Holyoke Public Library Board of Directors Meeting				
5.6.2014		4:30pm Holyoke Public Library		
Present	Board Members: Terry Plum, Jeremy Smith, Wesley Kulig, Bellamy Schmidt, George Mettey, Patrick Leahy, Tom Barrett, Susan Carey, Sandy Ward Financial Manager Andrew Parker, Library Director Maria Pagan, Friends Tim Damon			
Not Present	Manuel Frau-Ramos, Janet Stupak			
Facilitator	Terry Plum			
Note taker Susan Carey/Jeremy Smith				
Previous meeting minutes	Approved			

## **REPORTS**

President's F	Report	
Discussion	There is a meeting of all partners of the SPARK grant on Tuesday May 20 at 2:00pm in Boston. Maria is the lead on the grant. Holyoke Public Library will attend all meetings	
Jose Silva, one of our computer coordinators, has resigned. The position has been posted on the City website.		

Finance Committee and Treasurer's Report					
George Mettey	George Mettey				
Discussion	The good news for the month is we received \$30,000 in donations for the Capital Campaign. We also have \$800,000 in grant money in-process. The not so good news is that cash on hand is down; about \$24.000; \$31,000 in bills to pay.				
Finance Committee authorized \$35,000 from the endowment to help pay the bills. This was previously discussed with the board at a prior meeting. There was a brief discussion on timing regarding repayment of city loan with grant money. Timing may be an issue.					
See Appendix A for full report					

## HPL Realty Corporation Report

Bellamy Schmidt			
Discussion	Bellamy suggests that the Board implement new financial procedures.		
Motion		Person Responsible	Second
That the HPL Board formally approves an operating budget for HPLC. <b>Approved</b>		Bellamy Schmidt	Tom Barrett
Motion		Person Responsible	Second
That the board delegates to the Finance Committee the authority to approve up to \$25,000 in capital expenditures. <b>Approved</b>		Bellamy Schmidt	Tom Barrett
Motion		Person Responsible	Second
That the endowment finance up to \$25,000 per year in capital expenditures. <b>Approved</b>		Bellamy Schmidt	Tom Barrett

Personnel Report		
Bellamy Schmidt		
Discussion None		

Director's Report		
Maria Pagan		
Discussion	Bradley Henning, Community Development Specialist with the City of Holyoke, is currently working to organize a series of workshops presented by nationally recognized urban planning professional James Rojas.	

The Community Development Office does workshops on improving neighborhoods. There will be a workshop here at the library. This will tie nicely with the architectural club that the children's room is having.

On May 1st we had a community presentation in regards to the renovation of the Library Park with Mark Arigoni, landscape architect from Milone and Macbroom. They presented three potential designs for the park.

SPARK Grant: David Parker, Executive Director of Merrimack Valley Sandbox, will be visiting us on May 7th at 2:30 at MGHPCC to provide insight and ideas on starting SPARK. This is an informal brainstorming conversation.

2 of 3 exhibits are up in the library.

Puerto Rican Cultural Project is working on planning a few concerts and a wood carving workshop.

Career Point has a youth works program and is looking for a site, possibly at the library.

The Computer Coordinator position has been advertised.

MHIC has their annual meeting and awards ceremony on June 2 in Boston.

**See Appendix B** for full Director's Report and Computer Coordinator's Report

Archivist Report Eileen Crosby		
Discussion	See Appendix C for report	

Friends Report			
Tim Damon			
Discussion	The Future Begins Here event was a success. We will have the amount raised for the library soon.		
The Friends are still working with Andrew to finalize their 990 info.			

FDA Report		
Terry Plum		
Discussion	Settled the menu for fall fundraiser November 20 in the library	
Brochure for the planned giving is in the works.		

### **OLD BUSINESS**

Filtering & eRate		
Terry Plum		
Discussion	A motion was made to decide the Filtering & eRate issue from last month.	

Motion	Person Responsible	Second
That we filter the public computers to the minimum required by eRate. <b>Approved</b>	Terry Plum	Bellamy Schmidt

Seminars by Investment Firms			
Terry Plum			
Discussion	Several motions were discussed related to seminars by investment firms.		
Motion		Person Responsible	Second
To permit seminars by investment firms as long as they follow the current community room policies. <b>Denied</b> : 5-3		Terry Plum	Bellamy Schmidt
Motion		Person Responsible	Second
That we discuss rules regarding usage of the community room. <b>Tabled 7-1</b>		Terry Plum	Tom Barrett
Motion		Person Responsible	Second
That the Policy Committee brings to the board a new room reservation policy. <b>Approved</b>		Terry Plum	Patrick Leahy

### **OTHER BUSINESS**

Motion made and seconded to adjourn at 5:49.

### **NEXT MEETING**

Tuesday June 10 at 4:30 at the Holyoke Public Library

# **APPENDIX A**



# Report of the Treasurer May 6, 2014

During the month ended March 31, 2014 the Holyoke Public Library's cash position closed at \$176,085. Although this is a minor decrease from last month's position, there has been a sharp decline in operating cash on hand. This has been offset by an increase in the Capital Campaign account from money collected from donations and pledges, which is reserved for our upcoming debt paydown.

The operating profit and loss statement shows a year to date loss of \$38,986. The Finance Committee has requested the transfer of an additional \$35,000 from the endowment to narrow this loss.

Transfer of endowment funds from MorganStanley SmithBarney, at the recommendation of the Long-Term Investment Committee, is ongoing. The adjusting entry for the endowment balance for March is pending the completion of the transfer. An update will be provided at the June meeting.

The Massachusetts Cultural Facilities Council grant has been submitted for review and the IMLS grant is undergoing review for submission within the week. These grants total nearly \$350,000. Receipt of these funds is anticipated within sixty days. The final disbursement from the MBLC Construction Grant of over \$400,000 is also pending, and the Finance Office is working on collecting the LEED grant of \$120,000. Receipt of these grants will assist in the paydown of the City loan. If grant proceeds are not received before the City's due date for funds, we will have to borrow from the endowment to meet any shortfall and reimburse the endowment once grant funds are received.

Respectfully submitted,

George Mettey, Treasurer

# **APPENDIX B**

## Library Director's Monthly Report May 6, 2014

### FYI/Requests

- Tom Schwab is home and doing fine. Sends his thanks for the floral arrangements.
- Signs inside the library are up.
- Statistics summary

Statistics summary	FY14 Total*	FY13 Total	FY12 Total	FY11 Total	FY10 Total	FY09 Total	FY08 Total
Items Circulated at Holyoke							
Total	50,175	52,307	51,601	80,746	79,684	75,185	71,056
Items Sent to Fill Holds							
Total	6,879	9,992	12,240	16,119	16,880	17,467	11,971
Items Received to Fill Holds							
Total	5,834	5,957	4,362	7,897	8,502	8,748	7,664
OverDrive	2.402			400			
Total	3,102	2,265	422	438	14	252	45
Library Visits							
Total	51,703	49,575	48,508	90,990	100,584	100,428	84,473
<b>Public Access Computer Usage</b>							
Total	10,900	26,416	24,804	29,796	26,416	21,892	
Meeting Rooms Usage							
Total							
Programs (Attendance)							
Total of Programs							
Total of Attendance							
Circ. at Holyoke by Patron Home Library							
Total Residents	42,997						
Total Non-Residents	7,178						

<sup>\*</sup>as of April 2014.

#### **Outreach/Programs**

- Children's Room will host Architectural Building Club, starting tomorrow
- Bradley Henning, Community Development Specialist with the City of Holyoke, is currently working to organize a series of workshops presented by nationally recognized urban planning professional James Rojas.
- On May 1<sup>st</sup> we had a community presentation in regards to the renovation of the Library Park with Mark Arigoni, L.A. from Milone and Macbroom. They presented three options. Downtown dog park?
- SPARK -- David Parker, Executive Director of Merrimack Valley Sandbox, will be visiting us on May 7th at 2:30 at MGHPCC to provide insight and ideas on starting SPARK. This is an informal brainstorming conversation.

On May 20<sup>th</sup>, President Rosengren of the Boston Fed for a 2pm event to kick off media and community involvement in our new entrepreneurship program (spark). The visit is meant to help us leverage participation from local private sector and institutional partners like banks and universities. The day will begin with a private meetings with the Boston Fed and the core team that represents the Working Cities Challenge Grant. There will be an 11:00 private project meeting and the 12:00 private lunch! If interested in participating, you need to register.

The next WCC Learning Community will take place from 8:30 to 3:30 on Thursday, May 29<sup>th.</sup> The location will be Greentown Labs at 28 Hale Street in Somerville.

- 2 of the 3 exhibits are up—"Parks to People" and "Que Viva! Lyman Terrace"
- Wood Carving workshops--Carlos Santiago Arroyo is a Santos Carver, will offer a 4 or 6 weeks workshops starting in June.
- Youth Works Year-round employment program—Career Point is asking the library to participate as a worksite in their Youth Works employment program.
- Computer Coordinator is advertised on City's webpage until May 15<sup>th</sup>.
- The City has contracted with Human Resources Services, Inc. (HRS) to conduct a Classification and Compensation Study for the City. As part of the study, we completed a Position Analysis Questionnaire (PAQ). Earlier this month, the consultants started the interviews with employees. HRS is now ready to schedule the next round of interviews, for approximately 65 employees. Library staff are schedule for the 2 last Wednesdays in May.
- Puerto Rican Cultural Project -- planning a Father's Day Concert and the end-of-year celebration concert, "Encuento Criollo on Main Street".

#### Announcements/Reminder—

- MHIC Annual meeting and Awards Ceremony—June 2 at 5pm in Boston.
- Next meeting -- Tuesday, June 10, 2014 at 4:30pm

	July	Aug	Sept	Oct	Nov	Dec
Audio	372	332	300	128		397
Books	3,178	2,982	2,270	1,689	3,828	3,987
E-books*	1	0	0	0	0	1
Materials in electronic format	0	0	0	0	0	0
Miscellaneous	9	1	3	2	5	5
Video cassettes/discs/DVD	1,748	1,908	1,574	527	1,568	2,300
Volumes of Print Periodicals, Newspapers, et	36	30	47	12	100	53
Unknown or Pre-Cataloged	20	9	9	2	3	13
Total	5,364	5,262	4,203	2,360	5,888	6,756
Our Items Circulated here and outside	•	•	,	,		
*Other than OverDrive						
Items Circulated at Holyoke	July	Aug	Sept	Oct	Nov	Dec
Audio	263	296	273		360	390
Books	2,474	2,247	1,619	1,410	3,461	3,693
E-books	1	0	0	0	0	1
Materials in electronic format	4	11	14	18	13	5
Miscellaneous	10	4	12	3		4
Video cassettes/discs/DVD	1,679	1,806		522	1,564	2,408
Volumes of Print Periodicals, Newspapers, et		20	19	9	90	53
Unknown or Pre-Cataloged	22	12	17	2	13	13
Total	4,478	4,396	3,455	2,114	5,511	6,567
ALL items circulated ONLY here						
Circ. at Holyoke by Patron Types	July	Aug	Sept	Oct	Nov	Dec
Adult	2,796	2,810	2,372			4,317
Circulation Clerk	6	38	16	3		8
Circulation Manager	7	42	14	9	10	8
Handicapped	1	1	1	0	0	2
ILL	7	6	16	6	10	11
Institution	7	12	14	0	16	24
Juvenile	843	510	369	308	1,107	1,119
Senior Citizen	656	710	570	308 379	1,107 857	1,119 893
Senior Citizen Young Adult	656 130	710 199	570 55	308 379 49	1,107 857 171	1,119
Senior Citizen Young Adult AIC Distance Learning	656	710 199 0	570	308 379	1,107 857	1,119 893 158 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student	656 130 0	710 199 0	570 55 0	308 379 49 0	1,107 857 171 0	1,119 893 158 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student	656 130 0	710 199 0 0 4	570 55 0 0	308 379 49 0	1,107 857 171 0 1	1,119 893 158 0 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs	656 130 0	710 199 0 0 4	570 55 0 0 0	308 379 49 0	1,107 857 171 0	1,119 893 158 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty	656 130 0 0 0 0	710 199 0 0 4	570 55 0 0 0 0	308 379 49 0 0	1,107 857 171 0 1	1,119 893 158 0 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons	656 130 0 0 0	710 199 0 0 4 0 0	570 55 0 0 0	308 379 49 0 0	1,107 857 171 0 1 1	1,119 893 158 0 0 0 0 1
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified	656 130 0 0 0 0	710 199 0 0 4 0 0 0	570 55 0 0 0 0	308 379 49 0 0 0 0	1,107 857 171 0 1 1 0 0	1,119 893 158 0 0 0 0 1 1
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Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only	656 130 0 0 0 0 0 0 3	710 199 0 0 4 0 0 0 0 0 5	570 55 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 4 4	1,119 893 158 0 0 0 0 1 1 0 5
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Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult	656 130 0 0 0 0 0 3 0 0 0 0 4	710 199 0 0 4 0 0 0 0 5 0 0	570 55 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 4 4	1,119 893 158 0 0 0 0 1 0 5 0 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services	656 130 0 0 0 0 0 3 0 0 0 0 4	710 199 0 0 4 0 0 0 0 5 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24	1,119 893 158 0 0 0 0 1 0 5 0 0 21
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager	656 130 0 0 0 0 0 3 0 0 0 4 4	710 199 0 0 4 0 0 0 0 5 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1	1,119 893 158 0 0 0 0 1 0 5 0 0 21
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound	656 130 0 0 0 0 0 3 3 0 0 0 4 0 0	710 199 0 0 4 0 0 0 0 5 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0	1,119 893 158 0 0 0 0 1 1 0 5 0 0 21 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound Local System Administrator	656 130 0 0 0 0 0 0 3 0 0 0 4 0 0 0 0 0 0 0 0	710 199 0 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0 0	1,119 893 158 0 0 0 0 1 0 5 0 0 21 0 0 0
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Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound Local System Administrator	656 130 0 0 0 0 0 0 3 0 0 0 4 0 0 0 0 0 0 0 0	710 199 0 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0 0	1,119 893 158 0 0 0 0 1 0 5 0 0 21 0 0 0
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Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound Local System Administrator	656 130 0 0 0 0 0 0 3 0 0 0 4 0 0 0 0 0 0 0 0	710 199 0 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0 0	1,119 893 158 0 0 0 0 1 0 5 0 0 21 0 0 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound Local System Administrator	656 130 0 0 0 0 0 0 3 0 0 0 4 0 0 0 0 0 0 0 0	710 199 0 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0 0	1,119 893 158 0 0 0 0 1 0 5 0 0 21 0 0 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound Local System Administrator	656 130 0 0 0 0 0 0 3 0 0 0 4 0 0 0 0 0 0 0 0	710 199 0 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0 0	1,119 893 158 0 0 0 0 1 0 5 0 0 21 0 0 0
Senior Citizen Young Adult AIC Distance Learning Anna Maria Student HCC Student HCC Programs STCC Faculty Patrons Adult Decertified Juvenile Decertified Internet Only Student Special Temporary Adult Tech Services Branch Manager Homebound Local System Administrator	656 130 0 0 0 0 0 0 3 0 0 0 4 0 0 0 0 0 0 0 0	710 199 0 0 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	570 55 0 0 0 0 0 0 0 0 0 0 0 0 0	308 379 49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,107 857 171 0 1 1 0 0 0 0 4 0 0 24 1 0 0 0	1,119 893 158 0 0 0 0 1 0 5 0 0 21 0 0 0

Circ. at Holyoke by Patron Home Library	July	Aug	Sept	Oct	Nov	Dec
AIC Shea Library	0	0	0	0	0	0
AMC Mondor-Eagen Library	0	0	0	0	1	0
Agawam Public Library	0	0	1	21	14	1
Amherst Jones Library	18	17	37	0	42	58
Ashfield Belding Memorial Library	0	0	0	0	0	0
Belchertown Clapp Memorial Library	2	0	12	14	8	5
Bernardston Cushman Library	0	0	5	0	0	0
Chicopee Fairview Library	0	0	0	3	5	0
Chicopee Falls Library	0	0	0	0	0	0
Chicopee Main Library	85	66	80	49	156	125
Deerfield Tilton Library	12	21	6	0	3	1
East Longmeadow Public Library	1	0	0	2	37	27
Easthampton Emily Williston Memorial Library	-	14	12	2	14	37
Florence Lilly Library	9	0	2	2	1	10
Granby Free Public Library	6	1	0	0	0	22
Greenfield Public Library	0	1	4	0	7	5
Hadley Goodwin Memorial Library	3	0	0	0	1	5
Hampden Free Public Library	0	0	0	0	0	0
HCC Library	0	4	0	0	1	0
Hatfield Public Library	0	0	0	0	1	0
Holland Public Library	0	0	0	0	12	4
Holyoke Public Library	3,870	3,884	3,066	1,881	4,807	5,730
Longmeadow Richard Salter Storrs Library	2,070	1	3,000	0	0	3,730
Ludlow Hubbard Memorial Library	0	0	0	0	0	10
Lunenburg Public Library	0	3	0	0	0	10
MA Certified Library	14	14	23	11	19	27
Monson Free Library	0	0	23	0	2	2/
Montague Center Library	2	8	8	2	8	0
Northampton Forbes Library	56	31	5	6	18	35
Northfield Dickinson Memorial Library	0	0	0	0	2	0
Orange Wheeler Memorial Library	1	0	0	0	0	0
Out of State Library	0	0	0	0	1	1
Palmer Public Library	0	0	0	0	0	6
Pittsfield Berkshire Athenaeum	0	0	0	0	0	0
STCC Library	0	0	0	0	0	1
Shelburne Falls Arms Library	0	0	0	0	3	11
Shrewsbury Public Library	0	0	0	0	2	0
South Hadley Public Library	5	10	10	11	53	61
Southampton Edwards Public Library	16	9	12	21	25	47
Southwick Public Library	0		0		0	0
Springfield Brightwood Branch	1	0	0	0	0	
<u> </u>	3	3		5	3	3
Springfield East Forest Park Branch Springfield East Springfield Branch	113	84	32	15	28	78
1 0						
Springfield Forest Park Branch	0	5	0	0	0	6
Springfield Indian Orchard Branch	0	5	5	3	3	1
Springfield Main Library	126	83	52	15	86	69
Springfield Mason Square Branch	0	0	0	0	0	2
Springfield Pine Point Branch	9	0	4	1	1	20
Springfield Sixteen Acres Branch	6	1	2	0	30	9
Sunderland Public Library	0	0	0	0	0	0
Turners Falls Library	0	0	0	0	12	24
Ware Young Mens Library	0	0	0	0	0	11
Warren Public Library	0	0	0	0	6	0
West Springfield Public Library	74	85	71	34	62	50
Westfield Athenaeum	8	46	1	16	37	61
Wilbraham Public Library	0	0	0	0	0	0
Williamsburg Meekins Public Library	0	0	0	0	0	0
Winchendon Beals Memorial Library	6	0	0	0	0	0
Worcester Main Library	0	0	0	0	0	0
Total	4,478	4,396	3,455	2,114	5,511	6,567

Items Sent to Fill Holds	July	Aug	Sept	Oct	Nov	Dec
Total		_				
1014	1,010	000	021	200	7.10	700
Items Received to Fill Holds	July	Aug	Sept	Oct	Nov	Dec
Total		562		358	_	
1014	00.	502	001	000	011	020
All Items Sent Out in Delivery	July	Aug	Sept	Oct	Nov	Dec
Total	,	_	•	763		
Total	1,704	1,007	1,007	700	1,070	1,700
All Items Recieved in Delivery	July	Aug	Sept	Oct	Nov	Dec
Total		_			1,068	
Total	1,717	1,717	1,702	1,401	1,000	1,000
OverDrive	July	Aug	Sept	Oct	Nov	Dec
Kindle	66	81	67	82	91	
OverDrive READ	6	1	1	5		
Adobe EPUB eBooks	88	81	114	73		
Open EPUB eBooks	2	0	2	2		
Adobe PDF eBooks	6	3	5	1	5	
Open PDF eBooks	5	0	0	0		
Total E-Books		166	189	_		
10141 2 200110	170	100	100	100	101	
OverDrive MP3 Audiobooks	72	100	69	76	67	60
OverDrive WMA Audiobooks	17	14	8	8		
Total E-Audio		114		84		
	0	2	0	0	1	1
Total E-Video	0	2	0	0	1	1
Tota	262	282	266	247	270	262
Library Visits	July	Aug	Sept	Oct	Nov	Dec
	4,228	4,576	3,978	5,609	10,884	1,201
Total	4,228	4,576	3,978	5,609	10,884	1,201
Programs (Attendance)	July	Aug	Sept	Oct	Nov	Dec
Children	46 (731)	10 (293)	32 (398)	11 (242)	49 (676)	35 (452)
Adult						
YA						
Total of Programs						
Total of Attendance	731	293	398	242	676	452
Meeting Rooms Usage	July	Aug	Sept	Oct	Nov	Dec
Community Room						
Board Room						
Group Study Room						
Quiet Study Rooms						
Total						
		_	_			
Public Access Computer Usage	July	Aug	Sept	Oct	Nov	Dec
	777	989				
Total	777	989	269	164	1,069	1,154

Holyoke Items in Circulation	Jan	Feb	Mar	Apr	May	June	Total
Audio	414	376	429	_	_		3,102
Books	4,288	4,047	5,207	4,802			33,100
E-books*	0	0	11	11			23
Materials in electronic format	0	0	0				0
Miscellaneous	6	6	0				28
Video cassettes/discs/DVD	2,277	2,129	2,346	_			16,725
Volumes of Print Periodicals, Newspapers, etc.		91	72				639
Unknown or Pre-Cataloged	13	6	16				79
Total		6,655		7,409		0	53,696
Our Items Circulated here and outside	7,002	6,655	0,001	7,409	U	U	55,696
*Other than OverDrive							
Other than OverDrive							
Items Circulated at Holyoke	Jan	Feb	Mar	Apr	May	June	Total
Audio	366			321		Guile	2,923
Books		3,662					
	3,898	-	4,659				29,068
E-books	0	0	32				33
Materials in electronic format	2	14	8				104
Miscellaneous	9	5	0	_			57
Video cassettes/discs/DVD	2,321	2,293	2,537	2,358			17,310
Volumes of Print Periodicals, Newspapers, etc		94	76				574
Unknown or Pre-Cataloged	16	6	18				106
Total	6,678	6,410	7,761	7,283	0	0	50,175
ALL items circulated ONLY here							
Circ. at Holyoke by Patron Types	Jan	Feb	Mar	Apr	May	June	Total
Adult	4,637	4,334	5,017	4,589			32,721
Circulation Clerk	3	7	19	23			137
Circulation Manager	12	7	10	11			123
Handicapped	3	3	5	0			15
ILL	9	0	16	4			78
Institution	13	0	0				79
Juvenile	903	940	1,420	1,303			7,979
Senior Citizen	914	916	948				7,196
Young Adult	173						1,657
AIC Distance Learning	1	0	0				1,007
Anna Maria Student	0	0	0				1
HCC Student	1	0	0				6
HCC Programs	0	0	3				3
STCC Faculty	1	0					2
Patrons	•	0					
Adult Decertified	0						0
	0	0					9
Juvenile Decertified	0	0		1			7
Internet Only	0	0	0				2
Student	5	5	2				60
Special	1	1	0				3
Temporary Adult	2	0	0				2
Tech Services	0	0	0				1
Branch Manager	0	0	0				1
Homebound	0	2	0				2
Local System Administrator	0	0	_	_			4
Total	6,678	6,410	7,761	7,283	0	0	50,089
<u> </u>			Ĭ	l	Ĭ	1	

Circ. at Holyoke by Patron Home Library	Jan	Feb	Mar	Apr	May	June	Total
AIC Shea Library	1	0	0	0			1
AMC Mondor-Eagen Library	0	0	0	0			1
Agawam Public Library	23	7	16	0			83
Amherst Jones Library	30	38	23	82			327
Ashfield Belding Memorial Library	0	0	0	2			2
Belchertown Clapp Memorial Library	6	41	28	20			134
Bernardston Cushman Library	0	0	0	0			5
Chicopee Fairview Library	9	2	0	0			19
Chicopee Falls Library	7	10	4	12			33
Chicopee Main Library	160	165	241	157			1,199
	4						
Deerfield Tilton Library		3	0	0			38
East Longmeadow Public Library	14	0	5	0			85
Easthampton Emily Williston Memorial Library		44	65	55			303
Florence Lilly Library	34	26	29	38			142
Granby Free Public Library	9	18	16	23			89
Greenfield Public Library	5	7	5	14			48
Hadley Goodwin Memorial Library	12	7	1	4			30
Hampden Free Public Library	0	3	2	3			8
HCC Library	1	0	3	0			9
Hatfield Public Library	1	1	2	0			5
Holland Public Library	0	0	2	0			18
Holyoke Public Library	5,651	5,347	6,451	6,180			42,997
Longmeadow Richard Salter Storrs Library	0	0	0	46			51
Ludlow Hubbard Memorial Library	22	12	15	0			59
Lunenburg Public Library	0	0	0	45			48
MA Certified Library	19	14	57	0			184
Monson Free Library	0	0	2	1			10
Montague Center Library	0	32	24	0			82
Northampton Forbes Library	115	47	106	112			475
Northfield Dickinson Memorial Library	0	0	0	0			2
Orange Wheeler Memorial Library	0	0	0	0			0
Out of State Library	0	0	0	0			2
Palmer Public Library	26	18	12	0			62
Pittsfield Berkshire Athenaeum	0	0	0	1			1
STCC Library	1	0	0	0			2
Shelburne Falls Arms Library	9	0	0	0			23
Shrewsbury Public Library	0	0	0	0			20
South Hadley Public Library	57	65	52	65			384
Southampton Edwards Public Library	40	73	75	54			356
Southwick Public Library	0	9	0	3			12
,	1	1					
Springfield Brightwood Branch	5	-	11	1			31
Springfield East Forest Park Branch		0		-			
Springfield East Springfield Branch	74	63	70	65			509
Springfield Forest Park Branch	9	39	2	8			69
Springfield Indian Orchard Branch	14	9	12	8			60
Springfield Main Library	56	44	118	75			598
Springfield Mason Square Branch	8	20	19	17			66
Springfield Pine Point Branch	16	3	17	5			67
Springfield Sixteen Acres Branch	9	16	3				74
Sunderland Public Library	4	3	7	21			35
Turners Falls Library	0	0	0	0			36
Ware Young Mens Library	8	12	4	2			37
Warren Public Library	0	0	0	0			6
West Springfield Public Library	43	62	117	72			596
Westfield Athenaeum	113	147	141	87			649
Wilbraham Public Library	0	0	4	0			4
Williamsburg Meekins Public Library	2	0	0	0			2
Winchendon Beals Memorial Library	0	0	0	0			0
Worcester Main Library	0	2	0				2
Total	6,678			_	0	0	50,175
Total	5,5.0	٠,٥	.,	- ,===	U		

Total  Items Received to Fill Holds  Total  All Items Sent Out in Delivery  Total  All Items Recieved in Delivery  Total	Jan Jan Jan	1,995 1,720 116 20 115 0 4 0 255	Feb Feb Feb	725 708 1,856 1,605 98 25 112 0 4 0 239	Mar	849 2,323 2,336 108 78 120 0 3 0 309	Apr Apr	2,027 2,583 126 60 163 2 7 0	May May May		June June June		Total
All Items Sent Out in Delivery Total  All Items Recieved in Delivery Total  All Items Recieved in Delivery Total  OverDrive Kindle OverDrive READ Adobe EPUB eBooks Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks Open PDF eBooks OverDrive MP3 Audiobooks OverDrive WMA Audiobooks	Jan Jan	1,995 1,720 116 20 115 0 4 0 255	Feb	708 1,856 1,605 98 25 112 0 4 0 239	Mar Mar	2,323 2,336 108 78 120 0 3 0	Apr Apr	2,027 2,583 126 60 163 2 7	May May May	0 0 0 0 0	June June	0 0 0 0 0 0	Total 5,834  Total 15,630  Total 16,028  Total 930 210 1039 11
All Items Sent Out in Delivery  Total  All Items Recieved in Delivery  Total  OverDrive  Kindle  OverDrive READ  Adobe EPUB eBooks  Open EPUB eBooks  Adobe PDF eBooks  Open PDF eBooks  Open PDF eBooks  OverDrive MP3 Audiobooks  OverDrive WMA Audiobooks	Jan Jan	1,995  1,720  116  20  115  0  4  0  255	Feb	1,856 1,605 98 25 112 0 4 0 239	Mar Mar	2,323 2,336 108 78 120 0 3 0	Apr	2,027 2,583 126 60 163 2 7	May May	0 0 0 0 0	June June	0 0 0 0 0 0	5,834  Total 15,630  Total 16,028  Total 930 210 1039 11
All Items Sent Out in Delivery  Total  All Items Recieved in Delivery  Total  OverDrive  Kindle  OverDrive READ  Adobe EPUB eBooks  Open EPUB eBooks  Adobe PDF eBooks  Open PDF eBooks  Open PDF eBooks  OverDrive MP3 Audiobooks  OverDrive WMA Audiobooks	Jan	1,995  1,720  116  20  115  0  4  0  255	Feb	1,856 1,605 98 25 112 0 4 0 239	Mar	2,323 2,336 108 78 120 0 3 0	Apr Apr	2,027 2,583 126 60 163 2 7	May May	0 0 0 0 0	June	0 0 0 0 0 0 0	Total 15,630  Total 16,028  Total 930 210 1039 11
All Items Recieved in Delivery  Total  OverDrive  Kindle OverDrive READ Adobe EPUB eBooks Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks Open PDF eBooks OverDrive MP3 Audiobooks OverDrive WMA Audiobooks	Jan	1,720  116 20 115 0 4 0 255	Feb	98 25 112 0 4 0	Mar	2,336 108 78 120 0 3 0	Apr	2,583 126 60 163 2 7	May	0 0 0 0 0	June	0 0 0 0 0 0 0	15,630 Total 16,028 Total 930 210 1039 11
All Items Recieved in Delivery  Total  OverDrive  Kindle  OverDrive READ  Adobe EPUB eBooks  Open EPUB eBooks  Adobe PDF eBooks  Open PDF eBooks  OverDrive MP3 Audiobooks  OverDrive WMA Audiobooks		1,720  116 20 115 0 4 0 255		98 25 112 0 4 0	Mar	2,336 108 78 120 0 3 0	Apr	2,583 126 60 163 2 7	May	0 0 0 0 0		0 0 0 0	Total 16,028  Total 930 210 1039 11
Total  OverDrive  Kindle  OverDrive READ  Adobe EPUB eBooks  Open EPUB eBooks  Adobe PDF eBooks  Open PDF eBooks  OverDrive MP3 Audiobooks  OverDrive WMA Audiobooks		116 20 115 0 4 0 <b>255</b>		98 25 112 0 4 0		108 78 120 0 3	Apr	126 60 163 2 7	May	0 0 0 0 0		0 0 0 0	16,028 Total 930 210 1039 11
OverDrive Kindle OverDrive READ Adobe EPUB eBooks Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks Open PDF eBooks OverDrive MP3 Audiobooks OverDrive WMA Audiobooks	Jan	116 20 115 0 4 0 <b>255</b>	Feb	98 25 112 0 4 0		108 78 120 0 3	Apr	126 60 163 2 7	May	0 0 0 0 0	June	0 0 0 0	930 210 1039
Kindle OverDrive READ Adobe EPUB eBooks Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks Open PDF eBooks  Total E-Books OverDrive MP3 Audiobooks OverDrive WMA Audiobooks	Jan	20 115 0 4 0 <b>255</b>	Feb	25 112 0 4 0 <b>239</b>	Mar	78 120 0 3		60 163 2 7 0		0 0 0 0 0	June	0 0 0 0	930 210 1039 11
Kindle OverDrive READ Adobe EPUB eBooks Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks Open PDF eBooks  Total E-Books OverDrive MP3 Audiobooks OverDrive WMA Audiobooks		20 115 0 4 0 <b>255</b>		25 112 0 4 0 <b>239</b>		78 120 0 3		60 163 2 7 0		0 0 0 0 0		0 0 0 0	930 210 1039 11
OverDrive READ Adobe EPUB eBooks Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks  Total E-Books OverDrive MP3 Audiobooks OverDrive WMA Audiobooks		20 115 0 4 0 <b>255</b>		25 112 0 4 0 <b>239</b>		78 120 0 3		60 163 2 7 0		0 0 0 0		0 0 0	210 1039 11
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Open EPUB eBooks Adobe PDF eBooks Open PDF eBooks  Total E-Books  OverDrive MP3 Audiobooks OverDrive WMA Audiobooks		0 4 0 <b>255</b> 77		0 4 0 <b>239</b>		0 3 0		2 7 0		0 0 0		0	11
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		a		70		89		78		0		0	764
		9		9		4		7		0		0	94
		86		85		93		85		0		0	858
		1		2		0		0		0		0	7
Total E-Video		1		2		0		0		0		0	7
Total		342		326		402		443		0		0	3102
Library Visits	Jan		Feb		Mar		Apr		May		June	-	Total
Library Visits		3,578	I CD	3,950		4,718	•	8,981			Julie	_	51703
Total		3,578		3,950		4,718		8,981					51703
Programs (Attendance)	Jan		Feb		Mar		Apr		May		June	•	Total
• •	38 (3	202)	36 (3	71)		,023)		270)	way		Julic		393 (5229)
Adult	30 (3	002)	30 (	)/ I)	74(1	,023)	02 (0	370)					<u> </u>
YA													0
		00		00		74							0
Total of Programs		38		36		74		62					393
Total of Attendance		382		371		1,023		670					5238
Meeting Rooms Usage	Jan		Feb		Mar		Apr		May	,	June	•	Total
Community Room													0
Board Room													0
Group Study Room													0
Quiet Study Rooms													0
Total													0
Data's Assess Committee			F				Α.		N.F				T . 1 . 1
Public Access Computer Usage	Jan	1,412	Feb	1,423	Mar	1,932	Apr	1,711	May		June		<b>Total</b> 10900
Total		1,412 1,412		1,423 1,423		1,932 <b>1,932</b>		1,711 1, <b>711</b>				-	10900

HPL Computer Progress and Update May 2014

### **MAC Computers**

The MACs are working properly at this time with PC Reservation and LPT:ONE.

### **Operating System Upgrade**

Upgraded all LPT:ONE Print stations from XP to Windows 7

#### **Software**

The Deep Freeze Enterprise still needs to be purchased.

#### **Print Terminals**

The UPS (Uninterruptable Power Supply) needs to be purchased.

### **Children's Room Computers:**

The lack of any window shades in the Children's room causes the computers to become unusable since you are unable to see the computer screen because of the glare due to the full sun from about 2pm and on. Another problem that will occur is the computers will fade as the sun continues to hit them directly. We need to look into options of preventing this action. The Young Adult computer section has shades perhaps that would be a good solution.

## **Public Computers:**

Updating security software on all public computers as well as giving myself access to these computers from off site is needed. I have successfully done this for the following locations Computer Lab, Computer Classroom, Children's room.

#### **PC Reservation:**

I have had several patrons and staff comment on web session remaining open after ending sessions. For example, users still logged onto Facebook, YouTube, and personal email. I have changed the way PC Reservation treats end of sessions. The end of session will now cause the computer to do a full restart and wipe all data that was previously on the computer. I have also changed the way users get allotted time. In the past the system used session instead of minutes. If a user logged on for 5 minutes it counted as his allotted session for the day, now it subtracts it from your 75 minutes and you are able to log back in at any time with remaining minutes.

### **Help Desk:**

I have created a help desk email (help@holyokelibrary.org). I have instructed the staff to use this email to send any problems that they see with the computers. This email is also used for patrons having problems with the computers. It is displayed at the login screen of PC Reservation. In addition, if a user is attempting to view a website that is not allowed due to our filtering rule, a page will come up and ask the patron to email help@holyokelibary.org with the URL they are attempting to view. So far I have not received any email from our patrons about not being able to access a legitimate website.

### **Internet Speed:**

Internet speeds on the public network seem to be incredibly slow for users attempting to view YouTube videos, play educational games, and browse the web. I ran a test that showed our internet speed at 2Mbs. I spoke to HG&E and they stated that our speeds should be 8Mbs and believed it is SonicWALL slowing us down. I believe 8Mbs is still too slow of a speed when at home I get 15Mbs on Comcast. I plan to remove the SonicWALL after hours and run the test again and see what speeds I get.

#### **Self-Checkout:**

I would like to move one of the self-checkouts from its current location in the main lobby to the Children's room. I watched the cameras for two weeks and it is rarely used. It would be best utilized in the Children's room. Since it will be next to the staff computer, the Children's librarian will be able to better assist the patrons in the self-checkout process. In its place, I plan to put a PAC computer or a 5 minute terminal where a patron can come in if they just need to print something out or check their email. They will not have to go all the way to the 3rd or 4th floor to accomplish these simple tasks. There were some issues with the self-checkouts not allowing certain books to be checked out, but I have worked on a process to resolve this issue quickly by the Children's librarian from their staff computer.

# **APPENDIX C**

Archivist's Report 6 May 2014 Eileen Crosby ecrosby@holyokelibrary.org

#### I. History Room usage and activities

Progress on tracking usage:

History Room in-person usage has remained steady, with 5-15 individuals per day coming to use our resources. As Bellamy requested, we are experimenting with gathering richer data about usage. While there is not yet sufficient data for a report, numbers so far (plus past experience) suggest that on average, about 1/3 of inquiries involve family history, 1/3 academic research projects, and 1/3 other kinds of research.

- "Other kinds of research" can be immensely varied, but would include research on:
- -homes, buildings, streets, neighborhoods, landmarks
- -specific events and people
- -the history of a specific institution or kind of institution
- -industries or specific companies
- -searching for specific photographs
- -other questions relating to Holyoke history

Challenges to nuanced data collection:

There are significant fluctuations in how people use the room. In the past, we might get 6 people doing academic research in one 6-week period, and then no academic researchers for 2 months. Good data on inquiry types will only be available after a period of several months of tracking.

Time and complexity: Some inquiries involve only setting the patron up on a microfilm reader. More often, they involve checking multiple collections as possible sources of information. They can also involve contacting neighboring institutions who might have the information requested. While our current tracking form is more nuanced than the one we had been using, it will not provide data on the complexity or length of the research inquiry. Some patrons may stop in for a few minutes; others may spend many hours at the HHR over a number of weeks.

Another challenge is coming up with a tracking tool that volunteers are comfortable using.

#### Outreach and events

Our last HHR talk for the season is tomorrow, 5/7/14, at 6:00 p.m.: "Tom Browne—King of the Whistlers." Our final speaker had to cancel. My hope is to offer a somewhat less ambitious series of talks next Fall and Spring, but to begin offering some workshops and other, more practical presentations. We will also want to plan one event to coordinate with Discover Holyoke, which is scheduled for Columbus Day weekend.

The History Room and items from the collection were featured in the collaborative art project on Mount Tom led by Carolina Aragon. The exhibit on the project opened here last week (5/1/2014).

Next week (5/12/14), a group from Loomis House will be visiting the HHR for a viewing of items from the collection.

I met with former volunteer Janet Curley to discuss how she might be involved in getting a genealogy group off the ground during the summer

#### II. Interns

Simmons graduate intern Ken Ramos finished his processing project of Holyoke History materials in April.

Next week, our new advanced archives summer intern Kristin van Patten will start work. She will divide her time between the Reading Room (where she will be helping create and assemble a reference manual for volunteers) and work on the oral history project.

### III. Projects

#### New collections

On Saturday, May 10, Tom Keeler, Jeremy Smith, Kristin Van Patten and I will be moving collections on the Holyoke Street Railway and the Holyoke Cooperative Bank from Springfield Archives to HPL. **Anyone who wants to help carry many boxes (not terribly heavy) can meet here at 9:00 to travel with us**. If you want to be here just to help unload, we can let you know by cell phone when we are headed back. Probably around 10:30. Please let me or Jeremy know if you want to be called.

Does anyone know where we might borrow a moving bin (or two) and flat dollies (for moving items down the hallway to the compact shelving area)?

Volunteers helped clear and organize space in the compact shelving area for these collections.

We have accepted a donation of interesting historical materials from Avery Dennison (now parent company of National Blank Book). We will be trying to pack up and transport the items by the end of May.

#### Oral History

The project is finally getting off the ground. I will be attending a workshop on interviewing at the Vermont Folklife Center this week. I hope to schedule an onsite workshop for June and order the needed equipment. An advisory committee is forming and will likely meet later this month.

#### Digitization

Materials to re-house and transport the new glass plate negative collection have been ordered and will start arriving this week. Once those materials are rehoused, we will be able to move ahead with plans to invite representatives of the Boston Public Library to view the materials we hope to have digitized at the BPL digitization lab.

Only Joan and I were able to attend last month's Digital Projects Committee meeting. I will be trying to schedule another meeting this month.