

Massachusetts Library System  
Executive Board Meeting Minutes October 20, 2014

The meeting of the Massachusetts Library System (MLS) at the Marlborough and Whately offices was called to order at approximately 1:19 p.m. by William Adamczyk, President.

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

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

Guests: Catherine Utt; Carolyn Noah; Mary Kronholm and Jan Resnick, MBLC; Chris Johnson and David St. Yves, Auditors

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

**Executive Director's Goals and Objectives – FY2015**

**1. Strategic Plan, post-2015:**

- Design and recommend process to develop new strategic plan with implementation in early 2016. Our current plan runs 2013-2015.

**2. Leadership Development:**

- Seek opportunities to develop my own leadership skills and encourage leadership and management skills among management team members.

**3. Resource Sharing:**

- Lead continued process with the Resource Sharing Director to build this new department and collaborate with the Management Team to effectively integrate its services and staff into MLS operations.
- Work with Resource Sharing Director to launch and expand the beta version of the statewide eBook platform to meet member needs.

**4. Communications:**

- Design, recommend, and launch process to improve MLS capacity to keep members and stakeholders informed about major MLS developments with a feedback loop, with a focus on underserved audiences.
- Focus on providing a physical presence for MLS by continuing to offer face-to-face opportunities, such as Member Forums.

**5. Whately:**

- Continue to work towards closure on the Whately facility and the launch of a new Western Mass. location for MLS.

Margot and Will worked with Greg on these new goals. Alignment of goals through management team, staff, and executive board is important. For next year, the plan should be to discuss goals in March and finalize them in April so goals will be set prior to new fiscal year. Executive Board should set goals which can trickle down through organization.

Motion to approve goals and objectives. Motion-Patrick; Second-Amy. Unanimous.

**Meeting locations for 2015**

A calendar for 2015 meetings and locations was presented. Catherine asked whether there are any conflicts with meeting dates and major events, i.e. MLA, NELA, and SLA. Let her know if any

conflicts arise. Board goal setting retreat in the spring-should it be a separate event or part of regular meeting?

### **Preparing for Assistant Director retirement & review job descriptions**

The MLS Management Team has had lengthy deliberations about the position that we discussed last month. Our conclusion is to recommend a revised version of the Training and Advisory Services Director job description with a revised hiring process and an outline of Changes to Massachusetts Library System Director Roles upon Carolyn's retirement and later if necessary to clarify roles and responsibilities.

We expect the search to be lengthier and more expensive (for candidate travel expenses) than originally anticipated. Margot Malachowski, MLS Vice President, recommended that we make a strong effort to recruit diverse candidates.

Recommendations: Create a new position: Training & Advisory Services Director. Form an internal search committee representative of all MLS departments to design and implement the hiring process. Advertise nationally after consulting appropriate resources on best practices for diversity recruitment. MLS will provide preference for internal candidates in several ways. Internal candidates will have early access to the job posting and an opportunity to meet with the management team about the position. Internal candidates who decide to proceed with the process will not be required to undergo a screening interview and if there are two finalists with equal qualifications, we will prefer the internal candidate.

A MLS Personnel Committee meeting was held today prior to Board meeting; they approved the recommendation. Catherine and Steve are current directors; another staff member will take over some responsibility in the interim, but will not have signatory authority. Since a nationwide search is to be conducted, take Massachusetts out of licensure statement in job advertisement.

### **Value of Service (VOS) Report**

A preliminary VOS was presented by Greg and Catherine. The results need to be fine-tuned to give a more realistic view of some service values. It would be interesting to see pre-MLS and MLS values compared.

### **Draft FY2014 Audit Report**

Chris Johnson reports that the audit process is mostly finished. There were not too many changes from 2013 to 2014. No depreciation on the Whately building; it is holding at the full appraised value. Final letter is coming. USDA can view audit report. Any questions about the audit can be funneled through Catherine or Will.

Motion to adjourn regular meeting and move into executive session at 2:45 p.m.

Motion-Tim; Second-Amy.

Regular meeting resumed at 3:02 p.m.

### **Mentoring Project "SET: Skill, Empowerment, Talent"**

Amanda Fauver presented a PowerPoint to announce this project developed by a task force of April Mazza, Kelly Woodside, Kristi Chadwick, Sarah Sogigian, and Amanda. Eight to ten participants from libraries statewide will attend in-person meetings and webinars to learn the skills of management and leadership. The goal of this mentoring project is to build a network of trainers across the state.

### **Reports**

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

Betty stated that she will plan to attend the Member Forum in South Hadley in January.

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

Great attendance at Youth Forum; MLS partnered with Rhode Island for this forum.

Financial-Catherine Utt- attached at end of minutes

Memorandum of agreement with MHEC signed to change percentage to 60/40 split of revenue sharing.

Resource Sharing Director-Steve Spohn is at NELA- report attached at end of minutes

MBLC –Mary Rose Quinn

-Dianne is in Wyoming at a State Director’s meeting.

-Wareham is not seeking a waiver; there was no override so they are struggling to maintain minimal services.

-State Aid to Public Library review. Jim Sutton is interviewing library directors at meetings around the state. A white paper should be completed by end of November. The process of reporting has become outdated.

-Cindy Roach is networking with Trustees throughout the state to advocate for libraries.

-FY16 MBLC Legislative Agenda is in final stage of preparation. Funding level increase will aim to maintain appropriate level for statewide needs.

Library for the Commonwealth (LFC) – Anna Fahey-Flynn-no report

**Other Business-** The extra cost for compliance with the Affordable Care Act in the Optima contract will not be accessed in the FY15 budget.

**MLS Executive Board Meetings-**

November 3, 2014 (Annual Meeting) -Holy Cross

December 15, 2014 (Orientation) – Marlborough

January 26, 2015 – Marlborough

February 23, 2015 – Marlborough

March 16, 2015 – Whately

April 13, 2015 – Marlborough

May 18, 2015 – Marlborough

June 15, 2015 – Whately

July 20, 2015 – Marlborough

August 17, 2015 – Marlborough

September 21, 2015 – Whately

October 19, 2015 – Marlborough

November 2, 2015 (Annual Meeting) – Holy Cross

December 14, 2015 (Orientation) – Marlborough

Motion to adjourn regular meeting and resume executive session at 4:19 p.m.

Motion-Patrick; Second-Tim.

Respectfully submitted,

Betty P. Johnson, Clerk

**Executive Director’s Report – October 2014**

**Whately Facility-**Catherine and I met with a Deerfield Selectman to discuss the towns’ interest in the building and potential MLS use. We connected the Selectman to MLS technology staff to inform about network infrastructure. The Selectman has informed us to expect a proposal by October 20, 2014.

**Staff Development Activities-**MLS held a staff development day with an outside facilitator. After a year of rapid growth (increasing staffing levels by about 50 percent), we called this meeting to contribute to MLS-wide team building and integration. Our facilitator was successful at encouraging brainstorming ideas and prioritization that will allow MLS to address the staff’s most pressing issues. The planning group for the event and Management Team met the following day to plan follows up which will begin shortly.

**Member Forums starting January 13, 2015-**We are planning six member forums during 2015. We are launching with an event in South Hadley at the new public library on January 13. It would be nice if an Executive Board member welcomed attendees. We’ll let you know as these are scheduled around the

Commonwealth and hope you can join us. It's a great opportunity to solicit interest among members to get involved with MLS committees and the Executive Board.

**Value of Service**-Catherine has compiled data from all MLS departments to generate this report which could also be called a cost avoidance report which shows the price libraries would pay for MLS services if they had to purchase them independently. The report covers fy2009 (the final year the former regions completed the report) and fy2010-fy2014. (See Board Packet)

**Statewide Discovery System Committee**-The Committee is met on September 25 to determine our next steps and a recommendation will be made to the Statewide Resource Sharing Committee to issue a request for proposal to create a statewide discovery system to streamline patron access to statewide materials, both physical and virtual.

**Letters to Legislators**-Will and I sent letter to Sens. Rosenberg and Eldridge, and to Reps. Kulik, Hogan, and Atkins, thanking them for their support during the FY15 budget process.

**Digital Commonwealth**-2015 Conference is being planned at Holy Cross between March 30 and April 6

#### **CE and Advisory Report-October 2014 (Reporting on September 2014)-Carolyn Noah**

**Advisory**-In September, we had 142 contacts with members who used our advisory skills and 13 site visits. In all, we spent 88 hours interacting with members and 19 hours in travel to do so. With the closing of the summer library program and the beginning of the school year, it's no surprise that many of the questions were about summer reading or troubleshooting databases. There were many membership questions, with lots of libraries joining or updating their memberships. We made four new library director visits as well.

**BiblioTemps®**-32 staff are actively assigned to libraries, breaking all records for simultaneous placements. Shelah Coullard joined the BiblioTemps® and Resource Sharing groups and has been tremendously helpful to Kelly.

**Continuing Education**-We ran 23 programs attended by 388. We sponsored a day-long online training in the User Experience in three locations and 55 participated. Your Collection Lifestyle, a new workshop organized by Kristi and Anna, has been sited in two locations. Reviews are positive. Roundtable season has begun, this month featuring director, small library and reference roundtables. We've begun a long sequence of Gale webinars that will continue through the fall. And Kristi and Deb are in the midst of holding Trustee orientations with the MBLC.

Steve ran a Commonwealth eBook Collections webinar attended by 51 members and Nora organized two BiblioBoard demonstrations attended by 20.

Over 100 are registered for the Small library forum on October 29.

We completed preparation for the annual meeting. We need the Board's help with small group discussions, and I'll brief you at our October meeting.

We have begun work on a spring program. It will focus on identifying opportunities, pursuing innovation and risking failure.

**School library membership renewal**-The update process begins in October. We hope to complete it by March 2015. This is a project shared by Advisory and Member Services staff.

**Summer library program** -With the program concluded, the participation reported for the year is record breaking:

- Total number of registrations: 109,967

- Total number of library programs hosted: 14,272
- Total number of participants at the programs hosted: 407,194

## **Resource Sharing Report-October 2014-Stephen Spohn**

### **1. Mediated Interlibrary Loan**

- No major news on this front except that Mediated ILL is running smoothly.
- Sue Kaler and her team are working on the 1<sup>st</sup> Quarter ILL stats, and I expect to have those ready to share along with Document Delivery stats in the November board report.

### **2. Online Content**

- **Commonwealth eBook Collections**

- Activity on this front is shifting slightly from a major push to attract libraries to the workflow of getting participants activated with the vendors. (There is still considerably interest coming in now, especially from schools.)

<b>Participant Funding Status*</b>	
221 libraries	\$254,325
FY 2015 Gap	\$180,675

- Nora Blake is leading efforts to form two subcommittees that will help implement and guide the program with the steering committee: (1) Training and Support and (2) Content Selection.
- **Statewide Databases-YTD Stats – Gale Full Text Retrievals – (Still working on a good workflow for ProQuest and Encyclopedia Britannica stats.)**

	<b>FY 2014</b>	<b>YTD</b>	<b>YTD Value</b>	<b>YTD %</b>	<b>2014-07</b>	<b>2014-08</b>	<b>2014-09</b>
Academic Libraries	43%	187,553	\$165,746	41.4%	49,382	32,618	105,553
Public Libraries	13%	50,370	\$44,513	11.1%	13,035	13,063	24,272
School Libraries	42%	203,100	\$179,485	44.9%	21,246	19,295	162,559
Special Libraries	1%	11,260	\$9,951	2.5%	2,724	2,538	5,998
<b>Total Libraries</b>	<b>8,359,148</b>	<b>452,628</b>	<b>\$400,000</b>		<b>86,387</b>	<b>67,514</b>	<b>298,727</b>
<b>Cost Per Use</b>			<b>\$0.88</b>		<b>\$1.54</b>	<b>\$1.97</b>	<b>\$0.45</b>

### **3. MassCat-Chester Public Library joined MassCat**

### **4. Resource Sharing Advisory Committee**

- The committee met on September 11. One might call this meeting more of an orientation. The committee chair and members wanted the complete picture, so most of the meeting was spent reporting on what MLS does. I expect this committee to ramp up considerably over time as they are a lively bunch and very interested to find a way to contribute to the cause.

## **Financial Report-October 2014-Catherine Utt**

Financial Report-See reports for ending balances in September 2014.

**MHEC** -In efforts to continue to advance the MHEC/Cooperative Purchasing service, MHEC and I have been working collaboratively:

1. A job description for the library contract manager position has been posted. MHEC has invited MLS to be a part of the selection process once qualified candidates are identified.
2. Ellen Bickelman from MHEC and I will be meeting with the MVLC Technical Services Committee on Thursday, October 16.
3. The November workshops have very good registration numbers at this time. There are a few spots left in both and we hope to continue to encourage members to sign up.
4. MHEC and MLS will be sharing a booth at NELA.
5. Shirley MacLean and I attended the MHEC Vendor Expo and were able to meet with library members. We were also able to meet and discuss library needs with a number of vendors and will be working to find ways to promote the benefits of the other MHEC contracts to library members.

**Delivery**-The October delivery survey begins Monday, October 20. The Delivery calendars were distributed to all libraries on delivery along with delivery survey information and instructions. The Delivery Committee has been invited to save the date for the February resource sharing event in order to participate in discussions relating to delivery. As a follow up, the committee will meet at a date to be determined in March.

### ***Bibliotemps***

See financial data at end of report.

Massachusetts Library System Fiscal Year 2015			End Balance September 2014	
Line Item Budget				
	Budget	Actual	Percentage	Comments
<b>I. PERSONNEL COSTS</b>				
A. Salaries and Wages	1,551,199.00	404,943.68	26.11%	
B. Applicable Benefits	482,851.00	104,442.45	21.63%	
<b>SUBTOTAL</b>	<b>2,034,050.00</b>	<b>509,386.13</b>	<b>25.04%</b>	
<b>II. OPERATING EXPENSES</b>				
A. Books and Other Library Materials				
1. Online Content - Reference	809,549.00	0.00	0.00%	
2. Online Content - eBook	250,000.00	69,497.42	27.80%	
3. Professional Collection	5,000.00	477.68	9.55%	
B. Equipment				
1. Computer Hardware and Software	65,000.00	13,363.31	20.56%	
2. Office Equipment and Furnishings	20,000.00	5,084.00	25.42%	
3. Vehicles	0.00	0.00		
C. Office Expenses				
1. Supplies	30,000.00	6,936.15	23.12%	
2. Postage	17,000.00	3,055.77	17.98%	
3. Telephone	15,000.00	5,345.45	35.64%	
4. Printing	5,000.00	312.00	6.24%	
5. Travel				
a) In-state	55,000.00	12,460.07	22.65%	
b) Out-of-state	35,000.00	11,443.07	32.69%	
6. Equipment Maintenance and Repair	4,500.00	598.21	13.29%	
7. Space Rental/Electricity	215,000.00	49,260.54	22.91%	
8. Audit	25,000.00	10,200.00	40.80%	
9. Other	128,000.00	31,235.02	24.40%	
D. Regional Vehicle Expenses	0.00	0.00		
E. Contractual Services (Excludes Online Content)	3,568,500.00	683,640.20	19.16%	
<b>SUBTOTAL</b>	<b>5,247,549.00</b>	<b>902,908.89</b>	<b>17.21%</b>	
<b>TOTAL</b>	<b>7,281,599.00</b>	<b>1,412,295.02</b>	<b>19.40%</b>	
<b>III. SUB-CONTRACTED SERVICES</b>				
	100,000.00	0.00	0.00%	
<b>TOTAL</b>	<b>7,381,599.00</b>	<b>1,412,295.02</b>	<b>19.13%</b>	

<b>Bibliotemps Fiscal Year 2015</b>			
<b>Line Item Budget</b>			
	Sep-14	YTD	Comments
<b>I. REVENUE</b>			
A. Bibliotemps Revenue	57,577.64	217,118.00	
B. Bibliotemps Costs	47,553.82	175,772.29	
<b>NET INCOME SUBTOTAL</b>	10,023.82	41,345.71	
<b>I. PERSONNEL COSTS</b>			
A. Salaries and Wages	3,011.74	9,658.59	
B. Applicable Benefits	368.69	1,126.61	
<b>SUBTOTAL</b>	3,380.43	10,785.20	
<b>II. OPERATING EXPENSES</b>			
A. Equipment			
1. Computer Hardware and Software	91.66	1,216.66	
2. Office Equipment and Furnishings	0.00	0.00	
A. Equipment Subtotal	91.66	1,216.66	
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	50.12	141.34	
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	50.12	141.34	
<b>SUBTOTAL</b>	3,522.21	12,143.20	
<b>INCOME AFTER EXPENSES</b>	6,501.61	29,202.51	