

Massachusetts Library System
Executive Board Meeting Minutes April 14, 2014

The meeting of the Massachusetts Library System (MLS) at the Whately office was called to order at approximately 1:01 p.m. by William Adamczyk, President.

Present: MLS Executive Board Members: William Adamczyk, Cathy Collins (1:20), Tim Gerolami, Millie Gonzalez, Betty Johnson, Ellen Keane (by phone), Amy Lewontin, Margot Malachowski (1:13pm), Patrick Marshall, Jacqueline Rafferty, Bert Saul (by phone), Henry Toromoreno

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

Guests: Catherine Utt; Carolyn Noah; Steve Spohn

Minutes from March meeting approved. Motion-Patrick; Second-Tim. Unanimous.

Motion to suspend MLS meeting and reconvene as the WMRLS Board.

Motion-Patrick; Second-Tim. Unanimous.

Meeting suspended at 1:03 p.m.

Meeting resumed at 1:10 p.m.

Approve budget adjustments for fy2015

Delivery

Optima has requested a surcharge for fuel, labor, and sorting as well as Affordable Care Act compliance for next year. Our preference is to negotiate for a two-year agreement with a third optional year to be negotiated after one year. This will provide continuity of services to member libraries and give us some flexibility in rebidding. If necessary, we will negotiate a shorter agreement.

Current Optima contract budget for fy2015: \$2.95million

Estimated costs for proposed agreement:

Fy2015 \$3.4million

Fy2016 \$3.7million

Fy2017 TBD

Motion to allow MLS to enter into a 2 year delivery agreement with an optional 3rd year; 10% increase for year 1, 5% increase for year 2, year 3 TBD.

Motion-Patrick; Second-Margot. Unanimous.

ILL Center

Costs to build the department and our costs to operate in fy2015 will be higher than anticipated. Build out costs were \$65,000 above the budgeted amount and are factored into our planning for fy2014-fy2015. We discussed the possibility of using reserve funds for this purpose. Greg recommends that we hold reserve funds for emergency use and use fy2014 budgeted funds to pay these costs.

Steve has provided details on estimated costs for ILL center software and services that total \$83,500. Greg recommends that we hold back \$100,000 for this purpose in case any items come in over budget. In addition, we may have an opportunity to begin some of these services in fy2014, which will assist the ILL center in a smoother transition and slightly increase fy2014 costs.

Motion to hold back \$100,000 for ILL center software and services.

Motion-Patrick; Second-Margot. Unanimous.

eBooks

Based on the assumption that the Statewide Resource Sharing Committee will recommend rolling out the project statewide, we will need to end the pilot project with our vendors and begin longer-term ongoing contracts to avoid a break in services. We are counting on increases in state funding for State Aid to Public Libraries and to the Library Technology and Resource Sharing budgets to support the statewide rollout.

In the event that the decision to roll out the project statewide is not made, MLS's investment will be reduced and our focus will be on developing an alternative solution for pilot project participants and other libraries that are interested.

Recommendation-Greg recommends that we use the following funds and anticipated funding to cover these costs: \$75k budget increase in the Governor's fy2015 budget; \$75k in anticipated MBLC grant funds to support the statewide eBook platform; \$100k in anticipated member investment in the statewide eBook platform; and hold back on \$280k prepayment for statewide database services.

In the event that our forecasts are not accurate or if other spending needs take priority before we initiate the eBook licenses, we can reduce spending on eBooks with one or more vendors.

Sustainability Committee is responsible for creating an equitable funding model for the eBook project going forward. Working towards a use based funding model. Statewide buying power hopefully will allow content to be King. Some Executive Board members expressed concern about library buy-in. Participants who pay towards project will receive statistics, training, and support. All member libraries will have access to resources purchased with state money. Money spent by libraries will count towards material requirement for State Aid.

Executive Board is comfortable with funding recommendation with reservations.

Member Satisfaction Survey

Survey this year included minor tweaks to previous year. Results are good; members are satisfied with results similar to last survey. The 2014 survey had a 43 percent higher response than the 2013 survey (679 vs. 471). Internal team will look at survey to see if there should be changes made. One item being looked at is "people responding to services that they don't use". Is this skewing the results? The most significant change was a nine percent improvement in MassCat satisfaction. The most significant decline in satisfaction was a 2.6 percent drop for Variety of Continuing Education Opportunities. Catherine reported that delivery satisfaction was down a bit, but purchasing co-op satisfaction had gone up. Members are getting used to using the MHEC. LibGuide will be available to explain MHEC to members. Steve said it costs 42 cents per full text download.

Staff evaluated responses and is contacting respondents who expressed concerns or made comments, in order to determine what steps MLS can take to enhance services to better satisfy the membership.

Reports

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

Amendments to the budget being made and it's not too late to speak to legislators about signing on.

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

Sue Kaler is presenting open houses on mediated ILL and a webinar.

MBLC -Dianne Carty

Special Board meeting tomorrow, Tuesday, April 15th to decide about the next steps concerning the director of the MBLC.

House Ways and Means budget came out Wednesday afternoon. Chairman Dempsey mentions investments in municipal libraries in his letter to house members and the Board of Library Commissioners is mentioned in the Executive Summary. Most lines are level funded with House 2. There are some increases in lines 9501 and 9506.

MBLC likes to keep track of any amendments pertaining to libraries:

Amendment #210 to H.4000-Library Pilot Program in the town of Tewksbury

Amendment #230 to H.4000-Randolph Library Renovations

Amendment #372 to H.4000-Programming for At Risk Teens

Amendment #528 to H.4000-Feasibility Study for Marlborough Library

Amendment #569 to H.4000-Massachusetts Center for the Book

Amendment #678 to H.4000-Massachusetts Library Technology

Amendment #922 to H.4000-Special Commission on School Library Services

Amendment #980 to H.4000-Mendon Public Library Energy Efficiency Upgrades

Wareham received a waiver for this year's state aid requirements. The 2nd State Aid payment is in the mail.

Library for the Commonwealth (LFC)-none

Other Business-Executive Board liaisons for Continuing Education/Advisory Task Force-Amy and Jackie volunteered to be considered.

Future MLS Executive Board Meetings-

May 19, 2014 - Marlborough

September 15, 2014 - TBA

June 16, 2014 - TBA

October 20, 2014 - Marlborough

July 21, 2014 - Marlborough

November 3, 2014 (Annual Mtg) - Holy Cross

August 18, 2014 - Marlborough

December 15, 2014 (Orientation) - Marlborough

Motion to adjourn at 2:58 p.m. Motion-Patrick; Second-Tim.

Respectfully submitted,
Betty P. Johnson, Clerk

Executive Director's Report - April 2014

Facilities

Whately--We have a signed offer with a local buyer. The buyer is also purchasing another nearby building. Our attorney is preparing a letter to the Attorney General to get approval to sell. Our attorneys are drafting a purchase and sale agreement. We will approach USDA for permission to allow a short sale once the purchase and sale agreement is signed. We will ask our realtors to seek alternative locations soon. The offer provides an 18-month leaseback to give us time to find an alternative rented location in Western Massachusetts. Our first choice is the I-91 corridor between Greenfield and Springfield.

The buyer's contingencies are obtaining financing; town permits to operate the business; and an environmental report.

I am keeping key legislators informed.

Marlborough--Most of the build out is complete. The final step will be installation of mailing area/storage.

Delivery--Our delivery contractor, Optima, has requested a price increase for next year's services. There are

two major cost factors affecting our agreement with Optima. Optima has proposed an increase for delivery services to cover additional fuel, sorting, and overhead costs and that MLS cover costs associated to comply with the Affordable Care Act (ACA). MLS insisted on working with a vendor that hired employees as opposed to using independent contractors. ACA compliance is now part of the cost for this type of work. Details are in the Budget Committee report. I recommend the MLS sign a two-year contract addendum with Optima that allows for a one-year extension.

We recognize that Optima and MLS embarked together on a new model for library delivery, which reduced the labor and costs in participating libraries. Optima's services have been very good for two and one-half years since they took on statewide delivery.

Interlibrary Loan Center-ILL Center processing has begun. Sue Kaler and her team are processing OCLC borrowing in Marlborough and, as we finalize the transition, lending is taking place in Wellesley. The transition of Quincy's work will follow. We are working with Minuteman and OCLN to establish costs and network security protocols to provide MLS staff with direct network access. Sue has scheduled numerous ILL updates to keep members informed.

Statewide eBook Platform-Steve is working with eBook vendors to develop pricing to commensurate with the number of participating libraries. We will present pilot project findings and recommendations on a statewide rollout to MBLC as soon as possible. We are counting on state funding support prior to the rollout.

Library Legislative Day-Carolyn and I attended this MSLA/MLA event. Senator Rosenberg was recognized for his long-term support for libraries. Rep. Hogan, Library Caucus Chair, gave a rallying speech in support of libraries. Attendees focused on the legislative agenda to support a solution to the "Digital Lockout."

Network Planning Retreat-Will Adamczyk, Nora Blake, MassCat Manager, Robyn York from Bishop Feehan High School (MassCat Member), and I attended an MBLC-sponsored network retreat. The retreat was planned following discussions about the future of funding for library networks. We were quite pleased that MassCat was invited. Discussions covered a wide range of topics including statewide projects for eBooks, discovery, and a library card; in addition to the grant funding that has traditionally comprised subsidies for network operations.

Member Forums/Communications-We had a full house at our second member forum, which provided an opportunity to discuss continuing education with members. Margot, Amy, and Bert were able to join us. Margot kicked off the meeting. Three breakout sessions followed the presentations as a new communications tool to encourage member feedback and participation in MLS decision-making. We attracted a good turnout of special libraries (an underserved audience) and were able to have Anna Popp facilitate an informative breakout session focusing on special libraries.

Recordings and notes of the first Member Forum have been posted on our web site.

Upcoming event: MLS Services Focus Forum – May 7th, 2014 in Worcester at the DCU Center as part of the Massachusetts Library Association Annual Conference

Call for MLS Committee Participation-We have over 60 responses for a handful of committee openings. A new one-year task force to plan academic library services has many volunteers.

Statewide Discovery System Committee-A request for information (RFI) has been issued by the CLAMS network on behalf of the Committee to gather information to prepare for procurement.

Digital Commonwealth-The annual conference was held on April 8 with 170 attendees. The Digital Commonwealth will be hosting a series of events as part of a Digital Public Library of America grant to expand digitization in Massachusetts.

CE and Advisory Report-April 2014 (Reporting on March 2014)-Carolyn Noah

On April 2, we welcomed Kristi Chadwick to our advisory staff. Kristi is already actively contributing to our continuing education plans, making visits to libraries, and helping to lead strategic planning sessions.

We expect about 150 at next week's Bending Boundaries program.

In March, we spent 69 hours responding to 99 advisory questions. We made 8 advisory visits to libraries over 9 hours. We spent 16 hours in travel to provide the services, most of which are attributed to site visits for the MBI project or new librarian visits. Noticeable among advisory enquiries were privacy of library records, personnel and hiring, lots of technical support, and summer reading.

We hosted 30 continuing education events attended by 455 participants. Eleven were held online. Included were a member forum at MITRE Corporation and a Trustee Forum co-sponsored with the MBLC. April Mazza debuted "Hidden Gems of 2013" highlighting books for K-6. Kelly hosted multiple Library for the Commonwealth sessions featuring BPL's Anna Fahey-Flynn on electronic resources from BPL. Anna coordinated an ongoing and popular series of genre webinars with Joyce Saricks, a nationally known readers' advisory expert.

We completed the Collection Development BLT, held at the Middleton Public Library. Much of the advisory staff helped to provide the content and 37 people are eligible for certificates.

BiblioTemps® has 27 placements ranging from Executive Director to Library Assistant, primarily in academic and public libraries.

Resource Sharing Report-April 2014-Stephen Spohn

1. Mediated Interlibrary Loan Transition

- We received updated information from Minuteman and Old Colony library networks on fees that are factored in to the revised contracts in the mediated ILL budget below.

Clio (in the Cloud)	
Annual subscription	\$4,900.00
One-time setup fee	\$1,000.00
Networks	
MLN	
OCLC	
Resource Sharing/WorldShare ILL (100%)	\$15,000.00
Telecom (50%)	\$6,100.00
ILS connections (6)	\$7,800.00
One-time setup fees	\$1,000.00
Lending incentive	\$10,000.00
OCD	
OCLC	
Resource Sharing/WorldShare ILL (100%)	\$15,000.00
Telecom (50%?)	\$6,100.00
ILS Connections (6)	\$5,600.00
One-time setup fees	\$1,000.00
Lending incentive	\$10,000.00
	\$83,500.00

- Convened and upcoming opportunities for members to learn about and engage in the mediated interlibrary loan transition:

02.26	MLS Member Forum on Resource Sharing (Massachusetts Maritime Academy)
02.27	Informal Task Force on the Mediated Interlibrary Loan Transition (MLS Marlborough)
03.11	Meetings with Forbes Library, Westhampton Free Library and Becket Athenæum
03.26	Interlibrary Loan Open House (webinar)
03.27	Basic Library Techniques w/ ILL component (Middleton)
03.28	MLS Member Forum on Continuing Education and ILL (MITRE)
04.11	Interlibrary Loan Open House (MLS Whately)
04.24	Interlibrary Loan Open House (webinar)
04.25	Martha's Vineyard Library Association meeting
05.07	MLS at the MLA Annual Conference (DCU Center)
05.20	Interlibrary Loan Open House (webinar)
06.23	Interlibrary Loan Open House (webinar)

2. eContent

- MLS has renegotiated pilot pricing and optional statewide pricing to coincide with the tentative plans for statewide launch. Those figures are in the updated budget below:

Baker & Taylor Axis360

Platform fee	\$50,000.00
Minimum content commitment	\$300,000.00

BiblioBoard Library and Creator

Platform fee	\$180,000.00
Creator fee (minimum participation)	\$80,000.00
Minimum content commitment	\$200,000.00

ProQuest EBL

Platform fee	\$0.00
Minimum content commitment	\$100,000.00

Total **\$910,000.00**

- MLS is working with the Sustainability and Funding Task Force to develop pricing and incentives for participation. Participant libraries are expected to contribute between \$100,000 and \$400,000 in the first year.
- MLS is beginning the evaluation of the pilot project now.

3. Other Activities

- MLS will join with colleagues from AMIGOS, Califa, RAILS and LYRASIS to further partnerships among libraries and publishers at BookExpo America this May. Planning is underway.
- The Discovery Task Force released its RFI: <http://guides.masslibsystem.org/discovery>

Financial Report-April 2014-Catherine Utt

See reports for ending balances in March 2014.

Build out and related costs for the Marlborough space are being processed if they haven't already. The total cost breakdown is:

	Actual or Estimated	fy14 Budget	Difference
Build-out	\$23,925.00	\$-	
Electrical Work	\$1,270.00	\$-	
Network Wiring	\$7,670.50	\$4,500.00	
Phones	\$6,448.99	\$3,200.00	
Furniture	\$40,067.80	\$20,000.00	
Cabinets (estimate)	\$13,000.00	\$-	
Total	\$92,382.29	\$27,700.00	\$64,682.29

Delivery

Delivery contract negotiations are continuing. Budget implications have been provided in a separate document.

Optima staff will be joining MLS at MLA in May to meet with the members to discuss delivery. We are also trying to arrange to bring a small section of a sort-to-light rack so we can demonstrate sort-to-light to those who are interested.

Newspaper Grant

The central group of libraries that had been funded with newspaper grant funds has expanded the content to the NewsBank "Massachusetts State Package," which includes the 8 local titles originally contracted, plus 238 news sources from across Massachusetts. The prorated amount for the titles is \$8,908 for the 10 libraries in the group. The group had been approved for up to \$9,115 previously and had received \$3,990, which was 75% of the costs in year 1 for its originally proposed content. It had been communicated additional funds could be available for expanded content or expanded access. The group is therefore requesting \$6,681 in additional funds for the expanded content. We have provided the remaining approved funds in the amount of \$5,125 for the expanded content. Additionally, we will be providing \$1,556 to cover the difference up to 75% for the first year. The Online Content/Resource Sharing Committee previously approved that remaining funds that had not been allocated directly to any of the library groups (\$14,885 in fy14) could be allocated to the groups for expanded content and/or expanded libraries served. The central library group was the only group that has expressed interest in taken measures to utilize these additional funds in fy14. An additional \$9,740 of funds are available to all three groups above what has been directly allocated for fy15.

I will be checking in with all three groups at the end of May to plan for next year and to assess whether any of the groups will be making any additional expansions that might require use of the remaining funds.

Bibliotemps

See financial data at end of report.

Massachusetts Library System
Fiscal Year 2014

End Balance March 2014

Line Item Budget

	Budget	Actual	Percentage	Comments
I. PERSONNEL COSTS				
A. Salaries and Wages	1,240,855.00	892,604.25	71.93%	
B. Applicable Benefits	399,750.00	255,427.41	63.90%	
SUBTOTAL	1,640,605.00	1,148,031.66	69.98%	
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	4,019.06	133.97%	
B. Equipment				
1. Computer Hardware and Software	62,000.00	51,049.08	82.34%	
2. Office Equipment and Furnishings	20,000.00	24,062.80	120.31%	
3. Vehicles	0.00	0.00		
C. Office Expenses				
1. Supplies	15,000.00	11,641.04	77.61%	
2. Postage	2,000.00	1,490.66	74.53%	
3. Telephone	15,000.00	10,194.97	67.97%	
4. Printing	10,000.00	6,644.33	66.44%	
5. Travel				
a) In-state	55,000.00	29,710.25	54.02%	
b) Out-of-state	25,000.00	23,427.05	93.71%	
6. Equipment Maintenance and Repair	4,500.00	2,758.34	61.30%	
7. Space Rental/Electricity	169,120.00	89,533.56	52.94%	
8. Audit	25,000.00	23,565.00	94.26%	
9. Other	95,000.00	108,815.58	114.54%	
D. Regional Vehicle Expenses	0.00	615.35		
E. Contractual Services (Excludes Online Content)	2,880,000.00	1,971,931.15	68.47%	
SUBTOTAL	4,984,518.00	2,359,458.22	47.34%	
TOTAL	6,625,123.00	3,507,489.88	52.94%	
III. SUB-CONTRACTED SERVICES	600,000.00	0.00	0.00%	
TOTAL	7,225,123.00	3,507,489.88	48.55%	

**Bibliotemps
Fiscal Year 2014**

Line Item Budget

	Mar-14	YTD	Comments
I. REVENUE			
A. Bibliotemps Revenue	45,481.59	275,879.45	
B. Bibliotemps Costs	37,950.83	233,172.77	
NET INCOME SUBTOTAL	7,530.76	42,706.68	
I. PERSONNEL COSTS			
A. Salaries and Wages	2,658.74	26,548.68	
B. Applicable Benefits	295.91	4,067.29	
SUBTOTAL	2,954.65	30,615.97	
II. OPERATING EXPENSES			
A. Equipment			
1. Computer Hardware and Software	0.00	3,375.00	
2. Office Equipment and Furnishings	0.00	0.00	
A. Equipment Subtotal	0.00	3,375.00	
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	17.13	611.82	
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	17.13	611.82	
SUBTOTAL	2,971.78	34,602.79	
INCOME AFTER EXPENSES	4,558.98	8,103.89	