



Programs & Services Committee Agenda

City of Newton In City Council

Wednesday, April 25, 2018

7:00 PM

Room 211

PLEASE BRING YOUR BUDGET AND CIP BOOKS

Items Scheduled for Discussion:

- #221-18** **Appointment of Leland Fisher to Jackson Homestead**
HER HONOR THE MAYOR appointing LELAND P. FISHER, 954 Chestnut Street, Newton Upper Falls, as a Trustee of the JACKSON HOMESTEAD for a term to expire April 30, 2021. (60 days: 6/16/18)

BUDGET & CIP DISCUSSIONS:

- VETERANS' SERVICES
- NEWTON FREE LIBRARY
- NEWTON HISTORY MUSEUM
- PARKS & RECREATION

Referred To Finance and Appropriate Committees

- #250-18** **Submittal of the FY 201 Municipal/School Operating Budget**
HER HONOR THE MAYOR submitting in accordance with Section 5-1 of the City of Newton Charter the FY19 Municipal/School Operating Budget totaling \$412,513,389 passage of which shall be concurrent with the FY19-FY23 Capital Improvement Program (#63-18).

Referred to Finance and Appropriate Committees

- #63-18** **Submittal of the FY 2019 to FY 2023 Capital Improvement Plan**
HIS HONOR THE MAYOR submitting the Fiscal Years 2019 to 2023 Capital Improvement Plan pursuant to section 5-3 of the Newton City Charter. (Submitted 10/16/17)

The location of this meeting is accessible and reasonable accommodations will be provided to persons with disabilities who require assistance. If you need a reasonable accommodation, please contact the City of Newton's ADA Coordinator, Jini Fairley, at least two business days in advance of the meeting: jfairley@newtonma.gov or (617) 796-1253. The city's TTY/TDD direct line is: 617-796-1089. For the Telecommunications Relay Service (TRS), please dial 711.

Referred To Finance and Appropriate Committees

#251-18

Submittal of the FY 2019 – FY 2023 Supplemental Capital Improvement Plan

HER HONOR THE MAYOR submitting the FY 2019 – FY 2023 Supplemental Capital Improvement Plan.

Respectfully Submitted,

John B. Rice, Chair



Ruthanne Fuller
Mayor

City of Newton, Massachusetts
Office of the Mayor

#221-18
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April 2, 2018

Honorable City Council
Newton City Hall
1000 Commonwealth Avenue
Newton, MA 02459

To the honorable City Councilors:

I am pleased to appoint Leland P. Fisher of 954 Chestnut Street, Newton as a Trustee of the Jackson Homestead. His term of office shall expire on April 30, 2021 and his appointment is subject to your confirmation.

Thank you for your attention to this matter.

Warmly,

Ruthanne Fuller
Mayor

RECEIVED
Newton City Clerk
2018 APR - 6 AM 9:04
DAVID A. O'NEAL, CMG
Newton, MA 02459

Leland P. Fisher
954 Chestnut Street
Newton, Massachusetts 02464

Overview: Proven ability to act as catalyst in growing sales, improving customer relationships, crafting product plans, and penetrating new markets. Strong technical and communications skills. Enjoy solutions-oriented sales approach. Currently retired.

Experience:

9/12 to 11/17 REDLINE TRADING SOLUTIONS Woburn, MA

VP, Marketing. Building the marketing function at Redline Trading, a provider of ultra low latency ticker plant and order execution applications and services for HFT.

1996 - 2012 HEWLETT-PACKARD COMPANY Andover, MA

Worldwide FSI-HPC Business Development. (6/07 – 9/12) Formulated and promoted HP’s solutions for low latency market data, high frequency trading and exchanges in the Financial Services Industry. Drove requirements of HP’s InfiniBand and 10GbE Mellanox-based solutions for this market. Partnered with leading ISVs/IHVs for solution benchmarking and joint promotion. Visited 100+ customers in NYC, Chicago, London and Asia to prove HP’s solution capability for their most demanding requirements. Strengthened HP solutions with low latency BIOS tuning and real-time Linux support. Speaker, panel moderator, and conference chairman at HP and industry events. Developed well regarded sales material on our solutions.

Worldwide CAE Business & Alliances. (1997 – 2007) Sold HP servers, clusters and workstations to ISVs who develop software applications for the mechanical Computer Aided Engineering market. Negotiated joint marketing activities to promote HP hardware, HP-MPI middleware and ISV software solutions to end users. Directed HP software engineers assigned to my customers in porting and optimization activities. Trained HP sales reps worldwide in selling HP’s advantage in CAE. Visited engineering customers worldwide to support deals, such as Airbus, BMW, Boeing, Bombardier, DaimlerChrysler, Ford, GE R&D India, GM, Honda, Lockheed-Martin, Mazda, Nissan, Renault, Peugeot, Toyota, and VW. Grew HP’s unit sales to my ISV partners four-fold since 1997.

Embedded Computing Product Planner. (1996 – 1997) Developed product positioning strategies with Sales Reps and wrote system requirements for Engineering. Presented product roadmap to strategic OEMs. Drove a shift toward 5 volt PCIbus implementation. Led interdepartmental Steering Committee for VME business.

1993 – 1996 CSPI Billerica, MA

Marketing Director. Repositioned CSPI’s corporate message to match shifting market conditions - from board level VME array processors to high-performance embedded computing systems. Hired marketing communications and product managers. Played major role in landing an influential new program in defense sonar processing and a strategic OEM in medical imaging. Produced top notch 20-page four-color



Newton Free Library

The door to your imagination

Philip E. McNulty
Library Director



Ruthanne Fuller
Mayor

The mission of the Newton Free Library is to bring the community together to enjoy, explore, create and discover.

The Library's Priorities

Report to Mayor Fuller by the Library Trustees and Director

March 1, 2018

The Newton Free Library is by any measure – collections, programs and services -- a very successful public institution. It is *the busiest public library building by circulation in the Commonwealth*, circulating 1.6M items annually. Its Children's Room alone is busier than all but a few entire libraries in the state.

Newton residents, especially seniors and children, are ardent library users: over half of our residents have library cards, and they made 695,000 visits to our building last year, borrowing over 1 million adult, teen and children's books and over 600,000 audio/video materials and e-books. The library hosted over 54,000 participants in 1400 children's programs, 222 teen events, and nearly 700 adult lectures, concerts, workshops and clubs last year. Meeting rooms were booked 3066 times.

It's this very success that creates the library's greatest challenges in serving the Newton community. What follows is an outline of the library's top priorities: its greatest needs in serving the community and the goals proposed to address those needs.

Priority I: Improve Service to Children

THE NEED: The Children's Room has long outgrown the space allotted to it in the building. Overcrowding leaves parents and children little place to enjoy the library, engage in activities, or simply sit and read. Librarians must conduct storytime, crafts and other programs in a narrow, cramped room of 405 sf, a space that would be substandard in even the smallest communities. As a comfort and safety issue, the tiny children's bathrooms are original to the building and do not meet ADA standards.

Youth librarians led 765 programs in 2017 and frequently turned away children and parents for lack of space. For those who can attend, it is often a hectic and stressful environment. To relieve the crowding in the Children's area, librarians moved some children's programming to Druker Auditorium, a space that is too big to effectively manage most children's programs, takes families and kids away from the Children's Room, and pushes out other uses of the busy auditorium. Newton parents have reported that they often prefer to visit Watertown, Wellesley and other neighboring libraries to assure a better storytime experience in a setting that is not cramped and crowded.

The library serves a continuum of young patrons as they outgrow the Children's Room to become Tweens and Teens. The library is now completing a new first-floor Teen and Tween Space. The areas for children, teens and tweens need to be contiguous on the first floor to facilitate easy transitions to appropriate materials and services as children mature.

GOAL I-1: Expand the Children's Room

- Increase the overall size of the Children's Room from 7,198 square feet to approximately 11,000 sf of functional space to support the following goals.

GOAL I-2: Increase the Space for Storytime and Crafts

- Replace the existing 405 sf Story/Crafts room with larger spaces, and allocate at least 800 sf for Storytime and 600 sf for Crafts.

GOAL I-3: Make the Children's Room a more actively engaging space.

- Create a new Children's Activity Space to promote early literacy, engage young visitors, and enable families to spend more time in the Children's Room.
- Increase space for school children to do homework and be comfortable hanging out at the Library.

GOAL I-4: Bring the Children's Restrooms up to code.

- In conjunction with renovations, replace the small, substandard children's restrooms with up-to-date code-compliant facilities.

GOAL I-5: Connect the Children's Room to the Teen and Tween areas

- The Children's, Tween and Teen spaces should flow together contiguously to facilitate a child's growth and transition from one zone to another. Centralize the Youth Services Staff office to efficiently serve all of the age groups.

Priority II: Improve Service to Adults and Seniors

THE NEED: Our library was designed in 1989 in the pre-internet age, with a traditional emphasis on quiet, individual study. Today, retirees and students, teens and parents, English Language Learner tutors and learners mix side-by-side with start-up entrepreneurs, independent workers and job-seekers to use library public workspace. We will always offer spaces for individual study and quiet reading, but there is strong demand for more group study rooms, as well as open areas similar to the innovation center model. Many patrons want more flexible, collaborative spaces, preferably centered around a café.

Meeting and program space is a key feature of a community-focused library, especially for seniors. Demand is high. Meeting rooms were booked 3066 times in FY17, a 75% increase in just four years. Our largest meeting space, Druker Auditorium, had 522 meetings last year, but it's 125-seat capacity is often exceeded by demand. We are frequently forced to turn away people from popular programs there. In addition to Druker, there are two spaces that can hold meetings of up to 16 people, leaving a huge gap for audiences of about 40 people.

All of this traffic has taken its toll on the facility. This once-glorious building is showing its age. The tired atmosphere is even more striking in comparison with newer or renovated libraries in all of our surrounding communities. There is an urgent need to refresh the library: replace 84,810 sf of carpet; repaint walls and trim; replace or resurface worn furniture, and address many building code, HVAC and ADA issues.

Parking is a major problem that our patrons wrestle with and complain about every day. The lot is often jam-packed; patrons often sit in their cars for as long as 10-15 minutes, waiting for an open space. Seniors and parents with children are impacted the most by the lack of easy access to the building. The lot has not been repaved or even re-striped since the building opened in 1991, creating serious safety concerns. Potholes have been fixed but the surface is uneven and pitted, posing a hazard for seniors and those who have physical disabilities.

GOAL II-1: Improve Study, Work and Reading Spaces.

- Add group study rooms and flexible group work areas.
- Refurbish the carrels and tables for individual study and reading.
- Add a café.

GOAL II-2: Expand Meeting and Program Space.


- Expand Druker Auditorium's capacity to 200 seats.
- Add a mid-sized conference room for groups of up to 40 people.

GOAL II-3: Refresh the Library.


- Replace all 84,810 sf of carpet in our 91,920 sf building.
- Repaint walls and trim.
- Replace or resurface worn furniture.
- Address all building code, safety, HVAC and ADA issues.

GOAL II-4: Improve Parking.

- Develop a joint Library and City Hall solution to the parking problems.
- Repave and possibly reconfigure the lot to increase the number of spaces.



Jeffrey C. Herrmann
President, Board of Library Trustees



Philip E. McNulty
Library Director

Where is service strong? Where could it be better?

Collections & Borrowing

A

- At 565,830 items, Newton has the 4th largest collection in Massachusetts
- 1.6 million loans annually, the largest borrowing levels at any single library building in Massachusetts
- 695,058 visits in fiscal year 2017, typically 2000 per day.
- 44,257 residents have library cards; an average of 19 items are borrowed by each resident annually

Adult Cultural & Educational Program Activity

A

- 656 programs and workshops in our 340 open days, attended by 12,610 people in FY 2017
- An additional 604 English Language Learner workshops

Community Meeting Space

C

- Good: The Library booked 3066 meetings in FY17, a 75% increase in four years.
- Could be better: Druker Auditorium's 125-seat capacity is frequently reached. More mid-sized conference room space would allow us to accommodate the public meeting space requests we now turn down on a daily basis due to lack of availability.

Youth Programming & Outreach Activity

A

- 765 children's storytimes & programs, 222 teen programs and 633 outreach visits to Newton classrooms and pre-schools reached 38,814 kids, teens and their families.

Children's Program Space

F

- The 405 sq ft combined Story & Crafts Room would be sub-standard in even the smallest communities. We turn families away daily for lack of room, and the experience of crowding into a tiny space for those who do attend leaves much to be desired.

Models: New Children's program spaces in small libraries like Millis and Foxboro, up to Watertown's marvelous space, Boston's well-appointed space and Cambridge's expansive space.

Children's Room Activity & Borrowing

A

- Our Children's room lends more books than most libraries in the state, only 14 libraries do more.
- Analysis of Children's collection use shows that almost every item goes out several times a year.

Children's Room Space

D

- There is no activity space to engage families with young kids and too little homework study space.
- Much of the collection is shelved out of reach of children on shelving that is too high.

Model: Boston's new space at Copley Sq. features lower shelving and spacious, engaging activity areas.

Teen Service

B

- Good: Teen programming and teen collection use are both growing, led by a new focus on Tweens.
- Improving: A larger, more distinct teen space with its own activity space is under construction.
- Still Needed: 1st floor connection to the Children's Room and Youth Services offices so the staff can easily monitor and assist in both spaces.

Library Report Card, 2018

Where is service strong? Where could it be better?

B

Library Computing & Technology

- Good: We provide 45 public computers, access to 3D Printing and an array of technology classes and individual tech help appointments.
- Could be better: 12 of our drop-in computers are in our computer teaching lab, which is now often booked for classes. (501 times in FY16, compared to 52 three years ago)
Public computer seating is uncomfortable and cramped.

**Under
Construction**

Library Makerspace

- Goal: To create a space for hands-on interaction with technology, from the latest computer-driven 3D Printers to more traditional techniques, all building upon the huge success and popularity of our STEAM programming.
- Models: Makerspaces at Watertown's Hatch, Westport, CT; Peabody and Easton, MA; Chattanooga, TN; and many others across the country.

F

Café & Flexible Study Space

- Models: Full service library cafés with related study space are great successes in Watertown, Worcester, Brookline and Quincy, with the best model at Northeastern's Snell Library which has a flexible "Library Commons" group study space nearby.
- At Newton: We are only able to provide snack machines and some seating in our gallery.

C

Study Space & Tutor Space

- Supply: 11 Study Rooms; 94 Carrel seats; 41 large tables, 45 Lounge chairs
- Demand: Our survey shows that 70% of the time ALL study rooms are occupied. Carrels are the next favorite, but the large tables typically only have 10-15% of their seats occupied.
- Goal: To increase study room supply, to increase the comfort level of all seating and to shift from large, under-utilized tables to more individual study seating and round tables better suited to collaborative work.

B

Service to Seniors

- Active users: 23.1 % of our cardholders are seniors, even though they are only 15.2 % of Newton's population. Observationally we see that seniors make up very high percentages of our concert and lecture attendees, our casual readers using lounge space, the people who engage our staff in asking for help and signing up for "device advice" classes, and even of our ELL tutors.
- Could be better: Accessibility is a key senior concern, starting with easy parking and following through to ease of operation of entry doors, and the traditional ADA compliance concerns. A frequent complaint that happens to come from seniors is about the comfort (and age) of our reader lounge seating.

D

Parking

- Supply: 185 parking spaces.
- Demand: Our single biggest source of visitor complaint. The Planning Dept. conducted a parking study in 2013 that indicated that in the 9 daytime hours studied, the library lot was over the 85% capacity target in all but the first and last hours. It was very close to maximum capacity in the 2pm, 3pm, 4pm and 11 am hour. The lot surface is also in very bad repair.
- Options: Architectural studies show that we could gain from 16 to as many as 44 spaces by changing the lot layout and narrowing some of the spaces.