

**Thomas Crane Public Library**  
**Board of Trustees Meeting Minutes**  
September 21, 2020 via Zoom

**Call to Order**

The meeting was called to order at 9:16 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. Mitchell moved and Ms. Mayyasi seconded that the July 13, 2020 minutes be approved as submitted. The motion passed unanimously.

**Treasurer's Report**

Ms. Mayyasi moved and Ms. Mitchell seconded that the September 21, 2020 Treasurer's Report of trust fund income and expenditures be approved as submitted. The motion passed unanimously.

**Director's Report**

*Staff*

North Quincy Branch Librarian Catherine deVeer retired on August 28 after 16 years of service. Dorothy Cronin, who has been serving as the adult/teen services librarian at North Quincy since 2017, has been promoted to branch librarian.

As a result of staff transfers following the promotion of Henry Cheung to the IT Department, an adult services librarian position opened up at the Main Library. Senior Library Assistant Margaret Lagerstedt has just completed her MLS and has been appointed to the position.

In addition, Senior Library Assistant Carol Hong has transferred back to the Circulation Department and Senior Library Assistant Matthew Foley has transferred into Ms. Hong's Technical Services Department position.

The Library also welcomed Anthony Kubit as its newest building custodian.

*Facilities*

The renovation work at Adams Shore Branch was completed and the building (including the windows) commercially cleaned at the end of August, just in time for Election Day.

The North Quincy Branch renovation project continues to move slowly along, with work beginning on the interior lift to provide full access to the teen room and the mezzanine. The electrical work is nearly completed.

At the Main Library, the lighting upgrade project in the Coletti fiction room was completed, with larger and brighter ceiling pendant fixtures and wall fixtures that now provide down lighting as well as up lighting. Visibility on overcast days and after dark is very much improved. The reupholstery of all the children's room lounge chairs and the curved window cushions has been completed and a new carpet for that area has been selected. Development of the recarpeting specifications by CBT, Inc. is still in process. New shelving and slatwall fixtures for the community information nook in the atrium were delivered and installed.

### *Programs & Services*

TCPL To-Go outside pickup service continues to grow, with dramatic increases in the number of daily pickup appointments and the number of items borrowed. In July and August combined, 17,893 items were borrowed, still only 20% of the items borrowed during the same period last year. TCPL To-Go Print service was added in early August, providing outside pickup of printouts requested by patrons.

Personal assistance hours were expanded to include the Main Library's full Monday to Saturday hours (64 hours), and text communication was added to the library's quiver of "help desk" channels. Residents can now request assistance by phone, email, live chat or text.

After extensive planning and the approval of the Quincy Health Department, the Main Library began providing in-person technology services on September 2. Services include public computer use and print, copy, scan and fax service. Printouts and copies are free up to 20 pages, and scan and domestic fax service is free. The Library can accommodate up to six people at a time for these services provided on the second floor.

Virtual programming has continued all summer long, including 65 live programs for kids and families attended by approximately 1,600 children and 1,400 adults, and 15 programs for teens with 110 attendees. Another 16 programs for adults were attended live by 1,261 people, and adult literacy tutoring/training and English Talk Time activities continued online during July and August. As expected, the number of children and teens who participated in the online summer reading program was considerably lower than usual, but those who signed up participated more consistently throughout the summer than in prior years.

The provision of all services--outside pickup, in-person technology, and virtual programs--continues to be extremely staff intensive, making it impossible to provide services at multiple physical locations. For example, in "real life" a single children's librarian can present a storytime, and in the past the Library has often presented simultaneous storytimes at multiple locations. A virtual storytime requires two children's librarians--one to present the program and the other to host the virtual session (Zoom, Facebook, etc.), monitor participation, and handle inappropriate behavior by anonymous online users.

The management team is considering next steps to safely restore services to the public within the constraints of Phase 3, Step 1 of the state's Reopening Massachusetts plan. An occupancy monitoring system has been selected for the Main Library and the North Quincy Branch and any general public access to the library that is not by-appointment-only will be deferred until that system has been installed and activated.

#### *Equity, Diversity & Inclusion*

The Library's stated values have long supported the principles of equity, diversity and inclusion (EDI). Efforts have been underway for some time to improve services to underserved populations in the community, and the impact of the coronavirus pandemic and the Black Lives Matter movement for racial and social justice have added a new sense of urgency to this work. The Library's Accessibility & Inclusion Committee has reconvened to revisit and revise the draft five-year plan developed last year, and a new staff Safety Committee has begun a review of Library incident reports and safety-related policies and procedures with the goal of providing a safe as well as equitable library environment for both staff and visitors.

The Library's management team prepared a brief overview of EDI initiatives already completed or underway, to show the status of efforts to date as new priorities and activities are developed.

#### *Other*

While the Main Library is mostly closed to the public, staff are weeding, shifting and reclassifying large sections of the adult collection in accordance with the space plan developed two years ago with CBT, Inc. A new arts & crafts section has been created on the second floor, and a new home & hobbies section is in progress on the first floor. The goal will be to move most of the nonfiction books to the second floor so that the first floor collections can be radically rearranged and a new, larger teen space created in the current audio/visual area.

After considering a number of options for upgrading the Library's website, a vendor with a turnkey website product designed specifically for libraries has been selected. This will allow the Library to streamline its online "branch", provide full accessibility on mobile devices, and integrate some functionality (such as event calendar and room booking) that is now handled by third-party vendors. This project will be fast-tracked for completion by December 2020.

All professional staff/supervisors received new laptops and docking stations, primarily funded by federal CARES money, for seamless transition between in-building and remote work.

At the request of the mayor's office, the Library developed and submitted a five-year capital request for technology to be considered as part of a new city-wide rolling capital plan. The Library's request includes core infrastructure upgrades, replacement cycle upgrades to staff and public computer equipment, an expansion of self-serve checkout service, and the creation of a digital learning space at the Main Library with technology equipment and tools for all ages.

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

Ms. Costagliola reported that the Foundation has filed its tax return for 2019, and shared Foundation President Pamela Linskey's recommendation that the Library raise money by providing private rentals of the Richardson building. Ms. Allen reported that the IRS has removed the Foundation's penalty charge for late filing of its 2018 tax returns.

### **Old Business**

#### *Investment Committee Report*

Ms. Mitchell reported that the Schwab funds have returned to their pre-pandemic values and are currently holding steady with a conservative investment strategy.

### **New Business**

None

### **Adjournment**

The meeting was adjourned at 10:34 a.m. The next scheduled meeting will be held on Monday, October 19, 2020.

### **Documents Distributed**

- Draft Minutes from the July 13, 2020 Trustees Meeting
- FY2021 Citizens Bank Trust Fund Income and Expenses Summary to Date (9/21/2020)
- TCPL EDI Services & Initiatives (September 2020)