

Thomas Crane Public Library

Board of Trustees

Minutes of December 12, 2011 Board Meeting

Trustees Present

Sandra McCauley, Chair; Harold Crowley; Janet DiTullio; Mary L. Reed.

Staff Present: Harry R. Williams III, Director; Barbara Glod, Branch Librarian and Amanda Pegg-Wheat, Branch Staff, of the Wollaston Branch Library; Diane Costagliola, Reference Staff.

Call to Order

Sandra McCauley called the meeting to order at 9:15 am at the Wollaston Branch Library.

Approval of Minutes for the Meeting of November 14, 2011

Mrs. McCauley asked for comments, additions, or corrections to the minutes of the November 14th Board meeting. Hearing none, Mr. Crowley moved and Dr. DiTullio seconded approval of the minutes. The Board unanimously approved the minutes.

Treasurer's Report

In the absence of Treasurer Lawrence J. Falvey, Jr., Mr. Williams presented the expenditures for the Literacy Account in the amount of \$697.05 for books. Ms. Reed moved and Dr. DiTullio seconded to approve these expenditures. Mr. Williams then presented expenditures for the Trust Accounts: \$26.53 from the Gift Account and \$570.78 from the Gift Account/Fit For Life Grant; \$1,307.00 from Berry D'Angelo for the Adams Shore Book Return; and \$206.59 from Vergobbi for staff training for the Strategic Plan. Ms. Reed requested that an actual Budget be developed and presented for the Strategic Plan. Mr. Crowley moved and Ms. Reed seconded to approve the Trust Fund expenditures.

Director's Report

Mr. Williams introduced Branch Librarian Barbara Glod and Amanda Pegg-Wheat of the Wollaston Branch Library. Ms. Glod welcomed everyone to the Branch and began with "the good." She said it is two years since a renovation included a new roof, then ceiling repairs, interior painting and carpeting. With working copier and computers and new furniture, patrons are satisfied and compliment the Branch's appearance and coziness. The air conditioning works and the building is comfortable year 'round. The "not-so-good" includes the lack of public bathrooms (the 1922 building is "grandfathered" for building code issues) and the short schedule of open hours. Before the budget cuts the Branch was open from 1-9pm on Wednesday and 9-5 on Friday, and patrons were lost when Wednesday evening and Friday – particularly the morning – were eliminated. When it was revealed that the Branch lacks smoke detectors it was agreed that Mr. Williams should arrange to purchase them as soon as possible. Mr. Crowley moved and Ms. Reed seconded use of Berry D'Angelo or other funds as needed to take care of this. There is also a need for lighted Exit signs and to replace the batteries for the emergency exit lights. Williams will see if the City will help with these. Some work is needed on the windows to reduce heat loss, and one storm window is missing. A quick tour of the basement verified that much work is needed there. There is a brook under the building, no insulation or waterproofing and poor drainage. During rainstorms water gets into the basement. Without major work, this valuable space remains unusable. Returning upstairs we discussed possible private partners to help fundraising for the capital spending needed to resolve these issues. Ms. Reed asked if there are security issues and Ms. Pegg-Wheat replied that because the Branch is small and cozy there are less

problems than downtown. She also mentioned that the attendance at Children's programs hardly declined when the hours were reduced, and that about 20% of the children at programs are Asian. Ms. Glod said, "We still work and serve the public and receive their praise." When Branch closings were discussed 60 people attended the meeting at Wollaston to speak out to save the Branch.

Mr. Williams then reported on activities in the Departments. The Children's Department held 24 Storytimes for just over 500 children and their parents. North Quincy is planning Chinese translation for Storytimes. Attending "Family Adventures in Reading" for 6 Saturdays in a row proved challenging to participants. November was the fourth straight month we set a record for Circulation, with just below 50,000 items circulated. Downloads of Overdrive eBooks was up 120% since July, and 612% since last November. We accounted for 10% of the total eBook usage in OCLN for November. Use of the Virtual Catalog has declined as more of our patrons find what they need here or in other OCLN libraries. The Reference Department proctored many tests this month, and selected a new language learning program, Mango, with 8 languages and ESL for speakers of four languages. Reference and Tech Services continue to organize Quincy room materials, and all the data in the Patriot Ledger Index is being put into a database. Acquisitions purchased books on CD and games, and withdrew Young Adult audiocassettes to free up shelving for the newer formats. Cataloging prepared 1,742 new items in November; 1,487 for the Main Library and 255 for the Branches, and recataloged art and history sections. New codes were added to break down the collection into distinct groups for better tracking. All three Branches have been busy. We received a new book drop and a coin-operated photocopier at Adams Shore. The Inter-Library Loan Center had their biggest month ever. The book is still king: 73% of the requests the ILL center received were for books. DVDs were a distant 2nd at 13%. The Massachusetts Library System (MLS) has extended the ILL Center's contract through FY 2013. Systems Librarian Deb Rich installed a printer after we added a data port at Wollaston, and rebuilt the catalog computer for North Quincy. She and Diane Costagliola trained staff on eBooks, then offered a modified version for the public, with 48 participants. Deb is gathering proposals to improve our wireless service, and working with vendors on tighter security. She is in training all this week on the new Windows 2008 server. The Literacy Project's new Talk Time conversation groups will begin in January, on weekday mornings, Saturday mornings and Tuesday evenings, including groups at the North Quincy Branch and the YMCA. They have 6 new volunteers starting in January. Megan Allen reports that the Civil War 150 series had high attendance for every program. The bilingual Health Matters series was successful, so we are planning next year's series, with participation from South Shore Visiting Nurse Association. We will continue the monthly "Open Mic" from January through March and monitor its success. Planning continued for the John Adams Unbound series with the Adams National Historical Park, and Megan is scheduling other events, including seven Concerts at the Crane. The Friends Bookstore is promising to be a great success for the Friends and for the library. Megan and I attended many professional and community meetings. We negotiated a discount of 1/3 off the CollectionHQ service to help manage the collections more effectively. The purchasing Department has helped with the complicated process of dealing with a company based in Glasgow, Scotland. There is nothing new on the Budget but several generous donations were received. As of December 2nd the flag has been flying at the Main Library. We continue regular police meetings with Lt. Minton. The library's relationship with the Quincy Police Department has been progressing well. The police have been very responsive and we have noticed a decline in incidents.

Strategic Planning Process

This month we wrapped up the observation project. For a month, for every hour, at every location, information was gathered about who was in the library and what they were doing, broken out by age and activity. Will Adamczyk spent a lot of November entering the data from the observations into a database set up by Diane Costagliola. We also began administering the customer survey. Within the first few days after posting the survey online and sending a message to the library e-newsletter list, over 300 people completed it online. A week or so later, an email was sent via the OCLN system to all Quincy adult cardholders with email address; that immediately

boosted the online response to 1,600. A link to the online survey was also added to the City of Quincy website and to the online library catalog. The total responses continued to rise until the survey was closed on December 7, when 2,555 people had completed the survey online. There are also hundreds of paper surveys that have been completed by patrons at the Main Library and branches, which have not been entered yet into the online survey. Surveys were also distributed at a few out-of-library locations, such as the Kennedy Center. The survey was translated into Chinese and has been distributed by some of our community partners. At a November 16th staff orientation Megan and I talked about the planning process and how the staff can and will be involved. Will presented Susie Wilkening's study of "Memories and Motivations of library patrons." Staff members contributed names of community leaders who might be good participants in the Community Planning Committee. On December 5th consultant Sondra Vandermark met with two library staff focus groups as part of the process.

Old Business

Mr. Williams submitted a proposal for restoring Sunday Hours in Fiscal Year 2013. This would include 50 Sundays, with a "wages only" cost of \$85,310 or \$1,706 each. He pointed out the impact on service during the week, due to the contractual requirement to give each Sunday employee a full weekday off in addition to their pay. The need for 10 employees to staff each Sunday equates to the loss of two employees per weekday.

Mr. Williams also submitted a proposal for Summer Saturday Hours during Calendar Year 2012. He projected a "wages only" cost of \$2,540 each, or \$20,320 for 8 Saturdays, with a similar impact on weekday schedules. He was asked to revise this proposal for next month, using the cost of seasonal rather than permanent employees to staff the Library on those days.

No formal action was taken on these, as the Board had indicated last month, while discussing a proposal for evening hours at the Branch libraries, that Mr. Williams should include these costs when we submit our Fiscal Year 2013 Budget Proposal.

Mr. Williams submitted a Proposed Schedule for evening "Community Input Meetings" at the Main Library and each of the Branch libraries. The Board approved the following dates and times: Thursday, February 2, 2011, 6:30-8:00 PM, Main Library; Monday, February 6, 2011, 6:30-8:00 PM, Adams Shore Branch Library; Tuesday, February 14, 2011, 6:30-8:00 PM, North Quincy Branch Library; Wednesday, February 22, 2011, 6:30-8:00 PM, Wollaston Branch Library.

New Business

Mr. Williams received a letter from Secretary of State Galvin stating that the Thomas Crane Public Library Foundation, Inc., would have its Charter revoked unless filings for the years 2002-2011 are submitted within 90 days, giving us a deadline of March 1, 2012. Filing fees are \$15 per year. The Trustees agree with Mr. Williams that although it has been inactive, we do not want to let the Foundation go out of existence, and instructed him to seek assistance of the City Solicitor in resolving this.

Mrs. McCauley called for any additional new items. There were none.

Adjournment

The next meeting will be held on January 9, 2012 at 9:15 A.M. at the Main Library. Ms. Reed moved and moved and Dr. DiTullio seconded to adjourn. The meeting adjourned at 11:05 A. M.