

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

1. Call to Order/Attendance
2. Vote to Approve Minutes of Feb. 1, 2023 meeting
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
 - E. Liaison from Board of Selectmen
5. Correspondence
 - A.
6. Old Business
 - A. Updates on FY24 Budget and Budget Review for March 4 Selectmen and Finance Committee Budget Hearing – discussion and possible vote
 - B. Staff Survey – discussion and possible vote
7. New Business
 - A. Vote to Accept Monetary Donations
 - B.
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Board of Selectmen/Finance Committee Budget Hearings - Sat., March 4, 2023
 - B. Library Board of Trustees – Wed., April 5, 2023 - 7 pm
 - C. Annual Town Meeting - Mon. May 1, 2023 and Tues. May 2, 2023
 - D. Library Board of Trustees – Wed., May 3, 2023 - 7 pm

Authorized posting officer

Posted by

Virginia A. Hewitt

Brooks Free Library

Town Clerk's Office

Agenda submitted electronically to Town for posting. The full packet for the meeting will be posted on the Town website, www.harwich-ma.gov/brooks-free-library-board-of-trustees, and Library website, 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.*

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

DRAFT MINUTES

1. Call to order/Attendance - 7:08 pm
Present were J. Brown, L. Cebula, W.Crowell, J. McCarty, B. Waystack, J. Wheeler
Also present were Library Director G. Hewitt and Selectman Larry Ballantine.
2. Vote to approve Minutes of Dec.7, 2022, and January 7th, 2023 Trustees Meetings -
Motion : J.McCarty Second: J.Wheeler Passed unanimously
3. Public Comment – none
4. Reports
 - A. Chair –
L.Cebula reminded us to take the ethics test
 - B. Library Director -
The Historical Society wrote to thank us for providing them with space to work during the construction on their building.
The transition to the new library computer system is going to be good very good but the transition will not be easy.
We will not offer bystander training, assertiveness training and security training for the staff at this time due to the need to focus on the new automated system.
 - C. Review of staff reports -
The Board appreciates these reports
 - D. Building & Grounds –
J.Wheeler met with G.Hewitt and they developed a list of things to talk about to Sean Libby. They feel the gutters are the most pressing problem. There is money left in the carpeting project would allow for the purchase of more carpet tiles that match the original tiles for when the originals need replacing.
 - E. Liaison from Board of Selectmen – Larry Ballantine
The BOS are hoping to bring some housing solutions forward soon. The Budget is not finalized. Two members of the BOS are planning a ‘newsletter’ to better communicate with Residents. Perhaps combine it with newsletters from all the other departments. J.Wheeler cautioned common problems with these missives. In the absence of this kind of communicating people are left with social media and that can be very negative and/or wrong.
5. Correspondence
 - A. There is an invitation to participate from the Art Week Committee

6. Old Business

- A. Budget: Hewitt met with Joe Powers yesterday to discuss the BFL Budget. Our concern is always the Municipal Appropriation Requirement. Last year we were dangerously close to decertification.

Enhancement of Service for \$4800 for programming in budget

We have funds to replace cement tile floors in the restrooms in an old article. The floors don't look clean but they are structurally sound so the work has not been a priority. These funds may be re-purposed at Town Meeting.

Friday there is a department head meeting and will know then what will the Town Administrator is recommending.

- B. Vote to Submit Technology Article for May 2023 Annual Town Meeting

Motion : W. Crowell Second: B. Waystack Passed unanimously

7. New Business

Motion: W. Crowell to accept the budget as presented. Second: J. McCarty

Passed unanimously

8. Trustee Reports and Requests for next Meeting's Agenda - none

9. Upcoming Meetings/Events

A. Library Board of Trustees – Wed., March 1, 2023 - 7 pm

B. Library Board of Trustees – Wed., April 5, 2023 - 7 pm

C. Board of Selectmen/Finance Committee Budget Hearings – Sat., March 4, 2023

D. Annual Town Meeting – Monday May 1, 2023 and Tuesday May 2nd

10. There being no further business Chair L. Cebula called for the meeting to be adjourned.

Motion: J. McCarty Second: J. Wheeler Passed Unanimously

The meeting was adjourned at 8:10 pm

Respectfully Submitted,

JoAnne Brown

**Library Director's Report to the
Brooks Free Library Board of Trustees
for March 1, 2023 meeting**

prepared 2.22.23

Personnel

A new contract for the Harwich Employees Association was approved by the Board of Selectmen at their meeting last night (Tues. Feb. 21st.) I have not yet received a copy of the contract or the new pay scales for FY23 and FY24.

Once we receive the new pay scales:

- We will submit personnel actions for retroactive pay for hours worked since July 1, 2022 for the 13 staff members included in the HEA bargaining unit and 3 former employees who will be owed reactive pay.
- When the personnel actions are approved the payments will be included on payroll.
- I will re-calculate our FY24 budget request so we have sufficient funds in our Salary and Wages line.
- I will also need to calculate what our adjusted FY23 Salary and Wages should be to verify the amount that is transferred in to our budget lines.
- The revised FY23 appropriation will then be used to update the projected FY24 Municipal Appropriation Requirement (MAR).
- If I receive the new salary scales in time I'll provide you with updated budget information for our FY24 request.
- It's important we have this information in time to calculate the impact on our FY24 request prior to the budget hearing with the Selectmen and Finance Committee on March 4th.

New Integrated Library System (ILS) and public catalog

Preparation for the new Integrated Library System, Koha, and the public catalog, Aspen Discovery, has been the primary focus of our efforts for the past month.

Circulation Desk updates

- It's important that one Self Check station is located close to staff stations when the new system goes live since patrons will be less reluctant to use it if help is nearby.
- The plexiglass frames on the Circulation Desk have prevented us from having a Self Check on the Circulation Desk, like we did pre-pandemic, but when discussing options with staff I was surprised to learn there was unanimous agreement that the

plexiglass should come down.

- A few staff expressed the desire to leave plexiglass on one side of the desk. While the majority didn't think that was necessary I decided it was a good compromise.
- The Facilities Manager had a staff member remove the plexiglass from the L shaped part of the Circulation Desk and from the Youth Services desk on March 8th.
- The Staff Librarian for Technology is setting up a new Self Check computer so it will be back at the Circulation Desk before we go live on Feb. 27th with the new system.
- Members of the public have been overwhelmingly happy about the removal of the plexiglass since it made communication more difficult.

Staff Training

- 17 staff members attended the staff training day on Feb. 8th. 5 who were unable to attend were instructed to watch the recording of the Circulation Essentials webinar from that morning.
- All staff have been assigned to watch the recording of 1.5 hour training on Aspen, the public catalog, and to complete practice exercises creating patron records.
- If part-time staff need additional hours to complete these assignments they have been told to document it on their timesheet and they will be paid for that time.

While data is being migrated to the new ILS on Feb. 24 and 25th

- Staff members will use the Offline Circulation module to check out items to patrons who have their library card with them.
- The offline files will be uploaded from each workstation at the end of the day and Bywater, the vendor hosting our system, will process those transactions prior to the system going live on Feb. 27th.
- While using Offline Circulation returned items cannot be checked in, items cannot be renewed, no requests can be placed, no holds can be filled, patron records cannot be created or edited and no item records can be added, withdrawn or changed

New system will go live Monday Feb. 27th

Prior to opening staff members will

- Verify all staff workstations and self-check stations are able to log in to the new ILS, and online catalogs are able to access the catalog
- Update the links for the catalog on our webpage
- Check a list provided by CLAMS of items on the Hold shelf and confirm with CLAMS

that it accurate. Troubleshoot any issue if they arise.

- Check in items returned after noontime on Friday, enter any paper check-outs from Friday and Saturday, and run a “holds queue” list and begin filling holds again
- We will then be able to resume normal Circulation operations
- We plan to have additional staff in the Circulation area to assist patrons with using the new catalog, re-setting their PINs, using Self Check, etc.
- Basic cataloging and circulation will be operational on Feb. 27th. The system will not be fully customized yet and training in other areas – periodicals, statistics and reports, etc. – will follow over the next few months.

Change in How Holds Are Filled

- When a copy of a popular title is checked in the system assigns it to the first person on the waiting list that is a patron of the library that owns that particular copy.
- Once all the library’s patrons holds are filled, the item would then go out to fill the hold of patrons of other libraries.
- Currently, the CLAMS system does this prioritization of holds by pick-up location. This means a patron could have a card from Library A but if they chose Harwich as the pickup location then they have priority on our items (so they may not really be “our” patron.)
- The new system will prioritize holds based on library card. To have priority for holds on a library’s items the patron will need to have the library card of that library.
- This change will make the system work as always intended. Patrons of the library that purchased the item should have priority.
- Patrons should check that they have the library card of the library they use regularly.
- CLAMS cards have the name of the library printed on them and the first five digits of the barcode on a Brooks Free Library card are 10109.
- If patrons are unsure if they have the card of the library they use regularly they can check with library staff.
- Mass. library certification standards require libraries to provide services to residents of other certified municipalities on the same basis as if they were residents of the municipality.
- Patrons do not need to have the card of a library in the municipality they reside in or where they were first issued a card.
- If patrons don’t have the card of the library they use regularly the library will be

happy to edit their record, make them their patron, and issue them a new library card. Some libraries may charge a nominal fee for a replacement card but there is no charge for the new card at Brooks Free Library and at most CLAMS libraries.

- Patrons who don't have the library card of the library they use most often will find they are waiting much longer for holds on bestsellers and popular items.
- Why should patrons want our library card? As one of the largest libraries in CLAMS we have a bigger budget and a larger collection. We purchase more copies of bestsellers, buy more widely, in different genres, and have a deeper collection of non-fiction than smaller libraries.
- When patrons have our library card they are able to access our online resources which provide free access to the online edition of the Cape Cod Times and the Wall Street Journal in addition to other resources such as Hoopla and Consumer Reports, which a smaller library may not subscribe to.
- Making patrons aware of the need to have the library card of the library they regularly use so they don't wait longer than necessary for popular items will take some time, but once this initial adjustment is made the system will prioritize holds as intended, so the patrons of the library that purchased the item will have priority.
- It will also fix an issue with our statistics – in the future our patron counts will more accurately reflect the number of users of our library.

Publicity and Outreach

I attended the last two Selectmen's meetings to publicize information about the timeline for the migration and live date of the new system.

Staff members have prepared handouts and bookmarks for patrons and social media posts about the new system.

On Saturday night I responded to an email from Tim Wood, editor of the Cape Cod Chronicle, providing background information about what an ILS is, why we are moving to a new system and the advantages for staff and patrons of the new catalog. His story is on the front page of both the Harwich and Chatham editions this week, so it's excellent publicity.

COA director Julie Witas has invited our staff to be the guest speaker at their Men's Breakfast and Women's Breakfast in May, so that will be a great opportunity to show residents some of the features of the new catalog.

Town Information Technology Upgrades

The Town IT Director is working with Barnstable County IT to move the Town to Microsoft Office 365 rather than the server based products they have been using. The Library has been independent in terms of technology for a variety of operational

reasons and there are no plans to change that, but there will be some effect on staff and on the Trustees from the Town changes.

Current Technology

- The Library utilizes Gmail accounts and Google Drive and GSuites (Docs, Sheets, etc.) and need to continue with that since we need access to shared CLAMS staff sites and documentation.
- Except for the Director, Asst Director and Executive Assistant, who have access to MUNIS and Town email accounts for that purpose, our staff members do not use or need the Town email or document server.
- This past fall one email address was assigned to the Trustees for the Chair to use: librarytrustees@town.harwich.ma.us.
- The one area where we receive technology service from Town is the telephone system. The Library is on the same phone system as Town Hall and Public Safety (which is why when we place out-going calls to patrons their caller ID often shows us a "Harwich Fire", something which unnecessarily alarms them.)

Telephone System

- As part of moving to Microsoft 365, the Town is moving to Microsoft Teams for the phone system. Most desks in Town offices will no longer have phones. The staff member will access the phone through their computer and use a wired or wireless headset when making and receiving calls.
- I recently met with the Town IT Director and Barnstable County IT to review how this will work at the Library. All public desks will have physical phones. I have also requested each office have at least one physical phone for safety and security purposes. Staff members who go behind closed doors when a security concern arises need access to a phone, even if the occupant of that office is not there or the computer is not turned on. Our Assistive Technology Coordinator may need a physical phone if the system doesn't work well with a screen reader.
- Changes in the phone system will be scheduled over the next few months. I'm looking to wait until the end of March so we have time to adapt to our new ILS before implementing another new system.
- Barnstable County IT provided overview training for managers on Microsoft Teams on Feb. 21st, with another session being offered on March 1st. They'll offer a session for Library staff before we implement the new phone system.
- More training will be provided on other Microsoft 365 products in the coming weeks.

Email

- The Town has had several different domains for email (XX@town.harwich.ma.us and XX@townofharwich.us). The new system will have one format for email addresses: first.last@harwich-ma.gov.
- The new email system will become effective in early March.
- As elected officials the Town plans to issue email accounts for each Trustee. I will let you know when training is scheduled on this.
- Because phone and email are two aspects of the same system every staff member who has their own voicemail extension will be issued an email account, but they can be set to automatically forward to their CLAMS account. This access also gives us the opportunity to explore what aspects of Microsoft365 might work better for us than Google Drive and GSuites in the future.

MUNIS Update

- A major update to the MUNIS accounting system is also coming. The Executive Assistant and I will participate in training when it's offered to departments.

FY23 Accounting

A report on year-to-date expenditures is included in your packet.

Respectfully submitted,

Ginny Hewitt
Library Director

To: all staff (employees both full and part-time and volunteers)
From: Trustees of Brooks Free Library
Date: March 1, 2023

The Trustees are interested in your comments and concerns as regards our Library. We are asking that you respond to this brief questionnaire so that we may be aware of all issues and concerns, and that we may take appropriate action if necessary. Please be specific in your responses without providing any reference to you personally. The Trustees appreciate your commitment to our Library and look forward to your responses. *Be sure to complete both sides of questionnaire.*

ALL RESPONSES WILL BE CONFIDENTIAL.

The responses should be returned (by mail) to Linda Cebula, Chair
PO Box 157, Harwich Port MA 02646 or use the general library email
BrooksFreeLibrary@clamsnet.org to send directly to
librarytrustees@town.harwich.ma.us

1)What is working well at the library?

2)What could be improved? What could be considered for future change?

3)In what areas would you like more support? What type of support?

4)Do you generally understand why certain actions, procedures or policies are presented?

5)Do you feel that your concerns are considered when procedures or policies are being considered, either revisions to existing or new?

6)What other items would you like to tell the Trustees?

FY23 Budget Balances

Updated 2.17.23

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,524.00	\$1,090.95	\$2,433.05	31%
Library Materials	\$162,942.00	\$102,366.90	\$60,575.10	63%
Electric	\$27,475.00	\$19,939.72	\$7,535.28	73%
Employee Fringe Benefits	\$370.00	\$720.00	-\$350.00	195%
Gas	\$8,867.00	\$4,495.03	\$4,371.97	51%
Library Supplies	\$13,000.00	\$4,657.82	\$8,342.18	36%
Maintenance & Repair	\$5,700.00	\$687.71	\$5,012.29	12%
Office Supplies	\$5,750.00	\$1,756.46	\$3,993.54	31%
Professional & Tech	\$50,973.00	\$45,801.82	\$5,171.18	90%
Water	\$1,402.00	\$150.50	\$1,026.65	11%
Total Library Expenses	\$280,183.00	\$181,666.91	\$98,516.09	65%
Wages & Salaries	\$758,150.00	\$448,431.64	\$309,718.36	59%
TOTAL	\$1,038,333.00	\$630,098.55	\$408,234.45	61%

Cape Libraries Go Offline While Catalog System Upgraded

Cape Cod Chronicle, Feb. 23, 2023

by Tim Wood

Regular users of local libraries will need to dig out and dust off their library cards this week if they plan to take out a book, video or other resource. The regional CLAMS system will be offline Friday through Sunday while data is migrated to a new platform.

In the biggest upgrade to the Cape Libraries Automated Materials Sharing (CLAMS) system in two decades, a new integrated library system is being installed that will be more intuitive and user-friendly for patrons and more flexible and functional for library staff.

The new system is the result of a yearlong process during which a committee of CLAMS librarians reviewed available integrated library systems, which include patron, bibliographic databases, operational modules and a public-facing online catalog. The Koha Library System software was chosen after the committee reviewed integrated library system options. Bywater Solutions will host and manage the system, and Bywater's AspenDiscovery will be the public-facing catalog that integrates with the Koha system.

"We compared multiple types" of systems, said Eldredge Public Library Director Amy Andreasson, who co-chaired the committee along with Eastham Library Director Melanie McKenzie. Bywater is an open-source system, meaning that it is constantly changing with improvements driven by its users.

"It'll be a learning curve at the beginning," Andreasson said. Staff members at Cape libraries have undergone training in the new system. Patrons should find it user-friendly, she said, although using the online catalog will require creating new log-in information.

The online system won't be available to check accounts, place holds or check availability of items from noon Friday through Sunday, Feb. 26, although the catalog will remain searchable. During that time, patrons can borrow items from libraries but will need a library card. If patrons can't find their library card, new cards can be issued in person, said Virginia Hewitt, director of the Brooks Free Library in Harwich. Access to the Commonwealth Catalog will also be unavailable during this time.

The Aspen system will come online Monday, Feb. 27. Patrons must use their email address or the last four digits of their phone number to log into their account. Hewitt said patrons who are unsure if this information is on their account can call the library to check their records; under the current CLAMS system, patrons can't change their account information. That will change under Aspen, she said. Library card number and other account information, as well as current holds and checked-out material will migrate to the new system. Users will be required to create a new PIN or password when logging in for the first time.

Along with a new interface, the Aspen system includes a number of features that the librarians say will make it easier for patrons to search for and find books and other items. It includes

predictive searching — the system will make suggestions as soon as the user types in the search bar — search results are grouped by format, family accounts can be linked, users can choose notification preferences, and Overdrive/Libby materials can be checked out directly through the system. Previously, while those items showed up in searches, they had to be checked out through a separate website or app. Further customizing of the system to add resources subscribed to by individual libraries will become available once the initial transition is complete, said Hewitt.

An Aspen quick-start guide as well as other information is available at info.clamsnet.org/author/mspinney/.

This is the most significant change to CLAMS since switching from a DOS-based platform to the current online system in 2003, said Hewitt. The system was upgraded a decade ago, but that change, which she said “seems like light years ago,” involved the same vendor so data migration was more seamless.

“So much has changed with technology since then,” she wrote in an email. CLAMS is the first library system in the state to adopt Aspen, she added; the Ocean State Libraries system in Rhode Island has also chosen Aspen and will go live in April. As more systems adopt Aspen, the more improvements will be made as concerns and issues are worked out, she said.

“As an open source product, Koha is constantly evolving to meet users needs,” Hewitt said. “The changes are driven by the user community, so I fully expect that this change will put CLAMS in excellent shape for the next decade, and hopefully longer.”

“It was a good process,” Andreasson said of the upgrade, adding that Aspen will provide CLAMS libraries with more flexibility to create a system that “works for us, and our needs, rather than a cookie-cutter system.”

Email Tim Wood at twood@capecodchronicle.com Twitter: @CCCTIM WOOD

The online system won't be available to check accounts, place holds or check availability of items from noon

Friday through Sunday, Feb. 26, although the catalog will remain searchable. During that time, patrons can borrow items from libraries but will need a library card.