MINUTES OF THE BOARD OF LIBRARY COMMISSIONERS

Date : August 6, 2015

Time : 10:00 A.M.

Place : Perkins School

Grousbeck Center for Students and Technology

Watertown, Massachusetts

Present : Gregory J. Shesko, Chairman; George T. Comeau; Mary Kronholm; Francis R. Murphy; Roland A. Ochsenbein; N. Janeen Resnick

Absent : Carol B. Caro; Mary Ann Cluggish; Alice M. Welch

**Staff Present:**

Dianne Carty, Director; Barbara Glazerman, Head of Operations and Budget; Paul Kissman, Library Information Systems Specialist; William Morton, Assistant to the Director; Mary Rose Quinn, Head of State Programs/Government Liaison; Cynthia Roach, Head of Library Advisory and Development; Lauren Stara, Library Building Specialist; Rosemary Waltos, Library Building Specialist

**Observers Present:**

Kim Charlson, Director, Braille and Talking Book Library at Perkins School; Stephen H. Spohn, Jr., Resource Sharing Director, Massachusetts Library System; Jacqueline Rafferty, Director Paul Pratt Memorial Library, Cohasset

**Call to Order**

Chairman Shesko called the meeting to order at 10:00 A.M. and recognized Kim Charlson, Director of the Braille and Talking Book Library at Perkins School. Ms. Charlson welcomed the Commissioners to Perkins School. She relayed that the Talking Book Library has been undergoing change as it transitions from the audio cassette to the new digital format.

Ms. Charlson relayed that Product Development Technologies has worked with Perkins Solutions, whose mission is to increase access to independence, literacy and employment for people with visual impairment and other disabilities through innovative technology and services, and to develop the next generation of Perkins Braillers. The company began with a redesign of the original mechanical Brailler, which had not changed in more than 50 years and most recently helped develop the SMART Brailler, a digital Braille device built upon the iconic mechanical machine.

Ms. Charlson also relayed that she is planning to travel to Brazil to attend the upcoming meeting of the World Braille Council.

Chairman Shesko thanked Ms. Charlson for her welcoming remarks.

**Approval of Minutes – July 9, 2015**

The following correction was noted:

On page 3, line 17, change the singular “site” to the plural “sites”.

Commissioner Murphy moved and Commissioner Comeau seconded that the Massachusetts Board of Library Commissioners approve the minutes for the monthly business meeting of July 9, 2015, as corrected.

**The Board voted approval.**

**CHAIRMAN’S REPORT**

Chairman Shesko noted that he attended the Executive Committee meeting at the Board Offices in Boston on July 27, 2015.

He reported that Commissioners Resnick, Kronholm, and he are scheduled to meet with the Senate President Rosenberg at his District office on August 7, 2015 to discuss issues related to the MBLC budget lines, especially Library Technology and Resource Sharing, line item 7000-9506.

Chairman Shesko relayed that, while in Michigan the previous week, he visited the Main Library of the Detroit Public Library, which is celebrating its 150th anniversary. An exhibit in the library noted that of the original 32 branch libraries, 15 are now closed or demolished.

**DIRECTOR’S REPORT**

Director Carty informed the Commissioners that the earmarks vetoed by the Governor have been overridden by the House and the Senate and are back in the Board’s account lines. She noted that Mary Rose Quinn will supply the details during her report.

Director Carty reported that, on July 16, 2015, she attended the MLA Legislative Committee meeting. She announced that the 2016 MLA Conference will be held from May 16 to 18, 2016 at the Resort and Conference Center at Hyannis on Cape Cod.

She stated that, on July 23, 2015, there was a joint meeting of the MLA Legislative Committee, the MLA PR Committee and the MBLC PR Committee. She noted that this was the first meeting of these groups, and it was helpful to have this many individuals from the library community come together for a discussion of library issues and legislative activities. The concept of a year-round, year-long campaign for libraries was presented. This is a way for the library community to look at events along a continuum rather than as isolated happenings. In other words, to connect the legislative agenda, legislative breakfasts, library legislative day and the library legislative caucus meeting with a consistent message and theme. Participants expressed the desire to continue these discussions and hold future meetings.

Director Carty relayed that, on July 27, 2015, Celeste Bruno, Matt Perry and she met with a representative of the Celtics after she had been contacted about having a conversation. She said that it remains to be seen what will develop, but she we would keep Commissioners informed.

Director Carty noted that, on August 3, 2015, Celeste Bruno attended the first session given by LEGOLAND at a library. It was held at the Pollard Memorial Library in Lowell with about 30 attendees. The people from LEGOLAND did a great job, and the children really connected with the master builder. Children who complete the summer reading program are being offered passes to LEGOLAND. The next event is scheduled for August 7, 2015 in Milton. Coming up are events in Winchester, Newton, and Waltham.

Director Carty stated that, on July 29, 2015, she had the opportunity to meet with David Leonard, the Interim President at Boston Public Library (BPL). She said that they had a thorough discussion of the statewide BPL programs and BPL’s standing in the library community. They agreed that a quarterly meeting would be helpful to both of them. He will be able to attend the September Board meeting at the East Boston Branch of Boston Public Library but will arrive late.

Director Carty reported that Mary Rose Quinn and she will meet with Representative Kate Hogan on August 19, 2015. In addition to discussing library issues, Director Carty said that she plans to discuss the details of the October 15, 2015 Library Legislative Caucus meeting with her at that time.

Director Carty announced that, during the week of August 17, 2015, the Agency’s IMLS state program officer, Michelle Farrelle, will be visiting. Cynthia Roach has a schedule in place for visits to libraries with LSTA projects. Ms. Farrelle will spend the end of the week in the MBLC office reviewing the Agency’s in-house processes and procedures for the LSTA program.

Director Carty relayed that the MBLC was asked to be a pilot state for the Library E-Rate Assessment and Planning project (LEAP). After some investigation and discussion with the networks it was decided that Massachusetts was not ready yet. However, MBLC Library Information Systems Specialist, Paul Kissman, has been asked to be a member of the Advisory Group for this project. In this way he can be part of the discussion and follow what is happening with the pilot states.

Mr. Kissman reported that the Federal Communications Commission’s (FCC) 2014 E-rate Modernization Orders could potentially have a transformational impact on libraries in the United States starting in 2016. As a result of the E-rate modernization effort, coupled with the President’s recent ConnectED Library challenge, there has never been a more concerted national effort to connect all of the nation’s libraries with high-speed broadband. Seizing this opportunity requires a focused effort at the national level with strong coordination among the FCC, the Universal Service Administrative Company (USAC), and national library organizations, working in close cooperation with state library agencies (SLAs), whose leadership is more critical than ever.

Therefore, the American Library Association (ALA) and the Chief Officers of State Library Agencies (COSLA) are launching a multi-state Library E-rate Assessment and Planning (LEAP) project to ensure libraries are well-positioned to take full advantage of the opportunities made possible by the E-rate modernization effort. The project will be led by a group of state library agencies who will work closely with ALA, COSLA, and USAC to develop replicable strategies and best practices around E-rate outreach, assessment, planning, and application/procurement support.

Director Carty relayed that Shelley Quezada’s panel proposal, “Science is Everywhere: In and Out of the Library” has been selected for inclusion in the statewide 2015 Massachusetts STEM Summit program in November. The theme this year for the STEM Summit is “Promising Practices, Proven Results.”

**LEGISLATIVE REPORT**

Head of State Programs/Government Liaison Mary Rose Quinn shared the Department of Revenue’s report for June 2015 and the annual report for FY2015 with the Commissioners.

State tax collections in June rose sharply, 6.2 percent above June 2014 levels and receipts for the fiscal year that ended June 30, 2015 were up 6.7 percent and wound up nearly $400 million over the benchmarks.

* Month-to-date tax collections are up $24 million from the same period last June, reflecting mostly growth in corporate & business taxes offset by decline in withholding.
* Month-to-date withholding totals $472 million, down $34 million from the same period last June, reflecting mostly the shift of payments from June to May.
* Month-to-date corporate & business taxes total $453 million, up $54 million from the same period last June.
* Month-to-date income tax cash estimated payments total $151 million, up $13 million from the same period last June.

2015 Revenue Collections – Summary

* Revenues were $4 million above benchmark for June and $391 million above benchmark for the year, 5.8% above FY2014 total.
* Income collections were $37 million below benchmark in June and $419 million above benchmark for the year.
* Corporate & business taxes were $45 million above benchmark in June and $8 million above benchmark for the year.
* Sales and use tax collections were $13 million above benchmark for June and $53 million below benchmark for the year.
* Capital gains tax is estimated to be $1.669 billion for FY2015.

The report to the Board also included the revenue collections for July which totaled $1.673 billion, $77 million or 4.8% more than last July.

* Revenues were $7 million above benchmark for July.
* Income collections were $12 million above the monthly benchmark.
* Withholding collections were $27 million above the monthly benchmark.
* Corporate and business taxes were $23 million below the July benchmark.
* Sales and use tax collections were $7 million above benchmark for July.
* All other collections were $10 million above benchmark for July.

Ms. Quinn reported that the Massachusetts House and Senate voted on the compromise $38.1 billion budget bill agreed to and presented by the Conference Committee. Following the votes, the Governor vetoed $162,000,000 in spending proposals including the $124,000 in library specific earmarks to 7 libraries on the MBLC line items. The House and Senate overrode $97,000,000 in vetoes, including the library earmarks. Other overrides included votes to restore funding for early education, the University of Massachusetts, cultural grants, and programs aimed at reducing homelessness.

She relayed that, prior to the final vote of the Legislature on the veto overrides, Governor Baker filed a bill for a supplemental appropriation of $358 million which addresses budget issues in both FY2015 and FY2016. The supplemental budget is not expected to be taken up until September.

Ms. Quinn stated that the discussion surrounding the budget votes and veto overrides focused on the belief that revenue growth in the coming year will actually outpace spending growth. The revenue is expected to grow by 4.8 percent, and the Legislature approved a budget that increases spending by 3.5 percent.

She informed the Commissioners that two letters have gone out regarding the $600,000 cut to line 7000-9506, Technology and Resource Sharing. Chairman Shesko sent a letter to Network Administrators outlining his concerns about the impact the cut will have on statewide services. Director Carty wrote to Senators and Representatives whose communities will be impacted by a pullback of funding to the Small Libraries in Networks program. The letters were hand delivered to the State House with copies also being distributed via email. Talking points relative to the services funded through account line 7000-9506 have been developed by MBLC Communications Director Celeste Bruno. Commissioner Cluggish is also drafting funding arguments for upcoming meetings with legislators including a meeting with Senate President Rosenberg. Commissioners Shesko, Resnick, and Kronholm are scheduled to meet with the Senate President in his District office on August 7, 2015.

Ms. Quinn noted that Director Carty has sent out a survey to stakeholders regarding the priorities for this year’s legislative agenda. The survey comments will help the Board and the Agency to identify funding priorities and service needs for the FY2017 budget request.

**CONSIDERATION OF A REVISION TO THE FY2016 LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) SPECIAL PROJECTS AND PRIORITIES BUDGET**

Cynthia Roach, Head of Library Advisory and Development, stated that she presented a very preliminary program and budget for special projects last month. Since then, two additional projects have been identified and one project cost has been updated.

The first new project in this revision is Joining Networks. CW/MARS has three small libraries (Charlemont/Hawley, Blandford, and Ashburnham) that are joining this year. Without the small libraries in networks program, two of these libraries could not be network members. CW/MARS charges a small buy-in cost to join the network; so, the first year costs are similar to on-going costs. This is a component of the MBLC LSTA long range plan, and this funding assures that these libraries become network members.

The second new project in this revision is Community Preservation Assessment. This project comes from the Preservation/Digitization Committee and provides funding to the library to be the anchor institution of a preservation assessment that includes the library and other partners, such as the Historical Society, Town Hall or possibly a museum. This grant is outside of the LSTA normal grant process because the Committee would like to fund some grants this year. The committee would be the reviewers and evaluators of the grants. Grants could range from $10,000 through $25,000 depending on the community, number of partners, etc.

Ms. Roach stated that the last change is an update to the Small Library Forum. The opportunity to receive stipends has been extended to libraries with populations under 3,000. If all were to take part, the cost would be over $10,000. This update also covers the cost of the speaker.

Ms. Roach noted that there may be a joint public library planning grant this year. The Town of Hardwick has two libraries and it would like them to consider alternatives to the current model. Library Building Specialist Rosemary Waltos and she will be meeting with their committee in early October to discuss the possibility of a grant.

Commissioner Ochsenbein moved and Commissioner Resnick seconded that the Massachusetts Board of Library Commissioners adopt the proposed revised Special Priorities and Projects for the Library Services and Technology Act program for FY2016 as presented in the attached documentation in the amount of $1,987,518.

**The Board voted approval. Commissioner Kronholm abstained.**

The FY2016 Special Priorities and Projects and budget follows.

Massachusetts Board of Library Commissioners

Library Services and Technology Act

FY2016

Special Priorities and Projects

Projects budgeted for State FY2016 use two sources of LSTA grants: some projects are funded with FY2014 monies; the majority of the projects are funded with Federal FY2015 monies.

| **Project** | **Description** | **Amount** |
| --- | --- | --- |
| Citizenship Initiative | The Agency will develop citizenship resources for libraries and will develop and present a series of workshops on why libraries should provide citizenship help. The Agency has started a partnership with the USCIS (US Citizenship and Immigration Service). | $15,000 |
| Electronic Resources Evaluation | This project will evaluate the statewide eBook project and other statewide resources, including statewide databases. The evaluation will include next steps needed to make this project more widely available and useable. This will potentially lead into the development of an RFR for discovery. | $75,000 |
| Emergency Assistance/Disaster Recovery | The Agency has two contracts for direct assistance to public libraries in the event of a disaster. One contract provides on-site recovery services and the second contract provides professional preservation consulting services available on site or by telephone 24hours/7 days/week. | $25,000 |
| Joining Networks | There are 3 small libraries that are joining CW/MARS this year: Charlemont-Hawley, Blanford and Asburnham. This grant will provide CW/MARS with the Small Library offset that is essential to their joining the network. | $7,500 |
| Marketing Plan Implementation | In FY2016, staff will promote the statewide eBook project, the new Virtual Catalog, ComCat, launch of the re-designed portal and will continue to support Summer Reading, Bruins Partnerships and other LSTA programs. | $150,000 |
| Mass LNC Evergreen Project | CW/MARS, MVLC and NOBLE have been using Evergreen for almost 4 years. Originally, the Board funded this project so that it might serve as a model for future network development. It is time to evaluate this project in terms of cost benefit analysis of Evergreen and MassLNC for member libraries and to look at service level improvements and/or deterioration. The evaluation will include input from library staff and users. | $25,000 |
| Preservation/Digitization Planning | This project is finishing the planning process to identify the preservation and digitization needs of public, academic, school and special libraries, museums, and historical societies across the Commonwealth. This Committee may be working with other States to apply for a Laura Bush Leadership grant to develop a Preservation Curriculum program. | $5,000 |
| Social Log-in | The Agency will issue an RFR for someone to look at security issues in using social log-ins as a way to get access to library resources. The RFR asks them to report on the implications and issues. If social log-in is plausible, the consultant will work with MBLC and NOBLE to develop an implementation plan. The second phase would be the implementation of the plan. NOBLE is our partner in this endeavor and will be the pilot network. Implementation is estimated at about 1/3 of total project cost. | $30,000 |
| State-Aid Review | This section of the state aid review will include holding sessions to discuss the recommendations of the State Aid Review Committee. | $7,500 |
| Statewide Databases | Over 1600 libraries that are members of MLS and all residents of the Commonwealth have access to core resources through contracts with Gale/Cengage, Boston Globe through Proquest and Encyclopedia Britannica. These database offerings are offered in partnership with MLS. | $646,000 |
| Strategic Planning | The agency will hire a consultant to work with the Commissioners, library community, other stakeholders and agency staff in the development of a strategic plan for library services for the state. | $30,000 |
| Support for Summer Reading Online Registration | This project funds the online registration system used for the Summer Reading Program. This is a new contract for Summer Reading with Evanced. | $40,000 |
| Virtual Catalog Help Desk | The virtual catalog is administered and maintained at Fenway Libraries OnLine (FLO). For the first quarter of the year, FLO is providing support for ComCat and URSA. URSA will be shut down in September. This contract covers the costs of the annual license for ComCat, a new component that the MBLC had not done previously. | $146,230 |
| Web-based Data Collection | Counting Opinions is a web-based data management solution (LibPas) that facilitates the collection and automatic tabulation of library data and enables the MBLC to manage and define data collection sets. Public libraries report their ARIS and financial report information on this system. The agency is offering a customer satisfaction component for all public libraries. The agency subscribes to InformsUS, which will give the agency the ability to gather data and feedback. | $75,000 |
| Website Redesign | The goal of this project is to create a future-proof responsive redesign for the MBLC’s website that will serve both in-house staff and library stakeholder needs. | $70,000 |
| Website Support | This project covers the ongoing costs of maintaining the MBLC websites (mass.gov/mblc and mass.gov/libraries) for one year. The sites are maintained by a private vendor under a competitively bid service contract. | $60,288 |
| Workshops/Trainings | This includes workshops and training programs for Trustees and Friends groups and training for our LSTA direct grant program. Workshop support for MSLA. | $15,000 |

**Special Project Grant Programs**

These are grant programs that are reviewed by agency staff and are not part of the direct grant process reviewed by SACL. Each award has an application process and evaluation process in place.

|  |  |  |
| --- | --- | --- |
| **Project** | **Description** | **Amount** |
| Community Preservation Assesment | For the past year, the Preservation/Digitization Committee has been addressing the digitization and preservation programs offered through LSTA. The committee has found a great need for education, training and help throughout the state. The project will take our former Preservation Assessment Grant and makes it a community grant. The library will partner with other municipal agencies to do a community assessment. This grant is outside our normal grant process as the Committee would like to fund some this year. The Committee will also read, review, and evaluate the applications. Grant amounts will vary depending on the number of partners and size of collections. The Committee will award no more than 5 grants. Grants could range from $10,000 - $25,000. | $100,000 |
| Statewide E-book Project | As part of the Board's commitment to a statewide eBook product, the funding will support the infrastructure to make this program possible. MLS and MBLC have agreed to support the on-going infrastructure costs. | $150,000 |
| Library Mobile Presence | For the past few years, we have discussing developing mobile apps for libraries. After speaking with various stakeholders, we believe that the best way to implement this is through the networks. This grant would provide funding to networks to develop a mobile web presence for the network and its members. | $200,000 |
| **Project** | **Description** | **Amount** |
| Planning for Joint Public Libraries | Allows the Board to issue challenge grants to groups of libraries interested in planning a joint public library or consolidating library services. Projects may be within a municipality or include more than one municipality. The intention is that the communities involved would match this grant with a similar grant from a regional planning agency or with their own funds. The communities would hire a consultant/facilitator to assist the libraries and communities to work through the issues that must be addressed in any consolidation of library services. | $10,000 |
| **Total Special Priorities and Project Budget** | | **$1,987,518** |

**DISCUSSION OF A STRATEGIC PLANNING PROCESS**

Director Carty stated that she had sent Commissioners several links to documents relating to a strategic planning process from 1993 and 2009 and a link to Aspen Institute Report. She noted that the documentation today includes a copy of ‘frequently asked questions’ about the Aspen Institute Report.

She said that review of all of these will be the first step in future discussions of a strategic planning process.

**REPORT ON THE EBOOK PROJECT**

MLS Resource Sharing Director, Steve Spohn, distributed a written update on the Commonwealth eBooks Collections (beta) program that has been in place since October 1, 2014, following the MA eBook Project pilot phase. Mr. Spohn noted that, at the conclusion of the pilot program, the Board of Library Commissioners resolved to move the program from a pilot into a beta phase that would allow participation in the program to grow. The beta label was applied in large part due to the need for continued vendor enhancements to improve user experience. Simultaneously, the Commissioners established recommendations and evaluation criteria for the program. Mr. Spohn reviewed the program status for the recommendations: Beta Phase (in progress); Funding Model and Sustainability (achieved); User Experience (in progress); Support (achieved); Evaluation (in progress); Accessibility (in progress); Program Goals (achieved); Roles and Responsibilities (achieved); Statewide Coordination (achieved/ongoing).

Mr. Spohn then answered questions from Commissioners on User Experience and Accessibility.

Commonwealth eBook Collections Committee Chair, Jacqueline Rafferty, relayed that Baker & Taylor has been very busy in development of one app, Axis 360 2.0. to both browse and read eBooks and improve the eBook user experience. There will only be one app. AxisReader and Blio are no longer necessary. There will be no more Adobe ID or Blio ID. Users will not have to know or create additional logins for Adobe or Blio in order to use eBooks.

The app is now available for library staff to test in preparation for the public release awaiting approval from the Apple Store. In addition, both MLS and Baker & Taylor are offering training opportunities for librarians, including webinars and a canned video to go over the new app.

Mr. Spohn noted that there is more work to do to give patrons the eBook experiences that they deserve. He stated that Commonwealth eBook Collections will continue to work closely with Baker & Taylor and our other vendor partners to make improvements.

**REPORT FROM THE MASSACHUSETTS LIBRARY SYSTEM**

Stephen Spohn reported on the following items:

**Whately Facility**

Discussions are continuing with the Town of Whately. The Town presented a purchase and sale agreement on July 15, 2015 at the MLS Executive Board meeting. The Board authorized MLS President Malachowski and MLS Executive Director Gregory Pronevitz to negotiate. Negotiations are in progress.

MLS is actively reviewing options for rental space along the I-91 corridor between Springfield and Greenfield.

**Strategic Planning Task Force Formed**

Will Adamczyk will chair a task force to design a strategic planning process to lead to the presentation of a strategic plan at the November 2015 MLS Annual Meeting.

**MLS Events**

MLS held a very successful member forum at Worcester Art Museum with high attendance from academic and special libraries.

Notable upcoming events:

* Small Libraries Forum – September 23, 2015 (Sturbridge Host Hotel)
* Teen Summit – October 7, 2015 (Beechwood Hotel, Worcester)
* MLS Annual Meeting – November 2, 2015 (College of the Holy Cross, Worcester)

**MassCat and Commonwealth Catalog**

MLS has completed testing to join Commonwealth Catalog.

**Delivery**

Betsy Meaden joined MLS as the new Business and Human Resources Director. One of her first duties was to lead delivery forums in Western Massachusetts.

**COMMISSIONER ACTIVITIES**

Commissioners Cluggish, Comeau, and Ochsenbein attended the Bruins kickoff event for Summer Reading at Chelmsford Public Library on July 15, 2015.

Commissioner Kronholm visited libraries in Centerville, Osterville, Eastham, and Provincetown on July 15, 2015.

Commissioner Resnick attended the Small Libraries in Networks Committee meeting at the MLS Marlborough Office on July 22, 2015.

Commissioners Cluggish and Kronholm attended the joint meeting of the MLA Legislative Committee, the MLA PR Committee, and the MBLC PR Committee on July 23, 2015.

Commissioners Kronholm and Resnick attended the Bruins Summer Reading event at Agawam Public Library on August 4, 2015.

Commissioner Murphy attended the MLS Executive Board meeting at the MLS Marlborough Office on July 20, 2015.

**PUBLIC COMMENT**

Commissioner Resnick relayed that Western Massachusetts Library Advocates (WMLA) distributed Summer Reading Program incentives to 180 libraries statewide in late July. These incentives are sponsored by Friendly’s, Yankee Candle, the USS Constitution Museum, and The Big E (Eastern States Exposition).

**OLD BUSINESS**

There was no old business.

**ADJOURNMENT**

There being no further business, Chairman Shesko adjourned the August 6, 2015 monthly business meeting of the Board of Library Commissioners at 12:07 P.M.

Carol B. Caro

Secretary