

TRUSTEES OF THE PUBLIC LIBRARY OF THE CITY OF BOSTON

**Meeting of the Corporation and Administrative Agency
Tuesday, November 18, 2014 at 3:00 p.m.
Boston Public Library Lower Mills Branch
27 Richmond 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 Lower Mills Branch of the Boston Public Library on Tuesday, November 18, 2014 at 3 p.m.

Present at the meeting were: Chairman Jeffrey B. Rudman, Vice Chair Evelyn Arana-Ortiz, Trustees: Zamawa Arenas, Laura DeBonis, John Hailer, Paul A. La Camera, and Rep. Byron Rushing. Absent from the meeting were Trustees Carol Fulp and Dennis Lehane.

Also present at the meeting were: President Amy E. Ryan; Clerk of the Board Deborah Kirrane, Boston Public Library staff; Corporation Counsel Caroline Driscoll, and members of the public.

Chairman Jeffrey B. Rudman presided.

Chairman Rudman addressed the agenda's Call to Order and Report and introduced Priscilla Foley, newly hired Neighborhood Services Manager. Priscilla thanked the branch, custodians, and facilities staff for their work in preparing the branch and the meeting room for the meeting. She then introduced Margaret Phillibert, the Lower Mills branch librarian.

Ms. Phillibert welcomed the Trustees to Lower Mills and stated that she has been at the Lower Mills Branch for 10 years, and with the Boston Public Library for more than 30 years. Lower Mills staff: Generalist Librarian Cory Sullivan, Children's Librarian Angela Bonds, Veronica Jordan – LA8, Nordia Fuller – LA3, and custodian, Kadebe Tullock, were introduced.

Ms. Phillibert provided a brief history of the branch including its facelift in 2005. She described the ethnic populations served by the branch, the increase in technology, and the role the library and the librarians play in the neighborhood. As there is no other public building in the Lower Mill area, the library plays a big role in providing afterschool activities. Chairman Rudman thanked Ms. Phillibert for her work at the branch and commended her in her outreach efforts throughout the neighborhood.

Chairman Rudman next introduced Boston City Councilor Frank Baker. Councilor Baker, the District 3 Councilor, said he recognizes the value of libraries as community gathering places. Councilor Baker would like to begin citywide discussions regarding multi-use buildings that include libraries and housing, especially elderly housing. He views libraries as a source of vibrancy in the community. Councilor Baker specifically addressed the need for a library in his own neighborhood of Savin Hill, and pointed to the former site of *The Boston Globe* as an area in which his ideas may be incorporated. He does not wish to privatize the branch libraries or

eliminate positions, but rather to creatively fund the library system. These ideas will be brought before the Boston City Council in a hearing and, post-hearing, working groups of patrons and other concerned citizens will be established to further discuss his ideas.

Councilor Baker stated that Boston is a growing city, and there is a need to repurpose our buildings – existing and new development. Libraries, as a community benefit, should be part of new development. He described the importance of reading and ensuring that our children are able to read. As part of Mayor Walsh’s housing plan, Councilor Baker said that developers ought to be required to include libraries as part of their ‘linkage’ to the community. Councilor Baker hopes to have a hearing on this topic prior to the end of the year and the need for mixed used library in Chinatown, especially. Trustee Rudman thanked Councilor Baker for his creative, concrete, and thoughtful ideas. There were no questions.

Trustee Rudman explained that the Trustees would enter into Executive Session prior to the adjournment of this meeting to confer with Corporation Counsel, Caroline Driscoll, regarding an Open Meeting Law complaint recently filed. Trustee Rudman said that challenges to procedures are taken seriously and that any errors would be addressed. A roll call vote will be taken to enter the Executive Session. Ms. Driscoll said that because the complaint is pending, it is to be addressed in Executive Session and not in the regular meeting.

Upon motion duly made and seconded, the minutes of the September 16, 2014 meeting were approved by unanimous vote.

Michael Colford, Director of Library Services, introduced Jen Inglis, the BPL’s new Chief of Public Services. Prior to coming to the Boston Public Library, Ms. Inglis automated the Nahant Public Library.

Mr. Colford next spoke about changes in public service at the BPL, and referred the Trustees to Attachment 2 – Public Service Overview. Mr. Colford expects many returning and new patrons to visit Central Library as a result of the Johnson Building renovations. It is the mission of the BPL to ensure that all visitors find something useful and relevant among the services of the library upon entering the building. The Public Service Overview dictates all service decisions will allow the BPL to function in a current and very user-focused manner. The Public Service Overview document was developed from researching other institutions, professional literature, and nationwide best practices, and consists of five components:

1. Directions/Referrals: anticipating user needs
2. Reader Engagement
3. Outreach: develop informed citizenry by providing educational opportunities for all ages
4. Instruction: foster a love of reading and knowledge among all users and staff
5. Research: enliven the BPL’s materials and make them fully discoverable.

Mr. Colford explained that the BPL is in negotiations with both of its unions as the Public Service Overview impacts staff by introducing changes in the way jobs are to be performed.

Trustee Arenas asked how the Public Service Overview would apply to branches. Mr. Colford explained that once the new Public Service Model is successfully in place at Central Library, it will be incorporated at the branches.

President Ryan referred to the work Christine Schonhart, Director of Branch Libraries, has been doing, specifically with Faneuil, JP, and Dudley branches, as well as the early literacy initiative lessons learned from East Boston, and how those best practices may be rolled out systemwide. While the current focus is on Central Library and the impending opening, the BPL is very committed to capital projects throughout the system. Ms. Ryan suggested updating Trustees on all capital projects currently taking place, at the next Trustees meeting.

Trustee Paul LaCamera said he is very pleased to see emphasis being placed on reading, and asked when the changes in public service would begin. Mr. Colford anticipates the changes to be in place by February. Trustee Arenas asked how the program was going to be evaluated and asked to be updated at next Trustee meeting as to how BPL will evaluate such success.

David Leonard, Director of Administration and Technology provided an update on Central Library Renovations consisting of four components: Johnson Building Improvements, Interactive Media Display, Enterprise Opportunity, and Transitional Services.

Mr. Leonard explained that the window replacement at Central Library is now complete, and the McKim entrance is fully functional – albeit temporarily – for egress. The Children’s Library entrance is beginning to take shape with carpet, framing, painting in place; ‘lion cubs’ sculptures are being fabricated and will be installed to echo the iconic McKim Building lions; sensory wall, story time, and tween spaces are all taking shape. Other highlights include Teen Central, reference, and a community reading room. The renovations are on budget and on target for a March 2015 opening.

Mr. Leonard highlighted two phase 2 projects that Small Design Firm (principal: David Small) is working on: (1) the welcome desk in the first floor lobby and (2) the digital stacks. The welcome desk will be open, staffed, designed to deliver information, and have both interactive and non-interactive screens. It is currently in concept design stage and further detail is expected in the coming weeks.

The second project, the digital stacks, will exist below the mezzanine bridge and consist of four screens: two on the right and two on the left. Each station will be composed of a physical exhibit and an interactive screen providing patrons a way to further explore and interact with specific collections. Content will be from the BPL’s own repository, internet archive, and map collection. Like the welcome desk, the digital stacks are currently in concept design stage.

Mr. Leonard explained that there will be room at the digital stacks for people to stand alone or in groups. Trustee Rushing asked that BPL discuss ways to avoid crowding issues which could exist at the digital stacks. Mr. Leonard explained that a similar installation at the Cleveland Museum of Art inspired the digital stacks idea, and that four may not be the appropriate number of stations. The BPL is examining ways in which content from the digital stacks may be downloaded onto patron iPads or similar devices.

Mr. Leonard outlined upcoming phase 1 and 2 activities. In regard to phase 1, staff is going through the construction punchlist and working with Consigliari to obtain the December 1, 2014 temporary certificate of occupancy so that collections, furniture, technological elements, and staff trainings can then be implemented in anticipation of March ribbon cutting. Phase 2 activities continue in parallel with phase 1. Ongoing updates can be found on bpl.org.

Chris Gordon, real estate development consultant, was next introduced to offer a quick update on the retail space planned for the corner of Boylston and Exeter Streets. The space is approximately 4,000 square feet, and a market analysis is currently underway to determine an appropriate rental rate.

Mr. Gordon explained that the bidding process will begin in December with the posting of the request for proposals. Bids will be due in February 2015. The selected vendor will go through pre-approval, permitting, and the contract will be awarded in spring of 2016. A selection committee will be appointed to evaluate responsive bids. Vendors will be reviewed on criteria including their compatibility with the BPL mission (bookstore, technology store, map center, etc.). An appropriate vendor would be relevant, tied to learning, and future-looking.

Mr. Gordon explained that the request for proposals would be advertised and readily available to anyone interested in responding. It will be posted on BPL and City of Boston websites, as well as marketed to area brokers. There will be no “favorite” tenant and the process will proceed just as all other official bids proceed.

City Councilor Frank Baker asked that preference be given to Boston businesses and that the revenue stream created be routed to the branches.

Ms. Ryan explained that a selection committee would be formed and the committee would look to Mr. Gordon’s guidance and experience. The selection committee would make a recommendation to the Finance and Audit Committee who would then discuss the selection and offer their recommendation to the Trustees for approval. The selection committee would be appointed by Jeff Rudman and Amy Ryan and be comprised of people representing different interests, library users and Trustees, for example.

Mr. Colford next described the transitional services currently in place during the Johnson Building renovations at Central Library. He described the challenges faced in moving all services and collections housed in the Johnson Building into the McKim Building during the Johnson renovations. He stressed that BPL is committed to providing quality accessible services to the public, in addition to providing a good workplace for BPL staff, until the renovations are complete and the second floor of the Johnson Building opens.

Children and Teen collections have been temporarily moved to the exhibition hall space of the McKim Building. The non-fiction collection is moving directly to the second floor of the Johnson Building. The collection will be inaccessible for a period of two weeks and, until such time as the second floor opens, books requested will be retrieved by staff. Mr. Colford stressed

the role of constant communication with staff and patrons, via BPL Weekly, bpl.org, signage, social media, Compass blog, etc., as contributing to the success of these transitions.

Christine Schonhart, Director of Branch Libraries next reminded the Trustees that the East Boston branch just celebrated its One Year Anniversary. She announced that, for every quarter that the East Boston branch has been opened, it has led all branches in library “reach,” a measurement that accounts for visitors, circulation, program attendance, and computer sessions. In the first quarter of FY15, East Boston reached 107,557 people. There were approximately 43,000 visitors and over 50,000 items circulated. Jamaica Plain branch is right behind East Boston, with 40,000 in library reach.

Ms. Schonhart announced that the East Boston branch was recently awarded LEED Gold Certification, the highest certification of any of renovated BPL branch. The award reflects savings in water, electricity, day-lighting, and is a very prestigious award.

Trustee Hailer commented that he would like to see the BPL explore ways in which the “reach” figures could be presented to legislators, and all Trustees congratulated Ms. Schonhart on the success of the East Boston branch.

Ms. Ryan introduced the 2014 implementation highlights of the Compass plan. Rep. Rushing commented on the development of the Compass as something BPL staff and Trustees could constantly revisit; an embodiment of priorities and how changes are reflective of those priorities.

Gina Perille, Chief of Communications and Strategy, explained that FY14 was the second full fiscal year with the Compass in place. Based on lessons learned in FY13, the first full fiscal year under the Compass, BPL staff re-dedicated themselves to increased reporting among each other and the community about activities supportive of the Compass. Ms. Perille referred the Trustees to the Compass blog, available at bpl.org, as a source of information regarding highlights and activities surrounding the Compass. She pointed out BPL’s successful implementation of the two most requested patron services: streaming media and the ability to pay fines via credit card.

Mr. Colford next presented the Compass highlights of the Library Services Department. Under the “Community Gathering” principle, Mr. Colford described the outreach efforts in place linking patrons to library services through branch programming. He described book clubs and outreach visits by branch librarians to elderly centers and community housing facilities.

Under the “Special Collections” principle, Mr. Colford highlighted the retrospective conversion project whereby card catalog information not currently part of the computerized library system, is entered into the Library’s on-line catalog, with special emphasis on linking material from the Collections of Distinction to on-line catalog information. The Boston Public Library is playing a leadership role in the Public Library Partnership Program, funded by the Gates Foundation, and is working throughout Massachusetts to facilitate the digitization of various collections as part of the “Access and Innovation” Compass principle.

Trustee Arenas asked if the BPL will continue to perform surveys. Ms. Perille replied that the current plan is to conduct such user surveys every other year to develop trend data. Smaller,

subject specific, surveys are conducted more frequently. Trustee Arenas would like to see data collection streamlined so that trends can be identified more quickly than every two years. Trustee LaCamera agreed.

Trustees Hailer and Rushing commented on the excitement being felt throughout the City surrounding the upcoming re-opening of the Johnson Building.

Mr. Leonard presented Compass highlights of the Facilities, Technology, and Web Services Departments. Under the “Community Gathering” principle, Mr. Leonard discussed the LEED Gold certification of the East Boston branch, the single stream recycling in place, and energy cost reductions of approximately 27% over the past five years in area of water, steam, gas, and electric use. He thanked BPL Facility Department leaders Jim Meade and Ralph Henry, and the City of Boston’s Energy Department for this outcome.

Highlights of the Web Services Department, as part of the “Access and Innovation” principle, included the launch of streaming media and deployment of an effective staff intranet. Within the IT Department, the Compass principles of “Access and Innovation” and “Sustainable Organization” were highlighted by the new pay for print system which includes the option to pay for fines and other BPL services via credit card, the ability to submit print jobs via BPL-owned and user-owned laptops, and the upgrading of BPL-owned computers.

Ms. Donaghey, Chief Financial Officer, next presented Compass plan highlights of the Financial Services Department. As part of the “Sustainable Organization” principle, highlights include successful implementation of electronic payment requests, electronic interfacing with City of Boston Accounting Department, and electronic direct deposit payments to BPL internal vendors which will be in place by year end. To increase financial reporting, New England Pension Consultants now regularly attends Finance and Audit Committee meetings to report on the status of the Small Cap Investment Portfolio.

Chairman Rudman asked that, in light of Susan Glover’s absence, the next Agenda item – Exhibition Loan Policy – be addressed at the January 13, 2015 Trustee meeting.

Ms. Ryan explained that the Trustees have, as part of their meeting materials, a preliminary timeline for FY16 budget process. The timeline is for informational purposes only and asked that the Trustees review same prior to the next Trustee meeting.

Trustee Arana-Ortiz presented the recommendation of the Finance and Audit Committee to move small cap investment portfolio management from Batterymarch to Segall Bryant, based upon discussions with New England Pension Consultants. Chairman Rudman thanked the Finance and Audit Committee on the thoroughness of their research in making the recommendation. Trustee Hailer voiced his agreement with this recommendation, and Trustee Rushing commended Trustee Hailer’s input.

Upon motion made and duly seconded, it was thus unanimously voted:

VOTED: that, Trustees of the Public Library of the City of Boston award management of Small Cap Portfolio to Segall Bryant, 7 Hamill, LLP, 10 South Wacker Drive, Chicago, IL 60601.

Trustee Arana-Ortiz next reviewed the status of the Food Service Operator contract. By means of background, a Request for Proposal for Food Service Operator at Central Library was previously issued and yielded one responded. Research revealed that given the current structure of the food service contract, potential respondents were discouraged from applying as event income could not be earned immediately. The Finance Department thus decided that to recommend extending the current Food Service Operator contract, so that the Request for Proposal could be revised to address this issue and encourage additional respondents. Chairman Rudman emphasized that Requests for Proposals are to be prepared to allow for respondents to lawfully and responsibly reply.

Upon motion made and duly seconded, it was unanimously voted:

VOTED: that, Trustees of the Public Library of the City of Boston, pursuant to Article V, sec. v.1 of the existing License Agreement for Foodservice between the Trustees of the Public Library of the City of Boston and The Uncatered Affair, Inc., by mutual consent of both parties, approve an extension of the agreement by one (1) year to April 30, 2016.

Trustee Arana-Ortiz next addressed the need to designate specific space in the McKim and Johnson Buildings at Central Library, as surplus. Ms. Donaghey explained that, pursuant to conversations with the City of Boston Law Department, M.G.L. c. 30B, sec. 16A requires that space not needed for library use be declared as surplus. Thus, space used by a foodservice operator or an enterprise opportunity, needed to be appropriately classified.

Upon motion made and duly seconded, it was unanimously voted:

VOTED: that, Trustees of the Public Library of the City of Boston declare certain areas in the McKim Building as listed below, as surplus pursuant to M.G.L. c. 30B, sec. 16A; said areas are not needed for any municipal purpose and shall be used for restaurant and related food service activities, including catering for events at the Central Library; the Boston Public Library shall issue a Request for Proposals for restaurant services through which a successful bidder shall enter into a lease for the designated spaces.

Area	Square Footage
Map Room Café	960
Courtyard Restaurant	1470
1st Floor Kitchen	256.5
Basement Kitchen	589
Basement Storage	1680
Office Space	Not to exceed 800 square feet

And, upon motion made and duly seconded, it was voted:

VOTED: that, the Trustees of the Public Library of the City of Boston declare certain areas in the Johnson Building as listed below, as surplus pursuant to M.G.L. c. 30B, sec. 16A; said areas are not needed for any municipal purpose and shall be used by a potential enterprise partner for services that complement the mission of the Boston Public Library; the Boston Public Library shall issue a Request for Proposals for an enterprise partner through which a successful bidder shall enter into a lease for the designated spaces.

<u>Area</u>	<u>Square Footage</u>
First Floor Johnson Building, at the corner of Boylston and Exeter Streets, ‘B Block’ as designated on Johnson Drawings	Approx. 4500 square feet, and outdoor space contiguous to Johnson Building subject to Public Works Department agreement.

Chairman Rudman asked if any New Business was to be presented. Trustees LaCamera and Rushing described the great time that was had at the recent Trustees Staff Appreciation Dinner, and thanked The Catered Affair and BPL Staff for their work in making the event a success.

Trustee LaCamera asked the Trustees to consider naming the East Boston Branch of the Boston Public Library after the Honorable Thomas M. Menino. He cited reasons including the Mayor’s role in championing the East Boston branch project, the East Boston community hosted the first branch library in the United States, East Boston’s place as the center of Italian American life in the City of Boston for more than 100 years and Mayor Menino’s position as the first Italian American Boston Mayor. Trustee LaCamera feels this is a fitting tribute and should be considered. Trustees Arenas and Hailer agreed with Trustee LaCamera’s suggestion. Chairman Rudman asked that the Trustees discuss this and performance the appropriate due diligence. He recommended consulting with Mrs. Angela Menino and following adherence to the established branch naming criteria which includes reaching out to Mayor Walsh, Boston City Council, and the Friends. Trustee Rudman ended his remarks by stating that he would like the Trustees to begin to consider Trustee LaCamera’s idea.

The meeting next progressed to Public Comment. Ms. Mary Linn addressed the Trustees and stated her objection to using public space at Central Library for retail purposes.

Ms. Grace Hebard of the Adams Street Friends next addressed the Trustees with her request that the Collection Development Policy be re-evaluated to consider donations made directly to the branches. She asked that BPL Staff work with the branch Friends groups to address this issue.

Mr. Colford explained to Ms. Hebard that gifts made to a branch need to be processed at Central Library first. Ms. Ryan further explained that the Branch Librarians do not have the time to address the technical aspect of collection development, but the Library does want to be responsive to the communities served by the branches and relies upon branch librarians to inform BPL collection specialists. Ms. Ryan stated that BPL staff could speak with Ms. Hebard more about this. Trustee Rudman asked if donor intent could be accommodated and thanked Ms. Hebard for her work with the Friends group.

Ms. Jane Madison from Fields Corner Branch next addressed the Trustees and asked for clarification on the process whereby books are removed from circulation. Ms. Ryan answered that a response regarding Collection Maintenance would be posted on the Trustee page at bpl.org.

Trustee Rudman next conducted a roll call, asking each Trustee for their vote to enter into Executive Session. He further explained that the regular meeting would only reconvene for purposes of adjourning. A unanimous roll call vote was conducted and the Trustees entered into Executive Session at 5:05 p.m.

Upon motion made and duly seconded, Executive Session and the regular meeting were both adjourned at 5:30 pm.

Respectfully submitted,

A handwritten signature in cursive script that reads "Deborah A. Kirrane".

Deborah A. Kirrane
Clerk of the Board