

Thomas Crane Public Library
Board of Trustees Meeting Minutes
May 11, 2020 via Zoom

Call to Order

The meeting was called to order at 9:20 a.m. by Ms. Costagliola.

Trustees Present

Diane Costagliola, Arthur Foley, William Griffin, May Mayyasi, Corinne Mitchell, and Peter Tam.

Staff Present

Director Megan Allen, Assistant Director Clayton Cheever

Approval of Minutes

Ms. Mayyasi moved and Ms. Mitchell seconded that the April 13, 2020 minutes be approved as submitted. The motion passed unanimously.

Treasurer's Report

Ms. Mitchell moved and Ms. Mayyasi seconded that the May 11, 2020 Treasurer's Report of trust fund income and expenditures be approved as submitted. The motion passed unanimously.

Director's Report

Staff

A weekly voluntary all-staff meeting has provided an opportunity to keep everyone abreast of activities in each department. Many staff are working remotely to provide public help desk assistance, plan and deliver online programs, create reader's advisory videos, update residents on library online services, develop both online and physical collections, attend professional meetings and take advantage of online continuing education opportunities.

Facilities

The North Quincy roof replacement is complete and window replacement will commence shortly.

Work continues at the Adams Shore Branch, including conversion of the men's public bathroom into an all-gender family-friendly handicapped accessible bathroom. New floor and carpet tiles for the hallway, side rooms and staff workroom have been ordered.

Painters from the Public Buildings Department have repainted the ceilings and walls in the public areas of the Main Library first floor. Some trees and other plantings have appeared along the new perimeter fence. Friends volunteer Claire Fitzmaurice has been working hard to make the flower gardens shipshape and they are looking very lovely and colorful. Work with CBT, Inc. to select new carpet for the Main Library is ongoing.

Services & Programs

Faced with many challenges while working remotely from home with varied technological equipment and skills, the staff have significantly increased the number and range of online programs and services for the public in a very short time period.

By the end of April, virtual children's programming grew to include regularly scheduled live storytimes for different ages and interactive music and movement programs, as well as pre-recorded videos with DIY STEAM and craft activities for kids and families. The explosion of online children's programs led to the creation of a separate TCPL Facebook presence for children's services, with the number of followers growing daily. Children's librarians continue to add curated information and resources to the TCPL @home for Kids page to help parents discover an array of online activities for families like virtual museum tours, celebrity read alouds and educational resources. The new DIY children's programs web page is also full of storytimes, science activities and crafts.

Virtual programming for teens has included weekly Teen Advisory Board and Real Talk meetings, movie night, book discussions, and a Blackout Poetry Challenge. Teen Librarian Kerri Darcy is meeting weekly with Quincy Public School librarians to collaborate on school-year and summer reading programming in a virtual environment.

Adult programming has included book groups and weekly music appreciation sessions, with additional programming scheduled in May, supported in part by the Friends of the TCPL. Library staff are collaborating closely with QATV to produce a range of video content, from DIY activity sessions to staff reading recommendations.

The Literacy and ESOL program has moved online with virtual trainings, meetings, tutoring sessions, and English Talk Times as well as ongoing remote one-on-one support and referral assistance provided to students and volunteers.

Due to closing of the buildings and temporary inaccessibility of physical collections, physical circulation has dropped to zero. Patrons are turning to our online resources, including some who have never used these collections before, driving up the number of first-time users on the library's various digital collection platforms as well as increased usage of digital materials. In addition, residents who did not have library cards when the buildings closed are signing up for e-cards to gain access to the many free online resources provided by the library. The number of residents applying for e-cards was 245% higher in April 2020 compared to April 2019. Overdrive e-book and e-audiobook usage is record-breaking both network-wide and locally, with Quincy residents borrowing over 6,800 items in April. Despite the impressive increase in digital collection use, many patrons are doubtless suffering library withdrawal while the physical collections are inaccessible: April 2020 digital circulation amounted to about one quarter (23%) of the physical items (39,498) borrowed in April 2019.

In order to meet demand, the library has expanded purchasing of digital collections and will be adding some new online learning services in May. At the same time, librarians are continuing to

select and purchase new print books and DVDs to add to the physical collections, so that the library will have the items patrons want as soon as pickup service can safely be provided.

IT Coordinator Andria Lauria has been very busy providing tech support for employees working remotely, communicating with vendors, vetting and recommending technology solutions, and planning for a return to the buildings that will require new technology--and staff training--to support social distancing and continued telework by some employees.

Other

Director Allen attended two State Advisory Council on Libraries meetings, two roundtables with Old Colony Library Network members and Massachusetts Board of Library Commissioners (MBLC) and Massachusetts Library System staff focused on planning for a phased restoration of library services, and an MBLC strategic planning session.

The Massachusetts Library Association and Massachusetts School Library Association have scheduled a virtual Library Legislative Day session for libraries South of Boston on May 14 at 11:30 a.m. All trustees are invited to attend to connect around library advocacy and then reach out to Quincy's State Representatives and Senators.

The MBLC is offering spring New Trustee Orientation online this year, with three different Zoom sessions scheduled in May.

TCPL Foundation Liaison's Report

Ms. Costagliola reported that the Foundation is scheduled to meet before the end of the month.

Old Business

Investment Committee Report

Ms. Mitchell shared and discussed the Quarter One report from Captrust.

New Business

FY2021 Fine Free Proposal

Ms. Allen proposed that overdue fines on adult materials be eliminated on a pilot basis for FY2021. Overdue fines on juvenile and teen materials were eliminated in FY2019. Further discussion and a vote will be held at the June meeting.

Draft Restoration of Service Proposal

Ms. Allen shared a draft outline of a phased plan to restore public services as it is safe to do so.

Adjournment

The meeting was adjourned at 10:27 a.m. The next meeting will be held on Monday, June 8, 2020.

Documents Distributed

- Draft Minutes from the April 13, 2020 Trustees Meeting

- FY2020 Citizens Bank Trust Fund Income and Expenses Summary to Date (5/11/2020)
- TCPL Restoration of Service Proposal (Draft 5/8/2020)