MINUTES OF THE BOARD OF LIBRARY COMMISSIONERS

Date : May 2, 2019

Time : 10:00 A.M.

Place : Gladys E. Kelly Public Library

Webster, Massachusetts

Present : Roland A. Ochsenbein, Chairman; Mary Ann Cluggish, Vice Chairman; Mary Kronholm, Secretary; Deb Abraham; Philip Madell, Esq.; Gina Perille; N. Janeen Resnick

Absent : Les Ball; Alice M. Welch

**Staff Present:**

James Lonergan, Director; Liz Babbitt, State Aid Specialist; Celeste Bruno, Communications Director; Andrea Bunker, Library Building Specialist; Kate Butler, Electronic Systems Specialist; Maura Deedy, Library Advisory Specialist; Tracey Dimant, Head of Operations & Budget; Rob Favini, Head of Library Advisory and Development; Rachel Masse, Assistant to the Director; Matthew Perry, Outreach Coordinator; Mary Rose Quinn, Head of State Programs/Government Liaison

**Observers Present:**

Catherine Halpin, Collaborative Library Services Coordinator, Boston Public Library (BPL); Betsy Meaden, Business and Human Resources Director, Massachusetts Library System (MLS)

**Call to Order**

Chairman Ochsenbein called the meeting to order at 10:01 A.M.

**Approval of Minutes: April 4, 2019**

Commissioner Resnick moved and Commissioner Madell seconded that the Massachusetts Board of Library Commissioners approves the minutes for the monthly business meeting on April 4, 2019 with minor corrections.

**Board voted unanimous approval.**

**Chairman’s Report**

Chairman Ochsenbein presented the following report:

We are delighted to be here for our monthly board meeting today at the Gladys E. Kelly Public Library in Webster, MA. This library was officially opened on September 18, 2018, funded in part by a $7.567 million construction grant from the Massachusetts Public Library Construction Program. This brand new 23,000 square foot building is a key component of the downtown revitalization effort in Webster and is wonderful example of the construction program funding at work. It will be a treasure for this community for many generations.

My April activities included:

* Phone interview with Massachusetts Center For The Book strategic planning facilitator, Ann Donner, on April 17.
* Continued follow up on the state budget, via emails and letters to key representatives and senators.
* Participated in the MLS Executive Board Meeting on April 22 (via phone).
* Participated in the MBLC Executive Board Meeting on April 23 (via phone).
* Attended the MBLC organized Massachusetts Library Trustee Institute, April 27 and welcomed the 100+ participants on behalf of Board. Commissioners Resnick, Ball, and Madell were in attendance as well. Commissioner Ball also participated in a panel.

**DIRECTOR’S REPORT**

Meetings/activities since the last Board meeting:

* April 4—“How Community Anchor Institutions Can Be Digital Inclusion Leaders,” Schools, Health & Libraries Broadband Coalition webinar
* April 22—MLS Executive Board Meeting, Northampton
* April 24—MA Center for the Book strategic plan interview with consultant Ann Donner
* April 24—Urban Libraries Council Edge 2.0 (technology assessment tool) webinar
* April 25—COSLA Member Update
* April 27—Trustee Institute, AC Hotel, Worcester
* April 29—Researched “legislative packets” for Chapter 78 sections related to trustees at Massachusetts Archives

FY2020 Budget: Two of the three amendments requested for our FY2020 budget lines were included in Consolidated Amendment “A” and passed by the House. The language is included below:

State Aid to Regional Libraries

And further amend said section 2, in item 7000-9401, by striking out the figure “$10,384,961” and inserting in place thereof the following figure:- $11,484,961;

State Aid to Public Libraries

And further amend said section 2, in item 7000-9501, by inserting after the words “offset program” the following:- ; provided further, that not less than $34,000 shall be expended for the city of Pittsfield for ADA Accessibility upgrades at the Berkshire Athenaeum; provided further that not less than $10,000 shall be provided for a handicap ramp at the West Newbury Library in the town of West Newbury; provided further, that not less than $25,000 shall be expended for technology improvements at the Pembroke Public Library; provided further, that not less than $25,000 shall be expended for a feasibility study and renovations to the town of Mendon Taft Library; provided further, that not less than $24,000 shall be expended for the purchasing and installation of new computers and operating systems, software and technology for the Beaman Memorial Public Library; provided further that not less than $25,000 be expended to the Friends of the South End Library; provided further, that not less than $25,000 shall be allocated for the Kingston Town Library;   
And further amend said item by striking out the figure “$9,456,327” and inserting in place thereof the following figure: - $10,024,327

The amendment for the MA Center for the Book did not pass.

The Senate Ways and Means Committee will release their version of the budget mid-May, with a similar amendment, debate, and approval process to follow.



MBLC Trustee Institute: Rob and Maura organized and led the day-long Trustee Institute at the AC Hotel in Worcester on Saturday, April 27. The Institute gave trustees tools to help tell their library’s stories. Sessions included: an overview of the work being done at the Washington Office of the American Library Association; a panel discussion with library and community foundation leaders; and practical branding advice from a public relations campaign consultant (sponsored by the MLTA). We had 88 attendees from across the commonwealth, including five Commissioners (four current and one former). Thanks to Matt and Celeste for promoting the event and creating the program and other materials, to Liz and Evan for helping out with registration, to Commissioner Ochsenbein for welcoming folks, and to Rob and Maura for putting on an excellent event!

Shelley and Rob spoke with Corey Prachniak-Rincón, Director of the Massachusetts Commission on LGBTQ Youthon April 17. They are finalizing planning for LGBTQ resource brochures to go out to public libraries throughout the state (Rob will discuss and pass out brochures at our Board Meeting).

Rob attended IMLS’s Grants to States Conference in Denver, CO on April 23-24. IMLS pays to bring one staff member from each state for their annual training in Institute of Museum and Library Services (IMLS) grants management best practices. Sessions included: “Telling the Library Story with Data;” Allowable Costs; Match & Maintenance of Effort (MOE); Internal Controls; and Contract Negotiation.

Maura Deedy was invited to present a session titled “You Can’t Spell Trustee without Trust” at the Connecticut Library Association Annual Meeting in Groton, CT on April 29.

MPLCP: The Mayor of Greenfield has signed a contract with the MBLC. However, a valid citizen’s referendum petition has been filed asking the City Council to rescind the vote on the library funding. The City Council plans to make a decision at their May 15 meeting on whether to uphold or rescind the vote.

Our deadline for them to accept or decline the grant is April 30, and we have to process the contract in order to get it through the comptroller’s office by the end of the fiscal year. We have a little more time before we have to submit the first disbursement request, so we will process the contract but hold the disbursement until after the City Council meeting on May 15.

If the City Council decides to rescind their vote, that ends the Greenfield grant, and we’ll have to cancel the contract. If they decide to uphold the vote, there will likely be a measure on the ballot in November. If we disburse the first payment and the November vote ends the project, Greenfield will have to return the first payment with interest.

The Communications Team is pleased to announce that the Boston Bruins player for Summer 2019 is Tory Krug. READ posters and certificates featuring the player have been created and will be available for libraries to order, free of charge. The MBLC also works with the Bruins to create the “Favorite Books of the Boston Bruins” which includes recommendations from Bruins captain Zdeno Chara, Patrice Bergeron and Brad Marchand. This popular list is available online but libraries may also order it. Prizes are also available from the Bruins and they include signed Bruins jerseys, sticks and pucks as well as in-game experiences like riding the Zamboni or high-fiving players as they take the ice.  
  
The Team is also currently reviewing the 60 applications received for the Blades (Bruins mascot) summer visit. In addition to these visits, the team has worked with the Boston Bruins and Vineyard libraries to coordinate the 2nd annual *Skate in to Summer with Blades* event that involves all of the Vineyard libraries on July 31. The team is also working with the Boston Bruins and Lawrence Public Library to hold an event on June 17. The Summer Kickoff will be held at the Woburn Public Library on June 27. This event involves nine prospect Bruins players and an average of 100 attendees. Mrs. Lauren Baker has been invited to the event, along with state legislators and local officials. In addition, the consumer portal is being revised to serve as the access point where paid summer advertising will lead users to sign up for summer reading at their local library or find out more about the program including inspiring success stories of how many reluctant readers turned into kids who loved to read, thanks to summer library programs.   
  
The portal is also being updated with a special page that connects users to the many unique resources available through our summer partner, the John F. Kennedy Library and Museum.  
  
The Communications team is also getting ready for the Massachusetts Library Association Conference. The team is using the conference as an opportunity to support one of the goals in the MBLC strategic plan—clarifying roles of the MBLC and MLS. The team has created a new document “MBLC at a Glance” which lists services and the MBLC staff who provide them. A game: *Is it the MBLC or MLS or Both?* has also been created. People will randomly draw a service and if they answer correctly about which agency provides it; they get to put their name in for a drawing of a Bruins prize. Materials about MBLC services, including a new series of Library Services and Technology Act (LSTA) Fact sheets about individual direct grants, will also be provided.  
  
Staff also provided the materials for the Massachusetts Library Trustee Institute, continues to work on the eBook materials for the new eBook program, and is updating all State Aid to Public Libraries resources.

**LEGISLATIVE REPORT**

Mary Rose Quinn, Head of State Programs/Government Liaison presented the following report:

The House Committee on Ways and Means released its FY 2020 budget proposal on April 10. Their budget recommendation contained mostly positive news for the MBLC budget lines. House Ways and Means funded four of the seven MBLC lines at, or in one case, above the FY 2020 Legislative Agenda request. The Agency line received an increase over the requested amount and Perkins, Worcester, and Technology and Resource Sharing received the increases requested in the MBLC [FY2020 Legislative Agenda](https://mblc-newsroom-static.s3.amazonaws.com/collateral/official-docs/legislative/9104e994_fy2020-legislative-agenda_download.pdf).  Both the Regional line (7000-9401), which funds the Massachusetts Library System (MLS) and the Library for the Commonwealth (LFC) at the Boston Public Library (BPL), and State Aid to Public Libraries received 1% increases. The Massachusetts Center for the Book, Inc. was included in the Ways and Means budget this year, but was level funded.

**House Library Caucus co-chairs, Representatives Brian Murray and Natalie Higgins filed amendments for the State Aid to Regional Libraries (7000-9401) and State Aid to Public Libraries (7000-9501) lines.** The Massachusetts Center for the Book, Inc. amendment was filed by Representative Tami Gouveia, a new member of the House, who represents Acton, Carlisle, Chelmsford, and Concord. The Library amendments were combined in a consolidated amendment with Education and Local Aid.

The House voted Consolidated Amendment “A” on the first day of budget negotiations. The Regional line item was increased by $1.1 million over the Ways and Means figure to $11,484,961. The State Aid line was increased to $10,024,327. This figure includes $168,000 in earmarks for special local projects. State Aid received an additional $400,000 over the earmark funding.   The amendment for the Center for the Book was in Consolidated Amendment A but did not pass. The House voted its final budget, including the approved amendments, Thursday, April 25. The budget chart to-date is included below.

Commissioners have also received two documents that explain the state budget process and the timeline for budgets and legislative activities.

The Senate Ways and Means budget proposal will be released on Tuesday, May 7. This earlier than usual release may signal a desire on the part of the Legislature to complete the budget process before the end of the Fiscal Year. The MBLC will be working with Senate Library Caucus Chair, Eric Lesser on amendments to the Senate Ways and Means budget if needed. As with the House amendments, the Senate amendments will ask for the funding detailed in the Legislative Agenda for FY 2020.

After the Senate has completed its budget, a Conference Committee will be appointed; this committee traditionally includes the Chair, Vice Chair, and Ranking Members of the House and Senate Ways and Means Committees. They are:

   Senator Michael J. Rodrigues, Chair

   Senator Cindy F. Friedman, Vice Chair and

   Senator Viriato M. deMacedo, (Ranking Minority)

  Representative Aaron Michlewitz, Chair

   Representative Denise C. Garlick, Vice Chair and

   Representative Todd M. Smola (Ranking Minority)

Elizabeth Malia is the Assistant Vice Chair in the House. Jason Lewis is the Assistant Vice Chair in the Senate. They have large roles in the House and Senate budget negotiations but not in Conference.

Because of the early May date for the Board meeting this month, the final revenue numbers for April have not been released. Mid-month figures are summarized below:

Total Taxcollections for the month-to-date period mid-April were $1.124 billion, up $10 million or 0.9% versus the same period in April 2018. Income Taxes totaled $787 million, down $39 million or 4.7% versus the same period in April 2018. Sales & Use Tax collections were $88 million, up $10 million or 12.2% versus the same period in April 2018. Corporate & Business Taxes were $189 million, up $38 million or 25.0% versus the same period in April 2018. Other Taxestotaled $61 million, up $1 million or 1.9% versus the same period in April 2018. The Total Income Taxof $787 million for mid-month April comprises the following: Withholding of $507 million, down $99 million from mid-month April 2018; Estimated Payments of $96 million, down $20 million from mid-month April 2018; Returns/Bills of $362 million, up $111 million from mid-month April 2018; Refunds of $178 million, up $30 million from mid-month April 2018. Because refunds are an outflow, this represents a negative variance from the prior year.

**Status update on the construction bond Bill**

Director Lonergan and Tracey Dimant, Head of Operations and Budget gave the following update to the Board:

We have had several meetings with Maya Jonas-Silver (Director of Capital Planning and Long-Term Obligations at ANF) before putting forward the legislative agenda request for a $250 million bond at $25 million a year. In our most recent discussion with her, she strongly indicated that the most we could likely expect in the new bond authorization is $100 million – though the good news is, she also indicated that we should likely receive the increase to $25 million a year for our cap, which is something we’ve been requesting for quite some time.

This $100 million (added to what we still have left in the previous bond) will allow us to complete the majority of the projects on the list – or possibly even all of them, if some projects end up dropping out.

We will still be able to conduct our Planning and Design round, since the funding for that ($2,500,000) is already part of our budget plan for the bond.

Maya indicated that we should get in touch with ANF regarding new authorization in FY22-FY23 to ensure that the budget team is aware of the need. We did express to her the concern that running a Planning and Design round prior to bond funding being approved might lead to fewer grant applications. Putting together a grant application is an enormous amount of work for the municipalities and the review of the grant is a large amount of agency time (as well as for outside reviewers). The concern is that the municipalities won’t put in the time and energy to complete applications if funding is not in place.

We would still very much like to work towards getting funding to support the new grant round in place prior to the FY23 period ANF suggests. An additional $150 million would allow us to be confident in our ability to fund another round.

**Discussion of Chapter 78 sections related to Public Library Trustees**

Director Lonergan began the discussion of Chapter 78 sections related to Public Library Trustees by highlighting sections 10,11,12,13, 16 to 18, and 21. MBLC staff Maura Deedy, Rob Favini, Mary Rose Quinn and Director Lonergan have researched the topic extensively and uncovered that the sections date back to 1888 but section 21 does not have a date attached to it. It may have been added anytime between 1902 and 1921. This is the section that states that: Sections ten to twelve, inclusive, and sections sixteen to eighteen, inclusive shall not apply to cities.  
  
Director Lonergan said that in the MBLC’s capacity of providing information to communities that may encounter this issue, that a “Best Practices” should be created.  Commissioners and staff mentioned that trustees have many responsibilities, including some that form part of the MBLC’s regulations and that may not be easily taken over by a municipal government. They include but are not limited to how to spend state aid funds, collection development, patron privacy, and network polices.  MBLC staff will develop an online resource for the agency website that provides information about this topic.

**Report from the Massachusetts Library System**

Betsy Meaden, Business and Human Resources Director presented the following report:

FY20 Quarter 4

Section: Administration

Goal #1: Meet members in person around the Commonwealth to activate and engage membership.

Measures: host listening tour, member and director forums, gather feedback on member satisfaction. Invite Executive Board to becomes spokespeople for MLS at these events.

Listening Tours:

* 9 in person and 1 virtual hosted in Jan 2019
* Led by Stephen Spohn

Member/Director Forums:

* 4 planned for Spring 2019
* Led by Sarah Sogigian

Site Visits:

* Initiative planned to contact all public libraries serving populations of under 5,000.
* Initiative includes outreach from the Leadership Team, Consultants, and our Masscat manager.
* On track to contact 121 libraries by the end of June, 2019. Visits and consultations are being offered in an effort to learn how we can assist some of our smallest member libraries in their day to day work.

Section: Delivery

Goal #2 Investigate and recommend solutions to improve service, efficiency within a new contract.

Measure: Number of members at events/forums and feedback received

Response time to implement changes. Level of participation at events held and document member feedback to improve performance and satisfaction.

* Monthly delivery audits in rotation of sort sites.
* MLS conducts monthly site visits at the sort facilities. Since September we have audited 6 sites, 70 bins and have found a total of 64 mis-sorts. This is in compliance with our new contract.
* Consistent communications with delivery users at large, as well as personalized interactions.

MLS Update

April 2019

Hello MLS Members!

I want to thank all of you for your good wishes and support as I take on this new role as Executive Director. I’m very excited to continue serving the organization in this capacity. I’ll need some time to get settled but I’m working closely with our Executive Board to prioritize tasks over the coming months. I welcome your input and ideas as we continue the great work MLS has provided over the past 9 years. Please don’t hesitate to reach out to me or any of our staff with questions or comments. We have some some exciting things coming and I can’t wait to share them with you!

Sarah Sogigian

Executive Director

MLS Executive Board

Welcome to Liz Teoli, Assistant Librarian at Northern Essex Community College – Bentley Library. Liz, a Project SET grad and active member of our community, joins us to fill a vacancy on our board. Thank you to Sarah Hooke, Associate Dean for Research and Information Services at Northeastern University School of Law for her years of service on behalf of MLS.

House Ways and Means Budget Released

The House released the Ways and Means budget on April 10.  While there were some notable successes, Line 7000-9401 only received a 1% increase.  (Line 7000-9401 funds both Massachusetts Library System and the Library for the Commonwealth.)  Representatives Natalie Higgins of Leominster and Brian Murray of Milford filed an amendment to change the amount in the budget to the funding request in the library legislative agenda.  The final House budget was released on April 23.  We are pleased to see that funding for Line 7000-9401 increased to $11,484,961, and while we have many more steps in the budget process, we thank you for your work advocating on behalf of MLS and the services we provide.

Marlborough Office News

We expect to have some happy news to share soon.

Membership News

MLS welcomed 4 new directors in April:

New Directors

* Bancroft Memorial Library, Hopedale - Robyn York
* Becket Athenaeum - Jodi Shafiroff
* Lynnfield Public Library - Jen Inglis
* Memorial Hall Library, Andover - Barbara McNamara

Statistics and Member Value

Members are encouraged to learn more about the value of MLS services to their libraries.

March statewide databases statistics are posted.

MLS/MBLC Boston Bruins PJ Drive

MLS participated in the 12th Annual Boston Bruins PJ Drive, to benefit Cradles to Crayons and DCF WonderFund. MLS collected over 100 pairs of PJs, contributing to the statewide library total of over 13,000 pjs donated. MLS and MBLC once again participated in a friendly competition to see which organization could collect the most pairs. For the first time, MLS won the PJ Cup!

**Report from the Library for the Commonwealth**

Catherine Halpin, Collaborative Library Services Coordinator, Boston Public Library presented the following report:

* Boston Public Library continues to provide reference services both in person and remotely.
* Research appointments began in Q3 and chat reference will launch in the FY2020 Plan of Service.
* BPL offers access to 114 subject guides created by Research Services Librarians. Genealogy is far and away the most popular of these guides.
* In addition to subject guides created by librarians using LibGuides, we develop curriculum and provide instruction in our locations.
* User surveys, based on the Public Library Association’s Project Outcome model, inform decisions about what subject guides to create and what free public classes to teach.
* Creation of Instruction Guides and access to our curricula is ongoing and there should be more to report in Q4.
* While we had to drop our subscription to Gale Courses, patrons still have access to Lynda.com for online tutorials and learning pathways in a variety of skills and fields.
* We have recently begun using the data analysis program Collection HQ to more strategically purchase, deaccession, and distribute our circulating print collections. All librarians purchasing materials will be trained in its use.
* Ecard users are able to directly access BPL OverDrive collections. They also have access to audiobooks and digital magazines through RBDigital, streaming films using Kanopy, and ebooks, movies, and television through Hoopla. A comprehensive suite of online resources assist librarians, students, and researchers.
* Collections discovery improvements have been facilitated through the BiblioWeb platform hosting our new website. This is especially useful due to its responsive design, making it easily navigable by mobile users on small screens and increased accessibility compliance for those with disabilities.

**Standing Committee and Liaison Reports**

**COMMISSIONER ACTIVITIES**

**Commissioner Abraham**

* Assisting the Advocates for the Everett Libraries
* Attended the Trustee Orientation in Woburn

**Commissioner Madell**

* Attended Trustee Institute in Worcester

**Commissioner Resnick**

* Attended Amherst Legislative Breakfast
* Attended Erving Groundbreaking
* Attended 2 Small Libraries in Network Advisory Committee Meetings
* Attended Trustee Institute in Worcester

**Commissioner Cluggish**

Commissioner Cluggish said that she would like to make a correction. At the April meeting she suggested that perhaps a development person could retain a percentage of money they raised. Sharon Shaloo sent Mary Ann an email showing that was against the code of ethics for the American Association of Fundraising Professionals.

* Participated in Executive Committee Conference Call
* Presented MBLC proclamation to the Watertown Public Library’s 150 anniversary event
* Sent emails to everyone at Ways and Means
* Then sent another 27 emails to the House Legislators

**PUBLIC COMMENT**

**OLD BUSINESS**

There was no old business.

**ADJOURNMENT**

There being no further business, Commissioner Cluggish moved and Commissioner Resnick seconded to adjourn the May 2, 2019 monthly business meeting of the Board of Library Commissioners at 12:08 PM.



Mary Kronholm

Secretary