

# Holyoke Public Library 145th Annual Meeting

**Facilitator:** Terry Plum, President

**Note Taker:** Jeremy Smith, Clerk

**Present:** *Board Members:* Terry Plum, Jeremy Smith, Joan Steiger, Bellamy Schmidt, Miguel Vasquez, Tom Barrett, George Mettey, Susan Carey, Janet Stupak *Library Director:* Maria Pagan *Financial Manager:* Andrew Parker, *Friends:* Sandy Ward

**Not Present:** Patrick Leahy, Manuel Frau-Ramos

Previous Meeting Minutes: **Approved**

## Dr. Stephen Zrike Presentation

- The President introduced Dr. Stephen Zrike who gave a presentation on the turnaround plan for the Holyoke Public Schools.

## Reports

President's Report

Terry Plum

---

- The President summarized the changes to the By-Laws related to the Corporators.
- The President recognized the library staff for their contributions.
- The President summarized library accomplishments of the past year.
- **See appendix A for Full Report**

Treasurer's Report

Tom Barrett

---

- The treasurer summarized library financial operations for the past year.
- **See Appendix A for full report.**

Director's Report  
Maria Pagan

---

- The Director summarized circulation and programming figures for the year.
- **See Appendix C for full report.**

Corporators  
Terry Plum

---

- **Motion:** To approve the list of corporators. **Approved.**  
**Person Responsible:** Bellamy Schmidt **Second:** Joan Steiger

Nominating Committee  
Susan Carey

---

- The Nominating Committee has recommended Roxann Callender as a member director, the re-election of four of seven current member-directors, and the election of one new member, Miguel Vasquez. The Committee also recommends that four of the following members **be elected to the Board for 2 years:** Susan Carey, Terry Plum, Tom Barrett, Joan Steiger.
  - **Motion:** That the Board accepts Roxann Callender's nomination to the Board as a member director. **Approved. Person Responsible:** Bellamy Schmidt **Second:** Tom Barrett
  - **Motion:** To reelect the member directors who are eligible for reelection. **Approved. Person Responsible:** Susan Carey **Second:** Joan Steiger
  - **Motion:** That Terry Plum be elected president. **Approved. Person Responsible:** Bellamy Schmidt **Second:** Susan Carey
  - **Motion:** That Susan Carey be elected vice president. **Approved. Person Responsible:** George Mettey **Second:** Joan Steiger.
  - **Motion:** That Tom Barrett be elected treasurer. **Approved. Person Responsible:** Susan Carey **Second:** Bellamy Schmidt
  - **Motion:** That Miguel Vasquez be elected Secretary. **Approved. Person Responsible:** Tom Barrett **Second:** Susan Carey

Motion made and seconded to adjourn at 7:05PM

Tuesday October 20, 2015

# APPENDIX A

# Holyoke Public Library 145<sup>th</sup> Annual Meeting Tuesday, October 20, 2015



Chestnut Street – before 2012



Chestnut Street Now –



Maple Street – before 2012



Maple Street Now --



First Floor – before 2012



First Floor Now –

# Update from Board President

## 2015 Annual Report

### **Dr. Stephen Zrike: Introduction**

Dr. Stephen Zrike came to Holyoke from Wakefield, Massachusetts where he served as the Superintendent of Schools. Previous to his work in Wakefield, he served as Chief of Elementary Schools for the Pilsen-Little Village Network in the Chicago Public Schools, where he was responsible for leading the instructional improvement efforts for 26 schools and roughly 18,000 students. In addition to his experience in Chicago, Dr. Zrike has considerable experience in the Boston school system where he was principal of three different schools. His teaching career began in Massachusetts' Andover Public School District, as a fifth grade teacher. He holds a doctorate from the Harvard Gradual School of Education Urban Superintendents' Program, and his Bachelor's Degree in history is from Dartmouth College. [check out the HPL archives]

### **Changes to the By-Laws – summary**

Thanks to Joan Steiger and Tom Schwab.

**Annual Meeting.** There shall be an annual meeting of members of the Corporation and the Board of Directors in each year on a date in October to be set by the Board. Ten (10) members shall constitute a quorum for the transaction of business at any meeting of the Corporators.

The members of the Corporation (who are also sometimes called "Corporators") shall be elected at the annual meeting of the members. The members shall hold office for three years until their respective successors are elected and qualified. A member who has not attended a meeting of members or otherwise participated in the affairs of the Corporation for a period of three (3) years may be deemed to have resigned, unless such member indicates in writing a desire to remain a member.

### **Library Staff Recognition:**

- Library Director, Maria G. Pagan
- Assistant Director, Carla Wessels, Jason Lefebvre who also provides evening children's services
- Children's Librarians. Nathan Hayes (mornings)
- Financial Manager, Andrew Parker
- Assistant Financial Manager, Florence Stefancik
- Fundraising, Nancy Kocsmiersky
- Technical Services, Meg Haley, Martha Olver, Linda Kurowski
- History Room Archivist, Eileen Crosby
- Reference Librarians, Cheryl Livengood (evening), Michael Barron (daytime)
- IT Coordinators, Jose Figueroa
- Library Assistants. Jane Frankel. Lucy Diaz, (daytime) and Mayra Rivera, Christabel Ibarra (evening)
- Library Assistant / ILL. Anne Gorman
- Custodian. Mark Gadoury. Tom Keeler
- Good friend of the Library and publicity writer Walter Haggerty, who passed away.

### Staff who left

- Jose Cartagena-Ortiz

New Hired

- Christabel Ibarra

Two searches now in process

- IT Coordinator
- Teen/Outreach librarian

Important organizational changes: Library Leadership Team and staff meetings beginning this November.

The director completed performance reviews for all staff.

The Library is in good shape with a dedicated staff, and we have hopes that the Classification and Salary study before the City Council will pass so the staff can be rewarded fairly.

### **Library Board Recognition:**

*Board members -- City appointed*

Jeremy Smith – Secretary

Bellamy Schmidt – Treasurer

Patrick Leahy

Janet Stupak

George Mettey

*Member or Corporator appointed directors*

Tom Barrett – Long Term Investment Committee

Susan Carey – Vice President

Manual Frau Ramos

Joan Steiger

Miguel Vasquez

Sandy Ward – Has decided to help the Friends

### **Library Friends Recognition:**

President: Sandy Ward

Vice-President: Kate Kruckemeyer

Treasurer: Barbara Raines

Assistant Treasurer: Pattie Lumbra

Secretary: Elizabeth Veillette

Corresponding Secretary: Dottie Blain-Hamel

Recognize the Board of the Friends, but there are too many names to read so thank you.

Thanks to the Friends for the working on the Future Begins Here, the Gala, the Book Sale and the Christmas tree ornament, which this year is the new train station.

### **Just a few of the highlights this year.**

Most of the residual structural issues from the building have been dealt with, including the roof leaks, and

peeling paint, the rain garden, and landscaping. Thanks to Maria for organizing the repairs.

The City loan for the building was paid off in September 2014. Thanks to Bellamy and Tom for shepherding this process.

The Library building received the Paul E. Tsongas award from Preservation Massachusetts, LEED Silver, and was recognized by the Holyoke Historical Commission.

The Library newsletter has been revived. Thanks to Tom Barrett.

A Memorandum of Understanding between HPL and Hunter College CENTRO, the Center for Puerto Rican Studies was written and signed. Maria is on the Board of Advisors, and thanks to Manuel Frau-Ramos for organizing this opportunity. A book tour promoting Centro's newest research publication, *Puerto Ricans at the Dawn of the New Millennium*, will be hosted at the Library on October 31<sup>st</sup>.

November 20, 2014, the Log Cabin catered "A Night at the Library" as a fundraiser. \$20,000 was raised.

Library helped sponsor the Mambo on Main Street concert on December 13, 2014, organized by the Puerto Rican Cultural Project. Thanks to Manuel and Maria.

Our Spring appeal fundraising raised about \$9,000.

For the first time in a while the Library was open on Saturdays during the summer.

Several Library policies have been update with more in the works.

On September 9 of this year the Library had a surprise visit by U.S. Supreme Court Justice Sonia Sotomayor to read to third grade students from the Lawrence Elementary School . Thanks to Tom Schwab, Director Maria Pagan, and Mayor Alex Morse made this visit happen.

The Library Park renovations on the Cabot Street side across from Lawrence School are now complete. The Park was redesigned by Milone & MacBroom, built by JL Construction, and benefitted from the oversight of Bill Fuqua, General Superintendent of the Holyoke DPW.

The Library is on a sound financial basis, which Tom and Bellamy will discuss.

Finally library usage is up. Circulation is up, use of the Holyoke History Room is up, attendance for children's programs is way up, general program attendance is up. Maria will address this very good year in her directors report.

Vote on new corporators

<b>Last Name</b>	<b>First Name</b>	<b>City</b>	<b>Term</b>
Abrams	Dr. Robert	South Hadley, MA 01075	1
Bernard	Mrs. Barbara	Holyoke, MA 01040-1330	2
Carey	Mrs. Susan	Holyoke, MA 01040	3
Eger	Carl & Shirley	Holyoke, MA 01040	1
Frau-Ramos	Dr. Manuel	Amherst, MA 01002	2
Gold	Dr. Catherine A. Dower	Holyoke, MA 01040	3
Hazen	Mr. Thomas N.		1
Jubenville	Mr. & Mrs. Cary	Granby, MA 01033-9705	2
Mettey	George	Holyoke, MA 01040	3
Moriarty	Mrs. Ellen B.	Holyoke, MA 01040	1
Pagan	Ms. Maria	Holyoke, MA 01040	2
Plum	Mr. Terry	Holyoke, MA 01040	3
Preiss	Dr. Richard	Holyoke, MA 01041-6517	1
Schmidt	Bellamy	Holyoke, MA 1040	2
Schwab	Lois & Tom	Holyoke, MA 01040	3
Smith	Mrs. Alice Newton	South Hadley, MA 01075	1
Smith	Jeremy	Holyoke, MA 01040	2
Ward	Ms. Sandy	Holyoke, MA 01040	3
Williams	Rosalee	Holyoke, MA 01040	1



# Library Director's 2015 Annual Report

## Greeting

Greetings and a most cordial welcome to this 145<sup>th</sup> annual meeting of the Holyoke Public Library Corporation. Thank you all for taking time from your busy schedule to be here with us today.

The Library Annual report provides an update to our Corporators, contributors and the community in general, on the library's news and plans for the future.

I want to start my report by acknowledging the excellent work of key members and supporting personnel since all too often good leadership and good work is not sufficiently praised.

Numerous people hold the Holyoke Public Library together, some of whom you may never see, but all are equally important. Take time to know the people working to meet your needs.

### **Library Board of Directors**

In our Library Board, members know and understand the benefits and contributions a public library can provide to the citizens of Holyoke, the ways in which library programming in the areas early literacy, employment services, and small business development, contribute to local economic development strategies; just like the founders of the HPL were fully aware of the far-reaching consequences that a library can have in the life of a community.

### **2014-15 Library Board of Directors:**

Terry Plum, President	Manuel Frau-Ramos
Susan Carey, Vice President	Patrick Leahy
Thomas Barrett, Treasurer	Bellamy Schmidt
Jeremy Smith, Clerk	Sandy Ward
George Mettey	Joan Steiger
Miguel Vazquez	Janet Stupak

### **Library Staff**

A Team of dedicated people realizing many of the Library's accomplishments.

### **Full and Part-time Staff:**

Maria G. Pagan, Library Director	Eileen Crosby, Archivist
R. Andrew Parker, Financial Manager	Jason LeFebvre, Children's Librarian/Asst Director
Florence Stefancik, Financial Manager Assistant	Nathan Hayes, Children's Librarian
Carla Wessels, Assistant Director	Jose Figueroa, IT/Computer Coordinator
Lucy Diaz, Library Assistant	Meg Haley, Data Entry
Jane Frankel, Library Assistant	Linda Kurowski, Acquisition
Anne Gorman, Library Assistant/ILL	Martha Olver, Cataloger Librarian
Mayra Rivera, Library Assistant	Mark Gadoury, Custodian
Christabel Ibarra, Library Assistant	Tom Keeler, Custodian
Cheryl Livengood, Reference Librarian	Nancy Kocsmiersky, Fund Raiser
Michael Baron, Reference Librarian	

## Library Volunteers

Over **nine** citizens giving their time, skills, talent and energy to supplement our services, together they have donated over **2,000** hours over the year shelving books and videos, sorting periodicals, mending books, helping process new library items and with ILL, summer reading program, customer service, research, helping maintain the newly renovated and expanded library, and a variety of clerical tasks – a value worth about **\$20,500**.

**Our volunteers**— John Walsh, Ronald Moessette, Karl Krassler, John Murphy, David Specht, Jim Bronson, Betty Daignault, Jim Manning, Harold Smith, Sheryl Quinn, Nancy Sachs, Jim Sheehan, Tom Barrett, Janet Curly, Adrienne Racz, Kristin Van Patten, Gertrude Manning, Barbara Ubertalli, Harold Clark, Frank Maginnis, Madeline Ross, Donald Green, Sue Rosa, Peggy McCarthy.

## Friends of the Library Group

An auxiliary group of volunteers that assists the library in advocating for library support, educating the public in the value of the library to the community, providing assistance and programs, and much more. Anyone may join the Friends of the Library.

### 2015-2016 Friends Board Officers

#### Elected at the Annual Meeting

President: Sandy Ward  
Vice-President: Kate Kruckemeyer  
Treasurer: Barbara Raines  
Assistant Treasurer: Pattie Lumbr  
Secretary: Elizabeth Veillette  
Corresponding Secretary: Dottie Blain-Hamel

### Friends Board Members

Christine Alger	Nick Alger
Tim Damon	Michael Baron
Catherine Dower	Darlene Elias
Margaret McCarthy	Sara Page
Karlene Shea	Carol Soules
Baird Soules	



Original Library from 1902-2011



Renovated & Expanded Library – 2014-



Reference and Children's Rooms --

# Library Services and Value

## Library Mission Statement

**The mission of the Holyoke Public Library is to provide the citizens of Holyoke with the opportunity to better them-selves and improve their quality of life** by offering easy and equal access to library resources, services, technology and programs that inform, educate and entertain while promoting literacy, the enjoyment of reading, and lifelong learning. We encourage parents to be involved in the education, health and welfare of their children by collaborating with the schools and other educational, social, and cultural organizations by complementing their services and programs with ours.

The Holyoke Public Library provides traditional and non-traditional materials of popular interest and of permanent value for the informational and recreational needs of all ages. Programs and services provide research for students as well as encourage recreational reading starting with preschool level. The library facilities afford a meeting place for cultural, social, and educational opportunities.

## Library Vision Statement

The vision of the Holyoke Public Library is to become the community's hub with a 21<sup>st</sup> century Community Learning Center for all groups, from infant to seniors, regardless of the abilities and challenges; **to serve as a leader in promoting lifelong learning, transforming lives through knowledge and information, and enhancing Holyoke's quality of life by creating a welcoming space that offer collections, programs and services to inform, inspire, enrich, and entertain**, and therefore, building and sustaining a literate citizenry.

## Library Roles

- Independent lifelong learning center
- Preschoolers' door to learning
- Community meeting place
- Information Broker / link to other resources
- Popular materials library

## Library Services

The Holyoke Public Library welcomes library patrons of all ages to use and enjoy its collection, services and programs.

As a member of the **Central/Western MA Automated Resource Sharing (C/WMARS)** Network, the Holyoke Public Library provides its patrons with access to the more than **3 million** items owned by over **155** member libraries. The library's collection includes over **53,000** books, magazines, compact discs, recorded books, movies, games, puzzles, databases, and more.

The electronic collection includes over **39,500** E-books and downloadable audio-visual items available to Holyoke Public Library patrons from OverDrive through the C/WMARS Consortium.

The library is open **sixty-three hours** per week from September to May and is staffed by **twenty** full and part-time employees.

Since the relocation to our current library building in September 2013, the library staff continues to provide residents of Holyoke with library services. In FY 2014-15 the library's collection circulated over **160,000** items.

In addition to providing a selection of new fiction and non-fiction, the Holyoke Public Library also offers a full-range of reference collection and services, on-line access to several electronic databases, and public Internet access.

The library's Local History and Genealogy collections contain a wealth of information on Holyoke's past and present.

Interlibrary loan service is readily available. In FY 2014-15 the library loaned over **13,800** items to C/WMARS and non-C/WMARS libraries, borrowed over **7,800** and over **12,500** items were checked out to nonresidents here at our Library.

Library service to children, parents, caregivers, and teachers continues to be an important element of the library's overall service plan. Story times, book clubs, craft programs, and special events are presented by the Children's Room staff, who put considerable time, thought and effort into the children's library services, programs and book selection to enhance the quality of the book collection throughout the year. Our Children's Room circulated over **28,000** items. Young adults borrowed over **4,000** items.

There are presently **34** public access computers available (6 in reference, 6 in children's, 6 in Teen's and 16 in Computer Rooms) and **10** computers for training. All public access computers have printing capabilities. All computers were used extensively by patrons of all ages—over **30,000** patrons and over **100,000** hours of Internet access.

Photocopying, printing and faxing services are available at a nominal fee.

One of the library programs for children which continue to be very popular is the Summer Reading Program that is held during July and August, which, with the enthusiastic cooperation of the other organizations in the City and staff members, continues to be an invariably success. This 2015 summer, **357** students signed up. The many programs and activities which were held during the summer months were well attended by audiences which expressed their enjoyment of the entertainments and refreshments provided.

Another library program for children which is very popular is the preschool story-hours, more than **3,000** preschoolers and school grades Kindergarten to 3<sup>rd</sup>, have attended the story hours.

More than **7,500** attended the more than **400** children's programs presented during this fiscal year, 2014-15.

Our Reference Librarians kept busy providing reader's advisory services as well as library instructions, assistance with homework/research and had close to **14,000** reference transactions. The History Room kept busy as well.

Our Community Enrichment Services (GED, ESL, ABE, Job Search & Computer skills) and early childhood literacy are services much needed in this community. We assist patrons in these areas through our onsite collections and online resources.

- **Learning Express Library** provides over 770 of the most up-to-date test preparation and skill-building resources, helping both students and adults prepare for a wide range of academic and career-oriented exams as well as improve basic skills in reading, writing, and math. In addition, job-skills tutorials are available to assist in creating a great resume, honing interviewing techniques, and improving business communications.
- **Job and Career Accelerator** provides personalized, step-by-step job search assistance—from exploring and matching suitable occupations from over 1,000 detailed occupation profiles to finding available jobs

from a database of over 5 million up-to-date job postings. you can easily create professional and effective resumes and cover letters, master interviewing and networking techniques, improve your work skills, and prepare for occupation-related exams. It also helps you plan, tailor, and track your progress for multiple job searches while providing expert advice and tips at every step of the way.

Our GED Support Service, offered by reference librarian Cheryl Livengood assists adults studying for their GED (HiSET); Computer skills and Job Search as well as using our electronic resources, offered by our Computer Coordinators assist patron with basic computer and Internet search skills;

Library loaned museum passes. Current library museum memberships include the Wisteriahurst Museum, Children's Museum at Holyoke, Holyoke Merry-Go-Round, Springfield Museums at the Quadrangle, among others.

The Meeting Rooms, available for use during library hours, were used by different community groups for meetings, workshops/training/seminars, and for special programs/presentations, over **700** times.

New Teens' Room – 2014



New Periodical Room -- 2014



## Value and Return on Investment

The Library annual income comes from Municipal Appropriation (less than 1% of City budget), Massachusetts Board of Library Commissioners Library Aid, from the Library endowment, grants and donations.

### Based on our FY15 budget

Received from Municipal Appropriation	\$579,845
Received from other sources (endowment, State Aid, donations, etc.)	\$400,825
<b>Total Operating Income</b>	<b>\$980,670</b>

Based on FY15 Library Services usage reported to the Massachusetts Board of Library Commissioners, the **Holyoke Public Library provided services worth \$2.8 million** to our community

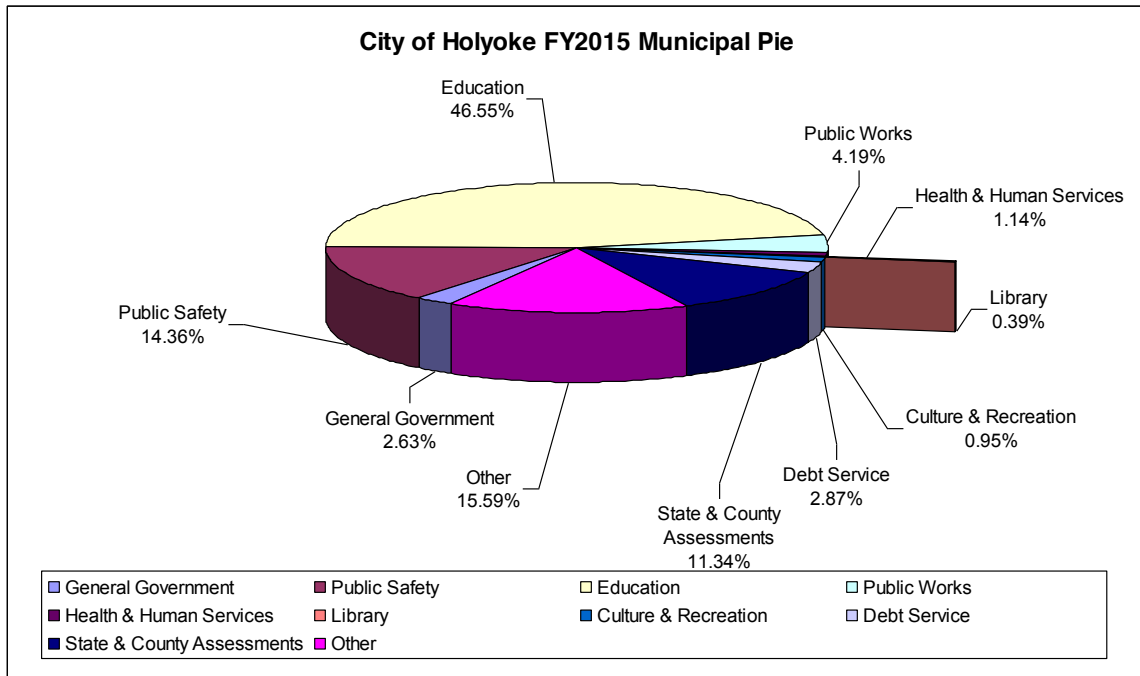
Calculate the Value of Services Used at Your Local Library with MLA's Online Spread Sheet		
The leftmost column has the number of items lent/times patrons used the library services. The rightmost column has how much it would have cost to purchase these services at estimated retail values		
Input Your Quantity of Use	Library Services	Value of Services
16,986	<b>Library Cards</b>	<b>FREE</b>
21,735	Adult Books Borrowed @ \$17	\$369,495
24,128	Children/YA Books Borrowed @ \$12	\$289,536
1,218	Magazines Borrowed @ \$5	\$6,090
23,253	Videos Borrowed (e.g., Blockbuster) @ \$4	\$93,012
4,220	Audio @ \$9.95	\$41,989
56	Museum Passes Borrowed @ \$30	\$1,680
1,000	Magazine Use in Library @ \$5	\$5,000
120	Newspapers Use in Library @ \$2.50	\$300
21,658	Interlibrary Loan @ \$25	\$541,450
2,812 hrs/703	Meeting Room Use per Hour @ \$25	\$70,300
0	Auditorium Use per Hour @ \$250	\$0
20/364	Adult & YA Programs Attended @ \$15	\$5,460
447/7,545	Children's Programs Attended @ \$7	\$52,815
100,000 hrs	Hours of Computer Use, e.g., Internet and MS Word @ \$12	\$1,200,000
200	Newspapers Viewed Online @ \$2	\$400
3,000	Use for Other Database Searching @ \$19.95	\$59,850
13,942	Reference Questions Asked @ \$7	\$97,594
9	<b>Volunteers</b>	<b>PRICELESS</b>
	<b>Total Value</b>	<b>\$2,834,971</b>

**ROI – Investment in your Library, is an Investment in your Community. For every tax dollar the library received in FY2015, the library provided service worth \$4.89.**

# FY2014-2015 (FY2013-2014) Quick Stats

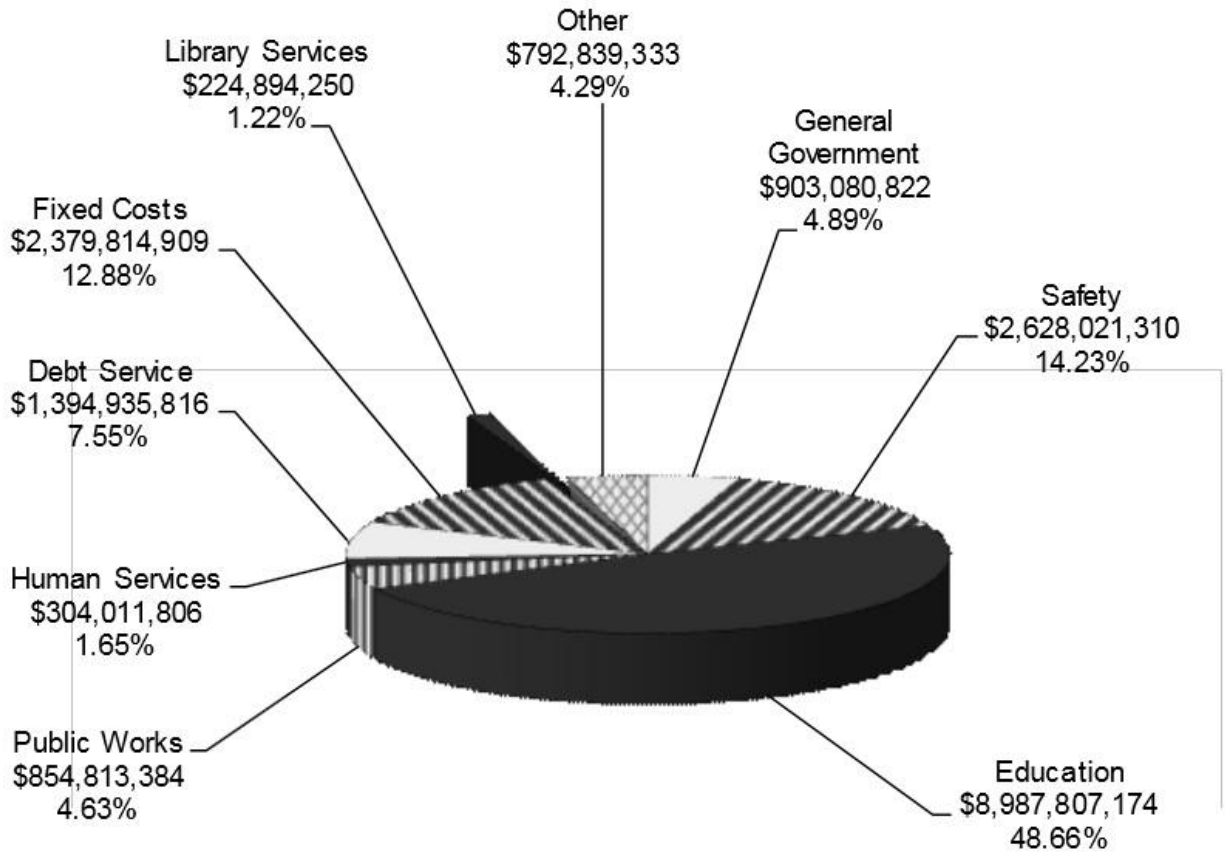
- ◆ Population 2012 – 40,135 (Population 2010 – 39,880)
- ◆ Over **16,985** registered borrowers (**15,814**)
- ◆ Over **112,285** library visits (**69,696**)
- ◆ Over **106,361** items circulated from our collection (**71,129**)
- ◆ Over **13,802** items were lent to other libraries (**11,811**)
- ◆ About **7,856** items were borrowed from other libraries (**7,328**)
- ◆ Over **12,522** items were checked out by non-residents (**10,627**)
- ◆ Over **13,942** reference transactions (**13,678**)
- ◆ Almost **640** people used our **46** public access computers per week (**614** users/**46** computers)
- ◆ Library programs reached over **7,909** attendees (**7,105**)
- ◆ Over **9,813** digital books, movies and audio-books downloads from digital library resources (**3,601**)
- ◆ Over **357** children signed up for the 2015 Summer Reading Program (**260**)

## FY2015 Holyoke Municipal Pie



**Public Library Share of the FY2012 Massachusetts Municipal Pie**

**FY2012 Massachusetts Municipal Pie**





# 2015 Accomplishments

The Holyoke Public Library is build for the next 100 years. Last year we said that we would be working on the following goals:

**Governance**—*To have a strong and active Library Board by exploring options for making board structure more efficient and board membership more active*

**Finance**—*Work toward establishing greater financial stability for the Library by exploring additional revenue streams in order to assure ability to maintain services to the public*

**Building Goals** – *To provide Holyoke with a safe, attractive, accessible 21<sup>st</sup> library building that adequately serves the community's needs.*

## **Programming and Service –**

- ***Increase and improve collections*** -- Continue to establish and maintain a collection of materials, in a variety of formats, to meet the informational and recreational needs of the community
- ***Increase and improve services*** – Provide lifelong learning opportunities for all segments of community, staff skillful in assessing user's needs and in locating relevant information that satisfies those needs, and good customer service within all areas of library services that will keep our patrons satisfied
- ***Increase and improve programs*** -- To provide programs that enrich the cultural and educational life of the community
- ***Increase public relations*** -- To provide community awareness of Library services
- ***Increase and improve Technology*** -- To keep abreast of changing technology in the provision of materials, information and patron access by implementing new technologies in delivering services to patrons; self-checkout of materials, automated phone and text notifications, RFID-tagged circulation, and much more
- ***Local History***—To become the central point of access for local history and genealogy resources by adding material and increasing the awareness of the Local History Archives.

## **Human Resource Development**

- ***Staffing level*** -- To increase the recruitment and retention of a diverse workforce
- ***Staff development*** -- Work to increase Staff Development opportunities
- ***Salaries*** – Work to improve Staff salaries
- ***Internal communication and structure*** – Review and update policy manual
- ***Volunteers*** – Work to recruit additional volunteers and interns as needed

I believe we have accomplished most of them, others are on going.

# What's Ahead in 2016 and beyond

For the coming year will continue to focus on:

- **Collaboration:** The Library established regular communication between the Holyoke Public Library and other local groups and to develop partnership opportunities for fund raising and grant writing with area organizations.
- **Customer Service:** The Library plans to emphasize the importance of enhancing services to the community through providing a welcoming and helpful environment for its patrons; with training on ways to provide personalized services and current approaches for helping patrons with special needs and continue to improve customer services for patrons of all ages.
- **Education, Services, and Programs:** The Library will continue to provide a variety of quality programming each month.
- **Emerging Trends and Technology:**  
The Library is faced with rapidly changing technology and the need to be sure Library staff has the skills to meet patron needs. The Library will continue to use the Massachusetts Library system, and webinars to expand staff skills.
- **Facilities:** The Library will continue to enhance the infrastructure.
- **Financial Development:** The Library will look into formalizing a Library gifting program and developing a fundraising plan.
- **Governance:** The Library Administration and Board of Directors will continue to review and update Library policies and procedures.
- **Marketing:** The Library will continues to provide an email (as well as print) newsletter and email alerts of upcoming Library events. The Library will use a variety of social networking tools such as Facebook and Twitter as well as a website and printed materials to inform the public about Library news, activities, and resources.

The long-term goals will be:

## 1-Service Goals

### *Early Learning*

**GOAL 1:** Provide children with materials and programs that encourage intellectual curiosity and a love of reading.

**GOAL 2:** Young adult/teen residents, grades 6-12, will have access to a YA /teen space, a collection of current and popular materials, and programs that enhance leisure time, stimulate thought, and expand knowledge.

### *Lifelong Learning*

**GOAL 3:** The Holyoke Public Library will serve the lifelong learning and information needs of the Holyoke community through Library programs, services, and resources.

### *Customer Service*

**GOAL 4:** The Holyoke Public Library will provide a welcoming and helpful environment for its patrons.

## 2-Management Goals

### *Community Partnerships*

**GOAL 5:** The Holyoke Public Library will continue to develop and strengthen partnerships with government entities, community organizations, local businesses, and educational institutions for mutual benefit.

### *Collections*

**GOAL 6:** The Holyoke Public Library will continue to acquire, maintain, and share collections that are of interest to patrons.

### *Technology*

**GOAL 7:** The Holyoke Public Library will continue to provide patrons and staff with up-to-date technology resources and training.

### *Library Services Evaluation*

**GOAL 8:** The Holyoke Public Library will continue to evaluate Library services.

### *Marketing*

**GOAL 9:** The Holyoke Public Library will promote Library goals, resources, services, programs, and activities to the greater Holyoke community.

### *Physical Plants*

**GOAL 10:** The Holyoke Public Library will ensure that the Library System's physical plants meet the needs of the community in coming years.

### *Financial Development*

**GOAL 11:** The Holyoke Public Library will continue to explore traditional and new ways to provide the fiscal stability and resources necessary to achieve long-range goals in an evolving financial climate.

### *Governance*

**GOAL 12:** The Board of Directors continues to oversee the operation of the Holyoke Public Library and, with Holyoke Public Library Administration, ensures that the Library's policies reflect current standards, regulations, and practices.

# Thank You Note

**I wish at this time to thank Mayor Alex Morse and the City officials**, for believing and investing in the library.

**Special thanks to the Library Board of Directors**—for responding so faithfully to my calls throughout the year and for their dependable support; and to the Friends Group for the support, friendship and advocating for the library.

**I extend my sincere appreciation to all Library staff and volunteers**—for their efforts of providing good customer services with limited resources.

**A gratitude and appreciation go to all individuals and businesses that provided the library with a variety of donations throughout the year**; and to several organizations for the collaboration with the library.

**In closing, an advanced thanks to** our new Board members for accepting the many challenges facing ahead.

May the Corporation continue to bring the joy of reading to all in the community and provide solutions to the library's immediate needs.

# Donors

From annual appeal, donations, memorials, in honor of,  
(from 7/1/2014 to 6/30/2015)

Robert Abrams	Holyoke Pediatric Associates, LLP
Allied Fire Protection Inc.	Dr. Paul J. Hyry-Dermith
Amazon Smile	J. S. C Construction
Anonymous	Marc Joyce
Jean Armitage	JustGive
Keith Armstrong	Keenan, Malladi & O'Neill, PC
L.D. Arslanian	Carol Kinkaid
Alice Askew	Maryanne Krajcik
Associated Electro-Mechanics, Inc.	Katherine A. Kruckemeyer
Vincent R. Bain, Jr.	Patricia Kuralowicz
Donald Banks	Cynthia La Fleur
Barbara Baran	Linda Laderach
Michael Baron	Lawrence LaJoie III
Robert Barrett	Lamarche Associates
Thomas & Lora Barrett	Carole & Bruce Larivee
Barry J. Farrell Funeral Home	Jo-Anne Leahy
Joyette Bartley	Patrick Leahy
Nancy Bartley	Christine E. Leary
Baystate Dental LLC	Ann LeBlanc
Lawrence Bernier	Armand & Judith Lefebvre
Lucy Bezila	Jason LeFebvre
Jeffrey Bianchine	Richard Leger
Bourque Real Estate	Stephen Levine
Douglas Bowen	Michael Longhi
Debra Boyle	Jon Lumbra
Bresnahan Insurance Agency, Inc.	Lyon & Fitzpatrick LLP
Robert Bruner	R. Gopal Malladi
Burke Strategies, Inc.	Katherine M. Maloney
Mary Burke	M. Maloney
Carl Buschner	Marcotte Ford
Kelly Cahill	Marcotte Ford, Bryan Leasing Division
Sean Cahill	Bryan A. Marcotte
William Cain	Martin J. Clayton Insurance Co.
Susan Carey	Massachusetts Association of Insurance Agents
Francis Cataldo	Massachusetts Green High-Performance Computing Center
Kathleen Cavanaugh	John McCormack
Thomas Cavanaugh	Matthew McDonough III
Richard Chagnon	Margaret McDonough
Katharine Childs Jones	Ann McFarland Burke
Robert Clare	McGee Committee
Mary T. Clark	Todd McGee
Megan Clavie & Andrew Parker	Michael McKenna

Community Foundation of New Jersey  
Community Foundation of Western Mass  
Complete Restoration Solutions  
Crowley Real Estate Appraisers, Inc.  
Charles J. Davignon RE  
Irene E. & George A. Davis Foundation  
Rosalie Deane  
DeJordy, Dugre, Croteau & Co.  
Hubert deRenzy  
Joyce DeSorcy  
Development Associates  
Direct Results-Epstein  
Thomas Dirico  
Craig Doherty  
James J. Dowd & Sons Insurance  
Dr. Catherine A. Dower-Gold  
Mary Doyle  
Douglas Dreyer  
Patricia Duffy  
Martin Dunn  
Christian Duquette  
Julie Dwight  
Patricia Eagan  
Eastern Micro-Graphics Inc  
Easthampton Savings Bank  
A. C. Ekstrom  
Stephen Etkin  
Edward Farrell  
Navae Fenwick Rodriguez  
Ferriter & Ferriter  
Maurice & Margaret Ferriter  
Eric Fiedler  
Financial Development Agency, Inc.  
Finishield Corporation  
Susan Finnell  
Michael Fitzgerald  
Frank Flannery  
Fleury Enterprises  
Douglas Fleury  
Raymond Fleury  
Timothy Flynn  
Footit Surgical Supplies  
Janet Fox  
Francie's Tavern Four Lyman LLC  
Manuel Frau-Ramos  
Friends of the Holyoke Public Library

Owen McLaughlin  
The Merrick Family Fund  
Katherine Monaghan  
John Moriarty  
Michael Moriarty  
Mountain View Landscapes & Lawncare  
Mary Beth Moynihan  
Mt. Tom Lodge A F & A M  
Brenna Murphy McGee  
Mark S. Naidorf  
Jorge Neves Esq  
Alice Newton Smith  
O'Connell Professional Nurse Service Inc.  
Brian O'Connell  
O'Connell-Bethea, Rylee R.  
Olde Holyoke Development Corp.  
Louis Oldershaw  
Oliver Auto Body Inc.  
Martha J. Olver  
María G. Pagán  
Susan Parsons  
Kerry Pearsons  
PeoplesBank  
Joseph Peters  
Thomas Philpott  
Terry & Sydney Plum  
Elaine A. Pluta  
Michael Ponsor  
Carol Ann Pontz  
James Quill  
Barbara Randall-Howe  
James Reilly  
Reliable Temps, Inc.  
Renaissance Alliance  
Renaissance Manor  
Paul Rohan, CPA  
Ross Insurance Agency  
Maureen Ross O'Connell  
Katherine Ross  
Kerry Ross  
Kevin Ross  
Patricia Ryan  
Safe Harbor Ins/Kenney Ins  
Donald Sanders  
Bellamy H. Schmidt  
John Shevlin

Irene Garjian  
Committee to Re-Elect Garvey  
Geyser, Inc.  
Joel Ginsburg  
Michael J. Ginty  
Thomas Glasheen  
Deborah Gold-Avery  
Edmund Gorman  
Goss & McLain  
Christopher Gosselin  
J. Grady  
James Granata  
Kelly Grasso  
Robert Griffin  
Griffin's, Inc.  
Hamel's Catering Inc.  
Hampden County Career Center Inc.  
Hampshire County Deputy Sheriff's Association  
Tom & Jane Hazen  
Health New England, Inc.  
Paul Healy  
John Hellweg  
Jorge Henao  
Dale R. Hendricks  
Eileen T. Hodge  
Holyoke Chicopee Springfield Headstart  
Holyoke Credit Union  
Holyoke Gas & Electric

George Shippey  
Simmons College  
Brian Stebbins  
Roland Stebbins  
Joan Steiger  
Sterling Financial Partners LLC  
J. Jeffrey Sullivan  
Michael J. Sullivan  
Michael Sweeny  
The Beavers Club of Western Massachusetts  
Transystems Corp.  
Barbara Ubertalli  
United Bank  
ValleyGives Campaign  
Aaron Vega  
Peter Vetri  
Sandra & Richard Wallis  
E. Denis Walsh  
Sandra N. Ward  
Donald Welch  
West Springfield Animal Hospital  
Western Mass Chapter AIA  
John G. Whelihan  
Richard Whiting  
Thomas Wilson, Esq.  
World Is Our Classroom, Inc.  
Angela & Joe Wright  
Christine Zajac

Tuesday October 20, 2015

# APPENDIX B



During Fiscal Year 2015, the Holyoke Public Library Corporation had mixed financial results. An operating loss of approximately \$32,000 at year-end of fiscal year 2015 was accompanied by a decrease of \$631,194 in the endowment value. However, both of these include extraordinary expenses and do not fully account for other financial activities of the Library.

Our balance sheet as of June 30, 2015 showed an acceptable cash position and a significant reduction in debt. The Endowment value as of June 30, 2015 was \$5,801,164, including additions, withdrawals, and changes in value over fiscal year 2014 year-end close of \$6,432,358. This includes withdrawals of over \$250,000 in operating income and a capital withdrawal of \$757,000 in September of 2014 to pay debt owed to the City of Holyoke. For purposes of comparison, our end of fiscal year 2012 endowment balance was \$5,538,147.

The Finance Committee continues to meet regularly to discuss ways to make our budget work effectively, including opportunities for shared services and bundled purchasing agreements with the City of Holyoke, increased fundraising activity, a return of the Annual Appeal campaign, and planned giving opportunities for donors.

The Long-Term Investment Committee has also met on a regular basis to monitor the endowment's performance and ensure its continuing suitability and sustainability for the needs of the Library.

Fiscal year 2015 has been a year of challenge and opportunity; although the Library had an operating loss and a decline in endowment value, we also reinvested in the building and retired a significant construction debt. Our outlook for fiscal year 2016 and for the Next 100 Years is a good one.