

**Trustees Special Services Subcommittee
Meeting Agenda
Montague Public Libraries**

Date: Monday, January 26, 2018

Time: 5:30 pm

Place: Millers Falls Library

23 Bridge Street

Millers Falls, MA 01349

Attendance: Nancy Crowell, David Harmon, Joseph Kapera, Amanda Traynor, Vicki Valley
Montague Library Director: Linda Hickman

5:37 – Call to Order – Committee Chair – Joseph Kapera

5:50 Strategies to increase use at Millers Falls Branch

Reasons to increase use:

To keep the branch viable

Community Space

Importance to identity of the community

Service to patrons with limited transportation

Much revitalization in the community – empty space would not benefit the village
or town

Village has already lost school and post office

Do Customer Service Survey here

Questions from former survey

A few questions to add

Discussion of circulation in three libraries

Make more available for community meetings and events

Discussion of ways to use the building

6:15 Computer Use Issue

Formal complaint

Two patrons who have an ongoing issue with each other

Need to update “User Agreement”

6:20 Create survey and distribute at each branch

6:25 Call to adjourn Vicki Valley, Seconded by Nancy Crowell