



Key Accomplishments

1. **Central Library Renovation – Phase I Complete.** The renovated second floor of the Central Library’s Johnson Building opened on February 21, 2015. This first phase of work includes a new Children’s Library with double the space dedicated to children, with books and media as well as specialized early literacy, story time, homework study, and content-creation areas; a “Teen Central” area in a distinctive and media-friendly space with books, digital lab, gaming area, dedicated quiet zone, and homework and hangout booths; refreshed and reorganized collections and reference services with integrated displays of the Library’s artwork; and community reading areas and workspaces for individual and group projects.
2. **Central Library Renovation – Phase II Construction.** Given the successful completion of Phase I, and funding provided by Mayor Martin J. Walsh, the Library is now focused on the construction of Phase II. This work includes a renovated exterior, landscaping along Boylston and Exeter Streets, and a welcoming and transparent entrance; new books and reading recommendation section, updated Tech Central, café or store, and world-class fiction section on the first floor and mezzanine; world languages and community learning center on the mezzanine, renovated lecture hall and conference rooms on the lower level; strengthened and accessible connection from Johnson Building to McKim Building as well as an improved loading dock layout. Required system upgrades are part of this planning.
3. **Expanded Weekend Service Central Library + Branches.** Through additional funding approved by Mayor Martin J. Walsh, the Library was able to keep all branch libraries open on Saturdays throughout the summer, and additional Sundays at the Central Library. In the first summer alone, the branches saw 42,000 users on the twelve Saturdays the branches had previously been closed. The Central Library saw an average of 3,000 visitors on the additional Sundays in the summer.
4. **East Boston Branch wins LEED Gold award and Boston Society of Architect’s People’s Choice Award.** In August 2015, the U.S. Green Building Council awarded the East Boston branch Gold certification for Leadership in Energy and Environmental Design. In January of 2015, over 12,000 people cast their vote for the Boston Society of Architect’s *People’s Choice* award for the most beautiful building in Boston – an award that went to the East Boston Branch.
5. **Gates Grant: Public Library Partnership Project.** A Gates grant in the amount of \$100,000 was awarded to the Digital Public Library of America, who in turn funded the Boston Public Library, through its work as Library for the Commonwealth, to support of the public librarian partnership project. BPL held three workshops to educate a total of 45 public librarians on the digitization process and have digitized more than 5,000 items thus far. The items and more may be viewed at www.digitalcommonwealth.org/.
6. **Collections of Distinction.** Guided by the BPL Board of Trustees Special Collections Committee, the Library continued its commitment to the ongoing development, preservation, and access of

its special collections by identifying six more Collections of Distinction: Autographs, Books of Common Prayer, Boston Artists, Boston Pictorial Archive, Defoe and Defoeana, and Massachusetts Newspapers. There are now **twenty-four** Collections of Distinction, which represent the most outstanding, expansive, and renowned of the Boston Public Library's collections.

7. **Improvements to User Pay-for-Print System and Photocopiers.** The Library replaced an antiquated pay-for-print system with a new user-centered service kiosk and replaced all public-facing photocopiers so that more multifunction devices are available. The new service kiosk can now accept payment for print jobs, copies, and fines using a debit or credit card, services that recent user surveys indicated patrons wished to see, implemented.
8. **Systemwide WIFI Upgrade.** The Library has upgraded its Wireless Access Points at the Central Library along with the supporting infrastructure, improving the speed for users and increasing capacity to handle greater number of simultaneous connections. Branch upgrades are now underway and will be completed in FY15.
9. **Self-service Book Scanning.** The Central Library provided two public, self-service book scanning machines providing library users the ability to scan printed materials for allowable personal or research purposes and generate digital copies available for email, USB, or other transfer mechanism. In addition, two staff-enabled book-scanning machines were provided at the City of Boston Archival Center and the Rare Books Department to facilitate the scanning of printed materials for the public.
10. **Library for the Commonwealth.** In BPL's role as Library for the Commonwealth, over 60,000 historic photographs, maps, manuscripts, books, and other artifacts have been added to the Digital Commonwealth digital repository managed by the Boston Public Library. Collections from dozens of libraries, historical societies, museums, and other cultural institutions across the state are now accessible. These collections have reached a nationwide audience through Digital Commonwealth's role as a service hub for the Digital Public Library of America (DPLA), and the Digital Commonwealth site has received over 58,000 visitors so far in FY15. The Digital Commonwealth system rolled out an interactive map based interface, a fully functional digital book reader, and a related items feature. In addition, software created by BPL engineers for the Digital Commonwealth project is now contributing to several prominent open-source applications for online digital collection development, so that other libraries and communities can benefit from the work being done as part of the Library for the Commonwealth initiative.
11. **Branch Facilities.** Four branches have active capital projects in planning and/or construction phases. The Jamaica Plain Branch will have completed design development in FY15 and move into construction in FY16. The proposed renovation includes a reading room addition as well as full upgrades to spaces for all ages. The Faneuil Branch will have completed a programming study in FY15. A programming study is the first step in the process for determining improvements to a branch library. The Roslindale Branch completed a programming study in FY14 and early action items were completed in FY15 including new paint, mechanical shades, and exterior railings. The Parker Hill Branch will undergo exterior improvements in the spring of 2015. Critical repairs to roofs were made at Dudley, Mattapan, Brighton, Hyde Park, Lower Mills, South End, and West Roxbury branches. Masonry repairs were completed at Connolly and the

South End branch. Twelve branches received improvements to lighting and energy through the NSTAR program.

12. **Energy Improvements.** The Central Library chiller was repaired and a new cooling tower was installed. Both projects addressed failing infrastructure and equipment as well as implemented new, more energy efficient systems.

Additional Accomplishments

Programs and Services

- Boston Public Library offered over **10,000 programs** during FY14 and is on track to do the same in FY15. The offerings spanned story times to movie nights, author talks to art programs. Special series include the Lowell Lecture Series, which will focus on the American Revolution and accompanies the Norman B. Leventhal Map Center exhibit *We Are One: Mapping America's Road to American Independence*.
- The Library featured a broad selection of **gallery exhibitions** at the Central Library and throughout the branches. Exhibitions included multiple art and photography installations at branches citywide including: *Boston Ballet 50th Anniversary Photography* exhibit at **Connolly and Parker Hill**, *Domestic Workers*, a photography exhibit at **East Boston** from the Brazilian Immigration Center, *Fields of Flanders* poetry and art commemorating WWI at **South Boston**, and *Faces of Cuba* at the **Jamaica Plain** branch to name a few. A Rare Books exhibition focused on Haitian hero Toussaint Louverture and exhibited at **the Central Library and Mattapan Branch**, and a collection of manuscript letters from Oscar Wilde, Elizabeth Hawthorne, and Edwin Austin Abbey, among others, were on display at the **Central Library**.
- The **East Boston, Mattapan, and Grove Hall** branches offered the first seed lending program, **SeedShare**, at each of their branches by partnering with Boston Natural Areas Network to provide community members with seeds ranging from flowers to vegetables. Over 300 seed packets were borrowed, and more than 120 people attended 9 programs dedicated to gardening.
- The Central Library welcomed nearly 11,000 visitors on **art and architecture tours**, with 488 tours (private and public) provided. The Library now has 32 active tour guides and is in the process of training eight additional guides, with the goal of reaching 40 active guides by the beginning of FY16 to meet with increasing demand.
- The **Concerts in the Courtyard** series was a tremendous success at the Central Library this year. Sponsored by the **Boston Public Library Foundation**, the concert series was expanded to include a new Wednesday evening concert in addition to the traditional Friday afternoon concert. Over the three-month period between June and August, the Library hosted **25 concerts** with a total attendance of over **4,200 listeners** of all ages and backgrounds. BPL partnered with several community organizations including American Century Music, Berklee College of Music, Boston Lyric Opera, and JazzBoston.

- Boston Public Library has been selected as a partnering library system for **Lifetime Arts Affiliate Library Network**, a national peer network of libraries and librarians dedicated to providing arts programming for older adults. The Creative Aging program piloted in 2013 at seven BPL branches to provide visual arts, music, and dance programming to seniors. Four BPL branches are participating in the next phase of the program, which kicked off in summer 2014: **East Boston, South End, Adams Street, and West End**.
- The Library launched its first outreach service via bicycle, the **Bibliocycle**, in May 2014. From May to October, the Library rolled out to 23 locations, checked out over 300 books, met over 700 people, and signed-up 35 new users with library cards. The second year of Bibliocycle will begin in May 2015.
- Reference & Instruction services launched an array of **Research Guides** on the Boston Public Library website to coincide with the opening of the newly renovated Johnson second level. These online guides will expand research “reach” significantly. (<http://guides.bpl.org>).
- The Library is in the process of undertaking a complete site identification, inventory, conservation assessment, and labeling project for **publicly displayed artwork** at the Central Library (Johnson and McKim). In addition, as part of a larger initiative to expand the Library's art and architecture interpretation, the Exhibitions and Programming Department has created new guides to the McKim Building's three major mural cycles. Designated for in-room use in the Abbey Room, Chavannes Gallery, and Sargent Gallery, the laminated mural **guides enable patrons to learn more about each mural commission and its content**, including biographical information about the artists and map of each room.
- **Literacy Services** coordinates volunteer-led English Conversation Groups which have grown in frequency and location from **9 library locations to 12**, and a total of 23 times per week.
- **Public Technology Training** expanded the ongoing public classroom series on Computer Basics into the branches, reaching adults in **East Boston, Jamaica Plain, Codman Square, and Egleston**.

Partnerships and Collections

- Boston Public Library **maintained its youth outreach** to partners like the Boston Medical Center bWell Center, family shelters, detention centers for youth, housing developments, and other youth populations. Since 2010, the Boston Public Library has performed outreach to the eight schools for incarcerated youth being served through the Department of Youth Services. Each month, two teen librarians bring ten books to each school to discuss the books and further engage with teens, offering information on Library services and programs.
- There has been continued successful collaboration with the Associates of the Boston Public Library who generously provided funds for **conservation, cataloging, and digitizing of the Library's special collections**. Highlights include the conservation and digitization of the *True Copie of the Court Booke of the Governor and Society of the Massachusetts Bay in New England* (1628-1645) and selections from the Library's extensive collection of Shakespeare.

- The **Boston Public Library Foundation** has contributed to the successful launch of a new model of services for the Children’s Library and Teen Central by **funding technology and programming staff**. The Foundation has also contributed funding to Concerts in the Courtyard, Summer Reading Program, **youth programs in the branches and at Central**, homework help, Read Your Way to Fenway and other programs. Staff continues to work with the Foundation to grow this valuable public/private partnership.
- The nation’s **first literary cultural district**, a collaboration among the Boston Public Library, GrubStreet Writers, the Boston Athenaeum, the Boston Book Festival, Emerson College, Suffolk University, and the Drum, will continue in 2015, with planning for maps, walking tours, signage, events and more. 2015 will focus on a summer event, as well as establishing goals and governance.
- Boston Public Library and **826 Boston** partnered to expand the after-school homework and writing program to the **Grove Hall Branch**. 826 Boston has been able to serve 30 additional students in their after-school program by using the branch two days a week. This partnership will continue in FY16.
- All 24 branch libraries completed **outreach plans**. Over 40 organizations were identified to which to bring library services. Staff brings a diverse set of programs like **story time, computer classes and book clubs** to organizations such as day care centers, senior centers, hospitals, cafés, and shelters.

Facilities and Finances

- The Library is now two-thirds of the way through a multi-year systemwide energy improvement project. **Building management systems are being updated and deployed** at several branch locations, which allow greater monitoring and control as well as remote management capability. These upgrades build upon initial activities that replaced old, high energy-consuming lighting fixtures with energy efficient fixtures. In addition, meters for cooling towers and lawn sprinklers at multiple branches have been added to reduce water and sewer costs.
- Boston Public Library **implemented accounting solutions** to address recommendations made by auditors over the past two years. Highlights include: all journal entries are now electronically approved by the accounting manager, monthly management sign off of bank reconciliation, and a review of the Library’s investment policy was completed by the Administration and Finance Committee.

Recognition

- A November 2014 **Staff Recognition Ceremony** honored seven Boston Public Library staff members who achieved 25 years of service to the BPL and one employee who achieved 50 years of service to the BPL.
- BPL President **Amy E. Ryan** was named chair of the Digital Public Library of America Board of Directors.

- Mayor Martin J. Walsh reappointed **Byron Rushing and Carol Fulp** to the Boston Public Library Board of Trustees.
- Tech Central Supervisor **Jeffrey Lindsey** graduated from a leadership program offered by **The Partnership**.
- Reference Librarian **Kathrine Devine** was acknowledged in Anita Diamant's recently published book *The Boston Girl*.
- **BPL's Events Staff and the Catered Affair** were recently recognized in *Brides Magazine's* "Best Wedding Venues in the U.S." issue.
- **BPL Bibliocycle** was named to the Boston Globe's "**Best of the New**" list.
- The **South End Branch** hosted a number of popular authors including Mary Anne O'Hara and Sue Miller.
- BPL won the **LEGO MINILAND®** Facebook competition and had the honor of being constructed out of LEGO® bricks for display at the new LEGOLAND® Discovery Center Boston.
- The **Mattapan Branch** collaborated with the Rare Books department to bring the **Toussaint Louverture** exhibition to the neighborhood.
- **Grove Hall Branch** held the first "**Senior Prom**", inviting local senior citizens and teens to come together for an intergenerational dress-up and dance party.

Kudos from the Public

- A parent praised the **Central Library Children's Library** staff: "Thank you so much for your efforts to make children learn and grow. Your staff was truly wonderful, and you all helped to make our visit one that we will cherish for a lifetime."
- Several members of the **Borrower Services Department** at the Central Library were recognized by a patron for "great customer service" and going "over and above" to help her. Kudos to **Peggy Wong, James Moore, Wayne Newsome, and Hoa Tran** for their efforts.
- The Map Center's **Lauren Chen** recently received a note from a user: "You obviously embrace the '**Customer-Driven Principles**' of meeting your customers' needs at the initial point of contact, respecting your customers, acknowledging their needs, and treating them fairly. Your customer service just rocks."
- Several members of the senior computer class at the **Grove Hall Branch** recently expressed their thanks and well wishes for new Parker Hill Branch Librarian **Katrina Morse**: "Katrina taught us with a lot of knowledge and we appreciate her taking the time to teach us. We learned quite a lot. I will miss Katrina and I will go to Parker Hill to see her."
- **Patricia Feeley and Jessy Wheeler**, both in the Social Sciences/Government Information department, received this praise from a patron: "I have **had more success with the BPL than any library** I've ever encountered and that is saying something because all are helpful."

- West Roxbury Branch Adult Services Librarian **Timothy DiPace** received a note from a member of the branch's **Wednesday Morning Book Group**: "I have been in many book groups over the years but your facilitation of the group is impressive. I always leave having learned something new and gained a greater appreciation of the book, even when it wasn't a favorite read. That is the best you can get from a book group."
- The library recently received a review from a **Yelp user**: "Definitely a must-see when you're in Boston. The library is right in the middle of Copley Square and offers free tours once a day, every day. Just check the website for the tour hours and go - no need to reserve. **The library is nothing short of spectacular.**"
- A **Trip Advisor reviewer** gave the BPL a review: "Only at the end of 14 days in beautiful Boston did I venture into this magnificent building. The 'cathedral' architecture is wonderful and the art quite stunning. Grand staircases lead to galleries from which reading and study areas are accessed. It's a building treated with the greatest respect by all who work and study in it and its quite lovely to know that its is free to all who want to enter. There is an exquisite courtyard where readers sat at coffee tables around its perimeter. Free Wi-Fi and a coffee shop make it a wonderful place. **If I lived in Boston I have a feeling this might be my second home.**"
- A big thank you from Jim Meade and Ralph Henry to Senior Building Custodians **Dan Welchlin** and **Eric Banks** for doing an incredible job on the refinishing of the tile **floors at the Roslindale Branch**. It was a difficult task, but Dan and Eric performed above and beyond to get the job done.
- Trainer **Claire O'Toole**, recently taught a Computer for Beginners series at the **Codman Square Branch**: "Thank you for coming out to Codman Square, and thank you for your dedication. We are truly grateful. Keep doing what you are doing."