

TRUSTEES OF THE PUBLIC LIBRARY OF THE CITY OF BOSTON

Meeting of the Trustees as a Corporation and Administrative Agency

Wednesday, January 27, 2016, 2:30 p.m.
Codman Square Branch
690 Washington Street, Dorchester, MA 02124

MINUTES

A meeting of the Trustees of the Public Library of the City of Boston as a Corporation and Administrative Agency was held at the Codman Square Branch of the Boston Public Library, on Wednesday, January 27, 2016 at 2:30 pm.

Present at the meeting were: Chair Robert Gallery, Vice Chair Evelyn Arana-Ortiz, Trustees: Zamawa Arenas, John Hailer, and Cheryl Cronin. Also present: Boston City Councilor Andrea Campbell, Boston Public Library Interim President David Leonard, Clerk of the Board Deborah Kirrane, Boston Public Library staff; Corporation Counsel Caroline Driscoll, City of Boston Budget Director Katie Hammer, Senior Advisor to the Mayor of Boston Molly Murphy, and members of the public.

Chair Robert Gallery presided, called the meeting to order at 2:35 pm, and thanked everyone for coming. Mr. Gallery explained that this was his first meeting as Chair. He further explained that because the original meeting date had been changed due to Mr. Leonard's attendance at The White House, certain members of the Board were unable to attend this meeting due to prior commitments. He addressed Chair's Call to Order and Report and, with no changes, edits, or comments to the Minutes for the November 30, 2015 Special Trustees Meeting, upon motion made and duly seconded, the Trustees unanimously voted to approve the Minutes.

Mr. Gallery introduced Janice Knight, Codman Square Branch Librarian. Ms. Knight introduced members of her staff and thanked them for their efforts. She thanked the commitment of the branch Friends group, patrons, and community partners. She described the Senior Arts and Smarts, a 3-month program which began with a grant from the Boston Public Library Foundation but, due to its popularity, the program is continuing. The program includes computer and smart phone instruction, and Ms. Knight directed the Trustees to the artwork on display, created by program participants. Ms. Knight concluded by stating that libraries exist to enrich, educate, and entertain their communities. The Trustees thanked Ms. Knight and her staff for their great work and all applauded.

Victor Rodriguez, President of the Friends of the Codman Square Branch next spoke. He explained that the Friends have a website and are proud to support all that the branch does to serve the children, teens, adults, and seniors of the community. Mr. Gallery thanked Mr. Rodriguez, remarking that he is excited that members of the community feel so passionate about the library and its branches.

As an update on the Presidential Search, Mr. Gallery reported that he and Evelyn Arana-Ortiz joined the Search Committee for their second meeting, held at the Roslindale Branch. He

described the group as engaged, and on-track in terms of the committee's timeline. Trustees have each spoken with principals of SpencerStuart, the executive search firm working with the Search Committee and Mr. Gallery will speak with Trustees as to how they may be engaged throughout the next part of the process. The job description is still being fine-tuned and is expected to be completed shortly. In the spring, the Search Committee intends to bring two to four candidates to the Trustees. John Palfrey is doing a great job leading the Search Committee and Mr. Gallery will continue to keep all informed.

Ms. Arana-Ortiz encouraged Trustees to participate in the Listening Sessions being held, during which members of staff and community offer forward-leaning ideas. She described the Listening Session she attended as a great experience with lots of active participation and that Trustees should be as engaged as they want to be. Mr. Gallery confirmed that there is an open invitation extended to Trustees to attend Listening Sessions and Search Committee Meetings. He explained that he had been involved in the Boston Public Schools Superintendent search and that this search would be very similar.

Mr. Gallery introduced David Leonard, Interim President, to address the next portion of the agenda. Mr. Leonard introduced Boston City Councilor, Andrea Campbell, in attendance. Councilor Campbell stated that she was excited to be at the Codman Square Branch and described Codman Square as the "heart of District 4." She further thanked the staff of the branch and acknowledged the important role libraries play in the community.

Mr. Leonard described the discovery of graffiti on the front of Central Library on the morning of January 27, and the resulting press coverage. He reported that the building was cleaned by 10:30 am and introduced BPL Director of Facilities, Jim Meade, to further report on the situation. Mr. Meade explained that the initial report was made to Boston Police at 11:30 pm on the night before. The "tags" painted on the front of the McKim Building were familiar to the police department who will investigate same. Mr. Meade thanked BPL staff and Graffiti Busters for their work in cleaning the building. There are no security cameras on the front of the McKim Building. Lack of cameras has been a Landmarks Commission challenge that could, perhaps, be revisited.

Mr. Leonard reported on the progress being made on issues since the November 10, 2015 Trustee meeting. Ongoing environmental and facilities work is being performed to address collection challenges at Central Library, and progress is being made on completing the Johnson Building renovation. The BPL was invited to participate in a White House initiative aimed at addressing youth reading levels, and Mr. Leonard visited The White House together with the Boston Public Schools Director of Libraries. The program will influence BPL's support for school curriculum, summer reading, and after-school programming.

Other highlights included a visit by the Irish Vice Counsel during which joint programming opportunities – including the Shakespeare exhibition later in the year – were discussed. The BPL hosted Boston Chief of Arts and Culture Julie Burros and the Boston Creates team as they advance their agenda of arts and culture planning for the City, and Representative Michael Capuano visited The Norman B. Leventhal Map Center. Joint planning efforts with BPL

affiliates continue to be productive, and Mr. Leonard, as Interim President, has visited all but two BPL branches, visits he intends to make in the next week.

Mr. Leonard stated that the focus of BPL leadership remains on addressing the challenges of the collection at Central Library while balancing the needs of the branches. The branches are an important part of the work the BPL does and he commended the great programming at the Codman Square Branch. Mr. Gallery acknowledged that this theme is one the Search Committee and SpencerStuart have heard in Listening Sessions throughout the system.

The American Library Association and the Urban Libraries Counsel recently conducted conferences in Boston. BPL staffed a booth on the conference floor and welcomed guests from around the country to Boston and the BPL.

BPL staff attended the City Council Inauguration and the Mayor's State of the City Address.

Ms. Arenas is pleased that Mr. Leonard has been visiting branches. She asked if any themes have arisen as a result of the visits. Mr. Leonard reported that concerns included staffing levels and how gaps in same are being addressed, furniture and infrastructure in need of refresh was pointed out and, while it may not rise to the level of a capital initiative, BPL leadership needs to find a way to fund these items as they are valid needs expressed by branches.

Moving to next portion of agenda, Mr. Leonard introduced Katie Hammer, Budget Director for City of Boston, and Ellen Donaghey, Boston Public Library Chief Financial Officer. Ms. Hammer started in August 2015, having worked at the Office of Administration and Finance for the Commonwealth of Massachusetts and for the Convention Center Authority. She explained that Boston continues to enjoy a period of economic expansion, but that cost pressures are crowding out opportunities for investment. Fixed costs (charter school assessment, debt services payments, pension contributions, rising annual health insurance payments, etc.) are rising at a faster pace than revenue sources. Through rising costs and declining state revenue, Boston continues to have strong fiscal management and a strong bond rating, meaning the cost of borrowing and the cost of capital is lower compared to other cities. The FY17 budget offers the BPL the opportunity to implement reforms articulated in its audit, and move forward as efficiently as possible.

Ms. Hammer pointed to recent capital accomplishments: Johnson Teen Central and Children's Library opened, the \$78 million completion of Johnson renovation in summer 2016, the \$10 million Jamaica Plain branch renovation underway, which will provide 20% more space for the community. She aims to provide cost-effective opportunities to promote Mayor Walsh's vision of a thriving, healthy, innovative Boston when the Mayor presents the FY17 budget.

In addressing the BPL Operating Budget, Ms. Donaghey explained that the City of Boston asked agencies to find cost savings within their budget. She explained that this is difficult for the BPL to do, given events of recent years. For example, last year certain salaries were moved to trust and enterprise monies, positions previously unfilled were now filled; the savings are thus no longer held and there are no positions to eliminate. Portions of the book budget were moved to other places and it did come off of the City budget. The BPL is able to reduce costs that other

agencies are unable to do. For example, a portion of copying costs for patrons and BPL staff is paid from enterprise and trust fund sources, as is travel and equipment costs. Thus, there are few opportunities to reduce the City budget further. An increase in the permanent employee cost for next year is represented by the annualized cost of the January salary increase and other step increases. Overtime costs are budgeted for higher than previously, but between FY11 and FY15, annual overtime costs were brought down. And, once overtime costs associated to storms were netted out, the cost was brought down further. This year's overtime budget is related to overtime associated with the renovation and Johnson re-opening.

There has been a large decrease in energy conservation and BPL has been below budget in spending in this area in the last few years. The City, however, proceeded cautiously and did not reduce utility cost spending in the past few years, but this year they intend to. E-rate spending is going up and overall utilities are going down. Two categories: repairs and servicing of equipment are going up, but not significantly.

In the 'Contracted Services Category' the suggestion has been made that the BPL move an earmark of funds from the BPL budget to the budget of a more appropriate City agency. The earmark funds are for Read and Write Boston, a program to which EDIC provides oversight and then bills the BPL for the cost.

Ms. Cronin asked if there was a better way to manage overtime challenges. Ms. Donaghey responded that given overtime costs have been going down, she feels they are being managed. In past years, overtime included additional funding to have Central Library and branches open on weekends year round but, since then, AFSCME has made Sunday a regular work day, so BPL can open without the need for the overtime. And, while some overtime costs will occur naturally (i.e., building cleaning costs), the Mayor has given the BPL three custodial positions which will be filled soon. A portion of overtime costs are also associated with the Johnson renovations, particularly those associated with managing a shipping and receiving department with a loading dock and freight elevator under construction.

When asked about the earmark, Ms. Donaghey explained that if the earmark cannot be moved to another City agency, it will be funded. 80% of the BPL's budget comes from the City of Boston, 8% comes from the Commonwealth of Massachusetts, 10% from donations and enterprise funding, and 2% from BPL affiliates. It is important to note that the Associates, for example, fund a portion of BPL conservation work that is not reflected in the budget. Further, it is anticipated that closer to the end of the year, plans will be in place for increases in Foundation spending.

Ms. Donaghey further explained that approximately half of enterprise funding goes directly to run enterprise events: security, HVAC, etc. 61% of BPL spending goes to personnel, 17% to buildings and costs associated with same, 11% to collections, and 8% to training and software.

At the March 22, 2017 Trustee meeting, the Trustees will vote on the recommended budget. On April 13, 2017, Mayor Walsh will announce his budget and, in May, the Commonwealth Ways and Means Committee will announce theirs. Mr. Leonard confirmed that the budget would be revisited at the March Trustee meeting and, after dialogue with City of Boston colleagues, the

BPL would present exactly what the actual budget submission will be, what could be reduced, and what a maintenance budget would look like.

Mr. Leonard next introduced Eamon Shelton, BPL Major Projects Manager, to discuss the capital component of the budget submission and, although a five-year look ahead, the presentation will focus on what is expected to be active in FY17. Mr. Shelton explained that the capital budget and timeframe is the same as explained earlier by Ms. Donaghey. The spending caps introduced play into the prioritization of projects. The general process is that the BPL submits its proposal to the City, it is reviewed by the Office of Budget Management and the Office of Property and Construction Management, and then finally goes to the Mayor's Office for inclusion, or not, in the Mayor's recommended budget for FY17.

Each project in the submission is carefully considered based on how it advances the Compass principles. While the BPL's capital budget has been fairly robust, to make improvement the BPL needs to close existing projects out. Projects fall into one of three areas: systemwide, branch, or Central Library projects.

Within the category of systemwide projects is the Critical Repair Fund. This is a capital project used each year to fund roof leaks and other infrastructure type items that could happen across the system and, of course, this will continue. There has been a facilities audit in plan for a couple of years; an initial review of facilities, based on how well the BPL is able to provide services and how well the branches respond to the Compass principles. The facilities audit looks at infrastructures and systems to help BPL roadmap its capital plan moving forward.

Also in the systemwide category is the security audit recommendation to enhance security at Central Library and certain branches. In the current fiscal year, BPL has installed new cameras in Central Library and is working on installing cameras at West End and South End branches, a project which will continue into next year.

The last systemwide project, and one which was authorized last year, was for website and online services development. This project is to kick off this year and the BPL anticipates some spending in FY17.

In the category of branch and facility projects, Mr. Shelton spoke of the following:

Adams Branch – The BPL is starting a programming study in this fiscal year and it will continue into FY17 as a programming study.

Archival Center Expansion – Originally requested last year but not funded, this project will look at existing space at Archival Center to optimize what is in the existing footprint. It will look at the future needs of the collection and storage needs. If funded in FY17, the funding will be for a programming study to determine needs.

Dudley Branch Renovation – Currently the BPL is in a designer selection process, expects to kick off design in this fiscal year, and the design of the renovated Dudley Branch will continue into next fiscal year

Faneuil and Egleston Square branches remain in the 5-year capital plan. Nothing new is expected to begin in FY17.

The Jamaica Plain Branch is currently under construction and the construction is expected to continue until the target spring 2017 reopening.

The North End branch is in the plan as a project identified in the initial facilities audit. It is not anticipated to begin in FY17.

The Parker Hill Branch has had some challenges with the building envelope and a project to address this started this fiscal year with programming and developing construction documents. The construction will begin in FY17.

The Roslindale branch completed its programming study and early action items this fiscal year. The design process will begin in FY18.

The BPL's general approach to construction projects begins with a programming study to identify needs. That information then feeds the design process, which includes hiring an architect to render a design based on the identified needs. The project then moves into construction.

Uphams Corner Branch programming study is expected to start in FY17.

Ms. Arana-Ortiz and Ms. Arenas suggested that future presentations include an executive summary of each project, what was designed, what was determined in the programming study, the actual dollar amount investment, etc., as a point of reference. Mr. Shelton advised that each programming study is available to the public on-line and he is happy to accommodate this suggestion.

Mr. Leonard explained that similar to the operating budget, the capital budget will be vetted by City of Boston colleagues and the actual submission will be presented to the Trustees at the March 22 meeting.

Mr. Shelton stated that the Johnson Building Central Library Renovation Project (\$78 million) is due to be complete in summer 2016. He also spoke to the Johnson Building Energy Project, a project for which funding has been in the plan for a number of years, and the BPL has already performed many of the energy-related items on the list. Mechanical equipment will be upgraded and/or replaced in the Rare Books Department in FY17. Not only will the improvements better secure the collections, the BPL can expect to see energy improvements as well. Funding to move this project forward will come from an existing capital project.

After completion of the Johnson Building Central Library Renovation Project, the Johnson Building piping infrastructure project will be re-evaluated, together with a roof replacement project. These projects will be started in the upcoming five year cycle, along with the McKim Library Phase II capital project.

Mr. Shelton concluded his presentation and Mr. Leonard introduced Michael Colford, Director of Library Services.

Mr. Colford reminded the Trustees that, in light of Neighborhood Services Manager Christine Schonhart's departure from BPL, he has been performing the roles of that position. This has provided Mr. Colford the opportunity to work with the Assistant Neighborhood Services Managers, reconnect with the branches, and witness firsthand the programming being implemented at the branches. Mr. Colford expects a new Neighborhood Services Manager to begin work shortly.

In addressing the Chavannes mural restoration, Mr. Colford reported that scaffolding was erected and tented, and interpretive banners have been installed to inform patrons. The mural has been coated with a soft grain rice paper, Belgian linen, and wooden braces to secure the mural during its removal for conservation. WBUR, The Boston Globe, and Fields of Vision have been on site to report on and document the process. The full removal process will begin within days and things are progressing well.

Mr. Colford next reported on Public Services Restructuring at Central Library. By way of review, he informed the Trustees that through many conversations with staff, public, and peer institutions, the BPL began to think about the best way to modernize providing patron services, not only in reference and research departments, but on all public facing sides of the BPL. The restructuring has been focused on Central Library because it has the most complex structure and is currently undergoing a renovation, noting that physical design and customer service are closely related. After research and many discussions with the public, BPL developed the following core service models: (1) Anticipate users' needs and be responsive to current trends in the community, (2) Engage with the community to provide more responsive services, programs, and collections, (3) Develop an informed citizenry, (4) Foster a love of reading and creativity, and (5) Enliven BPL collections and make them fully discoverable and accessible. Noting that people often no longer initially think of the library as a source of information, public services needed to adapt from a "sit and wait to be asked" approach to one that proactively provides services, whether on-line, by telephone, in person, and/or at non-library locations. Service is to be provided in a way that pre-empts the patron's need to ask.

The new service model will have four major components: (1) Directions/Referral, (2) Reader Engagement, (3) Instruction, and (4) Research. Often questions regarding the library itself, programs, basic services, or how to find books, do not require librarian assistance and may be addressed by anyone. Telephones will be removed from public service desks and a call center model will be adopted. Librarians will be able to answer questions via text, chat, or telephone, when they are not at a desk helping patrons in person. To increase reader engagement, research specialist positions will allow for delivery of direct services, by utilizing formalized appointments, for example. In a lesson learned from the branches, because they do it so well, the focus will be placed on engaging with readers. Books, in any format, are still one of the primary reasons most people come to the library. Staff at the renovated 'New and Novel' will embrace in-person reader engagement using a handheld selling model. Self-directed or lifelong learning will be a priority. By focusing on curriculum and public instruction, the BPL will work to

improve literacy in the community and address digital divide and language challenges. Through assistance of a Hearst grant, the BPL will provide expanded ESL and citizenship programs.

The restructuring will support BPL staff by providing team members opportunities to learn from each other and users. As people retire, the BPL wants to ensure that their knowledge and experience is shared among all public service staff with the goal of providing excellent wide-ranging customer service to all, reducing the number of times people are directed from service point to service point, and enable a collaborative environment. Three reference subject departments collapsed into single department called Research Services; four research specialists have been created in areas of US history, local history, genealogy, and government information. Reader Services has been created to operate out of *New and Novel* to engage with readers and get them excited about books. New positions in literacy and in instructional services have also been created.

BPL has been negotiating with AFSCME and PSA unions regarding described changes. PSA union negotiations are completed and staff is in new positions. AFSCME work is nearly complete with focus on placing staff into their new jobs. A phased-in implementation schedule over the next three to four months is planned to ensure that all staff is properly trained and feel confident in new roles. Simmons College and Massachusetts Library System are assisting with training and BPL is promoting internal cross-training. The BPL has invested in training and new high-level software will be available in Teen Central and Kirstein Business and Innovation Center. Staff will be prepared in time for opening of Johnson Building in summer 2016.

Ms. Cronin asked what is being done to “capture” teen-age patrons as the audience of the future, and make them interested in using the BPL. Mr. Colford described that while Teen Central was designed to appeal to teens – which it does, noted by the increase in usage – and offer teens a place to hang out and socialize. The surprising element is that the teens are asking for more tables to do homework in Teen Central, as they do not wish to leave the space.

On-line outreach is being address by BPL through its website redesign project.

Mr. Leonard added that website redesign will also address delivery of services to patrons. After Central Library, online use is the next biggest branch of the BPL and needs to be made a better experience; convenient, and based on a customer service model. He also recommended asking BPL’s Youth Services Manager to address Trustees at a future meeting to address bringing after school programming to the next level. Mr. Colford said that the website is like another branch in that patrons can go online to receive services, and described the BPL’s LibGuide software as a proactive source of information.

Mr. Hailer asked that BPL continue to focus on branches and students and teens who really need assistance. He pointed to the lack of computers and/or internet access in many homes throughout the city. Mr. Colford responded that lap tops are available for checkout at Teen Central and BPL hopes to begin circulating WiFi hot spots in the near future. Teen services in branches is often a challenge as not all branches have a teen librarian on staff.

Ms. Arenas asked that new training opportunities be made available to all staff and not just those whose jobs are affected. Mr. Colford described informal and formal conversations with staff and other urban libraries about how to best make changes, and he has received a lot of departmental input and feedback. BPL is committed to training and giving all staff time to feel comfortable in their new roles. Departments will use LibGuides as a resource and as a tool for training. The LibGuides are easy to update and are living documents.

Mr. Hailer would like to hear about afterschool programming and its role in promoting success at the branches. Mr. Leonard suggested addressing this topic at a future scheduled or special meeting, as it is related to conversations with Boston Public Schools and BPL existing programming and restructuring.

Mr. Leonard next introduced BPL's Chief of Public Service to report on staff orientation and training with respect to the opening of Johnson phase 2 renovation. Ms. Inglis reported that, in regard to its teen patrons, the BPL successfully partners with outside service organizations to assist in reaching teens throughout the City. She pointed to the success of the summer reading program and explained that the Citywide Friends provides funding to supply prizes to teens who achieved various goals.

As to orientation and training for the Johnson building opening, BPL leadership is committed to ensuring staff are comfortable in their positions and thus able to deliver quality customer service. BPL is investing financially by hiring experts, consultants, and instructors to train staff. BPL is investing in time by allowing staff opportunities to spend time in new spaces and meet to build colleague teams to brainstorm ideas and codify existing information and knowledge. BPL is also investing in support of staff by offering cross-training, orientations, off-site, on-line courses, individual instruction, and professional development opportunities. Based on feedback from the phase 1 opening, BPL leadership is providing tours of new space, allowing staff to explore new space and learn where things are. New hire training, incident report training, and technology training throughout the system are ongoing. Ms. Inglis pointed to the success of "change management training" offered prior to Johnson phase 1, and reported that similar sessions would be held prior to Johnson phase 2 opening.

Laura Irmscher, Chief of Collections Strategy, offered highlights from Rare Book and Print Departments. A consultant from IPI, the Image Permanence Institute, has been hired as a third party expert to work with the BPL and ensure that the proper environment is being built to best store collections. The BPL's insurance claim for the recent mold outbreak has been approved and all work associated with clean-up efforts will be covered by insurance. Other department improvements include installation of a data monitoring system which provides alerts for temperature and humidity fluctuations, and automatic controls in supplier fan to regular flow of outside air into the department.

The Print Inventory Project is continuing. Beginning in June 2015, the first few months of the project were spent determining a model of how to best proceed. The project will provide a baseline inventory which will lead to a larger cataloging initiative. From September to December 2015, a team of 21 paid interns worked to continue the inventory and it is anticipated that the inventory will take the remainder of 2016 to complete. Highlights of the inventory

include digitization of the Thomas Nason collection, the discovery of *Metamorphosis III*, a 22' scroll, and a 1960 Katharine Hepburn watercolor.

The meeting next moved to the report of the Finance and Audit Committee. Ms. Arana-Ortiz and Ms. Donaghey described each of the three votes before the Trustees, each vote delegating approval of the following contracts to the Finance and Audit Committee: (1) Architectural Collections Consultant, funded by the Associates, (2) Book Mosaic Fabrication and Installation Services, funded by capital money, and (3) Art Handling and Installation Services, funded by capital money. With no questions, and upon motion made and duly seconded, the Trustees

VOTED: that, the Trustees of the Public Library of the City of Boston delegate approval of Award of Contract for Architectural Collections Consultant, to Trustees Finance and Audit Committee; and

VOTED: that, the Trustees of the Public Library of the City of Boston delegate approval of Award of Contract for Book Mosaic Fabrication and Installation Services, to Trustees Finance and Audit Committee; and

VOTED: that, the Trustees of the Public Library of the City of Boston delegate approval of Award of Contract for Art Handling and Installation Services in Conjunction with Johnson Improvement Project at Central Library, to Trustees Finance and Audit Committee.

The meeting moved to New Business and Mr. Gallery introduced Caroline Driscoll, City of Boston Law Department, to discuss fundraising guidelines for BPL Trustees. Ms. Driscoll described the Law Department's past advice that did not allow Trustees, as special municipal employees, to engage in fundraising practices. The City Law Department has now, however, in consultation with the State Ethics Commission, reviewed this policy and has determined that Trustees are now free to engage in fundraising as part of their fiduciary duty to maintain and increase BPL trust accounts. Ms. Driscoll confirmed that the first responsibility of the Trustees is to care for the library as stated in the Acts of 1848. Mr. Gallery and Mr. Hailer confirmed that the Trustees are in place to serve the Boston Public Library pursuant to the founding statute, but to the extent that they can enhance fundraising efforts, they are happy to do so.

Mr. Gallery announced that Laura DeBonis recently submitted her resignation as a Trustee, due to other demands on her schedule. He thanked her for her service.

The meeting then moved to Public Comment.

Elissa Cadillic, AFSCME, Local 1526 announced that with respect to keeping employee health insurance costs down, bargaining units and City of Boston and have reached an agreement. Ms. Cadillic asked if union leadership could meet with BPL leadership to discuss the BPL budget prior to it being submitted to the City of Boston, and Mr. Leonard confirmed that this review would occur. Ms. Cadillic stated that Saturday and Sunday openings at Central Library and the branches have placed scheduling hardships on AFSCME members and she advised that the issue would be revisited in upcoming negotiations. She reported that three vacant positions in the

Facilities Department which, despite available funding, have yet to be posted, and pointed to the length of time it often takes to post and subsequently fill available positions. With respect to the Archival Center, she asked that issues related to lighting at the facility be addressed. Ms. Cadillic then asked BPL management and the Trustees to not use the term 'librarian' to address all members of staff, but rather recognize that not all staff members are librarians. She asked that the BPL do a better job coordinating and managing the timeline of events related to the Johnson building opening and, asked that PowerPoint presentations made at meetings be posted online at bpl.org.

Marleen Nienhuis, Founding President of the South End Library asked if the BPL has a strategy to manage the homeless population present in many BPL branches. She pointed to the San Francisco Library as having a social worker on staff, and asked if the Trustees were thinking about that model. The South End has the largest population of homeless agencies in the City and she commended the BPL staff on their efforts to manage the significant homeless population visiting the branch. Mr. Leonard explained that the BPL is approaching this issue on many fronts. Using the BPL's Appropriate Use Policy, staff, security, and authorities may intervene in behavioral situations. The BPL is, in collaboration with City of Boston colleagues, examining the situation and Mr. Leonard will report on this in greater detail at a later meeting. Ms. Arana-Ortiz noted prompt reaction times by BPL staff and police in addressing inappropriate behavior. Ms. Cronin confirmed that homeless citizens are entitled to use library services. Mr. Gallery confirmed that the Trustees will work with BPL leadership in following up on these issues.

David Vieira asked how much the *Philosophy* mural restoration is going to cost. Ms. Arana-Ortiz confirmed that this topic was addressed by Finance and Audit Committee as well as the Trustees, and referred Mr. Vieira to meeting minutes. With respect to the TCA/WGBH contract, Mr. Vieira stated that he believes the process to be flawed and asked that the contract be tabled until after a new BPL President is in place.

Don Haber, Co-President of the Friends of the Jamaica Plain Branch is thrilled with the renovations being made to the JP branch and requested an increase teen services staffing at the branch when it re-opens.

With no further business, upon motion duly made and seconded, the Trustees voted to adjourn the meeting at 4:40 pm.



Deborah A. Kirrane, Clerk of the Board