

Thomas Crane Public Library
Board of Trustees Meeting Minutes
September 27, 2021
Main Library / Zoom

Call to Order

The meeting was called to order at 7:07 p.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 Kristy Lockhart

Approval of Minutes

Mr. Griffin moved and Ms. Mitchell seconded that the June 21, 2021 minutes be approved as submitted. The motion passed unanimously.

Treasurer's Report

Mr. Griffin moved and Ms. Mitchell seconded that the September 27, 2021 Treasurer's Report of trust fund income and expenditures be approved as submitted. The motion passed unanimously.

Director's Report

Staff

Two new Adult & Young Adult Services Librarians have joined the staff: Rebecca Keen began on August 16 at the Main Library and Emily Robinson began on September 7. Ms. Robinson will be assigned at the North Quincy Branch when it reopens later this year.

Facilities

The Main Library recarpeting project was substantially completed in approximately five weeks, wrapping up the first week of July. The installation went very smoothly and the quality of the work was excellent. The Public Buildings Department did an outstanding job planning and overseeing the project. Public Buildings also arranged to have the interior and exterior windows of the CBT and Coletti buildings commercially cleaned, the first time in memory, which contributed to the building's new and improved look on opening day.

New building directory and adult collection signage was designed and created by staff graphic design specialist Paul Porter. Children's librarian June Thammasong redesigned and updated the children's room signage.

The Main Library door access upgrade project is partially done but work has been suspended for several months due to Public Buildings Department funding issues.

The North Quincy renovation is nearly completed, except for the front facade expansion work, which is currently projected to be completed by December 1. The interior has been ready since the beginning of July for shelving installation but that has been repeatedly delayed due to supply chain issues at the factory. A firm opening date cannot be projected until the shelving has been delivered and installed.

Printed summary reports of the building accessibility surveys arranged by the Planning Department for the Main Library, Adams Shore and Wollaston branches were provided over the summer. There were few immediate recommendations for Wollaston since the branch needs extensive renovation to become fully accessible. Many of the issues identified at the Main Library and Adams Shore were exterior (e.g. incorrect slopes, broken pavement, bike racks on grass) and many of the interior issues appear relatively minor. Since neither location was open to the public at the time of the surveys last spring, the furniture and shelving arrangements did not reflect normal operations.

Reopening

The Main Library reopened to the public on July 14, with normal Monday-Saturday hours and all staff returning to pre-COVID work schedules. Sunday hours resumed on September 12.

Opening day saw many happy visitors, although daily attendance dipped to about 30% of average daily pre-COVID attendance as of the second open day and has stayed in that range ever since.

A new staff service point in the ground floor atrium provides a welcoming presence for visitors arriving through the Washington Street entrance (about $\frac{2}{3}$ of all visitors to the building). All employees, except custodians, are staffing the welcome desk in one-hour shifts throughout each day.

Adams Shore and Wollaston did see some decline in visitors after the Main Library opened but circulation continues to be relatively stable at those locations.

Programs & Services

A total of 22 programs were offered this summer for 1,203 children ages 0-12 and their families, some virtual and some in-person outside at the Main Library and branches. This summer's reading challenge for kids was a huge success. 384 children registered for the program on Beanstack with many others picking up paper trackers as well. Patrons recorded 110,464 minutes read, well above the 60,000-minute goal.

Other outside in-person programs included two bicycle-related programs in partnership with QuinCycles, an English Talk (and Walk!) Time, and two concerts funded by the Friends of the TCPL. Five outreach visits to Quincy Public Schools free lunch sites were conducted, and the library tabled at the annual August Moon Festival. Adult services staff are working with the Quincy Housing Authority to expand the Book Share program to their senior housing facilities.

Circulation of physical materials rebounded back strongly in July and August. Despite seeing the number of system-wide visitors hovering at around 1/3 of pre-COVID levels, system-wide checkouts in August were nearly 75% of checkouts in August 2019. This suggests that while many people are returning to browse for and check out materials, fewer are coming in to linger for reading, studying, or using computers and other technology services.

The library is in the middle of transitioning to an improved print/copy service for the public. Several new staff and public machines have been purchased, but supply chain issues are delaying the delivery of a new color printer for public use. The final step will be to install vending equipment that will allow patrons to use cash or plastic to pay for prints and copies; per-page charges will be used to partially offset the cost of providing this service.

A new, fully responsive website was launched at the beginning of August, after years of planning and many months of intensive staff work to transfer and update content from the old site to the new one. A new events calendar and room booking system will be launched before the end of September, making it possible for patrons to reserve conference and study rooms online.

TCPL Foundation Liaison's Report

The Foundation Board of Directors will be meeting on September 30 to approve library spending requests and to appoint and possibly reappoint directors. One current director must go off the board in November and two others may or may not be interested in continued board involvement. Depending on attendance and discussion at this meeting, Ms. Costagliola (currently the Foundation treasurer) will suggest appointing the library trustees as Foundation directors, to ensure continuity of the Foundation board until the time is right to recruit some new directors.

Old Business

Investment Committee Report

Ms Allen distributed a FY2021 year-end summary showing an overall 21% gain in value of the Schwab funds. Ms. Mitchell reported a dip in value last month and a current value of \$542,999.12 (up 1% from 6/30/2021).

New Business

Ms. Allen distributed a draft copy of a new Small Meeting Room Policy, replacing the current Study Room Policy, and some accompanying information. The proposed policy will be discussed and voted on at the October meeting.

Ms. Allen announced that she plans to retire in April 2022 and distributed the Library Director Search Process paper prepared by the Massachusetts Board of Library Commissioners and a proposed action plan and timeline for the search. The trustees discussed and then decided to form a search committee to conduct the search and initial screening process and forward finalists for consideration by the full board. Ms. Costagliola will chair the five-person search committee, which will also include Mr. Griffin and Mr. Tam from the board and Assistant Director Lockhart. The Friends of the Library president will be invited to fill the fifth spot, or designate another Friends board member.

Adjournment

The meeting was adjourned at 8:49 p.m. The next scheduled meeting will be held on Monday, October 18, 2021 at the Adams Shore Branch Library.

Documents Distributed

- Draft Minutes from the June 21, 2021 Trustees Meeting
- September 27, 2021 Treasurer's Report
- FY2017-FY2021 Citizens Bank Trust Fund Activity Report
- Building Traffic Report - July 14-Sept 14, 2019 vs 2021
- Quincy - Thomas Crane Public Library 2022 Massachusetts Annual Report Information Survey (ARIS)
- Charles Schwab Investment Summary FY2021
- Small Meeting Room Use Policy (August 2021 Draft)
- Study Room Use Policy & Procedure Changes (July 14, 2021)
- Lions Room & Accessibility Services (August 2021)
- Library Director Search Process (MBLC, last revised 2013)
- Proposed TCPL Director Search Action Plan