

**Thomas Crane Public Library**  
**Board of Trustees Meeting Minutes**  
October 19, 2020 via Zoom

**Call to Order**

The meeting was called to order at 9:22 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**

Mr. Griffin moved and Ms. Mayyasi seconded that the September 21, 2020 minutes be approved as submitted. The motion passed unanimously.

**Treasurer's Report**

Ms. Mayyasi moved and Ms. Mitchell seconded that the October 19, 2020 Treasurer's Report of trust fund income and expenditures be approved as submitted. The motion passed unanimously.

**Director's Report**

*Staff*

Shayne Murray has been appointed as North Quincy Adult/Teen Services Librarian. Security Officer Jake Kerin has been appointed as a Senior Library Assistant. The Security Officer job description is under review and hopefully can be filled before the Library reopens to the public.

*Facilities*

The North Quincy Branch renovation project is temporarily halted while the new windows are manufactured. Due to COVID-related delays, there is no estimated delivery date for the windows.

At the Main Library, staff are working with the Public Buildings Department and an outside vendor to develop specifications for an upgraded door access control system to replace the end-of-life 20-year-old mechanical push-button and electronic keypad system.

*Programs & Services*

In the first quarter of FY2021, the Library presented 27 programs for adults that were attended by at least 1,584 people, combined across Zoom (731), Youtube (613), and Facebook (240). In that same time period, 75 virtual children's programs were attended by approximately 3,300 children and caregivers and 17 teen programs were attended by 140 teens. Most adult programs are recorded and available after the original program date, with continued viewings over time.

The trend of higher attendance at virtual adult programs and lower attendance at virtual children's and teen programs continues, compared to attendance at in-person programs prior to

COVID. This phenomenon reflects the different target audiences and the types of programs being presented. The Friends of the TCPL continue to provide financial support for virtual programming, and a CARES grant from the Massachusetts Board of Library Commissioners is also funding selected educational programs for adults and children.

Since in-person technology sessions were launched at the Main Library in early September, 350 patrons have taken advantage of the service as of October 10, and another 200 patrons used the Print To-Go service to pick up printouts during that time period.

Patrons are primarily using technology services for housing, heating and health insurance applications, immigration paperwork, and job searching and applications. Many patrons are low-income and/or disabled and a fair number have not had Internet access since March and require a great deal of help to regain access to their accounts.

A number of government agencies and other organizations are now requiring people to communicate via email or online portals and are not offering phone assistance, which is a serious barrier for residents who do not have Internet access or the necessary technology skills. The digital divide due to income and ability has always been apparent at the Library, but it is even more evident now.

Residents using the Library's temporary free print, copy, fax and scan services--which might otherwise be cost prohibitive and difficult to access elsewhere--have been very appreciative. In addition to the assistance applications noted above, many residents using Print To-Go are printing shipping labels, worksheets for school-age children, and employment/hiring documents. There aren't currently other options for copy/print/fax services within walking distance from Quincy Center.

TCPL To-Go outside pickup service continues its steady growth, with a 15% increase in the number of items checked out daily and an average of nearly 2,000 items on hold waiting for pickup each day. Use of digital items, including e-books, e-audiobooks, e-magazines and streaming audio/video, continues to be strong. The number of residents registering for a new library card jumped 130% from August to September.

The Library's next reopening steps are in the planning phase, with a November 9 target date for launch. Additional services may include the addition of the Adams Shore Branch as a materials pickup location, and the ability for limited appointment-only browsing access to the Main Library children's room. Providing very staff-intensive services with a reduced staff continues to present challenges to expanding services at branch locations.

#### *Other*

The FY2020 Annual Report Information Survey (ARIS) and the FY2021 State Aid to Public Libraries Financial and Compliance Forms were submitted to the Massachusetts Board of Library Commissioners. Because the Library budget was reduced in FY2021, the Library did not meet the Municipal Appropriation Requirement (MAR) and a Petition for Waiver of the MAR was also submitted. Supporting documentation for the waiver petition will be submitted by the November 6 deadline.

### **TCPL Foundation Liaison's Report**

The Foundation Board of Directors has not met since the last Trustees meeting.

### **TCPL Friends Report**

The Friends Executive Board has resumed virtual monthly meetings and continues to provide financial support for library programs.

### **Old Business**

#### *Investment Committee Report*

Ms. Mitchell reminded all Trustees to continue monitoring TCPL investments online. The total fund value has gradually been recovering after losses in the spring when the market plummeted.

### **New Business**

Ms. Mayyasi suggested that the Friends formally thank Public Buildings Commissioner Paul Hines for all of the work done at the Adams Shore Branch. Ms. Costagliola will send a letter on behalf of the board.

### **Adjournment**

The meeting was adjourned at 10:13 a.m. The next scheduled meeting will be held on Monday, November 9, 2020.

### **Documents Distributed**

- Draft Minutes from the September 21, 2020 Trustees Meeting
- FY2021 Citizens Bank Trust Fund Income and Expenses Summary to Date (10/19/2020)
- FY2021 ARIS Report with FY20 Data
- FY2021 Financial Report and Application Compliance Form