

Library Director's Report **Oct. 3, 2014**

Administrative:

Personnel:

The external advertisement for Administrative Assistant has closed. We plan to interview and make a selection in the next few weeks.

Policies and Procedures

The Town is working on a personnel handbook. At my Sept. 22 meeting with the Assistant Town Administrator I shared copies of your policies, including our Long Range Plan, Patron Behavior Policy, Customer Service Policy, Computer Use Policy, Display and Distribution of Non-Library Materials ("Bulletin Board and Displays"), Policy on the Staff Use of Technology, Meeting Room Policy, Patriot Act Policy, Gift Policy and Volunteer Policy. Staff members are currently reviewing several policies and will submit revisions to you for approval. I also provided the Asst Town Administrator with copies of many of our written procedures, including the Security Info and Procedures, Staff Use of Technology, Closing Procedures, and Chain of Command. We also have a number of written procedures specific to library operations and our automated system.

Staff Meeting

A staff meeting is scheduled for the morning of Monday Oct. 6th and will focus on staff and patron safety and building security. I have prepared a new "Security Alarm Info and Procedures" which contains information on our alarm system, messages and trouble codes as well as procedures, and an updated "Closing Procedure" for the two closers to follow at the end of the day. Staff members will view and discuss a webinar "Best Practices for Interacting with Individuals with Mental Illness" and a recording from a Mass Library System workshop, "It Can Happen Here," featuring the Library Director from Munson, MA speaking about their experience being open when the town was hit by a tornado.

State Reports:

I completed the State Aid Financial Report for Brooks Library and submitted it on Sept. 22nd. The report is due to the Mass. Board of Library Commissioners by Oct. 10th. I'll use the completed reports for Harwich Port and Chase Libraries to prepare the Compiled Financial Report for all libraries in Harwich, due Oct. 27th. Submission of the ARIS report (program and services) in August and the Financial Reports in October are requirements for the Town to maintain library certification and to be eligible for State Aid funds.

Operations:

Monomoy Regional School District:

As I've reported before, we put a lot of effort into establishing relationships with the new school administrators and seeking ways to ensure that we are able to continue to

support teachers, students and families despite the changes with the opening of the new high school and the middle's school move to Chatham. I'm happy to report that those efforts have been paying off.

Staff members attended welcome sessions for students and families and the Curriculum Nights (previously called Open House) at the Monomoy Regional High School, Monomoy Regional Middle School and Harwich Elementary School last month. As promised, arrangements were made so that Middle School students can take the bus to the Library after school and many are taking advantage of it. Approximately 12-18 students arrive by bus after school. Others come with parents, and high school students, primarily 8th and 9th graders, walk here from the High School. We have received many compliments from parents on the variety of free activities offered for students and the afterschool offerings are well attended. Many families are faced with a child-care gap every other Wednesday when students are dismissed 45-minutes early, so they have especially appreciated being able to have their youngsters come here on those days. 36 students came on the first early release day on Sept. 17th. The late bus has now started, and the Middle School administration and Cape Destinations make sure Brooks Free Library is a stop so that students who stay after school for extra help or an activity can still take late bus to the Library and get picked up here.

Programming for Children and Youth:

Now that the summer is over we've been able to return to our normal story-time schedule, eliminating the second story-time on Friday mornings. Our school year regular early childhood programs are: with a traditional story-time on Tuesday mornings and Mother-Goose-on -the-Loose early literacy program for babies and toddlers on Friday mornings. Creative Movement takes place every other Wednesday morning, alternating with Science Story-time.

The annual Halloween Parade to Town Hall will take place on Fri., Oct. 31 at 10:30.

The monthly Engineering Challenge for school-age children and their families resumes on Sat. Oct. 11 with "BrushBots." Youngsters and family members will be challenged to build a "robot" out of a vibrating motor, batteries, and toothbrushes and will then design a chassis to individualize their BrushBot.

Weekly special programs on Saturdays have also resumed. In October, the program will be Big Ryan's Not TOO Scary Tales on Oct. 25 at 1:30.

Disaster Preparedness Training

I have contacted Town departments and members of the Harwich cultural heritage community to invite them to the Oct. 27th workshop, Leaky Pipes and Broken Windows. Attendance is limited to 30 and registration is already at 25. In addition to Library staff, attendees include the Cemetery Administrator and a member of the Cemetery Commission, representatives of the Harwich Historical Society, members of the Historic District/Historical Commission, representatives of several churches, the MEMA Region II Administrator and two staff members from the Cape Cod Commission.

Town & Chamber Branding Committee

We met several times in September to review the data gathered by the consultants and approve a brand platform statement. This information was provided to stakeholders who'd participated in the April focus groups, interviews and tours at a meeting on Sept. 23rd. The consultants will now move forward with the creative process, using the brand platform statement to develop a brand logo, tag line and other strategies.

CPC Request - Restoration of Rogers Groups Statues

After much consultation with multiple art conservators to gain information, I have submitted request for Community Preservation Act funding to restore the 26 Rogers Groups sculptures in our collection. A copy of the request is included in your packets.

VITAL Program

Assistive Technology Coordinator Carla Burke and Senior Library Technician Joanne Clingan are now working with the Perkins Library, Perkins Products and Mass. Board of Library Commissioners on writing a "VITAL Handbook" to provide instructions and guidance on how libraries can establish a comprehensive instructional program for assistive technology. The MBLC has agree to print and distribute the manual to 300 libraries in May. Additional copies will be provided to branch libraries at a later date. In addition, we were notified that our proposal to present a workshop at the Mass. Library Association Conference in May 2015 was approved by the Conference Committee.

Inter-library Loan Update:

Progress on the replacement automated state Inter-Library Loan system, called the Commonwealth Catalog, has been slow. They don't expect to begin migrating library networks to the new system until at least December and it is no timetable has been provided on when CLAMS libraries will be able to participate. Restricting ILL requests to requests for books that can be filled from libraries on the state delivery system has reduced the amount of staff time spent on mediated inter-library loans to manageable levels. Unfortunately, the delay in getting the Commonwealth Catalog going will extend the period we're unable to offer full ILL services to patrons.

E-Book Pricing and Availability:

As you know, publishers are limiting what books are available to libraries as e-books, placing limits on how long the electronic titles can be accessed or how many times they can be loaned before a new license must be purchased, and when e-books are available to libraries, the prices are significantly higher than what is charged to consumers. I'm including an article from June from the Boston Globe in your packets that provides a great explanation of the issues, what publishers are doing, and the legal loophole that allows them to do things they are prohibited from doing for print books.

Building Maintenance:

Air Handler Repair

Facilities Manager Sean Libby arranged for the bearing to be replaced in the main air handler by another company, Steele Machine. That work was completed in Sept.

Healthy Air will still do preventive maintenance work and came on Oct. 1st to do seasonal PM and shut down of chiller and turn on the heating system. A trial project replacing the thermostats for the baseboard heat and air handlers with one integrated thermostat for heating and air has been approved and will be scheduled soon.

Fire Protection System

Simplex replaced a malfunctioning smoke detector in the crawl space on Sept. 22 to clear the trouble condition on the fire alarm panel. On Oct. 6th Simplex will replace the inoperable fire alarm beacon outside the doors to parking lot. This work has been re-scheduled multiple times in the past 6 months.

Security Alarm System

Trouble signals were received several times this month from the wireless security alarm pendants (panic alarms.) Seaside Alarms replaced two devices and the trouble has not occurred again. All 6 pendant devices have now been replaced since the spring and should not have battery problems for several years.

Capital Outlay Requests.

The new request for \$110,000 FY19 for generator was submitted based on information provided by Facilities Manager Sean Libby. I also re-submitted previously approved projects that are already on the Capital Plan using the Town's new forms. Those projects are: \$65,000 in FY16 for exterior renovation work, \$135,000 for FY17 for replacing the roof, \$100,000 for FY18 for interior modifications. Copies of these Capital Outlay Project submissions are included in your packets.

Other Maintenance Issues:

Maintenance Foreman John Eldredge from the Highway Dept. is working on replacing the decorative railing over the front entrance. He is also repairing the tarnished memorial plaque naming the children's picture book room for former library director Virginia Doane and will mount it on a nice wood frame. The plaque has been on an inside wall where it was not very visible, even for those looking for it, so John will hang the plaque on the wall coming into the room where it will be more noticeable.

There are no other updates to report on other on-going maintenance issues, such the dimming/flickering lights, repair of the ceiling on Mezzanine or other pending work. Due to time constraints, I have not taken any action this month towards contracting for the historic preservation study of the exterior or beginning the carpet project.

Financial:

FY15 Budget Balances -The spreadsheet for Sept. 30, 2014 is included in your packets.

Respectfully submitted,

Ginny Hewitt
Library Director

Direct Circulation - Items checked
out Here Regardless of which library owns the item

FY2015 – SEPT. 2014

September 2014

CLAMS SYSTEM CIRCULATION STATISTICS

Stat Code	Library Name	Monthly Charges	Year-to-Date Total
13	CLAMS [cl]	203	791
23	CCCC [4c]	763	1,323
43	Hyannis [hy]	7,845	24,142
53	Centerville [cv]	9,865	37,318
63	Cotuit [ct]	2,986	13,444
73	Marstons Mills [mm]	3,276	12,217
83	Osterville [os]	6,862	28,701
93	Sturgis [ba]	5,267	19,044
103	Whelden [wb]	2,476	8,393
113	Edgartown [ed]	4,530	20,427
123	Brooks [ha]	13,882	57,815
133	Orleans [or]	13,187	46,887
163	Bourne [bn]	12,200	41,265
173	Vineyard Haven [vh]	6,110	23,978
193	Chatham [ch]	7,388	32,297
203	Mashpee [mp]	13,736	52,665
223	Brewster [bl]	10,744	45,022
233	West Yarmouth [yw]	2,926	10,053
243	So. Yarmouth [ys]	10,216	36,646
253	Yarmouthport [yp]	2,012	7,113
263	Eastham [ea]	3,120	21,896
283	Provincetown [pt]	2,466	9,487
293	Nantucket [nt]	8,985	39,907
303	Oak Bluffs [ob]	7,319	32,058
313	Truro [tr]	4,264	19,335
323	Wellfleet [wl]	7,043	33,225
343	Dennis Pub. [dp]	5,618	24,351
353	East Dennis [dj]	2,613	10,257
363	Dennis Memorial [dm]	3,588	14,799
373	South Dennis [ds]	1,886	6,573
383	West Dennis [dw]	1,448	6,383
403	Falmouth [fa]	23,051	81,723
413	East Falmouth [fe]	2,780	9,679
423	No. Falmouth [fn]	2,414	9,634
443	Woods Hole [wh]	1,471	7,451
453	West Falmouth [fw]	2,306	8,253
463	West Tisbury [wt]	6,790	31,404
473	Chilmark [ck]	3,064	17,118
483	Aquinnah [aq]	795	3,541
Syst. Total		227,495	906,615

Source Report: Circulation Activity by Terminal (compiled monthly).

Comments:

- a) same source as libraries' daily stats;
- b) credits charging location;
- c) in this report, figures may include transactions from terminal # xx1, xx8 as well as xx3.

FY15 Budget Balances
9.30.14

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$2,325.00	\$542.48	\$1,782.52	23%
Electric	\$31,465.00	\$7,219.95	\$24,245.05	23%
Maintenance & Repair	\$48,555.00	\$11,611.81	\$36,943.19	24%
Library Supplies	\$13,900.00	\$2,899.48	\$11,000.52	21%
Educational Supplies	\$120,000.00	\$35,304.54	\$84,695.46	29%
Gas	\$13,369.00	\$127.85	\$13,241.15	1%
Office Supplies	\$4,200.00	\$1,384.73	\$2,815.27	33%
Professional & Tech	\$42,057.00	\$38,046.65	\$4,010.35	90%
Water	\$981.00	\$297.94	\$683.06	30%
Total Library Expenses	\$277,012.00	\$97,435.43	\$179,576.57	35%
Wages & Salaries	\$487,855.68	\$125,835.77	\$362,019.91	26%
TOTAL	\$764,867.68	\$223,271.20	\$541,596.48	29%

Trustees Report of the Assistant Director

October 2014

Staff Training: We had a Staff Training on Readers' Advisory on Monday, September 22 from 10-1. We discussed the books we read from the Fantasy genre and watched a new segment on Historical Fiction and Westerns. The staff is working on creating book marks with titles and authors that we own here so patrons may take them for suggestions from the genres they like. We will be postponing the next session until November to allow for an all staff meeting on October 6 and a Disaster Preparedness Workshop on October 27.

Programming: The Surftones had 37 attendees on a beautifully sunny Saturday that had many other events occurring. The workshop on Getting Started with Your Family History with Joan Frederici of the Genealogical Society had 15 attend. She will be back on October 14 at 6:30 p.m. for Genealogy How-tos for Beginners and Others. The first of the monthly crafts for adults will begin on October 4 with a session on Zentangle for Beginners and the first Sunday Program offered by the Friends of Brooks Free Library will be on October 5 with Sally Mattson portraying Susan B. Anthony. Also being given this month is a Better Business Bureau lecture on Fraud Prevention on Thursday, October 9 at 6:30 p.m. The program will cover the most common tactics scam artists are using to target individuals, precautionary steps to take to ward us against falling victim and the Red Flags that will help to detect if we already have. Lastly, On Saturday, October 18 at 2:00 p.m. we will have GreenCAPE provide a program entitled: Only One Chance: How Environmental Pollution Impairs Brain Development—and How to Protect the Brains of the Next Generation.

Evacuation Plan: I met with Deputy Fire Chief, Kent Farrenkopf who reviewed the plan and gave suggestions on how it could be improved. He also suggested developing a system to keep track of which staff and volunteers are in the building so if there were a fire we could very quickly grab something that would have all their names. With this, we would be able to know if the firemen need to go back in to look for individuals. He also looked at the floor plans on which I have been working and helped to draw up one for the attic. He will take a final look at them when they are finished to ensure that all of the items the fire department need labels are present. He suggested that we have multiple copies for each floor as well as a whole set on the wall next to the fire panel in the back lobby.

Respectfully Submitted,

Suzanne Martell

Reference Department Report to Trustees October 2014

Weeding and shifting of the entire Reference collection is now complete. Multi-volume sets that have been withdrawn were offered to the librarians at the Monomoy middle and high schools but they are not interested so now I will offer them to libraries in Clams and then state-wide before disposing of them. Once these are gone, there will be more room for an expanded 'local history/reports' area. I am currently working on a better system of cataloging and shelving the many local reports and publications that we receive so they are easier for the public to find and view. Soon when this project is complete, it will be possible to do a complete inventory of all of our Reference materials so that we may better track when items are missing. I have three times applied for an intern from Simmons Graduate School of library science to help with a project such as this, but no applicants so far. In the Spring this intern 'class' will be required for all students so there is hope we may have applications soon.

I am now ordering most of the adult non-fiction books from Ingram library service. Their ordering system is much easier to use than Baker & Taylor and the books have been arriving promptly with proper processing and with prices very similar to B&T.

On September 17th I attended the Clams Reference Roundtable held at the Barnstable County Law Library. This was a great opportunity to get a complete tour and overview of their services from the current law librarian before she retires this month (her position may not be replaced). I applied for and was sent a MA Law Library card that will enable me to use several legal databases remotely as well as check out books from any MA county law library.

September 2014 Technology Report
Oct. 1, 2014

The first month of “Technology and Tea”, offered at the Council on Aging on Tuesday afternoons, was a big success. Each Tea lasted an hour and, on average, I assisted 3 patrons with their devices and answered a minimum of 5 Reference questions each time I visited the COA. The program will continue through the month of October and then the frequency will change to once a month during the winter months.

The Book-a-Librarian program has continued to grow in the past month. This month I averaged 3 appointments per week and am currently booked solid for the next two weeks. Word of mouth seems to be the major referral source for this program, as most patrons seeking appointments were referred by a friend.

The Fall/Winter Tech Talk Series schedule is complete. A program flyer with dates and descriptions of the events is attached to your packet. In addition to the printed flyers, an electronic newsletter was sent to all patrons who have subscribed to my Tech Talk newsletters through our website. I will be visiting Channel 18 on October 2nd to film a segment on these programs for the Community journal.

Respectfully submitted,
Emily Milan
Staff Librarian

FALL 2014 Tech Talks

October

Device Advice Drop-in Hour: Every Wednesday in October 5:30-6:45pm

Stop by the reference desk to get advice and answers to your questions about your mobile device or tablet.

Saturday, October 18th- 10:30am- Noon: Gmail and Google Drive

Gmail is much more than a simple email account! Gmail users have access to Google Drive, a productivity platform that includes a calendar, word processing, file storage, and more. If you already use Gmail and would like to learn more or if you are interested in creating a Gmail account, please contact us to register for this program. Registration is required.

Thursday, October 23rd-6-8pm: iOS for beginners

Our Introductory iOS class focuses on the basic functions and features of Apple devices such as the iPad, iPod Touch and iPhone. The class is geared for those who already own an Apple product, and wish to learn more about their device. We will cover topics such as charging, basic settings, and the standard apps included on your device. Please be sure to charge your device and bring it along to the workshop. The class is limited to 10 participants and registration is required.

For more information, or to register for programs, contact Staff Librarian Emily Milan

emilan@clamsnet.org or 508-430-7562 ext. 4



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Fri., Sat.: 10am-4pm

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November

Saturday, November 8th—10:30am- Noon: Kindle Fire

This program is designed to help Kindle Fire owners learn about the basic functions and features of their device. We will cover settings, menus, and some basics such as how to preserve battery life, create "favorites" and download apps. Registration required and participation is limited.

Thursday, November 20th 6-8pm: Intermediate iOS

The Intermediate iOS class will build on the Introductory class to expand your knowledge of the functions and features of Apple devices. In this follow-up class, we will move beyond the basics to challenge you to expand your horizons and learn more about what these amazing Apple devices can do! The class is limited to 10 participants and registration is required.

December

Saturday December 13th 10:30am—Noon AND

Thursday December 18th 5:30—6:45pm: Technology Show & Tell

No registration required. Drop in to learn about gadgets and gizmos that might be on your holiday shopping list!

For more information, or to register for programs, contact Staff Librarian Emily Milan

emilan@clamsnet.org or 508-430-7562 ext. 4