

Minutes of the Library Advisory Board Meeting, Monday, August 30, 2021

The meeting was called to order at 5:32 p.m. by Chairman Angie Torres. A quorum being present, it was decided that the meeting should proceed.

Present were: Chairman Angie Torres, Board Members Michael Bankson, Terie Hafner, and Brendan Tolley, and Library Director Pat O'Hanlon. Member Bonnye Warwick had called in sick, and is excused. The agenda for the meeting was approved; motion to approve made by Brendan Tolley and seconded by Mike Bankson. The minutes of the July 2021 regular meeting were approved as read, motion to approve made by Mike Bankson and seconded by Angie Torres. The affirmative votes on both motions were unanimous.

COMMENTS FROM THE PUBLIC:

- Board Member Terie Hafner has received two complaints from members of the public, both stating negative experiences while trying to obtain library cards. We do not have names or addresses for either individual. The first claimed that neither the town itself, nor the people in it had made him/her feel welcome, and neither did the library. This person apparently did not elaborate further. The other complainant stated that he/she had encountered problems first with the Motor Vehicle office, and then with the library's identification requirements. The person claimed that the library had refused to accept his/her temporary driver's license (just issued by MVD) as identification, and that even after he/she had shown proof of residence using a post card with a current postmark, that we had refused to open a borrower account, and would not even permit him/her to use a public computer. The complainant states that at that point, he/she left the library, and has never returned.
- **NOTE:** *The library director states that this does not make sense, because even when a person does not have the necessary ID to open a resident account, the patron would have been offered a non-resident account (NR fee \$2.00), as well as use of the non-catalogued honor books, and would certainly not have been simply refused service. She further states that no one is required to have a borrower account (or any identification at all) to use a public computer. Another somewhat troubling statement was that this was "when COVID was just starting," and, as one board member pointed out: "Why did they wait a year and a half to complain?"*
- Each board member reviewed the library's Circulation Policy, and found nothing that would have (or should have) caused this incident. If this happened right about the time that the library was closed by the original Public Health Order, that might have been a cause of this degree of frustration, but neither library policy nor library staff would be likely to have done so, even inadvertently. One also wonders whether the time gone by since March or April of 2020 could have caused the frustration of the day to seem worse in memory.

REPORTS:

- Board members: None.
- Library Foundation: The current value as shown on the July 30, 2021 statement is \$23,951.95.
- Friends of the Library: No report.
- Director's report: Nothing more to report at this time

OLD/UNFINISHED BUSINESS: None

NEW BUSINESS: None

There being no further business to come before the Board, the motion to adjourn was made by Brendan Tolley and was seconded by Mike Bankson. The motion was unanimously approved, and the meeting was adjourned at 5:54 p.m. The Board's next regular meeting is scheduled for Monday, September 27, 2021.

Respectfully submitted,

Angie Torres, Chairman
Pat O'Hanlon, Library Director