



Boston Public Library FY16 Accomplishments & FY17 Goals

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Key Accomplishments FY16-FY17

- **Central Library Renovation – Phase One Success and Phase Two Construction.** In February 2016 the Boston Public Library celebrated the first anniversary of the completion of Phase One of the Central Library Renovation. The updates to the second floor of the Johnson building have garnered praise from the public for its new services and spaces, including the new Children’s Library with double the space for children; Teen Central, which features a digital lab for content creation as well as a media lounge and space for homework; and community reading and work spaces for individual and group study. In the first year 1,290 programs have been held in the new Children’s Library and Teen Central. In all, the Central Library in Copley Square welcomed more than 1.5 million patrons and patrons have checked out over 832,000 items since the Central Library Renovation Phase One’s opening.

Work continues on Phase Two of the Central Library Renovation, set to open in summer 2016. This work includes a renovated exterior; landscaping along Boylston and Exeter Streets; a welcoming and transparent entrance; a “Welcome Services” center with digital signage; New & Novel, featuring new books and media; space for BPL’s digital partners; an updated Kirstein Business Library & Innovation Center; a renovated Rabb Lecture Hall; a new updated public computing area; community learning classrooms; a strengthened and accessible connection between the Johnson and McKim buildings as well as an improved loading dock and borrower services layout. Phase Two also includes a 4,500 square foot enterprise retail space which will house The Newsfeed Café, managed by The Catered Affair, and a WGBH News satellite bureau and studio.

- **Transition and Boston Public Library Presidential Search.** Mayor Martin J. Walsh appointed BPL’s Director of Administration and Technology, David Leonard, as Interim President of the BPL following President Amy Ryan’s resignation in June 2015. Leonard’s appointment has enabled a smooth system-wide transition period, with a focus on the completion of Phase Two of the Central Library Renovation and implementation of improvements in Special Collections.

A search for the next BPL President was launched by Mayor Walsh and the BPL Board of Trustees in Fall 2015, including selecting members of the Presidential Search Committee, chaired by John Palfrey, Head of School at Phillips Academy in Andover. In conjunction with Executive Search Firm Spencer Stuart, the Search Committee hosted seven public listening sessions, opportunities for the community to share their thoughts on the qualities they would like to see in the next leader of the BPL. Qualified candidates are expected to be presented to the Board of Trustees later this spring.

Boston Public Library Board of Trustees: New Appointments and Expanded

Fundraising. Mayor Martin J. Walsh appointed BPL Trustee, John Hailer, Interim Chair of the Board in June 2015, following the resignation of Board Chair Jeffrey Rudman. In November 2015 Mayor Walsh appointed two new members to the BPL Board of Trustees, Cheryl Cronin, CEO of Boston Public Market, and Robert Gallery, President of Bank of America Massachusetts. In November Hailer resigned as Interim Chair and the Trustees voted that Gallery serve as the new Board Chair.

City of Boston Corporation Counsel, in consultation with the State Ethics Commission, provided a framework within which BPL Trustees may engage in fundraising activities related to BPL trust accounts and on behalf of BPL affiliates in support of the library.

- **Operational and Financial Assessment by Chrysalis Management.** The Boston Public Library's Operational and Financial Assessment, called for by Mayor Walsh, and conducted by Chrysalis Management, LLC, is an independent operational and financial assessment to identify strengths and weaknesses of the Boston Public Library and to specify both short and long-term practical improvement opportunities. The assessment was completed on May 1, 2015, and identified key areas in BPL operations that need improvement, including: union cooperation, prioritization and accountability, employee performance management, fundraising, and inventory management. Under the leadership of Interim President Leonard a detailed action plan was crafted in response to each deficient area.
- **Branch Facility Investments.** Six branches have active capital projects in planning and/or construction phases:
 - The **Jamaica Plain Branch** groundbreaking took place in September 2015 and is now in its construction phase. The renovations to the building, constructed in 1911, will provide more than a 20% increase in space for the community to read, browse the collection, access computers, attend and host meetings, and participate in programming. The Jamaica Plain Branch is anticipated to reopen in spring 2017.
 - Architecture firm, Utile, Inc, has been selected to provide design services for the **Dudley Branch** renovation project.
 - Early action items identified by the programming study for the **Roslindale Branch** are nearing completion and included installing mechanical shades, as well as interior, and exterior painting.

- The **Faneuil Branch** in Brighton has completed a major programming study following several community meetings. The design study was published in fall 2015.
 - The **Parker Hill Branch** in Mission Hill is undergoing an envelope repair project to address a water infiltration problem.
 - New security cameras were installed at the **South End & West End Branches**.
- **Branch Wi-Fi Upgrades.** BPL completed upgrading its wireless access points at all BPL branch locations, improving speed for users and increasing capacity to handle a greater number of simultaneous connections.
- **Immigrant Information Corners.** Mayor Walsh launched Immigrant Information Corners at the Central Library in Copley Square and the 24 neighborhood branches to provide information about resources and services available to help advance the well-being of the city's immigrant residents. The Immigrant Information Corners are a collaboration between the Mayor's Office for Immigrant Advancement, U.S. Citizenship and Immigration Services, Boston Public Library, the Mayor's Office of Financial Empowerment and community organizations.
- **Digitization work.** In BPL's role as Library for the Commonwealth almost a quarter of a million historic photographs, maps, manuscripts, books, and other artifacts have been added to DigitalCommonwealth.org, a digital repository designed and managed by the BPL. Collections from dozens of libraries, historical societies, museums, and other cultural institutions across the state are now accessible, and over 250 different organizations from over 100 different communities in Massachusetts have applied for the BPL's free digitization services. These collections have reached a nationwide audience through Digital Commonwealth's role as a service hub for the Digital Public Library of America (DPLA). In fall 2015, BPL renewed its partnership commitment with Digital Commonwealth to maintain and expand DigitalCommonwealth.org.
- **Public Service Restructuring at the Central Library.** Public services at the Central Library in Copley Square were restructured in early 2016, mainly in the Reference & Instruction and Collection Development departments, to align more closely with current library service trends and to better and more efficiently serve library patrons. Library services have evolved greatly over the past 10 – 15 years. The BPL's new public service structure will better serve the needs of patrons who seek information and learning in a world where the web has radically changed the way people access information. Successful

union negotiations have allowed for integration of departments and a more streamlined experience for the public.

Special Collections Accomplishments

- **Print Collection Inventory.** BPL announced the results of the Print Department Report, a year-long external review of the BPL Print Collection conducted by Simmons College Professor Dr. Martha Mahard. The report highlighted the need for improved record keeping, primarily of artwork acquired in the latter half of the last century. Upon completion of the project in June 2015, Dr. Mahard was engaged to lead the second phase of the Print Collection improvements, an item-by-item inventory of the BPL's Print Collection. The inventory is expected to be completed in winter 2016.
- **Cabinet Room Cleaning and Collection Move.** The Cabinet Room (Cab Room), the secondary Print Department secure storage area, was identified as an unacceptable long term environment for Print Collection items in Dr. Mahard's report. The BPL contracted with Polygon to clean all materials in the room, and the BPL print staff and print inventory team successfully relocated the thousands of prints to the primary secure and environmentally controlled print stack.
- **Rare Books Department Mold Remediation.** After a serious mold outbreak in the Rare Books Department in 2015, BPL contracted with Polygon to clean the collection. The department was closed to the public for two months to remediate the mold. The library is continuing with plans and work to address the HVAC system needs and ensure a collections environment that will prevent further mold outbreaks.
- **Special Collections Assessment.** In preparation for a full assessment of all special collections at the BPL, staff sorted through paper and electronic files from multiple departments and locations and compiled a master list. The list includes 800 collections and is the crucial first step in order to assess and inventory the special collections throughout the library.
- **Additional Collections of Distinction Named.** 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 three

additional Collections of Distinction: Louis Prang & Company, Nathaniel Bowditch, and Society of Arts and Crafts, Boston Records. There are now 27 Collections of Distinction, which represent the most outstanding, expansive, and renowned of the BPL's collections.

- **Philosophy Panel Preservation.** Work began in January 2016 to preserve artist Pierre Puvis de Chavannes' *Philosophy* panel on the wall of the grand staircase in the McKim building at the Central Library in Copley Square. This cutting-edge restoration work is being led by noted conservator Gianfranco Pocobene.

Programs, Exhibitions, Services Accomplishments

- BPL offered over **11,000 programs** during FY15 and is on track to surpass that number in FY16. Offerings at the Central Library in Copley Square spanned story times to digital learning programs, author talks to yoga classes. Special series included the Lowell Lecture Series, which focused on the American Revolution, and the accompanying system-wide Revolutionary Boston series.
- Branches across the system hosted numerous programs for children, teens, and adults from cooking classes to photography to sewing clubs to reading clubs.
 - The **Lower Mills Branch** worked with Mayor Walsh and the City of Boston's Elderly Commission to host "An Afternoon of Memoirs: True Stories from Dorchester. At the event the writers read their contributions to The Memoir Project, an initiative that published stories of older residents in Boston. The Community Room was filled to capacity and an article detailing the event was published in *The Boston Globe*.
 - The **Egleston Branch** provided library services to the Spencer House, an elder community home, by offering an eight-week computer training class series and a read-aloud book club.
 - The **Dudley Branch** collaborated with GrubStreet on a Creative Writing Workshop for teens.
 - The **South Boston Branch** held their 11th Annual Fall Fair in October 2015. The autumn-themed family-friendly program featured pumpkin decorating, face painting, and a storyteller with more than 150 attendees. The Fair was sponsored by the Friends of the South Boston Branch.

- The **Charlestown Branch** hosted Pulitzer Prize winner and author of "Master Thieves," Stephen Kurkjian, in November 2015 to discuss his novel about the Gardner art heist. More than 120 individuals attended.
- As part of the ***Brown Girl Dreaming*** initiative, celebrated children's and young adult author Jacqueline Woodson, winner of the National Book Award, the Coretta Scott King Award, and a Newbery Honor Medal, visited the **Codman Square, Grove Hall, and Dudley Branches** in November 2015. Leading up to her visit, with support of Bank of America, 500 copies of the book ***Brown Girl Dreaming*** were distributed to Boston school children. BPL locations also held poetry workshops and book discussion groups.
- Through a partnership with the BPL and the Mayor's Office of Arts and Culture, **City of Boston Poet Laureate Danielle Legros Georges** visited the **East Boston Branch, the Mattapan Branch, the Honan-Allston Branch, the Dudley Branch, the Hyde Park Branch, and the Grove Hall Branch** to meet and offer feedback to aspiring and practicing poets.
- 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:
 - *Triumph! Black Military Unsung Heroes* at the **Grove Hall Branch**,
 - *Beyond the Book: Book as Art* at the **Faneuil Branch**,
 - *Dreamy Italian Islands*, paintings by local artist Maria Conte at the **Roslindale Branch**,
 - *Glimpses of The Holy Qur'an: From Antiquity, To The Modern World, And The Digital Age* at the **West End Branch**,
 - *Now You See: A Celebration of Courageous Kids* at the **Connolly Branch**,
 - *The Handel and Haydn Society: Bringing Music to Life for 200 Years* hosted at the **Central Library**, and
 - **The Norman B. Leventhal Map Center** exhibited *Literary Landscapes: Maps from Fiction, Women in Cartography*, and *We Are One: Mapping America's Road from Revolution to Independence*, which welcomed over 100,000 visitors.
- The Central Library also welcomed nearly 11,000 visitors on **Art and Architecture** tours, with 478 tours provided. The library now has 32 active tour guides and is in

the process of training 12 additional guides.

- The **2015 Concerts in the Courtyard** summer program at the Central Library surpassed prior years by hosting 26 concerts with a total attendance of over 5,000 individuals, reflecting a 20% increase over 2014 attendance. Thanks to partnering institutions: Berklee School of Music, Boston Youth Symphony, Handel & Hayden Society, Boston Lyric Opera, and program sponsor Deloitte.
- The Central Library celebrated Saint Patrick's Day with a visit from bestselling Irish author Colm Tóibín, a reading made possible through a partnership with the Consulate General of Ireland. The audience of 200 included Heather Humphreys, Ireland's Minister for Arts, Heritage, and the Gaeltacht, and Consul General Fionnuala Quinlan.
- Teen Central at the Central Library hosted popular young adult author **Sister Souljah** in December 2015. She read from her new book *A Moment of Silence*. To win tickets to see her along with a copy of her book, teens submitted a work of fan fiction based on her novels.
- The library offered all BPL cardholders access to more than 300 free online learning classes from **Gale Courses**, web-based, instructor-led six-week classes for personal and professional development, some with accreditation, and covering topics ranging from project management to guitar playing, from grant writing to programs like Excel and cutting-edge video editing software Final Cut Pro X. In January 2016, 267 BPL card holders enrolled in a Gale Course. BPL cardholders also have free access to **Lynda.com**, an online learning company for business, software, technology, and creative skills with over four thousand courses taught by industry experts.
- The **Readers and Reference Advisory Department** partnered with the Asian American Civic Association (AACA) to facilitate regular visits by the AACA outreach coordinator to library classes and conversation groups so as to inform participants about the programs offered to adult immigrants who speak English as a Second Language.
- The **Social Sciences/Government Information Department** organized 64 programs and classes with a total of 934 participants, including the Local and Family History Lecture Series and a series of genealogy workshops.

- The **Youth Services Department** enhanced the popular **Read Your Way to Fenway** program to make it more inclusive and appealing. As part of the baseball-themed program, nine branches hosted Dan Gutman, author of the *Baseball Card Adventures* series and nine additional branches hosted Matt Tavares, author and illustrator of *Growing Up Pedro*. This year marked the 20th annual Read Your Way to Fenway program, and hosted 453 participants, ages 5-17. More than 1,400 game tickets were distributed to the culminating Red Sox game at Fenway Park. Program sponsors included the Boston Public Library Foundation, the Red Sox Foundation, John Hancock, and Aramark.

- Boston Public Library **secured Iron Mountain as a major sponsor** of its fall 2016 Shakespeare exhibition.

- The Central Library in Copley Square hosted **U.S. Secretary of State John Kerry and U.S. Secretary of Defense Ash Carter** for a meeting with Australian Foreign Minister Julie Bishop and Australian Defense Minister Marise Payne.

- Boston Public Library has had a multitude of press coverage from a variety of sources in 2015 and 2016, and has been featured in **The Boston Globe, Jamaica Plain Gazette, Boston Magazine, Fox 25, WBUR, and Chronicle** to name a few. Stories that have been covered include:
 - The renovation of the Jamaica Plain Branch, covered by the **The Boston Globe and Jamaica Plain News**.
 - The new retail partnership between the BPL, WGBH, and The Catered Affair was covered by **The Boston Globe, Boston.com, and Boston Magazine**.
 - **Fox 25** visited the library's print stack and saw a selection of the library's Special Collections.
 - **Chronicle** discussed how libraries are reinventing themselves in the Digital Age.
 - **Boston Magazine** detailed 14 reasons to love the Boston Public Library.
 - The library held its first ever yoga series at the Central Library, covered by **The Boston Globe and Boston Magazine**.
 - **WBUR and The Boston Globe** highlighted the groundbreaking restoration work of the historic mural of Pierre Puvis de Chavannes at the Central Library.
 - **The Associated Press** covered the BPL's announcement of the Shakespeare Unauthorized exhibition, which garnered more than 270 million impressions.
 - As the search for the next BPL President continues, **The Boston Globe** has been following the process, including writing an editorial about the search.

Technology and Digital Services Accomplishments

- In calendar year 2015, the library circulated **over 1 million digital titles** including e-books and e-audio books.
- BPL added more than 4,200 Instagram followers, growing 78% to 9,700 followers; added more than 4,800 Facebook followers, growing 19% to nearly 30,000; and added 1756 Twitter followers, growing 10% to reach nearly 19,000 total followers.
- The library received funding from the E-RATE program to begin **replacing all network equipment** including switches, UPS, and network racks across all locations including Copley and branches.
- The library upgraded its **telephone system hardware** which will improve call quality and add more features for staff and public.
- **Archive Center Database.** The BPL's database of Archive Center records has now been integrated into the main public access catalog, making available to the public an additional 1.14 million items, such as books, government documents, and serials (periodicals, directories, newspapers, etc.). This data merge is the beginning of a major effort to catalog all materials currently stored in our Archive Center in order to facilitate discovery and access with a simple interface.

Facilities Accomplishments

- The **McKim Storm Drain Replacement project was completed**, replacing a deteriorated storm drain connecting the front of the Central Library's McKim building to Dartmouth Street and across Copley Plaza.
- Work continued on the long-running **Central Library energy improvement** project to improve the library's carbon footprint, lower annual energy costs, and replace inefficient equipment.
- **Improved alert and notification systems** were installed in the Rare Books Department to warn should environmental conditions fluctuate or deviate from defined thresholds.

- **System-wide Safety and Security Audit & Implementation.** In 2015 BPL presented a draft System-wide Safety and Security Plan to the Board of Trustees providing an overview of current library security systems and procedures, and making recommendations for future security requirements. The scope of the recommendations include specific digital systems such as cameras and card key access points, physical measures such as noise alarms, motion detectors, and glass break alarms. Security Cameras were added and Security infrastructure was upgraded at the Central Library through the Security Audit Recommendations Implementation Project.

Partnership Accomplishments

- The Boston Public Library participated in hosting the American Library Association's Midwinter Conference held in Boston in January 2016, welcoming librarians from across the nation to the Central Library in Copley Square for tours and industry discussions.
- In fall 2015 the **Boston Public Library Foundation** hired a new Executive Director, Lisa Bevilaqua. She and the Foundation Board are working closely with BPL Trustees and staff in managing and hosting the **Central Library Renovation Opening Gala and fundraising event** on June 10, 2016, to preview and support programming in the renovated Johnson building. Net proceeds from this event will support the Foundation's *Library Programs Fund*, and will be used where it is needed most: both at the Central Library and the 24 neighborhood branches.
- As a fundraising affiliate of the BPL, the **Library Foundation** provides supplementary funding in support of library programs and special projects. Since the start of FY16, The **Boston Public Library Foundation** has made grants to the BPL totaling **\$825,169**, and is poised to make several more grants before June 30. This funding has provided critical support for children and teen programming, special exhibitions, and adult/community programs, including lectures and concerts: *free* to all.
- There has been continued successful collaboration with the **Associates of the Boston Public Library** providing 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 Shakespeare collection.

- With support from the **Associates of the Boston Public Library and the Yale Class of 1955**, BPL completed cataloging and digitizing the Revolutionary War manuscripts reflected in the 1968 G. K. Hall publication, *Manuscripts of the American Revolution in the Boston Public Library: A Descriptive Catalog*.
- With the support of the **Associates of the Boston Public Library and the Boston Foundation**, the library cataloged and digitized close to 6,500 individual manuscripts from the library's large collection of anti-slavery materials. All of the letters written by William Lloyd Garrison have been cataloged, digitized, and made discoverable online.
- As part of **ConnectEd**, the White House-generated initiative that believes libraries provide crucial resources for closing the achievement gap for children living in poverty, the BPL will visit classrooms in 81 Boston Public Schools to issue library cards to all first graders as well as giving each first grader a copy of Jeanette Winter's *Biblioburro: A True Story from Colombia*.
- The **Norman B. Leventhal Map Center** welcomed more than 100,000 visitors to its free exhibition *We Are One: Mapping America's Road from Revolution to Independence* at the Central Library in Copley Square. *We Are One* explored the tumultuous events that led 13 colonies to forge a new nation and commemorated the 250th anniversary of American colonial resistance to Britain's 1765 Stamp Act, a pivotal moment in the chain of events that led to revolution. The exhibition featured 60 maps and 40 prints, paintings, and objects selected from 20 partner institutions, including the British Library, Library of Congress, and private collectors, telling the story of our nation's founding. In addition the Map Center and the Boston Public Library hosted a variety of lectures and programs related to this time period.
- The **Norman B. Leventhal Map Center** presented the exhibition *Women in Cartography: Five Centuries of Accomplishments*, documenting the transitioning role of women in cartography over the past 500 years, for a 5-month run at the Central Library in Copley Square. The exhibition featured 40 maps, globes, atlases and works of art from the 17th century to the present made by women, and charted the evolution of their role in cartography from engravers in the 16th century to present day designers and creators.

- The map, *Carte Geographique de Nouvelle France*, compiled in 1612 by explorer Samuel de Champlain and believed stolen from the library more than a decade ago, was identified by **Norman B. Leventhal Map Center** curator **Ronald Grim** for sale with an antiques dealer. A third party expert confirmed the map's ownership, and it was returned to the BPL and put on display.

Awards

- **East Boston Branch wins Boston Society of Architect's People's Choice Award.** In January 2016, 1,528 people voted the East Boston Branch of the BPL winner of the Boston Society of Architect's *People's Choice* Award for most beautiful building in Boston. This is the second consecutive year the East Boston Branch has won this honor, the first building to do so.
- **Hearst Foundation Grant.** The Hearst Foundation awarded the Boston Public Library Foundation a grant to support community learning at the BPL, enabling the BPL to offer new learning opportunities and expand current programs so that adult learners in Massachusetts—regardless of age, income level, or ability—gain the essential language, educational, professional, and technological skills they need. This generous grant enables the BPL to expand the number of ESL classes and conversation groups, purchase two excellent online education platforms, extend community reach at the branches via BPL's partnership with the non-profit TechGoesHome program, and translate several pieces of library print collateral into six world languages to better serve multi-lingual BPL patrons.
- **Urban Library Council Innovation Award.** BPL received an Honorable Mention Innovation Award from the Urban Library Council for its Pathway to Reading Sensory Wall in the Central Library's Children's Library. The wall is an interactive feature in ToddleTown, the early literacy area in the BPL's newly renovated Children's Library at the Central Library in Copley Square, engaging children ages zero to three, and children with sensory processing disorders, by building an exploratory environment and promoting brain development. The award was presented during the Council's 2015 Innovations Celebration.
- The library received a **Trip Advisor 2015 Certificate of Excellence**, based upon favorable ratings by Trip Advisor users.

Trustee and Staff Recognition

- A November 2015 **Staff Recognition Ceremony** honored 15 employees with 25 years of service to the BPL.
- **BPL Trustee and State Representative Byron Rushing** was the recipient of the Massachusetts Library Association (MLA) Library Advocacy Award for his continued efforts to increase library funding from the Commonwealth of Massachusetts.
- The New England Archivists honored the BPL's **Digital Services Department**, together with Digital Commonwealth, with its Archival Advocacy Award for the outstanding work the department does in offering free digitization services, as well as their work to provide an online platform enabling users to easily access historical documents from around the state.
- Reference and Readers Advisory Department's staff member **Melissa Theroux** was honored in the "Spotlight section" of the fall 2015 MAHSLIN's (Massachusetts Health Science Library Network) online newsletter.
- **Angela Bonds**, Children's Librarian at the Lower Mills Branch, graduated from The Partnership Inc., a program that develops leadership strategies for a racially and ethnically diverse population.
- Children's Librarian **Cindy Dye**'s short story "The Tale of the Forty Thieves," was published in *The MX Book of New Sherlock Holmes Stories Part I: 1881 to 1889*, the largest ever anthology of new stories about this popular detective.
- **Digital Services Director Tom Blake and former BPL President Amy Ryan** received the Anna Eliot Ticknor Award from the Massachusetts Board of Library Commissioners in recognition of their commitment to universal access to archived collections.

Kudos from the Public

- **Connolly Branch Generalist Librarian Amy Manson** received a note from a library user: "Thank you for all of your help; your presence is the cornerstone to the library."
- A library user expressed that although she is 71 year old, she is still learning thanks to **Dudley Branch Librarian Allen Knight**. With his assistance, she has learned "so many new things in the recent months; he is awesome, patient, encouraging, inspiring, and he is helping me to make great changes in my life."
- A library user complimented **East Boston Branch's Senior Library Assistant Jackie Voce** on her wonderful service: "I'm visually impaired and Jackie spent time with me to help me with the photocopier and was so nice, going above and beyond."
- A community member praised the **Faneuil Branch design team** and the **Faneuil Branch staff**: "I cannot express the wonderful feeling I had at yesterday's meeting on Faneuil's programing study. For that I thank you. The energy in the meeting was palpable, and I so look forward to the future steps of the process."
- **Grove Hall Young Adult Librarian Rebecca Schmelzer** received a note from a Codman Academy staff member: "Thank you and your coworkers for being welcoming and supporting our students at the library today. We've got a ton of great resources and students immediately started digging in when we returned to our school."
- A Twitter user thanked **North End Children's Librarian Jennifer Hawes** for a recent visit: "Thanks so much to @BPLBoston North End Children's librarian for coming to our @BostonSchools #SLPeeps meeting. Lots of great books!"
- **Special Library Assistant Lloyd Harris** received praise from a **Tech Central user**: "Today I made a donation in honor of Lloyd Harris and Tech Central. Mr. Harris is a credit to you (President Ryan) and the library organization."
- **Senior Building Custodian George Welchlin** received thanks "For a great job he has done on clearing the sidewalk of snow. More than one patron has told us that the library's walk and accessibility from the street to the sidewalk is the best along

Centre and Mt. Vernon streets."

- The **Inter Library Loan staff** received a note of thanks for their speedy service: "You are not only terrific at your job, but really, really fast, too. Quite impressive. Many thanks, as always, for the service."
- **Reference Librarians Patricia Feeley and Jessy Wheeler** received a note of thanks for their service: "I am so pleased to express how wonderful Jessy and Patricia were to me. I am very un-smart technically and they were both the absolute best. You are extremely fortunate to have them."
- **Principal Library Assistant Tim Kozlowski** received thanks from a patron for finding an old edition of *The Boston Record*, which was used in the article "The Rocket Richard Riot," published online in *SB Nation*.
- **Reference Librarian Diane Parks** received thanks for finding a patron's photo printed in a local Massachusetts paper in 1970: "Simply amazing. Thank you so much for doing this for me. I gave \$50 to our local food shelter in your name to pay it forward. Thank you again."
- A library visitor thanked **Exhibitions and Outreach Associate and head of art & architecture tours Meg Weeks** and **volunteer tour guide Lee Fernandez**: "I can't tell you just how much we enjoyed this tour. What made it even more special was your tour guide. Not only was he very knowledgeable, but his delivery was both entertaining and humorous. Our group was very large, but he was up to the challenge of keeping us together and seeing that all got to hear him. Thank you for a great tour."
- **Collaborative Services Manager Anna Fahey-Flynn** and **Manager of Reference & Instruction Services Gianna Gifford** received thanks from the ALA student chapter at Simmons College School of Library & Information Science for giving students a recent tour: "Thank you for the tour of the historic McKim building and the recently renovated second floor of the Johnson building. It's great to see how the expansion is already making the library relevant to the community it serves."
- The program committee chair of the New England Music Library Association thanked **Arts Department Reference Librarian Charlotte Kolczynski and Cataloger and Classifier Robert Cunningham** for hosting and touring attendees of the recent New

England Music Library Association meeting at the BPL. She said the highlights of the day were the “chance to (almost) hold a Mozart autograph” and “to peek into the staff sections of another person’s library.”

- A library user complimented **Team Leader of Central Library Children's Services Laura Koenig**: "Bring your kids to meet this truly gifted librarian! She will get your kids excited about reading! Hats off to you, Laura!"
- **Social Sciences Reference Librarian John Devine** received thanks for finding a government document for a library user: "I'm at a loss as to know how to thank you. I can only say frankly, and in acknowledgement of the work you have gone to, that this is just of immense value to me. I guess part of librarianship is sometimes going the extra mile for readers without knowing the consequence; I'm truly grateful and will give due acknowledgement in the book acknowledgements. My heartfelt thanks once again."

FY17 Goals

Leadership:

- **New BPL President.** The Boston Public Library Presidential Search Committee and executive search firm are expected to present finalist candidates for the position of BPL president to the BPL Board of Trustees at the end of FY16. It is anticipated a new BPL president will be selected by the first quarter of FY17. Under a new president, the BPL anticipates potential organizational and strategy changes. Current leadership looks forward to working with the new president to support a smooth transition and institutional stability.

Special Collections:

- **New Positions to support Special Collections.** The library has identified a number of key positions that represent a proposed foundational staffing level and expertise needed to provide the essential care, organization, maintenance, and access to special collections. These new positions within the special collections departments are also a direct response to the 2015 Operational and Financial Assessment by Chrysalis Management, the highly publicized misplaced Dürer and Rembrandt prints, long standing gaps in expertise, capacity, and inadequate oversight. The City is contributing additional funding to support new positions in FY17. In addition, an Associates of the BPL donor has committed to matching all gifts for this work up to \$1 million over the next 5 years, with the goal of contributing an additional \$400,000 in FY17 for new positions in special collections.
- **Intellectual Control.** After a year-long assessment of the print collection, Dr. Martha Mahard developed the procedure for the Print Inventory project and is leading the project with a team of interns from Simmons College. Once the inventory is complete, the library will have for the first time an electronic list of all prints in the collection, complete with the location of all the prints down to the individual shelf. The inventory is projected to wrap up at the end of 2016. After the inventory is complete, work can begin to catalog, digitize, and make more fully accessible to the public the works of art from world renowned artists that span 5 centuries.
- **Environment.** In response to the Rare Books Department mold outbreak in fall 2015, the library has launched a capital project to provide a new dedicated and independent HVAC system. In concert with the City of Boston's Property and Construction Management Department, the library will work with architects and

engineers to develop a preservation quality environment that is necessary to care for the library's priceless treasures and keep them for generations to come.

- **Celebrating Shakespeare.** The library is currently undertaking an extensive planning process to develop a major gallery exhibition commemorating Shakespeare's life, work, and legacy. Scheduled to open October 14, 2016 at the Central Library, *Shakespeare Unauthorized* marks the first major Shakespeare-focused exhibition mounted at BPL. Sponsored by Iron Mountain, it will feature a wide selection of Shakespeare-related materials from the library's special collections to enable visitors to witness and experience these extraordinarily rare and historical objects first hand. A complementary exhibition *Shakespeare's World* is being mounted by the Norman B. Leventhal Map Center.
- **Manuscripts Loan for Collaborative Exhibition.** BPL is providing 36 items for *Beyond Words*, a collaborative exhibition at the McMullen Museum of Art, Boston College; Harvard University's Houghton Library; and the Isabella Stewart Gardner Museum. Featuring illuminated manuscripts from nineteen Boston-area institutions, this series of exhibitions provides a sweeping overview of the history of the book in the Middle Ages and Renaissance, as well as a guide to its production, illumination, functions, and readership.

Library Services:

- **Opening and Animation of Central Library Renovated Spaces.** BPL will open Phase Two of the Central Library Renovation this summer. Planning is underway for programming for all ages to continue the momentum inside the new space following the grand opening.
- **Execution of FY17 Branch Capital Project tasks and JP Branch reopening.** BPL is prepared to move projects identified in the Mayor's capital budget forward, highlights of which include:
 - Opening the \$10 million addition and renovation of the JP Branch in spring 2017.
 - Design activities and commencement of construction at the Dudley Branch
 - Launching the Adams Street Branch programming study
 - Launching Roslindale Branch design process
 - Launching Fields Corner programming study
 - Exploring feasibility of library services in Chinatown
 - Reviewing options for Uphams Corner Branch

- Continue Central Library Renovation Energy Improvements
- Development of a slate of minor branch improvements systemwide

Partnerships and Affiliates:

- **Fundraising.** BPL partners are critical to supporting important programming and strengthening collection work, and strengthening these partnerships and developing an enhanced fundraising strategy will be a focus in FY17.

Boston Public Schools.

- **BPS and BPL.** Strengthening the connection between BPS and BPL will be a top priority, with a focus on implementing key recommendations from the White House ConnectEd program, among a range of other revamped youth services offerings, including extending successful programs developed in the new children's and teen spaces at the Central library to appropriate branches.
- **City of Boston Office of Arts & Culture.** The Library expects to continue its close working relationship with this office and the robust network of partners working on matters of and within the field of Arts & Culture citywide.
- **Statewide.** The library is seeking increased opportunity for collaboration with Statewide partners including: the Massachusetts Board of Library Commissioners, the Massachusetts Library System, Massachusetts Library Association and Digital Commonwealth.

Operations.

- **Operational Challenges.** The library continues to strive for improved performance and accountability within existing capacity constraints across a number of operational departments, including Facilities, Security, Human Resources & Labor Relations.
- **Labor Contracts.** Both of the library's labor contracts expire during 2016 and the library expects to work closely with the City of Boston Office of Labor Relations and Union partners regarding successor contracts.
- The City of Boston Operational and Financial Assessment calls for continued progress into the next fiscal year across a range of departments and issues. The

library will be updating its action plan response to these findings for FY17 and using it to guide activities.