

TRUSTEES OF THE PUBLIC LIBRARY OF THE CITY OF BOSTON

Special Meeting of the Trustees as a Corporation and Administrative Agency

Wednesday, June 3, 2015, 8:00 a.m.
Boston Public Library, Abbey Room
Central Library, 700 Boylston Street, Boston, MA 02116

MINUTES

A Special Meeting of the Trustees of the Public Library of the City of Boston as a Corporation and Administrative Agency was held in the Abbey Room, Central Library, Boston Public Library on Wednesday, June 3, 2015 at 8:00 a.m.

Present at the meeting were: Chair Jeffrey B. Rudman, Vice Chair Evelyn Arana-Ortiz, Trustees: Zamawa Arenas, Carol Fulp, Paul A. La Camera, Rep. Byron Rushing. Trustees Laura De Bonis and John Hailer participated via telephone. Absent from the meeting was Trustee Dennis Lehane. Also present at the meeting were: Boston Public Library President Amy E. Ryan; Clerk of the Board Deborah Kirrane, Boston Public Library staff; Corporation Counsel Caroline Driscoll, Chief of Staff to the Mayor of Boston Dan Koh, and members of the public.

Chair Jeffrey B. Rudman presided and addressed the Call to Order and Report. He advised that media was present and, as such, portions of the meeting may be recorded. Mr. Rudman announced that Dan Koh, Chief of Staff to the Mayor of the City of Boston, would make a statement at the beginning of the meeting.

Mr. Koh thanked the Trustees for the opportunity to speak, and stated that Mayor Walsh is a strong advocate for the Boston Public Library. He cited Mayor Walsh's ability to secure funding to open branches on Saturdays and Central Library on Sunday, and the Mayor's support of the phase 2 funding of the Central Library Renovation. He reported that Mayor Walsh cares deeply about the Boston Public Library system and that is why he has been so outspoken about the missing pieces of art.

Mr. Koh stated that while personally fond of Mr. Rudman and Ms. Ryan, he and the Mayor are gravely concerned about recent events. He expressed concern over items missing without notice, and is fearful that more items may be missing. Additionally, Mr. Koh and the Mayor are concerned about the lack of independence between Mr. Rudman and Ms. Ryan. Mr. Koh stated both he and the Mayor had wanted to address BPL Trustees without Ms. Ryan in the room but that, in prior conversations, Mr. Rudman would not agree to this. Mr. Koh felt that Trustees should address an independent investigation without emotion.

The Mayor's Administration is looking forward to reviewing the reports of the Boston Police Department and confirmed that Boston Public Library Chief of Administration and Technology David Leonard updates Messrs. Koh and Brophy, daily, and all will continue to meet weekly until Mayor Walsh has the information needed for next steps.

Mr. Rudman responded that the BPL Board of Trustees is very much aware of its fiduciary duty and the Special Meeting will illustrate what the BPL has been doing and what it intends to do moving forward. If the allegation is whether Mr. Rudman has confidence in Ms. Ryan as a great leader, he stated he is “guilty as charged.” Mr. Rudman spoke of Ms. Ryan’s having created greater transparency and vibrancy at the BPL. He thanked the Mayor’s Administration for the funding of the Central Library Renovation and indicated that the project is just one of many tangible symbols of how great Ms. Ryan has been for the Boston Public Library.

Ms. Ryan next addressed the President’s Report portion of the meeting. She stated that the Special Meeting would focus on the missing artwork and concerns over the BPL’s inventory. The BPL shares Mr. Koh’s and the Mayor’s concerns and that in her more than 40 years of service in library science, she has never run into a situation like this before and is dedicated to working this out.

Ms. Ryan stated that the BPL’s mission is the advancement of learning, and she pointed to the “Free to All” carved in stone above the entrance to the McKim Building. The BPL faces the challenges of making all of its collections – including treasures – available to all, as well as safeguarding them. She explained that the Boston Public Library is not Fort Knox, nor is it a closed university-like environment, and for the past seven years has been working to strike a balance between making collections available and safeguarding them.

Ms. Ryan pointed to many facts about the BPL: it consists of a Central Library of one million square feet, 24 branches, map center, website, and is considered one of the best research libraries in the country in terms of depth, breadth, and expertise of its services. The BPL’s complete collection contains over 23 million items and is second in size only to the U.S. Library of Congress.

The BPL is not just a research library, but a library for daily usage where people of all ages and from all walks of life are welcome. While people perform research at Central Library, usage at the East Boston Branch is soaring, the Bibliocycle performs outreach throughout the City of Boston, bilingual story times are held at Connolly Branch, and transformations are planned for certain branches. Since the recent opening of the second floor of the Johnson Building, the BPL is seeing even greater numbers of patrons.

The Boston Public Library is a leading library in terms of digital services. Since 2005 over 150,000 Special Collections items have been cataloged and digitized, and items the digitized collections have, as of June 1, 2015, been viewed over 100 million times. Thus the BPL collection affords both physical and digital access.

Ms. Ryan addressed the BPL print collection and the missing artwork. The collection was founded in 1941, but the BPL was in possession of prints and drawings before that time. It is a collection of works of Boston printmakers, photographs, drawings, stereoviews, etc., and contains 1 million photographs and 320,000 prints and chromolithographs. Since the BPL was founded in 1848, there has been a voracious appetite for collection and acquiring, particularly in the Print Department, and especially from the 1960s to 2005 where there was aggressive collecting without the necessary organization and cataloging. Over a year ago, BPL thus

engaged the services of expert curator, Martha Mahard, a former Harvard librarian and Simmons College professor, to assess the collection. Her report was completed on Monday, June 1 and the entire four volume report will be available on line within a couple of weeks. Upon having completed the initial report, Ms. Mahard is beginning the inventory of the collection.

Trustee John Hailer joined via telephone and Mr. Rudman advised him of the presence of press at the meeting.

Ms. Ryan next addressed the two missing pieces of art: an engraving entitled *Adam and Eve*, from 1504, by Albrecht Durer (estimated value \$600,000) and, *Self-Portrait with Plumed Hat and Lowered Sabre*, by Rembrandt from 1634 (estimated value between \$25,000 and \$30,000). If the pieces have indeed been stolen, the BPL and the people of Boston and the Commonwealth have been victimized. If the pieces are merely missing, it is the same serious result.

Ms. Ryan addressed the chronology of events. On Friday April 10, it was reported to Ms. Ryan that *Adam and Eve* was missing and had been since June of 2014. Ms. Ryan immediately spoke with Print Department staff who confirmed that they had been searching for the print for the last year. Ms. Ryan reported the missing print to Mr. Rudman the next day, Saturday April 11. On Monday April 13, Ms. Ryan initiated a comprehensive internal investigation during which it was discovered that the Rembrandt was missing. On Wednesday April 15 Mr. Rudman and Ms. Ryan walked through the Prints Department, interviewed employees, took steps to place one employee on administrative leave, and notified both Mr. Koh of Mayor Walsh's office and Boston Police Commissioner Evans. On Thursday April 16 the Boston Police Department launched their investigation in conjunction with the BPL's ongoing internal investigation. The Boston Police filed the official police report on April 29 and involved the Federal Bureau of Investigation on May 19, 2015.

Mr. LaCamera asked for confirmation that staff members knew for one year that the Durer was missing without reporting it to Ms. Ryan. Ms. Fulp also asked that Ms. Ryan clarify whether a comprehensive search had been performed.

Ms. Ryan replied that BPD has instructed BPL not to perform an investigation of staff and Prints Department until criminal investigation is concluded. The *Adam and Eve* was last seen on April 2, 2014 and first discovered missing on June 10, 2014. It went missing during this time. Which staff members knew what, when, is part of the investigation and the BPD instructed Ms. Ryan not to discuss this.

Ms. Ryan next addressed the BPL's internal search. BPL is engaging additional staff to aid in the internal search for the missing artwork under BPL supervision. Staff has been instructed that this is their only priority at the time – BPL has to be assured that this has not simply been misfiled.

During this search, a former employee notified BPL – via email on May 22 – that gold coins placed in the box of the original cornerstone of the building may have been missing for several years. This matter was referred to the BPD and BPL is working with the BPD in its

investigation. Mr. Rudman confirmed that this occurred prior to Ms. Ryan's arrival at the Boston Public Library.

Ms. Ryan listed investigations currently underway at the BPL: in addition to the law enforcement investigations by the Boston Police Department, Federal Bureau of Investigation, U.S. Attorney General's Office, the BPL has engaged KCMS Safety and Security Solutions to conduct an independent security review of systems in place at the BPL. The missing items have been placed on the Art Loss Register, and FBI and Interpol databases of stolen art.

Next steps in this area include (1) actively supporting the criminal investigation, (2) implementing the independent security review, (3) continuing the comprehensive internal search, and (4) conducting an administration investigation upon the conclusion of the criminal investigation.

Ms. Arenas stated that she is gravely concerned about the missing artwork and the fact that it was not reported to Ms. Ryan for more than a year. She is concerned there may be more artwork missing due to the issues surrounding inventory and security as raised in the Chrysalis report. She stated that she does not want to dwell on the problem but rather focus on the solution. Management is to provide to the Trustees what the direction will be concerning accountability, solutions, and the path forward and are to provide timely and transparent reporting surrounding all issues.

Mr. Hailer expressed serious concern over the fact that employees knew for over a year and did not report the *Adam and Eve* missing. He believes that security issues will be reviewed and remedied, but the issue of trust and non-reporting will need to be addressed. Mr. Rudman said he was horrified that information had been withheld and agreed it was to be addressed and remedied.

Ms. Ryan next listed items described as "Key Strengths" and "Opportunities" in the Operational and Financial Assessment by Chrysalis Management, a consulting firm engaged by the City of Boston. The report was completed in May 2015. Several other City of Boston departments were similarly formally and independently assessed. The report is available at www.bpl.org. Comments from BPL concerning findings of the assessment are due at the end of June. The "Key Strengths" of the BPL were: (1) a clear and well-articulated strategic vision, thanks to the BPL's Compass Strategic Plan, (2) the BPL public service reorganization, and (3) the breadth of services offered by the BPL as a multi-dimensional institution.

Areas for improvement, or "Opportunities" as listed by Chrysalis include (1) union cooperation, (2) prioritization and accountability, and (3) employee performance management. While inventory control was listed as an area for opportunity, it was not included in the top three areas but will be emphasized within this Special Meeting.

Ms. Ryan next addressed the BPL's collection management. It is comprehensive and consists of three main areas: Special Collections (25%), Circulating (6%), and Research Collections (69%). She pointed to the Collection Development Policy adopted by the Trustees in January 2013 as the guidepost to BPL staff in the area of collection development by providing evaluation criteria

for all materials and has given the BPL the direction and tools necessary to gain intellectual control over its collection. Due to BPL's commitment to access to its collections, all acquisitions must be catalogued, conserved as needed, and considered for digitization.

The Collection Development Policy also provides direction regarding deaccessioning items from the collection and describes types of items deaccessioned pursuant to the guidelines. Ms. Ryan thanked the Citywide Friends for their assistance in discovering and returning to the BPL a duplicate copy of a book, mistakenly deaccessioned. Ms. Ryan next thanked the efforts of the Trustees and the Trustees Special Collections Committee in establishing the BPL's Collections of Distinction, currently at 27 collections. The Collections of Distinction serves as another way of identifying and controlling BPL collections and prioritizing them for cataloging, conservation, and access to digitization and exhibition.

Ms. Ryan introduced Michael Colford, Director of Library Services, to address Collection Catalog Access, the Operational and Financial Assessment by Chrysalis Management (the "Chrysalis Report"), and the BPL's action plan.

Mr. Colford began by correcting a significant error in the Chrysalis Report. The Chrysalis Report states that only 13% of the BPL's collection is available through its online catalog – this is completely inaccurate. Mr. Colford stated that 68%, or 16 million items in the BPL's collection can, in fact, be found through the online catalog. He provided two examples that illustrate the discrepancy.

The Leslie Jones Collection, a collection of 40,000 photographs all of which are available online, is listed as a single record in the catalog, even though it contains 40,000 items. Another example is the BPL microfilm collection. While the BPL may have hundreds of editions of certain newspapers spanning decades, a particular newspaper is only counted once in the catalog; the catalog does not reference the individual newspapers, each of which is readily available through the catalog online. Mr. Colford thus confirmed that 68% of BPL collections are available on-line and 32% are available through old-fashioned methods of card catalogs, print finding aids, microfiche, and the help of librarians.

Mr. Colford reported that the collections at issue in the Special Meeting – the Special Collections – make up 25% of the BPL's collection and include rare books, manuscripts, prints, drawings, photographs, chromolithographs, archives and other unusual materials not easily categorized. He stated his presentation would address that part of the collection not readily available online and requiring staff assistance for access. Access to the collections is a very important principle to leadership at the BPL and Mr. Colford will address how the BPL is working to bring access to its collections up to a 21st century standard.

Prior to Ms. Ryan's arrival at the BPL, the collection philosophy was to acquire as much as possible and access to the collection was not a priority. During the 1980s there were substantial financial resources available to libraries to automate old fashioned card records. The BPL did not take advantage of this grant funding and has, ever since, been trying to catch up.

Since Ms. Ryan's arrival in 2009, significant changes have been made. Ms. Ryan has made physical and digital access to collections a priority. Mr. Colford pointed to a 2010 email directive from Ms. Ryan which stated that all acquisitions must be catalogued, conserved as needed, and considered for digitization. This directive is reflected in the BPL's Compass strategic plan. Over 450,000 records have been converted over this time and the Associates of the Boston Public Library have helped by funding five cataloging positions. The Collections Strategy Department was established to oversee all of the BPL collections, and it has significantly limited the acceptance of gifts the BPL is unable to care for, and focuses new acquisitions on the Collections of Distinction. The BPL completed the first year of a two-year project to access, inventory, and develop an organizational structure in which to organize the entire print collection. The BPL consolidated two outdated storage facilities into one state of the art Archival Center in West Roxbury, and 1.14 million items were cataloged as part of that project.

Mr. Colford addressed the BPL's reported lack of a print collection inventory. While there is no single document or list containing the entire print collection, the BPL does have documentation that points to each piece through a variety of methods. Dr. Mahard, as part of her project, provided an overview of how items have been documented over the years. She reported that as is the case in the majority of large research libraries, there is no one list on which every item is recorded. At the BPL, the Print Collection is recorded through annual reports, monthly bulletins, card catalogs, lists, finding aids, inventory spreadsheets, and published catalogs. Technology is aiding in improving record keeping and the development of a better integrated system.

Mr. Colford stated that Dr. Mahard reports that most research institutions do not possess a master list and that in the case of the BPL, lack of a master list is an historical issue, would be a vast undertaking, but a full inventory will be conducted to prepare the BPL for more detailed catalog work. To appropriately catalog all items will cost millions of dollars to do.

Mr. Colford next presented the BPL's action plan to address the challenges presented. (1) Dr. Mahard's item-by-item inventory of all 200,000 prints and 120,000 chromolithographs is currently underway and will be completed by year end. (2) BPL staff has been redeployed to assist in the inventory and it will be necessary to curtail public service in order to complete the project, but digital access of items will be available. Mr. Colford reported that upon conclusion of the inventory, each item will be barcoded and placed into a spreadsheet that can then be incorporated into our digital catalog so each item will be represented. Rep. Rushing asked that Mr. Colford research whether other institutions have already done this so that the BPL may learn from other best practices. Ms. Ryan reported that the BPL functions as a museum, a library, an archive, and a branch system, and that most public libraries do not have this type of a collection. Mr. Colford further explained that an inventory is a list that accounts for each item in the space. A catalog is what makes the item accessible by the public by providing certain descriptive data. Further, the inventory provides a way of tracking each item, specifying its location at a particular point in time. As items are moved from one location to another, the barcoding will afford better control.

Dr. Mahard began the first project on June 1, 2014. She was tasked to write four reports detailing storage, inventory, condition, intellectual control, and how the BPL can describe the

collection as a whole and in parts. The first part of her work concluded in May 2015 and the inventory project began on June 1, 2015 and will continue to the end of the year.

Also contained in the action plan is a Special Collection needs assessment to develop a priority ranking of Special Collection items to be inventoried. The needs assessment will begin in August. The inventory will begin at the conclusion of the assessment and once financial resources have been secured.

The action plan also includes an expediting of card transfer to electronic records in FY2016. This year BPL transferred nearly 18,000 catalog cards at a cost of approximately \$194,000. Next year BPL will identify funding to transfer approximately 25,000 additional cards to electronic records.

The BPL has hired new curators in Fine Arts and Music Departments and the curators have been identifying valuable material in these departments to be transferred to the Rare Books Departments.

Mr. Colford explained that the recent public service restructuring commenced in February 2015 will also assist in addressing these issues as there will be a consolidation of Collections. Currently BPL is in negotiations with unions regarding consolidation to provide better intellectual control, public access and public service.

Staff redeployment has staff redeployed from other areas to assist in the search for the missing prints.

Ms. Arenas asked for a reminder/explanation as to why the processes described were not started sooner. Ms. Ryan replied that when she first arrived at the BPL in 2008, one of her first goals was to develop and implement a strategic plan, as the BPL did not have one. At the same time, during the years of 2008, 2009, and 2010, the BPL suffered a budget reduction of 25% from the State forcing some employees to be separated from their jobs. Thus, the first few years of the current BPL administration were spent laying the groundwork for moving ahead in the face of severe financial adversity; all branches were kept open and BPL received additional money from the City. The Compass strategic plan development was then restarted, led first by Trustee James Carroll and later Trustee Byron Rushing. At the same time the administration was paying attention to the condition of the branches – certain of which were inadequate. Mattapan and Grove Hall branches opened in 2009, and planning progressed for minor capital projects and improvements, the new East Boston branch was opened, and administration next focused on the Johnson project, an \$80 million capital project. Ms. Ryan referred the Trustees to the Accomplishments document distributed at the May 2015 Annual Meeting.

The administration has spent a lot of time firming up a system that, at the time, required a lot of organizational management. IT management was lagging, the BPL was scattered in collection development, and attention was focused on bringing the BPL to a benchmark of a system that the administration could then build on, based on choices made by the Board of Trustees during the past seven years. The Trustees could have chosen the Prints Department over the second floor of the Johnson Renovation or the new East Boston Branch, but choices were made given the needs

and funding capacity of the BPL. Ms. Ryan stated that the Board of Trustees and BPL Administration made the right choices.

Mr. Colford referred to the section of the Compass strategic plan addressing BPL Collections and how it is directed the BPL's movement in collection development. State funding is the funding used to transfer records to the catalog as that is how patrons – across the state – may access the collection. The BPL also works closely with the Associates of the Boston Public Library who fund specialized cataloger positions.

Mr. LaCamera stated that increased BPL initiatives and expansion of services does not excuse or minimize the current events and no one should interpret that the Trustees feel that way. Indeed, the Trustees are appalled by the current situation and are dedicated to resolving the issue by taking corrective steps, and moving forward.

Ms. Fulp asked that Ms. Ryan to share the performance management strategy considered once Ms. Ryan learned an employee had withheld important information for one year. What were the options that were considered? Insubordination? Termination? Leave with or without pay? What performance correction strategies were considered and what will be forthcoming?

Ms. Ryan responded by stating that an employee was placed on administrative leave, a plan is currently under development and, once the Boston Police Department and the FBI give the BPL permission to do so, an administrative investigation and review will be conducted. Mr. Rudman pointed to the assistance of the City of Boston Law Department in making the decision to place an employee on administrative leave. Ms. Fulp again stated it is important for the Trustees to understand what actions were considered and why.

Boston Public Library Director of Administration and Technology, David Leonard, next addressed the Trustees. He acknowledged that the BPL takes the recent events very seriously and are actively supporting the official investigations underway and will support the administrative review from a security and personnel point of view, once the BPL is allowed to do so by the Boston Police Department and the FBI.

Mr. Leonard reviewed for the Trustees BPL safety and security measures, in particular those taken recently as well as those in place over the past six years, and reported on the BPL's action plan going forward.

A key development in the BPL security plan involved creating and filling a new position: Systemwide Security Manager, tasked with developing and implementing a systemwide safety and security plan. The BPL began reporting to the Trustees on this process at the last two Trustee meetings, and security plans were already underway before the current situation came to light. The Systemwide Security Manager, Paul LeVasseur was hired in October 2014, and the position plays a key role in the BPL Facilities Management Department.

Prior to discussing the current situation, Mr. Leonard reviewed for the Trustees the 10 steps that must be taken when a patron wishes to view a print. (1) The patron contacts the BPL Print Department staff, determines material for review, and schedules an appointment to view the

material (prints), (2) Print Department staff notify Rare Books Department of the appointment, as valuable materials are viewed in the secure reading room of the Rare Books Department, (3) prior to the appointment, prints are retrieved and transferred to the secure Rare Books Reading Room. (4) At the time of the appointment, the patron registers with the Rare Books Receptionist and (5) a BPL library card is required for registration. (6) The patron is required to check all bags and coats with the Rare Books Receptionist, and (7) reviews the prints in the Rare Books Reading Room. (8) BPL staff arrange materials for the patron and/or remain with the patron viewing the materials. (9) At the conclusion of the appointment, materials are returned to the secure storage location and (10) staff immediately refile the materials.

At the Trustees Annual Meeting, the draft Systemwide Safety and Security plan was reviewed. The plan was developed from the Compass strategic plan, covered security systems currently in place, implementation of measures underway, and what additional steps would be taken in coming months and beyond. The scope of this plan includes special digital systems: cameras, card key access points, badges, alarms, motion detectors, glass break alarms. The scope of the plan is also to review policies and procedures pertaining to staff, the public, buildings and facilities, and individual security measures. It includes reference to Boston Police Department and other City colleagues with whom BPL partners. The plan already called for specific updates to special collection area and exhibition posture and a draft of the plan was provided at the Trustees Annual Meeting.

Mr. Leonard addressed security at the special collections area. BPL management has taken steps to improve security at Central Library since 2009. Since the current incident came to light in April of 2015, BPL has done the following: (1) instituted a two-person key and code access requirement for opening and closing the Rare Books Department. (2) Log in and log out procedures implemented for staff accessing the Rare Books secure area, as simply being authorized to be there is not enough. (3) Detailed sign-in and sign-out of materials for movement from one secure area to another. (4) All locks on secure areas where valuable materials are stored have been changed. (5) Limited number of staff allowed access to secure areas has been further restricted. (6) Keyed access to Rare Books Department from fire towers is eliminated. (7) BPL has hired an external security consultant, KCMS, to perform a security assessment of prints and related collections. The assessment is expected at the end of June 2015 and BPL will report same to Trustees.

In 2012, at the direction of BPL President, BPL reached out to key institutions with relevant security experience, as the BPL has done at other times in recent years. Specifically, when Old South Church was evaluating whether to deaccession and auction an item held at the BPL and the estimated value of that item became known, the BPL reached out to Boston Police Department and Museum of Fine Arts, Boston (“MFA”), for recommended security measures, protocols, and enhancements. In 2012, the BPL received from the MFA through the Boston Police Department, a one page draft memorandum outlining two similar approaches to one of the BPL secure areas. The BPL selected the first approach which contained seven specific recommendations. Of the seven recommendations, three were implemented exactly as recommended (adding glass breaks and motion detector alarms, infrared cameras, and door contact alarms), three were implemented as alternate but equivalent to what was recommended (vault cameras, fire tower accessibility cameras, dual-mode door access protocol), and one item,

viewed as an enhancement to the six implemented, was planned for an upgrade. The BPL accepted the donation of two infrared cameras and they were installed and added to the security protocol at the time.

In 2014, in planning for the Norman B. Leventhal Map Center exhibition, “We Are One,” the BPL consulted with peer institutions and selected, purchased, and implemented a state of the art security system to support the exhibition.

More generally since 2009, BPL has implemented a range of additional security measures as security became a greater focus of effort over the last seven years. Glass breaks, glass contacts, door contacts, window contacts, motion sensors, fire tower motion sensors, alarms directly connected to Boston Municipal Building Services, locks to secure areas have been rekeyed on at least two occasions, security cameras added to multiple areas at Central Library and at branches, and security is and has been a key design element of all capital project. Enhancements to the Guard and Patrol Services contract (currently in re-bid status) have been made. Employee badging and key card access systems have been implemented.

Mr. Leonard next addressed the Operational and Financial Assessment by Chrysalis Management and stated that references to security may be found in the section of the report addressing inventory management. The report contains inaccuracies which will be redressed in the BPL response to City Hall, and many recommendations in the report are based on initiatives already undertaken. The Chrysalis report did not refer to aspects of security relating to safety of patrons, staff, and buildings and it only mentioned IT security briefly in a reference to the BPL’s website.

Specific security-related action items are: BPL will work with KCMS and assist in the completion of the KCMS report regarding prints and special collections, due by June 30, 2015; and will immediately turn that report into a review process and implementation steps. BPL will make additional specific improvements to each of the nine areas of the BPL where valuable materials are stored; BPL will deploy additional card key access panels and/or coded punch code door security at Central Library between at any remaining borders between public and staff areas; BPL will complete and report on the Systemwide Safety and Security Plan by July 31, 2015; and will update all guard posts and duty lists in conjunction with the award of Guard and Patrol Services contract.

Mr. LaCamera asked, based on the Chrysalis report, for the three most important items related to security. Mr. Leonard responded: inventory management, review exposure to internal theft (to be completed in conjunction with KCMS security assessment), while not called out explicitly, it is suggested that staff and the public adhere to specific security procedures.

The Systemwide Safety and Security Plan will, in its development, include recommendations from the KCMS security assessment, will set priorities in a clear timeline, and explore sources of additional funding, if necessary. The final plan will be complete by July 31 as it will now encompass special collection and exhibition recommendations.

Mr. Rudman suggested that the Trustees meet again in early August to review the Systemwide Safety and Security Plan and the BPL's response to the Chrysalis report, both due at the end of July.

Ms. Arana Ortiz asked if there was a deadline scheduled for the completion of the inventory. She emphasized that the collection contains a massive amount of items and could not be completed simply overnight. Mr. Colford explained the entire Prints Department collection inventory would take to the end of the calendar year to complete but that there would be materials on which to report in August 2015.

Mr. Rudman moved to the "New Business" portion of the agenda, to which Mr. Rushing stated that he would like to further discuss why the President did not know about the missing artwork and would like to see steps addressing staff reporting included as a priority item in the list of things to be accomplished. Ms. Fulp added that performance expectations, management, and corrective actions for non-performance should also be addressed. Ms. Arana-Ortiz suggested that a training component corresponding to performance expectations be implemented. Ms. Fulp added that reporting issues are more than "culture," that it is pretty basic: if something is wrong, it is one's responsibility to report and that it is a basic expectation of one's job performance. Both Ms. Arana-Ortiz and Fulp asked that reporting and compliance expectations be put in place as well as corrective action for non-compliance. Mr. LaCamera asked about the possibility of implementing an anonymous hotline for such reporting. Mr. Rudman suggested that these Trustee recommendations be addressed internally and when the Trustees next meet, BPL management is to have something specific and concrete on which to present. He reiterated his anger at the timeline of non-reporting related to the current situation whereby Ms. Ryan was not informed for more than one year that the artwork could not be located, and that this non-reporting would be part of an administrative review. Ms. Arenas asked that the issues related to reporting and compliance include both staff and management.

Mr. Rudman thanked Messrs. Colford and Leonard for their thoughtful and comprehensive presentations, and the meeting moved to Public Comment.

Those offering public comment:

Elissa Cadillic, President, AFSCME Local 1526

Jeff Hawkins, Chairman of the Board of Boston Public Library Foundation

Marlene Neinhaus, Founding Member, Friends of the South End Branch Library

David Vieira, Member, Citywide Friends of the Boston Public Library

Prior to Mr. Rudman's motion to adjourn, Mr. LaCamera asked and received permission to address the public, stating that the mean-spiritedness of public comment was indefensible. Mr. LaCamera asked the public to look at all that has been accomplished under Ms. Ryan's presidency. Mr. LaCamera commended Mr. Rudman pointing to his passion for the BPL, his knowledge of the institution, his dedication and hard work.

Mr. Rudman thanked Mr. LaCamera for his remarks and reaffirmed his love for the Boston Public Library and the Board of Trustees. He assured everyone that the BPL will resolve the

current situation and will be a better institution for it. He asked that everyone remember that the Boston Public Library is the greatest library in America.

Upon motion duly made and seconded, the meeting was adjourned at 9:58 a.m.

A handwritten signature in cursive script that reads "Deborah A. Kirrane". The signature is written in black ink and is positioned above a horizontal line.

Deborah A. Kirrane
Clerk of the Board

Boston Public Library Board of Trustees Special Meeting
Wednesday, June 3, 2015, 8:00 a.m.
Abbey Room, Central Library

STATEMENT OF DANIEL R. KOH, Chief of Staff – City of Boston

“Thank you Board Chair Rudman for the opportunity to speak today. First, let me say unequivocally, that there is no stronger advocate, past or present, in this City, for the Boston Public Library than Mayor Martin Walsh. In his first year and a half in office, he secured funding to keep all branch libraries open on Saturdays throughout the summer, and additional Sundays at Central Library. In the first summer alone, the system saw 42,000 people in the twelve Saturdays the branches had been closed and Central Library saw 3,000 on the additional Sundays in the summer. In addition, under the Mayor’s tenure, the Library saw funding for phase 2 of the Central Library renovation which will bring the Central Library to an entirely new level. He cares deeply about the library system, and that is why he has been so passionately outspoken since the news broke about the missing pieces of art.

I am fond of you personally Board Chair Rudman, as I am of you, President Ryan. I work well with both of you in your professional capacities. But I, and more importantly the Mayor, are gravely concerned about what has happened and are concerned that things are not being taken as seriously as they should be. We are gravely concerned about how over \$630,000 worth of artwork could be allowed to go missing. But, more importantly, how it was allowed to go missing for nearly a year without anyone noticing. We also have significant concerns and fears that more may be missing. It has been revealed to us, for example, that an inventory of just the prints alone has just begun only a few days ago, not to mention more that needs to be done with the collection at large. Anyone in the public deserves to know the answer to not only how that is possible, but also what other works may be missing.

In addition, we are gravely concerned about the perceived lack of independence between the Board Chair and its President, Amy Ryan. There is no doubt that Board Chair Rudman respects and has confidence in the BPL president, and we have respect for that. But we believe that the Board needs to serve as a true independent check of the President and its staff. We believe that it is the fiduciary duty of the Board Chair and the Board to play this role. However, in recent weeks we feel that that hasn’t been the case, both in comments made in public and private. As an example, both the Mayor and I felt it very important that I address the Board today without the President in the room. However, we faced significant push-back from the Board Chair on this point because the President was uncomfortable with not being in the room while I spoke.

I am here to remind the Board Chair, on behalf of the Mayor and the Board, that it is critical that we put all of our personal feelings aside about the Boston Public Library President and staff and, instead, put the need for a fully independent investigation without any emotions first and foremost. The people of Boston deserve nothing less.

In the coming days, the administration looks forward to reviewing the details of the police report and to learning all the facts. In addition, I have asked Mr. David Leonard to send daily updates to myself and Pat Brophy, Chief of Operations. Pat and I will be meeting with Mr. Leonard on a weekly basis for the near future, until the Mayor believes he has the information he needs for next steps.

Thank you Mr. Board Chair, the Trustees, and all in this room who are here today. The administration is proud of this city and wants to assure that we can believe and be proud of our Library system and its safeguards as well. As said earlier, the people of Boston deserve nothing less.”