

Thomas Crane Public Library

Board of Trustees

Minutes of September 10, 2012 Board Meeting

Trustees Present:

Harold Crowley, Chair; Janet DiTullio Treasurer; Tina Cahill, and William Griffin. Absent: Mary L. Reed, Secretary.

Staff Present: Harry R. Williams III, Director; Megan Allen, Assistant Director; Diane Costagliola, Reference Staff.

Guests Present: Steve Connelly and Elizabeth "Liz" Manning of the Department of Planning and Community Development.

Call to Order

Harold Crowley called the meeting to order at 9:15 am in the Quincy Room at the Main Library.

Approval of Minutes for the Meeting of June 11, 2012

Mr. Crowley asked for comments, additions, or corrections to the minutes of the June 11th Board meeting. Hearing none, Dr. DiTullio moved and Mr. Griffin seconded approval of the minutes. The Board unanimously approved the minutes.

Treasurer's Report

Dr. DiTullio presented the expenditures for the Literacy Account in the amount of \$188.12, and from the Trust Accounts \$270.90 from the Gift Account for Recorded Books. Mr. Griffin moved and Ms. Cahill seconded to approve the expenditures. So voted.

New Business – Solar Lights for Adams Shore

Mr. Crowley asked, and the Trustees agreed, to take our Guest out of order. Mr. Williams introduced Steve Connelly who reviewed the Department of Planning and Community Development proposal that had been sent to each Trustee for four solar light fixtures to be installed at the Adams Shore Branch Library to supplement current lighting. A grant will pay the \$24,000 cost for the lights, and the Planning Department will pay for the installation and restore the site. The solar panels should last 20-25 years, the LED bulbs, 15 years and the batteries, 5-7 years. Mr. Griffin moved and Dr. DiTullio seconded that the Trustees agree to partner with PCD on this pilot project.

Director's Report

In The Departments: The Children's Department hosted 73 events with more than 1,800 children and parents this summer, and Children's Room circulation was 46, 907 in July and August. A small army of student volunteers got all the returns back on the shelves with one volunteer, Hannah, putting in over 100 hours. The Children's staff worked with Tech Services to improve how paperbacks and CDs are cataloged and shelved. They are planning a Book Buddies program at North Quincy modeled after the Reading Round Up program at Adams Shore, and a therapy dog reading program at Wollaston. A new AWE: Early Literacy workstation was paid for by the Friends. Each of these programs is designed to support the Early Literacy goal in our Strategic Plan.

The Circulation Department continues to set new records every month. Our Fiscal Year 2011-2012 circulation is up seven percent over last year, compared to the average of 1% for all OCLN member libraries. We circulated over 300,000 more items than the next busiest library in the network. Hourly

statistics reveal that Saturday is our busiest day, and afternoons (1-5) are busier than mornings or evenings. Use of the Massachusetts Virtual Catalog declined for the fifth straight year. This system of patron-initiated loans from non-OCN libraries is easy to confuse with the Inter-Library Loans that are handled by the State-funded ILL staff in our basement. Virtual Catalog requests are handled by our Circulation staff using a time consuming process with a lot of steps. The State is reviewing the current process to reduce the staff time involved and to improve the VC's performance. The number of items delivered via Outreach is slightly down, but the number of individuals receiving the delivery has increased. This program fills a great need in Quincy. This is handled personally by Circulation Chief Will Adamczyk, whose other activities include the OCN Circulation Committee, the MLS Executive Board, interviewing candidates, a Local History Book Group, weeding, helping implement Collection HQ, the MLS Delivery Committee, moderating staff brainstorming sessions to identify activities to support the goals of our new Strategic Plan, and testing new Study Room Booking software.

The Reference Department provided a historical image to TD Bank for a mural in their new Adams Street branch, one of the digitized Parker Collection pictures. The bank expressed its gratitude with a donation to the Friends of the Library. The Reference staff has produced the first online Warren S. Parker Lecture on Quincy Historical Subjects, illustrated by our digital versions of his glass lantern slides, a lecture on Mount Wollaston Farm and the Germantown neighborhood in 1934. The next lectures will cover "the Furnace Land," later known as West Quincy, and Quincy's Ancient Houses. The addition of public fax service to the Reference Department has been a great success. We average about 3 fax transactions per day, with little staff help needed. The library will realize a small profit from the Fax24 Company, to be paid quarterly.

The Catalog Department prepared 6,233 new items since the last meeting, 1,178 at the Branches and 5,055 at the Main Library. As mentioned above, Tech Services worked with the Children's staff to improve how paperbacks and CDs are cataloged and shelved. Other projects included re-cataloging music scores and much of the young adult collection, and updating collection codes in our OCN catalog to get the best results from CollectionHQ. We hosted the OCN Bibliographic Committee and Claudia demonstrated our self-checkout and open shelf holds. With vacations and vacancies, the Tech Processing staff spent a lot of time helping in Reference, Circulation, Richardson, Children's and the Branches.

In the Inter-Library Loan department, July 2012 was the biggest month ever, doing 53% more business than we did in July of 2011. We have agreed to run a pilot project proposed by the Mass. Library System of serving small Western Massachusetts libraries that get infrequent delivery service with ILLs by mail.

Our smallest (one-person) "department" was perhaps the busiest this summer, as Systems Librarian Deb Rich had to deal with a host of issues, some expected, some unpleasant surprises. OCN changed email providers to Google, so every staff person needed to be switched over to a Gmail account. We lost our main fiber switch in July and getting a replacement took over a week. We reinstalled the old not-very-reliable switch for limited functionality. Staff members remained calm and developed workarounds during this crisis. We upgraded our wireless service this summer and now the signal reaches all areas of the building, both public and staff areas. We had to shut down all power to the building on August 25th so National Grid could install a new meter for the building. (On Friday June 29th the Main Library transformer caught fire. We restored power at midnight, but the meter was destroyed.) This meant powering down equipment that usually runs 24/7. Deb Rich and I shut everything down Friday night and when the work was finished on Saturday, we powered everything back up. Deb built and installed a new Nettime server to manage public computer sign-ups. Other new equipment includes a new color printer for the Ground floor and 5 monitors. We purchased Windows 7 for all staff PCs. OCN upgraded Workflows on August 20th. Deb and Mary Diggle are exploring literacy apps on the library's new iPad.

In Literacy, after 10 new volunteer tutors were matched with students and began weekly sessions, more students came in requesting tutors. We now have 10 students on the waiting list. Molly and Mary administered standardized year-end assessments to 60 students currently in the program. Their scores were entered into the DOE data system. Molly began a program to become certified in the Wilson Reading Program, for training volunteer tutors, and Mary attended a program to enable her to provide training on serving adults with Learning Disabilities for tutors and educators. The fall issue of the Literacy Matters Newsletter has been mailed and emailed, and Megan and Diane have been helping Mary and Molly to launch the new Literacy website.

Personnel: Janet DiTullio and I attended the funeral for Trustee Lawrence J. Falvey Jr., who passed away on July 16th. Bilingual Senior Library Assistant Kevin Mei resigned in August. We anticipate hiring a replacement soon. We hired Angela Wu in August, also a Bilingual Senior Library Assistant. We hired Stela Ballamaci and Matthew Foley in September as part-time Senior Library Assistants. All three positions are Paraprofessional V.

Community Outreach: Adams Shore Branch Librarian Lori Seegraber and I participated in a photo op with the Wollaston Garden Club, recognizing their indoor succulent gardens at the Branch. I attended the Patriot Ledger anniversary at City Hall, the USS Quincy Memorial at DPW, and was interviewed about Sunday hours on QATV. My wife and I promoted the Library at the August Moon Festival. I welcomed large crowds at a program about the Boston Harbor Islands and another about Hough's Neck, and manned the Friends table at the Farmer's Market (where Children's Librarian Julie Rines did storytelling) on August 24th. I have nominated the Friends of TCPL for a Fantastic Friends Award from the MFOL. I served as Master of Ceremonies at the Summer Concerts on the Lawn and the Quincy Unplugged Open Mic Nights to promote the Library as a place for fun as well as for learning.

Budget & Finances: The City Council approved our Fiscal Year 2013 Budget at \$2,518,809. This includes \$152,502 for Sunday openings and an increase of 6.6%. It does not include the "Cherry Sheet" funding from the Commonwealth of \$270,000 for the Inter-Library Loan service. I have requested the appropriation of those funds be put on the City Council Agenda. The Mayor's office approved using the "25% Cable" account to pay our Old Colony Library Network membership fee. This year that account was sufficient to pay the entire assessment.

Buildings & Grounds and Security: We were forced to close Adams Shore several times this summer due to the heat. The motor died for the elevator from the Children's Room. The Public Buildings Dept. will pay \$8,257 on our behalf for the repair. We are waiting for parts. Our copier/printer service agreement with CopyData expired May 31, 2011 but we continued under a "Gentlemen's Agreement." I notified them in August via Certified Mail to remove their equipment on October 15, 2012, when we will enter a similar arrangement with the KenMark Company. Architect Jim Edwards of Holmes & Edwards, Inc., is working with the Purchasing Department to request bids for our Community Preservation Act grant-funded project to restore the historic doors in the Richardson and Coletti buildings. I received a summons to testify at Quincy District Court against a problem patron. She did not appear and a warrant was issued for her arrest.

Strategic Planning Process

Megan Allen reminded the Trustees that the Strategic Plan, as adopted by the Board in June, included a number of "potential activities" for each Goal, and remarked that implementation is even harder than planning. Over the summer we have been sorting pages and pages of potential activities into a manageable selection of options. Meanwhile we have already begun to implement some of the activities that "rose to the top" such as the Early Literacy programs mentioned in the Director's Report. She and Mr. Williams have been working with the Supervisors to evaluate "Organizational

Competencies” that are important to reaching any goal. At the next meeting we will propose activities for at least year one and year two of the plan. We’ll plan a self-evaluation in the spring.

Friends of the Thomas Crane Public Library

Mr. Crowley reported that the Friends have a Board meeting tomorrow night. They haven’t met during the summer, but the book store has been busy with Thursday evening and Sunday openings that will now revert to Saturdays. Four advertisements in the Quincy Sun will publicize the bookstore and its hours. Over \$2,000 was collected over the summer. A new arrangement with Thrift Books allows for specialized books to be sold online on behalf of the Friends, and 40 boxes have been shipped to them, with another 20 going soon. Items too worn for the Book Store or Thrift Books are sent to the Got Books bin in the DPW yard, and the Friends received an additional \$650 for these.

Old Business – Thomas Crane Public Library Foundation, Inc.

Mrs. Cahill met with Mrs. Reed, Ms. Allen and Mr. Williams to consider how the Bylaws could be improved and possible expansion of the Foundation Board. Another meeting will prepare proposed revisions for review at the next Trustees meeting. Future goals include a Kick-Off event to introduce the Foundation to the community. It was agreed that at the October meeting we will focus discussion on the Foundation.

Old Business – CORI checks for Volunteers

Mr. Williams submitted a draft form for volunteers to provide the information needed for, and permission for the Library to request, a Criminal Records check for volunteers. He also presented a letter to accompany the form and discussed some improvements suggested by Ms. Allen. The Trustees agreed that we should begin to implement this immediately.

Old Business – Branch Librarians Resource Sharing and Branch Hours

Mr. Crowley suggested that we keep Branch Hours on the Agenda but that pending additional staffing we are not able to make any changes at this time. Dr. DiTullio requested a report on Branch initiatives and activities.

Old Business – Board Strategic Planning

Mrs. Reed had suggested this be explored, and in her absence it was agreed that focusing on the Library Foundation constitutes a good first step.

New Business – Staff Training Day

Mr. Williams proposed the Library be closed for an annual Staff Training Day when everyone could attend. The Trustees agree and support this concept, and will approve a specific date should he propose one at a future meeting.

New Business – Modification of Vergobbi Trust

Bank of America, trustee of the Angelo H. Vergobbi Trust, submitted to the Suffolk Probate and Family Court a “Complaint for Modification” to modify the Trust to comply with certain technical rules of the Internal Revenue Code. The Trustees reviewed the Complaint, the Trust documents, the cover letter from Jennifer Collins, Esq., conveying the Complaint, and a letter from City Solicitor James S. Timmins advising that Chair Harold Crowley execute the Answer and Assent on behalf of the Library Trustees. Mr. Griffin moved and Dr. DiTullio seconded to authorize the Chair to sign on behalf of the Trustees. So voted. It was agreed that at the November meeting we will focus discussion on a review of the Library’s Trust accounts.

New Business – Revolving Fund

At the June 11 meeting Councillor Palmucci suggested the Library should seek a Revolving Fund for the deposits of overdue fines and lost book charges that currently go to the City's General Fund. It was decided that those Trustees who know Department Heads who have such accounts will ask for their advice and report back at the next meeting.

Adjournment

The next meeting will be held on Friday, October 26, 2012 at 9:15 A.M. at the Adams Shore Branch Library. Dr. DiTullio moved and Mrs. Cahill seconded to adjourn. The meeting adjourned at 11:00 A. M.

Respectfully submitted: Harry R. Williams III, Library Director