

## Board of Library Commissioners

Meeting Minutes: June 4, 2008

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**Place:** Central Library Community Room

**Date:** June 4, 2008

**Attending:** Stephen Cary, Chairman (Presiding)  
Commissioners Sheila McElwaine, Timothy Moriarty, Vera O'Connor, Hector Toledo.  
**Absent:** Commissioners Craig Givens, Madeline Landrau.

**Staff:** Emily Bader, Library Director  
Lee Fogarty, Assistant Library Director  
Carol Leaders, Business Manager  
Janet Stupak, Volunteer Coordinator (*minute taker*)

**Call to order:** 5:32 p.m.

Agenda Item	Discussion & Decisions	Action Items (follow up)
<b>1. Approval of Minutes from the May 7, 2008 Library Commission Meeting</b>	Commissioner Moriarty moved, with Commissioner Toledo providing the second, to accept the minutes of the May 7, 2008 meeting of the Springfield Library Board of Commissioners, with one correction. This correction as proposed by Ms. McElwaine and seconded by Mr. Toledo:  <i>5. Other Business: Commissioner McElwaine also asked Ms. Bader to report at the next meeting on follow-up Customer Service activities.</i>  The motion passed.	
<b>2. Library Advisory Committee Reports</b>	None.	
<b>3. Commission Sub-Committee Reports:</b>	Building & Grounds:  Ms. McElwaine was pleased to report that the <b>Forest Park Branch Library</b> grounds look wonderful with the beautiful new green sod in place.	

	<p>Policy Committee: Plan to meet in July. Chairman Cary reported that he would be meeting with Maria Pagan of the Holyoke Library in order to discuss truancy issues and other shared problems common to libraries operating in an urban environment. After this meeting with Ms. Pagan Mr. Cary stated that he plans to meet with Springfield's new School Superintendent to welcome him and to also discuss truancy issues.</p>	
<p><b>4. Director's Report: FY09 Budget: FY08 Customer Service Activities</b></p>	<p>Ms. Bader stated that the Library's budget hearing would be tomorrow at 12:50 p.m. in the City Council area.</p> <p>The Library reports to the Planning &amp; Economic Development Committee chaired by Councilman Foley.</p> <p>Ms Bader described the Library budget as "flat."</p> <p>There is a 2% increase due to benefits and regular raises. There is a reduction of \$40,000 in the Facilities &amp; Materials budget, yet it still meets all standards for State Aid, stated to Ms. Bader.</p> <p>Following up on Customer Service issues from last month's meeting, Ms. Bader reported that the focus of the November 2007 Staff Development Day was improving customer service through policy revisions, staff empowerment &amp; training, and enhancing/improving the physical environments. As a result:</p> <ul style="list-style-type: none"> <li>• Changes to the circulation policies were approved.</li> <li>• A new performance evaluation system for both bargaining and management staff was implemented.</li> <li>• Judy Cmero, Manager of Borrowers' Services did extensive customer service training for clerical staff. In addition Ms. Bader and Ms. Fogarty met individually with each staff team in order to emphasize the resolution of customer service problems in a positive way.</li> <li>• Staff completed a "physical environment inventory" of their branch/area. Using this information improvements are being made, such as: painting hallways; ordering new furniture in order to create a teen area at <b>Sixteen Acres Branch Library</b>; installing new benches and display units in the rotunda at <b>Central Library</b>; repainting all interior walls at <b>Forest Park Branch Library</b>; installing wireless internet access at <b>East Springfield and Sixteen Acres Branch Library</b>.</li> <li>• Other improvements are planned for FY09,</li> </ul>	

	depending upon final budget allocation.	
<b>5. Chairman's Report: Meeting with Helen Caulton-Harris; Summer Meeting Schedule</b>	<p>Mr. Cary explained that he and Ms. Bader met last Friday with Helen Caulton-Harris, Director of Health and Human Services, regarding the status of the Library Commissioners tenure. Ms. Caulton-Harris reported that Mayor Sarno would review this issue and make an announcement "in the next few weeks." Mr. Cary told the Commissioners present that he planned to contact the Mayor himself in the hope of moving the process along.</p> <p>Concerning the <i>Library Director Evaluation Process</i>, Ms. Caulton-Harris told them that the Control Board and Mayor Sarno have suspended evaluations for the time being.</p> <p>Mr. Cary stated that Ms. Caulton-Harris would be invited to a future Library Commission meeting in order to discuss this evaluation process.</p> <p>Commissioner O'Connor made a motion that the Library Commission <b>not</b> meet in July or August. There was no second. July 9th was suggested for the next Library Commission meeting date.</p>	
<b>6. Other Business:</b>	<p>Commissioner Moriarty stated that he had attended two library events in the past month. He expressed his compliments to Janet Kelly for the wonderful <b>Read/Write/Now</b> Open House, which he described as "very powerful." He suggested inviting some of the <b>Read/Write/Now</b> students to do an opening reading at an upcoming Library Commission meeting.</p> <p>Mr. Moriarty also attended the Library's Volunteer Recognition Picnic and thanked Janet Stupak, Volunteer Coordinator, for putting together a very nice event.</p> <p>There was discussion concerning the retirement of Barbara Garvey and Rudy Ruggeri from the Library Commission and how to recognize their contributions. Purchasing books and adding bookplates in their name was suggested.</p>	
<b>7. Adjournment</b>	Chairman Cary adjourned the meeting at 6:55 p.m.	

Vera O'Connor

Approved: August 6, 2008