

Massachusetts Library System
Executive Board Meeting Minutes September 15, 2014

The meeting of the Massachusetts Library System (MLS) at the Marlborough and Whately offices was called to order at approximately 1:20 p.m. by William Adamczyk, President.

Present: MLS Executive Board Members: William Adamczyk, Charlotte Canelli (by phone), Tim Gerolami, Betty Johnson, Amy Lewontin, Margot Malachowski, Patrick Marshall, Jacqueline Rafferty, Bert Saul, Henry Toromoreno (by phone), Sarah Watkins (by phone)

Ex-officio: Greg Pronevitz, MLS Ex. Director; Dianne Carty, MBLC; Anna Fahey-Flynn, LFC (by phone)

Guests: Catherine Utt; Carolyn Noah; Steve Spohn, Frank Murphy, MBLC

Minutes from August meeting approved. Motion-Margot; Second-Patrick. Unanimous.

FY2015 Budget Revision 1

Motion to accept the FY15 Budget Revision 1 as presented in August. Motion-Patrick; Second-Tim. Unanimous. The revised budget will now be submitted to the MBLC for their approval.

FY2016 Plan of Service and Budget

Several initiatives are planned in order to meet our strategic objectives:

- **Connect Member Libraries** – Develop programs and events to bring affinity groups together for Networking, mentoring, and community problem solving and service development. Engage colleagues of all library types to plan and implement a suite of “Library Director Nuts and Bolts” events and activities. Begin planning for a collaborative 2016 leadership institute.
- **eContent/Cooperative Purchasing** – Refine the new Commonwealth eBook Collections program with strong input from participating libraries. Participate actively in planning for a statewide library card and discovery solution. Act as a positive force in the marketplace to develop library-friendly solutions for online content. Collaborate with MHEC on solutions to expand cooperative purchasing options for member libraries.
- **End User Satisfaction**—Sample end-user satisfaction of MLS resource sharing services, e.g. online content and mediated ILL.
- **Family Literacy** -- Work with MBLC, libraries, and sponsors to promote the importance of year round literacy as it applies to all types of member libraries, e.g., family, digital, information, and community literacy, with training & professional development, advisory assistance, online tools and other programs.
- **Mediated Interlibrary Loan** – Open dialog and explore opportunities to serve underserved member libraries. Explore inter-state collaborations to enhance access and cost-effectiveness.
- **Promotion** - Develop programs and materials to raise awareness of services available to members through MLS building on MLS’s brand and communication plan.
- **Online Advisory Tools** – Enhance the use and effectiveness of MLS Guides and other online tools by exploring the use of a knowledge management database. Empower member libraries with expanded self-service options for all service areas.

Motion to approve FY16 Plan of Service and Budget. Motion-Patrick; Second-Tim. Unanimous.

MHEC Memorandum of Agreement revision

In an effort to meet Library member needs, MHEC and MLS have been working together to meet with member libraries and organize training programs. MHEC currently has a tag team of staff working to support the library contracts. While this staff has extensive contract expertise, they do not have library backgrounds. MHEC has proposed hiring a dedicated program officer to support the library contracts and provide support to member libraries. This program officer would also network with member

libraries and work with MLS to increase member satisfaction. In order to support this position, MHEC would like to negotiate the revenue sharing proportions previously agreed upon in the Memorandum of Agreement. MLS currently receives 50% of revenue generated from the library contracts. MHEC would like to revise this percentage to a 60/40 split. We anticipate that the dollar amount MLS will receive from the revenue sharing should the proportions be renegotiated should not be significantly impacted. It is expected that a dedicated program officer would be able to expand the contracts and increase their usage, thus increasing total revenue.

Motion to approve MHEC Memorandum of Agreement revision. Motion- Patrick; Second-Amy. Unanimous.

Nominating Committee Report

Bert reported that board member nominees (Sharon Lux, Matthew Berube, and Patrick Marshall) have accepted their nominations. He will thank others who expressed an interest in serving on the board. It would be good to reach out to these folks for next year.

Assistant Director retirement

Personnel Committee met today and will meet again in October to discuss replacement.

Reports

Executive Director's Report-Greg Pronevitz- attached at end of minutes

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

Financial-Catherine Utt- attached at end of minutes

Resource Sharing Director-Steve Spohn- attached at end of minutes

MBLC -Dianne Carty

The agency is moving to online Time and Attendance beginning next week. We have had staff training and much internal discussion regarding the procedures surrounding the shift from paper to online.

We completed the interviews for the vacant manager v position. I am very pleased to announce that the new manager of state programs and the government liaison is Mary Rose Quinn. She will begin on Monday, September 29.

There have been several meetings with Sharon Shaloo from the Center for the Book and I am pleased to announce that the Board will be presented with the items needed to move ahead with distributing the funds to the Center.

Another area that I have had several meetings with A&F in August is the tying of agency performance measures to our budget. I will report on the performance measures as we move forward.

Finally, I would like to report on the National Book Festival in Washington DC on August 30th. Sharon Shaloo and I worked the table for Massachusetts in the Pavilion of the States. This year the festival was held in the Convention Center instead of on the Mall. Despite predictions of low attendance, it was incredibly busy. In fact, we ran out of our handouts by about 3 pm. We remained until 5 to stamp the maps for the children.

Construction Program Update-Athol and Millis public libraries received LEED certification in July. The Athol PL has received the LEED Platinum certification, which is the highest level certification. It is the first of the construction program's libraries to this level recognition. The Athol PL will receive a Green Library Incentive of \$160,025. The Millis Public Library has received LEED certification at the basic level and qualifies for a Green Library Incentive of \$139,478.

Library for the Commonwealth (LFC) – Anna Fahey-Flynn

- New features are being added to the Digital Commonwealth/BPL collections
- eCard circulation for Overdrive is higher than Central Library
- Circulation by zip code may be available for use by libraries for statistics

Other Business

Update on the audit tabled until next month

Annual meeting program is coming together after some difficulties in scheduling.

MLS Executive Board Meetings-

October 20, 2014 - Marlborough/Whately

November 3, 2014 (Annual Mtg) – Holy Cross

December 15, 2014 (Orientation) - Marlborough

Motion to adjourn regular meeting and move into executive session at 2:11 p.m.

Motion-Patrick; Second-Tim.

Respectfully submitted,
Betty P. Johnson, Clerk

Executive Director's Report – September 2014

Whately Facility-We are expecting to hear a proposal from a representative of the towns' consortium at our September meeting. We have been providing information and recommending contact with the USDA to them. The USDA has suggested that financing for the sale might be available to the consortium.

MHEC -Mass. Higher Education Collaborative-Catherine and I met with the new executive director, Eric Weiss and discussed means to enhance and expand our partnership to provide advantageous collaborative purchasing opportunities to libraries. MHEC suggested hiring a dedicated library program officer as a practical step and he requested financial considerations. Catherine and I agree that this would be beneficial.

Budget Committee-Vanessa Abraham, Groton PL, has stepped down due to other commitments. Are there suggestions for a replacement, or we can look at the last list of volunteers.

Statewide eBook Project-A thank you celebration for pilot libraries and stakeholders scheduled for 9/30 at Bellingham PL at 4pm. We invite the MLS Executive Board. Please register for this celebration for our own planning purposes

Western Massachusetts Library Advocates-We are all invited, MLS Executive Board and Staff, to attend the WMLA Annual Meeting on October 8th at 10am. Program: Marketing Skills for Libraries presented by Celeste Bruno and Tracy Hightower from the Valley Gives Program. WMLA would like to hear a few words from the MLS Board about the activities and priorities for the upcoming year. Betty plans to attend.

Statewide Discovery System Committee-The Committee is meeting on September 11th to determine our next steps. I'll provide an update on September 15th.

Digital Commonwealth-2015 Conference Planned at Holy Cross between March 30-April 6 2015.

CE and Advisory Report-September 2014 (Reporting on August 2014)-Carolyn Noah

In August we hosted fourteen programs attended by 165 people. They included programming on Welcoming Spaces: Serving Patrons with ASD (Autism Spectrum Disorders, Small Library and Reference Roundtables, Using CLIO in the Cloud, and a Genre Overview by nationally recognized expert Joyce Saricks. Anna and Kristi debuted a new program: "Your Collection Life Cycle.

We put the final touches on fall programming. It's launching now and most programs are experiencing strong registration.

An advisor task force led by Anna Popp is preparing a new CE catalog. The task force asked for input from the CE/Advisory Services Committee. Anna and I met with co-chairs Peter Struzziero and Bernadette Rivard to make an introduction. We plan to invite the committee to review and comment on the next iteration of the catalog.

Two advisors made national or international presentations. Deb provided a keynote on the eBook pilot project at the Explore eBooks Minnesota Summit. Kelly provided an introduction to BiblioTemps® for the Library Association of South Africa's Higher Education Library Interest Group conference. That began at 7:30 am Eastern time, the very end of the workday in South Africa.

On the advisory side, staff made 8 site visits and responded to 99 member requests. We spent 67 hours in contact with members in doing so. The majority of requests (81) were for ILL. Advisors answered questions on databases, summer library program, and website help.

At this writing, 21 BiblioTemps® workers are placed with a new slew of requests arriving immediately after Labor Day.

As Greg has told you, I will retire at the end of the year. I have appreciated the opportunity to work with every Board member and all of the staff. Watching as MLS matured, strengthened and grew has been rewarding. I know the future is bright.

Resource Sharing Report-September 2014-Stephen Spohn

1. Mediated Interlibrary Loan

- MLS is operating fully in this capacity. The Resource Sharing Team is settling in to a good internal workflow and making adjustments to schedules to respond to workflow demands.
- MLS welcomed the following libraries as new users of the mediated ILL service so far this fiscal year:
 - North Shore Community College
 - Quincy College
 - American Institute for Economic Research
 - Northeast Maritime Institute
 - Bigelow Free Public Library
 - Nashoba Regional High School
- MLS offered 2 webinars on mediated ILL with more than 50 attendees.
- Early evidence suggests that we need to increase the postage budget allocated for mediated ILL from \$5,000 to \$15,000 to maintain an acceptable level of lending.
- The Clio in the Cloud service has been upgraded to Version 2. Version 1 has now been retired.
- Questions about ILL and the virtual catalog to Commonwealth Catalog transition are still coming in.
- Sue Kaler also attended one of the Reference Roundtables where there were many questions re: mediated ILL and the Commonwealth Catalog transition.

- (Statistics for mediated interlibrary loan and document delivery are run quarterly and will become part of this report once they are generated after each quarter.) Work remains with our vendors to consolidate reports from the two lending symbols.

2. Online Content

- **Commonwealth eBook Collections**

- There has been much activity on this front, but my report this month will focus on the funding aspects of the program.

Program Budget	
Baker & Taylor	
Platform Fees	\$50,000
Minimum Content Commitments	\$300,000
Q1 Waiver of content fees	(\$75,000)
BiblioLabs	
Platform Fees	\$180,000
Creator Fees	\$80,000
Minimum Content Commitments	\$200,000
EBL	
Anticipated Content Commitment	\$200,000
Total Expenditures for FY 2015	\$935,000
Program Funding	
MBLC	
LSTA	\$150,000
9506	\$100,000
MLS	
Budgeted	250,000
Participating Libraries	
Total	\$435,000
Total Funding for FY 2015	\$935,000
Participant Funding Status*	
164 libraries	\$177,568
Launch Gap	\$72,432
FY 2015 Gap	\$257,432

- 164 libraries have either signed agreements to participate or have indicated that they wish to participate via polls currently underway at SAILS and C/W MARS.
- MLS is meeting with OCLN and MLN in September to discuss participation.
- MLS has targeted two webinars at schools in early September. There are 140 libraries signed up as of September 3.
- MLS anticipates achieving the \$250,000 commitment necessary to launch by October 1.

- **Statewide Databases**

- YTD Stats – Full Text Retrievals

	2014	YTD	YTD Value	YTD %	2014-07	2014-08
Academic Libraries	43%	82,000	\$142,083	53.3%	49,382	32,618
Public Libraries	13%	26,098	\$45,220	17.0%	13,035	13,063
School Libraries	42%	40,541	\$70,246	26.3%	21,246	19,295
Special Libraries	1%	5,262	\$9,118	3.4%	2,724	2,538
Total Libraries	8,359,148	153,901	\$266,667		86,387	67,514
Cost Per Use	\$0.19		\$1.73		\$1.54	\$1.97

- **OCLC WorldCat**

- The pledging process succeeded in achieving the funding necessary to keep the legacy accounts active for the Northeast and Metrowest former regions.
 - Analysis of staff time suggests that actual costs are closer to 10% rather than the 5% administrative fee that MLS charges to maintain these accounts. Next year, we will charge 10%.
 - The process also uncovered a number of issues with authentication that call for a cleanup project. Once the eBook program is moving more steadily, we will shift some resources to cleanup.

3. *MassCat*

- West Boyston Middle High School started using MassCat as a new member in August
- 75% of the testing of our NCIP development code is complete. (This is for MassCat participation in the Commonwealth Catalog.)

4. *Resource Sharing Advisory Committee*

- RSAC is meeting on September 11.
- Dana Mastroianni (Needham Free Public Library) has agreed to chair the committee.

Financial Report-September 2014-Catherine Utt

See reports for ending balances in August 2014.

MHEC-Two workshops have been scheduled and registration is open for 30B training with a trainer from the OIG along with training on the MHEC contracts with an MHEC trainer.

A new informational resource has been made public. The Coop LibGuide will be the main centralized resource for information on the MLS cooperative purchasing program.

Greg and I met with the new MHEC Executive Director. Information regarding the outcome of this meeting has been included as a separate document.

Delivery-Preparation is under way for the October delivery survey.

Promotional items have been ordered and all routes except those on the Metrowest routes will have delivery logos on the vans within the next several weeks. Metrowest routes use box trucks, which have a large amount of space but are not magnetic. An alternative solution for branding these vehicles is being discussed.

Bibliotemps-See financial data at end of report.

Massachusetts Library System Fiscal Year 2015			End Balance August 2014	
Line Item Budget				
	Budget	Actual	Percentage	Comments
I. PERSONNEL COSTS				
A. Salaries and Wages	1,548,399.00	278,654.64	18.00%	
B. Applicable Benefits	482,851.00	45,606.10	9.45%	
SUBTOTAL	2,031,250.00	324,260.74	15.96%	
II. OPERATING EXPENSES				
A. Books and Other Library Materials				
1. Online Content - Reference	822,349.00	821.33	0.10%	
2. Online Content - eBook	250,000.00	51,557.50	20.62%	
3. Professional Collection	5,000.00	0.00	0.00%	
B. Equipment				
1. Computer Hardware and Software	65,000.00	9,857.93	15.17%	
2. Office Equipment and Furnishings	20,000.00	4,700.00	23.50%	
3. Vehicles	0.00	0.00		
C. Office Expenses				
1. Supplies	30,000.00	2,236.62	7.46%	
2. Postage	7,000.00	1,012.63	14.47%	
3. Telephone	15,000.00	3,680.97	24.54%	
4. Printing	5,000.00	312.00	6.24%	
5. Travel				
a) In-state	55,000.00	6,977.44	12.69%	
b) Out-of-state	35,000.00	10,398.48	29.71%	
6. Equipment Maintenance and Repair	4,500.00	598.21	13.29%	
7. Space Rental/Electricity	215,000.00	32,024.02	14.89%	
8. Audit	25,000.00	0.00	0.00%	
9. Other	128,000.00	18,408.68	14.38%	
D. Regional Vehicle Expenses				
E. Contractual Services (Excludes Online Content)	3,568,500.00	377,894.98	10.59%	
SUBTOTAL	5,250,349.00	520,480.79	9.91%	
TOTAL	7,281,599.00	844,741.53	11.60%	
III. SUB-CONTRACTED SERVICES				
TOTAL	100,000.00	0.00	0.00%	
TOTAL	7,381,599.00	844,741.53	11.44%	

Bibliotemps			
Fiscal Year 2015			
Line Item Budget			
	Aug-14	YTD	Comments
I. REVENUE			
A. Bibliotemps Revenue	59,463.14	159,540.36	
B. Bibliotemps Costs	48,789.45	128,215.47	
NET INCOME SUBTOTAL	10,673.69	31,324.89	
I. PERSONNEL COSTS			
A. Salaries and Wages	2,658.74	6,646.85	
B. Applicable Benefits	375.99	757.92	
SUBTOTAL	3,034.73	7,404.77	
II. OPERATING EXPENSES			
A. Equipment			
1. Computer Hardware and Software	0.00	1,125.00	
2. Office Equipment and Furnishings	0.00	0.00	
A. Equipment Subtotal	0.00	1,125.00	
C. Office Expenses			
1. Supplies	0.00	0.00	
2. Postage	0.00	0.00	
3. Telephone	0.00	0.00	
4. Printing	0.00	0.00	
5. Travel			
a) In-state	0.00	91.22	
b) Out-of-state	0.00	0.00	
6. Equipment Maintenance and Repair	0.00	0.00	
7. Other	0.00	0.00	
A. Office Expenses Subtotal	0.00	91.22	
SUBTOTAL	3,034.73	8,620.99	
INCOME AFTER EXPENSES	7,638.96	22,703.90	