

**Thomas Crane Public Library
Board of Trustees Meeting Minutes
September 18, 2017 at the Main Library**

Call to Order:

The meeting was called to order at 9:17 a.m. by Mr. Griffin.

Trustees Present:

Diane Costagliola, May Mayyasi, Corinne Mitchell, William Griffin, and Janet DiTullio
Absent: Tina Cahill

Staff Present:

Director Megan Allen, Assistant Director Clayton Cheever

Approval of Minutes:

Ms. Mitchell moved and Ms. Mayyasi seconded that the June 12, 2017 minutes be approved as submitted. The motion passed unanimously.

Treasurer's Report:

Ms. DiTullio moved and Ms. Mayyasi seconded that the September 2017 Treasurer's Report and trust expenditures be approved as submitted. The motion passed unanimously.

Director's Report:

FY2017 Review

There was a brief discussion of the FY2017 Year-in-Review Report. Ms. Mitchell asked that the trustees be updated about the Reading Roundup program at the Adams Shore Branch, to make sure the program resumes as scheduled for this school year.

Staff

Senior Library Assistant Ingrid Marquardt resigned in July to take a full-time job. Three new employees joined the staff over the summer: Adult Services Librarian / Graphic Design Specialist Paul Porter, and part-time Senior Library Assistants Camille Provenzano and Margaret Lagerstedt. The library is momentarily fully staffed with no open positions.

Facilities

The additional computers for North Quincy were installed, and the new layout using existing furnishings and shelving was created. Sightlines and natural lighting improved immediately, greater definition of age-related spaces has been achieved, and early reviews from both staff and patrons are very good. The final display boards are expected this week, detailed furniture specifications are largely complete, and early furniture ordering is in process.

The three new carrels for the Main Library funded by the Foundation were delivered in July and are being well used by patrons. A significant re-arrangement of existing tables and chairs on the first floor has reduced the number of patron behavior problems in that area.

The Main Library HVAC system was sporadically problematic, with a multi-day outage in early July and some further sputtering later in the season. After some basic maintenance work and replacement of a dead backup compressor, taken care of by the Public Buildings Dept., the system seems to be running adequately. The smaller elevator needed major (and very costly) repairs and was out of commission for over two months. Repair work commenced in mid-August and was completed on September 15. The exterior leaks in the Aiken wing that the Public Buildings Dept. roofer has attempted to repair several times continued to be a problem, with significant water coming in during one summer storm, soaking the walls and floors on the parking lot side of the building, all the way down to the bookstore level.

Action Plan FY2018

The management team spent many hours in July and August carefully reviewing, evaluating, and prioritizing some 175 current and proposed new activities in light of our new goals and objectives. The activities that were deemed most effective and essential will form the core of this year's action plan. The team also reviewed organizational competencies and selected an ambitious schedule of initiatives for the next five years.

Services & Programs

As always, July and August were very busy with summer programming, especially for children. System-wide, 100 children's programs were offered, with about 2,000 kids attending. Additional programming offered at the branch libraries was quite popular.

Participation in the summer reading programs was way up for all age groups, due in part to the reading advisory/reading log software that was used this year. The number of teens participating increased by 130% over FY16, adult participation increased by 178%, and the number of age 0-12 participants quadrupled.

Due to the increasing cost of statewide delivery service, there was a third less money available to fund the multi-year statewide research database contract beginning July 1, 2017. Based on Quincy user statistics, the library opted to individually purchase three of the databases that were being dropped from the statewide stable of databases: Opposing Viewpoints in Context, Massachusetts History Online, and Books & Authors.

Other News

In order to keep annual assessment increases to a minimum, the Old Colony Library Network membership voted to phase out collective purchasing of shared Overdrive digital content over FY2018 and FY2019. Instead, each member library will make its own budget and collection development decisions regarding Overdrive content, and individually purchased content will be shared by all, with local patron holds prioritized. This maneuver will not spare the library's budget; instead of the OCLN assessment line item increasing, the materials budget line will need a boost instead, so that Quincy patron demand for ebooks and eaudiobooks can be met.

Ms. Allen has been appointed by the Mass. Board of Library Commissioners (MBLC) to the State Advisory Council on Libraries (SACL), an advisory group whose purpose is to involve libraries and library users throughout the Commonwealth in policy decisions regarding implementation of federal Library Services and Technology Act (LSTA) funding. As part of this responsibility, SACL members review and evaluate LSTA grant applications and make funding recommendations to the MBLC.

Retired Broad Meadows Middle School teacher Ron Adams has gifted his students' multi-year, intergenerational oral history project collection, entitled "Remembering WWII", to the library. The collection primarily consists of oral history audio recordings and transcripts from interviews with Quincy residents conducted by students from 1991 to 1995.

Trust Fund Spending Priorities in FY2018

Using trust funds to employ professional consultants has proven to be a very effective way to advance important projects and initiatives when the appropriate expertise is not available on staff. In FY17, a planning consultant provided critical help with the development of a new strategic plan, and architectural consultants developed a new space layout for the North Quincy Branch which is already proving effective.

In FY18, a top priority for expert consulting will be a revised space layout for the Main Library, in anticipation of re-carpeting, as well as an assessment of possible acoustic solutions for persistent noise issues on the first floor. We will also need professional assistance in order to carry out several more of our high-priority activities and initiatives, including website development and design in pursuit of a fully responsive public website; a comprehensive marketing plan; implementation of a new archives preservation plan; and a system-wide signage plan.

FY2019 Budget Development

For the past three consecutive fiscal years, the library's budget has increased only to accommodate contractual increases for staff, and unavoidable increases in fixed costs. In order to sustain existing high-priority services to meet rising demand, and respond adequately to digital literacy and community outreach needs identified in last year's planning process, some additional funding is needed. A supplemental budget proposal will be drafted for review and discussion by the Board before the end of the calendar year.

TCPL Foundation Liaison's Report:

In Ms. Cahill's absence, Ms. Allen reported that planning is well underway for the Foundation's fundraiser for the North Quincy Branch on Thursday, November 30.

TCPL Friends of the Library Liaison's Report:

No report.

Old Business:

Investment Committee Report

The FY2017 Year-End Summary Report and the August 31, 2017 Charles Schwab monthly report were distributed and reviewed. The Investment Committee (Ms. DiTullio, Ms. Mitchell, Ms. Mayyasi and Ms. Allen) will meet before the next Board meeting to review the 18 individual Schwab accounts to see which could be consolidated for better investment results.

2017-2018 Meeting Schedule

The draft schedule will remain as is, and any further changes due to trustee absences will be made later as necessary. A backup date of Monday, October 23, was agreed upon if Ms. Cahill cannot attend the scheduled meeting on October 16, in order to ensure a quorum.

Gift and Donor Recognition Policies

A revised draft Donor Recognition Policy, based on previous discussion was reviewed and additional changes were recommended. Final approval of the Policy was tabled until the November Board meeting.

Meeting Room Use Policy

Ms. Allen reported on recent management team discussions regarding the most effective use of library spaces. A revised draft of this policy is still in process and will be brought to the Board for review at a future meeting.

New Business:

2018-2022 Plan Revision Proposal

There was broad consensus that the proposed revisions are positive, and a final vote will be taken at the October Board meeting.

Fine Free Holidays

Ms. Allen reported that the library will again offer a fine-free period from Thanksgiving through New Year's.

Day After Thanksgiving

Ms. Allen reported on the expense required to keep the library open on the Friday after Thanksgiving, which is designated as a holiday in the union contract, and the statistically lower public use on this day in comparison to an average Friday.

Adjournment:

The meeting was adjourned at 11:10 a.m. The next regular meeting is scheduled for Monday, October 23, at 9:15 a.m. at the Adams Shore Branch Library.

Documents Distributed:

- Draft Minutes from the June 12, 2017 Trustees meeting
- Citizens Bank Trust Account Activity Summary Comparison for FY2011-FY2017
- FY2018 Citizens Bank Trust Fund Income and Expenses Summary to Date (9/18/17)

- State Aid to Public Libraries Annual Report Information Survey (ARIS) of 2017 Data
- Director's FY2017 Year-In-Review Report
- Literacy Matters newsletter, Fall 2017 edition
- FY2017 Year-End Summary Report on Charles Schwab Trust Accounts
- Charles Schwab Accounts Monthly Report, August 1-31, 2017
- Donor Recognition Discussion Notes from June 12, 2017 Board Meeting
- Second Draft of Donor Recognition Policy (9/14/17)
- Explanation of Proposed Revisions to 2018-2022 Strategic Plan (9/13/17)
- Revised Library Strategic Plan for July 1, 2017 to June 30, 2022 (8/22/17)