

Holyoke Public Library 145th Annual Meeting

Facilitator: Terry Plum, President

Note Taker: Jeremy Smith, Clerk

Present: *Board Members:* Terry Plum, Jeremy Smith, Joan Steiger, Bellamy Schmidt, Miguel Vasquez, Tom Barrett, George Mettey, Susan Carey, Janet Stupak *Library Director:* Maria Pagan *Financial Manager:* Andrew Parker, *Friends:* Sandy Ward

Not Present: Patrick Leahy, Manuel Frau-Ramos

Previous Meeting Minutes: **Approved**

Dr. Stephen Zrike Presentation

- The President introduced Dr. Stephen Zrike who gave a presentation on the turnaround plan for the Holyoke Public Schools.

Reports

President's Report

Terry Plum

- The President summarized the changes to the By-Laws related to the Corporators.
- The President recognized the library staff for their contributions.
- The President summarized library accomplishments of the past year.
- **See appendix A for Full Report**

Treasurer's Report

Tom Barrett

- The treasurer summarized library financial operations for the past year.
- **See Appendix A for full report.**

Director's Report
Maria Pagan

- The Director summarized circulation and programming figures for the year.
- **See Appendix C for full report.**

Corporators
Terry Plum

- **Motion:** To approve the list of corporators. **Approved.**
Person Responsible: Bellamy Schmidt **Second:** Joan Steiger

Nominating Committee
Susan Carey

- The Nominating Committee has recommended Roxann Callender as a member director, the re-election of four of seven current member-directors, and the election of one new member, Miguel Vasquez. The Committee also recommends that four of the following members **be elected to the Board for 2 years:** Susan Carey, Terry Plum, Tom Barrett, Joan Steiger.
 - **Motion:** That the Board accepts Roxann Callender's nomination to the Board as a member director. **Approved. Person Responsible:** Bellamy Schmidt **Second:** Tom Barrett
 - **Motion:** To reelect the member directors who are eligible for reelection. **Approved. Person Responsible:** Susan Carey **Second:** Joan Steiger
 - **Motion:** That Terry Plum be elected president. **Approved. Person Responsible:** Bellamy Schmidt **Second:** Susan Carey
 - **Motion:** That Susan Carey be elected vice president. **Approved. Person Responsible:** George Mettey **Second:** Joan Steiger.
 - **Motion:** That Tom Barrett be elected treasurer. **Approved. Person Responsible:** Susan Carey **Second:** Bellamy Schmidt
 - **Motion:** That Miguel Vasquez be elected Secretary. **Approved. Person Responsible:** Tom Barrett **Second:** Susan Carey

Motion made and seconded to adjourn at 7:05PM

APPENDIX A

Holyoke Public Library

145th Annual Meeting

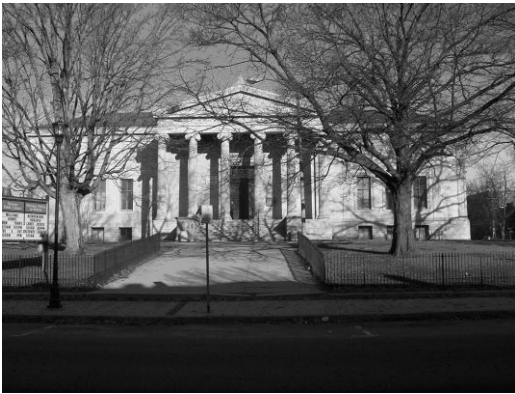
Tuesday, October 20, 2015



Chestnut Street – before 2012



Chestnut Street Now –



Maple Street – before 2012



Maple Street Now --



First Floor – before 2012



First Floor Now –

Update from Board President

2015 Annual Report

Dr. Stephen Zrike: Introduction

Dr. Stephen Zrike came to Holyoke from Wakefield, Massachusetts where he served as the Superintendent of Schools. Previous to his work in Wakefield, he served as Chief of Elementary Schools for the Pilsen-Little Village Network in the Chicago Public Schools, where he was responsible for leading the instructional improvement efforts for 26 schools and roughly 18,000 students. In addition to his experience in Chicago, Dr. Zrike has considerable experience in the Boston school system where he was principal of three different schools. His teaching career began in Massachusetts' Andover Public School District, as a fifth grade teacher. He holds a doctorate from the Harvard Gradual School of Education Urban Superintendents' Program, and his Bachelor's Degree in history is from Dartmouth College. [check out the HPL archives]

Changes to the By-Laws – summary

Thanks to Joan Steiger and Tom Schwab.

Annual Meeting. There shall be an annual meeting of members of the Corporation and the Board of Directors in each year on a date in October to be set by the Board. Ten (10) members shall constitute a quorum for the transaction of business at any meeting of the Corporators.

The members of the Corporation (who are also sometimes called "Corporators") shall be elected at the annual meeting of the members. The members shall hold office for three years until their respective successors are elected and qualified. A member who has not attended a meeting of members or otherwise participated in the affairs of the Corporation for a period of three (3) years may be deemed to have resigned, unless such member indicates in writing a desire to remain a member.

Library Staff Recognition:

- Library Director, Maria G. Pagan
- Assistant Director, Carla Wessels, Jason Lefebvre who also provides evening children's services
- Children's Librarians. Nathan Hayes (mornings)
- Financial Manager, Andrew Parker
- Assistant Financial Manager, Florence Stefancik
- Fundraising, Nancy Kocsmiersky
- Technical Services, Meg Haley, Martha Olver, Linda Kurowski
- History Room Archivist, Eileen Crosby
- Reference Librarians, Cheryl Livengood (evening), Michael Barron (daytime)
- IT Coordinators, Jose Figueroa
- Library Assistants. Jane Frankel. Lucy Diaz, (daytime) and Mayra Rivera, Christabel Ibarra (evening)
- Library Assistant / ILL. Anne Gorman
- Custodian. Mark Gadoury. Tom Keeler
- Good friend of the Library and publicity writer Walter Haggerty, who passed away.

Staff who left

- Jose Cartagena-Ortiz

New Hired

- Christabel Ibarra

Two searches now in process

- IT Coordinator
- Teen/Outreach librarian

Important organizational changes: Library Leadership Team and staff meetings beginning this November.

The director completed performance reviews for all staff.

The Library is in good shape with a dedicated staff, and we have hopes that the Classification and Salary study before the City Council will pass so the staff can be rewarded fairly.

Library Board Recognition:

Board members -- City appointed

Jeremy Smith – Secretary

Bellamy Schmidt – Treasurer

Patrick Leahy

Janet Stupak

George Mettey

Member or Corporator appointed directors

Tom Barrett – Long Term Investment Committee

Susan Carey – Vice President

Manual Frau Ramos

Joan Steiger

Miguel Vasquez

Sandy Ward – Has decided to help the Friends

Library Friends Recognition:

President: Sandy Ward

Vice-President: Kate Kruckemeyer

Treasurer: Barbara Raines

Assistant Treasurer: Pattie Lumbra

Secretary: Elizabeth Veillette

Corresponding Secretary: Dottie Blain-Hamel

Recognize the Board of the Friends, but there are too many names to read so thank you.

Thanks to the Friends for the working on the Future Begins Here, the Gala, the Book Sale and the Christmas tree ornament, which this year is the new train station.

Just a few of the highlights this year.

Most of the residual structural issues from the building have been dealt with, including the roof leaks, and

peeling paint, the rain garden, and landscaping. Thanks to Maria for organizing the repairs.

The City loan for the building was paid off in September 2014. Thanks to Bellamy and Tom for shepherding this process.

The Library building received the Paul E. Tsongas award from Preservation Massachusetts, LEED Silver, and was recognized by the Holyoke Historical Commission.

The Library newsletter has been revived. Thanks to Tom Barrett.

A Memorandum of Understanding between HPL and Hunter College CENTRO, the Center for Puerto Rican Studies was written and signed. Maria is on the Board of Advisors, and thanks to Manuel Frau-Ramos for organizing this opportunity. A book tour promoting Centro's newest research publication, *Puerto Ricans at the Dawn of the New Millennium*, will be hosted at the Library on October 31st.

November 20, 2014, the Log Cabin catered "A Night at the Library" as a fundraiser. \$20,000 was raised.

Library helped sponsor the Mambo on Main Street concert on December 13, 2014, organized by the Puerto Rican Cultural Project. Thanks to Manuel and Maria.

Our Spring appeal fundraising raised about \$9,000.

For the first time in a while the Library was open on Saturdays during the summer.

Several Library policies have been update with more in the works.

On September 9 of this year the Library had a surprise visit by U.S. Supreme Court Justice Sonia Sotomayor to read to third grade students from the Lawrence Elementary School. Thanks to Tom Schwab, Director Maria Pagan, and Mayor Alex Morse made this visit happen.

The Library Park renovations on the Cabot Street side across from Lawrence School are now complete. The Park was redesigned by Milone & MacBroom, built by JL Construction, and benefitted from the oversight of Bill Fuqua, General Superintendent of the Holyoke DPW.

The Library is on a sound financial basis, which Tom and Bellamy will discuss.

Finally library usage is up. Circulation is up, use of the Holyoke History Room is up, attendance for children's programs is way up, general program attendance is up. Maria will address this very good year in her directors report.

Vote on new corporators

| Last Name | First Name | City | Term |
|------------------|------------------------|------------------------|-------------|
| Abrams | Dr. Robert | South Hadley, MA 01075 | 1 |
| Bernard | Mrs. Barbara | Holyoke, MA 01040-1330 | 2 |
| Carey | Mrs. Susan | Holyoke, MA 01040 | 3 |
| Eger | Carl & Shirley | Holyoke, MA 01040 | 1 |
| Frau-Ramos | Dr. Manuel | Amherst, MA 01002 | 2 |
| Gold | Dr. Catherine A. Dower | Holyoke, MA 01040 | 3 |
| Hazen | Mr. Thomas N. | | 1 |
| Jubenville | Mr. & Mrs. Cary | Granby, MA 01033-9705 | 2 |
| Mettey | George | Holyoke, MA 01040 | 3 |
| Moriarty | Mrs. Ellen B. | Holyoke, MA 01040 | 1 |
| Pagan | Ms. Maria | Holyoke, MA 01040 | 2 |
| Plum | Mr. Terry | Holyoke, MA 01040 | 3 |
| Preiss | Dr. Richard | Holyoke, MA 01041-6517 | 1 |
| Schmidt | Bellamy | Holyoke, MA 1040 | 2 |
| Schwab | Lois & Tom | Holyoke, MA 01040 | 3 |
| Smith | Mrs. Alice Newton | South Hadley, MA 01075 | 1 |
| Smith | Jeremy | Holyoke, MA 01040 | 2 |
| Ward | Ms. Sandy | Holyoke, MA 01040 | 3 |
| Williams | Rosalee | Holyoke, MA 01040 | 1 |

Library Director's 2015 Annual Report

Greeting

Greetings and a most cordial welcome to this 145th annual meeting of the Holyoke Public Library Corporation. Thank you all for taking time from your busy schedule to be here with us today.

The Library Annual report provides an update to our Corporators, contributors and the community in general, on the library's news and plans for the future.

I want to start my report by acknowledging the excellent work of key members and supporting personnel since all too often good leadership and good work is not sufficiently praised.

Numerous people hold the Holyoke Public Library together, some of whom you may never see, but all are equally important. Take time to know the people working to meet your needs.

Library Board of Directors

In our Library Board, members know and understand the benefits and contributions a public library can provide to the citizens of Holyoke, the ways in which library programming in the areas early literacy, employment services, and small business development, contribute to local economic development strategies; just like the founders of the HPL were fully aware of the far-reaching consequences that a library can have in the life of a community.

2014-15 Library Board of Directors:

| | |
|-----------------------------|-------------------|
| Terry Plum, President | Manuel Frau-Ramos |
| Susan Carey, Vice President | Patrick Leahy |
| Thomas Barrett, Treasurer | Bellamy Schmidt |
| Jeremy Smith, Clerk | Sandy Ward |
| George Mettey | Joan Steiger |
| Miguel Vazquez | Janet Stupak |

Library Staff

A Team of dedicated people realizing many of the Library's accomplishments.

Full and Part-time Staff:

| | |
|---|--|
| Maria G. Pagan, Library Director | Eileen Crosby, Archivist |
| R. Andrew Parker, Financial Manager | Jason LeFebvre, Children's Librarian/Asst Director |
| Florence Stefancik, Financial Manager Assistant | Nathan Hayes, Children's Librarian |
| Carla Wessels, Assistant Director | Jose Figueroa, IT/Computer Coordinator |
| Lucy Diaz, Library Assistant | Meg Haley, Data Entry |
| Jane Frankel, Library Assistant | Linda Kurowski, Acquisition |
| Anne Gorman, Library Assistant/ILL | Martha Olver, Cataloger Librarian |
| Mayra Rivera, Library Assistant | Mark Gadoury, Custodian |
| Christabel Ibarra, Library Assistant | Tom Keeler, Custodian |
| Cheryl Livengood, Reference Librarian | Nancy Kocsmiersky, Fund Raiser |
| Michael Baron, Reference Librarian | |

Library Volunteers

Over **nine** citizens giving their time, skills, talent and energy to supplement our services, together they have donated over **2,000** hours over the year shelving books and videos, sorting periodicals, mending books, helping process new library items and with ILL, summer reading program, customer service, research, helping maintain the newly renovated and expanded library, and a variety of clerical tasks – a value worth about **\$20,500**.

Our volunteers— John Walsh, Ronald Moesette, Karl Krassler, John Murphy, David Specht, Jim Bronson, Betty Daignault, Jim Manning, Harold Smith, Sheryl Quinn, Nancy Sachs, Jim Sheehan, Tom Barrett, Janet Curly, Adrienne Racz, Kristin Van Patten, Gertrude Manning, Barbara Ubertalli, Harold Clark, Frank Maginnis, Madeline Ross, Donald Green, Sue Rosa, Peggy McCarthy.

Friends of the Library Group

An auxiliary group of volunteers that assists the library in advocating for library support, educating the public in the value of the library to the community, providing assistance and programs, and much more. Anyone may join the Friends of the Library.

2015-2016 Friends Board Officers

Elected at the Annual Meeting

President: Sandy Ward
Vice-President: Kate Kruckemeyer
Treasurer: Barbara Raines
Assistant Treasurer: Pattie Lumbr
Secretary: Elizabeth Veillette
Corresponding Secretary: Dottie Blain-Hamel

Friends Board Members

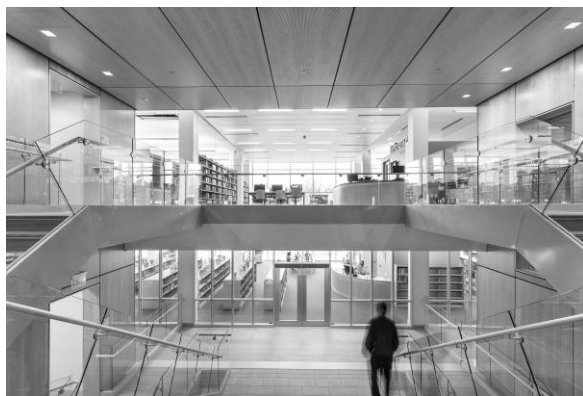
| | |
|-------------------|---------------|
| Christine Alger | Nick Alger |
| Tim Damon | Michael Baron |
| Catherine Dower | Darlene Elias |
| Margaret McCarthy | Sara Page |
| Karlene Shea | Carol Soules |
| Baird Soules | |



Original Library from 1902-2011



Renovated & Expanded Library – 2014-



Reference and Children's Rooms --

Library Services and Value

Library Mission Statement

The mission of the Holyoke Public Library is to provide the citizens of Holyoke with the opportunity to better them-selves and improve their quality of life by offering easy and equal access to library resources, services, technology and programs that inform, educate and entertain while promoting literacy, the enjoyment of reading, and lifelong learning. We encourage parents to be involved in the education, health and welfare of their children by collaborating with the schools and other educational, social, and cultural organizations by complementing their services and programs with ours.

The Holyoke Public Library provides traditional and non-traditional materials of popular interest and of permanent value for the informational and recreational needs of all ages. Programs and services provide research for students as well as encourage recreational reading starting with preschool level. The library facilities afford a meeting place for cultural, social, and educational opportunities.

Library Vision Statement

The vision of the Holyoke Public Library is to become the community's hub with a 21st century Community Learning Center for all groups, from infant to seniors, regardless of the abilities and challenges; **to serve as a leader in promoting lifelong learning, transforming lives through knowledge and information, and enhancing Holyoke's quality of life by creating a welcoming space that offer collections, programs and services to inform, inspire, enrich, and entertain**, and therefore, building and sustaining a literate citizenry.

Library Roles

- Independent lifelong learning center
- Preschoolers' door to learning
- Community meeting place
- Information Broker / link to other resources
- Popular materials library

Library Services

The Holyoke Public Library welcomes library patrons of all ages to use and enjoy its collection, services and programs.

As a member of the **Central/Western MA Automated Resource Sharing (C/WMARS)** Network, the Holyoke Public Library provides its patrons with access to the more than **3 million** items owned by over **155** member libraries. The library's collection includes over **53,000** books, magazines, compact discs, recorded books, movies, games, puzzles, databases, and more.

The electronic collection includes over **39,500** E-books and downloadable audio-visual items available to Holyoke Public Library patrons from OverDrive through the C/WMARS Consortium.

The library is open **sixty-three hours** per week from September to May and is staffed by **twenty** full and part-time employees.

Since the relocation to our current library building in September 2013, the library staff continues to provide residents of Holyoke with library services. In FY 2014-15 the library's collection circulated over **160,000** items.

In addition to providing a selection of new fiction and non-fiction, the Holyoke Public Library also offers a full-range of reference collection and services, on-line access to several electronic databases, and public Internet access.

The library's Local History and Genealogy collections contain a wealth of information on Holyoke's past and present.

Interlibrary loan service is readily available. In FY 2014-15 the library loaned over **13,800** items to C/WMARS and non-C/WMARS libraries, borrowed over **7,800** and over **12,500** items were checked out to nonresidents here at our Library.

Library service to children, parents, caregivers, and teachers continues to be an important element of the library's overall service plan. Story times, book clubs, craft programs, and special events are presented by the Children's Room staff, who put considerable time, thought and effort into the children's library services, programs and book selection to enhance the quality of the book collection throughout the year. Our Children's Room circulated over **28,000** items. Young adults borrowed over **4,000** items.

There are presently **34** public access computers available (6 in reference, 6 in children's, 6 in Teen's and 16 in Computer Rooms) and **10** computers for training. All public access computers have printing capabilities. All computers were used extensively by patrons of all ages—over **30,000** patrons and over **100,000** hours of Internet access.

Photocopying, printing and faxing services are available at a nominal fee.

One of the library programs for children which continue to be very popular is the Summer Reading Program that is held during July and August, which, with the enthusiastic cooperation of the other organizations in the City and staff members, continues to be an invariably success. This 2015 summer, **357** students signed up. The many programs and activities which were held during the summer months were well attended by audiences which expressed their enjoyment of the entertainments and refreshments provided.

Another library program for children which is very popular is the preschool story-hours, more than **3,000** preschoolers and school grades Kindergarten to 3rd, have attended the story hours.

More than **7,500** attended the more than **400** children's programs presented during this fiscal year, 2014-15.

Our Reference Librarians kept busy providing reader's advisory services as well as library instructions, assistance with homework/research and had close to **14,000** reference transactions. The History Room kept busy as well.

Our Community Enrichment Services (GED, ESL, ABE, Job Search & Computer skills) and early childhood literacy are services much needed in this community. We assist patrons in these areas through our onsite collections and online resources.

- **Learning Express Library** provides over 770 of the most up-to-date test preparation and skill-building resources, helping both students and adults prepare for a wide range of academic and career-oriented exams as well as improve basic skills in reading, writing, and math. In addition, job-skills tutorials are available to assist in creating a great resume, honing interviewing techniques, and improving business communications.
- **Job and Career Accelerator** provides personalized, step-by-step job search assistance—from exploring and matching suitable occupations from over 1,000 detailed occupation profiles to finding available jobs

from a database of over 5 million up-to-date job postings. you can easily create professional and effective resumes and cover letters, master interviewing and networking techniques, improve your work skills, and prepare for occupation-related exams. It also helps you plan, tailor, and track your progress for multiple job searches while providing expert advice and tips at every step of the way.

Our GED Support Service, offered by reference librarian Cheryl Livengood assists adults studying for their GED (HiSET); Computer skills and Job Search as well as using our electronic resources, offered by our Computer Coordinators assist patron with basic computer and Internet search skills;

Library loaned museum passes. Current library museum memberships include the Wisteriahurst Museum, Children's Museum at Holyoke, Holyoke Merry-Go-Round, Springfield Museums at the Quadrangle, among others.

The Meeting Rooms, available for use during library hours, were used by different community groups for meetings, workshops/training/seminars, and for special programs/presentations, over **700** times.

New Teens' Room – 2014



New Periodical Room -- 2014



Value and Return on Investment

The Library annual income comes from Municipal Appropriation (less than 1% of City budget), Massachusetts Board of Library Commissioners Library Aid, from the Library endowment, grants and donations.

Based on our FY15 budget

| | |
|---|------------------|
| Received from Municipal Appropriation | \$579,845 |
| Received from other sources (endowment, State Aid, donations, etc.) | \$400,825 |
| Total Operating Income | \$980,670 |

Based on FY15 Library Services usage reported to the Massachusetts Board of Library Commissioners, the **Holyoke Public Library provided services worth \$2.8 million** to our community

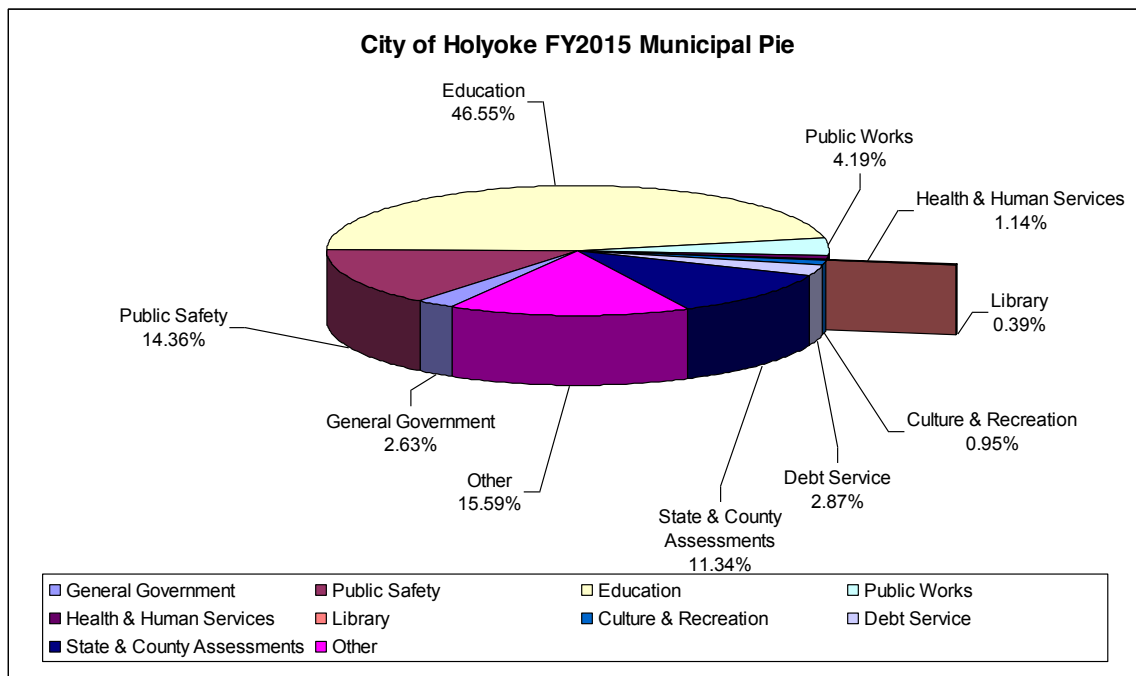
| Calculate the Value of Services Used at Your Local Library with MLA's Online Spread Sheet | | |
|--|---|--------------------|
| The leftmost column has the number of items lent/times patrons used the library services. The rightmost column has how much it would have cost to purchase these services at estimated retail values | | |
| Input Your Quantity of Use | Library Services | Value of Services |
| 16,986 | Library Cards | FREE |
| 21,735 | Adult Books Borrowed @ \$17 | \$369,495 |
| 24,128 | Children/YA Books Borrowed @ \$12 | \$289,536 |
| 1,218 | Magazines Borrowed @ \$5 | \$6,090 |
| 23,253 | Videos Borrowed (e.g., Blockbuster) @ \$4 | \$93,012 |
| 4,220 | Audio @ \$9.95 | \$41,989 |
| | | |
| 56 | Museum Passes Borrowed @ \$30 | \$1,680 |
| | | |
| 1,000 | Magazine Use in Library @ \$5 | \$5,000 |
| 120 | Newspapers Use in Library @ \$2.50 | \$300 |
| 21,658 | Interlibrary Loan @ \$25 | \$541,450 |
| 2,812 hrs/703 | Meeting Room Use per Hour @ \$25 | \$70,300 |
| 0 | Auditorium Use per Hour @ \$250 | \$0 |
| 20/364 | Adult & YA Programs Attended @ \$15 | \$5,460 |
| 447/7,545 | Children's Programs Attended @ \$7 | \$52,815 |
| | | |
| 100,000 hrs | Hours of Computer Use, e.g., Internet and MS Word @ \$12 | \$1,200,000 |
| 200 | Newspapers Viewed Online @ \$2 | \$400 |
| 3,000 | Use for Other Database Searching @ \$19.95 | \$59,850 |
| 13,942 | Reference Questions Asked @ \$7 | \$97,594 |
| 9 | Volunteers | PRICELESS |
| | Total Value | \$2,834,971 |

ROI – Investment in your Library, is an Investment in your Community. For every tax dollar the library received in FY2015, the library provided service worth \$4.89.

FY2014-2015 (FY2013-2014) Quick Stats

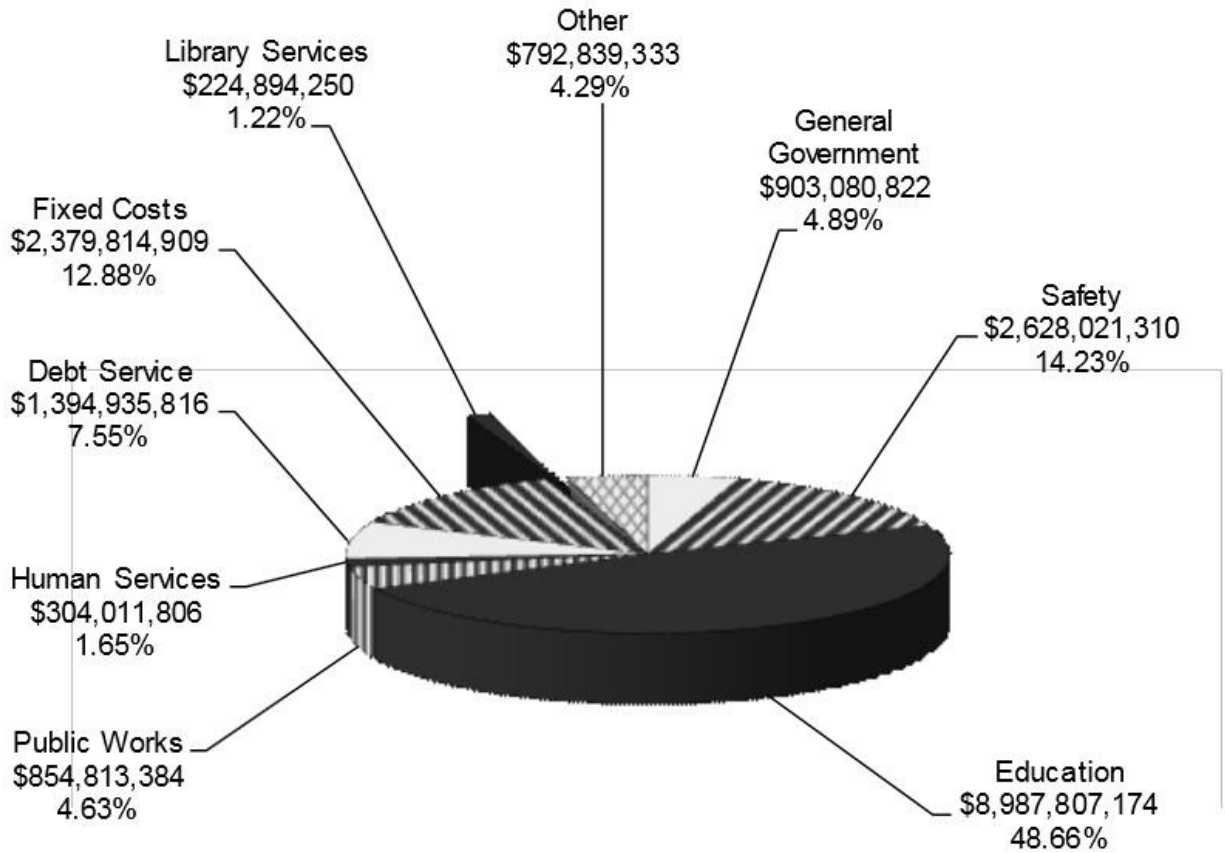
- ♦ Population 2012 – 40,135 (Population 2010 – 39,880)
- ♦ Over **16,985** registered borrowers (**15,814**)
- ♦ Over **112,285** library visits (**69,696**)
- ♦ Over **106,361** items circulated from our collection (**71,129**)
- ♦ Over **13,802** items were lent to other libraries (**11,811**)
- ♦ About **7,856** items were borrowed from other libraries (**7,328**)
- ♦ Over **12,522** items were checked out by non-residents (**10,627**)
- ♦ Over **13,942** reference transactions (**13,678**)
- ♦ Almost **640** people used our **46** public access computers per week (**614** users/**46** computers)
- ♦ Library programs reached over **7,909** attendees (**7,105**)
- ♦ Over **9,813** digital books, movies and audio-books downloads from digital library resources (**3,601**)
- ♦ Over **357** children signed up for the 2015 Summer Reading Program (**260**)

FY2015 Holyoke Municipal Pie



Public Library Share of the FY2012 Massachusetts Municipal Pie

FY2012 Massachusetts Municipal Pie



2015 Accomplishments

The Holyoke Public Library is build for the next 100 years. Last year we said that we would be working on the following goals:

Governance—*To have a strong and active Library Board by exploring options for making board structure more efficient and board membership more active*

Finance—*Work toward establishing greater financial stability for the Library by exploring additional revenue streams in order to assure ability to maintain services to the public*

Building Goals – *To provide Holyoke with a safe, attractive, accessible 21st library building that adequately serves the community's needs.*

Programming and Service –

- ***Increase and improve collections*** -- Continue to establish and maintain a collection of materials, in a variety of formats, to meet the informational and recreational needs of the community
- ***Increase and improve services*** – Provide lifelong learning opportunities for all segments of community, staff skillful in assessing user's needs and in locating relevant information that satisfies those needs, and good customer service within all areas of library services that will keep our patrons satisfied
- ***Increase and improve programs*** -- To provide programs that enrich the cultural and educational life of the community
- ***Increase public relations*** -- To provide community awareness of Library services
- ***Increase and improve Technology*** -- To keep abreast of changing technology in the provision of materials, information and patron access by implementing new technologies in delivering services to patrons; self-checkout of materials, automated phone and text notifications, RFID-tagged circulation, and much more
- ***Local History***—To become the central point of access for local history and genealogy resources by adding material and increasing the awareness of the Local History Archives.

Human Resource Development

- ***Staffing level*** -- To increase the recruitment and retention of a diverse workforce
- ***Staff development*** -- Work to increase Staff Development opportunities
- ***Salaries*** – Work to improve Staff salaries
- ***Internal communication and structure*** – Review and update policy manual
- ***Volunteers*** – Work to recruit additional volunteers and interns as needed

I believe we have accomplished most of them, others are on going.

What's Ahead in 2016 and beyond

For the coming year will continue to focus on:

- **Collaboration:** The Library established regular communication between the Holyoke Public Library and other local groups and to develop partnership opportunities for fund raising and grant writing with area organizations.
- **Customer Service:** The Library plans to emphasize the importance of enhancing services to the community through providing a welcoming and helpful environment for its patrons; with training on ways to provide personalized services and current approaches for helping patrons with special needs and continue to improve customer services for patrons of all ages.
- **Education, Services, and Programs:** The Library will continue to provide a variety of quality programming each month.
- **Emerging Trends and Technology:**
The Library is faced with rapidly changing technology and the need to be sure Library staff has the skills to meet patron needs. The Library will continue to use the Massachusetts Library system, and webinars to expand staff skills.
- **Facilities:** The Library will continue to enhance the infrastructure.
- **Financial Development:** The Library will look into formalizing a Library gifting program and developing a fundraising plan.
- **Governance:** The Library Administration and Board of Directors will continue to review and update Library policies and procedures.
- **Marketing:** The Library will continues to provide an email (as well as print) newsletter and email alerts of upcoming Library events. The Library will use a variety of social networking tools such as Facebook and Twitter as well as a website and printed materials to inform the public about Library news, activities, and resources.

The long-term goals will be:

1-Service Goals

Early Learning

GOAL 1: Provide children with materials and programs that encourage intellectual curiosity and a love of reading.

GOAL 2: Young adult/teen residents, grades 6-12, will have access to a YA /teen space, a collection of current and popular materials, and programs that enhance leisure time, stimulate thought, and expand knowledge.

Lifelong Learning

GOAL 3: The Holyoke Public Library will serve the lifelong learning and information needs of the Holyoke community through Library programs, services, and resources.

Customer Service

GOAL 4: The Holyoke Public Library will provide a welcoming and helpful environment for its patrons.

2-Management Goals

Community Partnerships

GOAL 5: The Holyoke Public Library will continue to develop and strengthen partnerships with government entities, community organizations, local businesses, and educational institutions for mutual benefit.

Collections

GOAL 6: The Holyoke Public Library will continue to acquire, maintain, and share collections that are of interest to patrons.

Technology

GOAL 7: The Holyoke Public Library will continue to provide patrons and staff with up-to-date technology resources and training.

Library Services Evaluation

GOAL 8: The Holyoke Public Library will continue to evaluate Library services.

Marketing

GOAL 9: The Holyoke Public Library will promote Library goals, resources, services, programs, and activities to the greater Holyoke community.

Physical Plants

GOAL 10: The Holyoke Public Library will ensure that the Library System's physical plants meet the needs of the community in coming years.

Financial Development

GOAL 11: The Holyoke Public Library will continue to explore traditional and new ways to provide the fiscal stability and resources necessary to achieve long-range goals in an evolving financial climate.

Governance

GOAL 12: The Board of Directors continues to oversee the operation of the Holyoke Public Library and, with Holyoke Public Library Administration, ensures that the Library's policies reflect current standards, regulations, and practices.

Thank You Note

I wish at this time to thank Mayor Alex Morse and the City officials, for believing and investing in the library.

Special thanks to the Library Board of Directors—for responding so faithfully to my calls throughout the year and for their dependable support; and to the Friends Group for the support, friendship and advocating for the library.

I extend my sincere appreciation to all Library staff and volunteers—for their efforts of providing good customer services with limited resources.

A gratitude and appreciation go to all individuals and businesses that provided the library with a variety of donations throughout the year; and to several organizations for the collaboration with the library.

In closing, an advanced thanks to our new Board members for accepting the many challenges facing ahead.

May the Corporation continue to bring the joy of reading to all in the community and provide solutions to the library's immediate needs.

Donors

From annual appeal, donations, memorials, in honor of,
(from 7/1/2014 to 6/30/2015)

Robert Abrams
Allied Fire Protection Inc.
Amazon Smile
Anonymous
Jean Armitage
Keith Armstrong
L.D. Arslanian
Alice Askew
Associated Electro-Mechanics, Inc.
Vincent R. Bain, Jr.
Donald Banks
Barbara Baran
Michael Baron
Robert Barrett
Thomas & Lora Barrett
Barry J. Farrell Funeral Home
Joyette Bartley
Nancy Bartley
Baystate Dental LLC
Lawrence Bernier
Lucy Bezila
Jeffrey Bianchine
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Tuesday October 20, 2015

APPENDIX B

During Fiscal Year 2015, the Holyoke Public Library Corporation had mixed financial results. An operating loss of approximately \$32,000 at year-end of fiscal year 2015 was accompanied by a decrease of \$631,194 in the endowment value. However, both of these include extraordinary expenses and do not fully account for other financial activities of the Library.

Our balance sheet as of June 30, 2015 showed an acceptable cash position and a significant reduction in debt. The Endowment value as of June 30, 2015 was \$5,801,164, including additions, withdrawals, and changes in value over fiscal year 2014 year-end close of \$6,432,358. This includes withdrawals of over \$250,000 in operating income and a capital withdrawal of \$757,000 in September of 2014 to pay debt owed to the City of Holyoke. For purposes of comparison, our end of fiscal year 2012 endowment balance was \$5,538,147.

The Finance Committee continues to meet regularly to discuss ways to make our budget work effectively, including opportunities for shared services and bundled purchasing agreements with the City of Holyoke, increased fundraising activity, a return of the Annual Appeal campaign, and planned giving opportunities for donors.

The Long-Term Investment Committee has also met on a regular basis to monitor the endowment's performance and ensure its continuing suitability and sustainability for the needs of the Library.

Fiscal year 2015 has been a year of challenge and opportunity; although the Library had an operating loss and a decline in endowment value, we also reinvested in the building and retired a significant construction debt. Our outlook for fiscal year 2016 and for the Next 100 Years is a good one.