

Brooks Free Library Board of Trustees

Wednesday, Dec. 11, 2013 7:00 pm

Thornton Room, Brooks Free Library
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Approval of Minutes of Nov. 13, 2013
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building Maintenance Committee
 1. Emergency Light Inverter
 2. Septic Back-up
 3. Custom shelving teen area – Woodworkers of Chatham-Harwich Newcomers
 4. Updates on other work
 - D. Liaison from Board of Selectman
 - E. Friends of Brooks Free Library
5. Correspondence:
6. Old Business:
 - A. Art, Historic and Cultural Collections
 - B. Update on submissions for Capital Outlay Plan
 - C. Update on request for CPC funds for historic preservation study of exterior
7. New Business:
 - A. Acceptance of Donations
 - B. Articles for May 2014 Annual Town Meeting – discussion and vote
 - C. Proposed application for state grant - “Serving Teens and Tweens”
 - D. New initiative – Protecting Harwich’s Cultural Heritage
8. Trustees’ Report
9. Upcoming Meeting(s)
 - A. Trustees Annual Meeting with Board of Selection – Mon. Dec.16, 7 pm
 - B. Next meeting – Wed. Jan. 8, 2013, 7 pm
 - C. Protecting Our Cultural Heritage- presentation & kick-off meeting - 1 pm on Jan.23 2014 (snow date: Jan. 30, 2014)
10. Adjournment

Authorized posting officer

Virginia Hewitt
Brooks Free Library

Posted by

Town Clerk’s Office

Agenda submitted electronically to Town of Harwich for posting Dec. 5, 2013

If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Library at 508-430-7563 or brooksfreelibrary@clamsnet.org

Minutes
Brooks Free Library Board of Trustees

Wednesday November 13, 2013, 2013
Thornton Room, Brooks Free Library
739 Main Street, Harwich, MA 02645

DRAFT

Call to Order: The meeting was called to order by Chair Mary Warde at 7:10 P.M. Present were Mary Warde, JoAnne Brown, Kathleen Remillard, Joan McCarty, William Crowell and Ann Emerson present at 8:05 P.M. Also present Virginia Hewitt, Library Director and Clarice Brown, Friends of Brooks Free Library and Linda Cebula after 8 pm.

Approval of Minutes: Joan McCarty made a motion to accept the October 9, 2013 minutes. JoAnne Brown seconded and it carried by unanimous vote.

Reports:

Friends of Brooks Free Library:

- Clarice Brown reported that there will be a sing-a-long at the library on Sunday December 8th @ 2 P.M. Date and time for Santa's visit to be announced.

Library Director:

- Ginny reviewed her written report to the Trustees.
- Trustee Joan McCarty has volunteered to lead a weekly English Conversation Circle program on Thursday evenings beginning Nov. 14th.
- Amanda Chilaka will present a book talk and discussion on her new book, *Early Cape Verdean Portuguese Genealogy of Harwich, MA* on Sat. Nov. 16th.
- Youth Services Librarian, Ann Carpenter will be sending reading materials to the Harwich Middle School.
- A new server will be installed at the CLAMS Office on November 21st. Brooks Free Library will be a test site for Open Cape.

Building Maintenance:

- Ginny, Jeanne and JoAnne met with the CPC. The meeting went very well.
- Jeanne and JoAnne talked to the manufacturer of the inverter regarding extension of the warranty. The warranty will be extended for twelve months. Routine inspection by Power Services will be paid from maintenance account.
- Lincoln Hooper is working on the sidewalk/crosswalk issues.
- Decorative railing over the front door is being replaced by the Highway and Maintenance Dept. Waiting for a quote for wood.

Correspondence:

- Received letter from MBLC approving the Long Range Plan. It is on the website.

Old Business:

- The Board continued to discuss the library's art, historic and cultural collections.

New Business:

- JoAnne Brown made a motion to accept the Newcomers Club donation of shelving and furniture for the Young Adult area. William Crowell seconded and it carried by unanimous vote.
- At 7:50 P.M. Joan McCarty made a motion to approve the F/Y 2015 budget as proposed with two changes: 1.) increase staff librarian to 30 hours with an additional cost of \$16,173. 2.) increase Educational Supplies by \$10,000. William Crowell seconded and it carried by unanimous vote.

Adjournment:

- William Crowell made a motion to adjourn. JoAnne Brown seconded and it carried by unanimous vote. The meeting was adjourned at 9:00 P.M.

Respectfully submitted,

Kathleen Remillard
Secretary

**Brooks Free Library
Library Director's Report
Dec. 7 2013**

Personnel:

We'll advertise again this month for the vacant part-time clerk and to fill vacant Senior Library Technician hours. No word yet on when the HEA agreement will be finalized so we can fill the Asst. Director and Shift Supervisor positions.

I submitted the "new hire request form" after your vote at last meeting to request increase in Staff Librarian hours from 18 to 30 beginning July 1, 2015.

Holiday Hours

Christmas Eve and New Year's Eve are Tuesdays this year. We didn't discuss holiday hours last month, but we had to make a decision in order to print our program calendars. Closing on Christmas Eve as we've done in the past would mean being closed Sun-Mon-Tues-Wed, which I think is too many days in a row. Many community members rely on our services, visiting daily or several times per week, and these services are even more important to some during the holidays when some people feel isolated and alone. Therefore we've advertised that we'll be open 10 – 2 both Christmas Eve and New Year's Eve. Town Hall and other departments are closing at noon both days, so this is fairly consistent with other Town services. Circulation won't be high, but it's good customer service and gives people the opportunity to come in for social contact and to pick up books, movies, games and puzzles.

Long Range Plan:

The Long Range Plan was distributed to Town departments, boards and committees. (Copy of letter attached.)

COSTEP Harwich

I've been a member of COSTEP Massachusetts (Coordinated State-wide Emergency Planning) for the past year. This initiative brings together emergency management, first responders and members of the cultural heritage community such as libraries, historical societies, museums and archives to foster collaborative planning and coordinated response to disasters and emergencies. COSTEP has begun a series of meetings in communities around the state and Harwich has been selected for the next community effort. We held an initial planning meeting on Nov. 21st, attended by COSTEP MA coordinator Andy Grilz, Emergency Management Director Lee Culver, Town Planner David Spitz, Deputy Fire Chief Kent Farrenkopft, Chamber of Commerce Director and Chair of Brooks Academy Museum Commission Jeremy Gingras, Public Services Librarian Suzanne Martell and me. Andy explained the purpose of the initiative, which is to help local cultural heritage organizations protect their buildings and collections by preparing disaster and response plans, and to communicate their needs to first responders and emergency management. As part of this initiative, I will serve as the Cultural Resource Officer on the Harwich Emergency Management Team. We identified target attendees for the community-wide effort and a tentative date of Jan. 23rd at 1 pm was set for the kick-off meeting. (Snow date: Jan. 30th).

Grant Application

We submitted a letter of intent to apply for Library Services and Technology Act (LSTA) grant funding from the Mass. Board of Library Commissioners for the “Serving Teens and Tweens” category. This grant would provide up to \$15,000 over two years to improve services for middle and high school students. We’ll work on these proposals over the next few months, attend workshops in Jan., and submit the final proposal in the spring. A Teens and Tweens grant fits well with the priorities in our Long Range Plan, which is important consideration when the applications are evaluated and ranked. The evaluators also look to see that staffing and activities are sustainable for the future after the grant funding ends. We have been successful at attracting middle-schoolers and younger teens, but maintaining this will become more difficult as grades 5 to 7 move to Chatham next year. The grant funds will help us improve our Homework Center and social/recreational offerings so that we remain relevant to this age group, so the timing is perfect.

CLAMS Catalog

The CLAMS server began experiencing major problems in November and the automated system was down several times for extended periods. The server was replaced and the automated system was updated to a newer release, so the system should be more stable. We can use an Offline Circulation module to check items out to patrons with their library card when the system is down, but circulation suffers as people cannot renew items or place requests and we can’t check-in materials and pass them on to the next patron on the hold list. In late January we will be upgrading to a new Integrated Library System (ILS), called Sierra, from the same vendor as our current system. Staff training will be needed in January to prepare for the new ILS and there will undoubtedly be clean-up work in the months following to resolve problems from migrating the patron and bibliographic records. Staff Librarian Emily Milan has ordered six new computers so we can complete the replacement of staff computers before the upgrade.

Inter-library Loans (ILL)

For a number of years our patrons have been able to search library catalogs across Mass. and place requests themselves using the Virtual Catalog link on the CLAMS catalog. The Virtual Catalog allows only limited searching options and, because it is an interface that connects to a number of different automated systems, it is somewhat clunky to use. The state has funded improvements to the Virtual Catalog and expects the new version to go live late next summer. Combined with our upcoming upgrade to Sierra, this means the Virtual Catalog will not be available to our patrons for 6 - 8 months beginning Dec. 9. Traditional inter-library loan service will still be available, but this is more time consuming as a staff member must search for the item, place the request, catalog the item when received and track the item. Our patrons are some of the highest users of the Virtual Catalog in CLAMS, so we expect to see a significant increase in workload in this area. That increase will be moderated somewhat, however, by the fact that patrons must take more action to initiate a request (filling out an online form to submit or contacting library staff in some way) rather than simply clicking a “Request” link on the Virtual Catalog. Use of inter-library loan always increases when it is “unmediated”, meaning it doesn’t require staff intervention, so the reverse should also be true. Patrons who are highly motivated or have a definite need for an item will still initiate a request, but others who have only a moderate or passing interest in the item won’t pursue it.

If too many patrons chose not to submit an ILL request our circulation numbers will be affected since we check-out about 200 Virtual Catalog items each month.

New Shelving in Young Adult area

The Woodworkers Group of the Chatham-Harwich Newcomers completed the installation of the custom-built shelves in our Young Adult area on Dec. 2nd, and they look beautiful! We were able to remove many of the mismatched temporary shelving in the area and it is a 100% improvement. Installation of these shelves has also improved the appearance of other areas – a permanent shelving unit, no longer needed in the area, was moved into the Children's Room and a number of small shelves and milk crates were removed. That room also looks much improved now. The Cape Cod Chronicle included a series of photos of the woodworkers installing the shelves and a short article about the project in their Dec. 5th issue.

Septic back-up

We have just received an quote of \$5500 to install a liner in the sagging pipe to the septic system. We do not have funds in the budget for this and will need to initiate a Reserve Fund Transfer request for the liner and other costs associated with the septic backup. Together with the \$1671 to Whelan Restoration for the clean-up and \$395 to Rooter Man for the pipe inspection, the total unbudgeted expense so far is \$7602m which doesn't include the cost of replacing the carpeting in the hallway. We haven't obtained an estimate for that yet as we won't be replacing the carpet until we know the problem has been fixed.

We filed an insurance claim and I spoke to the MIIA insurance adjuster. The costs associated with the back-up are covered, but not the cost of repairing the pipe. The charges covered by insurance (\$2066 plus replacement of the carpet) are not likely to exceed the \$5000 deductible so we will not receive any reimbursement.

Facilities Maintenance Manager

I gave Sean Libby, the Town's new Facilities Maintenance Manager and Highway and Maintenance Director Linc Hooper an orientation tour of the Library on Nov. 26th. They both agreed further investigation into finding and repairing the source of the leak on the Mezzanine was a top priority. We briefly discussed HVAC, lighting, emergency lighting and other systems issues. Sean will be scheduling time for more detailed reviews on the building and building systems in the near future. I spoke to Sean on Dec. 5th about newly discovered issues with the emergency light inverter and he was very receptive to reviewing the information, speaking with the contractors and manufacturers and analyzing the technical options. It will be a tremendous relief to have this technical support.

Electrical problems:

We're experiencing periodic dimming and brightening of lights again, although not in the same areas as earlier this fall. The electrician will be here tomorrow (Dec. 7) to investigate.

Crosswalk Move:

This week the Highway Dept. moved the mid-block crosswalk on Main St to the corner of Oak St. They removed the sloped ramp to the previous crosswalk, leveled the surface, re-laid the bricks and installed a granite curb. New ADA compliant ramps were added at the site of

the new crosswalk. They are also making the crosswalk at Bank and Main St ADA compliant.

Maintenance Spreadsheet:

A copy of the maintenance spreadsheet as of Dec. 2nd is included in your packets.

FY14 Budget balances through Nov. 30, 2013

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$2,100.00	\$1,662.33	\$437.67	79%
Electric	\$30,848.00	\$12,531.97	\$18,316.03	41%
Maintenance & Repair	\$40,000.00	\$19,807.21	\$20,192.79	50%
Library Supplies	\$11,270.00	\$5,888.23	\$5,381.77	52%
Educational Supplies	\$100,000.00	\$53,404.39	\$46,595.61	53%
Gas	\$13,000.00	\$1,325.46	\$11,674.54	10%
Office Supplies	\$4,050.00	\$2,460.13	\$1,589.87	61%
Professional & Tech	\$40,147.00	\$20,626.70	\$19,520.30	51%
Water	\$957.00	\$260.64	\$696.36	27%
Total Library Expenses	\$242,532.00	\$117,967.06	\$124,564.94	49%
Wages & Salaries	\$449,663.96	\$177,943.69	\$271,720.27	40%
TOTAL	\$692,195.96	\$295,910.75	\$396,285.21	43%

Respectfully submitted,

Virginia A. Hewitt
Library Director

Brooks Free Library
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www.brooksfreelibrary.org
Email: vhewitt@cclamsnet.org

To: Town Departments, Boards and Committees

Ginny Hewitt

From: Ginny Hewitt, Library Director

CC: Bob Lawton, Town Administrator
Board of Selectmen

Subj: FY2014 – FY2018 Long Range Plan for Brooks Free Library

Date: Nov. 27, 2013

The Library recently completed our latest five-year plan, which covers the period FY2014 – FY2018. A copy is attached and it's also available on the Trustee section of our website (www.brooksfreelibrary.org/brooks/trustees.asp.) We're sharing it with you because some of the goals, objectives and activities overlap with, support and enhance the functions of other departments, boards and committees. We also wanted to take the opportunity to make you aware of the reference services we provide. Please let us know if we can assist you, for example, by locating and obtaining journal articles, books or other materials. We would also be happy to assist with your efforts to improve public understanding of issues and areas of concern related to your areas of responsibility by purchasing materials, building our collection and providing programs, so please let us know if you have any suggestions.

Since residents often come to the Library seeking information on Town projects and initiatives, one of the activities in our Long Range Plan is to create a separate organized display area and expand our collection of local government information. We would appreciate it if you would provide us with a copy of any reports or plans your department, board or committee produces.

Finally, we're interested in your feedback on the plan and input on ways we can work together to address the needs and interests of the community. We would be happy to meet with you to discuss current activities and future opportunities.

Reference Librarian's Report
Dec 2013

Recent Projects completed:

Weeded all the remaining books on cassettes from the non-fiction audiobooks area to make room for more non-fiction audiobooks (on CD and on Playaway)

Weeded about 90% of the VHS tapes from the non-fiction DVD area. A handful of VHS remain that are mostly locally produced and non-replaceable. New DVD's were bought in subject areas where some of the VHS tapes were removed.

Moved entire non-fiction DVD area to across from the Reference desk. They are more visible there (I suspect that many titles were being stolen in the previous location, but I need to do a complete inventory to be sure). The lighting is also good there.

The Medical Reference collection has been entirely updated with new titles added and older, out of date titles removed. The medical books in the reference stacks are heavily used (many of our patrons still prefer to look this type of info up in a book instead of online) so I spent more than \$1000 on new titles to add to this collection which hadn't been significantly updated for about five years.

Ongoing projects:

I am attempting to weed the entire non-fiction and Reference collection over the next few months. Non-fiction has been completed up to Dewey number 630. Reference collection is about a third complete. More room is needed for the growing general non-fiction collection. The collection will be shifted to make use of the space where the non-fiction DVD's had been previously.

All the local librarians at the schools in Harwich have been offered the books that I am weeding from the Reference collection. Some were interested but most didn't think they could take anything at this time.

The Emergency Management area has been updated with new materials from FEMA and local governments. The Green corner has been organized and a new 'Local Reports' area is being developed in this same area (near the Vital computers).

I applied for an intern for the Spring Semester from Simmons Library School to help mostly with weeding and inventory projects. I also applied last semester but didn't get anyone.

Emily Milan and I are running a show and tell of Ebooks and tablets this weekend. We are still doing a significant amount of helping people one-on-one with ebooks at the reference desk. People seem to be coming in with their new 'early holiday gift' ereaders already.

I received some training from an EBSCO rep (or vendor for periodicals) who was very helpful. Our magazines and newspapers are now more organized and our internal processes for dealing with these labor intensive items has been improved.

I am currently looking into options for dealing with our probable massive increase in Inter-Library Loan (ILL) requests that will start on December 9. Without the Virtual Catalog for a possible 6 months +, all items requested that are not available in the CLAMS system will have to be handled via our ILL system which is very labor intensive. New staff will be trained over the next month to assist with this process.

The evening book group is going strong with 12 people showing up at both the December and the November meetings. The group just voted on titles we will read next year (I put together a master list to choose from) and soon I will have a schedule for all the books and dates in 2014. Joanne Clingan, Lee Kelley and Emily Milan all plan to help out next year and the group doesn't seem to mind that I am not always running it each month.

Respectfully submitted,

Jennifer Pickett

Youth Services Report Dec. 2013

Youth Services is continuing to see very high attendance numbers for this fiscal year. This is partially due to an increased number of classrooms visiting the library (a phenomenon that will begin to be more erratic as the winter weather begins to hit) and a huge increase in the number of people attending the Mother Goose on the Loose program compared to last year.

The Harwich/Chatham Newcomer's Association Woodworkers have installed custom built shelves in the Young Adult nook. The craftsmanship is excellent and the shelves really add a degree of elegance to the area. In addition to beautifying this space, the shelves also provided some much needed expansion space for the Young Adult graphic novel, paperback, and (by freeing up space previously used for the paperbacks) the hardcover books. Publishers, authors, and librarians are all in agreement that we are currently in a Golden Age for books aimed at teenagers, with new records for both quantity and quality being published in the last several years, so extra space has been a real boon.

We are looking forward to Santa Claus visiting on Dec. 14. Peter Luddy, who has arranged Santa's appearance for decades, is taking a year off, so Peter Hughes has agreed to fill that role.

I recently installed a birdfeeder outside of the Doane room window as part of our on-going effort to make the library a science-friendly environment. A display about local birds will accompany the bird feeder, and a Science Storytime theme will be devoted to birds.

Respectfully submitted,
Ann Carpenter
Youth Services Librarian

YOUNG ADULT AREA

Before



After



Before



After



Doane Room

Before



After



Technology Report

December 2013

In November, Michael and Suz Karchmer of the Cape Cod Viewfinders Camera Club presented the first workshop in a three part series on digital photography. We had approximately 15 attendees and all were quite pleased with the topics covered. The next workshop in the series is scheduled for December 10th and will cover using your iPhone or iPad as your camera. This program requires registration and, as of this writing, has reached the maximum number of 25 participants. The Karchmer's have kindly offered to run the program a second time and a waitlist has been started. On Sat., Dec. 7, Reference Librarian Jennifer Pickett and I are presenting an E-Reader Show and Tell workshop.

Unfortunately, I was forced to cancel the Saturday Tech Talk on Email Basics which was scheduled for November 23rd. Upon arriving to set up for the program I was alerted to a printing issue at the Circulation Desk that prevented staff from printing receipts, hold slips and transit slips. which turned out to have resulted from some changes made by the CLAMS Central Office the evening before. As this is a vital function of Circulation, I chose to address it immediately and it took most of the day working with the CLAMS systems staff to troubleshoot and correct. The problem turned out to have occurred as unanticipated consequence of some systems changes made by the CLAMS systems staff the evening before. I will be rescheduling the Email program for a Saturday in January.

This month two new computers were moved into the Homework Center, and I began set up of a new computer for the Tech Services desk in the Local History Room. I also assisted Carla Burke in moving the new JAWS computer to the VITAL area and troubleshooting problems on the Guide Computer. In anticipation of our upcoming transition to Sierra, I have ordered six replacement computers for the staff computers at the Circulation Desk. I hope to have these computers installed in time for staff to become accustomed to the newer operating system prior to our migration to Sierra.

Respectfully submitted,

Emily Milan
Staff Librarian