

**Rochester Public Library
Meeting of the Board of Trustees
Rundel Memorial Building Board Room
Minutes
June 27, 2018**

RPL Trustees Present: Baynes, Benjamin, Conklin, Gardner, Hamilton, Karin, Lovenheim, Martinez Salluzzo, Wolf

RPL Trustees Excused: Drury

Staff and Guests: Hester Street representatives, Julia Lindgren and Nisha Baliga; City Law Department Liaison, Meghan McKenna, Esq.; Staff members Harrison, Reeves, Snow, Suro, Uttaro, Boldt

Public Comments

There were no members of the public present who wished to address the board at this time.

Call to Order

Ms. Benjamin called the meeting to order at 9:05 a.m. and welcomed trustees and guests.

Branch Libraries Facilities and Operations Planning Update

Dr. Reeves introduced Hester Street consulting representatives, Nisha Baliga, Participatory Planning Director and Julia Lindgren, Senior Project Manager, who provided brief background on their organization, noting that its overarching mission is to ensure that neighborhoods are shaped by the people who live in them; and to help create equitable, sustainable, and resilient neighborhoods. Ms. Baliga added that they are genuinely excited to be a part of RPL's Branch Libraries Facilities and Operations Planning project. She noted that this was a particularly well-timed initiative in light of the other planning efforts in process at this time in Rochester, including the *Rochester 2034: Comprehensive Plan for the City of Rochester*; and the Rochester-Monroe Anti-Poverty Initiative. Ms. Baliga and Ms. Lindgren briefly reviewed progress to date, noting that they had met and interviewed branch library site supervisors and staff; branch library patrons; City planning staff; and City transportation department representatives, among others. They further reported that results from over 1,700 survey respondents had been compiled, and focus group meetings had been held (or scheduled) with various groups including parents of young children; teens; and seniors. Ms. Lindgren reported that overwhelmingly, survey respondents love the branch libraries, principally because of the welcoming and helpful staff; and the most frequent response in the "biggest dislike" category was "nothing!" She added that there were wide-ranging responses to the question regarding areas for improvement, such as more computers, and more cultural programming. In response to a question, Ms. Lindgren explained that they were contacting other community organizations for input regarding the recently incarcerated, recently paroled, and homeless populations. She explained that research results would be shared in-depth with the planning team, and the final report would be completed in August. Ms. Baliga noted that their goal was to provide the library with a "usable, livable, adoptable framework with implementable strategies" that could also serve to facilitate new funding partnerships. Dr. Reeves noted that the team had begun to discuss the many exciting possibilities for the branch libraries implement in order to stay relevant in their respective communities, and optimally align with their neighborhoods' needs. She added that she is very eager and enthusiastic about moving forward with this process. Ms. Benjamin thanked Ms. Lindgren and Ms. Baliga for their ongoing work and for today's excellent presentation.

Action Items

Minutes of the May, 2018 Meeting

A MOTION WAS MADE BY Mr. Wolf AND SECONDED BY Ms. Conklin to approve the minutes of the May 30, 2018 meeting as presented (Documents Book). THE MOTION PASSED UNANIMOUSLY.

Personnel Changes

Ms. Suro called attention to the Personnel Changes and staffing levels for the period May 14 – June 8, 2018, and reviewed highlights with trustees (Documents Book). Following brief discussion, A MOTION WAS MADE BY Mr. Wolf AND SECONDED BY Ms. Salluzzo to approve the Personnel Changes as presented. THE MOTION PASSED UNANIMOUSLY.

Library Store Agreement

Ms. Uttaro reported that the proposed agreement for fiscal year 2019 is similar to prior years' agreements with the Friends and Foundation of the Rochester Public Library for operation of the Library Store, including generating \$35,000 for the Central Library during the fiscal year. Following brief discussion, A MOTION WAS MADE BY Mr. Wolf AND SECONDED BY Ms. Conklin to approve the Library Store agreement with the Friends and Foundation of the Rochester Public Library as presented. THE MOTION PASSED UNANIMOUSLY.

Library Trust Fund Allocations

Ms. Uttaro called attention to the proposed 2018 – 2019 fiscal year Trust Fund Allocations document included with the packet, noting that it was developed in accordance with the RPL Board's investment policy which allows for the annual distribution of 5% of the average value of RPL trust funds over the past twelve fiscal quarters (Documents Book). She added that the proposed withdrawals had been unanimously approved by the RPL Board Finance Committee at its meeting earlier this month. A MOTION WAS MADE BY Mr. Hamilton AND SECONDED BY Ms. Salluzzo to approve the proposed Library Trust Fund distributions for 2018 – 2019, as presented. THE MOTION PASSED UNANIMOUSLY.

CampbellNet Solutions Professional Services Agreement

Ms. Uttaro noted that the terms of this proposed professional services agreement for fiscal year 2018 – 2019 were essentially the same as those in the current agreement, and called attention to the Director's Report for further detail (Documents Book). In response to a question, Ms. Uttaro reported that Mr. Campbell, the principal, has delivered essential support services, and the Library Automation Services staff have been highly satisfied with the quality of expertise provided. A MOTION WAS MADE BY Mr. Wolf AND SECONDED BY Mr. Hamilton to approve the proposed professional services agreement with CampbellNet Solutions for a total amount not to exceed \$3,000, for the period July 1, 2018 – June 30, 2019, as presented. THE MOTION PASSED UNANIMOUSLY.

Financial Reports

Ms. Harrison called attention to the monthly financial summaries and trust fund expense reports for May, 2018, noting that members of the RPL Finance Committee receive detailed monthly claims and trust fund reports for review in advance of each board meeting (Documents Book). She reminded trustees that this process ensures compliance with best practices based on library and library system audits conducted by the State Comptroller's office. She offered to respond to any questions, and briefly reviewed highlights of both the central and branch library reports. Following brief discussion, A MOTION WAS MADE BY Mr. Wolf AND SECONDED BY Mr. Hamilton to approve the monthly financial reports as presented, and as approved by the RPL Finance Committee, which include a summary of total trust fund expenses and claims paid through May, 2018. THE MOTION PASSED UNANIMOUSLY.

Proposed Central Library Capital Improvement Budget for 2018-19

Ms. Harrison called attention to the Proposed Central Library Capital Improvement Budget for fiscal year 2018 – 2019 included with the packet (Documents Book). She briefly reviewed the various items included, noting that the major project to be addressed during fiscal year 2018-19 will be Phase 4 of the Master Space Plan. She explained that the very broad cost estimate for Phase 4 had been developed approximately two years ago; this budget proposal seeks to ensure there will be adequate funding for the

specific plans as they are finalized. Ms. Harrison responded to questions, and following brief discussion, A MOTION WAS MADE BY Mr. Wolf AND SECONDED BY Ms. Baynes to approve the 2018-19 Central Library Capital Improvement Budget as presented. THE MOTION PASSED UNANIMOUSLY.

Professional Services Agreement for Computer Equipment Repair

Ms. Harrison reported that Tri-Delta Resources has repaired computer equipment on a time and materials basis under contract for the past several years, and services provided have been excellent. She briefly reviewed terms of the proposed professional services agreement, similar to the current agreement that is set to expire on June 30. A MOTION WAS MADE BY Mr. Lovenheim AND SECONDED BY Mr. Wolf to approve the proposed professional services agreement with Tri-Delta Resources, Inc. to provide computer equipment repair services for the Central and Branch Libraries at a total cost not to exceed \$3,000 for the period July 1, 2018 – June 30, 2019, as presented. THE MOTION PASSED UNANIMOUSLY.

Elimination of Fines on Materials for Children and Teens

Ms. Uttaro briefly reviewed the background and research leading to implementation of the pilot project eliminating fines on children's and teens' materials that began on July 1, 2016, recounting results that included a 10% increase in library cards issued and a 20% increase in materials borrowing. She further reported that following the RPL Board's vote to extend the pilot for one additional year, there was an additional 7% increase in borrowing over the first year, however, no increase in library cards issued. Ms. Uttaro explained that anecdotal evidence suggests that the fines elimination has been very beneficial for many families. She added that in discussions with staff members, it has become clear that more outreach work is needed in order to achieve further increases in library cards issued to and used by children and teens; staff is exploring further strategic outreach opportunities to achieve these objectives. Ms. Uttaro described various Books By Bike "appearances" throughout the community, including festivals and neighborhood events, adding that these visits have been so popular and well-attended, that it may be necessary to arrange for more than one person to staff these events to facilitate optimal interaction with individuals wishing to select books, while simultaneously issuing new library cards. Ms. Uttaro noted that within the last year, more libraries across the country have moved to eliminate fines in some form, while in New York State, the city libraries in Syracuse have eliminated fines for children, and the Pioneer Library System has offered \$1,000 grants for its members to explore the possibility of eliminating fines. She explained that eliminating fines as a way to remove barriers to using the library has become a trend, and research is now occurring on a scale that the long-term benefit of this action will become evident. Ms. Uttaro and Ms. Snow responded to questions, and following discussion, A MOTION WAS MADE BY Mr. Lovenheim AND SECONDED BY Mr. Hamilton to approve the recommendation to make elimination of fines on materials for children and teens permanent. THE MOTION PASSED UNANIMOUSLY.

Reports

MCLS Board of Trustees

Mr. Lovenheim reported that the June MCLS Board meeting had been cancelled.

Friends and Foundation of the Rochester Public Library (FFRPL)

Ms. Uttaro reported due to a family medical issue, Mr. Davis was unable to attend today's meeting. She reported on his behalf that the 2017-2018 Annual Campaign goal had been exceeded, and expressed thanks to all who have contributed. Mr. Lovenheim reported that the FFRPL Board's subcommittee exploring investment advisory services options has begun its work. Mr. Hamilton offered to follow up with members of the RPL Board's committee, which has not yet met.

Rochester Regional Library Council

Mr. Wolf reported that at its annual business meeting held at Casa Larga Vineyards, he had been elected to serve a full five-year term on the RRLC Board, and that Dr. Peter Knapp, MCLS Trustee, had been elected President of the RRLC's Board of Trustees. Mr. Wolf further reported that at the full RRLC annual meeting, Irondequoit Public Library had been recognized as the Public Library of the Year, and Phillis Wheatley Community Library had won Honorable Mention, based upon nominations submitted by library users.

Director's Report

Ms. Uttaro offered to respond to any questions on her written report (Documents Book). She called attention to copies of the RPL annual report to the community distributed at the meeting (Documents Book) and expressed thanks to the staff members who designed and developed it, including Corinne Clar (Senior Graphic Artist), Ms. Snow, and Dr. Reeves; and to FFRPL for supporting the effort by funding the cost of printing. Ms. Benjamin and Ms. Conklin also commended staff for the spectacular use of color, the effective use of photographs, as well as the appropriate length of the report.

Ms. Uttaro called attention to the RPL Strategic Plan update documents distributed at the meeting (Documents Book). She noted that the first document summarized progress to date on the various priorities identified, while the second document offered specific examples of work / activities supporting the various priorities highlighted in the strategic plan. Ms. Uttaro briefly highlighted selected examples. In response to a request from Mr. Lovenheim, Ms. Uttaro reiterated the results of a recent cost analysis, led by Dr. Reeves, demonstrating that the cost of part-time staff is significantly higher than full-time when the staff time required for recruiting and training as a result of the frequent turnover in part-time staff is included in the calculation. Ms. Uttaro shared an example illustrating the challenge of retaining high-performing part-time staff (especially when they desire full-time positions, often due to full-time benefits such as medical insurance): a branch library employee who excelled in providing technology instruction to patrons was ultimately hired by a member library to fill a full-time position that will capitalize on his demonstrated expertise. Dr. Reeves noted another instance of this phenomenon, adding that patrons frequently develop personal connections with staff, and they are greatly missed; the connections developed by the staff members with community organizations are also lost, at least temporarily. Ms. Conklin encouraged Ms. Uttaro to consider the job sharing approach utilized by the City; Ms. Uttaro indicated that she would explore this option.

Central Library

Ms. Snow called attention to her written report and offered to respond to any questions (Documents Book). She briefly reviewed the many staffing changes that have occurred recently, including some resulting from retirements, as well as several transfers that are scheduled to occur on July 1 (start of the new fiscal year). Ms. Uttaro added that Ms. Lenio, formerly Branch Library Coordinator for the south branches would become responsible for collections management beginning on July 1. There was discussion of the many potential opportunities for re-energizing as well as streamlining collection development function. Dr. Reeves reported that Central and Branch Library children's staff were fully engaged in planning Summer Reading Program activities, scheduled to begin on June 15. She added that a Teen Central listening party was in the planning stages; stay tuned!

Branch Libraries

Dr. Reeves reported that there were also several transfers set to take place in the branch libraries, as well, including Joan Lee becoming responsible for overseeing all of the branch libraries starting on July 1. Ms. Snow added that Ms. Lee's new office location at the Central Library would further enhance connections between the branch and central libraries. Dr. Reeves further reported that the Literacy Aides had been selected and would begin work in the branch libraries soon. She briefly described the City's Cool Sweep

Heat Emergency program, noting that when temperatures are forecast to be 90 degrees and above, the Cool Sweep program will be extended to include four branch libraries (Arnett, Lincoln, Maplewood and Winton) to serve as cooling sites, where residents may spend time in the air conditioned facilities for extended hours. Dr. Reeves invited all to attend the Arnett Branch Library mural unveiling scheduled for 6 p.m. on June 28.

Other Business

Ms. Uttaro reported that following interviews of 12 candidates, Ms. Boldt's successor has been selected and has verbally accepted an offer of employment; no official start date has been determined at this time. She added that interviewees included candidates from both inside and outside the local library community, and were very well qualified. She expressed gratitude to Mr. Hamilton for his participation in the interview process, along with Ms. Shelly from the MCLS Board of Trustees.

Adjournment

The meeting was adjourned by consensus at 10:10 a.m.

Respectfully submitted,
Sharon Salluzzo, Secretary