the Unit A Union Advisor for approval.
 - iii. H DiPaolo gave a warm shout out to the work that Children’s Librarian Terry Johnson and Kathy Gattoni are doing with the Teens and Tweens programming. She was happy to see the success that staff are having with the programs conducted so far.
5. **Building and Grounds** –
 - i. It was reported that the heat in the library still has problems regulating. The library continued to see heat coming on despite the recent warm spell. Rise Engineering (group behind the conversion) as well as the Town Energy Coordinator are working on this issue.
 - ii. The local Hospice agency would like to be placed on the Boards May Agenda to discuss the idea of having a reflective garden on the library property.
6. **Friends of the Library Inc.** - No report given as the Friends will be meeting on Monday, April 23rd. Mr. Marshall reminded the Board that the Friends are planning a dinner dance for June 2nd. Event will feature the songs of the 50s and 60s and have a raffle.
7. **Keurig Machines** – Discussion of placing a Keurig coffee machine in the library ensued. J Simpson looked into WB Mason program. They will provide free machine and maintenance if we buy our products from them. Ms. Simpson will ask the Friends about up front costs and if they would provide the funding. P. Marshall handed out a list of responses from Massachusetts libraries and if they had machines and what they thought about them.
8. **May Trustee Elections** – H DiPaolo gave thanks to Ms Myers and Ms. Zuern for their work on the Board over the past few years. They will be missed.
9. **Next Meeting** - The next meeting of the Board will take place on Thursday, May 17th at 5:30 p.m. A reminder was also given about the Trustee training workshop to be held at the Wareham Free Library on May 31st at 6:00 p.m.
10. Motion to adjourn at 6:30 (JS 1st LZ 2nd Unanimous)

Respectfully submitted,
Patrick Marshall
Library Director
For Stephanie Kelly – Clerk

Director's Report
April 19, 2012 Board of Trustees Meeting
(Mar/Apr Activity)

- 3/19/12 – Attended Friends of the JBPL Inc. meeting held at library.
- 3/21/12 – Attended CLAMS Reference Committee meeting.
- 3/21/12 – Conducted a How to use the Online Catalog workshop.
- 3/22/12 – Meet with President and Executive Director of MLS
- 3/26/12 – MLS Executive Board Meeting.
- 4/3/12 – Sandy Cortese announces her retirement from the library effective April 28, 2012
- 4/4/12 – Genealogy Workshop with Lynda Byrne conducted
- 4/5/12 – First day of Mass Municipal Associations Managers workshop – 6 part session held in Northboro.
- 4/6/12 – Still dealing with issues from heating conversion – Burner not yet returned to Town and issues of temperature control still exist. On warm days, heat is still coming out of radiators. Working with George Tribou and Rise Engineering on issues.
- 4/9/12 – Department Head meeting at Town Hall
- 4/10/12- Ken Steele in on behalf of Rise Engineering to look over remaining heating issues. Still waiting on report back of findings.
- 4/11/12 – CLAMS Membership meeting
- 4/12/12 – Day 2 of MMA Workshop
- 4/17/12 – Library closed for Patriots Day

Upcoming

- 4/24/12 – MLS Board Meeting
- 5/7/12 – First day of Town Meeting
- 5/10-5/15/12 – Director away on vacation
- 5/31/12 – Trustees orientation at Wareham Free Library at 6:00 p.m.

Biggest news of the month is the announcement that Sandy Cortese will be retiring after 18 years of service to the JBPL. Her last day will be on the 28th of April and her position will be posted as soon as possible. We are looking at a very tight schedule in May for staffing at the library.

A copy of the job description draft for the Information Technology Librarian has been sent to the Town Administrator/ Human Resource Director and Union for approval. If passed at Town Meeting, the goal will be to advertise and get someone in for a July start date.

Respectfully submitted,

Patrick W. Marshall

Budget Report
Jonathan Bourne Public Library
FY 12 (as of Apr 19,2012)

Account	Acct #	Start Balance	Expen. to date	End Balance	% Spent
Salaries - Dept Heads	5111	\$ 82,507.00	\$ 66,620.64	\$ 15,886.36	80.75%
Salaries - Supervisors	5112	\$137,284.00	\$ 98,904.12	\$ 38,379.88	72.04%
Salaries - Clerical/ Secretary	5113	\$102,500.00	\$ 83,050.34	\$ 19,449.66	81.02%
Salaries - Hourly Employees	5117	\$ 19,999.00	\$ 26,516.48	\$ (6,517.48)	132.59%
Salaries - Longevity	5141	\$ 1,643.00	\$ 1,420.00	\$ 223.00	86.43%
Salaries - Differential Pay	5142	\$ 1,800.00	\$ 1,076.00	\$ 724.00	59.78%
TOTAL SALARY		\$345,733.00	\$ 277,587.58	\$ 68,145.42	80.29%
Electricity (Fy10 1,661.41)	5211	\$ 17,250.00	\$ 8,940.26	\$ 8,309.74	51.83%
Heating Fuel (fy10 538.61)	5212	\$ 16,000.00	\$ 9,831.34	\$ 6,168.66	61.45%
Non Energy - Water	5230	\$ 300.00	\$ 243.00	\$ 57.00	81.00%
R &M Miscellaneous	5240	\$ 6,000.00	\$ 2,517.47	\$ 3,482.53	41.96%
R &M Office Equipment	5245	\$ 400.00	\$ 473.25	\$ (73.25)	118.31%
R &M Machine Repair Contract	5246	\$ 5,000.00	\$ 5,450.25	\$ (450.25)	109.01%
Rentals - Misc Equipment	5275	\$ 250.00	\$ -	\$ 250.00	0.00%
Services - Data Processing ***	5305	\$ 40,000.00	\$ 34,532.72	\$ 5,467.28	86.33%
Professional Development	5307	\$ 200.00	\$ -	\$ 200.00	0.00%
Communications - Telephone	5340	\$ 1,000.00	\$ 643.10	\$ 356.90	64.31%
Postage (FY 10 72.89 phone)	5341	\$ 1,400.00	\$ 507.76	\$ 892.24	36.27%
Printing	5342	\$ 1.00	\$ -	\$ 1.00	0.00%
Advertising	5343	\$ 1.00	\$ -	\$ 1.00	0.00%
Office Supplies - General	5420	\$ 900.00	\$ 502.38	\$ 397.62	55.82%
Office Supplies - Copy Machine	5421	\$ 700.00	\$ 395.99	\$ 304.01	56.57%
Bldg/equip supplies-operational	5430	\$ 3,000.00	\$ 2,204.74	\$ 795.26	73.49%
Bldg/equip supplies- other	5435	\$ 350.00	\$ 481.24	\$ (131.24)	137.50%
Custodial Supplies - Cleaning	5450	\$ 1,600.00	\$ 1,388.15	\$ 211.85	86.76%
Other supplies - Bks 157.08 enc	5580	\$ 52,715.08	\$ 41,964.56	\$ 10,750.52	79.61%
Other supplies - Magazines	5581	\$ 7,250.00	\$ 7,379.82	\$ (129.82)	101.79%
Other Supplies - Misc.	5595	\$ 450.00	\$ -	\$ -	28.12%

			126.56	323.44	
Travel	5710	\$ 300.00	\$ 232.55	\$ 67.45	77.52%
Dues	5730	\$ 250.00	\$ 225.00	\$ 25.00	90.00%
TOTAL EXPENSES		\$155,317.08	\$ 118,040.14	\$ 37,276.94	76.00%
	TOTAL	\$501,050.08	\$ 395,627.72	\$ 105,422.36	78.96%
		Start Balance	Expen. To date	Income to date	Account Bal
Revolving Fund	3534	\$ 3,239.52	\$ 7,864.36	\$ 13,442.49	\$ 8,817.65
Library Gifts & Donations	4849	\$ 10,255.91	\$ 9,434.85	\$ 7,607.84	\$ 8,428.90
Lib Incentive & MIG Grant	3402	\$ 35,426.89	\$ 8,815.51	\$ 8,142.17	\$ 34,753.55
Teens & Tweens	3463	\$ 7,500.00	\$ 772.49	\$ -	\$ 6,727.51
*** Note includes \$5,000 transfe	rred to acct	from fin com	to meet MAR		

Using W.B. Mason's prices, which seem pretty good (though there may be better out there), I calculated how much each cup of coffee would cost. The total cost ranged from 50 cents (a black coffee for someone bringing their own cup) to almost 80 cents (k-cup, aseptic creamer, disposable cup, napkin, stirrer and Splenda, the most expensive sweetener out of those that I calculated). I did not include the amortized cost of the Keurig coffee maker, or the burden on the staff. We are a small library and so, assuming our volume of sales would be fairly low (we are open five days a week, but some days only for a few hours) I suggested that to make the whole endeavor worth our time we should charge \$1.50 or \$2 for each cup. I received the vehement response that we could not charge more than \$1 a cup, and that \$2 a cup would be outrageous

Our library has had a keurig machine since the fall. It is in an area where our Friends of the Library has an ongoing book sale. The maintenance of the area and ordering of the supplies is one of the projects that the Friends handle. We keep the k-cups and collect the money at the circ desk. During the day staff members replenish the water and add some supplies as needed. So far it is going very smoothly and is welcome by staff and patrons both.

The Friends gave the staff a Keurig machine but we don't offer coffee to the public. Those little k-cups aren't cheap. I just wonder who foots the bill for the coffee since you can't assume that people will pay or donate. Second question would be who is in charge of all the other stuff-clean cups, cream and sugar and then the cleanup.

My staff would not be thrilled if I asked them to do this. Actually, I wouldn't ask my staff to do this and then the refrain would be "volunteers would do it". Then when the volunteers get fed up, I would be the one doing it. However, there would be no tips in it for me.

The only option I would consider on this would be outsourcing it to a local business.

I have seen two Keurig coffee pots in operation.

One is at the Bolton Public Library. Kelly Collins, Director. It is in the meeting room, which has a sink, a water source, and a drain to pour leftover coffee down, as well as to clean up spills.

The other is at the Westford Public Library, Ellen Rainville, Director. It's in an open area just as you arrive in the N-F stacks. They are running it using bottled water, since there is no sink hookup there. So there is the extra cost of the bottled water, the storage of it - and the headache of finding someone to lift the big bottle into place without spilling.

In both cases, I don't think the library really can be making any money off it. At most, it's an amenity.

Both of these libraries are located in historic village areas where there is no nearby coffee shop or Dunkin Donuts, so they are not competing with a local business. Nor are you, I'd say.

Seekonk used to have a small vending machine that sold espresso, in the lobby next to the meeting room. Good because they'd had the direct plumbing done, and because the machine collected the money.

In any case, if I were you, I would insist on LIDS, and insist that they be USED. This will help control accidents, for one thing.

Centerville does not have a keurig for the public. However we have had free coffee for patrons for a few years. They love it. If we ask for money we do not get it. But if we leave a "nameless" jar nearby. They love it and put in money. Go figure.

Our people love the coffee and the sense of friendship and community it fosters.

Patrick,

We have a coffee machine that is supplied by Lowell Vending. They do all the work and we get .20 of each \$1 cup of coffee, hot chocolate or tea. It works out well and we have had no issues.

We do have a coffee maker, and perhaps one of my reference staff will respond. It's a machine that uses pouches, rather than k-cups. They rent us a coffee maker with a pump that goes into the large jugs of water (which they also supply), since we don't have plumbing to hook a commercial type machine to. We also didn't want to have to keep filling a machine manually. You can buy supplies from the company (I'd need to look up the name), but they tend to be pricey, so all we order is the coffee, cocoa and tea from them. We buy the non-dairy creamers through Staples, and the cups and lids and stirrers, etc. from wherever we can find them at a good price.

The logistics are a little tricky since we wanted the coffee maker down in a room without carpeting, where we have café style seating, though people can bring the coffee anywhere in the library (that's why we provide lids). We put out all the supplies except the coffee pouches themselves. Patrons ask for them and pay for them at the Reference Desk, which is not close to the coffee maker. Ideally you would have all the coffee things near a staff station. At first we put out the coffee and a collection box for the money right across from the reference desk, but this did not work due to theft. So it is somewhat of a pain for reference staff, but I haven't heard as many complaints lately. We've gotten used to it, just like collecting money and making change for printing.

Once in a while you get a patron who thinks library staff are waitstaff in a restaurant, and become insistent on getting the coffee, to the point of interrupting a reference transaction, but most patrons are extremely patient and appreciative.

There has been remarkably little mess.

Once in a while the machine needs service, so we have to call the company. It gets clogged or whatever, and changing the water bottles is not always easy.

We "suggest" a dollar a cup, but I don't think anyone pays more. The Friends of the Library are subsidizing the service, and they are losing money on it, but they think it's a nice thing to offer and don't mind. Personally, I would charge enough to at least break even.

I'm not sure if my Director has responded to the coffee machine part of your email. But I thought I'd let you know how things are working out from a staff prospective: yes, it's a pain, but it is totally worth it!

We have a Flavia Machine that siphons water directly to a Polar Springs bottle. Polar Springs owns the machine, delivers water, coffee and supplies monthly. Our Friends organization pays for the service. We suggest a donation of one dollar per cup. We barely break even, but our patrons LOVE it so the Friends continue to support it.

My suggestion would be to make this as self-service as possible with a set up similar to ours (we don't have to keep filling the machine with water, for example!). Patrons do need to come to us to pay for and receive a coffee packet, we do check to see that cups, sugar, creamer etc. are stocked, and we let the vendor know what we need in the way of supplies.

Our Friends group purchased a Keurig machine about 5 months ago. At first they were offering the coffee free but as you can imagine people really took advantage of this having 3 – 4 cups a visit. They now charge .50 a cup. The pods are kept behind the desk in one of the spinner racks sold by Keurig. The other supplies are with the machine. It has created some extra work for staff but the extra work has been worth it because our patrons love having the coffee available. We pick the coffeemate creamers up at BJ's for about \$7 a box and we ordered 1,000 cups and covers from our paper goods supplier. One suggestion I would make if you do get the machine and you choose the one with 3 size

choices the largest being 10 ounces you really need 12 ounce cups. The 10 ounce cups fill to the brim which causes some problems. Many patrons now bring in their own travel mugs which works fine. For the most part it has been a success. Charging .50 has worked out okay it allows us to purchase more pods, creamers, sugar and equal. Friends are not making money on it but that was never the point anyways.

We just put a Keurig machine out for the public two weeks ago. We are offering regular coffee, decaf, and tea K-cups for \$1.00 which we keep at the desk. We have only sold 5 cups of coffee so far but I think it will catch on eventually – if it doesn't it doesn't matter because it is not too labor intensive for the staff. We keep it on all day so the water is hot and all they have to do is put in the K-cup and press the button. Of course we have instructions, one size cup that will fit both levels of coffee and lids. We also have a selection of sugars and the mini moos that don't require refrigeration.

We do have a Keurig machine out for the public. We have an honors-system for payment, \$1 per cup, and put out a selection of coffee, tea, and hot chocolate (the latter is extremely popular!). The money goes to LIFT, which is the group that funds improvements/renovations for the library.

Things generally work out great - staff makes sure that the water is full and creamer is out (we get the single-serving creamers that don't need refrigeration) in the morning, though on occasion we've had to fill supplies during the day as well (Thursday seems to be the day for this). There is sometimes some clean up needed, but the library staff are also some of the biggest users of the Keurig!

We have a Keurig machine set up near the main circulation desk. Originally we had put it in our café area but that area is not visible to staff and we found that middle school aged kids were playing around with the machine. We charge \$1.00 per cup with the money going to the Friends of the Library. We don't really make a lot of money on it the dollar basically covers the coffee and supplies. We got the machine free from W.B.Mason and we buy our coffee, cups, covers, creamers, etc. from them. Patrons and staff love it and we have had no problems since we moved the machine. It hasn't been messy at all.

We've offered keurig coffee for the public for seven years and it has worked fine. The coffee maker is in our Community Room, which also has a vending machine and tables and chairs. People pay \$1 at the circ desk, where they pick up their cups and coffee pods. We used to keep everything out in the Community Room, but found that the product loss was a problem as there is no visibility from the circ desk. I would definitely recommend the keurig option as it's higher quality than vending machine coffee.

We do have a small Keurig machine that was donated to us. We have it out for the public and just ask for a donation. It's not quite paying for itself, and we have some teens who like it but haven't helped.

It's a nice service to offer if you have the room for it. Our library is tiny, and it is not a great space for people to stay in. I think when we are done with our K cups I will recommend making it staff only.

Milton has a Keurig.

We started off with a coin op one, which was ok, but there was some loss of product, and we had to keep restocking product.

We were also working on vending machines, and found a vendor that would put a good variety of Kcups in the snack machine, so we did away with the coin op and just let people buy the Kcups. We had the setup designed so that the Keurig would sit on a stone sink-top, so disposal of liquids is easy.

We've had a Keurig machine in our meeting room for 5 years. We put out a selection of coffees, teas and hot chocolate and a donation basket. We also put out cookies - usually individually wrapped but once in awhile one of the library Friends will bake something. Our Friends of the Library pay for the supplies. Donations almost cover the costs. It's very popular and easy to set up. Patrons love it and staff doesn't mind.

Suggestions:

Get a large plastic tray to set up on, especially if you have hot chocolate (kids=occasional mess).

Buy the individual aseptically packaged creamers from a restaurant supply - they don't need refrigeration.

Set it up next to a sink if possible so you can easily refill the water container.

We have a Keurig here in Princeton and it is loved by all. Only thing the staff has to do is empty the water reservoir every evening and fill it in the am. Occasionally we do a thorough cleaning with vinegar.

We ask for a \$\$1.00 donation as the Board of Health wouldn't let us sell it without kitchen inspections, etc. How ridiculous. People are pretty good about making donations. Just recently bought some tea for it also.

I was just thinking how grateful I am that our library here has a coffee machine (Keurig or Kuerig) and on Wednesdays our Friends group buys a package of Trader Joe's cookies and leaves them for anyone who wants one. We are small enough that only a few people a day take the coffee (offered free but a donation bowl is nearby) and by the end of the day on Wednesday the cookies are gone. The Keuring is kind of wasteful resources wise but is so much better than staff filling up Mr. Coffee type machines and dumping wet grounds periodically. It lends itself to self serve. We also buy little packages of half and half that don't need refrigeration (!) so there isn't a mess with powdered

2 Keurig machines

1 upstairs for adults and YAs

1 downstairs for parents while kids are in story hr

Friends purchased and staff buys cups and get reimbursed. That part is a little bit of a pain.

Should just get Friends to buy a big among. Hot cocoa is very popular.

Donation per cup is 50 cents and not enforced. Money goes for additional coffee supplies.

Children's Report
April 2012

- We continue to be busy in the children's room!! All winter programs were well attended and we are now into Spring Fling (All drop-in groups) until June 8th.
- The Egg Hunt was again a success and a lot of fun, approximately 200 people attended. Thank you Heather for being our "Bunny"!!
- The LSTA Teen/Tween grant started out a little slowly, but I feel that we are now on track.

Kathy Gattoni has taken on the role as advisor.

The Teen Advisory Board has met twice, and the kids have had a lot of great ideas for programming. Today, a group of girls enjoyed an afternoon of beauty at The Cape House Spa. (Thanks again Heather!!!) and tonight we are hosting a Pirate program which will include genuine pirate artifacts.

We now have one way bus transportation from the middle school to the library, so students can meet here on Tuesday afternoons until the end of the school year.

- Our summer reading theme for summer 2012 is "Dream Big Read", we have a lot of great programs planned including a new teen/tween activity day and an additional toddler story & play group sponsored by the Bourne Early Childhood Council.

Terry Johnson
Children's Librarian