



Board of Trustees  
Winthrop Public Library & Museum  
2 Metcalf Square  
Winthrop, Massachusetts 02152-3159

**NOTICE: BOARD OF TRUSTEES MEETING**

The Winthrop Public Library Board of Trustees will meet on **Thursday, June 17<sup>th</sup>, 2010.** Meeting will commence at **6:30 p.m.** in the Hazlett Meeting Room, Winthrop Public Library & Museum, Two Metcalf Square, Winthrop, MA 02152-3159.

**Agenda**

1. Reading and acceptance of minutes from the previous (May 12, 2010) meeting.

2. Director's update

3. Old Business

**\*\* Basch Room [discussion]:**

- *Dedication date? Ceremony?*

- *Furnishings etc.*

**\*\* Tote bags (promotional tool) [discussion/action]**

4. New Business

**\*\* Retiring of books on tape format**

**\*\* Board letter to the Town Manager re: regionalization plans**

**\*\* Circulation Policy [discussion/action]**

6. Date of Next Meeting

7. Motion to adjourn



**Board of Trustees**  
**Winthrop Public Library & Museum**  
**2 Metcalf Square**  
**Winthrop, Massachusetts 02152-3159**

**MINUTES**

Trustees meeting, June 17, 2010, Edward A. Hazlett Meeting Room, Winthrop Public Library & Museum

Mr. Tranfaglia, Vice Chair, called the meeting to order at 6:37 p.m. The following named trustees were present: Betty Peabody, John Tranfaglia, Richard Tyrell and Virginia Wallace. The Library was represented by Alan Thibeault, Director.

**Minutes:**

Ms. Peabody moved to accept the minutes of the May 12, 2010 meeting, including executive session, as presented. Mr. Tyrell seconded. Motion passed (Yes = 4, No = 0)

**Director's Update:**

A. Town Hall update:

Mr. Thibeault informed the Board that the Town's budget for fiscal year 2011 has been approved by the Town Council. The Town Council voted to withhold approximately \$240,000 in School Department funds on contingency. The library's appropriation of \$474,334 was approved as submitted. He expressed confidence that the appropriation would be sufficient to retain certification, although a waiver from the Massachusetts Board of Library Commissioners will be required.

The Town Manager plans to reorganize the office spaces in Town Hall. This move is in anticipation of the School Department's administrative offices moving into the building. Current departments occupying the building will be relocated to increase efficiency, workflow and enhance customer services. There are concerns that the building's electrical system will require work in order to accommodate the new plan.

The Town is changing its financial management software next month. Sofrite will replace the current MUNIS system. Richard Allen, Technical Services Librarian, is working with Michele Karas, MIS director, on the conversion.

The Town has hired Peter Lombardi as Grants Writer. Mr. Tranfaglia expressed hope that Mr. Lombardi will help the Library to obtain more grant monies.

NOBLE will be changing the Library's staff computers from the current secure telecomm connection to Comcast Business Class Cable connection in the spring of 2011. The change is expected to save NOBLE approximately \$33,000.00 per year; savings that will help keep our NOBLE membership costs down.

B. Financial Report: Mr. Thibeault presented the financial report as of June 15, 2010. He reports that the 15% threshold for materials has been achieved. He believes that the Library will have expended at total of approximately \$476,000 by the end of the fiscal year. The exact amount will not be known until after the Town closes out its fiscal year 2010 books.

C. The long range planning survey was presented to the Board.. It was put together by Trustee Stephen Dalton, Mr. Thibeault, and Assistant Director Ann Gutting. Mr. Thibeault is waiting for payment to reach Survey Monkey so that our unlimited account can be established and the survey can be put online. Mr. Tranfaglia and Ms. Peabody expressed satisfaction with the survey as written.

D. Town Wide Yard Sale: BookEnds will participate in the sale on June 19, 2010 from 10 a.m. to 1 p.m. Joe Neville from the Friends, Mr. Thibeault and Mary Connolly from the Children's Library will operate BookEnds during the sale and be available to issue library cards and assist customers. Mr. Thibeault invited Board members to assist. Mr. Tranfaglia, Ms. Peabody and Ms. Wallace volunteered. Mr. Tyrell has a prior commitment.

E. Open Meeting Law: Mr. Thibeault explained the new open meeting laws which go into effect on July 1, 2010. He briefed the Board on how it and the Library will meet the new requirements. Mr. Tyrell expressed dismay at the requirement that all discussions in open meeting be summarized in the meeting's minutes. He opined that any summary of discussion would have to "subjective," and therefore open to possible challenge by outside parties.

### **Old Business:**

Basch Room:

Mr. Thibeault reported that the restoration work remains nearly finished. Richard Lombardi has informed him that he intends to finish by June 19<sup>th</sup>. Mr. Thibeault expressed cautious optimism that it would be done by that date but stated the the work was 99% complete. Mr. Tyrell concurred.

Mr. Thibeault requested that the Board approve an expenditure of up to \$4,000.00 from State Aid funds to purchase new furniture - two arm chairs, a sofa and coffee table - as a contingency. He expressed hope that the Library might secure an outright donation or a discount on the items. Mr. Tranfaglia expressed that there was no rush on the matter as the completion date remains uncertain. Mr. Thibeault and Mr. Tranfaglia both stated their preference that any further deliberative planning of the dedication ceremony be postponed until the next Board meeting so that James Matarazzo, Chair, may participate. Mr. Tranfaglia also opined that any dedication ceremony would be unlikely to occur before the fall. There was no motion to approve the expenditure. Mr. Thibeault will continue to pursue the matter with retailers and dealers and report back to the Board at its next meeting.

Tote Bags: Mr. Thibeault presented an informational briefing to the board on prices and styles for promotional tote bags. Ms. Peabody and Mr. Tranfaglia both expressed their preference for either cotton or canvas bags. Mr. Thibeault will put together a proposal to include vendor, style, design, quantity, marketing and pricing for the Board to take up at its next meeting.

### **New Business:**

Books on Tape: Mr. Thibeault presented a plan to retire books on cassette tape as a format that the Library will offer. There are currently 613 titles in the BOT collection, none of which has been checked out since July, 2008. Mr. Thibeault stated that BOT is a diminishing format and plans to de-access most or all of the collection. Item de-accessed items will be turned over to BookEnds for sale and/or disposal. Any retained items will be stored in the Technical Services room but remain part of the circulating collection. Mr. Thibeault stated that he intends to create a Young Adult Area in the collection's present location. Ms. Peabody expressed her approval of the plan to create a modest Young Adult Area, with hopes for future expansion of services. No vote was required and there were no objections by Board members.

Regionalization: The Board considered a draft letter to the Town Manager on regionalization of library services. Each Board member present expressed their concern about the concept of regionalization. Mr. Tranfaglia stated that he didn't see any benefit to the Library in terms of services and resources in any possible regionalization initiative. Mr. Tyrell stated that he feared loss of local control over library policies and management. Mr. Tranfaglia wondered if regionalization was in accord with the Town Charter and expressed concern that the Board would lose its authority in Library management. Mr. Tyrell worried that the Director would have to spend more time at the other library or libraries involved in the plan, negatively impacting services and management at Winthrop's Library. Ms. Peabody discussed the very different demographics of the three communities involved in the initiative, stating that the directorship would be extremely difficult to manage. Ms. Wallace expressed concern that Mr. Thibeault might not be retained as Director under such a scheme. Mr. Tranfaglia stated that he felt that the letter as currently drafted, needed more work to clearly express concerns over matters of process, funding and governance. Ms. Peabody moved to postpone a vote on the letter. The motion was seconded by Ms. Wallace. The motion passed (Yes = 4, No = 0). Mr. Tranfaglia directed Mr. Thibeault to look at and revise the letter putting the matters before the Town Manager in question format and email the revised letter to Board members for individual examination. The Board will consider the revised letter at the next meeting.

Circulation Policy: Mr. Thibeault presented a new Circulation Policy to the Board for approval. He explained that the new policy will replace one from 1998, reflects current practices and conforms to NOBLE and American Library Association standards and policies. Ms. Peabody moved to approve the new policy. Ms. Wallace seconded the motion. Motion passed (Yes = 4, No = 0).

Materials Appropriation: Mr. Thibeault requested that the Board approve the expenditure of up to \$2,000 for book and CD/DVD purchases from the New Books Fund. The extra money is needed as the materials budget is all but exhausted and pending bills incurred in fiscal year 2010 cannot be paid from fiscal year 2011 funds. He stated that heavier than normal purchasing in July, 2009 to restore the currency of the collection following last year's defunding followed by routine purchasing throughout the rest of the fiscal year left the Library short of funds. Purchasing should level out in fiscal year 2011. Ms. Wallace moved to approve the expenditure from the New Books Fund. Ms. Peabody seconded the motion. Motion passed (Yes = 4, No = 0).

Next Meeting:

The Board will meet next on Wednesday, July 21, 2010 at 6:30 p.m. in the Hazlett Meeting Room.

Adjournment:

Ms. Peabody moved to adjourn the meeting. Ms. Wallace seconded the motion. Motion passed (Yes = 4, No = 0). Meeting adjourned at 8:21 p.m.

**RT**  
Richard Tyrell, Secretary

# FY10 LIBRARY FINANCIALS as of 15JUNE 2010

LINE ITEMS	.1 JULY 09	Current \$\$ Available	\$\$ Spent	% Spent
Payroll	336,847.00	23,663.60	313,183.40	92.97%
S&E Non-Materials (see Non-Materials details below)	18,000.00	-2,287.72	20,287.72	112.71%
S&E Materials** (see compliance levels below)	74,966.00	2,579.21	72,386.79	96.56%
NOBLE	48,282.00	840.72	47,441.28	98.26%
Contract Services	3,800.00	3,800.00	0.00	0.00%
Utilities	15,929.00	2,029.44	13,899.56	87.26%
Conference	1,500.00	895.88	604.12	40.27%
<b>OVERALL</b>	499,324.00	31,521.13	467,802.87	93.69%
<b>DISCRETIONARY FUNDS</b>				
	7/1/2009	Expen'tures	FY10 Deposits	Current \$\$ Available
.State Aid	15,228.84	2,939.59	11,582.08	24,029.13
.George Hyde Fund	12,667.37	4,575.28	315.00	8,407.09
.Hazlett Children's Fund	805.03	600.00	835.00	1,040.03
.New Book Fund	2,170.21	0.00	186.00	2,356.21
.Carr Museum Fund	777.00	0.00	110.00	887.00
<b>S&amp;E NON-MATERIALS DETAIL</b>				
	18,000.00	Current \$\$ Available	% Spent	
S&E Admin	6,000.00	-512.06	109%	
S&E Bldg Mnt	6,000.00	-2,910.85	149%	
S&E Tech Serv	6,000.00	1,135.19	81%	
Remaining Overall		-2,287.72		
<b>****S&amp;E MATERIALS COMPLIANCE</b>				
	<b>Spent</b>			
59,918.88	72,386.79	120.81%	<--12% compliance	
67,408.74	72,386.79	107.38%	<-- 13.5%	
74,898.60	72,386.79	96.65%	<-- 15%	
<b>TOTAL S&amp;E (Materials minus Non-Materials deficit)</b>		291.49		
2579.21 minus 2287.72				

**-- Long Range Planning Survey Draft --**

The Winthrop Public Library & Museum is creating a plan for library service over the next three to five years. This survey is your chance to comment on present library services and to let us know what services you would like to see in the future. The survey is 22 questions long and should only take about 10 to 12 minutes to complete. Thank you for your help in shaping your library.

1. Are you

- Male
- Female
- Would rather not say

2. Age

- Under 9
- 9-12
- 13-17
- 18-24
- 25-29
- 30-39
- 40-49
- 50-64
- 65 +
- Would rather not say

3. What language(s) are regularly spoken in your home?

- English
- Spanish
- Albanian
- Arabic
- Portuguese
- Russian
- Other: \_\_\_\_\_

4. Do you have Internet access at home?

- Yes
- No

5. Regardless of whether or not you have Internet access at home, do you access the Internet at the library?

- Yes
- No

6. Do you have a library card?

- Yes, I have a Winthrop card
- Yes, I have one from another community: \_\_\_\_\_
- No.

7. How often do you use the library?

- Once per week or more (go to question 9)
- 1-3 times per month (go to question 9)
- Less than once a month (go to question 9)
- Never (go to question 8)

8. If you don't use the library, why not? (check all that apply, then go to question 9)

- \* Hours aren't convenient – Please tell us what hours would be better: \_\_\_\_\_
- \* Library doesn't have anything I want
- \* Poor customer service
- \* I buy my books and movies
- \* I go to another library: \_\_\_\_\_
- \* Other reason: \_\_\_\_\_

9. What days and times do you usually use the library? (check all that apply)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- \* Morning
- \* Afternoon
- \* Evening
- \* All of the above

10. We are open 40 hours per week, Tuesday through Saturday between Labor Day and Memorial Day and Monday through Friday during the summer. Are our current hours and days adequate to your needs? (If your answer is no, check all that apply)

- \* Yes
- \* No, not enough evening hours
- \* No, not enough morning hours
- \* No, would like the library to be open on Saturdays all year long
- \* No, would like the library to be open on Sundays
- \* No, other reason: \_\_\_\_\_

11. For which of the following reasons do you come to the library? (check all that apply)

- Recreation
- School/formal education
- Job/career
- Business/finance
- Independent learning



- Children's services
- Public computers
- Wireless Internet access (WiFi)
- Quiet study/reading space
- Programs (concerts, speakers)
- Group activities (knitting, Mystery Book Discussion Group, organizational meetings)
- Other: \_\_\_\_\_

12. Which of the following services do you use at the library? (check all that apply)

- Borrowing books
- Borrowing movies
- Borrowing music
- Borrowing children's books
- Borrowing children's movies
- Borrowing children music
- Children's story hours
- Borrowing framed art prints
- Public PCs for Internet access
- Public PCs for Word/Excel/Powerpoint
- Local history resources
- Community information
- Personal study
- Job finding
- Reference services
- Magazines
- Newspapers
- Photocopier
- Microfilm
- Museum collection
- Meeting rooms
- Museum passes
- Online subscription databases (EBSCO, Genealogy, NADA Used car guides, test preparation)
- Income Tax forms
- College/scholarship information
- Test preparation (books and guides)
- BookEnds (book store)
- E-books
- Audiobooks
- Other: \_\_\_\_\_

13. Which of the following library services do you access online from outside of the library:

- Renewals for borrowed materials
- Placing holds on library materials
- Requesting materials from other libraries for pick up at our library

- Subscription-based databases offered free of charge to our patrons that they can access either at the library or from a home/work PC (EBSCO Magazine and Journal Articles, Heritage Quest Online, Gale Legal and Business Forms, America's Genealogy Bank, Global Road Warrior, etc. )
- Overdrive downloadable audiobooks
- Overdrive downloadable e-books

14. How would you rate the following services overall?

Excellent    Good    Fair    Poor    No Opinion

Staff knowledge & helpfulness  
 Adult services (circulation etc.)  
 Children's services (circulation etc.)  
 Adequacy of our collections  
 Public PCs  
 Story Hours  
 Meeting Rooms  
 Quiet study areas  
 Reading room

- Specific comments: \_\_\_\_\_

15. Have you visited our Web site (<http://www.noblenet.org/winthrop>)

- Yes (go to question 16)
- No (go to question 17)
- I didn't know that the library had a Web site (go to question 17)

16. Do you find the Web site easy to use?

- Yes
- No
- If no, why? \_\_\_\_\_

17. Which electronic devices do you use regularly (check all that apply)?

- VHS player
- DVD player
- Personal computer
- Audiocassette player
- CD player (personal or in your car)
- MP3 player (personal or in your car)
- Game system (PlayStation, Nintendo, Xbox, Wii etc.)
- Smart phone (iPhone, iPod Touch, Blackberry, Droid etc.)
- E-book reader

18. Are you satisfied that our facilities are:

YES NO

Safe?  
Well-lit?  
Clean?

19. Does the library adequately use its existing space and facilities?

\* Yes

\* No, please explain: \_\_\_\_\_

20. Below are some additional services the library could consider formally offering. Please check off up to five services that you would be most interested in.

- Film programs (public showings of movies at the library)
- Fee-based or free informational programs (Feng Shui, alternative health therapies, flower arranging, tax preparation classes, drawing, etc.)
- Adult education
- English classes/conversation groups
- Videogames (Nintendo, PlayStation, Xbox, Wii)
- Poetry slams/readings
- Café (coffee, tea, light snacks)
- Public Fax
- Art displays
- Board game (Scrabble, chess etc.) tournaments
- Classes/workshops on job finding
- Computer training
- Dedicated MP3 audiobook or e-book download station
- Open on Saturdays year-round
- Open on Sundays
- Other suggestions: \_\_\_\_\_

21. Which of the following roles do you think the library should play in this community? (check all that apply)

- Recreational and cultural asset (entertainment: books, movies, music, programs, etc.)
- Educational center for lifelong independent learning and study
- Educational resource for students of all ages
- Center for civic and cultural discourse
- Informal public gathering place

22. Please offer any additional comments you wish: \_\_\_\_\_



# TOWN OF WINTHROP

**Late Spring 2010**

**To: Boards & Committees & Public Bodies in the Town of Winthrop**

**From: Carla Vitale, Town Clerk**

**Re: New Regulations in Open Meeting Law & Public Records Law**

**When: To take effect July 1, 2010**

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Serious changes in Open Meeting Law and Public Records Law will take effect on July 1, 2010 across the Commonwealth. The Attorney General has created a new office, Division of Open Government, as well as an Open Meeting Law Advisory Commission to create training initiatives and enforce new regulations.

These new regulations will change how we do business going forward in the Town Clerk's Office. Please make yourself familiar with our new posting and minute requirements explained in this memo.

Going forward posting a meeting for a public body will require a member of the committee to use committee letterhead or the form included in this memo. The posting will require an agenda. The agenda should include all topics the Chair thinks may be covered at the meeting. The "poster" will be able to email, fax or personally bring to our counter the posting. Each time there is a change to the posting, cancellation or addition, it will be the responsibility of the poster to create a whole new posting.

Within 30 days of a meeting, it is the responsibility of the Chair, to mail, email or hand carry the minutes of a meeting to the Town Clerk's Office. Those minutes must include summary of discussion on each subject, list of documents or exhibits used at the meeting, decisions made and actions taken at each meeting including the record of all votes. Specifically no longer will be a voice majority minutes will include number of votes in the affirmative and number of votes against each motion. It is strongly encouraged that Boards & Commissions with Town Webpages, will designate someone to regularly post Minutes to the webpage. The Town Clerk's Office is not staffed to be the WebMaster for each and every Board and Commission in the Town, please delegate this responsibility to someone in the Board or Commission to remain in compliance.

In closing, as a member of a public body, it is your responsibility to learn about these changes and to be in compliance of said laws. It is anticipated that this summer, the Division of Open Government will put out training materials and more clear clarifications of what is expected at the local level. As that information becomes available, the Town Clerk's Office will send those communications to you via email. Please also check frequently the Town Clerk's web page for updated information. Until then, please use the enclosed material to familiarize yourself with the law and feel free to contact our office at any time. Thank you for your anticipated understanding and compliance.

## CHANGES TO THE OPEN MEETING LAW & PROCEDURES FOR COMPLIANCE

Below is a summary of the new rules pertaining to the Open Meeting Law, effective July 1, 2010, and my proposals on how I think we can best comply with them:

\* **Requirement 1:** Meetings must be posted on Trustees letterhead at least 48 hours (two full business days) prior to the meeting AND posting must include an agenda listing all topics the Chair thinks will be discussed (new and old business).

COMPLIANCE: I have created a Trustees letterhead for this purpose. I will prepare a draft agenda at least ten days prior to the meeting and email it to the chair for approval. Once approved by chair, I will provide the draft agenda to the other members of the board that they can "vet" to see if there is anything they wish to add. I will handle the official posting and ensure it is accomplished within the mandated time frame. I am leaving out the specifics of my Director's Briefing in the agenda. However, a summary of my briefing will be included in the minutes (see requirement 3, below). Since my briefing is not new or old business, the specifics need not be announced ahead of time.

\* **Requirement 2:** A copy of the minutes must be provided to the Town Clerk NLT 30 days after the meeting.

COMPLIANCE: I will handle this (see requirement 3, below). Once I've typed up the minutes, I'll provide a copy to the secretary for informal approval. Once he/she approves, I will provide the copy to the Town Clerk. This will not effect the board's responsibility to formally approve (by vote) the minutes at the next scheduled meeting.

\* **Requirement 3:** Minutes must include a summary of discussions on each topic, copies of any documents or exhibits used, decisions made, record (by count) all vote results.

COMPLIANCE: The secretary will record the minutes, bearing in mind that a narrative of points made by board members or others present must be included in the minutes. After the meeting, I will make a Xerox copy of the clerk's minutes and prepare a formal set of minutes from it; consulting with the secretary during this process as is necessary. I will include all handouts, documents etc. used at the meeting (financial report or other documents provided to board members at the meeting). I will ensure that motions made, seconded, discussion summary and the exact count on all votes cast is included. I will create a single, multi-page electronic document that includes all of this material.

\* **Requirement 4:** Minutes must be posted to the Town's Web site.

COMPLIANCE: I will handle this. Michele Karas is supposed to be setting up an account for me so I can accomplish this.

Price comparison: Tote Bags

<u>Vendor</u>	<u>Description</u>	<u>Cost per Unit</u>				<u>Remarks</u>	<u>Est. Cost 500 Printed</u>
		<u>50</u>	<u>150</u>	<u>250</u>	<u>500</u>		
Crestline	Cotton Duck, 13.5x14	3.29		3.13	2.89	Printing set-up \$39	\$1,484.00
Crestline	Light Cotton, 15x15.5	2.55		2.49	2.35	Printing set-up \$30	\$1,205.00
Amsterdam	Die cut nylon handle 10x10 Polypropylene			1.79		Logo charge \$29.95 Printing set-up \$40.00	\$964.95
Amsterdam	Polypropylene, 11.5x12.5		2.99				\$1,495.00
Artpromos.com	Canvas, 15x16		2.89		2.49	Printing set-up \$45.00	\$1,290.00
Artpromos.com	Polypropylene, 16x12		1.45		1.39	Printing set-up \$45.00	\$740.00



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June 17, 2010

Mr. James McKenna, Town Manager  
Town of Winthrop  
One Metcalf Square  
Winthrop, MA 02152-3159

SUBJECT: Regionalization of Library Services

Mr. McKenna:

The Library's Board of Trustees would like to take this opportunity to share our thoughts about the concept of "regionalization" of library services.

We are cognizant of our obligation to do what's right for the citizens of Winthrop in working with local municipal governments to retain the highest possible level of library services as economically as is possible. This is particularly true in the current fiscal environment. Further, it is our hope and expectation that the Metropolitan Area Planning Commission will consult with this board in its ongoing study.

The MAPC study may ultimately find multiple means for service enhancements/efficiencies through collaboration and consolidation of certain administrative, operational functions and public service offerings among the libraries involved. Perhaps some sort of regional management structure might be created to oversee the operation of the two or three libraries involved. We are willing to consider such measures, once proposed, to determine whether or not they will meet the operational requirements of this library. This board firmly believes that any "regionalization" agreement into which we enter must be crafted so as to avoid any shared funding arrangements that would result having to close the Winthrop Public Library & Museum for lack of sufficient municipal funding should the agreement be abandoned at some future date.

We also recognize the possibility that the MAPC's study may simply result in a finding that "sharing" a library director with Revere and/or Chelsea is the best strategy to adopt at the present time. In the short-term, a shared directorship would mean temporarily sacrificing existing management efficiencies in the interests of near-term financial savings. In recognition of the current fiscal crisis, we would be willing to support prudent, temporary measures which help preserve library services in Winthrop while easing the town's current fiscal burden.

However, any "regionalization" agreement consisting merely of a shared director, while addressing short-term fiscal problems, **must and will** result in the loss of management efficiency. It is our belief,

born of experience, that the directorship of the Winthrop Public Library & Museum requires a full-time commitment. To think otherwise is delusional. Simply splitting the director's time between two or three libraries, while providing short-term fiscal relief, is not a viable long-term solution. To adequately meet the long-term demands of running a municipal library (be it in Winthrop, Chelsea or Revere), a full-time director is a basic long-term requirement.

Thus, it is our position that the language of any regional agreement for a shared director must recognize that the situation is temporary and being undertaken under emergency conditions in the interests of short-term preservation of services. Once these emergency conditions pass, the directorship of the Winthrop Public Library & Museum must, at the discretion of this board, be restored to full-time status.

We further believe that any library participating in such a shared directorship arrangement must provide an assistant director (or equivalent position) to oversee day-to-day, facility-level operations. This is because the director, due to the demands of a managing multiple municipal libraries must, of necessity, be less involved in day-to-day operations at each location and be most involved in time-intensive, big-picture responsibilities: budgeting, ensuring compliance with certification requirements, financial management, personnel administration, strategic direction, policy formulation, departmental reporting and relations with elected and appointed officials as well as members of the communities involved. In the absence of an on-site assistant director (or equivalent) overseeing day-to-day operations at each library, the director's job will quickly become unmanageable.

Thank you for your time and attention on this important matter. Our board remains ready and eager to work with your office, the MAPC and the communities involved in any contemplated regionalization initiative.

Sincerely,

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James A. Matarazzo, Chair

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Stephen Dalton

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Betty Peabody

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John Tranfaglia

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Richard Tyrell

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Virginia Wallace

Cc: Alan Thibeault, Director, Winthrop Public Library & Museum  
Joseph Domelowicz and Josh Monahan, Metropolitan Area Planning Commission





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## Circulation Policy

**General:** The purpose of this policy is to provide written guidelines pertaining to the circulation of library materials for the Winthrop Public Library & Museum (WPL&M). This policy is based on the need to make materials available to all patrons on an equal basis and to ensure adequate access based on the size and/or nature of the collection. In order to provide for the return or replacement of library materials, this policy determines length of loan periods, renewals, fines, etc. Eligibility to borrow library materials reflects regulations established by the Massachusetts Board of Library Commissioners governing reciprocal borrowing. As a member of the North of Boston Library Exchange, Inc. (NOBLE), the library complies with circulation policies adopted by NOBLE which are included in this policy along with those specific to this library.

This policy supersedes Winthrop Public Library & Museum Circulation Policies, dated May 21, 1998.

In order to maintain positive public relations and to further promote the mission of this library, exceptions to the following policy statements may be made but only when warranted and at the discretion of the librarian.

### 1. LIBRARY CARDS

**A. Library Patron Agreement:** When a patron applies for a library card, he/she agrees to be responsible for all materials borrowed on this card, including any fines, fees, or charges. The patron also agrees to notify the library if their card is lost or of any change in address. Patrons should notify circulation staff anytime there is a change in home address, email address or telephone number. Such contact information is used to notify patrons when requested materials are available and when items are overdue. Our patrons' right to privacy is respected by the WPL&M and therefore we require that patrons use their own library card. Patrons are urged not to let others use their card. Staff at the WPL&M will not discuss the details of your account over the telephone nor share information with anyone requesting such information except in those cases where law enforcement officials present a valid subpoena or search warrant. In such cases, the WPL&M will provide only the information specifically included in the scope of the subpoena or search warrant.

**B. Winthrop Residents:** Any Winthrop resident is eligible to obtain a library card. Library cards are issued free of charge. A Winthrop library patron may use their library card in any NOBLE library provided the patron is in good standing throughout the system. In order to use online renewals or holds, the patron must have a valid PIN (Personal Identification Number). PINs are not issued by telephone or email. To obtain a PIN, bring your library card to this or any other NOBLE library and ask at the circulation desk for a PIN. With a PIN number you may access your library account from any computer with Internet access and check your account, renew books and order books from any of the NOBLE libraries.

**C. Nonresidents:** Residents of communities within the Commonwealth of Massachusetts whose public libraries are certified by the Massachusetts Board of Library Commissioners have a right to borrow library materials from the WPL&M free of charge in accordance with the Code of Massachusetts Regulations 4.00. Residents from communities which are members of NOBLE must obtain a library card from their hometown library. This card may be used at the WPL&M and any other NOBLE library. Residents of communities within the Commonwealth of Massachusetts whose hometown library is a member of another Massachusetts network may register at the WPL&M using their hometown library card. If applicant's hometown library is not online, or the card bar code is not readable, a WPL&M library card may be issued at the discretion of the librarian.

**D. Identification:**

**Adults:** To register for a library card, patrons must present a photo ID showing name and current legal address as well as proof of your current address and provide the name of one reference. A driver's license, utility bill, checkbook or a postmarked envelope that has been mailed to you may be used to prove current address. When a student reaches the age of fourteen and is in the ninth grade, he is eligible to receive an adult card. Winthrop library cards may be used in any of the North of Boston Library Exchange (NOBLE) libraries.

**E. Children:** Library cards are issued in the Children's Room to any child who is able to write his or her first and last names. A parent or guardian must sign the child's application before a card can be issued.

**F. Material Checkout Without a Library Card:** Normally a patron is required to present his/her library card in order to check out library materials. If a patron has forgotten his/her library card, staff may require identification in order to check out any library material.

**G. Card Replacement:** The charge for replacing a lost library card is \$3.00. A replacement card may not be issued if the patron's account is delinquent.

**H. Expired Card:** A library card will expire five years from the date of issue. If the patron is in good standing, the card may be renewed without charge. When a library card expires, borrowing privileges may be suspended until previous registration information is reconfirmed. Acceptable identification may also be requested.

**I. Card Use:** The patron's own library card must be presented at time of checkout in order to borrow materials.

**J. Confidentiality:** Under Massachusetts General Laws Chapter 78, Section 7, library records are confidential. Staff may not reveal to a third party the titles of items borrowed on a patron's card. These include requests by parents for information regarding materials borrowed on their children's library card. Parents who want to monitor the reading of their children are encouraged to check out their children's books on their own card.

**K. Access to Minors:** The Board of Library Trustees endorses the Library Bill of Rights which states that "a person's right to use a library should not be denied or abridged because of origin, age, background, or views." Consequently, the responsibility for what children or young adults may choose for their own use from the library's collection rests with their parents or legal guardians.

**2. LOAN PERIODS, LIMITS AND FINES/FEES<sup>1</sup>**

A. The following lists the loan periods for types of material, limits and fines:

Material Type	Loan Period	Limits	Renewals	Fines	Max. Fine
Adult Books	2 weeks	<u>Fiction:</u> none <u>Non-Fiction:</u> 3 items per subject	once	15 cents/day	Up to item value
Children's Books	2 weeks	<u>Fiction:</u> none <u>Non-Fiction:</u> 2 items per subject	once	10 cents/day	Up to item value
Audio Books	2 weeks	2 @ one time	as needed	15 cents/day	Up to item value
Videos/DVDs	1 week	2 @ one time <sup>2</sup>	none	\$1.00/day	Up to item value
New Videos/DVDs	2 days	2 @ one time <sup>2</sup>	none	\$3.00/day	Up to item value
CDs	2 weeks	2 @ one time	as needed	10 cents/day	Up to item value
Museum Passes	3 days	none	none	\$6.00/day	Up to item value
Framed Art Prints	1 month	none	none	50 cents/day	Up to item value

<sup>1</sup> Other libraries may have different loan periods, limits and fines/fees

<sup>2</sup> Three may be borrowed before a long weekend

Fines for overdue or lost items continue to accrue from the date until they are due for return until they have are returned, have been paid for or other arrangements have been made. The maximum fine/fee for any item is the amount listed in the database which reflects the current replacement cost.

**B. Renewals:** Books, audio books and CDs may be renewed once unless the book is on reserve by another patron. Patrons may renew library materials in person, by phone (when the library is open), or online. Patrons must use their PIN (see 1.B. above) in order to renew items online. To renew online, you must first have your library card and PIN handy and log onto <http://catalog.noblenet.org/patroninfo>. If renewing by phone, please have your library card handy as well as the bar code number of the item being renewed to expedite processing. If the library is exceptionally busy you may have to call more than once. Items from other libraries are subject to rules set by their owning library. Some do not allow renewals by out-of-town residents.

**C. Payment of Fines:** Fines which are collected for WPL&M items are treated as receipts to the Town of Winthrop. Payments can be made by cash or check made out to the "Winthrop Public Library & Museum." The Town of Winthrop charges a fee for checks written against a personal account with insufficient funds. Thus, patrons are encouraged to pay fines in cash. We will provide a receipt for

payment if asked by the patron at the time the fine is paid. WPL&M staff cannot waive fines due at any other library.

**D. Damaged or Lost Library Material:** The patron is responsible for all materials checked out on his/her library card, and is liable for lost/damaged material. If a patron loses a piece of a library item, such as a CD or DVD case, he/she will be required to pay a replacement cost. If a patron loses an entire library item, such as a book, he/she will be charged the replacement cost for that item. If library staff determines that an item has been damaged beyond repair and is no longer suitable for circulation, he/she will be charged the replacement cost for that item. Parents or legal guardians are financially responsible for such fines or fees as incurred by a minor until she/he reaches 18 years of age.

**E. Payment for Lost/Damaged Material:** Payment for lost or damaged WPL&M material may be made in cash or by check made out to the Town of Winthrop. Staff will issue a written receipt if asked to do so at the time of payment. If a patron returns a lost WPL&M item with our receipt after paying for a replacement item, WPL&M staff may issue a refund. The WPL&M encourages patrons to replace, in kind, rather than pay for lost or damaged items. Additionally, as with fines, patrons are encouraged to pay in cash. If a patron is unable to buy a replacement for the lost or damaged item(s), fees will be determined by present replacement cost to the library. Reimbursement arrangements for lost or damaged materials obtained by the WPL&M from other libraries are based on the owning library's policies.

**F. Replacement Cost for Library Materials:** The patron will be charged the amount listed in the database which generally reflects the current replacement cost.

**G. Overdue Notices:** Overdue notices are sent as a courtesy to patrons. Items that are returned with missing materials, such as a CD or DVD case, are generally renewed once as a courtesy to allow the patron time to locate the missing piece. Once the renewal period has ended, fines will begin accruing as long as the item remains incomplete.

**H. Patron Delinquency:** Patrons owing fines on borrowed materials may not borrow additional materials until their account is cleared. After three (3) written overdue notices, a hold will be placed on the patron's library card prohibiting its use in any of the NOBLE system libraries. If the WPL&M mails an overdue notice to a patron and that notice is returned as undeliverable, a hold will be placed on the patron's library card. A patron whose card is in hold status also loses access to the library's public PCs.

### **3. RESERVING LIBRARY MATERIAL**

**A. Requests/Holds:** Patrons may reserve library material in person, by telephone or online. The books will be sent to the NOBLE library of your choice, and the staff will contact you when they arrive. In order to place a hold or request an item online, you must have a valid PIN (see 1.B., above). Make certain to select "Winthrop" from the "Choose a pickup location" menu, if you want the item(s) to come to this library. When the library material is available, patrons will be called. For more information on obtaining materials from other libraries, see the library's Interlibrary Loan Policy.

**B. Reserving Museum Passes:** Patrons are encouraged to reserve these passes in advance. Only one pass per family may be reserved in advance.

### **4. RETURNING LIBRARY MATERIAL**

**A. Book Drop:** When the library is closed, the book drop is open for return of library material. If the library is open, patrons must return borrowed items to the circulation desk. CDs and DVDs must be

returned to the circulation desk. Do not place CDs or DVDs in the book drop as they may be damaged by other returned materials. Patrons who place CDs and/or DVDs in the book drop will be held responsible for damages to the items. Do not place donated materials in the book drop (see Materials Donation Policy and Guidelines).

**B. Claims Returned:** If a patron claims to have returned or to have never checked out an item(s) deemed overdue, the item(s) will be marked "claimed return". Staff will note this information on patron's record and clear patron's account. Frequent incidents of "claims returned" can lead to the patron's designation as "delinquent," resulting in a loss of borrowing privileges.

Approved: \_\_\_\_\_

\_\_\_\_\_

*James Matarazzo, Chair*

*(date)*

*Board of Library Trustees*