

# JONES LIBRARY

NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

## NOTICE OF MEETING

Inhabitants of the Town of Amherst:  
You are hereby notified that there will be a meeting of:

**Public Body:** The Jones Library, Inc. Equity, Justice, and Inclusion Subcommittee

**Date:** Friday, November 18, 2022

**Time:** 11:30am-12:30pm

**Location:** Zoom Webinar

ADVISORY TO THE PUBLIC: This Jones Library Equity, Justice, and Inclusion Subcommittee meeting will occur virtually via ZOOM and will be streamed live here:

You are invited to a Zoom webinar.

When: Nov 18, 2022 11:30 AM Eastern Time (US and Canada)

Topic: The Jones Library, Inc. Equity, Justice, and Inclusion Subcommittee

Please click the link below to join the webinar:

<https://amherstma.zoom.us/j/88507530529>

Or One tap mobile :

US: +13092053325,,88507530529# or +13126266799,,88507530529#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 309 205 3325 or +1 312 626 6799 or +1 646 876 9923 or +1 646 931 3860 or +1 301 715 8592 or +1 253 215 8782 or +1 346 248 7799 or +1 360 209 5623 or +1 386 347 5053 or +1 408 638 0968 or +1 507 473 4847 or +1 564 217 2000 or +1 669 444 9171 or +1 669 900 6833 or +1 689 278 1000 or +1 719 359 4580

Webinar ID: 885 0753 0529

International numbers available: <https://amherstma.zoom.us/u/kbDUxTHh8u>

## Meeting Agenda

- I. Call to Order (Welcome, Raphael, Ginny, Walter, Farah, Mia, & Sharon!)
- II. Introductions
- III. Election of Officers (Chair; Clerk)
- IV. FY24 Action Plan \*
- V. Public Comment
- VI. Adjourn

Next meeting: **Friday, December 16, 2022; 11:30am; Zoom???** (3<sup>rd</sup> Friday each month)

*\*\* Please note that the list of topics in this notice was comprehensive at the time of posting, however the public body may consider and take action on unforeseen matters not specifically named in this notice.*

*\* Indicates Handout(s) will be made available.*

*Red indicates vote required.*

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joneslibrary.org

# EQUITY, JUSTICE, AND INCLUSION SUBCOMMITTEE

## COMPOSITION

A subcommittee of the Personnel, Planning & Policy Committee (PPP) will be formed to complete the charge outlined. The subcommittee will consist of six (6) voting members. Each member will be recommended by the PPP and appointed by the President of the Board of Trustees for the duration of this working subcommittee.

- One (1) Library Trustee who serves on the PPP
- One (1) Library staff member who serves on the Library Antiracism & Equity Collective
- Four (4) members of the Amherst community, no fewer than three (3) of whom shall represent communities that have been historically marginalized.

Appointments shall strive to represent a broad range of the Town's socio-economic diversity. To that end, financial stipends will be provided to support the work of Committee members.

- A member of the Town Diversity, Equity & Inclusion Committee will be invited to participate as a liaison.

## PURPOSE

The subcommittee will critically examine, including through the solicitation of community feedback, the policies, procedures, and culture of the Library. The subcommittee will further engage the community to develop and recommend an Equity Framework and Action Plan to guide the implementation of changes at the Library to repair, heal, and renew our institution and seek to ensure that the Library serves the community in a manner where diversity thrives, inclusion and belonging is the norm, and equity in all its forms is a guiding principle.

## CHARGE

The subcommittee shall engage the community through outreach to:

- Develop and recommend a draft Equity framework to PPP that will guide the review and creation of policies, planning, and decision-making
- Develop and recommend a draft Equity Action plan to the PPP
- Provide recommendations to PPP specific to the Library's Long-Range Plans and annual Action Plans
- Develop and propose a structure or standing subcommittee charge that will enable the Library to carry forward the recommendations of the subcommittee and continue the Library's commitment to equity, justice, and inclusion

## REPORTS

A final Equity Framework and Equity Action Plan to the Library Board of Trustees.

Each of these libraries was cited by G.A.R.E. as libraries that have developed expertise in creating and using racial equity action plans. Memphis is also included as it received an award as the most innovative library. The rest on the list were gathered by some other online site, just as general mission statements.

- The Jones Library will be a community hub to a diverse population of Amherst residents, where books are celebrated and all members of the community can enhance their educational, cultural, and lifelong learning pursuits. – **Jones Library**
- Our mission is to bring people, information and ideas together to enrich lives and build community. Our vision for Seattle is a city where imagination and opportunity thrive. Our strategic direction supports our mission and our vision. – **Seattle Public Libraries** <https://www.spl.org/about-us/the-organization/strategic-direction>
- Empowering our community to learn and create - **Multnomah County Library** <https://multcolib.org/about/priorities>
- We welcome all people to connect, learn, discover and grow. -**St. Paul Public Library** <https://sppl.org/mission/>
- Madison Public Library provides free and equitable access to cultural and educational experiences. We celebrate ideas, promote creativity, connect people, and enrich lives. – **Madison Public Library** <https://www.madisonpubliclibrary.org/about/mission-and-vision>
- We create inviting and engaging public spaces that offer programs and resources for all Memphians and bring people of different life circumstances together in meaningful ways. We promote literacy for all, provide economic and workforce development, and create opportunities for our city’s most important asset – it’s youth. – **Memphis Public Library** <https://www.memphislibrary.org/about/strategic-plan-for-the-library/>
- “To enrich lives and communities through universal access to knowledge, lifelong learning, and literacy.” – **Vancouver Island Regional Library**
- “To enrich the lives of the community by empowering its citizens’ personal, educational and professional growth. The library is dedicated to advancing literacy and fostering life-long learning.” – **Belmont Public Library**
- “A free place for everyone to discover, create, and share ideas and information.” – **Vancouver Public Library**
- “...provides free and equitable access to services which meet the changing needs of Torontonians. The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment.” – **Toronto Public Library**
- “...provides our community with an inviting center for information, instruction, learning, leisure, and cultural opportunities.” – **Provo City Library**
- “enriches lives by fostering lifelong learning and by ensuring that every member of the community has access to a vast array of ideas and information.” – **San José Public Library**
- “provides a wide range of information and materials, using traditional and innovative methods, for all ages to promote, encourage and support the diverse needs within the community.” – **Langley-Adams Library**
- “to provide all residents with impartial and inclusive access to a wide range of information resources, programs, equipment, and services in order to encourage literacy and lifelong learning and to support educational, cultural, and recreational activities.” – **Trent Lakes Public Library**
- “...an open forum promoting knowledge, ideas, and cultural enrichment.” – **Santa Clara County Library**
- “We bring people together by inspiring and supporting lifelong-learning, literacy, creativity and cultural expression to find, share and create knowledge.” – **Coffs Harbour Libraries**
- “The mission of the public library is to provide free and open access to a broad range of materials and services to people of all ages and backgrounds.” – **Wisconsin Public Libraries**
- “...transforms lives by cultivating personal and intellectual growth and by building strong communities.” – **Queens Public Library**

**Amherst Library System**  
**FY2024 Action Plan**  
**Draft 11-8-22**

<b>Executive Summary</b>
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**I. Mission**

The Jones Library will be a community hub to a diverse population of Amherst residents, a space where books are celebrated and all members of the community can gather to enhance their educational, cultural, and lifelong learning pursuits.

**II. Vision**

- § The Jones Library staff will create a welcoming atmosphere for everyone, and will be deeply engaged and committed to maintaining the highest levels of professionalism and providing exceptional customer service.
- § The Board of Trustees, Friends of the Jones Library System, and staff will provide leadership so that the town of Amherst and its residents will continue to support the Library, including financially and by volunteering.
- § The Jones Library will seek to promote informational and digital literacy for all community members, including the provision of resources, instruction, and support.
- § Special Collections, which includes works by Robert Frost and Emily Dickinson, will draw people from all over the world, **thereby helping business in town thrive as well.**
- § A strong base of committed volunteers will augment the Library staff and be recognized for their important contributions, helping the Jones Library remain strong and connected to the entire community. Each volunteer **will use their skills and interests to boost/promote** the needs of the Library.
- § The Jones Library will develop and maintain mutually beneficial relationships with other Amherst town departments; with libraries and other relevant departments and offices at surrounding colleges and universities; with CW MARS; and with other local businesses and cultural entities.
- § The Library will actively welcome community members with economic and social disadvantages and ensure their access.

**III. Critical Success Factors**

- § Fully motivated and engaged staff, including volunteers who are committed to providing patrons with a welcoming atmosphere and exceptional customer service.
- § A welcoming environment for, and full engagement of, all Amherst residents, from youth through seniors.
- § Adequate financing to support current and future operations, as well as proposed building renovations.
- § Innovative, reliable, and proven technology, with flexible responses to changing technologies and the ability to provide those services to patrons.
- § Support from the residents of Amherst and surrounding townships.
- § Mutually beneficial relationships with other Amherst departments, CW MARS, as well as surrounding college libraries and institutions.
- § ~~Ability to identify needs and serve the community of Amherst.~~
- § **Ability to identify the community's needs and ensure effective** outreach and communication.
- § Strong support from the Board of Trustees and the Friends of the Jones Library System.
- § Visionary leadership from the Board and staff to ensure that the Jones Library continues to be a value-added entity to the Town of Amherst.

**IV. Strategies**

- § **Work with the newly created Equity, Justice, and Inclusion Subcommittee to** build on previous diversity efforts to ensure racial equity is a priority at the Jones Library.
- § Provide a pleasant, safe, updated, and accessible building.
- § Provide relevant, quality materials, programs, and services to our patrons.
- § Maintain exceptional customer service by recruiting and retaining outstanding Library personnel.

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- § Increase and enhance communication efforts through social media, an interactive website, traditional media, and other means.
- § Expand funding through the Town of Amherst’s appropriations, The Jones Library, Inc., the Library’s Annual Fund, Capital Fund, Planned Giving program, Sammys event, and new resources.
- § ~~Offer and promote innovative, reliable, and proven technologies to both staff and patrons~~
- § Honor Amherst’s rich history through preservation, sharing, and promotion of the Special Collections.
- § Advocate with local, state, and federal legislators regarding the importance of library funding.

**V. Gaps**

- § Although the Jones Library patrons appreciate many aspects of the current facility, the interior is outdated and inefficient, creating difficulties in serving patrons and managing the physical plant. Resolution of these issues requires physical enhancements and additional space.
- § A major drawback to patrons and non-patrons alike is inadequate parking.
- § Funding from the Town of Amherst and other sources must adjust to developing service needs, future growth, and additional salary and benefits expenses due to minimum wage increases and increased health care costs.

**VI. Immediate Priorities**

- § Secure necessary funding for expansion/renovations of the Jones Library building.
- § Secure additional funding to ensure the Jones Library continues to provide high-quality services, programs, and an engaged staff.
- § Continue to implement the Branch Long Range Plans. <https://www.joneslibrary.org/DocumentCenter/View/5412/Long-Range-Plan-for-the-Munson-Memorial-Library-FY2020---2024-November-13-2019-PDF>
- § <https://www.joneslibrary.org/DocumentCenter/View/5411/Long-Range-Plan-for-the-North-Amherst-Library-FY2020---2024-November-13-2019-PDF>
- § ~~Reopen buildings safely~~
- § Implement transitional work required for expansion/renovation .

Strategies, Objectives, & Action Steps	By Whom	When
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**1. Build on previous diversity efforts to ensure racial equity is a priority at the Jones Library**

A.	Hold biweekly meetings of the staff "Antiracism and Equity Collective" to plan staff trainings and share resources, and more.	Director Staff	Ongoing
B.	Collaborate with the Town on antiracism work, including through the Government Alliance on Race and Equity (GARE).	Trustees Director Staff	Ongoing
C.	Seek to create a diverse workforce.	Trustees Director Staff	Ongoing
D.	Seek community "allies" for feedback and advice on improving our services for community members who may be facing barriers to accessing them.	Trustees Director Staff	Ongoing

**2. Provide pleasant, safe, updated, and accessible building**

A.	<del>Accept MBLC Construction Grant award</del>	<del>Town Council</del>	<del>Apr 21</del>
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	i.	Request Town funding (Town Council; JCPC; CPAC)	Trustees Director Staff	FY22
A.	Complete Design Development, taking into consideration the following sustainability goals approved by the Board of Trustees:		Trustees Director Staff	Winter 22-23
	i.	Reduce the Jones' Energy Use Intensity from the existing 73.2 kBtu/sf/year, to a goal of 25-30 kBtu/sf/year	Trustees Director Staff	Winter 22-23
	ii.	Eliminate the use of fossil fuels in the building	Trustees Director Staff	Winter 22-23
	iii.	Use low embodied carbon materials in its construction (e.g., cross-laminated timber)	Trustees Director Staff	Winter 22-23
	iv.	Build a Net Zero Energy Ready building	Trustees Director Staff	Winter 22-23
B.	Seek grant funding and energy rebates.		Trustees Director Staff	Ongoing
C.	Continue to work with the Friends of the Jones Library System to develop and implement a Capital Campaign.		Trustees Director Staff	Ongoing
	i.	Implement interim operations plan including relocation, transportation, and funding	Trustees Director Staff	Winter 23-24
	⌘	Accelerate weeding of materials	Director Staff	Ongoing
	⌘	Determine collection access needs; pack collections; install shelving at interim location(s), and relocate collections	Trustees Director Staff	Winter 23-24
	⌘	Determine technological access needs; pack technology; relocate technology	Trustees Director Staff	Winter 23-24
	⌘	Determine programming space needs; relocate furniture	Trustees Director Staff	Winter 23-24
	⌘	Develop and implement plan to relocate and store the collection offsite, and make it available to the public during construction	Trustees Director Staff	Winter 23-24
	ii.	Begin Construction	Trustees Director Staff	Winter 23-24

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D.	Address Branch Library facility needs as detailed in Branch <i>Action Plans</i> .	Trustees Director Staff	Ongoing
E.	Update Disaster Plan.	Trustees Director Staff	FY24

**3. Provide relevant, quality materials, programs, and services to our patrons**

A.	Using insights and resources provided by the staff Antiracism and Equity Collective and the Town’s Core Equity Team, ensure the collections, programs, and services reflect the diversity of the community.	Trustees Director Staff	Ongoing
B.	Evaluate, develop, and promote print as well as digital collections.	Director Staff	Ongoing
	i. <del>Adapt as needed during the Pandemic</del>	<del>Trustees Director Staff</del>	<del>FY22</del>
	i. Increase Readers Advisory services by continuing and growing the Jones Book-of-the-Month Club	Director Staff	FY24
	ii. Evaluate, develop, and promote programs and services for operations outside the building and within the community	Director Staff	FY24
	iii. <del>When the pandemic recedes, Reassess patron interest in various formats to determine if needs have changed</del>	Director Staff	FY24
	<del>iv. Establish permanent display area for “Popular in Amherst” books (i.e., books we have multiple copies of that are no longer in the “New Section” but remain very popular)</del>	<del>Director Staff</del>	<del>FY22</del>
	iv. Continue to evaluate holdings to match current and future space and needs	Director Staff	Ongoing
C.	Work with CW MARS to improve ILS Software.	Director Staff	Ongoing
D.	Digitize and preserve appropriate collections within Special Collections.	Director Staff	Ongoing
E.	Collaborate with other local cultural, business, and educational entities, including the Amherst school systems, the Business Improvement District (BID), and the Amherst Area Chamber of Commerce.	Director Staff	Ongoing
F.	Continue to develop and expand online programming.	Director Staff	Ongoing

**4. Maintain exceptional customer service by recruiting and retaining outstanding Library personnel**

A.	Ensure Library personnel reflect the diversity of the community.	Trustees Director Staff	Ongoing
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B.	Conduct annual reviews for all staff, including the Library Director.	Trustees Director Staff	Ongoing
C.	Encourage collaboration between Library Departments.	Director Staff	Ongoing
D.	Provide cross-training between Library Departments.	Director Staff	Ongoing
E.	Provide supervisory training.	Director Staff	Ongoing
F.	Provide ample opportunity for technological training and staff development.	Director Staff	Ongoing

**5. Increase and enhance communication efforts through social media, an interactive website, traditional media, and other means**

A.	Promote Library services/programs using social media as well as traditional media.	Trustees Director Staff	Ongoing
B.	Engage patrons with website.	Director Staff	Ongoing
C.	Attend and initiate community events.	Trustees Director Staff	Ongoing
D.	Continue to expand the Homebound Program.	Director Staff	Ongoing
E.	Increase outreach to non-Library users by raising the Library's profile in the community.	Trustees Director Staff	Ongoing
F.	Increase opportunities for group visits and Library tours.	Director Staff	Ongoing

**6. Expand funding through the Town of Amherst's appropriations, Capital Fund, Planned Giving program, Sammys, and new innovative resources**

A.	Request increased Town appropriation/JCPC/CPAC funds.	Trustees Director Staff	Annually
B.	Support the Friends of the Jones Library System and continue working with the Friends in its fundraising activities.	Trustees Director Staff	Ongoing
C.	Continue to work with the Friends of the Jones Library System to develop and implement a Capital Campaign	Trustees Director Staff	Ongoing
D.	Re-establish a Planned Giving program.	Trustees Director	FY24

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E.	Consider the role of the staff in the implementation of the Sammys, and continue to evaluate and improve the Sammys so as to generate excitement and support for the Library's Development program.	Trustees Director Staff	FY24
F.	Research and create innovative funding sources.	Trustees Director Staff	Ongoing
G.	Expand corporate and foundation donations.	Trustees Director Staff	Ongoing
H.	Advocate for increased State Aid with legislators.	Trustees Director Staff	Ongoing

**7. Offer and promote innovative, reliable, and proven technologies to both staff and patrons**

A.	Develop a plan to guide the strategic choice and successful implementation of technology for staff and patrons	Director Staff	Ongoing
B.	Request additional Town Information Technology (IT) appropriation.	Trustees Director Staff	Annually
C.	Implement plan for the installation of Radio Frequency Identification (RFID) technology.	Trustees Director Staff	FY24
D.	Implement plan for the installation of an Automated Materials Handling System.	Trustees Director Staff	FY24

**8. Honor Amherst's rich history through preservation, sharing, and promotion of the Special Collections**

A.	Preserve Special Collections materials.	Director Staff	Ongoing
B.	Promote Special Collections Department.	Trustees Director Staff	Ongoing
C.	Provide digital access to Special Collections materials.	Director Staff	Ongoing
D.	Continue to add to the collection.	Director Staff	Ongoing

**9. Advocate with local, state, and federal legislators regarding the importance of library funding**

Trustees Director Staff	Ongoing
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