

**Brooks Free Library Board of Trustees**  
**Wed. Oct. 7, 2020 at 7 pm**

This meeting will be held VIA REMOTE PARTICIPATION and recorded for later broadcast. The public can access the meeting online at <https://global.gotomeeting.com/join/484231205>  
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**Agenda**

1. Call to Order/Attendance
2. Report from Rockland Trust financial advisor
3. Vote to Approve Minutes of September 2, 2020
4. Public Comment
5. Reports:
  - A. Chairman
  - B. Library Director
  - C. Building & Grounds Committee
    1. Update on retro-fitting of building for COVID19
  - D. Liaison from Board of Selectmen
6. Correspondence
7. Old Business:
8. New Business:
  - A. Library Director's recommendation to go fine-free - discussion and possible vote
  - B. Vote to accept donation of Milton Welt painting of Exchange Building from Cahoon Family
  - C. Vote to Accept Monetary Donations
  - D. FY22 - 28 Capital Plan submission - discussion and possible vote
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
  - A. Library Board of Trustees – November 4, 2020, December 2, 2020
  - B. Trustees Annual Meeting with Board of Selectmen - TBD
10. Adjournment

Authorized posting officer

Virginia A. Hewitt

Brooks Free Library

Posted by

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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](http://www.harwich-ma.gov/brooks-free-library-board-of-trustees), and Library website, [www.brooksfreelibrary.org/brooks-free-library-board-of-trustees](http://www.brooksfreelibrary.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 [brooksfreelibrary@clamsnet.org](mailto:brooksfreelibrary@clamsnet.org).*

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

This meeting will be held VIA REMOTE PARTICIPATION and recorded for later broadcast.

**DRAFT Minutes**

1. Call to Order/Attendance: Chair Brown called the meeting to order at 7:04 p.m. William Crowell, Joan McCarty, Kathleen Remillard, Bernadette Waystack and Jeannie Wheeler were in attendance. Also attending were Library Director Virginia Hewitt and Assistant Director Emily Milan. Linda Cebula arrived at 7:10.
2. Vote to Approve Minutes of August 5, 2020: Joan McCarty made a motion to accept the minutes. Jeannie Wheeler seconded the motion and a roll call vote was taken. The motion passed. Linda was not present for the vote but it was unanimous otherwise.
3. Public Comment: none
4. Reports:
  - A. Chairman- nothing to report at this time.
  - B. Library Director- Report as written. Additionally, Ms. Hewitt announced that the mobile assistance center for the Census will be back next Wednesday and will be at the COA the following week by appointment. Curbside is going well but remains a limited level of service compared to normal library operations. Ms. Hewitt reported that she is working on collecting statistics for state reports which are due in the coming weeks. As of March, circulation was up almost 6000 (4.3%). However, in the interim, the library was fully closed for 11 weeks and has been operating at the Curbside level for approximately 4 ½ weeks. She also noted that use of ebooks was up 29% and eaudiobooks were up 28%. Without access to print versions of newspapers, we saw a marked increase in Newsbank use for digital newspaper access and usage of the digitized town reports doubled. The Youth Services summer reading program is wrapping up since school is about to start. Youth Services Librarian Ann Carpenter is beginning to plan fall offerings such as an online storytime. Ms. Carpenter has developed a strong relationship with HES. The school recently borrowed our button maker and supplies to make photo buttons for students and teachers. Ms. Milan also reported that Ms. Carpenter's strong relationship with the homeschooling community is likely to lead to community outreach efforts in the fall as we are seeing a marked increase in homeschooling this school year.
  - C. Building & Grounds Committee
    1. Update on retro- Ms. Wheeler provided an update on the retrofitting of the building. Efforts to ensure safe distancing and other protective measures in response to Covid-19 have been undertaken by DPW. Most recently, the DPW made progress on framing on the 2nd floor and materials were delivered today for the first floor.
  - D. Liaison from Board of Selectmen- none
5. Correspondence
  - A. Email from Mass. Board of Library Commissioners re: Trustee Orientation sessions- Chair Brown shared details regarding upcoming Trustee Orientation sessions and encouraged members to participate.
6. Old Business:

- A. FY21 Budget - Ms. Hewitt indicated that no further guidance has been received on the budget. The Board of Selectmen (BOS) did vote on a warrant for the FY21 Annual Town Meeting (ATM) but it did not include a line item budget for each department. Mr. Crowell confirmed that there are no library specific articles included in the warrant for this year's ATM.
- B. Updates on Phased Resumption of Services - Library Director's Plan for Limited Inside Access for Patrons - discussion and feedback (vote not required) Ms. Hewitt reviewed the plan which was included in the packet indicating a target date of September 29th for implementation of this next phase. The Grab and Go phase will limit inside access to the first floor (excluding picture room). The library plans to start with two days a week of indie access. Ms. Milan indicated that expansion of inside access hours will move slowly much like Curbside. Drawing on insights gained from the Curbside phase, staff will finetune workflows and procedures as they gain experience in this new normal and will adjust hours and limitations accordingly. Ms. McCarty asked that there be signs saying to keep a mask on while in the building and indicated that she was impressed with the care and caution being taken by staff. Ms. Waystack asked about elevator access and confirmed that staff can eliminate access to closed floors. Mr. Crowell remarked that the plan was complete and well thought out. Ms. Remillard indicated that she felt the staff were doing a wonderful job with Curbside and she was happy with the plan for Grab and Go. Ms. Cebula reported having read the plan and having no further questions.

Ms. Hewitt polled the Board regarding the possibility of adding a vote to go fine free to the next agenda. She asked members what information they might require to take such a vote. Ms. Cebula indicated that she does not require extensive research or long reports on the matter. She also questioned how much staff time is spent processing and collecting fines. Ms. Milan discussed the overdue and billed reports and Ms. Cebula calculated the labor cost and revenue and indicated that the effort is not fiscally sound. Ms. Waystack indicated a simple list of pros and cons of fine collection would be sufficient for her to make a decision. Mr. Crowell proposed the idea of a good will fund in lieu of fine collection. Ms. McCarty asked for clarification on billed status items and whether or not patrons would continue to be billed for lost and damaged items. Ms. Hewitt indicated the fine exemption would include only overdue fees and that damaged or list items would continue to be billed. Ms. Remillard indicated from experience that going fine free would save a lot of staff time. The consensus was to include the item on the october agenda.

#### 7. New Business:

- A. Vote to Accept Donations - Joan McCarty made a motion to accept donations for \$200 from Babara Hanson and Joan Fasser in memory of Hillary Landers. The donation is to be distributed as follows: half will be credited to the Vital program and the other half will be used to purchase audio and paperback books on sports and/or Martha's Vineyard authors. Jeannie Wheeler seconded and the motion passed unanimously.
- B. Vote to Declare Items as Surplus- A list of surplus furniture was included in the packet. Joan McCarty made a motion to declare those items as surplus. Bernadette Waystack seconded and the motion passed unanimously.
- C. Plan for disposing of surplus items- Ms. Hewitt described a plan to dispose of surplus items indicating that most of the items are hand me downs or Treasure Chest items. The library followed the existing procedure by offering these items to town departments and other CLAMS libraries before disposing of them. As the Treasure Chest is not currently an option and these items are not of interest to Habitat for Humanity, DPW will just dispose of them at the transfer station. Ms. Hewitt would like to offer them free of charge

to the community first. She plans to advertise them for a couple of weeks to give community members an opportunity to sign up for a raffle or lottery for available items.

8. Trustee Reports and Requests for Next Meeting's Agenda- Mr. Crowell will bring Rockland Trust advisors Barbara Howard and Brian Callow to the October Trustees meeting to provide a performance review of Library trusts. Mr. Crowell will provide reports ahead of time in the packet.
9. Upcoming Meetings/Events
  - A. Library Board of Trustees – October 7, 2020, November 4, 2020
  - B. Town Meeting - Saturday Sept. 26, 2020 at 10 am at Monomoy Regional High School football stadium with rain date of Sunday, Sept. 27, 2020 at 1 pm
10. Adjournment: There being no further business Joan McCarty made a motion to adjourn. The motion was seconded by Jeannie Wheeler and a roll call vote was taken. All present voted to adjourn and the Acting Chair adjourned the meeting at 8:16 p.m.

Respectfully submitted,

Emily Milan  
Assistant Director

**Library Director's Report  
for October 7, 2020 Board of Trustees Meeting**

9.30.20

Grab and Go Inside Access

On Sept. 29<sup>th</sup> we re-opened the Library for inside access by patrons to the first floor. A line began forming before we opened, with patrons naturally spacing themselves out with a 6 foot distance in the line. Approximately 90 community members visited on the first day, when we were open from 10 am to 2 pm. On recent Tuesdays we have averaged 70-95 curbside pickup appointments, so to have 90 come inside in person was a great showing, and we also served another 38 patrons with curbside pickup appointments from 4 pm to 6:30 pm. The volume of patrons was fairly steady through the four hours, so no congestion or overcrowding occurred.

408 items were checked out the first day. There is some overlap in statistics as some items for the evening's curbside pickup were checked out between 10 am and 2 pm, but approximately 296 items were checked out to patrons during Grab and Go (an average of 3.5 items per patron) and 112 were checked out for pickup at curbside that evening (an average of 2.9 items per pickup appointment.) Two patrons took advantage of the availability of a computer and had half hour appointments.

From unofficial tallies by the greeters, it appears that 2/3 of the patrons were inside the Library for 10 minutes or less. Another 1/3 spent 20 minutes browsing and selecting items before checking out and leaving. Turnover occurred naturally and we did not have to monitor occupancy or ask patrons not to linger.

All of the patrons arrived at the Library wearing a mask. A few needed reminders to ensure the mask covered their nose and mouth but everyone was cooperative.

Patrons universally talked about how happy they were to be allowed back inside. We were treated to many 'happy dances', hurray's and "I have missed the Library so much!" It was wonderful to be able to reconnect with patrons in person once again.

Preparations for Grab and Go inside access

The Facilities Dept. of DPW spent six weeks retrofitting the building, enclosing three alcoves and installing plexiglass panels at the public service desks. The new alcoves look fantastic – great care was taken to ensure that the walls, doors and windows looked like they've always been here. The work was very high quality, with attention paid to all the details. Work was primarily completed the week of Sept. 21 -25, so we were able to get moved and settled in before the Grab and Go hours started on the 29<sup>th</sup>.

Library staff members also spent considerable time cleaning, organizing and de-cluttering the public areas. Tables and chairs were removed, free-standing bookcases moved to the first floor and browsing collections of audiobooks, non-fiction DVDs and children's picture books moved to the main area of the first floor. Friendly and informative signage was created so patrons would know the expectations and to help navigate the changes in spaces and collections. Everything looks clean, neat and well organized, just as experts recommend it should to make patrons feel comfortable visiting during a pandemic.

We also devoted a lot of time this past month to getting the word out to patrons. I prepared a report for the Selectmen's Sept. 14<sup>th</sup> meeting and joined their meeting to discuss the Grab and Go Plan. Articles and columns have appeared in the Cape Cod Chronicle and Cape Codder, one will soon be in the Harwich Neighbors magazine, and postcards announcing Grab and Go

service and hours were added to Curbside pickup bags. Many Facebook and Instagram posts announced the re-opening, to enthusiastic reception from the community - the initial Facebook post announcing this re-opening reached 4,800 users.

### Annual Reports to the Mass. Board of Library Commissioners

I have just submitted the online Annual Report and Information Survey (ARIS) and the State Aid Financial Report for FY20. The Chair will be signing them this week so they can be scanned and emailed by Friday, Oct. 2<sup>nd</sup>. These reports are requirements by the Massachusetts Board of Library Commissioners for State Aid.

Data from the ARIS, showing holdings, circulation, and services, is attached.

### FY22 – FY28 Capital Plan

Town Meeting just occurred a few days ago so I have not yet received any information on the Capital Plan submissions but those instructions should be coming out shortly. The Library currently has funding on the plan to reconfigure the interior space of the Library (\$40,000 for assessment and plans in FY22 and \$150,000 for the work in FY24.)

The recent retrofitting work done by the Facilities Dept using CARES Act funds did not give us everything we were looking for in the larger reconfiguration project but it went a long way towards meeting our biggest priorities. Having observed discussions at many Selectmen and Finance Committee meetings over the past few months it is clear that many projects on the Capital Plan will be deferred or “pushed back.”

Since the Library’s Capital Plan submission is likely to be due prior to your next meeting, I am looking to you for direction. I am proposing that you ask for this project to be removed from the Capital Plan, so that we have time post-pandemic to look at the community’s needs and changes in library services and building use. That will also give us time to evaluate the impact of the in the floor plan in the retrofitting project once we’re back in full, unrestricted operation again after the pandemic. A new project request for the Capital Plan can be submitted in the coming years if there are deficits to be addressed or needed improvements are identified.

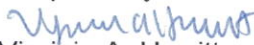
### Operating Budget

No further cuts were made to the Library budget after the reductions I submitted on August 5<sup>th</sup>. Our final budget represented a 1.0% increase over FY20.

With the approval of the operating budget at Town Meeting on Sept. 26, 2020, preparations for the FY22 budget cycle will soon begin. The schedule and instructions should be distributed to departments in the next month.

I’m including a sheet in your packet showing the Projected Municipal Appropriation Requirement (MAR) for FY22. For the Brooks Free Library appropriation to satisfy the MAR next year our budget will need to increase \$23,364 (2.3%.) This is a concern as FY22 is likely to be another lean year. The traditional \$20,000 appropriated to Harwich Port and Chase libraries in a petition article can also count towards meeting the MAR but there is no guarantee that Town Meeting will vote to approve it, or approve it at the full amount requested.

Respectfully submitted,

  
Virginia A. Hewitt  
Library Director

**FY22 PROJECTED MUNICIPAL APPROPRIATION REQUIREMENT**

**10.2.20**

One of the standards required for the Town to maintain state library certification is the Municipal Appropriation Requirement (MAR). To meet this standard the Town appropriation for libraries must be at least 2.5% over the average of the last three years' appropriation. The FY22 MAR is calculated below:

FY19 TAMI	970852
FY20 TAMI	1015483
FY21 TAMI	1025705
Add	3012040
divide by 3	1004013.333
multiply	1.025
	<b>\$1,029,113.67</b>

(Brooks \$950852, Chase \$10,000, Harwich Port \$10000)

(Brooks \$995483, Chase \$10,000, Harwich Port \$10000)

(Brooks \$1,005,705, Chase \$10,000, Harwich Port \$10,000)  
 (FY21 MAR - 997798. TAMI is higher, so that is used)

**PROJECTED FY22 MAR**

**TO MEET FY 22 MAR**

To meet the MAR the FY22 budget for Brooks Library must be \$1,029,114 an increase of \$23,364 2.32%

If Town Meeting approves the traditional petitioned article for \$20,000 for the Chase and Harwich Port libraries then the Brooks Free Library budget would need to increase \$3,364 (0.34%), but if the petition article does not pass or the amount is reduced, the Town would not meet the MAR.

## FY21 Budget Balances

9/29/2020

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,845.00	\$0.00	\$3,845.00	0%
Library Materials	\$157,660.06	\$22,720.25	\$134,939.81	14%
Electric	\$25,741.00	\$3,660.48	\$22,080.52	14%
Employee Fringe Benefits	\$300.00	\$0.00	\$300.00	0%
Gas	\$10,601.00	\$54.19	\$10,546.81	1%
Library Supplies	\$13,000.00	\$1,901.46	\$11,098.54	15%
Maintenance & Repair	\$5,700.00	\$0.00	\$5,700.00	0%
Office Supplies	\$5,750.00	\$702.90	\$5,047.10	12%
Professional & Tech	\$50,725.00	\$22,672.49	\$28,052.51	45%
Water	\$1,315.00	\$0.00	\$1,315.00	0%
Total Library Expenses	\$274,817.06	\$51,711.77	\$223,105.29	19%
Wages & Salaries	\$730,884.71	\$158,917.22	\$571,967.49	22%
<b>TOTAL</b>	<b>\$1,005,701.77</b>	<b>\$210,628.99</b>	<b>\$795,072.78</b>	<b>21%</b>



Assistant Director's Report  
October 1, 2020

Grab and Go progress: A good deal of our efforts this past month were focused on the Grab and Go phase of reopening. The staff spent time meeting, discussing and preparing for physical and procedural changes necessary for this new service level. A tremendous effort was put into preparing the physical space of the library, relocating workstations, offices, computers and collections and ensuring that the building was welcoming when our patrons returned. Our main concern was safety of both staff and patrons and retaining a clean, organized and welcoming environment for our community members. Kudos to the entire team for pitching in to make the first week of Grab and Go such a success.

Back to School podcast: This month I recorded a Back to School Podcast that had two parts. The first section was recorded with Joy Jordan, MRSD Community Engagement Coordinator and covered back to school resources for Monomoy families. The second section with Youth Services Librarian Ann Carpenter, covered back to school resources for Homeschooling families.

Circulation Assistant Training: In the two weeks leading up to the start of Grab and Go, Staff Librarian Emily Carta and I welcomed back all of our Circulation Assistants. CAs received curbside training and an introduction to the Grab and Go plan. Much has changed since our Circulation Assistants were last in the building six months ago. In addition to collection and material locations, most of our procedures and protocols have been adapted to fit our current needs. Training was intense but all Circulation Assistants left feeling better prepared for upcoming shifts. The return of our Circulation Assistants is most welcomed and is undoubtedly integral to the success of this next phase of reopening. Many thanks to Senior Library Technician Joanne Clingan who assisted with the training.

Respectfully submitted,

Emily Milan  
Assistant Director

### Brooks Free Library Statistics Since Renovation

	Open Hours	Items Checked Out	Use of Electronic Resources	Total Use of Collection	Inter-library Loans	Items in Collection	Number of Card-holders	Harwich Residents w/ Library Card	Reference Questions
FY97	2025	92285			4354	38992	8907		2219
FY98	1937	103910			6118	42603	9322	<i>not</i>	2472
FY99	2013	110487			8630	45199	10562	<i>counted</i>	4360
FY00	2060	111872			9624	51984	12313		3955
FY01	2108	123401			12275	54684	13540		4613
FY02	2076	128462			14677	58439	10867		6053
FY03	2078	132869			24363	56833	12094	7811	8955
FY04	2066	145212			29264	55784	11661	7838	11416
FY05	2038	151871			33236	59565	12308	7574	12263
FY06	1848	156630			37849	63041	13108	8043	12126
FY07	1796	169529			44147	66393	13370	8289	13866
FY08	1980	193024			52435	68620	14298	8457	13183
FY09	1970	211719			61304	70454	11936	8682	15035
FY10	1978	225385			65829	72620	12606	9014	15471
FY11	1993	233533	<i>New item in</i>		71517	76093	12702	8983	15626
FY12	2004	235597	<i>state report</i>		70730	81688	12573	8814	15861
FY13	1981	235941	<i>for FY2015</i>		68663	85450	12379	8898	16472
FY14	1940	237565			66801	90739	12511	8948	16656
FY15	1922	237876	24564	262440	62515	93757	13231	9555	16840
FY16	2192	229141	32328	261469	61328	93159	13801	9950	17770
FY17	1931	218229	25028	243257	60831	131973	13831	9906	17738
FY18	2357	223840	25278	249118	55670	138677	13410	9709	18304
FY19	2367	227722	30629	258351	56550	107511	13617	9613	18780
FY20	1669	196445	69206	265651	37989	103803	12810	9203	13146

	Library Visits	Adult Programs	Adult Program Attendance	Youth Programs	Youth Program Attendance	Children's Programs	Children's Program Attendance	Total Programs	Total Program Attendance
FY97	64492	5	110			119	3551	124	3661
FY98	74263	8	1430			119	3419	127	4849
FY99	64114	51	1076			161	3446	212	4522
FY00	69654	10	335			172	4769	182	5104
FY01	75240	80	520			196	6019	276	6539
FY02	82569	71	673			234	8255	305	8928
FY03	83627	235	1916	<i>included in</i>	<i>Adult count</i>	285	8338	520	10254
FY04	85677	341	2592	<i>until</i>	<i>FY2010</i>	284	6759	625	9351
FY05	86990	496	2826			249	5939	745	8765
FY06	82334	602	2608			254	7317	856	9925
FY07	113584	396	1065			269	7303	665	8368
FY08	129326	323	2460			286	8306	609	10766
FY09	141852	534	3776			304	7701	838	11477
FY10	151008	575	4047	42	273	317	6541	934	10861
FY11	156535	602	3638	40	244	336	6775	978	10657
FY12	157849	534	4340	30	519	330	7131	894	11990
FY13	158081	701	4121	35	242	283	6357	1019	10720
FY14	159388	572	4396	29	305	305	8493	906	13086
FY15	159377	532	5097	65	348	257	7146	854	12591
FY16	167987	540	4222	92	512	319	7883	951	12617
FY17	152760	567	3482	84	428	561	12814	1212	16724
FY18	156688	551	4046	59	592	668	13589	1278	18227
FY19	159405	620	3786	47	324	584	15376	1251	19486
FY20	137892	361	2240	53	254	562	10882	976	13376

*Service notes: renovation complete - Feb 1998. FY06 - closed Mondays. FY16 - Mondays restored; closed 3 weeks due to emergency light failure. FY17 - closed twice, 6 weeks total, due to emergency light failure. FY20 - closed to public 11 weeks, only curbside service 4 weeks*

<b>BROOKS FREE LIBRARY - Data for FY20 ARIS (with FY19 &amp; FY18 data shown)</b>			
<b>Holdings (Items Owned)</b>	<b>FY20</b>	<b>FY19</b>	<b>FY18</b>
<b>Adult</b>			
Books: Adult	37054	35,932	37,573
Print periodicals, newspapers & other print serials: Adult	132	128	145
Audio (compact discs, cassettes, etc): Adult	3321	3,539	3,926
Video (VHS/Discs/DVDs, etc): Adult	5407	5,973	5,709
E-books: Adult	25088	30,870	57,306
Downloadable audio (e-Audiobooks, music, etc): Adult	9224	7,840	10,890
Downloadable video: Adult	79	33	33
Materials in Electronic Format (include CD-ROMs): Adult	269	246	161
Materials in Microforms (fiche, rolls, etc.): Adult	3	3	3
Miscellaneous (e.g. e-book readers, laptops, kits, puppets, library of things, etc): Adult	205	199	314
<b>Total Adult Materials</b>	<b>80792</b>	<b>84,763</b>	<b>116,060</b>
<b>Young Adult</b>			
Books: Young Adult	3163	3,293	3,288
Print periodicals, newspapers & print serials: Young Adult	3	5	4
Audio (compact discs, cassettes, etc): Young Adult	360	331	62
Video (VHS/Discs/DVDs, etc): Young Adult	75	80	88
E-books: Young Adult	0	0	0
Downloadable audio (audiobooks, music, etc): Young Adult	0	0	0
Downloadable video: Young Adult	0	0	0
Materials in Electronic Format (include CD-ROMs): YA	156	149	144
Materials in Microforms (fiche, rolls, etc.): Young Adult	0	0	0
Miscellaneous (e.g. e-book readers, laptops, kits, puppets, library of things, etc): Young Adult	0	0	0
<b>Total Young Adult Materials</b>	<b>3757</b>	<b>3,858</b>	<b>3,586</b>

<b>Children</b>			
Books: Children's	17487	17,088	16,954
Print periodicals, newspapers & other print serials: Children's	8	10	16
Audio (compact discs, cassettes, etc): Children's	309	305	550
Video (VHS/Discs/DVDs, etc): Children's	1122	1,174	1,258
E-books: Children's	0	0	0
Downloadable audio (audiobooks, music, etc): Children's	0	0	0
Downloadable video: Children's	0	0	0
Materials Electronic Format (include CD-ROMs): Children's	131	102	136
Materials in Microforms (fiche, rolls, etc.): Children's	0	0	0
Miscellaneous (e.g. e-book readers, laptops, kits, puppets, library of things, etc): Children's	207	211	117
<b>Total Children's Materials</b>	<b>19264</b>	<b>18,890</b>	<b>19,031</b>
<b>TOTALS</b>			
Total Books	57704	56,313	57,815
Total Print Periodicals, newspapers & other print serials	143	143	165
Total Print Materials	57847	56,456.00	57,980
Total Audio	3990	4,175	4,538
Total Video	6604	7,227	7,055
Total E-books	25088	30,870	57,306
Total Downloadable Audio (audiobooks, music, etc)	9244	7,840	10,890
Total Downloadable Video	79	33	33
Total Materials in Electronic Format	556	497	441
Total Microforms	3	3	3
Total Miscellaneous	412	410	431
Total Non Print Materials	45956	51,055.00	80,697
Total Holding Materials	103803	107,511	138,677
<b>Subscriptions and Electronic Collections</b>			
	<b>FY20</b>	<b>FY19</b>	<b>FY18</b>
Print serial subscriptions	74	79	85
Electronic serial subscriptions	54	4	3
Electronic collections (including locally owned databases)	10	10	7
Other subscriptions	16	16	16

Total Local Subscriptions and Electronic Collections	154	109	111
Other cooperative agreement databases	1	1	
State electronic collections/Databases	52	44	

### Usage and Circulation

Use of Electronic Collections	FY20	FY19	FY18
Usage of local electronic collections ( excludes e-books, downloadable audio and video counted below in Circulation.)	65688	30,629	23,844
Usage of network electronic collections (excludes e-books, downloadable audio and video counted below in Circulation.)	1236	249	1,272
Usage of state-wide electronic collections (excludes e-books, downloadable audio and video counted below in Circulation.)	2282	1,400	162
Total usage of electronic collections	69206	32,278	25,278

### FY20 CIRCULATION

*LIBRARY CLOSED TO THE PUBLIC BEGINNING 3.14.20. OPEN 37 WEEKS IN FY20 (71% of year)*

*FY20 year-to-date July thru Feb circulation of print materials was up 5616 (4.3%) over same period in prior year*

Adult	FY20	FY19	FY18
Books: Adult	56437	68,373	68,092
Print periodicals, newspapers and other print serials: Adult	1080	2,199	2,766
Audio (compact discs, cassettes, etc): Adult	9198	10,872	12,820
Video (VHS/Discs/DVDs, etc.): Adult	27545	38,990	42,918
<i>Note: use of eBooks, downloadable audio and video continued while building closed to public</i>			
E-books: Adult	25734	19,908	16,010
Downloadable Audio (audiobooks, music): Adult	12068	9,777	6,482
Downloadable Video: Adult	626	486	226
Materials in Electronic Format: Adult	5369	6,151	4,219
Materials in Microform: Adult	0	0	0
Miscellaneous (passes, e-readers, kits, library of things, etc.): Adult	1768	1,510	1,610
Total Adult Circulation	139825	158,266	155,143

<b>Young Adult</b>	<b>FY20</b>	<b>FY19</b>	<b>FY18</b>
Books: Young Adult	4332	5,022	5,505
Print periodicals, newspapers and other print serials: YA	5	5	10
Audio (compact discs, cassettes, etc.): Young Adult	866	961	905
Video (VHS/Discs/DVDs, etc.): Young Adult	463	529	751
E-books: Young Adult	0	0	0
Downloadable Audio (audiobooks, music, etc.): Young Adult	0	0	0
Downloadable Video: Young Adult	0	0	0
Materials in Electronic Format: Young Adult	909	1,118	1,043
Materials in Microform: Young Adult	0	0	0
Miscellaneous (passes, e-readers, kits, library of things, etc.): YA	0	0	0
<b>Total Young Adult Circulation</b>	<b>6575</b>	<b>7,635</b>	<b>8,214</b>
<b>Children's</b>	<b>FY20</b>	<b>FY19</b>	<b>FY18</b>
Books: Children's	42231	50,736	47,787
Print periodicals, newspapers and print serials: Children's	25	67	83
Audio (compact discs, cassettes, etc.): Children's	556	806	1,218
Video (VHS/Discs/DVDs, etc.): Children's	6253	7,926	9,539
E-books: Children's	0	0	0
Downloadable Audio (audiobooks, music, etc.): Children's	0	0	0
Downloadable Video: Children's	0	0	0
Materials in Electronic Format: Children's	702	900	1,188
Materials in Microform: Children's	0	0	0
Miscellaneous (e.g.passes, e-readers, kits, library of things, etc.): Children's	821	1,386	668
<b>Total Children's Circulation</b>	<b>50588</b>	<b>61,821</b>	<b>60,483</b>

<b>TOTALS</b>	<b>FY20</b>	<b>FY19</b>	<b>FY18</b>
Total Book Circulation	103000	124,131	121,384
Total Print Periodicals, Newspapers & Serials Circulation	1110	2,271	2,859
Total Print Circulation	104110	126,402	124,243
Total Audio Circulation	10620	12,639	14,943
Total Video Circulation	34261	47,445	53,208
Total E-book Circulation	25734	19,908	16,010
Total Downloadable Audio Circ (audiobooks, music, etc)	12068	9,777	6,482
Total Downloadable Video Circulation	626	486	226
Total Materials in Electronic Format Circulation	6980	8,169	6,450
Total Microform Circulation	0	0	0
Total Miscellaneous Circulation	2589	2,896	2,278
Total Non Print Circulation	92878	101,320	76,879
Total Circulation Materials	196988	227,722	223,840
<b>Inter-library Loans</b>			
Inter-library loans RECEIVED FROM other libraries	FY20	FY19	FY18
ILL items RECEIVED that must be returned	20938	29,843	29,967
ILL items RECEIVED that need not be returned	0	0	8
Total	20938	29,843	29,975
Interlibrary loans PROVIDED TO other libraries	FY20	FY19	FY18
ILL items PROVIDED that must be returned	17051	26,707	25,703
ILL items PROVIDED that need not be returned	0	0	0
Total	17051	26,707	25,703
<b>Nonresident Circulation Transactions</b>			
Number of items circulated at library to residents of other MA municipalities certified for State Aid to Public Libraries	FY20	FY19	FY18
	24473	33,277	35,108
Number of items circulated at library to residents of other MA municipalities not certified for State Aid to Public Libraries	0	0	0
Number of items circulated at library to residents other states	7962	9,606	10,384
Total Nonresident Circulation Transactions	32435	42,883	45,492

**CIRCULATION TOTALS**

	179937	201,015	198,137
	196988	227,722	223,840
<b>Services</b>	FY20	FY19	FY18
Direct Circulation (Items checked out at Brooks no matter what library owned the items)	1669	2,367	2,357
Circulation Transactions (Brooks items checked out at Brooks and at other libraries)	37	52	52
	36	51	50
Total hours the MAIN library was open	216	304	300
Total number of weeks the MAIN library was open	0	0	0
Total number of Saturdays the library system was open	0	0	0
Total number of Sundays the library system was open	274	384	388
Total hours the library system was open on Saturdays	77	83	86
Total hours the library system was open on Sundays	2347	3,740	3,561
Total hours the library system was open after 5 p.m.	60812	50,000	
Total number of non-subsidized volunteers			
Total number of hours by non-subsidized volunteers			
How many "hits" recorded on library's website?			
<b>Library Facilities</b>	FY20	FY19	FY18
There are ___ gross square feet	20312	20,312	20,312
The current building was built in:	1855	1855	1855
The library was most recently renovated in:	1998	1998	1998
The library has ___ dedicated parking spaces	42	42	42
The seating capacity of library (excluding meeting rooms) is:	166	166	166
There are ___ meeting rooms	1	1	1
The seating capacity of the largest meeting room is:	75	75	75
The total number of individual or group study rooms is	0	0	0
Number of times meeting room used (excluding staff meetings)	319	441	443



Brooks Free Library  
Board of Trustees  
739 Main Street  
Harwich, MA 02645

September 30, 2020

Dear Ms. Hewitt and the Brooks Free Library Staff,

This letter is to thank you and say how much we appreciate each and every one of you for the frenzied hours of hard work you have performed for the community of Harwich in order to continue vital library services under very difficult circumstances. Every idea shared, every innovation and opportunity seized by all of you has helped keep the library thriving during the Covid-19 pandemic. You overcame many obstacles in order to transform library services from in-person to remote access and curbside pick-up. You are a true team. You are essential.

When conditions improve, it is our hope that we will be able to appreciate and celebrate you in-person. For now, please accept our thanks for all the work you are doing to enrich the lives of our community.

Thank you,

Brooks Free Library Trustees

JoAnne Brown, Linda Cebula, William Crowell, Joan McCarty,

Kathleen Remillard, Bernadette Waystack and Jeannie Wheeler

*"The only thing you absolutely have to know is the location of the library"* Albert Einstein

**Brooks Free Library**  
739 Main St., Harwich MA 02645  
508-430-7562, vhewitt@clamsnet.org

*Virginia Hewitt*

From: Virginia Hewitt, Library Director

To: Brooks Free Library Board of Trustees

Subj: Elimination of Fines on Overdue Materials

Date: October 2, 2020

I am recommending that the Board of Trustees vote to eliminate fines on Brooks Free Library items. In support of that request I am providing the following information:

### The rationale for overdue fines

Public libraries have a long standing practice of charging overdue fines for late materials. Fines were never intended to be a source of revenue; they were intended to encourage the return of shared materials so they're available for others to use. Fines are also routed in the belief that they will teach patrons to be responsible and to return items on time.

### Increased awareness of the disproportionate impact

Over the past decade there has been growing recognition that fines often present an economic barrier to use of the library. For patrons with disposable income, paying nominal fines for late materials is not a problem. They do not limit what they or their family members borrow in order to avoid fines. For those who cannot afford the fines, however, they have a disproportionately negative impact. Once fines are incurred, economically disadvantaged patrons may stop using the library because they cannot afford to pay the fines. In the library community we refer to this as having "created a non-user." Some of these community members will never come back to the library because of the economic barrier created by fines. As a result of this increased awareness, the American Library Association has passed a resolution on eliminating fines and other economic barriers to use of Library materials and services. Going fine-free is now considered a national best practice.

### A growing movement

Many libraries across the U.S. have gone fine-free in recent years with very positive results. The Chicago Public Library is the largest library in the US to do so. The city eliminated fines in 2019 as part of an effort to ease the burden of regressive fines and fees city-wide. Officials discuss their rationale in this article: <https://americanlibrariesmagazine.org/blogs/the-scoop/chicago-public-library-goes-fine-free/> Among other impacts they saw a 240% increase in returned books <https://webcache.googleusercontent.com/search?q=cache:jjBptyAM3gJ:https://chicag>

[o.suntimes.com/news/2019/10/30/20940677/chicago-public-library-no-fines-book-returns-increase-lightfoot+&cd=5&hl=en&ct=clnk&gl=us](https://www.suntimes.com/news/2019/10/30/20940677/chicago-public-library-no-fines-book-returns-increase-lightfoot+&cd=5&hl=en&ct=clnk&gl=us)

Regional push to eliminate fines

Until recently CLAMS member libraries were prevented from going fine-free as we standardized loan rules in 2004 and the agreement of all members was needed to change that. Some of the libraries rely on fines for a revenue stream and were concerned about losing those funds.

Last fall the directors of CLAMS libraries voted to allow the 6 libraries on Martha’s Vineyard to conduct a fine-free pilot project. The project had only been underway for three months when the pandemic shutdowns occurred. The results are anecdotal but the libraries reported very positive community response. Here is one article reporting on this change: <https://www.mvtimes.com/2019/12/04/top-shelf-idea/> Like fine-free libraries across the country they reported a large increase in the return of items that had been checked out for years and the return of patrons who stopped using the library because they couldn’t pay their fines.

CLAMS directors agreed last spring to waive all fines when libraries closed due to the pandemic. We plan to continue to waive fines at check-in as long as we’re quarantining returned items.

In June CLAMS directors voted to allow any library that is interested to go fine-free. So far 14 of the 35 member libraries have gone fine-free, another 4 are in the queue, and several more expect to eliminate fines in the next few months.

What are current fine rates?

Material	Loan Periods	Overdue Fees	Maximum Fines
Books	14 days	10 cents/day	\$3.00 adults / \$1.00 children’s
Videos/DVDs	7 days	\$1/day	\$3.00 adults and children’s
Audiobooks	14 days	10 cents/day	\$3.00 adults / \$1.00 children’s
Magazines	14 days	10 cents/day	\$3.00 adults / \$1.00 children’s
Computer Games	14 days	\$1/day	\$3.00 adults and children’s
Passes	varies by pass	\$10	\$10

Patron accounts are blocked when fines reach \$25 or when one item, regardless of the replacement cost of the item, goes to Billed status.

Replacement fees are charged for lost or damaged materials and the funds are deposited into the Library's budget line for books, audiobooks, videos and other materials. Going fine-free would not eliminate charges for lost or damaged items.

How much do we collect and where does it go?

Fines collected for overdue items are deposited in the Town's general fund.

FY20	\$3026
FY19	\$5814
FY18	\$5,565
FY17	\$6,423
FY16	\$7,092
FY15	\$6842

What is the cost of collecting fines?

The several hours of staff time required each week to check the shelves before sending out overdue notices can be quantified at \$2941/year. With an additional \$500 for postage, the cost to send out overdue notices is \$3451.

Additional time is required for overall management of overdues, for collecting, recording and depositing cash, periodic trips to the bank for rolls of coins so staff members can make change when patrons pay overdue fines. The frequent negative interactions with patrons when notifying them of late charges and collecting fines result in lost goodwill, something that cannot be quantified.

Changes that have reduced the amount of overdue fines

At one time the Library collected \$10,000-\$12,000 in overdue fines each year. The amount has declined steadily due to technology. Patrons became able to check their accounts online and could renew or return items before a fine was incurred. Email notices were added, and then email courtesy which notify patrons several days before an item is due. A text message service was added a few years ago. Finally, in December CLAMS implemented a new feature of the automated system. If no one is waiting for an item it will be renewed automatically, giving the patron more time to return it.

The amount collected in overdue fines is expected to drop significantly due to automatic renewals. When we are back to normal operations after the pandemic, I estimate that overdue fines will drop to less than \$2000 a year. Given that the costs now outweigh collections, it does not make financial sense to continue to charge overdue fines.

What has been the impact of going fine-free?

There are many articles online reporting about the positive results of libraries that going fine-free. They report use increases, materials that have been checked

out for years come back, and there is no increase in the length of time materials are kept out by patrons.

Have any studies verified these results?

Yes. One study is the “Fine –Free Policies” report from Library Connection, Inc (LCI) Libraries, published in Oct. 2018 and updated in March 2019. ([https://www.libraryconnection.info/documents/fine\\_free\\_policies\\_report\\_SC-2019-03-22.pdf](https://www.libraryconnection.info/documents/fine_free_policies_report_SC-2019-03-22.pdf)) The report notes:

- While steep daily fines may have a correlation with items being returned on time, the data shows that nominal daily fines charged by libraries for most materials have little to no impact on when patrons return materials.
- On average, patrons are returning items before the due date regardless of loan policies, including whether or not fines are assessed.
- Items were not kept longer because there were no fines.
- The only factor to have a continued significant effect on return rates was blocking patrons with overdue items. (Note: CLAMS libraries already block patrons when an item goes to billed status, so this is already in place.)
- Wait times for popular items on hold were not adversely impacted.
- There was an overall increase in the amount of items being returned.
- The report noted that fine-free policies have less of an impact for libraries that use automatic renewals. (Note: As noted above, CLAMS implemented automatic renewals in November 2019.)
- Fine-free policies often lead to an increase in circulation.
- The number of new cards issued increased for many libraries.

The report only found one library where the elimination of fines was a failure. The Windsor Public Library in Ontario experimented with no fines for a year in 2012 but then reinstated fines, citing a significant loss in revenue. The report noted other mitigating factors with the fines-free experiment such as lack of Board support, too heavy a reliance on fines as a source of revenue to purchase new materials, and punitive implementation policies (patrons were blocked as soon as one item became overdue, not just when it went to Billed status) that resulted in significant patron unhappiness with the new rules.

**OFFER BY THE CAHOON FAMILY TO DONATE A MILTON WELT PAINTING**

**Virginia Hewitt** <vhewitt@clamsnet.org>

Mon, Sep 21, 2020 at 11:04 AM

To: [acahoon1@aol.com](mailto:acahoon1@aol.com), [maggiemclean@myfairpoint.net](mailto:maggiemclean@myfairpoint.net), [jimcahoon70@gmail.com](mailto:jimcahoon70@gmail.com)

Cc: Jeannie Wheeler <[jswheelscc@gmail.com](mailto:jswheelscc@gmail.com)>

Dear Anne, Jim and Maggie:

Thank you so much for your offer to donate a Milton Welt of the Exchange Building. We would love to have it! Jeannie may have already explained this, but any donations must be accepted and approved by the Board of Trustees, so we'll follow that process. Their next meeting is October 7th so I'll add it to the agenda.

Thank you again! It will be a wonderful addition and patrons will really enjoy seeing it.  
Ginny Hewitt

--

Virginia A. Hewitt, MSLIS  
Library Director  
Brooks Free Library  
739 Main St., Harwich MA 02645  
508-430-7562, ext 8  
[www.brooksfreeibrary.org](http://www.brooksfreeibrary.org)

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Anne Cahoon Perry of 7124 Catlett St, Springfield VA and her brother, Jim Cahoon, and sister, Maggie Cahoon, children of the late Eileen Cahoon, a former Library Trustee, and Oscar Cahoon have offered to donate a 16 x 24 framed Milton Welt painting. The painting is of the Exchange Building from the east looking west with a bit of Donald Bates store and the Congregational Church Parish House. Mr. Cahoon had it in his office for years, then in the house with the one of the Library and another of Brooks Academy, both of which the children have previously donated to the Library.

