**MINUTES OF THE BOARD OF LIBRARY COMMISSIONERS monthly regular meeting**

**Date:** Thursday, September 2, 2021

**Time:**  10:00 A.M.

**Place:**  Zoom Meeting

**Present:** Mary Ann Cluggish, Chair; Debby Conrad, Vice Chair; Deb Abraham, Secretary; Vicky Biancolo; George Comeau, Esq.; Stacy DeBole; Mary Kronholm; N. Janeen Resnick

**Absent:** Les Ball

 Commissioner Kronholm joined meeting at 10:30 A.M.

**Staff Present:**

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

**Observers Present:**

William Adamczyk, Committee Co-Chair, MLA Legislative and Director of the Milton Public Library; Matt Bejune, Executive Director of the Library, Worcester State University and Vice President, MCCLPHEI; Eileen Chandler, Administrator, Cape Libraries Automated Materials Sharing Network (CLAMS); Kim Charlson, Executive Director, Perkins Library; Eileen Dyer, Library Director, Swansea Free Public Library; Anna Fahey-Flynn, Central Library Manager, Boston Public Library (BPL); Stephanie Friree Ford, Manager, Library Resources, McLean Hospital Mental Health Sciences Library and Massachusetts Library System (MLS) Board Chair; Ron Gagnon, Executive Director, North of Boston Library Exchange (NOBLE); Jennifer Harris, Massachusetts Library Association (MLA) Legislative Committee Chair; Deborah Lang Froggatt, Director of Library Services, Boston Public Schools; Joanne Lamothe, Director, Sandwich Public Library and President of Massachusetts Library Association (MLA); David Leonard, BPL President, Boston Public Library (BPL); Jeannette Lundgren, Network Administrator, CW MARS, Inc.; Brittany McDougal, Director, Oxford Free Public Library and President of the Central Massachusetts Library Advocates (CMLA); Krista McLeod, Director of the Nevins Memorial Library, Methuen and Board Member, Massachusetts Center for the Book (MCB); Philip McNulty, Network Administrator, Minuteman Library Network (MLN); Terry McQuown, Consulting and Training Services Director, Massachusetts Library System (MLS); Tim Rivard, Director of Learning Services, MassBay Community College and **Treasurer, MCCLPHEI;** Sharon Shaloo, Executive Director, Massachusetts Center for the Book; David Slater, Network Administrator, Old Colony Library Network (OCLN); Sarah Sogigian, Executive Director, Massachusetts Library System (MLS); Jen Varney, Librarian
Dr. Martin Luther King, Jr. School and President, Massachusetts School Library Association (MSLA)

**Meeting called to order by Chair Cluggish**

Chair Cluggish called the meeting to order at 10:00 A.M.

Chair Cluggish stated that she is required to take a roll call of Commissioners to comply with the Open Meeting Law for remote meetings.

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| Commissioner Abraham- Present  | Commissioner Cluggish- Present | Commissioner DeBole- Present  |
| Commissioner Ball- Absent | Commissioner Comeau- Present | Commissioner Kronholm- Hadn’t joined meeting yet |
| Commissioner Biancolo- Present  | Commissioner Conrad- Present | Commissioner Resnick- Present |

Chair Cluggish explained that she would be making a motion to comply with a consent agenda. A consent agenda is a board meeting practice that groups routine motions into the consent agenda. If there are no objections, the Chair can declare a motion passed, rather than counting votes for each motion separately.

Chair Cluggish moved to adopt a consent agenda for this meeting for agenda item #2, approval of minutes, agenda item #8, Consideration of FY2023 Legislative Agenda, and item #14 to adjourn the meeting. Commissioner Comeau seconded.

Chair Cluggish asked for a roll call vote of the Commissioners for this motion.

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| Commissioner Abraham- Yes | Commissioner Cluggish- Yes | Commissioner DeBole- Yes  |
| Commissioner Ball- Absent | Commissioner Comeau- Yes | Commissioner Kronholm- Hadn’t joined meeting yet |
| Commissioner Biancolo- Yes | Commissioner Conrad- Yes | Commissioner Resnick- Yes |

**The motion passed.**

**Update about Technical Outage at the Boston Public Library**

David Leonard, President of the Boston Public Library provided the Board with an update about the Technical Outage at the library. On Wednesday morning, 8/25, the Boston Public Library experienced a systemwide technical outage due to a cybersecurity attack, pausing public computer and public printing services, as well as some online resources. Affected systems were taken offline immediately, and proactive steps were taken to isolate the problem and shutdown network communication. There is currently no evidence that sensitive employee or patron data has been disclosed.

The library is working with the Mayor’s Department of Innovation and Technology and law enforcement officials to address the cybersecurity attack. The Library’s IT department is working on restoring all technology services, and in the meantime, all locations will remain open, patrons will still be able to check out books, and some online services remain operational. This is an ongoing situation, and the library will update patrons and staff about services and impacts on its website.

While the current outage is not yet fully resolved, the team is continuing to rebuild and securely restore the systems, assisted by an expert team of consultants. They are confident that they will be able to begin restoring in-person and online patron-facing services shortly. As of Tuesday, August 31, staff has begun to use the restored system to begin inputting transactions that were recorded by hand during the outage.

The current focus is on restoring the essential library business functions as well as the systems that staff and patrons use online and in person to look up and check out books, eBooks, and other materials. The following phase will be the restoration of public computing and printing systems at all locations. Public WiFi has already been restored.

In addition to our technology partners, the library is also working closely with cybersecurity experts and law enforcement. Because of this ongoing investigation, we will continue to limit the level of detail that we share publicly.

**Approval of Minutes from the regular monthly meeting:**

**August 5, 2021**

Chair Cluggish asked for a motion to approve the minutes from the August 5, 2021 Monthly Meeting.

Commissioner Resnick moved and Commissioner Biancolo seconded to approve the minutes from the August 5, 2021 Regular Monthly Meeting as presented.

**Hearing no objection, Chair Cluggish declared the motion passed under the consent agenda.**

**Chair’s Report**

Chair Cluggish presented the following report:

In the past month I participated in or observed the following events:

* Emergency Connectivity Fund Webinar with Senator Markey
* Worcester Public Library Renovation & Expansion Grand Opening
* Virtual Discussion regarding collaboration with Mass Humanities Director Brian Boyles and James Lonergan
* Summer Reading Event New Bedford Public Library
* Executive board meeting, virtual

The Worcester Public Library invited the MBLC to the Grand Opening of their new Children's Room and other areas. Even though this was not an MBLC Construction Program event, the MBLC was well represented with three Commissioners, Vicky, Debby and I, and two members of the Staff, Lauren and Andrea. There were several new areas of the library and the new Children's Room is probably the most spectacular I've seen in Massachusetts aside from the BPL. We will have to meet there once we can meet face to face again. I'll let Vicky and Debby tell you the details.

The Summer Reading Event in New Bedford was terrific as were all the others. The staff deserves a round of applause for their organization, hustle, and reinvention to safely run Summer Reading events outdoors all summer. They were great fun; the parents were very appreciative and of course the kids loved them. Thanks again to the Boston Bruins for partnering with us and helping to underwrite these events.

After the Executive Board Meeting, Deb Abraham and Debby Conrad and I had a discussion about the development of a matrix of Commissioner Attributes/competencies. Deb Abraham will tell you about it.

**Commissioner Reports**

**Commissioner Abraham**

* August 5 – Senator Markey’s Zoom
* MBLC Executive Board Meeting

**Commissioner Biancolo**

* Ribbon Cutting at Worcester Public Library

**Commissioner Conrad**

* August 5 – Senator Markey’s Zoom call re:ECF
* August 9 – MLS Executive Board
* August 10 – Summer Reading – Norwell
* August 12 – Worcester Public Library ribbon cutting
* August 18 – Summer Reading – New Bedford
* August 24 – Executive Board

**Commissioner Comeau**

* Represented Canton Public Library at the retirement of Lisa Quinn who provided forty-three years of exemplary dedication to Commonwealth’s libraries
* Spoke at the groundbreaking of the Greenfield Public Library

**Commissioner Resnick**

* Attended Sen Markey’s conversation 8/5 online re FCC’s Emergency Connectivity Fund
* Been in touch with my legislators about libraries

**DIRECTOR’S REPORT**

Director Lonergan presented the following report:

Meetings/activities since the last monthly Board meeting:

* August 5—Hosted Emergency Connectivity Fund webinar with Senator Markey
* August 6— Tewksbury Public Library summer reading visit
* August 6—Virtual meeting with Aviva Rothman-Shore and colleagues from the Dept. of Housing & Community Development re: Emergency Rental Assistance Program
* August 9—MLS Executive Board meeting, virtual
* August 10—Call with Sharon Shaloo re: National Book Festival program watch party
* August 11— COSLINE standing meeting, virtual
* August 11 & 13—Hotspot Program Q&A sessions
* August 11—Virtual meeting with Jacalyn Kremer, Library Dean, Fitchburg State, and Sharon Bernard, Fitchburg Public Library re: potential IMLS grant application partnership support
* August 13—MLA Executive Board, virtual meeting
* August 19—Virtual meeting with Sharon Shaloo and Mary Rose Quinn re: FY2023 MCB budget request
* August 19—COSLA Equity, Diversity, and Inclusion Working Group meeting, virtual
* August 19—COSLA Member Exchange: LSTA Evaluation & Planning
* September 1—Virtual meeting with QualityMetrics, LLC re: IMLS Five-Year Plan evaluation process
* September 1—New England Library Association Conference, virtual

We co-hosted a virtual conversation with Senator Markey and FCC representatives Ramesh Nagarajan, FCC Legal Advisor, and Allison Baker, FCC Policy and Economic Advisor, Office of the Bureau Chief, Wireline Bureau on Thursday, August 5 to discuss the **Emergency Connectivity Fund (ECF),** the portion of the American Rescue Plan Act which addresses the homework gap and the connectivity gap by offering 100% discounts on laptops, Chromebooks, and tablets as well as related internet services that extend beyond the library’s walls. Approximately 70 people participated.

I opened the session with an overview of the importance of the funds and then turned it over to Senator Markey who testified to the importance of libraries as an agent for improving communities and serving the underserved. Ramesh Nagarajan and Allison Baker then led a presentation and Q&A on the ECF program and application process. Many thanks to Paul Kissman who took the lead in organizing this event with very short notice and a constantly shifting senatorial schedule.

The MBLC is joining with eight other Council of State Library Agencies in the Northeast (COSLINE) states to contract with QualityMetrics, LLC for the required independent evaluation of our IMLS Five-Year Plan 2018-2022, due March 30, 2022. This evaluation will also help inform our IMLS Five-Year Plan 2023-2027, due June 30, 2022. Our first focus group consisted of SACL members and met on Wednesday, September 1.

**ARPA Hot Spot Program Update:** 3000+ hotspots have been delivered to over 200 libraries across the Commonwealth. With the roll out completed libraries are working through the mechanics of setting up hotspots in their catalogs, updating lending policies, getting familiar with the hot spot dashboard, and creating filtering workflows. To assist participating libraries Paul Kissman and I held two introductory webinars to answer questions.

**Communities Hard Hit by COVID (CHHBC) ARPA Grants Update:** 90% of the grants going out to the 20 libraries in communities hard hit by COVID-19 are in the contract stage. We are currently working with MBLC affiliates: Worcester Talking Book Library, Perkins Library, and the Massachusetts Center for the Book to deliver grants to assist in their work during the pandemic.

Shelley and Rob collaborated with Jonathan O’Dell from the **Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)** and MLS delivery to distribute the latest edition of *The Modern Guide to Hearing Loss for the Deaf and Hard of Hearing*. This updated guide is intended to assist in addressing issues of health and wellbeing, accessibility, communications, technology as well as the impact of hearing loss, where to turn for help, information on emerging technologies, and understanding and coping with trauma and hearing loss.

In addition to the book, MCDHH’s Visor Card was included. The Visor Card is a communication aid featuring icons that can be used in various roadside situations for self-identification and to expedite communication with responders by deaf or hard of hearing individuals. More information regarding the MCDHH Visor Card can be found here: [https://www.youtube.com/watch?v=3vZqzTRIaiE](https://urldefense.com/v3/__https%3A/www.youtube.com/watch?v=3vZqzTRIaiE__;!!CUhgQOZqV7M!2sq1WRjwJ-jFI-JW4FbL7j8zYoRBjMWZJMMQ7wvNeN3EQRNoDD4RorsjDwe4fU16W1NenQ$)

PDF versions of all materials are available from the MCDHH using the links below:

* Modern Guide to Hearing Loss: <https://www.mass.gov/files/documents/2019/10/16/modern_guide_hearing_loss.pdf>
* Visor Card instructions: <https://www.mass.gov/doc/visor-card-instructions/download>
* Visor Card: <https://www.mass.gov/doc/massachusetts-visor-card/download>

Lyndsay Forbes and Kristi Chadwick from MLS announced the call for proposals for the **2021 Massachusetts Small Libraries Forum**. This virtual event will be held on November 16 and 17, 2021. We welcome a wide variety of ideas and are flexible in how those can be presented at the forum.

Examples could include:

* Individual or group presentations on library successes in collaborations, events, programs, community building
* “Ignite sessions” – 10-15 minutes about a single topic
* “Basics” like programming, collections, staffing, etc. in small libraries
* Building relationships with trustees, town officials, Friends, volunteers
* Solo librarians: how do you do it all?

The **Fall 2021 Trustee Orientation** schedule has been announced. This round of sessions will continue to be virtual. The orientation team: Maura Deedy, Liz Babbitt, and Rob Favini are currently working on updating the session. You can find registration links for the sessions below on the [MBLC Calendar](https://mblc.libcal.com/calendar/main?cid=3880&t=d&d=0000-00-00&cal=3880&inc=0).

* Wednesday, September 29, 2021, 6:00pm - 8:00pm
* Wednesday, October 13, 2021, 10:00am - 12:00pm
* Tuesday, November 16, 2021, 6:00pm - 8:00pm

**MPLCP**: We received several emails last week regarding the Greenfield Fire Station, which due to its location will be impacted by the construction of the new Greenfield Public Library building. While this is a local issue, I’ve asked Lauren to provide a brief review of the situation during our meeting today.

**Massachusetts Library Aid Association (MLAA) Scholarship Review:** Shelley Quezada and Rob Favini served on the review committee for the MLAA library student scholarship. The MLAA is a non-profit organization that has been awarding small scholarships to aid librarians attending a master’s degree program in library and information Science and those attending continuing education sessions for nearly 100 years. The MBLC has assisted this organization throughout the years by publicizing the scholarships and serving on the association’s scholarship review committee.

The communications team wrapped up the summer with Bruins visits to Tewksbury, Norwell, and New Bedford. The First Lady of the Commonwealth attended in New Bedford. Representative Tram Nguyen attended in Tewksbury and Representative David DeCoste attended in Norwell. In total six legislators participated in the events. The team appreciated the support and participation of the Commissioners who attended events: Mary Ann Cluggish, Debby Conrad, Mary Kronholm, and Jan Resnick.

We worked with Buyer advertising to create a summer wrap up video that will be posted on our social media and sent to the legislators. The Bruins have it up on their website: <https://www.nhl.com/bruins/community/summer-reading>

Mrs. Baker complimented the summer team (Andrea Bunker, Lyndsay Forbes, Mary Rose Quinn, Rachel Masse, Matt Perry, Celeste Bruno). She said, “I hope I don't have to wait till next summer to see all of you. You guys are a great team and so much fun to work with. I hope there's more we can do during the school year to bring the libraries to life for more kids.”

Ordering for hotspot promotional materials has started with orders from over 100 libraries. This week promotional materials are being tested with the statewide PR Committee and with a resident group. We estimate that libraries will receive materials by the end September. We had initially hoped to have them to libraries by the end of August but had to make changes to ensure they aligned with information Paul Kissman developed.

The team is collaborating with Massachusetts Center for the Book on the Watch Party and Conversation as part of the **National Book Festival** (details below). The team has developed a toolkit for libraries on the MBLC agency site: <https://mblc.state.ma.us/programs-and-support/promotion/toolkit-nbf-conversation.php> and information for residents is on the consumer portal: <https://libraries.state.ma.us/>

September 22 at 7:00PM—Libraries and residents from across the Commonwealth will come together to watch Pulitzer Prize winner[**Isabel Wilkerson**](https://urldefense.com/v3/__https%3A/www.isabelwilkerson.com/__;!!CUhgQOZqV7M!2RIJ2PyVkmTMYsUqUKdXlhbxwALlqiFZVbgm0VRGdN_-i6H52YSqFtbGPOCeG-g9QAPwzw$)**,** author of *Caste: The Origins of Our Discontents*, in a video recorded for National Book Festival. Following the video, former Massachusetts Representative and legendary civil rights advocate [**Byron Rushing**](https://urldefense.com/v3/__https%3A/www.thehistorymakers.org/biography/honorable-byron-rushing__;!!CUhgQOZqV7M!2RIJ2PyVkmTMYsUqUKdXlhbxwALlqiFZVbgm0VRGdN_-i6H52YSqFtbGPOCeG-hRMsGl5g$)& Professor**[Roopika Risam](https://urldefense.com/v3/__http%3A/www.roopikarisam.com/__;!!CUhgQOZqV7M!2RIJ2PyVkmTMYsUqUKdXlhbxwALlqiFZVbgm0VRGdN_-i6H52YSqFtbGPOCeG-hHje5QTQ$" \t "_blank),**noted scholar in public humanities and African diaspora and indigenous studies will facilitate a conversation.

**LEGISLATIVE REPORT**

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

Total tax collections for the mid-month-to-date period in August were $975 million, up $163 million or 20.1% versus the same period in August 2020. The month-to-date increase is mostly due to an increase in withholding. Income Taxes, which includes withholding, totaled $780 million, up $157 million or 25.1% versus the same period in August 2020. Revenues continue to meet or exceed expectations and benchmarks.

There is a continued push from the American Library Association (ALA) to urge Congress to fund the Build America’s Library Act (BALA) in the larger infrastructure bill. Although Massachusetts has already has an exemplary state construction program to build new and renovated libraries, funds that the Commonwealth would receive if the bill passes could be used to support broadband and technology infrastructure upgrades, building accessibility projects, HVAC system improvements, and other single purpose projects that are smaller in scope than funded through our MPLCP.

Representative Ruth Balser has filed a bill, [HD.4418An Act modernizing library access to electronic books and digital audiobooks](https://malegislature.gov/Bills/192/HD4418), to require publishers, including Amazon, to provide greater access to their e-books, audiobooks, and other digital content to libraries and their patrons.

**LEGISLATIVE AGENDA DISCUSSION**

After a preliminary discussion in August about possible funding levels for the FY 2023 MBLC budget lines, Commissioners asked that the budget request be increased in several lines to address post COVID library and Affiliate needs. The following chart reflects the increases to budget lines requested by Commissioners in the August discussions. These numbers below provide a reference point for the Legislative Agenda conversation later in the meeting.



**Sarah Sogigian and Stephanie Friree Ford spoke on behalf of MLS.** Ms. Sogigian stated she was thankful for this legislative agenda. It will be able to help with the Commonwealth eBook Collection. There online training program has really taken off. But most importantly MLS is looking forward to strengthening State-wide delivery. It is the biggest need with 14-15 million items delivered across the state in the last year.

**Anna Fahey-Flynn spoke on behalf of LFC.** She said with COVID-19 they looked at more ways of providing online materials and programming. More ways to have diversity, equality, and inclusion. Also greater engagement with what’s online. Digitization is something that they will always do.

**Kim Charlson, Executive Director FY23 Perkins Braille & Talking Book Library Priorities**

stated first, I want to give a shoutout to the MBLC and MLS staff for their engagement in the broader definition of diversity, equity, and inclusion (DEI). They have incorporated people with disabilities into that definition, and not all organizations do that. It is much appreciated by the disability community.

In FY23, the Perkins Library will be continuing its wide range of services for the patrons we serve, and the potential patrons who will learn about and join the Perkins Library community. In addition, we will be focusing our efforts on a major paradigm shift in just exactly how we deliver our materials to borrowers.

In FY23, we will be shifting from a traditional audio or braille books on the shelf that get mailed out by the U.S. Postal Service model where copies residing on the shelves are pulled and shipped out daily, to a Duplication On Demand system.

The National Library Service for the Blind and Print Disabled (NLS) of the Library of Congress, is shifting its service model from providing copies of audio and braille books to cooperating state library agencies, to a system where the library will utilize special equipment to duplicate the audio book onto a cartridge and it is made on demand and shipped out to the borrower. This Duplication on Demand system will be transition for the Perkins Library over the next couple years. In fact, we will probably have a hybrid system of items on the shelves to augment producing the duplication on demand for audio books that have been requested by patrons.

We will need to educate borrowers on how this new system will work best for them and bring staff up-to-speed in the Duplication on Demand system.

Many staff members will experience job role changes as we evolve through this process.

Perkins will also begin to distribute the Braille E-Reader refreshable braille device, like a Kindle for someone who reads braille. Braille books and magazines also are available in digital files that when loaded in the Braille E-Reader are very compact and readable for the end user.

The Perkins Library is looking forward to these innovations and the changing model of talking book distribution in the upcoming months.

**Library Networks: Phil McNulty spoke on behalf of Minuteman Library Network** stating that delivery isn’t going away. Libraries need delivery. Libraries are interested in 9506, there are several direct grants to Networks. The LEA program could be a way to advocate with Legislators.

**Ron Gagnon from NOBLE** stated that they appreciate everything. Overdrive is a big part of what they do and what they are interested in securing.

**Krista McLeod, Center for the Book** **Board Member** started by thanking the Board and staff for support in their line item. She stated that they spent the pandemic year strengthening their Board and restricting the Center. They were trying to get everything out for the Book Awards and Mass Reads. With the increase in funding, they are hoping this will help them continue their work with DEI and Gateway cities.

**Sharon Shaloo, Executive Director of MCB** stated that she is very thankful for the support for the increase. When you look at salaries, they realize how far behind they are so this will help them attract new people. She stated that there is a meeting new week to partner to support family literacy in Gateway Cities.

**Joanne Lamothe, Director, President of Massachusetts Library Association (MLA)** stated that they are looking forward to having their conference in May in person at the Hyannis Conference Center. MLA has been working on their strategic plan to include more DEI.

**Deborah Lang Froggatt, Consultant for Massachusetts School Library Association (MSLA)**

stated that the statewide databases and eBooks are the priority for MSLA. The MSLA membership recognizes the significance of equitable access for all students to these resources and that all MA taxpayers contribute to the databases. However, students without a certified school librarian may not be aware of these powerful learning tools.

To that end, MSLA, Senator Lesser and 35 other MA State Legislators signed a letter to

the Massachusetts Department of Elementary and Secondary Education’s (DESE)

Commissioner Riley asking for a census of all school library resources and employees.

The census would provide an accurate accounting of what communities need information

about and would help demonstrate the impact that school librarians/libraries have on student learning and academic

success.

In tandem with this, MSLA continues to participate on the MLA Legislative Committee,

providing a collaboration with EveryLibrary. MSLA is pursuing partnering with

another education group such as social workers or counselors in order to place within

DESE one person to handle all certification for all School Librarian certification queries

and requisite support.

To this end, we understand the significance of the role that electronic content plays in

the lives of the Commonwealth’s students and hope that the current services, funded

through several budget lines, i.e., MBLC administrative, MLS/LFC regional libraries,

9506 library technology, and LSTA federal funds, can be supported.

Equitable access to this funding is one part of the work of MBLC and its affiliates, and

we support the direction to move all areas of funding forward.

Commissioner Comeau moved and Commissioner Biancolo seconded to set forward the Legislative Agenda amounts as presented. The Statewide PR Committee which includes 4 Board Members will design the look of the agenda.

**Hearing no objection, Chair Cluggish declared the motion passed under the consent agenda.**

**Discussion/ review of policies for the FY2024 State Aid to Public Libraries Program**

Liz Babbitt, State Aid Specialist presented the Board policies related to the FY2024 State Aid to Public Libraries program: a) Extending a Grace Period for Increased Population-based Minimum Standards; b) Minimum Standards of Hours of Service for Public Libraries; c) Minimum Materials Expenditure Standard Calculation; d) Materials Expenditure and Hours Open Accommodation Policy; e) Municipal Appropriation Requirement (MAR) Calculation; f) Determining Eligibility for a Waiver of the FY2024 Municipal Appropriation Requirement; g) The Closure of a Public Library; h) Five Year Waiver Plan Policy.

She stated that the proposed policies would be presented for Board approval at the October 7, 2021 Board Meeting.

**Report from Massachusetts Library System (MLS)**

Sarah Sogigian, Executive Director, presented the following report:

**Strategic Initiative 1**

MLS ensures its services are sustainable, prioritize member needs, and equitably serve all member types.

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| Goal | Actions | Measurement of Success | **Monthly work toward Goal** |
| MLS ensures service value to all member types. | MLS will develop a guide to its levels of services, clarifying what benefits are available to each member type; the guide will be shared broadly and in several formats | *Member library staff at a broad level will have a greater understanding of MLS services and resources.* | Staff began using a new member management system called Neon with the goals of (1) improving internal and external communications among staff and members and(2) tracking interactions and statistics related to the communications. |
| MLS will continue to strengthen its partnerships and collaborations to allow MLS to focus on what it does uniquely well. | MLS will establish a partnership process, including a rubric, liaisons, expectations, policy and evaluations of current and new partnerships for opportunities and overlap. | *MLS will report annually on the value of their partnerships.* |  |
| New Services will be designed to deliver the greatest statewide impact, able to expand and contract due to available funding and need. | MLS will create guidelines and criteria for new and established services for value and impact. | *As an element of service review or introduction, MLS will be able to detail the impact of the service.* | Development of our new learning management system (the “Learning Portal”) is underway |

**Strategic Initiative 2**

MLS empowers leaders to emerge at every level of library service, connecting staff throughout the stages of their careers.

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| Goal | Actions | Measurement of Success | **Monthly work toward Goal** |
| MLS promotes excellence and continuity by providing professional development, conversation and community around leadership. | MLS develops a process for reaching out to members/training participants, asking them to report on how MLS programs have helped them. | *Member library staff recognize the transformative value of building and maintaining a professional network.* | Testing standard evaluation questions with our DEI and Leadership Development training series, we are planning to build training evaluation into the Learning Portal |
| Leadership, professional development, and networking opportunities will have flexible offerings in order to include participants from various library types, library sizes, and resources. | Linked to S.I.1, G.1: MLS will develop a guide to its levels of service, clarifying what benefits are available to each member type; l the guide will be shared broadly and in several formats. | *MLS will report to member libraries on an annual basis the number of professional development opportunities via type of opportunity, intended audience, training modality and type of library.* | Continued offering Leadership Development training series workshops (ends in September) |

**Strategic Initiative 3**

MLS will take the lead in facilitating important conversations, and support member-facing initiatives focused on DEI: diversity, equity, inclusion, accessibility, and social justice work.

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| Goal | Actions | Measurement of Success | **Monthly work toward Goal** |
| MLS will integrate the core values of diversity, equity, inclusion, accessibility, and social justice into its policies, practices, procedures, and programs. | In collaboration with partner organizations, MLS will explore hiring a coordinator/consultant to support the membership in this work.MLS will work to align internal policies and procedures to the tenets of DEI. | *MLS will demonstrate both increased resource allocation as well as substantive, visible progress in representation throughout MLS services.* | Finalizing work around a DEI audit for our internal HR documents.Commonwealth eBook Collection: With generous support from LSTA funding, administered by the MBLC, staff has added all available e- book titles for member's summer reading lists and are utilizing pay-per-use model on available titles to eliminate holds and wait times |
| Following the lead of trusted experts, MLS will build awareness in using the DEI tenets with member library staff to identify and eliminate barriers to inclusive library services. | In partnership with member libraries, research and tailor a DEI evaluation framework for member libraries. | *Member library staff are confident in using the core values of DEI with their communities.* | Continued offering DEI training series workshops (ends in August)Planning another DEI training series for the winter (December - February) |

**Additional monthly notes:**

* Both MLS offices are open (only to staff and deliveries) and minimally staffed. Starting the week of Sept 6, all staff have been directed to plan their work schedules to mirror pre-pandemic schedules and should include in office, at home, and in library days (as appropriate).

**New Librarians/members**

**Monthly Update- July 2021**

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| **Library Name** | **Library** | **Town/ City** | **Email**  |
| George Ripley | Westport Public Library | Westport | gripley@sailsinc.org |
| Irja Finn, Interim Director | Jonathan Bourne Public Library | Bourne | ifinn@bournelibray.org |
| Misha Storm | Dickinson Memorial Library | Northfield | mstorm@cwmars.org |
| Jess Mynes | Stevens Memorial Library | Ashburnham | jmynes@ashburnham-ma.gov |
| Jessi McCarthy  | Hopkinton Public Library | Hopkinton | jmccarthy@hopkintonma.gov |
| Patrick Marshall | Wareham Free Library | Wareham |  |
| Miki Wolfe | Morse Institute Library | Natick | mwolfe@minlib.net  |
| Kim Gabert | Tyler Memorial Library | Charlemont | mwolfe@minlib.net |
| Sara Kelley- Mudie | Beaver Country Day School,  | Chestnut Hill | skelleymudie@bcdschool.org |
| Kimberly Grad | Abbot Public Library | Marblehead | kgrad@noblenet |
|  |  |  |  |
| This color print= Interim/ acting director- public libraries |
| This color print= new library director but not new to the library world  |
| This color print= new members |
| This color print= new librarians/ Director |
| This color print= returning schools |
| This color print= returning school but not a new librarian (new color code this month) |

**Report from the Library for the commonwealth**

Anna Fahey-Flynn, Central Library Manager, Boston Public Library (BPL) presented the following highlights:

* LinkedIn Learning is being reactivated by September 9.
* ESL conversations groups continue to be popular online programs. We will probably continue to offer an online option even after resuming in person groups.

**PUBLIC COMMENT**

**OLD BUSINESS**

**List of documents for the September 2, 2021, Regular Monthly Board Meeting:**

1. Agenda for the September 2, 2021, Regular Monthly Board Meeting
2. Draft Minutes from the August 5, 2021 Regular Monthly Board Meeting
3. Policies for the State Aid to Public Libraries Program
4. Preliminary Legislative Agenda
5. Report from MLS
6. Report from LFC

**ADJOURNMENT**

Chair Cluggish asked for motion to adjourn.

Commissioner Conrad moved and Commissioner Abraham seconded to adjourn the September 2, 2021 MBLC Monthly Board Meeting 12:17 P.M.

**Hearing no objection, Chair Cluggish declared the motion passed under the consent agenda.**



Deb Abraham

Secretary