

The Boston Public Library

FY19 Accomplishments + FY20 Goals

Presented to the Boston City Council
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FY19: Overview + Lessons Learned

The FY19 year has represented a period of increasing demand and usage, improvements in spaces and service offerings, and several areas of operational support as well as extensive planning for continued growth and improvement with particular focus on the City's Capital Plan and a new focus on an improved and integrated fundraising strategy with our affiliate partners. Within the near term major capital projects, Parker Hill Branch reopened last summer, Dudley Branch construction is on schedule and both the Adams Street and Roslindale Branches are wrapping up design and moving straight into construction.

Long standing budget challenges stem from the 2001 and 2009 fiscal periods, and while the city budget has continued to provide at least modest increases, state funding through the Library for the Commonwealth Program and other funding lines remains at much lower levels, further complicated by on average lackluster private fundraising.

Simultaneously, libraries in Boston, Massachusetts, and across the country have seen a growing demand for services across a broad portfolio of offerings. Two critical pilot programs were implemented and offered during last year: support for a dedicated full time social worker presence at the Central Library in partnership with Pine Street Inn and the launch of a WIFI Hotspot lending program system wide.

The Library has spent the last three years in a period of renewal. Across the board, we have scrutinized positions, replacing vacant positions which could be better repurposed for the library of the 21st century, while thoughtfully adding positions systemwide that better help us serve our mission.

Operationally, the management team is tasked to assess each function through the lens of public and customer service, review procedures and either update documentation or guidance or encode such procedures where none existed. The Library continues to look at contracted opportunities to ensure contractors are adding value, providing quality service and doing so cost-effectively

The Library is beginning a process to formalize its organizational culture to be focused on principles of execution, efficiency, accountability, and innovation; while remaining driven by a customer service philosophy, principles of diversity, equity, and inclusion, and the spirit of 'free to all.'

In the coming year, the library will continue to leverage strong partners with complementary expertise and capacity to deliver its mission, particularly in the area of supplementary programming. We continue to evaluate demands for service increases and match functions to the right combination of qualitative and quantitative tracking of current services.

Key Accomplishments

Key Accomplishments: Leadership Team + Management

In FY19, the Library made several key new hires: a new Chief Technology Officer, Chief of Communications + Strategy, and Manager of Human Resources and Labor Relations. In addition, the Legal Advisor role is now an in-house position. We have added a Director of Strategic Partnerships, and are in the process of filling three management positions in the Facilities department.

Combined with the hiring of an Executive Director for the new Fund for the Boston Public Library, this is once again a strong management team. Combining a new diversity of experience at other organizations combined with the experience of several long-serving employees, this team is prepared to bring fresh eyes to many areas of library operations and represents an opportunity to review goals and plans for service delivery.

Key Accomplishments: Capital Projects

Branch Renovations

Construction for the \$17.2 million Dudley Branch renovation is past the halfway mark. The branch is scheduled to reopen in early 2020.

The Parker Hill Branch project, consisting of waterproofing, roof repair and window replacement, was completed in July, 2018.

The design phases have been completed for the Adams Street and Roslindale Branches, with construction for both branches slated to begin in early FY20.

A programming and community process is underway for the Fields Corner Branch, while a designer has been selected for the renovation of the Faneuil Branch.

Small refresh projects were completed at the West Roxbury, Lower Mills and South Boston Branches. The design process for a refresh of the South End Branch was completed this year, and those renovations will be completed this fall.

The Jamaica Plain Branch, which underwent a large scale renovation in spring 2017, was awarded the 2018 Boston Preservation Alliance Preservation Alliance Award and the 2018 Boston Society of Architects Interior Architecture and Design Award.

Central Library

The design process and construction preparation for the Rare Books renovation project has been completed, with construction starting shortly. The design for the repair of the Johnson Building Roof and the Deferrari atrium has also been completed, while construction has begun for the Energy Reducing Renew Boston Trust project at the Central Library and several branches.

Key Accomplishments: Development Strategy

The Fund for the Boston Public Library

The Fund for the Boston Public Library was launched in April 2019, to support, sustain, and strengthen the Boston Public Library’s capabilities to provide educational and cultural enrichment free to all. This new fund provides the public with the opportunity to invest in the Library’s mission and to preserve one of Boston’s – and the world’s – premiere public libraries and cultural institutions.

The new leadership of the Fund includes Mary Flynn Meyers, an experienced development professional, who has taken on the role of Executive Director. A Board of Directors for the Fund is also taking shape, and currently includes Jeff Hawkins; Michael Keating; Hannah Grove; Lew Burleigh; and Bob Gallery.

The resources raised by the Fund for the Boston Public Library will focus on four important areas to advance the Library’s mission:

Engaging the Public Through Programming + Active Spaces: The Fund will make possible the continued development, expansion, and improvement of the Library’s high-impact programming and services. This programming will engage, educate, and convene all communities, while energizing the public spaces in BPL facilities.

Improving Technology to Better Serve the Public _____ The Fund will make investments to maintain the BPL's standing as a national leader in library service technology, improving the Library's IT and business systems, increasing access to knowledge through the provision and creation of digital content, and closing the digital divide by providing the public improved access to the kinds of cutting-edge technology that ensure equity.

Restoring and Preserving our History _____ Resources from the Fund will make it possible to complete the restoration of the entire McKim building, bringing to life its underutilized spaces, preserving its historic significance and beauty, and imagining new ways to use these inspirational spaces for the public's benefit.

Caring for the Public's Special Collections _____ The Fund will help ensure the maintenance and care of one the world's most important public collections of art, rare books, maps and other special objects. In doing so, it will make these precious objects, owned by the public, more accessible to patrons today and far into future generations.

New agreements with major affiliate partners

Newly-executed Memoranda of Understanding with our two major affiliates -- The Associates of the Boston Public Library and the Norman B. Leventhal Map and Education Center -- will now govern all shared development and communications strategies. These shared strategies will enable these organizations to speak to the broader philanthropic community with a single message and set of priorities, eliminating the potential for redundancy and confusion. A second tier of activity will seek greater collaboration and coordination with both the Citywide Friends and neighborhood friends groups.

Key Accomplishments: Collections

Inventory completion

The BPL's photography and print inventories have been completed, resulting in electronic records, better organization, and improved archival storage of the rich, expansive collections held by the Print Department.

Toulouse-Lautrec Exhibition and Partnership

The BPL loaned more than 100 Toulouse-Lautrec prints to the Museum of Fine Arts -- the largest loan of its type in the Library's history, and the beginning of what we expect will be an ongoing partnership that will enable the Library to showcase more of its museum-quality collections.

Rare Books Department Renovation Planning

In preparation for a \$16m renovation, the entire Rare Books & Manuscripts collection was moved off-site for storage during the renovation. A temporary department has been set up at the Central Library for staff to continue their work on a limited collection that remains on-site

Staff Restructuring

As part of the ongoing initiative to provide resources and better align the departmental structure responsible for special collections, 10 new and revised positions were fully negotiated and are in the process of being filled. By merging the former Prints and Arts Departments into a new Arts Department, the library will be able to provide better service and promote the wide spectrum of visual materials collections. Staff in this area include a new Manager of the Arts and five additional curators who will specialize in prints, photographs, fine arts, and music.

Key Accomplishments: Public Service

Social Work Outreach

This year, in partnership with the Department of Neighborhood Development and Pine Street Inn, the BPL welcomed a full-time outreach manager embedded at the Central Library in Copley Square, who provides assessment, crisis intervention, and intensive case management services to unsheltered individuals drawn to the spaces and resources of the Boston Public Library.

WiFi Hotspot Lending

BPL has launched a mobile WiFi hotspot lending initiative, expanding free internet access to patrons beyond its 26 public service locations. Hotspots are available to borrow at the Central Library and branches throughout the city; if all hotspots are checked out, adult patrons may place a hold via the online catalog for 21 day loan periods, just like a regular book.

Branches

With the generous investment of the City of Boston, BPL's branches are receiving renovations and seeing their spaces refreshed, resulting in significant traffic and usage. This year, approximately 80 percent of the BPL's programs took place in its branches, while nearly half of the visitors to the BPL came through its branches. In addition, branches account for 70 percent of the system's circulation, and more than half of the computer sessions systemwide.

Digitization

The BPL's focus on equity and access is reflected in the work of its digitization team; this year's major efforts included the full, crowdsourced transcription of more than 4,000 digitized manuscripts and letters from the BPL's antislavery collection, a partnership with UMass Boston to digitize their hip-hop archives, and a new partnership between the BPL, Digital Commonwealth, Harvard University, and the National Archives that will result in the full digitization and free online posting of the Morgan v. Hennigan Boston Public Schools desegregation case file.

FY19 Accomplishments: Collections

Intellectual Control and Custodianship of Special Collections

Photography Inventory

The inventory of the BPL's Photography Collection concluded under the leadership of Dr. Martha Mahard with her team of interns from Simmons University. The photography inventory overlapped with the print inventory, and both projects resulted in electronic records, better organization, and improved archival storage of the rich and expansive collections held by the Print Department.

The BPL's collection of 1.3 million prints, drawings, and photographs ranks among the top twenty major museum print collections in the world by numbers alone. The collection includes priceless, museum-quality works of art and archival collections of exceptional documentary value.

Manuscripts and Music

In preparation for a \$15.7 million capital project to address environmental and mechanical improvements in the department, two more significant inventories were completed in FY19.

Staff completed a box-level inventory of the estimated 1 million manuscripts in the Rare Books & Manuscripts collection and nearly 30,000 of the most rare and valuable items in the music collection. A significant amount of the scores, books, and manuscripts of the music collection will be transferred to the Rare Books & Manuscripts collection and moved into the new department after the renovation is complete.

Renovation of Rare Books Department

In FY19, the Library completed the design phase for the \$15.7 million renovation of the Rare Books Department at the Central Library in Copley Square and anticipate construction to begin this summer. In preparation for the renovation, the entire Rare Books & Manuscripts collection was moved off-site for storage during the renovation. A temporary department was set up at the Central Library for staff to continue their work on a limited collection still on-site. Additionally, the library's space at the City of Boston Archival Center was rearranged and organized to accommodate over 250,000 books from the research collection that are being displaced by the renovation.

Partnership with Museum of Fine Arts, Boston for Toulouse-Lautrec Exhibition

The MFA and BPL collaborated on a 200-work exhibition of the 19th century French artist Henri de Toulouse-Lautrec. The exhibition, titled Toulouse-Lautrec and the Stars of Paris, featured over 80 of the BPL's more than 350 works by Toulouse-Lautrec. BPL cardholders will receive free admission to the MFA in the month of June to explore and enjoy the exhibition.

In preparation for this exhibition, BPL's complete collection of Toulouse-Lautrec was digitized and nine oversized posters received extensive conservation treatment, funded by the MFA and the Associates of the Boston Public Library. Four of these posters will be on display in the Central Library in Copley Square.

OverDrive Statewide Lending

In FY19, the BPL joined with the 6 other library networks across the state to provide reciprocal borrowing of OverDrive ebooks and audiobooks to every resident of the Commonwealth. Through this new program, BPL patrons are able to borrow ebooks and audiobooks directly from member libraries, thus increasing their selection and decreasing wait times.

Reorganization of collection storage

The BPL's secondary storage room (known as the pallet room) at the City of Boston Archival Center has held collections in flux for the last several years due to various ongoing projects. In FY19, staff converted the room from palletized storage to a functioning, organized collection storage space. Administrative records were rehoused from cabinets to boxes and shelves were built to accommodate collections displaced from the Central Library.

FY19 Accomplishments: Programs, Exhibitions, + Library Services

Boston Artist in Residence

The BPL partnered with the City of Boston's Artist-in-Residence program for an installation of banners hung throughout the BPL system. The selected artist, Steve Locke, describes the project as a "love letter to a library." The text of the banners, "I Remember Everything You Taught Me Here," encouraged viewers to (re)engage with the library as a site of learning, discourse, and memory.

Notable Women

The Boston Public Library's 2018 Lowell Lecture Series featured prominent activists, curators, poets, and writers who are all women of note in today's world. Speakers ranged from Cherrie Moraga, Chicana writer, feminist activist, poet, essayist, and playwright to the Greenidge Sisters: Kaitlyn, Kerri and Kirstein, who presented their "FEM Tour," seeking to identify and explore sites and places connected to women's history across the country. The series was capped by Angela Davis whose activism and scholarship has been deeply involved in movements for social justice around the world.

This popular annual lecture series is made possible with the generous sponsorship of the Lowell Institute. Founded in 1836 with a mission to inform the populace regardless of gender, race, or economic status, the Lowell Institute has reached thousands of Boston-area residents by sponsoring free public lectures and other educational programs.

Adult Programs at the Central Library

Hip-Hop Series

This year, the BPL completed a unique, NEH grant-funded collaboration with UMASS Boston's MASS Hip-Hop Archive. Programing consisted of a "Mass Memories Roadshow: Hip Hop Edition" digitization day at the Boston Public Library, along with four additional programs highlighting the original elements of hip hop.

Public Conversations

Bank of America funded a new civic engagement series called “The Public Conversation” where BPL’s president David Leonard interviewed and moderated conversations with various thought leaders, activists, and curators.

Living Room Conversations

Another new civic engagement series was launched entitled “Living Room Conversations.” This is a monthly program that serves as a conversational bridge across issues that divide and separate us. The conversations are facilitated and provide an easy structure for engaging in friendly yet meaningful conversation with those with whom we may not agree. They build listening skills, compassion, and highlight common ground and the importance of civil dialog.

Program Partnerships

This year, the Library streamlined the community partnership proposal process through which we consider applications from organizations proposing series of programming.

In this fiscal year, highlights of partnerships included: GrubStreet, Eureka Ensemble, Boston Lyric Opera, Company One Theatre, Boston Philharmonic, the Readable Feast, World Boston, and Boston’s Stonewall Anniversary Committee, among others.

Research Services

New Health & Human Services Research Specialist

A Health & Human Services Research Specialist joined the department this year; the Library created this new position in response to shifting community needs. Her outreach has included many partnerships with state and local City agencies and nonprofit organizations, including: Pine Street Inn’s Men’s and Women’s Shelters, the Women’s Lunch Place, and Ethos (senior services organization). She coordinated a public health fair at the Central Library, with representatives from more than twenty organizations and agencies.

Live chat for Research Services

Our Research Services team provides online reference service to the public via email. This year, the Library migrated this service to a web platform that will also allow real-time chat with reference librarians. This transition allows for searchable FAQs, better quality control and has substantially improved analytics.

Genealogy

The Library has hired a new genealogy specialist, who has revived the very popular genealogy classes at the Central Library in Copley Square, assisted in the planning of the Local Family History series with genealogy speakers, and has assisted with genealogy reference appointments.

Book a Librarian

Research Services Department also began offering a new “Book A Librarian” service, which allows patrons to make one-on-one appointments with a reference librarian for complex inquiries. To date, Research Services has received 56 requests for appointments.

Kirstein Business Library & Innovation Center (KBLIC)

This year, KBLIC has focused on Workforce Development, Financial Literacy, Technology Education, and Entrepreneurship and Small Business Development. These efforts involved programming, staff instruction, partnership solicitation and community outreach. In all, KBLIC provided more than 190 programs to more than 1,400 participating patrons.

Workforce Development

Career Series: Kirstein hosted job search instructor Joyce Mandel for a six-part Career Series, with topics including Job Search, Resume Writing, Cover Letters, Interview, and Networking.

Salary Negotiation for Women: Kirstein hosts the American Association of University Women (AAUW) for a monthly salary negotiation workshop; in FY19 KBLIC 10 workshops with over 170 patrons attending.

Job Workshop for People on the Spectrum: Kirstein and Research Services will be hosting this joint event in April, 2019.

Community outreach: In addition, KBLIC staff host community outreach events, including resume drop-in hours at the Chinatown branch

Financial Literacy

Money Smart Week: In April 2019, KBLIC offered a slate of financial literacy programs on topics such as Make Your Money Matter, Investing for Retirement, Understanding Credit Reports, Jumpstart Your Financial Future, Manage Financial Records, Salary Negotiation, in partnership with the Babson Financial Literacy Program; CFA Society of Boston; the Roxbury Center for Financial Empowerment, and the American Association of University Women (AAUW)

America Saves Community Table Outreach: Kirstein has also staffed community tables at City Hall and Dudley Square Bolling Building events

Free Tax Preparation: In cooperation with Volunteer Income Tax Assistance (VITA), Kirstein hosts tax preparation sessions twice a week.

Technology Education

KBLIC's Adult Technology Librarian has conducted more than 30 software design workshops, assisting over 150 patrons with skills including Design Software Instruction: GarageBand, Photoshop, Illustrator, Final Cut, Blender, iMovie Sketchup, Pixlr, InDesign, and hosting weekly Production Design Drop-ins. In FY19, KBLIC completed more than 180 3D print jobs for patrons.

Entrepreneurship and Small Business Development

Partnership with Goodwin: KBLIC continued to build on its partnership with the law firm Goodwin, to provide monthly workshops on topics such as Capital Finance, Legal Basics of Music Collaboration, and "For-Profit or Not." Goodwin has started providing half-hour one-on-one office appointments in KBLIC to assist small business owners on topics such as Corporations and other entities; Intellectual Property; Commercial Lease; Contract Law; and Debt/Loans (third Wednesdays of the month 5-8p)

SCORE Boston: KBLIC hosts Small Business workshops once each month on a variety of topics of interest to small business owners and entrepreneurs; offers one-on-one small business mentoring twice weekly

New partnership with Bank of America: Beginning in May 2019, we will be offering a multi-part series hosted by Bank of America on Growing Your Business.

USPTO Patent & Trademark Resource Center: This year, Kirstein became a Patent, Trademark Resource Center to educate patrons interested in learning about Intellectual Property. This designation involves offering workshops and reference assistance for inventors and those seeking guidance on registering a patent, trademark, or copyright.

Candid (FKA Foundation Center): As a Funding Information Network Partner, we continue to provide nonprofits and individuals guidance on ways to seek foundation funding for their projects.

KBLIC in the Community: Kirstein staff provides quarterly Business Market Research Workshops for entrepreneurs at CWE's downtown Boston location. In addition, Kirstein staffed a BPL table at Dudley Square Bolling Building to educate small business contractors on library resources, and participated in a HUBWeek panel with SCORE

Adult Public Instruction

The Public Instruction team has stepped up outreach efforts to reach those most in need of assistance particularly with digital literacy. Tech Goes Home was a hugely successful program this year, and a new offering, Career Online High School, gives adults the opportunity to earn an accredited high school diploma.

The Public instruction department has collaborated with the Kirstein Business Library & Innovation Center and the ASA College Planning & Career Center to provide assistance around workforce development, and have kicked off a Civic Engagement series entitled Library Conversations.

Instruction Services

Instruction Services continued to strengthen and cultivate relationships with outside community partners, such as Right Start, YearUp, America Works, Tech Goes Home, Peer 2 Peer University, The MBTA/RIDE program, the Substance Abuse Hotline, and the Office of Returning Citizens. This outreach helps BPL reach more vulnerable populations where we can help them achieve their goals to become more digitally savvy for personal and professional growth.

Class offerings have expanded across the branches, with a focus on meeting a variety of needs for patrons; in particular, building and strengthening the digital skills required by today's employers.

In addition, BPL has also offered more advanced level classes in JavaScript/HTML, website development, Microsoft Applications, and is further exploring options for blended online and in-person learning.

As of March 2019, the department is now a full staff of three; and for the first time ever we are able to offer classes, workshops, and one-on-one assistance in Spanish; a major accomplishment.

Tech Goes Home

BPL graduated a record number of adults who took Tech Goes Home courses across BPL locations. Between March 2018 and March 2019, 217 learners graduated and each were able to purchase a Google Chromebook for \$50. Not only did participants and instructors enjoy the classes and getting to know many members of the community over the course of the sessions, but so many patrons have come back to the libraries to express how much having a laptop has made an impact in their lives as well as with the tools and resources they have now learned to be successful in such a digitally-driven era.

Career Online High School

Earlier this year, the BPL started to offer Career Online High School, which gives adults ages 19+ an opportunity to earn an accredited high school diploma and career certificate through a fully online program. To date, four students have enrolled in the program; they are on track to graduate within the next 18 months.

Community Learning Center

The Community Learning Center has re-started its genealogy and family history-related classes and workshops, in partnering with BPL's Genealogy Specialist, several librarians from Research Services, and colleagues from the Norman B. Leventhal Map and Education Center at the Boston Public Library.

Adult Literacy and Citizenship

The Adult Literacy team has expanded with the addition of a Literacy Instructor. She has kicked off several new educational offerings including a 10 week TOEFL Preparation class for approximately 20 students.

The department has continued to provide ESL Conversation Groups, ESL classes and additional adult educational offerings; in addition, the Adult Literacy Team hosted a Naturalization Ceremony for 90 new citizens and connected them to resources to register to vote, apply for a passport, and sign up for a free membership with the MFA; hosted a USCIS training session for 90 Citizenship educators; partnered with the BPL's Children's Department to offer a Family ESL Conversation Group; and is partnering with St. Mark's Community Education Program to offer citizenship classes at 5 branch libraries this year.

Youth Services

Partnership with DYS

There are a total of four librarians that are involved in the BPL and DYS partnership. For the 2018-2019 (as of March 2019) school year, a total of 10 library cards were issued; during their visits, teens in the seven units in Department of Youth Services checked out a total of 336 books to 286 teens. While books are generally checked out for pleasure reading, some teens have been requesting texts featuring educational and/or trade topics.

Homework Help

As of March 2019 a total of 4,614 students in Boston have received Homework Help through this program, with two months still left to reach additional students. The program is offered at 18 locations and has hired a total of 50 high school students as mentors.

Systemwide Programs

In honor of Hispanic Heritage Month 12, branches received programming from 123 Andrés.

Afterschool Block Programming was offered this year, with weekly workshops at branches for children and teens. Programs were run by the Eliot School of Fine and Applied Arts, Cooking with Miss Debbie, and Boston Society of Architects, and also offered monthly storytimes led by the Boston Ballet and Drag Queen Story Hour.

Vacation Week programming was robust this year. Thanks to a generous donation from the Highland Street Foundation, the Library was able to offer an array of programming during February Vacation week, including performances from the Boston Lyric Opera, Mike the Bubble Man and Caravan Puppets.

April Vacation week programming was partly paid for by the M&T Foundation, who also sponsored programming partnerships with the Museum of Fine Arts and the Toulouse-Lautrec exhibition. The MFA provided printmaking programs for children at four locations.

Outreach Efforts

In January 2019, Youth Services welcomed a new Youth Outreach Librarian, who will provide outreach to many past partners, including South Cove Community Health Center Early Intervention Program, Floating Hospital for Children at Tufts Medical Center and Boston Children's Hospital: Young Parents Program Clinic, two to three times a month. A total of 126 children and their families were provided programming through these outreach opportunities.

Outreach took place at Family Skate Night at Chez Vous, sponsored by BCYF, Library Legislative Day at the State House, and at City Hall through their Right Start Program.

Children's Library

Overview

To date, the Children's Library has offered 952 programs for children ages 0-12 and their caregivers, with 42,685 patrons attending programs. We anticipate offering about 323 programs in the final quarter for a total of 1275 programs for children ages 0-12 in this fiscal year. Early literacy typically makes up about one third of programming, one third is geared toward school-age children with extended programming for this age range during summers and vacation weeks, and one third is family programming for a wider range of ages.

Summer and vacation week programming

Special summer and vacation week programming this year focused on creative arts education and STEAM, and highlights included a series of ukulele workshops, a writing club led by local author Susan Tan, puppet building classes with the Puppeteer's Collective, a Family Build engineering programs, visits from Northeastern University's Society of Women Engineers, and a Science Rocks series of hands-on experiments.

Diversity in the Children's Library

We continue to work on diversifying programming in the Children's Library.

Art Explorers: For librarian-led programs like our weekly Art Explorers, where librarians create process-based activities to help kids explore art and artists from a wide range of backgrounds, we work to include diverse representation in our choices.

Some standout projects this year included clay art based on Mexican book illustrator Yuyi Morales, paper marbling based on the work of African-American artist Ekua Holmes, folk art based on the bottles villages of Grandma Prisbey, building designs based on Iraqi-British architect Zaha Hadid, and flags based on Pride Flag designer Gilbert Baker.

Performances: The Children’s Library also introduces children to performers from many backgrounds, including monthly storytime with Drag Kings and Queens; a visit from Boston Carnival Village, celebrating Boston’s Caribbean Parades and Carnivals; several social justice programs with Wee the People; a bilingual concert with 123 Andres; performances from Chinese dance troupe Chu Ling and Indian dance troupe Triveni; and author visits from Susan Tan, Francie Latour, Shaina Lu, Grace Lin, and Raul III.

Bilingual efforts: This year, the Children’s Library has continued to focus on expanding bilingual programming and programming in support of English Language Learning families, including Spanish/English programs with partner Pine Village Preschool; quarterly bilingual storytimes with the Wôpanâak Language Reclamation Project; English/Mandarin storytimes with several partners; and our new Family Conversation Circles for English Language Learners in collaboration with the Literacy Services Department.

Partnerships: We have continued our successful partnerships with the New England Aquarium, the John Quincy School Orchestra, and MIT’s Public Library Exchange program. The Children’s Library strengthened our ongoing partnership with the Boston Book Festival by offering a series of programs leading up to the Festival that highlighted the work of authors and illustrators who were featured. We also built partnerships with Wondermore to host visiting authors both in the library and in local schools.

Caregiver Engagement

As part of our strong focus on early literacy, engagement with parents and caregivers has been a major focus of the Children’s Library this year.

Tip of the week: Each week, the Children’s Library chooses choosing one tip or practice that caregivers can use to build pre-reading skills with their young children, and integrates that tip into every early literacy program during the week. By focusing on one message each week, our messaging is stronger and we are better able as a team to make sure that we are all including a variety of caregiver messages.

Caregiver Education: The Children's Library encourages caregiver education by bringing in outside organizations for tabling or caregiver-focused programs, which this year ranged from information on nursing and infant nutrition, to messaging about water safety for very young children, to programs on communication and learning baby sign language.

Lactation space: To create a more welcoming space for families we listened to requests from caregiver and created a private nursing and pumping room in the Children's Library. We have had a very positive response from caregivers who prefer a quiet, private area for nursing and pumping.

Other Projects

So far in FY19 the Children's Library has worked with 42 different schools and community groups inside the library, and provided outreach visits to 11 different schools and community groups. Outreach highlights included new ongoing outreach to St. Stephens afterschool program, where we are leading a monthly social-justice based book group for tweens, and regularly monthly story times at Horizons for Homeless Children.

Highlights inside the library included a visit from 300 students from the Quincy and Blackstone schools, who joined us to hear Grace Lin read her book and talk about Chinese New Year, and working with the Nazzaro Community Center to offer weekly hands-on programs for their tween group.

The Children's Library hosted a month-long visit from Austrian Librarian Martina Lammel, who was here as part of an exchange program between the American Library Association and the Austrian Library Association. Martina observed programs, met with staff from many departments and branches, visited other local libraries, and brought home new ideas for Austrian librarians working with children.

Two children's librarians completed the training to be BPL Art and Architecture tour guides this year, completing the first major step toward our goal of offering family-friendly tours of the library. We are currently designing a tour for school groups in grades K-5, which we have tried out on several local schools. In this coming year we intend to train several other tour guides to work with school groups of younger students, and to use our lessons learned to design public family tours.

Teen Central

This year, Teen Central saw more than 33,000 teens, who checked out more than 21,000 video games and laptops. Teen Central also welcomed visits from 70 different middle and high schools around Boston and Massachusetts.

Teen Central has expanded its partnership with outreach partners. The library now provides services to not only the Department of Youth Services and the McKinley School but also to Youth On Fire (drop-in center for homeless and street-involved youth, ages 14-24) Bridge Over Troubled Waters (shelter and services for teens who are homeless) and Succeed Boston (counseling and intervention center for Boston Public Schools students)

Neighborhood Services

With ongoing capital investments enabling new designs and renovations, neighborhood services staff have been thinking carefully and creatively about how to enhance the branch libraries' positions as the hearts of their communities, with new staff, new programs, and new energy. Below we have included one highlight from each branch:

Connolly Branch: As part of Latinx Heritage Month, in October the branch and the Hyde Square Task force held their 3rd annual Story Walk. Families were invited to stroll down Centre Street reading the pages of the picture book *Maybe Something Beautiful: How Art Transformed a Neighborhood* by F. Isabel Campoy, Theresa Howell; illustrated by Rafael López. In addition, responding to community demand, Children's Librarian Sujei Lugo began offering a Hora de Bebés: Spanish Language Playgroup for Babies. The program features songs, games and stories en español. The program is held bi-weekly and is particularly well attended.

Egleston Square Branch: Kids Cook programs have grown in frequency and popularity, requiring parental assistance to help meet the demand. Kids are now expecting and looking forward to them, and even suggest recipes they would like to see in the future; in addition, the Homework Help program at this branch routinely attracts the highest participation levels in the system.

Hyde Park Branch: The branch has been hosting monthly sessions of Story Time with the Boston Ballet, where two cast members from the Boston Ballet read aloud a story from the ballet and coach children in simple ballet moves to

lead a group dance. Typically children get to see props such as costumes or still pictures used in the actual performances.

Jamaica Plain Branch: Children's programming is particularly successful, with weekly story times attended by more than 150 children per week. The branch also features an after-school Kids' Club program for children age five and up, three homeschool book discussion groups for students ages 6-11, and a Creative Library Drama program for children ages 7-12. In addition, Northeastern students arrive at 10am on Saturdays to offer STEM programs for children in fourth to eighth grades.

In addition, the JP Branch continues to offer 3d printing help for all ages, and plans to offer more classes about using the Adobe and Apple software in our Maker Space which is currently used and enjoyed by a variety of people.

Mattapan Branch: Program highlights include a Creole Class and an ESL conversation class, facilitated by trained staff. Saturday morning computer classes are sometimes offered in French, as a large percentage of participants speak either French or Creole. The branch also partnered with Project Bread which gave out free lunches and snacks to children and teens this past summer. The branch also plans to partner again this summer.

Roslindale Branch: Roslindale Branch Friend Laura Gang has initiated a series of Maker Programs, in partnership with Roslindale resident Cora Carey, an engineering teacher with four Boston Public Schools. Activities included repurposing candy tins, building game controllers, balloon rockets, marble roller coasters, Lego constructions and creating bookmarks. The Roslindale branch is scheduled to close for an 18 month renovation on August 31, 2019, and staff are working on ensuring that programs continue in other locations during closure.

West Roxbury Branch: The Lecture Hall renovation has transformed the branch with new AV equipment, new furniture, flooring, a fresh coat of paint and window treatments. Staff are active in outreach activities to community partners, including the patrons at Hebrew Rehab; booktalks with seniors at Deutsche Altenheim, and visits from Bibliocycle at events in the community

East Boston Branch: The East Boston Branch became a site for Summer Eats, the federally funded free lunch program for children and teens, which was helpful not only to the teens and children who spend the whole day at the library, but also to a teen summer employment group who were stationed in East Boston. In February, Librarian Jenna Collins started an intermediate English Class at East

Boston, an important addition to the two conversation groups held at the branch, as many of the more intensive English classes offered at other organizations in East Boston have long waiting lists

Fields Corner: Fields Corner began a partnership with Boston Baroque in February of 2018, bringing highlights of Vivaldi's "Four Seasons" and an instrument petting zoo to Dorchester through their "Classics for Kids" outreach program -- which includes a harpsichord that needs to be brought in and tuned prior to the normal branch hours! Attendance is high through the branch's connections to schools, Countdown to Kindergarten, and the Dorchester Family Engagement Network.

Grove Hall: The Grove Hall Branch has been the host site for the monthly Louis D. Brown Peace Institute Provider Breakfast, which attracts people from across the city and region who are involved in providing a variety of social services in their communities. This past year, the branch has also been hosting Comics in Color. CiC is a program that focuses on comics for by and about people of color in order to support artists of color and to give young people of color a chance to see themselves in the genre.

We have continued our collaboration with two tech programs geared towards children and teens. Bits and Bots and Girls Who Code. Both of these programs introduce and immerse children and teens in the world of coding and robotics.

South Boston: In September, entering freshmen at Boston University visited for a STEAM festival, where children were able to participate in stamping and printing, coding with Ozobots, and painting with a variety of found objects. The branch also held a special event for September's National Recovery Month: Maureen Cavanagh came to the South Boston Branch to discuss her new memoir *If You Love Me: A Mother's Journey Through Her Daughter's Opioid Addiction*. Social workers were also on hand to discuss recovery options in the area. This event was presented in collaboration with the Boston Public Health Commission.

Lower Mills: Lower Mills hosted a huge pumpkin carving event on October 27, with donations of pumpkins from Cedar Grove Gardens and candy donations from local businesses.

Brighton: The branch hosts year round free tax preparation for seniors and anyone making less than \$80,000 annually. While the process serves hundreds of residents, it also increases foot traffic, circulation, and computer and print usage.

In addition, for the first time this year, DCF requested space on the first Friday of every month in the community room to recruit new foster parents. Happily, there were several good matches from these activities.

Faneuil: Animal World presented their interactive animal show to over 75 kids and adults, which included a sugar glider, a giant frog, and a hissing cockroach. After they introduced the animals and discussed their behaviors, the kids were able to come up and touch them. In addition, the 57 Readers and Writers, a local Brighton writing group, has held a public reading of their newest works twice a year at the Faneuil Branch Library for more than 15 years.

South End: The South End's Library Park was renovated this year, which the staff and patrons appreciate very much. For the current fiscal year, the South End Branch is most proud to have offered many local residents free tax preparation for the 2019 filing, a team effort between library staff administering the program and volunteer preparers that served hundreds of patrons for the season.

North End: The North End branch served a packed house for Stephanie Schorow's 1/16/19 talk about her book *The Crime of the Century: How the Brink's Robbers Stole Millions and the Hearts of Boston*. Weekly Friday Films with Emerson Professor Barry Marshall have been very popular, combining a screening with a lecture from him contextualizing and analyzing the film. The Friends of North End Library's Books in Bloom program this April brought spectacular floral arrangements into the branch to celebrate the season with a literary theme.

Chinatown: Opened in February 2018, the new Chinatown branch has been offering increased programming for adults. Highlights include the Tech Goes Home program, which teaches essential technology skills and provides participants with a laptop at reduced cost, a loyal group of participants for the ESL program, and a yoga program. The branch also welcomed a new Branch Librarian, Yan Wang.

West End: The West End won the Boston Reads One Million Minutes, with a total of 397,324 minutes -- a 150,000 point lead over Connolly. At all summer reading programs this year, parents and kids filled out their minutes, while also receiving a free book.

Upham's Corner: In one year, Children's Librarian Debbie Foley saw 3475 students in 178 classes between going to the schools and classes coming to the library; between September and December the branch made library cards for at least two classes a week. By the end of the year, the branch had made a card for almost every student in grades K through 3 at the six elementary schools in the area, which included both public, charter and private schools.

FY19 Accomplishments: Information Technology + Digital Services

Information Technology Services

Key Vacancy Filled

BPL welcomed Kurt Mansperger as its new Chief Technology Officer. Kurt will lead the IT Department and advise the institution on its technology strategy.

Equipment Refresh

All of the Library's PC's and laptops for public and staff have been refreshed, including brand new equipment at 10 branches, which comprises 174 desktops and 56 laptops, as well as new Xerox multifunction copiers, which has been deployed across all locations.

WiFi HotSpot Lending

BPL piloted its WiFi Hot Spot lending program, sending 210 units into the field. We are currently evaluating the program and considering extending in the future.

HappOMeter Survey

BPL installed HappOMeter tablets at key locations, as a new way to receive feedback on programs patrons have attended or their overall experience visiting the library. They are positioned at the Johnson's Welcome Desk, McKim's front desk, and in the Jamaica Plain branch. As a security measure, these tablets are in a locked case along with software that limits access to only the survey.

Braille Printer

A braille printer has been re-introduced Tech Central. This is an accessibility printer that was taken out of service several years ago.

Digitization Services

Anti-Slavery collection transcription

Nearly 4,600 volunteers from around the world have participated in the full transcription of more than 4,000 digitized manuscripts and letters from the BPL's antislavery collection.

Desegregation case

A partnership was forged between the BPL, Digital Commonwealth, Harvard University, and the National Archives that will result in the full digitization and free online posting of the Morgan v. Hennigan BPS desegregation case file.

Red Sox project

A complete set of Red Sox yearbooks and media guides from their archives were digitized through the Library for the Commonwealth program and are now freely available at archive.org.

Inventory software

A new inventory and space management software system was launched at the offsite storage facility in West Roxbury; the system is currently tracking more than 1.2 million items.

FY19 Accomplishments: Facilities

Branch renovations

The \$14.7 million Dudley Branch renovation is underway, and the branch will reopen in early 2020. The Parker Hill Branch in Mission Hill reopened in July, and design phases have been completed for both the Adams Street and Roslindale branches.

A programming and community process is underway for the Fields Corner Branch, while a designer has been chosen for the Faneuil Branch.

At the West Roxbury Branch, renovation of the community room is now complete, while construction for the refresh project at the Lower Mills Branch has begun.

BPL has also completed the bidding process for the refresh of the exterior courtyard at the South Boston Branch, as well as completing plans for the South End Branch refresh project.

Central Library

The design process and construction preparation for the Rare Books Renovation project are now complete, while the design of the Johnson Building Roof project has also been completed. In addition, construction has begun for the Energy Reducing Renew Boston Trust project at the Central Library and several branches.

FY19 Accomplishments: Press Coverage

In FY19, the Boston Public Library received press coverage on topics ranging from our work to address digital inequity in the City of Boston to our high-profile art partnership with the Museum of Fine Arts. A representative sample of press coverage is listed below.

[Government Technology Magazine: Boston Public Library Takes Aim at the Digital Divide with New Pilot](#)

As part of the City's efforts to increase Internet access, this new pilot program allows Boston residents to borrow Wi-Fi hotspots from the Boston Public Library. This one-year pilot program, funded by a \$100,000 grant from Verizon, makes 200 Wi-Fi hotspots available.

(Also covered in [Boston Herald](#), [Boston Magazine](#).)

[Boston Globe: Boston Public Library partners with Museum of Fine Arts in new exhibition](#)

The Boston Public Library and the Museum of Fine Arts partnered on an exhibition in the MFA's Ann and Graham Gund Gallery, entitled, "Toulouse-Lautrec and the Stars of Paris," which features more than 200 works by Henri de Toulouse-Lautrec, about half of which are from our collection.

(Also covered in [Boston Magazine](#), [NorthShore Magazine](#), [Boston.com](#).)

[Bay State Banner: Bringing literacy to life](#)

In celebration of Latinx Heritage Month, the Connolly Branch of the Boston Public Library and the Hyde Square Task Force partnered to create an interactive story walk in Jamaica Plain's Latin Quarter.

[WBUR: Created By Immigrants, 10 Films Highlight The New Immigrant And Refugee Experience](#)

Ten films, produced for the Community Supported Film's New Immigrant and Refugee Visions in Film program, premiered at the Boston Public Library this spring. All ten films were created by immigrants and shed light on the experience of new immigrants and refugees.

[WGBH: Dorchester Group Expands To Help More Reach U.S. Citizenship](#)

On Saturdays at the Fields Corner Branch of the Boston Public Library, the children's reading section transforms into a burbling adult learning center designed to prepare students for the U.S. naturalization exam.

[Boston.com: These were the most borrowed books from the Boston Public Library](#)

The Boston Public Library released its list of the 10 most frequently borrowed books for 2018, with *Little Fires Everywhere* by Celeste Ng claiming the top spot.

[Boston Globe: Boston Public Library president's office takes a page from history](#)

David Leonard, who was appointed President of the Boston Public Library in 2016, provides a peek inside in his historic McKim Building office.

[Bay State Banner: Art project asks public for 'Love Letters to a Library'](#)

The Boston Public Library partnered with the Mayor's Office of Arts and Culture and City of Boston Artist-in-Residence Steve Locke for a public art project called "Love Letter to a Library." The collaboration encourages viewers to engage with libraries as sites of learning, discourse, and memory.

[Exhale Lifestyle Magazine: Boston Public Library Resources You May Not Know About](#)

The Boston Public Library has more to offer than books and grand architecture: Wi-Fi hotspots, career development workshops, customized reading lists, cafes, Art and Architecture Tours, lectures and author talks, and access impressive archives collection.

[Boston Globe: You can now grab a fancy cocktail at the Boston Public Library](#)

The Boston Public Library in Copley Square opened its revamped Map Room cafe as a tea lounge, complete with bar seating and specialty drinks wittily named after literary greats. (Also covered in [Eater Boston](#), [NECN](#), [Boston.com](#), [MassLive.com](#).)

[Brides.com: A Classic, Black-Tie Wedding at the Boston Public Library](#)

On July 21, 2018, Bridget Quirk and Jason Patsio tied the knot at the Boston Public Library. The couple embraced the style and beauty of the Library and worked with our exclusive catering partner, A Catered Affair, to design a black-tie wedding fit for the classic venue.

FY19 Accomplishments: Noteworthy Publications and Awards

Publications

The **Research Services Department** was acknowledged in a recently published ***Psychology Today*** article for their help in obtaining local reviews of *Death of a Salesman* when it came out in 1949. They wrote, “with much appreciation to the newspaper research and archives staff of the Boston Public Library.”

Librarians Jess Snow, Ally Dowds, and Catherine Halpin wrote a chapter in the new **ALA Editions** book titled “Create, Innovate, and Serve: A Radical Approach to Children’s and Youth Programming.” Their chapter focuses on how to create a vision for an innovative new teen space incorporating technology, teen voice, outreach, services and programming in a new and different way.

The Research Services Department has published prominent research guides, including in [The American Revolution in Massachusetts](#) and in [Boston's LGBTQ+ History](#).

Awards

North End Children’s Librarian Alyson Feldman-Piltch was selected for a two-year appointment to the **American Library Association’s Larry Romans/Mike Morgan Stonewall Book Award Committee for Kids and Teen Lit**.

Health and Human Services Librarian, Ally Dowds, recently appeared in **VOYA**, the national publication for librarians serving teens in schools and public libraries. She discussed her work as an advisor with the national committee Great Stories Club through the **American Library Association**. She also completed her one-year term on the national committee, **Young Adult Library Services Association**.

Central Branch Teen Librarian Maty Cropley was chosen to participate in the 2019 **Library Freedom Institute (LFI)**. LFI is an initiative by librarians to train other librarians to educate and advocate in their libraries for privacy, safety and the reduction of harm related to surveillance and large-scale data collection.

FY19 Accomplishments: Kudos from the Public

The **East Boston Branch** received a lovely card and two minutes slips, one from a grandmother and one on behalf of her four-year-old granddaughter. The card praised the One Million Minutes summer reading challenge saying,

“The benefits of the million minutes project for our family were ‘uncountable.’”

Kudos to **Reader Services' Librarian Jordan Draves**, who curated an Asexual Romances list highlighted on the BPL's OverDrive Page. All books on the list are currently checked out, with wait queues. The list has been much appreciated on Twitter as well. Below are two comments:

"I wanted to express my gratitude for the Asexual Awareness/Acceptance promotion I saw on your Overdrive homepage today. I'm grey/ace and it means a lot to see that commonly ignored identity highlighted and to get some book recommendations that might act as mirrors rather than windows for that aspect of myself. Thank you!"

"I was really pleased to see that the Overdrive site had Asexual Romances as a featured category today. Both because it was being highlighted and because the BPL has invested enough money for there to be enough books to even make it a category. Thank you."

Egleston Square Branch Librarian Guy Harris received several lovely compliments from participants of his Tech Goes Home program. One patron wrote,

“Again, thanks for the computer training class that we just completed. You were great, made it fun and interesting, and contributed a great deal in helping to improve communication within our local leadership! Our team learned a lot and really appreciated and enjoyed the class and at the same time benefited greatly.”

Patron Stanton Hager wrote,

“I am overdue in thanking the BPL for its ‘Suggested Purchases’—a BPL feature that has enabled me to borrow and read books—mostly of T'ang poetry important to my Chinese translations—that I cannot afford to buy. You've also been kind enough to buy several DVDs and CDs that I've wanted especially to watch and listen to. For ‘Suggested Purchases,’ as well as for all other BPL features, services, and collections, I am grateful.”

Shari King, Program Director of The Autism Program at Boston Medical Center—Developmental & Behavioral Pediatrics wrote to the **Grove Hall Branch**,

“Thank YOU for continuing to offer such a warm, inviting, wonderful space. We love being there.”

The Charles J. Connick Stained Glass Foundation gave special thanks to **Eve Griffin** and the BPL for sharing the libraries resources with them. Here is an excerpt of their thank you letter:

“The Foundation is especially grateful to Eve Griffin, acting Head of Fine Arts at the BPL, and her colleagues for readily making available material from the Charles J. Connick Studio Records during a period of necessarily restricted access caused by ongoing developments at the library.

As Peter Cormack and many others have found during their research into Connick’s prolific career, the archives at the BPL are an unrivaled treasury not only of historical data about the Studio’s commissions but also, particularly among the correspondence, of lively anecdotes that bring to life the personalities and working practices of the Connick team of artists and craftworkers.”

South Boston Branch Children’s Librarian Laura Miller received a wonderful holiday gift from a group of nannies and children who regularly attend her programs. It is two frames filled with messages of gratitude, like this one:

“Miss Laura, Thank you for all your love, patience and dedication for all the kids and nannies. We appreciate what you do but we are more than thankful. LOVE!”

A curator of the Hyde Park Historical Society complimented the **Research Services Department** saying,

“I went to Copley Square [to] look up an article about the Bachelier Cannon. The Librarians were wonderfully helpful and patient with me. If the Citywide Friends give awards, five gold stars to Gail Fithian and Dawn Barnes.” Kudos, Gail and Dawn!

Government Information Specialist John Devine was able to help a patron find BPL historic materials digitized by the Internet Archive, via his newly published [research guide on New Deal era publications](#). Said patron complimented him saying,

“Oh my goodness, John, librarians and archivists ROCK!! This is fabulous. Many thanks to you and your Wayback Machine!!”

Reference Librarian Chris Glass received compliments on the tour he gave to the Waltham Public Library’s Reference Department of our Research Services Department and its resources. The review read,

“Chris was a wonderful tour guide and we learned a lot of information that we can take back to our patrons.”

The **Research Services Department** staff received a nice compliment from a patron:

“I went to Copley Square microfilm to look up an article about the Bachelder Cannon. The Librarians were wonderfully helpful and patient with me. If the Citywide Friends give awards, five Gold Stars to Gail Fithian and Dawn Barnes.”

Susan Paul, a patron and research assistant, working on the forthcoming book *Beyond Busing: Boston’s Long Struggle for Civil Rights*, which tells the story of the years of parent, student and teacher-led organizing around the issues of school desegregation, leading up to and during the era known as "busing," said,

*“Dear **Grove Hall Library Staff**: Your public service makes a difference! Thank you for making your branch opportunities warm and welcoming for users. Special thanks to Paul and Kate for supporting my research project in 2018. Your ideas and insights were very helpful. Congrats on 10 years and continued success!”*

FY20 Goals

Ongoing

The FY20 period provides opportunity to see increased growth and optimization in the following areas:

Successful on time and on budget execution of the **City Capital Budget**

Successful build-out of the new **Fund for the Boston Public Library**, enabling us to meet Year One goals

Improved **intellectual control** of existing collections, continued progress on **digitization**, and greater optimization of the most regularly used physical and digital books.

A continued emphasis on **customer service** across branches and central departments, with increasing focus on quality **programs, instruction and outreach**; in particular the FY20 budget will allow expansion of social work capacity and youth services system wide.

Continued focus on **operational and financial optimization** through vacancy management, facilities support and operational procedures, increased security posture and technological strategy; more strategic use of library trust funds, and investment of privately raised funds in key services and staffing gaps.

Capital

Dudley Branch Library: We will reopen the Dudley Branch after being closed for 2 years for a transformative renovation. The renovation gives the branch a large welcoming entrance with a programmable plaza, a learning lab, a nutrition lab, and updated technology throughout.

Faneuil Branch Library: The design for the Faneuil Branch will be completed. The design phase will start with a reevaluation of the programming study completed in 2015 and finish with construction documents. Community meetings will be had throughout design to ensure the branch will meet the community's needs.

Construction: The renovation of the Rare Books Department at Central, the replacement of the Johnson roof and Deferrari skylights, the Roslindale Branch, and the Adams Street Branch projects will all go into construction.

Mixed Use Projects: BPL will continue to work with our City partners at the BPDA, DND and Economic Development to incorporate the Uphams Corner and Chinatown Branch libraries into mixed use developments that also provide other uses communities need like affordable housing.

McKim Master Plan: A master plan to study the unrenovated spaces of the McKim building will kick off. This study will look at bringing unrenovated spaces on the third floor back to their original glory as well as spaces that have been renovated in the past 30 years that have been worn out.

The study will look at incorporating new uses for programming, research and technology in these spaces. The study will also involve a reimagining of the plaza on Dartmouth Street.

New Projects: Programming studies will be kicked off for the Egleston Square, North End, South End, Codman Square and West End Branch libraries.

Maintenance Projects: Design and construction work will be completed to stop water from infiltrating the Hyde Park community room during rain storms.

The design and start of construction will be complete for the addition of a women's locker room in the Johnson Building at Central.

Development

FY20 will see the build out of new capacity in the Fund for the Boston Public Library, the addition of fundraising campaigns and programs to engage supporters in multiple ways and at multiple levels, and the next level of strategic collaboration with local friends groups.

Collections

Transfer of Blueprints: This year, the Collections team will complete the transfer of an estimated 300,000 blueprints to the City of Boston Archives.

Retrocon pilot: In order to ensure accessibility of BPL's entire collections, this year, we will complete a pilot for the retrospective cataloging of items in the BPL's research collection that are not currently listed in the online catalog. The pilot will be used to inform future project planning to electronically catalog the entire research collection.

Special Collections Restructuring: In FY17, the BPL launched a restructuring of staff departments in the Collections Division in order to better allocate resources to the organization and servicing of the vast special collections materials. Negotiations with both Library unions have continued throughout FY19 and we expect to conclude all bargaining and implement the remaining new positions in FY20.

Research Collections Storage Plan: This year, the Collections team will launch a planning study for the storage, preservation, and security of the BPL's extensive research collection.

Library Services

Equity and access: The library's service goals for the coming year focus on making it easier for the public to get whatever they need from the library, with a particular focus on equity and access.

An emphasis on social equity means eliminating barriers to use for all potential users, while making the library an institution that celebrates diversity. We will provide more tailored services in the community, with a particular focus on current non-library users and underserved populations.

Immigrants and underserved populations: As the library system continues to undergo major renovations across the neighborhoods, the focus in new and renovated branches will be on assisting immigrants and underserved adults. These programs and services will provide critical, foundational skills for workforce development, citizenship, public health and personal success, while fostering community connection, civic engagement and 21st century learning.

Youth services: Programs and services for youth remains a top priority for the Boston Public Library. Our goal is to foster the love of reading and learning in children from birth to 18, with an emphasis on underserved families and neighborhoods.

We will continue to increase the number of pre-school and early grade-school children who are prepared to read at the third-grade reading level, and work with caregivers of underrepresented children and families to better support a learning environment pre-kindergarten.

Organizational

We are excited to see the Project Management Office, which currently oversees all capital projects, increase its headcount by one person. This additional capacity will enable us to execute the City's capital projects even more effectively.

In addition, this year the Library will focus significant efforts on creating and maintaining a culture that promotes and supports execution of strategies, innovations in technology and services, and accountability to one another and to the public. We will continue to develop a culture that has extraordinary sensitivity and mindfulness around issues of diversity in our patrons, equity and inclusion in our hiring practices, our collaborative work, and in all of our external programming.

New initiatives

Collection increase

Increasing the number of books available to our patrons continues to be a key initiative and priority for the Library. With an increase to the collections budget, the Library will focus on the collection areas most in demand: downloadable and streaming digital services and Lucky Day books. Circulation of downloadable and streaming digital services are expected to exceed 2 million in 2019 and an increase of funding will improve the selection of titles available for checkout and reduce the wait times for the most popular titles.

The Lucky Day collection is a curated collection of new, popular, and bestselling books available to patrons by walk-in only. The Lucky Day collection began at the Central Library in 2016 and has seen a 13% increase in use in the past year. Due to its success, the collection was rolled out to 20 participating branches last summer. An increase to the collection budget will allow the Central Library and branches to have a greater selection of titles and more copies available for patrons when they walk in the buildings.

Enhanced Security

Security remains a high priority and concern for the Library. The current number of hours allocated is insufficient to ensure appropriate security at Central and in the Branches. The Library proposes to add approximately 230 more hours a week, to be used at Egleston, Uphams Corner, Honan-Allston, Tech Central, the Central Library, and in Fields Corner

Expanded social work

BPL currently hosts one full-time outreach worker, who averages approximately 126 unique client interactions per month. With additional capacity, we would be able to double these interactions, which would double housing and treatment placements.

In addition, we would be able to supervise two social work interns, who could be dispatched to locations where they are needed -- particularly those locations less traditionally associated with issues related to homelessness.

New capabilities to serve youth

The BPL is proposing to expand its capability to serve youth of all ages by expanding staff capacity. We will add:

Additional Children's Librarian at the Central Library: Children's Library programming has more than tripled since the Johnson Building renovation, and attendance numbers at programs have grown even more than that. We are not able to fully meet patron needs, particularly for early literacy programming where we regularly have to turn patrons away from full programs.

Based on system-wide statistics (12,621 programs offered in 2018) the Children's Library accounts for as much as 1/10th of the BPL's total programming.

In addition, Children's Literature also now accounts for a larger percentage of all physical books borrowed from the BPL. Additional staff would help us continue to grow to meet increased patron demand.

Additional Teen Central Library Assistant: Each month more than 2,800 teens access and use Teen Central; the front desk is kept extremely busy checking out more than 1,753 equipment items such as laptops, video games and video gaming equipment.

Without a full-time Library Assistant in the department, Librarians have had to do this work, which keeps them from doing important programming and outreach work, such as Teen Central's partnerships with Department of Youth Services (DYS); Succeed Boston, Boston Public Schools' short-term counseling and intervention program; services to the alternative McKinley Middle School; and Youth on Fire.

Additional Teen Librarians for Branches: There are currently only five teen librarians located in branches throughout the system. Library services for teens in middle and high school are extremely important, providing career and college information, much-needed high school educational support, technology and creativity education in maker spaces, and much needed hang-out space. Each branch renovation provides a teen space that is welcoming and supportive of teen collections and services; however, most of these spaces do not have a dedicated teen librarian to provide programs and services to this audience.

Currently the BPL branch system is organized into three clusters with eight branches per cluster, each overseen by a Neighborhood Services Manager. The three Teen Librarians would each be assigned to a cluster and report to that Neighborhood Services Manager.