

Board of Trustees Meeting

*Please sign up for Public Comment by 9:00 a.m.
via the CHAT (on Zoom) or on Sign-Up Sheet (in person)*

Comments left in the chat will NOT be acknowledged.

Written comments may be submitted to the Clerk of the Board, pcarver@bpl.org

March 18, 2025
Dr. Ray Liu, Chair

BPL OPENING STATEMENT

The Trustees of The Boston Public Library reaffirm our commitment to racial equity and to principles of diversity equity and inclusion, more broadly.

The Library is formally committed to becoming an anti-racist organization in response to systemic racism, inequity, and injustice prevalent in our society.

We acknowledge also that the Boston Public Library's Central Library stands on land that was once a water-based ecosystem providing sustenance for the indigenous Massachusetts people *and is a place which has long served as a site of meeting and exchange among nations*. We are committed to land acknowledgements for all locations at which we operate.

We reaffirm this commitment to set the context for our planning, deliberations, and public engagement so that they take place from the spirit of welcome and respect, found in our motto 'free to all.'

Taken from the Institutional Statement Ratified by the Board of Trustees for the Boston Public Library on September 29, 2020.

Chair's Report

Dr. Ray Liu, Chair

- Chair's Welcome remarks
- Roll call of Board
- Minutes of February 4, 2025

President's Report

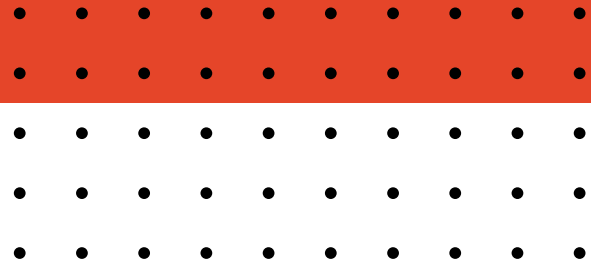
David Leonard, President

A. Library Appropriate Use Policy Updates
Audrey Wynne, Policy Advisor & Legal Liaison

B. Discuss BPL-OpenAI initiative
Jessica Chapel, Chief of Digital & Online Services

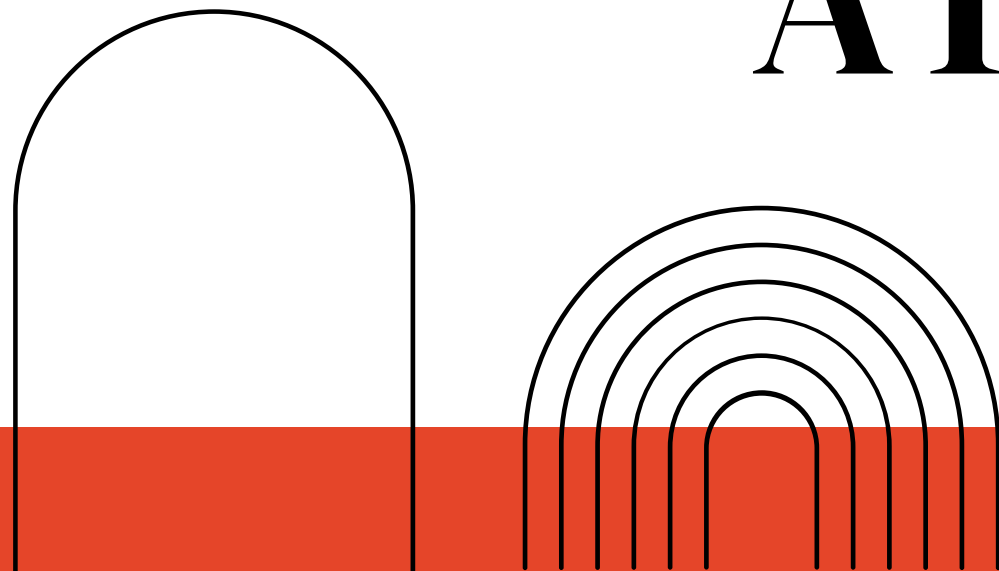
C. Strategic Plan Rollout: In Process Updates

D. General Updates



UPDATING POLICY AT THE BPL

Audrey Wynne, Esq.
Policy Advisor



UPDATING LIBRARY POLICY

provides an opportunity to:

- create an institutional understanding of the policy
- include staff in decision making and create ownership
- provide updated training and implementation for all staff
- incorporate strategic plan themes in a public-facing policy



POLICY UPDATES AND PROCESS

POLICY PROCESS

A model or template for how the BPL reviews and updates public-facing policies

POLICY SCHEDULE

A tracking document to keep public-facing policies on a consistent review schedule

ONBOARDING

Policy training becomes standard for all BPL employees

GUIDING QUESTIONS

-Is this policy well aligned with the mission and values of the Library?

-Is the policy clear and easy to understand? Is this format functional?

-Are there aspects of this policy that will be difficult for staff to enforce? How do we resolve those challenges?

-What are the supporting documents that need to be updated alongside the policy?



modeled after the Collection Development
Policy, thank you Beth Prindle and Melissa
Andrews!



POLICY UPDATE PROCESS IN ACTION: APPROPRIATE USE POLICY (THE AUP)



WHAT'S BEING UPDATED: POLICY AND TRAINING

UPDATED AUP TEXT

An institutional ground floor, the AUP shapes the experience of every person in BPL spaces.

INCIDENT REPORT

When violations to the AUP occur, staff will understand the process to respond to and report violations.

TRESPASS GUIDELINES

When violations warrant a trespass, staff will understand how the decision is made to trespass a patron.

AUP UPDATE - STAFF PERSPECTIVES

Improvements

- Simplified language, more clear
- Structure is no longer a text block
- Key areas are easier/quicker to find on the page
- Leaves room to address new/other behaviors as they arise
- Categories of examples of behavior as opposed to a long list, table format

The majority of responses agreed **the updated draft is more functional:** readability, appreciate the categories, will be easier to reference when speaking to patrons, etc.

AUP Draft Version 2

Shared 12/9/24 with AUP Working Group

AUP UPDATE - STAFF PERSPECTIVES

Staff Comments

Data Highlights

- “I think it's difficult to capture some nuance of some patron interactions, but this helps.”
- “I appreciate that it's a bit shorter. I appreciate the more inviting opening paragraphs. I also appreciate categories of examples of behavior as opposed to an attempt at an exhaustive list.”
- “As long as internal documentation is available to support staff in making decisions (and how to recognize our own biases), I think it's great.”

- **94%** of respondents strongly or somewhat agreed **the format and organization** of the updated AUP is an **improvement**.
- **82%** of respondents strongly or somewhat agreed **the updated AUP reflects** the conversations and feedback provided during **this process**.
- **Zero** respondents **chose the text** of the policy as **the most important factor to facilitate enforcement** of the policy.

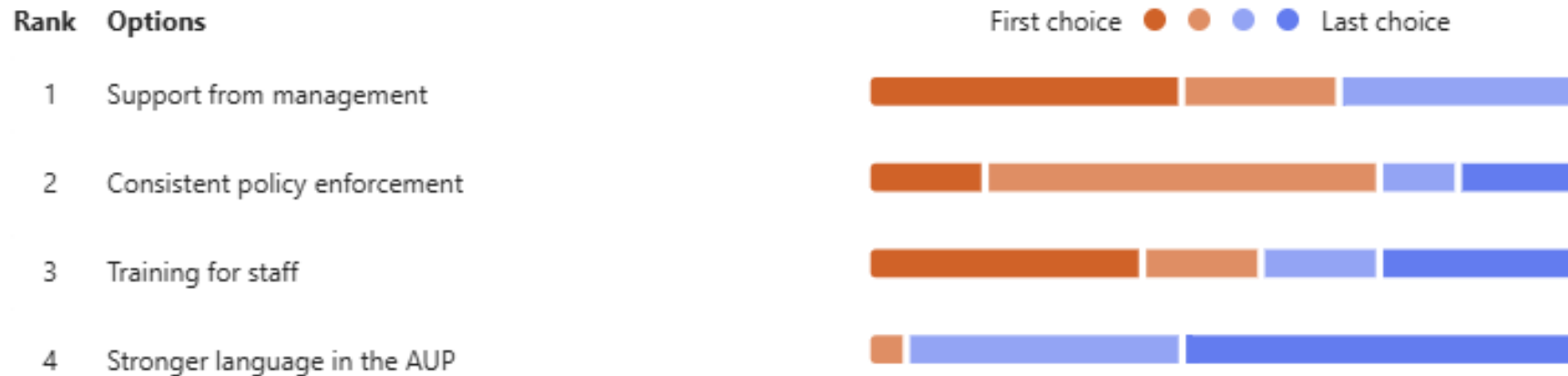
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AUP UPDATE - STAFF PERSPECTIVES

9. Staff safety is a common concern and challenge when staff have to enforce the AUP. The language of the AUP is written broadly to allow staff to use discretion. What is the most important to ensure staff safety? Please rank from most to least important; most = 1 and least = 4

18 Responses



AUP Draft Version 2

Shared 12/9/24 with AUP Working Group

AUP UPDATE - STAFF PERSPECTIVES

Training

- Internal documentation is available to support staff in making decisions
- Talking points for common concerns
- Interactive training with examples of BPL incidents
- Who is enforcing (i.e. when to call security and what the expected response from security is)
- How the policy should be enforced (i.e. when to ask someone to stop behavior and when to ask them to leave)
- Training with policy during onboarding, periodic trainings
- Lack of clarity or supplemental documentation on trespassing patrons

Support from Management

- Support staff discretion with clear expectations, an openness to questions and discussion, and specific feedback when necessary
- Asking for staff input about a realistic solution when there are recurring issues
- Concerns about security/policy enforcement at branches (staffing, no security, etc)
- Back up/support staff when library users breach policy
- Opportunities to talk as a staff about policy issues and to impact changes on an institutional level
- Lack of clarity on trespassing patrons
- Regular communication from management about policy changes or misunderstandings

Consistent Enforcement

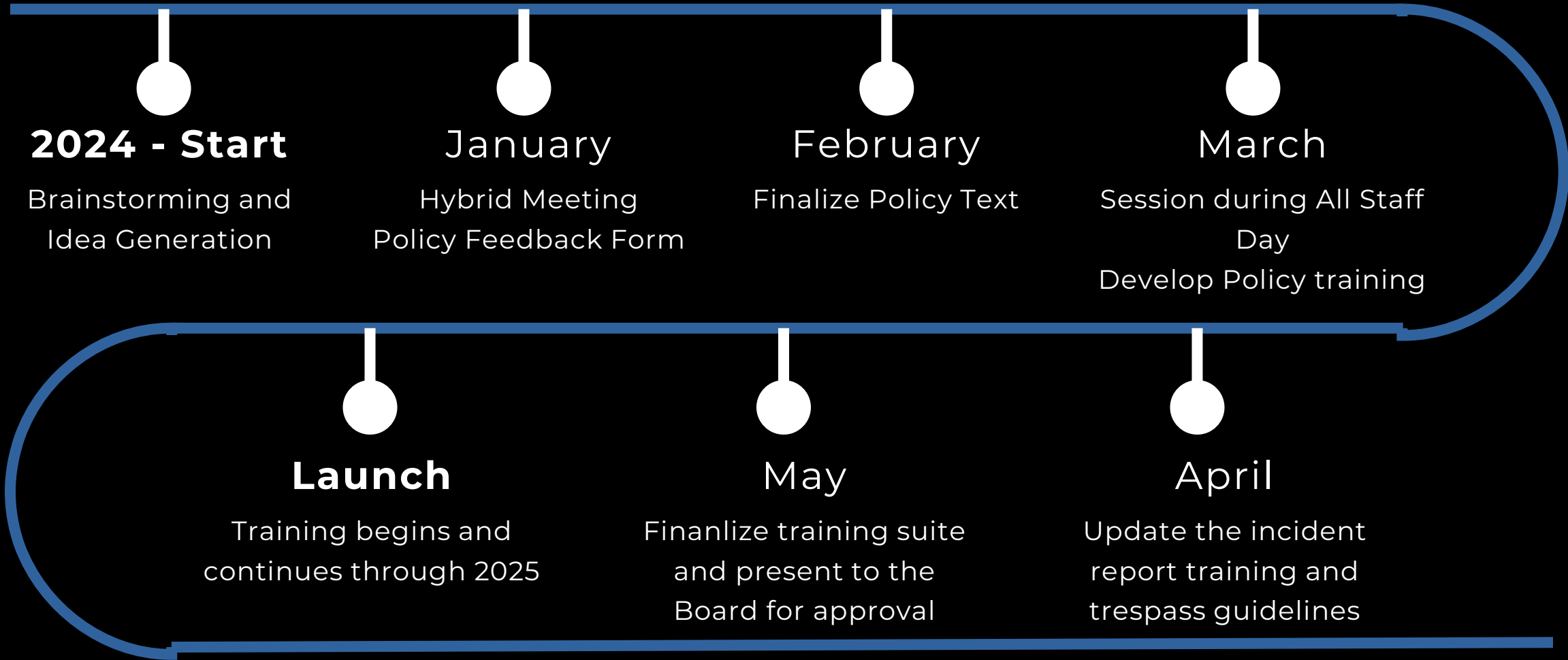
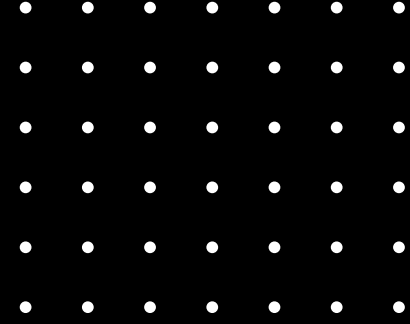
- Understanding about implementation must be standardized
- Staff vs. Security role in enforcing policy
- Who is enforcing (i.e. when to call security and what the expected response from security is)
- Consistent response to behaviors/concerns should be the same across branches and employees
- Printed information to show to patrons
- Communicate expectations proactively
- Constructive feedback when situations are handled differently than expected

AUP Draft Version 2

Shared 12/9/24 with AUP Working Group

AUP UPDATE PROJECT TIMELINE

Concept to Implementation



Thank you to BPL Staff including...

Sarah Zaphiris - Anna Fahey-Flynn - Lauren K. Fuller - Todd Virtue
- Alea Stokes - Crystal Rogers - Stephen Mahood - Pete Coco -
Emily Todd - Michael Brown - Veronica Koven-Matasy - Euronna
Taylor - Margaret Peachy - Carly Stevens - Catherine Halpin -
Emily Donnelly - Amy Layton - Allie Hahn - Jennifer Adams -
Lisa Pollack- Katherine Mitchell - Jay Weinbrum - Gianna Gifford -
Maty Cropley - Judah Hamer - Diana Preusser - Julia Blake - Beth
Prindle - Maija Meadows Hasegawa - Pete Coco - Priscilla Foley -
Elissa Cadillic- Allie Saccoh- Jamila Beasley - Linda Stevens -
Akunna Eneh - Trish Dowdall - Pamela Carver- Melissa Andrews -
Kyrah Altman- Taylor Morris - Rachael Kerr



THANK YOU

Reach out to Audrey Wynne
Teams, email, or call

Questions? Feedback? Ideas?

awynne@bpl.org
857-409-6326



President's Report

David Leonard, President

B. Discuss BPL-OpenAI initiative

Jessica Chapel, Chief of Digital & Online Services

C. Strategic Plan Rollout: In Process Updates

D. General Updates

Finance & Audit Committee Report

Evelyn Arana Ortiz, Committee Chair

BPL Chinatown Branch

- Asian Community Development Corporation (ACDC), will construct the branch condo to core/shell condition and then the City will purchase the condo at cost from ACDC and perform the fit-out construction work
- 17,000 square foot branch condo across two floors with 110 units of affordable housing
- Purchase price not to exceed \$11,812,500
- The City will pay ACDC for the soft costs associated with the design and development of the core shell at the start of construction estimated to be \$1,095,589
- ACDC plans to start construction spring/summer 2025, The condo should be ready for the City to start our fit out sometime in 2027

New Chinatown Branch Library

49 Hudson Street



Asian Community Development Corporation (ACDC), will construct the branch condo to core/shell condition and then the City will purchase the condo at cost from ACDC and perform the fit-out construction work

Purchase price not to exceed \$11,812,500

17,000 square foot branch condo across two floors with 110 units of affordable housing

ACDC plans to start construction spring/summer 2025, The condo should be ready for the City to start our fit out sometime in 2027

Approval of Purchase

Emily Tokarczyk, Chief Financial Officer

A. Purchase of Chinatown Branch Library Condo

Alison Ford, Major Projects Manager and Thomas Broom, Asst. Corporation Counsel of City of Boston

VOTED: "that, the Trustees of the Public Library of the City of Boston approve the purchase of the condominium for the purpose of establishing the Chinatown Branch Library at 49 Hudson St, Boston MA 02111 in an amount not to exceed eleven million eight-hundred twelve thousand five-hundred dollars (\$11,812,500.00) from the Asian Community Development Corporation, 38 Oak St Boston, MA 02111.

Approval of e-Rate Votes

Emily Tokarczyk, Chief Financial Officer

A. Multi-Site Connectivity Contract – e-Rate funding eligible

Keith Gillette, Chief Technology Officer

VOTED: “that, the Board of Trustees of the Public Library of the City of Boston approve a one-year contract with option to renew for two additional years, not to exceed Six Hundred Five Thousand Two Hundred Eighty Dollars (\$605,280.00) with the City of Boston Department of Innovation and Technology, One City Hall Square, Boston, MA 02201.

B. MBLN Wi-Fi Network Replacement – e-Rate funding eligible

Keith Gillette, Chief Technology Officer

VOTED: “that, the Board of Trustees of the Public Library of the City of Boston approve a one-time contract, not to exceed Four Hundred-Ninety Thousand Seven-Hundred Thirty-Six Dollars and Thirty-Five Cents (\$490,736.35) with ePlus Technology, Inc., 13595 Dulles Technology Drive, Herndon, VA 20171.

Vote for Executive Session

Dr. Ray Liu, Chair of the Board

**Purpose is to discuss strategy with respect to collective bargaining given that the chair has declared that an open meeting discussion may have a detrimental effect on the bargaining position of the library, under exemption #3 of MA Open Meeting Law.*

VOTED: “that, the Trustees of the Public Library of the City of Boston approve to enter into Executive Session for the purpose to discuss collective bargaining strategy under Exemption 3 of MA Open Meeting Law.”

**Executive Session will be held at the conclusion of the public meeting.
The Board of Trustees will NOT reconvene in a public session.*

New Business & Public Comment

Participants will be called by the Clerk in the order they were received and allowed up to 2 minutes to speak. All comments or questions given at this time will be documented and/or answered accordingly at a later time. (Comments left in the Zoom chat will not be acknowledged)



Adjournment

*Next Meeting:
Annual Meeting on May 20th*

**See website for details,
subject to change*