

Billerica Public Library Board of Trustees

Meeting Minutes

March 2, 2026

President Maggie Deslaurier called the meeting to order in the Library Conference Room, at 7:07 PM.

Member	Present	Absent
Maggie Deslaurier Chairman	X	
Michelle Ovalle Vice-chairman	X	
Katrina Kruse		X
Thomas Considine	X	
Alyssa Bartlett		X
Ellen Rawlings		X
Bob Correnti	X	
Elizabeth Gottman-Hanrahan		X
Jo Anne Frazier	X	
Joe St Germain, Director	X	
Sharon Lomison, Assistant Director	X	

Meeting Minutes:

Bob Correnti made a motion to accept the minutes from January 5, 2026.

Thomas Considine seconded.

The motion passed.

UNANIMOUS

DIRECTOR'S REPORT

Library was closed Sunday, January 25, 2026 and Monday, January 26, 2026; and also Monday, February 23, 2026 due to weather. Library was scheduled to be, and was closed on Monday, February 16 for President's day. The library experienced a power outage on Wednesday, February 11, 2026. This power outage affected a wide range of businesses and residences in the area, from about 9:30am to 1:30pm. The power outage did damage some of our telephone equipment. Library was unable to make external calls until Chris from the town's IT department came and fixed it, with phones being up and running by 5pm, February 12, and everything was back to normal.

Thursday, February 12, 2026 we held our annual Patron Appreciation Day. We were able to provide refreshments and snacks thanks to the Billerica Library Foundation. Thanks to the donation from Eeboo, we were able to give away mini and regular sized puzzles.

For collections, Ingram, our primary book vendor, has been able to catch up on the influx of business following the closure of Baker and Taylor. We are no longer seeing any delays.

Facilities –

We will be moving ahead with the planned renovations to the library's meeting room. The renovations will include replacing the flooring, repainting the entire room, and replacing the ceiling tiles. The cost of the project will be part of the town's capital budget, and will be paid out of a separate line of the Library's budget. The work will begin on Saturday, April 18, 2026. The work will probably continue through at least Friday, May 8, 2026. During this time, the meeting room will not be available for the

library or for the public to use, and we'll be hosting most programs we usually hold in the meeting room on the main floor. Trying to get the project done during the short window when Storytime ends and Summer Reading begins.

Once the room is back to being usable, painting will take place around Monday, May 11, 2026. We have been told during the painting that we can hold a limited number of programs.

New cleaners have been able to implement suggestions to preventing salt and ice melt from damaging the carpets.

Some of our exterior entrances have been closed for the time being. Numerous icicles have formed, and facilities have closed off those areas to prevent the falling of icicles from hurting someone.

We did have a patron incident in mid-January. A patron was with a community organization and he became highly agitated and aggressive. So the staff that were with him were able to intervene immediately, but the situation did eventually require police intervention. Situation was handled and resolved really well by staff and police on site. The Chief of Police was able to follow up with the organization, and the individual will not be allowed at the library for the foreseeable future, until the organization feels that he is ready, at which time they will speak to the police chief to make arrangements for him to come back.

Staffing-

Two open positions that were held for the holidays have now been posted.

Reference Community Services (17.5h) and the Library Page (16h). We have been screening applicants and are now at the stage where we are ready to conduct interviews. Hopefully we'll have these positions filled soon. In the meantime, we can't thank part-time staff enough, they've really stepped up and taken on some extra hours to ensure that we've had adequate coverage.

We have also posted, as we typically do in the summer, for a Youth Services Assistant. This is a seasonal casual position. It gives the Children's Department an extra staff member to help out during the summer reading period when they are the busiest.

Met with the Town Manager, the Assistant Town Manager, Director of Administrative Services and the Town Accountant to discuss the FY2027 budget. The budget will be increasing slightly to \$1,821,715.00, about an \$18,000 increase from our current budget for FY2026. This is mainly due to contractual obligations. The increase is enough for us to meet the Municipal Appropriation Requirement (MAR) which is needed for state certification so the budget leaves us in good shape to be able to qualify for state aid and enter FY2027 in good shape.

Bob Correnti made a motion to accept the Director's Report

Thomas Considine seconded.

The motion passed.

UNANIMOUS

OLD BUSINESS

No old business.

NEW BUSINESS

Possible vote on the Technology Help Policy

This is a newer policy that we established in 2025. Our goal was to offer one-on-one tech support appointments. What we are finding is the expectations that patrons had of what we could offer and what we could actually offer weren't matching up. So the first draft of the policy which was passed last year was to establish expectations. What we have found over the last year is that there is still some confusion. This is an effort to further clarify what we're able to offer, in the hopes that if people come to us, they aren't disappointed if we can't do certain things.

The first edit clarifies the location of the help that we are able to provide. We really wish that we could help people who are home bound or unable to get to the library, but we just don't have the staffing, and there are safety concerns. So we want to be clear that most of the help that is available is at the library and occasionally at the Council on Aging.

Scope of Assistance, we've updated this to add, "Additionally, technology support appointments cannot support personal peripheral devices such as home printers, scanners, or FAX machines." We've been receiving calls from people who want help setting up these devices over the phone. This is not something we can do in a positive way. What we do in those situations is refer them to their vendor website.

Added some reference to our reference policy. Sometimes people want us to help them pick out the best cell phone plan or the best internet plan, and we're really not in a position to recommend a particular service. We're more than happy to help people use Consumer Reports to compare services. If someone wants help navigating to Verizon and T-Mobile so they can compare them, we're happy to do that, but we can't say one service is better than another. We want to make it clear that we are here to help people find this information, but when it comes to making a financial decision, we can't make a recommendation one way or another.

Maggie asked if Tech Help gets utilized a lot. Joe responded that it really does. A lot of referrals from the CoA, sometimes people just call up, or they will just walk in. They'll start at the reference desk, "my ipad isn't working" "I can't connect to the wi-fi". General rule is that staff will try to assist for about 15 minutes, at which point it is determined that it is a little more involved, and the staff will recommend they make a tech appointment. We have two staff, Supervisor of Technology Angela, and Reference and Public Services Librarian Anna, both do tech appointments during the week. They book a conference room or study room and they'll just sit down and determine what the issue is, follow up with any of our tech related books that might help them further, researching the topic, and then make followups. Could be things like setting up email, or formatting a resume.

Maggie asked how the CoA referrals work. There was some confusion because CoA offers paid services. So now what we do, if we happen to be over there, we'll make referrals.

Michelle Ovalle made a motion to accept the Director's Report.

Thomas Considine seconded.

The motion passed.

UNANIMOUS

FAMILY FRIENDS UPDATE

Membership Month was January to mid-February, and it was a success. We got close to 200 memberships. March – 2 sales. Buy One, Get One free on young adult books, and a second one on

gardening books. Trying the sale for the whole month. With the two week sales, by the time the word got out, the sale was over.

Raffle through the end of March to win \$500 in lottery tickets. Raffle tickets are on sale at the circulation desk, \$10 each.

FOUNDATION UPDATE

February meeting was postponed. Did touch base with Mary McBride the President and she let me know that she is still finalizing a date for the wine tasting and as soon as we have information about that it will be passed along. Shooting for an April date.

CORRESPONDENCE

No correspondence.

ANNOUNCEMENTS

No announcements.

REQUESTS FOR NEXT AGENDA

ADJOURNMENT

Thomas Considine made a motion to adjourn.

Bob Correnti seconded.

The motion passed.

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Thank You, Jo Anne Frazier----- Next Scheduled Meeting: April 6, 2026 7pm