

Massachusetts Library System  
Executive Board Meeting Minutes May 21, 2012

The meeting of the Massachusetts Library System (MLS) at the MLS Whately office was called to order at approximately 1:00 p.m. by Dee Magnoni, President.

**Present:** MLS Executive Board Members: William Adamczyk (by phone) , Charlotte Canelli (by phone), Tim Gerolami, Betty Johnson, Deborah Kelsey, Dee Magnoni, Jean Maguire (by phone), Margot Malachowski (@1:50), Patrick Marshall, Andrea Taupier, Sue Wargo (by phone), Sarah Watkins

Ex-officio- Greg Pronevitz, MLS Ex. Director; Diane Carty, MBLC; Gianna Gifford, LFC

Guests: Carolyn Noah, Catherine Utt, Auditors: Chris Johnson, Dave St. Yves (by phone)

Minutes from April meeting corrected to read chair for Nominating committee to be determined; one week every quarter MLS staff will sample for level of satisfaction concerning advisory contact. Motion to accept as amended-Patrick; Second- Deborah Vote: unanimous

### **MLS Annual Audit**

Board and auditors discussed annual audit via conference call. MLS reporting needs to conform to filing requirements of Attorney General and Massachusetts regulations. Auditor will work with Catherine on deficiencies in reporting. Merger caused difficulty getting figures needed. USDA loan requires filing of A133 paperwork for federal compliance. WMRLS did not file reports for 2008, 2009, 2010. MLS did file for 2011. Policies will be designed to address problems, additional training for MASS90 software to enable use of robust features, and an accounting manual will be written.

MLS staff left room so Board could ask auditors questions.

Motion to request management team create an implementation plan and target dates to address the findings of the audit report in a timeframe not to exceed 120 days. Motion-Patrick; Second-Tim. Vote 11-0-1.

Vote to accept audit report postponed until June. Board thanked Catherine for all the work finding necessary information from former regions.

### **School Library De-Certification**

Motion: According to certification requirements, 36 school libraries have not provided evidence showing that requirements are met and these school libraries are removed from membership in the Massachusetts Library System. Motion-Patrick; Second- Betty. Unanimous.

### **ILL Study Task Force Report and Next Steps**

Consultant Ruth Kowal provided a report that considered the following scenarios:

- Continuation of the current contract with the two existing interlibrary loan centers at the Wellesley Free Library and the Thomas Crane Library (Quincy).
- Consolidation of all mediated interlibrary loan to a single interlibrary loan center, for which MLS would issue an RFP for service delivery.
- Consolidation of OCLC lending/borrowing to a single interlibrary loan center and shift non-OCLC Massachusetts lending/borrowing to an internal MLS service delivery operation.
- Consolidate all mediated interlibrary loan to an internal MLS service delivery operation.
- Additional scenarios if identified were to be evaluated by the consultant.

The report's conclusion reads "By moving the mediated interlibrary loan activity in-house, MLS will be in a position of agility, with direct control over budgetary and service decisions. Further, MLS will be able to move towards implementation of statewide consistency of service. MLS needs to be positioned to move quickly as factors outside of their direct control, e.g. the virtual catalog implementation, move ahead.

1. MLS must first determine if it is desirable and feasible to move mediated interlibrary into MLS as an additional administrative function.
2. If the decision is made to move it in-house, a transition plan needs to be drafted for FY14 and FY15. A work plan based on the current level of interlibrary loan request traffic, including the staffing plan and job descriptions for MLS resource sharing staff, and a member library staff-training program, needs to be developed.
3. Consider consolidating to a single service center on an interim basis, or to reduce the contracts, and service area, with both of the existing centers; enter into short-term (one year) contract with the provider library/ies in FY14. Begin to operate a limited MLS mediated ILL center during FY14, serving a portion of the MLS members.
4. Monitor progress of the virtual catalog project to see how that might impact mediated interlibrary loan activity. Be prepared to make adjustments to staffing levels/service approach in response to the service impact of Virtual Catalog. Consider holding off transition until final procurement decisions on the new virtual catalog are finalized in order to build in the highest level of efficiencies.
5. Monitor use of mediated interlibrary loan service to identify heavy users. Determine if options such as network or MassCat membership could reduce reliance on mediated interlibrary loan.
6. Initiate discussions with automated networks to expand the pool of potential lenders to enhance the level of member library reciprocity that will lead to no-fee OCLC lending and a high level of customer service from out-of-state lenders."

Patrick, Betty and Greg met prior to MLS Board meeting to discuss report. Some heavy mediated ILL users are joining networks so volume may change. New Virtual Catalog will hopefully provide better user interface and facilitate easier direct loans. Patrick recommended extending ILL center agreements through FY14 with the provision for cost review for change in volume in FY14 and with the stipulation that the Board will continue to review how to conduct mediated ILL in the future.

Greg will provide an outline of a plan for consideration and vote in June.

### **Online Content Advisory Committee Recommendations**

Committee recommends that the MLS Executive Board not renew the two NewsBank titles (Cape Cod Times, Springfield Republican) ; MLS will attempt to provide access to these and other online newspaper content through collaborative purchase.

Advisory Committee discussed several alternatives for newspaper content acquisition. MLS members may call on MLS's journal article document delivery service at BPL to supply articles (which may increase demand and cost). Vendors may be able to provide a license via BPL's statewide e-card at a reasonable price that reflects the actual user base. Arrange statewide purchasing cooperative that allows libraries to purchase local content with MLS subsidy. A long term option to negotiate directly with newspapers to allow access in local libraries

Board discussion: statewide not regional model. Is on demand access available to local newspapers? NewsBank is not only vendor; perhaps Lexus/Nexus. Worcester Telegram access is lost with new ProQuest contract. Special libraries use newspaper access. Can collaborative purchase close gaps in service? Current contract ends on June 30. Usage statistics need to be examined. Criteria for making decisions must be determined and look at alternative models to provide access statewide.

Motion to accept Online Content Advisory Committee Recommendation. Motion-Deborah; Second-Andrea. Vote: 11-1-0.

### **Whately Facility Working Group Update**

Awaiting final decision on applicability of Mass. Chap. 7 law to sale of WMRLS assets, i.e., property and vehicles. A letter from MLS Board was sent to Congressman Olver about the possibility of loan forgiveness on the Whately building. WMLA will write a letter of support for this outcome.

### **Strategic Planning Update**

Interviews with 25 library leaders being conducted. Report from consultant should be received by task force before May 30. Task force will meet on June 11. Group will define priorities and write the draft plan to present to MLS Board for approval before presentation to membership. Tim will replace Dee on the Strategic Planning Task Force.

### **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

Library for the Commonwealth (LFC) – Gianna

Digital Repository Developer hired. Web Developer will start in September.

MBLC - Dianne

Budget process - Senate version announced on May 16<sup>th</sup>. Funding level for MBLC includes enough for second library building consultant position and increase for Talking Book Library. At least two amendments are being filed. One to increase Perkins funding to \$2.4 mil and State-Aid to Public Libraries to \$9.9 mil which is 2009 level. Senate discussion begins May 23<sup>rd</sup>.

### **Other Business**

Based on inspiration from the resource-sharing conference at Holy Cross concerning eBook ownership and lending, a motion was made to look into the feasibility of the Douglas County eBook model.

Motion-Deborah; Second-Dee. Unanimous.

### Future Meetings for 2012

June 18 – MLS-Marlborough 1-4pm

July 23 – MLS-Marlborough 1-4pm

August 27 – Boston Public Library 1-4pm

September 24 – MLS-Marlborough 1-4pm

October 22 – MLS-Whately 1-4pm

November 5 (Annual Meeting) - College of the Holy Cross

December 3 Morning orientation; afternoon Board meeting at MLS-Marlborough

Motion to adjourn meeting at 3:30 p.m. Motion-Andrea

Respectfully submitted,  
Betty P. Johnson

## **MLS Executive Director Report – May 2012**

### **ILL Center Study**

Our consultant has completed the ILL Center Study (in the dropbox). A small subcommittee (Patrick, Betty, Carolyn, Catherine, and I) will meet prior to the Ex Bd meeting to discuss. You are welcome to join us. My suggestion to the group is to hold off on major changes until the Statewide Virtual Catalog procurement is complete. The Virtual Catalog is an important component to allow more self-service ILL (for cost control and faster turnaround time). If this suggestion is accepted, it will result in the need for MLS to extend the agreements with the ILL centers for fy2014 to allow enough planning time for any transition. I look forward to a discussion of the findings.

### **Newspaper Procurement**

We are planning to approach ProQuest and NewsBank to seek cooperative purchase arrangements to provide access to as much local newspaper content as possible using a combination of library funds and MLS matching funds. We will explore options for licensing that include both local and statewide access (statewide preferred) including use of the Boston Public Library's E-Card.

The total cost to MLS for matching is unknown because we don't have pricing from the vendors or any information on how much libraries can afford. My suggestion is to leave the amount open until we have more information and I'd like to hear the Board's thoughts on levels of matching for local and statewide access.

### **Online Content Procurement**

The joint MBLC/MLS Online Content procurement is complete. We have signed the memorandum of understanding with MBLC and committed to payments for contracts beginning July 1, 2012 for Gale/Cengage, ProQuest, and Encyclopedia Britannica.

### **Whately Facility Update**

Catherine has drafted a letter to request loan forgiveness, adjustment of rental policies, or a short sale option. I have shared this draft with WMLA to seek support. I hope we can finalize and send it asap.

### **WMRLS Bylaws**

I discussed the need to update the WMRLS bylaws with our attorney. She is preparing a template for our review.

### **Creating a Resource Sharing Vision for Massachusetts**

More than 200 attended the joint MLS/MBLC Program on May 15, 2012 event to begin a statewide conversation on the future of resource sharing. The keynote speakers were inspiring. Attendees were enthusiastic about the possibilities presented.

### **Strategic Planning**

Our facilitator, Steve Spohn, has held all focus groups. He will provide a compilation of results by the end of May. Interviews are in progress and results will be available by the end of May. The Task Force is meeting June 11<sup>th</sup> to discuss the findings and the components and priorities of the plan and to assign responsibilities for drafting it.

## Continuing Education and Advisory Report April 2012

During April, our Advisory staff made 162 advisory contacts over 100 hours and 35 site visits, representing 69 hours. Travel time for advisory work was 20 hours, with site visits accounting for 42. In total, we spent 169 hours in direct contact with members. There was a lot of activity to support the summer reading program as well as long range planning for public libraries. Nora worked with new MassCat libraries for training and set up.

We hosted 29 Continuing Education events attended by 374 people. 22 more took advantage of Linda.com training. Anna has been touring with a successful program called “The Accidental Reference Librarian”. We co-sponsored a First Friday webinar with the MA Center for the Book, including an author visit. Other highlights included a session with RA guru Barry Trott; one on ethics and conflict of interest in the library; Common Goals: New Projects, New Ideas for Connecting Libraries, News and Communities; and an insider’s tour of the Library for the Commonwealth.

Three sessions were cancelled, one due to presenter illness; the other sessions were cancelled due to light registration. One was a teen book presentation in Springfield and the other a teen roundtable planned for Bourne.

We began gathering data so that we can report qualitative information about advisory services in June.

Kelly conducted BiblioTemps interviews with 57 candidates in locations all over the state. The candidates represented a range of experience and geography. She may begin targeted recruitment of library staff to fill areas of expertise not represented in the current pool. Kelly plans to begin seeking clients very shortly, and has her first request for personnel.

## Financial/Business Report May 21, 2012

Financial Report-The last installment for the current Gale databases was remitted. All other budget lines are in line with expected expenditures. Forecasting for the final two months of the fiscal year shows an expected amount of \$1.1 million to be available for pre-payments for the new database contracts.

Delivery-March 2012 delivery survey has 479 libraries responding. Accounting for those libraries that didn’t respond, we estimated a total of approximately 292,000 items put into delivery during the delivery week. March delivery is typically the highest volume. October survey results are closer to average volume, with approximately 275,000 items (14.3 million items annualized) delivered during the delivery week.

Satisfaction results from the satisfaction portion of the survey were overall positive. Possible responses for first seven categories were from 1 (unsatisfied) to 4 (very satisfied). Last two categories were from 1 (worse) to 3 (better).

Customer Service from MLS staff	Customer Service from Optima staff	Your driver's performance	On time service	Sorting accuracy	Turn-around time	Communications regarding delivery service	The quality of delivery service this year is:	Library's efforts in preparing items for shipment are:
3.50	3.43	3.61	3.55	3.08	3.25	3.33	2.24	2.29

Sort-to-light testing for MVLC has been ongoing. Optima had not worked with Evergreen previously. MVLC libraries are expected to start using sort-to-light before the end of the fiscal year. CWMARS will be the next network to convert to sort-to-light. This will likely happen in the fall after the libraries have had the opportunity to adjust to Evergreen.

MHEC-Shirley Maclean, Deb Hoadley and I have been working with MHEC on the new cooperative purchasing program. An announcement with a survey for member input was sent during the week of May 7. We had over 100 responses from MLS member libraries with information on spending habits, top vendors and general information about purchasing habits and how they use the coop. MHEC is taking information from the surveys and from information MLS had to put together specific bids.

We will be contacting vendors to extend contracts an appropriate amount of time so as to ensure libraries don't experience any gap between the new and old contracts and can continue to benefit from current discounts until the new contracts are in place. We don't anticipate any problems with extending the contracts.

MLS and MHEC have also discussed training events for member libraries to help them with the new process and to answer any questions they may have. We are looking at August dates. MHEC will also be providing training to all of its members, to which MLS members will be invited.

New Bank-We have been gathering the appropriate paperwork to open a second bank account. We would continue banking with Village Bank, but split funds between the two accounts to ensure greater security and FDIC coverage of MLS funds.

Additionally, we will be requesting a credit card with a maximum of \$25,000 for use by the Executive Director, Assistant Director and Business Manager, as approved in June 2010 by the Executive Board.