

AGENDA

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**FRAMINGHAM PUBLIC LIBRARY**  
**Board of Library Trustees Meeting**  
**Monday, February 11, 2019**  
**Trustees' Room, Main Library, 49 Lexington Street**  
**7:00 P.M.**

**Consent Agenda**

- Approval January 14, 2019 Minutes
- Committee Reports
  - Building
  - Finance
  - Governance
  - Personnel
- Liaison Reports
  - Friends of the Library
  - Literacy Unlimited
- Ad Hoc Committee Reports
  - Adult Programming
  - Framingham Reads Together

1. Public Comment	5 minutes		
2. Consent Agenda	5 minutes	all	<b>ACTION</b>
3. Director's Report	5 minutes	Mark	
4. Emergency & Disaster Planning	5 minutes	Mark	
5. Update of Building Items	10 minutes	Eric/E. Roy/Mark	
6. FPL Foundation Update	5 minutes	Ruth/JoAnne	
7. Planning	10 minutes	Eric/E. Roy	
8. Finance Committee	10 minutes	Art	<b>ACTION</b>
9. Main Library Tour	45 minutes	all	
10. Unfinished Business	5 minutes	all	
11. New Business	5 minutes	all	
12. Approval of Warrant	5 minutes	all	<b>ACTION</b>
13. Adjournment		all	<b>ACTION</b>

\*  denotes **Consent Agenda Report** included in your mailing

Handouts included: 11 promotional flyers  
February 2019 Look Here First

## Consent Agenda

Framingham Public library  
Library Board of Trustees  
Monday, December 10, 2018  
Minutes  
(Approved)

The Board of Library Trustees met on December 10, 2018 at 7:05 PM in the Trustees Room of the Main Library.

Present: Mesdames Barry, Coville-Wallace, Harrington, Roy, Thompson, Winett and Messrs. Dodd, Doherty, Finstein, Malchman and Wray.

Absent: Mr. Finstein

Also present: Library Building Consultant Ms. Patience K. Jackson, Director Mr. Contois and Assistant Director Ms. Kilburn.

Public Comment: None.

The Board agreed to proceed with the Consent Agenda after discussion on Ms. Jackson's report.

- The Board introduced itself to Ms. Patience Jackson. The Director introduced Ms. Jackson and provided a brief report of her service as both a Librarian and member of the Massachusetts Board of Library Commissioners. Ms. Jackson has had about two decades of experience consulting and advising on Public Library design, she has been involved in about 175 Library design/redesign projects.
- Ms. Jackson has visited the Framingham Public Library periodically dating back from 1983. The Building design was considered groundbreaking in its day; the parking garage was an appealing feature. Ms. Jackson has visited the Library during the service of former Directors and Assistant Directors and has noted the use of the Library space over the years; she is aware that the parking garage has been demolished and a single street level parking garage has replaced it. She congratulated the Board and staff for recovering well after the fire incident of 2015-2016.
- The Director handed a report from the Tapé firm that originally designed the Main building to provide some background and relevance to the discussion.
- Ms. Jackson outlined her assignment guidelines for the FPL Redesign project. Her preliminary report was made available to the Trustees before this meeting; it is a draft proposal and has not yet been made available to the staff at this time. The main priority for the project was to redesign the Main Library interior to provide better service; the main limitation was that no external or additional building was possible, all redesign elements had to work with the available finite space.
- Ms. Jackson's main recommendations include weeding the Collection to provide more seating space for patrons, adding more strategic windows for more openness and light and adding glass panels in as many doors as possible for security and transparency reasons.
- Ms. Jackson considers the placement of the stairs and elevator in the building a big impediment to service flow, many patrons do not even realize the extensive second level of the Library exists. She envisions changing this by proposing to move the Literary Unlimited Center (grouping it with the Foreign Language Collection and the Citizenship Corner) and the Young Adult (YA) Department to the second level, this would give both departments more space and bring patrons up to the second level. The YA Collection placed in proximity to the Non-Fiction Collection on the second level, would broaden the horizons of young adults.

- Ms. Jackson would like to explore consolidating the Administration area with the Periodicals area on the second level. The Director and Assistant Director's Offices would remain in their current positions along with the Office reception area. Additional staff spaces could be added to the Periodicals area.
- The Trustees Room needs to be used more, if possible, a window on the wall shared between the Trustees Room and the Periodicals Office would open up the space; the Trustees Room doors need glass panels too. It can be used more as a Literary classroom along with use by Trustees as a Boardroom and as a general meeting room for staff and other groups.
- Ms. Jackson advocated streamlining the computer area to make space for a computer classroom. The Local History area could be walled off to make more meeting room space too.
- Ms. Jackson recommended adding more seating and reading space for patrons; it is obvious that the existing furniture is outdated and needs replacing as soon as possible. Ms. Jackson quoted a Cambridge Librarian and agreed that "a Library is the City's Living Room", comfortable and inviting replacement furnishings is a big part of attracting and retaining the interest of patrons. Statistics show that about forty books can be placed in one square feet, and one chair requires ten square feet, this means adding one chair would require weeding and eliminating four hundred books. Therefore, it is important to consider Collection size, weeding and furniture placement all as pieces of the same redesign puzzle.
- Ms. Jackson's draft report has worked with the idea of placing the proposed Makerspace in the existing Craft Room in the Children's Department in the basement at this time.
- Ms. Jackson confirmed that her report does not include the Pearl Street side redesign project. The Director will be inviting Mr. Paolini to the January Board meeting to address this topic.

Ms. Jackson invited questions from the Board. All Board members thanked Ms. Jackson for her detailed report and suggestions for improvement. They proceeded with their questions, comments and suggestions.

- All Trustees agreed that comfortable seating is vital; some Trustees have noted that not many patrons use the Periodicals area on the second level; it could be worth considering if the Periodicals section could be moved to the Main level with attractive seating. The Board is aware that more apartments are being planned for in Framingham; moving Periodicals to the Main level could allow for increasing the available space on the second level while providing more "Living Room" space on the Main level.
- All Trustees agreed that meeting room space demands are increasing every year; the Library has increased its programming schedule and added the Adventures and Lifelong Learning Programs in collaboration with Framingham State University. The Library's Sunday Concert Series Program also attracts an audience that is fast outgrowing the Costin Room space. Comfortable seating in the Costin Room is critical (new light chairs will be delivered soon to replace the existing seating) and overflow space during busy, popular programs is becoming necessary. The Trustees had discussed extending the Costin Room into the Reading Garden area of the Parking lot but this would cost an estimated five million dollars. Trustees like the idea of rearranging departments and maximizing creative design to add meeting room spaces on the second level. Weeding and consolidation of the Collection while maintaining a solid core of classics is essential and doable; keeping an eye on the number of copies of popular books and frequency of circulation of all Collection materials are important factors to keep in mind when weeding. Ms. Jackson mentioned shelving on wheels used by Libraries like the Lexington Library; an effort could be made to move shelves to create impromptu meeting spaces as needed.
- Trustees discussed space used by the Friends in the Library: currently the Friends use considerable space in the basement, garage, Book room and back room near the garage and Literary area. The Friends have been very great supporters of the Library with revenue from their monthly Book Sales and their funding of the DVD Collection. Charges and fines on the DVD Collection have been a big source of revenue for the Friends. The DVD Collection occupies considerable floor space on the Main level, weeding and streamlining the Collection and adding more modern technology online options

could provide more useable floor space while keeping the Collection current. While the Trustees are aware that the DVD Collection brings in a lot of revenue, a compromising balance could be explored. The new BookMobile will be using the garage and Book room space, alternative space for Friends needs to be part of the redesign. The Trustees are aware that the Friends have increased their sources of funding with recent corporate members and sponsorships; the support of the Friends is vital for funding many programs, projects, and supplies in the Library. The Redesign project will have to strike a balance between the needs of the Friends and the Library for space usage.

- The Board discussed the proposed Makerspace: is the size of the Makerspace too small to accommodate both Children and Adults in the basement, would it be possible to move it to some other area in the Main or second level. The Director and Assistant Director spoke about other Libraries that have Makerspaces and the way they are used - Framingham is planning for the proposed Makerspace to be used by children and young adults, the Director has been looking into collaboration with the Saxonville Makerspace for adult use. As the Makerspace will be a high activity area, at this time it's placement in the Craft Room area in the basement provides contained and dedicated space compared to the Main and second levels where it could be more disruptive. Management hopes the collaboration with the Saxonville Makerspace will provide a good start at this time.
- The Board asked for Ms. Jackson's advice in prioritizing tasks for redesign. Ms. Jackson recommended windows/doors structural changes and comfortable seating spaces as main priorities. The Director has seen changes in the way the city manages and funds structural changes and maintenance in City owned buildings; budgets can be explored and consultations with Mr. Paolini of Capital Projects and the CFO could work on funding sources for structural changes. Hopefully other funds, grants and fundraising could help more with interior redesign. While it is true that fundraising for something like new furniture maybe considered a "mundane" cause by the community, detailed plans and drawings for departments like Young Adults that incorporated new furnishings could provide an exciting fundraising cause. Naming opportunities like at the Branch could also draw funds for furniture updates.
- The discussion concluded by all agreeing to further study of Ms. Jackson's report while considering how to prioritize tasks for the project. Ms. Jackson welcomed all questions and emails, all agreed that redesign for a bright, welcoming space that makes optimum, logical use of the interior space is the final goal of the project.

Ms. Jackson thanked the Board and exited the meeting at 8:02 pm. Trustee Mr. Malchman also exited the meeting at this time.

Director's Report: The Director began his report by referring to Assistant Director Ms. Kilburn to talk about staffing issues. Ms. Kilburn presented her report:

- A candidate has been offered the Borrower Services position, the chosen candidate Ms. Pappas is currently a Substitute staff member and will be a great fit as she is already familiar with many of the responsibilities of the position. She is expected to start in early January.
- The second open part time position will be partly an Assistant to the YA Supervisor and partly Circulation position. The Circulation Supervisor and Young Adult Department Supervisor have worked with the Assistant Director and HR to draft an appropriate job description. The job is almost ready to post. As this job requires a varied skill set to satisfy two different departments, the Assistant Director answering Mr. Doherty's question confirmed it is a difficult job to hire for, but she is optimistic about finding a good candidate.
- Ms. Robin Frank, a long time part time Children's Librarian at the Branch will be retiring in early January. She will be greatly missed! It is an important position to be filled; the Assistant Director is looking into reworking the job description before posting. The Library will request HR to increase this to a full time position requiring an MLS degree. All agree that excellent people skills is crucial for any candidate for this position.

- The posting for the recently open Librarian of Things position is in the approval process. Reference Librarian Ms. McKeil-Pepin has currently taken over the duties and is doing an excellent job.
- Negotiations are ongoing with an excellent candidate for the Makerspace Librarian position.
- The Director commended the Assistant Director's work during the recent hiring processes, hiring a candidate with the right fit of qualifications and people skills is a difficult process, candidates are also more interested in full time positions. Both the Director and Assistant Director and relevant Department Heads are looking at all applications carefully and are very hopeful of hiring excellent candidates for all open positions.
- Ms. Roy enquired about the possibility of locating the Makerspace in the current DVD area on the Main Level of the Main Library instead of the Craft Room in the Children's area. The Director thinks that this would not be a good fit as the Makerspace is likely to be a high activity area to be placed on the Main level (discussed earlier in the meeting). Answering Ms. Roy's question, Ms. Kilburn mentioned that the Library has solicited feedback on the Makerspace from parents through the Schools but no formal surveys or focus groups have been explored. She will look further into how other Libraries in the Commonwealth have handled data collection for Makerspace ideas.
- Ms. Kilburn has been working with the excellent Marketing team on promotional materials for parking lot banners. At the Board's suggestion, she will look into the idea of including pictures of the Book Sale in other promotional materials.
- Ms. Roy enquired about details of the Webinar mentioned in the Director's Report: the Director explained that it was a webinar attended by Branch Manager Ms. Barney and Assistant Branch Manager Ms. Tuxford. It was aimed at Supervisors and focused on dealing with employee behavioral issues, learning curves and introducing and managing change in back room processes.
- The Director is expecting to hear any day from City CFO about Budget prep for FY20. The funds for the Pearl Street side entrance redesign project have been appropriated for Summer 2019. The project to replace failing galvanized awnings at the Main Library has been recommended by the Mayor for funding for the FY20 Capital Budget. An architect may be considered to advise in selecting modern, pleasing awning replacements to provide a cohesive look with the Pearl Street side redesign.
- The Board commended Ms. Jackson's report: while they are aware that the report is a draft, they would like for more consultations with the Board before they final report is presented. The Director will make sure that the Trustees have extensive input, staff will also have input. The project will be implemented in manageable blocks to ensure minimum disruption of day-to-day service. About \$24,000 is available in the Redesign Budget, the Director invited all Trustees to further study Ms. Jackson's report and consider the priorities of the project. At Mr. Doherty's request, the Director and Assistant Director will prepare their priority list for the January Board meeting.
- Staff is working on Children's Department Programming data. The Director, Assistant Director and Children's Department staff are working on increasing family oriented programs on the weekends. Options to present paid performers for fun, high visibility programming are being explored; appropriate branding and marketing push to the community will also be looked into. At Mr. Dodd's suggestion, Children's Department staff will be requested to welcome patrons in the Costin Room at the start of programs. Answering Ms. Fideler's question, the Director agreed that filming programs for advertising and marketing purposes would be great, subject to the permission of the performers.
- Mr. Dodd commended the Community Sing Program. He attended a recent program and was very pleased with the attendance and participation of the community. Ms. Thompson enquired if it would be possible to get viewership numbers on the Shelf Life Program, the Assistant Director will consult with the City Tech Department to look into this. The Board also suggested having "call in" Shelf Life programs to increase community participation; the Assistant Director will explore this idea.
- Ms. Fideler requested an update of the Governance Committee's activities; the Chair and Committee member Mr. Doherty will discuss this later in the meeting.
- Mr. Dodd enquired about for-profit groups using the Library's meeting rooms and their compliance with Meeting Room Policy. The Director explained that he reviews all requests and approves groups

that offer purely informational programs on topics of interest to the community. Some examples of such programs include topics like First time Home buyers seminars, College prep planning, Retirement planning etc. The Library also invites experts in various topics who may be business owners to present at the Brown Bag Learning Series Programs. All groups presenting programs are informed very clearly that all programs have to be informational and no soliciting, advertising or marketing of business is allowed. The Board discussed the possibility of drawing up a document explaining clearly the No Solicitation clause and having presenters sign the document before any programs. All agree that such a waiver document is a good compromise to balance the needs of the community and businesses while adhering to Meeting Room Policy requirements. This will be discussed in detail during Policy review meetings of the Governance Committee.

Consent Agenda: The Board discussed the items included in the Consent Agenda packet.

- Ms. Roy corrected a typo on Page 1 of the November Minutes. She requested that in the section discussing the Mayor's comments it be noted that the Mayor strongly advocated for a diverse Library Board in terms of age, racial groups, demographics, and representatives of as many local and immigrant groups as possible.
- Mr. Wray enquired if the Director had any feedback from Councilor Cannon who attended the November meeting. The Councilor did reach out to the Director and commended the excellent work done by an involved and dynamic Board.

Ms. Winett moved (Ms. Thompson seconded) to approve the Consent Agenda. Vote passed 7-0-3 with abstentions from Ms. Harrington (who received the packet late and did not have time to review the materials) and Ms. Fideler and Ms. Thompson who were absent at the November meeting. Mr. Malchman exited the meeting before this vote.

Emergency and Disaster Planning: The Director and Assistant Director will be attending an hour's NARCAN administering training session. They will now discuss with the staff if any staff members are interested in also undergoing the training on a purely voluntary basis.

Update of Building Items: Already discussed in the Director's Report part of the meeting.

FPL Foundation Update: Ms. Thompson presented her report:

- The Foundation will soon be starting its efforts for its next annual appeal for the Makerspace. The goal is to raise \$27,000. The flyer is ready and mailing materials and labels are all set. Foundation members plan to meet tomorrow at the Library to prepare around one thousand two hundred pieces of appeal letters; all Trustees who would like help are welcome. It is hoped that donations will come in by the end of the year; this should help with tax deductions. Ms. Thompson thanked Library Graphic Designer Ms. Nancy Stoodt for her great work on the flyer and Ms. Kilburn for her advice and help.
- The Foundation recognized the marketing efforts of Mr. Brett Peruzzi, it has received great feedback.
- The Designer for the exterior of the BookMobile has been selected, the Foundation is happy with his impressive portfolio; the Designer will present two or three designs for final selection.
- Ms. Barry enquired if funds raised during an appeal can be used for purposes other than those related to the appeal. Ms. Winett and Ms. Thompson confirmed that it is possible as the Foundation Board can vote to authorize it.
- The Director informed the Board that new chairs have been selected for the Costin Room, they are light and portable. The Board would be open to considering fundraising for new furniture in the future; naming opportunities may interest the community to contribute to this cause.
- The Director is looking into getting quotes to refinish the Trustees' Room table, it is an expensive project, and he will keep the Board informed.

- Ms. Winett concluded this part of the meeting by reminding all to do their Holiday shopping through the Library/Foundation's Amazon portal, as part of all sales will benefit the Library.

Planning: LRP Committee members have been reaching out to various local service organizations like Wayside and SMOC. The Committee recently invited Ms. Rosalind Baker of the Family Resource Center at Wayside to a meeting to get a better understanding of the services such groups offer to the community. The discussion included how the Library and the new LRP could contribute to community efforts; the main need expressed in this meeting was for community meeting space at the Library. The LRP Committee will continue to explore the needs of local organizations.

- Ms. Harrington mentioned that the Director and Assistant Director have recommended using online surveys to solicit information for the LRP from community members who do not physically visit the Library. Survey tables at various locations like grocery stores and other popular locations with few quick targeted questions may also be useful in pinpointing the top needs of the community.
- Ms. Roy and Ms. Thompson mentioned the vital importance of outdoor signage; the Library hosts many interesting programs, outdoor signage that allows commuters to see the day's events at a glance is likely to draw in walk in patrons.
- Ms. Fideler enquired if the LRP will include plans for the BookMobile. Ms. Roy replied that BookMobile plans would be included in the LRP where relevant. Ms. Fideler stressed the importance of using metrics to measure the effectiveness of LRP goals including the BookMobile. The Director will discuss this with the Data Evaluation Team.

Unfinished Business: Mr. Doherty spoke about the Governance Committee. Mr. Contois has contacted City Counsel's Office for advice on review of By-laws. The Board will be kept informed of the outcome of meetings on this matter. The Governance Committee will also work on Library Policy reviews. A project plan and future dates for the LRP Committee will also be set up based on Trustee schedules.

- Answering the Board's questions, Mr. Contois mentioned attending a recent meeting to discuss the future of the Chapel at Nobscot. The City continues to discuss the possibilities related to the Chapel; the Director will update the Board with future developments.

New Business: None discussed.

Approval of Warrant: Ms. Harrington moved (Ms. Fideler seconded) to approve the bills on the Warrant. Unanimous.

The next meeting of the Board of Trustees is scheduled for 7:00 pm on January 14, 2019.

Ms. Thompson moved (Ms. Winett seconded) that the meeting be adjourned at 9:05 PM. Unanimous.

Respectfully submitted,

Bhagya Nadabar  
Administrative Assistant.

## Consent Agenda

Framingham Public library  
Library Board of Trustees  
Monday, January 14, 2019  
Minutes  
(pending approval)

The Board of Library Trustees met on January 14, 2019 at 7:09 PM in the Trustees Room of the Main Library.

Present: Mesdames Barry, Coville-Wallace, Fideler, Harrington, Roy, Thompson, Winett and Messrs. Dodd, Doherty, Malchman and Wray.

Absent: Mr. Finstein

Public Comment: None.

Consent Agenda: The Board discussed the items included in the Consent Agenda packet:

- Ms. Thompson was present at the December 2018 Board Meeting, the Minutes for the December 2018 Meeting did not include her attendance. The Minutes will be revised to correct this error.
- Ms. Winett would like to discuss the size of the Children's Department Desk to consider the possibility of increasing the size of the Makerspace; this will be discussed later in the meeting.
- Mr. Dodd informed the Board that the Sunday Concert on January 6th was very well attended attracting an audience of about 144 attendees. This program attracted a younger demographic in addition to the usual older demographic. Members of the student Milford Orchestra were present and enjoyed the piano concert.
- The Healthy Living Series lecture by Dr. Roger Landry was also very popular attracting close to 200 attendees. The New Year's Eve party with Balloon Drop was also very popular with families. All commended staff and Trustees who worked on all these popular programs.
- On the advice of Trustees, the Assistant Director will look into adding publicity about these programs in future "Shelf Life" Programs, Program presenters could also be invited to speak on the Shelf Life Program. Ms. Thompson has had a great letter and donation from a young girl for the Makerspace, she advocated inviting the donor to the Shelf Life Program, this would be a great way to reach out to the target audience who will be using the Makerspace.
- The Board would like to attract younger and multicultural audiences to the Concert Series Programs. Promotions on online forums, social media and in local and Metrowest music schools could help get the word out. The Costin Room is attracting bigger audiences, bigger Meeting Room space for programs is becoming a pressing need.

Ms. Winett moved (Ms. Coville-Wallace seconded) to approve the Consent Agenda with the December 2018 Minutes revised. Vote passed 10-0-1 with abstention from Ms. Harrington who did not receive the packet and could not review the materials.

Director's Report: The Director presented his report:

- Mr. Paolini could not attend this meeting; the Director will try again to schedule a future visit.
- The funds for the Pearl Street side entrance redesign project have been appropriated for Summer 2019. A project to replace failing galvanized awnings at the Main Library has been recommended for funding funded for the FY20 Capital Budget.
- There has been no new information about budget preparation work for FY20 from the CFO's office.

- BookMobile work is progressing well. The Director will contact the Company working on the BookMobile and coordinate with the Trustees to schedule a visit. Various staff committees continue to work on planning for a celebration to inaugurate the BookMobile; finalized plans will be brought before the Trustees when ready. The Director is looking into projections for operating expenses for the BookMobile. Staff with a regular license can drive the BookMobile, staff with good driving records will be carefully considered. The Friends have been very busy and have completed moving their book stock and other materials from the Garage. City supplies also stored in the Garage have been reorganized. With some carpentry work and lighting refurbishment, the Garage will be ready to house the BookMobile.
- The Costin Room project is scheduled to start soon pending a final walkthrough with Emerging Technologies Specialist Ms. Dellasanta. Answering Ms. Winett's question, the Director agreed to reach out to Ms. Winett when the CFO's office is ready to receive the funds for the Costin Room project from the Foundation.
- Assistant Director Ms. Kilburn spoke of staffing issues: Two new staff members have started in the recently advertised positions. Ms. Pappas has settled into her part time position, having been a Substitute staff member, her transition has been smooth. Ms. Cashman has started as the part time Children's Services Makers and Crafts Specialist. She comes from the Worcester Public Library system and has experience being a Children's Librarian with extensive crafting experience. Management and Circulation and Children's Department staff are very excited to welcome both new hires on board!
- The Librarian of Things and the YA Intern positions are in the approval process and will be posted soon. Answering Ms. Harrington's question, Ms. Kilburn confirmed that when a position is rethought or repurposed, HR is consulted throughout the process and City approval for all repurposed positions is mandatory.
- Assistant Circulation Supervisor and long time staff member, Ms. Garland has just retired along with Children's Librarian at the Branch, Ms. Robin Frank. Branch Supervisor and Assistant Supervisor Ms. Barney and Ms. Tuxford have worked with Children's Department Supervisor and Assistant Supervisor Ms. Loveridge and Ms. Rosenberg(at the Main Library) to adjust for the absence of Ms. Frank. Arrangements have been made to continue the popular Baby Lapsit hours as well as other duties of Ms. Frank.
- Answering Ms. Roy's question, Ms. Kilburn confirmed that a recent problem where some patrons experienced errors in checking in returned materials has been examined and fixed. It is likely that the error may have been due to an RFID problem. The system will be monitored closely to avoid such errors again.
- The Library's partnership with our neighbor Serenity House is off to a good start, program participants have been coming in to use Library facilities as discussed with the Director of Serenity House.
- At Ms. Roy's request, Mr. Doherty and Mr. Contois agreed that procedures and policies related to the Library of Things will be looked into when reviewing Rules and Policies as part of the Governance Committee's activities.
- Answering a question from Mr. Malchman, the Director confirmed that he is aware of lighting problems in the Community Room at the Branch when the lights are lowered and increased during movie screenings. He is working with City Hall to fix the issue.

Emergency and Disaster Planning: The Director and Assistant Director have attended a NARCAN administering training session. They are in the process of planning for 8-10 voluntary staff members to undergo similar training with the Board of Health. The site of the training will also be decided.

Update of Building Items: The Board discussed recent news items regarding recent bids for development in Nobscot. Mr. Doherty and Ms. Roy have been monitoring the details and following the discussions to see how they may affect the Branch. There is a proposal to change the local zoning to

“Village Zoning”. This tries to expand possibilities to allow for mixed use for both retail and residential. Possibilities to change height limits on any development and setting maximum parking requirements would allow for mixed use. The goal is to make the entire area walkable, and allow for residential and some on-street parking. The entire proposal will have to go through public hearings, zoning Sub committees and finally the City Council for a vote. Public meetings will be held at the Branch for the community’s input. The Board agreed to continue to monitor this issue.

- The Board discussed the move of SMOC and the Boys and Girls Club to the former Suburban Athletic complex location in Downtown. About fifteen local agencies have been involved in the move. Although the City may lose some tax on the space, the change has the advantage of grouping various organizations together.

FPL Foundation Update: Ms. Thompson presented her report:

- Based on previous Annual Appeals and historic donation patterns, the donations coming in for the Makerspace have been slower and for lesser amounts. Corporate donations for this Appeal have been lower and there have been fewer first time donors. The Foundation has also applied for two grants for this Appeal. It is possible that recent changes in tax codes and donor fatigue could be causes for slower donations. The Board discussed possibilities for increasing donations. There is a possibility that the Makerspace is a difficult cause to conceptualize for the community. Messaging and publicity could be made be more on point and more descriptive. The Board requested and the Director and Assistant Director agreed to invite relevant staff to present a short Makerspace presentation to the Board.
- The Assistant Director has looked into details of Makerspaces in other Libraries in the Commonwealth; she will look further into their functionality and other details to collect materials for more targeted publicity. The Saxonville Makerspace is also a valuable connection; their staff could also be approached for publicity ideas and about the possibility of hosting an informational night at their facility about the Appeal.
- All agree that although our Makerspace will be physically space limited, targeted publicity could be very helpful in informing the community, City Council and donors at large about how the proposed Makerspace could be a fun, informative and hands on crafting experience for adults, children and families. Children’s department staff and the Young Adult Librarian will also work on reaching out to the younger demographic for marketing and publicity. All agreed that publicity materials and Appeal information can also be placed and distributed in the BookMobile when it becomes operational.
- Ms. Winett informed the Board that the tentative plans for a BookMobile celebration are set for April 9th. The Board would like to explore the possibility of hosting a reception for donors before the general celebration, the Director and Board will inquire with the City about the possibility of hosting a reception with alcoholic beverages.
- Ms. Winett solicited all help in planning the BookMobile launch, interested Trustees will work with her. The Board discussed the best venue for the launch of the BookMobile, the Common and City Hall are possibilities. All agreed to check suitable dates and scheduling with appropriate City Hall Officials, Ms. Winett ended by thanking all for their help with the Appeals process for the BookMobile and help with future BookMobile reception and launch planning details.

Planning: Mr. Doherty, Ms. Roy and Ms. Harrington will continue with their planning activities, they will check their schedules and set up future meeting dates for 2019.

Main Library Space Planning Conversation: The Director started the conversation by soliciting all thoughts, ideas and directions from the Board regarding the Main Library Space Planning Report from Ms. Patience Jackson.

- The goal is to complete the Space Planning piece by piece with minimal disruption in service. As the larger structural details cannot be changed, the space design task will be manageable as a multiyear

project with the help of the City, the Foundation, the Friends, grants and donors. Appropriate tasks will be added to the Long Range Plan where relevant. About \$25,000 of Space Planning funds are available, hiring of architects for Space Planning, design plans, pricing and renderings can all be considered. The Board can discuss Ms. Jackson's report, while the report can serve as an overall guideline, details can be changed after discussion depending on what works best for the space. The Director invited the input of Board members.

- Mr. Doherty would very much like reading and browsing comfort to be one of the top goals, to create a "Living Room" feeling on the Main Level. Ms. Barry agreed that moving the Periodicals section to the Main floor would be a start. Ms. Roy advocated for flexible open spaces with Ms. Thompson advocating for carefully sized chairs on castors that could be moved to allow single or group seating as needed on the Main level. Mr. Dodd noted and Ms. Harrington agreed that it is likely that print magazines will decrease in use over the coming years, seating similar to the Lobby Cafe area with refreshments allowed throughout the Main level would be more in demand as communal meeting space. All agreed that after allowing for appropriate ingress and egress allowances, the primary need is for inviting, effective, flexible, multi-use seating spaces with moveable stacks if cost effective.
- Ms. Thompson advocated for putting in glass panels in doors for transparency and security as recommended by the report. The City can be approached for help with this part of the project.
- The Board discussed redesigning the Children's Department. Currently the Children's Department does not have specially demarcated spaces for children of different age groups. The book stacks take up most of the space, free form areas are limited. The planned for Makerspace will also need to be accommodated in the space redesign. All agreed that weeding the Collection should allow for elimination of some book stacks. Ms. Winett enquired if the Children's Department checkout Desk could be resized to make more space for the Makerspace, the Director replied that it could be considered. Mr. Dodd enquired if it would be possible to have a separate space for older children, he would like to explore the possibilities of having Summer Book Clubs for kids, which could serve as additions to the Summer Reading Program. Ms. Winett would like to have a catchy name for such an area like a "Clubhouse". Ms. Coville-Wallace would also like to see study carrels for older kids. All agree that replacing the furniture in the Children's Department is also a top consideration.
- Ms. Jackson's report advocated to move the Homework Center up to the second level. The Homework Center tutors kids of all ages; there is also need for private tutoring space and study carrels for older kids. The YA section is also placed on the second level in the plans, this would be a good fit for both and provide good flow along with the computer area on the second level. The Trustees like this idea. Wavy walls (similar to the ones at the Branch) can provide separation and semi private areas for the Young Adults while still allowing staff to monitor the area. All agree that the Homework Center, YA area and the Computer area should all be considered for redesign as one integrated part of the redesign. The Assistant Director answered questions about the usage of the YA Department, it is estimated that about 12-14 Young Adults use the area on a daily basis. In addition, Young Adults use dedicated computers, and the YA area for general reading and group activities. YA Department Supervisor Mr. Garrigan has done great work in attracting increasing numbers of YA patrons with attractive programming, group activities and by involving teens in the Teen Advisory Board. The Director and Assistant Director hope to be able to continue to attract this demographic to the Library in the hope that they will continue to be patrons of the Library in the future.
- The Board considered the basement area. It already has staff restrooms. The Technical Processing(TP) Department space could be redesigned. Ms. Roy would like to consider the possibility of extending the Makerspace to part of the current TP Department for older kids. Ms. Harrington would also like to consider this. This may allow for part of the current Craft Room to be converted to a "Clubhouse". Careful redesign of the TP space would be necessary to continue to allow for current tasks of the Department to proceed as usual. Ms. Harrington enquired if the area and offices behind the Children's Desk could be repurposed; the Director replied that the office spaces are necessary for

Children's staff, storage areas are being used heavily by the Friends now that the Friends have vacated the garage.

- Mr. Doherty enquired about the possibility of replacing current shelves with compact, rolling shelves on rails. This would be a possible solution to creating flexible spaces with the capability to create impromptu meeting room spaces. The Director replied that such shelving is very expensive and heavy; it would not be advisable to allow patrons to move such shelving. A well edited Collection on standard shelves and new furniture placed in a new efficient redesigned plan is the goal.
- Ms. Barry enquired if all like the idea of moving the Literacy Department to the second level. The Director and Assistant Director feel that this will be a good move as the Literacy Department is fast outgrowing its current space. The move of the Periodicals Department to the Main level could be accomplished fairly quickly, staff offices currently in the Periodicals area could possibly be moved to the current Literacy area. Moving the Literacy Department to the second level will allow it to be grouped with the Citizenship Corner and the Foreign Language Collection could be moved to be in proximity too. This would form the second big grouping on the second level with the Homework Center, YA Department and the Computer area. All like this idea and hope that this will draw more patrons upstairs.
- Mr. Dodd enquired about if there were any updates on the sale/repurposing of the currently empty Boys and Girls Club and Danforth Museum buildings. It is important to know how the buildings and the space they occupy will be repurposed and how the Main Library building and parking lot will be affected by these changes. The Director and Assistant Director are keeping the lines of communication open with City Hall; they hope to be in the loop concerning any discussions of these two buildings. The Library's partnership with Framingham State University is known to City Hall and City Officials are aware that the Library will need space to fulfill its value to the community. As more residential apartments are planned for the Framingham Downtown area, the demands on the Library will continue to increase in the coming years. The Director will keep the Board informed on future developments on this matter.
- Discussion of the redesign prompted the Board to request a tour of the Main building; this would help all Trustees to better picture the proposed ideas and give them a better idea of actual square footage available for redesign. The Director agreed that it is a very useful idea; he will coordinate with the Board to figure out a date and time convenient to all for a building tour.
- The Board considered if additional seating could be added in the Lobby: required space allowances for entry and exit must be preserved, but the Assistant Director would like to explore new furniture possibilities for more group seating. All like this idea. Mr. Paolini will be funding the replacement of the Lobby flooring; increased buckling of the floor has made it a safety issue. Mr. Paolini will work on this project as soon as his schedule permits.
- The Board discussed funding possibilities for the Space Planning project. As mechanicals and infrastructure needs are now funded by City Hall through the Capital Projects and Facilities Management Department, the Director is confident that some parts of the Space Planning project like adding glass panels in doors could be funded by the City. Grants could also be solicited from the Framingham Cultural Council and from the MBLC in new funding cycles.
- The Director requested Board approval to approach the City Procurement Office to use \$25,000 set aside for the FPL Redesign project. He would like to discuss the possible use of the funds to hire either an architect or a space planner with Library space planning experience for the project.

Ms. Winett moved (Ms. Thompson seconded) to authorize the Director to discuss with City Procurement as to how to use the \$25,000 FPL Redesign Funds to best advantage. Answering Ms. Harrington, the Director confirmed that discussions with City Procurement would include if an architect is necessary for the job or if a space planner could be employed. Ms. Fideler confirmed that there would be no limiting language; discussions will try to figure out the best use of monies, and type of professional needed for the job.

Vote passed unanimously.

Unfinished Business: Chair Mr. Doherty brought up the issue of election of Board Officers: Currently the slate stands as follows: Mr. Doherty as Chair, Ms. Roy as Vice-Chair, Mr. Finstein as Treasurer and Ms. Barry as Secretary. He enquired if the Trustees were willing to vote to continue with the current slate of Officers until the next City election.

Ms. Thompson and Ms. Winett spoke of the Board's confidence in the current slate of Officers; they wished to greatly commend the work of the Officers and Mr. Doherty as Chair during the period of transition of Charter change of Framingham from Town to City. Ms. Thompson moved (Ms. Fideler seconded) to retain the current slate of Officers as mentioned above. Unanimous.

- Ms. Harrington did not receive her packet of Consent Agenda reports sent by mail to all Trustees before the monthly Board meeting; she also missed the January packet in the mail. Trustees and the Director agreed that critical reports including the Agenda, Minutes of the previous month, and the Director's Report will also be emailed to all Trustees before monthly meetings; Ms. Harrington also agreed to check with the Post Office regarding missing packets.
- At the request of the City's Accounting Department, the Board considered the question of which of the Trustees would sign the Warrants. As both Mr. Dodd and Ms. Thompson are regularly available, they confirmed that they would be consistently available to sign the Warrants.

Mr. Doherty moved (Ms. Fideler seconded) to authorize Mr. Dodd to sign the Warrants; in his absence Ms. Thompson is authorized to sign the Warrants. Unanimous.

- Ms. Fideler enquired about costs for covering lost InterLibrary Loan (ILL) books and materials. The Director confirmed that in case of lost materials, patrons are contacted in an attempt to defray costs; staff make every effort to follow up in such cases.
- Mr. Dodd enquired if the footage filmed during Costin Room programs are broadcast on both the Government Local Access TV channels and Access Framingham TV; the Director confirmed that both broadcast the program footage.
- Relevant Trustees signed a City Election campaign finance related form; the Director will send the form to City Hall.

New Business: None discussed.

Approval of Warrant: Ms. Fideler moved (Mr. Malchman seconded) to approve the bills on the Warrant. Unanimous.

The next meeting of the Board of Trustees is scheduled for 7:00 pm on February 11, 2019.

Ms. Harrington moved (Ms. Fideler seconded) that the meeting be adjourned at 9:04 PM. Unanimous.

Respectfully submitted,

Bhagya Nadabar  
Administrative Assistant.

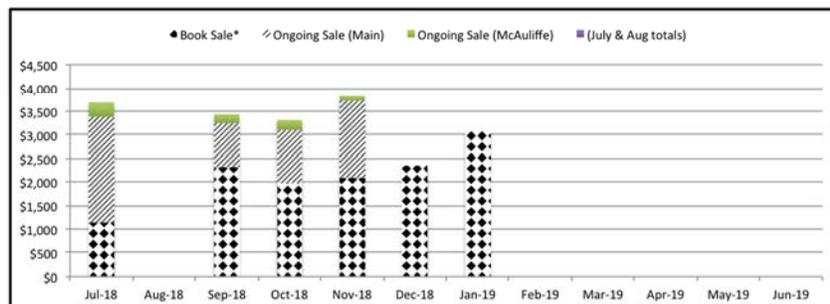
**FRIENDS OF THE LIBRARY**  
 Trustee's Report for February 11, 2019 Meeting  
 (Submitted by Maria Barry)

- As of January 10, 2019, there were **330 members**, including 21 corporate members.
- Did you know that in addition to raising money for the library, the Friends also give back to the community? We donate library discards, children’s books, and/or YA books to:
  - SMOC
  - MCI Framingham
  - Framingham Adult ESL
  - A Place to Turn
  - Framingham Centre Nursery School
  - King School Library
  - Brophy School PTO and their Home Visit Coordinator
  - Framingham High School’s Honor Society Holiday Project
  - St. Joseph’s Indian School in South Dakota
  - Laboure Child Care Center in South Boston
  
- For some unknown reason (snowstorm the next day, electronic signs announcing the sale at key intersections?) the **January** sale was astounding. *Special thanks to \*Joe Correia\* for working with DPW to advertise the sale on electronic signs around town.*
- The next monthly book sale is on **February 16**.

**Friends of the Framingham Library \*\*FY2019 BOOK SALES AND ONGOING SALES\*\***

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Book Sale*	\$1,135	NA	\$2,332	\$1,968	\$2,097	\$2,349	\$3,061						\$12,942
Ongoing Sale (Main) (July & Aug totals)	\$2,244	See July	\$916	\$1,138	\$1,631								\$5,929
Ongoing Sale (McAuliffe) (July & Aug totals)	\$308	See July	\$180	\$204	\$97								\$789
	\$3,687	\$0	\$3,428	\$3,310	\$3,824	\$2,349	\$3,061	\$0	\$0	\$0	\$0	\$0	\$19,659

\*July sale = Friends Fest at Christa McAuliffe (\$971 in books, \$164 in food sales)



### LVM Literacy Unlimited Report for January 2019

Prepared by Anne O'Connell February 4, 2019

#### Staffing

- We received the go-ahead for part-time temporary staff in Literacy. We plan to have two persons that will be able to help out – making our office staffing much more flexible. The persons identified are Kate Newcomer (our former intern) and Margie Solomon (Office volunteer).

#### Enrollment and Student Information

- There are currently 143 confirmed matches with 51 matches that are pending.
- We have 197 active students with 63 students on the waiting list.
- Our waiting list will open during the week of March 11, 2019. Basic Literacy students may register at any time.

#### Conversation classes

- Twelve drop-in classes are meeting at Framingham Public Library and eight groups meet at Morse Institute Library in Natick (Beginner, Intermediate, and Advanced). The two new classes in Natick are Low Beginner.
- The low beginner class with Dr. Marcel LaVergne continues on Wednesday mornings with ~6 students. We are still looking for more students to fill the vacancies. This is not a drop-in class.
- An advanced grammar class for both students and tutors will begin Feb. 1<sup>st</sup>.

#### Tutor Training

- LVM instituted a new curriculum for training tutors in the fall. We have adopted the curriculum in the recent trainings and orientation sessions.
- ESOL training (Morse Institute, Thursday daytime) is complete with 8 new tutors. Several of them are from Hartford Street Presbyterian Church.
- ESOL training (Framingham, Thursday daytime) began January 24 with 12 new tutors.
- We have scheduled two more trainings for the next few months: 1 in Framingham and one in Natick.

#### Fundraising / Grants

- We have closed our end-of-year appeal with a total of \$10,906.17 – up \$3410 from fy 18.
- The grant proposal to Community Development Block Grant Committee for \$11,300 (fy 2020) is in the works. Decisions will be made in the spring.
- Applied for sponsorship from Middlesex Savings Bank – was awarded \$400 for events.

#### Citizenship Corner

- Two Saturday conversation classes (10-weeks, limited to those registered) began the new sessions on January 19<sup>th</sup> with 10 Beginner and 9 intermediate students. Some new faces this session!
- The next citizenship class will begin in March 2019 on Thursday evenings.
- The monthly citizenship workshops are going well; the meetings are held on the third Tuesday of every month in the Citizenship Corner.

#### Meetings, Events, Etc.

- Advisory Board met on January 3rd to discuss plans for 2019.
- Attended a workshop at Framingham Adult ESL called “Don’t put that phone away!” about technology in ESL classroom and tutoring.
- Coordinators of LVM met on January 25th to discuss the new database for MA Dept. of Education (“Laces”).

I took a few days off and went to Florida. It was great – and I will do it again next winter!



McAuliffe:

- **Circulation staffer Brigette Griffin** created a display and puzzle giveaway for **International Puzzle Day**, using puzzles amassed from the monthly puzzle swap. The community jigsaw puzzle continues to be popular especially with one puzzler in particular. He has said that it relaxes him and he is very happy that it is at the library as a resource.
- Branch Manager Danielle Barney has been planning more adult programs for the branch, in collaboration with Community Services Librarian Amy Sadkin. Additions this month were a Framingham Cultural Council (FCC) grant-supported *all-ages astronomy program* and an evening movie. The Branch will be responsible for choosing and hosting an evening movie and a matinee movie, and other feature programs, in addition to book discussions and the Journaling Group. **UPDATE: Funding for the Summer 2019 Jazz concert series has been secured.**
- The Children's Department soldiers on in its first month without librarian Robin Frank. **Substitute Children's Librarians Karen Ocain and Ellen Mandel** have done a **great job** of filling in and handling Story times, etc. Regular McAuliffe staff have capably provided support for the department as well.
- **Assistant Branch Manager Jennifer Tuxford** held a *TECTalk* focusing on Ebooks etc. to teach people the breadth of **electronic resources** available through the Library. Jennifer also focused on several tools and an overview of the larger e collection. **20 attendees.**

Children's Services:

- **Makerspace Update:** Assistant Library Director Lena Kilburn met with Children’s Department staffers Sarah Palace, Lucy Loveridge, Jennifer Rosenberg, and Emerging Technology Librarian Dawn Dellasanta to review Sarah’s work-to-date for the Makerspace. Working with Lucy and other staff members a “vision team” to focus the plan, purpose, and scope of the space is being developed. Plans are also underway to work with the Marketing Team to create promotional materials for the Framingham Public Library Foundation’s 2018 Annual Appeal Letter which will focus on Makerspace support. A “Vision Meeting” for the new Makerspace was held with John Walsh from Dedham Public Library describing his space for us further visits to makerspaces (Medway, Sudbury, and Watertown) are planned. **UPDATE: Work progresses on transforming the Main Library Craft room into the new Makerspace. New furnishings have been selected.**
- **Children’ Department staffers Dana Perkins and Kelly Chapman** are registered for a **Massachusetts Library System (MLS) workshop** to prepare for the **2019 Summer Reading program.**

### **Young Adult Services:**

- **Young Adult Librarian John Garrigan** continues to do a great job reaching out to **Framingham Public School** and **Charter school students.**  
In January John made three school visits reaching:
  - Cameron - 100 students
  - Fuller - 150 students
  - McAuliffe Charter - 150 students
- **John** also convened a meeting of the ***Framingham Youth Services Roundtable*** to plan for the **2019 young adult Summer Reading program** and the annual author visits in **collaboration** with **the Framingham Public Schools** and **Framingham State University.**
- **John** also worked with **National Art Honor Society** students from **Framingham High School** to exhibit the student’s ***Winter Wonderland*** art gallery with related activities at the Main Library.

- **Notable Programming:**

AniManga Club @ Main (Attendance: 17)

Video Game Hangout @ Main (Attendance: 33)

Doggo Donations @ Main (Attendance: 10)

Doggo Donations @ McA (Attendance: 8)

### **Facilities:**

- Working closely with Building Facilities and Capital Projects Management Director Jim Paolini, the CFO has recommended that a project to replace the failing galvanize awnings on the Main Library be funded in the FY20 Capital Budget. We will invite Jim to a future BOT meeting to discuss this project and the Pearl Street entrance project. **UPDATE: Building Facilities and Capital Projects Management Director Jim Paolini and Library administration will appear before the City Council Finance Committee on February 13<sup>th</sup> at 7:00 p.m. to discuss this project.**
- The Circulation Desk Design Committee met with a furniture consultant who will be working with the company that will be manufacturing the desk. The manufacturer is on the State Contract for municipal purchasing thereby streamlining the procurement process. Good progress was made on the defining the size and therefore initial pricing of the desk. **UPDATE: We continue to review and modify sketches from the Worden Company. This firm will be constructing the Desk.**
- Work is also progressing nicely in the garage as we prepare for the arrival of the new Bookmobile. The Friends of the Library have done a fantastic job shifting much of their operations to the Basement to make room for the Bookmobile and the space we will need for collections. We cannot over emphasize how energetically and enthusiastically the Friends have been working to move and re-organize this important function (of the many functions) they do to make us a stronger library! **UPDATE: The Friends have completed the move to the Basement.**

- Circulation Department Supervisor Kelly Sprague is working closely with the Friends of the Library to re-work how we manage the Book Donation Room. With the coming of the bookmobile we need to re-think the processing of donated materials. Kelly has been sharing many terrific ideas that will be produce excellent results. A new rolling cart, to transport materials from the main floor to the Basement is being tested. The idea is to have multiple carts that will allow for very efficient processing of donations. **UPDATE: We have tested several carts and believe we have found a model that will work well with our new system. Thank you Kelly!**

### Staffing:

- **Borrower Services Staff L4:** Liz Pappas started on January 7, 2019.
- **Children’s Services Makers and Crafts:** Kelly Cashman started on January 7, 2019.
- **Assistant Supervisor Children’s Services Branch, L11** RFP submitted to City Human Resources Department.
- **Supervisor of Technology and Information Services L16** RFP submitted to City Human Resources Department.
- **Youth Services Specialist** position submitted to City Human Resources Department.
- **Information and Instructional Services Librarian** posted. We are working with Reference Department Supervisor Steve Russell to schedule interviews.
- We are currently working through the “re-think, re-purpose process” for the vacant **Assistant Supervisor of Borrower Services** position.
- Reference Department Librarian Kara Mackeil-Pepin has been doing a terrific job keeping the Library of Things collection active and growing since taking on these duties in October. Kara has been working on updating policies/procedures which we find to be essential as new items are added to this vibrant and diverse collection. **UPDATE: Kara has also been adding new items to the collection – cookie cutters, knitting loom. Pom-pom makers to name a few.**

New items on order included:

**2 Nintendo Switches and cases (one is for MCA)**

**Tripod for existing digital camera**  
**Artograph**  
**Bike tools**  
**Bike cleaning tools**  
**Bike chain scrubber**  
**Tak boardgame**  
**Indoor outdoor thermometer**  
**Replacement shoulder straps for ukulele**  
**Mah jong game**  
**Carry bag for existing big telescope**  
**Roku cord**

- **Circulation staffer Carlos Luna Vega** is filling in well for recently retired colleague Mary Garland doing ILL/ComCat (Commonwealth Catalog) processing. **Circulation Supervisor Kelley Sprague reports** that Carlos is doing a great job, and learning quickly. **Carlos** is scheduled to **attend ComCat class** at the **Minuteman Library Network** headquarters.
- **Collection Development Librarian Chris Pratt** has been chairing the Minuteman Library Network's Innovation and New Tech committee. The MLN Board of Directors accepted the committee's recommendations which will soon go before the full membership. **Kudos to Chris for representing FPL in this important leadership role!**
- **Chris** has also been working with **Circulation staff** to develop a system to repurpose **large print materials** in excellent condition for possible additions to the **bookmobile collection** knowing that **stops at senior housing complexes** will be an important services.
- **Assistant Library Director Lena Kilburn** has been introducing the new ***Springshare*** software that has **applications across library operations**: **Lena** conducted an introduction with **Circulation Department staffers Carol Ames and Kelly Sprague** for **LibStaffer**. **Lena** will next set up a formal live training with **Springshare** Trainer for key schedulers for February. Meanwhile, **Reference Librarian Kara Mackeil-Pepin** is testing functionality for **LibCal**. Once **LibStaffer** is a little further along, we will begin formal integration of **LibCal**. **Lena** will have more to share at the **February 11<sup>th</sup> BOT meeting**.

- **Reference Department Librarian Kara Mackeil-Pepin** attending training on *ComCat ILL system* at **Massachusetts Library System (MLS) Central Site**.

### **Marketing:**

- The Marketing Team is working on creating new colorful and inspiring parking lot light pole banners. The banners at the Main Library are well worn, having been installed in 2013. There will also be parking lot banners installed at the Branch Library for the first time. We must thank the Friends of the Library, Inc. for their generous financial support of this project. Also, a thank you to the City's Inspectional Services Department for reviewing the permitting process pertaining to outdoor signs with us. I'll ask Lena to share more with you at the November 19<sup>th</sup> BOT meeting. Thank you. The Team has been busy soliciting library users ("casting call") that would like to be photographed and have their likenesses on the banners. What a clever way to involve the public in this marketing endeavor! Kudos to the Team! **UPDATE: The banners have arrived and will be soon installed by our wonderful friends at the Department of Public works.**

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#### **January 2018 Social Media statistics:**

- Facebook is up to 2,573 Likes from 2,543 in December.
- Pinterest remains at 206 Followers.
- Twitter is up to 1,612 Followers from 1,600 in December.
- Instagram is up to 732 Followers from 676 in December.
- **Collection Development Librarian Chris Pratt** has ordered additional **promotional materials** for **Hoopla** and **Libby collections**. Chris does a fantastic job procuring these types of vender produced materials to **promote our investment** in these new formats.
- The **Marketing Committee** invited **Kelly McFalls, the City of Framingham's new Chief Information Officer** to their monthly meeting.

Library staff discussed how we promote our events via print and social media and talked about some of our prior marketing campaigns. Kelly was very impressed with what she learned and asked to be **invited to future meetings**.

### **Technology:**

- The A/V project for the Costin Room is getting ready to moving forward in the Procurement process. We appreciate the assistance we have received from the City's Procurement Department. Alan met with our consultant regarding the Costin Room project requirements, and received considerable feedback that will necessitate updates to the proposal in advance of the bidding process. The City's Procurement Department has determined that there are sufficient number of A/V contractors on the State Contract and that this process of procurement is in the best interest of the Library. We have received strong interest from three well qualified vendors. The bids we received were inconsistent in approach and requested equipment. We used the information to tighten the scope and have requested re-submittals. Emerging Technology Librarian Dawn Dellasanta has been meeting regularly with both the Library and Assistant Library Director on this project. Dawn has been in close contact with interested vendors acting as the "clearinghouse" for questions. We have received two qualified proposals. These are now with the City's Procurement Department being evaluated. The City is preparing a contract with the lowest qualified bidder. We anticipate having more information to share at the December 10<sup>th</sup> BOT meeting. The contract has been signed and a very enthusiastic "get started" and scheduling meeting was held with HB Communications. We are aiming for a February completion of this project. **UPDATE: Installation has begun!!!!**
- Emerging Technology Librarian Dawn Dellasanta is leading the technology sub-committee for the new Bookmobile. **UPDATE: Dawn has been selecting and ordering various technology hardware.**
- Dawn continues to build productive relationships with the City's Technology Services Department. As Dawn has learned additional server maintenance and network management skills. Additionally Dawn has learned the City's de-acquisition process for old hardware. The process is quite detailed and includes security and recycling protocols that must be followed. Dawn is currently working with the City on improving our Wi-Fi systems. **UPDATE: We have**

received a very competitive quote for updated Wi-Fi from RCN to replace the Comcast complimentary service which no longer is robust enough to meet our needs.

- **Dawn** has been meeting with **Homework Center Coordinator Judy Gatlin** regarding a **new plan** for **Homework Center technology**. The work involved will require a new power pole, (which City Building Services will provide) and the addition of **10 Chromebooks**. **We are excited to add this technology to the exciting programs that Judy provided in the HWC.**

### **Programs:**

- **Reference Department Staff** met with **9 patrons** who requested *Device Advice* services.
- **Collection Development Librarian Chris Pratt** has started to plan the **2019 Adult Summer Reading Programming**. **Circulation Department staff members Helen Lui and Carlos Luna Vega** have joined the ASR committee.
- **Circulation staffer Harriet Weiner's Meditation Book Group** is going well; other libraries (Cambridge and Waltham) have added similar groups and we think Harriet was the trend-setter!
- **Community Services Librarian Amy Sadkin** scheduled an **African American/Black History Month** program in collaboration with the **Framingham History Center**. In addition there is a **Black History exhibit** at the Branch Library consisting of 15 large panels. The exhibit is on loan from the **Commonwealth Collection**, administered by the **Massachusetts Secretary of State**.
- **Amy** also hosted an “**Artist Reception**” for Crystal Sereno in the lobby of the Main Library. **30 attendees**.

- **Amy** submitted the **final report** for **MetroWest Health Foundation Healthy Living Series grant**. Amy has booked the instructor to continue the very popular *Stretch and Meditate* classes at McAuliffe past the end of the grant time. The **Callahan Senior Center** will keep her on as well to provide seniors twice weekly **exercise classes** into the future. This grant was an outstanding success and **Amy is to be commended for sustaining the most popular elements!**

**Relatedly, from Amy:**

*The Healthy Living Series author event took place on January 10<sup>th</sup> with Dr. Roger Landry, author of Live Long, Die short coming in for a talk and book signing. 125 books were distributed to attendees through the grant and Laila Vehvilainen, one of the fitness instructors, taught a 6 week lecture and exercise class based on the book. 75 people attended the author talk. Over the course of a year, 125 classes were held with over 3000 attendees. The 3<sup>rd</sup> survey was distributed and feedback for the series was tremendously positive. Some comments included “Thank you to everyone involved in planning, developing, funding and executing this well designed Healthy Living Series program. The series effectively focused on all aspects of overall health – physical, nutritional and psychological....I’m very grateful for this program offering!” “Upbeat, can do! Presented professionally; helpful!”*

- We are working on developing a new process for providing tours of the Main Library. Graphics and Marketing Team member Thomas Samblanet is our point person for this project. A component of this project will be the development of a “welcome packet” that will provide new patrons will valuable information about their library. **UPDATE: Several concepts have been reviewed and the work continues.**
- We are developing a core Bookmobile Task Force consisting of staff members: Kara Mackeil-Pepin, Lucy Loveridge, John Garrigan, Dawn Dellasanta, Kelly Sprague, Linda Benjaminsen, Chris Pratt, Nancy Stoodt and Amy Sadkin plus Library Administration. We will set a meeting to discuss identifying key staff, workflows, interior space usage, schedules, routes, collections, technology, communications, programs, and marketing. **UPDATE: The Committee met**

**January 7, 2019 with Rose Huling the Bookmobile librarian from Natick. We had a terrific discussion and received lots of good advice from Rose.**

### **Collections:**

- Collection Librarian Chris Pratt worked with Main Library page Jon Baril to complete the shifting the non-fiction collection. The next step will be to proofread the end cap call numbers and to ask Nancy Stoodt to make new end cap call number signs. Jon does an amazing job seeing the “big picture” and organizing activities accordingly. Jon also does an excellent job of communicating his progress with staff so that we are all aware of changes and are able to assist our patrons locate materials efficiently. **UPDATE: Project completed.**
- Chris also led our first Bookmobile collection development meeting. The committee discussed how much of the budget should be allocated for Adult, Young Adult and Children’s materials based on the Natick Public Library’s bookmobile data as an example. The committee will also be evaluating data from the Chicopee Public Library bookmobile which seem to be more in line with what we were thinking we would want to do. **UPDATE: Committee has evaluated the data and determined an appropriate allocation of collection resources. The next Bookmobile Collection Development meeting is scheduled for February 6th.**

#### **December Collection Development snapshot:**

- Items added 995
  - Items Withdrawn 1,569
- 
- Chris created 2 booklists for February displays and assembled a terrific display on the top floor for **Black History Month.**

- The **Museum Pass program**, sponsored by the **Friends of the Library** continues to see growth. **170 passes** were loaned in December. **163 passes** were loaned in January.
- **Assistant Reference Department Supervisor Marcy Maiorana** arranged for weeded books and DVDs to be donated to SMOC drop in center for used by their clients.
- The popularity of the **new microfilm machine** continues to grow. There were **72 rolls of microfilm** used this month. **Periodicals Supervisor Kris McElman** has observed that more **patrons** are bringing in their **own films** via ILL or elsewhere to **view in the Library**. **Recognizing this trend we will be doing more to promote this service.**
- **Circulation staffer Jenny Allen** and her committee are gearing up for the **opening of the 2019 Seed Library**. The committee has been **preparing** seed packets and planning **programming**. Discussion have included placing the portable seed library on the **Bookmobile**.

### **Grants/Funding:**

- **Literacy Unlimited Coordinator Anne O'Connell** reports that Middlesex Savings bank has donated \$400.00 to underwrite Literacy Unlimited' s Annual Potluck Dinner.
- **Anne** can also report that the **Literacy Unlimited Foundation Annual appeal** raised **\$10,906.17**. The goal was **\$7500.00**.
- **Community Services Librarian Amy Sadkin** received a **\$1300.00 Cultural Council grant** to fund **4 Outdoor Summer Jazz Shows** at the **McAuliffe Branch Library**.
- **Children's Department Supervisor Lucy Loveridge** announced that a **Framingham Cultural Council grant** for the **2019 Summer Reading Program** was has been awarded in the amount of **\$2300**.

### **Budget:**

- We await direction from Chief Financial Officer Mary Ellen Kelley on development of an FY20 Operating Budget. **UPDATE: We have received instructions from the CFO to submit a level service FY2020 Operating Budget.**

### **Emergency Planning:**

- Assistant Library Director Lena Kilburn and Library Director Mark Contois are scheduled to receive training in the administering of the opioid overdose reversal medication naloxone. The City of Framingham Board of Health will be providing the training. **UPDATE: Lena and Mark completed the training. It was very insightful. We must thank Kelly Joseph from BOH for allocating 1.5 hours of time for the training.**
- Branch Manager Danielle Barney, Assistant Branch Manager Jennifer Tuxford and library Administration met with Framingham Police Department Chief Steven Trask to discuss “lockdown” procedures at the branch library. Thank you. **UPDATE: Danielle also met with Fire Chief Joe Hicks on this topic. We will have more to report on this at the February 11<sup>th</sup> Board of Trustees meeting.**

### **Community:**

- **Community Services Librarian Amy Sadkin met with Framingham City Councilor Margareth Shepard, and Everton Vargas da Costa, Professor at Framingham State University to discuss a Brazilian Movie Night series in collaboration with the Consulate-General of Brazil in Boston.** First date and movie have been chosen for April 22nd. We will market in **English and Portuguese.**

- **Amy** attended a session of the **Framingham Adult English as a Second Language (FAESL)** at the **Brazilian-American Center (BRACE)** and signed up **15** newly arrived immigrants for **library cards**.
- **Children's Department Supervisor Lucy Loveridge** attended a steering committee and membership meeting for the **Early Childhood Alliance of Framingham (ECAAF)** and hosted the **Children's Book Review working group**.
- Lucy also arranged for a library card drive by Community Services Librarian Amy Sadkin and Carlos Luna Vega from the Circulation Department at the new student registration at FAESL. The Library has realized good success in registering students for new library cards in the past. **UPDATE: 55 new library cards issued!**
- Working in collaboration with Framingham State University, the Library will be hosting an Entrepreneur Workshop on February 12<sup>th</sup> in the Costin Room. Mr. Mark Hardie, director of FSU's Innovation Center will be the presenter. This program is geared to small and start-up businesses. We will be working closely with the City of Framingham Community and Economic Development Department and Downtown, Inc. to promote this exciting program. **UPDATE: The publicity for this program has been completed and we are aggressively engaging our partners to ensure that the community is aware of this wonderful learning opportunity.**
- **Emerging Technology Librarian Dawn Dellasanta** continues to support her **Veterans Coffee** initiative: This month new **State Representative Maria Robinson** was the group's guest, joining **18 veterans** at the Branch Library for conversation, socialization, and coffee.
- **Assistant Reference Department Supervisor Marcy Maiorana** attended citywide Task Force meeting on homeless issues at the SMOC headquarters. Marcy shared the library observations around this issue and resources we can provide to the SMOC drop-in center.