

Massachusetts Library System
Executive Board Meeting Minutes October 22, 2012

The meeting of the Massachusetts Library System (MLS) at the Whately office was called to order at approximately 1:03 p.m. by Patrick Marshall, Vice President.

Present: MLS Executive Board Members: William Adamczyk (by phone), Vicky Biancolo (by phone), Charlotte Canelli (by phone), Cathy Collins (by phone), Jim Douglas, Tim Gerolami (by phone), Betty Johnson, Deborah Kelsey, Jean Maguire (by phone), Margot Malachowski, Patrick Marshall, Andrea Taupier
Ex-officio- Greg Pronevitz, MLS Ex. Director; Rob Maier, MBLC (by phone)
Guests: Carolyn Noah, Nora Blake, Jeff Klapes (by phone),

Minutes from September meeting approved. Motion-Margot; Second-Jim. Unanimous.

Personnel Committee Recommendation – Travel - excerpt

- “Scope and nature of the Massachusetts Library System’s operation will often necessitate the incurrence of travel and meeting expenses. All MLS personnel are responsible for controlling travel and meeting expenses and are expected to exhibit good judgment when requesting reimbursement for such expenses.
- The MLS policy will cover all MLS employees who are authorized to incur expenses. This policy does not authorize personnel to incur any expenses. This policy will define the type of expenses that can be reimbursed, under what circumstances and the procedures for requesting reimbursement. Exceptions that deviate from this policy require written approval of the Supervisor.”

Motion to accept travel policy. Motion-Deborah; Second-Jim. Unanimous

Whistleblower Policy

Expectation-Massachusetts Library System, Inc. (the “Organization”) expects directors, officers and employees to observe high ethical standards in carrying out their responsibilities and to comply with all applicable laws and regulations.

Open Door Policy-If any director, officer or employee has complaints, concerns, or questions as to the ethics or legality of a particular action taken by another director, officer or employee, they are encouraged to raise such complaints, concerns or questions with the relevant individual. With respect to directors, the relevant individual is the President of the Board of Directors. With respect to officers and employees, the relevant individual is the Executive Director. In the event a board member is not comfortable raising the issue with the board President, he/she should contact any other member of the board. In the event an officer or employee is not comfortable raising the issue with the Executive Director, he/she should contact a member of the board. In the event none of the foregoing is a reasonable option and the director, officer or employee believes there may have been a legal transgression, he/she should contact an outside attorney. Anyone filing a complaint concerning a violation or suspected violation of a law, regulation or ethical requirement must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Individuals making baseless or malicious accusations will be disciplined up to and including termination.

Requirement of Investigation-Within a reasonable time of receiving a complaint, concern or question regarding compliance with a law, regulation or ethics requirement, the Executive Director and/or board President shall open an investigation into the matter and pursue it to resolution. Should the Executive Director or board President find that a law, regulation or ethics requirement has been violated, appropriate action should be taken.

Confidentiality-To the degree possible, the names of the individuals reporting under this Whistleblower Policy shall be kept confidential.

Protection from Retaliatory Action-Neither the Organization nor its managers may take any negative employment or other retaliatory action against any director, officer or employee who in good faith reports a

violation of a law or regulatory requirement. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline including, but not limited to, termination of employment.

Accounting and Auditing Matters-The Executive Committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing.

General Policy-This general policy is not a contract and it may be rescinded or amended at any time by the Organization. It is not intended to and does not create any legally enforceable rights whatsoever for any employee.

Motion to approve Whistleblower policy. Motion-Deborah; Second-Andrea. Unanimous.

Exempt Policies - excerpts

“Exempt employees are those exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act and Massachusetts overtime laws. At MLS, these include:

1. Executive Director
2. Assistant Director
3. Business Manager
4. Advisor
5. MassCat Manager
6. Some BiblioTemps positions with full-time professional and/or executive duties.

Non-Exempt employees are not exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act and Massachusetts overtime laws. At MLS, these include all other positions, including most temporary library staff pursuant to the Bibliotemps program (“BiblioTemps Staff”).”

Holiday Leave

“At the conclusion of each calendar year, or where otherwise appropriate, MLS will announce paid holidays for eligible employees. Non-exempt BiblioTemps employees are not eligible for paid holidays. Exempt BiblioTemps employees will follow the paid holiday schedule of their placement site.”

Sick Leave

“BiblioTemps employees placed in exempt positions will begin accruing sick leave after a waiting period of 180 days in an individual placement. Sick leave accrual does not carry over to a subsequent BiblioTemps placement. Non-exempt BiblioTemps employees do not accrue sick leave.”

Motion to approve Exempt Policy additions to Employee Handbook.

Motion Deborah. Second-Margot. Unanimous.

Budget Committee Recommendations- Auditor report and Fiscal Manual

Chris Johnson, Audit manager, called in to answer questions and update Board on minor audit report changes.

Rob requested changes in language-On page 3 “Combined Statements of Financial Position” under Net Assets: Temporarily restricted (Restricted Operating Fund).

Note G: Temporarily Restricted Net Assets: Temporarily restricted net assets as of June 30, 2012 and 2011 consist of contract revenues, commonly referred to as the Restricted Operating Fund, which are restricted by the terms of the contract to provide operating capital during the period between the beginning of the state fiscal year on July 1st of each year and the receipt of the initial payment from the Commonwealth on or about September 1st of each year.

On track for completion with signed letters for Nov 15 deadline.

Motion to approve audit report with changes. Motion-Jean; Second-Deborah. Unanimous.

Appendix A is only change to Financial Handbook. Vote will be agenda item for Dec.

Strategic Plan

Jeff Klapes called in to answer questions on Strategic Plan. Revised draft of the Plan incorporates a few changes based on members' comments.

Strategic Objectives – 2013-2015

- Play a leading role in expanding access to online content and its discovery by Massachusetts library users.
- Develop connections between member libraries and to expand their contributions to the MLS community.
- Plan and launch an MLS brand and communication plan to carry our message to all stakeholders.
- Enhance access to practical resource sharing options for Massachusetts residents.
- Explore and implement communication channels and targeted services for underserved audiences.

Motion to approve Strategic Plan. Motion-Margot; Second-Deborah. Unanimous.

Legislative Agenda for fy2014

MLS priorities for the Legislative Agenda correlate to strategic objectives. A link to complete MBLC Legislative Agenda will be posted on MLS web site.

Collection Development Policy-excerpt

“PURPOSE OF THE PROFESSIONAL COLLECTION

- The purpose of the Professional Collection is to provide information and research services to the Massachusetts Library System Staff which will enable them to fulfill their responsibilities.
- The Professional Collection also provides services to the staff of the member libraries of the Massachusetts Library System.
- The MLS Professional Collection is built in consultation with the MA Board of Library Commissioners. Though some overlap of content is planned, other content areas are complimentary.”

Professional collection is listed in MassCat. A link to MassCat is on MLS web site.

Motion to approve Collection Development Policy. Motion-Deborah; Second-Jim. Unanimous.

Statewide Newspaper Collaborative Update

Greg reported 75 responses for pledge request for ProQuest collaborative purchase. 52 pledges totaling \$26,000 made. Another email will be sent soliciting pledges. The Online Content Taskforce will meet again with the focus of info gathering if pledge effort falls short of amount needed.

Formation of new Task Force to recommend MLS Brand and Communications Plan

Charge: Work with MLS management, staff, stakeholders, and outside consultants (within current budget of \$25,000) to make the following recommendations to the Executive Board by June 2013:

1. MLS brand and related artwork/materials.
2. Evaluate needs and develop related appropriate branding and materials for individual services, e.g., MassCat, BiblioTemps, and/or Delivery Service.
3. Communications plan to insure that all member constituencies and stakeholders are informed appropriately about MLS activities.

Membership:

Greg Pronevitz, Executive Director

Anna Popp, Advisor

1-2 TBA staff representatives

1-2 Executive Board Liaison(s)

4 Member Library Representatives (selected based on experience in these areas)

Budget provides \$25,000 for marketing. Proposals will be solicited from interested parties. MBLC is developing brand for marketing databases. Branding is more than a logo; it is communicating a message to members, public, and other entities.

Motion to approve charge and make-up of PR and Brand Committee.

Motion-Deborah; Second-Charlotte. Unanimous.

Staff presentation and Discussion on MassCat Budget/Assessment Recommendations

Nora Blake, MassCat Manager

MassCat is an affordable resource sharing network with costs offset by MLS funding. 69 library members include school, special, academic, medical and public libraries. 41 full members and 28 union catalog “associate” members. 3 more libraries will be added by the end of 2012. 3500 ILL requests processed; up 10% from previous year. Koha, an open source software, is ILS platform.

MassCat Fee Recommendations

Catherine and Nora prepared a financial forecast and Nora is recommending changes in fees and allocation of surpluses to encourage membership and development for MassCat. These fees are based on a premise discussed by the Executive Board in the past whereby MLS will subsidize MassCat by not charging a fee to cover the salary and benefits for the MassCat Manager. The assumptions that went into the fee income are based on a very conservative assumption of MassCat's membership growth and loss each year.

Recommendations regarding Startup fees for membership in MassCat:

- Reduce the setup fee from \$1,200 to \$500 per library.
- Reduce the setup fee for library groups that join MassCat to \$250 per library in the group.
- Reduce the data migration fee from \$0.07 per record to \$0.04 per record.
- Limit membership, under normal circumstances, to libraries with a collection size of 70,000 or less.
- We recommend that the gross income that MassCat generates each year, starting with the income generated from last fiscal year be used for the following:

1. After a study of the workload for the MassCat Cataloger (to be completed on June 30, 2013), expand the hours for the MassCat Cataloger position to 15 hours per week. (This would cost about \$5,000 annually.)
2. Allocate a minimum of \$5,000 per year to fund development projects. Expand to \$7,500 if MassCat does not lose any current members in a given year.
3. Fund the rest of the development projects recommended by the MassCat Advisory Committee.

Over the rest of the year, we will work with the MassCat Advisory Committee to formulate a recommendation on how to treat records for eContent when we calculate collection size, if a change is warranted.

MassCat Fees for Individual Libraries:

<u>Setup Fee:</u>		<u>First Year Fee:</u>		<u>Subsequent Annual Fees (Year #2 +)</u>	
Per Library:		Per Library:		Per Library:	
Holdings:	Fee:	Holdings:	Fee:	Holdings:	Fee:
<10,000	\$500	<10,000	\$900	<10,000	\$900
<20,000	\$500	<20,000	\$1,000	<20,000	\$1,000
<30,000	\$500	<30,000	\$1,100	<30,000	\$1,100
<40,000	\$500	<40,000	\$1,300	<40,000	\$1,300
<50,000	\$500	<50,000	\$2,200	<50,000	\$2,200
<60,000	\$500	<60,000	\$3,300	<60,000	\$3,300
<70,000	\$500*	<70,000	\$4,400*	<70,000	\$4,400*

*Libraries with collection sizes larger than 70,000 items are discouraged from joining MassCat

Data Migration Fee: \$0.04 per record

MassCat is not trying to lure members from other networks. Vote on MassCat fee changes will be on Dec agenda.

Reports

Executive Director's Report attached at end of minutes

Cheryl Coakley Rivera, Representative from Springfield was responsible for introducing the extra \$100,000 funding. Greg and Dee sending letter of thanks.

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

To date-220 people registered for MLS Annual Meeting. 15-20 database trainings scheduled.

Financial-Catherine Utt attached at end of minutes

Optima is working on turnaround time and sorting accuracy.

MBLC – Rob

Legislative Agenda includes \$843,000 increase for MLS; state aid to libraries is major priority. One page synopsis of Legislative Agenda is being prepared for presentation at Book Fest and MFOL conference. Library construction bond is \$150 million. Change in language for librarian certification is in the works-updating Professional status and renaming Sub-professional status. Greg and Carolyn are working on topic “Future of Libraries” for a special issue of Mass Municipal Advocate. MBLC will discuss fiscal conditions and library construction.

State revenues are not up to benchmarks. Hiring controls are in place. If revenues do not keep pace for the next three months, perhaps 9C cuts will occur in January. MLS should keep that in mind especially concerning additional \$100,000 in FY13 budget and not hire new employees and have to lay-off soon after.

Library for the Commonwealth (LFC) – no report

Other Business

By-Law Committee has met. Changes needed concerning non-attendance at annual meeting putting membership status in jeopardy. Documents from By-Law Committee meeting will be placed in Dropbox for Executive Board to see. December agenda item to discuss Committee recommendation.

No Board meeting in November. Watch email for details on December 3rd meeting.

MHEC material contract due soon.

Upcoming MLS Executive Board Meetings

- November 5 (Annual Meeting) - College of the Holy Cross
- **December 3 retreat, orientation, & Board meeting at MLS-Marlborough 10am-4pm (lunch provided by MLS). In-person participation highly recommended for all incoming, outgoing, and continuing Executive Board members and MLS Management Team.**
- January 14, 2013 – MLS-Marlb 1-4pm
- February 11, 2013 – MLS-Marlb 1-4pm
- March 18, 2013 – MLS-Marlb 1-4pm
- April 22, 2013 – Boston 1-4pm
- 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 3:29 p.m. Motion-Will; Second-Vicky

Respectfully submitted,
Betty P. Johnson

MLS Executive Director Report – October 2012

Newspaper Procurement-NewsBank has confirmed the terms of their offer and it is, as expected, too high. I have contacted NewsBank to inform them that we will not be able to afford the statewide license. A message went out to the MLS membership. We are now preparing to announce a solicitation of interest for a statewide ProQuest collaborative purchase. The total price is \$180,000.00 per year. Catherine and I have drafted a suggested pledge chart that will be issued with the call for participation.

Strategic Planning-We have held five open meetings and hosted an online survey for members to comment on the final draft strategic plan. Participation was light. We had about two-dozen attendees at the forums and four online respondents. We shared a revised draft of the Plan that incorporates a few changes based on members' comments. (Changes are in red) with the Executive Board, Strategic Planning Task Force, and MLS staff. No comments were received. We are ready to approve the plan and begin implementation.

Econtent and Creating a Resource Sharing Vision for Massachusetts

- Webinars to review potential platforms for a statewide eContent server continue.
- The MLS Online Content Advisory Committee will meet in December to review priorities for statewide access and collaborative purchasing to expand access to eContent.

Communications-A proposal to form a public relations and communications planning task force is on the agenda. This task force will provide input from stakeholders on moving forward with an MLS brand and communications plan.

Member Services-I have called an internal task force to review MLS service use by various audiences. The report of this task force will inform a process to insure that all members are served with services they value.

Whately Facility-We have learned that the Town of Whately is evaluating a joint ambulance service with Deerfield and Sunderland. If the decision to launch the project is positive they may consider renting space in Whately. They have been referred to our realtor, Mark Abramson.

Advisory and Continuing Education Report October 2012 for activities in September 2012

- With the changes in databases and the beginning of the school year, September's advisory work was heavily focused on database support. The tech team fielded help calls for databases representing 25% of help calls. Requests for help with MassCat and summer reading were heavy for seasonal reasons as well.
- Overall, our advisory staff responded to 217 member questions over 107 hours and made 7 site visits over 13 hours. We spent 23 hours in travel.
- We held 15 continuing education sessions. Deb Hoadley debuted "Accidental Library Supervisor"; began a series of social media webinars including Pinterest and QR codes; and held a very successful "Connecting Books and Boys" session led by nationally recognized presenter Michael Sullivan. Data on numbers of participants will be available soon.
- We began a series of webinars with the MA Center for the Book and co-promoted "Welcoming Librarians to the Access to Justice Movement" with the Trial Court Law Libraries.
- Zoomerang, the software we used for data gathering, was purchased by SurveyMonkey and our surreys moved to the new platform. This created some anxiety – but the migration was seamless.
- At this writing, 21 BiblioTemps® are in postings across the state.
- I have been attending a series of ILL Roundtables. Sue Kaler (Wellesley) and Jim Jaquette (Quincy) host them all over the state. MLS was asked to attend to talk about developments in resource sharing and MLS's consideration of alternate ways to provide mediated ILL.

- I am proud to report that several staff members have assumed leadership roles in professional associations. Rick is incoming chair of NELA ITS; Deb Hoadley is Vice-President, President Elect of NELA; Sara Sogigian is a board member of YALSA, a division of the American Library Association.

Financial/Business Report October 22, 2012

Financial Report-No extraordinary costs during the month of September.

Delivery-The results of the turnaround and sorting accuracy survey are being finalized. Preliminary numbers show a great improvement. The October delivery survey was the week of October 15, however many libraries may opt to complete it the week after. The survey will help to follow up on items from the September turnaround and sorting accuracy survey.

MHEC-MLS and MHEC provided two training sessions to member libraries. Both sessions were both in-person and via webinar and were very successful. The recordings of the two sessions will be available online in the near future. The third IFB was posted on Thursday October 11 for Print Subscription Management services. Bids are due by November 15.