Holyoke Public Library Board of Directors Meeting						
3.11.2014		4:30pm	250 Chestnut St.			
Board Members: Terry Plum, Susan Carey, Janet Jeremy Smith, Tom Barrett, Wesley Kulig, Bellam Schmidt, George Mettey, Patrick Leahy, Joan Ste Manuel Frau-Ramos, Maritza Martinez, Sandy Wa Library Director Maria Pagan, FDA Eric Fiedler			sley Kulig, Bellamy Leahy, Joan Steiger, artinez, Sandy Ward,			
Not Present						
Facilitator	Terry Plum					
Note taker Jeremy		ny Smith				
Previous meeting minutes	~ Δηηγονρα					

ANNOUNCEMENTS

Financial workshop				
George Mette	У			
Discussion	George led a financial workshop on Monday March 10 to explain the finances of the library. He has pdf copies of his presentation available for those interested.			

REPORTS

President's Report					
Terry Plum					
Discussion	The 6 month contract between the library and FDA was signed. The contract will be reviewed in 6 months.				
There was a recent Springfield Republican article about the leak in the roof. Terry made a comment during the public comment period of the last city council meeting to reassure them that it is being fixed and will not be an ongoing problem.					
There will be a presentation on April 9 from 6-7:30pm at the library on three neighborhood buildings being rehabbed by HAPHousing. The complex is currently called "Library Commons". Terry would like someone to represent the board there.					
The library is considering establishing an auditor search similar to the financial advisor search. The finance committee will address this.					

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The contract for redesigning the Cabot Street side of Library Park, funded

by CDBG, will be signed tomorrow with the award-winning landscape designer, Milone & MacBroom.

Finance Report				
George Mette	у			
During January, the cash position improved due to fundraising and a transfer of funds from the Long Term Investment Committee.				
Operating profit and loss shows a sustained loss of \$5,538. Actual operating loss is over \$37,000 which is in line with the budget. The forecast shows that the operating loss will be \$20,993 by June 30.				
See Appendix A for full report				

Personnel Committee Report					
Bellamy Schm	Bellamy Schmidt				
The city is taking a look at salaries of all city employees in an effort to examine parity. Library staff have turned in job descriptions and will be reviewed next.					
Maria is working on performance reviews for the staff. They should be done by the end of the month					
There was a discussion about the comments section of the MassLive article on the leak and possible Board responses. In the end, the Board took no action.					

HPL realty	
Bellamy Schm	nidt
Discussion	We will be paying the next to last invoice for the construction project soon.

Director's Report				
Maria Pagan				
Discussion There is an individual whom Maria would like to ban from the library. Patrick recommended filing a trespass notice with the Holyoke Police Department.				
The budget meeting is happening with the mayor next week.				
Signage is now outside the building.				
Tabletops that were defective have been replaced				

See Appendix B for full report, statistics and Computer Coordinator Report

History Room Report			
Discussion	See Appendix C for report		

Long Range Investment report			
Tom Barrett			
Discussion	The Committee met last week and narrowed down the potential new investors to two. They will be meeting next week.		

Friends Report				
Discussion	Andrew has entered about 95% of the Friends financial data into Quickbooks and will meet with Tom to input data into their 990s.			

FDA Report	
Discussion	We have sent out the Heritage Books and received one \$1000 donation so far.

The team is working on the buy-a-brick campaign. They will be sending a mailing at the end of the month for the first unveiling in the early spring. Plan for buy a brick is to send out a mass mailing. We will use partners such as the chamber of commerce to help with the campaign.

Proofs of all plaques have been delivered and will be sent to donors to go over placement, spelling, etc. The team is awaiting temporary vinyl plaques for naming rooms, chairs, etc., before the permanent ones are manufactured. It will then take about 2-3 weeks to produce stainless steel plaques. They will be officially unveiled at an early May donor recognition event.

Donna Di Carlo is working on a planned giving brochure. The fundraising team would like to pull together a committee to plan a workshop on planned giving for potential donors.

NEW BUSINESS

City Budget Presentation

Terry Plum

Maria will meet with Mayor on March 19 to go over the budget.

Annual Fundraising

Terry Plum

The library needs to discuss "annual fundraising" with FDA. Terry will check in with them.

Filtering and Technology

Terry Plum

It turns out we are filtering on our server installed by Entre. Terry will send out the ALA filtering guidelines.

Motion made and seconded to adjourn at 6:02pm

NEXT MEETING

Tuesday April 8th at 4:30 at the Holyoke Public Library.

APPENDIX A



Report of the Treasurer March 11, 2014

During the month ended January 31, 2014 the Holyoke Public Library's cash position improved to \$200,977 at month's end. The transfer of \$35,000 from the Long-Term Investment Committee cleared in January and is reflected in our balances and our payments. Fundraising through the end of calendar 2013 was also quite strong with over \$25,000 in general donations and pledge receipts; and we received the final distribution of \$14,077 from the Fallon Estate in January, which is reflected in the Profit and Loss account 4052.

Our operating profit and loss shows that we have sustained an operating loss of \$5,538 so far this fiscal year. Including the endowment distributiontaken to balance the budget, our actual operating loss is over \$37,000, which is still in line with the budget approved last May. Our forecast for the year shows that our operating loss will be \$20,993 by June 30; this includes the authorization of \$250,000 in income from the endowment.

Respectfully submitted,

George Mettey, Treasurer

APPENDIX B

Library Director's Monthly Report March 11, 2014

FYI/Requests

- Statistics (enclosed)
- Incident/Complaint reports
- E-rate—talked to Robert Chambers from Chambers Advisory. Recommendations to lower phone bill
 - Include fax (-4230) and another phone account (-0829) with main account under State Contract
 - Ask the City (Procurement) to include our long distance account with AT&T with City contract
 - Library can get back from e-rate close to 90% of the expense. If e-rate applications are done through outside consultant/service (like Chambers Advisory) it may cost approximately, \$2,500.
- Budget—Meeting with Mayor, Auditor and Treasurer for City Appropriation—Wednesday, March 19th @ 2:15pm
- Letters are on the building's new entrance
- Tables tops in fiction rooms been replaced. Still waiting to hear about the lectern.
- Signs, plaques, bricks are in the works. Hopefully by Springtime they will all be here.

Outreach/Programs

- March 12th -- "Female Adventurers: the women who helped colonize Massachusetts and Connecticut" with author Alice C. Plouchard Stelzer
- March 17th "Irish Need Not Apply" with Christopher Daley
- March 22nd "Angel on My Shoulder" and "Floors of the Forest" with author Lori Szepelak
- March 22nd "My Journey" with author Nancy Hale
- March 22nd Williams College Elizabethans, a 6-voice vocal ensemble specializing in Renaissance music
- April 15th "Lincoln Assassination" with Christopher Daley
- April 22nd "They Danced by the Light of the Moon" mystery writer Tempa Pagel

Announcements/Reminder—

- Chamber of Commerce Breakfast—Wed., 3/12 @ 7:30am at Log Cabin
- Next meeting -- Tuesday, April 8, 2014 at 4:30pm

Jose Silva

Computer Coordinator Holyoke Library

3/11/14

This document summarizes most of the tasks I have been performing during my time working at the library, either done by myself or working in conjunction with Jose Figueroa. Some of these tasks have to be repeated on a timely basis due to many reasons, along with all the "day by day" troubleshooting issues that always occur in this type of environment within the public and staff computers and the network in general.

I. Network

- Get familiar with the network infrastructure in terms of hardware and software and how is setup.
- Identify and correct any major issues within the network.
- Gather information of all vendors for hardware, software, internet access, supplies and other types of services utilized by the library.

II. Inventory

- Make an inventory of all computer hardware at the facility. This includes brand names, model numbers, Service tags, Ipaddresses, MACaddresses, Ports, etc. Having this information readily available helps troubleshoot problems faster.
- Check and identify any computer hardware in storage. This includes monitors, desktop computers, networking equipment, cables, etc. All functioning desktops were updated so that they could be used as backups for the staff or any other locations needed.
- Move all unused hardware and equipment out of the server room in the computer lab to ensure better ventilation and use of the space.

III.Public Computers

- Create icons with direct links to all library online resources and place them on the desktop. This helps users to find things faster without having to "google" everything they are looking for.
- Update all software. This includes Windows updates, Anti-Virus, Microsoft Office, Web browsers, Java, Adobe Flash, Adobe Reader, etc.
- Adjust settings on Firewall to correct errors with Envisionware software and others applications like Java and Adobe Flash
- Set the computers to turn on automatically at 7:30 AM in the morning. The computers will be shut down after closing hours automatically by the main server.

Jose Silva

Computer Coordinator Holyoke Library

IV. Staff Computers

- Install and configure updates (windows, antivirus, java, flash, browsers)
- Troubleshoot hardware, software, network connection and printer access issues
- Troubleshoot 3M RFID hardware and software
- Help staff with email migration

V. Goals

• Once we achieve to have all the public computers at the lab and in the classroom running smoothly and updated with the new version of Envisionware we can start gathering information from the users to have a better understanding of what they need. That will help us design and create any different type of classes or workshops that we can offer to the public in the near future; for example, how to create email accounts, general computer use for beginners, basics of Microsoft word, web browsing, etc.

Jose Silva

Computer Coordinator Holyoke Library

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- Install and configure updates (windows, antivirus, java, flash, browsers)
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Circulation by Owning Library	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Audio (Compact discs (not CD-ROMs),	372	332	300	128	384	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 (e.g. ebook readers, kits,	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, Newspape		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
	j	,	,	,	,	,
Circulation by Circulating Library	July	Aug	Sept	Oct	Nov	Dec
Audio (Compact discs (not CD-ROMs),	263	296	273	150	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 (e.g. ebook readers, kits,	10	4	12	3	10	4
Video cassettes/discs/DVD	1,679	1,806	1,501	522	1,564	2,408
Volumes of Print Periodicals, Newspape		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
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Circulation by Patron Types	July	Aug	Sept	Oct	Nov	Dec
Adult	2,796	2,810	2,372	1,360	3,285	4,317
Circulation Clerk	6	38	16	3	20	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	379	857	893
Young Adult	130	199	55	49	171	158
AIC Distance Learning	0	0	0	0	0	0
Anna Maria Student	0	0	0	0	1	0
HCC Student	0	4	0	0	1	0
STCC Faculty	0	0	0	0	0	1
Patrons	3	0	0	0	0	0
Adult Decertified	0	0	0	0	4	5
Juvenile Decertified	0	5	0	0	0	0
Student	4	0	0	0	24	21
Special	0	0	0	0	1	0
Temporary Adult	0	0	0	0	0	0
Branch Manager	0	0	1	0	0	0
Homebound	0	0	0	0	0	0
Local System Administrator	0	0	0	0	4	0
Total	4,460	4,337	3,428	2,114	5,511	6,567
	-	-		-	·	,
Circulation 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
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

Total	567	562	601	358	511	625
Items Received to Fill Holds	July	Aug	Sept	Oct	Nov	Dec
i Otai	1,010	303	324	290	113	700
Items Sent to Fill Holds Total	July 1,010	Aug 969	Sept 924	Oct 290	Nov 713	705
Itomo Cont to Eill Holds	luk.	۸۰۰۰	Con+	Oot	Nov	Dec
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Total	4,478	4,396	3,455	2,114	5,511	6,567
Worcester Main Library	0	0	0	0	0	0
Winchendon Beals Memorial Library	6	0	0	0	0	0
Williamsburg Meekins Public Library	0	0	0	0	0	0
West Springfield Public Library Westfield Athenaeum	8	46	1	16	37	61
Warren Public Library	0 74	0 85	0 71	0 34	6 62	0 50
Ware Young Mens Library	0	0	0	0	0	11
Turners Falls Library	0	0	0	0	12	24
Sunderland Public Library	0	0	0	0	0	0
Springfield Sixteen Acres Branch	6	1	2	0	30	9
Springfield Pine Point Branch - Closed f		0	4	1	1	20
Springfield Mason Square Branch	0	0	0	0	0	2
Springfield Main Library	126	83	52	15	86	69
Springfield Indian Orchard Branch	0	5	5	3	3	1
Springfield Forest Park Branch	0	5	0	0	0	6
Springfield East Springfield Branch	113	84	32	15	28	78
Springfield East Forest Park Branch	3	3	0	5	3	3
Springfield Brightwood Branch	1	0	0	0	0	0
Southwick Public Library	0	0	0	0	0	C
Southampton Edwards Public Library	16	9	12	21	25	47
South Hadley Public Library	5	10	10	11	53	61
Shrewsbury Public Library	0	0	0	0	2	C
Shelburne Falls Arms Library	0	0	0	0	3	11
STCC Library	0	0	0	0	0	1
Palmer Public Library	0	0	0	0	0	6
Out of State Library	0	0	0	0	1	1
Orange Wheeler Memorial Library	1	0	0	0	0	(
Northfield Dickinson Memorial Library	0	0	0	0	2	(
Northampton Forbes Library	56	31	5	6	18	35
Montague Center Library	2	8	8	2	8	(
Monson Free Library	0	0	2	0	2	3
MA Certified Library	14	14	23	11	19	27
Lunenburg Public Library	0	3	0	0	0	C
Ludlow Hubbard Memorial Library	0	0	0	0	0	10
Longmeadow Richard Salter Storrs Libr	2	1	3	0	0	1
Holyoke Public Library	3,870	3,884	3,066	1,881	4,807	5,730
Holland Public Library	0	0	0	0	12	
Hatfield Public Library	0	0	0	0	1	
HCC Library	0	4	0	0	1	(
Hampden Free Public Library	0	0	0	0	0	(
Hadley Goodwin Memorial Library	3	0	0	0	1	5
Greenfield Public Library	0	1	4	0	7	5
Granby Free Public Library	6	1	0	0	0	22
Florence Lilly Library	9	0	2	2	1	10
East Longmeadow Public Library Easthampton Emily Williston Memorial I	30	0 14	0 12	2	37 14	27 37
Deerfield Tilton Library	12	21	6	0	3	0-
Doorfield Tilton Library	10	21	6	٥	2	1

Circulation by Owning Library	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Audio (Compact discs (not CD-ROMs),	414	376					2,703
Books	4,288	4,047					26,269
E-books	0	0					2
Materials in electronic format	0	0					0
Miscellaneous (e.g. ebook readers, kits,	6	6					37
Video cassettes/discs/DVD	2,277	2,129					14,031
Volumes of Print Periodicals, Newspape	84	91					453
Unknown or Pre-Cataloged	13	6					75
Total	7,082	6,655	0	0	0	0	43,570
	,	,					
Circulation by Circulating Library	Jan	Feb	Mar	Apr	May	June	Total
Audio (Compact discs (not CD-ROMs),	366	336		-			2,434
Books	3,898	3,662					22,464
E-books	0	0					2
Materials in electronic format	2	14					81
Miscellaneous (e.g. ebook readers, kits,	9	5					57
Video cassettes/discs/DVD	2,321	2,293					14,094
Volumes of Print Periodicals, Newspape	66	94					376
Unknown or Pre-Cataloged	16	6					101
Total	6,678	6,410	0	0	0	0	39,609
	0,010	0,110				J	00,000
Circulation by Patron Types	Jan	Feb	Mar	Apr	May	June	Total
Adult	4,637	4,334		•	,		25,911
Circulation Clerk	3	7					101
Circulation Manager	12	7					109
Handicapped	3	3					11
ILL	9	0					65
Institution	13	0					86
Juvenile	903	940					6,099
Senior Citizen	914	916					5,895
Young Adult	173	195					1,130
AIC Distance Learning	1,0	0					1,100
Anna Maria Student	0	0					1
HCC Student	1	0					6
STCC Faculty	1	0					2
Patrons	0	0					3
Adult Decertified	0	0					9
Juvenile Decertified	0	0					5
Student	5	5					5 59
Special	1	1					3
Temporary Adult	2	0					3
Branch Manager	0	0					
Homebound	0	2					2
	0	0					
Local System Administrator Total	6,678	6,410	0	0	0	0	39,505
lotai	0,070	6,410	U	U	U	U	39,505
Circulation by Patron Home Library	Jan	Feb	Mar	Apr	May	June	Total
AIC Shea Library	1	0		h.	ay	- G110	1
AMC Mondor-Eagen Library	0	0					1
Agawam Public Library	23	7					67
Amherst Jones Library	30	38					240
Belchertown Clapp Memorial Library	6	41					88
Bernardston Cushman Library	0	0					5
Chicopee Fairview Library	9	2					<u>5</u> 19
Chicopee Falls Library	7	10					19
	160						
Chicopee Main Library	160	165					886

	777	708					4,709
Items Received to Fill Holds	Jan 	Feb	Mar	Apr	May	June	Total
	880	725					6,216
Items Sent to Fill Holds	Jan	Feb	Mar	Apr	May	June	Total
	6,678	6,410					39,609
Worcester Main Library	0	2					2
Winchendon Beals Memorial Library	0	0					6
Williamsburg Meekins Public Library	2	0					2
Westfield Athenaeum	113	147					429
West Springfield Public Library	43	62					481
Warren Public Library	0	0					6
Ware Young Mens Library	8	12					31
Turners Falls Library	0	0					36
Sunderland Public Library	4	3					7
Springfield Sixteen Acres Branch	9	16					73
Springfield Pine Point Branch - Closed f	16	3					54
Springfield Mason Square Branch	8	20					30
Springfield Main Library	56	44					531
Springfield Indian Orchard Branch	14	9					40
Springfield Forest Park Branch	9	39					59
Springfield East Springfield Branch	74	63					487
Springfield East Forest Park Branch	5	0					22
Springfield Brightwood Branch	1	1					3
Southwick Public Library	0	9					9
Southampton Edwards Public Library	40	73					243
South Hadley Public Library	57	65					272
Shrewsbury Public Library	0	0					2
Shelburne Falls Arms Library	9	0					23
STCC Library	1	0					2
Palmer Public Library	26	18					50
Out of State Library	0	0					2
Orange Wheeler Memorial Library	0	0					1
Northfield Dickinson Memorial Library	0	0					2
Northampton Forbes Library	115	47					313
Montague Center Library	0	32					60
Monson Free Library	0	0					7
MA Certified Library	19	14					141
Lunenburg Public Library	0	0					3.
Ludlow Hubbard Memorial Library	22	12					44
Longmeadow Richard Salter Storrs Libr	0	0,047					7
Holyoke Public Library	5,651	5,347					34,236
Holland Public Library	0	0					16
Hatfield Public Library	1	1					3
HCC Library	1	0					6
Hampden Free Public Library	0	3					28 3
Hadley Goodwin Memorial Library	12	7					28
Greenfield Public Library	5	7					29
Granby Free Public Library	9	18					84 56
Easthampton Emily Williston Memorial I Florence Lilly Library	60 34	44 26					213
East Longmeadow Public Library	14	0					81
		3					50

APPENDIX C

Archivist's Report 11 March 2014 ecrosby@holyokelibrary.org

Activities

Usage of the History Room through visits and remote inquiries has been steady. The
number of patrons with complex research questions has increased, as have the number of
novice genealogy researchers. We often provide Ancestry database tutorials for the latter.
Anecdotal evidence (not tracked) suggests that there has been a significant increase in the
number of family groups coming to the HHR for genealogical research (as opposed to
individuals).

In general, tracking usage since the move has been difficult because many in-person visits to History Room, especially in November and December, were from people who were simply visiting the new library. These first-time visits have now tapered off and we have become better at distinguishing brief walk-through visits from research visits in our data. The strong numbers for February (in spite of numerous snowstorms) are an accurate reflection of how busy we have been serving patrons. Research visits increased in spite of the numerous snowstorms.

(Due to illness today - 3/11 - I cannot include data here. I will send along a revised report with data for board members and for the minutes as soon as I am able).

We continue to work to get the collections better organized and easier to access. Training
volunteers in processing procedures has been challenging because we have been so busy
with patrons.

Events

The first two talks in the History Room Speaker Series were well attended and well received. Jim Sheehan's talk, postponed to February 19 in the afternoon, brought in 20 people. A surprise snowstorm kept many away who had intended to come. The talk has been airing on Channel 12, however, and appears to have reached a great many viewers. We're hoping to have Jim back sometime in the coming year. Charlie Lotspeich's 6 p.m. talk was more widely promoted and brought in 40 people.

Our next speaker appears on April 2 at 6 p.m. ("The Olmsted Brothers' Landscape Legacy in Holyoke"). There are additional talks scheduled for May 7 and May 21.

Collaborations and History Room presentations

• On March 3, I co-taught a class session at the History Room with Tzivia Gover of the Care Center. After an introduction to the history of Holyoke, students viewed items from the photograph collection and completed a writing exercise.

- A senior program from Springfield is interested in making a visit and getting an introduction to the history of Holyoke. I am following up.
- A visiting professor from Smith College will be using materials from the History Room in a
 collaborative art project focused on the New England Trail. Her project brings together
 Holyoke middle school students and Smith College students. The middle school group will
 be coming to the History Room in April to choose materials for the project.
- We also provided an impromptu exhibit/display of History Room holdings for the visit of Alex Morse and Steve Kerrigan on February 20th.

Collection Development

I have been working with Jeremy on the transfer of circa 40 linear feet of Holyoke Street Railway material from the Springfield History Library and Archives to the History Room. Jeremy has offered to help pick it up with a Zip-van. An additional volunteer to carry boxes (not terribly heavy) may be needed. Maggie Humberston of the Springfield Archives has offered a second collection as well. Once we have decided whether or not to take the second collection, Jeremy and I will schedule the trip.

I am currently working with three additional potential donors of collections.

Digital Projects Subcommittee Meeting

The subcommittee met on March 4. We reviewed what we might do to contribute to eventual digitization of Holyoke's historic newspapers. We also discussed the Boston Public Library's digitization program, which we plan to use to create online access to some of the History Room's other key resources. We meet again on April 16.

Cataloging

Martha Olver and I are continuing work on cataloging and re-cataloging items in the local history collection.