

STATE OF CONNECTICUT, RECORD OF PROCEEDINGS
STATE LIBRARY BOARD
May 16, 2016

INDEX

Members present: John N. Barry, Bob Harris, Allen Hoffman, Jay Johnston,
Judge Michael Sheldon, Matt Poland, Alison Clemens,

Members absent: Justice Peter Zarella, Ellen Cohn

Others present: Kendall Wiggin, Jane Beaudoin, Mark Smith, Diane Pizzo,
Carol Trinchitella, LeAnn Power, Lizette Pelletier, Robert
Kinney (State Library), Jennifer Keohane (CLC), Beth Crowley
(CLA), Suzanne P. Smith (Babcock Library, Ashford), Gerald
Nagy (Babcock Library, Ashford), Gaye Rizz (Windsor Public
Library), Richard Conroy (Essex Library), Alan Hagyard
(Libraries Online), Jane Fisher (LION Board/Wallingford Public
Library), Susan Smayda (LCI Board/Southington Public
Library), Lew Daniels (LION Board/Westbrook Public Library),
Martha Church (West Hartford Public Library), Helen Malinka
(Berlin-Peck Memorial Library), Marie Spratlin Hasskard
(Burlington Public Library), Mary Hogan (Cora J. Belden
Library, Rocky Hill), Kate Byroade (Cragin Memorial Library,
Colchester), Lisa Karim (Simsbury Public Library), Pat
Rutkowski (New Britain Public Library), Glenn Grube (Avon
Free Public Library), Alice Pentz (Willoughby Wallace
Memorial Library, Branford), Nancy Wood (Richmond Library,
Marlborough), B. Bailey (Welles Turner Memorial Library,
Glastonbury), Tom Piezzo (Brainerd Library, Haddam), Karen
Jensen (Blackstone Library, Branford)

MINUTES

It was MOVED (J. Johnston) seconded (A. Hoffman) THAT THE MINUTES OF
THE March 28, 2016, BOARD MEETING BE APPROVED AS PRESENTED.
PASSED unanimously.

BOARD COMMENTS/ANNOUNCEMENTS

John Barry welcomed new board member Alison Clemens. Alison is from the
Yale University Beinecke Rare Book & Manuscript Library and is an appointee of
Governor Malloy. Alison thanked everyone for welcoming her and stated that
she appreciates the opportunity to serve on the Board.

PUBLIC COMMENT

Gerald Nagy, Chairman of the Board for the Babcock Library in Ashford, read a
letter of complaint against State Library employee Dawn La Valle. The
allegations in his letter were specific to Ms. La Valle's attendance at the April
Babcock Library Board of Trustees meeting. When Mr. Nagy was done reading
his letter, State Library Board Chair John Barry thanked him for coming and
taking the time to prepare and read his complaint. Ken Wiggin stated that these
allegations would go through the normal process of being looked into. Judge
Sheldon stated that not everyone involved in this has been heard and all
additional discussion on this matter should be done in Executive Session. The
discussion was closed.

Glenn Grube, Director of the Avon Free Public Library, immediate past-president
of Library Connection (LCI), and the incoming Vice-President/President-Elect of

MINUTES

**BOARD
COMMENT/
ANNOUNCEMENTS**

**PUBLIC
COMMENT**

the Connecticut Library Association (CLA), read a prepared statement regarding deliverIT (formerly known as CCAR) and the changes at the Avon Library since the service started 40 years ago. The Avon Library's circulation is six-fold what it was and the collection size is even greater than that. The card catalog has been replaced with an online catalog, and there are now patron placed holds. This has significantly increased usage and put a burden on the deliverIT service to keep up with the book deliveries. Mr. Grube described the deliverIT service as supportive, helpful and important and offered his help, the help of the Avon Library, LCI and CLA, to address this issue.

Sue Smayda, Vice-President/President-Elect of the LCI Board of Directors, and Director of the Southington Public Library, read a prepared statement regarding LCI's migration from one Integrated Library System to another, how it impacted the deliverIT service and how LCI has offered support to help lessen the impact, including limiting patrons to only five holds at a time. LCI recommends that the deliverIT Task Force "engage the services of an impartial facilitator and that an expert in large-scale library delivery systems should be consulted to study the needs of our delivery system".

John Barry asked Sue when the 5 holds limit started in her library. She replied it has been a month and that it went from 50 holds to only five.

Martha Church, Director of the West Hartford Public Library, read a prepared statement giving a view of the current delivery system situation in an individual library. The West Hartford Public Library is among the top libraries in the state, in terms of the number of items transferred to other libraries. Their patrons are limited to five holds at a time and they are not sending out any of their new materials. A deliverIT driver comes three times a week and drops off many more bins than are taken. This has created a significant backlog. In an effort to help, the library staff sort and pack each bin with materials for a single library, and have also voluntarily made deliveries to other libraries. Ms. Church had a few photos of the backlog in her library.

Jane Fisher, Director of the Wallingford Public Library and current President of the LION Consortium, read a prepared statement regarding the deliverIT service. LION libraries have materials waiting in bins for weeks, while at the same time delivery days have been reduced significantly. Ms. Fisher hopes that the State Library will shift resources to meet the delivery needs.

Sandy Ruoff, Director of the Guilford Library, stated that when she started her career as a librarian she was full of energy and excitement and now she is feeling frustration and despair. She encouraged everyone to work together.

Richard Conroy, Director of the Essex Library Association, read a prepared statement regarding the deliverIT service. Mr. Conroy stated that the library profession is more than willing to expend the time, effort, and even expense, to preserve the high level of service that patrons expect. He stated that librarians would like to be part of the solution to this situation.

Nancy Wood, Director of the Richmond Memorial Library in Marlborough, read a prepared statement regarding the CSL fiber network project with the Connecticut Education Network (CEN). Ms. Wood is pleased that the project will bring a fiber network to the DSL libraries, however, she is concerned with the amount in the estimated cost invoice she received from CEN. After asking a couple of libraries

in the CEN fiber network what they pay for ongoing cost, she was told they pay nothing but that they also received notification letters that in the coming year, they may be charged. These libraries are larger and in larger towns but still their estimates were lower than the one the Richmond Memorial Library received. Ms. Wood would like to know what libraries are being charged, estimates of future charges and how these costs were calculated. Ken Wiggin replied that the invoice was sent from CEN and not CSL. It was sent as a notification of a possible charge and the estimate of what the charge may be if the funding for the CEN had been eliminated. The costs for connecting the libraries to the CEN varies by location and distance to a connection point. These connections would be paid for by a grant from CSL if the bond funds for the connections are approved by the State Bond Commission. He encouraged Ms. Wood to also bring her concerns to the CEN.

The Board also received a letter from Bibliomation Executive Director Carl DeMilia stating that during a recent meeting with the Bibliomation directors many issues arose regarding the current status of the deliveries and the reduction in service. Directors are upset and concerned that the system is not functioning as it should and have grave doubts about the future of the service. They feel frustrated, angry and disillusioned with the State Library because of the tone of the response to their concerns. Speaking as the co-chair of the deliverIT CT Task Force, Carl acknowledged these concerns, but said that ultimately the task force must provide both short term suggestions and communications which provide guidance to Connecticut libraries.

John Barry thanked all of the speakers for taking the time to come and address the Board. He stated that the Board appreciates and welcomes the community's concerns and feedback.

NEW BUSINESS

John asked the Board if there were any objections to moving the New Business section of the agenda to this point in the meeting. This would allow the agenda item "LCI and LION Delivery Concerns" to follow the statements just heard. There were no objections.

LCI and LION Delivery Concerns (Discussion Only): Ken stated he is also not pleased with issues being experienced with the delivery system. Avant ending their contract prior to its completion date, and leaving an already substantial backlog, created a problem even larger than anticipated. The patience and cooperation from all of the libraries are very appreciated. Walt Magnavice and all of the deliverIT drivers are doing their best to catch up with a tremendous accumulation of bins Avant left behind, while at the same time trying to manage new deliveries. He acknowledged and thanked the deliverIT staff for their hard work. Ken will continue to work with Dawn La Valle in their efforts to alleviate this situation.

John stated that he would like to add State Library Board member Matt Poland, to the deliverIT Task Force. Matt will update the Board on these meetings. It was agreed. John thanked Matt for his willingness to serve on the Task Force.

Ken stated that when Avant chose to end their contract, he went to OPM requesting funds to continue the service with State Library employees. It took over a month to get their approval, during which time the backlog continued

NEW BUSINESS

LCI and LION
Delivery Concerns

growing. Ken expressed his willingness, schedule permitting, to attend any meetings he is invited to. He will be meeting with the LION Board tomorrow.

There was discussion among the Board on this matter. Ken informed the Board that there was a 165% increase in volume in one consortia alone. The reality is that the volume of loans between libraries has outgrown the delivery service.

Judge Sheldon stated that there is no way to project the easing of this situation. It is not likely to get funding increased for this service at a time where there aren't any funds. Judge Sheldon suggested that the libraries ask their Friends groups to help with funding. If the libraries provided their Friends groups with a target/goal amount, it would give them a challenge to raise the funds for something specific that will be ongoing. Judge Sheldon stated this is not completely a backlog issue. This is a current issue that will be ongoing. Judge Sheldon stated that communities have a lot of interest in helping their libraries and that they should reach out to them for assistance. The Board was in agreement with this idea.

John Barry asked the Board about having a special meeting on this matter in June. It was decided that the meeting would be held on Monday, June 20, at 1pm, at the State Library.

STATE LIBRARIAN'S REPORT

Ken stated that Governor Malloy will kick off the Governor's Summer Reading Challenge in Memorial Hall on Friday, May 20th at 10am. The Governor will be joined by State Education Commissioner Wentzell and Ken.

Ken invited questions on his written report. There were none.

OTHER REPORTS

Connecticut Library Association (CLA): Beth Crowley, President of CLA, informed the Board that this would be her last meeting as President. CLA received positive feedback from their annual conference which was held April 21-22. A conference manual will be produced using this feedback. 718 people attended. She thanked Ken for speaking at the conference. Beth went to Washington DC for National Library Legislative Day and met with the entire delegation. She thanked the State Library Board for approving the Scranton Library's construction grant this past November. The Scranton Library is in Madison. Beth offered CLA's assistance to the State Library, with regards to the delivery service concerns.

Advisory Council for Library Planning and Development (ACLPD): No report at this time.

Connecticut Library Consortium (CLC): Executive Director Jennifer Keohane reported that CLC completed their reorganization. With three new full-time employees and 1 new part-time employee, she now has the best staff she's ever had. CLC was pulling from their reserves for the second year, but this year did not take any additional cuts. CLC's focus this year is how to continue resources to libraries without dipping into their budget.

Association of Connecticut Library Boards (ACLB): No report at this time.

**STATE
LIBRARIAN'S
REPORT**

**OTHER
REPORTS**

CLA

ACLPD

CLC

ACLB

Friends of Connecticut Libraries (FOCL): Ken reported that the Friends Annual Meeting and Awards Ceremony will be held on Saturday, June 11, from 9:30am-1:00pm at the Middlesex Community College in Middletown.

FOCL

OLD BUSINESS

Budget Update: Ken handed out and reviewed 2 budget documents. One was the State Library Budget FY2016 Compared to FY2017, and the other was the FY17 Adjusted Budget Comparison between FY17 Enacted and the FY17 Adjusted. He went through each budget line and stated that the State Library is in an extremely tight situation. The State Library and the State Library Board has been very generous with approving grant extensions. Given these economic constraints, it is very likely that grant extensions will no longer be approved. Matt Poland expressed concern that grants may get zeroed out. Ken stated that over 20 legislators will not be seeking re-election which means we will need to champion new supporters.

OLD BUSINESS

Budget Update

Legislative Update:

Ken stated that HB 5499 AN ACT CONCERNING THE PRESERVATION OF HISTORICAL RECORDS AND ACCESS TO RESTRICTED RECORDS IN THE STATE ARCHIVES got on the House calendar but no action was taken.

Legislative Update

OTHER BUSINESS

None at this time.

**OTHER
BUSINESS**

At 2:35 p.m., it was MOVED (B. Harris) TO ADJOURN. PASSED unanimously. The next meeting is scheduled for Monday, June 20, 2016, in the State Library's Reading Room.

Respectfully submitted

Kendall F. Wiggin, Secretary

Jane Beaudoin, Recorder