

Brooks Free Library Board of Trustees
Wed. Jan. 6, 2021 at 7 pm

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Agenda

1. Call to Order/Attendance
2. Vote to Approve Minutes of Dec. 2, 2020
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Assistant Director
 - D. Building & Grounds Committee
 - E. Liaison from Board of Selectmen
5. Correspondence
6. Old Business:
 - A. Update on Library Operations during COVID-19 pandemic
7. New Business:
 - A. Vote to Approve Library Submission of FY22 Budget
 - B. Update on Town Review of FY22 Budget
 - C. Update on Recruitment for Staff Librarian position
 - D. Vote to Accept Monetary Donations
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Library Board of Trustees – Feb. 3, 2021, March 3, 2021
10. Adjournment

Authorized posting officer

Virginia A. Hewitt

Brooks Free Library

Posted by

Town Clerk's Office

Agenda submitted electronically to Town for posting. The full packet - Agenda, Minutes & Reports – will be posted on the Town website, www.harwich-ma.gov/brooks-free-library-board-of-trustees, and Library website, www.brooksfreeibrary.org/brooks-free-library-board-of-trustees on the Friday preceding the meeting.

** Per the Attorney General's Office: Boards/Commissions may hold an open session for topics not reasonably anticipated by the Chair 48 hours in advance of the meeting following "New Business." If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Library at 508-430-7562 or brooksfreeibrary@clamsnet.org.*

Brooks Free Library Board of Trustees
Wed. Dec. 2, 2020 at 7 pm

DRAFT Minutes

1. Call to Order/Attendance: Chair Brown called the meeting to order at 7:08 p.m.. Linda Cebula, William Crowell, Kathleen Remillard, Joan McCarty, Bernadette Waystack, and Jeannie Wheeler were in attendance. Also present were Library Director Virginia Hewitt and Assistant Director Emily Milan.
2. Vote to Approve Minutes of November 4, 2020: Jeannie Wheeler made a motion to accept the minutes of the November 4, 2020 meeting as written. Bernadette Waystack seconded and the motion passed unanimously.
3. Public Comment: There was no public comment.
4. Reports:
 - A. Chairman- The Chair had no report at this time.
 - B. Library Director- The Directors report was submitted in writing.
 - C. Building & Grounds Committee- Jeannie Wheeler reported that progress had been made on the circulation office redesign. Beth Williams presented two options for repurposing the space. She will now begin working on more detailed drawings of the plan selected.
 - D. Liaison from Board of Selectmen- The BOS liaison was not present.
5. Correspondence- There was no correspondence.
6. Old Business:
 - A. Update on Library Operations during COVID-19 pandemic- Ms. Hewitt indicated that both curbside and inside services were going well. Additional details on both were included in her written report. She further indicated that there were concerns over the increasing number of positive Covid cases in the community and that consideration must be given to the safety of staff. In order to limit potential exposure among staff, a cohort plan is under consideration. Dividing the staff into three teams would both limit staff exposure and allow for continuity of services to the public. Division of staff might necessitate decreasing the number of open hours to allow for adequate desk coverage with fewer staff in the building. Ms. Hewitt also noted that the Board's pandemic statement authorizes her to make any necessary changes but she was looking for input from the Board. Ms. McCarty indicated that she had full faith in Ms. Hewitt to make any changes necessary to protect the wellbeing of the staff. Mr. Crowell agreed that staff safety was the top priority and noted that he had read an article in regards to Yarmouth Town Libraries reverting to curbside. Ms. Hewitt noted that she did not feel that a return to curbside was necessary at this point in time but that if conditions worsened it might become necessary in the future. Ms. Brown indicated that she had no fear of returning to curbside if that became necessary at any point in the future and noted that she felt the service had worked well to serve community needs.
7. New Business:
 - A. Eliminate Requirement for Trustees to sign payrolls and invoices - After noting that the report presented in the packet provided a clear, concise explanation of the signing procedures and protocols, Ms. Cebula made a motion to accept requirements for Trustees to sign payroll and invoices as outlined in the report. Ms. Wheeler seconded and the motion passed unanimously.
 - B. Vote to Accept Monetary Donations- Ms. McCarty made a motion to accept the \$200 donation to the library gift account from Nancy Klie. Ms. Wheeler seconded and the motion passed unanimously.

- C. Preparation of FY22 Budget- Ms. Hewitt noted that a draft of the budget was included in the packet. She requested that the Board take a formal vote of the budget at the January meeting. The draft budget includes a level funded budget as requested by the Town Administrator. In order to accomplish the level funded budget and to maintain the hours of both part-time and full-time Harwich Employee Association staff members, Ms. Hewitt was required to remove the temporary summer hire allocated in the budget along with a portion of the substitute hours. The removal of these staff hours may result in a need to decrease open hours next summer. In addition to the cuts in the salary and wage lines, Ms. Hewitt had to make minor adjustments in the dues, subscriptions and travel line. However, these cuts appear to be the best option for absorbing the decrease without drastically impacting services to the community. One area of concern remains the Municipal Appropriation Requirement (MAR) which must be met annually in order to maintain library certification. In order to meet certification standards it is imperative that the Harwich Port and Chase library appropriation article pass at next year's town meeting in addition to the reallocation of \$3000 over the level funded budget. Ms. Hewitt indicated that the next step in the budget process would include a virtual meeting with the Town Administrator. She also indicated that the annual joint budget hearings typically held with both the Board of Selectmen and Finance Committee are not included in this year's budget process.
 - D. FY 22 - 28 Capital Plan- Ms. Hewitt indicated that there was no update from town in regards to the Capital Plan.
 - E. Staff Appreciation discussion- Ms. Wheeler noted that past practices for staff appreciation week are not feasible under current conditions and suggested providing an individual token of appreciation to each staff member currently working during the pandemic. She will deliver them on or around the 15th of December.
 - F. Holiday Wreaths for the front windows- Ms. Wheeler noted that the Garden Club has once again provided beautiful holiday wreaths for the building. Building and grounds committee had hoped to add to those wreaths and decorate additional exterior windows but the plan will be postponed until next year.
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
- A. Trustees Annual Meeting with Board of Selectmen - Dec. 21, 2020 (remote meeting)
 - B. Library Board of Trustees – January 6, 2021, Feb. 3, 2021, March 3, 2021
 - C. Note: Selectmen's budget schedule does not include the usual BOS/FinCom Budget hearings in Feb or March this year
10. Adjournment : There being no further business, Ms. McCarty made a motion to adjourn, The motion was seconded by Bernadette Waystack and passed unanimously. The Chair adjourned the meeting at 7:45 p.m.

Respectfully Submitted,

Emily Millan
Assistant Director

Library Director's Report for
Jan. 6, 2021 Board of Trustees Meeting

12.30.20

UPDATE ON SERVICES TO PATRONS DURING THE PANDEMIC

Suspension of Inside Browsing

- Our plan to provide patrons with a week's notice before returning to Curbside-only service was overcome by events when other area libraries unexpectedly suspended inside access in mid- December.
- Remaining open for inside browsing for an additional week when we would have been the only library open from Yarmouth to Provincetown would have greatly increased the volume of patrons per hour during inside hours so we suspended inside browsing and returned to Curbside-only service beginning Dec. 17th.

Implementation of Cohort System for Staff

- We implemented the cohort system discussed at your last meeting at the same time as we returned to Curbside-only service. Each cohort is comprised of two full-time and several part-time and substitute staff members.
- Only four Library Assistants (substitutes) are interested in working right now, where we normally have ten available, and all four are included on one of the cohort teams. This means each team is not as fully staffed as we would like to have to handle the volume of activity.
- Each cohort works two days in the building in Circulation, and the remainder of their scheduled hours are worked remotely.

Curbside Operations

- We are currently providing curbside pickup Mondays and Thursdays 12 to 7, and Tuesday, Wednesday, Friday and Saturday 10 -4.
- Appointments are scheduled for the full day, so the bag of items for a patron scheduled for pickup on Monday will be outside on the curbside pickup tables from 12 to 7, for example. Items are checked out to the patron before they're bagged and put out for the day.
- The majority of patrons are notified a hold is ready to pick up by email and then call to tell us what day they would like to pick up. Patrons who do not use email must be called, and since messages usually need to left, the patron has to call back to schedule their pick-up day.
- Many patrons also call us to place requests on items or for assistance in finding items that might be of interest to them.

Improving Access to Materials during Curbside

- We have implemented a Book Bundle service. Books and movies on a theme or in a certain genre are bundled together and placed outside for patrons to select from. No appointment is needed. Patrons complete a card notifying us that they've taken that bundle so we can check the items out to them.
- The Friends now also have a Book Sale cart outside during Curbside hours, with a box for patrons to make donations when they select an item.

Internal Operational Issues with Curbside

The following are not complaints, but just provided as information so you understand the behind-the-scenes operational issues:

- The labor-intensive nature of curbside service means staff members are fully occupied with providing curbside service when in the building.
- The high volume of calls means some calls go to voicemail, which can be frustrating for patrons. Those messages are returned as soon as time permits.
- Assistant Director Emily Milan has investigated options to automate the scheduling of curbside appointments but there is no good solution available that would be easy for patrons to understand and use or reduce staff workload.
- We have spent considerable investigating and evaluating options for providing curbside service that other libraries are utilizing. Given the high volume of transactions at Brooks Free Library and the lay-out of the building, we have not found an alternative method that would work for us. We will continue to make small improvements but are unlikely to be able to make a wholesale change that would reduce the labor-intensive nature of curbside service.

PERSONNEL NEWS:

Resignation

- I am sad to report that Staff Librarian Emily Carta will be leaving us on Jan. 9th for a new position out-of-state. Emily has been with us for 4 ½ years, serving as technology and electronic resources coordinator as well as supervising circulation functions and performing collection development and other functions. She will be greatly missed by patrons and staff.

Recruitment for Staff Librarian

- I prepared and submitted an internal job posting for this position to the Town Administrator on Dec. 21st. As of this writing the posting has not yet been signed by the TA or the Harwich Employees Assn and distributed to union members. The original closing date of Jan. 7th will therefore be delayed. We had hoped to have some overlap between Emily and her replacement, but that will not occur.

- Filling this position is important in normal times, it is even more critical during the pandemic.
- If we able to promote an internal candidate to this position, we will then have another vacancy to fill, so it will be some time before we are at full strength.
- A delay in the process of filling this position (these positions) could necessitate a reduction in the days and hours of curbside service for patrons. Our cohorts are already thinly staffed and we do not have the normal reserve of substitutes to call in when other staff members are off using vacation time or using leave or for medical or family reasons.
- We are currently providing curbside pickup Mondays and Thursdays 12 to 7, and Tuesday, Wednesday, Friday and Saturday 10 -4.

FY22 BUDGET AND CAPITAL PLAN

The letter to the Town Administrator with the FY22 budget submission and notifying him of the changes in the Capital Plan project for interior reconfiguration of the Library is included in your packets. Spreadsheets documenting the submission and showing the history of our Expense lines are also included.

Respectfully submitted,

Virginia Hewitt
Library Director

COVID Tech Tips

by Jennifer Pickett

It's been many months now since everything changed. As much as we all wish that we could all get together in person very soon, I think we have a long winter ahead of us, and that means more "virtual" get-togethers. Is there still someone left in your family that doesn't own their own device that can be used for these purposes? Are you thinking of getting a new device yourself this holiday season and passing an older device down (or should I say up) to your older relatives?

There are a few basics you might want to consider when picking out a device for someone else. The most important thing to consider is will they be able to use it on their own? If you set up the device for them, did you write down all the passwords and save them (on the device itself as well as a hardcopy somewhere)? Is the device going to need complicated updates or antivirus protection? Is the device easy to use for them? If it is a tablet, you might want to ask if they have ever used a touch screen device before. If yes, well then the basic \$329 iPad might be a good fit, or depending on what they will use it for, a much cheaper Kindle Fire might do the job just as well. Not everyone loves touch screens, however - they can be difficult for folks with arthritis, Parkinsons, or others who have poor dexterity in their hands and fingers.

Does your gift recipient know how to type at all on a keyboard? A lot of folks prefer a keyboard to a touch-screen. Even a two- or three-finger method can get you through a lot of basic tasks, but if they have never used a trackpad you might want to consider adding a mouse with that laptop. Here at Brooks Free Library we talk about Chromebooks a lot. Chromebooks are the devices a lot of the kids are using in schools these days, and we often recommend them because they are basic, simple laptops that are mostly maintenance free. They have a camera and microphone built into them and as



AT BROOKS
FREE LIBRARY

I am writing this, a basic Chromebook on Amazon, Bestbuy, or at Staples is about \$240. We are currently offering Chromebooks here at the library that you can check out with your library card for two days so give us a call if you want to try one out. Don't forget the basics - you are still going to need a wireless internet connection (WiFi) for any internet device to work, so make sure whoever is getting this device already has WiFi set up in their home.

Patron access to technology has been a challenge for us in this time of COVID. It's very hard to help someone on a computer at a distance of six feet, and since cleaning electronic

equipment frequently with harsh chemicals can often do permanent damage, we are relying on quarantining our keyboards and Chromebooks between patron uses. We wish we could do the "book-a-librarian" help sessions the way we once did, but that is just not possible at this time. We are trying our best to provide assistance over the phone and via video calls and email as much as possible, and we have some help sheets and videos available on our website, Youtube channel, Facebook page and Instagram that we hope to expand soon. We also have one internet computer with a printer that is available on our inside hours days (Tuesday/Thursday/Saturday) for 20-minute sessions. Please give us a call at 508-430-7562 anytime we are open (Monday to Thursday, 10 a.m. to 7 p.m., Friday and Saturday, 10 a.m. to 4 p.m.) if you want to reserve a computer time, check out a Chromebook, or just to talk to us about technology and the many different ways we can all stay connected online. Don't forget that you can look at Consumer Reports online with your library card by going to brooksfreelibrary.org then eLibrary. Have a safe and happy holiday everyone!

Jennifer Pickett is the reference librarian at Brooks Free Library

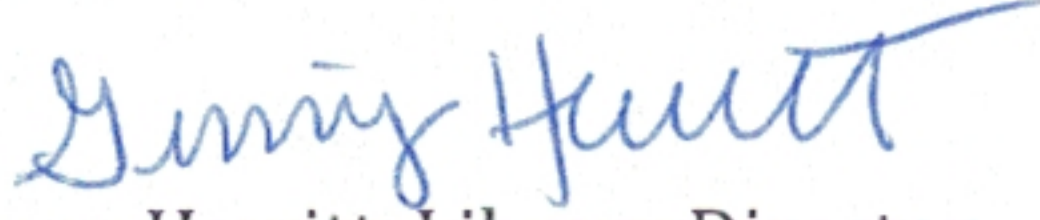
Cape Cod
Chronicle
Dec. 3, 2020

FY21 Budget Balances

12/28/2020

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,845.00	\$450.00	\$3,395.00	12%
Library Materials	\$157,660.06	\$57,251.42	\$100,408.64	36%
Electric	\$25,741.00	\$10,624.58	\$15,116.42	41%
Employee Fringe Benefits	\$300.00	\$0.00	\$300.00	0%
Gas	\$10,601.00	\$989.68	\$9,611.32	9%
Library Supplies	\$13,000.00	\$10,884.16	\$2,115.84	84%
Maintenance & Repair	\$5,700.00	\$1,234.40	\$4,465.60	22%
Office Supplies	\$5,750.00	\$1,439.08	\$4,310.92	25%
Professional & Tech	\$50,725.00	\$43,176.96	\$7,548.04	85%
Water	\$1,315.00	\$467.86	\$847.14	36%
Total Library Expenses	\$274,817.06	\$126,518.14	\$148,298.92	46%
Wages & Salaries	\$730,884.71	\$313,866.65	\$417,018.06	43%
TOTAL	\$1,005,701.77	\$440,384.79	\$565,316.98	44%

Brooks Free Library
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www.brooksfreelibrary.org
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From: Ginny Hewitt, Library Director

To: Joe Powers, Interim Town Administrator
Carol Coppola, Finance Director
Richard Larios, Capital Outlay Committee

CC: Brooks Free Library Board of Trustees

Subj: FY22 Budget and Capital Plan Change

Date: Dec. 4, 2020

As requested I have entered a level funded budget in MUNIS for FY22. This letter is to inform you of the impact of level funding on Library operations and the Town's ability to maintain state certification for libraries, and to notify you of a requested to change to a project on the Capital Plan.

I. FY22 Budget

A. Salaries and Wages

Step increases and increases in longevity added \$7092 to the budget. To keep Salaries level funded I eliminated funding for summer hire Library Assistants (\$6545 - 36 hours/week for 9 weeks) and reduced the Substitute line by small amount (\$547).

- This option for absorbing this staffing reduction was chosen as it will have the least impact on Library services to the community.
- It will also protect the hours of Harwich Employees Assn staff members so the Town won't incur the unemployment costs that accompany laying off a part-time staff member.
- I also took into consideration that operations may still be impacted by the pandemic at the start of FY22, which means this staffing reduction won't have a significant impact. We can take staffing into consideration when determining hours and services.
- If the pandemic is under control and we can resume normal operations, however, the loss of 36 hours of staffing for the summer will have an impact. Open hours would be reduced for July and August. We would be able resume our normal pre-COVID schedule of 6-days, 48 hours per week for remainder of the fiscal year.

B. Expense Budget

- The Expense budget is also level funded. Some lines are up slightly while others are down slightly based on actual expenses in FY20 and year-to-date in FY21.
- We made significant reductions in the Electric and Gas lines for FY21 based on savings from two energy efficiency projects but it's too early to know if those lines can be further reduced, so no additional reductions were made for FY22.

- To keep the overall Expense budget level, I reduced the Dues, Subscription and Travel by \$327 through small reductions in the Mileage and Conference/Workshop categories.

C. Municipal Appropriation Requirement

To meet the Municipal Appropriation Requirement (MAR) required for state library certification the Town's appropriation for libraries must increase 2.5% over the average of the last 3 years appropriation. For FY22 the MAR is \$1,029,114.

- At \$1,005,705 the level funded budget for Brooks Library is \$23,409 below the MAR.
- If the petition article for \$20,000 for the Harwich Port and Chase libraries passes at Town Meeting, however, the Brooks Library budget would only need to increase \$3,409 (0.34%) to meet the MAR.
- A small number of waivers to the MAR are included in M.G.L. and the Mass. Board of Library Commissioners (MBLC) may offer additional waivers. It is much too early to know if the MBLC will reduce certification standards or expand the number of waivers or what the conditions they might set to qualify for those waivers for FY22 so it would be prudent to proceed as if the normal certification standards will be in place.

D. Consequences of De-certification

- Consequences for not maintaining certification include the loss of State Aid to Libraries (approximately \$16,000 per year, divided between the three libraries), but more importantly other certified libraries are no longer required to honor requests for materials from patrons of libraries in de-certified towns or to serve residents of de-certified towns if they visit those libraries in person.
- 21% of items checked out at Brooks Library come from other libraries to satisfy the requests of our patrons, so the loss of reciprocal borrowing privileges would greatly impact our residents if other libraries elected not to fill our patrons' requests.

E. Request for Additional \$3409

- We're asking that our operating budget be increased by \$3409 (to \$1,009,114) so that, together with the article for the association libraries, the Town will meet the MAR and retain library certification. (Please note: the petition article for the association libraries will need to pass at the full \$20,000 for the Town to meet the MAR.)

II. CAPITAL PLAN

The current Capital Plan includes a project for the reconfiguration of the interior space at the Library - \$40,000 in FY22 for design plans and \$150,000 in FY24 for the construction work. On October 7, 2020 the Trustees voted to ask that the project be moved back two years - so the \$40,000 would now be in FY24 and the \$150,000 would now be in FY26.

Work completed by DPW's Facilities Dept. to create additional office space this summer went a long way towards meeting the goals of this project. Pushing the project back will give us time to evaluate how the new layout functions and what needs remain.

We look forward to meeting with you to discuss the FY22 budget and Capital Plan changes and to provide any additional information needed.

FY22 Library Materials Requirement Calculation:

updated 12.29.20

Expenses w/out Library Materials	117,160
Salary and Wages	<u>730,885</u>
	848,045
Personnel benefit - Longevity	<u>20329</u>
Total of Salaries and Wages plus Expenses w/out longevity	827,715
	X <u>0.19047619</u>
	157,660

(percentage provided by MBLC for projecting requirement)

FY22 Brooks Free Library Budget Request and Expense History

updated 12.29.20

Line Item	FY18 Expended	FY19 Voted	FY19 Expended	FY20 Voted	FY20 Expended (4th Quarter spending freeze)	FY21 Voted	FY22 Request	Change from FY21	% of change	Notes
5179 Other Fringe Benefits	0	393	0	280	0	300	300.00	0	0.0%	2 pre-employment physicals- \$150 each.
5211 Electric	32,074	32,500	27,871	34,125	21,500	25,741	25,741.00	0	0.0%	Reduced \$8381 for FY21 based on 2 energy efficiency projects completed in 2020. Level funded for FY22 based on Town instructions. Additional time under normal operations needed to determine if further reductions can be made or if this was too much of a reduction.
5212 Gas	13,149	11,980	10,703	13,806	7,697	10,601	10,601.00	0	0.0%	Reduced \$3205 for FY21 based on energy efficiency project completed Winter-Spring 2020. Level funded for FY22 based on Town instructions. Additional time under normal operations needed to determine if further reductions can be made or if this was too much of a reduction.
5230 Water	1001	1026	\$1,034	1026	1206	1315	1,391.00	76	5.8%	Projected water use & rates from Water Dept.
5243 Maint & Repair	5,450	5,600	5,659	5,700	2,098	5,700	5,700.00	0	0.0%	Trash \$500; Building Equip/Physical Plant \$1600; Misc. Custodial \$900, Furniture Replacement (broken/damaged) \$2700.
5309 Prof/ Tech Serv	47,327	47,977	47,998	49,275	49,396	50,728	50,973.00	245	0.5%	Categories: CLAMS Membership & ILS \$43200, Website & Hosting - \$1993, Internet Access - \$1459, Library Software - \$3141, Assistive Software \$1180
5341 Advertising	0	160	149.4	160	0	180	180.00	0	0.0%	Required advertising for vacant positions.
5420 Office Supplies	5,672	5,650	5,542	5,650	3,541	5,750	5,750.00	0	0.0%	Paper \$700, Toner \$3900, Misc. Consumables \$950, other \$300.
5580 Other Supplies NEC (Lib Supp & Tech)	12,754	12,600	12,679	13,000	10,990	13,000	13,000.00	0	0.0%	Technology -\$9200, Materials proc/prot \$1900; Circ supplies \$700, Info mats/Signage-\$1500, Other \$100.
5730 Dues, Subscriptions & Travel	3,173	3,500	2,790	3,600	1,785	3,845	3,524.00	-321	-8.3%	Mileage \$1400, Memberships \$1345, conf/workshops \$779
5100 Educational Supplies	149,212	152,725	155,648	155,750	147,841	157,660	157,660	0	0.0%	Materials for library collection.
Expense Total	269,812	274,111	270,073	282,372	246,054	274,820	274,820	0	0.0%	

FY22 BROOKS FREE LIBRARY SALARIES AND WAGES SUMMARY

12.29.20

ORG:16100

511100	TRUSTEES STIPEND		7000	
511800	PART TIME YEAR ROUND SALARIES		223837.58	
5119	SALARIES AND WAGES (full-time)		470147.99	
514000	LONGEVITY		23623.63	
515007	SICK LEAVE BONUS		2800	
519030	TRAINING/PROF DEV		3475.8	
			730,885.00	FY22 TOTAL
			730,885.00	FY21 VOTED
			0.00	Increase

To level fund FY22 Salaries and Wages, \$7091 was removed from the budget.
 The summer Library Assistant (36 hours/week for 9 weeks) was eliminated (\$6544.80)
 and the Substitute line was reduced by \$546.54)