

**Thomas Crane Public Library
Board of Trustees Meeting Minutes
October 17, 2016
Adams Shore Library Branch, Quincy, MA**

Call to Order:

The meeting was called to order at 9:27 a.m. by Vice-Chair/Treasurer Janet DiTullio.

Trustees Present:

Tina Cahill, Janet DiTullio, Corinne Mitchell, May Mayyasi; Absent: Chair, William Griffin

Others Present:

Director Megan Allen, Adams Shore Branch Librarian Lori Seegraber and Coordinator of IT Rory O'Brien

Approval of Minutes:

Ms. Cahill moved and Ms. Mitchell seconded that the September 2016 minutes be approved as submitted. The motion passed unanimously.

Treasurer's Report:

Ms. Mitchell moved and Ms Mayyasi seconded that the October 2016 Treasurer's Report and Trust expenditures be approved as submitted. The motion was passed unanimously.

Adams Shore Branch Librarian's Report:

Ms. Seegraber described the role the Branch plays in the neighborhood and shared photographs of some of the fun activities patrons are enjoying at the Branch. Ms. Seegraber also mentioned that some patrons are passing on the torch to their children, by bringing their youngsters to storytime programs that the parents themselves attended at the Branch as children.

Director's Report:

Staff

The Mass. Library Staff Association and the City of Quincy reached two agreements for the five year period beginning July 1, 2015 and ending June 30, 2020. The agreements were ratified by the library staff in July, and funding for staff salary increases was appropriated to the Library Department's budget by the city council on October 3. Retroactive increases for all unionized employees are expected shortly.

The Director and Assistant Director are currently participating in a department heads salary study being conducted for the city by the Collins Center for Public Management.

A meeting was held with library staff and officers from the Quincy Police Department to review safety issues and procedures.

Coordinator of Adult and Young Adult Services Jim Jaquette has announced his retirement as of November 18. The job description for this critical management position will be reviewed and updated as needed and then a qualified successor will be sought.

Assistant Director Clayton Cheever is presenting at this month's annual New England Library Association conference regarding the library's experience using the Public Library Association's new outcome measurement toolkit.

Facilities

Six very worn wing chairs from the Richardson room have been reupholstered. They were much missed by patrons while they were out of the building.

Several facilities projects are still pending with the Public Buildings Department, including temporary repairs of the Wollaston Branch façade, completion of the Aiken ell roof repair, maintenance of the Main Library historic exterior doors, and replacement of the bird mesh in the Coletti eyebrow windows.

Services & Programs

First quarter circulation of physical materials continued the trend seen over the last two years, with a very slight increase over first quarter FY2016, driven by a strong increase in circulation of children's books balancing out a decrease in adult circulation.

North Quincy continues to be the busiest branch and experienced a 21% increase in circulation in the first quarter of the current fiscal year over last, continuing a steady upward trend each year since FY2014. In addition to strong circulation of materials, the onset of the school year has brought an increase in daily visitors, breaking daily attendance records and causing some visitors to leave after finding no available seating.

Adams Shore circulation rose 12% but was still below its FY14 and FY15 first quarter circulation. Wollaston circulation increased 11%, jumping slightly above FY15 after an inexplicable decline in FY16.

The library's new merchandising team, led by Cataloging & Technical Services Librarian Michelle Williams, has created a system for planning and managing materials displays in all locations and added a new "On Display" page on the library website which highlights monthly displays.

Strategic Planning

Needs assessment activities conducted in September included five adult focus groups and two teen focus groups, an online and paper customer survey that was completed by more than 2,500 people, and idea boards in all libraries. Input received from these activities is being reviewed and analyzed.

Other

The annual Financial Report and State Aid to Public Libraries Application and Compliance Form have been submitted to the Mass. Board of Library Commissioners. The Library met or exceeded all of the state standards for library service.

Final data for the Library's FY2016 strategic objectives has been compiled and analyzed. Out of the 28 objectives, 19 were met or exceeded, 3 were not met, and 6 (survey-based) were not measured. Administration of annual customer surveys was suspended after the first two years of the current strategic plan because the survey results were not providing helpful data with which to measure progress. Beginning in FY2016, the Library registered to use the Public Library Association's free new outcome measurement toolkit (Project Outcome) and has tested it several times. This professionally developed patron survey tool is easy to use and adapt, and provides national benchmarks for comparison. The Library will continue to experiment with Project Outcome during FY2017 and will likely employ this method of measuring outcomes in the strategic plan for 2018-2022.

TCPL Foundation Liaison's Report:

Ms. Cahill reported that the Foundation is getting its nonprofit legal status organized and approved before the Board can move on with any future fundraising plans.

Friends of the TCPL Liaison's Report:

There was no news to report.

Old Business:

Investment Committee Report

The September 1-30 Charles Schwab summary statement was distributed and reviewed.

By-Laws Revision Proposal

After some discussion about the proposed revisions, additional revisions were proposed. These will be incorporated and reviewed at the next meeting.

Proposal re Fine Free Holidays

Ms. Cahill moved and Ms. Mitchell seconded that another fine-free period be offered between Thanksgiving and New Year's this year. The motion passed unanimously.

New Business:

There was no new business.

Adjournment:

The meeting was adjourned at 11:06 a.m. The next regular meeting is scheduled for Monday, November 7, 2016 at 9:15 a.m. at the Main Library.

Documents Distributed:

- Draft of Minutes from September 19, 2016 Trustees Meeting
- October Report on Trust Fund Accounts
- Community Planning Committee Roster
- State of the Library / State of the City, October 2016
- Massachusetts Board of Library Commissioners FY2017 State Aid to Public Libraries Financial Report, and Application and Compliance Form
- Strategic Objectives Summary Report for FY2016

- September 2016 Statement on Investments from Charles Schwab
- Invitation to attend the Massachusetts Library Trustee Association's Annual Meeting

May Mayyasi
Secretary