

# Holyoke Public Library Board of Directors Meeting Minutes

**Facilitator:** Terry Plum, President

**Note Taker:** Jeremy Smith, Clerk

**Present:** *Board Members:* Terry Plum, Jeremy Smith, Manuel Frau-Ramos, Bellamy Schmidt, George Mettey, Joan Steiger, Tom Barrett, Kelly Curran, Miguel Vasquez, Roxann Callendar, Susan Carey *Library Director:* Maria Pagan *Financial Manager:* Andrew Parker, *Friends:* Sandy Ward

**Not Present:** Patrick Leahy

Previous Meeting Minutes: **Approved**

## Announcements

- none

## Reports

President's Report  
Terry Plum

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- HAP Housing wants to come to our April 12 meeting to inform us about their project.
- Payment from Massachusetts Rehabilitation Commission is pending. They also want us to take on another placement.
- The Friends have paid off their campaign pledge and are working on the mini-golf tournament.
- News of a significant bequest was received from the estate of Alice Newton Smith. The Library is grateful to Alice Newton Smith, and looks forward to receiving more information.

**Tuesday March 8, 2016**

- The Ordinance Committee is meeting tonight to discuss the Classification Study. Terry and Bellamy will attend to support it. It then needs to be approved before being presented to the full City Council.

### Director's Report

Maria Pagan

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- We are still waiting on Phillips to meet with us to discuss the Teen Room Light Fixture situation.
- The Director submitted a \$10,000 budget to the City's 5-year Capital Plan Budget for the roof heating coils. The coils are meant to prevent ice dams.
- We have 8 applications for the Youth Outreach & Programming Librarian. Tom Keeler has been on medical leave since 2/16/16.
- There will be several peer to peer training sessions for staff in the coming months. There will also be trainings from outside sources.
  - **Motion:** Bellamy Schmidt moved and Tom Barrett seconded a motion that the Technology plan, developed by Jose and Gretcher be referred to the Technology Committee (Jeremy, Manuel, Roxann). **Approved**
- **See Appendix A for full report.**

### Finance Committee & Treasurer's Report

Tom Barrett

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- Our insurance is going out for re-bid in an effort to save costs.
- The Library is making greater use of state aid to help contribute to positions previously supplemented by the endowment.
- The 2015 audit should be complete by the end of April.
- **See Appendix B for full report.**

### Personnel Committee

Bellamy Schmidt

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- We have 8 candidates for the Youth Outreach & Programming Librarian.

Long Range Investment Committee Report  
Tom Barrett

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- The returns on the endowment are “going sideways”.
- \$88,000 was withdrawn for operations and \$50,000 removed to cash savings.
- The Committee is investigating terms of safe withdrawals from the endowment.
- Andrew is working on three- and five-year returns

HPL Realty Report  
Bellamy Schmidt

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- MHIC is pleased with what we are providing for the audit.
- Terry will schedule the annual meeting for HPL Realty.

Friends Report  
Sandy Ward

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- The food service for the mini-golf event will feature 3 food trucks positioned outside.
- Within a week there will be a “practice hole” in the library to help promote the event.
- **See Appendix C for full report.**

Development Committee Report  
Tom Barrett

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- The Development Committee will have a presence at the Brick Race on June 4th.
- We will be participating in Valley Gives on May 3.
- The Committee is working on a paper shredding fundraiser. The idea of an electronics recycling event was raised and will be explored.

## Old Business

Elect new Board secretary  
Terry Plum

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- Jeremy has volunteered to continue as Secretary. The President will take the position when he steps down as President in October.

## New Business

### City-Wide reading initiative

Terry Plum

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- The Mayor and Wistariahurst are planning a city-wide read event and is asking the the library to contribute \$5,000. The Board President suggested we offer \$10,000 to help with marketing. A discussion was held on the pros and cons of the plan.
- A question was raised about whether the Chair could vote only to break a tie. Because of the concern, the Chair elected not to vote on several of these resolutions.
  - **Motion:** Tom Barrett moved and Joan Steiger seconded a motion that the Library contribute \$10,000 towards the City-wide reading initiative. **Withdrawn**
  - **Motion:** Manuel Frau Ramos moved and Susan Carey seconded a motion that the Library contribute \$5,000 to bring author Bryan Stevenson to Holyoke. **Approved** (7 yeas, 2 nays)
  - **Motion:** Bellamy Schmidt moved and Roxann Callender seconded a motion allowing the Board to authorize the expenditure of an additional \$5,000 towards the City-wide reading initiative, provided the Mayor meets the following objectives: that a different book, more relevant to the problems of the community, be selected and that the book be available in Spanish as well as English. **Approved** (5 yeas, 3 nays, 1 abstention)
  - **Motion:** Tom Barrett moved and Susan Carey seconded a motion to reconsider the previous motion. **Denied** (4 yeas, 5 nays, 1 abstention)

### Gale Database

Terry Plum

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- **Motion:** George Mettey moved and Roxann Callender seconded a motion that the Board authorize the Director to purchase a Gale data analytics database from the Public Relations line of the budget. **Approved**

**Tuesday March 8, 2016**

City Director recommendation  
Terry Plum

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- Charlie Berrios will be moved forward by President Plum to the Mayor for nomination to the Board as a City Director, replacing Janet Stupak.

Community Preservation Act - request for support  
Terry Plum

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- A discussion was held on the pros and cons of supporting the act. A motion to support the act is simply support for the act and does not confer funds.
  - **Motion:** Kelly Curran moved and Tom Barrett seconded that the Board support the Community Preservation Act. **Approved** (6 yeas, 1 nay, 1 abstention)

Strategic Planning Training  
Terry Plum

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- The President will send information regarding strategic planning sessions to be held at the Chicopee Public Library for all interested party.

Motion made and seconded to adjourn at 6:32 pm

Next Meeting: **Tuesday April 12th at 4:30pm**

Tuesday March 8, 2016

# APPENDIX A

## Library Director's Monthly Report March 8, 2016

### FYI/Requests

- **Statistics summary —**
- **Good News!!!** –I received a call from Ayham Bahnassi, Bank of America. “...*the trust settlement officer of the above-referenced terminating trust (Alice Newton Smith CRUT 8507207). Upon Alice’s death, a bequest in the amount of 7.25% shall be distributed to the Holyoke Public Library. The trust today is worth \$3,024,866.69.*”
- **Time to Advocate for Libraries** – The state budget process has begun with the release of the Governor's budget. It's time for the library community to engage with our legislators about state funding for libraries. If Legislators hear from at least 10 constituents about an issue, they take it very seriously. The Engage website can help you do just that in just a few easy steps.  
<http://cqrcengage.com/alama/>
- **Teen Light fixtures** – Andy requested for the technician from Philips to come down. Will notify me when and what time technician will be here.
- **City’s 5-years Capital Plan Budget** – I submitted a \$10,000 budget for roof heating coils to prevent ice dams.
- **Personnel** – (1) Job posting for Youth Outreach and Programming Librarian – have received 8 applicants, but no Bilingual applicants. (2) Tom Keeler is on Medical Leave since 2/16/16.
- **Staff extra hours update** – Please see below. Assistant Directors have put together a draft of proposed training for all staff. On short term (I. from now until the end of June) are proposed in-library training (peer-to-peer training) for staff given 5 extra hours/week to participate (page 3). These trainings will also be available for other staff to participate. On Long term they developed a draft list for training using outside resources, II (pages 4-5).
- **MRC reimbursement** – Owen Humphries is looking into the status of the reimbursement for OJE offered to one of MRC’s client. It is his understanding that we will be receiving these forms within the next 3 weeks and then payment can be authorized.
- **Analytics on Demand: Justification** – I don’t know what else I can say or do to justify the advantage of subscribing to AOD for one year. The Board received information and a demonstration as to what AOD offers and what the library can get out of the program. Most of you heard, and/or read how other libraries are using AOD.

I am interested in the program because at present time, we are over 8 years behind submitting a 3 or 5 years long range plan to the State—MBLC. Gathering community information through surveys and focus groups is a long process, and does not represent the community as a whole. Most organizations, doing it this way, hire someone who can do the work and put together a plan according to her/his interpretation of the findings,

analysis and his/her recommendations. With the AOD program, the Long range plan committee will acquire necessary information to help draft or create a Long-Range plan, Marketing Plan; as well as locating potential library users and donors; develop appropriate collection, services and programs, etc., maximizing the use of library funds.

As Library Directors, we have responsibility to our patrons, staff, and stakeholders. We are expected to know a lot of information in order to increase our probability of making great decisions, as well as interacting with and pleasing these different groups. Responsibility that requires us to have all the data in front of us to do so.

We not only need to know what is being checked out - but by who, when, how often and more! We might be able to find out who, when and how often with CWMARS help, but to increase library use and circulation, we need information that we cannot get from CWMARS alone.

*Analytics On Demand's Collection Intelligence* app, combines our checkout data with demographic and lifestyle data to truly show who is in our communities and how they use our collections, services, resources and facilities, or not. With AOD, I hope to find the necessary information to develop a marketing plan to

- better allocate our resources
- tailor collections and programming to suit user interest
- locate areas to target new card holders
- identify your community's power users

And therefore, develop a long range plan that meets the community's needs and satisfies MBLC's requirements.

As I previously indicated, Gale's FY ends this month and there is a high possibility that prices will go up and the 'buy more and save' will not be there next month. Money can be used from our PR line.

- **Security Guard** – Any thoughts?

### **Programs / Outreach**

- **Library Legislation Day in Bosc** – Tuesday, March 8. Bus leaves from West Springfield at 7:30am (\$20/person). So far Kelly, Sandy and I will be going to Boston.
- **Marc Berger** – Presents RIDE, Saturday, March 12 at 7pm
- **Mary C. Kelly** – 2016 Ambassador Award Winner, Conversation with Author, Saturday, March 19 at 11am
- **Debbie O'Carroll** – Irish Magic Show with the Fairy Grandmother, Saturday, March 19 at 1pm
- **Sonia Nieto** – Conversation with Author, Saturday, March 19 at 4pm
- **Tzivia Grover** – Conversation with Local Author, March 31 at 6:30pm

### **Announcements/Reminder—**

- **Next meeting** – Tuesday, April 12<sup>th</sup> at 4:30pm



## I. From Now until end of June 2016: Peer-to-peer Training – Draft by jl

### **1. Upcoming in-house professional development for staff:**

Over the next couple of months we will be doing staff to staff trainings in individual departments. Sessions will last from 45 minutes to one hour and will be offered at various times to allow all staff to attend in small numbers.

Topics in the **IT department** will include but not be limited to:

- Basic trouble shooting for computer issues on both the MAC and Dell computers
- How to successfully staff the computer work station if there is no IT professional available.

- Creating temporary cards for reservations
- Managing the PC Reservation system, giving extra time etc.

Topics in **Reference** will include but not be limited to:

- Using our website databases, in particular Learning Express, Job Accelerator, Miss Humblebee's Academy.

Topics in the **History Room** are as of yet tbd:

Topics in the **Custodial Department** may include but not be limited to:

- Using our recyclable and trash bins correctly
- Educating the staff as to what we should and shouldn't be putting in the trash so that we can then educate the public.
- Things we as a staff can be doing to make the custodian's job easier, how we can do basic things daily to assist them.
- How to better streamline requests to the Custodial Department
- Replacing soap, paper towels, toilet paper etc.

### **2. Potential outside professional development department specific:**

I have been in touch with the **Needle Exchange Program** of Holyoke to see if they can point us towards a training for our **custodians** concerning the following:

- How to safely handle trash that may contain hypodermics
- How to then safely dispose of those
- How to safely clean bodily fluids
- Techniques to clean these safely and completely
- How to safely clean blood that may contain blood-borne pathogens.
- The safe disposal of cleaning materials after the area is cleaned
- Basic materials we should have on hand to facilitate this and keep our staff safe

Below is a link to a proposed training to help **technical services** in collection development. It is a four week program with a fee that can be taken online.

[http://www.ala.org/alcts/confevents/upcoming/webcourse/fcdm/ol\\_templ](http://www.ala.org/alcts/confevents/upcoming/webcourse/fcdm/ol_templ)

At Maria's request I contacted HCC for information on sensitivity training for all staff. As of right now we are working around how we would schedule such a program. They are often 6-8 hours.

## II. Proposed Professional Development – DRAFT 2/16/16 by jl

The following is suggested for all staff under the heading of **staff safety/behavior management**:

1. A representative from the Holyoke Police Department should present on the following topics:

- How to handle unruly patrons.
- Methods to safely deescalate situations before they become police issues.
- How to know when to call the HPD for assistance.
- Knowing the difference between using the non-emergency police number and

911.

- Knowing the difference between a police, fire or medical emergency.
- Explaining what your obligations are once you have called the police. I feel a lot of our staff refuse to take action based on a fear that they will have a further obligation (Ie. testifying in court etc.) and this fear leads to inaction making a bad situation even worse.
- Brief instruction on more complex issues that may arise. (Active shooter etc.) I know this is something that some feel should be discussed. The reality is that only a small percent of our staff feels comfortable enough handling the most minor behavior issues and too much info on this will have the opposite effect and create a sense of fear as opposed to empowerment. It may make more sense to develop a **crisis team** that is specifically trained on more complicated matters. It would have to be staff members willing to be trained and also staff that represent both day and evening shifts to try to ensure that a crisis team member is on during all hours we are open. Just a thought.

2. A representative from a mental health agency as yet to be determined should present on the following topics:

- How to recognize a patron suffering from a form of mental illness.
- What organizations we should be contacting with questions or concerns.
- How to safely handle a situation that occurs in the building regarding a patron exhibiting signs of severe and potentially dangerous mental illness.
- Any literature that we may be able to keep on hand to guide us in the future.

3. A representative from the needle exchange program in conjunction with a representative from a drug dependency organization should present to staff on the following topics:

- What to do when you come across a needle in the library or on library grounds.
- What types of things urban libraries do to limit drug use in restrooms etc.
- Agencies that can be notified to assist in this process.
- I feel that our **custodial staff** should have a separate training on the following unfortunate necessities:
  - The safe clean up and disposal of bodily fluids (in general)
  - The safe way to empty trash cans that may contain needles.
  - What kinds of products and equipment should be on hand to make their workplace environment as safe as possible. I realize we are a green facility but when it comes to cleaning blood etc. we need to have the right cleaning fluids to make sure the job is done thoroughly and properly and

the correct receptacles to dispose of them in. This is also true for any other bodily fluids unrelated to drug use that may be discovered on any given day.

Professional development related to **job performance**:

1. **All staff** should have a refresher course in customer service.
  - Ways to communicate with a diverse patronage.
  - How a respectful, pleasant disposition can create a calm environment and lead to fruitful communication.
  - Things to say when dealing with difficult patrons. (Different from unruly)
2. The following is suggested development for individual departments:
  - Custodial**- See above
  - Tech services**- How to increase circulation numbers based on the types of materials that are selected or knowing your library population.
  - IT**- The latest digital resources needed to run a successful library IT department.
  - Children's YA**- What other libraries are doing to get children, teens and families in the door of the library.
  - Administration**- Staff management skills, improving staff morale, maintaining control in an efficient organized manner.

These are merely proposals that will require much more research to actually schedule and implement. We will have to rely heavily on outside input to guide us on who to schedule. We will also have to work hard to make sure that the schedule of speakers/trainings allows ALL staff to attend. **Attendance is mandatory.**

## 1. Final quarter 2015 History Room usage

	In person	Email/facebook/mail	Telephone	Events	Total
<b>October 2015</b>	57	10	21	29	117
<b>November 2015</b>	69	18	18	47	152
<b>December 2015</b>	33	6	6		45
<b>Totals</b>	<b>159</b>	<b>34</b>	<b>45</b>	<b>76</b>	<b>314</b>
<i>Final quarter 2014, for comparison</i>	<i>220</i>	<i>43</i>	<i>32</i>	<i>38</i>	<i>333</i>

As usual, visits dipped in December. January usage was back up to 111 for the month and February to 143. The latter number include events and classes. Comparison figures above reflect the unusually high activity we had in Oct and Nov 2014.

## 2. Events and Activities

**Past:** Leo Labonte's lecture on the Great Falls on 2/13 was well-attended (34 people).

Mark Clinton's and F.G. Couvares's class from HCC/Amherst College visited on 2/17 and used a wide variety of original materials relating to the course theme, "The Immigrant City." Some students plan to return to conduct research.

### **This week and upcoming:**

**Dave Robison's first genealogy presentation on March 7, 4-6 pm**, was attended by 13 people. We set up the Community Room so that people could sit at tables for note-taking and work on their devices. There were great questions and I think many are coming back next week. Reminder: the March 14 presentation is again in the Community Room, while the 21<sup>st</sup> and 28<sup>th</sup> are hands-on, limited seating in the Computer Classroom. See the website for further details. <http://www.holyokelibrary.org/historynews.asp>

John Riley's video has been edited and is available online. He said it was to start airing 3/8. I am waiting for a longer version on disc that we can edit down and link on the website.

<https://www.youtube.com/watch?v=6AeTBKhai2U>

Two volunteers have been out (had other commitments), so I have spent more time covering the Reading Room and less time on projects. Current volunteer projects (in addition to helping us keep up with patron inquiries, copying, and collection processing):

- helping re-organize the Veterans' Collection, preliminary to creating a finding aid for that.
- developing a schedule of ideas for Facebook posts so that we can stay on top of that.
- gathering materials for a display later this spring on the history of Holyoke businesses.

We will also have a display of historic Mount Tom Golf Club materials for April 8/9, the Mini-Golf event sponsored by the Friends.

We did not get a Simmons intern this semester.

Olivia Mausel has asked me to collaborate on Holyoke Infrastructure Day, a celebration of the building of the canals and dams coming up on May 14. The event was initiated by the Boston Society of Civil Engineers. Our plan at present is to organize one or more class visits in April in which students can look at original photographs and diagrams. <http://www.holyoke.org/news/holyoke-infrastructure-day/>

### 3. Grant-related projects

Jose Ortiz-Luquis of CENTRO and I are continuing to work on an initial outreach plan for Common Heritage grant activities. I hope he will be able to make visits to Holyoke in late March and early April. I put our first press release in the library newsletter. Library staff are currently assisting with a translation.

Wistariahurst has applied for NEH Landmarks of American History and Culture: Workshops for School Teachers grant. If they are funded, we would host at least one half-day workshop each week in the summer of 2017. There is the possibility of being more involved, which would entail being offsite for significant periods.

Oral history transcripts are still being reviewed. Gretcher is looking into the question of whether audio files can be put on the website or if we have to use YouTube (see # 4) to make these accessible.

### 4. Digital Projects

We have several donated or loaned 16 mm films of Holyoke and Holyoke people that the donors/loaners would like digitized for access. One donor is willing to pay digitization costs for some films; the History Room budgeted funds can cover the remainder. I am waiting on final quote, which should arrive this week, and then we will proceed. We plan to use a local company, Audio-Visual Archives, in Florence. I have discussed with Gretcher Rivera how to display these. Initially, we could create a YouTube channel for the History Room and embed the video on the website. We would also share them on Facebook.

The Digital Projects Committee will meet on March 15 at 4:30 and will discuss our progress with regard to building a Digital Commonwealth Institutional Collection and the Common Heritage grant project, among other topics.

### 5. Donations and Collection Development

We continue to receive small donations of historical materials.

In the absence of an offsite storage area for an incoming collection that needs to be held somewhere before going into the archives, I am wondering if a stairwell storage area in the library might be used. We could place sticky traps around and in the material to detect any infestation. *I am still interested in clean garage space for this purpose if anyone has that.*

### 6. Professional development:

I received permission last year to begin taking part in the NEH-funded project led by Raul Gutierrez of H.C.C.: Bridging Cultures - Latino Studies in the U.S. The grants funds a series of multi-day seminars (institutes) which meet for several half-days at the Library in June. I have discussed coverage of the History Room with Carla, who believes that I can be freed up to attend.

I also hope to attend the Digital Commonwealth Conference on April 5 in Worcester. I have asked permission to attend a New England Archivists workshop at the National Archives (Waltham) on planning for digital projects (May 5).

7. I will be requesting permission to close the History Room the week of August 15 for vacation.

**Tuesday March 8, 2016**

**CHILDREN'S DEPARTMENT COMMUNITY OUTREACH FROM 2/1-2/29 2016**

**NEW THIS MONTH**

1. Jason began the first of a monthly story time in the Headstart classroom at Morgan School on 2/16. The visit will happen the 3<sup>rd</sup> Tuesday of every month at 10am for about 20-30 minutes each time.
2. Jason met with April Graziano and Amy Fitzgerald from Holyoke Community College on 2/17 to firm up the Children's Department's participation in the Science and Literacy Fair on April 4<sup>th</sup>. The library will have an information table that will feature what kinds of activities, program and materials that the library offers teachers and students in the Holyoke Public Schools.
3. The children's department now has 3 volunteers weekly to help with room organization, project preparation etc. Two are juniors at HHS and one is a former participant in the senior tax program that opted to stay on throughout the fall and winter. The High School volunteers finally made a digital copy of the children's room attendance numbers that have been collected since we opened the new building. They are attached here.
4. Nathan will be doing outreach stories at the JC Learning Center beginning in March.

**RECURRING**

1. McMahan School Friday 10am Kindergarten Traveling Story Time:  
2/26
2. Children's House Holyoke Traveling Story Time 9:30am:  
2/18  
2/25
3. Morgan School Headstart Traveling Story Time 10am:  
2/16  
2/23
4. Jason continues to staff the library outreach table in the Pediatrics Department at the Holyoke Health Center every Monday at 10am. This happens whenever the schedule permits. Visitors are offered a free book, library program information, and the opportunity to apply for a library card.
4. Girl Scouts and Daisy Troops still using our space for meetings on every Wednesday and Thursday evening. Two groups meet on Wednesday one at 4:30 and one at 6:00 and one group meets Thursday nights at 6:30

**Tuesday March 8, 2016**

**FEBRUARY CHILDREN'S PROGRAM NUMBERS**

Drop in craft-	2/1, 2/22, 2/29	<b>42 kids</b>
Morning story time-	2/1, 2/3, 2/8, 2/10, 2/22, 2/24, 2/29	<b>6 kids</b>
Evening story time-	2/9, 2/23	<b>5 kids</b>
BINGO-	2/4, 2/18	<b>10 kids</b>
Lawrence School-	6 visits	<b>113 kids</b>
Wednesday Girl Scout Mtg.- (2 groups 4:30 and 6:00)	3 visits	<b>71 kids</b>
Thursday Girl Scout Mtg.-	3 visits	<b>51 kids</b>
Morgan School Headstart Story times-	2/16, 2/23	<b>52 kids</b>
Chess Club	2/10, 2/24	<b>0</b>
Children's House Story Time-	2/18, 2/25	<b>32 kids</b>
McMahon School Story Time-	2/26	<b>48 kids</b>
Crayons/watercolors-	2/16	<b>6 kids</b>
Magnet tiles-	2/12	<b>11 kids</b>
<b>TOTAL PROGRAMS-</b>	<b>35</b>	<b>TOTAL KIDS: 447 kids</b>
	<b>Daily Attendance log totals-</b>	<b>626 kids</b>
	<b>Reference questions-</b>	<b>134 questions</b>

**Tuesday March 8, 2016**

Reference Report-March 2016 (February 2016 information) March 1, 2016

Reference Tally: ~ 1168

Reference Interactions: ~261

These interactions include:

- Technical assistance on accessing the public computers e.g. problems with the patron's card, difficulty printing, locating websites, using Word, etc.
- One-on-one help with homework, HiSET preparation, college courses, etc.
- Maintaining a quiet study atmosphere (enforcing policies on noise levels, speaking on cell phones, running, and so forth.)
- Helping patrons locate resources using the public access catalog, databases or directing them to another area in the library or to a community resource.
- Answering questions that come via telephone or e-mail
- Ordering materials through the catalog for patrons
- On-going weeding and updating of the Collections
- Maintaining records of study room and bathroom use.
- Providing information on the library's web-site (its databases, etc.)
- Conducting tours of the Library as needed.
- Processing overdue notices and bills
- Assisting at the front desk as needed and always doing the final money count of the day.

Future programming ideas:

- One-Book: I did contact Tzivvia Gover and she suggested contacting Camille Close at the Holyoke Community College about setting up a committee. However, before I could contact her, Sandy Ward told me that Michael Moriarty was doing a Big Read so I have contacted him to offer him my assistance.



**Tuesday March 8, 2016**

- HiSET Presentation : I am still waiting to hear on a possible date but Tom Mechem has been helping me organize the HiSET Support Service that I will be doing in the Spring or Summer.
- HiSET classes: I am still organizing materials for future classes. There is a lot more involved in the HiSET then the G.E.D. so I have to do a lot of research in to the new parameters, etc.
- Workshop attendance : They have not posted a new date for the Reference and User Services Roundtable but I did attend the Massachusetts Library System's Community Planning Workshop on February 29<sup>th</sup> which was highly informative on what is being envisioned for the future of Libraries.

Cheryl A. Livengood (Reference Librarian-Reference/Non-fiction area)

## Technology Plan Overview

### Classroom

- Mounted projector similar to the projector in the community room.
- Blinds are needed for the classroom for privacy during class times. The patrons in the main computer room are a big distraction to those in the classroom.

### Computer

- Our current warranty period for the new Dells ends 8/19/2016. My recommendation is for HPL to start saving towards replacing the machines in 3 years. The cost of replacement would be around \$36K - 40K. There is an option to renew our warranty for 2 years @ \$6K. However, after this the computers would need to be replaced. The life-span for the computers being used at HPL is 3-4 years. If HPL forgoes renewing the warranty those funds can be put towards the replacement costs.

### Printing

- A printer/copier must be purchased for the computer room. Currently this is the only room in the library that does not have a printer/copier. Printing is usually conducted on a daily basis in this room. I am also researching ways to allow wireless printing from multiple platforms such as iPhone, Windows phone and Android.

### Network

- The current filtering appliance is at the end of its life span. If/when it fails no physical components will be replaced. Since it is an older model, it is also slowing the internet speed especially when multiple users are on the network, whether be it by physical connection with library computers or by wifi on their own devices.
- Upgrades are needed for the current switches with the maximum throughput of 100MB to the standard of 1GB juniper switches.

### Cameras

- Purchase more cameras and replace current cameras with higher quality cameras.

### Items to be purchased

- 42 computers
- 1 Projector
- 1 Blinds set
- 1 printer/copier
- 1 software that would allow wireless printing / remote printing
- 1 filtering SonicWall appliance
- 4 Juniper 1GB Switches
- 14-20 quality cameras

\*The following information is needed in order to obtain specific prices:

- Contact information of company which installed Community Room projector
- Contact information of company which installed cameras
- Contact information of company where printers/copiers were purchased.

Tuesday March 8, 2016

# APPENDIX B



Report of the Treasurer  
March 8, 2016

During the month ended January 31, 2016, the Holyoke Public Library's cash position closed at \$178,492 at month's end, including a \$50,000 reserve set aside for emergency use within the designated savings account.

The Library's net income for the period ended January 31, 2016 was \$68,899. The library has met income targets to date and is below expense projections. However, this sum includes monies earmarked for payroll, which negatively impacts both the income and expense portion of the profit and loss report. Steps have been taken to minimize unexpended payroll funds provided by the City.

Attached is the January 2016 statement from Rockefeller & Co. The withdrawals made were \$88,000 for four months of operating expenses and \$50,000 for emergency cash on hand. The \$50,000 is being held in an account in Peoples Savings Bank. Returns from the Rockefeller account have been basically flat, but in the current market that is not a bad performance. The Long Term Finance Committee is looking into how to prudently withdraw funds from this account but still maintain principal. Andrew is doing research as to three and five year returns on our investing and once we have those figures in hand we will meet and present a withdrawal plan to the Board.

It should be noted that, in 2009, Governor Patrick signed into law the Uniform Prudent Management of Institutional Funds Act. UPMIFA provides additional flexibility and clarity to charitable organizations with respect to the manner with which they deal with their endowment funds. One key change enables charities to spend from the principal of an endowment fund upon a good faith determination that such spending is prudent in light of the use, benefit, purpose and duration for which the fund was established. This is a departure from prior Massachusetts law which constrained a charity to spend only the "net appreciation" of endowment assets over historic dollar value, and prohibited an organization from spending endowment principal. Also, there is no rebuttable presumption of what is an "acceptable" level of expenditure. Rather, a governing board will have to make a determination on a fund-specific basis, guided by the preceding statutory directives, as well as its own investment policy. And I should note that I "lifted" most of this from the web site of the law firm of Mintz, Levin, Cohn,

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Ferris, Glovsky, and Popeo, PC. ([https://www.mintz.com/newsletter/2009/Advisories/Nonprofit\\_0728\\_Adv\\_UPMIFA-PartII/](https://www.mintz.com/newsletter/2009/Advisories/Nonprofit_0728_Adv_UPMIFA-PartII/)).

This law was enacted to allow nonprofits to withdraw funds from endowments if necessary during the catastrophic decline in market value in 2008 which left most, if not all, nonprofits with major losses in endowment value and, therefore, no “net appreciation” of the fund value. This will be one of the considerations in our deliberations.

Our insurance re-quote is ongoing, with a great deal of information requested by Clayton to rate us with the Hanover Group. We are currently with Chubb. We expect the process to take 2-3 weeks longer and have already met and correspond extensively with Dan Sullivan of Clayton Insurance. We are unable to secure rider rates for the building and other property of HPL Realty directly on the City's policy as the City does not directly own the Library building and HPL property (regardless of the control structure), however, our agent has indicated that he may be able to base the rate and quotes on the City's overall lines. The City does self-insure for liability; therefore the liability portion of our policy is an area where we are unlikely to see significant immediate savings.

We have transferred our remaining employees successfully to City payroll via State Aid funding. This has saved us some money this year, and will continue to save in the future, in several significant areas: Medicare taxes (which are picked up by the City), Social Security taxes (which no longer apply as our Development Associate and Finance Office Assistant are now City employees), and regular payroll and tax table updates of approximately \$500 annually. Additionally, we are shielded from Form 941 compliance issues and no longer issue W-2 forms (a realized savings of about \$100 per year starting with next year's W-2 issues in mandatory forms and envelopes alone, and potential savings of significantly more money concerning IRS and MA DOR liability).

Finally, next year's supply and insurance budget lines may see some reductions, as we may be able to drop our employment practices liability coverage (since all employees are now under the City umbrella) and may also be able to eliminate mandatory workforce notification and employment law posters, instead requesting these from the City personnel office.

Our accountants and auditors, Meyers Brothers Kalicka, P. C., have revised our draft statements based on our comments and they are now in final review. They have also been provided to Ellen Caracciolo, our asset manager at MHIC, along with the breakout statement of cash flows requested. Completed audited financials will be made available to the Board once approved, likely no later than the April meeting.’

We have also used State Aid funds to liquidate approximately \$18,000 in library materials invoices, thus preserving endowment funds for other uses and/or future growth.

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(This includes invoices submitted for payment but not yet processed.) This will impact our rollover State Aid funds in future years, but will not have an immediate impact on our operations.

A potential consequence of this is the inability to fully fund employee wages paid from State Aid in future years (i.e. the Archivist and Finance Office staff), with a worst-case scenario a reduction in hours for some or all of those employees. (State Aid would have to be eliminated to result in a layoff scenario.) But this is a worst-case scenario and wouldn't manifest itself, at current spend rates, until FY2019 at the earliest.

Using State Aid funds to fulfill our obligations to Andy Ramos Electric and electing to use State Aid funds to support programming requested by the Mayor will allow us some fiscal flexibility; it is preferable to use State Aid funds for these positions in order to ensure that our cash remains liquid for other operational needs for which State Aid funds may not be appropriate. However, due to volume purchasing and contractual and bid requirements via City Purchasing, it would be prudent to use endowment-source funds to satisfy the request for the Gale database collection, if approved.

The Library is in solid financial footing at the present time, and although the stock market continued weak performance trends in January, I am pleased to report that our cash flow and cash position is satisfactory and we have realized some significant operational savings thus far this fiscal year.

Respectfully submitted,

Thomas Barrett, Treasurer

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# APPENDIX C

March 8, 2016

To: HPLC Board

**Progress report** from the Friends of the Holyoke Public Library:

- Final pledge payment of \$6,273 made 2/22/16
- Membership letter requesting dues mailed 2/29/16
- New pay box (metal) installed at self-serve book sale
- Book sale receipts \$127 in February (minus \$40 for box)
- New ornament ordered; shipment expected 3/24
- Webpage re Mini Golf event added to HPL website
- Mini Golf sponsorships rolling in, listed on Friends Blog

We thank Tom Barrett for promoting the Mini Golf “Swing into Spring with the Friends” event on page one of HPL’s Winter newsletter.

A “Practice Hole” for Mini Golf will arrive this week or next. Where to place it? Probably in Lobby, or Children’s Room (or alternate). We need to create a large sign (on an easel?) to explain/announce the event as well as recognize/thank the sponsors. We are still seeking sponsors for a few holes (\$250 each) and donations of Silent Auction items (over \$50 value) as well as raffle prizes (any value).

**Future events** (beyond the April 8/9 Mini Golf fundraiser):

Saturday April 16, 2pm: Poetry and Music by Dan Shanahan and friends (National Poetry Month)

May 20-21 (and 22?) – Large Book Sale in Community Room

May 23, 5:30pm – Friends Annual Membership Meeting and TEA PARTY

September: Library Park Children’s Day or Family Day is being planned in coordination with the Children’s Librarians.

Sandy Ward  
President  
Friends of the Holyoke Public Library, Inc.