MINUTES OF THE BOARD OF LIBRARY COMMISSIONERS

Date : May 5, 2016

Time : 10:00 A.M.

Place : Pembroke Public Library

Pembroke, Massachusetts

Present : Mary Ann Cluggish, Chairman; Francis R. Murphy, Vice Chairman; Carol B. Caro, Secretary; George T. Comeau, Esq.; Mary Kronholm; Roland A. Ochsenbein; N. Janeen Resnick; Gregory J. Shesko; Alice M. Welch

Absent : None

**Staff Present:**

Dianne Carty, Director; Celeste Bruno, Communications Director; Barbara Glazerman, Head of Operations and Budget; Marlene Heroux, Reference Information Systems Specialist; Paul Kissman, Library Information Systems Specialist; William Morton, Assistant to the Director; Matthew Perry, Outreach Coordinator; Lauren Stara, Library Building Specialist; Shelley Quezada, Consultant for the Unserved; Mary Rose Quinn, Head of State Programs/Government Liaison; Rosemary Waltos, Library Building Specialist

**Observers Present:**

Debby Conrad, Executive Director, SAILS; Martha Driscoll, North of Boston Library Exchange (NOBLE); Patricia Feeley, Collaborative Services Librarian, Boston Public Library; Ron Gagnon, Executive Director, NOBLE; Susan McAlister, Executive Director, Minuteman Library Network (MLN); Karl Muenzinger, JANUS Associates, Inc.; Gregory Pronevitz, Executive Director, Massachusetts Library System (MLS); Steve Spohn, Resource Sharing Director, MLS; Elizabeth Thomsen, NOBLE; Deborah Wall, Library Director, Pembroke Public Library

**Call to Order**

Chairman Cluggish called the meeting to order at 10:00 A.M. and welcomed all attendees. She recognized Deborah Wall, Library Director of the Pembroke Public Library, who welcomed the Board to Pembroke and the library.

Ms. Wall relayed that the Pembroke Public Library opened its new building in 1998 which was partially funded by a 1996 award under the Massachusetts Public Library Construction Program (MPLCP) for $1,343,463. She thanked the Commissioners for the grant and noted that Pembroke is interested in expanding its current facility under a future MPLCP grant round.

She also stated that the library has been the recipient of seven LSTA grants since 2002, including a Next Chapter grant in FY2015 and a Science is Everywhere grant in FY2016. Ms. Wall noted the importance of these grants in providing expanded services to patrons. She also thanked the Commissioners for the State Aid award which the library uses to offset a large portion of its network costs.

**Approval of Minutes – April 7, 2016**

The following corrections were noted:

On page 1, line 8, strike “Board of Library Commissioners” and replace with “Winchester Public Library”.

On page 1, line 9, strike “Boston” and replace with “Winchester”.

On page 3, line 21, strike “US Senator” and replace with “Congressman”.

On page 8, line 33, strike “Committee” and replace with “Committees”.

On page 8, line 35, strike “attended’ and replace with “spoke at”.

On page 9, line 24, strike “Commissioners” and replace with “Commissioner”.

Commissioner Comeau moved and Commissioner Resnick seconded that the Massachusetts Board of Library Commissioners approve the minutes for the monthly business meeting April 7, 2016, as corrected.

**The Board voted approval.**

**CHAIRMAN’S REPORT**

Chairman Cluggish reported that Commissioner Caro visited all but a handful of House members’ offices at the State House on April 14, 2016 to distribute flyers with information about library amendments being offered to the House Ways and Means budget.

She relayed that several other Commissioners sent emails and made calls to the House members as well. Subsequently, Representatives Paul Brodeur, Kate Hogan, Mary Keefe, and Byron Rushing filed amendments for MBLC budget lines.

**DIRECTOR’S REPORT**

Director Carty reported that on April 8, 2016 she had a conference call with Representative Byron Rushing regarding library funding issues.

On April 27, 2016 Director Carty attended the statewide database procurement meeting.

Director Carty noted that the House budget was released on April 13,2016, and the final House budget, after amendment debate, was approved on April 27, 2016. She stated that considerable activity occurred in April around the House budget. Representatives were contacted by Commissioners to ask them if they would be willing to file amendments, if needed; an amendment template wording was crafted; MLA email templates were developed for the Engage software; MLA sent out several emails to members. Finally, after the budget was released, Commissioners Caro and Cluggish, along with Mary Rose went to the State House on Thursday to visit with representatives to ask them to sign onto amendments. With a flyer that presented the amendments and the filer’s name, the Commissioners were able to leave the amendment information with the aides. Amendments were filed for the major lines: 7000-9101 (admin), 9401 (LFC/MLS), 7000-9501 (state aid), and 7000-9506 (technology). There was also an amendment filed for 7000-9508 (CFB). Only 2 amendments passed initially: 7000-9501 with an extra $500,000 and 7000-9508 for $200,000. As a “perfecting amendment” at the last minute, 7000-9401 received an additional $250,000 and the per capita for LFC was increased from .0407 to 0.447 so that LFC received most of the additional money--$245,885.

Director Carty noted that the Senate budget is anticipated to be released on May 17, 2016. According to the agency’s senate budget analyst, the process will be very similar to the House. There will be a press conference at noon and amendments will need to be filed by Close of Business on Thursday. At the executive board meeting, plans were made to contact Senators about filing amendments as well as a plan for contacting all of the Senators.

Director Carty relayed that on April 19 and 20, 2016 she attended an LSTA convening of the states. The purpose of the two-day meeting was to review the SPR report required annually from each state and to share how LSTA funds are used.

At the meeting it became clear to Director Carty how critical it is for the agency to fill the Library Advisory & Development (LAD) Unit Head position. To this end, an interview with an extremely qualified candidate for the LAD position was held on April 12, 2016. She informed the Commissioners that the position was offered and accepted—conditional on the passing of the background check. The anticipated start date will be June 30, 2016.

Director Carty relayed that on May 2-3, 2016 she attended ALA National Library Legislative Day (NLLD) in Washington, DC. The Massachusetts delegation going to ALA National Library Legislation Day met with Senator Warren and Markey (their aides) on Monday afternoon and with the 9 representatives (their aides) on Tuesday.  Charlotte Canelli (Norwood), Cathy Collins (Sharon High School), Eric Poulin (MLA President), and Sharon Shaloo (MCB) also attended.

On May 4, 2016, Director Carty had a full-day meeting with COSLA (Chief Officers of State Library Agencies). It was the spring meeting at which Chief Officers look at trending issues and meet as subcommittees. Director Carty relayed that she is on the Research and Statistics Committee.

Director Carty stated that after today’s Board meeting, the MBLC Strategic Planning Committee will meet to continue discussions.

Director Carty provided the following construction update:

* The new 17,000 square foot McAulliffe Branch Library will be dedicated on Sunday, May 15 from 1 to 3:30 p.m.  This project received a $4,186,560 construction grant and qualifies to receive $100,000 to $146,530 Green Library Incentive upon receiving LEED certification.  Commissioner Cluggish will be speaking on behalf of the Board at the dedication.
* **2010-11 Grant Round Up**.

Thirty libraries participated in the grant round, and twenty-seven were awarded grants or placed on the waiting list.

Since 2011:

* 10 libraries have completed projects
* 10 libraries will be completed over the next two years
* 7 libraries could not accept grant awards.
* **2016-17 Construction Grant Round.**

Approval to authorize the next construction grant round is on today’s agenda.  Immediately upon the Board’s approval, a mailing announcing the grant round will be sent to public library directors, trustee chairpersons, and city and town managers or administrators.  Applications for this grant round will be due in January 2018 and awards approved by the Board in July 2018.  The agency anticipates that approximately 35 libraries may be applying in this grant round and expects to be able to offer about 20-22 grants from the 2014 bond.  A new bond authorization may be necessary to fund all the projects that are placed on a 2016-17 waiting list.

**LEGISLATIVE REPORT**

Mary Rose Quinn, Head of State Programs/Government Liaison, reported that Revenue Commissioner Michael J. Heffernan announced that preliminary revenue collections for April totaled $2.941 billion, $92 million or 3.0 percent less than the state took in last April. Overall revenues were $172 million below benchmark. With two months remaining in the current fiscal year, year-to-date revenues total $20.793 billion, $383 million or 1.9 percent more than last year at this time. Year-to-date, tax collections totaled $20.766 billion, $540 million or 2.7 percent above last year at this time but $261 million below the year-to-date benchmark.

* April revenues were $92 million less than last April’s total.
* Revenue collections are $172 million below benchmark for the month.
* Year-to-date revenues now stand at $261 million below benchmark.
* Income tax collections were $2.195 billion, $103 million or 4.5 percent below last April and $141 million below the monthly benchmark.

Ms. Quinn relayed that CW/MARS hosted the MLA Legislative Committee’s Breakfast on Breakfasts in Worcester on April 30, 2016. The purpose of the event was to improve legislative breakfasts by sharing information about past breakfasts and ideas for future events. Attendees included MLA Legislative Committee members, MBLC staff, and library and network representatives who have hosted or who are interested in hosting breakfasts. The group discussed the possibility of moving some breakfasts to the fall prior to the release of the Governor’s budget.

Ms. Quinn stated that the Joint Committee on Tourism, Arts and Cultural Development is conducting a listening tour across the Commonwealth. Senator Eric Lesser and Representative Cory Atkins are hosting hearings this spring and through the fall to discuss the importance of the arts and cultural institutions such as libraries. Commissioner Kronholm and library directors will be attending the hearing on May 9, 2016 in Amherst. Additional hearings are scheduled for Quincy in May and Salem in June.

Ms. Quinn reported that the House FY2017 Budget was adopted the third week in April. Only two of the 5 MBLC line item amendments passed the House budget amendment process. State Aid to Public Libraries, 7000-9501, received an increase of $500,000 to $9,500,000 and the Center for the Book, 7000-9508, was restored to the budget at $200,000. At the end of the House budget amendment process, an amendment, called a “perfecting amendment” was offered by Ways and Means Chairman Brian Dempsey to add $250,000 to 7000-9401-State Aid to Regional Libraries and to increase the per capita for the Library for the Commonwealth from 40.7 cents to 44.7 cents. No other library amendments were adopted.

Ms. Quinn stated that, if the House numbers hold throughout the rest of the budget process (through the Senate and Conference Committee), this will not be good news for statewide library services, especially for sharing resources. The lines that are hardest hit:

1. The Board of Library Commissioners line item 7000-9101 - the Agency will be in deficit before the end of this fiscal year, a deficit that will continue to grow in FY2017 (This line is funded by the House to last year’s 9C cut level)
2. Technology and Resource Sharing - networks and small libraries that benefit from funding through 7000-9506, (funded by the House to the $652,674 9C cut level)
3. State Aid to Regional Libraries - will need to absorb increases to costs without additional funding (level funded by the House with a $250,000 “corrective amendment” for LFC)

Ms. Quinn noted that the Senate budget is expected out on May 17, 2016. There is some concern that the Senate may take into consideration the lower than expected revenue numbers. Commissioners are working to line up Senate sponsors to file amendments if necessary. Chairman Cluggish, Director Carty, MLS Executive Director Gregory Pronevitz, and BPL Interim President David Leonard are continuing to meet with House and Senate leadership regarding the FY2017 budget.

**CONSIDERATION OF APPOINTMENTS TO THE PR ADVISORY COMMITTEE**

Celeste Bruno, Communications Director, stated that Cambridge Public Library Director Susan Flannery and Springfield City Library’s Community Relations Coordinator Janet Stupak have retired, leaving two vacancies on the Public Relations Advisory Committee.

Ms. Bruno relayed that South Hadley Library Director Joe Rodio and New Bedford Free Public Library Director Olivia Melo would like to serve on the committee.

Commissioner Resnick moved and Commissioner Kronholm seconded that the Massachusetts Board of Library Commissioners appoint South Hadley Library Director Joe Rodio and New Bedford Free Public Library Director Olivia Melo to the MBLC Public Relations Advisory Committee for two-year terms, ending in 2018.

**The Board voted approval.**

**CONSIDERATION OF APPROVAL OF A PROGRAM NOTICE FOR A NEW APPLICATION GRANT ROUND UNDER THE MASSACHUSETTS PUBLIC LIBRARY CONSTRUCTION PROGRAM**

Rosemary Waltos, Library Building Consultant, presented the Program Notice, the Economic Need Factor List, and the Grant Round Calendar for the upcoming 2016-2017 Construction Grant Application Round.

Commissioner Caro moved and Commissioner Comeau seconded that the Massachusetts Board of Library Commissioners approve the May 2016 – June 2017 General Construction Projects Application Round Materials for the Massachusetts Public Library Construction Program, including the Calendar, the Program Notice, and the Economic Need Factor as established using data compiled by the Department of Revenue for the FY2016 Cherry Sheet.

**The Board voted approval.**

Ms. Waltos relayed that a mailing of these documents to Massachusetts Public Library Directors, Trustee Chairs, and all heads of municipal governments has been scheduled for the week of May 16, 2016.

**UPDATE ON THE STATE AID REGULATORY HEARING AND CALENDAR**

Mary Rose Quinn, Head of State Programs, updated the Commissioners on the calendar for the Regulatory Hearings regarding the changes proposed in 605 CMR 4.00 Minimum Standards of Free Public Library Service as they relate to the Hours Open Requirement and the Materials Expenditure Requirement. She noted that six of the hearings precede or follow the ARIS workshops scheduled in June; the seventh follows the July Board meeting. Ms. Quinn stated that Commissioners have been asked to preside over the Hearings (opening and closing the sessions) which are being held across the state.

**"SOCIAL LOGIN" FOR LIBRARY SYSTEMS RISK ASSESSMENT REPORT**

Paul Kissman, Library Information Systems Specialist, reported that “social login” is a form of single sign-on using existing login information from a social networking service such as Facebook, Twitter or Google+ to sign into a third party website instead of creating a new login account specifically for that website. It is designed to simplify logins for end users as well as provide more and more reliable demographic information to web developers. Social login is often considered a gateway to many of the recent trends in social software and social commerce because it can be used as a mechanism for both authentication and authorization.

Mr. Kissman stated that the MBLC issued an RFR for a vendor to look at security issues in using social log-ins as a way to get access to library resources. He introduced Karl Muenzinger, JANUS Associates, Inc., who reported on “Social Login Security Risk Assessment for Massachusetts Libraries.”

Mr. Muenzinger stated the Massachusetts Board of Library Commissioners (MBLC) contracted with JANUS to investigate the risks associated with using social login to sign into library services. With patron privacy a paramount concern, MBLC wished to discover whether simplified login via Facebook, Google, Linkedln and other social platforms to library catalogs, eBook collections, databases and other services, could be accomplished safely. The risk assessment included research and investigation to help MBLC determine the impact of social login systems, processes, policies, and procedures on library operations. The North of Boston Library Exchange (NOBLE) network acted as an advisor throughout this assessment.

Mr. Muenzinger relayed that having completed the assessment, JANUS concludes that the inherent intrusions into privacy that are pervasive in social networking present risks to library patrons. These risks can be reduced to an acceptable level but not eliminated. Libraries are not responsible for the risks that their patrons may accept for the use of social networking sites or the internet in general, but libraries do have an interest in blocking any attempt by social login providers, social networking sites, or other third party web sites from collecting information about patron use of library resources.

Mr. Muenzinger stated the risks involved by using social login and explained the ways libraries can minimize the risk of using social login sites through the following policies and practices:

* Safe software development practices. Vendor management and oversight.
* Careful attention to the patron registration process.
* Monitoring and enforcement of privacy policies of third party providers.
* Clear privacy notifications and acceptance policies directed to patrons during the registration process to allow patrons to understand and accept any residual risks prior to first use of the social login option.

**REPORT ON THE COMMONWEALTH eBOOK COLLECTIONS PROJECT**

Steve Spohn, Resource Sharing Director for the Massachusetts Library System, reported that, as of April 2016, there were 433 libraries participating in the Commonwealth eBook Collections (CEC): 31 academic, 254 public, and 148 school. Nearly 30 new libraries are on track to join the CEC from the latest enrollment. MLS has conducted 35 training sessions with 514 participants. Attendance at training sessions dropped significantly at the end of 2015. Training is now offered virtually with on-demand face-to-face options.

MLS conducted an eBook survey to collect feedback from librarians about the CEC. MLS received responses from 128 library staff members. Overall they rated the CEC a 3.7 out of 5 which is an improvement over last year’s rating of 2.7 out of 5. Survey participants liked the improvements that have been made in user experience and felt that the CEC was a good value. However, they commented that there are still discovery challenges that come from having multiple platforms. An end-user survey is also currently underway. With 51 responses to date, the overall satisfaction rate is 3.5 out of 5, indicating that users are somewhat satisfied. Users were pleased with the expanded access to content; responses to user experience were mixed; and having to use multiple platforms was rated negatively.

Mr. Spohn discussed a possible national solution to the multiple platform challenge. He and MLS Executive Director Gregory Pronevitz are working with other partners on the Library eContent Access Project (LEAP). Mr. Pronevitz is co-chair of the Governance group that will outline and recommend options to provide overall governance as LEAP moves ahead. Mr. Spohn is co-chair of the Content group that will outline and recommend workflows and models to work with publishers and authors nationwide.

**REPORT FROM THE MASSACHUSETTS LIBRARY SYSTEM**

MLS Executive Director Gregory Pronevitz reported on the following items:

**Northampton Office**

MLS will occupy its new Northampton office in two phases. Phase one is the workspace for staff and is being renovated now. Furniture and network connections have been ordered. MLS expects to move in within a matter of weeks. Phase two is the renovated space for the large training room. Renovations will begin in November, and the landlord has 90 days to complete the project.

The MLS application to cancel the mortgage loan for WMRLS is under review at USDA.

**Strategic Planning**

* The Strategic Planning Process is continuing.
* Interviews with library leaders will begin shortly.
* On August 15, 2016, a final draft will be presented to the Executive Board, followed by a series of statewide meetings to share and discuss the plan with members and stakeholders.
* MLS’s November 7, 2016 Annual Meeting will focus on the plan and call for members to endorse the plan and include a Project SET 2 presentation(s). John Palfrey will be the keynote speaker.

**Executive Board Vacancies**

MLS anticipates a few openings for 2017 and will be issuing a call for volunteers this month.

**Readers Advisory Summit**

On June 16, 2016, readers’ advisory enthusiasts will meet in Worcester for a day of information, hands-on learning, and sharing stories as MLS brings together years of experience with innovative techniques. Becky Spratford, Illinois librarian and head of RA for All, will talk about “RA Rethink: From Quaint and Comfortable to Cutting Edge.” Joyce Saricks (also from Illinois) will talk about “Sharing Books: Notes from the Field.” “What do you know?” There will be five 20-minute presentations from MLS members on RA topics that can be broken down and used by any library.

**REPORT FROM THE LIBRARY FOR THE COMMONWEALTH**

Patricia Feeley, Collaborative Services Librarian at Boston Public Library, reported on the following items:

**Database Issues**

* Newsbank has revoked BPL’s remote access to their databases, which includes the very popular America’s Historical Newspapers.

**Digitizing Newspapers**

* The digitization grant proposal BPL submitted to IMLS in February was rejected, and BPL was not asked to submit a final proposal. BPL is still investigating a customized solution that would work with Digital Commonwealth and DPLA. BPL is reviewing its grant proposal to look for another place to submit.
* If BPL is able to hold on to the 7000-9401 increase, it will move forward with adding newspapers to its digitization program in FY2017. BPL is looking into a platform for viewing newspapers. One of the vendors under consideration is Veridian, which is used by the Cambridge Public Library.
* Initially BPL wanted to OCR on article level but that costs about $.80 a page, which the library cannot afford. Instead, BPL is looking at OCR on page level, which is about $.15. (OCR would most likely not be done by the same company that would host the newspapers.)
* BPL doesn’t plan to digitize any microfilm in the first year, because there are quite a bit of digitized materials from BPL’s projects and other municipalities’ digitization projects to start with.
  + BPL has lent out many of its microfilmed newspapers to My Heritage, which digitized them for their genealogy website. My Heritage will give BPL the non-OCR’ed files.
  + Many cities/libraries have already digitized their local newspapers. BPL will work to either OCR the files, or ingest papers that have already been OCR’ed.

**Johnson Building Construction Update**

* The renovated Johnson Building is on schedule to reopen in July 2016.
* The Central Library will be closed the Thursday and Friday before the Saturday opening to give staff a chance acclimate to the new building and train on the new technologies and new services to be provided in the renovated space.
* Trees have been planted along the building on Boylston Street.

**Presidential Search Update**

* The Search Committee and Trustees are working through the selection process.
* Public interviews – as in 2008 – will be scheduled. The dates will be announced by the library on [www.bpl.org](http://www.bpl.org).

**COMMISSIONER ACTIVITIES**

Chairman Cluggish, Director Carty and Commissioners congratulated William (Bill) Morton, Assistant to the Director, upon his retirement and thanked him for his invaluable service to the MBLC, to libraries and to the residents of the Commonwealth.

Mr. Morton received a round of applause from Commissioners, staff, and attendees.

Chairman Cluggish, Commissioner Ochsenbein, and Commissioner Resnick attended the Strategic Planning Group meeting on April 7, 2016 in Winchester.

Chairman Cluggish and Commissioner Caro traversed the State House on April 14, 2016 to seek legislative support for the amendments to the Board’s account lines in the House budget. Other Commissioners also sought support for the amendments by telephone conversations with legislators and aides.

Commissioners Kronholm and Resnick attended the Western Massachusetts Library Advocates meeting on April 21, 2016.

Commissioner Ochsenbein attended the Commonwealth eBook Collection Steering Committee meeting on April 25, 2016.

Chairman Cluggish, Commissioner Caro, and Commissioner Murphy attended the Executive Committee meeting on April 26, 2016.

Commissioner Kronholm attended the Grand Re-Opening of the Stockbridge Public Library on April 30, 2016.

Commissioner Welch is planning an upcoming Friends Sharing with Friends event at the Bellingham Public Library on May 21, 2016.

Commissioner Shesko attended two recent BookBabies events with his grand-daughter. One was at Needham Free Public Library and the other was at Wellesley Free Library.

**PUBLIC COMMENT**

There was no public comment.

**OLD BUSINESS**

There was no old business.

**ADJOURNMENT**

There being no further business, Chairman Cluggish adjourned the May 5, 2016 monthly business meeting of the Board of Library Commissioners at 12:39 P.M.



Carol B. Caro

Secretary