

**Advisory Committee Meeting
Juliani Room, Wellesley Town Hall
Wednesday, September 26, 2018, 7:00 p.m.**

Those present from the Advisory Committee included Jane Andrews, Julie Bryan, Todd Cook, Rose Mary Donahue, Bob Furlong, Jeff Levitan, Bill Maynard, Paul Merry, Dave Murphy, Betsy Roberti, Mary Scanlon, Tom Skelly and Andrea Ward.

Tom Skelly called the meeting to order at 7:00 p.m.

7:00 p.m. Citizen Speak

There was no one present for Citizen Speak.

7:00 p.m. Library Board of Trustees: Overview and Project Updates

Marla Robinson, Chair, Wellesley Free Library (WFL) Board of Trustees; Ann-Mara Lanza, Secretary, WFL Board of Trustees; Diane Savage, WFL Board of Trustees; Jamie Jurgenson, Director, WFL; and Steve Gagosian, Design and Construction Manager, Facilities Management Department (FMD), were present.

Library Overview

- *Mission and vision* drive all decisions regarding the budget and the future of the Library
 - *Vision:* To become the cultural, intellectual, and virtual crossroads of the community, to provide exceptional library services, and to be a leader among public libraries
 - *Mission:* To serve as a community gathering place, a cultural destination and a gateway to ideas for residents of all ages and interests
 - Through comprehensive collections and innovative spaces, technology, and programs, the WFL provides free and convenient access to information within and beyond its walls
- *How the Library System Works*
 - WFL is part of the Massachusetts state library system, which regulates the delivery of materials through the interlibrary loan system, library hours and what is spent on library materials
 - Within the MA system is the Minuteman Library Network, of which WFL is a part
 - WFL has 4 branches – the Main Library, the Hills branch, the Fells branch and the website which, as a virtual branch, is open 24/7
- *WFL Team*
 - Library works and collaborates in some way with every department in Town and other Town organizations
 - WFL Team comprised of: Trustees, Administration, Acquisitions & Cataloging (formerly Technical Services), Children's, Circulation, Information Services (formerly Reference), Technology, and FMD (custodians)
- *What's in Your Wallet:* Library card gives patrons access to the world, including: all different types of materials (e.g., databases, books, music, movies, online resources and computers); answers to questions; community gathering and meeting spaces; technology classes, concerts, arts and authors; and story times, robots, crafts, drama and drones
- *Data Driven:* Library keeps data on items such as circulation statistics, the number of people visiting the Library (via people counters), wireless and computer usage (hours, not type, of usage), database statistics, website statistics, collection statistics

- *A Year in the Life, FY18*
 - 361,162 people of all ages walked through the doors
 - 774,617 items were checked out or renewed
 - 548,635 of items circulated were books
 - 34,930 people attended 1,381 programs
 - 110,760 questions were answered by the Information Services Staff
 - 220 volunteers donated 8,000 hours to shelve books, teach in the ESL program and more
- *Our Key Metric: Circulation:* WFL’s circulation is far above the average for peer towns (Belmont, Concord, Lexington, Natick, Needham, and Winchester)

There was a question as to how the peer group communities calculate their circulation numbers and why we are so far ahead: Every community reports circulation data to the state; this data looks at the average of all of the peer communities together; WFL is the 7th largest circulating library in the state.

There was a question as to how much of the circulation reported at the Library is from items within WFL’s own collection versus interlibrary loans that have come through the Minuteman network.¹

There was a question about the impact of the three colleges in town on Library services: Wellesley College and Mass Bay students utilize the Library; there is an outreach program whereby WFL staff go to Wellesley College and Babson College to register students on site for Library cards.

WFL tends to be a very busy library and part of that is the programming that brings people through the door.

- *Strategic Plan for 2019-2023:* Strategic plan completed in September 2017; goals from strategic plan are integrated with administrative staff goals and are synced with Unified Plan and the Town’s values; each year the WFL files an action plan with state
- *WFL Strategic Goals 2019-2023*
 - Enhance usage of space within the Library buildings to support the WFL as a community gathering place and cultural destination
 - Refine community strategy to better educate the community on WFL offerings and to promote free and convenient access
 - Build a flexible, fearless, and fun workforce, supported by strong operational processes and systems, in order to provide exceptional library services
 - Expand offerings to meet the evolving needs of residents so that the WFL continues to be a gateway to ideas and an intellectual crossroads for the community
 - Maximize innovation and technology to enable the WFL to be a leader among public libraries
- *Looking Forward to FY20:* Capital budget and operating budget currently under development; Main Library renovation project to be discussed below

WFL Current Projects Updates

- *Automated Materials Handler (AMH): in progress*
 - Allows for automated check-in and sorting of books/materials for easier re-shelving
 - Annual Town Meeting (ATM) voted funds last spring
 - Owner’s Project Manager (OPM) is Johnson Roberts Associates and vendor is Bibliothecha

¹ Information provided by the Library Director after the meeting indicated that the circulation figures presented by the Library reflect “direct circulation,” or only those items circulated directly to WFL patrons (i.e., the figures do not include items sent by the WFL to other libraries).

- Projected completion is spring 2019

There was a question why an OPM is needed for this project: There is some construction work involved; FMD was not able to serve as OPM for this project; architect is handling the OPM work (i.e., going out to bid for construction work), which simplifies process for the Town; actual piece of equipment was bought off the state bid list.

There was a follow-up question as to why this project wasn't being done in-house given Town's desire to have FMD serve as OPM for smaller projects: Library's hope had been to do that, but FMD's schedule is very tight and they weren't able to manage this project.

There was a question whether there is a financial threshold for obtaining OPM services: An OPM is required for projects of \$1.5 million and above; the title for the OPM services in this project should really be "architect/OPM"; the architect's total contract is \$8,600 for this project; they will be providing architecture services, MAP work, electrical, IT and bidding; will administer bids.

There was a question whether the vendor for the AMH has any statistics regarding return on investment or improvements in efficiency: AMH will improve efficiencies and prevent hiring of additional staff; will not replace staff; staff will be reallocated to other areas of need.

- *Fells Branch Library: in progress*
 - Focused as early learning library for children ages 0-6 years
 - Target mid-to-late November 2018 for opening
 - Interior renovation and Library operation privately funded; Jamie overseeing the work
 - Exterior maintenance is Town-funded; FMD replacing roof and re-painting exterior

There was a question about the usage plan for the Fells Branch and the days and hours it will be open: Will be open Tuesday through Saturday, 10 a.m. to 5 p.m.; funding from outside grant and WFL Foundation will support additional programming.

There was a question as to why the Library has a separate Information Technology (IT) Department and why it is not part of the Town IT Department: The Library is a highly technical place, with management of public and private computers; many regulations regarding privacy as part of the Minuteman Library Network membership; different IT skills are required in the Library, and the IT Director is also a librarian; over 200 devices in the Library, both Macs and PCs.

There was a question as to whether the purchase of equipment and supplies might be more cost effective if done through the Town: All Library purchases are done through the state list; in addition, Library is considered an educational institution and therefore receives additional discounts that Town might not.

There was a request for an update on the Hills Branch and usage, i.e., the number of people who have visited the branch and the circulation since the Town assumed operating costs in FY19: Circulation and foot traffic have increased this year; the hours for the Hills branch are Tuesday and Thursday, 10 a.m. – 8 p.m. and Wednesday, Friday and Saturday, 10 a.m. – 5 p.m.

- *Main Library Renovation (to be discussed below):* Goal is to revitalize existing space for current and future programming needs, within Library footprint

Main Library Renovation Project Update

- *Introduction*
 - Twenty years ago (1997), the Library Needs Assessment Committee provided a final report for the construction of a new library; construction of Main Library occurred between 2001-2003; Library opened in June 2003
 - Feasibility study conducted in 2017 with FMD and Johnson Roberts Associates
 - Library completed strategic plan in 2017
- *Significant Changes in 20 years:* Technology has changed the way Library provides services; using a device ranks as most frequently used activity; “user experience” assistance (e.g., downloading an e-book), instead of information retrieval, is now the type of service most frequently provided by librarians
- *Needs of Library Patrons Have Changed:* Current space not viable for programmatic services currently requested (e.g., high demand for meeting spaces for small groups/students)
- *Minuteman Network libraries have been updated:* Medford, Westwood, Sherborn, Brookline, Framingham, Lexington and Woburn
- *Libraries Today Include:* AMHs, evolving library collections, study and meeting spaces, gathering spaces, commons/café areas, interactive learning spaces, browsing spaces, flexible furnishings, technological service enhancements, sustainable design
- *Proposed Change: Media Room to Commons Room*
 - When the 1997 needs assessment was completed, DVDs and CDs were very popular; currently, media room is one of the most underutilized spaces in the Library; would like to change this space to a commons area
 - WFL now receives internet service from the Municipal Light Plant; has proven to be a very fast internet connection

There was a question/comment about making unusual materials available remotely given the faster internet speed: WFL could look at downloadable options for these materials; many things are now digitized (e.g., WHS yearbook); Hoopla is a service available to Library patrons to access popular movies.

There was a question as to why the Library would not be considering selling food/beverages in the commons area: Sometimes hard in such a situation (e.g., limited hours and no exterior access) for a vendor to create a viable business operation.

There was a follow-up comment that the Town should not use public funds to compete with private businesses.

There was a question/concern as to whether private businesses are being run out of the Library: WFL policies limit individuals to one meeting room rental per month, which would make it difficult to operate a business.

There was a follow-up comment/question that the Library should be charging room rental rates that are commensurate with outside spaces (e.g., WeWork): WFL has two rates, one for non-profit entities (\$125 per half day block) and one for for-profit entities (\$400 per block); individuals cannot rent large conference rooms, only smaller ones.

There was a question as to how checkouts and returns of digital media occur: Some items are considered checkouts because they have expiration dates, which serve as return dates; other items (some movies and magazines) don't have expiration dates and are counted by the Library as database downloads.

There was a question whether the new café/commons space would be able to accommodate large meetings: It will have flexible furnishings to allow the room to accommodate different uses; within the commons area, there will also be another meeting space about the size of the Arnold Room.

- *Proposed Change: Enhanced Children's Interactive Space*

There was a comment by an Advisory member that the photo showing the current state of the interactive play space, with only a train table, is surprising and raises the question how the play space has been allowed to remain that way for so long without using grants/private funding to upgrade it: WFL has studied and had ideas for the children's room over the years; other needs have taken precedence for funding; children's room, which has other lovely features (windows/spaces/story room), has served the Library and the Town well; it's just not a "playful" space.

A follow-up comment was made that perhaps a different photo, more representative of the space, could be used in future presentations.

There was a request for explanation/clarification about the Library's two supporting organizations, the WFL Foundation and the Friends of WFL:

1. WFL Foundation was created to help provide enhancements for the WFL. The Foundation helped fund the branches – it currently funds the Fells branch, and until 18 months ago when Town took over, it funded the Hills branch. Foundation pays for all technology classes, ESL classes, robot program. WFL Foundation provides a report to the community each year. Twenty percent of WFL funding comes from the WFL Foundation.
 - a. Within the WFL Foundation there is the Centennial Fund, which is allowed to fund materials that are enhancements to the Library such as new types of materials, databases, extra types of reference books, music, and history and art books
 2. Friends of WFL is also an important organization. It runs the very successful book sales; pays for programming, museum passes, fish tank, staff development and other needs; more limited resources than Foundation.
- *Proposed Change: Carrels to Study and Meeting Rooms:* Opportunity to add six glass-walled study rooms, plus an additional meeting room
 - *Proposed Change: Welcome Area with Enhanced Browsing:* Libraries no longer build or utilize giant checkout desks; idea is to reduce this and increase the browsing area; adult patrons looking for materials currently spend majority of time browsing new and popular materials section outside circulation desk; this change would repurpose and transform existing space
 - *Maximizing Library's Potential:* Without building an addition, can repurpose space to meet patrons' needs
 - 9 new study/conference rooms
 - Commons Area
 - Reimagined Children's Room
 - Modernized lobby with browsing and self-check stations
 - Updated technology infrastructure
 - 6,500 square feet of under-utilized space re-commissioned

There was a question whether there is a plan to reduce the stacks on second floor: Yes.

There was a question whether it makes sense to look at other Town departments and buildings (e.g., Tolles Parsons Center (TPC)) to see whether they can offer what is needed in terms of meeting space:

Due to the TPC's limited hours, and high level of activity when it is open, difficult to schedule meetings there.

- *Plans for the Future:* Steve Gagosian gave a brief overview of the work proposed on the first and second floor. Some salient points included:
 - The charge to the architect was to do the renovation as gently as possible; this is not a large physical renovation; there is no structural steel work in this
 - Large part of the renovation is furniture, fixtures and equipment (FF&E)
- *Project Timeline*
 - Project timeline has been reviewed with PBC
 - Original approach was a phased construction over two years; however, this ran into heavy numbers for logistics and extended OPM/architect times
 - A “summer slammer” schedule was developed after meetings with PBC, with construction occurring over 12-14 weeks
 - March 2019 Annual Town Meeting (ATM) request for design funds
 - Spend 16-17 months designing and getting bids in hand to return to a Special Town Meeting (STM) in October 2020
 - Four to five-month period for contractor procurement would then occur, with construction beginning in June 2021
 - With an empty building, multiple projects can be completed in multiple areas and this allows for faster construction and completion

There was a question whether construction funds could be sought at ATM in spring 2020 instead of at an STM in October 2020: We want to be set up for work to take place beginning in Summer 2021; contract has to be awarded within 60 days of approval by Town Meeting, so only fall STM timing works.

There was a question seeking clarification that, although PBC/Library had presented three possible construction timetables to Advisory last spring, a final decision has since been made to go with the shorter one: Yes, Library trustees working with Steve and PBC have chosen short timetable; makes sense for Town and has cost savings; however, will be difficult on staff for Library to be closed for that time.

There was a question regarding the summer circulation and what the plan will be for staff and patrons who use the Library in the summer: Circulation is still high in the summer; discussion about keeping the Wakelin Room open for small set-up of materials; both branch libraries are also available, and hours would be extended at (and staff spread to) the branches.

There was a question as to how the timing of this project interacts with the Hunnewell project: Library project is being worked on internally and, given the size of projects coming down the line, WFL would like to get this done early before the school projects.

There was a question whether replacement of the Library roof, which is currently a placeholder in capital budget, would be done at the same time as the rest of the renovation: Roof is still a few years out; if roof is manageable, would like to defer replacement.

There was a question whether, given Library's proximity to Hunnewell, the Trustees feel they have been included in discussions about the future use of the Cameron Street lot: Productive meeting between architect, OPM, FMD, WFL Director, School Committee (SC) and Board of Selectman (BOS); exchange of information about what studies will be completed in the next few months and how the Library was designed and used and how its entrances and exits work.

There was a follow-up comment that this is an unusual area of Town with many entities (WFL, BOS, SC, Natural Resources Commission (NRC)) having jurisdiction over pieces of land, and hope that communication can be kept open and options can be considered in order to facilitate an “early Hunnewell” scenario, which could save the Town \$6 million: Fine balance for the Library in terms of protecting what it needs to function, yet also recognizing it is a neighbor and part of the community; have already engaged with NRC and Wetlands Committee.

- *FY20 Design Fund Projected Appropriation:* Currently estimated at \$292,175; prior estimate was \$350,000; saving costs by using FMD as OPM.
- *Capital Spending:* Total project cost (including design) currently estimated at about \$3.2 million; prior estimate was \$3.77 million; saving around \$500,000 on the project because of cost decreases in logistics/phasing, clerk of the works, builders’ risk insurance, and contingencies. Final numbers still need to be worked out with PBC.
- *Cost Mitigation: Capital Spending:* If project goes forward, will be able to remove about \$455,500 in costs (carpeting, painting, electrical, lighting, moving shelving) that are currently in WFL and FMD capital budgets, meaning net impact of project will be closer to \$2.745 million instead of \$3.2 million.
- *Cost Mitigation: WFL Foundation:* Committed to fundraising for this project; tax impact will be reduced; private funding is important part of all library enhancements; new Foundation development director hired last month.

There was a question as to the amount the WFL Foundation can commit to raising for the project, as there was a sense that Town Meeting desired more concrete numbers: Twenty percent is a number the Trustees feel comfortable with; accords with share raised when the Main Library was built.

There was a follow-up question whether the 20% would be calculated off the \$3.2 million total project cost or the \$2.7 million effective cost (after consideration of capital spending mitigation): Imagine it would be tied to the actual appropriation Town Meeting makes.

There was a suggestion that when the Trustees come back to Advisory with PBC and the actual project budget, they ask the WFL Foundation Chair to join them.

There was a question as to what happens if the Foundation raises more than it anticipates: Any money raised by WFL Foundation is kept and used for building enhancements; for example, installation of RFID tags was completed with funds raised when the Library was built; funds had to be saved for the building.

- *Why Now?*
 - Addresses existing needs of residents
 - Window of opportunity will close due to other Town projects (e.g., Middle School, HHU, Town Hall interior)
 - Strategic investment for Wellesley
 - FMD now in a position to be OPM
- *Next Steps:* WFL is on the calendar with PBC for the end of October; good conversations with chair of the BOS; everyone is aware that the Library is bringing this project to ATM

There was a comment expressing admiration for all the work done, for FMD slotting project into its very busy schedule, and for summer slammer concept, which will save time and money; there will be an impact across Town when losing a building for a period of time, so other Town organizations will need to step up; encouraged by the numbers and the thought that has been put into project.

8:36 Minutes Approval

Andrea Ward made and Julie Bryan seconded a motion to approve the August 29, 2018 minutes. The motion passed unanimously.

8:37 Liaison Reports/Administrative Matters

Department of Public Works/Bill Maynard

Contract for water meter replacement has been approved for \$4.5 million; two-year installation process

Planning Board/Dave Murphy

Housing Production Plan (HPP) approved at joint BOS and Planning Board (PB) meeting on 9/24

- Many meetings since January, including community meetings; lots of work went into HPP; now being sent to state to certify
- Encouraged Advisory members to review HPP on the Town website and to watch the presentation/discussion at the BOS/PB meeting (starts at approximately minute 11 of BOS meeting)

There was a comment that it is impressive how quickly and effectively the HPP was completed; assuming HPP is certified, Town will still need 450 units, with a minimum of 45 units per year; may need funding for additional staff to assist with housing issues.

PBC/Rose Mary Donahue

At the same 9/24 BOS meeting, FMD presented the results of the feasibility study for the Middle School systems project

- Will cost more than anticipated; total cost estimated at \$14 million
- Extensive kitchen renovations required; also identified additional items that Town should be considering doing (e.g., replace cloth wiring; replace fire alarm system and water heater, both of which are reaching end of anticipated life)
- FMD presenting to PBC on September 27

Schools/Jane Andrews

- In addition to Middle School systems project, there are several other Middle School projects
 - Piping project
 - Paving project
 - Total of \$20 million needed to make the Middle School into a 25-year building
 - Another potential consideration is air-conditioning
- Hunnewell project kickoff meeting held last week
 - Work plan is in Advisory Dropbox
 - Current thinking is that next STM for this project would be in fall 2019
 - Not a large turnout for the meeting, but a lot of people invested in the project were there
 - Kickoff meeting was to talk about the approach to the feasibility study and solicit opinions from the community
 - Trying to make building as sustainable as possible to meet educational objectives
 - Town has worked with the architects before and has had good experiences

There was a comment that all these projects offer many opportunities for public participation.

- On Monday, October 15th there will be an eco-charrette for Hunnewell Project; this will be videotaped, as well

- On Monday night the BOS voted on the FY20 operating budget guidelines
 - For most departments, the guideline is 2.5%, which remains consistent with prior years
 - For Schools, the guideline is 3%, which is a decrease (from 3.5% for the last two years and 4% for the previous two years)
 - There will be a School Committee meeting to discuss the guideline and what to ask of the Superintendent; want to make sure initiatives are not constrained too much
 - School Department turnback in recent years, as well as potential carving out of SPED costs through a larger SPED stabilization fund (under discussion in Town), may have contributed to BOS decision to lower the Schools' guideline

Scheduling

- 6:30 p.m. pre-STM Advisory meeting on October 2; STM starts at 7 p.m.
 - The process for Advisory voting on motions/amendments that are raised on the floor of Town Meeting was reviewed
- If STM continues to October 3, then Advisory will meet that night at 6:30 p.m.
- October 10 meeting will be the next regular Advisory meeting, at which Sustainable Energy Committee will present
- Also on October 10 (4 p.m.), BOS holding capital planning policy meeting with all board chairs and department heads; Advisory leadership will attend
- November 13: FMD presentation of all capital projects at 7 p.m. as part of BOS meeting
- With the budget guidelines in place, the boards now have a structure for their budgets; liaisons should attend all budget meetings of boards so Advisory is aware in advance of discussions and issues

9:10 p.m. Adjourn

Bob Furlong made and Jeff Levitan seconded a motion to adjourn. The motion passed unanimously.

Items Reviewed During the Meeting

- *Wellesley Free Library Presentation to Advisory: Library Overview*, September 26, 2018, Power Point Presentation
- *Wellesley Free Library Presentation to Advisory: Main Library Renovation Project Update*, September 26, 2018, Power Point Presentation