

Brooks Free Library Board of Trustees
Wed. November 1, 2023 at 7pm
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Vote to Approve Minutes of Sept. 6, 2023 and October 4, 2023 meetings
3. Public Comment
4. Reports:
 - A. Chair
 - B. Library Director
 - C. Review of Staff Reports and Other Information in Meeting Packet
 - D. Building & Grounds Committee
5. Correspondence
 - A.
6. Old Business
 - A.
7. New Business
 - A. Reorganization of Library staff organizational structure - discussion and possible vote
 - B. Draft job description for new Deputy Director position- discussion and possible vote
 - C. Vote to Accept Monetary Donations
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Library Board of Trustees – Wed., Dec. 6, 2023 - 7 pm
 - B. Library Board of Trustees – Wed., Jan. 3, 2024 - 7 pm

Authorized posting officer

Posted by

Virginia A. Hewitt

Brooks Free Library

Town Clerk's Office

Agenda submitted electronically to Town for posting.

** 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.*

Brooks Free Library Board of Trustees
Wed. Sept 6, 2023 at 7 pm
739 Main St.,
Harwich MA 02645

1. Call to order/Attendance - 7:04 pm
Present were J.Brown, L.Cebula, W.Crowell, J.McCarty, K.Remillard.
Also present were Library Director G.Hewitt
And Brian Callow Rockland Trust Relationship Manager
2. Vote to approve Minutes of August 2, 2023 Meeting -
Motion: J. McCarty Second: J.Brown Passed unanimously K.Remillard & W.Crowell
abstained
3. Rockland Trust report on our Trust Funds
Brian Callow showed us that the Fiscal ytd is slightly down. Fy '24 begins July 1, '23.
He explained how our trust funds faired over the last year and previous year.
4. Public Comment – None
5. Reports
 - A. Chair – no comment
 - B. Library Director –
Roof bids came in and the lowest bidder has good references – The roof should be replaced this fall.
Many thanks to Sean for staying on this.
Barnstable Co IT people are coming to help with phone problems
 - C. The Staff Reports are in the meeting packet.
 - D. Building & Grounds – none
Thank you again Sean for all of your work
 - E. Liaison from Board of Selectmen - not present
6. Correspondence -
An Open Meeting Law Meeting is coming up. We all have received emails about this.
7. Old Business - none
8. New Business
 - A. Vote to Accept Monetary Donations totalling \$70.
Motion: J. McCarty Second: K.Remillard The vote to accept was unanimous.
 - B. K. Remillard and G.Hewitt are working on an evaluation form for Ginny
9. Trustee Reports
Bill reported that his wife's family member who has been in contact with staff at BFL has now taken a
job at the Snow Library in Orleans.

10. Upcoming Meetings/Events

- A. Library Board of Trustees – Wed, October 4, 2023 - 7 pm
- B. Library Board of Trustees – Wed, November 1st, 2023 – 7 pm

11. There being no further business Chair L.Cebula called for the meeting to be adjourned at 8:36 pm

Motion: J.McCarty 2nd: K.Remillare The vote to accept was unanimous.

Respectfully Submitted,
JoAnne Brown

Draft

Brooks Free Library
Board of Trustees Meeting
739 Main Street, Harwich, MA 02645
Wednesday, October 4, 2023, 7PM

1. Call to order/Attendance

Meeting called to order at 7:04pm

Members present: L.Cebula, K. Remilliard, B. Waystack, J. McCarty,

Also in attendance, V. Hewitt, Director. Absent: J. Brown, J. Wheeler, W.Crowell,
arrived 7:08pm

2. Vote to approve the minutes of September 6, 2023. Minutes not available, plan to
approve at next meeting

3. Public Comment none

4. Reports

A. Chair. No Report

B. Library Director, as submitted. Nothing to add and no questions or concerns from Board
members

C. Staff Reports chair expressed thanks to staff for their reports

D. Building & Grounds no report

E. Liaison from the Select Board No report

5. Correspondence none

6. Old Business none

7. New Business

A. Disposition of Article 31 of May 2013 ATM \$25,000 for carpet/flooring replacement.
Discussion of alternate use of fund as flooring has not been replaced and will not need to be.
Motion was made to repurpose the funds to supplement the \$90,000 Sidewalk article including 2
trees that will need to be replaced as part of that project. Motion W. Crowell. 2nd. J. McCarty. V.
unanimous.

B. Vote to accept Monetary Donations. None

C. Vote to accept donation of Savin C2525 photocopier and Jamex 6552 coin box. Motion
to accept the donation of the Savin C2525 photocopier and Jamex 6552 Coin box. Motion:
J.McCarty. 2nd W. Crowell. V. Unanimous

8. Trustees Reports and Requests for next meeting's agenda.

Chair requests an update on the job description for Deputy Director position.

9 Upcoming meetings and events

- A. Library Board of Trustees Wednesday, November 1, 2023 at 7 pm
- B. Library Board of Trustees Wednesday, December 6, 2023 at 7 pm
- C. Library Board of Trustees Wednesday, January 3, 2024 at 7pm

Motion to adjourn at 7:47pm. Motion: J. McCarty, 2nd K. Remilliard. V. Unanimous

Respectfully submitted,
Bernadette Waystack

Library Director's Report
Nov. 1, 2023 Meeting of the
Brooks Free Library Board of Trustees

prepared 10.26.23

PERSONNEL

- One Library Assistant resigned this month as she is no longer available to fill shifts at the Library. Another Library Assistant has indicated she is no longer interested in working regularly scheduled shifts but will stay on the payroll for occasional substitute shifts.
- We have begun preliminary transition planning work as one of our librarians has informally notified us they plan to retire this spring.
- As you are aware I have been working on reorganization plans for some time, so this potential retirement will be factored into those plans.
- As directed I have completed a draft job description for a new management position and will present it to you at your meeting on Nov. 1st.

NEW TOWN PHONE SYSTEM

- The upgrade of the Library phones to a Microsoft Teams system by the Town, working through the Barnstable County IT Department, is on hold until issues with accessibility and technical issues with our connection to the Town IP-based phone system are resolved.
- Several staff members have been involved in working on this project this month, investigating options that provide accessible phone service and that function well for Library public service desks.

OPERATIONS

Trick or Treating

- In addition to the Halloween Parade to Town Hall on the morning of Oct. 31st, this year we are holding our first evening Halloween event. The Library will be a trick-or-treating stop, with stations set up in the "spooky" (darker) upper parking lot.
- This isn't a drive-through event - families will park in the lower parking lot then walk through the upper lot collecting treats. We also have a large Halloween themed backdrop screen for families to use for taking photos.

Christmas in Harwich

- Christmas in Harwich will be held Dec. 1 to 3rd this year.

- The Chamber of Commerce is planning a live, primarily outdoor, interactive event in Harwich Center – Charles Dickens’ Christmas Carol.
- 6 to 8 locations in Harwich Center have been selected to host scenes from A Christmas Carol, with a vendor fair and food trucks in Brooks Park.
- A parade is planned for Harwich Center on Sunday Dec. 3rd from 10 am – 12 pm.
- The hours for the Christmas Carol event are 12 to 6 pm on Saturday, Dec. 2nd and 2 to 6 pm on Sunday, Dec. 3rd.
- The Library’s Doane Room (the original Cape Cod Five Bank building, currently the children’s picture book room) will be the scene of Christmas Past. Early plans call for a full-size bed to be placed on the Main St. end of the room. Actors and audience members may be outside on the front porch or the action may take place inside, on the Main St. side of the Doane Room. More details to come as plans progress.
- During the hours of the event we will be showing The Muppets Christmas Carol movie in the basement. This will provide an activity related to the theme while also giving families a chance to pop in and warm up during the outdoor event.
- The Saturday event will extend after our 4 pm closing and we’re not open on Sundays, so we’ll schedule some staff members to work for the event.
- The full Library won’t be open– just the Doane Room, accessed from the front porch entrance, and separately the meeting room will be open – so minimal amount of staff members, likely 2 people, will be needed.
- The Friends of Brooks Free Library will likely offer extended hours for their Book Sale during the hours of the event.

Upcoming Holidays

Veterans Day

- This year Veterans Day is on a Saturday (Nov. 11th). Government offices that have Monday-Friday schedules will observe the holiday on Friday, Nov. 10th and be closed that day.
- The Library will be closed on the actual holiday, Saturday Nov. 11th and we will therefore be open our normal hours on Friday, November 10th

Christmas and New Years

- This year Christmas and New Year’s Day are on Mondays. The Library is not open on Sundays and therefore we are already closed on Christmas Eve and New Years Eve.

- Unless the Selectmen declare additional days as holidays, which I don't anticipate, the Library will be open our normal hours on Saturday Dec. 23rd and Saturday Dec. 30th.

No Trespass Order

- Last week patron complained a man seated by the entrance was panhandling, asking users for money as they were coming in and out of the Library.
- A librarian spoke to the patron, informing him that he was not allowed to solicit on Library property. The patron indicated he understood.
- A few days later the same patron was again soliciting from patrons, this time asking for a ride to Boston and spitting on the vehicle of one patron who declined to provide the ride.
- Staff members called the Police but the patron left as soon as he saw the cruiser turn in to the parking lot so he was gone before the officers could make contact.
- About an hour later the patron returned and the Police responded a second time.
- Since this behavior was now a pattern I informed the officers I like to issue a No Trespass Order, which they prepared and then served to him.

CLAMS app

- CLAMS has had an app for the CLAMS catalog for a number of years. An app makes the Catalog easier for patrons to access on mobile devices.
- The app was designed to work with the prior Integrated Library System (ILS) and did not functioning correctly after the migration to the new ILS last spring.
- Search results and the listed status of items weren't accurate and when patrons used the Self-Checkout feature of the app, the checkouts were credited to Aquinnah Public Library rather than the Library where the item was checked out
- The vendor had been working to make the app work better with the new ILS but problems persisted.
- In September we voted to have the vendor take the app down from the App stores and CLAMS publicized to existing users that the app was no longer supported.
- This month the CLAMS Board has voted to contract with a different vendor. This app is provided by the vendor of the current ILS and public catalog.
- The new app won't initially contain all the bells and whistles of prior apps, such as Self Check, but the functions it does have will work properly and the data will be accurate.
- Even without some of the enhancements that will come later, staff members who have reviewed the new app believe it's a great improvement over prior apps.

- Additional set-up is required so a launch date is not yet available but it is expected to be ready in the next couple of months.
- In the meantime, users can still access the CLAMS catalog on any web browser on any computer or device by going to www.clamsnet.org.

FINANCIAL

FY24 Accounting

A spreadsheet of FY24 expenditures through October is included in your packets.

Respectfully submitted,

Ginny Hewitt
Library Director

Acting Assistant Director/Reference Librarian's Report for November 2023

Confidential Corner proposal submitted to MLA:

I officially submitted a proposal to present the Confidential Corner project as the Massachusetts Library Association conference in the Spring of 2024 in Framingham. I wasn't planning on submitting anything this year but I was contacted by Gabrielle Griffis of the Brewster Ladies Library who created a CC for their library based on my idea, who encouraged me to present the idea. The theme for this conference is "MLA: the heart of the community" so this project seems well suited for that theme. Sometime in the next few weeks I should find out if my proposal is accepted.

Personnel and Management Issues:

I made some final edits to my evaluation form for Library Assistants (substitutes) and I modified a previous form for the evaluation of Senior Library Technicians. I hope to implement both of these soon. I completed the annual evaluation and met with the Evening Supervisor. I did this in an expedient manner to assure that longevity would not be held up and to avoid potential conflicts that will be resolved when job descriptions are updated. I have been working closely with our cataloging Staff Librarian on a transition plan for her position as she has shared with us that she plans to retire in the spring. I encouraged her to work with the vendor (Lending Key) for our reservation system for the 'Library of Things' to change some functionality (which they did) and to write up directions for staff so we could move forward with implementation.

I have continued to work with our Executive Assistant, Carey Sims on making small changes to the schedule and with our timesheets over this past month. I have also asked for requests for time off to go back to paper forms that I will approve and sign. The staff seem to have adjusted well to the changes which were significant for some (three staff are working in departments they were not regularly working in before). I strongly believe that when staff regularly work in more than one department that we all benefit from their added skills and understanding. It allows each of us to see more directly what others are doing and improves communication overall. I continue to work the circ desk regularly and learn something new with each shift. While one library assistant left us this month, the ones that are here are now all regularly scheduled and able to keep up with the complex tasks that happen at the circ desk.

I attended the Open Meeting Law training at the community center in Harwich which I found to be very informative and well presented - worth a watch (link below)

<https://www.harwich-ma.gov/home/news/open-meeting-law-training-materials>

I also attended a MLS interactive training "The Promoted Peer" that focused on supervisory skills. It was a good opportunity to interact with other library managers beyond Cape Cod.

Collection Development:

I began a major weeding of fiction (learning new processes with the new ILS), and I began using new ordering procedures Fiction/Sci Fi/Mystery. Results of these changes will be noticed shortly and I will be actively seeking feedback to make sure our patrons are still getting the books they have requested promptly and are seeing a wide variety of other items to choose

from. There are many tools from many different sources (not just the traditional reviews in Library Journals) that can be used for the selection of fiction and non-fiction books and so it is taking me some time to investigate many of these tools. Thorndike/Cengage plans for Large Print have also significantly changed over the past few years and because they still basically have a monopoly on many titles/authors, it will take more time to analyze those plans. I also spent time purchasing new titles for the small foreign language collection I started before this summer.

Respectfully submitted,

Jennifer Pickett, Acting Assistant Director/Reference Librarian

Youth Services Report
October 25, 2023

Programming Updates

There has been a lot of talk in town about opportunities for youth. The library offers a number of regular youth programs during the school year. For young children we have Indoor Storytime, Outdoor Storytime, and Preschool Projects. For elementary aged children we have Legos and Pokemon Club. For middle and high school students we have Magic: The Gathering Club and the Food and Fun group. We have two programs for homeschooled children of all ages: a Destination Imagination program and Homeschool Activity Club. We also have some passive programs, such as our monthly scavenger hunts, that are not "programs" as such, but are something to do on a rainy day or weekly library visit. This is in addition to special programs such as the Halloween Parade.

Dinovember

We will be participating in "Dinovember" this year. This is a fun opportunity to go wild with the dinosaur theme all month. Our scavenger hunts for the month will be dinosaur themed, we're planning some dinosaur displays, and we'll have a Dinosaur Party on Saturday, November 18th at 2:30 to make dinosaur crafts and play dinosaur games.

Spice Up Your Life

Technically this is an adult program, but I am including it in my report since I have taken point person on running it. Every month we are choosing a different spice and providing a tablespoon or so of that spice alongside a brochure with information about the spice and 2-3 recipes showcasing that spice. We debuted the program in September with turmeric and 30 brochures, all of which were taken by the end of the month. In October we showcased cumin and as of this writing 65 brochures have been taken and we just had the Community Connections volunteer group put together 15 more for next week. November will feature za'atar. I spoke to the New Bedford Public Library about the program because I knew they were running something similar and they graciously shared with me all of their documents and templates.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian

Staff Librarian - Technology
October 2023
Report to the Trustees of Brooks Free Library

Technology

I worked with Barnstable County IT to find solutions regarding our new telephone system, specifically on whether Microsoft Teams will be compatible with Carla Burke's screen reader JAWS or whether an accessible phone may be used instead. Currently, there are still significant issues. JAWS only slightly works with Teams and is unnecessarily clunky. A phone with a sidecar which has buttons corresponding to a person may work, but the buttons are small, adding braille will be difficult, the phone is unnecessarily large, the touch screen is not accessible, and still requires Carla to access her voicemail via the clunky Teams app or secondary email which currently cannot be forwarded to her current work email. It is still unclear whether they can make extensions for internal calls instead, which would be preferred. I am still actively working on solutions with Carla and Barnstable County IT, which has taken most of my time.

The wireless printer had a significant increase in failing to print from patron devices. I resolved a problem with the Brooks NF2 access point which was emitting speeds of 2.4 Ghertz and 5 Ghertz at the same time, which may have affected the ability for some devices to connect. As of now printing seems to be functioning normally.

I had two meetings with the Friends to select, purchase, and set up a laptop for Lynne, who will be taking over for Peggy. I ordered a case and external drive for the computer, and discussed solutions about how Lynne will be printing labels and bookplates, looking into alternatives to PrintMaster like Canva and Avery. Lynne currently has the laptop and we have plans to meet in the future to discuss any changes that need to be made.

I purchased a dedicated laptop for the Thornton Meeting Room, which I will set up for future program use. This resolved the occasional issue with a laptop not being available for the meeting room. I also met with a number of folks who used the meeting room for our events and outside events, walking through use of the projector, speakers, and network connection.

I attended a webinar from KohaCon, which demoed one library's update of their self-checkout stations. Seeing what is possible was inspiring, and I hope that we will be given more permissions from CLAMS to make our self-checkouts more user friendly.

CLAMS has discontinued their app for the public due to displaying incorrect information and false reporting of self-checkout statistics. I did some testing of a possible replacement, which appears to be promising.

Reference

Much of my time has been spent on the reference desk, answering questions and assisting with technology. It is difficult to describe how much time reference work can take away from my usual duties, we may have one or two reference questions that can take up hours, I may be constantly interrupted from a task, or a combination of the two. I have less time working off-desk, which makes finding time to set up technology, run updates on our devices, and other duties difficult.

PR

I looked into replacements for MailChimp, as our newsletter audience has outgrown their platform. After some research I am tentatively selecting Constant Contact for their replacement, as long as their prices are reasonable.

Collection Development

eBook requests have significantly increased, and eAudiobooks are becoming even more popular, which can be difficult as their prices are sometimes double that of their eBook counterpart. In September, I purchased 34 eBooks and 23 eAudiobooks. In October, I purchased 28 eBooks and 24 eAudiobooks. I also purchased 16 adult graphic novels.

Future Work

I will continue to work with Barnstable County IT to come up with the best solution for our phone system.

I will be setting up the laptop for the Thornton Meeting Room and will replace the staff Circulation computers, as they are nearing the end of Dell support.

Respectfully submitted,
Jamie Thornton
Staff Librarian

Staff Librarian - Circulation
October 2023 Report for
November 1st, 2023 Trustees of Brooks Free Library Meeting

Circulation

Circulation activities in October have included continued clean up activities, given the return to off-season numbers of patrons (though there have continued to be some larger deliveries going out/into the library, reflected in current circulation numbers, with approximately 14,000 total items checked out or renewed in October). Weeding of non-circulating items in fiction began this month and will continue over the next few months. We have continued to send "long overdue/lost" bill notices to patrons, averaging approximately 50 per week (this includes items that have just become long overdue and also batches of items that have been overdue for over three months). We have sent over 300 notices, which cover the year-long period from September 2023 to September 2022. As part of the bill notice process, work is continuing on following up with patrons whose addresses are incorrect and updating their addresses. We also carried out the MLS delivery survey, a biannual week-long collection of data on the number of items that are being placed in the MLS delivery system, along with the number of bins coming in and out of the library each day. The survey provided an opportunity to give feedback on delivery services, which has been uneven, given issues with driver absences (leading to late deliveries); however, communication from MLS/Optima (delivery provider) has been generally good.

Patron Services

Work is continuing on updating of Self Registration (i.e. eCard) patrons, with eCard patrons being informed by email that they can update their temporary accounts with a full-access account/card. Response has been limited to date, but we will continue to follow up with new eCard registrants to request they update to a full account.

Circulation/Library Communication

A Circulation Circular email will be sent to staff with updates/reminders about Circulation processes and procedures.

Future Work

I am still planning a Circulation staff meeting to review procedures/processes and allow for discussion/questions - specific timing is still pending. We will also continue to work on checking for items that are currently showing as "Missing" in the system, to confirm they are not actually on the shelves and carrying out ongoing work on patron account clean up.

Personal Development

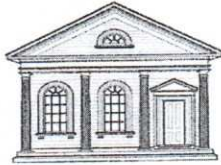
I continue to work on my coursework for the online MLIS program at San Jose State University and still plan on taking advantage of any other relevant online trainings offered through MBLC and other organizations, as time permits.

Respectfully submitted,
Gavin Williams
Staff Librarian - Circulation

FY24 Budget Balances

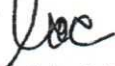
As of 10.26.23

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,600.00	\$391.09	\$3,208.91	11%
Library Materials	\$173,019.00	\$61,411.28	\$111,607.72	35%
Electric	\$31,000.00	\$11,017.08	\$19,982.92	36%
Employee Fringe Benefits	\$600.00	\$0.00	\$600.00	0%
Gas	\$9,445.00	\$219.70	\$9,225.30	2%
Library Supplies	\$18,000.00	\$7,342.55	\$10,657.45	41%
Maintenance & Repair	\$5,907.00	\$362.89	\$5,544.11	6%
Office Supplies	\$5,850.00	\$1,618.82	\$4,231.18	28%
Professional & Tech	\$51,397.00	\$45,083.34	\$6,313.66	88%
Water	\$1,402.00	\$521.88	\$880.12	37%
Total Library Expenses	\$300,400.00	\$127,968.63	\$172,431.37	43%
Wages & Salaries	\$819,809.00	\$230,040.33	\$589,768.67	28%
TOTAL	\$1,120,209.00	\$358,008.96	\$762,200.04	32%



**Brooks Free Library
Board of Trustees**

739 Main Street
Harwich MA 02645
508-430-7562

From: Linda Cebula, Chair 
To: Joseph Powers, Town Administrator
CC: Donald Howell, Select Board Liaison to the Library Board of Trustees
Lincoln Hooper, Director, Dept. of Public Works
Subj: Re-purposing of Funds in Article 31 of the May 2013 Annual Town Meeting
Date: October 11, 2023

Article 31 of the May 2013 ATM appropriated \$ 25,000 for carpet/flooring. It was one of three submitted by the Library Trustees for this purpose prior to the centralization of facilities maintenance in the Dept. of Public Works (DPW). These funds did not need to be utilized for the major carpeting project completed in 2015, so the plan since then has been to utilize the funds to replace the ceramic tile floors in the seven restrooms at the Library. The Facilities Manager recently reviewed the condition of the restroom floors and reported that while the tiles appear dull, they are structurally sound and won't need replacement for many years.

Based on this information, the Trustees voted on Oct. 4th to recommend that the funds in Article 31 of the May 2013 ATM be re-purposed at the May 2024 ATM to supplement the \$90,000 in Article 12 of the May 2019 ATM for repair of the brick sidewalk at the Library including the replacement of the two trees along Main Street with species whose roots do not damage sidewalks. DPW is currently managing this project. We understand that additional funds will be needed to complete the project. Re-purposing the funds from Article 31 of the May 2013 ATM would help defray the costs and reduce whatever amount DPW needs to seek in additional funding.

Replacement of the two trees is an integral part of the project we submitted. Failure to replace the trees would be a major change to the streetscape in the heart of the Harwich Center Historic District and would undoubtedly encounter a great deal of public opposition. McGinley Kalsow's Exterior Assessment Report, available on the Library Trustees page of the Town website, provides details on the species of trees appropriate for areas adjacent to sidewalks and it is important that those species be selected. The trees must also be of sufficient height so the canopy is above the height of passing vehicles. We understand this could be expensive, so it is our expectation that re-purposing the \$25,000 in Article 31 of the May 2013 ATM for the Library Sidewalk Repair and Tree Replacement project will ensure the tree replacement work is not eliminated from the project. Any remaining funds can then be utilized for the overall project, thereby reducing whatever additional amount of funding DPW will need to request to complete the project.

Please advise if additional information is needed. The Trustees are ready to submit the article to re-purpose these funds for consideration at the May 2024 town meeting.