

739 Main St., Harwich MA 02645

1. Call to Order/Attendance
2. Approval of Minutes of Aug. 14 2013
3. Public Comment
4. Reports:
  - A. Chairman
  - B. Library Director
  - C. Building Maintenance Committee
    1. Emergency Lighting Project
    2. Phase I - Exterior Work
    3. Phase I - Carpeting
    4. Updates on other work
  - D. Liaison from Board of Selectman
  - E. Friends of Brooks Free Library
5. Correspondence:
6. Old Business:
  - A. Capital Outlay Submissions
7. New Business:
  - A. Acceptance of Donations
  - B. FY2014 – FY2018 Long Range Plan and Action Plan
  - C. FY2014 draft Trust and Gift Spending Plan
8. Trustees' Report
9. Adjournment

Town Clerk's Office

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Minutes  
**Brooks Free Library Board of Trustees**

Wednesday August 14, 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 7:02 P.M. Present were Mary Warde, JoAnne Brown, Jeanne Wheeler, Kathleen Remillard. Also present were Virginia Hewitt, Library Director, Linda Cebula, Liason from the Board of Selectman and Clarice Browne, President, Friends of Brook Free Library. Absent: Joan McCarty, William Crowell and Ann Emerson.

**Update on the Lang Fund:** Paul Probolus from the Cape Cod Five Cents Savings Bank presented his yearly update for the Lang Fund. Overall the account has done well. It is up 6.27% after fees. Paul will discuss diversifying with William Crowell and Virginia Hewitt will get back to the Board next month regarding the amount to be spent from the fund this fiscal year.

**Approval of Minutes:** Joanne Brown made a motion to approve the July 10, 2013 minutes. Jeanne Wheeler seconded and it carried by unanimous vote.

**Reports:**

**Chair:**

- Mary Warde reminded the Trustees that they were sent a copy the Library Director's performance review.

**Library Director:**

- Ginny spoke with the town lawyer to clarify advertising the Assistant Library Director position internally.
- She will advertise the 18 hour position to replace Emily Milan as there were no internal applicants.
- The Leadership Conference as excellent. Ginny came away with practical information related to leadership that will benefit the library. The library staff did a fantastic job while she was away.
- Assistive Technology Coordinator Carla Burke traveled to the Mashpee office of Audible Local Ledger to tape an interview that will be aired on a state-wide radio program in September. The board congratulated Carla on her accomplishments with the VITAL program.

**Building Maintenance Committee:**

- Each month the committee will divide their report into general maintenance and ongoing projects.
- Joanne Brown reported that Jim Igoe recommended the next steps for CPC regarding exterior preservation.
- The committee will ask Link Hooper to put low maintenance shrubs on the Bank Street side of the building.

**Liaison from the Board of Selectman:**

- Linda Cebula reported the Town will be re-advertising the Town Administrator position.

**Friends of the Brooks Free Library:**

Clairce Browne mentioned that the "First Sunday Series" will begin September 8<sup>th</sup> @ 2:00 P.M. with "Three for the Show."

**Correspondance:** None

**Old Business:** None

**New Business:**

- Joanne Brown made a motion to close the library on September 14, 2013 for the *Harwich Cranberry Arts and Music Festival*. Jeanne Wheeler seconded and it carried by unanimous vote.
- Joanne Brown made a motion to have Ginny Hewitt submit a request for carpeting in the amount \$112,000. 00 to the Capital Outlay Committee. Mary Warde seconded and it carried by unanimous vote. Joanne Brown made a motion to submit a request to the CPC for \$100,000.00 for exterior restoration, preservation and building maintenance. Jeanne Wheeler seconded and it carried by unanimous vote.
- Jeanne Wheeler asked if there could be library staff training for a fire drill that would include an evacuation plan. Virginia Hewitt will look into the process.

**Adjournment:** Joanne Brown made a motion to adjourn. Jeannie Wheeler seconded and it carried by unanimous vote. The meeting was adjourned at 9:30 P.M.

Respectfully submitted,

Kathleen Remillard, Trustee

**Brooks Free Library  
Library Director's Report  
Sept. 5, 2013**

**Personnel**

Organizational Changes:

We're waiting for the new Harwich Employee Association contract to be signed so we can advertise internally to fill the Asst Director and Shift Supervisor positions.

Administrative Assistant vacancy:

This position was advertised in August and received minimal response. We are considering our options before interviewing or re-advertising.

Staff Training:

The librarians have discussed training ideas and are working on sessions on communication and behavioral styles, and reader's advisory. We're planning an in-service day later this fall.

Assistive Technology Coordinator Carla Burke and Staff Librarian Emily Milan participated in a webinar on Overdrive's new module for downloading e-books and audiobooks. They're providing feedback to Overdrive on the lack of accessibility of the module, which removes some of the accessibility improvements made just a few months ago based on our input.

Several staff members will participate in a webinar on library services to people with disabilities on Sept. 13<sup>th</sup>, which will provide an overview of what's available now and look at opportunities to improve and expand services in the future.

**Operations:**

Summer Library Use:

With the air conditioning troubles of recent years behind us, we had one of our busiest summers ever! Checkout of library materials increased in every category as documented in the Public Services Librarian's report. Parking seemed at even more of a premium this summer. The two parking lots were at capacity for much of the day almost every day.

Youth Services Librarian Ann Carpenter's report on the summer is attached, but I also wanted to make some general comments about the Summer Reading Program. The friends of Brooks Free Library funded many special programs and performers. Ann also offered many creative craft programs. Posts about the programs on Facebook generated a lot of interest. Performance by magicians and storytellers always "sell out" but this year attendance was up significantly at craft programs, too. Inclement weather forced us to cancel 3 of the 6 outdoor Movies in the Park, but the ones we held were well attended and very popular. Promotion of the outdoor movies has also made some residents and visitors who weren't library users more aware of the services and programs we offer. As always, we received many compliments on our programs and on our Youth Services Librarian herself. Here are two recent samples:

*On Aug. 27<sup>th</sup> Ann had a quick exchange with a mother who was chasing after a toddler. She said she loved all of our programs and had made a point to bring a camera to take*

*pictures of story-time that day because she wanted to go back to her home library and tell them "we need to be more like this."*

*On Aug. 31<sup>st</sup>, Ann received this email:*

*Dear Ann,*

*Thank you so much for providing such wonderful story times. We attended both Mother Goose and Mother Goose on the Loose while on vacation and thoroughly enjoyed the all of the songs, stories, scarves, and rhythm sticks along with your smile, energy, and enthusiasm. You are really gifted at this!*

*Hope to see you next summer!*

*Signed (Mom) and (child)*

What makes these examples even more striking is that they're from the end of August. Ann's enthusiasm never wavers even when dealing with large crowds for the entire summer. She continues to provide great programs and respond to all readers advisory questions with gusto, helping children and families find just right books to match their interests and reading level.

#### Reference From Reference Librarian Jennifer Pickett:

No major incidents or accidents to report for the summer of 2013! The building temperature and the WiFi signal worked well all summer and this contributed to a lot of people being in the building every day for the months of July and August. I saw a tremendous increase of patrons with their own ipads, iphones and other mobile devices doing work on the second floor. Many days there were no seats available anywhere on the second floor. With so many people here every day, I was impressed that we didn't have more complaints about noise (patrons usually complain about other patrons, cell phones, etc.) or about not having enough computers etc. The three new public internet computers that were added during the summer (older computers were replaced) helped cut down the amount of time I spent time helping the public do simple things like opening attachments and printing documents. We helped a lot of patrons with ebook questions this year although many people came in at random times for help and not during the twice weekly scheduled ebook help sessions. I worked on some interesting research topics for the town and for others, often completely via email. Overall, it was a pretty smooth summer here in the Reference Department.

#### Report from Staff Librarian Emily Milan

This month we focused our technology efforts on troubleshooting some of existing computers as well as repurposing the public computers that were replaced last month. A second catalog computer was added in Reference area, many patrons have expressed appreciation for the decreased waiting time for catalog searches as a result of this addition. A second public computer was repurposed to replace a failing Homework Center computer. We also ordered several new printers and began by installing them in the Reference Department.

Sept.'s technology projects include replacing printers in Circulation and the VITAL area. Additionally, I'm setting up two new computers that will be installed at the Youth Services and Public Services Librarian's desks on Sat., Sept. 14<sup>th</sup> when the library is closed.

A new program, Tech Talks, starts in October. The first one will be on Tues., October 8 at 6:00 pm and the second will be on Saturday, October 26 at 2 pm.

## State Reports

Two annual reports must be submitted to the Mass. Board of Library Commissioners (MBLC) for the Town to maintain library certification. The Annual Report and Information Survey (ARIS) provides data on library activity and services, and was submitted Aug. 22<sup>nd</sup>. I've included a spreadsheet with data for some primary measures of Library in your packets.

The 2nd set of reports are financial. Individual reports for each library are due Oct. 10<sup>th</sup>. A "Compiled Financial Report" for the three Harwich libraries is due Oct. 25<sup>th</sup>. I'll complete this report after receiving the individual reports from the Harwich Port and Chase libraries.

Fall for Harwich: We have 6 programs during the Chamber of Commerce's Fall for Harwich.

- "Broadway Remembered," Sunday, Sept. 8 at 2 pm, sponsored by the Friends
- Organic Cranberry Farming with Leo Cakounes, Thurs. Sept. 19 at 6:30
- Bubble Show for kids, Sat. Sept. 25 at 2 pm
- Folk music by Just Plain Folk on Sat. Sept. 28 at 2 pm
- Talk on "Henry Beston's Cape Cod" Sat. Oct 19 at 2 pm
- Cape Cod Baseball League Past & Present" on Oct. 6, 2 pm, sponsored by the Friends

## New England Library Association Conference:

I plan to attend the New England Library Association Conference in Portland Oct 20-22<sup>nd</sup>. One session will promote the New England Library Leadership Symposium (NELLS), which I recently attended. The keynote address and focus on Sunday is on libraries as centers for community building and engagement, and our potential to strengthen and improve civic life. Other sessions will focus on trends in library services and technology and safety in libraries.

## Disaster Planning:

Public Services Librarian Suzanne Martell and I are attending a two-part workshop on disaster planning this month. The first session on Sept. 11 is on preparing for disasters, developing re-entry and communication plans, and assessing incidents. The second session on Sept. 30<sup>th</sup> will provide practical experience in the triage of wet materials.

On Sept. 12<sup>th</sup> Suzanne and I will participate in the first meeting of the season for the Harwich Emergency Management Planning Committee.

## State Committees/Focus Groups:

I recently participated in a focus group/sub-committee of the State Advisory Council on Libraries looking at ways to re-focus the grant program for the federal LSTA funds. On Sept. 12<sup>th</sup> I'll participate in one of the regional focus group sessions on a state-wide library card.

## Building Maintenance:

This month I've updated the maintenance spreadsheet, originally created last year, documenting the status of work on various building systems and facility maintenance. A copy will be provided at your meeting. Building and Grounds Co-Chairs Jeannie Wheeler and JoAnne Brown are meeting with the Highway and Maintenance Director and Maintenance Foreman on Sept. 5 for status updates on the areas they are responsible for.

**Financial:**FY14 Budget balance as of Aug. 31, 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	\$977.69	\$1,122.31	47%
Electric	\$30,848.00	\$5,596.47	\$25,251.53	18%
Maintenance & Repair	\$40,000.00	\$1,386.00	\$38,614.00	3%
Library Supplies	\$11,270.00	\$2,968.20	\$8,301.80	26%
Educational Supplies	\$100,000.00	\$22,541.81	\$77,458.19	23%
Gas	\$13,000.00	\$59.47	\$12,940.53	0%
Office Supplies	\$4,050.00	\$1,190.27	\$2,859.73	29%
Professional & Tech	\$40,147.00	\$20,626.70	\$19,520.30	51%
Water	\$957.00	\$0.00	\$957.00	0%
Total Expenses	\$242,532.00	\$55,346.61	\$187,185.39	23%
Wages & Salaries	\$449,663.96	\$71,402.92	\$378,261.04	16%
TOTAL	\$692,195.96	\$126,749.53	\$565,446.43	18%

Capital Plan Submissions and Meeting:

As voted last month, Capital Outlay Requests were submitted for carpet replacement and exterior preservation/maintenance. At a Town dept. head meeting later in August we were encouraged to submit other potential projects so the committee will have a complete picture of needs. After speaking with the Chair and Building & Grounds Committee I submitted a request for a third request for the interior modifications/renovations we've been discussing. Here is a summary of our Capital Outlay requests, including the 3 new ones:

Approved Capital Plan Projects & This Year's Requests

FY15 - \$112,000 – Carpet Replacement – submitted Aug. 2013.

FY16 - \$100,000 – Exterior Preservation/Restoration/Maintenance – submitted Aug. 2013.

Note: In FY16 will be 20 years since last renovation work began on exterior (1996-1998)

FY17 - \$132,000 – Replace Roof – submitted 2012. Approved & included on Capital Plan.

FY18 - \$29,000 – Replace Smoke & Heat Detectors. Note: 10 years since last replacement. (under \$50,000 threshold for capital plan but submitted in 2012 for financial team to track.)

FY18 - \$100,000 – Interior Modification/Renovations – 20 years since last major renovation completed in Feb. 1998. Submitted to redesign floor plan, modify staff and public areas, and provide library-grade furnishings that will stand up to heavy public use.

We have been scheduled to meet with the Capital outlay committee at 5:30 on Wed. Oct. 16.

Respectfully submitted,

Virginia A. Hewitt  
Library Director

Trustees Report  
Public Services Librarian  
September 4, 2013

### **Circulation**

The circulation of physical items and downloadable ebooks and audiobooks was up 3.9% for Direct Circulation and 2.9% for Item Circulation in July and August.

- Direct Circulation (items checked out here whether owned by Brooks or another library) for July and August increased 1429 items, 3.2%, over last year (July/Aug 2012 44,384 check-outs, July/Aug 2013 45,813 check-outs).
- Item Circulation (check out of our items here and at other libraries) was up 1130 items, a 2.3% increase. (July/Aug 2012 – 49570 items, July/Aug 2013 – 50700 items).
- Circulation of Overdrive downloadable books and audiobooks increased by 334 check-outs. (July/Aug 2012 1336, July/Aug 2013 1670). Our Overdrive Advantage Books (ebooks owned by us to circulate to only our patrons) had 25 checkouts on 6 items in July and August.

### **Evacuation Plan:**

Progress is being made on the Evacuation Plan for the library. A draft has been written based upon a few plans from other libraries and communities (Stoughton Public Library, City of Aurora, Illinois, James C. Kirkpatrick Library). Buck Mabile, the Harwich Fire Department's Fire Inspector has been contacted for assistance in assessing our building and floor plans, determining appropriate routes and staff responsibilities, etc. I hope to meet with him shortly.

### **Training:**

Senior Library Technician Nicole Hansen and I attended a webinar from the American Library Association on form-based Readers' Advisory. This is a program where patrons fill out a form online or on paper and a staff member creates a personal reading log for them with suggested titles and authors based upon the answers they provided. Before we implement this service, staff could use more Readers' Advisory training, which will help us provide this service even better than we already do. We are investigating a few options and will have a number of trainings during the fall and winter.

### **Programming**

In addition to the programs for Fall For Harwich, we plan to start a Memoir Writing group run by volunteer Jay Anderson in October. Details are yet to be formalized but we hope to offer it on Fri. mornings. Staff Librarian Emily Milan will begin holding a few Tech Talk sessions per month. Her first one will be Tues., October 8 at 6:00 p.m. She will hold another one on Sat., October 26 at 2:00 p.m. Collaborating with the Harwich Historical Society on Saturday, November 16 from 2-3 p.m., we are hosting Amanda Raneo Chilaka, who will discuss her new book, Early Cape Verdean Portuguese Genealogy of Harwich, MA. She will give a talk and will have copies of her book available for sale and to be signed.



**Publicity:**

We've begun an effort to provide a more coordinated approach to publicity. Senior Library Technician Lee Kelley has assumed responsibility for publicity, sending out regular press releases to local media on upcoming programs. As a result of her efforts our programs are more regularly included in local newspaper's print and electronic community notices and calendars. Patrons have also begun telling us they've heard announcement about our programs on the radio.

Respectfully submitted,

Suzanne Martell  
Public Services Librarian

## **Youth Services Report September 2013**

### **Summer FY14:**

We had a fabulous summer with a record turnout for children's programs - and that's even after several of our Movie Nights were rained out! We had 2,222 people attend a children's program in July and August, up from 2,043 in FY 13. We had 212 children and 55 teens sign up for the summer reading program, and they read for a combined total of 2,371 hours.

We had a Summer Science Program for the first time this year. 140 children signed up. Our return rate was only about 30%, but this was our first year, and I can already envision ways to increase completion for next year. Next year's summer reading theme is the science-based "Fizz, Boom, Read" which will also help.

### **Science in the Library**

As the kids head back to school, the children's room is gearing up for a new STEM initiative. STEM (Science, Technology, Engineering, Mathematics) learning is an important part of education. Many STEM activities appeal more strongly to boys than stereotypical library programs, encouraging library use by an underserved population. We have several STEM initiatives:

- 1) Science in the Library - this is a series of passive library displays. The children's room bathroom has a changing series of science-related puzzles and games displayed to a captive audience. There is a table in the picture book room dedicated to a different STEM theme each month that encourages active investigation.
- 2) Science Storytime - a new program aimed at preschoolers. We will read a book and then do a related STEM exploration.
- 3) Building up STEAM - an elementary school program that adds the A for art. Starting in October we will meet once a month to do a STEM project. Many of them emphasis engineering and art by asking kids to design and then build something that will achieve a particular goal, such as "sailing" across the room powered by wind from a fan, or protecting an egg dropped from a height.

Respectfully submitted,

Ann Carpenter  
Youth Services Librarian