



**Board of Directors Meeting
Minutes
Thursday, 6 April 2017
Downtown Library
Noon-1:30PM**

Present: Arunan Arulampalam, David Barrett, Amy Barron (phone), Melvyn Colon, Andrea Comer, Gregory Davis, Jack Godsill, Phyllis Shikora, and Geraldine Sullivan (phone).

Also Present: Bridget Quinn-Carey, chief executive officer, Maxine Bleiweis, interim public service administrator; Brenda Miller, chief cultural affairs and public programming; Mary Tzambazakis, chief administrative officer; Karl Fisher, finance director; Tricia George, youmedia and teen services director; Carol Poehnert, human resource director; Gilda Roncari, donor relations director; Don Wilson, marketing and communications director, and Andrea Figueroa, senior executive assistant.

Absent: Ana Alfaro, Andrew Diaz-Matos, Marc DiBella, Miguel Correa, Stephen Goddard, and Edward Keith.

1. Call to Order

President Gregory Davis called the meeting to order at 12:10 p.m.

2. Consent Agenda

All documents were sent to the Board in advance.

Board Action: Motion was made to approve the consent agenda that included minutes of the February 2, 2017 regular board meeting, finance committee minutes of March 3, 2017, governance committee minutes of March 9, 2017, development committee minutes of March 21, 2017 and executive committee minutes of March 30, 2017. The motion was made and seconded.

3. CEO Report

The Chief Executive Officer's report was sent to the Board in advance. Mrs. Quinn-Carey shared a few highlights:

- Finances are in a healthy position, at 66% in through year
- Programmatic reports are rich and dynamic.

- Partnership with schools is a national model. Invited by the Urban Libraries Council to talk about the partnership and model.
- In Youth Services, received funding from The Hartford to enhance services for Library on Wheels outreach.
- Adult Public Services, have been re-tooling a lot of behind the scenes as well as programmatically for a more effective planning endeavors.
- Adult Learners, new services at the Barbour Branch, as the need at that location was significant.
- City Municipal ID is close to launching at the Downtown location. Staff will be trained and hours will be same as library hours.
- Cultural Programming, highlight is baby grand jazz series. This was moved from the Atrium to the CCC due to construction and still well attended.
- Encounters, where to collaborate on programs and services. Important to start integrating these services before UConn is physically onsite.
- Development, ready to send spring appeal to lapsed donors. Capturing people who have given in the past but hadn't given in the last round. Putting together an outline for the Beyond Words event on November 29, 2017. Corporators event is April 12 in the HHC/Artwalk, looking to engage corporators and to be an active part of the Library.
- Grants, received almost \$50,000 from The Hartford, and grant pending for the Travelers for \$75,000 and a \$25,000 sponsorship. Received a new English and Spanish database for online health resources from Cigna.

4. Announcements

Customer Experience Officer (CXO)

Customer Experience Officer (CXO) interviews will begin April 6. This person will be overseeing all of public services, a combination of heads of public service and coordinating with Adult Learning and Cultural Affairs and Public Programming officers, to make sure the Library is leveraging resources across the system and that services are aligned.

Pita Group

Due to recent news on The Pita Group and Hartford Public Schools, Bridget Quinn-Carey was asked about the relationship with The Pita Group. Quinn-Carey reported that the Library has had a relationship with The Pita Group since 2010. The Library does not have a current contract with Pita as it expired last fall but the Library continues to work with them on the website because there are still some areas of the website managed by The Pita Group and is not something the Library has access to. The service with Pita has been excellent and there are no issues with their quality of service to the Library. Quinn-Carey is working with Don Wilson and Karl Fisher to update the terms of the agreement. Long-term, if new marketing website services are required, the Library will put the work out to bid.

Edith B. Nettleton Award

The recipient of the 2017 Edith B. Nettleton volunteer award goes to Gregory C. Davis in recognition of the amazing service he has given to the Library. Gerri Sullivan helped in soliciting support letters from Board members, and staff also wrote letters of support. The award will be presented to Greg on May 5 at the Connecticut Library Association conference in Groton, CT. A local reception is being planned.

5. President's Report

Mr. Greg Davis presented his highlights:

- Congratulated Bridget Quinn-Carey for her 1 year anniversary with HPL. Because of her leadership the library continues to be one of the top service providers in the City of Hartford.
- Acknowledged that Eddie Keith and wife Erin welcomed their first child on March 14.
- Thanks to all board members for continued support and for all of the work each member commits to, from the Strategic Planning, Park Project, UConn, Finance Committee with the Investment Managers selection, etc.
- Board Retreat recap – focus was on strategic plan and budget.
- Attended an all staff meeting on April 4 to present strategic plan to staff. Will be meeting with members of the Council to engage them in the process.
- Attended a number of meetings on the Park Street project and with lots of work behind the scenes.
- Met with Tom Ritter and Bridget Quinn-Carey and representatives from the UConn Foundation to discuss fundraising and other partnership opportunities with the University. Discussed holding a reception in May.
- Attended a meeting with Bruce Mandell and Bridget Quinn-Carey for a tour.

6. Mission Moment

YOUmedia

Tricia George, YOUmedia and Teen Services Director presented on YOUmedia a digital learning space for teens, ages 13-19. YOUmedia operates on three foundational theories:

- Positive Youth Development
- Connected Learning
- HOMAGO (hang out, mess around, geek out)

YOUmedia values young people. Teens who come to the space realize that. One rule is ACT Right.

Phyllis Shikora commented that if someone is seeking donor ask for funding of smaller satellites at branches, this is the kind of program people like to contribute to. There is a lot of passion attached to it. Bridget stated that the library is seeking funding for the level up program, but have not found the right funder.

7. New Business

Resolution

Program Enhancement Projects for Adult Education

This is a resolution that allows for Hartford Public Library to apply for grants. This program is for directed to adults who do not have a high school diploma. The RFP goes out with 7 categories to choose from. The Library chose 3 of those categories, ESL, Special Populations with challenged reading, and Career Readiness Program which helps adults get into a workforce program.

Andrea Comer offered to connect Homa Naficy with someone in CBIA member services for job shadowing and career readiness once a decision is made on a sector or if several sectors.

Board Action: Motion was made and seconded to approve the resolution for the Program Enhancement Projects for Adult Education. Motion was moved by David Barrett, seconded by Jack Godsill. The motion was approved.

8. Other Business

Finance Committee Report on Investment Manager Interviews

Mrs. Quinn-Carey reported on behalf of Finance Committee. The Committee embarked on a process to solicit proposals for a new investment manager. An RFP was out last September, and the Library received 15 proposals. The Committee reviewed all proposals and narrowed to 5 finalists. The Committee met with all 5 finalists in January. The Committee came to a decision to recommend People's United Bank contingent on background checks.

Board Action: Motion was made and seconded to recommend that the Library change its investment manager from Fiduciary Investment Advisors to People's United Bank. The motion was moved by David Barrett, seconded by Phyllis Shikora. The motion was approved, with 1 abstention by Arunan Arulampalam.

FY 17 Budget Update

Karl Fisher presented the different scenarios of level service funding. Scenario 1 on the current budget shows a budget gap of \$800,000 if the City would do a level

service funding. Scenario 2 shows if the City decides to fund what was covered last year plus additional increase of fringe benefits of a budget gap of \$668,000. Next steps, the Mayor's FY18 budget will be sent to the Council in April. The Council will hold a public hearing at the end of April and then departmental hearings in the first two weeks of May. The City will approve FY 18 Budget by June 1 and HPL's Board of Directors will approve FY18 Budget at the June meeting.

Strategic Planning

The Library is managing budget aggressively but continues to face challenges. The Library needs to come up with a different operating model that shows the library is sustainable. A presentation was made to the staff and was the first opportunity to make a case. Staff feedback was positive. The mitigating factors needed more and will be strengthened for future presentations. Next steps, Juliana Koo will be calling people on her list and Andrea Comer will be helping. Andrea Figueroa will be setting up meeting with Council and Board of Ed Chairs.

UConn Update

Construction is going well. The Library is in the most disruptive phase, but hope to have wall removed in a week and re-open the 1st floor. Longer term view for first floor is to have a new design for work flows sometime in the fall with help from Maxine Bleiweis and Margaret Sullivan. Staff Lounge has been redone with new furniture and a wellness room. There is a possibility that the study rooms will get new floors.

Board Action: Motion was made and seconded to move into executive session at 1:35 p.m. The motion was approved.

Board Action: With no other business, a motion to adjourn the meeting was made, seconded and approved at 1:45 p.m.

Respectfully submitted,
Bridget Quinn-Carey
Chief Executive Officer
Acting Secretary