

Hubbard Memorial Library  
Board of Library Trustees  
Minutes—November 1, 2018

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TOWN OF LUDLOW

Attendees: Chris Davis, Robert Mishol, Patrick McGowan  
Meeting called to order at 1:00 P.M.

Director's Report

New business

The Senior Abatement Program reporting has been completed this week.

Ludlow Dementia Friendly Initiative

The library is hosting a public educational program, Effective Communication Strategies, on December 18<sup>th</sup>.

ESL Conversation group planning is underway.

Laura Dintino from the Ludlow Adult Learning Center will oversee volunteers providing this service.

LAALC ESL classes have been stopping by the library to use resources/databases.

MBLC LSTA Grant

Purchase of furniture and some of the technology has taken place.

The carpeting in the library has been cleaned.

The new wireless printing service is up and running, after some initial installation issues.

Melissa and Amy have attended "How Can I Help You?" Customer Service Basics and Beyond Offered by the MBL.

Old Business

Not much progress on the HVAC bid. The Trustees requested Patrick to send an email to Ellie Villano, asking for a status report.

Correspondence

The Mass Political Almanac was discontinuing its print editions.

The meeting went to Executive Session

The meeting adjourned at 3:05 P.M.

The next meeting is scheduled for December 4<sup>th</sup>.

Respectfully submitted,

Robert Mishol