

# 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, Roxann Callendar, Susan Carey *Library Director:* Maria Pagan *Financial Manager:* Andrew Parker, *Friends:* Karlene Shea & Sandy Ward

**Not Present:** Patrick Leahy, Miguel Vasquez,

Previous Meeting Minutes: **Approved**

## Announcements

- none

## Reports

### President's Report

Terry Plum

- Future meetings must be over by 6 due to President's weekly tennis games.
- There are two upcoming events that the library is sponsoring: the Puerto Rico, Puerto Ricans Summit event on Saturday the 17th and the Nuestros Senders event on the 24th. The library donated \$1000 towards the Puerto Rico, Puerto Rican summit.
- The Friends did a great job promoting the library at Celebrate Holyoke.
- The Friends will be holding Library Fest on Saturday September 17th from 11-2.
- Thanks went out to Bellamy for hosting our recent retreat. The President is interested in any comments on Rachel, our facilitator. The general consensus from the Board was that she was good.

**Tuesday September 13, 2016**

- MHIC is coming on September 27 at some point between 10-4 to tour the building.

#### Director's Report

Maria Pagan

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- Aaron Lemke was hired as our daytime custodian in July.
- The survey for the strategic plan is almost ready to go following feedback from staff, volunteers, and the Board. Expect an email to test the online version.
- The Library is scheduled to receive \$4,000 from SPARK to purchase materials related to business/entrepreneurship. There will be an all day retreat on Sept. 22.
- Two vendors have approached the Director: Doc-Star, which is a document management software, and Sitecues, a low-vision program that enhances websites for the visually impaired.
- **See Appendix A for full report.**

#### Finance Committee & Treasurer's Report

Tom Barrett

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- The Finance Committee and the Long Range Planning Committee are meeting to discuss the implications of the proposed budget and will suggest several new spending policies to impose upon the budget and withdraw processes.

#### Personnel Committee

Bellamy Schmidt

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- Our former custodian has retired from the City of Holyoke.
- October is performance evaluation month for the Director. The President will send out a note for comments.

#### Long Range Investment Committee Report

Bellamy Schmidt

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- The balance of the endowment is currently \$5.634 million. We are up by about 1%.

#### HPL Realty Report

Bellamy Schmidt

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- The annual meeting of HPL Realty should be scheduled this Fall.

## Friends Report

Karlene Shea

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- Next year the Friends will be at Celebrate Holyoke for all three days but will not bring items to sell.
- The Friends are working on revising their by-laws.
- Library Fest is on Saturday September 17th. Enchanted Circle Theater will also be participating.
- At their next meeting, the Friends Board will discuss purchasing some new materials for the library.
- The Friends will be purchasing a version of Quickbooks online to manage their finances.

## Development Committee Report

Tom Barrett

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- The next Library fundraising event is going to be the annual appeal in November.

## Old Business

### City Wide Reading Project

Terry Plum

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- The President has spoken with Wistariahurst about the city wide reading event. It has been postponed until the spring. The Board's financial commitment to this project is canceled, and may be reconsidered when the project is more firmly scheduled.
  - **Motion:** Bellamy Schmidt moved and George Mettey seconded a motion that the Library remove from, the \$10,000 encumbrance from the balance sheet for the Bryan Stevenson event. **Approved** (9 yeas)

## New Business

### Annual Meeting

Terry Plum

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- The annual meeting will be held on Wednesday October 12.

**Tuesday September 13, 2016**

- A nominating committee will need to be nominated. The members must be Member Directors. Manuel & Susan have volunteered.

Approve Goals for Retreat

Terry Plum

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- The Board discussed three goals approved at the recent retreat:
    1. Leverage the resources of the Library in order to improve its perception by city residents and non residents. The Finance Committee will explore funding for a possible public relations position.
    2. Improve staff compensation and set higher expectations for the staff.
      - **Motion:** Bellamy Schmidt moved and Tom Barrett seconded a motion that the President be authorized to obtain information on unionization of city employees.  
**Approved** (8 yeas, 1 nay)
    3. Set up Community Partnerships that collaborate, cooperate, and possibly write grants with the following groups: Holyoke Schools, Senior Center, Wistariahurst, Career Point, Girls Inc., and possibly other groups.
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Motion made and seconded to adjourn at 5:55 pm

Next Meeting: **Tuesday October 11th at 4:30pm**

**Tuesday September 13, 2016**

# **APPENDIX A**

## Library Director's Monthly Report September 13, 2016

### FYI/Requests

- **Statistics summary —**

- **Personnel** – 1-Aaron Lempke was hired as our daytime Custodian on July.  
2-Tom Keeler resigned as of May 27. Applied for unemployment, it was denied. He applied for an appeal. Hearing was scheduled for Sept. 7<sup>th</sup>. He did not show up for the hearing while Robert Judge and I were there.  
3-Christabell Ibarra-Rivera, Evening Library Assistant, is on Medical Leave until sometime in December. In the meantime, I am planning on getting a Temporary hire. Talked to MRC, they might have a candidate for interview. Will probably need to advertise.
- **Copier/Printer** -- Copier from Computer Room was switch with copier/printer from History Room.
- **Library Strategic Plan** – Survey was developed and tested with Friends, Volunteers, Staff and Board members. I am in process of translating, printing and distributing. Gretcher will be setting online survey to be tested before advertised/promoted. I worked on cleaning the CWMARS patrons' database for Holyoke to get better AOD reports.

September:

**1. Board met to conduct SOAR/SWOT exercise.**

Aspirations/Strengths/Weaknesses, etc. and start setting Goals and Objectives

2. Board to receive updated AOD reports.

3. Committee to analyze survey reports

4. Committee to meet to develop mission/vision/strategic direction based on analysis of all prior data.

5. Board to review plan and file with MBLC

- **SPARK** – Chamber of Commerce applied for a grant, through the new Ecosystem and the library will receive over \$4,000 to purchase materials related to business/entrepreneurship: books, video, print and/or online subscriptions, etc. There will be an all day retreat on Sept. 22.
- **Vendors** – 1-DocStar—Document management software, available on-premises or as a cloud hosted service in the SaaS model (Software as a Service), allows enterprises to gain control over documents, improve records retention and increase operational efficiency. docSTAR integrates with third party business applications such as MS Dynamics, SAGE, Infor and more to improve enterprise-wide effectiveness. Specialties: Document Management Software, Business Process Automation, Enterprise Content Management, Records Management, Accounts Payable Automation, Business Continuity Software.

- 2-Sitecues—A low vision solutions and the maker of ZoomText
- 3-Granite—Voice Over Internet phone company

**Programs / Outreach**

- Conversation with Local Author – Dr. Oliver Akamnonu, Sept. 21 at 7pm
- Grito de Lares – Hispanic-American Library and Puerto Rican Cultural Project, September 23 at 6pm
- Friends Family Day – Saturday, September 17 in Library Park.

**Announcements/Reminder—**

- **Chamber of Commerce—** Octoberfest, Sept. 14, Chicopee, Munich Restaurant
- **Next meeting –** Tuesday, October 11<sup>th</sup> at 4:30pm

## Archivist's Report

September 13, 2016

Eileen Crosby [ecrosby@holyokelibrary.org](mailto:ecrosby@holyokelibrary.org)

1. Second Quarter Usage Statistics were submitted to Maria in August:

| April 2016         |           | In person | Email     | Phone     | Mail      | Events    | Total      |
|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
|                    | 4/4/2016  | 18        | 5         | 12        |           |           |            |
|                    | 4/11/2016 | 13        | 4         | 5         |           |           |            |
|                    | 4/18/2016 | 17        | 6         | 1         |           |           |            |
|                    | 4/25/2016 | 12        | 2         | 7         |           |           |            |
|                    |           |           |           |           |           |           |            |
|                    |           |           |           |           |           |           |            |
|                    |           | <b>60</b> | <b>17</b> | <b>25</b> | <b>0</b>  |           | <b>102</b> |
| May 2016           |           |           |           |           |           |           |            |
|                    | 5/2/2016  | 8         | 10        | 3         | 5         | 1         |            |
|                    | 5/9/2016  | 25        | 3         | 8         | 5         |           |            |
|                    | 5/16/2016 | 19        | 3         | 4         | 5         |           |            |
|                    | 5/25/2016 | 21        | 4         | 5         | 3         |           |            |
|                    | 5/30/2016 | 10        |           | 1         |           |           |            |
|                    |           |           |           |           |           |           |            |
|                    |           | <b>83</b> | <b>20</b> | <b>21</b> | <b>18</b> | <b>1</b>  | <b>143</b> |
| June 2016          |           |           |           |           |           |           |            |
|                    | 6/6/2016  | 31        | 2         | 7         | 12        | 11        |            |
|                    | 6/13/2016 | 11        | 1         | 4         | 12        | 8         |            |
|                    | 6/20/2016 | 29        | 1         | 1         |           |           |            |
|                    | 6/27/2016 | 20        | 4         |           |           |           |            |
|                    |           |           |           |           |           |           |            |
|                    |           | <b>91</b> | <b>8</b>  | <b>12</b> | <b>24</b> | <b>19</b> | <b>154</b> |
| Totals / quarter : |           |           |           |           |           |           |            |
|                    |           |           |           |           |           |           | <b>399</b> |

July brought quite a few summer researchers and usage has remained fairly steady.

2. Most of my energies in the last 6 weeks have been devoted to outreach and planning for the **Nuestros Senderos Community Digitization Day on September 24**. As you have seen, volunteer recruitment and training has been a focus.

We did considerable person-to-person outreach in late July and August, tabling at the Nuestras Raices festival, Celebrate Holyoke, and Holyoke Visible. We also went to the Farmers' Market, presented to a Latina social group at the Council on Aging, gave an interview to the Holyoke Sun, hung posters, and handed out dozens of flyers. Our facebook and webpages have been up for more than a month. Other electronic promotion saw some delays in translation, but is imminent.

We will continue to promote the event heavily this week and next through more tabling, posters, flyers, interviews, and follow-up calls to individuals.

We will also be at the Puerto Rican Summit on 9/17. I hope the HHR will be installing a small exhibit at the Summit as well (with lots of help from the Board and CENTRO).

Even though the location of the scanning event on the 24<sup>th</sup> was announced in June, we find that some people inevitably assume that it is at the Library, when it is actually **at Enlace de Familias, 299 Main Street (10:00 – 3:00)**. Please make it a point to remind anyone who asks you about the project of the actual location.



Detailed planning for the scanning day itself is well underway. Some volunteers came to an in-depth training on Saturday 9/10. It went well and we also worked out some kinks in the process. Here are some questions people have had:

*Are you interested in scanning OLD photographs?* Yes!

*If the photographs are of my family's home or town in Puerto Rico, are you interested in those?* Yes!

*Will you accept digital photos?* Yes, if you can give us a cd or let us copy your thumbdrive.

*Do I have to live in Holyoke?* We hope most contributors will have some connection to Holyoke.

There is a bilingual FAQ on the website .

<http://www.holyokelibrary.org/historynuestrossenderos.asp>

We have a good group of volunteers for the scanning event on Sept 24, but we need at least:

**1or 2 more full day Greeters (more if half day)**

**4 more full day Ushers (more if half day)**

(note that these positions require the least amount of training)

**1 person to act as a back-up scanner operator** (this will require a high comfort level with computers and some training).

Bilingual (speaking only) preferred.

Training for Ushers, Greeters, and others will very likely take place next Monday (9/19) or Wednesday (9/21) at the library in the late afternoon to early evening.

I can accommodate peoples schedules if need be for training.

We are thrilled to have 2 bilingual professionals volunteering their time to run the oral history station on the 24<sup>th</sup>. I meet with them tomorrow.

During all these activities, Library staff have aided the project in a variety of ways: Michael Baron, Meg, Carla, Gretcher, Linda, Aaron, and others I am surely forgetting! Thank you! Volunteers John, David, Betty, and Jim have had to keep the History Room running some days and have done a great job.

**3.** Details are coming into place for other fall/winter events and I am trying to post these this week:

**Oct 17:** Genealogist Pauline Cusson of the American Canadian Genealogical Society on local and regional French-Canadian genealogical research.

**October 27:** Ghost Story Open Mic! If you have real or fictional local ghost or haunted house story, sign up to tell it (or read it) on Thursday evening, October 27. Mic slots (5-10 minutes) go to the first twelve people who sign up.

**'Sports and Entertainment Winter Lecture Series'**

**November 14, 6 pm:** "From Nothing to Something: The Surprising Start and Rapid Spread of Basket Ball from Springfield to the World or It could only have happened here: basketball begins

at Springfield College. " Springfield College Archivist Jeff Monseau and Springfield College Professors Dennis Gildea and Derek Paar.

**December 5, 6 pm:** Jeremy Smith on the Holyoke Street Railway

**January 23, 6 pm:** Jacqueline Lynch talks about her book *Comedy and Tragedy on the Mountain: 70 years of Summer Theatre on Mt. Tom, Holyoke, Massachusetts* (forthcoming).

**4.** I met again with Kate Preissler and Penni Martorell to discuss collaborations. Penni will be running the Preservation Station at the Neustros Senderos scanning event. Wistariahurst did receive the Landmarks NEH grant to run curriculum development workshops for teachers next summer. The History Room will be a collaborator.

**5.** Quentin Donohue is teaching a Holyoke History class at HHS this year and drawing on HHR materials (as well as other sources).

**6.** Volunteers above have been processing and re-housing photograph collections. David is also nearly complete with his C.R. Wilhelm metadata project. We are going to have some high quality metadata! Volunteer projects involving preservation photocopying have been slowed greatly (eliminated, actually) by loss of the copier. This has made it much harder to devise meaningful projects for volunteers that can be done in short shifts. I would like to price one that would allow us to get back the capacity we had to make both copies and pdfs in a variety of sizes, as well as print labels, etc. Since volunteers often supervise the Reading Room or help patrons and don't just work on projects, taking material across the gallery doesn't work.