

## **Brooks Free Library Board of Trustees**

**Wednesday, Sept. 10, 2014 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 August 13, 2014
3. Public Comment
4. Annual Meeting with Paul Probolus re: Howard W. Lang Fund
5. Reports:
  - A. Chairman
  - B. Library Director
  - C. Building Maintenance Committee
  - D. Liaison from Board of Selectman
  - E. Friends of Brooks Free Library
6. Correspondence:
7. Old Business:
8. New Business:
  - A. Acceptance of Donations
  - B. Revised Performance Appraisal form for Department Heads
  - C. FY15 Project Submissions for CPC-funding
8. Trustees' Report
9. Upcoming Meeting(s)
  - A. Next Trustees meeting – Wed. Oct. 8, 2014 at the Library, 7 pm
  - B. Trustees Annual Meeting with Board of Selectmen - \_\_\_\_\_
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

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Minutes  
**Brooks Free Library Board of Trustees**  
Wednesday August 13, 2014  
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 7:05 P.M. Present were Mary Warde, Jeannie Wheeler, William Crowell, Joan McCarty, Ann Emerson and Kathleen Remillard. Also present, Virginia Hewitt, Library Director and Linda Cebula, Liaison from the Board of Selectmen.

**Approval of Minutes:** Joan McCarty made a motion to accept the April 9, 2014 minutes. Jeannie Wheeler seconded and it carried by unanimous vote.

**Public Comment:** None

**Reports:**

**Chairman:** Paul Probolus from the Cape Cod Five Cents Savings Bank is scheduled to meet with the Trustees at the Board's next meeting on September, 10, 2014. Joan McCarty will contact Mr. Probolous. Director, Ginny Hewitt's Performance Review has been submitted.

**Library Director:** See written report. Ginny reported that the cost associated with the Inter Library Loan program (ILL) will be less once the new system is in place. The Perkin's School for the Blind and Auburn Public Library will be meeting with Carla to talk about the VITAL program regarding how we train staff and volunteers and how can Perkin's partner with libraries. The 2<sup>nd</sup> and 3<sup>rd</sup> graders from the Monomoy Coop Learning Program came to the library. Buses will be full this coming year, but there will be a stop at the library.

**Building Maintenance Committee:** Included in Library Director's Report. Ginny will ask Sean Libby to look at the balcony.

**Liaison from Board of Selectmen:** The crosswalk is finished.

**Friends of the Brooks Free Library:** None

**Correspondence:** None

**Old Business:** William Crowell met with Linda Cebula, Chris Clark and Mr. Giorgio regarding Trustee authority to appoint library personnel. As requested, additional information was provided to Mr. Giorgio regarding the nature of the Library staff. The Trustees then discussed Mr. Giorgio's follow-up opinion dated July 28, 2014. Chair Mary Warde will send a letter to the

Board of Selectmen thanking everyone for their cooperation and the Trustees' intent to submit an amendment to the Town Charter at the May 2015 Town Meeting to clarify the Charter language.

**New Business:**

- No donations
- No new submissions to the Capital Plan
- Joan McCarty made a motion to close the library on September 13, 2014 for the Cranberry Harvest festival. Jeannie Wheeler seconded and it carried by unanimous vote.
- William Crowell mentioned that people are parking in the small striped triangle.

**Upcoming Meetings:** Next Trustee meeting - Wednesday September 10, 2014 at the Library, 7:00 P.M.

**Adjournment:** Joan McCarty made a motion to adjourn. Jeannie Wheeler seconded and it carried by unanimous vote. The meeting adjourned at 8:50 P.M.

Respectfully submitted,

Kathleen Remillard, Secretary



**Brooks Free Library  
Library Director's Report  
Sept 5, 2014**

**Administrative:**

Personnel :

The internal advertisement for the 18-hour Administrative Assistant position closes next week. Only current employees who are members of the Harwich Employees Association can apply. If there are no internal applicants, we will advertise in the newspapers and online and begin accepting applications from the public.

State Reports:

The ARIS (Annual Report and Information Survey) was submitted to the Mass. Board of Library Commissioners on Aug. 22. That report provides data on library use, services and programs in FY14. The State Aid Financial Report is due Oct. 10<sup>th</sup> and the consolidated report for all libraries in Harwich is due Oct. 27<sup>th</sup>. Submission of the ARIS and the Financial Reports are both requirements for the Town to maintain library certification from the state and be eligible for State Aid funds.

**Operations:**

Monomoy Regional School District:

Staff members have worked over the summer on plans to ensure we maintain our close relationship with teachers and administrators of the Monomoy Regional School District. Youth Services Librarian Ann Carpenter, Staff Librarian Emily Milan and I attended the ribbon-cutting for the new high school on Aug. 21<sup>st</sup>. We've met the new principals at the High School and Middle School, who've been very receptive to continuing and building the school-library partnership. We've been assured that Middle School students will be able to take the bus to the Library after school. Bus routes and schedules are likely to be in flux for the first few weeks, so we'll adjust the starting times of the after-school programs as needed. We're excited about our new after-school offerings for middle and high school students – Movie Matinees on early release Wednesdays (every other Wed.) and the Harwich Junior Theater Explorers program every Thursday. We're trying to get the word out to parents through social media, flyers, newspaper articles and, this week, a paid ad in the Cape Cod Chronicle.

Disaster Preparedness Training

I have arranged for a disaster preparedness workshop for COSTEP Harwich participants and other Town departments. Called "Leaky Pipes and Broken Windows" this workshop will focus on preventing water damage and salvaging materials when they get wet. It will be lead by Gregor Trinkaus-Randall, Preservation Specialist at the Mass. Board of Library Commissioners. Harwich Deputy Fire Chief Kent Farrenkopf will start the day with a session the fundamentals of fire and training in the correct use

of fire extinguishers. The workshop will be held on Monday, Oct. 27 and run from 9 am to 3 pm. Flyers and invitations will be going out in the next few weeks.

#### Restoration of Rogers Groups Statues

I am planning to submit a request for CPC funding for a project to restore and refinish our collection of Rogers Groups statues. The finish is not uniform on the pieces in the collection. Many are chipped and all have some degree of flaking and cracking of the finish. I have received referrals from the New Canaan Historical Society, home of the John Rogers Studio and Museum, and have contacted restoration companies for estimates. The deadline for submitting a CPC request is Oct. 1.

#### Performance Appraisal Form

The Town Administrator has been working on revised Performance Appraisal forms. The new form for department heads is included in your packets.

#### VITAL Program

This report was rather lengthy, so I've included it as a separate report.

#### **Building Maintenance:**

Facilities Manager Sean Libby has received a quote for replacing the bearing in the main air handler and will be scheduling the work. He has also received a quote and will schedule the inspection and preventive maintenance service on the emergency light inverter. There are no other updates to report this month on other other on-going maintenance issues.

Sean has advised me that he plans to submit a request for a generator for the Library for the FY15-21 Capital Plan. The Town has been revising the submission forms, so the deadline has been pushed back to Sept. 26.

Due to time constraints, I have not taken any action this month towards awarding the historic preservation study of the exterior or beginning the carpet replacement project.

#### **Financial:**

##### FY15 Budget Balances As of August 31

The spreadsheet is included in your packets.

##### FY14 Lang Fund

In preparation for your meeting with Paul Probolus, I've included a spreadsheet in your packets on our use of the Lang Fund from July 1, 2013 through June 30, 2014.

Respectfully submitted,

Ginny Hewitt  
Library Director

Trustees Report of the Assistant Director  
September 2014

**Circulation:** This summer was very busy with very few problems due to the excellent customer service our staff provides. As we transition to the fall and winter season, schedules may need to be adjusted to accommodate a new delivery driver who comes a bit later in the day. Hopefully, as the driver becomes more accustomed to the route, it can return more to what we have become accustomed.

**Staff Training:** We will have our next Staff Training on Readers' Advisory on Monday, September 22 from 10-1. We will first discuss the books from Fantasy and Science Fiction we read over the last 2 months and then move onto Historical Fiction. The staff will read from this genre for the next session in October that will focus on literary fiction.

**Community Outreach:** On September 9, I attended a luncheon for the Harwich Garden Club where I gave out cards to individuals who did not have one, brought books on gardening for individuals to check out, and brought flyers to promote our programs and services. A traveling version of the seed lending library was also brought to promote it to the gardeners for next year.

**Programming:** The adult programming will begin at the end of the month with a group of men from the accapella group, The Surftones, performing on Saturday, September 27 at 2:00 p.m. On Tuesday, September 30 Joan Frederici from the Genealogical Society will do a workshop on Getting Started with Your Family History. During the session she will talk about how to begin researching your family history with the computer databases provided by the library. Her last session in March had 40 attendees. The first Sunday Program offered by the Friends of Brooks Free Library will be on October 5 with Sally Mattson portraying Susan B. Anthony. The program is an entertaining history lesson as Anthony's letters, speeches, and diaries reveal her righteous fury, her wit, and her perseverance.

Respectfully Submitted,  
Suzanne Martell



## Reference Report September 2014

Our volume of Inter-Library loan requests has decreased significantly over the past month since we implemented our new policies (restrictions on number of requests per patron and no A/V requests) and has now returned to a manageable level for the reference staff to handle. Gordon has completed written directions for the new system and now everyone with a regular shift at the reference desk is helping with ILL's.

Thanks to several volunteers, the books in the non-fiction stacks have been shifted to fill in the spaces left when we moved the non-fiction DVD's. New signage at the end of each of the stacks has been updated so that patrons can find their books more easily. I have shifted about half of the Reference collection and I am weeding the entire collection as I shift. I plan to offer a significant number of reference books to the local schools over the next few weeks as I will be removing some multi-volume reference sets to make room for other collections such as the new Harwich High School Yearbooks. A significant collection of these yearbooks were given to us by the former Harwich High School librarian. They span the years from 1962 to the present. Although they are not a complete collection we have multiple copies of many of them and so patrons will be able to check them out if requested. We get frequent requests for yearbooks here at the Ref desk so we are excited to finally have this resource available to our patrons.

We also received a donation (from the Harwich Historical Society) of copies of the Harwich Oracle that contain some of the years before 1996 (where our collection starts). This is a valued resource as these issues are not available in digital form and the newspaper officially stopped publication in December of 2013. These newspapers still need to be organized and labeled before they can be put out in the Reference stacks.

I have an appointment to meet with a rep from Ingram's Library Service next week for training on their system of ordering books. Since Baker & Taylor changed their website about 6 months ago, ordering books from them has taken about twice as long as it once did. I arranged for a meeting with the B&T rep several months ago and she came and sat down with Ann and myself but it seems their system just does not fit our needs very well. I have created a new account with Ingrams for ordering non-fiction and reference books and will start ordering from them soon.

Jennifer Pickett, Reference Librarian

Youth Services Report  
Sept 2014

With the start of school the Summer Reading Program is officially over. We ran 52 programs for children with an attendance of 2,229 (1,489 children and 740 adults). This is essentially the same as last year's 54 programs and 2,222 people. We had three programs for teens, with 17 attending. Last year there were no teen-specific programs.

The final numbers for the Summer Reading program are 235 children who read for a total of 1,667 hours and 55 teens who read for 516 hours. That's an increase of 300 hours for the children, and a decrease of 500 hours for the teens. I believe that the number of hours read for teens went down, despite the same number of participants, because there were about half a dozen "power readers" who either moved away or considered themselves "too old" this year.

The Summer Science Program had 109 children sign up, and 66 completed logs returned. That's almost double the number of completed science programs compared to last year, which I attribute to greater awareness, a summer reading program that also had a science theme, and tweaks to the way the program was run.

The Monomoy Regional Middle School was kind enough to allow us to staff a table at the MRMS meet and greet program on Thurs. Aug. 28. We distributed flyers and talked to parents about our upcoming afterschool programs. There was a lot of interest in the Early Release Movie Matinee program. I have been fielding a lot of questions about our partnership with the Harwich Junior Theater as well. While at the meet and greet the new principal officially announced to the crowd that the library will be an afterschool bus stop. The Middle School principal has agreed to allow us to attend a staff meeting in Sept. to make teachers aware of our resources and services .

We plan to attend the Open House nights at Monomoy Regional High School, Monomoy Regional Middle School and Harwich Elementary School coming up in early September.

Respectfully submitted,

Ann Carpenter  
Youth Services Librarian



## Report on Assistive Technology Sept. 2014

Prepared by Ginny Hewitt

Now in its 11<sup>th</sup> year, our VITAL program (Vision Impaired Technology Assistance at the Library) continues to be a national model. While we've assisted many libraries with learning more about assistive technology and trained librarians who can respond to patron questions, none have yet begun offering the same in-depth comprehensive training our program provides. Our instructional model uses volunteer tutors to work with students with sight loss for one-on-one instruction, moving at the student's own pace. Since some students need to learn to keyboard first, instruction can take 6-10 months, depending on the individual student and the programs being taught. Our Assistive Technology Coordinator, Carla Burke, recruits and trains the volunteer instructors and develops the curriculum and lesson plans, which are revised as the operating system and software programs are updated.

### Workshop Provided to Perkins and Auburn Public Library

This month Carla, Senior Library Technician Joanne Clingan and I met with representatives from the Perkins Talking Book Library, Perkins Products and the Auburn Public Library who were interested in learning more about our program as they explore how they can work together. Carla and Joanne provided an overview of how our instructional model works. We provided lunch, with VITAL volunteers setting up and hosting. The visitors then heard from community members with sight loss that had received instruction, and they talked about the tremendous difference this has made in their lives. Volunteer tutors then talked about their experiences. Both students and tutors emphasized the importance of one-on-one instruction in the success of the program. Auburn has purchased some assistive technology but is not yet using it. If their partnership with Perkins develops as they hope it will they would like to also begin providing instruction. Perkins also plans to prepare a guidebook for public libraries on how to provide training for patrons.

Several Mass. public libraries that we've assisted have acquired assistive technology and now periodically provide group workshops for patrons or advertise computer lab sessions where someone is available to help users of assistive technology. That type of assistance works well for people who are already assistive technology users, and serves a definite need, but it does not take someone who has little to no computer skills (at the level many seniors are who begin experiencing sight loss) and teach them to be independent users of computers and the assistive technology software.. It does not create new users, so it leaves a large number of people with sight loss behind. Many people with sight loss do not qualify for computer training from the Mass. Commission for the Blind or Veterans Administration or they are reluctant or unable to be away from home for an extended period to attend their residential training programs. This means many people with sight loss currently have no access to this training. Since assistive technology provides access to print, we see this as a basic literacy program for a population that public libraries have a poor history of serving.

The Perkins representatives were very impressed with our model of providing instruction and plan to promote it. In addition to the planned partnership with the Auburn Public Library,

Perkins plans to prepare a guidebook for public libraries on how to provide training for patrons using the information and procedures developed by Carla.

#### Upcoming Meeting with Mass. Commission for the Blind

Next week Carla will meet with Alexander Pooler, the Assistive Technology Director for the Mass. Commission for the Blind (MCB) to provide an overview of our program. He learned about VITAL from the rave reviews provided by the MCB Region 5 Director who visited Brooks Free Library with her staff earlier this summer. Mr. Pooler shares our belief that this instructional model should be replicated in other communities, whether it is provided by libraries, senior centers or community centers. Following this meeting we'll have a better idea of how we can work together and with other state and regional agencies to further this effort.

#### Information Sessions for Other Libraries & Organizations

As a result of the recent visit by the Perkins and Auburn Library, which required significant staff time to prepare and coordinate, we've been discussing how best to continue to provide this "advice and assistance" service. We are considering scheduling two group information sessions per year for libraries rather than responding to individual requests when they occur. We'll work with the Mass. Board of Library Commissioners to schedule this in a way that best aligns with their grant funding cycle and to ensure that funds for our staff assistance are included in libraries' grant projects.

#### Workshop Proposal for MLA Conference

In May 2005 we presented a workshop on the VITAL program at the Mass. Library Assn's annual conference. We've decided it's time to present it again since many libraries have added assistive technology, some have trained staff and a few are providing group workshops, but none are providing one-on-one instruction. Workshops on assistive technology options are available fairly often from various sources, so this workshop won't cover that material. It will focus on how even a library can establish an instructional program that provides that one-on-one training and how to ensure it is sustainable. We submitted a workshop proposal to MLA and should hear back from the conference committee next month.

#### New Assistive Technology Services

Two new categories of training this year are instruction on the VoiceOver accessibility feature on iOS (Apple) devices and the Victor Reader Stream, a handheld media player designed for people with sight loss. With the high patron interest in iOS devices, we purchased a Macbook Pro laptop in June using the donation from the Chatham-Nauset Lions Club. Carla has been attending training at Core Computers in Orleans on using the VoiceOver on the MacBook.

Assistance with downloadable audiobooks from the National Library Service's BARD program has become one of most popular services. This digital download service is replacing the traditional Talking Book program. Many more titles are available – and much sooner – than are available as audio-books to the general public. Carla has now trained several volunteers who assist us in downloading the titles requested by patrons and this has been a great help in meeting the demand.



FY15 Budget Balances  
As of 8.31.2014

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$2,325.00	\$433.28	\$1,891.72	19%
Electric	\$31,465.00	\$4,746.03	\$26,718.97	15%
Maintenance & Repair	\$48,555.00	\$1,595.00	\$46,960.00	3%
Library Supplies	\$13,900.00	\$2,123.05	\$11,776.95	15%
Educational Supplies	\$120,000.00	\$22,628.46	\$97,371.54	19%
Gas	\$13,369.00	\$63.57	\$13,305.43	0%
Office Supplies	\$4,200.00	\$1,302.33	\$2,897.67	31%
Professional & Tech	\$42,057.00	\$38,046.65	\$4,010.35	90%
Water	\$981.00	\$0.00	\$981.00	0%
Total Library Expenses	\$277,012.00	\$70,938.37	\$206,073.63	26%
Wages & Salaries	\$487,855.68	\$90,192.62	\$397,663.06	18%
<b>TOTAL</b>	<b>\$764,867.68</b>	<b>\$161,130.99</b>	<b>\$603,736.69</b>	<b>21%</b>