

Massachusetts Library System
Executive Board Meeting Minutes January 14, 2013

The meeting of the Massachusetts Library System (MLS) at the Marlborough office was called to order at approximately 1:09 p.m. by William Adamczyk, Vice-President.

Present: MLS Executive Board Members: William Adamczyk, Charlotte Canelli (by phone), Cathy Collins (by phone), Tim Gerolami (1:50), Betty Johnson, Ellen Keane, Deborah Kelsey (1:27), Margot Malachowski, Bert Saul, John Walsh

Ex-officio- Greg Pronevitz, MLS Ex. Director; Rob Maier, MBLC

Guests: Carolyn Noah; Catherine Utt; Janice Coduri, Wellesley Free Public Library

Minutes from December meeting approved. Motion- Margot; Second- Deborah. Unanimous.

Resource Sharing Advisory Committee Report/Recommendations

Consultant looked at 4 mediated ILL scenarios. Six former regions had multiple centers for mediated ILL; during transition 2 centers were established. Quincy and Wellesley centers are highly valued and highly rated. In-house mediated ILL would allow MLS to be more nimble to address changes in ILL and could result in cost savings. MLS should encourage increased “self-service ILL” i.e. CWMARS allows non-networked libraries to have an institution card which staff can use to do ILL requests on behalf of their patrons. Can other networks be encouraged to do this? New virtual catalog is scheduled for full implementation in Sep 2014. MassCat holdings will be available through this new virtual catalog. Two heavy mediated ILL users are moving to network membership and that should lower volume.

Committee recommendation: Consolidate mediated ILL into one internal centralized center at MLS.

Committee passed unanimously contingent on the following:

1. Cost savings overall
2. Improved traditional ILL efficiencies
3. Improved network load balance
4. Goal to evaluate types of materials being borrowed to reduce redundancy
5. Savings should be applied to reducing barriers to service
6. Substitution of traditional ILL, such as on-demand printing and eContent developments

MLS Board vote on this recommendation will be held in Feb.

Discussion with Directors of contracting libraries

Harry Williams of Quincy was unable to attend today. Janice Coduri of Wellesley acknowledged that libraries and the delivery of ILL have changed. Personnel from existing ILL centers will probably not be absorbed into those libraries’ regular staff; union considerations at the 2 ILL center libraries will play out in the personnel changes. It is stressful for the ILL staff personnel to know their jobs are in jeopardy. Janice encouraged MLS to work on a transitional plan immediately if MLS decides to take mediated ILL in-house. We can work together to make this as painless for staff as possible.

Could hiring for in-house staff involve the existing pool of ILL center employees? Where would in-house ILL center be located? Timeline needs to be made. Discussion to follow in Feb.

Delivery Committee Recommendations

Summary of Delivery Policy Suggested Changes

- a) Delivery Volume Policy—Approval of additional delivery days will be determined based on average volume per days of delivery from the most recent delivery survey results. Only in extraordinary circumstances will delivery days be reduced. The Delivery Advisory Committee will make final recommendations for reduction or cancellation of delivery prior to any reduction of delivery is made.
- b) New Delivery Stops—Networked libraries will receive automatic two delivery days; Non-networked libraries will receive automatic one delivery day

- c) Lost/Damaged Claims—Changed so that lost item claims will not be accepted before 2 months or after one year of loss.
- d) Delivery Schedule Changes—Changes will only be made in extraordinary cases and so long as additional costs aren't incurred.
- e) Out of State Books—Items will be shipped at the library's cost, assuming it was not borrowing via the ILL centers. If an owning library cannot be determined or the library refuses to pay for the item's return, will be donated to a library book sale.
- f) Shipping for non-library organizations and other not-for-profits—We will not provide shipping of any sort for non-library organizations and other not-for-profits

Motion to accept Delivery Committee recommendation. Motion-Tim; Second-Margot. Unanimous.

State Budget Update

FY13-no change at this time because MBLC agency status was reclassified; independent agencies are not subject to 9C cuts. FY14-Wed Jan 23rd House#1 (Governor's Budget) release will determine MBLC budget.

MLS Budget Considerations

FY13 surplus: \$270,000 from newspaper content line, \$100,000 extra funding not spent, perhaps other surplus by June. eBook platform could be use for surplus dollars. Hire a temporary or contract employee to allow MLS staff to work on eBook project. Other ideas for surplus include: Bookkeeping support; Delivery support (including claims processing); Member initiation and updating in library directories and with vendors; Member certification (academic/special library); Virtual training support.

Additional priorities: Purchasing a new copier/scanner for Marlborough will enhance MLS productivity. The current machine is aging and problem-prone; if additional funds remain, we will push up the purchase of new computers for staff who are due for an upgrade next fiscal year.

Greg will present a proposal for the use of FY13 surplus at Feb meeting for a vote in March.

Ebook Platform Update

- MLS to manage Massachusetts shared eBook collection
- Deb Hoadley will be team leader
- New tasks will be taken on by existing MLS staff with temporary staff hired to help with certain tasks
- Best aspects of Douglas County model
- Must be user friendly
- Proof-of-concept project with 50 libraries up and running by May 2013; Opt-in for FY14; statewide for FY15
- Ownership of content and hosting of local content
- Need a business plan with content funding formula
- Substantial funding will be essential to the success of this project
- Members will be asked to contribute the majority of funding
- Limited funding from the state-(\$150,000 LSTA)
- MLS funding for staff
- License negotiation by either MLS or MBLC
- Douglas County still has Overdrive; MLS libraries have Overdrive commitment in place and asking for extra funding for eBook platform may be a tough sell
- Meeting with members of the Massachusetts library community from all types of libraries to provide an update, gather input, discuss the benefits of participation, and examine options for funding the project and cost sharing.

Board Representation at Events

Greg encouraged MLS Executive Board members to attend events such as library director roundtables and legislative breakfasts. Patrick and Will are scheduled to attend roundtables in Pittsfield and Sturbridge, respectively.

April Board Meeting near Boston

Discussion about scheduling the April meeting on the Friday of the MLA conference in Cambridge. More details next month.

Staff Presentation (Diana Davis and Tone Nunes-Mass Broadband Initiative)

Mass Broadband 123 will provide really high speed internet via 1200 miles of fiber-optic cable. Libraries in 120 communities will be wired as Community Anchor Institutions. Gates Grant of \$225,000 paying for MLS circuit rider, training and wireless installation in libraries. Project will be complete in June 2013. Open Cape project is also on track thanks to Army Corp of Engineers, making the crossing of the Cape Cod Canal. In 2012 42 CE and training opportunities were provided. An estimated 50 CE and trainings will be offered in 2013 including state-wide database training for Encyclopedia Britannica and Gale products. Onsite trainings and wireless upgrades or installations are planned. LibGuides and a Blog are available to libraries. Tone is helping to assess library needs.

Rob reported that Edge Benchmarks are in the development stage. MBLC will survey to see how well community technology needs are being met. He suggested an interesting book about the internet-Tubes: A Journey to the Center of the Internet by Andrew Blum.

Reports

Executive Director's Report attached at end of minutes

The Municipal Advocate, the MMA's quarterly magazine, has published its latest issue which focuses on libraries. Greg will take part in a webinar with the Wisconsin library system, discussing consolidation-money saved, services affected.

CE and Advisory Report-Carolyn Noah attached at end of minutes

Lyrasis training will be available to all MLS members at the same rate as if their library is a Lyrasis member.

Financial-Catherine Utt attached at end of minutes

Audit line is up because some costs for FY12 audit were paid in FY13.

MBLC – Rob

-MBLC Legislative Agenda is available (<http://mblclegislativeagenda.org/>) Print copies of the one page document are available from Celeste at MBLC or can be printed from web. Increased funding for State Aid to Public Libraries is the major thrust of this year's agenda.

-MBLC Tumblr site has hundreds of comments about libraries

-Rob is retiring; an acting director for MBLC will be announced in Feb. An MBLC liaison will attend next MLS Executive Board meeting. Director search committee is 15 representatives of the MA library community. They will conduct 1st round interviews. Commissioners will conduct final interviews. New Director will be announced at the MBLC Board meeting in June.

-Rob thanked the MLS Board and staff for the seamless transition and providing library service in spite of the budget cuts.

Library for the Commonwealth (LFC) – none

Other Business-none

Upcoming MLS Executive Board Meetings

- February 11, 2013 – MLS-Marlb 1-4pm
- March 18, 2013 – MLS-Marlb 1-4pm
- April (TBA)
- May 20, 2013 - – MLS-Marlb 1-4pm
- June 17, 2013 - – MLS-Marlb 1-4pm
- July 22, 2013 – MLS-Whately 1-4pm
- August 19, 2013 – MLS-Marlb 1-4pm
- September 16, 2013 – MLS-Marlb 1-4pm
- October 7, 2013 – MLS-Whately 1-4pm
- November 4, 2013 – Ann. Meeting; Holy Cross
- December 9, 2013– MLS-Marlb10am-4pm

Adjourn regular meeting at 3:53 p.m. Motion-Tim; Second-Bert

Respectfully submitted,
Betty P. Johnson

MLS Executive Director Report – January 2013

Resource Sharing Committee Recommendations-The MLS Resource Sharing Advisory Committee has recommended that MLS Consolidate mediated ILL into one internal centralized center at MLS. Passed unanimously contingent on the following:

- Cost savings overall
- Improved traditional ILL efficiencies
- Improved network load balance
- Goal to evaluate types of materials being borrowed to reduce redundancy
- Savings should be applied to reducing barriers to service
- Substitution of traditional ILL, such as on-demand printing and eContent developments

FY2013 Budget Forecast-It appears that MLS could end the year with a significant surplus (about 5% of our total budget). We need to designate how to invest them to provide the best benefit to the membership. The majority of these funds were budgeted for online content. The online newspaper collaboration was not possible, so those funds were freed up. A significant sum is contingent on estimates called for in the Governor's budget balancing effort. The remainder would be unspent budgeted funds in multiple lines. Catherine is preparing a detailed analysis for our February meeting.

Priorities-I believe that putting most of these funds toward the eBook platform will contribute to the project's success. We would like to direct some funds toward temporary or contract employees to take on some of MLS's more routine tasks so our permanent staff can go through the eBook platform learning curve and retain these skills for the long-term. Temporary tasks we are considering include:

- Bookkeeping support
- Delivery support (including claims processing)
- Member initiation and updating in library directories and with vendors
- Member certification
- Virtual training support

Additional priorities:

- Purchasing a new copier/scanner for Marlborough will enhance MLS productivity. The current machine is aging and problem-prone.
- If additional funds remain, we will push up the purchase new computers for staff who are due for an upgrade next fiscal year.

eBook Platform-On December 13, 2012, the Statewide Resource Sharing Committee asked the Massachusetts Library System to manage the planned statewide eBook platform that is scheduled to launch in May 2013.

I have asked Deb Hoadley, MLS Advisor, to be MLS Team Leader. Deb will work with MLS management and staff and Massachusetts stakeholders to deliver a proof-of-concept platform this spring and to lead the planning for its statewide expansion. The Committee will prepare a request for proposal to procure the eBook platform. This RFP will be issued by either MBLC or MLS in late January or early February. MLS management and staff have begun a process to prioritize our activities and budgeting to provide support for this procurement, launch, and project expansion. The Library for the Commonwealth has also been invited to play a role.

The Massachusetts eBook project will build a statewide shared eBook collection that will be available to all Massachusetts residents. The ownership of eBooks is a critical component, as well as the option to lease content for appropriate collections. Libraries will benefit from centralized technology management and contract

negotiations. Libraries may contribute and provide an entrée to local content, for example history, literature, or news. Statewide participation is critical to preserving our vital resource-sharing environment that is at risk with the continued propagation of content silos.

Deb and I are holding two eBook Platform information sessions with targeted members this month. Please see eBook Information Session in the Drop Box.

Board Representation at Events-Patrick and I discussed encouraging MLS Executive Board members to attend events such as library director roundtables and legislative breakfasts. Let's discuss how this might benefit MLS and our membership. A link to all 16 of the scheduled legislative breakfasts is on our web site.

Whately Facility-A potential buyer (Simon's Stamps) has expressed preliminary interest in purchasing the Whately facility with a leaseback to MLS option to our realtor. This would create a sale with MLS remaining in the building as a tenant. We are gathering data on market rates and will continue to initiate a discussion about possibilities.

Committee/Task Force Updates

Agendas and Notes of MLS Committees and Task Forces will be posted in the Executive Board Dropbox.

- **Public Relations and Branding**-We have recruited three members. We may need to go beyond four to attain type and geographical balance. Thus far: Sharon Gilley (Wakefield PL); Heidi McCann (Mt. Wachusett Com Col); and Julie Martin (NEDCC) have agreed to serve.
- **Youth Services**-Brian Tata has joined the Youth Services Advisory Committee as Executive Board Liaison (replacing Vicki Biancolo)
- **Online Content**-Bert Saul has joined the Online Content Advisory Committee as a second Executive Board Liaison (joining Jim Douglas). The Committee discussed options for collaborative purchasing of online content with MLS/MHEC. The Committee has asked for more information on the activities of networks.

Board Retreat-We are holding off on discussing the results of the Board Retreat until February because Dee is not available in January.

Financial/Business Report-Catherine Utt-January 14, 2012

Financial Report-Most figures are approximately what we expected half way through the year. The major variances are addressed in the comments section. We will have a surplus at the end of the year even after paying the electronic database contracts in full for fy2014. In order to more specifically determine what the surplus will be, we're assessing future program expenses to put together a more accurate forecast.

A new report has been included that shows Bibliotemps expenses for the most recently completed month and Year-to-Date. Bibliotemps began being profitable in November 2012 and continues to show a modest profit. The Bibliotemps report is only a quick snapshot. I will be meeting with Kelly Jo Woodside to discuss Bibliotemps and steps to help make it more profitable.

Delivery-Delivery policy revisions have been proposed by the Delivery Advisory Committee.

Preliminary discussions have begun with C/W MARS staff to begin testing connection with the Network for sort-to-light. No timeline has been determined due to the size of the Network. A timeline will be determined after initial testing begins.

CE and Advisory Report-Carolyn Noah-November 2012

Continuing education-We planned 39 continuing education programs for November. Attendance was 565. Our annual meeting was the best-attended session, with 199 in attendance. Other highlights: a very popular series of one-hour technology webinars, including topics such as QR codes, Creative Commons, and social media applications (stumbleupon, apps for sharing); a sequence of family literacy roundtables organized by Susan; and two highly-rated trustee orientations run in concert with MBLC. We presented two full-day in-service workshops for Cape school librarians and CCILA.

Six were cancelled due to light registration or weather. Two digital photography workshops were cancelled and one Excel. The lack of response tells us that the need is at least temporarily met.

Our November study of satisfaction with Continuing education showed that satisfaction with sessions provided by contractors was rated an average of 4.4 out of 5, with average cost per person \$35.05. Satisfaction with sessions provided by MLS staff rated an average of 4.7 and cost an average of \$52.57 per person.

The significant difference in cost per person is attributed to the relative low cost and high participation in contracted webinars. A well-attended webinar may cost under \$15 per person and may include very little staff overhead. You will find the full reports of the study in your Dropbox. They are named Nov 12 CE in-house and Nov 12 CE contracted.pdf.

Advisory-We responded to 203 advisory questions from members, representing 94 hours of staff time and 10 hours of travel. Included were a large number of questions about administration and planning as well as a significant amount of support for the summer library program.

We made 19 site visits to libraries representing 45 hours of staff time and 26 hours of travel. Of these, four were MBI visits and several others for technology planning.