

**Minutes of the April 15, 2024
Montclair Public Library Board of Trustees Meeting**

The 2188th meeting of the Montclair Public Library Board of Trustees was held on Monday, April 15, 2024 at 7:00 p.m. in accordance with New Jersey Law.

The meeting was called to order by President JoAnn McCullough at 7:08 p.m.

Open Meetings Act:

President JoAnn McCullough announced that the meeting was in compliance with the Open Meetings Act. Notice of this meeting was posted on the Library website, in the Library, at the Municipal Building and advertised in the Star Ledger. Notice of the change of venue to an Hybrid meeting was posted on the library website.

Roll Call:

Board Members Present: JoAnn McCullough, Presiding, Theodore Graham, Diana Lunin, Andrew Silver, Brian Clarkson, Lilian Ferguson, and Damen G. Cooper

Board Members Absent: Geoffrey Borshof, Tamar Campbell

Library Staff Present: Director Janet Torsney, Assistant Director Selwa Shamy, Recording Secretary Linda Welch. Borrower's Services Tom Hoesly

Approval of Minutes:

The Minutes of the March 18, 2024 Regular Meeting stood approved. Diana Lunin made the motion and Brian Clarkson seconded. The motion was carried unanimously.

Presidents' Report:

JoAnn McCullough reported that:

- The Executive Committee met on April 5 to review the Agenda.
- The Personnel Committee met several times.
- The Policy Committee convened on March 26 and April 4.

Treasurer's Report:

Brian Clarkson presented the Treasurer's Report:

Brian Clarkson moved for the adoption of Resolution #24-20 Approving the Bills and Payables Between the March 18, 2024 and April 15, 2024 Board of Trustees Meetings be approved and the itemized summary be made part of the minutes and Andrew Silver seconded. The motion was carried unanimously.

Brian Clarkson moved for the adoption of Resolution #24-21 Pre-Approving the Bills and Payables Due Between the April 15, 2024 and May 20, 2024 Board of Trustees Meetings

be approved and the itemized summary be made part of the minutes and Andrew Silver seconded. The motion was carried unanimously.

Brian Clarkson moved for the adoption of Resolution #24-22 Approving the March 2024 Bank Reconciliation Statements and Lilian Ferguson seconded. The motion was carried unanimously.

Reports from Support Organizations:

Report from The MPL Foundation - Gina Chung Fortt

Advocacy

Aman D'Mello, member of the Advocacy & Communications Committee, spoke in support of the Library at the Town Council meeting on March 12. Another member of the Committee plans to speak at the April 24th meeting. Foundation Board members have been attending candidate forums and events and raising library funding as an important campaign issue. For the April 7 event at the Library, the Foundation created an information sheet (attached) that was distributed to all the candidates and many of the audience members in attendance. Foundation representatives will be present at the Women's League of Voters and BID forums later this month.

Buy A Book for National Library Week

In celebration of National Library Week, the Foundation launched a week-long campaign to raise funds for additional copies of the Library's most requested titles. There are often long wait lists for new releases and best sellers, and Buy A Book helps to "cut the line" and get those books, ebooks, and audiobooks into the hands of MPL patrons that much faster. A generous donor pledged to match what was raised up to \$5,000 and that incentive led more than 100 donors to participate. With the match, a total of \$12,620 will be granted to the library for new materials!

Grants

The Foundation has submitted applications and is awaiting notification from the following funders:

- Turrell Fund – Early Literacy
- Bank of America – Adult School classes
- Stephen T. Reidner Grant for Dementia Programs in Libraries – MILL partnership program
- Montclair Foundation – Early Literacy

In addition, the Foundation supported the Library in their request for Congressional Discretionary Spending (CDS) funds through the office of Senator Cory Booker. The request is for HVAC and roof replacement for the Main building.

Leap Year Trivia Night

We were excited to have a sold-out event for Leap Year Trivia on February 29th. Expertly emceed by our own Mike Cocco, it came down to a tie-breaker question between the two top teams. The trivia trophy, inscribed with the name of the winning team, is now on

display in the Main Library at the bottom of the staircase. The night was doubly successful, in that it engaged a number of new people with the Library Foundation as well as surpassing its fundraising goal, netting \$4,400.

Wine Tasting with Ray Isles

In partnership with Amanti Vino, the Foundation will be hosting a wine-tasting fundraiser on April 27th following the Open Book / Open Mind conversation with Ray Isles, executive wine editor for Food & Wine magazine. To date, 51 tickets have been sold out of a capacity of 75. The link to buy tickets is on the Foundation website under "Events." This event is sponsored by Rosemary Iversen, PSE&G, Sidney Simon Homes, and Watchung Booksellers.

Foundation Reception

An MPL Foundation Reception in honor of judge Victoria Pratt will be held at Rosemary Iversens house on Thursday, April 18. This intimate gathering of book lovers and library supporters will be treated to a conversation between CNBC journalist Jon Fortt and Judge Victoria Pratt, author of "The Power of Dignity," a copy of which will be attendees to take home.

Montclair Library Friends: *Ed Robin*

The Montclair Library Friends volunteered at the April 7 Candidates Forum.

Montclair Library friends will volunteer at the Open Book/Open Mind events of April 17 and May 7.

Ed Robin has been working with the library director on finding a landscaper/architect for the BAB plaza. David Lustberg is working on drawings.

Friends of Bellevue Avenue Library, Inc.: *Ilmar Vanderer*

Ilmar complimented the library on the success of the April 7 Candidates Forum event.

The Friends of the Bellevue Avenue Library are working on their upcoming May in Montclair Book Sale.

Library Report:

Assistant Director Report: *Selwa Shamy*

Building & Safety

- A new security system for the Main Library was successfully installed on April 3. The Branch security system was installed on April 12.
- Facilities and Security staff have successfully taken over cleaning duties at each building, saving the library much money.

Services

- Mia Boxer, MPL's new social worker, started office hours last week. A press release went out on April 11.

Programming

- The first session of the Library Adult Services Dept. and Montclair Institute for Lifelong Learning (MILL) co-presented Senior Fridays concluded on Friday, 3/22. There was an average of over 80 participants for the Adult Services programs. Senior Fridays will reconvene on 4/26.
- NJ Makers Day (3/16) the Branch offered three programs (Slime, Making a Light Up Bookmark, and Creating a Light Up Card for adults) with 160 participants.
- The Holi festival (3/23) was a great success and had 170 attendees across both programs despite weather conditions.

Outreach

- Library staff were present at Montclair State University Japan Club's ChibiCon, an anime convention on April 13.
- The library will also be at the Township Eco Festival on April 28.

Staff

- Ken French, Collection & Materials Services Department Head, was named the vice president of the NJLA Tech Services and Collection Development Section for the coming year.
- The Adult School Department hired Elaine Morillo, a part-time Marketing & Technology Assistant

Library Director Report: Janet Torsney:

FIRST QUARTER REVIEW

Statistics

Q1 2023

Q1 2024

	Q1 2023	Q1 2024
Circulation	96,990	99,990
Attendance	5,467	7,967
Library programs	401	445
Community programs	105	150
Website visits	38,624	45,090
Internet sessions	2,450	8,398
New library cards	497	632
Home deliveries	150	233

Budget Versus Actual

	Q1 2024	% of budget
Income	\$ 1,050,411	23
Expenses	\$ 893,503	20
<i>Expense detail</i>		

Administration	\$ 31,261	16
Adult School	\$ 27,144	22
Adult Services	\$ 12,411	19
Benefits	\$ 65,227	8
Building & Security	\$ 45,738	22
Materials	\$ 20,004	11
Payroll	\$ 615,442	24
Personnel	\$ 899	13
Technology	\$ 21,818	19
Utilities	\$ 53,559	22

Community

- More than 100 people attended the Candidates Forum (more continue to view it on Township, Montclair Local and our website). Very positive reactions among candidates, attendees and the general public.
- Last month of Montclair Reads continues. Participation in programs is strong. Initial partners programming not as strong as hoped.
- Working with Partners for Health on OBOM with Matthew Desmond (*Poverty, by America* and *Evicted*). Program will include pre-session with people working with unhoused in Montclair.
- Story Walks in the Park planned for August.
- Read All About It, literacy hub to support the district's science of reading approach, in development.

Foundation

- Worked on talking points for Council meetings
- Supported Buy a Book matching campaign to “cut the line” on holds
- The Annual Report is almost complete.

Township

- Much work around training and procedures to meet cybersecurity and JIF standards
- Still working on obstacles to install switches obtained through e-rate

Other

- Met with representatives from Placek Foundation/Mills Building about parking issues. Would like to ask our lawyer to review background documents in advance of possible disputes.
- Attended BCCLS System Council
- Audit expected in late April/May.
- Working with the personnel committee on director recruitment.
- Interviewed about new public library survey questions on recommendation of NJ State

Librarian

- Working with the Essex County Library Directors on increased funding.
- Met with the Weston Awards Committee

Department Head: Borrower's Services Tom Hoesly

The bulk of the department's responsibilities involve making sure patrons get the items that they want, and that they then bring those items back to us in a timely fashion. We actively pursue this goal by helping patrons check items in and out, creating, renewing, and managing patron accounts, and by placing and processing hold requests. We passively promote this goal by shelving returns promptly, keeping collections well organized, increased signage, maintaining a variety of rotating displays, and, above all, providing a welcoming and accepting atmosphere to each and every one of our patrons.

Even though we call ourselves circulation, we are called Borrower Services because we help our patrons in more ways than just circulating items. We are the first staff desk that people see when they walk in, and as such we answer all variety of directional, informational, or technological questions. We offer proctoring services for patrons who need to have an exam monitored, and staff have even begun to get involved with programming, which brings me to the next topic:

The change that Tom is most pleased about is that Borrower Services staff have started to get involved with programming. We have helped to create and run programs like pumpkin carving at Halloween, a tarot card reading for teens, monthly Pokémon club, and a K-Pop trivia night later on this week. It gives staff the opportunity to bring what they love to work, and that joy makes for better, more engaging programming. The most instrumental person in accomplishing this is our young adult librarian, Ruby Williamson, who has graciously worked with us and allowed us to bring our passions to MPL.

Other changes to the department include increased signage, moving collections around so their locations are more intuitive and easy to find, decorating the first floor to be more visually appealing and welcoming, increasing the amount and variety of displays, and streamlining tedious processes like RFID tagging and LendingKey, so that patrons get their items faster and/or easier, and staff have more time to spend on other projects.

We have seen continued increases in circulation over the past two years, as well as a general upwards trend in terms of cards issued. Both are indicated in the graphs below. Montclair has the biggest collection in BCCLS, and we have the highest number of active patrons. Despite this, we do not have the highest circulation numbers. Our biggest goal going forward is to increase our circulation to be more in line with a library of our size and a community of our population. Tom hopes to achieve this goal through increased outreach and letting residents know about the multitude of things we offer to cardholders.

Old Business:

Personnel Committee Report - Andrew Silver

A director performance review is scheduled on April 16.

The Search Committee has posted the Director job description and now have 10 applicants interested in the position. Applications are being reviewed and the interview process will begin shortly.

New Business:

Revised Policies - *Diana Lunin*

Use Of Technology Policy

Work-7

Policy Statement

Technology is an integral part of the Library's operations and the Library provides our employees with Equipment and Resources (as defined below) as tools to help them perform their job duties.

Regulations

1. This policy applies to all Library Equipment, Resources and Communications that an employee uses, creates or encounters at any time while on Library work time, on Library premises, or while otherwise performing services for the Library.
 - a. This policy shall not apply to employee conduct occurring during non-working time, such as breaks, meal breaks and before and after work time.
 - b. This policy also shall not apply to employee conduct during non-working time, whether using personal Equipment and/or Resources or while using Equipment and/or Resources, which the Library designates for public use.

2. For purposes of this policy, the following definitions apply:
 - a. "Equipment" means computer hardware and peripherals, including laptops, desk tops, tablets, and all other varieties, telephones and any related physical property, which the Library owns or simply provides to employees to use while working.
 - b. "Resources" means the Library's computer network, communications network, computer software, including all software located on or through any Equipment, voice mail and messaging capabilities (e.g., emailing, instant messaging, audio, digital, imaging, or other forms of information transmission), as well as Internet access, the Library's communications software and all computer files created, stored or located on any Equipment or other Resources, as well as all credentials (logins, usernames, and passwords), keycards, and keys.
 - c. "Communications" means e-mail, voice mail and all other electronic messages, communications, and content created on, sent to, received, opened, viewed or stored on, downloaded to or deleted from any Equipment and/or using any Resources, regardless of whether an employee sent or received the communication(s), including all attachments and imbedded links.

3. All Equipment, Resources and Communications are the sole and exclusive property of the Library. The Library reserves the right to monitor and review all Communications Use of Technology Policy and employee use of Equipment and Resources at any time and for any reason or no reason, including ensuring that employees are using the Equipment and Resources responsibly.
 - a. The Library generally will not notify employees if/when the Library performs any

such review or monitoring.

b. Each time an employee uses any Equipment or Resources, he/she is granting consent for the Library to perform such monitoring.

c. Employees should not expect that any Communications using Equipment or Resources will be private.

4. Employees must use the computer passwords and log in names assigned to the employee by the Library (or the Technology Manager), or assigned to Equipment the employee is using, and may not change passwords or log in names at any time, except as directed by the Library Director or the Technology Manager.

a. No employee shall permit another person to use another's credentials, keycard, or key without the permission of the employee's immediate supervisor.

b. Passwords must be created and changed as established by the Technology Manager.

c. No password may be used, which is not known to the Technology Manager.

5. Employees should use the Library's Equipment and Resources only for official purposes related to Library business, although employees are permitted minimal personal use that does not result in added cost to the Library or in any way interfere with employee productivity or impair operation of systems.

a. Employees are responsible for reimbursing the Library for any personal use of the Library's Equipment and Resources, such as copying or printing.

b. Employees may not use the Library's Equipment and Resources for personal gain or to solicit anything, except if preauthorized and done for the benefit of the Library.

6. The Library assigns an individual Library email address to all employees who need to send or receive email Communications. In addition, a Library department or program may use a Library heading on a public email service.

a. All employees shall use a Library email address, and shall not use a personal email address, when conducting Library business.

b. Employees should remember that Communications are not confidential transmissions between the sender and the intended recipient.

7. Employees should exercise the same care and attention to creating Communications that they would use in preparing any other written or oral communications, including with regard to grammar, spelling and courtesy to others.

a. Communications may be subject to disclosure in a civil, criminal or administrative legal action and may be introduced as evidence in an appropriate proceeding.

b. All employees are responsible for all content of all Communications and Resources which they create, or download during working hours or while using the Library's Equipment and/or Resources.

c. Employees may not transmit any Communications under an alternative, fictitious, or assumed name, and may not attempt to obscure the origin of any message.

d. Employees may not publish information on the Internet using the Resources

and/or Equipment, which violates or infringe upon the rights of others, including copyrights, trademarks, privacy rights, and the right to be free from harassment and discrimination.

8. Employees may not communicate any inappropriate Communications (as defined below) or intentionally access or download from Internet sites which display or offer for download content, which is inappropriate.

a. The Library's policies regarding Equal Opportunity Employment, Anti-Harassment, Conflicts of Interest, Prevention of Workplace Violence and Confidentiality of Library Records policies all apply to the use of Equipment, Resources and Communications in the same manner that these policies apply to all other workplace conduct and communications.

b. Communications and Internet content are inappropriate if they are or contain statements or materials which are: fraudulent, sexual in nature, obscene, offensive, libelous, hateful, discriminatory, threatening, abusive, or harassing, to anyone, including to the Library, its employees, independent contractors, members of the public, and other persons, regardless of whether or how they are associated with the Library.

c. Communications and Internet content also are inappropriate if they contain statements or materials that include profanity, private or personal information about persons other than the author, personal insults or attacks, chain letters, anything encouraging illegal conduct, or any viruses or other harmful computer code.

9. Employees should verify the integrity of any information found on-line to ensure the information is accurate and valid before relying upon, sharing or posting such information.

10. The Library maintains one or more websites and uses other on-line social media and communication services.

a. All postings on behalf of the Library must be pre-approved by the Library Director or by the Department Head for the department which the content of the posting concerns or represents or to which the content applies. For example, posting a notice of an upcoming children's program would require approval from the Head of Youth Services or the Library Director.

b. All on-line postings on behalf of the Library, whether to the Library's website or any other Internet location, shall be subject to the provisions of this policy.

11. Nothing in this policy shall limit any employee's right to create or send any Communications on non-working time (including breaks and meal breaks) concerning wages, hours of work and working conditions at the Library.

12. Employees may not use any of the Library's Equipment and Resources to make on-line purchases of goods, services, fee-based downloads or subscriptions, nor charge any on-line purchases in the Library's name or to its account, except in the ordinary course of performing their job duties and for the benefit of the Library or with the Library Director's prior written approval.

- a. The Library assumes no responsibility for the payment of charges incurred in violation of this policy.
- b. Employees who make on-line purchases in violation of this policy will be held responsible for all charges incurred, in addition to being subject to disciplinary action.

13. Notwithstanding the Library's right to read and retrieve all Communications, employees should not try to access any Communications not addressed to or originating from them, and should treat all such Communications as confidential.

14. The Library is not responsible for unauthorized Communications, Resources, materials and/or content obtained with Equipment and/or Resources or viewed or saved on Equipment or Resources, which are in violation of this policy.

- a. Employees, who encounter inappropriate Internet content, which is not necessary to the legitimate work of the Library, immediately should use the "Back" control to return to the preceding screen or should close the tab or window on which the offending content appeared.

15. To protect the Library's Equipment and Resources from viruses and other harmful or offensive files, employees should not open any Communications, which have not first been checked by the Library's virus-protection software, or which do not come from a source known to the employee.

- a. If any employee receives any inappropriate or objectionable Communications, or is subjected to inappropriate Internet content, he/she should not delete the Communication, but instead immediately should notify his/her immediate supervisor and/or the Library Director.

16. Employees shall exercise restraint and discretion when using the Library's Equipment and Resources, with respect to the size of files sent or downloaded or copied, and the number of designated recipients.

17. Employees may not load or download ANY software, including any commercial, shareware and freeware software, onto any of the Library's Equipment or Resources without prior written approval from the Library Director.

- a. Employees are expressly prohibited from using Equipment and/or Resources to make illegal copies of licensed or copyrighted software.
- b. Copyrighted software must be used only in accordance with its license and purchase agreement.
- c. To assure compliance with licensing provisions, the Technology Manager must approve all installations, transfers or removals of software programs on Library Equipment.
- d. Employees must obtain permission from the Technology Manager before connecting personal hardware to Library Equipment.

18. Employees who violate any provision of this policy will be subject to disciplinary action,

which may include termination.

19. All users must utilize multi-factor authentication (MFA) when accessing systems, networks and data that contain sensitive information. MFA combines two or more independent factors to verify the user's identity. The Library will utilize at least two factors for authentication, combining knowledge factors, possession factors, and/or inherence factors. Examples of factors include tokens, or mobile push notifications. All users must enroll in the Library's MFA system and register at least two factors for authentication. Enrollment should be completed during the onboarding process for new employees, and third-party users.

a. MFA Usage:

- i. Users must enable and use MFA whenever accessing workstations/laptops/ tablets, Office365 Email, Virtual Private Network (VPN) that require authentication.
- ii. MFA should be used for both remote and on-premises access, depending on the system's risk profile.

b. Awareness and Training:

- i. The Library will provide training and awareness programs to educate users about the importance of MFA and proper usage.
- ii. Users should be informed about the benefits of MFA, potential threats, and how to report any issues related to MFA.

c. Monitoring and Enforcement:

- i. The Library's Technology Specialist (TS) will monitor compliance with the MFA policy and take appropriate action for non-compliance.
- ii. Violations of the MFA policy may result in disciplinary measures, including but not limited to account suspension or termination.

d. Exceptions:

- i. Exceptions to MFA usage may be granted on a case-by-case basis, with appropriate justification and approval from the Library Director.
- ii. Exceptions should be reviewed annually to ensure ongoing compliance with the policy and periodically as deemed necessary to ensure this policy's effectiveness and alignment with industry best practices.

e. Lost Tokens:

- i. It is the responsibility of the individual to cover the cost of lost tokens. The replacement cost for lost fobs is \$35.00, payable by cash, check or money order made payable to the Montclair Public Library.

f. Policy Review:

- i. This policy will be reviewed annually or as deemed necessary to ensure its effectiveness and alignment with industry best practices.

g. Consequences for Violations:

- i. Any employee who violates this policy may be subject to disciplinary action, up to and including termination of employment.
- ii. This policy shall not be construed to restrict employees' rights to share information about their employment terms and conditions, communicate with.

The revision to the Use of Technology Policy was approved by a unanimous show of hands.

Animals in the Library Policy

MGT-6

MGT-6 Policy Statement

The Montclair Public Library (MPL) recognizes that patrons with disabilities may have service dogs that are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual. MPL recognizes legal rights under federal and state laws regarding use of service dogs. MPL also considers the safety and health of all its patrons, the public, and library staff to be of utmost priority. The Library will comply with the American with Disabilities Act¹ and the New Jersey Law Against Discrimination.

Regulations

1. With the exception of animals that are part of Library programs, no pets or animals, other than service dogs or service dogs in training, are allowed in the library. Owners of pets will be asked to remove them from the library. Animals used in educational programs sponsored by the library are exempt.
2. A service dog is "individually trained to do work or perform tasks for people with disabilities...The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA."
3. Only dogs are recognized as service animals under Titles II and III of the ADA
4. Individuals with disabilities may bring their service dogs into all areas of the library where members of the public are normally allowed to go. a) All service dogs must be under the full custody and control of their handler at all times. b) All service dogs must be on a leash or harness at all times unless the handler is unable to leash or harness the dog because of a disability or use of a leash or harness would interfere with the dog's safe, effective performance of work or tasks. c) If the service dog cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). d) Owners of the service dog are solely responsible for the supervision and care of the service dog. Therefore, owners must keep the service dog directly with them at all times. 1 42 U.S.C. § 12101 2 N.J.S.A. 10:5-12 3 U.S. Department of Justice, Civil Rights Division, Disability Rights Section, "Service Animals", July 2011. https://www.ada.gov/service_animals_2010.htm

5. Users of service dogs are not required to show papers or to prove a disability. Service dogs are not required to be licensed or certified by a state or local government or training program, or be identified by a special harness or collar.

6. If a staff member needs clarification on the status of a service animal they may legally ask two questions:

- a) "Is the dog a service animal required because of a disability?", and
- b) "What work or task has the dog been trained to perform?" c) Staff may not ask about the owner's disability.

7. A person with a disability may not be asked to removed his or her service dog or service dog in training from the library unless the presence, behavior or actions of the service dog constitutes an unreasonable risk of injury or harm to property or other persons or the dog is disruptive and the owner does not take effective action to control it. In these cases, library staff must give the person with the disability the option to obtain library services without having the service dog or service dog in training on the premises. Fear of allergies, annoyance on the part of other patrons or employees, or fear of dogs are generally not valid reasons for denying access or refusing service to people with service dogs or service dogs in training.

Miniature Horses:

Notwithstanding the limitation of only dogs being recognized as service animals, federal regulations do allow the consideration of a miniature horse to also be recognized as a lawful service animal. Therefore, an individual with a disability may be allowed to utilize a miniature horse as a service animal, subject to all of the restrictions stated in this policy, but also subject to additional considerations.

When determining whether to allow a miniature horse to function as a service animal, MPL may consider the following before permission is granted to utilize a miniature horse as a service animal.

- a) The horse in question may be no more than 34 inches tall measured at its shoulder and it may weigh no more than 100 pounds.
- b) As with dogs, the horse must have been individually trained to do work or perform tasks for the benefit of the individual with a disability.
- c) As with dogs, the handler of the horse must be able to be in sufficient control of the horse and the horse must be housebroken.
- d) The presence of the horse may not compromise legitimate safety requirements that are necessary for the safe operation of library service.

The revision to the Animals in the Library Policy was approved by a unanimous show of hands.

Public Comment:

Montclair resident Wilma Hurowitz complimented the Library Director and staff on the quality of service the library provides.

Ilmar Vanderer informed the Board that former staff member Ronald Murphy had passed and read a memorial to him.

Adjournment:

At 8:30 p.m. JoAnn McCullough moved to adjourn the Board of Trustees meeting and the entire Board seconded. The motion was carried unanimously and the meeting was adjourned.