

Massachusetts Library System
Executive Board Meeting Minutes December 9, 2013

The meeting of the Massachusetts Library System (MLS) at the Marlborough office was called to order at approximately 1:31 p.m. by Patrick Marshall, President.

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

Incoming Board Members: Millie Gonzalez, Amy Lewontin, Jacqueline Rafferty, Henry Toromoreno (all by phone)

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

Guests: Catherine Utt; Carolyn Noah; Deb Hoadley; Steve Spohn

Minutes from October meeting approved. Motion-Dee; Second-Deborah.
Approved with 2 abstaining.

Motion to suspend MLS meeting and reconvene as the WMRLS Board. Motion-Margot; Second-Deborah. Unanimous.

Meeting suspended at 1:34 p.m.

Meeting resumed at 1:56 p.m.

Meeting Schedule for 2014

- January 13, 2014 - Marlborough
- February 10, 2014 - Marlborough
- March 17, 2014 – Whately
- April 14, 2014 - Marlborough
- May 19, 2014 - Marlborough
- June 16, 2014 – TBA
- July 21, 2014 - Marlborough
- August 18, 2014 - Marlborough
- September 15, 2014 - TBA
- October 20, 2014 - Marlborough
- November 3, 2014 (Annual Mtg) - TBA
- December 15, 2014 (Orientation) - Marlborough

Tuition Reimbursement Policy

This policy is designed to provide financial support to employees in good standing for courses from degree and certificate granting institutions of higher education which are applicable to the individual's current position and/or responsibilities and lead to a degree and/or certificate. All full-time employees with at least six months of employment with MLS immediately prior to the start of the course are eligible to apply for reimbursement for qualified tuition expenses. Total annual reimbursement for all employees is set annually by the Executive Board as part of the annual budget development process. Coursework relevant to the employee's current job assignment will be considered eligible. For eligible courses, tuition expenses *will* be reimbursed up to \$5,250 in one fiscal year. This policy covers reimbursement of tuition fees only. To qualify for and receive tuition reimbursement, the employee is required to obtain and retain written consent from the Executive Director prior to the beginning of the course.

Motion to accept Tuition Reimbursement Policy as amended. (For eligible courses, tuition expenses may be reimbursed up to \$5,250 in one fiscal year.) Motion-Margot; Second-Dee. Unanimous.

Sick Leave Bank Recommendation

This sick leave bank serves those employees that have exhausted all earned time and are not

otherwise receiving any related compensable benefits such as disability, workers' compensation, or unemployment. The sick leave bank is used to alleviate the hardship caused by a serious health condition that forces the employee to remain out of work. Bibliotemps employees are not eligible to donate to or receive sick bank leave benefits. Employees will be given two opportunities per year on July 1 and January 1 to make donations. Unused sick bank time will roll over each year. Donated sick time to the bank does not expire. Requests for withdrawals will be submitted to the Executive Director using the request form. The recipient of donated sick leave may receive a total of up to 25 days per fiscal year from the sick leave bank and must meet the eligibility requirements. Any employee receiving benefits from the sick bank is encouraged to repay used time upon returning to work and as accrual of individual sick time allows within the guidelines of this policy. No budget implications will result from this plan unless a temp must be hired.

Executive Board felt there should be a three member committee to make decisions on requests for withdrawal if the sick leave bank lacks sufficient time to cover absences for one or more eligible employees.

Motion to accept Sick Leave Bank Recommendation with addition of three member decision making committee (Personnel Committee Chair, Executive Director, Assistant Director). Motion-Deborah; Second-Dee. Unanimous.

Marlborough Facility Needs

Greg reported on a request to the Marlborough landlord to expand our space into the adjoining vacant office to allow MLS to add an ILL department and to allow us to plan for five years. The landlord has made a proposal that we feel is fair and will allow MLS to avoid the need to move. Greg and Catherine investigated an alternative Marlborough location to ensure that the landlord's deal was fair. Offices for the Resource Sharing Director and ILL Center Manager as well as space for Resource Sharing Assistants and workspace for interlibrary loan processing/shipping/receiving/storage will be added. We are planning for a bit of extra space for some additional growth in both the Resource Sharing and Advisory teams and planning a small conference room to provide privacy for staff in the bullpens when needed and to allow two meetings at a time when necessary. Shared cost of renovation is \$20,000.

Motion to allow negotiation with the current landlord for the additional 900 square feet and pursue a 5 year lease. Motion-Dee; Second-Deborah. Unanimous.

Job Descriptions

Job descriptions were presented for a.) Member Services and Event Coordinator; b.) Member Services and Account Clerk. These descriptions have been fine-tuned to incorporate elements that have evolved since MLS was started. c.) Resource Sharing Assistant. This description is for new positions in the ILL Center. d.) Advisor - Small Public Library Services. This description is needed as a staff member retires. Suggestion to add "must be able to lift 50#" to Resource Sharing Assistant job description.

eBook Pilot Project Update

Deb Hoadley reported on the status of the eBook Pilot. Official launch party was on November 21 in Leominster. Two platform representatives-Baker & Taylor Axis 360 and BiblioBoard-attended. Catalog for eBook collection is hosted by KOHA through Bywater Solutions. BiblioBoard is embracing the Reader's First initiative of simultaneous use. BiblioBoard Creator can be used by libraries to self publish. The B&T collection is currently best-sellers; working to beef up academic choices; not simultaneous use; 2200 titles; current loan periods are for up to 3 titles for 14 days. Three committees from pilot libraries are working on Promotion, Collection Development, and Sustainability & Funding. 6 month pilot started Nov 21. Completely statewide in 2015 if successful. Many tiers for funding model. Geo-location is a possibility for statewide access which will phase in by network. Negotiations continue with a third platform vendor which will be a pay per use model.

Reports

Executive Director's Report- attached at end of minutes

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

Financial-Catherine Utt- attached at end of minutes

Pre-paid line items are running out so expense % will start to even out.

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

MBLC –Dianne Carty-Director Search Committee took a break. Position will be reposted in January. Greg and 1 Commissioner will attend ALA to answer questions of potential candidates. Interview candidates in March. Meeting with Administration and Finance to avoid snags this time around.

	FY 2014 final budget	FY2015 caps 11/15/13	Changes
9101 MBLC Admin	\$1,012,047	\$1,120,047	+\$108,000
9401 MLS and LFC	\$9,579,475 total \$7,225,123 MLS \$2,354,352 LFC .383 pc LFC	\$9,723,978 \$7,302,008 MLS \$2,421,970 LFC .394 pc LFC	+\$144,503
9402 Worcester	\$441,394	\$446,828	+\$5,434
9406 Perkins	\$2,455,408	\$2,455,408	0
9501 State Aid	\$6,823,657	\$6,960,130	+\$136,473
9506 Technology and Resource Sharing	\$1,929,238	\$1,967,823	+\$38,585
Total	\$22,241,219	\$22,674,214	+\$432,995

There were increases, so we have been heard, especially in our admin line. However, the lines focused in our Legislative Agenda, 9501 and 9506 still have a ways to go to meet the request of \$11,000,000 for State Aid and \$4,000,000 for Resource Sharing. The Governor's Budget is due out in January.

73 requests for waivers in the State Aid program this year; 90 last year; 123 was prior high.
Construction Bond Bill-\$150,000,000

Library for the Commonwealth (LFC) –no report

Other Business-Deborah Kelsey, Dee Magnoni, and Jim Douglas were thanked for their service on the MLS Executive Board.

Next MLS Executive Board Meeting- January 13, 2014

Motion to adjourn regular meeting and go into Executive Session at 3:50 p.m. Motion-Dee; Second-Deborah.

Respectfully submitted, Betty P. Johnson

Executive Director's Report – December 2013

Facilities-We have executed a purchase and sale agreement for the Whately facility. Closing has been pushed back to late January due to inspection needs. USDA is reviewing documentation to consider the short sale. The four-month short-term lease is included. We invited the Western Mass. staff to visit the machine shop operated by the buyers. After the visit staff members expressed a preference to find a new location. The chief reasons would be that staff would be cramped sharing the existing space with the new owners and there is resistance to working and hosting members in an environment with chemicals, oils, and machine shop odors. Catherine and I have been working with our realtor and begun to seek an alternate location in the area. We are not closing the door on a longer-term lease until we find a suitable location.

We have requested that our Marlborough landlord expand our space into the adjoining vacant office to allow MLS to add an ILL department and to allow us to plan for five years. He has made a proposal that we feel is fair will allow MLS to avoid the need to move. We are investigating an alternative Marlborough location to ensure that the landlord's deal is fair.

We will be adding offices for the Resource Sharing Director and ILL Center Manager as well as space for Resource Sharing Assistants and workspace for interlibrary loan processing/shipping/receiving/storage. We are planning for a bit of extra space for some additional growth in both the Resource Sharing and Advisory teams and planning a small conference room to provide privacy for staff in the bullpens when needed and to allow two meetings at a time when necessary.

Personnel-The Management Team is recommending four job descriptions and two policies. Background on the job descriptions follows.

1. Member Services and Event Coordinator—This is a new position. We would like to promote an existing staff member to this job. This individual is currently performing many of the tasks and this position will provide advisors and management with support for holding events.
2. Member Services and Account Clerk II—This is an upgrade and revision to a position held by a former employee. This JD recognizes a higher level of independence and education and will provide a foundation for an expanded billing function, as MLS gets more involved in group purchasing.
3. Advisor – Small Public Library Services—This is an advisor position with a focus on small public libraries. We have an anticipated advisor vacancy coming up in early 2014. We would like to provide some overlap with the new advisor and incumbent.
4. Resource Sharing Assistant—This is a new position. We need to hire several people in this job to bring mediated interlibrary loan services in house in 2014.

MBLC Director Search-The search has been extended. A new job advertisement will be issued shortly with a February deadline. Search Committee members will be able to meet interested candidates at ALA midwinter in Philadelphia in January.

Statewide eBook Platform-The Pilot Project officially launched on November 20th with a celebration in Leominster. Deb Hoadley, eBook Team Leader & Advisor, will present an overview of the pilot project at our December meeting.

Deb, Steve, and I have met with BPL, MBLC, network administrators, LYRISIS, DPLA and with others at the Charleston Conference to discuss and learn about other related projects and to encourage efficient development. Additional information sharing opportunities are being planned.

Legislative Agenda Talking Points for fy2015-We thank you—our elected officials for your ongoing support for libraries. The Massachusetts Library System wants to help end the digital lockout and support the Legislative Agenda. We support additional funding for State Aid to Public Libraries and Library Technology and Resource Sharing (7000-9501 and 7000-9506). We also support restorative funding for line 7000-9401 which funds the MLS and Library for the Commonwealth to allow both organizations to bring services back to previous levels. MLS is committed to providing services and content to libraries and library users throughout the Commonwealth.

- We are pleased to act as the service provider for the current 51-library pilot project for a statewide eBook platform, which was planned by the Statewide Resource Sharing Committee. We are working with other groups like MLS around the country to enhance our vendor & publisher relationships and to encourage development of user-friendly technology.
- Libraries need more funding to support the ongoing needs of Massachusetts residents for books and media and to meet the exploding demand for eBooks
- We are working with the nine automated networks such as _____ to deliver millions of items to patrons across Massachusetts.
- We provide professional development statewide and online at hundreds of events to empower more than 4,000 colleagues in libraries to keep up with the library field and related technology each year. This is an essential service needed from Williamstown to Provincetown in Georgetown, Charleston, Boylston, and Watertown.
- The summer reading program that we host in collaboration with MBLC and sponsored by the Boston Bruins encourages reading for thousands of boys and girls.

We thank you for your support our Legislative Agenda to allow libraries to continue their work as a cornerstone of our democracy.

**A facilities update will be useful at Western Massachusetts breakfasts.*

Continuing education and advisory report September/October 2013

The September report was incomplete because the board meeting occurred so early in the month that the data was not complete. This report covers September and October 2013. Since the November meeting follows close upon the beginning of the month, I will update you on November when I next report.

During the covered period, advisory staff responded to 236 enquiries for our members and spent 174 hours in consultation with them. The work centered on school and public library strategic planning, MassCat, databases and delivery workflow.

We conducted 18 site visits, travelling 41 hours to reach libraries, and 50 hours in contact with members.

MLS offered 30 trainings and 533 participated. Highlights were the rollout of "Video Conferencing in Libraries", 6 Britannica workshops, and a wildly successful Teen summit on STEM and STEAM. We also piloted some knowledge management training. Also notable was "Thirty Rule of Professional Survival", a webinar by Shrewsbury Town Manager Dan Morgado.

October is a month we ask members to tell us about their satisfaction with advisory service and continuing education. Because of glitches in our first experience of using Sugar CRM to gather advisory satisfaction information, our survey results were very low and not meaningful. However, we got good results from our survey of members who attended our training. You'll find it attached. There is high satisfaction overall, with the month's overall rating 4 out of 5. There are also lots of great comments. One contracted program, Knowledge Management: A Primer, was a big disappointment.

Over 200 attended the November 4 annual meeting. Participants were excited by the keynote speaker and table talks. Most loved the food and location. One member wrote: "I was very impressed with where the organization has come in 3 years. The table talks tremendously increased the relevance of the annual meeting. Please continue."

Resource Sharing Report-December 2013

1. Communications Planning-There is now a draft communications plan for resource sharing that includes a mix of online – both push and pull – and face-to-face opportunities to provide timely information and to engage members in resource sharing activities. Communication channels will include the following:

Online:

- Blog updates (integrated into MLS website)
- LibGuides (media-rich information/resource hub)

- Constant Contact (push)
- MLS-Announce (Constant Contact reminder/urgent updates)

Face-to-Face:

- Advisory committees
- Communities of interest (Regular opportunities throughout MA to engage with local members)

The plan is on the agenda for input at the upcoming meeting of the Resource Sharing and Online Content advisory committees.

2. Interlibrary Loan Manager-Sue Kaler, currently at Wellesley Free Library, will join MLS in January as Interlibrary Loan Manager.

3. LYRASIS Consortia eBook Meetings, October 24 & November 6-Deb Hoadley, Greg Pronevitz and Stephen Spohn participated in two meetings convened by LYRASIS to discuss eBooks among library consortia leaders. The first meeting was held prior to DPLAfest and focused on public libraries/consortia. The second meeting was held at the start of the Charleston Conference and focused on academic libraries/consortia. Both meetings were very useful, and we are following up on various ideas and contacts.

4. ILL Centers Meeting, October 29-Carolyn Noah, Greg Pronevitz and Stephen Spohn met with the ILL Centers on October 29 at Wellesley Free Library to discuss the migration to in-house mediated ILL service. Susan Applegate (Boston Public Library), Sue Kaler (Wellesley Free Library), Chris Lindquist (Wellesley Free Library) and Jenny Moyryla (Thomas Crane Public Library) were in attendance.

5. Mediated ILL Transition Update-Planning continues toward the transition to in-house mediated interlibrary loan. In addition to the selection of Sue Kaler as Interlibrary Loan Manager and the October 29 meeting previously mentioned, we have (1) discussed scenarios for implementation, (2) investigated scenarios and costs for resource sharing via OCLC and (3) developed a position description for the ILL staff positions.

Moving ahead, we plan to form an ILL Transition Task Force with member representation to guide more specific details of implementation beginning in January with an anticipated pilot launch in April.

Tentative Transition Schedule

December	<ul style="list-style-type: none"> • ILL Transition Task Force formed • Communications plan finalized – including blog/email updates • Budget adjustments submitted
January	<ul style="list-style-type: none"> • Interlibrary Loan Manager begins • ILL Transition Task Force begins work • ILL Transition Plan draft created and shared • Resource Sharing Community of Interest (RSCOI) launches (<i>tentative</i> – video updates/virtual town hall)
February	<ul style="list-style-type: none"> • ILL Transition Plan finalized • RSCOI face-to-face meetings begin (<i>tentative</i>)
March	<ul style="list-style-type: none"> • Resource Sharing Assistants begin • Preparation for Wellesley operations transition completed
April	<ul style="list-style-type: none"> • Pilot launched; Wellesley operations migrated • Pilot operations evaluated; course corrections made
May	<ul style="list-style-type: none"> • Preparation for Quincy operations transition completed
June	<ul style="list-style-type: none"> • Final communications “touch-ups” in preparation for July
July	<ul style="list-style-type: none"> • Full formal operations begin at MLS

Business/Financial Report-December 2013

Financial Report-See reports for ending balances in October and November 2013. November expenditures are preliminary and may change. Prepayments from fy13 are beginning to expire, so expenses will begin to be more consistent with years past.

Staffing-Deb Rachlen, the accounting specialist within the Member Service and Office Support team resigned. Her last day with MLS was Friday November 8. Connie Richards from Accountemps trained with Deb during her last two weeks and has been filling the bookkeeping role in Deb's absence. We are evaluating the job description in order to advertise for an appropriate replacement. When possible, some duties Deb routinely covered have been distributed among the other Member Services staff until a permanent replacement to fill the position is made.

Delivery-The Delivery Advisory Committee met to discuss branding of the delivery service in an extension of Massachusetts Library System's new brand. The committee had some good suggestions, which we will be discussing with Anna Popp to finalize for presentation to the committee. Anna Popp and MLS staff members on the MLS Delivery Advisory Committee met on Thursday, December 5 to follow-up on suggestions made by the committee.

The bi-annual delivery survey was put out in October. We are analyzing the results in conjunction with a simultaneous turnaround survey of networked and non-networked libraries statewide.

Testing of the NOBLE network for sort-to-light has begun. After the testing phase, we will determine a timeline for NOBLE to be live on sort-to-light. Remaining networks for sort-to-light will be MBLN, FLO and MassCat.

Bibliotemps-See financial data at end of report.

Massachusetts Library System
Fiscal Year 2014

End Balance October 2013

Line Item Budget

	Budget	Actual	Percentage	Comments
I. PERSONNEL COSTS				
A. Salaries and Wages	1,240,855.00	378,615.59	30.51%	
B. Applicable Benefits	399,750.00	76,374.60	19.11%	
SUBTOTAL	1,640,605.00	454,990.19	27.73%	
II. OPERATING EXPENSES				
A. Books and Other Library Materials				
1. Online Content - Reference	993,898.00	0.00	0.00%	
2. Online Content - eBook	610,000.00	0.00	0.00%	
3. Professional Collection	3,000.00	1,381.71	46.06%	
B. Equipment				
1. Computer Hardware and Software	62,000.00	29,231.95	47.15%	
2. Office Equipment and Furnishings	20,000.00	0.00	0.00%	
3. Vehicles	0.00	0.00		
C. Office Expenses				
1. Supplies	15,000.00	4,667.22	31.11%	
2. Postage	2,000.00	568.33	28.42%	
3. Telephone	15,000.00	4,375.86	29.17%	
4. Printing	10,000.00	1,162.87	11.63%	
5. Travel				
a) In-state	55,000.00	9,634.81	17.52%	
b) Out-of-state	25,000.00	9,184.03	36.74%	
6. Equipment Maintenance and Repair	4,500.00	731.38	16.25%	
7. Space Rental/Electricity	169,120.00	19,511.28	11.54%	
8. Audit	25,000.00	17,000.00	68.00%	
9. Other	95,000.00	34,883.58	36.72%	
D. Regional Vehicle Expenses	0.00	615.35		
E. Contractual Services (Excludes Online Content)	2,880,000.00	683,687.45	23.74%	
SUBTOTAL	4,984,518.00	816,635.82	16.38%	
TOTAL	6,625,123.00	1,271,626.01	19.19%	
III. SUB-CONTRACTED SERVICES				
TOTAL	600,000.00	0.00	0.00%	
TOTAL	7,225,123.00	1,271,626.01	17.60%	

Massachusetts Library System
Fiscal Year 2014

End Balance Nov 2013 (Preliminary Numbers)

Line Item Budget

	Budget	Actual	Percentage	Comments
I. PERSONNEL COSTS				
A. Salaries and Wages	1,240,855.00	466,169.11	37.57%	
B. Applicable Benefits	399,750.00	84,261.70	21.08%	
SUBTOTAL	1,640,605.00	550,430.81	33.55%	
II. OPERATING EXPENSES				
A. Books and Other Library Materials				
1. Online Content - Reference	993,898.00	0.00	0.00%	
2. Online Content - eBook	610,000.00	0.00	0.00%	
3. Professional Collection	3,000.00	1,381.71	46.06%	
B. Equipment				
1. Computer Hardware and Software	62,000.00	31,299.19	50.48%	
2. Office Equipment and Furnishings	20,000.00	0.00	0.00%	
3. Vehicles	0.00	0.00		
C. Office Expenses				
1. Supplies	15,000.00	6,028.94	40.19%	
2. Postage	2,000.00	568.33	28.42%	
3. Telephone	15,000.00	5,045.94	33.64%	
4. Printing	10,000.00	1,162.87	11.63%	
5. Travel				
a) In-state	55,000.00	13,441.52	24.44%	
b) Out-of-state	25,000.00	10,432.97	41.73%	
6. Equipment Maintenance and Repair	4,500.00	1,669.78	37.11%	
7. Space Rental/Electricity	169,120.00	21,565.70	12.75%	
8. Audit	25,000.00	17,535.00	70.14%	
9. Other	95,000.00	60,665.43	63.86%	
D. Regional Vehicle Expenses	0.00	615.35		
E. Contractual Services (Excludes Online Content)	2,880,000.00	972,711.89	33.77%	
SUBTOTAL	4,984,518.00	1,144,124.62	22.95%	
TOTAL	6,625,123.00	1,694,555.43	25.58%	
III. SUB-CONTRACTED SERVICES				
TOTAL	600,000.00	0.00	0.00%	
TOTAL	7,225,123.00	1,694,555.43	23.45%	

Bibliotemps
Fiscal Year 2014

Line Item Budget

	Oct-13	Nov-2013 (Preliminary Numbers)	YTD	Comments
I. REVENUE				
A. Bibliotemps Revenue	20,306.42	21,983.71	129,435.09	
B. Bibliotemps Costs	17,295.01	18,710.50	110,136.42	
NET INCOME SUBTOTAL	3,011.41	3,273.21	19,298.67	
I. PERSONNEL COSTS				
A. Salaries and Wages	2,891.06	2,658.74	14,584.35	
B. Applicable Benefits	907.59	99.74	2,257.38	
SUBTOTAL	3,798.65	2,758.48	16,841.73	
II. OPERATING EXPENSES				
A. Equipment				
1. Computer Hardware and Software	1,125.00	0.00	2,250.00	
2. Office Equipment and Furnishings	0.00	0.00	0.00	
A. Equipment Subtotal	1,125.00	0.00	2,250.00	
C. Office Expenses				
1. Supplies	0.00	0.00	0.00	
2. Postage	0.00	0.00	0.00	
3. Telephone	0.00	0.00	0.00	
4. Printing	0.00	0.00	0.00	
5. Travel				
a) In-state	144.01	103.96	594.69	
b) Out-of-state	0.00	0.00	0.00	
6. Equipment Maintenance and Repair	0.00	0.00	0.00	
7. Other	0.00	0.00	0.00	
A. Office Expenses Subtotal	144.01	103.96	594.69	
SUBTOTAL	5,067.66	2,862.44	19,686.42	
INCOME AFTER EXPENSES	-2,056.25	410.77	-387.75	