



**Board of Trustees**  
**Winthrop Public Library & Museum**  
**2 Metcalf Square**  
**Winthrop, Massachusetts 02152-3159**

**James M. Matarazzo**  
*Chairman*

**John Tranfaglia**  
*Vice Chairman*

**Betty Peabody**  
*Treasurer*

**Richard Tyrell**  
*Secretary*

**Stephen Dalton**

**Virginia Wallace**

**NOTICE: BOARD OF TRUSTEES MEETING**

The Winthrop Public Library & Museum Board of Trustees will meet on **Tuesday, January 11<sup>th</sup>, 2011**. Meeting will commence at **6:30 p.m.** in the Hazlett Meeting Room, Winthrop Public Library & Museum, Two Metcalf Square, Winthrop, MA 02152-3159.

**Agenda**

1. Reading and acceptance of minutes from the previous (December 14th, 2010) meeting [**see Supporting Document 1**]
2. Director's update
3. Old Business
  - *Florence & Bernie Basch Room dedication date & plans*
  - *Discussion/Approval of the Long Range Plan [see*
4. New Business
5. Public Comment
6. Date of Next Meeting:
7. Motion to adjourn

Board of Trustees  
Winthrop Public Library and Museum

Minutes

Trustees meeting, January 11, 2011 Edward A. Hazlett Meeting Room, Winthrop Public Library.

Mr. Matarazzo called the meeting to order at 6:35 P.M. The following named trustees were present: James Matarazzo, Chairman; Betty Peabody, Richard Tyrell, and Virginia Wallace. The library was represented by Alan Thibeault, Director; Ann Gutting, Assistant Director, and Janice Flaherty. Administrative Assistant.

Minutes

Ms. Wallace moved to accept the minutes of December 14, 2010, as presented. Ms. Peabody seconded the motion which passed unanimously.

Director's Update

1. Library Financials. Mr. Thibeault submitted library financial figures as of January 11, 2011.

2. Town Hall. The Town's finances remain shaky. The Town has not announced local aid amounts. Mid-year cuts have not been ruled out.

The Town Manager has advised the library to increase its visibility, and to make clear its relevance for the public. We are currently working on additional cultural and vocational uses for the lyceum at the E.B. Newton School.

3. Donations. The following donations have been made to the library: Arlene Graham, \$25; John and Patricia Godfrey, \$20; John Booras, \$25; Tom McNiff, \$25; Linda White, \$85; Anthony Lania, \$25; Charles and Christne Carroll, \$50; Bruce and Marylou Clarke, \$25; Erica Marcinkowski, \$10; Sher Ann Rossi, \$50; Frances Lynch, \$50. TOTAL: \$390. Popular Authors Club donated a subscription to the New Yorker Magazine.

4. Long Range Plan. Mr. Thibeault presented the final draft of The Long Range Plan with additions that were accepted by the trustees.

5. Certification. Word from the MBLC is still awaited. The Director expects approval, and recommends that privileges be extended to those communities that have been decertified.

6. Conflict of Interest/Ethics. The Director will send ethics handout to members of the Board.

7. Snow Emergency. The library will be closed on January 12, 2011, if schools are closed.

8. Circulation desk. The new desk is still in the planning stage. Ron Bergman is refining the initial plans.

#### Old Business

The Florence and Bernie Basch Room will be dedicated on January 27, 2011, with wine and cheese being served and dedicatory speeches being made.

Long Range Plan. Ms. Wallace moved that Trustees accept the Long Range Plan together with the additions suggested by the Director. Ms. Peabody seconded the motion which then passed unanimously.

#### Next Meeting

The trustees will meet next on Thursday, February 17, 2011, at 6:30 P.M. in the Hazlett Meeting Room.

#### Adjournment

Ms. Peabody moved to adjourn the meeting at 7:13 P.M. Ms. Wallace seconded the motion which carried unanimously.

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Board of Trustees  
Winthrop Public Library and Museum

Minutes

Trustees meeting, December 14, 2010, Edward A. Hazlett Meeting Room, Winthrop Public Library.

Mr. Matarazzo called the meeting to order at 6:36 P.M. The following named trustees were present: James Matarazzo, Chairman; John Tranfaglia, Vice-Chairman; Stephen Dalton, Betty Peabody, and Richard Tyrell. The library was represented by Alan Thibeault, Director, and Janice Flaherty, Administrative Assistant.

Minutes

Ms. Peabody moved to accept the minutes of November 23, 2010, as presented. Mr. Tranfaglia seconded the motion which then passed unanimously.

Director's Update

1. Library Financials. Mr. Thibeault circulated a breakdown of library financials as of December 13, 2010.

2. Town Hall update. The Town Manager viewed the trustees reaction to Regionalization as negative. The Director assured him that there was wiggle room.

The Town Manager asked the Director for ideas on the utilization of space at the E.B. Newton school.

Mr. McKenna has directed all department heads to provide mid-year updates for their departments. Mr. Thibeault submitted a list of goals for the library spanning January 1 to June 30, 2011.

3. Space reconfiguration. The Director met with Cheryl Bryant, MLS, who had several suggestions for consideration. She did not think that conversion of the "mold" room to a quiet study area was a good idea-- too remote from general traffic.

The plan for the placement of the circulation desk continues to be refined. Actual reconfiguration will take place in late spring or early summer of 2011.

4. Heating oil. Stadium Heating Oil of Peabody has the new contract. The cost will be .0893 above the dealer's cost.

5. Donations. The following donations have been made in memory of Natalie Furlong to the Hyde Fund: Eliot Community Human Services--\$500, Nancy Stowell--\$100, Elizabeth Kellogg--\$100, Fife Family--\$100, Ruth Housman--\$25, Jonlyn Walsh and Family--\$25, Amy Bertrand--\$25, Janet Tetrault--\$20, Bud and Elaine DeCell--\$25, Alice McGillicuddy--\$25, and Naomi Wright--\$40, also Walter and Jane Smith--\$100, Laura and Ed Atlee--\$100, and Ellen and Pete Cleaves--\$50.

Poinsettias and Christmas lights were donated by Judy Gaffney.

The estate of Robert W. Carlson donated \$10,000.

6. Long Range Plan. The Director distributed copies of draft #3 with the request that responses be forwarded by January 4.

7. Programs. Ed the Wizard had a successful program in the Children's Room, with 45 youngsters in attendance.

Stephanie Schorow will discuss the Cocoanut Grove fire on December 15, 2010.

8. MBLC. The State has directed the Board to reduce its 2012 budget 7.5% below this year's budget.

9. Friends. BookEnds gift certificates will be sold this month.

10. Holiday hours. Christmas Eve and New Year's Eve will be half holidays for the library--9:20 A.M. to 11:00 A.M. The library will be closed on Christmas and New Year's day.

#### New Business

Mr. Dalton moved to rescind the motion to take \$4,000 from State aid for new furniture. Ms. Peabody seconded the motion which passed with a unanimous vote.

Mr. Dalton then moved to take \$4,000 from the Hyde Fund for new furniture. Mr. Tranfaglia seconded the motion which passed unanimously.

#### Next Meeting

The trustees will meet next on Tuesday, January 11, 2011, at 6:30 P.M. in the Hazlett Meeting Room.

#### Adjournment:

Mr. Tranfaglia moved to adjourn the meeting at precisely 7:41 P.M. Ms. Peabody alertly seconded the motion which was quickly passed, and then followed by holiday wishes by all the participants.

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**FY11 11 JANUARY  
2011**

LINE ITEMS	1 JULY 10	\$\$ Left	\$\$ Spent	% Spent
Payroll	313,261.71	147,133.20	166,128.51	53.03%
S&E	81,050.00	38,532.30	42,517.70	52.46%
NOBLE	49,490.00	14,567.66	34,922.34	70.56%
Contract Services	3,800.00	2,242.00	1,558.00	41.00%
Utilities	25,232.00	20,498.04	4,733.96	18.76%
Conference	1,500.00	1,386.89	113.11	7.54%
<b>OVERALL</b>	<b>474,333.71</b>	<b>224,360.09</b>	<b>249,973.62</b>	<b>52.70%</b>
DISCRETIONARY FUNDS	1 JULY 10	Expen'tures	FY11 Deposits	Current \$\$ Available
.State Aid	24,029.13	2,811.00	0.00	21,218.13
.George Hyde Fund	8,407.09	0.00	14,530.00	22,937.09
.Hazlett Children's Fund	1,040.03	0.00	100.00	1,140.03
.New Book Fund	2,356.21	1,944.04	205.47	617.64
.Carr Museum Fund	887.00	0.00	0.00	887.00
S&E DETAIL \$\$SPENT	81,050.00			S&E Remainder
S&E Admin	1,668.91			
S&E Bldg Mnt	8,359.75			
S&E Tech Serv	1,712.24			
S&E Materials	30,776.80	(see below)		
<b>Total SPENT</b>	<b>42,517.70</b>			<b>38,532.30</b>
****S&E MATERIALS COMPLIANCE	Spent			
Materials w/ Discretionary Funds	1,944.04			
Materials TOTAL	32,720.84			
<b>56,920.05</b>	12%	<b>57.49%</b>	toward goal	
<b>64,035.05</b>	13.5%	<b>51.10%</b>	toward goal	
<b>71,150.06</b>	15%	<b>45.99%</b>	toward goal	

### Executive Summary

This plan is the result of the ideas and input of more than 300 members of our community as well as outside facilitators and library authorities. Fourteen months of data gathering, community meetings, committee work, demographic study and survey work have been synthesized here in an effort to capture what this library currently is and what steps we must take over the next few years to continue to secure a place for this institution at the center of this community.

As of the date this plan was submitted to the Board of Library Trustees for approval, some of the work prescribed herein had already begun. Therefore, this is a dynamic document that lays out a plan of service to be followed from now through the end of Fiscal Year 2013 (June 30, 2014).

It is important to recognize that any good plan serves merely as a point of departure. Unexpected circumstances; in the form of emerging opportunities, new ideas and unforeseen setbacks; may force us to alter the provisions of this plan. Therefore, the Planning Committee will monitor and provide an annual assessment of our progress. Portions of the plan may then be modified as appropriate so that it reflects current realities and thought as we move forward in improving the library and its services.

Throughout the process of preparing this document, certain dominant themes about what this library means to this community recur. Even though it lies at the edge of urban areas, Winthrop retains a distinct small-town feel. This colors the character of the town and how its citizens feel about it. Winthrop's citizens value their library as center of information, lifelong learning, culture and recreation. They also see the library as a community gathering place—a commonly held resource at the very heart of the community—where citizens can come together, formally and informally, to better themselves individually and their community as a whole. They want a library that is well-funded, well-maintained and offers a wide variety of up-to-date services in a comfortable and functional facility. **We intend to provide not only that, but also services that extend beyond the walls of our facility and reach into and throughout the community in real and virtual space.**

In order to achieve these things, we have concentrated our focus on several key components germane to free public library service: Comfort and Safety in our Facilities; Optimum Space Utilization; Sufficient Staffing Levels and Efficient Work Distribution; Collection Development; Programming, Events and Activities; and Museum Services. Based on these components, we have prepared a list of six goals for the next three fiscal years. Each of these broad goals is broken down into more detailed objectives. Each objective is then further broken down into specific activities which we have phased by year. Accomplishing these activities will allow us to incrementally meet our goals and, thus, further improve library services in Winthrop so that we can better serve our citizens.

Unfortunately, we face considerable challenges in achieving our goals. The current economic climate makes it difficult, although not necessarily impossible, to secure the level of funding required to fully accomplish all that we wish to under this plan. These funding barriers leave us, at present, with austere staffing which hinders our ability to undertake new initiatives to improve and expand our services. It also adversely affects our ability to maintain and improve our facilities and services to the high standards our citizens deserve.

Regardless, we intend to pursue the goals presented in this plan and find creative, innovative and responsible ways to obtain the resources necessary to meet them. Our capable Board of Trustees and talented staff believe that we must meet these challenges and overcome the barriers which currently exist so that we can better serve our citizens and continue to make this library a vibrant center of the community—one that serves its citizens well—and a source of profound civic pride.

Alan M. Thibeault, Director  
Winthrop Public Library & Museum  
January 11, 2011

## Appendix B: Library Characteristics

A. History: Public library services in Winthrop can be traced back to 1851 with the formation of a Lyceum at Chelsea Point. In subsequent years the Lyceum operated as a subscription library located at the town hall with various forms of funding and materials acquisition. In 1885 the town conferred official status upon the library and appropriated \$200.00 for its operation and upkeep. The library moved to the high school building in 1896. In 1897 Mrs. Morrill Frost donated \$10,000 for the construction of a dedicated building to house the library. The new building was completed using matching municipal funds and formally dedicated as the Frost Public Library in 1899. The library continues to occupy the building, now known as the Frost Building, at Metcalf Square. In 1972 the original building was altered and a new wing was added following a \$350,000 bequest from George W. Hyde, a library patron. In 1992 an elevator was added which provides access to the four separate floors of the facility.

B. Management: The library is governed by an elected board of six trustees who serve three-year terms per the Town Charter. Three of the six trustees are elected biennially. Trustees elect officers annually (President, Vice President, Secretary, Treasurer). Day to day administration of the library belongs to the director who is hired by the board subject to the approval of the town manager.

C. Staffing: Currently, the staff is led by the director, assistant director/reference librarian and children's librarian all of whom hold a Master's Degree in Library Science (MLS). A circulation supervisor, a technical services librarian and a general assistant librarian complete the full-time staff. The part-time staff consists of three library assistants, an administrative assistant and a custodian. Such austere staffing makes it challenging to keep the library fully-operational and functioning on a day-to-day basis and limits the staff's ability to plan and undertake many needed initiatives to enhance or expand services **in adult, children's and technical services**.

Library staff levels have waxed and waned in the last decade. In the previous seven years, the full-time equivalent staffing (FTE) never dipped below 9.09. Presently, the library is thinly-staffed with six full-time employees and five part-time employees for an FTE of 8.11. This allows the library to be open to the public 40 hours per week over the course of five days. This 40 hour figure is at the very bottom of the open hours accommodation level established for State certification.

Ideally, under State guidelines, a public library in a community of Winthrop's size, the library should be open 50 hours per week over the course of five or six days. In order to achieve this, we estimate that we would require an additional 32 manhours per week – 16 hours of part-time library assistant staffing and 16 hours of part-time page staffing. This additional manpower would bring us to an FTE of 8.71. Notional staff schedules may be found at Appendix C, listing employees and hours worked for current staffing and two additional scenarios: 45 hours per week over 5 days and 50 hours per week over 6 days. The schedules contained therein would allow sufficient manning to ensure at least two staff members on both circulation desks (adult and children's) at all times and sufficient page hours to accommodate reshelving of returned books, a time-consuming task now performed by current staff at the expense of desk manning (customer service) and other administrative tasks. Under current staffing constraints, it is a daily struggle to keep two staff members on each desk. This creates problems in terms of customer service



## Changed Page 31 to Long Range Plan

Respondents to the user survey conducted in July and August, 2010 indicated a desire for more weekend hours year-round. However, given the current staffing situation, we are forced to choose **which** five days of the week we can be open. Ideally, we'd prefer a return to a 50 hours per week schedule over six days running Monday – Saturday **which would allow for increased hours of service in both the adult and children's areas**. However, without additional manhours, this is impractical.

F. Automation and Resource Sharing: The library is a member of the *North of Boston Library Exchange, Inc. (NOBLE)*, a consortium of libraries in northeast Massachusetts. Through our contracted *NOBLE* membership, we receive the following services:

- \* Access to a common integrated library system which supports circulation and cataloging of materials
- \* Resource sharing
- \* Collection management
- \* Consulting and training
- \* Web site hosting
- \* Public computer support
- \* Internet connectivity

NOBLE represents a shared service model under which multiple public libraries, school libraries and academic libraries pay collectively for basic library automation services. This shared service model consolidates technical support, training, catalog maintenance, procurement, and Internet access in a single organization that serves each of the 28 public, academic and school libraries that comprise *NOBLE*. Dramatic savings are realized as each library shares otherwise costly automated services and is not duplicating expensive staff expertise in its own building.

Were we to obtain all of these services as a single buyer on the open market or hire the needed staffing to fulfill these requirements ourselves, it would cost as much as ten times what we currently pay for *NOBLE* membership (\$48,760 in FY 2011).

G. Collection: The library currently contains nearly 100,000 items for loan and/or use by patrons. These items include magazines, newspapers, audiobooks, e-books, videos, online databases and other items for loan and/or use by our greater than 11,000 current cardholders.

Our holdings as of June 30, 2010:

Books .....	89,898
Volumes of Print Periodicals.....	195
Online Databases/Services.....	12
Audio Recordings.....	3,031
Video Recordings.....	2,906
E-Books.....	114
Downloadable Audio Recordings.....	1,269
Microfilm rolls.....	100
Miscellaneous (framed art, kits, games etc.)...	793

Changed page 34 to Long Range Plan

additional adult programs and events as well as 75 children's programs and events (including Story Hours).

**All children's programming is currently conducted in the lower level of the Children's Room. While this space is adequate for what we have traditionally done, it closes off an a vital area of the Children's Room while these events take place and requires the Children's Room staff to concentrate on the event being held at the expense of other services like circulation, homework assistance and the like. As a result, we have traditionally held story hours on Friday mornings; a time when the Children's Room is formally closed for other purposes. Identifying other spaces inside and possibly outside the facility for additional children's programs would keep the lower level available for traditional circulation and homework services; however, it will not address the manpower issue stated above.**

**Children's programming and events are largely limited to weekly story hours (Labor Day to Memorial Day) and a handful of special programs and appearances. The amount and nature of children's programming and events at the library have remained unchanged in recent decades. While such "passive" programming remains an integral part of the services we offer, we should also offer more "active" opportunities for our children including increased arts & crafts and other workshop-type events and programs. This is a logical service enhancement that will go far in supporting and furthering our educational and cultural responsibilities in the community. In order to offer more in the arena of children's services will require increased staffing and more creative space utilization in our facilities.**

Programming remains a vital part of our mission and we must take systematic steps to offer more events for citizens of all ages and backgrounds. A formal survey of the citizens of Winthrop will help us to effectively determine the types of programming and events we should offer, whether inside or outside of our facilities.

\* **Museum:** The museum contains a wide variety of items pertaining to the history of Winthrop including books, portraits, photographs, artifacts and official documents ranging from 18<sup>th</sup> century correspondence to Winthrop High School yearbooks and town reports. The museum's purpose is to house and make these documents available for display and in-house research. Nearly all of the materials in the museum were donated by private citizens.

There are other organizations in town that possess historical materials; most notably the Winthrop Improvement and Historical Association, local churches and yacht clubs. Greater cooperation and coordination between these groups and the library could result in a sharing of assets that would promote historical awareness throughout the community.

Most museum items are stored in the David Floyd Room on the top floor of the Frost Building, which also serves as office space for museum operations. The Floyd room is a secure, climate-controlled space. The center room of the floor serves as a gallery area with glass display cases. The space is modest, but functional. A lack of ultraviolet protection in the gallery leaves materials on display vulnerable to damage from the sun and fluorescent lighting. In order to safely display our materials, we should apply some sort of UV protection on the display cases themselves and the windows.

Regrettably, there is no funding for a permanent archivist/curator for the museum. As a result, the library relies on volunteer help to inventory the museum holdings and maintain its collections. Library staff has, at times, adjusted our displays at the expense of other library-specific duties. Volunteers have worked to produce an inventory of museum holdings. While these measures have served as a stop gap, the manpower situation prevents us from being able to periodically rotate materials on display and create an optimum database pertaining to the collection. An archivist/curator position was created several years ago (under the former Town Meeting form of government), but the position has never been funded. Without additional, qualified manpower the museum will continue to be largely unstaffed, limiting our ability to properly exhibit and maintain our collection.

Changed Page 35 to Long Range Plan (Page 35 added to accommodate text overflow from Page 34, all subsequent pages re-numbered to reflect added page)

Ideally, items from the museum collection should be proudly and thoughtfully displayed in a safe and secure manner. Thematic displays should be regularly put together and presented. Digitization of many of these items would make them easily available online through “free” hosting services such as NOBLE’s *Digital Heritage*. However, without adequate, qualified staffing, the vast portion of our collection must remain in carefully guarded storage given its material and historical value.

Sources of Data and Information:

*Clark, William H., **History of Winthrop, Massachusetts**, Winthrop Centennial Committee, 1952*

*Commonwealth of Massachusetts, Board of Library Commissioners, **Massachusetts Public Library Data**, various years, <http://mbhc.state.ma.us/advisory/statistics/public/>*

***Town of Winthrop Charter**,*

*[http://www.town.winthrop.ma.us/Pages/WinthropMA\\_Bylaws/towncharter](http://www.town.winthrop.ma.us/Pages/WinthropMA_Bylaws/towncharter)*

*Commonwealth of Massachusetts, **Code of Massachusetts Regulations**, 605 CMR 4.00*

***Library User Survey July-August, 2010 (Appendix D)***

*NOBLE Staff Information System, **ALA Collection Level Indicators**,*

*<http://www.noblenet.org/sisold/collman/colllvl.html>*